

Refugee Integration in Scotland

Statistical findings from stage 1

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There are a number of agencies and individuals whose help with this study has been invaluable. The support of the advisory group has been of huge importance in all aspects of the research. This group contains Alison Strang (Queen Margaret University), Alison Phipps (Glasgow University), Rachel Johnson (Scottish Government), Mhoraig Green (Convention of Scottish Local Authorities) and Rami Ousta (Black and Ethnic Minority Infrastructure Scotland). Catherine Jamieson from Glasgow City Council also attended the first advisory meeting prior to her leaving the Council.

We would also like to thank the many agencies who helped in the distribution of the questionnaire. These were; City of Glasgow College; the Bridges Programme; City Of Edinburgh Council; the RiTES Project; North Glasgow Framework for Dialogue Group; Medical Foundation for the Victims of Torture; Crossroads Youth and Community Association; British Red Cross; Govan and Craigton Integration Network; Greater Pollock Integration Network; North Glasgow Integration Network; Cranhill Integration Network; West Integration Network; Careers Scotland; Y People, Anniesland College; Bridging the Gap; and Positive Action in Housing. Without their help the we would not have been able to get so many responses.

Finally we would also like to give thanks to all of the asylum seekers and refugees who gave their time in answering these questions for us. The full questionnaire is included at the end of this report.

The integration of refugees into their new countries has long been an issue of concern and interest for Governments, civil society and academics alike. Governments at all levels, be it the European Union, the British Government, the Scottish Government or local authorities have key roles to play in facilitating integration. However, many in the voluntary sector and numerous academics have expressed concerns that policy and practice is not supporting integration, and indeed may be operating against it. It is for these reasons that Scottish Refugee Council is conducting a longitudinal study of refugee integration.

The overall aim of the project is to examine what works with regard to refugee integration and what does not, and indeed what the concept of integration means. This study takes the approach that integration concerns both asylum seekers and refugees, and the research therefore looks at both, and does so comparatively. An advisory group has been established that involves statutory and voluntary representation as well as academics and meets twice a year to discuss the progress of the research and make suggestions regarding future directions.

The first step of the research was to conduct a literature review to see what is known about integration and what approaches would be most useful for this study. This will be included in the final report but has informed the empirical part of the research project. The main outcome was to broadly follow Ager and Strang's 'Indicators of Integration', a study conducted by academics and commissioned by the Home Office in 2004. The framework is shown in the diagram below.

The research combines quantitative and qualitative research methods over a period of two years. A survey was distributed in autumn and winter 2010. Follow up interviews are currently being conducted (Stage 2) and will be followed by focus groups and case studies in the summer of 2011 (Stage 3). The survey and interview parts of the study will then be repeated late 2011 (Stages 4 and 5 respectively) and early 2012 to examine the process of integration and any changes and continuities occurring during this

period. Reports will be published following each stage and a final report will be written in Autumn 2012.

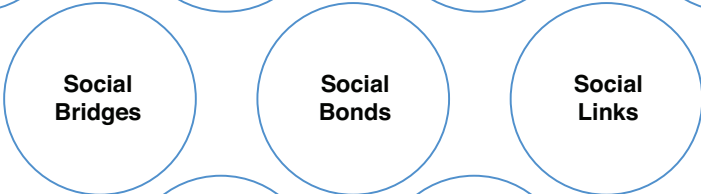
This report presents the findings of the first stage of data collection. These findings are based on 262 questionnaire responses. Most of this analysis only uses the figures from those who answered the question, meaning that non-responses have generally been excluded.

The report broadly follows Ager and Strang's 'Indicators of Integration' framework. It begins with some key demographics before going through each of Ager and Strang's integration 'domains', employment, housing, education and health. The report then looks at questions that loosely refer to social capital issues of bonds, bridges and connections, before touching on the issues of citizenship and rights. It finishes by highlighting some of the comments made by respondents in open spaces at the end of the questionnaire. Throughout the report, where results from other surveys are relevant, they are shown. This means work from the Scottish Household Survey 2008, the Household Panel Survey 2009, the Scottish Social Attitudes Survey 2008, and the Survey of New Refugees 2005-2009 (SNR) (a quantitative longitudinal study of new refugees carried out by the Home Office) are included. In the latter, Stage 1 responses are filtered to give Scottish data only. However, the levels of attrition in this longitudinal study meant that by the time of Stage 4, the Scottish sample was too small to justify continued filtering and so results for Stage 4 are provided on a UK wide basis. Finally, data from the Go-Well study is also included, a study examining wellbeing in 14 areas of Glasgow, specifically their synthesis report released in 2010.

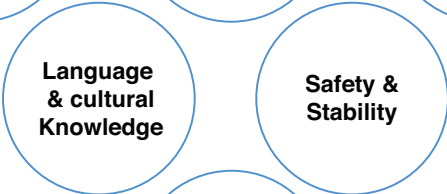
Markers & Means



Social Connection



Facilitators

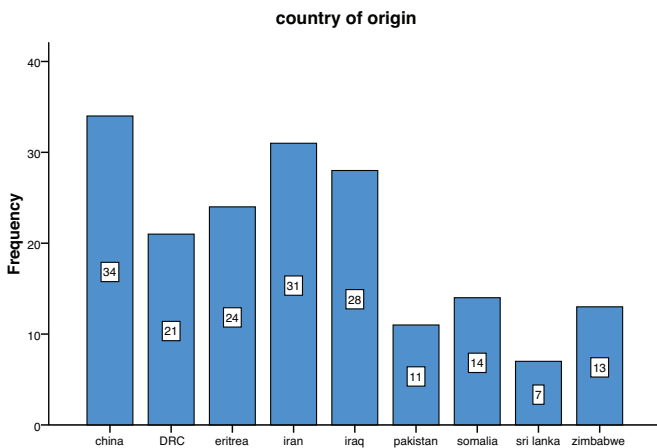


Foundation

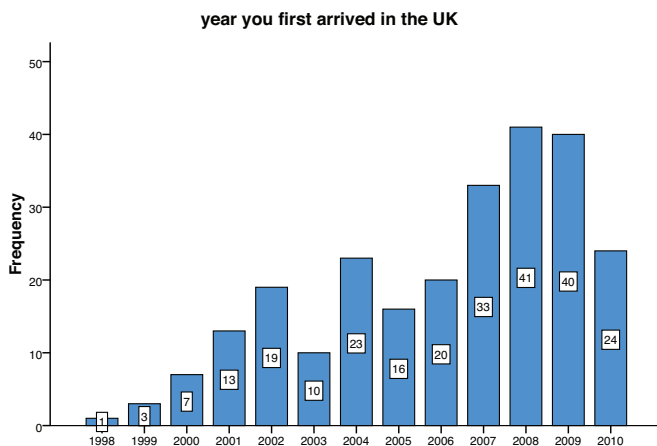


(Ager and Strang 2004)

People from thirty seven countries are represented in this report, covering most of the nationalities that are known to have come to Scotland in the past 10 years. The largest national response groups are shown in the graph below.

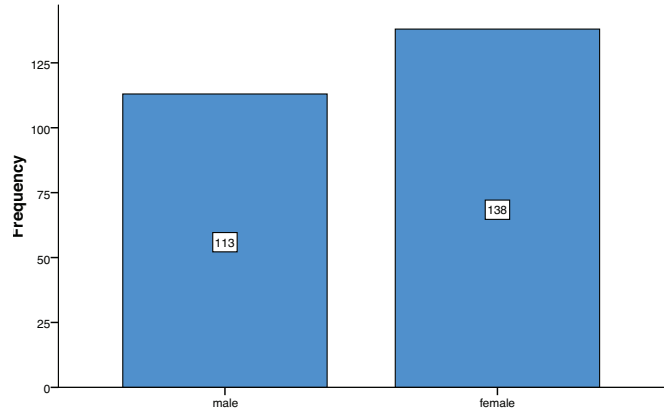


In terms of year of arrival not surprisingly our sample is slanted toward slightly more recent arrivals but there is still a reasonable representation among those who arrived in each year from 2001.



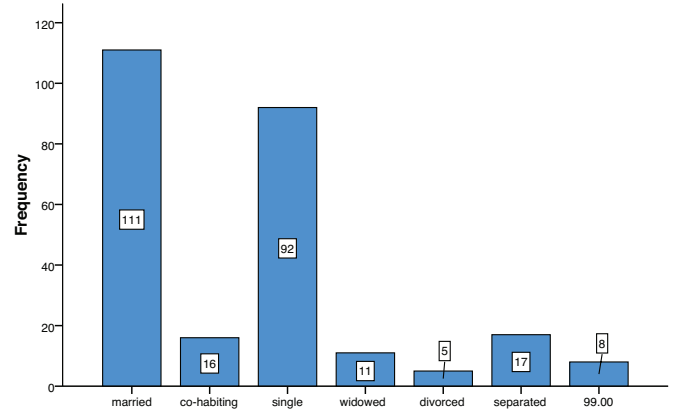
Interestingly, in our sample, unlike other studies of refugees and asylum seekers there is a higher representation of women than of men. The Scottish sample in the Survey of New Refugees run by the UKBA, for example, had a 54/46 male/female split.

gender

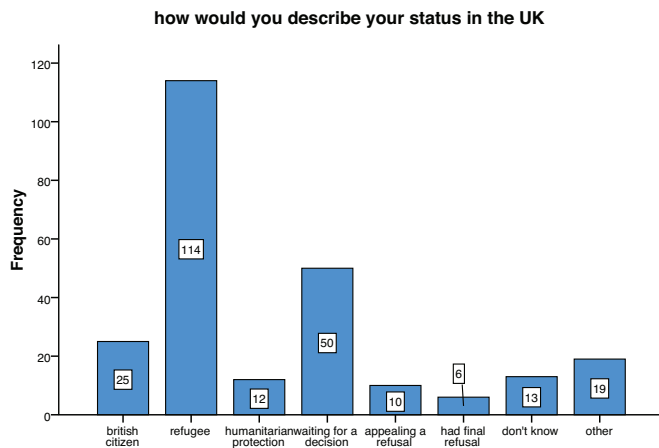


The responses we have by marital status also broadly reflect what we know of the asylum seeker and refugee population in Britain.

marital status



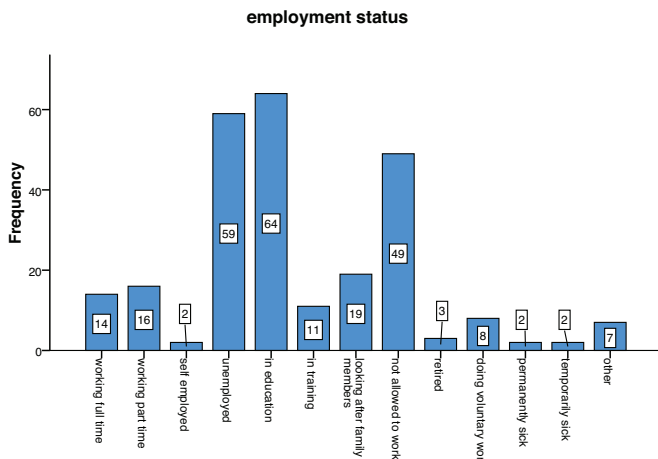
As will be discussed in the employment section below, there is some confusion among respondents in relation to how they describe their status in the UK. While some respondents state that they do not know their status, others are either confused as to their status, or do not know whether their status gives them the right to work. Nevertheless, overall status figures are given below.



For the purposes of other analysis such as comparing responses by status, it simplified the results to be able to group them into two, those still going through the asylum process, including those refused, and those with some form of leave to remain, including the 25 who identified as being citizens. The results are as follows.

status merged		
	Frequency	Percent
refugee	154	62.1
asylum seeker	78	31.5
don't know	3	1.2
other	13	5.2
Total	248	100.0

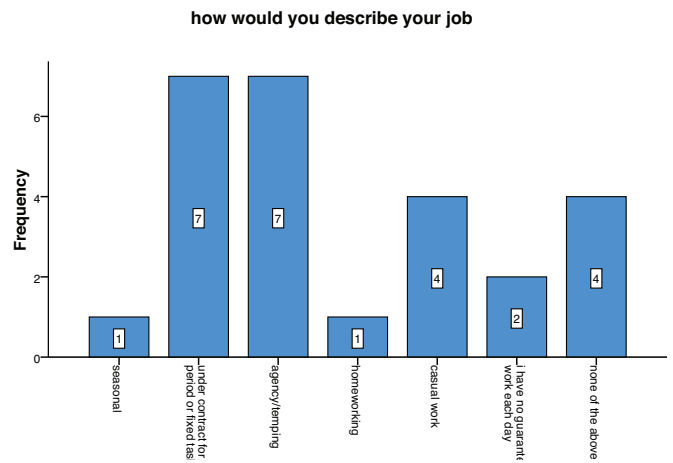
We began the section on finances and employment by asking about present employment status. This was to discover the levels of employment, but also the number of people doing voluntary work, in education, and those unemployed and looking for work. What becomes immediately clear is that employment levels are very low, with just thirty two people indicating that they were in some form of paid employment. Large numbers are unemployed and/or in education.



Women were slightly less likely than men to be working, although the small sample of people working makes this finding less than conclusive. The Scottish sample of the Survey of New Refugees showed 34% of all respondents were employed 8 months after obtaining leave to remain. A further 4.7 % were self-employed, 20.7% were looking after family and just 4.7% were unemployed. This means that the likelihood of being in employment was much lower for our sample. When comparing these results to the overall Scottish population through the Scottish Household Survey, we find that just 7% of men and 3% women were unemployed in that survey, again considerably less than in our sample (at 30%), although with a similar gender dimension. Important points of note when making such comparisons are the relatively small numbers of refugees indicating that they were retired compared to the general population, and the number of our sample attending educational courses. Nevertheless employment levels remain worryingly low.

Further questioning about previous work in the UK suggests that these low levels of employment are not snap shot findings whereby respondents have been questioned at a period where they were temporarily

out of work. Instead the indication is that refugees are in a constant struggle to access the labour market. Many of our respondents indicated that as well as their primary employment status, they also had other subsidiary statuses. Most of these concerned being in education, volunteering or looking after family members, but all suggest both busy lives, and a degree of attention being paid to improving skill sets.



For those who were working, we wanted to gain an understanding of both the type and nature of their work. Among those working, respondents were concentrated within low paid and low status jobs. Indeed many were working restricted hours in casual jobs. However, even for those working full time or thereabouts, (10 respondents worked over thirty hours each week), pay levels are low. Only two people earned over £15,000 pa. This means that a number of people working over thirty hours each week earn between £10,000 and £15,000, while the indication is that three are working over thirty hours a week and are paid less than £10,000 pa, below minimum wage levels.

We then asked people who were working to give us their job title and the results confirmed that those working were often in fairly menial or low skilled jobs. These included care assistant, cleaner, security officer and waitress. We also asked respondents if they had worked in their country of origin, and some 71% indicated that they had done so. When the work people are currently doing is compared to the range of occupations people indicated that they had done in their country of origin, it was clear that there are high levels of underemployment. For example, a woman working as a cleaner used to be a teaching assistant,

a waiter used to be a chess teacher, a few care assistants used to be teachers, a person working in DIY used to be an engineer and a postal worker used to be a silk screen printer.

However, there did not appear to be a great deal of unhappiness with this situation. Being in work seems to take precedence over the type of work in most cases. We asked respondents if they felt that the work they were doing was appropriate to their skills. The responses show that a number of quite skilled people working in low skilled jobs do not consider themselves to be underemployed.

Valid	Frequency
yes	13
no	18
Total	31

The Survey of New Refugees Stage 4 UK wide sample show some interesting results regarding the issue of underemployment. Some 56.4% of respondents, 21 months after the completion of their initial survey, stated that they were in jobs below their levels of skills and qualifications. Thus underemployment and unemployment are issues of concern for refugees.

Despite the low paid and temporary nature of the work that respondents were doing, levels of satisfaction with work were fairly high. This was confirmed across a range of employment satisfaction questions.

Among our employed respondents, the turnover in employment appears to be high. A large proportion stated that they were either under contract or in casual work and this is reflected in the fact that one respondent had changed jobs three times in the previous six months. One had changed jobs 10 times in the previous year and six had changed jobs over four times since arriving in the UK. Some of the individual responses are shown in the table below along with their year of arrival.

Year of Arrival	Number of times changed jobs
1999	6
2000	7
2001	5
2001	7
2004	5
2004	6
2004	15

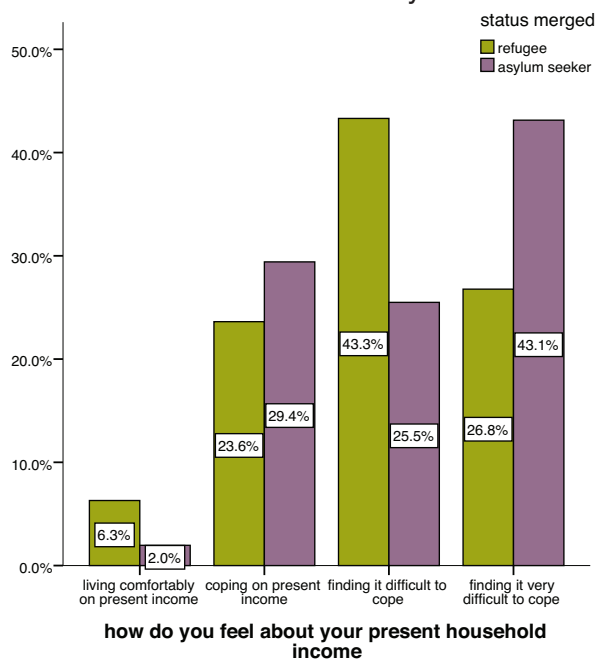
We went on to look at the broader issues of respondents' financial situation by asking how they would describe their present household income. The figures shown in the table below indicate that many people are having some difficulty coping on their present income.

how do you feel about your present household income		
	Frequency	Percent
living comfortably on present income	11	5.5
copied on present income	52	26.1
finding it difficult to cope	75	37.7
finding it very difficult to cope	61	30.7
Total	199	100.0

Overall, almost 68% of people who answered the question indicated that they were finding it difficult or very difficult to cope on their present income. There were slight differences in terms of how people felt they were coping financially by gender. While large proportions of both men and women were finding it very difficult to cope on their present income, 32.9%

and 30% respectively, a further 40% of women and 32.9% of men stated that they were finding it difficult to cope on their present income, meaning that some 70% of women and 65.7% of men were to some degree struggling to cope financially. Just 3% of women and 7.6% of men felt that they were living comfortably on their present income.

While the overall figures when combining the categories of finding it difficult and finding it very difficult to cope are similar between asylum seekers and refugees, this hides a nuance in terms of the extreme difficulty some people are having coping on their present income. The chart below shows an inverse relationship between asylum seekers and refugees stating that they are finding it difficult to cope, and those finding it very difficult to cope, with asylum seekers in more extreme difficulty.



The Scottish Household Survey gives the following results. This indicates far more financial difficulty among our sample than among the general Scottish population.

	All	Male	Female	15% Most
Manages well	49%	53%	44%	31%
Get by	39%	37%	41%	46%
Don't manage well	12%	10%	15%	23%

Although the questions are somewhat different, the Household Survey results would also indicate that refugees struggle financially much more than even the 15% most deprived in Scotland. This finding is confirmed by the European Social Survey data across the UK as a whole which found that 37% of people were living comfortably, 45% were coping, 14% were finding it difficult to cope and just 4% stated that they were finding it very difficult to cope. Among ethnic minority respondents in the ESS the incidence of financial difficulties rises against the overall figure but still remains considerably lower than among our sample. 9% of those in ethnic minorities were finding it very difficult to cope and a further 14% were finding it difficult compared to 30% and 37% respectively among our sample.

The longitudinal nature of this project means that we can ask about both past and future developments. We asked respondents how their financial situation had changed and how they thought it might change in the future. The first table indicates that a large proportion of our respondents feel that their financial situation has either stayed the same or deteriorated in the previous year. Results do not appear to be based on length of stay in Scotland as there is no discernible pattern with regard to year of arrival and whether someone's financial situation has improved.

Do you think you are financially better off than you were a year ago?

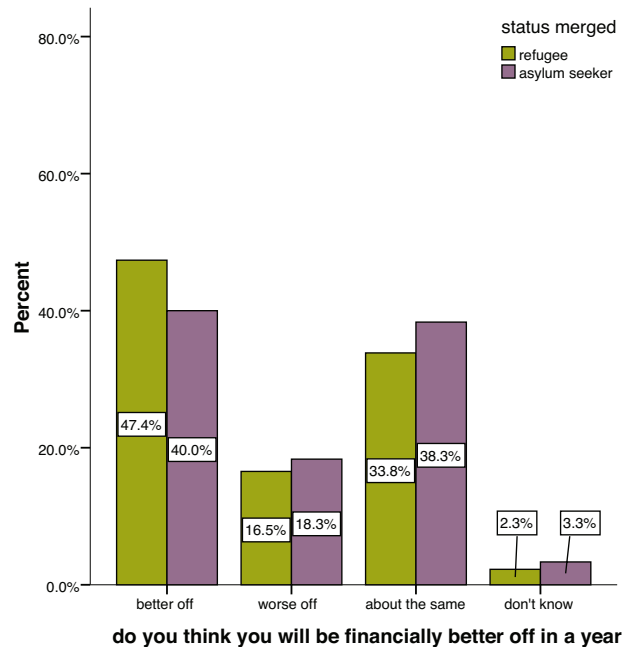
	Frequency	Valid Percent
better off	49	23.0
worse off	74	34.7
about the same	90	42.3
Total	213	100.0

When we compare this fairly gloomy picture to the expectations people have for the future we see quite a different picture, with considerable optimism that things will get better.

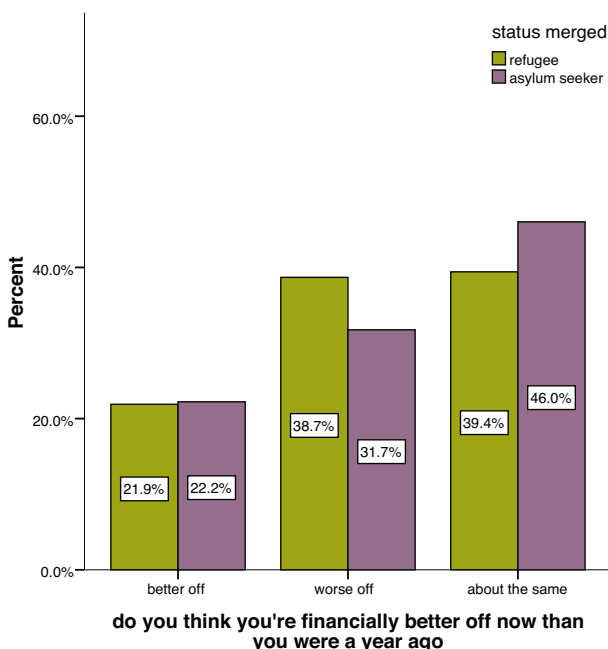
Do you think you will be financially better off in a year?

	Frequency	Valid Percent
better off	98	48.3
worse off	37	18.2
about the same	64	31.5
don't know	4	2.0
Total	203	100.0

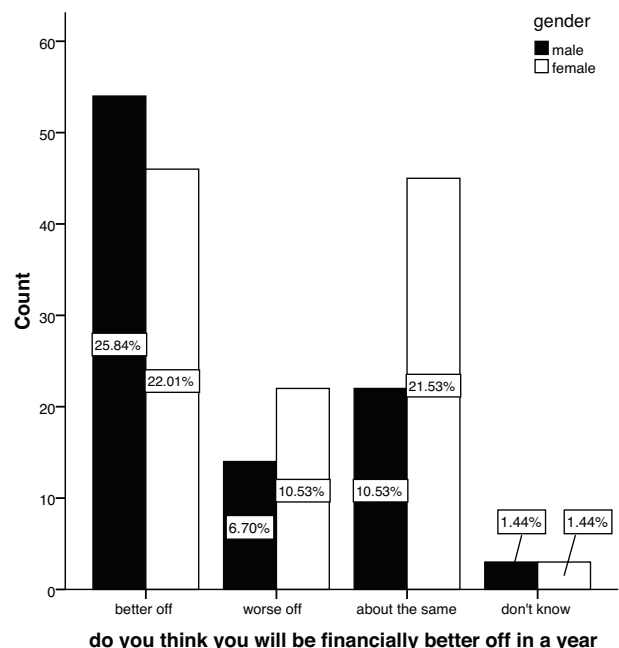
Merging the various statuses into asylum seekers and refugees, we see in the following table that there are differences in responses to changing financial situation by status, but they are perhaps not as great as might be imagined. Refugees feel that things have deteriorated in slightly larger numbers than asylum seekers, more on which below.



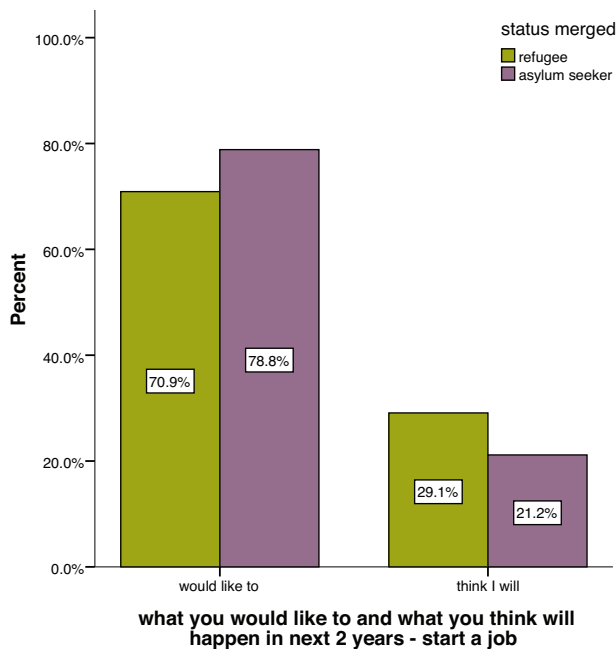
There were only minor differences in how people compare their present financial situation to that of a year ago by gender, with slightly more men indicating that things had improved. However, results show that men are significantly more optimistic than women about their future financial situation, with almost 60% of men thinking they will be better off in a year, and just under 40% of women answering similarly.



Similarly, responses when looking ahead to the next year were also similar by status, and indicate relatively high levels of optimism about the future.



We then went on to ask more about people's expectations for the next two years. These questions were separated by what people would like to happen in the coming years, and what people expect to happen, should they be different. The first question, and the only one reported here due to it having the highest response level, was about starting a job. It was evident that people's desires regarding work are radically different from their expectations, as shown in the table below.



Thus, despite overall optimism for the future, that optimism is not reflected in employment expectations.

At the beginning of the section on housing and neighbourhoods we wanted to get a sense of the context in which people were giving their answers. This started by looking at longevity of stay in their present accommodation. The results were also important in providing a sense of housing churn and show quite large numbers of people are relatively new to their present accommodation.

How long have you lived in your present accommodation

	Frequency	Valid Percent
less than 6 months	65	27.5
between 6 months and a year	50	21.2
between 1 and 2 years	42	17.8
more than 2 years	79	33.5
Total	236	100.0

Not surprisingly the length of time people have been in the country has a major impact on their response to this question, with people who have been here longer more settled in their present accommodation. Nevertheless, in each year of arrival since 2005, over 40% of people responding had lived in their present accommodation for a year or less. There were no significant gender differences in this regard. However, there was some divergence among those who have children, with longer term stay more common. Indeed, over 40% of respondents who had children indicated that they had been in their present home for over two years.

The low levels of home ownership among our sample means that responses are slanted towards shorter term housing occupancy. The broad responses to ownership indicate that Glasgow Housing Association is the largest housing provider among our sample, followed by Glasgow City Council through the NASS contract.

Who owns your home?

	Frequency	Valid Percent
GHA	73	29.4
private landlord	27	10.9
YMCA	25	10.1
Angel	10	4.0
NASS/GCC	44	17.7
temporary accommodation	23	9.3
Local authority housing	5	2.0
family or friend	16	6.5
other housing association	15	6.0
other	3	1.2
don't know	7	2.8
Total	248	100.0

The Scottish Household Survey finds that housing type is related to longevity of stay and perhaps not surprisingly, indicates significant differences in terms of housing tenure when compared to our sample, as some 66% own the homes they live in, with a further 22% living in social housing, and 10% in private rented accommodation.

Under a year	1-2 years	3-4 years	5-10 years
29%	56%	66%	71%
22%	21%	23%	24%
47%	22%	9%	4%

Both the Household Panel Survey and the Scottish Social Attitudes Survey give similar results with owner occupation accounting for 66.4% and 66.7% of respondents respectively. The latter also found that 15.4% were living in local authority housing, 7.3% in housing association housing, and 7.4% in privately rented accommodation. This suggests a significant gap between our sample and the general Scottish population regarding home ownership.

We also wanted to see if overcrowding was an issue for our sample. We asked how many people live in their homes, how many children of various ages live in those homes, and how many bedrooms they have. The data shows us that of the 230 people who answered the question, the mean figure for size of household is 3.60. The mean figure for numbers of bedrooms stands at 1.94, meaning that that on average there are just over two people for each bedroom in the homes in which they live. The ratio is slightly better for those with families, with a mean of 2.40 bedrooms for 3.90 people in a household. This points to some level of overcrowding, and indeed when the cases are looked at individually, there are a number of key cases of overcrowding. There are numerous cases of 3 people living in a one bedroom house. While this may not be an issue for a couple with a child, many of these cases are a lone parent and two children. One case has six people, five of them under the age of 16, living in a three bedroom house, while another had six residents with three people under 16 living in a similarly sized home. The worst cases of overcrowding indicated from the survey are; a case where seven people are sharing a two bedroom home. This includes two people under the age of 16; a case where seven people, with five under the age of 16 and 2 under the age 5, are living in a two bedroom home; and a case where eight people, including two under the age of 5, share just three bedrooms.

Scottish Social Attitudes data shows that the mean number of bedrooms per household across Scotland was 2.64, although it does not provide a mean for the number of people in those homes. Nevertheless, the following provides some indication and suggests that our sample live in smaller homes than the Scottish average.

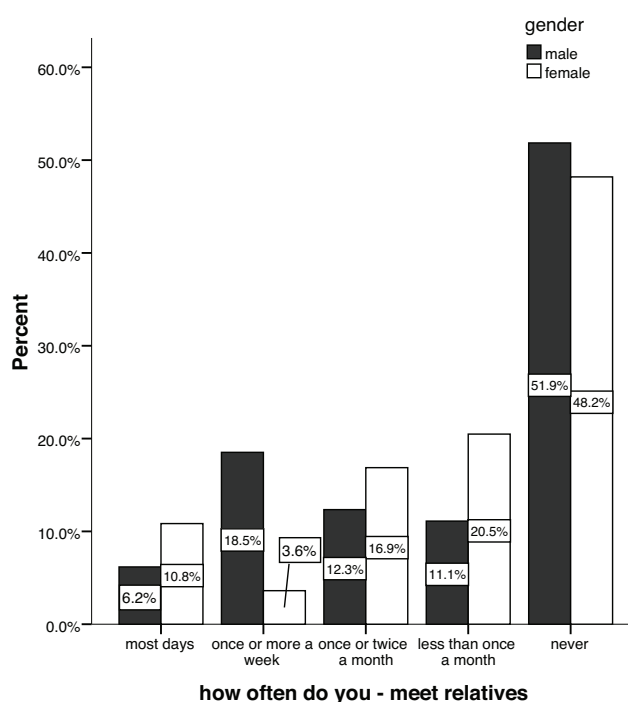
Scottish Social Attitudes

Rooms	2 – 9.3%	3 – 18.8%	4 – 29.7%	5 – 25.3%
Bedrooms	1 – 12.2%	2 – 26.6%	3 – 47.7%	4 – 10.7%

Despite this, there are relatively high levels of satisfaction with present accommodation among our sample, with over 50% indicating that they were either satisfied or very satisfied.

Satisfaction with accommodation

	Frequency	Valid Percent
very satisfied	33	13.9
satisfied	93	39.1
not sure	38	16.0
not very satisfied	46	19.3
very unsatisfied	28	11.8
Total	238	100.0



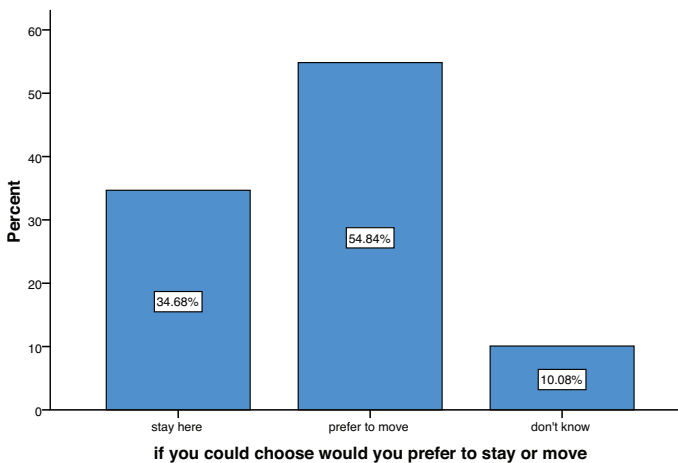
It is evident that levels of satisfaction with accommodation is lower among women than men.

Furthermore, the level of satisfaction drops by almost 10% among those who have children, indicating that there is a relationship, although not a strong one, between having negative feelings about present accommodation and having children.

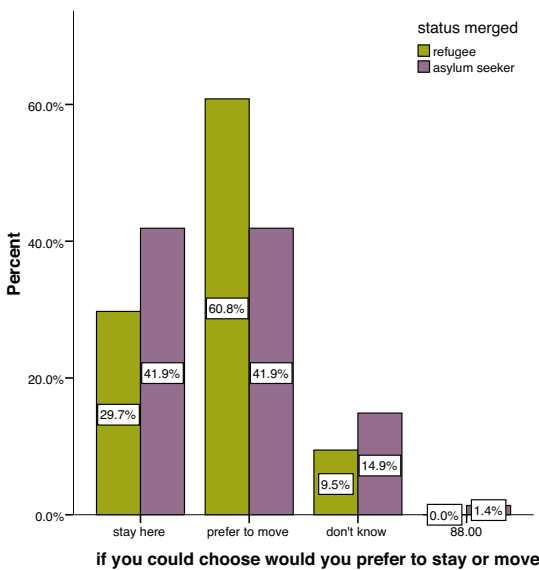
Somewhat paradoxically, despite the relatively high levels of satisfaction with accommodation, large numbers of our respondents wanted to leave their present homes, almost 55% of the overall sample.

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if you could choose would you prefer to stay or move



There was, however, a difference in the answering of this question by status, although perhaps not the difference that might be expected. Asylum seekers were less likely to want to move from their present accommodation than refugees, despite the fact that refugees have some element of choice regarding their accommodation.



Stage 4 UK wide findings of the Survey of New Refugees finds that just over half of respondents would like to move home, similar to our overall figure but significantly lower than that found among the comparable sample, that of refugees, which shows that 67.9% of refugees would like to move home.

Survey of New Refugees

Would you like to, or do you need to, move out of your current accommodation?		
	Frequency	Percent
Yes, like to	189	20.7
Yes, need to	96	10.5
Yes, like to and need to	193	21.1
No	435	47.6
Total	913	100.0

There may be a number of reasons for the apparent anomaly regarding refugees and asylum seeker responses to the desire to move home in our sample. First, while people are going through the asylum process, their attention tends to be focussed on that process, with little additional energy to spend on other matters.

In addition, as the Go-Well study in Glasgow suggests, expectations may change according to status (www.gowellonline.com). This means that refugees would perhaps expect and strive for improved accommodation once their status is secure.

For those who indicated a desire to leave their accommodation, there were a variety of reasons given for why they feel that way. This was a multiple response question so respondents could give as many reasons as they liked for wishing to move home.

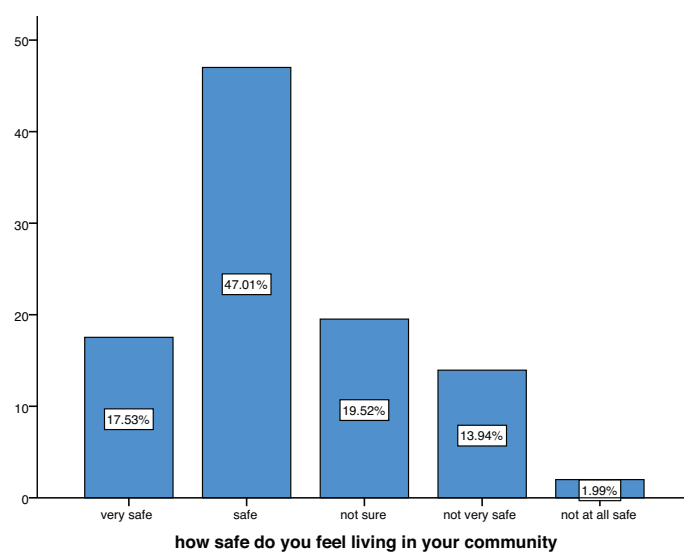
Reasons for wanting to leave	Frequency of Response
Size of property	62
Condition of property	51
For work	10
Type of property	47
For health reasons	26
For family reasons	19
Because of the area	39
Because of neighbours	12
To buy my own home	17
A different reason	15

The above table shows a wide variety of reasons for wishing to leave their present accommodation, with the physical characteristics of the property being the dominant group of issues.

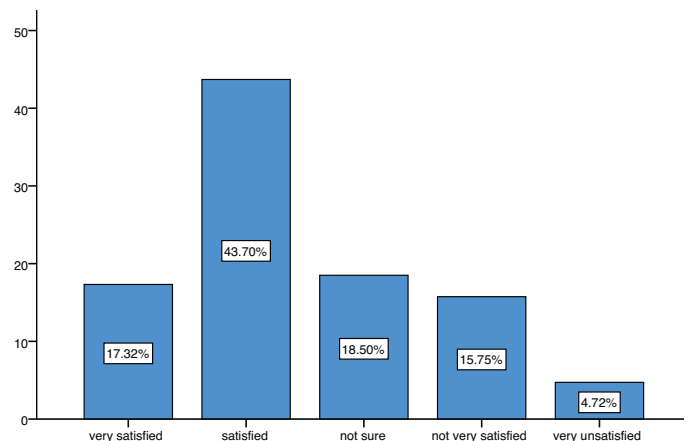
There are a number of gendered dimensions to these responses. Women show a much larger propensity to cite the condition of properties as the reason they wish to leave their present home. 21% of men who indicated a desire to move home cited the size of a property as having such an impact, compared to 34% of women. Similarly, health reasons are cited by just 4% of men but some 18% of women.

There are also a variety of differences in responses by status. Overall, refugees outnumber asylum seekers in answering almost all questions in the affirmative in greater numbers. Size of properties shows the starkest contrast with 33% of refugees who wished to move home citing this as a reason compared to only 15% of asylum seekers. This might suggest that refugees have settled with their family while asylum seekers are more likely to be on their own. Both the area and the type of property show the opposite relationship. That is, despite the overall slanting of responses towards refugees, asylum seekers outnumber them on those two variables, indicating that these are particular areas of concern for asylum seekers.

We followed questions about housing by asking how satisfied people were with their neighbourhoods, and also how safe they felt in those neighbourhoods. The overall figures are shown in the two tables below. These indicate both relatively high levels of satisfaction with the neighbourhoods in which people live, and also a high degree of feelings of safety in those communities.



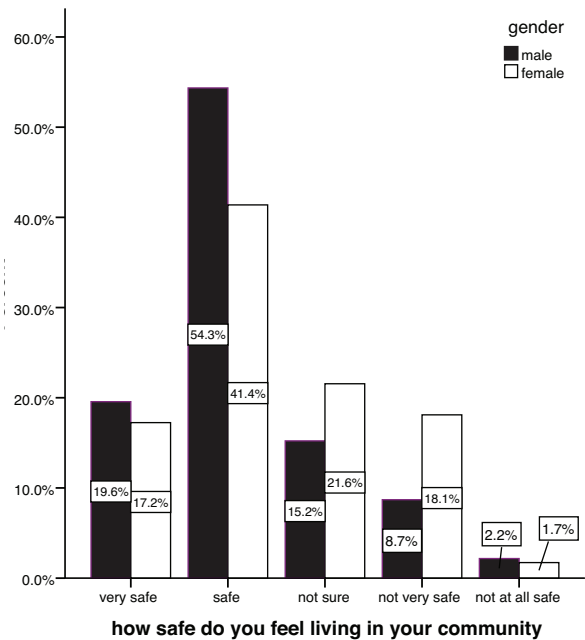
how satisfied are you with the neighbourhood you live in



The Scottish Household Survey asks a slightly different question, asking how respondents rate their neighbourhood as a place to stay. The comparison is worthwhile nevertheless. It finds that 55% rate their neighbourhood as a very good place to live, and 38% as a fairly good place to live. Just 4.3% answer that their neighbourhood is a fairly poor place

to live and 1.8% a very poor place to live. Although our results show relatively high levels of satisfaction with neighbourhoods, they also indicate that against the Scottish population as a whole, neighbourhoods are less highly rated among asylum seekers and refugees.

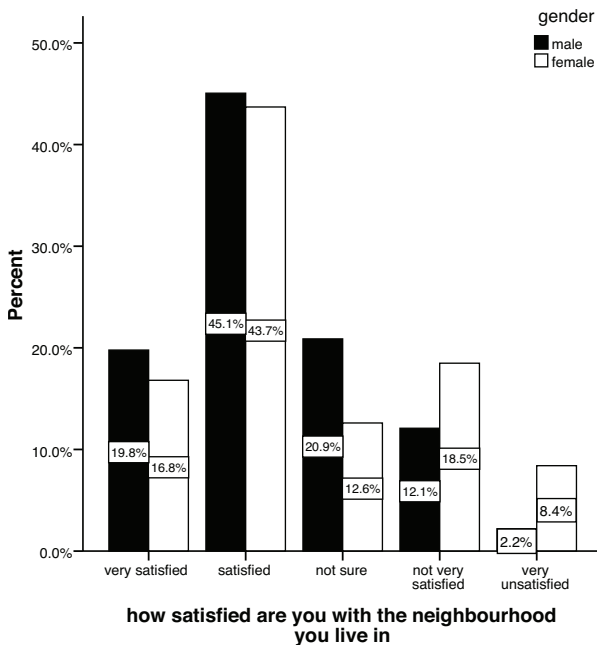
There were significant gendered differences in relation to feelings about neighbourhoods. While there were relatively large numbers of respondents indicating an overall satisfaction with their neighbourhood, 66% of men and 60% of woman indicating they were very satisfied or satisfied, the levels of dissatisfaction are concomitantly considerably higher among women. 14.3% of men indicated that they were either unsatisfied or very unsatisfied, compared to 26.9% of women. There are no significant differences in responses between women with and woman without children. This finding is also reflected in the feelings of safety in their neighbourhoods.



The Scottish Household Survey asked this question in a slightly different way by asking about safety in relation to walking alone. It found the following with the gender dimension added. The results are relatively similar to our findings.

	All	Men	Women
Safe	75%	85%	66%
Unsafe	22%	12%	30%

We asked respondents to provide explanations about the way that they answered questions on neighbourhood satisfaction and safety. Many of the responses indicate relativity in how views are explained. Many respondents stated simply that compared to their country of origin they were satisfied and felt safe. Some went on to suggest that the lack of killings and bombings meant that they found their present neighbourhood safe. Others felt that their neighbourhood was friendly and so they felt both satisfied and safe. On the negative side, many respondents suggested that the prevalence of young people drinking and taking drugs has a negative impact on their feelings of safety. Others still suggested that high levels of racism in their neighbourhoods made them feel unsafe. Some of the comments below are indicative of the overall flavour.



Positive

'In Iraq I got threatened so I cannot work, live and express my life, ideas and opinions freely'

'Compare to my country where there is no security, I know if there is any problem I can contact the police or any other emergency services'

'Because back in Africa there was no peace at all'

'In comparison to Bagdad, great improvement'

'My neighbours are very good, the people I meet are very friendly'

'Good neighbours, my children have many friends, people in my community are so good. Do not feel that I am segregated. Found myself so many friends'

Negative

'Because where I live there is much junkies, and I have problem with high flats. And I don't have any friends near me'

'It feels like a gated community'

'Not a few numbers of the surrounding neighbours are undereducated and unemployed (and not working) besides those heavy drinkers/addicts are jumping around. Though I haven't been in trouble with them yet I feel things are fragile'

'Am not welcome because I am not a Scottish'

'Neighbours use the F word to call use (me and my children), they broken my windows twice

just because some of the people are racists and they will harass for no reason'

'No friendly environment, we feel unwelcome, people do not talk to us at all so we feel lonely and alone'

As a starting point for questions about education we asked people how many years of education they had completed in their country of origin. Responses varied considerably, with a minimum of no education at all and a maximum of 25 years of education spread among 204 respondents. The mean among those cases was 11.94 years of formal education, compared to 12.6 for the UK population as a whole (this is according OECD figures, <http://www.oecd.org/dataoecd/56/9/37863998.pdf>). There were slight differences in responses by both gender and by status. These are shown in the following table.

	Mean
Male	12.44
Female	11.30
Refugee	12.06
Asylum seeker	11.92

We can see our male respondents indicate over a year more education than our female respondents. The difference by status is less stark, with a mean difference of only 0.39 years.

Years of education were then grouped and compared to Stage 1 of the Survey of New Refugees. The results are shown in the following table.

years of education			
	Frequency	Percent	SNR
none	6	2.9%	16%
6 years or less	20	9.8%	12%
7-9 years	27	13.2%	11.3%
10-12 years	65	31.9%	18%
13-15 years	41	20.1%	24%
16 or more years	45	22.1%	18.7%
Total	204	100%	

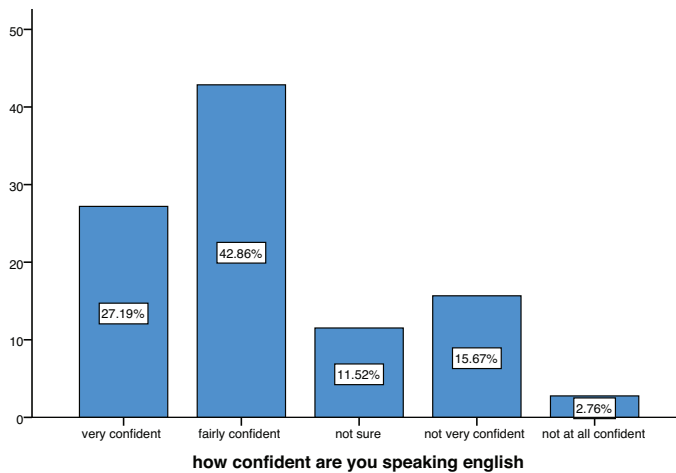
This shows that our sample has considerably fewer respondents who have received no or very little formal education. Our sample also has slightly more people who are very well educated than the SNR, but shows a particular variance among those with educational histories just below the UK average as nearly 32% had between 10 and 12 years of education, compared to 18% in the SNR.

We also asked a number of questions that related to respondents' experiences of education or training during their time in the UK. This was a multiple response table allowing individuals to tick all appropriate boxes. The following table indicates the number of people who have attended courses, and what those courses were across the whole period that they have been in the UK.

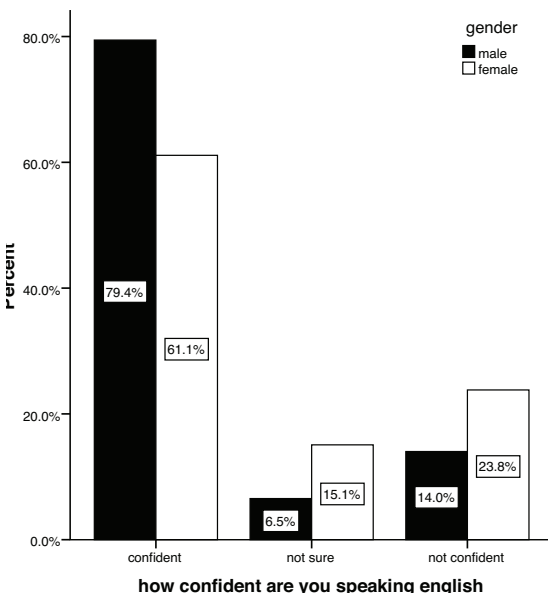
Type of Course	Numbers who have attended
ESOL	174
SVQ	25
HNC	19
HND	10
Higher education	21
Other	35

The figures indicate the most common type of education attended by respondents, by a considerable distance, is ESOL classes, with all other forms of education being accessed by relatively small numbers.

Another contextual question we asked concerned respondents self-rated English language proficiency. The chart below provides the overall figures for respondents' confidence in speaking English. Confidence is not the same as ability as ability implies a more tested criteria. For many of our respondents such tests would not have been carried out, and so what is being asked is about how they feel about their English rather than some more objective measure. The results show high levels of confidence in speaking English.



There is a significant gender difference in overall confidence levels in speaking English. The following table shows this effect while also combining categories to produce only confident and not confident groupings. This shows that men feel considerably more confident than women in speaking English.



There were no significant differences between asylum seekers and refugees with regard to English language confidence. When crossing year of arrival with English language confidence we see a varied picture. Confidence levels go up and down across years, with the highest level of confidence among those arriving in 2001, some 92.3% of whom describe themselves

as being confident speaking English, and the lowest in 2006 at just 47.4%. There is no relationship between the two variables according to a Pearson correlation measurement.

The SNR asks respondents to rate their English abilities in terms of understanding, speaking, reading and writing compared to native English speakers. The results are shown below.

Compared to native English speakers how well do you do the following?

	Very well	Fairly well	Not very well	Not at all
Understand English	19.6%	34.5%	33.1%	12.8%
Speak English	15.3%	34.2%	36.8%	13.5%
Read English	24.1%	34.5%	27.9%	13.5%
Write English	19.7%	32.6%	32.7%	15.1%

This shows that among our sample there are fewer people who rate their English language skills as poor. Part of this may refer to the amount of time spent in the UK as the SNR findings concern those obtaining refugee status within the previous 8 months, while our sample includes many people who will have been in the country for long period of time.

We then asked respondents about their educational aspirations. This began by simply asking if people would like to return to education. Some 85% of respondents indicated a desire to return to education in the future. There were a huge variety of educational courses that our respondents wished to do, ranging from simple language courses to PhD study in a number of complex areas.

Thus, while a large number of respondents had experienced some degree of education while in the UK, there was a hunger for further study. We therefore asked people how satisfied they were with both the amount of education and the amount of training that they had received while in the UK. We also asked for reasons for responses. The overall figures are shown in the two tables below. There are relatively high

levels of satisfaction with both education and training, although more people left the training question blank, suggesting either some misunderstanding of what is meant by training, or that fewer people have done training than have done educational courses.

how satisfied are you with the amount of education you've had while in the UK

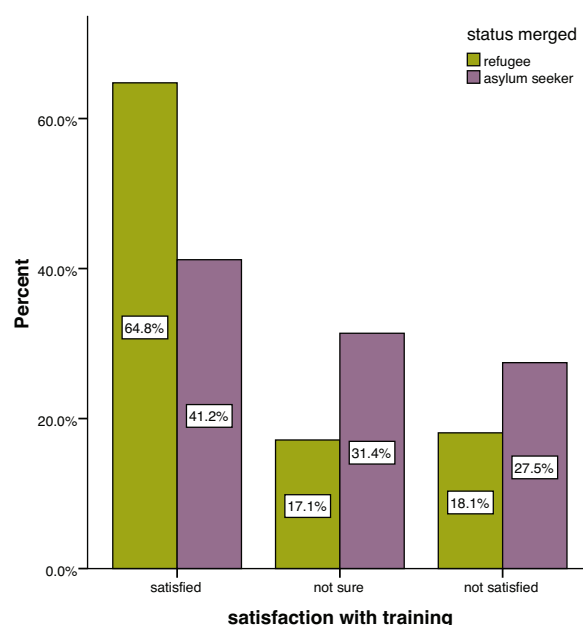
	Frequency	Valid Percent
very satisfied	52	22.2
satisfied	105	44.9
not sure	37	15.8
not very satisfied	30	12.8
very unsatisfied	10	4.3
Total	234	100.0

how satisfied are you with the amount of training you've had while in the UK

	Frequency	Valid Percent
very satisfied	40	19.4
satisfied	79	38.3
not sure	48	23.3
not very satisfied	26	12.6
very unsatisfied	13	6.3
Total	206	100.0

Differences by either gender or status were not significant in the education question, and gender was also not a factor in the way people answered the question on training. However, status did have an impact on how people answered the question on training, as shown in the chart below. This lower level of satisfaction among asylum seekers could conceivably concern the lack of training available to asylum seekers, as highlighted in many of the explanations given for answers below. In addition, training is often equated with workplace

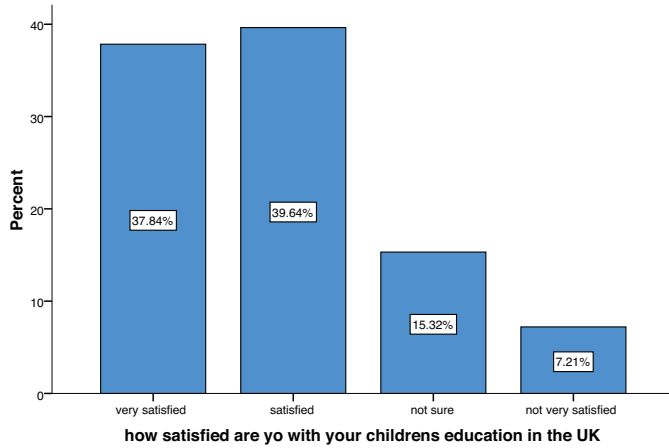
learning which would also exempt asylum seekers from accessing and therefore rating their training experiences.



In addition to the closed education and training questions we asked respondents to explain why they answered the questions in the way that they did. While many of a reasons for the answers given were merely reaffirmations of those answers, such as 'I am satisfied because of the education I have done', others provided a few more details. A number of people indicated that the time that they had had to wait before getting on any course had left them somewhat dissatisfied. Others, though, felt that the improvement in their English language was obvious and therefore felt happy with this development. Many others commented on the difficulties they faced with regard to financing educational courses and others still were satisfied with what they had done but were keen for this to continue. Some respondents indicated that they would like to be able to advance their training in their own specialties rather than doing so in more generic courses.

Moving on from respondents views of their own educational experiences, for those with children, we then asked how they felt about their children's education. There were high levels of satisfaction. Indeed, the table below shows that of the 98 people

who indicated that they had children none said that they were very unsatisfied and just six that they were not very satisfied.



These figures are just below the Scottish Household Survey results for the 15% most deprived communities, 89% of whom indicated some satisfaction with their children's education. Among the general population some 92% indicated similarly.

To begin the section on health, we asked respondents whether they were registered with a doctor and a dentist, and if not what their reasons for not being registered were. There were very few people not registered with doctors, but much higher numbers not currently registered with a dentist.

are you registered with a doctor		
	Frequency	Percent
yes	236	96.5%
no	9	3.5%
Total	245	100%

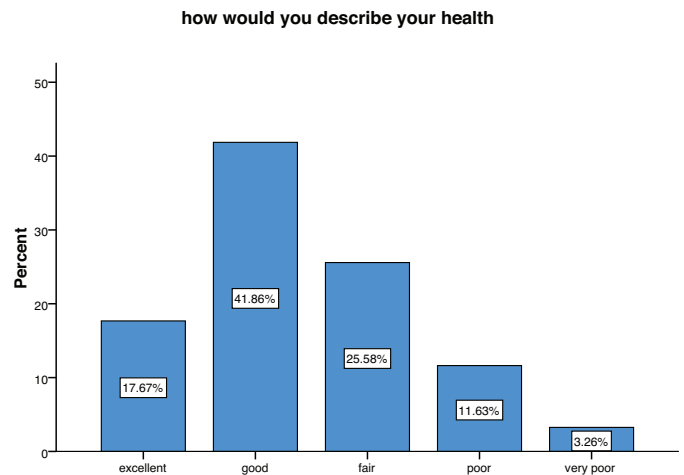
are you registered with a dentist		
	Frequency	Percent
yes	189	77.3%
no	57	22.7%
Total	246	100%

There is no comparable data with regard to registration with dentists. However, with regard to doctor registration our results show a similarly high level of registration as the Survey of New Refugees Stage 4, which shows some 95.4% were registered.

Men were slightly less likely to be registered with a dentist than women, with a similar small disparity in that refugees are more likely to be registered with a dentist than asylum seekers. For the small numbers not registered with a doctor, the reasons given included that they are new to the city, that they don't know where to register, and that they don't have any diseases.

For those not registered with a dentist it is clear that a large minority of our respondents do not see dental care as preventative as the most common reasons given was that they do not have any problems with their teeth. However, a number also stated that their reason was that they did not have an HC2 form, providing free or reduced dental costs. Some had never had one and some had lost their form and didn't want to ask for a new one.

We then asked people to self rate their current health. The overall figures show that people rate their own health relatively highly.



This would appear to indicate that a large proportion of our respondents feel that their health is reasonably good. However, the Scottish Household Survey show the following results with regard to perceptions of health and indicate higher levels of self rated poor health among our sample than among the general population.

Scottish Household Survey

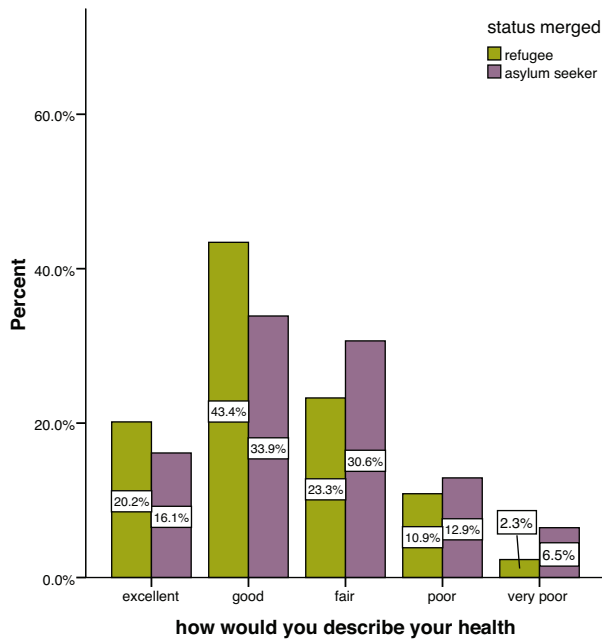
	Male	Female	All
Good	76%	74%	75%
Fair	18%	19%	19%
Bad	6%	7%	7%

Scottish Social Attitudes figures show more comparable results to our sample, with 15.3% indicating that their health was not good, 26.3% fairly good and 58.4% stating that their health was good. Likewise the Survey of New Refugees Stage 1 Scottish sample is also comparable, producing the following results for self rated health.

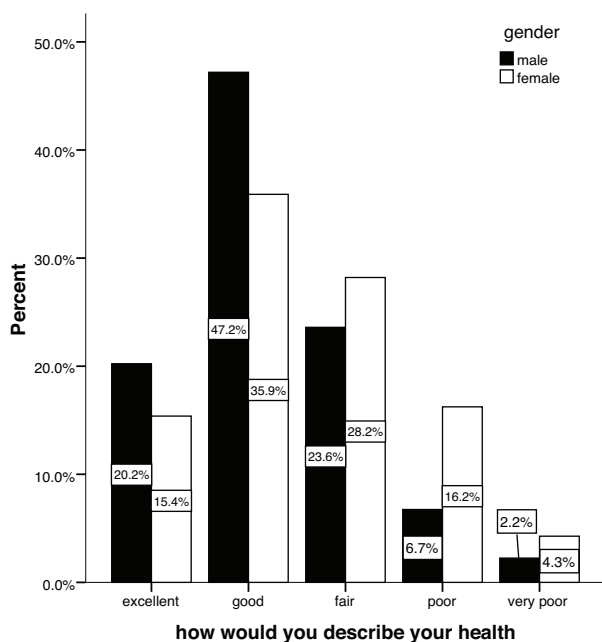
Survey of New Refugees

Very good	Good	Fair	Bad	Very bad
25.5%	36.2%	24.8%	11.4%	2%

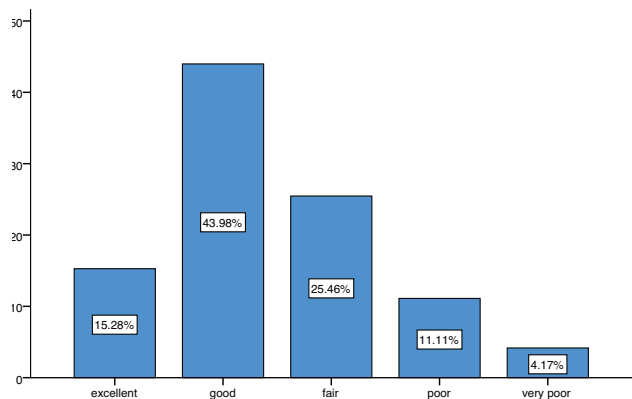
Refugees were considerably more likely to describe their health as being good than asylum seekers.



There was a similar difference in the way that men and women answered this question, with men indicating better health than women.



To provide some comparator we then asked people to describe their health in comparison with other people of their own age. This again showed fairly high levels of self-rated health and also contains the same gender and status dimensions to overall responses.



This all suggests that asylum seekers and refugees feel, or at least say that they feel, relatively healthy.

Previous research indicates that mental health issues may be a concern for refugees and asylum seekers. The 'Warwick Edinburgh Mental Well Being Scale' (WEMWBS) is used to obtain group results about mental health, although it is not designed for picking out individual cases of mental health problems. The mean score in an overall Scottish sample in the user guide for the WEMWBS was 50.7, across the fourteen categories in the scale, while our sample has a score of 49.7, indicating a greater preponderance of mental health problems for our respondents than for the Scottish population as a whole, although not by a huge amount. When looking at men and woman separately, we see our male respondents have a score of 50.9, slightly better than the overall Scottish population, but lower than the Scottish male sample of 51.3. Woman, on the other hand, have a score of 49.0, significantly lower than the 50.3 that the overall Scottish female sample shows.

Our refugee sample gives a mean of 50.8 while asylum seekers have an overall score of 47.2, indicating not only a better mental health outlook for refugees, but also that mental health issues are a real

problem for asylum seekers. The only groups in the overall Scottish study that score lower than asylum seekers are those who self rated their health as poor and very poor, and very low earners.

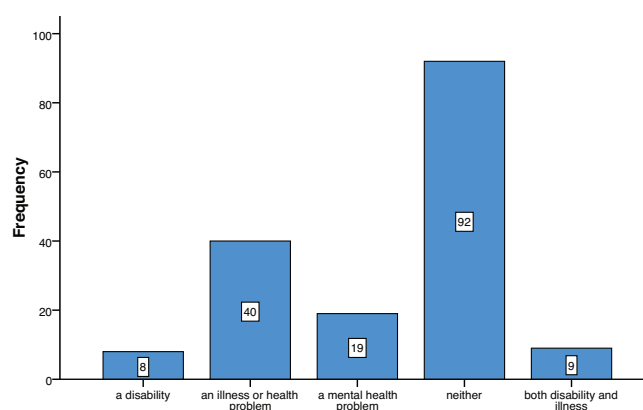
We then asked people to think about how their health has changed over the past 6 months, one year, and

two years. These 3 categories are shown in the chart below for the total sample. The table shows some level of consistency with a significant minority feeling that their health has been deteriorating over a period of time, and a larger number feeling that there has been no significant change.

	How has your health changed in the past 6 months		How has your health changed in the past year		How has your health changed in the past 2 years	
	count	%	count	%	count	%
Much better	37	14.6	25	9.9	44	17.4
A little better	30	11.9	40	15.8	25	9.9
The same	88	34.8	74	29.2	59	23.3
A little worse	45	17.8	35	13.8	46	18.2
Much worse	13	5.1	8	3.2	15	5.9

The only gender difference in these figures concerns the proportion of respondents indicating that their health has got much better in the past 2 years, 28% of men and just 18% of women. There is a concomitant larger proportion of women indicating that their health has deteriorated in the past 2 years. There is a similar difference between asylum seekers and refugees, with refugees indicating greater improvements in health than asylum seekers, although this difference is even starker with regard to the question of change over the previous six months. While 22% of refugees felt that their health had got much better in the previous six months, only 8.7% of asylum seekers indicated likewise. In addition, 11.6% of asylum seekers said their health had got much worse in the previous six months, compared to just 3% of refugees.

We then asked a further question about whether people feel they have a health problem. Respondents were given five options in the answering of this question, shown in the chart below.



This shows a relatively high number of respondents indicating that they have some health related problem. While the WEMWBS is not designed to provide mental health scores for individuals, and bearing that caveat in mind, when we look at the scores of all individuals in our sample, there would appear to be many more than 22 whose score indicates some mental health issues. This may suggest considerable under-reporting of mental health problems.

Among respondents to the Scottish Household Survey, some 32% indicated that they have either a longstanding illness, a disability or a health problem. The incidence of these things was highest among the relatively low paid, those earning between £6000 and £15,000 pa. Our figures show far higher levels of health related problems. Among those answering the question 55.4% state that they have none of these problems.

Looking at the health problem question in disaggregated detail, we see little difference by status, despite status providing significant variation in the WEMWBS. The only variation by gender is the larger number of women indicating that they have a disability, although the numbers for each category are pretty low.

Another key issue that can enable or inhibit the ability of asylum seekers and refugees to integrate is the degree to which they have familial and/or community support and contact. Involvement within communities can also aid integration and cohesion, as much of the recent literature on social capital suggests. We began this section by asking whether respondents had any family living in the city they live in, or in Scotland, or the UK.

Any close family members living near?

	Frequency	Percent
In City	37	18.4%
In Scotland	27	13.5%
In the UK	46	22.7%
None	88	45.4%
Total	198	100%

This indicates that there are relatively large numbers of asylum seekers and refugees that lack access to family contact and support in the UK. There are also a significant number who have family members in other parts of the UK, but not in Scotland.

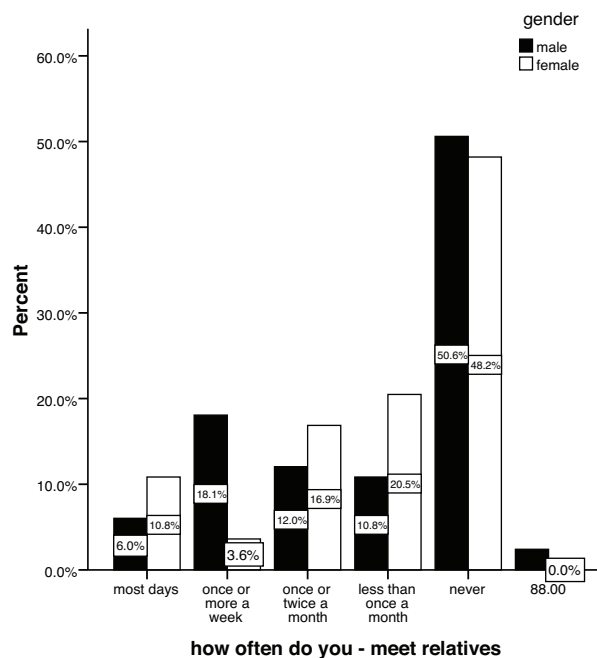
To look in a little more detail at the issue of social isolation, we then asked how often respondents meet with or even speak with relatives, friends and neighbours. The numbers of respondents in each category are given in the table below.

	Meet Relatives	Meet Friends	Speak to Neighbours
Most days	15	56	42
Once or more a week	17	78	37
Once or twice a month	23	47	30
Less than once a month	26	29	51
Never	79	9	48

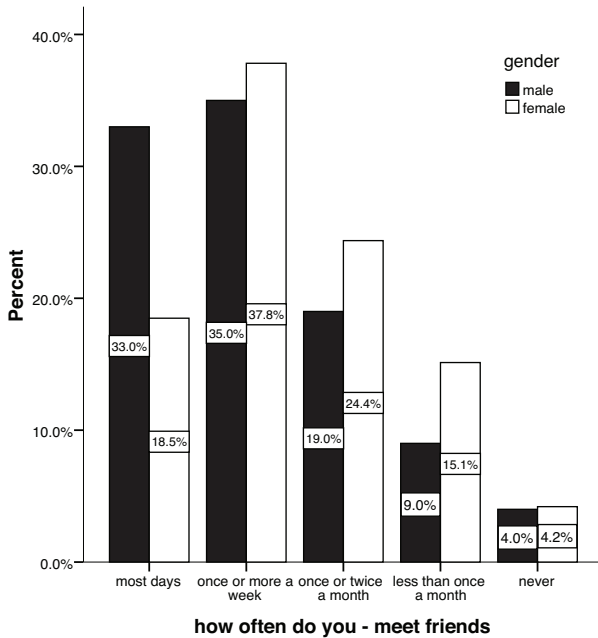
While it may not be surprising that familial links are not always present among asylum seekers and refugees, the table above also shows other elements of social isolation. Indeed, the fact that 99 respondents (some 37% of our total sample) rarely or never speak with neighbours suggests that many neighbourhoods are not places where refugees and asylum seekers obtain any meaningful social contact.

Comparing these results to European Social Survey results we see that our respondents appear to be more isolated than the European 'norm'. ESS results show that just 2.3% of respondents never meet socially with friends, relatives or colleagues, with a further 7.7% doing so less than once a month.

Men appear to be slightly more socially isolated than women when it comes to daily contact with family, although the numbers are reversed for weekly contacts.

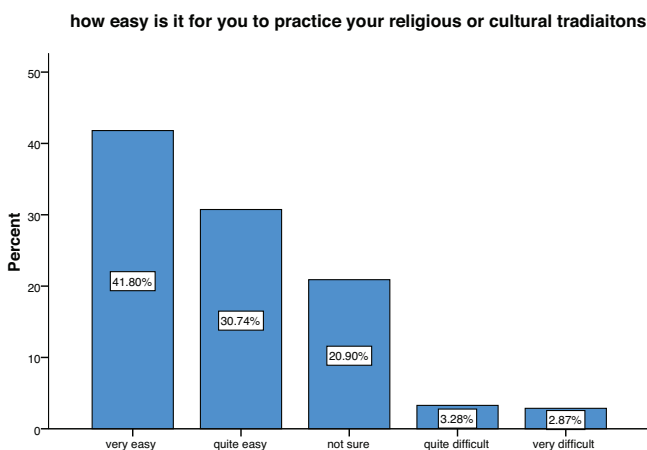


There were no significant differences in the question about the regularity with which respondents speak with neighbours by gender, but it appears that some men are less isolated when it comes to meeting up with friends. 33% of men and just 20% of women meet friends on an almost daily basis.



When looking at these issues according to status, there are relatively few differences other than that those reporting that they rarely or never meet with friends is slightly larger among asylum seekers than refugees, perhaps partly due to some of our sample not having made any friends yet.

While immediate contacts with friends, family and neighbours are a key element in terms of refugees' social support, there are other dimensions to that which we also sought information on. The first concerned the ability of refugees and asylum seekers to maintain their own cultural and/or religious practices. The results show considerable ease in terms of maintenance of cultural traditions.



We also asked about social activities, particularly those at the local level. The results in the table below indicate that although large numbers of respondents are involved in some community based activities and/or perform some voluntary work, there are also a large number who appear not to be involved in any local activities at all, and who are also not currently volunteering outside of their local area.

	Attend local events	Attend community meetings	Volunteer locally	Volunteer elsewhere
Weekly	40	17	33	46
Monthly	19	22	11	9
Once every few months	27	24	15	14
A couple of times a year	40	36	31	3
Never	77	94	98	86

There were no significant differences in the answering of these questions by gender. However, asylum seekers appear to attend local events more than refugees, perhaps in part due to their lack of cash to move around the city and/or the fact that they are concentrated in areas where other asylum seekers also live and where there are established support mechanisms.

We followed up these behavioural questions with a more emotional one, whether people feel part of the community in which they live, and also whether they feel part of any other communities in the city in which they live. With regard to local communities, a significant minority felt some sense of belonging while an almost equal number were not sure how to answer this question. This also indicates, however, that 20% of the sample does not feel part of the local community.

do you feel part of the local		
	Frequency	Percent
yes	95	40.8
no	49	20
don't know	92	39.2
Total	236	100

There were no significant differences in the answering of this question by status, which may be somewhat surprising given the fact that asylum seekers do not have any choice in terms of where they live. There was, however, a gender dimension whereby a significantly larger proportion of men felt that they were part of the community than women, 46.6% against 34.1%. In comparing this to Go-Well results, we see that a range of responses, from 52% to 81% in Go-Well study areas felt part of their community. Among those being definite in their responses, our sample shows less feeling of belonging than any of their study areas, and is significantly less than the 88% response in English regeneration areas.

With regard to being involved with other communities in the city they live in, there were even higher numbers who said that they were not, some 24.5% of those who answered the question. The above gender relationship is also found in this question, with men feeling they belong to other communities in larger numbers than women.

do you feel part of any other communities in the city in which you live		
	Frequency	Percent
yes	76	30.0
no	62	24.6
don't know	90	36.4
Total	228	100.0

For those who said that they did feel part of some other community in the city in which they live, there were a wide variety of communities mentioned. These included local integration networks, Refugee Community Organisations, church groups and social activity groups such as fishing and hiking groups.

Another important aspect of integration, as has been hinted at throughout this report, are the barriers that people encounter in their attempts to integrate. We asked a number of questions about discrimination, whether people have experienced it, on what basis and the regularity of that experience. We did not ask for qualitative details such as the nature or perpetrator of the discrimination. The overall figures for whether people feel they have been discriminated against are in the table below, and indicate a very large proportion of our respondents feel that they have been subject to some discrimination.

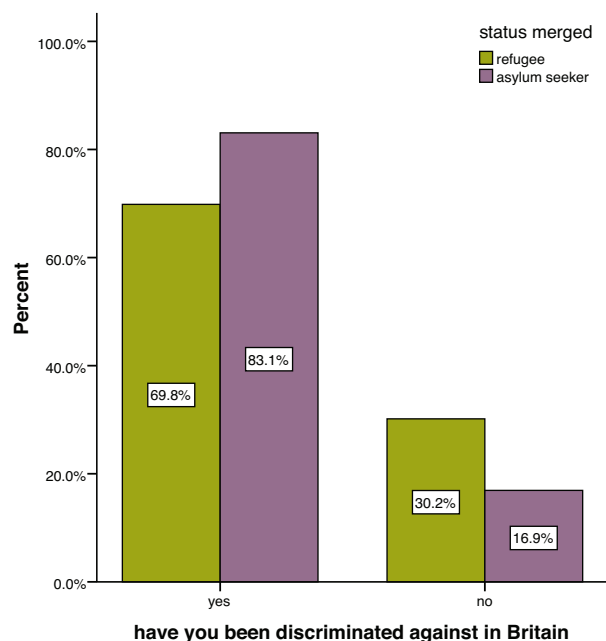
have you been discriminated against in Britain		
	Frequency	Valid Percent
yes	151	71.6
no	60	28.4
Total	211	100.0

It is interesting to note that respondents feel relatively satisfied and safe in their neighbourhoods and yet there is a widespread feeling of having been discriminated against. This might suggest that the discrimination is not being primarily experienced within communities. Indeed, the table below shows that about half of the respondents who feel they have been discriminated against are also satisfied with their neighbourhoods.

Satisfaction with neighbourhood new - have you been discriminated against in Britain

		been discriminated against in Britain		Total
		yes	no	
satisfaction with neighbourhood	satisfied	74	41	115
	not sure	28	13	41
	not satisfied	39	5	44
Total		141	59	200

There were no differences in experiences of discrimination by gender although, as the chart below indicates, status did have an impact with significantly more asylum seekers than refugees feeling that they had been subject to discrimination.



We followed this general question on discrimination by asking what people felt was the basis of that discrimination. These were multiple option questions so that respondents could answer as many categories as they felt appropriate. The results are in the table below.

Basis of discrimination	Number saying yes
Nationality	49
Religion	25
Colour or race	57
Gender	4
Disability	5
Language	49
Ethnic group	16
Age	2
Sexuality	1
Being asylum seeker/refugee	67
Other	11

The results show significant numbers feel that they have been discriminated against on the basis of nationality, colour or race and language, but not surprisingly the largest response concerned the feeling that people were being discriminated against on the basis of being an asylum seeker or refugee.

There were a few differences in responses by status. Many of the categories showed fairly even responses but there were a number with quite marked differences. The one area of discrimination that showed significantly more prevalence among refugees than asylum seekers was religion, with

16.9% of refugees and only 4.9% of asylum seekers citing this as something they had experienced. Conversely, asylum seekers reported higher levels of discrimination on the basis of language, but more significantly some 51.7% of asylum seekers against 26.9% of refugees reported discrimination on the basis of being an asylum seekers or refugee.

Looking at country of origin, there was one very marked difference among those who felt that they had been discriminated against on the basis of language. Over 60% of our respondents from China felt this to be the case, significantly higher than the next highest nationality reporting language discrimination, that of Iranians at 28%. This indicates something particular about language and our Chinese respondents.

The European Social Survey also asks respondents about experiences of discrimination. In that work 13.5% felt that they belonged to a group who were discriminated against. Although this does not specifically state that the individual had experienced that discrimination the results are relevant nevertheless in that, not surprisingly given that this is a Europe wide survey, they show low levels of discrimination compared to our sample. The basis of discrimination is also mentioned with the largest responses relating to religion, and colour/ race, although it should be added that only 3.7% of the overall sample mentioned them as the basis of discrimination.

We followed up these questions by asking about the regularity of the experiences of discrimination. Among the 140 respondents who had indicated that they had been discriminated against the results were as follows

if experienced discrimination how often		
	Frequency	Percent
very rarely	49	35.0
once or twice	53	37.9
monthly	23	16.4
weekly	4	2.9
more than weekly	11	7.9
Total	140	100.0

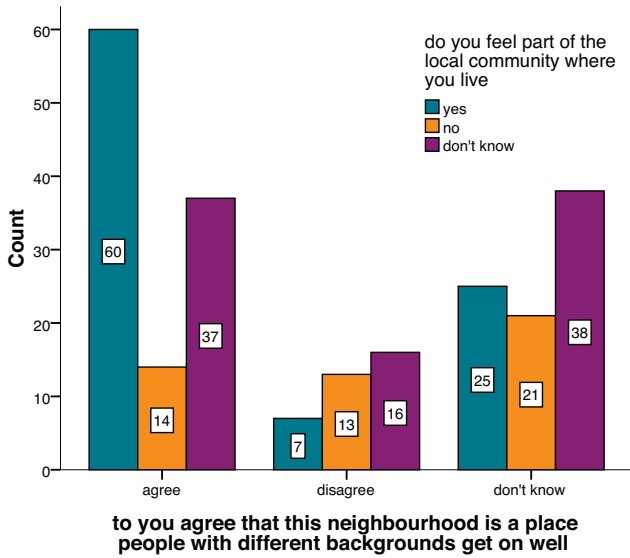
While the vast majority of experiences of discrimination are fairly rare, there is a hard core that appears to be subject to regular discrimination. Discrimination on the basis of language, race or colour, and being an asylum seeker or refugee were the most common to have been experienced with any regularity.

Linking again the issue of experiences of discrimination with local communities, we asked respondents whether they felt that their neighbourhood was one in which people of different backgrounds got on well together. The results are in the table below and indicate fairly high perceptions of cohesive communities, again suggesting that discrimination may not be occurring primarily in those communities.

to you agree that this neighbourhood is a place people with different backgrounds get on well		
	Frequency	Percent
agree	110	48.2
disagree	36	15.8
don't know	82	36.0
Total	228	100.0

Between 65% and 71% of respondents in the Go-Well study felt that their neighbourhoods could be described in this way. However, their work makes a point that is also of relevance to the work being done here. That is, when feeling part of the community is looked at alongside questions on social harmony, the results may suggest a passive rather than active form of community cohesion, and might suggest some problems in terms of inter-group engagement. However, there is a correlation between those who feel part of the communities in which they live and those who feel that their communities are ones in which people from different backgrounds get on well together. That is not to say that the relationship is a linear one, as shown in the graph below. Nevertheless, there remain a number of people who feel part of their communities but do not feel those neighbourhoods are ones where people from different backgrounds get on well together, and/or people who feel their neighbourhoods are harmonious in that sense and yet do not feel part of them.

Bar Chart



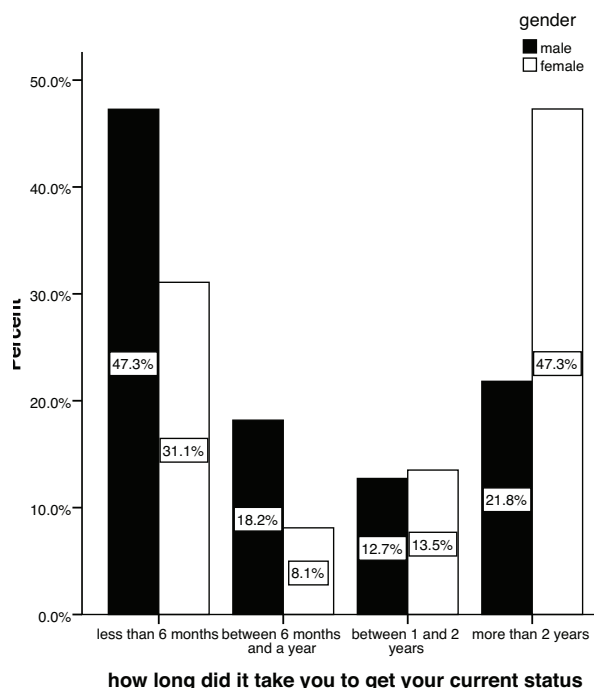
There was a degree of difference by status in terms of how cohesive respondents felt that communities were. Interestingly asylum seekers felt that their neighbourhood was a place where people of different backgrounds got on well together in larger numbers than refugees.

The final set of questions concerned the linked issues of status, rights and citizenship. Although 25 of our respondents indicated that they were already British citizens, we asked those who were not British, whether they would one day like to become so. The results were that 205 of 232 responses indicated that they would like to do so. There were no asylum seekers or refugees who said they did not wish to do so, although refugees were more likely to respond that they did not know whether they wanted to become British or not than asylum seekers were. This means that asylum seekers indicated a greater desire to become British than refugees, perhaps reflecting their current precarious status.

We also sought to discover the length of time people had spent in the asylum process. To begin with we asked how long it had taken respondents to get their present status. To make this meaningful, those who are still in the asylum process have been filtered. The following table show the filtered results.

how long did it take you to get your current status		
	Frequency	Percent
less than 6 months	50	33.1
6 months to a year	17	11.3
between 1 and 2	17	11.3
more than 2 years	53	35.1
Total	137	90.7

This indicates that a slight majority of our respondents had waited over a year for their present status. Interestingly, as the table below shows, women appear to have had to wait significantly longer than men to get some form of protected status.



Previous research conducted by Scottish Refugee Council indicates a number of dimensions to the desire, or not, to become British (Stewart and Mulvey 2011). One element of that research suggests that the right to vote was a factor in the desire to become British. We therefore asked if respondents had the right to vote, in order to ascertain whether they know their rights, followed by a question about whether they would seek to use that right. What becomes immediately clear is that there is a degree of confusion about what rights people presently have.

do you have the right to vote		
	Frequency	Percent
yes	77	30.4
no	102	40.3
don't know	61	24.1
Total	240	94.9

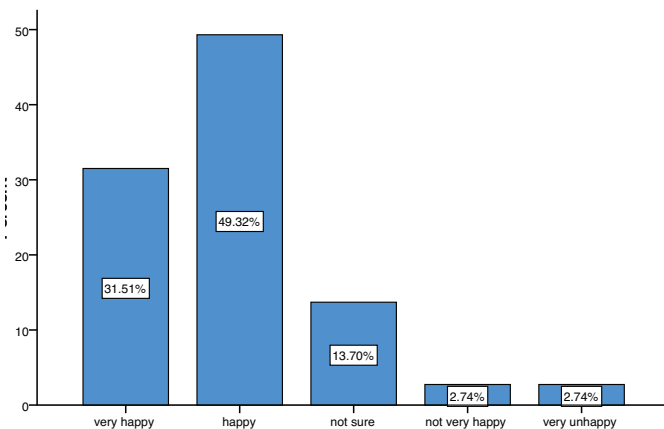
Nevertheless there is a widespread desire among our respondents to take part in the electoral process. It should be stated, however, that this research occurred shortly after a general election and thus the issue of elections may have been more prescient than would otherwise have been the case. However, as many respondents had fled from undemocratic regimes, the desire to vote may be reflective of those histories.

if there was an election tomorrow and you had the right to vote, would you

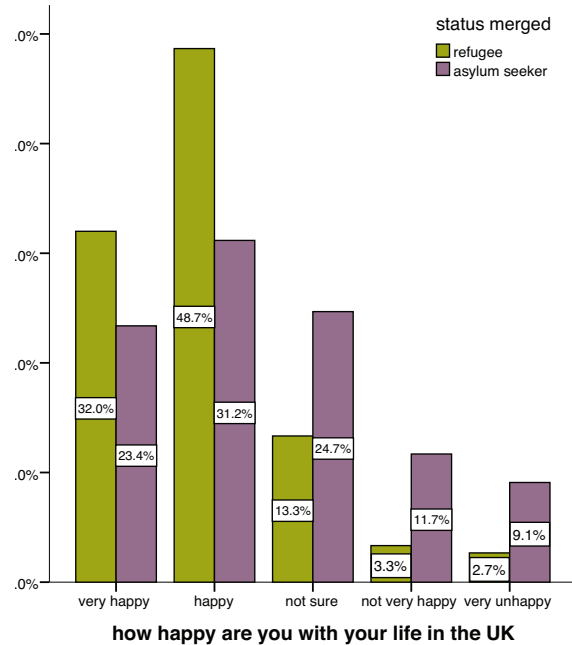
	Frequency	Percent
yes	198	78.3
no	8	3.2
don't know	29	11.5
Total	235	92.9

The final closed question in the survey was about happiness with life in the UK. The overall results show high levels of happiness, despite many of the problems highlighted throughout this report.

how happy are you with your life in the UK



Within this broad happiness there was, perhaps not surprisingly, a large differential by status, indicating that asylum seekers were considerably less happy with their lives in the UK than refugees.



The Survey of New Refugees Stage 4 asks a similar question, but replaces 'happiness with life' with 'satisfaction with life'. Nevertheless, the results show higher levels of satisfaction in their sample than with happiness in ours, although the difference is less marked when we examine only our refugee respondents. Our sample also indicates higher numbers of respondents answering the mid-point on the five-point scale. One possible explanation could concern the larger numbers of people in the SNR who are in work, although such a proposition would require testing.

Despite the large difference by status, time spent in the country had less of an impact. Indeed the only year that presents as something of an outlier, with overall happiness less than 60%, is 2003, which shows just 40% of respondents happy or very happy, although on very low overall figures.

At the end of the questionnaire we asked respondents in open questions if there were three things that would improve their lives in the UK, and followed that with a space for them to tell us anything else they wanted about integration.

The vast majority of responses to the three things that would improve peoples' lives in the UK concerned access to education and the labour market, English language acquisition and improvement, and better and/or more permanent housing. Comments included;

'Employment, so that I can contribute to the Scottish society and improve my life and make Scotland proud'

'Studying, job, my future or a better future'

'Fair treatment in employment and providing other public services'

'If I could find work which i enjoy and find satisfying'

'Education and training'

'Education, improve my skills and do a professional course which will improve my knowledge and create a better future for tomorrow'

'I would like to improve my English to better communicate'

'Get a permanent accommodation'

'I love to learn but unfortunately this country doesn't let me to study further because education is not free'

Also highlighted as being of great importance was changing status from asylum seeker to refugee, and refugee to citizen, as well as the issue of family reunion.

'I wish to allow our relatives to come to visit us here on their expenses (government)'

'I would like to become a legal refugee instead of desperate asylum seeker'

'I like my husband to be able to join me and my child because the authorities don't let him leave the country. That is our big wish'

There were also comments that implied a need to take time to both recover and adjust, and some that related to the hope respondents had for their children.

'When I get back my confidence and feel free'

'If my children could feel settled and make a good future for themselves here'

'Get better job to look after my children, I need freedom, I need to do things on my space'

'Making new friends and doing voluntary jobs'

And finally there were issues that related to local communities.

'Access to communities enable to create warm environment and relations to work together as one, sharing our views and cultures as refugees'

'Involvement in local groups, hobbies and interest'

'Having some good outdoors activities which are intercultural and cheerful neighbours'

'Trying to improve my skills and get involved in local communities'

The final comments section was filled in by a minority of respondents. Nevertheless, the comments are interesting and instructive. Many related to similar issues as above. However, there were other issues also raised. A sample of these comments include

'I have integrated very well. Most of my friends, brothers, work mates are all white British (UK citizen). I do not even feel my colour or race. I just feel as part of the team (British)'

'It's hard to bring together adults who have been through a lot and come from different backgrounds. You are doing a great job but more should be done in the communities we live in. Sometimes you just feel out of place. If we get volunteers within the neighbourhood it would help us to feel more at home if you can talk to someone who knows your new neighbourhood'

'Integrating people is simply more than just relocating them, it should be about educating them and helping them to contribute their values in a positive way within their communities through engagement irrespective of their status'

'Integration is highly important and vital for refugees, and we need to be encouraged to integrate by education or working or volunteering or social activities or others'. 'Having said that, integration is also important to the British people because we all live together and the best way to be closer to each other ie the Britons also need to be encouraged to integrate with us'

'To integrate is essential for anyone who wants to

live anywhere. If you do not know country culture, their behaviours, friends and language, it is very hard to feel happy, confident and cope in your difficult circumstances'

'Language essential to integration - people need more support with language 2. more social opportunities would be helpful for integration - also volunteering, mentoring projects have been incredibly helpful'

'Being a single parent without childcare there are very limited opportunities for integration into community'

'Without the government helping on integration on housing issues both parties would never get to know each other e.g. start at grassroots level. People from different backgrounds going to schools, community centres, letting kids ask questions about where someone is coming from, open forum'

*'Integration is a good thing to do because it makes you filter into the community. Meet different people and learn about other cultures. The difficulties though is that you still meet people who are ignorant who wouldn't appreciate you at all. Integration also makes you go visit different places as part of the community'**'Integration is the most important process for refugees and asylum seekers. Government and local authorities should do more to achieve or to encourage immigrants to feel more integrated'*

'Since my arrival in the UK I've been working with different organisations and that has helped me to give experience and to build confidence as well'

'Sometimes it is hard to integrate when you are an asylum seeker who is waiting for a decision because you don't know how it is going to be. It is stressful that it's hard to meet people'

'Yes, indeed we have to work together around Scotland and UK, black and white we are equal also human beings, together we can do better'

'So far most integration projects are directed towards refugees and asylum seekers. i think it would help if some of the projects are directed toward local communities to help them to understand about asylum seekers and refugees'

'Understanding about British culture and British society, fire brigade, police, school, bank, post office, and mortgage'

'When different groups unite and work together you get society which is productive and useful and produce a good life which will remain safe from the risks in the world'

This report has sought to highlight some of the main findings from Stage 1 of Scottish Refugee Council's integration study. There are a number of key issues that emerge from the questionnaire, many of which will be re-visited in the follow up survey in late 2011/early 2012. There are, however, a number of areas that lend themselves more towards qualitative research methods and this Stage 2 of the research began in March 2011. Nevertheless, this report provides more data on the integration of asylum seekers and refugees in Scotland than ever before and therefore stands as an important piece of research in its own right. Future research findings will be integrated with this quantitative data on an ongoing basis and comparative work will be possible with the second survey data. This and the 2nd interview stage will allow us to track respondents' lives in order to see what enables and what inhibits their integration.

Scottish Refugee Council

Integration Questionnaire

Asylum Seekers and Refugees in Scotland – An Opportunity
to Share Your Views on Integration

Integration Questionnaire

Scottish Refugee Council are carrying out research about how refugees and people seeking asylum are integrating in Scotland. We would like to understand more about your experiences and views about your life in Scotland as well as what might make things easier or better.

All responses are treated in the strictest confidence. Your name will not be used in any reporting of results. It should take no more than 20 minutes to complete. Your responses will not have any impact on your claim or any advice or services that you get from Scottish Refugee Council.

Please place a mark in the box that you wish to answer and write fuller responses in the boxes provided. You do not have to answer any questions you feel uncomfortable with, simply leave it and move on to the next question. We are very grateful for your help in this study.

Section 1 - We would like to start by asking you some questions about yourself

1. Gender
 Male Female

2. Age
 16-20 21-30 31-40 41-50 51-60 61+

3. What country are you from?

4. Which of the following best describes your marital status?
 Married Co-habiting (living together) Single (never been married)
 Widowed Divorced Separated

5. What year did you first come to live in the UK?

Section 2 - We would now like to ask you some questions about employment and standard of living

6. Which of the following best describes your employment status?
 Working Full Time Working Part Time
 Self Employed Unemployed/Looking for Work
 In Education (college or university) In Training
 Looking after family Not Allowed to work
 Retired Doing voluntary work
 Permanently sick Temporarily sick
 Other

If other, please explain

If you are currently working please answer questions 7-12. If you are not currently working please go to question 13

7. If working, what is your job title? _____

8. Is your work best described by any of the following:

- | | |
|---|--|
| <input type="checkbox"/> Seasonal work | <input type="checkbox"/> Under contract for a fixed period or a fixed task |
| <input type="checkbox"/> Agency / Temping | <input type="checkbox"/> Homeworking (your home is your place of work) |
| <input type="checkbox"/> Casual type of work | <input type="checkbox"/> I have no guarantee of work each day |
| <input type="checkbox"/> An apprentice or trainee | <input type="checkbox"/> None of the above |

If none of the above, please provide details _____

9. If working how many hours do you usually work each week?

- | | |
|--|--|
| <input type="checkbox"/> Less than 10 hours | <input type="checkbox"/> Between 10 and 20 hours |
| <input type="checkbox"/> Between 20 and 30 hours | <input type="checkbox"/> Between 30 and 40 hours |
| <input type="checkbox"/> More than 40 hours | |

10. How much do you earn each year?

- | | | |
|---|---|---|
| <input type="checkbox"/> Less than £5000 | <input type="checkbox"/> £5000 to £10,000 | <input type="checkbox"/> £10,000 to £15,000 |
| <input type="checkbox"/> £15,000 to £20,000 | <input type="checkbox"/> £20,000 to £25,000 | <input type="checkbox"/> £25,000 to £30,000 |
| <input type="checkbox"/> £30,000 to £35,000 | <input type="checkbox"/> More than £35,000 | |

11. Do you feel that the work you are doing matches your skills and qualifications?

- Yes
 No

12. How satisfied are you with the following

	Very Satisfied	Moderately satisfied	Satisfied	Not sure	Not very satisfied	Moderately dissatisfied	Very dissatisfied
Your total pay, including overtime and bonuses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your job security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The work itself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The hours of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The job overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. If you have worked while living in The UK, how many times have you changed jobs in the

Past 6 months _____

Past year _____

Since arrival in the UK _____

14. Did you ever work in your country of origin?

- Yes No

15. If yes, what type of work did you do?

16. The next question is about your hopes and expectations over the coming 2 years. These questions are about both what you would like to happen in the coming years and what you think will happen.

	Would like to	think I will
Start to work	<input type="checkbox"/>	<input type="checkbox"/>
Get a better job with current employer	<input type="checkbox"/>	<input type="checkbox"/>
Take up work related training	<input type="checkbox"/>	<input type="checkbox"/>
Start a new job with a new employer	<input type="checkbox"/>	<input type="checkbox"/>
Start own business	<input type="checkbox"/>	<input type="checkbox"/>
Give up paid work	<input type="checkbox"/>	<input type="checkbox"/>

17. Do you think you are financially better off than you were a year ago?

- Better off Worse off About the same

18. Looking ahead, do you think in a year you will be financially

- Better off Worse off About the same

19. Which of these descriptions comes closest to how you feel about your present income?

- Living comfortably on present income Coping on present income
 Finding it difficult to cope Finding it very difficult to cope

Section 3 - The next series of questions are about the neighbourhood and the house or flat that you live in

20. Have you lived in Scotland the whole time you have been in the UK?

- Yes No

21. If not, in what year did you move to Scotland?

22. What was the reason you moved to Scotland?

23. How long have you lived at this address?

- Less than 6 months Between 6 months and a year
 Between 1 and 2 years More than 2 years

24. How many times have you moved to a different town or city in the

Past 6 months _____

Past year _____

Since arrival in the UK _____

25. How satisfied are you living in this neighbourhood?

- Very Satisfied Satisfied Not sure
 Not very satisfied Very Unsatisfied

26. How safe do you feel living in this community?

- Very Safe Safe Not at all safe
 Not sure Not very safe

27. Can you explain why you feel this way?

28. Who owns your home?

- | | | |
|--|--|--|
| <input type="checkbox"/> Glasgow Housing Association | <input type="checkbox"/> Private landlord | <input type="checkbox"/> 3YMCA |
| <input type="checkbox"/> Angel | <input type="checkbox"/> Glasgow City Council | <input type="checkbox"/> I own this home |
| <input type="checkbox"/> Temporary Housing/Homeless | <input type="checkbox"/> Other Local Authority | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Family or friend | <input type="checkbox"/> Other Housing Association | |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't Know | |

If other housing association or other ownership, please provide details

30. How many people live here regularly as members of this household, please include yourself in this figure?

31. How many children under the age of 16 live with you?

32. How many children under the age of 5 live with you?

33. How many bedrooms do you have in your property?

34. How satisfied are you with your present accommodation?

- Very Satisfied Satisfied Not sure
 Not very satisfied Very Unsatisfied

35. If you could choose, would you stay in your present home or move somewhere else?

- Stay here Prefer to move Don't Know

36. If you would like to move, what are the reasons? (please tick all that apply)

- Size of property Because of my neighbours To buy my own home
 Because of the type of property (flat, house etc) Condition of Property For work
 To be nearer to friends or family For health reasons Other
 Because of the area

37. If other please provide details

Section 4 - The next set of questions concerns you experiences of education

38. How many years of education have you completed in your home country?

39. Which, if any, education or training courses have you been involved in?

	Since Arriving in the UK	In The Past Year
ESOL	<input type="checkbox"/>	<input type="checkbox"/>
SVQ	<input type="checkbox"/>	<input type="checkbox"/>
HNC	<input type="checkbox"/>	<input type="checkbox"/>
HND	<input type="checkbox"/>	<input type="checkbox"/>
Higher education	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

If other, please provide details

40. How confident are you in speaking English?

- Very confident Fairly Confident Not Sure
 Not very confident Not at all confident

41. Would you like to return to education?

- Yes No

42. If yes, what would you like to study?

43. How satisfied are you with the amount of education you've had whilst living in the UK?

- Very Satisfied Satisfied Not sure
 Not very satisfied Very Unsatisfied

53. Please tick the box that best describes your experience of each over the last 2 weeks

Statements	None of the time	Rarely	Some of the time	Often	All of the time
a. I've been feeling optimistic about the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I've been feeling useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I've been feeling relaxed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I've been feeling interested in other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I've had energy to spare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. I've been dealing with problems well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. I've been thinking clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. I've been feeling good about myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. I've been feeling close to other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. I've been feeling confident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. I've been able to make up my own mind about things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. I've been feeling loved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. I've been interested in new things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. I've been feeling cheerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

54. Do you feel that your health has got better, worse or stayed the same over the past

	Much better	Little Better	The Same	Little Worse	Much Worse
Six months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One Year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Two years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

55. Do you suffer from any long term physical or mental health problems that affect your ability to carry out day to day activities?

- Yes a disability
 Yes, a mental health problem
 Both (disability and illness)
- Yes, an illness or health problem
 Neither (disability and illness)

56. In the past 12 months how many times have you seen or spoken to a doctor regarding your own health and wellbeing?

- 0 1 2 3 4 5 6 7+

Section 6 - The next series of questions are about how you feel about living in Scotland and the activities you have taken part in while here

57. Do you have any close family members living in: (please tick all appropriate answers)

- The city you live in Scotland
 The UK None

65. Do you agree with the statement 'My neighbourhood is a place where people from different backgrounds get on well together'?

- Agree Disagree Don't know

Section 7 – The final set of questions are about citizenship and rights in the UK

66. How would you describe your present status in the UK?

- I am a British citizen I am a refugee I have humanitarian protection
 I am waiting for a decision on my asylum claim I am appealing refusal I have had my final refusal
 Don't Know Other

If other, please explain

67. If not a British citizen, would you like to one day become a British citizen?

- Yes No Don't know

68. How long did it take you to get your current status?

- Less than 6 months Between 6 months and a year
 Between 1 and 2 years 4More than 2 years

69. Do you have the right to vote?

- Yes No Don't know

70. If there were a general election tomorrow and you had the right to vote, would you vote?

- Yes No Don't know

71. How happy are you with your life in the UK?

- Very Happy Happy Not sure
 Not Very Happy Very Unhappy

Final Comments

What three things would improve your life in the UK?

72

73

74

Do you have any other comments to make about integration?

How did you first hear about this research project?

Thank you for completing this questionnaire. Your help in this research is very valuable. We hope to do another questionnaire a year from now to see how things have changed for you over that period. If you would be prepared to answer similar questions next year please tick this box

We would also like to do some follow up interviews to discuss some of these issues a little more. As a thank you for doing both this survey and an interview we will be providing a £20 voucher after to all people doing both. If you would be prepared to speak with us about your life in Scotland please tick this box

We are very grateful for your help with this research.

Name

Address

Telephone Number

Email Address



LOTTERY FUNDED