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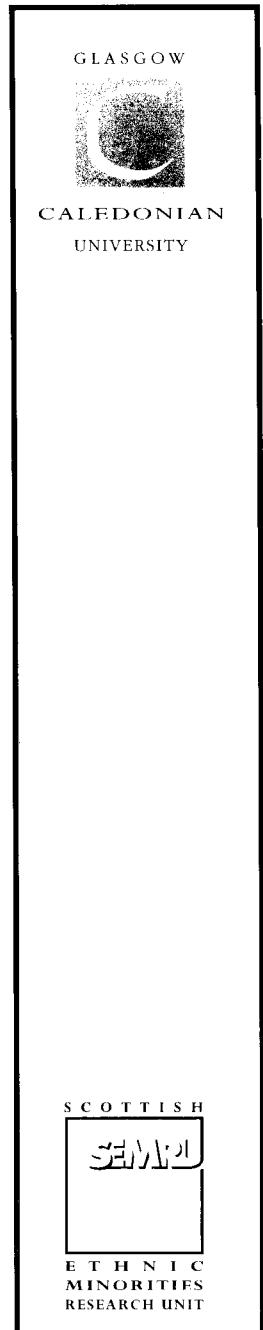
**The Needs of the
African-Caribbean
Community
in Scotland**

*Report prepared for
The African-Caribbean Advisory
Service
(10 Newton Place, Glasgow, G3 7PR)*

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As part of their of their current work with the African-Caribbean community, this study was conducted by the:

African-Caribbean Advisory Service (ACAS)

24- Hour Helpline

Counselling and Advice

Help and Support

Cultural Awareness

Information

Training

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Note on Terminology

The researcher acknowledges the sensitivity surrounding the use of socially constructed terms to refer to certain groups of people within the community. For the purpose of this study, visible minorities, mainly those of Chinese, Pakistani, Indian and African-Caribbean descent, are referred to as 'black and minority ethnic' throughout unless defined otherwise by the participants themselves (in extracts and direct quotations). The indigenous population are referred to as 'white'.

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Executive Summary

Background

- Information pertaining primarily to those of African and Caribbean descent is virtually non-existent as local race researchers have paid little attention to the distinct identities of minority ethnic communities, in Scotland.
- This trend is not necessarily confined to research initiatives but is equally evident within the broader areas of anti-racist work and mainstream service provision.
- The African-Caribbean population constitute approximately 9980 of the total ethnic population in Scotland (Source: 1991 census) yet to date, specific information regarding the needs, aspirations and indeed, the problems faced by these communities, remain unclear.
- Against this background, ACAS embarked upon an exploratory study to gain an insight into the nature, needs and experiences of African-Caribbean people in Scotland, especially in terms of service provision and community support.

Methodology

- While some quantitative data was collected, in essence, a mainly qualitative approach was adopted to facilitate the research whereby the researchers used semi-structured interview schedules and topic guides to gather relevant information
- The research process involved 3 three strands; Self-Administered Questionnaires (**Fieldwork i**), Case Studies (**Fieldwork ii**) and In-depth Interviews with selected service providers (**Fieldwork iii**).
- Whilst not representatively drawn, the weighting of the sample during **Fieldwork (i)** was guided by the population distribution reflected in the 1991 census. Through a complex process of informal networking, 110 individuals of different age and gender backgrounds, were interviewed.

- The majority of the respondents were selected from Glasgow (31.8%), Aberdeen (28.2%) and Edinburgh (19.1%), areas which fall within regions that were identified during the 1991 census as having the highest concentration of African-Caribbean people.

- **Fieldwork (ii)** involved in-depth qualitative discussions with at least 6 individuals known to have experienced difficulties in terms of accessing mainstream resources.

- A methodology similar to the one used during **Fieldwork (ii)** was used during **Fieldwork (iii)** to obtain the views and perceptions of service providers. The primary aim of this strand of the research was to explore the extent to which service providers considered the specific needs of the African-Caribbean community, in practice.

The Participants

- The majority of those who participated in **Fieldwork (i)** (56.4%), were female.

- Respondents were generally mature with approximately three quarters (75.4%) being older than 30 years of age, the majority of whom (50%) were between 31 and 40 years of age.

- Whilst the study focussed on a group of people commonly referred to as 'African-Caribbean', many participants challenged the use of the term as they felt that it implied an homogeneous group while in reality, the origin of members of that socially constructed group were intrinsically different.

- Despite the prevailing myth that members of the African-Caribbean population are perpetually mobile and transient, this study found that a substantial proportion of those interviewed (28.2%) have been living in Scotland for more than 10 years and indeed, the majority of the latter (71%), for over 15 years.

- Nonetheless, only a small number of respondents (N=5) indicated that they were born in Scotland with majority indicating that they had emigrated or migrated to Scotland for various reasons, mainly, educational (40%) and employment (20%) prospects.

- While information on household size and structure was not consistently recorded, the available data nevertheless indicates that relatively few respondents (11.3%) belonged to single person households. Moreover, approximately 1 in 4 (27.5%) respondents belonged to households that comprised 4 persons and an equal proportion (27.5%), more than 4.

- In most cases (60.9%), the respondent was the main breadwinner and was thus financially responsible for a number of dependents, mainly spouse and children. It is worth noting that a substantial proportion of female respondents (42%) were found to be the main breadwinner.

- While, a fair proportion of the respondents (35.5%) were homeowners, the majority interviewed were living in accommodation rented from either Local Authorities (37.3%) or Private Landlords (13.6%)

- During the second strand (**Fieldwork ii**) of the research, 3 males and 3 females between the ages 30-45 years, from different localities within Scotland (Glasgow: 2, Stirling, Aberdeen and Fife) were interviewed. While the majority in this sample (4) were of African origin, 2 (Females) were white Scots with African-Caribbean partners.

- During **Fieldwork iii**, at least 6 service providers from across Scotland, both statutory and non-statutory, including a; Community Relations Council (CRE), CSV Health Action Project, Health Promotion Department, Health Board, Citizens Advise Bureau and a Voluntary Organisation, were interviewed.

Key Findings

- Given the qualitative aspects of the chosen methodology, where necessary, the key findings are presented, mainly as extracts of conversations and direct quotations from participants' discussions surrounding specific topics.

- While the quantitative data from this study was somewhat limited, the parallel qualitative information was relatively in-depth. It would therefore be prudent to view the quantitative data within the context of the qualitative discussions that surrounded key aspects.

- A common strand throughout the findings was the notion that the barriers and difficulties faced by the African-Caribbean community was principally as a result of racism and discrimination.

- More than a third (38.2%) of the respondent especially mentioned that they had encountered racism and discrimination in various forms ie: overt and covert. Such experiences had occurred within various settings including the workplace, schools, streets and housing estates. Moreover, the study found that in many instances families of mixed race were especially vulnerable to regular racial abuse.
- Respondents cited incidents relating to both individual and institutional racism, the latter being considered more disparaging by most. In this regard, difficulties associated with employment and housing were frequently highlighted and discussed at length.
- While a substantial proportion of the respondents had moved to Scotland in pursuit of either educational or employment opportunities, the data revealed that, in particular, access to employment proved to be most challenging. In this regard, at least half the respondents (49.1%) cited negative experiences in terms of gaining suitable employment.
- Understandably, many respondents believed that a reasonable educational qualification would be the gateway to respectable jobs yet many believed that their educational qualifications and previous work experience were often disregarded by employers.
- The conjecture that black people are only suited to certain types of jobs, mainly manual and unskilled, was frequently highlighted and number of respondents pointed out that they were forced to accept jobs that were not commensurate with their educational qualifications and work experience.
- Judging from the discussions that ensued, it would appear that negative experiences in terms of employment were not necessarily exclusive to African-Caribbean individuals, but in many instances, also embraced those closely associated, mainly partners and children.
- Unfavourable experiences regarding access to suitable housing were equally commonplace. In this regard, at least a quarter (24.5%) of the respondents described specific problems and concerns associated with housing. Two aspects were frequently highlighted ie: access to suitable housing and racism within housing estates
- Most respondents felt that housing providers allowed them little choice in terms of accommodation *type, size or location*. There was also an underlying belief that African-Caribbean people are usually allocated the poorest quality of housing, often in the most undesirable areas.

- On a more introspective level, over a quarter of the respondents (28.2%) indicated that they felt an immense sense of isolation and exclusion. Such feelings were often related to personal identity and some respondents (16.4%) mainly younger ones, felt that their feelings of isolation were compounded by the wider community's reaction to their mixed origin.
- In general, respondents felt that the identified problems were intensified not only by the limited knowledge of this (African-Caribbean) diverse albeit small community but also by the general unwillingness of service providers to appropriately acknowledge their existence, in Scotland.
- Interestingly, such views were not totally unfounded as the data reveals that most service providers interviewed, tended to have little experience with or knowledge of the African-Caribbean community *per se*.
- More specifically, none of the organisations interviewed, had any current initiatives directed towards this sector of the black and minority ethnic community nor had they any planned for the immediate future.
- It became clear that most service providers chose to operate in a generic manner and saw little need for specific ethnic group targeting. Many believed that since their overall work was underpinned by equal opportunities policies such initiatives were unnecessary
- While a greater degree of cultural sensitivity and insight might have been expected from agencies working specifically with black and minority ethnic communities, disappointingly, they too appeared to have paid little attention to specific ethnic group targeting. The latter believed that their current work benefited all sectors of the black and minority ethnic community, equally.
- Approximately half the respondents (49.9%) indicated that they were not aware of organisations that catered specifically for the African-Caribbean population and indeed, at least a third (31%) admitted that they were previously unaware of ACAS.
- The overwhelming majority of respondents (88%) mentioned a range of initiatives that they felt an organisations like ACAS could undertake. In this regard, respondents felt that ACAS was in the best position to provide information and advice (46) and advocacy (22), services which are closely related to the problems and needs, identified earlier in the report.
- Similarly, discussions pertaining to the role of ACAS in terms of providing relevant support and counselling were equally common (31) and it became clear that the need for such service was required by both 'new comers' and well established members of the community.

- Regarding the work of ACAS, while the majority of the respondents endorsed and commended the achievements of ACAS, many (55%) felt that the agency's operation has been largely localised and has had little impact on the wider African-Caribbean community across Scotland.

- While some respondents suggested that ACAS should consider expanding its services to the whole of Scotland, others proposed that ACAS should take a leading role in facilitating the development of similar agencies across Scotland.

Concluding Comments: Key Considerations

- The study has found that African-Caribbean people across Scotland continue to feel excluded and isolated from mainstream society and service provision and respondents remained unconvinced that adequate efforts had been made to appropriately address the unique problems faced by this particular sector of the black and minority ethnic population.

- Clearly, service providers see little value in exclusive ethnic group targeting, based on their assumption that the problems faced by all minority ethnic groups are essentially, uniform. Whilst this might be partially true, the evidence accrued illustrates that often the manner in which these problems manifest themselves and affect members of the African-Caribbean community, differ considerably from other minority ethnic groups.

- Yet many respondents were either reluctant to voice their concerns publicly or felt powerless to challenge institutional practice. In this regard, it is suggested that ACAS should play a central role in raising awareness of the key concerns highlighted throughout and should take a lead in lobbying policy makers and advocating for change.

- Moreover, aspects of racism and access barriers, while commonly experienced by most minority ethnic groups, are often compounded in the case of African-Caribbean people, by intense feelings of isolation, alienation and a desire to assert ones true identity.

- Being one of a small minority of organisations established primarily to address the needs of the African-Caribbean population, ACAS is in a strategic position to develop the required support services for this sector of the minority ethnic community. Indeed, this view was fully supported by the vast majority of respondents in the study who acknowledged the significant impact of the organisation's work, locally. It is suggested that the organisation consider strategies to expand the work of ACAS beyond the Glasgow context.

Section 1: The African-Caribbean Advisory Service

1.1 Background

ACAS¹ is one of two community based, voluntary groups in Glasgow, established to provide assistance and support for members of the African-Caribbean² community. More specifically, ACAS provides the following services:

- a meeting point for members of the African-Caribbean community in Scotland, to share common experiences and overcome isolation
- relevant information, advice and support to members of the African-Caribbean community in a safe and friendly environment
- confidential counselling service by experienced African-Caribbean counsellors
- cultural educational programmes for younger members of the community who are born in the UK and have limited access to cultural information from mainstream sources
- training based on African-Caribbean culture to mainstream and other community agencies
- a Helpline which advises on aspects relating to racism, harassment and access to mainstream services

(Source: ACAS Project Document)

The need for such services became apparent during the early 90s when it was recognised that not only were the mainstream service providers failing to reach members of this community but that the ones specifically set up to address the specialised needs of the wider black and minority ethnic communities were equally ineffective.

The latter, which were designed primarily to suit the larger minority ethnic groups and had little, if any, relevance to the needs and aspirations of the African-Caribbean community. Such conventional approaches which favour larger minority ethnic groups are usually justified by a number of factors not least the question of resources in relation to the size and dispersed nature of the current community. In response to traditional approaches, ACAS which is staffed solely by members of the African-Caribbean community is committed to providing a

¹ The African-Caribbean Advisory Service will be referred to as 'ACAS' hereafter.

² For the purpose of this study the term 'African-Caribbean' will be used to refer to those individuals of African and/or Caribbean descent.

culturally sensitive service to address the unmet needs of a small but growing community, in Scotland.

The African-Caribbean Advisory Service was established in 1990 as a result of a joint initiative between YMCA Glasgow and community activists from the African-Caribbean community in Scotland. In 1991, a 24-hour Helpline was set up in partnership with YMCA Glasgow. ACAS has succeeded not only in providing primary support for members of an isolated community but also in raising the awareness of this communities' plight by networking with both statutory and voluntary agencies. Until 1996, the work of ACAS was funded mainly by the Glasgow YMCA and funds raised through volunteer activities. However, the work of ACAS has expanded greatly albeit mainly in Glasgow since early 1997 due to a grant received from the Scottish Office. Indeed, within the space of a year (March 1997- March 1998) ACAS had handled more than 60 cases, including requests:

- from members of the African-Caribbean community for general information (41.6%)
- from the general public regarding contacts with the African-Caribbean community (25%)
- for support, mainly in terms of dealing with isolation and racism (16.6%)
- assistance with personal problems (13.3%)
- employment (3.3%)

It is anticipated that the current study would point to further areas of development in terms of ACAS's work.

Section 2: The Research

2.1 Background

Whilst research on minority ethnic groups in Scotland is generally patchy and group specific, it is fair to say that information pertaining particularly to those of African and Caribbean descent is virtually non-existent. It is clearly evident from existing literature in the field that local race researchers have paid little attention to the distinct identities of minority ethnic communities and as a result, the smaller minority groups have invariably been subsumed within the larger ones, in most research studies.

This trend is not necessarily confined to research initiatives but is equally evident within the broader areas of anti-racist work and mainstream service provision. In many instances, local mainstream and anti-racist initiatives fail to take into account the complex and dynamic nature of racism, particularly in terms of the manner in which it is experienced by members of different minority ethnic communities. Despite the counsel of earlier writers (Gilroy, 1987 and Sivanandan, 1982) who cautioned against narrowly focused anti-racist approaches, efforts to combat racism and promote equal opportunities continue to ignore fundamental aspects such as religion, ethnicity, identity, social class, gender and age.

Consequently, despite having a presence in Scotland since the last century (Evans, 1998, 1995), little is known or written about the African-Caribbean communities. The latter constitute approximately 9980 of the total ethnic population in Scotland (Source: 1991 census) yet to date, specific information relating to the needs, aspirations and indeed, the problems faced by these communities, remain unclear. It is therefore not surprising that services aimed at the black and minority ethnic communities often reflect, and are primarily designed to suit the needs of the larger minority groups with little attention paid to smaller ones like the African-Caribbean.

Against this background, ACAS embarked upon an exploratory study to gain an insight into the nature, needs and experiences of African-Caribbean people in Scotland, particularly in terms of service provision and community support. The Scottish Ethnic Minorities Research Unit (SEMURU) was commissioned to advise on, and evaluate the findings of the study. This report presents the key findings of the study.

The rest of this section provides a brief description of the aim and objectives of the study and methodological approach taken during the research. The main findings are presented in **Section 3 and 4** of the Report and concludes with an overview of key considerations in terms of ACAS work.

The key aim and objectives of the project are summarised below:

2.2 Aim

To establish the needs of the African-Caribbean people in Scotland in terms of service provision and support with a view of appropriately developing and expanding the African-Caribbean Advisory Service.

In order to achieve this aim, the following key objectives were undertaken;

an examination of :

- the profile of the needs and problems of the African-Caribbean population in Scotland
- the experiences of the African-Caribbean people in Scotland in terms of access to mainstream service provision
- the views of the target community in terms of the services provided by ACAS

2.3 Methodological Approach

The methodology and sampling technique used was based on previously tried and tested techniques and were jointly developed with ACAS. While some quantitative data was collected, a mainly qualitative approach was adopted to facilitate the research whereby the researchers used semi-structured interview schedules and topic guides to gather relevant information. In essence, the research process involved 3 three strands; Self-administered Questionnaires (**Fieldwork i**), Case Studies (**Fieldwork ii**) and In-depth Interviews with selected Service Providers (**Fieldwork iii**)

i) Self-administered Questionnaires with members of the African -Caribbean community across Scotland (Fieldwork i)

Given that a mainly qualitative approach was taken, it was not necessary to draw very large samples. However, to ensure that respondents from all walks of life were included in the study, the researcher aimed at targeting individuals from different locations across Scotland. Whilst not representatively drawn, the weighting of the sample was guided by the population distribution reflected in the 1991 census. To establish manageability, only areas with the more than 100 African-Caribbean households were targeted yet the process of identifying these households was not easy given the dispersed and isolated nature of the community.

Through this complex process of informal networking, 110 individuals of different age and gender backgrounds were interviewed. **Table 1** below shows the distribution of the sample (**Fieldwork i**), in terms of locality.

Table 1: Sample Distribution by Locality

Area	Number	%
Glasgow	35	31.8
Aberdeen	31	28.2
Edinburgh	21	19.1
Fife	4	3.6
Dundee	4	3.6
Stirling	3	2.7
Other	12	10.9
Total	110	100*

* Due to rounding, figures do not always add up to 100%

As reflected in **Table 1**, the majority of the respondents were selected from Glasgow (31.8%), Aberdeen (28.2%) and Edinburgh (19.1%), areas which fall within regions identified during the 1991 census as ones with the highest concentration of African-Caribbean people (Strathclyde: N=1563; Lothian: N=938 Grampian N=518 : Source, 1991 census)

The fieldwork was co-ordinated and managed by the staff of ACAS. During **Fieldwork i**, semi-structured questionnaires (**Appendix i**) were distributed through primary contacts within the target community. The questionnaire albeit brief included both open and closed questions aimed at obtaining baseline information on the profile of the target community and an insight into their unmet needs and problems.

ii) In-depth Interviews with Selected members of the Community (Fieldwork ii)

This strand of the research involved in-depth qualitative discussions with at least 6 individuals known to have experienced difficulties in terms of accessing resources. The key aim of this process was to provide specific examples of typical problems experienced by members of the African-Caribbean community and to highlight the manner in which these are usually handled by both the individuals and local agencies.

It was anticipated that while **Fieldwork (i)** would yield mainly quantitative and limited in-depth data, the information obtained during this phase will be diverse and include insights into people's innermost thoughts and feelings. Thus rather than being representative, the responses obtained will illustrate real circumstances and processes. Therefore even though a relatively small number of interviews were conducted during this stage, these directly reflect the ways in which needs, experiences and processes (ie trends) differ or are essentially similar (Dalton and Hampton, 1996).

One of the primary tasks of this methodology was to establish a framework which enables participants to describe and discuss experiences, problems and needs in their own words. In this study, this was achieved by the use of detailed topic guidelines (**Appendix ii**) with the interviewer gently probing and encouraging the interviewees to share their experiences, perceptions and feelings.

iii) In-depth Interviews with Service Providers (Fieldwork iii)

A methodology similar to the one used during **Fieldwork (ii)** was used to obtain the views and perceptions of service providers. The primary aim of this strand of the research was to explore the extent to which service providers considered the needs of the African-Caribbean community. The researchers were particularly keen to find out the nature of the agencies' involvement with the target community and their perceptions of the community's needs. Once again, the discussions were focussed around topic guides (**Appendix iii**).

Given the chosen methodology, the key findings are presented in two ways; quantitatively, in tabular form and qualitatively, mainly as extracts of conversations and direct quotations from participants' discussions surrounding specific topics and as case studies.

Section 3: The Participants

3.1 Profile of Respondents (Fieldwork i)

As indicated in **Table 1**, a total of 110 individuals were interviewed during this phase of the research. Overall, while the majority of the respondents (56.4%) were female, the sample was nevertheless fairly evenly distributed in terms of gender. (**Table 2**).

Gender	Number	%
Male	46	41.8
Female	62	56.4
Missing	2	1.8
Total	110	100

Regarding age, **Table 3** shows that the respondents were generally mature with approximately three quarters (75.4%) being older than 30 years of age, the majority of whom (50%) were between 31 and 40 years of age.

Age Cohorts	Number	%
16-25	5	4.5
26-30	19	17.3
31-35	23	20.9
36-40	32	29.1
41-45	15	13.6
46-50	3	2.7
51-60	10	9.1
61+	1	0.9
Missing	2	1.8
Total	110	100

Although a fair proportion of the respondents (25.5%) were over 40 years of age, only one respondent (0.9%) was over the age of 60. Similarly, a smaller proportion of the respondents (4.5%) were under 25 years of age.

Whilst the study focussed on a group of people commonly referred to as 'African-Caribbean', many participants challenged the use of the term as they felt that it implied an homogeneous group while in reality, the origin of members of that socially constructed group were intrinsically different. Such distinctions were discussed at length and in a sense, the data presented in **Table 4** indicates to some extent the manner in which respondents preferred to be identified.

Ethnic Origin	Number	%
African	93	84.5
Caribbean	7	6.4
African American	1	0.9
Mixed Origin	5	4.5
Other	4	3.6
Total	110	100

Table 4 shows that the overwhelming majority of the respondents (84.5%) described themselves as 'African'. Interestingly, in the Scottish context, whilst this sector of the black and minority ethnic community is usually subsumed within the category, 'African-Caribbean', none of the respondents used the term to describe themselves. Moreover, a fair proportion of those who described themselves as 'African' (57%), made specific reference to the region from which they originated, for example, 'Nigeria', 'Ghana', 'Kenya', 'North African'. Whilst the relevance of the latter is often downplayed or disregarded by the generic population, the author was left in no doubt that such aspects held great significance to members of this community.

Despite the prevailing myth that members of the African-Caribbean population are perpetually mobile and transient, this study found that a substantial proportion of those interviewed (28.2%) have been living in Scotland for more than 10 years and indeed, the majority of the latter (71%), for over 15 years (**Table 5**).

Number of years	No. of Respondents	% Respondents
Less than 1 year	13	11.8
1-5 years	48	43.6
6-10 years	14	12.7
11-15 years	9	8.2
16-20 years	9	8.2
21+ years	13	11.8
Missing	4	3.6
Total	110	100

Moreover, while the data presented in **Table 5** shows that approximately half (55.4%) the respondents had lived in Scotland for less than 5 years, a closer look at the qualitative information revealed that many in this category had lived elsewhere in the UK (mainly England), previously. It transpired that the latter had migrated to Scotland mainly in pursuit of employment or educational opportunities.

Indeed, only a small number of respondents (N=5) indicated that they were born in Scotland with majority indicating that they had emigrated or migrated to Scotland for various reasons (**Table 6**).

Reason	Number	%
Education	42	40
To join spouse	24	22.8
Employment	21	20
Close to family/friends	7	6.7
Housing	4	3.8
Political Asylum	2	1.9
No reason given	5	4.8
Total	105*	100

* 5 Respondents were born in Scotland

It is clear from **Table 6** that the majority of the respondents had come to Scotland in pursuit of educational (40%) and employment (20%) prospects. Moreover, even though a fair proportion of the respondents (22.8%) indicated that they had come across to join partners, many explained that the latter had come to Scotland either to study or work. There was evidence to suggest that in many cases, entire families and households had moved across to settle in Scotland thus indicating a greater degree of residential stability.

While information on household size and structure was not consistently recorded, the available data reveals that relatively few respondents (11.3%) belonged to single person households **Table 7**.

Household Size	Number	%
1	9	11.3
2	14	17.5
3	13	16.3
4	22	27.5
5	8	10
6+	14	17.5
Total	80	100

Based on the information received, **Table 7** shows that while approximately 1 in 4 (27.5%) respondents belonged to households that comprised 4 persons, overall, the same proportion of respondents (27.5%) belonged to households that were larger. In most cases (60.9%), the respondent was the main breadwinner and was thus financially responsible for a number of dependents, mainly spouse and children. Interestingly, a larger proportion of the female respondents (42%) were found to be the main breadwinner with the male partner usually being involved in studying.

As with data pertaining to household size and structure, information recorded in terms of economic activity was similarly inconsistent. In this regard, while some respondents (19%) failed to provide any information whatsoever, others often did not specify the exact nature of economic activity (ie: full or part time, temporary, voluntary or permanent). Subsequently, even though **Table 8** shows that approximately 1 in 5 households (21.3%) had no members in employment, the qualitative evidence suggests that this number might be much higher.

No. employed	Number	%
0	19	21.3
1	44	49.4
2	26	29.2
Total	89	100

In particular, while **Table 8** shows that more than a quarter (29.2%) of the respondents came from households that had at least two people in employment, on closer examination of the qualitative discussions, it became apparent that the nature of employment referred to was usually insecure, short term and irregular. In many instances, respondents pointed out that the work family members were engaged in, was not commensurate with their level of training, experience or educational qualification, a point that will be elaborated upon later in the report.

Nonetheless, on a more positive side, **Table 8** shows that almost half the households (49.4 %) had at least one person in employment albeit not ideal.

Although a number of the respondents have been living in Scotland for less than five years, more than a third (35.5%) were homeowners (**Table 9**).

Type	Number	%
Rented: Local Authority	41	37.3
Rented: Private Landlord	15	13.6
Owner	39	35.5
Other	15	13.6
Total	110	100

The majority, however were living in accommodation rented from either the Local Authority (37.3%) or Private Landlords (13.6%). Once again, these statistics should be viewed with caution, as the qualitative discussion surrounding housing issues reveal a different picture.

While such issues will be discussed in detail later in the report, at this point it should be noted that the housing tenure depicted in **Table 9** is not necessarily a reflection of respondents' personal choice of housing type, indeed, many complained that they were forced to buy their own houses as access to housing from traditional housing providers was restricted. Interestingly, in Scotland, the vital role of Housing Associations in meeting the housing needs of black and

minority ethnic communities has been documented since the early 80's (Dalton and Hampton, 1996) yet none of the respondents indicated that they were living in accommodation provided by Housing Associations. Those who cited 'other' (13.6%) mentioned 'private leases', 'sharing with relatives', 'hostels' and 'university accommodation'.

3.2 Profile of Respondents (Fieldwork 2)

As mentioned earlier, the second strand of the research involved in-depth qualitative interviews with at least six individuals known to be experiencing a range of problems. These individuals were specifically selected as it was felt that their experiences would provide an informative insight into the typical experiences of African-Caribbean families, in Scotland. Whilst the cases were presented to the researchers as personal (family and individual) experiences, the evidence accrued confirm that such encounters were not necessarily isolated incidents.

During this phase of the research, 3 male and 3 female participants were interviewed. They were all between the ages 30-45 years and were from different localities within Scotland (Glasgow: 2, Stirling, Aberdeen and Fife). While the majority (4) were of African Origin, 2 (females) were white Scots with Africa-Caribbean partners.

Regarding ethnicity, while it was originally intended that interviews would be confined exclusively to those of African-Caribbean origin, the inclusion of white participants in the study cannot be better justified than the words of an interviewee who claimed..."for someone to be white or born in Scotland does not mean she will not experience racism. people do not look at the white skin but at the black skin of the child...".

Most participants in this sample came from various parts of Africa including Gambia and Nigeria, again mainly in pursuit of education. Yet in most cases, despite being well qualified and experienced, participants remained unemployed (2) or in freelance, sessional and manual work

3.3 Profile of Agencies (Fieldwork iii)

During this phase of the research, at least 6 agencies from across Scotland, both statutory and non-statutory, including a; Community Relations Council (CRE), CSV Health Action Project, Health Promotion Department, Health Board, The Citizens Advise Bureau and a Voluntary Organisation, were interviewed.

In addition to the agency which was specifically set up to provide assistance and support to those suffering racial harassment and discrimination, two other organisations indicated that they were involved with projects aimed specifically at improving access to services for black and minority ethnic communities. It is worth pointing out that while the remaining three organisation all had equal opportunities policies, they nevertheless took a generic approach in their practice. Interestingly, none of the agencies interviewed had African-Caribbean members on their staff or management committees.

Representatives within organisations were of different gender and ethnic backgrounds (4 females and 2 males; 3 white).

The findings presented in the next section need to be considered within the context of the sample profiles described above.

Section 4: The Key Findings

This part of the report will highlight key issues arising from the interviews conducted during Fieldwork i, ii and iii, which in turn will be dealt with under the following headings:

- 4.1 Problems and Needs... A Community Perspective
- 4.2 Problems and Needs... Service Provider's Perspectives
- 4.3 The Role of ACAS...Respondent's Perspectives

Given the qualitative aspects of the chosen methodology, where necessary, the key findings are presented, mainly as extracts of conversations and direct quotations from participants' discussions surrounding specific topics. The intention as indicated earlier, is to provide an in-depth understanding of and insight into the real life experiences and perceptions of African- Caribbean people in Scotland.

4.1 Problems and Needs... A Community Perspective

During the course of the research, respondents were asked in various ways to identify and describe the extent and nature of unmet needs in terms of basic services including employment, housing, health and social welfare (racism, access to services, isolation, identity)

A review of the quantitative data would suggest that most respondents were reluctant to specifically highlight areas of concern as they did not wish to draw undue attention upon themselves. Hence on the surface it might appear as though respondents had few concerns or indeed, needs. Yet the parallel qualitative information paints a different picture. It would therefore be prudent to view the quantitative data within the context of the qualitative discussions that surrounded key aspects.

4.1.2 Racism and Discrimination

A common thread throughout the findings was the notion that the many barriers and difficulties faced by the African-Caribbean community was due essentially to racism and discrimination. In particular, most participants believed that the colour of their skin contributed greatly to their quality of life, employment opportunities and access to services. While this will become clearly evident in the following sections, the following excerpts give a flavour of some respondents' perceptions in this regard.:

"...I dress very well. I have a degree in veterinary medicine and a...post graduate degree in management yet each place I go...people look at me with shock because of my colour..."
(African Male, Edinburgh)

"...it is very hard as black or whatever minority you are, to find a job in the white community due to our colour or our accent..."
(African Female, Glasgow)

"...I have experienced racial abuse, some physical attacks and have been spat at. Some acquaintances think that racist jokes are funny..."
(Caribbean Female, Glasgow)

"...black people always feel isolated even though they try very hard to be part of the community. racism in current terms is very much covert. You can only feel it in the environment you work or live. One would find it hard to get empirical evidence to defend the situation..."
(African Male, Edinburgh)

"...not getting work we are qualified to do because we are Black, being housed in poor quality housing...areas with unemployed, uneducated whites because we are black...health authorities ignoring particular health problems of Africans, refusing to prescribe proper drugs etc for obvious reasons..."
(African Female, Aberdeen)

More than a third (38.2%) of the respondent specifically mentioned that they had encountered racism and discrimination in various forms ie: overt and covert within various settings including work, school, streets and housing estates. Moreover, the study found that in many instances families of mixed race were particularly vulnerable and prone to regular abuse:

"...my house has been attacked twice and we have been racially harassed. Due to this my 7 year old is afraid in his own home. I also suffer from anxiety and panic attacks..."
(White Female Married to Kenyan, Glasgow)

"...being a female of mixed race, especially in Aberdeen, I find a lot of racial discrimination and prejudice. My daughter and myself suffer harassment everyday. I did not marry my daughters natural father who is black but married a white Canadian who accept me and my daughters fully..."
(White Female, Aberdeen)

"...racial discrimination/harassment are not daily events but happen on a regular basis- often by people who are unaware of the significance of their words and actions...name calling still happens from time to time. I am biracial and it has taken a long time to find an identity that is congruent..."
(Mixed Origin Female, Edinburgh)

Respondents cited incidents relating to both individual racism and institutional racism, the latter being considered more critical by most. In this regard, difficulties associated mainly with employment and housing were frequently highlighted. The following sections provides an insight mainly into respondents' perceptions regarding access to employment and housing .

4.1.3 Employment

While a substantial proportion of the respondents had come to Scotland in pursuit of either educational or employment opportunities, the data revealed that access to employment, in particular, proved to be most problematic. At least half the respondents (49.1%) cited specific difficulties experienced in terms of employment. The following account, related by an **African Male, Age 32**, is a typical example of the nature of the problems encountered by many:

"...racism is acute in this town that assumes a middle class status, when they learn that I am not a student as is the case with almost all Africans, they openly tell me to move out to a bigger city where there are 'coloured people'. In the streets, at the pubs and shops I am treated with contempt and suspicion. The fact that I am an asylum seeker makes it worse because I am seen as a scrounger. This is a term that I have come to 'accept' as my first name, even though I work 50 hours a week. I have not got any useful advice from my locality, the job centre ladies scorn and laugh when I ask for a job other than cleaning, they tell me such jobs (Clerical) need people with qualifications even though I hold a degree with vast experience. I have never gone back since I got the cleaning jobs...the job centres should train staff so that they stop stereotyping that Africans go there to look for manual jobs..."

The above respondent highlights a number of issues yet the most disconcerting aspect regarding his experience, is the blatant prejudice and stereotyping on the part of white staff within agencies. The conjecture that black people are only suited to certain types of jobs, mainly manual and unskilled was frequently highlighted and number of respondents pointed out that they were forced to accept jobs that were not commensurate with their qualifications:

"...I am a medical doctor and working in a post that I am over qualified for...an administrative assistant"
(African Female, Glasgow)

"...underrated despite quality of output, not appreciated, underemployed in medical practice, anything uncomplimentary is attributed to the coloured among the lot..."
(African Male, Glasgow)

"...although I am currently employed as a volunteer coordinator, I feel strongly that my skills cannot be fully used in this position, it is not a dream job but probably a channel to get me in (the work environment)..."
(African Female, Glasgow)

Discussions surrounding educational qualification and training were often protracted. Understandably, many respondents believed that reasonable educational qualification would be the passport to respectable jobs yet were deeply concerned about the manner in which their qualifications and work experience were often disregarded by employers. Professionals and graduate frequently commented as follows:

"...I have the qualifications and experience, but no appropriate jobs come by..."
(African Male Teacher, Edinburgh)

"...getting the correct job to suit my qualifications...My degree is outwith the UK and is not recognised even though it is fashioned UK style..."
(African Male, Librarian, Edinburgh)

"...I find it difficult getting a job related to suit my discipline because I have little experience in this country..."
(African Female, Nurse working as a Care Assistant, Aberdeen)

"...have a PHD, working as a Concierge, could not get a job initially but when I finally got one, I am over qualified for it..."
(African Male, Graduate, Aberdeen)

"...the only employment I can get is menial jobs but I hold a BSC Degree..."
(African Female, Graduate, Aberdeen)

"...cannot find work that suit my qualification...hold a BA (Hons) in business studies and HND in computer studies, work as development worker for a Housing Association..."
(African Male, Graduate, Glasgow)

Judging from the information gathered, it would appear that the experiences noted above were not necessarily confined to black people, exclusively. In many cases those closely associated with black people, mainly partners and children of black parents were equally vulnerable to discriminatory treatment. While many similar cases were recorded, the experience of a professional white respondent (teacher) who is married to a Nigerian, illustrates the injustice of some employers more clearly:

As recorded by the Interviewer:

"...She discussed at length the difficulties she experienced upon returning to Scotland. She felt that because of her second name, she was allocated undesirable teaching positions in various schools around Glasgow. She made particular reference to the reaction of staff within the Education Department, when she paid them a visit: '...one of them even told the other...see what colour she is ...'. The respondent indicated that that as a result of such behaviour, she was forced to include her maiden name on her CV..."

4.1.4 Housing

Experiences relating to difficulties encountered in terms of accessing suitable housing were equally widespread. At least a quarter (24.5%) of the respondents mentioned specific problems and concerns associated with housing. In this regard, two aspects were frequently highlighted ie: access to suitable housing and racism within housing estates. Often, the latter results in prolonged negotiations with housing providers who often failed to appreciate the respondents' need for relocation. The following case related by the interviewer, illustrates such concerns more clearly:

The Interviewer referring to the plight of a white female, age 40 who lives with her African husband and son

"... For a total of six years she lived in the house, she has had peace for only 4 months. Her husband and son had always been an attraction. People always ask her if her son was really hers. She has had two attacks in the house. This affected her son who started to wet the bed which was quite unusual. She consulted a Psychologist who felt that she should move house.....She met one of the staff of ACAS who took her to the Housing Department. The housing office doesn't seem to understand the extent that her son has suffered. It is now over 9 months since she contacted them and has not received a single letter from them to show whether they're dealing with her case or not..."

In addition to the insensitivity of housing providers towards the effects of racism, other barriers in accessing desirable housing were regularly mentioned by a number of respondents:

"...the council could not assist me in any way (to obtain housing), I had to go to Edinburgh to seek help from the Refugee Council. It is interesting though that the same Council that refuses to acknowledge my existence demands Council Tax from me..."
(African Male, Fife)

"...came to this town to study...the African community is seen as a student community, to come and go and not settle. On completion of my course I applied for housing, being UK resident. I was asked to vacate the students hostel ...I was left with no option but to threaten to sleep at the offices, I was given temporary accommodation which is an hours drive from the place I requested to be housed..."
(African Male, Fife)

Moreover, most respondents felt that many housing providers allowed them little choice in terms of accommodation type, size or location. There was a strong feeling amongst many that African-Caribbean people were usually allocated the poorest quality of housing, often in the most undesirable areas. Comments in this regard, included for example:

"...We face a lot of disturbance from our neighbours...the heating facility is not working... this will not be acceptable to most..."
(African Male Glasgow)

"... I am having to share a bedroom with my daughters as the local authority will not give me a bigger flat..."
(African Female, Edinburgh)

"...need a bigger accommodation, , have three children all older than 10 and just two bedrooms...a 13 year old boy and 11 year old girl is sharing..."
(African Female, Fife)

"...the other issues is getting accommodation in a good area. You are always required to score more points before you are offered a flat in the area you desire. Some of us are forced to live in areas that we face racial harassment..."
(African Male, Glasgow)

"...I cannot get a good place to live, I need a house in a good area..."
(African Male, Edinburgh)

"...we are hidden away in the worst areas, with the type of people you would not want to mix with, we get the most run down types of housing and we are expected to accept and be grateful...still see us as outsiders..."
(African Female, Aberdeen)

4.1.5 Isolation and Exclusion

In addition to the key areas of concern discussed above, a fair proportion of the respondents mentioned a range of other issues which they believed contributed to a reduced quality of life. In particular, more than a quarter of the respondents (28.2%) indicated that they suffered isolation and exclusion. While such feelings were commonly experienced by both older and younger respondents, understandable, the latter appeared less able to cope with the situation:

"...being here alone without my family makes me feel lonely and isolated. My family could not come with me because they are no British...being 17 (years of age) deprived me from child benefit, while being a student deprived me from housing income support. I have applied everywhere.... but nothing has been done to help me..."
(African Male, Aberdeen)

"...isolation in the classroom, they don't share seats with me..."
(African Female, Glasgow)

"...people hardly sit beside you in a bus...not really keen to mix with you, one feels isolated most of the time..."
(African Female, Glasgow)

"...black people always feel isolated even though they try very hard to be part of the community..."
(African Male, Edinburgh)

Such feelings of isolation and exclusion were often related to aspects of identity. Some respondents (16.4%) again mainly the younger ones, felt that their circumstances were compounded by their 'mixed' origin:

"...because we are neither one thing or the other we have problems relating to both and often feel we are in 'no ones land'. we also have a lot of difficulties settling in this country..."
(Mixed Origin Female, Glasgow)

"...as a child of mixed identity had little guidance with regard to care of hair and skin...white mother found it difficult to direct and teach about black identity... this increased the feelings of isolation..."
(Mixed Origin Female, Aberdeen)

In general, respondents felt that their problems were intensified by two factors;

the overall limited knowledge of the African-Caribbean community and the widespread reluctance of service providers to deliver services that are appropriate for this sector of the Scottish community. Comments in this regard, included, for example:

"... people (within institutions) are just not aware of race issues...they just believe that there are no problems regarding getting jobs or living in isolation..."
(African Female, Inverness)

"...the majority within the system refuse to acknowledge that we are here, thus the hurdles and setbacks (we face) are just totally ignored by them..."
(African Male, Fife)

"...black people of African descent are almost invisible in Glasgow. There is little explicit knowledge of their needs by statutory agencies. this is probably due to the small size of the African-Caribbean community. we are very marginalised and unrepresented..."
(Caribbean Female, Glasgow)

Interestingly, such views were not totally unfounded as the data presented in the following section indicates that most agencies interviewed had little knowledge of or experiences with the African-Caribbean community.

4.2 Problems and Needs... Service Provider's Perspectives

Efforts to collect detailed information pertaining to the needs of the African-Caribbean community from service providers were less successful as the agencies contacted had limited specific knowledge or experience of users from this sector of the minority ethnic community.

Whilst it is acknowledged that the data presented in this section is not necessarily representative of all voluntary and statutory agencies (service providers) in Scotland, certain aspects are important to note as they concur with some of the key concerns highlighted by respondents during **Fieldwork (i) and (ii)**.

In this regard, it is worth pointing out that as feared by most respondents, none of the organisations interviewed indicated any current initiatives directed specifically towards this sector of the black and minority ethnic community. Moreover, none had they any planned for the immediate future.

It became clear that the organisations set up to serve the general population, saw little need for specific ethnic group targeting since their work was underpinned by equal opportunities policies. It was argued that their services were open and available to all those who needed them and interestingly, access barriers were not fully considered by most.

It is therefore not surprising that little effort had been directed towards pro-active initiatives and the none or under-representation of African-Caribbean users was often accepted as a reflection of an absence of African-Caribbean people within their locality. Most agencies felt that their services were not being used by

African-Caribbean people simply because they were not needed.

The *Interviewers* comments in this regard, included for example:

"... they do not have ethnic minorities in their target of providing services, but they are open to serve whoever seeks help from them, ethnic minorities are not known to them, hence no projects regarding this in place...the organisation needs to be educated about the needs of the African community in order to serve the group effectively. The staff are not aware of the needs of the Africans in (locality specified) ..."
(referring to a voluntary organisation)

"...the agency is not directly involved with the African-Caribbean in any work and has no immediate strategy to work with the African group but should the need arise they will get this information from the Race Equality Council and act on it.... although they are attempting to identifying the needs of the black and minority ethnic community, they have no plans to enquire specifically about the African community..."
(referring to a mainstream statutory service)

"...They have an equal opportunity policy but do not address ethnicity...the organisation is not aware of any concerns of this community...there is no direct involvement with the African community in their work and they are not aware of any needs. They have not had any demands from this group for any services and thus do not provide any specialist services for this group..."
(referring to a group that provides information and support)

While a greater degree of cultural sensitivity and insight might have been expected from agencies working specifically with black and minority ethnic communities, disappointingly, these agencies held similar views. They admitted also, that little thought had been given to the idea of specific ethnic group targeting as it was felt that their work equally benefited all sectors of the black and minority ethnic community.

When specifically asked why such an approach had been taken, most agencies felt that there was little need to differentiate between the minority ethnic groups.

Comments recorded by the *Interviewers* in this regard included, for example:

"...she did not think that there is any problem that is peculiar to the African-Caribbean community. it is the same as other sections of the ethnic minority communities, having problems with racism etc...(^she added) that the is no current demand from the African-Caribbean community and there are no African-Caribbean users of their service..."
(referring to an agency specifically set up to cater for the black and minority ethnic communities)

"...he feels that there are not many Africans in the area which he covers, so there is no effort to involve them. he also cannot employ them in his team as sessional workers (which he has power to do) because of the same reason..."
(referring to an initiative targeted at black and minority ethnic communities)

On a more positive note, although most agencies interviewed, admitted that they had not previously considered specific ethnic group targeting, at least half showed

an interest in increasing their knowledge about this sector of the black and minority ethnic community and indicated that they might explore this further in the future.

4.3 The Role of ACAS...Respondent's Perspectives

Respondents were asked whether they saw a useful role for ACAS in terms of the many concerns highlighted and to comment on the current work of ACAS to date. Interestingly, approximately half the respondents (49.9%) indicated that they were not aware of any organisation that catered specifically for the African-Caribbean population and indeed, at least a third (31%) that they were previously unaware of the work of ACAS. Nonetheless it was commonly agreed that such organisations were necessary, especially in situations where mainstream ones were failing to make an impact.

In this regard, only a small minority (12%: mainly students) responded negatively. Their main concern was that little could be done to challenge certain issues as they were deeply entrenched in institutional racism and as such even organisations like ACAS would have little influence:

"...racism is all around, in employment, housing, education...what can be done?...very little!..."
(African Male, Dundee)

"...nothing...encourage Africans to go back home after their studies..."
(African Male, Edinburgh)

"... no idea what you can do, organisations like ACAS can have little effect as they have little power to change institutional attitudes..."
(African Female, Glasgow)

"...I don't think you could do much because it is institutionalised, they don't admit that they detest pigmented people..."
(African Female, Glasgow)

On a more positive note, the overwhelming majority (88%) mentioned a range of initiatives that could be taken by organisations like ACAS especially in terms of assisting with some of the issues identified earlier in the Report. While discussions pertaining specifically to the role of ACAS were essentially open-ended and qualitative, it was nevertheless possible to aggregate the qualitative data in a manner that highlights the key areas mentioned both spontaneously and regularly.

This analytical process resulted in the identification of at least 11 key areas of work which respondents felt could be undertaken. These are reflected in **Table 10** below.

Table 10: Role of ACAS	
Areas of Work	No. of Responses
Provide Information & Advice	46
Support & Counselling	31
Advocacy	22
Provide a Central Meeting Point	16
Assist New Comers	12
Serve as a Resource Centre	9
Support with Racial Harassment	7
Educate about the Culture	7
Provide Training	5
Organise Social Events	5
Other	5

As evident in **Table 10**, most respondents felt that ACAS would be best placed to provide information and advise (46) and advocacy (22%), services which are closely related to the problems and needs, identified throughout the study.

Discussions surrounding these aspects were often lengthy and respondents made it clear that there was need for specific types of information which they felt would be particularly relevant to African-Caribbeans. The following excerpts of conversations give a flavour of the respondents' perceptions in this regard:

"...information on what the system in the country has to offer, especially in terms of spouses accompanying African-Caribbean students, housing for students and their families, social services department benefits for African-Caribbean persons returning to reside in the UK, jobs for spouses of students..."
(African Male, Glasgow)

"...I think that an organisation like yours can provide me with the correct guidelines and confidence in meeting my requirements in this foreign country or maybe by any chance provide me with a kind of point of duty (meaning those in authority) within it's body..."
(African Male, Glasgow)

"...provide useful information on access to housing, employment and health. for black people..."
(African Male, Airdrie)

"...provide information pack on how to do things, what to do (to access resources) and where to find (services)...information on child care..."
(Mixed Origin Female, Montrose)

"...provide information on black issues, employment opportunities, child care support and student scholarships..."
(African-Caribbean Female, Glasgow)

The discussions surrounding information provision was generally linked to the perception that service providers had little understanding of the specific needs of African-Caribbean people. In this regard, many respondents felt that such issues needed to be significantly highlighted but acknowledged that given the small size and dispersed nature of the community, individual voices would be unlikely to make a desirable impact. Subsequently, ACAS was seen as an agency that would be ideally placed to advocate on behalf of the wider African-Caribbean community. Comments in this regard, included for example:

"...contact organisations or services on my behalf so that things can proceed more smoothly..."
(African Male, Aberdeen)

"...I think you could make sure that black people are listened to and encouraged to speak about their problems and be guided in the best possible way, make people aware..."
(White Female Married to African, Glasgow)

"...you can help raise our concerns about unemployment and racism..."
(African Female, Fife)

"...liaise with voluntary groups and make sure that they provide for the groups needs, especially mixed race by targeting those who do not belong to any specific distinct group..."
(African Female, Aberdeen)

"...emphasise to those who are ignorant that being black does not mean that we are inadequately trained...tell the white that colonial people are hard working..."
(African Male, Glasgow)

"...liaise with employers to encourage them to create training courses for African-Caribbean and to offer jobs to African-Caribbeans..."
(African Female, Glasgow)

"...there is a need to educate the white people of our ability and intelligence and not look at our colour..."
(African Female, Glasgow)

Similarly, the role of ACAS in terms of providing relevant support and counselling was equally supported by a number of respondents (31). Clearly, respondents saw organisations like ACAS operating as a central meeting points which provided information, advise, counselling and support to both 'new comers' and 'established' members of the community.

Of greater significance, while the majority of the respondents endorsed and commended the work of ACAS, many (55%) felt that their operation has been largely localised to date having little if any, impact on the wider African-Caribbean

community across Scotland. While some respondents suggested that ACAS expand its work to cover the whole of Scotland, others proposed that ACAS take a leading role in facilitating the development of similar agencies or initiatives across Scotland.

Indeed, more than half the respondents (51.9%) specifically pointed out that since very few organisations provided information and support services specifically for African-Caribbean people, in Scotland such initiatives ought to be vigorously pursued.

Section 5: Concluding Comments: Key Considerations

Despite significant developments in the area of equal opportunities during the last decade, this research albeit exploratory has found that such efforts have been only partially successful as certain sectors of the black and minority ethnic population continue to feel excluded and isolated from mainstream society and service provision. In this regard, a common concern vocalised throughout was the lack of recognition and attention paid to the specific needs of African-Caribbean people.

On the whole, most respondents related their negative life experiences to their skin colour and ethnic origin. Many respondents remained unconvinced that adequate efforts had been made to appropriately address the unique problems faced by this particular sector of the black and minority ethnic population. A close examination of the data revealed that whilst a number of initiatives have been set up to improve access to services for the generic 'black and minority ethnic' communities, very few have been underpinned by specific ethnic group targeting. Indeed, respondents frequently mentioned that the research was the first of its kind in Scotland to specifically focus on African-Caribbean people and to give them an opportunity to express their opinions and perceptions.

Thus, whilst acknowledging that the chosen methodology does not allow for broad generalisations, the significance of the findings of this study needs to be considered within the context of the limited existing knowledge on this sector of Scotland's population. As pointed out earlier, rather than being representative in the true sense, the findings presented in this report, gives one an insight into the diverse experiences and perceptions of an 'invisible' minority ethnic community and points to crucial areas of concerns that need to be further explored.

Since the key findings are summarised at the beginning of the report (**Executive Summary**), these will not be elaborated upon here. Instead, salient observations worth considering for future development by ACAS, will be highlighted.

While respondents discussed a wide range of problems and needs, the most critical ones appear to be related to employment and housing. It is suggested that closer attention be paid to the profound difficulties encountered by African-Caribbean people in this regard. Such matters need to be investigated further so that relevant support may be made available for those facing such difficulties.

More significantly, greater consideration should be given to the perceptions of exclusion voiced throughout as these were not necessarily unfounded and indeed, was confirmed by the operational framework of the service providers contacted. Clearly, the service providers interviewed, saw little value in concentrated ethnic group targeting, based on the assumption that the problems faced by all minority ethnic groups are essentially, uniform. Whilst this might be partially true, the evidence accrued illustrates that often the manner in which these problems manifest themselves and affect members of the African-Caribbean community, differ considerably from other minority ethnic groups.

Turning to racism and access barriers, while such experiences are commonplace amongst most minority ethnic groups, these were found to be compounded in the case of African-Caribbean people by intense feelings of isolation, alienation and a desire to assert ones true identity. Yet appropriate services to assist and support members of this community in dealing with such complex issues were conspicuously lacking. In this regard, research elsewhere (Hampton, 1998) has shown that since the needs of the African-Caribbean community are usually subsumed by the needs of the larger minority ethnic groups, adequate resources have not always been allocated to address such distinctive needs.

In the light of such findings, the role of ACAS becomes especially significant. Being one of a small number of organisations established primarily to address the need of the African-Caribbean population, ACAS is in a strategic position to develop the required support services for this sector of the minority ethnic community. Indeed, the latter view was fully supported by the vast majority of respondents in the study who acknowledged the significant impact of the organisation's work, locally.

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Appendix (i)
Semi-Structured Questionnaire



AFRICAN-CARIBBEAN ADVISORY SERVICE

9/1/98

Dear Friend,

I am writing to seek your co-operation and assistance to enable us undertake an important research about the African-Caribbean Community in Scotland. The 1991 census figures has shown a continuing size of this community yet little or no information is available about the community in order for service providers to plan effectively to meet the growing and unmet needs of African-Caribbean families in Scotland.

The African-Caribbean Advisory Service was established in 1988 to provide a 24-Hour Helpline service and is a joint venture between the Glasgow YMCA, (who were and still provide accommodation to a large number of African-Caribbean students and families) and members of African-Caribbean community resident in Glasgow.

In 1997, we received a grant from the Scottish Office to employ staff to carry out the aims and objectives of the service including this research.

We would be grateful if you could please fill the attached questionnaire and return to the contact person. The questionnaires are anonymous and strictly confidential.

Thank you for your anticipated response.

Yours Sincerely,

FDC/DKA
Florence Dioka

Assistant Development Worker

**RESEARCH QUESTIONNAIRE INTO
AFRICAN-CARIBBEAN COMMUNITY IN SCOTLAND**

Please answer all questions. All information will be treated in the strictest confidence. This questionnaire is anonymous in order to ensure confidentiality.

1. Please state where you live within Scotland ?
(Please state specific area / town / rural area and nearest large town etc.)

2. How long have you been living in Scotland ? No. of years
(Please state if you were born in Scotland)

3. Why did you move to this area ?

4. Please state Ethnic Origin : African.....
Caribbean.....
African-American.....
Mixed Origin.....
Other (Please state).....

5. Age : 16-20 21-25 26-30 31-35 36-40 41-45 46-50

51-55 56-60 61-65 66-70 Over 70

6. Sex : Male...
Female...

7. Do you have any dependents ? Yes No (Please tick sex and insert age)

			Age
Male <input type="checkbox"/>	Female <input type="checkbox"/>	<input type="text"/>
Male <input type="checkbox"/>	Female <input type="checkbox"/>	<input type="text"/>
Male <input type="checkbox"/>	Female <input type="checkbox"/>	<input type="text"/>
Male <input type="checkbox"/>	Female <input type="checkbox"/>	<input type="text"/>

No. of people in the household

P.T.O.

8. Housing. (Please tick box which applies to you)

- Local authority housing.....
- Private landlord.....
- Owner / Occupier.....
- Owner / Former local authority housing.....
- Other (Please State).....

9. How many people are employed in the household ?

10. Employment Status. (Please tick correct box)

- Working Full-time.....
- Working Part-time.....
- Voluntary Work.....
- Unemployed.....
- Student..... (Please state at which level i.e. Dip. Bsc. Phd.)

Other (Please state)

11. Nature of Work :

12. Have you encountered problems or have you any needs in any of the following areas?

	<u>Problems</u>	<u>Needs</u>
Unemployment.....	<input type="checkbox"/>	<input type="checkbox"/>
Underemployment (Work that you are over-qualified for)	<input type="checkbox"/>	<input type="checkbox"/>
Housing.....	<input type="checkbox"/>	<input type="checkbox"/>
Health Problems.....	<input type="checkbox"/>	<input type="checkbox"/>
Access to Services.....	<input type="checkbox"/>	<input type="checkbox"/>
Racial Discrimination / Harassment.....	<input type="checkbox"/>	<input type="checkbox"/>
Isolation.....	<input type="checkbox"/>	<input type="checkbox"/>
Identity Problems.....	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please state).....	<input type="checkbox"/>	<input type="checkbox"/>

13. Can you describe the nature of the problems or needs indicated in Question 12.

14. Are you aware of any organisation that caters for the needs of the African - Caribbean community in Scotland ? Yes No

If Yes, please state :

15. What help and support do you think an organisation like ours could assist in.

16. Any other general comments ?

Thank you for your help.

Appendix (ii)
Topic Guide: Case Study

Topic Guidelines: Case Studies

1 Profile of Interviewee

- **Brief description of interviewee**

Gender, Approximate age, ethnic background, nature of employment status, Marital Status

- **Residential area**

Length of residence in this area
Previous place of residence
Country of Birth
Main purpose for moving to this area

- **Household information**

Number in family
Number of Children

2 Describe your personal experience in terms of (eg housing, racism etc.....)

Cover some background to the experience

Describe in detail the experience (problems/difficulties etc)

Who did they turn to for assistance

Did they get any useful advice/ assistance

What do they think should have been done, eg: what should have been done to assist them and who should have provided this assistance

3 Networks/contacts

Are they aware of black groups in Scotland

If they become aware of them will they join them

Are these groups useful, describe how groups like these might be able to help you

4 What are your plans for the future

What do you intend to do to improve your situation
Do you plan to remain in this area? Job? etc

Appendix (iii)
Topic Guide: Agencies

Topic Guidelines: Agencies

1 Profile of organisation/group

- Brief description of Respondent (male/female, position in organisation, eg: manager, project coordinator etc)
- Note for example where agency is located (Glasgow, Edinburgh, Aberdeen etc) and operational locality
- Type of organisation (eg: Housing, health, General) main service provided (complementary to existing ones, additional. or specialised, activities services)
- Which section of the population do they cater for...Target group, general description their (numbers, Ethnicity, where they come from, men/women, age) etc users and their specific concerns (very NB)
- Background to the establishment of the organisation, when established, main purpose (obtain a copy of their annual report or any document that they have describing the work of the organisation)

2 Current sources of funding (if you get a booklet, ignore this as it will be in annual report)

3 Staff structure:

- Number of employees Part/full/sessional
- Number of men/women/ethnic background, ask specifically if there are any from the African/Caribbean Community (**Very NB don't leave out**)
- Level of training/experience of Employees
- Number of volunteers (if applicable)
- Ask if they have a management committee and if any members are from African/Caribbean community, Ask for breakdown of management committee by gender and ethnicity (**very NB Don't leave out**)

4 General activities/service provision

- Ask questions pertaining to the organisations work
- Ask if they are involved with any current work with the African Caribbean Community or if they had in the past (**very NB**)
- Does the organisation have any specific strategy to reach and work with African Caribbean Community (**Very NB**)
- Approximately number of African Caribbean Users (**Very NB**)

5 How organisation prioritises needs/projects/work

- For example Do you monitor needs of the community/group you serve and the impact of your work on the target group?
- Have you had any demand for services from the African Caribbean Community (**very NB**)

6 Strategies used to deliver services

How do you meet the needs of community, what do you provide that other organisations fail to provide for the African Caribbean Community. Any specialist service?

7 Problems experienced by the organisation in delivering services to African Caribbean Community (very NB)

eg: funding
working in partnership
Staff develop/training

8 What Needs/support/Resources are required to develop work of organisation to meet the needs of this group (Very NB)

eg: questions pertaining to staff training, funding, equipment, revenue, capital

9 Nature and level of contact with other organisations working with African Caribbean Community (Very NB) Eg:

Local authorities
Health
Housing Departments
Social services
Other voluntary organisations. locally/Scottish wide
Funders

10 Level of contact with members of the African Caribbean community

How often do you consult with members of the African Caribbean Community?

Is this done on an individual basis or via a community group

Are you aware of any community groups that are specifically set up for the African Caribbean Community? (apart from Us)...if so specify

11 Are you aware of any specific needs this community might have that your organisation might be able to service? (very NB)