**Transcription of Interview with Woman from Russia (RU1)**

**I = Interviewer**

**RU1 = Interviewee from Russia**

**I: Here we go. So first of all I’ll just ask you some basic questions about where you are from and stuff like that. I’ll ask you about your status again and you can explain it on the tape and then we’ll talk a bit more about [bell rings] equality and stuff. That’s ok. So where are you originally from?**

RU1: From Russia.

**I: Russia**

RU1: Russian Federation.

**I: Ok. And your native language is Russian?**

RU1: Russian.

**I: How long have you been in the UK?**

RU1: Since 2003.

**I: 2003.**

RU1: Nine years almost.

**I: And how long have you been in Glasgow?**

RU1: All this – all this time.

**I: Yeah, ok, so you came to Glasgow from the very beginning? And what is your status?**

RU1: Currently?

**I: Yeah.**

RU1: I’ve got British Nationality.

**I: British… Could you just explain one more time how you got here?**

RU1: Ok. I applied for asylum here in 2003. After four years of legal process my claim was refused, but considering compassionate reasons, they gave me leave to remain for me and for my children – indefinite leave to remain.

**I: Ok, from the start then?**

RU1: Yeah.

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

RU1: 44 I will be this year. 43 then.

**I: Ok. And how many children do you have?**

RU1: Two children.

**I: And how old are they?**

RU1: One is 15, and the other child is 21.

**I: Ok. Are you a single parent.**

RU1: Yeah.

**I: And where do you live?**

RU1: I live in a flat provided by the local housing association. Are you interested in the area?

**I: Yeah, that would be nice as well.**

RU1: It’s called Cardonald.

**I: Ah, Cardonald right. So that’s actually closed to town, right, isn’t it?**

RU1: Ah, it’s about 20-25 minutes by bus.

**I: Ok, it’s not that close then. Do you receive any benefits?**

RU1: Yeah, I receive working tax credit, child tax credit and housing benefit.

**I: Ok. The next question is do you have a job when obviously you have a job.**

RU1: Yeah

**I: Yeah here [*Positive Action in Housing*]. How long have you?**

RU1: [Unclear]

**I: Yeah**

RU1: Er, for how long? I started in October 2008.

**I: Ok.**

RU1: So basically it’s about four year now. Fourth year.

**I: Yeah, that’s great. Did you have a job before then?**

RU1: No, just this one.

**I: No, this is the first one. Yeah. And how did you get it?**

RU1: Er, I think my story isn’t really normal, because I – when I was waiting for decision on my legal status, I volunteered in Citizens Advice Bureau. I participated in programme for Asylum Seekers, the training programme for asylum seekers being a voluntary – volunteer advisers for Citizens Advice Bureau. So basically I did this for two years and by the time I got my status and I got right to work, basically I had already plenty of experience as a welfare adviser. And when the time came to apply for a job – to look for paid job, basically I did not have any local qualifications and my regional diplomas, they were accepted, but to look for a job according to my qualification I have to do another training – years and years of training and exams and all sorts of things. So basically and I was not guaranteed that I actually get a job on my profession so I decided just to took the easiest route. And I was like in a way, I did a couple of work placements in different organisations. One of them of was financial – financial sort… basically this huge financial company and investment company and other one was the recruitment agency, which gave me the taste of – kind of environment, working environment but of course the work placement is not job, basically just another training, which gave me a little bit taste of how to be in work environment in general, adapted me a little bit, gave me a little bit of confidence which was lost completely after all these years. And I applied for a job and it was a voluntary – it was a charity, a charity working with asylum seekers and refugees in general and they were looking for adviser for the project connected to European nationals – they kind of response the project, which was opened as a response to expansion of European Union. Basically it was new migrants from former Soviet Republic speaking Russian and basically, it was my lucky chance to apply and it was – it wasn’t usual really, because it was my first interview –real job interview – and I was offered job straight…

**I: Ah, that’s fantastic.**

RU1: Straight forward. In a way fantastic. In a way it was like – I could not believe my luck, but it was so… which is very unusual, which is not – which is quite outstanding

**I: Yeah, it is**

RU1: from the other experience and of course, I was lucky, it was just..

**I: Yeah, you were lucky it was set up right when you needed it.**

RU1: Yeah, it was the right time to apply and I got exactly – it was very very specific, like job specification was very very specifically orientated to specifics tasks and I was just lucky to fit in all these descriptions because of my previous work, previous – like my life experience and my voluntary experiences as adviser. So basically, it was like [unclear].

**I: Ok, that’s good.**

RU1: So they said…

**I: Did you have a job back in Russia?**

RU1: Back in Russia I had several jobs, but most of the time I was looking after my children. I had two children and the children… and also by the time I left, it was not very good time for looking for a job in Russia – it was [unclear] of what used to be one country. So basically it was – there was no any prospect of qualified job for me and any possibilities to feed my family like myself as a single parent. So basically that was one of the reasons why I moved. But just to clarify, I asked asylum not from Russia – I asked asylum from a third country so it was not straight from Russia that I came to Britain. It was like quite a lot of other issues around, so…

**I: So you’ve taken an education here in Glasgow as well or just training?**

RU1: I cannot say so. I had my qualification from Russia, two University diplomas from Russia.

**I: In what?**

RU1: The first one was engineering, the second was economic.

**I: Ok, so you’re quite highly qualified.**

RU1: Yes, but moving out of Russia, I was not able to work at all. Basically it was a huge gap back from Russia to the other country and here. Four years here, so I would say so by the time, I was given the right to work here in Britain, I was out of work for more than ten years I should say. More than ten years I was out. So I lost my qualification basically. I lost a lot of confidence in myself and also I would – here there is of course language barriers and a lot of issues around employment, for example interview, job interview in Russia, the way to approach the job, the job hunting, is completely different. We were not used to such a thing like job interview. It was completely new thing and when I came here, I was not given the right to work, so for four years again I was going… I was in college, I studied English – brushing up my English. And after I got my status, I went to Bridges Project which – what they call it – it was 12 weeks programme for people, who just got status.

**I: Training for work or maybe it was something different?**

RU1: It’s like employability course or something like that. So we were taught how to apply for a job, how to make CV, how to, how to make interview, actual job interview, and which was in a way a good step – good experience not only for me but for me personally, it was kind of boost of confidence as well, because it was – even I got my first work placement in recruitment agency, it’s very good, very respectable company – like worldwide known. And staff of course they were kind of on certain level, like how they communicate between them, so it was certain standard of office job and when I came there, I found myself sitting – so I was given the place, I was given computer, I was given task, everybody was friendly with me and… but I felt myself so – kind of so out of this environment. I came on time, I sit on my desk and I was afraid to move. Like kind of – it was not like I was afraid of these people, no, it was just like – I was like paralysed in a way. And when they asked me ‘would you like a cup of tea’, I said ‘no’. Cause I was afraid. I don’t know why. Like very weird in a way. But I have to overcome, although not – in general, while like looking for a job experience was lucky, so I came and I got the job they said and I started, but the steps to this, it was like a lot of things that I should break inside myself. Like overcoming again, like live with myself again and kind of being – feeling myself an able person instead of being asylum, refused asylum seeker. Just kind of treated as outcast in many ways. So basically it was kind of fight with yourself in many ways.

**I: So did you also feel like you had to fight the system at the same time?**

RU1: I did not know the system and I did not know… No, I did not feel this. No. It was not that bad time for looking for a job probably four years ago if you compare the current situation. I know lots of people who looking for a job now, they have to overcome a lot of kind of barriers and prejudice, but because the job and because the organisation itself I applied for a job was – works in equality like issues, so the organisation it was very soft soft approach. Again I was lucky, but I know that people, they apply and they like they get refused like just because of an explanation, although they feel themselves much more kind of prepared for job and able to do the job, but they just got refused because all sorts of reasons you know. Nobody tell you we refuse you because you have terrible accent or refuse you because you look strange or because you look different. Nobody, but they just doesn’t get job, that’s it. And it’s very difficult to fight. It’s very difficult why you don’t get this.

**I: So because you don’t know the actual reason, you can’t actually**

RU1: You cannot, yes.

**I: fight it?**

RU1: My opinion, based on like recent stories of my friend – she’s looking for a job, the same situation like myself she – but she plus to my kind of experience, she got the local degree from the college so she’s qualified here and with very good marks and she just – she suffers. She suffers because of all sorts of strange reasons given her for not – like justifying not taking her, like all sorts of strange places that she think she’s gonna, she’s gonna make an interview, but it’s not interview, it’s just like all sorts of organisations here looking – looking for how to manipulate with people at the same time. And system is very very strange. It’s unbelievably unreasonable sometimes. But yeah... I did not – again, I was very lucky not having this sorts of experience which can be very very painful. And also like, being a woman, being responsible for children, for husband or just for children and your own life – you don’t feel… sometimes you just come home and you’re alone with your problems whatever it is –language or misunderstanding of prejudices, system that is not familiar to you or… basically I did not know how to behave, what to do and if it was not some organisations like Bridges for example which gives a little bit – they did a lot of, a lot of kind of job, returning us to our own kind of selves, saying ‘you are still the same person, you are still the same able qualified person with lots of skills’, so they basically trained us kind of…

**I: Trained you back.**

RU1: Trained us back, being ourselves basically, which gives a lot of confidence.

**I: Ok, that’s good. Right, so would you like to tell me a bit about yourself? Just how would you describe you** **as a person?**

RU1: Oh, as a person. It’s very difficult.

**I: If you had to describe yourself to someone.**

RU1: It’s difficult to describe myself, but

**I: What do you see as the most important things in your life?**

RU1: For me in my life, it was always family the most important thing. So being married in the beginning, I thought my husband’s carrier is more important and marriage did not work. So I took the decision just to divorce and found myself in a situation with two children, no job, my elder parents – so I lived with my elder parents in the same place – so I saw that life doesn’t go anywhere, there is not any perspective for me and I just moved to another country looking for better life, basically for myself and for children and I did not find it. I find myself even in worse situation and it was the same; no perspective, no qualified job, and also it was dangerous. All sorts of other dangers that I did not expected. And I finally just took my children, bought the ticket, naively, naively decided that probably there is some other chance and arrived here to Glasgow. Here we are in Glasgow, we went to the Refugee Council and the process started and I found myself in another trap to be honest. Because here it was less dangerous. We were not hungry, we were kind of in – we lived in certain standards, we lived in like – we lived in normal flat, my children was in school, but otherwise be applying for asylum here is like you don’t have any rights – you have less rights than criminal. And, yeah, because we are nobody here, don’t have citizenship, we just being sitting in the house and being scared of kind of every person who passed my door, because I thought ‘this is probably the postman who brought the letter from Home Office or probably this is Home Office came to arrest me and deport me’. Whatever, [unclear]. So it was awful. It was awful. And when suddenly, ha we got the status, I got the right to work here, I found myself in kind of more frustrated situation, because when you are asylum seeker or refugee – no, asylum seeker in the process you are looked after in many ways. Like you don’t pay yourselves for a flat, you don’t pay for electricity costs, you don’t need to do all this kind of other stuff. You are kind of separated from the societies in some ways and just like limbo in between. But when you have the right to work, so you have the all the full responsibilities which you forgot how to do this. And being responsible again, so it started again. We applied for benefits, and apply for job, what to do, we have to move from this flat. So it’s always always a lot of like problems. It’s again on my shoulder because there is not person to share it with and so I had to go – I had to do something, so it’s probably… you have to something for your family, for your children and you are your own, so you decide what you do and you do it. So basically, you are your own manager, your own boss, because also all the responsibilities and consequences from the decisions.

**I: So what do you think is most important in your life? Is it being a mother, is it being a woman, is it being a worker or what?**

RU1: I would say for me, my children were always first, like number one. And because I was, because there is no alternative for me and the rest of it is just how to do life better for them or how to organize something to function as a family. This was what was the most important for me. So if it was necessary to educate, so I educated myself. If it was necessary to work so I applied for work, but the main kind of reasons for me, it was my children of course. Their future, how they feel themselves, how they developed themselves – it was the most important for me.

**I: So if you tried to imagine that you were a native Scottish person, how do you think you would look at you or you would describe you?**

RU1: Probably odd. Probably maybe local people they don’t even think there are some alternatives to what they have here. And they look at us a little bit – some – I don’t say that everybody – they very, they tolerate… maybe this is recent development but I have never experienced anything like in general negative against me. Maybe some things but it was not… in general, they are quite tolerant. And there was things sometimes, there was conversation on the bus for example where people like to talk and as soon as they see that somebody look different or speak – I never hide my identity. I keep speaking Russian in the family and with my children and when people in the bus they heard like the foreign language, and they naturally were interested and some people they approach me saying ‘where are you from, where are you from? What are you doing here?’ And couple of times I said ‘I am asylum seeker here’, of course I was not… I said ‘I’m asylum seeker’ and look for reaction in people. They looked confused and they were embarrassed a bit, and they said – one of them said ‘thank you, for being honest’. Did not find anything else to say, just thank you for being honest. So no, I never hide myself no. I just find it more – like a part of you don’t feel very, don’t feel very good about yourself being asylum seeker and being in a position like that. And as soon as you realise that your position is very very vulnerable, I think the worst thing is to try to hide your identity even more. I think that the best thing is just to keep yourself think about – at least you can think about yourself as a person, as a valuable kind of member of community and it helps in a way, and people’s reaction on you is different if you hide and if you kind of feel yourself not very comfortable people think ‘oh, there must be something wrong’. But if you relax, if you’re yourself – asylum seeker – it happens.

**I: So you felt like that when you were an asylum seeker, that that felt – that it was a big part of your life – that it filled a lot, if you can say that?**

RU1: Being asylum seeker damaged me a lot and damage not only me but most of the people. It was the worst and most painful experience. Being asylum seeker, being in this process is more – it’s not that anybody hurt you physically but being under pressure of legal, legal courts and legal issues and these letters and this realization that it’s not that easy as you imagined yourself. I was really very very naïve when I thought about this initially. I did not know a lot of things and I did not even consider a lot of things. It was the – coming here it was the act of desperation, and it was not like – I did not – there was not any rational explanation or reasons. There was reasons; that I wanted just to be safe and to be far away from that nightmare that I found myself and my children. That’s it, but I did not know about the system. And being naïve, that’s the problem, but… it damage a lot because you’re not, as I told you, you have less rights than criminal, because criminal here he’s still citizen and the subject of the kind of authority, but you are not. You doesn’t belong to nowhere, you left your country, you kind of outcast yourself and here you are nobody because you – ok, in a way children are at school but they still, you cannot – I think the system works this way that they try to separate of course people before you got a decision. Because why should they integrate you, why the system should kind of be welcomed and so on. No, I think the system is kind of try to separate people in a way. And it’s just very damaging because you sit at home, you don’t have much choice. You can go to college of course, which also part time and not much of professional, but I got my education, but I was not interested in professional courses, but see – after four years I got this - the first year I came, I got intermediate, after that I got advanced because I was just kind of jump over one year, and what is next? What is after advanced? Nothing. What can you do? So I applied for this co.. this training and become the adviser because it was the only – it was good. I knew now, I know I got more information about life here from this training and from being with people, advising people, rather than like – more information than I could have got years living here without interacting with the… But at the same time, it was, I would say just – you don’t feel yourself as valuable person anymore. You don’t… you cannot run your life, there is no future, because it can only depend on Home Office and the decision of legal authorities, that’s it. You cannot plan anything, you should stay here, you cannot move out of country, so basically I felt myself trapped for years. So basically these years was just waste.

**I: So you think you have changed a lot since coming to Glasgow compared to how you were as a person in Russia for instance?**

RU1: Oh yes. Of course. Much, much. It’s completely different of what I used to be. As I told you I was like housewife, I didn’t work a lot. I was educated, I was like able, it was not like I was not like sta.. like in some families don’t even get the school education, no of course not. I got my diplomas, I got my parents, I got my children. It was normal life in a way, but I didn’t work a lot and I was very very naïve I was. And my knowledge about life in general, abroad for example was zero, so I have to educate myself.

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

RU1: Equality. Er, equality I think works in different ways, but for me it’s most about opportunities. That people have equal opportunities and treated equally in public life – they are treated equally when they apply for jobs or if they apply for some services, so I think this about the equal opportunities, more about equal opportunities.

**I: So do you feel like you have equal opportunities here in Glasgow?**

RU1: It’s different to say – I did not apply for much, but considering applying for benefits, yes I did. I was treated properly. And applying for job, yes, I think I was treated fairly. But the thing is that it was only one application, successful application, so. I think overall experience from living in Glasgow for so long, I would say more or less I was treated equally in many ways. I cannot remember now that I felt like I, and if I was treated unfairly because I was different or because I was foreigner. I cannot remember, no. No, I cannot.

**I: Do you think it would have been different, if you had a different skin colour for instance?**

RU1: Probably yes. I paid attention that people – and also the thing was that, my advantage again was that I spoke English when I came here. Some people don’t. Which gives – which puts a lot of barriers. I would say if a person does not speak the native language for example English here, it would put an – unavoidably there will be cases of unfair treatment of unequal treatment. Not only because people intend to do this like deliberately, just because of the barrier, of the language barrier. So it is not possible for people to communicate and there is kind of consequences of it. But skin colour I would say – difficult to say. Probably not – I cannot say about it much.

**I: But do you think you have better opportunities here compared to in Russia?**

RU1: At that time yes. I don’t know now. What are the situation now. Probably… I have no idea. But I think it also depends on the place. Let’s say Glasgow is more advanced in equality, but from my experience working with people from – new European migrants – [unclear] they work in Hamilton, this is the neighbor in South Lanarkshire. I see that people are treated unfairly in a lot of ways. It’s again depending on situation, but I see that lots of issues about unequal treatment going on based on the fact that they are immigrants. And this is trouble.

**I: Right. So why do you think that is? Why do you think people have something against immigrants?**

RU1: Oh, it’s different reasons. First of all, I think in general – what’s it called? I forgot the word – ignorance. So people sometimes ignorant and also they have kind of the feeling that they are in some kind of superior nation or superior people. They can allow – they allow themselves to treat others… ‘oh, you are not from here’ or ‘they speak’ or ‘this accent’ or something or you… lots of things where they feel they are advantaged, they have more advantages and they kind of this is lawful and they have some rights but who gave them these rights? It’s not [unclear] [36.08]. It’s just people sometime they don’t – they don’t do much in their lives, but they still kind of feel that they are better than the others in some way. And I think it’s also the lack of general – not education in general, but kind of the wider perspective of life. And lack of interest I think. Just people, they just – someday maybe they grew up with this idea that they are better than somebody and they allow themselves to do… whatever they do is lawful and justified in some way,but the others don’t have these rights and privileges. Yeah, I think this is the word – privilege – they kind of feel themselves from the very beginning, the very birth that they are privileged in some way. Which is not right.

**I: No. Would you mind telling me a bit about your everyday life back in Russia?**

RU1: Back in Russia.

**I: It’s a long time ago.**

RU1: It’s a long time ago. Everyday life. It was… as I told you I graduated from University, I got married and I got my child, first child and because of the situation in general, I did not have – I worked a bit before having my child, but after that, it was Perestrojka time and it was a lot of about survival, about getting food for – like bringing food on the table. I did not work, my husband was a student for time – after that he graduated. So it was more about surviving, kind of getting some clothes for children, for ourselves. Getting some food, getting somewhere – from somewhere money to care… for the daily life. It was not much about career, something, no, it was just… everyday it was how to get child healthy, how to get, how to find clothes, food, how to… basic stuff, not thinking about career or something. My husband probably thought about career a lot, but for me it was more about kind of routine in the house.

**I: Right. So do you feel like you experienced any inequalities at that time?**

RU1: Oh, from this perspective. You see at that time, we didn’t think about this. Of course a lot, a lot of inequalities and also because the situation was very bad about the general conditions, people were hungry – a lot of crime about stealing things and selling them. Something like that. And you see, when the environment is so tough, you don’t think about somebody treated you unfairly. Of course they treated unfairly some time or another, but it was just not the priority. Not the think, the way how you think. Just, you get your stuff, you get your bit, you brought it to your home, you arrive safe in the evening to your house. That’s it, this is good, that’s it. And what about treated unequally? Of course, if people don’t have money, they treated in one way and if people – you know this, you heard a lot about New Russians, but again if you have money you can give to the nurse in the hospital or you can give to the doctor. And doctors and nurses they are in the same situation. They are doctors and nurses, but at the same time they are people in the same tough environment and this money can kind of feed their family, so they take this money not because they are bad, because this is how to survive. This…

**I: It’s just a vicious circle.**

RU1: Yes, I think that when the environment is so tough, there is a lot like – lots of things going kind of – going not wrong, but not in the way how we think now should know how it’s supposed to be. And if you have money or if you have some – if you know somebody you can get it. So if you know somebody teacher for example, good for you, because you know her or because you bring a lot of stuff to the class room and if you don’t bring… if you’re not able, if you don’t have money and your child is treated in a way like… it’s not prob – not the same way as the other child.

**I: So it had a lot to do with class**

RU1: And the same with the hospital here

**I: Like if you had money then you…**

RU1: A lot, yeah, it’s a lot about having influence or having money or being yourself able to provide something and people interested in you so it’s a lot more about this.

**I: Yeah. So how about your everyday life now?**

RU1: Oh, it’s more calm of course. I feel much safer here, there’s no doubt about it. And being back in Russia, I had very weird experience, because I speak language, there is no barrier – language barriers, but I’m not familiar with the environment anymore. I am kind of out of place and I think there’s lots of things changed to better, but some things has not changed. For example we decided - like here if [unclear[ [42.24] yourself, you can enter any pub or any restaurant, nobody will say – look at you like this suspicious, say even the whole [unclear] is empty, they’ll say for you ‘no, we are booked. We are fully booked. For you we are fully booked’.

**I: Right, they will do that in Russia?**

RU1: We tried to find the disco. We tried to sit somewhere in the bar or something, we could not find any, because we looked not good enough in the eyes of the guard of the entrance. And it was, really it was really weird. I did not – I didn’t – I did not feel hurt even cause I thought there is something weird going on. I lost, er, I lost a key of being in more kind of welcomed environment, more kind of safe and fairly treated – I got used to it a lot and when I go back to Russia and I see something going wrong, kind of I don’t believe my eyes. Oh, I feel myself like lost in a way, because I don’t know what to do. Here you can say, oh this is not fair or something but there this is not… there it is not the argument, fair not fair.

**I: They don’t care what’s fair – they decide.**

RU1: Yeah, there’s no this kind of – we’re not talking about fairness at all. It’s just out. That’s it.

**I: So, even yeah, you look at your country, your old country in another way because you’ve been here, but** **do you feel like you experience any inequalities now here?**

RU1: Now here er. It’s difficult. I cannot say no. You see, I had such tough experience back in my life, so in comparison to this, I would say about the experience probably of my clients, what they say about it. I have the clients from Estonia, Latvia, Lithuania, they work on, in the bakery outside Glasgow. And we invited them and they know – according to my daily routine with them, I know that they are discriminated every day constantly on some basis, in some way they are discriminated at the work placement. But they could not say anything because of the English barrier and I cannot help them because it is not kind of – I don’t have this responsibilities. I have like welfare kind of advice I’m giving them and I know and they feel that they suffer from unfair treatment or unequal treatment. But we invited them to our events and we want to know more about how they feel about this unequal treatment and inequalities and everything and the first thing they said ‘ah, they like being here, we enjoy being here. We never feel bad about something’. So basically they don’t feel it because they compare their experience back to their country so how it feel to be Russian in Est.. back in Estonia for example. And they compare that experience with local experience and they feel no, they are treated equally. They feel it is something different. They feel it in certain ways, but in comparison with what they previous experienced, it’s nothing basically. If your treated unequal, at least you are treated kind of politely. In a way politely, nobody shout at you or something, but back in Estonia for example, it just… They feel different. So probably that is why I don’t feel, or don’t pay attention maybe – I have in my mind something that I pay attention constantly, and probably something is not really kind of important for me and I try not to pay attention to something that upset me. And maybe couple of times, but it’s not that… I don’t feel that I constantly treated unfairly – constantly and everywhere. No I cannot say this. I think people here still – they were speaking about discrimination and unequal treatment and I have enquiries constantly about this issues, but I would say probably again I was lucky. Maybe I was lucky.

**I: Maybe**

RU1: Maybe I did not pay attention no. Maybe I already trained myself to stop people if they try to do something. But again, my experience is not… maybe not that common. Maybe sometime you feel that someone asked you ‘are you Polish?’ and when you say ‘ye… no’, they say ‘ooh, and who are you?’. This is constant – it’s going on constantly and if you’re not Polish; ‘oh good good’. Why being not – why being not Polish is good?

**I: Yeah. So you’ve never been discriminated against in work either?**

RU1: No, I cannot say because our business is kind of…

**I: That would be completely opposite.**

RU1: Yeah. I cannot say no. So it’s again maybe not very common experience.

**I: But you could also have experienced something in relation to some of your clients?**

RU1: This is what I told you about a lot. Let’s say how they…

**I: No, I was thinking more about that some of your clients didn’t like you to work with you for some reason.** **Have you ever tried that? I hope not, it’s just…**

RU1: No. No.

**I: Okay. That’s good.**

RU1: There was a couple of times probably but not with me, with my friend – she’s also from Russia. We started together – began in Citizens Advice Bureau – there was a couple of clients that did not want to speak with her and they wanted Scottish adviser. But it was more about, kind of if she says ‘no’ for what they expected to hear ‘yes’ and they looked for the way kind of how avoid and get the results, so they used this reasons as kind of as a way how to get the results what is expected. Not straight forward. Maybe surprise on their faces sometimes but not… I don’t… I would not say.

**I: Right, here we go. Erm. So what… how did you solve the problem with your children when you had work** **or was… did… could… were they old enough to take care of themselves or?**

RU1: Yeah. It was again when I was looking for a job that they were older than 12 – they may stay at home alone and they went to school alone, so it was not such problem for me this. I know this is a huge, huge problem. I think you probably find somebody during this research that women basically should… at the end of their search for job they should decide whether they keep looking for a job or staying at home, because they cannot find hours in the nursery – the nursery is very expensive and there is no places or there is no available places on if they’re looking for part time job for example for one-two days. There’s no particular places for these days so this is a lot of problem – with small children I think it is just impossible – almost impossible. If you don’t get enough money to pay for private nursery, it’s very very difficult to manage.

**I: Yeah.**

RU1: So…

**I: Right. I think I’m almost through here. I was just – since you’re working here you probably know all about** **the Equality Act and the Public Sector Equality Duty. Have you heard about these things?**

RU1: Yes, I have. I did my course in equality, like it was ‘Access to Equality’ in University of West of Scotland in Paisley. Yeah.

**I: Yeah, ok.**

RU1: I’m aware.

**I: Sorry?**

RU1: I’m aware

**I: You’re aware, yeah. I’m just**

RU1: of the legal side of this.

**I: Yeah, because that’s… I’m just figuring that that’s very important, that you need to know your rights to** **actually, you know, get your rights in some way. But…**

RU1: Yeah, I think, but basics is kind of obvious. People cannot discriminate just because they don’t like you, like the view of your likeness or the type of your skin, or your accent or whatever. This is not, not fair. Anyway.

**I: Right, so just want last thing. What do you think the future holds for you?**

RU1: Where did you get this question about future? I don’t know. We got our funds for three years now for this project so for three year I kind of guarantee that I have this job and for the rest of my life I have no idea. Just one of the things that I learned from my life, you cannot predict what is gonna happen to you. Even in the next year, and if you look back and say… and think ‘did you no that this and this happened?’ ‘No’. You even look back one year and you think oh you’re different person from the last year that you used to be. And life had things. You cannot predict at all, no.

**I: So you think your identity changes all the time?**

RU1: I am open… I am open for changes and I’m open for options. Maybe I move. I’m… probably I hope I can move from Glasgow.

**I: Okay, you want to move somewhere else?**

RU1: Yes, I would like to move somewhere else. And I’m looking forward to my children to grow up and kind of find their ways and I will follow.

**I: How come you want to move from Glasgow? Just to try something new or?**

RU1: To try something new and I think to look for more probably options – different options.

**I: Okay.**

RU1: As I told you before, with this job it’s very, kind of very narrow. Very narrow in a way that the options is not so good. It’s so I’m trained to do certain tasks in certain areas, but what happened if no one needs anymore this project? What can I do? Apart of the experience of working with the EU-migrants, what else can I do? Because my education is not really kind of matter, much matter here so… and Glasgow is good places but there is other places probably somewhere I can try something else.

**I: There will be, yeah. Well, at least you seem very positive and happy, so.**

RU1: Yeah, at this moment yes. If you had come last week… We did not know about the funding so we were get a lot of worries about the future.

**I: Yeah, same back at Bridges. Yeah, they’ve also… oh, by the way, Maggie says that you should come and** **say hi to her soon.**

RU1: Ok, I will. Unfortunately, there is no way for me to go to Govan. I – now I circulate between city centre – work-home, work-home, so there is no other routes. I used to have friend in Govan so I used to come, sometimes I pop in. But now she moved away so now there is no way to make this. Just [unclear] occasion.

**I: I’ll stop this. Thank you.**