Yorkshire & Humber Region
ASC International Recruitment Fund

1st August 2024

Market Support and Training Package

Settling in the UK - Yorkshire English & Etiquettes

Trainer: Sabir Hussain (Education House Leeds)





This 1 hr workshop familiarises attendees with the cultural differences those working in Yorkshire and the Adult Care industry are likely to come across

For a moment, think about all the things that you need to consider going on a foreign holiday for 2 weeks?



Managers need to think about how they are going to support overseas staff in all of these aspects:

- **Recruitment** – adapting process (for example to test English written and spoken skills).
  - When someone says they can drive, can they really drive?
  - Getting references by video because even very official agencies (clinics, hospitals) use G-mail type of accounts.
- **Supporting workers to settle in the UK** – develop a resource pack talks about everything from registering with a doctor, getting kids in to school etc.
- **Familiarising workers with cultural aspects** (e.g. when does chit chat turn in to intrusion, overcoming a sense of deference as a result of which some think they have to tolerate abuse and racism), greetings, colloquialisms (Yorkshire phrases).
- **Pastoral Support** – having someone on the end of the phone.
- **Driving in the UK** – MOT, insurance etc.

Settling in

- Leeds in the north of England ~ 200 miles from London.
- Leeds/Bradford are 2 of the five City districts that make up the county of West Yorkshire that has a combined population of about 1.3m
- Both are made up of ethnically diverse communities that have their heritage in many parts of the world and so relatively easy areas for overseas staff to settle in.
- West Yorkshire has many vibrant cities - industrial heritage towns and pretty Pennine villages. Cosmopolitan Leeds with museums and galleries and elegant shopping centres. There are many nature trails and cycle ways.
- Bradford is well known for Victorian industrial heritage, grand city parks and Haworth with its Bronte country villages and vales.
- Bradford is also a great place to eat food from around the world and is often referred to as the “curry capital of the UK”.

Arriving in the UK

- As necessary once they arrive in the UK to help them to settle
  - Familiarise them with the local area they will live in
  - Find schools for their children
  - Register with a doctor/dentist
  - Open a bank account,
  - Community centres/sports centres
  - Where the local places of worship are.
- Have a resource pack



Pastoral Support

- Preparations prior to Employment
- Induction
- Settling in
- 6 months and beyond
  - First 3 months are absolutely crucial
- Buddying and Peer Support
  - Supported learning about UK, Social Care and Organisational culture and values
  - Support overseas recruits to connect with their local community
  - Pastoral support through another care employee (a peer) who started earlier

Regional accents - Yorkshire





BRITISH WEATHER …



The UK is a temperate climate –

Characterised by relatively slightly cold or moderate mean annual temperatures.

But the weather is totally changeable as our Island is buffeted by winds from 4 different seas/oceans

Language issues - Common ways of referring to someone

- Bud
- Duck
- Hun
- Love
- Pet



Language issues - Common greetings

Formal Greetings	Responses
- Good morning. - Good afternoon. - Good evening. - Hello, how are you?	- Hello. - Hello, good afternoon. - Good evening. - I'm fine. Thank you. - Very well, thank you.

- **A Bacon butty**
- **Beans on toast**



Daughter's anger after vulnerable 89-year-old man 'fed raw bacon sandwich by carers'

Justine Iddon took to Facebook after finding out her elderly father was served an uncooked bacon butty as carers they simple chucked in the raw rashers from the packet

NEWS By Simon Hamalienko Senior Content Editor (Live)
16:04, 14 SEP 2021

Bookmark Comments 2



The uncooked bacon sandwich which was served to an 89-year-old man by his carer (Image: Justine

Beans on Toast



A tour of UK accents …



[A tour of The UK and Ireland in accents. - YouTube]

Equality and tolerance



Having and showing respect for others - regardless of their differences or beliefs.

LGBTQIA+ (Lesbian, Bisexual, Gay, Transgender, Queer/Questioning, Intersex, and Asexual) - colleagues and customers.

Protected characteristics in the UK - intolerance, disrespect or abuse towards anyone is not acceptable.

Same sex marriage was legalised in this country in 2013. The protected characteristics include Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

Equality and tolerance



- Deference ('Sir')
- Reluctance to report E&D issues faced by staff from customers

Common Drinks – Tea, coffee and booze



Pub life at the heart of English soaps



English love talking football – not soccer



Politeness and manners – British Culture



- Abundance of please and thank yous
- Saying sorry – even if not done something wrong
- Queues – never go to the front of a line of ppl
- Staring is considered impolite (or pointing)
- **ALWAYS ASK** – to use customer's bathroom, get a drink etc

CALLING SOMEONE OLDER BY FIRST NAME AND NOT USING AUNTY OR UNCLE IS NOT DISRESPECTFUL JUST THE CUSTOM HERE

Respect and Professional Boundaries

- Don’t ask someone their age.
- Avoid talking about money in particular what someone’s salary is.
- Don’t accept money or gifts.
- Don’t discuss or ask questions about very personal matters as it is likely to be seen as intrusion.
- Don’t gossip. Don’t join in if someone else invites you to gossip about others whether family members or other staff.
- Try and avoid having conversations that are unnecessary for you to do your job.
- See examples on next slide.



Respect and Professional Boundaries – Examples …

- DO – how are you today?
- DO – how has your day been?
- DO – are you looking forward to your tea?
- DO - are you planning to take a holiday this year?
- DO – another rainy day today!





- DON'T – why does your son no longer visit?
- DON'T – why are you selling and moving? How much do you want for the house? What are you going to do about the furniture?
- DON'T – who's included in your will?
- DON'T – how much do you get in your pension now?
- DON'T – did Sally (another carer) turn up on time today?
- DON'T – do you think your neighbour Tom wants to sell his car?

DRIVING IN THE UK AND THE LAW

- Vehicle checks
  - Make sure car is taxed, insured and has an MOT. The tyres are legal (next slide)
- Use seatbelts ALWAYS – self and passengers
- Adhere to all motoring laws (e.g. speed, road signs, traffic signals)
- Strictly no driving after drinking or taking drugs
- Do not use the telephone while driving
- If there's an accident - **STOP**

Very easy to lose your licence

No licence = no job

No job = no right to live in the UK

The Police in the UK are there to help protect the public



MAKE SURE TYRES ARE LEGAL

In the UK, the legal minimum tread depth for car tires is 1.6 millimetres (mm) across the central three-quarters of the tire, and around its entire circumference. This applies to each tyre on the vehicle.





Get staff to discuss these words/phrases and explain what they think they mean

1. He is just larking about.
2. Get me a sarnie please.
3. I fancy a butty today.
4. Brew
5. Chuck
6. Where is your lass today?
7. He is just bloody minded.
8. Nah then
9. Ow do?
10. How are you today duck?
11. I am chuffed for you.
12. What's for tea?



Discuss and answer these questions together with your partner

1. When you get in a car what is the first thing you should do?
2. When out working in January what sort of clothes do you think you will need to be wearing?
3. How would you respond to someone who greets you with --- hello how are you?
4. What are the two most common drinks that people have in the UK?
5. What do the terms “equality” and “tolerance” mean to you?

6. If you need to use the bathroom while in a customer’s home what should you do?
7. How would you ask a customer if you can get a drink of water? What would you say if the customer agrees?
8. Fill in the blank:
   - No licence = no ___
   - No job = no _____


ANY
QUESTIONS