

**Equality & Diversity in Shetland -  
Community Questionnaire 2010**

**Analysis of Consultation Responses**

**February 2011**

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# 1. Introduction and Background

## 1.1 Introduction

The following report details the responses to Shetland Islands Council's Equality and Diversity Consultation, which took place in November and December of 2010. The consultation was made up of two questionnaires, one sent to all Shetland Islands Council (SIC) staff, and another targeted at the wider community. Questions differed in focus between the two surveys. This report forms one part of the consultation response; the "community consultation". The "SIC staff consultation" forms the second report.

The following details the information provided in each section of this report:

- Section 1 provides some background to the consultation, describes why the consultation was carried out, and details the recent changes to equality legislation and what that means for local authorities;
- Section 2 provides a breakdown of the respondents to the Community Questionnaire. The breakdown is in terms of a respondents' gender, race, age, sexual orientation, their religion or beliefs and whether they have a disability;
- Section 3 provides an overview of quantitative responses, under each protected characteristic (gender, disability, race, age, sexual orientation, and religion and belief); and
- Section 4 provides an overview of the qualitative responses; the issues and challenges, and what is working in terms of equality in the Shetland community<sup>1</sup>.

The Policy Unit, at the Shetland Islands Council would like to thank all of those who responded to the survey, and the agencies that helped in the consultation process.

## 1.2 Background

The purpose of the Equality and Diversity Consultation 2010 was to seek any gaps in addressing equality in Shetland's local communities, and the services the Shetland Islands Council provides. Shetland Islands Council needs to ensure that equality outcomes are based on evidence and involvement of equality groups and communities, and also ensure improvements in monitoring, in terms of equality and diversity, of Shetland's communities and within the Council's workforce.

### 1.2.1 The Equality Act 2010

The Equality Act 2010, which aims to support progress on equality by harmonising and strengthening all previous discrimination law, extends the previous strands of antidiscrimination (race, gender and disability) to produce what is now known as "protected characteristics". The characteristics, which are now protected under equality law, are:

- Gender (and Pregnancy and Maternity)
- Disability
- Race
- Age
- Sexual Orientation (and Gender Reassigned)
- Religion and Belief

The Equality Act 2010 states that Local Authorities must have due regard to the need to:

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<sup>1</sup> This consultation focuses on equality and diversity in Shetland's communities, any comments made on matters relating to internal Council business have been incorporated into the analysis of the SIC Staff Questionnaire.

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

### 1.2.2 The Consultation

The Equality Act 2010 covers a wider number of protected characteristics than previous discrimination law, therefore the Council, through consultation, has sought to fill the gaps in data (both qualitative and quantitative) to inform Shetland's equality outcomes.

Distribution of the community questionnaire targeted the wider public through local publications and media, through Council staff, and to the following groups:

- The Disability Forum;
- Adult Learning - ESOL (English for Speakers of Other Languages);
- Youth Voice;
- Shetland Interfaith; and
- Lesbian, Gay, Bisexual, Transgender (LGBT) Forum

A blank copy of the community questionnaire can be found in Appendix 2.

## 2. Breakdown of Respondents

A total of 360 questionnaires were returned during the consultation process. Respondents were given the option to skip questions, answering those only relevant to them. Therefore, there was a variation in the number of respondents answering each section.

- 360 individuals answered the section relating to Gender equality
- 155 individuals answered the section relating to Disability equality
- 113 individuals answered the section relating to Race equality
- 152 individuals answered the section relating to Age equality
- 82 individuals answered the section relating to Sexual Orientation equality
- 98 individuals answered the section relating to equality in Religion and Belief.

There were more females than males completing the survey, 63% and 37% respectively.

Of the 155 individuals completing the disability section of the community survey:

- 70% did not have a disability;
- 17% described themselves as having a disability;
- 12% were carers for those with disabilities; and
- 1% were members of a disability group or organisation.

Of the 113 individuals completing the race section of the community survey:

- The majority were of white race (94%);
- 3% were of black or mixed race; and
- 4% of respondents preferred not to answer.

Of the 152 individuals completing the age section of the community survey, there was representation from all age groups:

- 18% were under 21;
- 4% were 22 – 24 years;
- 10% were 25 – 30 years;

- 13% were 31 – 40 years;
- 22% were 41 – 50 years;
- 27% were 51 – 60 years;
- 5% were 61 – 70 years; and
- 1% was over 70.

Of the 82 individuals answering questions relating to sexual orientation:

- 4% were bisexual;
- 7% were gay; and
- 77% were heterosexual.
- 12% preferred not to answer.

A wide number of religions were represented in the 98 individuals completing the section relating to religion and belief:

- The following religions/beliefs were represented: Atheist, Baha'i, Buddhist, Church of England, Church of Scotland, Hindu, Humanist, Jewish, Methodist, Muslim, Other Christian, Pagan, Roman Catholic, Sikh and Scottish Episcopalian.
- 31% of respondents answered as having no religion, 6% preferred not to say, 1% answered atheist, and the remaining 62% identified a particular religion or belief.
- Of the 62% the Church of Scotland and 'other Christian' were the religions that were most prevalent (21% and 23% respectively).

Appendix 1 provides a detailed breakdown of responses.

### 3. Summary of General Questions

The following section provides an overview of questions that featured under each protected characteristic of the survey. See Appendix 1 for more detailed analysis of these responses.

Section 4 will then provide an overview of the issues and challenges summarised into each protected characteristic.

#### Summary

There is a general feeling, from respondents to this questionnaire, that equality and diversity is valued, and progress has been made in terms of equalities in Shetland. Relatively few individuals feel that discrimination is a problem in Shetland.

The majority of respondents, no matter which protected characteristic they were referring to, felt they were treated with respect all, or most of the time, in a variety of situations in Shetland (i.e. at work, school, using public transport, using Council services etc).

Although the majority of respondents felt that a protected characteristic does not affect opportunities, a number of individuals felt that a person's age, either young or older, was felt to positively affect a person's ability to influence decision-making, and feel valued for the work that they do, and a person's disability was felt to negatively affect their opportunity to choose the type of job you would like and are qualified to do.

The majority of individuals said they had not felt discriminated against in terms of seeking employment in Shetland. Disability and race stood out with a higher, yet still reasonably low, percentage of respondents that had experienced discrimination.

### 3.1 Being treated with respect

All sections began with a question asking if they had been treated with respect, in regards to a protected characteristic<sup>2</sup>, in the following settings:

- At work;
- At school, college or university;
- Using public transport;
- Dealing with Council staff;
- Using Council services; and
- In shops, pubs or in other premises providing goods or services.

Table 1 provides a breakdown of the percentage of respondents that said they had been treated with respect “all the time” or “most of the time” in various settings, in regards to a protected characteristic.

For each of the protected characteristics, the majority of respondents (79% - 96%) said they had been treated with respect “all”, or “most of the time” in each of the settings listed in Table 1. However, with regards to an individual’s disability, a lower percentage of individuals (79%) compared to other protected characteristics felt they had been treated with respect all or most of the time “at work” and “in shops, pubs or in other premises providing goods or services”.

**Table 1: Percentage of those who have been treated with respect all, or most of the time, with regards to the following protected characteristics, and in a variety of settings.**

	Gender	Disability	Race	Age	Sexual Orientation	Religion or Belief
At work	89%	79%	84%	91%	93%	87%
At school, college, university	90%	88%	89%	88%	88%	88%
Using public transport	87%	84%	87%	87%	94%	93%
In dealing with Council staff	89%	81%	86%	85%	94%	88%
Using Council services	89%	84%	88%	90%	96%	93%
In shops, pubs or in other premises providing goods or services	83%	79%	83%	85%	93%	90%

### 3.2 How a protected characteristic affects individual opportunities

Respondents were asked whether each of the protected characteristics affected an individual’s opportunity to:

- Influence decision-making in their local area;
- Choose the kind of job they would like and are qualified to do;
- Feel valued for the work that they do (paid or voluntary); or
- Participate in community activities.

The majority of respondents said no, or not sure, that a protected characteristic affects individual opportunities, however, a number of individuals felt that a protected characteristic could have a positive or negative effect.

Table 2 provides a breakdown of the percentage of respondents that said a protected characteristic affects an individual’s opportunity in a positive way.

<sup>2</sup> their gender, disability, race, age, sexual orientation and religion or belief

In terms of “influence decision-making” and “feel valued for the work that they do”, a person’s age was perceived by a large proportion of respondents to have a positive effect (20% and 20% respectively).

Both younger and older age groups felt they have ample opportunity to influence decision-making. Younger individuals noted that there has been a recent big push to hear the views of young people, and older individuals felt that as an individual gets older they have more confidence in voicing their opinions and influencing decision-making. However, despite this positive view, a number of respondents felt that ageism in recruitment still exists for both older and younger generations. Respondents felt that young people are less likely to be favoured for employment or be valued for the work that they do, due to a perceived lack of ability to take on responsibility. Comments also highlighted that young people can sometimes be discriminated against due to the prevailing “trouble maker” stereotypes.

**Table 2: % of respondents that feel their gender/disability/race/age/sexual orientation/religion or belief POSITIVELY affects their opportunities to influence decision-making, participate in community activities, pursue a career, or feel valued in the work that they do.**

	Gender	Disability	Race	Age	Sexual Orientation	Religion or Belief
Influence decision-making in your local area?	10%	11%	10%	20%	11%	12%
Choose the kind of job you would like and are qualified to do?	12%	12%	11%	17%	11%	9%
Feel valued for the work that you do (paid or voluntary)?	17%	15%	13%	20%	11%	13%
Participate in local community activities?	13%	19%	13%	19%	13%	15%

Table 3 provides a breakdown of the percentage of respondents that said a protected characteristic affects an individual’s opportunity in a negative way.

25% of respondents who answered the disability section of the questionnaire felt that a person’s disability negatively affects their opportunity to “choose the type of job you would like and are qualified to do”. This was the highest percentage in the table below.

A number of respondents felt that individuals with disabilities are provided with the support and opportunities to use their skills. However, employment opportunities are often restricted to schemes such as COPE, which can sometimes be seen as a care setting rather than a workplace. There were also concerns about the poor public transport and premises that do not provide the infrastructure to accommodate individuals with additional needs. It was felt that this gap in service prevented people with disabilities accessing the type of work they would like to.

**Table 3: % of respondents that feel their gender/disability/race/age/sexual orientation/religion or belief NEGATIVELY affects their opportunities to influence decision-making, participate in community activities, pursue a career, or feel valued in the work that they do.**

	Gender	Disability	Race	Age	Sexual Orientation	Religion or Belief
Influence decision-making in your local area?	9%	10%	14%	12%	3%	3%
Choose the kind of job you would like and are qualified to do?	12%	25%	13%	16%	3%	8%
Feel valued for the work that you do (paid or voluntary)?	5%	10%	14%	5%	3%	3%
Participate in local community activities?	5%	14%	7%	7%	4%	3%

### 3.3 Seeking employment in Shetland

Respondents were asked whether they had ever felt discriminated against in terms of seeking employment in Shetland, because of each protected characteristic. Responses can be seen in table 4.

The majority of individuals said they had not felt discriminated against in terms of seeking employment in Shetland. The protected characteristics in which a higher proportion of respondents had experienced discrimination were disability and race (20% and 17% respectively).

**Table 4: % of respondents that have felt discriminated against in terms of seeking employment in Shetland, due to a number of protected characteristics.**

	Yes	No	Number of respondents
Gender	10%	90%	155
Disability <sup>3</sup>	20%	80%	45
Race	17%	83%	90
Age	12%	88%	114
Sexual Orientation <sup>3</sup>	4%	96%	53
Religion or Belief	6%	94%	72

In terms of disability, a large number of people feel that the discrimination was due to the recruitment decision made on the job they applied for. Others said they had felt discriminated against during job advertisement, or during the interview process, or felt the Council would not accommodate their needs whilst in employment. For example, one individual with mental health problems explained how she “normally gets told that she would not be able to cope with the job”.

In terms of race, the largest number of people felt discrimination due to the recruitment decision that was made on the job they applied for.

For age, respondents felt ageism still exists in recruitment. Some individuals felt a person’s age should not be included in job application forms, as this can wrongly sit too high in interviewers’ priorities of whether to invite someone to the interview process.

For sexual orientation and religion or belief, discrimination in this area was not recorded as being as high, with only two to four individuals having felt discriminated against.

## 4. Summary of Questions under each Protected Characteristic

The following section provides an overview of what respondents felt were issues and challenges, in terms of equality in Shetland. It also sets what respondents felt is working. See Appendix 1 for more detailed analysis of these responses.

### 4.1 Gender

**79.4%** of respondents felt that individuals have the opportunity to pursue or enter a career in traditionally male or female roles in Shetland. 20.6% of respondents said no. Reasons for this include:

- Old-fashioned perceptions/traditionalism;

<sup>3</sup> A large number of individuals answered “not applicable” when asked to answer in terms of disability and sexual orientation, therefore making the sample size small.

- Men and women get treated differently at work; and
- Few women in senior positions within the Council.

Respondents recognised that the Council supports equality and diversity within the Shetland community and its workplace, however, some issues still arose in terms of gender equality:

- Respondents felt the perception that certain jobs or roles are “for men” or “for women” still lingers in many workplaces. For example, comments noted the strong Masonic tradition in Shetland. This perception of traditionalism extended to roles within the community, with mothers expected to have surplus time to help with school activities, and concerns over the messages that Up Helly Aa send out.
- The majority of respondents felt that both men and women have the opportunity to pursue or enter a career in traditionally male or female roles (79% of respondents), and recognised the support available in terms of grants and training opportunities. However, although the opportunities are there, respondents felt that not many are brave enough to overcome the barriers that still exist when entering traditionally male or female roles. For example, an individual may be able to pursue a traditionally male or female career, but the prejudice may only occur once they have entered that workplace through negative attitude from colleagues. Respondents felt that more could be done at an early age in schools to eliminate occupational segregation.
- Respondents felt there are relatively few women that have held or currently hold senior positions in the SIC. They felt that if you wish to work part-time or job share, there is less opportunity to progress to these senior roles. Respondents also felt that men dominate local decision making.

## 4.2 Disability

**79.8%** of respondents felt there is sufficient support for those with disabilities to enter further education, training programmes or work placements in Shetland. **17.2%** felt there was not. Reasons for those who felt support was insufficient include:

- Poor access for those out with Lerwick;
- Too dependent on people in charge of the workplace; some will be good, some bad; and
- Restricted to special schemes such as COPE.

**66.7%** of respondents felt the Council provides sufficient support to provide information to the visually or hearing impaired (i.e. documents or leaflets in Braille, large print, via sign language). **31.4%** said no, while **1.9%** were unsure. Reasons for those who felt the support was insufficient include:

- Insufficient signposting/information sharing; and
- Not enough hearing loop systems in place, or access to portable hearing loops.

The points below identify some of the issue, as well as what is working in terms of disability equality:

- Respondents welcomed the opportunity to be involved in this consultation, noting that local disability groups are widely identified as a target group for public consultation.
- Whilst respondents recognised that the Council has ensured that its infrastructure is accessible to individuals with disabilities, respondents felt that access was still poor in terms of transport and access to the outdoors. Respondents felt there were limitations on the type of community activities they can be involved in, and that very few beaches or footpaths are suitable for those with limited mobility.
- Respondents felt that in Shetland, as a small community, there is more social awareness and integration of individuals with disabilities. However, there was a perception that community awareness of mental health issues, or disabilities such as Aspergers, remains poor. There were also examples of prejudice given towards those with learning disabilities, where individuals underestimated (or wrongly assumed) their capability in certain situations.

- The majority of respondents felt there is support for individuals with disabilities to pursue training/learning opportunities in Shetland (79.8%) as well as supported employment, but a number of individuals felt there were limitations, for example, these opportunities can be restricted to special schemes such as COPE, and access to opportunities are poor for those who live outside of Lerwick.
- There was a perception amongst a number of respondents that there is positive discrimination against those with disabilities, in terms of employment, access to services and accommodation. In terms of accommodation, respondents felt that unless you are in a specific need category, housing opportunities are not available.
- Although the majority of respondents felt the Council provides sufficient support to provide information to the visually or hearing impaired (i.e. documents or leaflets in Braille, large print, via sign language) (66.7%), a proportion of respondents felt that support for those with visual/hearing impairments was insufficient. For example, perceived lack of portable hearing loop systems within the Council.
- Respondents felt there was not enough communication between departments to ensure that people with visual/hearing impairments are consistently and appropriately informed about the services and support available to them.

### 4.3 Race

**87.1%** of respondents felt there is adequate support for speakers of other languages to learn English in Shetland. **12.9%** felt the support was not adequate. Reasons for those who felt the support was not adequate include:

- Poor access for those out with Lerwick; and
- Lack of public transport in the evenings.

**87.1%** of respondents felt there are no barriers to the black and ethnic community using Council services. **12.9%** felt there were. Reasons for those who felt there were obstacles include:

- Poor signposting;
- Locals are intolerant of incomers; and
- The Council has historically had a poor track record in systematically providing information about its services and activities.

**87.5%** of respondents felt their local area is a place where people from different nationalities get on well together. **12.5%** of respondents said no. Reasons for those who felt their local area was inclusive include:

- Shetland is very welcoming and inclusive;
- Shetland is fairly inclusive; discrimination is dependent on individuals, on a one-to-one basis, rather than an entire community; and
- Shetland is a cosmopolitan community

Those who felt their local area was not inclusive noted:

- Discrimination towards immigrants from elsewhere in the UK;
- Locals are favoured over immigrants and those who are 'not from here';
- Cliquey community; and
- Suspicion towards Eastern Europeans.

The following points detail some of the issues, as well as what is working in terms of race equality:

- Respondents identified incomers from elsewhere in the UK as a group that faced discrimination.
- Respondents recognised that the majority of the Shetland population are welcome and accepting of new people to the isles; **87.5%** of respondents felt their local area is a place where people from different nationalities get on well together. However, a number of respondents felt that some individuals have a negative attitude towards incomers. These include the suspicion targeted towards incomers (particularly

Eastern Europeans), and the stereotypes that remain in people's perceptions of those who "aren't from here".

- Whilst a number of respondents felt that discrimination was targeted at "Soothmothers", a number of respondents who described themselves as Shetlanders felt victimised. These respondents felt that locals are disadvantaged through positive discrimination of those from elsewhere in the UK (for example, more jobs given to incomers than local people); this survey highlighted the perception that incomers from "south" exhaust the job and housing supply to the detriment of locals.
- The majority of respondents felt there were no obstacles preventing the black and ethnic community using Council services (87.1%). However, a reoccurring theme was that signposting in terms of providing information on the services the Council provides, and providing information Council activities, needs to be improved. This related to both incomers and locals.
- The majority of respondents felt there is adequate support for speakers of other languages to learn English in Shetland (87.1%), however it was felt these opportunities are limited to Lerwick, and not enough support is given to people living in outlying areas.
- Some respondents noted that the race section of the consultation should have included questions about an individual's nationality, or an opportunity to state where they are from at a more localised level, rather than just their race.

#### **4.4 Age**

**91.7%** of respondents said that they have not felt discriminated against in terms of access to training in Shetland, because of their age. 7.6% said that they have. Reasons for those who have felt discriminated include:

- Too old to do training;
- Computer systems too difficult to understand; and
- People think young people are troublemakers and can't take on responsibility.

**95.6%** of individuals said that they had never felt discriminated against in terms of accessing services provided by the Council, because of their age. 4.4% of individuals said they had. Reasons for those who have felt discriminated focused on the difficulties in obtaining accommodation.

**50.8%** of respondents felt the Council is providing sufficient support to ensure young people are able to stay in Shetland to live and work. 47.6% said no. 1.6 % said this question was not applicable to them. Reasons for those who said no included:

- No housing for young people;
- Limited job opportunities or support to enter permanent placements;
- Poorly run graduate placement scheme;
- Poor variety of training opportunities;
- High cost of living;
- Poor public transport; and
- Limited social activities.

A number of respondents felt it was a combination of a number of the above factors. In particular, the lack of housing solutions for young people and lack of job opportunities preventing young people from returning to, or remaining in, Shetland.

The following points detail some of the issues, and what is working in terms of race equality:

- Respondents felt the Council has made a recent push to hear the views of young people in Shetland, with a number of respondents noting an increase in opportunities to be involved in the decision-making process of the Council.
- A number of respondents felt that ageism still exists in Shetland, particularly in recruitment for both younger and older individuals. Young people said it is generally more difficult for younger individuals to enter employment. For example, employers

perceive a lack of experience or ability to take on responsibility. Conversely, a number of older individuals said in the current job climate, they are being pushed out of jobs to accommodate younger individuals.

- Respondents felt that older individuals do not have the same training opportunities as those who are younger. While other respondents felt the support for young people to enter training opportunities is insufficient. This insufficiency was in terms of the variety of courses on offer at Shetland's Colleges, and the poorly suited Council graduate placement scheme. Respondents also felt there is little support to ensure young people can move into more permanent employment within Shetland after these schemes.
- Respondents felt the cost of accommodation and limited housing supply means it is very difficult for young people to get accommodation.
- Respondents felt disadvantaged due to poor public transport, particularly in the evenings. They felt this prevented them from accessing social/recreational opportunities in Shetland, and according to some respondents, proved a barrier for young people accessing employment (for example, young apprentices that rely on early morning, or late evening services).

#### **4.5 Sexual Orientation**

**59.7%** of respondents felt their local area is inclusive of lesbian, gay, bisexual and transgender individuals. **40.3%** said that it was not. Reasons for those who said no included:

- Resistance in older generations;
- Insular/closed minded communities;
- Negative comments made by the public; and
- Lesbian, Gay, Bisexual and Transgender (LGBT) individuals are scared to express themselves, fearing the abuse they may face.

The following points detail some of the issues, and what is working in terms of sexual orientation equality:

- Respondents felt Shetland was "behind the times" when it comes to acceptance of LGBT individuals; homophobia and narrow-mindedness is believed to still persist in a large part of the Shetland community.
- Respondents noted that negative comments are made towards LGBT individuals in the Shetland community, and that LGBT individuals are scared to express themselves, fearing the abuse they may face. Respondents felt that negative attitudes, or closed-mindedness, towards LGBT individuals are more prevalent in older generations.
- Respondents indicated there are still young people moving south to the Scottish Mainland due to the intolerance experienced growing up in Shetland. As well as discrimination in the wider Shetland community, they highlighted that negative attitudes towards LGBT individuals are still prevalent amongst their peers at school.

#### **4.6 Religion or Belief**

**97.7%** of respondents said they had not felt discriminated against in terms of accessing services provided by the Council, because of their religion or beliefs. **2.3%** said that they had felt discrimination. In this particular question reasons were not given on why.

**98.8%** of respondents said that there are no obstacles that prevent religious groups from using Council services. **1.2%** of individuals said that there were. The only comment made following this question was the inappropriate use of Council funding by providing support to religious groups.

**89.7%** of respondents said that they have not felt disadvantaged or offended by Council actions, policies or procedures in regards to their religion or beliefs. 10.6% of respondents said they had. Reasons include:

- Good Friday and Easter Monday not recognised as public/school holidays; and
- Conflict between beliefs and other rights, such as gay rights.
- Historical anomalies in terms of funding for religious groups, namely between Christian groups (i.e. Guides, Boys Brigade and funding to maintain local churches), and those of other religions.
- A number of respondents felt the Council or Trusts providing funding to religious groups is an inappropriate use of funding.

## Appendix 1: Full Survey Analysis

### GENDER

#### Breakdown of respondents



Gender	Percentage	Number of Respondents
Male	37%	133
Female	63%	227
<b>Total</b>		<b>360</b>

#### Q1: Treated with respect

Respondents were asked if, in the last year, they had been treated with respect in a number of situations in Shetland, in regards to their GENDER. They were then asked to provide the degree they felt they were or were not treated with respect. The following table summarises their responses:

	All the time	Most of the time	Sometimes	Rarely	Never	Response Count
At work	55%	34%	8%	1%	3%	159
At school, college, university	62%	28%	3%	1%	6%	87
Using public transport	67%	20%	5%	5%	3%	139
In dealing with Council staff	55%	33%	7%	1%	4%	166
Using Council services	60%	29%	8%	1%	2%	167
In shops, pubs or in other premises providing goods or services	45%	38%	13%	2%	2%	171

#### Q2: Does your gender affect opportunities?

Respondents were asked if they felt that, in Shetland, their gender affects their opportunities to:

- Influence decision-making;
- Participate in community activities;
- Pursue a career; or
- Feel valued in the work that they do.

The following table provides a summary of their responses.

	Yes – Positively	Yes - Negatively	Not Sure	No	Response Count
Influence decision-making in your local area?	10%	9%	27%	53%	167

Choose the kind of job you would like and are qualified to do?	12%	12%	25%	50%	166
Feel valued for the work that you do (paid or voluntary)?	17%	5%	22%	55%	168
Participate in local community activities?	13%	5%	21%	60%	167

Of those that said yes, positively or negatively, they were asked to explain their answer. The following are some of the comments received:

General Comment:

- A strong Masonic tradition still persists in Shetland. Everywhere is an old man's 'boy club' - females need not apply!

Local Decision-Making:

- Men dominate decision-making processes and committees in Shetland, and are given more respect and attention when it comes to decisions.
- Councillors' comments devalue the professionalism of everyone.

Careers/in the workplace:

- Occupational stereotypes still persist: the perception that there is "men's job" and "women's jobs" still occurs in Shetland.
- Women are often not seen as serious contenders in the jobs market.
- Women's work is not respected as greatly, whether it is paid or voluntary.
- Managers have told me that the only reason I have been successful in getting work within education and social care was due to my informal experience of being a mother, rather than my qualifications.
- The Council indirectly discriminates against women by paying low wages in the employment categories that are typically carried out by women.

Community Activities:

- As a working mother, I feel that the school makes certain assumptions about my availability/willingness to participate in school activities. The assumption is that all mothers are able and that working mothers are unwilling. This impacts negatively on my child as well as me as a woman and mother. More notice of events/activities would go a long way to making this more positive.
- It is a joke in this day and age that women cannot enter the Lerwick Up Helly Aa. This is a bad attitude to have within something Shetland is so well known for.

Q3: Pursuing careers in traditionally male or female roles.

Respondents were asked if they felt that individuals have the opportunity to pursue or enter a career in traditionally male or female roles in Shetland. **79.4%** of respondents said yes, and **20.6%** of respondents said no. The breakdown of votes for males and females can be found below. There is little difference in views between genders; the majority of both genders believe there is opportunity for both sexes to enter traditional roles.

	Yes (%)	No (%)	Respondent Count
Female	81%	19%	99
Male	77%	23%	60
Respondent Count	33	126	159

Some of the reasons for the above are detailed below:

General comment:

- If the SIC can give a highly paid important job to an incomer then they will, regardless of gender, denying a local person the job.
- There is still a strong Masonic tradition, which benefits men.

Comments from those who answered yes:

- There are opportunities for men and women to pursue traditionally gender set roles. We now see women in the fire service, security guards, mechanic, engineering and as bus drivers and there are more males entering social care in Shetland. The sexist barriers are slowly coming down.
- Opportunities are available to all in my experience. However, some more traditionally male careers have low female uptake, which I think is more for historic and logistical reasons rather than by gender issues particularly. People have the opportunity, but I would say that it is unusual to see.
- The opportunities are there, but not many are brave enough to overcome the barriers that still exist when entering traditionally male or female roles. They may be able to pursue a traditionally male or female career, but the prejudice may only occur once they have entered that workplace i.e. negative attitude from colleagues.
- More could be done at an early age to eliminate occupational segregation, by role models going into schools to talk about their working lives and achievements.
- Shetland is quite an understanding place and it is easy to get training for what job you want.
- The best person for the job gets it whether they are male or female.

Comments from those who answered no:

- There's still an element of "old habits die hard" lingering in some folk's attitudes. Generally, traditional male or female roles are reasonably accessible to both sexes, but an undercurrent of traditionalism is detectable from time to time.
- Opportunities may exist in theory however the community still has stereotypes which are difficult to overcome for some people.
- It is very difficult for a female to enter maritime or fishing careers.
- More needs to be done to positively increase access routes into "traditionally male roles" for women, particularly those wanting to change careers.
- EU-funded 'Women into Management' course - something along similar lines is needed in Shetland so that women can learn and apply skills in a safe, unthreatening environment.
- Relatively few women have held or currently hold senior positions in the SIC.
- Women are not seen to be spokespeople for the community, e.g. at the Islands Conference in 2009 it was all men who formed the panels about the future of the islands!
- I think there are far less opportunities to progress to senior professional or managerial roles if you wish to work part-time. This indirectly discriminates against females as they predominantly care for children and/or elderly relatives. More posts at this level need to be open to job sharing.

#### Q4: Seeking employment in Shetland

Respondents were asked whether they had ever felt discriminated against in terms of seeking employment in Shetland, because of their gender. **89.7%** of respondents said they had not felt discriminated, and **10.3%** said they did. The breakdown of votes for males and females can be found below. There is little difference seen between genders; the majority of both genders had not felt discriminated against because of their gender when seeking employment.

	Yes (%)	No (%)	Respondent Count
Female	10%	90%	99
Male	12%	88%	57

Respondent Count	16	140	156
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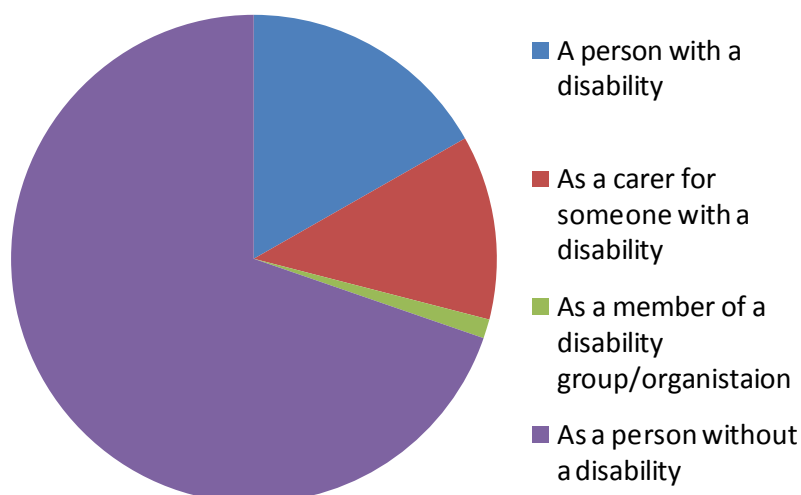
Of the 16 respondents that said they had experienced discrimination, 1 individual said that the job advertisement discriminated against those with disabilities, 4 respondents said that they felt discriminated against whilst in interview, and 10 respondents felt discriminated against because of the recruitment decision that was made on the job that they applied for, because of their gender.

Other reasons were:

- As a male, after applying for a classroom assistant post, I felt the male head teacher did not want another male in the school.
- As a female, I have not felt I could even apply for certain jobs because of my gender.
- There was a traditionally male environment in the work place that served to make me feel left out and belittled even at the interview.

## DISABILITY

### Breakdown of respondents



	Percentage	Number of Respondents
A person with a disability	17%	26
A carer for someone with a disability	12%	19
A member of a disability group/organisation	1%	2
A person without a disability	70%	108
<b>Total</b>		<b>155</b>

### Q1: Treated with respect?

Respondents were asked if, in the last year, they had been treated with respect in a number of situations in Shetland, in regards to their DISABILITY. They were then asked to provide the degree in which they felt they were or were not treated with respect. The following table summarises their responses:

	All the time	Most of the time	Sometimes	Rarely	Never	Response Count
At work	48%	31%	16%	3%	2%	62
At school, college, university	46%	42%	8%	4%	0%	48
Using public transport	52%	32%	8%	8%	0%	63
In dealing with Council staff	56%	25%	15%	4%	0%	72
Using Council services	51%	33%	11%	5%	0%	73
In shops, pubs or in other premises providing goods or services	39%	40%	13%	6%	1%	77

## Q2: Does your disability affect opportunities?

Respondents were asked if they felt that, in Shetland, a person's disability affects their opportunities to:

- Influence decision-making;
- Participate in community activities;
- Pursue a career; or
- Feel valued in the work that they do.

The following table provides a summary of their responses.

	Yes – Positively	Yes - Negatively	Not Sure	No	Response Count
Influence decision-making in your local area?	11%	10%	44%	35%	118
Choose the kind of job you would like and are qualified to do?	12%	25%	42%	21%	114
Feel valued for the work that you do (paid or voluntary)?	15%	10%	39%	37%	114
Participate in local community activities?	19%	14%	37%	30%	118

Of those that said yes, positively or negatively, they were asked to explain their answer. The following are some of the comments that were received:

Local decision-making:

- Local disability groups appear to be included in public consultations.
- People with disabilities are underrepresented in decision-making bodies.

Local perceptions

- There is no better place than Shetland if you are disabled and for feeling equal.
- There is more social awareness and acceptance of disabled people in Shetland, which is possibly the benefit of being a smaller community.
- There is a remaining stigma and prejudice.
- Mental health still carries a stigma.
- I support a person with Asperger's who does not feel that there is an adequate level of community awareness of his disability and the affect it has on him.
- Often, a person with learning disabilities or mental health problems will not be taken seriously when they express a view or preference.

Community activities

- Not every local community activity is completely accessible to every member of the community. These limitations exist in poor access to buildings, and poor transport. Similar issues when applying for employment.
- Participating in community activities can be difficult if those in charge do not take the time to find out about the abilities of the person concerned. E.g. a young person with learning disabilities was refused a place on a cookery course, despite being quite capable and trustworthy in the kitchen.
- There is poor wheelchair access to open spaces, as very few beaches or footpaths suitable for limited mobility. Stiles are difficult to negotiate for those with mobility problems.

#### Careers:

- Some local employers operate a job interview guarantee scheme for disabled applicants, or appear to operate positive discrimination. This is not fair on everyone else that do not have a disability.
- Disabled people are not always able to access the type of work they would like, or are put off from applying for employment, due to the poor nature of public transport, and the number of premises without disabled access.
- COPE is a brilliant example of a project which empowers those with disabilities, providing them with the opportunity to use their skills.
- A person with a disability working for say COPE gets a fraction of what a person without a disability does yet they work just as hard if not harder.
- Employment opportunities are often restricted to special schemes, such as those run by COPE, which is sometimes seen as a care setting rather than a workplace.

#### Transport:

- Transportation issues could make it more difficult for people with physical disabilities to gain access to employment.
- Why do we get given blue badge for our cars when all and everyone park in the disabled marked spaces in and around the town, and if you hold a blue badge but you're not in a wheel chair, you're looked on as a fraud.

#### Provision of services:

- I think Shetland provides very good services for people with disabilities both in terms of care, supported work and recreational opportunities. I know the demand may always be high for these services but overall I think Shetland does better than many other local authorities in this regard.
- Hearing disability removes a chunk of confidence when you cannot hear when in large groups. Very few public places have hearing loop systems in use.
- The SIC must have spent countless hundreds of thousands if not millions of pounds ensuring that all SIC buildings are accessible to disabled persons as well as all new buildings.
- Please advise all departments that there is no such thing/descriptor as 'registered disabled' when trying to discover if people are eligible for discounts or free evening classes etc. The 'disability register' was done away with when Mrs Thatcher was PM!
- The category 'disabled' is insufficient. Or 'are you in receipt of disability benefits?' – I am still seeing the long-redundant phrase 'registered disabled' on forms. People get confused and some have asked me how they can register.

#### Accommodation:

- Having a disability certainly positively affects your opportunity to get accommodation. It would be interesting to know the percentage of young adults without a disability compared with those who have a disability that are in social housing.
- The hotels just laugh at the Disability Discrimination Act, the Council do nothing.

### Q3: Seeking employment in Shetland

Respondents were asked whether they (or the disabled person they represent) had ever felt discriminated against in terms of seeking employment in Shetland, because of their disability. **26.7%** of respondents said they had not felt discriminated, **66.7%** said that the question was not applicable to them, and **6.7%** (9 individuals) said they had felt discriminated against in terms of seeking employment in Shetland, because of their disability, or that the person they were representing (as a carer for someone with a disability) had felt discrimination.

Reasons why individuals felt discriminated were as follows:

- One respondent said that the job advertisement that they wished to apply for directly discriminated against their disability.
- One respondent felt there were no suitable positions for them.
- One respondent felt discriminated against during the interview process.
- Six respondents said that they felt discriminated against due to the recruitment decision that was made on the job that they applied for, because of their disability.
- Two individuals said they felt the Council would not accommodate their needs whilst in employment.

Although there were a few individuals with disabilities that had experienced discrimination, **the majority of disabled individuals (70%) had not felt discriminated against.**

Other comments were:

- Though not with the Council there seems to be some discrimination in getting a job, it is easy to get the interview but there are always hard questions about my mental health and normally I am told that they do not think I could cope with the job, even though I am qualified and have worked hard to get to where I am.
- Jobs almost always advertise for an outgoing personality, which means it is impossible for me to succeed at an interview. All adverts requiring an outgoing personality automatically discriminates against anyone on the autistic spectrum. People should be taken on their own merit, and autistic people have as much to offer.

### Q4: Education, training programmes and work placements

Respondents were asked if they felt there is sufficient support for those with disabilities to enter further education, training programmes or work placements in Shetland. **79.8%** of respondents said yes, while **17.2%** (18 individuals) said no. 2.9% were unsure.

Of the 17.3% of respondents that said the support was insufficient, these were individuals that described themselves as having a disability, and carers of individuals with a disability, as well as those that did not have a disability.

Location of training:

- If you live in town your ability to access training is good, but if you live outside of the town (e.g. Unst) then most training is inaccessible. Training is all for town folk.

Support services:

- I think there are a variety of really good support services and options available for those with disabilities in Shetland. I do not feel that having a disability in Shetland stops you from entering further education, training or work.
- Our services, to meet specific needs within the community, are already stretched in regard to offering appropriate placements. This means that anyone now looking for a work placement can find this difficult, as they are now rare.
- I feel the SIC provides lots of support and attention to people having (or claiming to have) disabilities. Sometimes to the detriment of the non-disabled, and less demanding, or less vocal disabled.

- There is currently very good support. However, if cutbacks affect support and staffing levels then this would no longer be the case.
- It would be much better if there was more integration of people with disabilities into mainstream community provision, where appropriate to their ability levels.
- There is good support for children with special needs e.g. home visiting service, Laburnum House, pre-school teacher.

#### Employers:

- I think the Government has done a lot to get the training places but there still seems to be an issue of not enough employers willing to give jobs to the disabled unless they have some experience of it themselves.
- There are opportunities within the public sector and third sector, but I think more needs to be done to show the private sector employers the value in employing people with disabilities.
- I do not feel that employers are always sympathetic. It is too dependent on the people in charge of the particular workplace. Some bosses will be good and some will be bad.

#### Education:

- There is a lack of understanding with teachers on how difficult and isolating it is for a young person with hearing loss. None of my son's teachers believed he had hearing loss – in spite of my providing them with a copy of a letter from his ENT specialist to GP saying his hearing loss meant he "must lip read" and "was barely able to cope in social situations."

### Q5: Support for the visual or hearing impaired

Respondents were asked if they felt the Council provides sufficient support to provide information to the visually or hearing impaired (i.e. documents or leaflets in Braille, large print, via sign language). **66.7%** of respondents said yes, while **31.4%** said no. 1.9% were not sure.

Of the 31.4% that said the support was insufficient, these were individuals that described themselves as having a disability, and carers of individuals with a disability, as well as those that did not have a disability.

#### Support services:

- I'm not sure about this, the psychological services do a great job and have more staff that they did 15 years ago, but again, more support required as more vision/hearing problems are identified in children/adults.
- People have to go to Disability Shetland for support. SIC just do the basics, as required by the DDA. They do not extend themselves.

#### Information sharing/communication:

- I work within the social care service and there is little information or training provided.
- There is not enough communication between departments to ensure that people with these impairments are consistently appropriately informed. I think that the Council does a good job department by department once they are aware of the difficulties, but there should be more proactivity.

#### Training:

- Lip reading and sign language classes would be useful. Some years ago RNID visited Shetland to demonstrate alternative communication methods. This public event was well advertised but got no media attention whatsoever. Those who are totally deaf are very isolated.
- There are not many people in school that know how to "sign".

Hearing Loop Systems:

- There seems little help with hearing, only a few places have an active loop system.
- There were not very many portable hearing loops available for borrowing or using in the Council/voluntary premises a while ago when we needed to borrow one. Council departments that were contacted were not aware of where to access one. This situation is maybe better now, but I do not know. Maybe some info on what they are, how to use them and where to borrow one could be sent to all premises.

**RACE**

Breakdown of respondents



Race	Percentage	Number of Respondents
Asian	0%	0
Black	1%	1
Mixed	2%	2
White	94%	106
Prefer not to say	4%	4
<b>Total</b>		<b>113</b>

Q1: Treated with respect?

Respondents were asked if, in the last year, they had been treated with respect in a number of situations in Shetland, in regards to their RACE. They were then asked to provide the degree in which they felt they were or were not treated with respect. The following table summarises their responses:

	All the time	Most of the time	Sometimes	Rarely	Never	Response Count
At work	63%	21%	10%	1%	6%	104
At school, college, university	74%	15%	5%	0%	6%	82

Using public transport	74%	12%	5%	2%	6%	97
In dealing with Council staff	71%	16%	8%	0%	6%	102
Using Council services	70%	18%	6%	0%	6%	100
In shops, pubs or in other premises providing goods or services	68%	15%	11%	1%	5%	106

## Q2: Does your race affect opportunities?

Respondents were asked if they felt that, in Shetland, their race affects their opportunities to:

- Influence decision-making;
- Participate in community activities;
- Pursue a career; or
- Feel valued in the work that they do.

The following table provides a summary of their responses.

	<b>Yes – Positively</b>	<b>Yes - Negatively</b>	<b>Not Sure</b>	<b>No</b>	<b>Response Count</b>
Influence decision-making in your local area?	10%	14%	22%	54%	96
Choose the kind of job you would like and are qualified to do?	11%	13%	19%	57%	96
Feel valued for the work that you do (paid or voluntary)?	13%	14%	19%	55%	96
Participate in local community activities?	13%	7%	22%	58%	97

Of those that said yes, positively or negatively, they were asked to explain their answer. The following are some of the comments that were received:

### Public Perception:

- The comments that are made on Shetlink about people coming from south and taking jobs can make my participation and contributions feel unwelcome.
- Race/colour may not be an issue but I feel that being an 'incomer' is seen negatively by a proportion of Shetlanders.
- The discrimination against 'soothmothers' continues.
- I have an Afro-Caribbean friend that, when visiting Shetland, the only racism they encountered was from English incomers rather than from Shetlanders.
- I think that being white, English-speaking and educated is still a considerable advantage when it comes to accessing goods and services.

### Careers and the workplace:

- The SIC seem to give more jobs to incomers to Shetland and not local people. I have heard many stories of Shetlanders unable to get jobs in Shetland because so many are given to south people. For example, teaching, headmaster jobs, high up SIC jobs, and god knows how many others.
- As an incomer, I find that Shetlanders get more respect and more money for the same job. Shetlanders are favoured over us.
- Does not affect me personally but I have witnessed racism in the Council (office banter etc), and the community, and I therefore believe that it would affect some people's opportunities in Shetland.
- I feel that I am less valuable to the SIC than a non-Caucasian, disabled or gay person would be. Purely for the sake of the SIC's quota requirements.

### Q3: Seeking employment in Shetland

Respondents were asked if they had ever felt discriminated against in terms of seeking/gaining employment in Shetland, because of their race. **83.3%** said they had not, while **16.7%** (15 individuals) said that they had felt discriminated against.

Of those that said they had felt discriminated against:

- One individual said that the job advertisement discriminated against their race.
- Three individuals said that they felt discriminated against whilst in an interview.
- Eight said that they had felt discriminated against due to the recruitment decision that was made on the job that they applied for.
- One individual said this was “with particular reference to the Shetland Islands Council”.
- Two did not give a reason.

### Q4: Support for speakers of other languages

Respondents were asked if they felt there is adequate support for speakers of other languages to learn English in Shetland. **87.1%** said yes, while **12.9%** (12 individuals) said no.

Comments included:

- Access is OK if they live in Lerwick, but anyone living in rural areas where bus services are poor/non existent have no access. Lack of public transport in the evenings is an issue.
- Can we afford to support these people in our cash-strapped education service? Speakers of other languages should be required to learn English before they come and to pay for further tuition when they arrive.

Shetland Islands Council now provides a telephone interpretation service known as Language Line. Respondents were asked if they felt the translation service provided by the Council provides adequate support for speakers of other languages. **84.8%** of respondents said yes, and **15.2%** (12 individuals) said no. Respondents did not give a reason for their response.

### Q5: Obstacles in using Council services

Respondents were asked if they felt there are any obstacles that prevent the black and ethnic community using Council services. **87.1%** of respondents said no, while **12.9%** (12 individuals) said yes.

Some of the comments supporting the above response are as follows:

- Language, culture, signposting, discrimination, prejudice...will always be an obstacle, but there are measures in place to enable these to be overcome.
- I do think the Council has historically had a poor track record in systematically providing information about its services and activities.
- The black and ethnic community face the same obstacles as everyone else. The Council need to try and get the people who interact with the public to be a bit less brusque and unhelpful.

### Q6: Inclusiveness in your local area

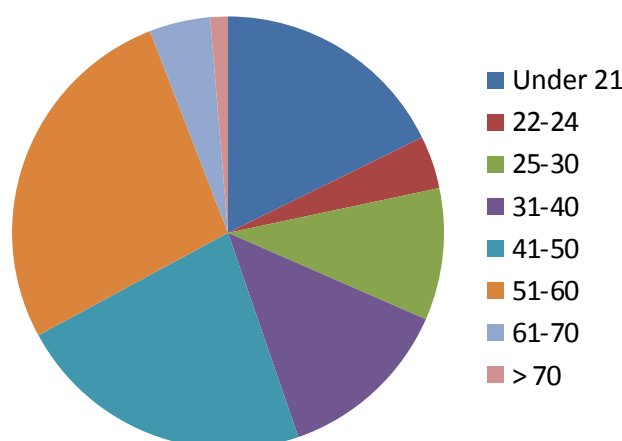
Respondents were asked if they feel that their local area is a place where people from different nationalities get on well together. **87.5%** of respondents said yes, while **12.5%** of respondents (13 individuals) said no.

Respondents were asked to explain their answer. Comments are provided below:

- Shetland on the whole has a very welcoming, diverse and cohesive community spirit, despite the evidence of occasional racist incidents.
- Shetland as a whole accepts incomers, as long as they come with something to offer their communities.
- Dependent on individuals and circumstances.
- Older people tend to be more suspicious of people from other nationalities, especially Middle Eastern nationals. There is far more integration among younger people.
- Compared to other places out with Shetland, there is relative peace and harmony here.
- There is a strong 'anti-soothmother' vibe locally.
- Rural areas are most difficult for newcomers to settle into, especially if they do not work in that rural community.
- There is enough education and understanding for racism to be very minor.

## AGE

### Breakdown of respondents



Age	Percentage	Number of Respondents
Under 21	18%	27
22 - 24	4%	6
25 - 30	10%	15
31 - 40	13%	20
41 - 50	22%	34
51 - 60	27%	41
61 - 70	5%	7
>70	1%	2
<b>Total</b>		<b>152</b>

### Q1: Treated with respect?

Respondents were asked if, in the last year, they had been treated with respect in a number of situations in Shetland, in regards to their AGE. They were then asked to provide the degree in which they felt they were or were not treated with respect. The following table summarises their responses:

	All the time	Most of the time	Sometimes	Rarely	Never	Response Count
At work	60%	31%	6%	1%	2%	124
At school, college, university	59%	29%	9%	0%	3%	76
Using public transport	62%	25%	7%	4%	2%	111
In dealing with Council staff	61%	24%	11%	2%	2%	128
Using Council services	63%	27%	6%	2%	2%	125
In shops, pubs or in other premises providing goods or services	52%	33%	11%	2%	2%	133

## Q2: Does your age affect opportunities?

Respondents were asked if they felt that, in Shetland, their age affects their opportunities to:

- Influence decision-making;
- Participate in community activities;
- Pursue a career; or
- Feel valued in the work that they do.

The following table provides a summary of their responses.

	Yes – Positively	Yes - Negatively	Not Sure	No	Response Count
Influence decision-making in your local area?	20%	12%	22%	46%	134
Choose the kind of job you would like and are qualified to do?	17%	16%	25%	43%	127
Feel valued for the work that you do (paid or voluntary)?	20%	5%	25%	50%	133
Participate in local community activities?	19%	7%	21%	53%	132

Of those that said yes, positively or negatively, they were asked to explain their answer. The following are some of the comments that were received:

Positively:

- I work in the public sector where there is an awareness of equality and diversity.
- At the moment there is a big push to hear the views of young people, so there is a big chance to give their say.
- Age can bring more confidence and therefore ability to do what you want and say what you want. I am more motivated now to try to influence decision making than when I was younger.
- My youth affects my opportunities in a positive way because youth activities are commonplace in relation to the community.

Negatively:

- Ageism still exists in Shetland.
- Assumptions are made due to your age, and stereotypes persist.
- All age groups can influence decision making it's whether the other age groups pay attention is the problem. The 40-50 year olds think they are now old enough to know best but are not wise enough to realise that things need to change and you need to be flexible. There needs to be a better balance of ages involved in decision making, to represent all age groups.

- The younger generation are consistently disadvantaged.
- Employers make assumptions about your abilities based on how young or old you look, they don't take into account experience.
- If you are over 45 you will never get a job unless the cards are weighed in your favour.
- If you are under 50, when it comes to community activities, you're too young.

### Q3: Seeking employment in Shetland

Respondents were asked if they had ever felt discriminated against in terms of seeking/gaining employment in Shetland, because of their age. **86.2%** of respondents said no, and **12.1%** of respondents (14 individuals) said yes. 1.7% answered this question as N/A.

Of those that had felt discriminated:

- Two individuals felt that a job advertisement they were interested in directly discriminated against their age.
- Three individuals felt discriminated against whilst in an interview.
- Six individuals felt discriminated due to the recruitment decision that was made on the job that they applied for.

Other comments included:

- I feel my age has affected decisions to employ me despite having more experience and an excellent track record.
- At 51-60, people never even get to interview.
- Age and experience means too much expense for the employer.
- I am very concerned that for older people, their work opportunities can be curtailed in favour of younger people. Denying those individuals and those young people the opportunity to learn. Older people should be used as mentors for these young people.

### Q4: Access to training

Respondents were asked if they had ever felt discriminated against in terms of access to training in Shetland, because of their age. **91.7%** of respondents said no, and **7.6%** (10 individuals) said yes. 0.8% said that this question was not applicable to them.

Of those that said yes, reasons were:

- I found the Shetland College computer system difficult to understand. It would have been better to have smaller groups, streamed by people's individual experience.
- Most apprenticeships are restricted to those under 22.
- I feel too old to do training; everyone else is younger than me.

### Q5: Accessing services provided by the Council

Respondents were asked if they had ever felt discriminated against in terms of accessing services provided by the Council, because of their age. **95.6%** of individuals said no, and **4.4%** (6 individuals) said yes.

Comments regarding the above were:

- Young people cannot get houses.
- I feel strongly that the ghetto-ising of care facilities does nothing to improve community integration. Without proper integration into the community, the fostering of understanding and respect will always be an uphill struggle.
- More efforts should be made to provide support services to people within their own communities. More small-scale units for those who need them both in Lerwick and in

rural communities would reduce the institutionalisation and loneliness of the frail elderly.

#### Q6: Support for young people to live and work in Shetland

Respondents were asked if they felt there is sufficient support from the Council to ensure young people are able to stay in Shetland to live and work. **50.8%** said yes, and **47.6%** said no. 1.6% of respondents said that the question was not applicable to them.

Respondents were asked to explain their answer to the above. Comments were:

##### Housing:

- Housing inequality to young able bodied Shetlanders. There is severe housing shortage for university educated individuals, or those with potential to contribute to the local economy. If you've no dependents, disabilities or social dysfunction, it feels that you've no right to access accommodation.
- Many young people get little 'points' on the housing system so cannot get SIC or Hjaltland housing. We need to help them too, as well as the young people with more challenging needs that tend to get more focused support. Young people are now also competing with oil industry tenants paying large rents.
- I've been away at university for the last two years and decided to come home, I'm now living with my parents but I would like to live by myself in a Council house/flat, but unless I'm pregnant, overcrowded, a junkie or living off benefits, then there looks to be no hope for me to get a flat.

##### Jobs:

- We are lucky to have the graduate scheme, but it is poorly run and there are little secure job opportunities. Hopefully after this year's CPP more will be done to help young people who wish to stay in Shetland.
- There needs to be more support for the private sector, not everyone wants to work for the Council.
- Young people are forced to move back south after graduate placements, or probationary periods due to the lack of support to enter permanent employment.
- There are simply too few jobs and opportunities to go around.
- They give too many jobs to unsuitable incomers, regardless of age.
- Job creation is limited to certain sectors (i.e. care work), what are those who are interested in other sectors supposed to do.
- The Council is being run extremely inefficiently in order to employ many more people than they need to.
- The Council has several mechanisms through Youth Voice, youth clubs, schools etc for young people to express their needs. Issues of career paths and employment opportunities are largely a matter of personal/family choices although the Council can significantly influence the local job market for young people.

##### Learning/Training:

- Education provided is brilliant (Shetland College, UHI etc) means people do not need to go away for further education).
- There needs to be opportunity to enter work placements in a variety of areas, not just the graduate placements of the Council.
- There are not enough training and work opportunities in the Arts.
- More varied courses are needed at the college, and a range of student accommodation.

##### Cost of living

- Shetland is an expensive place to live, lack of good supporting services e.g. reliable and regular public transport.

## Public Transport

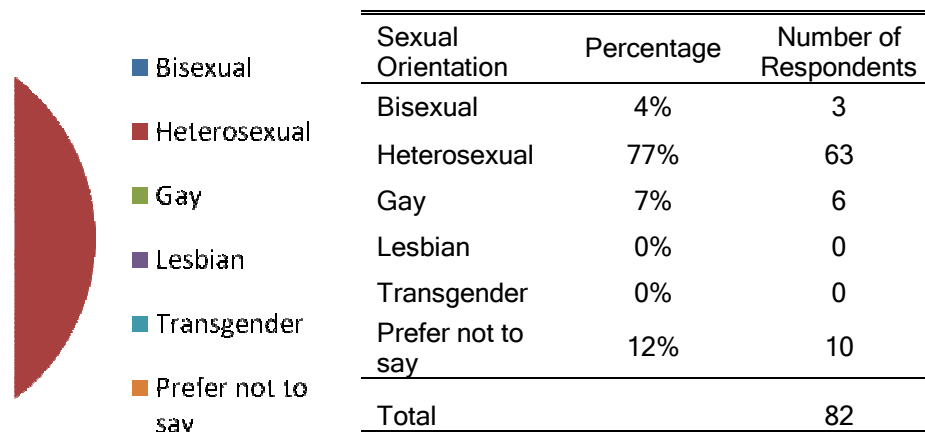
- Opportunities are limited by access to resources (e.g. public transport, family members working so cannot be driven to places).
- Not nearly enough support in terms of transport, especially for those living a distance out of Lerwick. This is a particular difficulty for young apprentices who need to get in and out of town at unsocial hours, early in the morning and late into the evening. They do not want to be sat waiting at a bus stop for hours.

## Social Activities

- There are no activities that young people would be interested in.
- We have been talking about a skateboard park for the best part of twenty years, but doing nothing; we built an indoor bowls hall instead of a ten-pin bowling hall; and it is clearly OK to pay the running costs of a bowls hall or a golf club but not to subsidise Mareel, which is potentially a huge asset for young people (as well as everyone else).

## SEXUAL ORIENTATION

### Breakdown of respondents



### Q1: Treated with respect?

Respondents were asked if, in the last year, they had been treated with respect in a number of situations in Shetland, in regards to their SEXUAL ORIENTATION. They were then asked to provide the degree in which they felt they were or were not treated with respect. The following table summarises their responses:

	All the time	Most of the time	Sometimes	Rarely	Never	Response Count
At work	77%	16%	7%	0%	0%	73
At school, college, university	73%	15%	10%	0%	2%	52
Using public transport	76%	18%	5%	2%	0%	66
In dealing with Council staff	77%	17%	4%	1%	0%	71
Using Council services	77%	19%	3%	1%	0%	70
In shops, pubs or in other premises providing goods or services	71%	22%	5%	1%	0%	73

## Q2: Does your sexual orientation affect opportunities?

Respondents were asked if they felt that, in Shetland, their sexual orientation affects their opportunities to:

- Influence decision-making;
- Participate in community activities;
- Pursue a career; or
- Feel valued in the work that they do.

The following table provides a summary of their responses.

	<b>Yes – Positively</b>	<b>Yes - Negatively</b>	<b>Not Sure</b>	<b>No</b>	<b>Response Count</b>
Influence decision-making in your local area?	11%	3%	11%	75%	71
Choose the kind of job you would like and are qualified to do?	11%	3%	11%	75%	71
Feel valued for the work that you do (paid or voluntary)?	11%	3%	13%	73%	71
Participate in local community activities?	13%	4%	13%	71%	72

Of those that said yes, positively or negatively, they were asked to explain their answer. The following are some of the comments that were received:

- Has not affected me personally but I am aware of stigma which has affected others of a different sexual orientation.
- This is one area where Shetland appears to be very much behind the times. For a community that so readily accepts men dressing as women for fun, the acceptance of gay people appears to be seriously lacking. I have heard some very homophobic remarks from all ages, most shockingly from young children – the schools should be doing something to address this.
- There is a lot of homophobia in Shetland among older generations. I think I would be less welcomed doing things locally if I was homosexual.
- I feel at a disadvantage to people who can benefit from the SIC's positive discrimination policy.
- Some people in the community are very narrow minded and homophobic and you get abuse when you walk into the pub, if they know you are gay.

## Q3: Seeking employment in Shetland

Respondents were asked if they had ever felt discriminated against in terms of seeking employment in Shetland, because of their sexual orientation. **82.3%** of respondents said no, and **3.2%** (2 individuals) said yes. 14.5% said that this question was not applicable to them.

One individual said that they had felt discriminated against whilst in an interview, because of their sexual orientation. The other respondent said that in their profession as a male nurse, they had experienced exclusion from jobs.

## Q4: Inclusiveness of your local area

Respondents were asked if they felt their local area is inclusive of lesbian, gay, bisexual and transgender individuals. **59.7%** of respondents said yes, it is inclusive, and **40.3%** said that it was not.

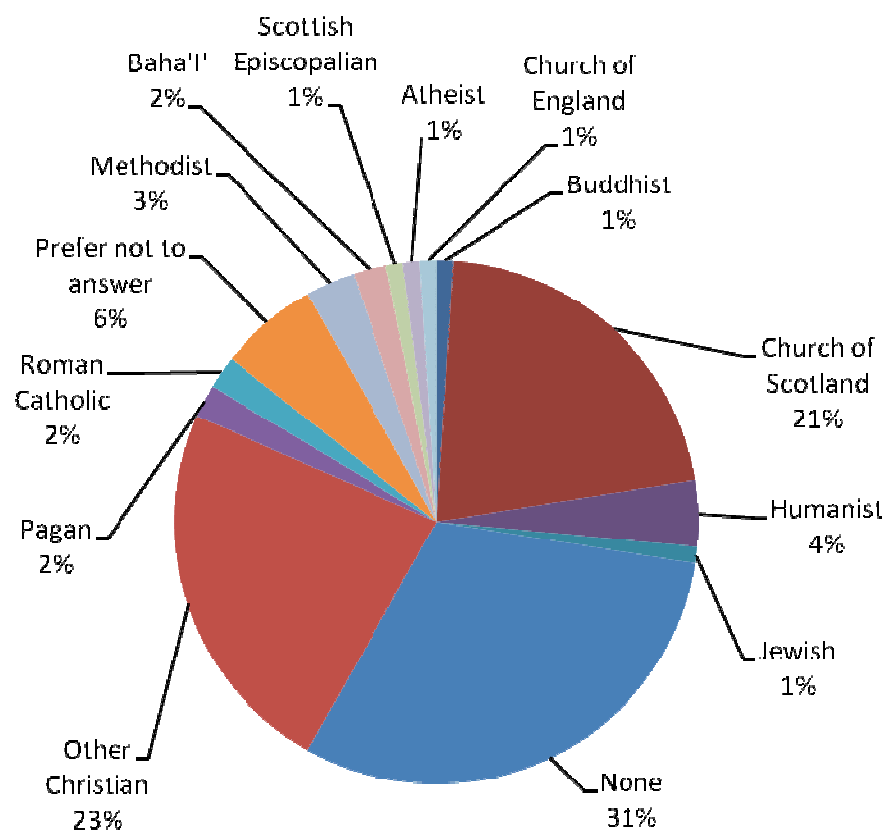
Some of the reasons given for the response above were as follows:

- Negative comments made from the public. People's attitudes in Shetland are very closed minded.
- In younger population there is more acceptance. Older generations are resistant to change and new ideas; more discriminatory behaviour is displayed by the older generation.
- There are still a large number of insular communities in Shetland, which are intolerant of anything other than heterosexual relationships. All the gay, bisexual or transgender people I went to school with have moved south to the mainland due to the intolerances experienced growing up in Shetland. A lot more needs to be done in this area to change attitudes, starting with bairns at school.
- There is undoubtedly some prejudice around, though Shetland is probably more inclusive than most rural areas and many urban ones.
- I have worked with a number of individuals who find it very difficult to be true to themselves.
- There is a lack of opportunity for LGBT to meet socially.
- There are still some prejudiced people in my local area, but I feel much less so than in the past.
- I feel that the LGBT individuals are hidden away and scared of expressing themselves because of the discrimination and abuse they may face.

## RELIGION OR BELIEF

### Breakdown of respondents

Religion or Belief	%	No.	Religion or Belief	%	No.	Religion or Belief	%	No.
Buddhist	1%	1	Other Christian	23%	23	Atheist	1%	1
Church of Scotland	21%	21	Sikh	0%	0	Baha'i	2%	2
Hindu	0%	0	Pagan	2%	2	Church of England	1%	1
Humanist	4%	4	Roman Catholic	2%	2	Methodist	4%	3
Jewish	1%	1	None	31%	30	Scottish Episcopalian	1%	1
Muslim	0%	0	Prefer not to say	6%	6			
Total								98



### Q1: Treated with respect?

Respondents were asked if, in the last year, they had been treated with respect in a number of situations in Shetland, in regards to their RELIGION OR BELIEFS. They were then asked to provide the degree in which they felt they were or were not treated with respect. The following table summarises their responses:

	All the time	Most of the time	Sometimes	Rarely	Never	Response Count
At work	59%	28%	11%	1%	0%	79
At school, college, university	59%	29%	10%	2%	0%	49
Using public transport	77%	17%	5%	2%	0%	60
In dealing with Council staff	68%	20%	11%	2%	0%	66
Using Council services	73%	19%	7%	0%	0%	67
In shops, pubs or in other premises providing goods or services	64%	26%	8%	1%	0%	73

### Q2: Does your religion or belief affect opportunities?

Respondents were asked if they felt that, in Shetland, their religion or belief affects their opportunities to:

- Influence decision-making;
- Participate in community activities;
- Pursue a career; or
- Feel valued in the work that they do.

The following table provides a summary of their responses.

	Yes – Positively	Yes - Negatively	Not Sure	No	Response Count
Influence decision-making in your local area?	12%	3%	20%	65%	66
Choose the kind of job you would like and are qualified to do?	9%	8%	15%	68%	66
Feel valued for the work that you do (paid or voluntary)?	13%	3%	16%	67%	67
Participate in local community activities?	15%	3%	16%	66%	67

Of those that said yes, positively or negatively, they were asked to explain their answer. The following are some of the comments that were received:

- Christianity has become the one major world religion where you can encounter considerable prejudice and opposition throughout Britain.
- I am an active member of my local church, which brings opportunities for participation in a number of events and activities, some organised jointly with other churches. Worship is also an important community activity.
- Most faith groups seem to have opportunity to access public consultation.
- I do not feel they have any affect on any of the above.
- Other than blaspheme and find it challenging when I object.
- There is the opportunity to work in care for the Church of Scotland.
- Local community respect.

**Q3: Seeking employment in Shetland**

Respondents were asked if they had ever felt discriminated against in terms of seeking employment in Shetland, because of their religion or beliefs. **94.4%** of respondents said no, and **5.6%** (4 individuals) said yes.

Reasons included the job advertisement directly discriminating against religion or belief, as well as both during an interview and in regards to the recruitment decision that was made on the job that they applied for.

**Q4: Accessing services provided by the Council**

Respondents were asked if they had ever felt discriminated against in terms of accessing services provided by the Council, because of their religion or beliefs. **97.7%** of individuals said no, and **2.3%** (2 individuals) said yes.

Comments regarding the above were:

- Nothing has stopped me conveying my views
- I have no bad experience on the matter
- No one really minds about religion
- This is something not asked about – well until now!

**Q5: Obstacles in using Council services**

Respondents were asked if there were any obstacles that prevent religious groups from using Council services. **98.8%** of respondents said no, while **1.2%** (1 individual) said yes.

Comments regarding the above were:

- I agree with Councillor Wills regarding his recent comments that the Council/Trusts should not be providing funding for any religious groups to 'indoctrinate' people. That is not appropriate use of funding.

#### Q6: Council actions, policies and procedures

Respondents were asked if they had ever felt disadvantaged or offended by Council actions, policies or procedures in regards to their religion or beliefs. **89.4%** said no, and **10.6%** of respondents said yes (9 individuals).

Comments regarding the above were:

- Shetland is inclusive and gives opportunities to all.
- I'm offended by being asked about it in questionnaires such as this.
- Good Friday not being recognised as a Bank Holiday.
- Good Friday and Easter Monday are no longer automatic school holidays.
- Conflict between beliefs and other rights like gay rights.
- In the past there was recognition of Christian beliefs by Councillors, this is no longer the case.
- I am not religious but I do question why the Council has to have an Easter public holiday and a Christmas shutdown – surely this is not equality?
- It is bound to happen sometime in the future that some PC secularists will put dampener on Christmas celebrations.
- It indicates a lack of care, that the Baha'i Faith is not included by name in the list of religions. There have been Baha'i individuals on Shetland for 60 years. The local Baha'i community has had contact with the Council and mentions in local media throughout this period.
- It is very hard to have any faith in Shetland Islands Council when there is apparently little understanding of the concept of accountability in general and public life in particular; how could there be any commitment to equality and diversity in meaningful terms?
- I am an occasional practising Christian (C of Scotland), however, I am uncomfortable about the Council offering funding, support or promotion to faith groups. The Council – as a funding body – should take a neutral stance on faith organisations, where it neither supports nor condones any faith organisations. E.g. no grants or funding to faith groups and no access to public buildings for any faith groups.
- There are historical anomalies in terms of funding for religious groups, namely between Christian groups and those of other religions. There are organisations and groups that have been funded for a long time by local trusts or local authorities (such as Guides, the boys brigade, and funding for the maintenance of Christian churches) whereas other religious groups (for example, those providing learning environments for Muslim children) are refused this funding.

### GENERAL COMMENTS

#### Public Perception:

- Whilst many people are tolerant of others, I do have concern at the narrow mindedness of some people in the community and I have witnessed this at work on many occasions. So I can see how some groups would have difficulty at achieving equality in Shetland.
- Some Shetlanders can be quite racist, homophobic and sexist. I find it very embarrassing to hear narrow-minded people discuss and offend how other people choose to lead their lives. Sometimes I feel the older generation still speak about other races as if we are still living in the 1920s and I think it's disgusting.

#### SIC Equality and Diversity Training:

- I have had SIC equality and diversity awareness training which was superficial, inadequate and potentially counterproductive. It perhaps made people feel they were aware of the issues, but it fell completely short, as it did not offer follow up opportunities for genuine learning or practical tips on how to identify prejudice and how to tackle or deal with prejudice.

#### Interview and Job advertisement:

- I do think greater awareness should be given to interviewing technique as I have been to more than one interview where I felt it was a waste of time and they already had a person in mind. So what I said made no difference, they were just going through the motions.

#### Decision-making:

- More needs to be done by those in power to understand that Shetland is not only about Lerwick and the immediate surrounding areas, but treat all areas equally.
- I have been a Shetland resident for 40 years. Discrimination in the business area was widely practiced by SIC officials. Fortunately a fairly rare phenomenon but a very expensive one for those who were penalised for their lack of a Shetland birth certificate/forbearers.
- Need better equality for employment to/from outer isles, really hope the fixed link programme can be progressed to stop the shift to central mainland and keep the isles population and busy.
- Access to financial resources and to a supportive social network greatly affects a person's ability to access opportunities in Shetland. The most disadvantaged are unrepresented in decision-making, and disempowered in affecting change in their lives.

#### General Comments:

- This questionnaire seems to be very unequal since it must be tied into some "positive discrimination" policy. Positive discrimination offends me deeply.
- I have lived where equality was missing. Shetland's not perfect but the problems are small and isolated. Addressing them should be targeting the problems head on. Big publicity just makes trouble rather than addressing it.

## Appendix 2: Community Equality Questionnaire

Shetland Islands Council wishes to ensure that equality outcomes are based on evidence, and that evidence obtained through involvement of equality groups and communities.

The Shetland Islands Council is therefore looking to improve on its equalities monitoring of Shetland's communities. Please take the opportunity to provide your views on equality in Shetland.

This questionnaire covers the following strands of equality:

- Gender (inc. Pregnancy & Maternity)
- Disability
- Race
- Age
- Sexual Orientation (inc. Gender Reassigned)
- Religion & Belief

### Gender Issues (inc. Pregnancy & Maternity)

**1) Are you?**

- Male
- Female

**2) In the last year would you say that you have been treated with respect in the following situations in Shetland, in relation to your gender? (tick all that apply)**

	<u>All the time</u>	<u>Most of the time</u>	<u>Sometimes</u>	<u>Rarely</u>	<u>Never</u>	<u>N/A</u>
At work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At school, college, university	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In dealings with Council staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Council services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In shops, pubs or in other premises providing goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<u>Yes</u>		<u>Not Sure</u>	<u>No</u>	<u>Not Applicable</u>
	<u>Positively</u>	<u>Negatively</u>			
Influence decision-making in your local area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose the kind of job you would like and are qualified to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

do?

- Feel valued for the work that you do (paid or voluntary)?
- Participate in local community activities?

3) Do you feel that, in Shetland, your gender affects your opportunities to..(tick all that apply)

If you said 'YES', positively or negatively, please state why below:

4) Do you feel that individuals have the opportunity to pursue or enter a career in traditionally male or female roles in Shetland?

- YES
- NO

Please explain your answer:

5) Have you ever felt discriminated against in terms of seeking employment in Shetland, because of your gender?

- YES
- NO

If YES, why?

- a. The job advertisement directly discriminated against my gender
- b. I have felt discriminated against whilst in an interview, because of my gender
- c. I have felt discriminated against regarding the recruitment decision that was made on the job that I applied for, because of my gender
- d. Other.....

### Disability

6) Are you completing this questionnaire as:

- a. A person with a disability
- b. As a carer for someone with a disability
- c. As a member of a disability group/organisation
- d. As a person without a disability

7) In the last year would you (or the person/group you are representing) say that you/they were treated with respect in the following situations? (tick all that apply)

	<u>All the time</u>	<u>Most of the time</u>	<u>Sometimes</u>	<u>Rarely</u>	<u>Never</u>	<u>N/A</u>
At work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At school, college, university	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In dealings with Council staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using Council services

In shops, pubs or in other premises providing goods or services

**8) Do you feel that, in Shetland, a person's disability affects their opportunities to..(tick all that apply)**

	<u>Yes</u>		<u>Not Sure</u>	<u>No</u>	<u>Not Applicable</u>
	<u>Positively</u>	<u>Negatively</u>			
Influence decision-making in your local area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose the kind of job you would like and are qualified to do?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feel valued for the work that you do (paid or voluntary)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in local community activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you said 'YES', positively or negatively, please state why below:

**9) Have you (or the person you are representing) ever felt discriminated against in terms of seeking (or in) employment in Shetland, in regards to your/their disability?**

YES   
 NO   
 Not Applicable

If YES, why?

- a. No suitable positions
- b. I/they had difficulties with the application form
- c. The job advertisement directly discriminated against my/their disability
- d. I/they felt the Council would not accommodate my/their needs re. the Interview process
- e. I/they felt discriminated against regarding the recruitment decision that was made on the job that I/they applied for, because of my/their disability.
- f. I/they felt my employer would not accommodate my/their needs whilst in employment.
- g. Other .....

**10) Do you or the person/group you are representing feel that there is sufficient support for those with disabilities to enter further education, training programmes or work placements?**

YES   
 NO

Please explain your answer:

11) Do you (or the person/group you are representing) feel that the Shetland Islands Council provides sufficient support to provide information to the visually or hearing impaired (i.e. documents or leaflets in Braille, large print, via sign language)?

- YES   
 NO

Please explain your answer:

**Race**

12) I would describe myself as:

- Asian       Black       Mixed       White   
 Other .....
- Prefer not to say

13) In the last year would you say that you have been treated with respect in Shetland in the following situations, in regards to your race? (tick all that apply)

	<u>All the time</u>	<u>Most of the time</u>	<u>Sometimes</u>	<u>Rarely</u>	<u>Never</u>	<u>N/A</u>
At work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At school, college, university	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In dealings with Council staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Council services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In shops, pubs or in other premises providing goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14) Do you feel that, in Shetland, your race affects your opportunities to..(tick all that apply)

	<u>Yes</u>		<u>Not Sure</u>	<u>No</u>	<u>Not Applicable</u>
	<u>Positively</u>	<u>Negatively</u>			
Influence decision-making in your local area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose the kind of job you would like and are qualified to do?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Feel valued for the work that you do (paid or voluntary)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in local community activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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If you said 'YES', positively or negatively, please state why below:

**15) Have you ever felt discriminated against in terms of seeking/gaining employment in Shetland, because of your race?**

YES   
NO

If YES, how?

- a. The job advertisement directly discriminated against my race
- b. I have felt discriminated against whilst in an interview, because of my race
- c. I have felt discriminated against regarding the recruitment decision that was made on the job that I applied for, because of my race
- d. Other.....

**16) Do you feel that there is adequate support for speakers of other languages to learn English in Shetland?**

YES   
NO

If NO, please explain your answer:

**17) Do you feel the there are any obstacles that prevent the black and ethnic community from using Council services?**

YES   
NO

If YES, please suggest some improvements that you feel the Council could make?

**18) Do you agree that your local area is a place where people from different nationalities get on well together?**

YES   
NO

Please explain your answer:

**19) Shetland Islands Council now provide a telephone interpretation service known as Language Line. Do you feel that the translation service provided by the Shetland Islands Council provides adequate support for speakers of other languages?**

YES   
 NO

**Age**

**20) Which age group do you fall into?**

Under 21     22-24     25-30     31-40   
 41-50     51-60     61-70     >70

**21) In the last year would you say that you have been treated with respect in the following situations in Shetland, in relation to your gender? (tick all that apply)**

	<u>All the time</u>	<u>Most of the time</u>	<u>Sometimes</u>	<u>Rarely</u>	<u>Never</u>	<u>N/A</u>
At work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At school, college, university	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In dealings with Council staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Council services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In shops, pubs or in other premises providing goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**22) Do you feel that, in Shetland, your age affects your opportunities to..(tick all that apply)**

	<u>Yes</u>		<u>Not Sure</u>	<u>No</u>	<u>Not Applicable</u>
	<u>Positively</u>	<u>Negatively</u>			
Influence decision-making in your local area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose the kind of job you would like and are qualified to do?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feel valued for the work that you do (paid or voluntary)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in local community activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you said 'YES', positively or negatively, please state why below:

**23) Have you ever felt discriminated against in terms of seeking/gaining employment in Shetland, because of your age?**

YES   
 NO

If YES, how?

- a. The job advertisement directly discriminated against my age
- b. I have felt discriminated against whilst in an interview, because of my age
- c. I have felt discriminated against regarding the recruitment decision that was made on the job that I applied for, because of my age
- d. Other.....

**24) Have you ever felt discriminated against in terms of access to training in Shetland, because of your age?**

- YES   
NO

If YES, please explain your answer:

**25) Have you ever felt discriminated against in terms of accessing services provided by the Shetland Islands Council because of your age?**

- YES   
NO

If YES, please explain your answer:

**26) Do you feel that there is sufficient support from the Council to ensure young people are able to stay in Shetland to live and work?**

- YES   
NO

Please explain your answer:

**Sexual Orientation (inc. Gender Reassigned)**

**27) Are you:**

- Lesbian    Gay    Bisexual    Transgender    Heterosexual   
Prefer not to say

**28) In the last year would you say that you have been treated with respect in Shetland in the following situations, in regards to your sexual orientation? (tick all that apply)**

	<u>All the time</u>	<u>Most of the time</u>	<u>Sometimes</u>	<u>Rarely</u>	<u>Never</u>	<u>N/A</u>
At work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At school, college, university	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In dealings with Council staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Council services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In shops, pubs or in other premises providing goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**29) Do you feel that, in Shetland, your sexual orientation affects your opportunities to..(tick all that apply)**

	<u>Yes</u>		<u>Not</u>	<u>No</u>	<u>Not</u>
	<u>Positively</u>	<u>Negatively</u>	<u>Sure</u>		<u>Applicable</u>
Influence decision-making in your local area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose the kind of job you would like and are qualified to do?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feel valued for the work that you do (paid or voluntary)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in local community activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you said 'YES', positively or negatively, please state why below:

**30) Have you ever felt discriminated against in terms of seeking employment in Shetland, because of your sexual orientation?**

- YES
- NO
- Not Applicable

If YES, how?

- a. The job advertisement directly discriminated against my sexual orientation
- b. I have felt discriminated against whilst in an interview, because of my sexual orientation
- c. I have felt discriminated against regarding the recruitment decision that was made on the job that I applied for, because of my sexual orientation
- d. Other.....

**31) Do you feel that your local area is inclusive of lesbian, gay, bisexual and transgender individuals?**

- YES
- NO

Please explain your answer:

## Religion and Belief

**32) What is your Religion or Belief?**

- |   |   |
|---|---|
| Buddhist <input type="checkbox"/>           | Other Christian <input type="checkbox"/>      |
| Church of Scotland <input type="checkbox"/> | Sikh <input type="checkbox"/>                 |
| Hindu <input type="checkbox"/>              | Pagan <input type="checkbox"/>                |
| Humanist <input type="checkbox"/>           | Roman Catholic <input type="checkbox"/>       |
| Jewish <input type="checkbox"/>             | None <input type="checkbox"/>                 |
| Muslim <input type="checkbox"/>             | Prefer not to answer <input type="checkbox"/> |
| Other.....                                  |   |

**33) In the last year would you say that you have been treated with respect in Shetland in the following situations, in regards to your religion or beliefs? (tick all that apply)**

	<u>All the time</u>	<u>Most of the time</u>	<u>Sometimes</u>	<u>Rarely</u>	<u>Never</u>	<u>N/A</u>
At work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At school, college, university	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In dealings with Council staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Council services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In shops, pubs or in other premises providing goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**34) Do you feel that, in Shetland, your religion and belief affects your opportunities to..(tick all that apply)**

	<u>Yes</u>		<u>Not Sure</u>	<u>No</u>	<u>Not Applicable</u>
	<u>Positively</u>	<u>Negatively</u>			
Influence decision-making in your local area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choose the kind of job you would like and are qualified to do?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feel valued for the work that you do (paid or voluntary)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in local community activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you said 'YES', positively or negatively, please state why below:

**35) Have you ever felt discriminated against in terms of seeking employment in Shetland because of your religion or belief, or felt that your religion or belief has prevented you from gaining a promotion?**

- YES   
NO

If YES, how?

- a. The job advertisement directly discriminated against my religion or beliefs
- b. I have felt discriminated against whilst in an interview, because of my religion or beliefs
- c. I have felt discriminated against regarding the recruitment decision that was made on the job that I applied for, because of my religion or beliefs
- d. Other.....

**36) Have you ever felt discriminated against in terms of accessing services provided by the Shetland Islands Council because of your religion?**

- YES
- NO

Please explain your answer:

**37) Do you feel there are any obstacles that prevent religious groups from using Council services?**

- YES
- NO

If YES, please suggest some improvements that you feel the Council could make?

**38) Have you ever felt disadvantaged or offended by Council actions, policies and procedures in regards to your religion?**

- YES
- NO

Please explain your answer:

**39) Please use the space below to discuss any other concerns you have regarding equality in Shetland.**

**THANK YOU FOR YOUR TIME**