**Transcription of Interview with Woman from Burundi (BI)**

**I = Interviewer**

**BI = Interviewee from Burundi**

**I: So first of all I’m just gonna ask you some questions – general questions, basic questions – and then we’re gonna go into talking about equality.**

BI: Yeah

**I: Ok. So where are you originally from?**

BI: I’m from Burundi.

**I: Burundi, yeah. And what is your native language?**

BI: It’s Kirundi and French.

**I: Kirundi and French. How long have you been in the UK?**

BI: Eight years now.

**I: Eight years. How long have you been in Glasgow?**

BI: Yeah

**I: The same time?**

BI: I think one month at London and it was in 2004. I come up till Glasgow after one month yeah.

**I: Ok. Did they send you here? Did someone send you here?**

BI: Yeah. When they receive you they send you in the hostel while they are looking for a place to live. That time they sent me here.

**I: What is your status?**

BI: I have five years.

**I: Five years leave to remain?**

BI: Yeah.

**I: Yeah, ok. And when did you get that?**

BI: In 2008.

**I: 2008.**

BI: No, 2007, sorry.

**I: 2007. Oh, so you have to apply again this year?**

BI: Mhm.

**I: Can I ask you how old you are?**

BI: I’m 44.

**I: 44. You don’t look 44.**

BI: Yeah, thank you.

**I: You look very young. How many children do you have?**

BI: I have one.

**I: Four?**

BI: No one.

**I: Oh one, sorry. How old is?**

BI: Ten.

**I: Is it a boy or a girl?**

BI: It’s a boy.

**I: A boy. Ten years old. Are you a single parent?**

BI: Mm.

**I: Yeah. Where do you live?**

BI: I stay at Shawlands.

**I: Shawlands. What type of accommodation?**

BI: High flat from city council.

**I: High flats?**

BI: Yeah, council house.

**I: Ok** *[An employee from the Bridges Programmes walks in and says sorry].* **That’s ok. Do you receive any benefits?**

BI: At the moment, I’m at college. I – the college pay me.

**I: They pay you?**

BI: It’s like the SAAS [Editor’s note: Student Awards Agency for Scotland]. You know SAAS?

**I: Oh SAAS, yeah, student support. Yeah. And that’s the only thing? You don’t get anything from the government?**

BI: For my son, yeah. Benefit for my son yeah.

**I: Ok, right. Do you have a job?**

BI: Not at the moment.

**I: Have you had a job in Glasgow?**

BI: Yeah, 2006 to 2008.

**I: Yeah? What did you do?**

BI: I did care assistant in care home, but it couldn’t last longer because I had problem with my shoulder. I had to do cleaning for two hours. That also I couldn’t take longer as well. In 2008 I stop. Yeah.

**I: Yeah, right. Did you have... No sorry, how did you get that job?**

BI: A friend used to work in that care home. He – when he left, he told me to go to apply.

**I: Ok.**

BI: Yeah, and they took me because they knew him.

**I: Ok, so it’s good to know some people?**

BI: Yeah, it helps.

**I: Yeah. Did you have a job back in Burundi?**

BI: Yes.

**I: What did you do there?**

BI: I was doing administration.

**I: Ok. In a bank or shop or what?**

BI: I was… it was my own public secretary, but sometimes I could do because I… sometimes I could do – got temporary jobs in some companies just for typing.

**I: Ok, right. So you’re at college right now?**

BI: Yeah.

**I: What are you studying?**

BI: I’m doing administration and IT.

**I: Ok.**

BI: HNC.

**I: HNC in that. Yeah. Have you done any training before then?**

BI: Many, many of them.

**I: Yeah?**

BI: Yeah. Even for the Bridges I did like UK employment training with them. It’s like… yeah, I did work placement in council for them, yeah. I did cookery, professional cookery at metropolitan. I did English for costumer care here.

**I: Here as well?**

BI: Yeah. Yeah, but I did ECDL [Editor’s note: European Computer Driving License].

**I: ECDL?**

BI: Yeah. I couldn’t find the job, that’s why I decided to go back to college.

**I: Right. Did you have an education back in your home country?**

BI: Mhm.

**I: Yeah, in administration?**

BI: Yeah, I did administration.

**I: Yeah, ok. Great. Right, so can you just tell me a bit about yourself? How would you describe yourself?**

BI: About what?

**I: Just in general. If you should, for instance, mention what are the most important things to you?**

BI: The most important to me is like – is my son. I like to be where there is many people. I like to help people. That ok?

**I: Yeah, that’s good. Do you have anything else? Just say what comes to your mind.**

BI: Don’t know.

**I: Erm, what if for instance you were writing a job application? What would you write about yourself?**

BI: I’m a good listener. I like to learn new stuff. I’m easy-going. And hard-working. I like to ask a lot about what I need to do to avoid mistakes. I think it’s that. But I’m scared of telephone.

**I: You’re scared of telephones?**

BI: Because of English.

**I: Yeah. So you worry a bit about your English? But just on the telephone?**

BI: Yeah. All the time I start applying for a job I scared about.

**I: Right. Ok, so try to imagine if you were a white Scottish person. How do you think you would describe you?**

BI: If I was a white I could say it means my English could be better. I could be very competent in any job I could apply on.

**I: Ok. If your English was better?**

BI: Yeah.

**I: Yeah, right. So you think that Scottish people notice that you have an accent?**

BI: Most of them they like my English, but me I still have me… I don’t have more confidence to feel like, like work on reception. I feel that thing stop me. But sometimes when I speak, they say you can – your English is good. Yeah, but for me it’s not enough.

**I: So do you think your English has stopped you from getting some jobs?**

BI: Yeah.

**I: Yeah. Have you applied for jobs where they have told you that?**

BI: In 2010 when I decided to go back to college, I applied this job in call centre. It was like you have to do interview. The first day I did interview with a Scottish man. We could go on well on the phone. The second time it was Indian woman. Myself I couldn’t hear what she was talking, because most of them they English I don’t know what is wrong with them. I could understand the Scottish man, what he was asking me, but the next one I couldn’t understand. I had to ask her to repeat. I lost that job like that.

**I: Ok. Because you didn’t understand the Indian woman?**

BI: I couldn’t understand. I had to ask her to repeat, to repeat.

**I: Ok. Right. Erm, so you’ve already said that your son is the most important to you, but what else is important to you? For instance, is being a woman, being a black woman, is that important to you? How does that affect you?**

BI: No me, I don’t… I can’t say it affect me, no. I am happy to who I am. Only when you arrive in new place, new language, just to – it take longer to fit in that place. It’s - what can I say – delay my plans, what I was dreaming to be, I can’t be it because of that. Yeah. But to be black I don’t… I can’t see problem in that.

**I: Right, so what were you dreaming to be?**

BI: To have a job. To be able to make – now I know, to feed my son is government too much helping me, but it’s not what I was thinking when I thought to get, to go, to get him. I wanted to have a job to be able to do everything for him, for myself.

**I: Right. And you think the main thing stopping you from getting a job is your English?**

BI: My English, yeah.

**I: Yeah, ok. Do you think you would have described yourself very differently back in Burundi?**

BI: Yeah. Because in Burundi I could work, yeah. I could take care of my family, myself. At that time, you can feel strong, more strong, because you are doing everything for yourself. But when you are waiting for someone to help you and you don’t know when this, that’s gonna stop… Sometimes it depress somewhere in your health, yeah.

**I: Ok. Can you explain to me what equality means to you?**

BI: Equality, oh. Up to now I’m still struggling to to explain some words, but the way… recently I learned at college, we saw equality like in working place where they can treat women differently to men that maybe because they are strong, maybe because women they have kids, they need to take of kids they come after men. Things like that.

**I: Ok.**

BI: I can say there is many ways they can like employer can make difference between employees. I think it’s that equality.

**I: Yeah, have you experienced that?**

BI: Yeah. You know, when you are working somewhere, things can come… you can like I’m telling you, when I left care assistant job, I went to do cleaning, you could see the difference between people. For example, you are Polish, I’m Af… black, the way you were saying. If you can see they could take the Polish to do the work, you they say no.

**I: Ok. And you think that was because you were black?**

BI: Yeah. And sometimes they can even say that in front of you. Only when you used to something, you don’t care what they say.

**I: Ok, so you have actually experienced discrimination here?**

BI: Yeah. Not that much and what worries me is like, people were not natural Scottish.

**I: They were not natural?**

BI: Yeah, they are no Scottish. They are Polish, Indians, they can do things like that to you. You look, you say ‘what is this?’ Themselves they are not from here.

**I: Ok. So what has happened for instance? What have they said?**

BI: Many things going on, yeah. You can come to work, you found they took someone else to take your place. That’s happened to me.

**I: Ok. In your – in the care centre?**

BI: No, in the cleaning job. I was there in the morning. I supposed to start my job nine o’clock. I arrive there, I found another woman doing my job. I say ‘what is it? We gonna do both in a small part like this?’, you see. But the boss wasn’t there, it’s like the manager doing that. I said ‘ok’, I wait to my boss to come back, that to talk about it, yeah. But I wasn’t happy for that.

**I: No, of course.**

M: Because the manager wanted the lad... that lady to take that place. But me I went there because the boss called me. It was something different, they couldn’t get that place because the boss don’t want it. But I could see that something wrong.

**I: Ok, I’m not sure I understand completely. So the manager wanted someone else than you, but the boss wanted you?**

BI: Mhm.

**I: Ok. And your manager was he Scottish or she Scottish?**

BI: She was Indian.

**I: She was Indian. And your boss was Indian as well or?**

BI: No, maybe Italian.

**I: Maybe Italian, ok. Ok, that’s a weird situation. Ok. Right. So do you know what’s meant by equal opportunities?**

BI: Mhm.

**I: Yeah. Do you feel like you have equal opportunities here in Glasgow?**

BI: Yeah, it depends where you arrive here. It’s not everywhere you can found the right, they respect everything.

**I: So it depends on the area or?**

BI: Mhm.

**I: The area in Glasgow as well?**

BI: No, I don’t say area. It depends – what – if it’s office or what, but it depends really. It’s not something you can say is about area or. Just it’s like personality. I can meet you ten o’clock, everything is ok. If I come tomorrow ten o’clock someone else is there, things different. Nothing you can change in people.

**I: No, ok. Do you think you have better opportunities here than you did in your home country?**

BI: In my home country, I can say there is many things I didn’t know that exist before, yeah. Once I arrive far away, especially when you are not with your family, you can open your eyes. It’s that time you can see everything, how things goes in the world. But when you have people around you who care about you, sometimes you can’t see things because sometimes they hide you things just to protect you. But here it means, it’s me who must do everything for myself. I had this opportunity to know people.

**I: Ok. So your view on your home country has changed since you got here?**

BI: Yeah.

*[Liz and some others walk in with boxes to drop in the kitchen. Makes a lot of noise]*

**I: That’s ok. Erm.**

BI: What they do this?

**I: They’re moving. So getting boxes to**

BI: Oh, where they moving?

**I: To Springburn.**

BI: It’s gonna be near my college.

**I: Oh, that’s good. So what – how has your view changed?**

BI: It’s that I’m telling, it’s like you growing up. Because everything you... must be clear to you. But back home there’s many things I didn’t really take time on it. Yeah? You see like a baby, not thinking far away. I think.

**I: So can you tell me a bit about your everyday life back in Burundi?**

BI: Hmm, I was working, busy, work, home. I had sisters, brothers, cousins, many people around me. The other thing here, you can do everything for yourself. Yeah. Back home you are to work, you come back, you eat, you don’t know who cooked. That’s example. It’s about many stuff. You ask people to share with you everything. Here you’re in the house. Me I like it because I’m with my son, we can talk, we can – yeah. But theirs is people that are alone.

**I: Yeah. Do you feel like you experienced any inequalities back in your home country?**

BI: Yeah. Is… I think back home, we have – whatever I see here, we have that in Burundi. For example, we have ethnic problem. Like here someone can dislike you because you are black, or you are Indian or you are Scottish. As you can… we have three ethnic, they don’t like each other, they fight, they… I can say the difference is easy in Africa to be killed than here. Because here they’re scared the law, but in Burundi these people, they don’t care about that.

**I: Right. Ok. Was it more difficult being a woman than a man in Burundi?**

BI: Yeah. Here woman is… they respect woman very much. In Burundi no. No. You see here, so men can cook, men can do everything. Us in Burundi must do that for your man. Yeah. Kids they are for women. You can’t see man before pram, kids they are for women. If you arrive here you can see, women - they respect really.

**I: Ok, yeah. Let me just ask you, have you ever heard about something called the Equality Act or the Public Sector Equality Duty? Have you heard about these things? No. Do you know what your rights are here?**

BI: Some of it.

**I: Yeah. Right. Can you tell me a bit about your everyday life here in Glasgow?**

BI: In Glasgow. When I’m not at college, it means I’m gonna just to try to take my son out. We [unclear] that shopping, cooking, television, yeah. But when I’m at college, it’s like four days a week and I feel active because after college I collect the boy to take care of him - it’s night. I feel difficult when it’s like holiday because I don’t have much to do.

**I: Ok, so you prefer being busy?**

BI: Mhm.

**I: Ok, yeah. You’ve already talked a bit about it, but do you feel like you’ve experienced any inequalities here in Glasgow?**

BI: It depends where you arrive.

**I: Yeah, again.**

BI: I told you it’s about person. What I realized in this country, there is people they respect other. There is where you can arrive, they receive you, you say ‘I wish to go back there’. But there is somewhere you can found in ten people one is someone who no – who don’t even to see you.

**I: Yeah, right.**

BI: But me I realized it’s personality. The person who is like that, even in his house, you can found him like that maybe.

**I: Okay. So you don’t think it has anything to do with the system?**

BI: No.

**I: Right. You said you’ve experienced some kind of discrimination in your work place. Have you ever experienced any just in general, walking around in the streets or?**

BI: In streets? It’s hard to… You can hear someone insulting you, yeah? But it’s what I’m telling you, there is someone who was found like that, you can’t change. And I can’t take in general and say that this place they are bad because of one person.

**I: Yeah. But… so you don’t really listen to these things, you just…?**

BI: No, I ignore, I pass. I can even come in the office, I used to go somewhere in the office – someone you say ‘hi’, he can’t even answer. You understand?

**I: Yeah.**

BI: Yeah, I keep quiet. I continue.

**I: But why do you think this happens to you?**

BI: I don’t know. Me I can say - if you see me, you don’t want to talk to me – me I can think maybe his husband kicked her. You understand? Maybe she has problem. Yeah? There is people when they are stressed, they don’t talk. We react differently. In that – it’s in that way I think. I can’t take longer thinking about why she did this, no.

**I: No, yeah. Ok. Again we talked a bit about it, but you think you would be able to get a job if you had good English?**

BI: Yeah.

**I: Yeah, and what kind of job would you like to have?**

BI: Admin job, yeah.

**I: So you would have to speak a lot on the phone?**

BI: Not the phone – to the phone is like reception, yeah. When I say admin job, it’s like I avoid reception. Yeah. Me when I thought to go back to college, I said I gonna develop something in databases, maybe I can do like database stuff where they need input to that - no something to do with telephone.

**I: When you’re finished with your education, do you think you’ll be able to get a job?**

BI: Mhm.

**I: Yeah? Ok. Do you think there would be some employers who wouldn’t hire you?**

BI: Yeah, why not? Yeah.

**I: Yeah, again depending on personality and?**

BI: Yeah, personality or what they need really.

**I: Yeah, right. Ok. So you said you had some help getting a job, because you knew some person. Have you had, and you’ve had help from Bridges as well, have you had help from any other organisations?**

BI: There is this one called Regeneration. Before I was doing English course in 2005-6, I could write English, read English, but to speak I couldn’t – I was scared. I went to that Regeneration – that time it was something else. The Initiative… yeah, before it was the Initiative Project. When I went there, they told me it was easy to found voluntary job like in a charity shop. Of course I went to work there, just to have opportunity to talk, to speak to people. When I went there, it’s that time I started to talk really. Yeah.

**I: So you had a voluntary job? So you have had**

BI: Yeah I did in 2006.

**I: Yeah, ok. Have you ever had any help from the job centre or something like that?**

BI: Job centre… yeah. When I stopped job in 2008, I went to job centre. You know you have to sign every week. There they – they couldn’t help me to get a job, but because I stopped the job, my job was because of this, because of my shoulder problem, they helped me to get doctors, to be checked and I had physiotherapist because of them. Yeah. In 2010, when I decided to go back to college, that time I stopped with them.

**I: Ok. Right. Do you feel like these organisations understand your situation and your needs?**

BI: I think yeah. Because like job centre, they say you’re on waiting list. Things like that. You have to sign, they help you to look for a job. It’s like Regeneration, yeah? Whatever it takes, they help you.

**I: Ok. Yeah. Do you think you have other needs than for instance native Scottish people?**

BI: You say sorry?

**I: Do you have… do you need something… do you need other kind of support than a native Scottish person would need?**

BI: I think yeah, because… I don’t like someone to help me 100 %. Like to found a job – I can be happy if I found in Metro, I apply myself, I get it. You understand? I can be proud of myself. I’m like that. But to wait for someone to say - the Bridges, I go there every day, they must found a job for me – I don’t like that.

**I: No. So it’s ok to get support, but you want to do it on your own.**

BI: To come like here, it helps you to know people, to approach people and if there is that kind of training, they can call you to do. It’s something you add on your skills. You can’t get when you are – you are alone in the house.

**I: Ok. Right. I just have one last question then. What do you think the future holds for you?**

BI: Me I don’t know. It’s a surprise. Just myself I can plan the future, but to discover what is in is not easy.

**I: No. What do you hope it holds?**

BI: I hope to get a job. To finish first my study, to get a job and to feel secure.

**I: So it would help you to feel secure if you had a job?**

BI: Yeah. You can plan a lot when you have job. But when you don’t have job, you have limit. Yeah.

**I: Yeah, it’s true. Okay, I think that’s all I had. Do you have anything you would like to say?**

BI: No, nothing.

**I: Ok, thank you very much.**

BI: You’re welcome.

*[I turned off the recorder, but then remembered that I had forgotten to ask about childcare so I turned it back on].*

**I: There was just one more thing I would like to ask you about. Have you had any problems in relation to your son with childcare and having a job and?**

BI: Yeah, when I started to work, it was like, I hadn’t my status – it was like permission to work. They couldn’t – they told me I was entitled to childcare. It means I had to pay myself and it was a lot of money.

**I: Yeah. So did you manage to do that?**

BI: I tried, but it was hard for me because I wasn’t earning enough.

**I: So what did you do with your son?**

BI: Yeah, I did send him in afterschool, but because he was in primary one already, it means I suffered with like money to buy food because I used it on childcare. But I was happy to get out of the house.

**I: So you would rather do that than stay in the house?**

BI: Yeah.

**I: And now – what do you do now when you’re at college?**

BI: Now college pay everything?

**I: Ok, they pay for nursery as well or afterschool?**

BI: Yeah, they pay 100 % afterschool.

**I: Ok.**

BI: Yeah, I feel it’s like I’m working. Yeah, it’s better, it’s not like to stay in the house.

**I: Ok, yeah. And what do you think, when you’re finished with college and hopefully get a job, what will you do with your son then?**

BI: Me, I plan to do HND next year. My son will be finishing primary school also. I think with secondary school, it’s gonna be easy for me. Because he can come home with other kids. Just I don’t know yet what’s gonna happen, but if I have job, I think we can manage because he’s gonna be a big boy. Yeah.

**I: Ok, that’s good. So he can stay at home as well?**

BI: Yeah, they finish three o’clock. If he can’t go to some clubs like other boys, he can come home straight on with other kids. There is many kids around there in high school. Yeah, I think, it’s can be easy than primary school. Now it is still hard. That’s why I plan to continue college until he finish primary.

**I: Ok, so that is actually also one of the reasons why you’ve chosen to study? It’s because it’s easier with your son?**

BI: Me, I choose to study because I couldn’t found a job easy, where I can’t feel my shoulder. Other thing I couldn’t found a job that match with primary school hours. I thought it was good to wait when he finish.

**I: Ok. That was just it. Thank you.**

BI: You’re welcome.