



Edge Hill University



# **Mapping of Advice and Support Needs in Cumbria for Migrant Workers**

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## Acknowledgements

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## Research Team

After a competitive tendering process The Centre for Local Policy Studies, Edge Hill University was appointed to undertake this research.

The Edge Hill University Centre for Local Policy Studies was established to develop and carry out research into public policy and local governance. Since it was established, the Centre has concentrated its work on a number of key areas:

- Community Governance and the modernisation agenda
- Community consultation/participation
- Equalities management and policy
- Policy development (housing, regeneration, youth)
- Sustainability and environmental policy
- Social exclusion
- Voluntary sector management

Over the last five years, the Centre has developed a significant role in the development of equalities policy and has made a major contribution to the development and implementation of the Equality Standard for Local Government (ESLG) in England and Wales. The Centre has experience in developing and managing research at a local, regional and national level.

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## **Section 1. Executive summary**

### **1.1 Aims of survey were to conduct a mapping exercise to identify:**

- where the migrant workers are located in the county
- what sectors of employment they are engaged in
- what their advice and support needs are
- how these advice and support needs could be met

The term “migrant worker” for this exercise was defined as those from A8 – Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, Slovenia - countries primarily and other groups of foreign workers.

### **1.2 Methodology**

Our research started in mid-April and was required to be completed with a report by end of June. There were 30.5 days allocated for this piece of work. Given the short time frame, a demanding brief, and the geography of Cumbria, with its two distinct economies in the east and west. It was a challenging exercise. We used a combination of different methods to provide us with the qualitative and quantitative data on the aims of the project as given above (1.1).

We also made contact with employers via other links, for example recruitment agency and Cumbria Tourism

### **1.3 Summary of findings**

This section summarises our findings under each of the mapping exercise aims and provides a brief profile of the three geographical areas (viz: Carlisle, East comprising Eden and South Lakeland; and West including Allerdale, Barrow and Copeland). Throughout our programme we sought geographical coverage.

In the three areas, we contacted 28 staff from 11 advice agencies (based in different geographical locations), 24 employers, and 38 migrant workers. We also spoke to

members of the Cumbria Equality and Diversity Partnership (the partnership has a cross-section of agencies from the public, voluntary and private sector, representation including housing, the constabulary, local authorities, Cumbria Council for Voluntary Services, Voluntary Action Cumbria and others). Out of a sample of 90, the employers comprised 27%, advice agencies 31% and migrant workers 42%.

A number of people we contacted had a broader countywide brief, for example, Cumbria Shelter. We also contacted a number of employers either direct or through other agencies.

Having reviewed various other similar research conducted elsewhere in the country, in both urban and rural areas, we note that irrespective of the length of the study or the size of the sample, the issues raised are more or less similar – viz: employers find migrant workers make good employees because of their “good work ethic”, and the advice and the support need identified for migrant workers is that of English language. Lack of language skills makes it difficult for migrant workers to integrate either in the workplace or in the community.

#### **1.4 Our “Mapping” exercise aims and a summary of our findings is given below.**

##### **Aim 1: “to identify where migrant workers are located in the county”**

From the figures provided by the Department of Works and Pensions there were 1,840 EU nationals in Cumbria who registered for a National Insurance Number in 2005-2006. (see Table 6) for details.

The Polish group is the largest (1,200) and is dispersed fairly evenly through the county with the largest concentrations being in Carlisle (380), and South Lakeland (370). This is followed by those from the Republic of Slovakia (230). This group is mainly in South Lakeland (70), Allerdale and Carlisle (60 each). The third largest group is from the Republic of Lithuania (180) with the largest group in Allerdale area. People from the Czech Republic form a smaller group (120) and small numbers fairly evenly dispersed throughout the county.



We also looked at the Post Code analysis and that reflects a similar pattern of dispersion, viz, Polish group is dispersed fairly evenly with more in the North of the county, Lithuanians and Slovaks more in the West of the county.

**Aim 2: what sectors of employment they are engaged in.**

From the data collected from our direct contact and through other sources, the main sectors of employment are:

Sector 13 – hotels (various occupations), and catering

Sector 15 – factory work/process operatives.

**Aim 3: what their advice and support needs are**

This information was collected from our interviews with advice agencies, employers of migrant workers and migrant workers.

These have centred mainly on issues of:

- Employment
- Benefits
- Learning English as a second language

**Aim 4: how these needs could be met**

- A strategic approach should be adopted which needs to involve all agencies.
- The access issues from the point of view of location and opening times of advice agencies needs to be considered.
- Information leaflets providing general details about employment issues and phone numbers for advice agencies should be given to employers for distribution.
- Information should also be provided via the Internet.

We are now undertaking some supplementary research to obtain qualitative information from migrant workers about their experience of the support currently provided and their aspirations for improvement.

## **1.5 The Districts their economy, population mix and specific issues**

We have already referred to the two economies of the county and its west-east split (Section 2.2). Given below is a summarised profile of each district with its migrant population mix, its areas of employment and any specific issues.

**Carlisle:** This is an area of relatively little unemployment and employers rely on migrant workers to fill any vacant positions. The largest group of European Union migrants in this area is from Poland. Most are either in the factory or hospitality sectors. The area also has some large employers, such as Cavaghan and Gray, Mcvities.

Population mix for Carlisle based on National Insurance Number (NINO) 2005 – 06 data (Table 6), shows, that the total number of migrant workers in Carlisle is 500, with the Polish group at 380.

Advice and support needs were related to employment and housing issues.

### **East – Eden and South Lakeland:**

The number of migrant workers in the districts of Eden and South Lakeland totals 870 - Eden: 290 and South Lakeland: 580. The largest group in both districts is from Poland. Eden and South Lakeland are areas of significant population growth, for example since 1981, Eden' s population has grown by 22% and South Lakeland's by 8.8% (see section 2.2 page 19 -Population). The major sectors of employment in the area are hospitality and tourism. There are a number of migrant workers working in these sectors and occupying low paid jobs. Evidence from the Workers Registration Scheme May 2004 – December 2006 list of the five most common jobs taken by migrant workers, shows that the top two jobs in South Lakeland were in the hotel and catering trades, e.g., kitchen assistants, waiter. These jobs often also involve tied accommodation

The east of the county is likely to see more in-migration from retired people and more outward migration of young people seeking jobs and housing elsewhere.

The migrant workers we spoke to were interested in settling in the area through purchasing own property and bringing their families over. They may have started in basic routine jobs, for example a graduate working as a receptionist, but eventually would like to acquire a job more in line with their qualifications. The implications for advice and support will be in the areas of:

- Housing
- Schools
- Health

### **West – Allerdale, Barrow and Copeland**

The west coast is heavily dependent on manufacturing including shipbuilding in Barrow and nuclear processing at Sellafield. Copeland has the highest proportion of workers in manufacturing industry.

Two of the major employers in this area that we contacted were Cumbrian Seafood and West Port. Based on the NINO data (Table 6), Allerdale, Barrow and Copeland have a total of 470 A8 nationals. Of this total, Allerdale has the largest number (360). People of Polish origin form the largest group followed by people from Lithuania and Slovakia. Lithuanians forming the second largest group in Allerdale.

In the list of jobs most commonly taken by migrant workers produced by the Workers Registration Scheme for May 2004 – December 2006, the top jobs are process operatives and kitchen and catering assistants.

In this locality, some migrant workers had experienced direct racism, and there had also been some reported racist incidents. Is this an area where the agencies need to do more work with the communities?

The advice and support issue that is generic across the county is about learning English.

Key areas for advice and support needs:
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- Employment
- Housing
- Learning English

## **1.6 Recommendations**

1. Although the survey sample was small, it does provide countywide coverage from the perspectives of migrant workers, employers of migrant workers and advice agencies. The sample has provided substantive qualitative information to inform the research, and the response rate was good from the cross section. We would like to point out that the views expressed represent only the views of those interviewed in this sample.
2. Local Authorities and all agencies should work with the local media to ensure that there is fair and balanced coverage of the impact of migrant workers to the county e.g. the benefits are positive and levels of unemployment in the county are still low.
3. Criminal Justice Agencies (and other public services) require translators and interpreters trained to an appropriate and recognised standard.
4. Organisations need to monitor race/hate incidents by nationality of migrant workers, alongside ethnicity, in order to get a true reflection of issues faced by migrant workers and their needs, in the county and how they could be addressed. This would also have implications for criminal justice partner agencies.
5. Organisations should monitor their workforce and clients/customers and service users by ethnicity and nationality
6. Public agencies need to consider the policy and resource implications of numbers of migrant workers increasing and the possibility of long-term settlement. The role of the County Council and District Councils is pivotal in

managing the consequences of change for the benefit of the whole community.

7. There needs to be greater understanding of the qualifications of migrant workers, their UK equivalence and their recognition at that level.
8. Children's and young peoples services should address how it will meet the needs of children, especially children taking entrance examinations when their first language is not English.
9. Advice agencies should liaise with the Learning and Skills Council in order to explore English language and other skills provision for migrant workers.
10. Cumbria Equality and Diversity Partnership should work with other partner agencies including Cumbria Strategic Partnership and the Learning and Skills Council in reviewing existing local provision, identifying gaps, and producing an action plan with local solutions.
11. The Cumbria Equality and Diversity Partnership should review the existing provision of translation and interpretation services and consider the most effective and appropriate methods to meet the needs of migrant workers and others communities' needs across Cumbria.
12. Cumbria Equality and Diversity Partnership should consider developing a strategic approach to the issues of advice and support.
13. There is a need for qualitative research into the area of employment of migrant workers in the sectors of agriculture and farming in Cumbria, as this a particularly difficult area to access.
14. Cumbria Constabulary should monitor and share information regarding community tensions and race/hate crime with partner agencies through the Cumbria Equality and Diversity Partnership.

A number of very specific support-related recommendations have been identified these include:

15. A pressing requirement is that migrant workers should have access to free ESOL training. The provision of this should be more flexible and easily accessible in order to fit in with migrant workers' long working hours and shift patterns.
16. There needs to be better access to information about services.
17. For the purposes of community integration and cohesion, it would be useful to have community-based joint forums/social activities in order for the host community to meet with newcomers to their area.
18. One Stop Shops are needed with translators so that migrant workers can access information easily in one place and to be counselled about dangers such as those involving bogus job adverts on the Internet and other scams etc..

## **1.7 Conclusions**

Through our review of the national literature and other research, as well as our own research in Cumbria, we have established the baseline re:

- Where migrant workers are located in the county
- The main sectors of employment they are engaged in
- Their advice and support needs
- How these might be met

Through this small study we have been able to confirm that:

- people of Polish origin form the largest group and are dispersed evenly across the county
- most migrants are in the younger age group (18-25),

- most are employed in the hotel industry and factory/warehouse work for which few or no qualifications are required.
- employment in the factory/ warehouse sector is concentrated in west Cumbria,
- whereas in the rest of the county opportunities for migrant workers are mostly in the hotel and hospitality sectors.

The need for migrants to learn English was one of the main points identified by all those interviewed – advice agencies, migrant workers and their employers. Those with little or no English language skills are vulnerable and are less likely to integrate either at work or in the community. Migrant workers find it hard to access advice centres because they work long hours and any free time is likely to be when such centres are closed.

The other key area for advice is housing – poor accommodation, high rents and tied accommodation can all be summarised: “lose your job, lose your home.”

Many, but not all the migrant workers of today will be the Cumbrian citizens of tomorrow - “compatriots” which is the original Celtic meaning of ‘Cumbria.’

As well as meeting the advice and support needs of migrant workers we must help their integration into the host community without resentment or jealousy from either side. The successful integration of migrants into the county of Cumbria should be seen in the broader context of social integration. We should encourage integration through participation, fairness and community interaction.

The recently published report from the Commission on Integration and Cohesion, “Commission on Integration and Cohesion - Our shared future” (13<sup>th</sup> June 2007), advocates: “think local solutions to local problems.” This message resonates closely with the results of our own research. viz, find out what is happening locally, where the gaps are and how those gaps can be filled, the report also highlights the possible community tensions in rural areas.

To complement our own research, it would be useful to seek the views of local Cumbrian communities about the effect of the migrant labour market. This two-sided perspective would help community cohesion and dispel myths and stereotypes “they are all on benefits, provide cheap labour and take our jobs.”

*“Migrant workers are an asset to every country where they bring their labour. Let us give them the dignity they deserve as human beings and the respect they deserve as workers.”*

*Juan Somavia, Director General of the ILO.*

[www.ilo.org/public/english/protection/migrant](http://www.ilo.org/public/english/protection/migrant)



## **Section 2: Background**

### **2.1. Background to research project**

There is evidence that migrant communities are growing in Cumbria. At the time of inviting proposals for this research the number of migrant workers recorded in the county was 2,311. The majority of migrant workers were from Poland, followed by Slovakia and Lithuania. At a national level, there is also a great deal of research currently being undertaken on migrant workers while some significant pieces of research have already been conducted, for example the Joseph Rowntree Foundation in their report “Neighbourhood Experiences of New Immigration” concludes:

- *“Few lessons appear to have been learnt about managing the consequences of new immigration at the neighbourhood level. Agencies are working at a local level but their activities have rarely been systematically reviewed and evaluated.*
- *The variation in the impact of migration on different places suggests that any response must be tailored to local circumstances.*
- *Local agencies and institutions have the potential to promote community relations by working to prepare and support residents in advance of new immigrants.”*

Voluntary Action Cumbria invited proposals from researchers to conduct a mapping exercise on the advice and support needs in Cumbria for migrant workers in order to consider local solutions.

### **2.2. Cumbria – history, geography, economy and population trends**

In order to provide context for our research we give below a summary of Cumbria’s history, geography, economy and population trends.

**History** The word 'Cumbria' predates the creation of the present county in 1974 and comes from the same root as 'Cymru', meaning 'compatriots.' Local place names reflect the Celtic and Norse origins of what is now Cumbria. In the area's more recent history, the use of migrant labour goes back to at least the sixteenth century when the mines and quarries were worked by Poles and Germans. Even the famous "Cumberland" sausage is said to be of Polish origin. Industrialisation of the west coast in the nineteenth century was almost totally dependent on skills and workforces from outside the area.

**Geography** The Cumbria of today has 48% (677,000 hectares) of the land mass of the northwest region with 7% (499,000) of the population. Away from the west coast, with its arc of urban centres from Barrow in the south, through Millom, Whitehaven, Workington and Maryport to Carlisle in the north of the county, the population is very sparsely distributed. Even on the west coast, there are swathes of rural Cumbria and even wedges of the National Park between the towns. But further inland, the rest of the county, outside Kendal, Penrith and the M6/West Coast Main Line corridor to the east, and the market towns, Cumbria is distinctly rural, with the Lake District National Park at the centre dominating the natural geography and setting the image of the county.

**Economy** This 'west–east' dichotomy is reflected in the economy. The west coast is heavily dependent on manufacturing, including shipbuilding in Barrow and nuclear processing at Sellafield, which is the largest single employer in the county. Copeland has the highest proportion of workers in manufacturing of any local authority area in the north west. The west Cumbrian economy (including Furness) has relatively higher levels of pay, but slightly higher than average levels of unemployment *and* a much lower economic activity level due to the numbers of ex-workers on Incapacity Benefit. The rest of the county, on the other hand (with Carlisle as the exception) has almost nil unemployment, but with lower wages that are a feature of an economy dominated by tourism and to a much lesser extent, by agriculture. This is of course an oversimplification. There are sectors of low pay in the West Cumbria economy as well as pockets of severe deprivation, just as there is some degree of rural poverty in the rest of the county.

Taking the Cumbrian economy as a whole, the performance since the mid 1990s, as measured by trends in 'Gross Value Added' (GVA) has been characterised by relative decline. In 2004 (the most recent figures available) the Cumbrian economy was valued at around £6.4 billion – an increase of 32% on levels recorded in 1995. This growth rate was the slowest for any sub-region in the UK whose economy has grown in the same period by 63%. Cumbria's growth rate at the start of the millennium was at the level of some of the worst performing regions of the European Union, including Bulgaria and Romania.

Recent trends however, are more favourable and in 2003/4 GVA in the county grew by 6.5% compared with 5.9% for the UK as a whole.

Employment in manufacturing has been declining. Nevertheless, between 1999 and 2003, total employment in Cumbria expanded by over 9%, compared with 3.6% for the UK and 5.3% for the northwest. Significant growth sectors have been retailing (new supermarkets), hotels and restaurants, health and social care and business services.

Each of these sectors has been attracting migrant labour – confirming the Portes and French conclusion that migrant labour is associated with employment *growth* rather than the displacement of indigenous workers. ("The Impact of Free Movement of Workers from Central and Eastern Europe on the UK Labour Market: Early Evidence" (2006), J. Portes and S. French) as quoted below:

*"Our results suggest that the primary impact of A8 migration has been to increase output and total employment, with minimal impact on native workers, although higher levels of accession migration do appear to be associated with small increases in the claimant unemployment count."*

**Population** The west–east distinction also shows itself in differential population growth. Since 1981 Cumbria's population overall has grown by 3.7%. Within the district areas of the county, Eden's population has grown by 22%, and South Lakeland's by 8.8%, whilst Allerdale's has remained almost static (0.6%). Copeland's population has declined by 2% and Barrow's by 4%. To complete the picture,

Carlisle's population has increased by 4%. (**Source: Cumbria Economic Bulletin March 2007**).

Based on the 2001 Census data, Cumbria has a black and minority ethnic (BME) population of 0.72% compared with 5.56% for the northwest as a whole. The size of the BME population compares to an A8 migrant worker population of 1.08%.

A breakdown of BME data (2001 Census) is given below.

**Table 1: The ethnic minority population mix of Cumbria. Source: Census 2001**

<b>Ethnic Group</b>	<b>Cumbria</b>	<b>North West</b>
<b>All people</b>	487607	6729764
<b>White British</b>	478031	6203043
White Irish	2023	77499
White Other	4003	74953
<b>Mixed White and Black Caribbean</b>	361	22119
Mixed White and Black African	197	9853
Mixed White and Asian	470	17223
Mixed Other	365	13344
<b>Asian or Asian British – Indian</b>	332	72219
Asian or Asian British – Pakistani	193	116968
Asian or Asian British – Bangladeshi	172	26003
Asian or Asian British – Other	163	14685
<b>Black or Black British - Black Caribbean</b>	99	20422
Black or Black British – Black African	159	15912
Black or Black British – Other Black	44	5303
<b>Chinese or other ethnic group – Chinese</b>	681	26887
Chinese or other ethnic group – <b>Other Ethnic Group</b>	314	13331

Between the last two censuses, Cumbria lost over 30% of its young people (i.e. those between 18 – 34), which was twice the national level. This was partly demographic, but was also a factor of relative economic decline, perceived lack of opportunity and probably because Cumbria does not have a university (i.e. the county is exporting young people to universities outside the county). Recently the trend does seem to have bottomed, and on the west coast particularly, appears to be reversing. Nevertheless the age profile of Cumbria is skewed towards the older age groups. The county has the highest proportion of people over 65 of all the sub regions of the northwest. This stands at 19% and is forecast to increase by 25% by 2020.

The implication for the Cumbrian economy is a small and shrinking pool of labour from which employers can recruit. Hence the use and need for migrant labour.

Forecasts to 2029 indicate that the Cumbria population is likely to grow by 12%, which would be in line with the projected growth rate for the UK as a whole (13%) but well above the forecast for the northwest (7%). Again, the projections show a greater increase for the east of the county than the west and suggest that Barrow's population will decline by 10%, whilst Eden's will increase by nearly 30%. Much of the projected increase in the east of the county would be from retirees moving in. See Table 2 below.

**Table 2: Population growth by 2029** *Source: Cumbria Economic Bulletin, March 2007*

District	Forecast growth/decline
Allerdale	+14%
Barrow	-10%
Carlisle	+20%
Copeland	+10%
Eden	+29%
South Lakeland	+10%

**Future scenarios** The biggest factor affecting future employment in the county is the projected decommissioning of Sellafield which could see the loss of 7-8000 jobs after 2011. This would be on top of other job losses in manufacturing. Thus the scenario for West Cumbria would be further substantial loss of GVA and a rapid economic decline. In the east of the county we would see more in-migration from retired people and more outward migration of young people seeking jobs and housing elsewhere. That is the pessimistic picture, but even this will produce demands for migrant labour particularly in the care services and the service sector.

An alternative scenario is projected by the public agencies driving regeneration in Cumbria:

- *Cumbria Strategic Partnership* whose “Sustainable Cumbria” document outlines policies for social, economic and environmental strategies, including, achieving sustainable communities through community engagement and participation of all ages and groups (under review);
- *Cumbria Vision* formulating the strategy that will drive the Cumbrian economy and create future growth;
- *West Lakes Renaissance, Carlisle Renaissance, Energy Coast – West Cumbria Strategic Forum* that will create the new economies for Cumbria’s future.

If these agencies/partnerships are successful – and between them they are responsible for over £1 billion of public sector investment - the future Cumbrian economy will not only create new opportunities for the existing Cumbrian workforce. but will generate jobs in, for example, nuclear decommissioning (and possibly nuclear new build), food processing, health care, agriculture and even ship building – which is enjoying a renaissance of its own in Barrow.

These sectors would also produce demands for migrant labour.

## 2.3. Migrant labour

**Also refer to Section: Research findings**

**The extract below is from Cumbria Economic Bulletin September 2006.**

New figures have been released by the Home Office on the number of migrant workers from the new accession states coming to work in the UK during the period of 2004 -2006. The data release has been accompanied by the Accession Monitoring Report produced by the Department of Work and Pensions (DWP) and early analysis of impact on the labour market.

It is important to understand how the data has been collated as this affects how it should be interpreted.

The UK government requires that labour migrants from the eight new accession states (*A8 – Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, Slovenia*) that intend working for more than one month should register with the Home Office under the Workers Registration Scheme (WRS). Migrants who move between jobs are expected to make a further application to the WRS. For this reason, the Home Office analysis makes an important distinction between “migrants” (or number of applicants) and “migrant workers” (or number of applications). The WRS is technically a register of the latter – the number of jobs filled by migrants.

It is possible for one migrant to make multiple WRS applications, which will tend to exaggerate the scale of labour migration. The recently published figures attempt to reduce this problem by eliminating multiple and repeat entries from the same applicant. The Association of Labour Providers suggests that National Insurance Number (NINO) figures are more reliable than WRS data.

Bearing these points in mind, the figures show that between 2004 – 2006, **411,000** migrant workers from the A8 countries entered employment in the UK, which represents **1.58%** of total employment; **1.21%** for the North West region and **1.08%**

for Cumbria. Tables 3 and 4 below give the total figures and breakdown by source countries.

**Table 3: Numerical significance of migrants in the labour market, 2004 - 2006**

Source: Cumbria Economic Bulletin September 2006

Region	Employed Workforce	WRS Workers	% of migrants to total workforce
GB	26,024,705	410,690	1.58
NW	3,026,093	36,555	1.21
<b>Cumbria</b>	<b>213,005</b>	<b>2,311</b>	<b>1.08</b>

**Table 4: EU New Accession Migrant Workers by Source Country 2004 – 2006**

Source: Cumbria Economic Bulletin September 2006

Nationalities	% GB WRS Applications	% Cumbria WRS	No. in Cumbria	NINO Data 2005 – 2006	% Cumbria NINO 05-06
Czech Republic	5.3	6.6	153	120	6.5
Estonia	1.2	0.6	14	0	0
Hungary	3.0	5.8	135	50	2.7
Latvia	6.3	3.9	91	60	3.2
<b>Lithuania</b>	<b>11.8</b>	<b>9.4</b>	<b>218</b>	<b>180</b>	<b>9.7</b>
<b>Poland</b>	<b>61.9</b>	<b>56.6</b>	<b>1,309</b>	<b>1,200</b>	<b>65.2</b>
<b>Slovakia</b>	<b>10.4</b>	<b>16.7</b>	<b>387</b>	<b>230</b>	<b>12.5</b>
Slovenia	0.1	0.2	4	0	0
Total		99.8	2,311	1,840	99.8

A detailed explanation of NINO is available in appendix 2,

From the information above, the largest number originate from Poland (1,309 or 57%), followed by Slovakia (387 or 16.7%), and Lithuania (218 or 9.4%). This trend is supported by the NINO data which shows the largest group registering for national



insurance numbers was Polish (1,200 or 65.2%), followed by Slovaks (230 or 12.5%), and then Lithuanians (180 or 9.7%).

The data from the WRS on the top 5 jobs in Cumbria by district is given in the tables below.

**Table 5: WRS Initial Approvals for Cumbria May 2004 – December 2006.** Source: WRS Cumbria County Council

**District: Allerdale**

<b>Code/Job</b>
15 Process Operative (other factory work)
13 Kitchen and catering assistants
13 Maid, room attendant
13 Waiter, waitress
10 Fishmonger/Filleteer/Gutter

**District: Barrow-in-Furness**

<b>Code/Job</b>
13 Waiter, Waitress
15 Process Operative (other factory work)
13 Chef/Other
17 Sales and retail assistants
12 Dental Practitioners

**District: Carlisle**

<b>Code/Job</b>
15 Process Operative (other factory work)
06 Labourer, building
03 Farm worker, Farm Hand
13 Kitchen and Catering assistant
13 Waiter, Waitress

**District: Copeland**

<b>Code/Job</b>
13 Kitchen, catering assistants
17 Sales and retail assistants
13 Bar staff
13 Chef, other
03 Farm worker

**District: Eden**

<b>Code/Job</b>
13 Kitchen and Catering assistants
13 Maid, Room attendant (hotel)
13 Waiter, Waitress
17 Sales/Retail assistants
15 Process Operatives

**District: South Lakeland**

<b>Code/Job</b>
13 Kitchen, Catering Assistants
13 Maid, Room attendant (hotel)
13 Waiter, Waitress
01 Launderer, Dry Cleaner, Presser
12 Care Assistants and Home Carers

**2.4 Analysis**

The nature of jobs reflects the economy of the area and its demands.

**\*Table 6: National Insurance Number (NINO) Registrations 2005 – 2006 (1.4.05 – 31.3.06).** Source: Department for Works and Pension

LA	Poland	Lithuania	Slovakia	Latvia	Czech Rep	Hungary	Estonia	Slovenia	Total
Allerdale	160	100	60	0	30	10	0	0	360
Barrow	40	0	10	0	0	0	0	0	50
Carlisle	380	30	60	10	20	0	0	0	500
Copeland	30	10	10	0	10	0	0	0	60
Eden	220	10	20	10	20	10	0	0	290
South Lakeland	370	30	70	40	40	30	0	0	580
<b>Total</b>	<b>1,200</b>	<b>180</b>	<b>230</b>	<b>60</b>	<b>120</b>	<b>50</b>	<b>0</b>	<b>0</b>	<b>1,840</b>

\* 06-07 figures due out by end July/August 07. Updated figures will be included in the supplementary report at the end of September 07.

**Total Migrant Workers registering for NINO in 2005 - 2006 = 1,840**

**Table 7: Local Authority and largest nationality based on NINO registrations 05-06.** Source: Department for Works and Pension

Local Authority	Largest NINO registrations by nationality 05-06
Allerdale	Lithuanians
Barrow	Polish
Carlisle	Polish
Copeland	Polish
Eden	Polish
South Lakeland	Polish

Allerdale district includes the Cumbrian Seafood factory where a large group of Lithuanians are employed and a large proportion of migrant workforce in West Port is also from Poland and Lithuania (no breakdown of data was available).

**Table 8: Workers Registration Scheme (WRS) Initial Approval for Cumbria May 2004 – December 2006.** Source: WRS - Cumbria County Council

LA	Czech Rep	Estonia	Hungary	Latvia	Lithuania	Poland	Slovakia	Slovenia	Total
<b>Allerdale</b>	40	6	37	6	190	265	114	0	<b>658</b>
<b>Barrow</b>	0	0	0	0	0	31	13	0	<b>44</b>
<b>Carlisle</b>	18	0	3	9	7	268	49	2	<b>356</b>
<b>Copeland</b>	6	0	3	2	1	51	36	0	<b>99</b>
<b>Eden</b>	40	5	14	29	19	353	58	4	<b>522</b>
<b>South Lakeland</b>	61	10	90	60	45	673	187	2	<b>1,128</b>
<b>Cumbria</b>	<b>165</b>	<b>21</b>	<b>147</b>	<b>106</b>	<b>262</b>	<b>1,641</b>	<b>457</b>	<b>8</b>	<b>2,807</b>

**NINO 05 – 06 and WRS May 04 – Dec 06 registrations compared:**

It is not possible to do an exact comparison because the data has been collected at different periods. However, the figures do give the same indicators with regard to migrant workers location by nationality within the county.

The largest number of migrant workers is from Poland, followed by Lithuania and then Slovakia. Allerdale has the largest group of Lithuanians, and the Polish group is fairly evenly spread across the county. Barrow (44) and Copeland (99) have the smallest numbers of migrant workers.

### **Section: 3 Research Methodology**

Given the timescale for the project and the geographical spread of the county with its different economic sectors we used a range of different methods for accessing migrant workers and their employers. The former were initially accessed via the Cumbria Multi-Cultural Centre. For the latter group we had the support of Cumbria Constabulary (employers in the south of the county), Riverside Recruitment (employers in the north, east and west of the county), and Cumbria Tourism (hotels across the county). Contact was also made through CABx, Cumbria Connexions and Cumbria Multi-Cultural Centre. Letters were also sent to all the members of the Cumbria Equality and Diversity Partnership who either participated in the research directly or put us in touch with other relevant organisations. All links provided were followed up. We also built on the links provided by those who had already been contacted (Snowball sampling technique).

In addition to desk-based research, we used a combination of complementary and interactive research methodologies for our research. This was to ensure that we obtained both qualitative and quantitative data.

Riverside Recruitment contacted 16 employers on our behalf. No forms were returned. One of the employers from the list was contacted by telephone. List attached in Appendix one.

Cumbria Tourism gave information about the research project to a group of employers at one of their networking events and also sent the same information to a further 50 businesses. We received two completed questionnaires.

The time pressure was further amplified by the fact that the research (March – June) period also included three Bank holidays (Easter, May Day and Spring), when a number of people were on holiday.

Prior to interviewing any agency, employer or migrant worker, we explained the aims of the project and how the results would be used. We assured the interviewees that

though their comments will be reported, they will be reported as an aggregate response and not attributed to either an individual or agency.

The research was in three distinct but overlapping phases:

**Phase 1: Scoping and sampling** – this phase of our research was used to identify:

- How to access migrant workers
- Who to contact for statistical data
- Where different organisations were located
- Find the recruitment agencies listed on the Gangmasters' Licensing Authority (GLA) and Association of Labour Providers' (ALP) websites. *(See section 3 Literature review above for explanatory notes on GLA and ALP).*

A meeting was held with project sponsors to agree research parameters.

We were unable to get any links into the farming community. We were given two main reasons for this:

- (a) that most of the farming in the county is sheep and cattle farming and therefore not very labour intensive, and these are mainly family owned businesses;
- (b) the recruitment – if any – was perhaps done by word of mouth.

All four recruitment agencies listed on the Gangmasters' Licensing Authority website were contacted and have contributed to this survey.

**Phase 2: Fieldwork & Desk-based research** – this included conducting semi-structured interviews – using questionnaires - either over the telephone or face-to-face with advice agencies, recruitment agencies, and employers of migrant workers. Direct contact was made with all migrant workers.

Questionnaires were designed for this, Copies at Appendix 9.

### **Phase 3: Analysis and report writing.**

#### **Section 4: Research findings**

**Also refer to Section 2.3**

- 4.1 Desk-based research** – was used to bring together the statistical data that was available on migrant workers, existing research material available concerning migrant workers, the education and advice needs of migrant workers' children of school going age.

4.2 The data obtained from the Workers' Registration Scheme 2004 - 2006 is given below:

Table 9: Post Code analysis. Source: WRS

	Postcode	Czech Republic	Estonians	Hungarians	Latvians	Lithuanians	Polish	Slovakians	Slovenians	Total		
<b>Carlisle</b>	CA1	5	0	1	1	8	<b>60</b>	<b>15</b>	2	<b>92</b>		
	CA2	1	0	1	0	1	<b>20</b>	9	0	<b>32</b>		
	CA3	4	0	1	0	0	<b>43</b>	4	0	<b>52</b>		
	CA4	<b>18</b>	0	0	2	0	<b>20</b>	0	0	<b>40</b>		
	CA5	0	0	0	0	0	<b>42</b>	1	0	<b>43</b>		
	CA6	5	0	0	5	0	<b>33</b>	7	0	<b>50</b>		
	CA8	0	0	0	0	0	5	2	0	<b>7</b>		
											<b>316</b>	
<b>East</b>	CA9	0	0	0	0	0	2	0	0	<b>2</b>		
	CA10	7	1	5	13	6	<b>169</b>	<b>17</b>	0	<b>218</b>		
	CA11	<b>15</b>	2	8	11	5	<b>100</b>	<b>27</b>	1	<b>169</b>		
	CA12	14	0	<b>31</b>	5	14	<b>64</b>	<b>33</b>	0	<b>161</b>		
	CA16	4	0	2	0	0	2	1	0	<b>9</b>		
	CA17	2	2	0	0	0	5	0	0	<b>9</b>		
	LA5	0	0	0	0	0	1	<b>15</b>	3	0	<b>19</b>	
	LA6	2	0	3	3	0	<b>37</b>	12	0	<b>57</b>		
LA7	0	0	0	0	0	0	2	0	0	<b>2</b>		



	Postcode	Czech Republic	Estonians	Hungarians	Latvians	Lithuanians	Polish	Slovakians	Slovenians	Total	
	LA8	0	0	1	0	3	49	0	0	53	
	LA9	9	0	2	12	0	62	30	0	115	
	LA10	0	0	0	0	0	8	2	0	10	
	LA11	2	2	13	2	2	55	17	0	93	
	LA12	3	0	7	10	0	9	4	0	33	
	LA21	0	0	3	0	3	2	6	0	14	
	LA22	14	2	24	12	17	86	41	0	196	
	LA23	17	2	27	12	23	240	44	1	366	
											1526
<b>West</b>	CA7	1	0	0	0	2	23	3	0	29	
	CA13	0	0	0	0	7	17	1	0	25	
	CA14	0	3	1	0	0	39	2	0	45	
	CA15	23	0	1	0	125	43	57	0	249	
	CA18	0	0	0	0	0	1	3	0	4	
	CA19	0	0	2	0	0	15	10	0	27	
	CA20	2	0	1	1	1	1	2	0	8	
	CA22	0	0	0	0	0	4	1	0	5	
	CA23	0	0	0	0	0	0	1	0	1	
	CA27	1	0	0	0	0	0	3	0	0	4

	Postcode	Czech Republic	Estonians	Hungarians	Latvians	Lithuanians	Polish	Slovakians	Slovenians	Total	
	CA28	2	0	1	2	0	9	12	0	<b>26</b>	
	LA13	0	0	0	0	0	2	3	0	<b>5</b>	
	LA14	0	0	0	0	0	<b>18</b>	13	0	<b>31</b>	
	LA15	0	0	0	0	0	1	0	0	<b>1</b>	
	LA18	1	0	0	0	0	0	3	0	<b>4</b>	
	LA20	1	0	0	0	0	2	2	0	<b>5</b>	
	LA80	0	0	0	0	0	1	0	0	<b>1</b>	
											<b>470</b>
<b>Cumbria</b>	<b>Total</b>	<b>153</b>	<b>14</b>	<b>135</b>	<b>91</b>	<b>218</b>	<b>1309</b>	<b>388</b>	<b>4</b>	<b>2312</b>	

Populations higher than 15 in any postcode areas have been highlighted.

**4.3 Total number of migrant workers based on the Post Code analysis = 2,312. This figure tallies with the number of migrant workers listed above in Section: Cumbria and its economy (2.3).**

NB: refer to Appendix 5 for Post Codes and corresponding areas.

4.4 A further analysis is shown in tables 10, 11 and 12 for the North Cumbria PCT area which includes Carlisle, Eden, Allerdale and Copeland. These figures are shown by postcode, age and registrations over the last three years, registration below 5 are indicated by an x. The figures will also include children and other dependents who have registered from the respective countries.

**Table 10: Migrant Workers registrations with GP's by postcode.** Source: North Cumbria PCT

	Postcode	Czech Republic	Estonians	Hungarians	Latvians	Lithuanians	Polish	Slovakians	Slovenians	Total	
Carlisle	CA1	10			x	17	<b>303</b>	<b>31</b>	x		366
	CA2	6		x		7	<b>227</b>	18			259
	CA3	x					<b>44</b>				45
	CA4	x			x		<b>26</b>	x			31
	CA5						<b>11</b>	x			13
	CA6	X		x	x		<b>28</b>	x			36
	CA8	x					x	x	x		5
											755
East	CA9					x	X				5
	CA10	x		5	x		<b>58</b>	x			69
	CA11	<b>9</b>		5	16	x	<b>197</b>	<b>14</b>			242
	CA12	6		<b>12</b>	x	x	<b>55</b>	<b>16</b>			94
	CA16	x		x	x	x	x	x			15
	CA17		x		x		7				10

	Postcode	Czech Republic	Estonians	Hungarians	Latvians	Lithuanians	Polish	Slovakians	Slovenians	Total	
											435
West	CA13					x	10				13
	CA14	8			x	39	40	6			94
	CA15	x			x	144	63	41			250
	CA18							x			X
	CA19						6				6
	CA20			x			x				x
	CA22						6	X			7
	CA27						x				X
	CA28	x			x	20	42	10			76
	LA18					x	x				X
											446
	<b>Total</b>										<b>1669</b>
X = NUMBER <5 Data gathered May 2005 until May 2007 Data covers North Cumbria only: Carlisle, Eden, Allerdale, Copeland											

**Table 11: Registration with GPs since 2005 by age and place of birth.** Source: North Cumbria PCT

	Age Group					
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Place of Birth	Under 5	5-10 Years	11-19 Years	20-35 Years	Over 36 Years	Grand Total
POLAND	75	47	71	841	124	1158
LITHUANIA	X	X	16	137	85	241
SLOVAKIA	6	7	7	114	17	151
CZECH	X		X	45	X	53
LATVIA			X	25	7	34
HUNGARY				26	X	27
SLOVENIA				X		X
ESTONIA				X		X
Grand Total	86	56	98	1193	236	1669
X = NUMBER <5						
Data gathered May 2005 until May 2007						
Data covers North Cumbria only: Carlisle, Eden, Allerdale, Copeland						

**Table 12: Registration with GP's by year since May 2006 by age.** Source: North Cumbria PCT

Count of Date of Birth		Age Group					
Year	Place of Birth	Under 5	5-10 Years	11-19 Years	20-35 Years	Over 36 Years	Grand Total
2005	POLAND	16	11	30	241	31	329
	LITHUANIA			6	42	34	82
	SLOVAKIA	X		X	47	X	55
	CZECH			X	17	X	20
	LATVIA			X	9	X	12
	HUNGARY				X		X
	SLOVENIA				X		X

2005 Total		18	11	41	361	72	503
2006	POLAND	47	28	27	438	69	609
	LITHUANIA		X	6	84	44	135
	SLOVAKIA	X	5	X	50	5	65
	CZECH	X		X	20		23
	LATVIA			X	14	X	19
	HUNGARY				15	X	16
	SLOVENIA				X		X
	ESTONIA				X		X
2006 Total		51	34	38	625	123	871
2007	POLAND	12	8	14	162	24	220
	LITHUANIA	X	X	4	11	7	24
	SLOVAKIA	X	X	X	17	9	31
	CZECH	X			8		10
	LATVIA				X	X	X
	HUNGARY				7		7
2007 Total		17	11	19	207	41	295
Grand Total		86	56	98	1193	236	1669
X = NUMBER <5							
Data gathered May 2005 until May 2007							
Data covers North Cumbria only: Carlisle, Eden, Allerdale, Copeland							

The figures seem to indicate that the Polish group is the largest and quite evenly dispersed throughout the County. The Slovaks form the second largest group and are mainly in postcode areas CA11 Penrith and surrounding CA12 Bassetthwaite, Borrowdale and Braithwaite areas.

#### 4.5 Advice Agencies

As one of the aims of research was to “identify the advice and support needs of migrant workers”, we successfully interviewed 36 people from a range of different agencies. These agencies were located in different parts of the county, thereby providing us with a countywide picture. Those contacted are listed below Table 13.

**Table 13: Advice Agencies Contacted**

<b>Agency</b>	<b>Number contacted</b>
Cumbria Connexions – Carlisle	2 (1 had countywide role on equality and diversity issues)
Cumbria Connexions – Maryport and Whitehaven	1
CABx - Carlisle, Penrith, Windermere, Whitehaven. Also Keswick, Kendal and Maryport through their Social Policy Group	4
Cumbria Multi-Cultural Centre – giving a countywide perspective	4
Cumbria Constabulary – Diversity Unit, North, West and South Divisions	5
The Diocese of Carlisle	1
Voluntary Action Cumbria	3
Shelter Cumbria – areas covered, Penrith, Carlisle, Workington and Whitehaven.	1
Carlisle Job Centre +	1



Migrant Workers North West	2
TUC, North	1
Cumbria Equality and Diversity Partnership	Attended meeting

#### 4.6 Advice needs identified:

**Accommodation:** housing and home safety, examples were, employees in tied accommodation and “if they lose work they lose accommodation”, six people sharing a caravan and each being charged rent for a room. Exploitation by private landlords of migrant workers who do not have tenancy agreement.

**Discrimination:** some CABx have had cases of racial discrimination reported to them and these had been referred to the Law Centre.

**Employment rights** – the advice agencies had come across cases of “migrant workers being exploited by unscrupulous employers”, for example: not being paid for overtime worked, entitlement to holidays, hours worked, minimum wage. For example, inadequate information on migrant workers’ rights, unfair dismissal, refusal to honour holiday and sickness entitlements, statutory wage rates and maternity pay; poor quality working conditions; denial to migrant workers of small privileges enjoyed by local workers. Migrant workers are working 12-hour shifts for £5.35/hour. Migrant workers often refused the Bureau’s offer to take up these complaints at an official level with Gangmasters’ Licensing Authority for fear of losing their jobs and/or accommodation or both. Some of these had been taken up successfully with Employment Tribunals.

**Qualifications:** To find out how the qualifications gained in their own country match up to the qualifications in the UK.

**Children of migrant workers:** one of the key areas that the Education Authority needs to address is the education of the children of migrant workers, especially children taking entrance examinations.

**Driving and Road Safety:** some migrant workers need to be educated about road safety and vehicle regulations.

**English classes:** how to find out about courses teaching English as a second language. One advice worker said:

*“language barrier has to be solved as a top priority because it is very difficult to explain things to clients who do not have command of the language. Some concepts are quite complex and explaining these to the clients can be very frustrating for the adviser and client alike.”*

**Domestic violence:** has been identified as an area where advice and support is required.

**Signposting:** how best to establish a signposting system.

**Welfare benefits:** difficulties in understanding the range of benefits available, employers’ lack of understanding or willingness to make tax credit payments.

### **Specialist Advisory Teaching Service (SATS)**

The Service has identified the following issues around migrant workers’ children, which have implications at a countywide level when planning advice and support needs for migrant workers.

Issues identified are common to all areas, for example,

**racist bullying** in and out of school. This could lead to behavioural difficulties. The causes for racist bullying would appear to be due to language barriers, unfamiliar customs, eating habits or even religious beliefs. This could lead to frustration and anger. Although there is guidance from the Local Authority available on dealing with racist bullying *“not all school staff are sufficiently aware of the necessity for clear procedures....”*.

**Educational underachievement and related problems** – some school staff “may not have a clear understanding of what is best practice for supporting the curriculum access and English language acquisition of pupils learning English as an additional language.”

**Settling into new schools** children of migrants tend to move between schools more frequently and have breaks in continuity of education through longer holidays taken for visits to their home countries. This causes problems with settling back in either the same school or a new school.

**Isolation both linguistically and socially**– some children may be the only pupil in their school from a minority ethnic heritage.

**Accessing the curriculum** – *“children who arrive part way through an academic year not only need to acquire English to access the curriculum but also need to catch up on the content of subjects that have already been taught in that academic year.”*

**Family issues** – children taking time to readjust into their new environment (home and school) after a period of separation from their families. This is mainly caused by parent(s) coming over first to settle down before bringing their families over.

#### **4.7 Some examples of good practice**

- One CAB conducted a short survey (44 migrant workers) to find out what languages were spoken in the area.
- Using migrant workers to translate information leaflets.
- Training migrant workers to work as volunteers.

#### **4.8 How the advice and support needs can be met**

- as most migrant workers access information through the internet, then information such as about minimum wages could be put on the internet,

- information about advice agencies should be advertised more widely for example in Post Offices, Doctor's surgeries, supermarket notice boards, pubs etc.
- need to provide quality advice
- legal expertise may also be required
- all advice centres need to be properly resourced
- there should be better basic information available in different languages for migrant workers
- advice needs are not always straightforward and need competence on the part of the adviser in technical/specialist knowledge to provide this information competently and comprehensively. One example given was, if one parent came over and the other was still in the home country looking after a child, how can child benefit be claimed? Here the adviser would need to have some knowledge about the law/regulations of other countries. This has training implications for advice workers.
- there should be more paid migrant workers to act as advice workers in agencies, Advice Centres etc
- The services and support networks that are developed should be versatile enough to meet the needs of all groups of migrant workers. This is especially important if the population mix of migrant workers changes.
- Consideration could be given to the provision of a Help line offering support to migrant workers who may receive some sad news of bereavement in their own country.
- To alleviate the migrant workers' feeling of isolation, the agencies could consider the establishment of say a website for migrant workers to contact other people from their own country who are located in other parts of the county. This would help them to establish contact prior to meeting up. Feelings of isolation are greater for people who are in more remote parts of the county and whose only contacts are with people in their place of work.

#### 4.9 Information on employment of migrant workers

To achieve this aim we contacted, employers, recruitment agencies and migrant workers. The results of our findings are given below.

We interviewed a total of 22 employers. Other agencies (Cumbria Constabulary, Cumbria Tourism, Riverside Recruitment) also contacted employers on our behalf. This approach was used for three reasons:

- (a) confidentiality, i.e. organisations did not want to share the details about their colleagues with the research team prior to their consent, and
- (b) the time factor – we had limited time and we wanted to access as large a number of employers as possible
- (c) A community relations officer in the South of the County had already contacted a list of employers in that area and got the data (**Table 14 below**)

**Table 14: South Cumbria (Barrow and Soutl Lakeland) employers and their migrant workers by nationality.** Source: Cumbria Constabulary.

<b>Employer</b>	<b>Nationality and Number employed</b>
H1	10 Polish
H2	6 Polish, 1 Venezuelan, 1 Italian, 1 Slovak, 1 Spaniard
H3	2 Czech, 4 Slovaks, 5 Latvians
H4	20 – 30 Polish and Eastern Europeans
H5	Small number of Eastern Europeans
R1	A few Filipino workers
R2	25 Polish
M1	26 Polish, 12 Slovakian, 4 Latvian, 1 Czech
R3	Some Eastern European workers at Windermere
H6	Some Polish and Eastern European workers
H7	6 Polish, 5 Slovakian, 2 Hungarian, 2 Lithuanian, 2 Bulgarian
H8	Quantity of Polish and Eastern European workers
H9	10 Polish
H10	10 Polish
H11	All recruit a few Eastern European workers

## Data from Riverside Recruitment

138 Migrant workers were registered with them on 2.4.07

- 119 Polish
- 15 Slovakian
- 4 Lithuanian

### 90% in production or factory work

Employment of migrant workers by job areas: data collected from different sources – analysis by nationality, see Table 16 below. The employers have been coded to ensure anonymity of the employers who have responded.

#### 4.10 Interviews with employers

In our interview we asked the employers to give us statistical breakdown of the number of their total workforce, the number of migrant workers by nationality and job type.

**Table 15: Number of migrant workers employed by gender mix**

Male	Female	Total
206	187	393

#### Analysis

This gives a ratio of 52.4% male and 47.5% female.

**Table 16: Employers and total number of employees and migrant workers.**

Employer	Total Number employed	Number of MWs	Nationality	Gender	Type of work
B1	1	1	Polish	M	General labourer
M2	No data	No data	Polish and Lithuanians	No data	Factory work

RC1	100	1	Polish	F	Receptionist
RC2	12	1	Polish	F	Receptionist
M3	500	200	Lithuanians  The company also has Polish and Slovakian workers but no data available	44 M 58 F	Production Operatives
H12	1,318	120	Polish, Slovakian Latvian Hungarian Various other nationalities	68 M 52 F	Eastern Europeans are mainly employed as: waiting staff or Housekeeping assistants
M4	240	25	Polish  Latvian  Tunisian	17 M 5 F  1 Female 2 Male	Production Operatives
M5	232 (in Cumbria)	14	Polish Polish Slovakian Chinese	4 M 6 F 1 M 1 F 1 F 1 M	Warehouse IT Warehouse IT
M6	600	30	Polish Portuguese Indian French	14 M 6 F 3 M 2 F 1 F	Bakery Operatives Delivery Drivers Despatch workers Hygiene Department

			Turkish Chinese Zambian Brazilian	1 F 1 M 1 F 1 F No data	Nightshift Operatives
R4	400+	50	Polish, Indian, Taiwanese	No data	Retail/Checkout operatives
R5	13	4	Bulgarians Polish	3 M 1 M	Process Workers
RC3	6	0	-	-	-
H13	12	10	Polish Filipino Mongolian Malaysian Hong Kong Chinese	1 F p/t 1 M 2 F 1 F 2 F 2 M 1 F 1M 1 F	Chefs x 2 Waiting on staff
M7	No data	5	Polish Slovenian	4 M 1 M	Bakery Operatives
H14	11	8	Lithuanian Kenyan South African Australian	2 M 1 M 1 F 1 M 2 F 1 F	Various jobs: Chef, Housekeeper, General Assistant/Receptionist Head Housekeeper
H15	25	12	Latvian Hungarian  Jamaican Kenyan Finland	1 M 1 F 2 M 3 F  2 M 1 F 1 M 1 F	Bar staff Waiting on/Housekeeping Chef Chef Housekeeper



H16	21	11	Polish	7 M 4 F	General Assistant
H17	11	2	Slovakian Kenyan	1 M 1M	General Assistant Chef
RC4	No data	No data	Various "Too many to detail"	No data	No data
M8	105	24	20 Polish 2 Chinese 1 Latvian 1 Portuguese	No data	All in production work
M9	100	50	Polish, Portuguese + other countries	No data	All in production work
R6	500	61	54 polish And Australian, Hungarian, Romanian, Slovakian, Spanish	33 M 27F	Various Hospitality – hotel, catering, retail, cleaning
H18	27	4	Slovakia Poland Slovakia Spain	F1 M1 M1 M1	Gen. Assistant Chef Kitchen Porter Kitchen Porter
H19	58	12	Poland Poland Poland Poland Slovakia Hungary	F1 F3 F1 M3 M1 F1	Receptionist Housekeeper Administration Kitchen Kitchen Restaurant

			Hungary Thailand	M1 F1	Bar Housekeeping
	<b>4,293</b>	<b>645</b>			

#### 4.11 Analysis

From the data provided we can say that the largest number of migrant workers is from Poland and the gender mix is 50:50. Most of the migrant workers are in jobs requiring lower skill level as these are easier to find and do not require advanced language skills.

**Table 17: Method of recruitment**

<b>Method</b>	<b>Number</b>
Job Centre	<b>5</b>
Recruitment agency	<b>7</b>
Recommended	<b>8</b>
Direct application	<b>17</b>
Other method – word of mouth, Newspaper	<b>4</b>

#### 4.12 Analysis

Direct application appears to be the main method of recruitment. The challenge for advice providers here is how they provide advice and information to migrant workers. Should the information leaflets be given to the employers?

***Employers were asked, “what were the advantages of recruiting migrant workers?”***

Of the 23 employers interviewed, only one said that they would not recruit migrant workers “because local jobs should go to local people.” Although this was only one response, it is significant - because a small employer in a rural part of the county made it. We assume that there could be other smaller employers offering

employment who may hold similar views and this could be a subject for future research.

The advantages employers cited were in terms of reliability, punctuality and willingness to work. Some of the responses are quoted below:

“Because they work better, they are more patient and they value their work.”

“They are reliable, polite. They do a full day’s work for a full day’s pay. Their reputation precedes them.”

“Virtually an area (Eden/Penrith) of no unemployment and therefore they are a necessary addition to the labour market. They are very reliable, conscientious and diligent in their approach to work. No significant disciplinary issues with any of them.”

“People need to wake up to why people are coming here and why employers are using them. Need some publicity to demystify the myth that migrant workers are taking our jobs.”

“Here on time. Doesn’t moan about what he has been asked to do. The British workers want most money for doing least work. Sit on the dole or go to the pub.

“They have proven to be reliable, punctual, hardworking and very pleasant people.”

“Work ethics is superb and they are hard working. Do not complain about working unsociable hours. They are also prepared to work on short-term contract basis whereas a British would prefer longer term employment and less likely to work unsociable hours.”

“Penrith has a low unemployment percentage with some 4 – 5 major employers who all require staff. For a number of years we had issues filling vacancies that we had within our organisation. We now have a larger pool of people from which we can attract to our vacancies.

The standard of work, mindset etc from the migrant workers that we have employed has generally been very good and it has been a positive experience for our business. All groups have integrated very well with no issues raised between local employees. You occasionally get the odd comment from the shop floor but this is usually just down to one individual having a bad day. We also hold social events which all employees from different backgrounds attend and they have been very successful.”

“Turn up for work. Happy to do the work they are given. They are there at the start time. Not dashing to go home.”

“Reliable workers as they are not entitled to any benefits so they work. They need to get out of bed to work if they want to stay in this country.”

“Willing to work long hours.”

“Hardworking, willing to work lots of hours.”

“Hardworking well qualified.”

“The biggest advantage is regarding the flexibility and the amount of hours they want to work. They are here and want to work and earn the money. As the work has its peaks and troughs they can fit in. Very skilled workers, fully qualified in their own country and well trained. Positive attitude to work. Learning and improving own skills.”

“Willing to work”

**Observation:**

*this “willingness to work long hours” could also be a disadvantage as it could lead to exploitation of migrant workers. Perhaps Trade Union and/or Migrant Workers North West needs to be involved to protect the rights of migrant workers?*

**4.13 Employers were also asked, “What are the disadvantages of recruiting migrant workers?”**

The main disadvantage highlighted was – the language barrier. Employers also said that language difficulties also make it difficult for them to understand the health and safety issues Some quotes are given below:

“They need a lot of help if they do not know the language.”

“Extra administration in arranging the Workers’ Registration Scheme.”

“Language barrier is the only problem.”

“Ability to assimilate information initially and communicate effectively with others to settle into a team.”

“There are very few disadvantages to us as a business. A little more focus is needed in the interview, recruitment and training stages but this is to be expected and usually only requires a third person to be present in case of any communication issues.

Some written material, safety signs require another language – other than English.”

“Home sickness.”

“Language barriers. Mixing between nationalities could be an issue, for example between Slovaks and Lithuanians. Some of the older people have difficulty in accepting migrant workers. No problems with the younger people. Some managers may have difficulty in accepting workers whose first language is not English but bosses say ‘we use the workforce we have got’”

**Observation**

*Provision of free lessons to learn English. These sessions should be provided out of work time so that it does not compete with their work schedule.*

**4.13 Employers providing English lessons to migrant workers**

Six out of 23 employers provided English lessons at the place of work. At times these were cancelled at short notice because *“they have to work.”*

**Other views expressed by employers were:**

- “Select the best. Don’t go out looking specifically for migrant workers”
- “As the workers we recruit need to have a certain standard of English to communicate with customers
- “Need to be careful. Sitting on a time bomb. Too many coming in.”
- “Community relations will not improve if they see one group of people getting preferential treatment and benefits, e.g. Kosovars. It will annoy people and racism is a way to wind somebody up.”
- “Migrant workers should also try to integrate into the community Speaking their own language does attract attention to themselves. Then people who want to attack will attack.”

**4.14 Advice and support needs**

Most of the employers we spoke to help their employees with understanding their contracts of employment, how and where to find accommodation, opening a bank account, registering with a doctor etc. Generally this information is provided as part of their induction. However, how much of this information is understood and retained is a different matter.

- Accommodation issues – it is a “big problem”. Local Authorities and Registered Social Landlords (RSLs) should provide a list of registered Letting

Agencies and private landlords. It is suggested they provide a list of minimum standards compliance.

- It was suggested that information leaflets with one Help Line telephone number should be given to the employers for them to advise/inform their migrant workers.
- An information leaflet with diagrams and symbols would be helpful.
- All information to be provided from a One Stop Shop with interpreter/translator facilities available.

### **Other issues**

- Most of the employers paid a minimum wage and paid for overtime worked. We were told it was the same rate as for the rest of the workforce.
- Some employers provide accommodation through Letting Agencies.
- Some employers did provide ESOL classes on work premises but these were cancelled at short notice if workers were required on the shop floor.
- One employer said that they provided their migrant workers time off to visit advice agencies but this did not tally with the workers' experience.
- Some recruitment agencies and employers said that migrant workers need to have enough command of English language to communicate effectively in their place of work especially where people contact is required. “
- One employer we spoke to said that “accommodation is the biggest rip off” and they use “known Letting Agencies and known private landlords.”

### **Example of good practice include:**

## Employers providing ESOL classes

Some employers have arrangements with their local bank to come to the employer's premises and open bank accounts for their workers.

The limited sample of employers interviewed all said that they paid minimum wages. Some paid more than the minimum wage. All employers said that they paid their staff overtime at the same rate as the one paid to local employees.

### **Key points**

#### *Advantages*

- *From employers point of view migrant workers are welcome, "they have good work ethics, good attitude, want to/have to get out of bed to come to work"*

#### *Disadvantage*

- *"Limited English language skills make it difficult for them to integrate with other staff and understand instructions particularly health and safety. This also makes it difficult for them to integrate into the local community."*

### **Recommendations**

- Cumbria should encourage employers in the hotel business to use the Minimum Standards developed by MWNW for the recruiting of migrant workers.
- Employers should be encouraged to develop a systematic method for monitoring their workforce.



### **Community integration/cohesion**

Barriers to integration seem to be lack of language skills, myths believed by local communities “they are providing cheap labour and taking the jobs away from our young people” (one employer)

One employer said migrants should not draw adverse attention to themselves by speaking in their own language. *“All that this does is draw people’s unwanted attention, especially after a few drinks and the situation then gets worse.”*

#### 4.15 Migrant Workers

We interviewed 38 migrant workers, primarily in rural Cumbria. A profile of migrant workers is given below:

**Table 18: Migrant Workers interviewed by Nationality**

<b>Nationality</b>	<b>Number</b>
Albanian	1
Australian	1
Bangladeshi	1
Chinese	1
Czech	1
Filipino	2
Kenyan	2
Lithuanian	3
Malaysian	1
Polish	17
Slovakian	4
South African	2
Vietnamese	1
<b>Total</b>	<b>38</b>

**Table 19: Migrant Workers interviewed by Gender mix**

Male	14
Female	24

**Table 20: Migrant Workers interviewed by Age Group**

<b>Age group</b>	<b>Number</b>
<18	1 (17 year old)
18 – 25	17
25 – 35	11

35 – 45	9
<b>Total</b>	<b>38</b>

There were four migrant workers with children ranging between the ages of 9 months – 11 years.

**Table 21: Migrant Workers interviewed by Job profile**

<b>Job category</b>	<b>Number</b>	<b>Nationality</b>
Building labourer	1	Polish
Joiners	2	Polish
Office workers		
Accountant's Assistant	1	Czech
Team Secretary	1	Filipino
Receptionist	3	Polish
Factory Operatives	4	Slovakians
	4	Polish
Restaurant – Waitresses	1	Chinese an
	2	Malayan
Restaurant - Supervisor	1	Filipino
Hotel –Chef	2	Lithuanian
Kitchen Porter	1	Lithuanian
Laundry worker	1	Polish
Hotel - House keeper	1	Polish
Housekeeper/Assistant Manager	1	Kenyan
Hotel – general	4	Polish
assistants/receptionists	1	Australian
Dentist	1	Polish
Unemployed/looking after family	4	Polish x2 Albanian x1 Vietnamese x1
Training Liaison Officer	1	Lithuanian
Chef – own business	1	Bangladeshi
<b>Total</b>	<b>38</b>	

**Migrant workers were asked about their future plans**, that is: did they want to stay in Cumbria, move somewhere else in the country or any other ideas. Of the 38 people interviewed, 23 wanted to stay in Cumbria, 6 wanted to move to another part

of the country, and the remaining 9 were either unsure or wanted to visit other countries.

**Migrant workers with families:** of the 38 interviewed, 4 had young families with children ranging between the ages of 9 months – 11 years.

**Table 22: Migrant Workers Post Codes of those interviewed**

	Post Code	Number	
Carlisle	CA1	2	
			2
East	CA11	4	
	LA12	2	
	LA21	2	
	LA22	7	
	LA23	1	
			16
West	CA14	3	
	CA15	5	
	LA13	3	
	LA14	6	
	LA15	3	
			20
	<b>Total</b>	<b>38</b>	

#### 4.16 Migrant Worker interviews

The key areas for advice and support identified were the same as those identified by the advice agencies above in 4.2, i.e.:

**Accommodation:** how to find accommodation? Where to go? More information should be readily available on housing for migrant workers *“we depend on the*

*agency which gives us live-in facilities but at some point we may want to move out ...”*

**Education:** where to find out about further education, how do the qualifications equate to those in the UK, lessons in English especially *“out of work hours.”*

**Transport:** especially those working in some rural areas felt “very cut off” and “isolated” because could not go anywhere because *“few buses”*.

**General - how to:** open bank accounts, register with doctor or dentist, pay bills, Council Tax, claim tax refunds, write letters of appeal.

**Schools:** how to find out information about schools.

**Legal rights:** should be explained.

**Advice centres:** should be in schools, doctors’ surgeries, in place of work.

**Insurance number:** *“help with getting an insurance number.”*

**Contract of employment:** somebody should be available to explain contract of employment.

**Employment:** how to find jobs that *“suit my qualification.”*

**Discrimination/Racism:** two comments about racism were mentioned, one was general, “they don’t like us here”, and the other was an example by a young Slovakian woman, who said she was *“just walking down the street in Maryport and a young girl said ‘do you want chips?’ and I said ‘no thank you’ and she threw the chips in my face saying some rude language.”*

**How to access information:** 90% of those interviewed said that they use the Internet.

One migrant worker said that you “*need to be careful about the jobs on the Internet. Not believe everything adverts state on the Internet.*” He told us about a negative experience his brother had when he followed up a job on the Internet.

#### **4.17 Some further comments and suggestions were:**

“People should be more friendly” (A Bangladeshi man)

“More information about advice centres, where people can go and get independent advice.”

There was an example of a Polish female in age group 18-25 working 40 hours per week and £4.50/hour.

Most migrant workers had accessed the Cumbria Multi-Cultural Centre advice Centre and found the information received “*very helpful*” and suggested “*more like this.*”

“Polish Priest should be invited to different churches in areas where there is a large Polish community.”

“Feeling around that we are not wanted here. You are taking other people’s jobs. Two young Polish men were attacked. There is racism no doubt. Not safe here any more. Police is good.” (A Polish woman)

“No language, big trouble.” (A Polish man).

**Analysis and recommendations**

The profile of migrant workers we interviewed can be summed as those who are: young (18-25) age group, they are working in jobs requiring low skill level because these jobs are easy to find. There are also a few with young families. Most of them need information on everything from where to live to how to improve their English and gain further qualifications.

They wish to be accepted as a member of the community without feeling either threatened or abused.

Further work will be undertaken involving more qualitative interviews with migrant workers and the results will be published in a supplementary report later in 2007..



## **Section five - Literature Review**

We reviewed the relevant literature and previous research into migrant workers for two main reasons: to provide us with the quantitative data, and to provide us with the contextual framework for our research.

### **5.1. Quantitative Data**

#### **Association of Labour Providers (ALP)**

The ALP was established in 2004.

**The extract below is taken from ALP's website ([www.labourproviders.org.uk](http://www.labourproviders.org.uk)).**

“The ALP is the trade association in the agriculture, horticulture, fresh produce, food manufacturing and packaging sectors. It:

- is the representative voice for the industry on legislation, regulatory and other matters, a particularly important role as a new regulatory body, the Gangmasters' Licensing Authority (GLA) has been established;
- provides a range of services and information to its members;
- provides information about labour providers to external audiences.”

ALP has produced tables of National Minimum Wage Rates 2006/2007 by areas of employment of 16 – 22+ age groups in the fields of agricultural and non-agricultural fields. See Appendix 6 Useful contacts/organisations.

The ALP has published an analysis of labour providers that have sought licences from the Gangmasters Licensing Authority. This list does not include any organisation from Cumbria (referred to as “Cumberland”). However, we visited the Gangmasters Licensing Authority website and did note that four of the local recruitment agencies were registered. All four were contacted and have contributed to our research.

The ALP in their paper “Monitoring the Impact of the Accession States on the UK labour market” 29<sup>th</sup> September 2006 provide a review of the WRS and say that

“... the National Insurance Number (NINO) data is more reliable than WRS data in respect of aggregate figures, in particular because it includes the self-employed.”

Key points on which their conclusion is based are:

- The Accession States Workers’ Registration Scheme was introduced on 1st May 2004. The purpose of this was to measure the impact of the A8 states on the UK labour market. There is an increasing number of workers who do not register with the WRS
- Having “inflow data only is unsatisfactory and can fuel scare stories.”
- “Stock data is essential and NINO data can be used to provide stock information.”
- The cost of registration with the WRS is now £70
- Self-employed workers do not need to register with the WRS
- Workers change jobs and location soon after starting a job.

### **The Gangmasters Licensing Authority (GLA)**

The Gangmasters’ Licensing Authority (GLA) was established in 2005 to end the exploitation of workers in the agriculture, horticulture, shellfish gathering and associated processing and packaging activities. There were no agricultural employers registered with either the ALP or GLA.

### **The new proposals – points based system to migration**

In May 2007, the Home Secretary announced the Government’s ongoing commitment to a point-based system to migration.

The proposals for a new strategy to control the migration of foreign workers from outside the EEA and EU into the country was first proposed in 2005. The overall aim is to “...to admit people selectively in order to maximise the economic benefit of migration into the UK” (Home Office 2005). The focus is on filling key, usually skilled, jobs.

*“The system should therefore be focused primarily on bringing migrants to do key jobs that cannot be filled from the domestic labour force. It should focus on the skilled workers we need most, like doctors, engineers, finance experts, nurses, teachers, and be supported by measures to limit the impact of migration on public services and the public purse, and to manage its impact on communities.” (Home Office 2005a)*

The five tiers proposed are:

Tier1: highly skilled individuals

Tier 2: skilled workers with a job offer and workers to meet specific overseas requirements.

Tier 3: limited numbers of workers to fill low-skilled jobs where there are shortages in the domestic work force.

Tier 4: students

Tier 5: other temporary categories, e.g visiting workers, selected development schemes, youth mobility and cultural exchange.

## **5.2. Qualitative**

In this section we review research similar to our own that helps to place it in context.

**At the time of writing this paper, Joseph Rowntree Foundation published the findings of its three year research “Social cohesion in diverse communities”.**

One of the key points concerns community cohesion which the authors have defined in terms of the Home Office understanding of a “cohesive community” ie a common vision and sense of belonging, where the diversity of people’s backgrounds is appreciated and positively valued, and where those from different backgrounds have similar life opportunities.

We pick this point up in our conclusion and recommendation that the local authorities and all partner agencies need to consider developing an inter-agency

community engagement strategy which is inclusive of all groups, all ages and all nationalities.

**“United Stand”** The Government’s recently published report suggests that local solutions need to be found to local situations and issues, as the nature of community mix varies between different parts of the country and one national policy will therefore not apply equally effectively to all areas.

**Merseyside Social Inclusion Observatory (MSIO) report “Supporting Migrant Workers in the North West” (October 2006)**

The research was conducted between May and September 2006. The key aims were to consider:

- “the experiences of migrant workers in the region,
- the views of employers of migrant workers
- the implications of a changing migrant workforce in terms of social policy, service delivery and community cohesion.”

The geographical area covered by this research included Merseyside, Greater Manchester, and Lancashire.

They conducted 53 face-to-face interviews with migrant workers and one group discussion with about 20 member of a local Polish association, 14 employers from a range of sectors, and 25 “structured or semi-structured interviews” with practitioners.

The research found that majority of those registering for work under the WRS were from Poland (69%), followed by those from Slovakia (11%) and the Czech Republic (6%).

The key findings are in the categories of:

- Improving advice and support needs through inter-agency working
- Addressing migrant workers’ needs to learn and/or improve their English.

With regard to the role of Migrant Workers North West (WNW), the authors suggest that MWNW could work towards the provision of practical information that could help migrants with practical information, such as filling of tax forms etc.

**“Scoping study on Eastern and Central European migrant workers in rural Wales” (July 2006)**

The main aim of this scoping study was to “investigate the number of migrant workers from Central and Eastern Europe who are living in rural Wales, and the impact that they are having on the local economy, society and community.”

The key conclusions are,

one, there is a considerable geographical variation in the numbers of migrant workers living throughout rural Wales;

two, the action local authorities have taken to address the needs of migrant workers varies,

three, it is expected that the number of migrant workers in rural Wales is likely to increase over the next five years although the rate of growth is not clear.

Finally, the authors suggest that there should be more research carried out to identify the number of migrant workers, what is available, where the gaps are and how the needs of migrant workers are met so that *“they can become fully integrated within Welsh rural communities.”*

**“Economic and employment issues relevant to migrant workers in the Haven Gateway sub-region” (2006).** The main aim of this research was to clarify the numbers of migrant workers in the region and what needs to be done in order to help migrants integrate into the local community.

**Commission for Rural Communities (CRC) – published their paper “Migrant Workers in Rural Areas” (January 2007).** This paper examined migration of workers from the accession eight (A8) countries into rural areas of England since May 2004. In this paper, a migrant worker is defined as *“an individual who arrives in the host country either with a job to go to or with the intention of finding one.”* It provides an evidence base on the current numbers of the A8 migrant workers in rural

areas and the impact this is having on rural economies and societies. It also reviews some of the literature on the subject.

The first section of the paper sets out the rural context and highlights some general rural trends. The second provides a national picture on the issue of migrant workers and the impact they are having. The third section looks into the evidence about migrant workers in rural areas. The final section identifies the key differences between migrant workers in rural and urban areas and the current and future challenges and opportunities.

*With regard to the impact of migrant workers - "rural areas have seen little recent in-migration compared to urban areas. In those rural areas where there are significant numbers of migrant workers, there may be some tensions between the settled and new arrival communities. There may also be some inter-generational issues and tensions arising in those areas where the older indigenous community is faced by an influx of younger in-migrants. In strategic terms, the focus of attention should be towards achieving better and safer communities for everyone ....Local authorities and their partners in the local strategic partnerships have an important role to play in meeting the needs of new arrivals and in addressing the local tensions that population change sometimes bring."*

**"Supporting Migrant Workers in Rural areas – a guide to Citizens Advice Bureaux (CABx) initiatives"**. This guide examined the challenges facing rural CABx advising migrant workers and the responses from the bureaux to these challenges. These challenges were identified as a result of a survey of rural CABx in 2005. The challenges faced were in the areas of:

- Communication – over 60% of the bureaux identified communications problem as the major challenge
- availability of advice – over 20% of the bureax identified this as significant challenge posed by the growth in the number and diversity of migrant workers
- management of bureau business – just over 10% of CABx reported that the increasing numbers of migrant workers *"often pose challenges for the organisation and management of bureau business."*

- challenges for staff/volunteers – a small percentage reported problems of increasing pressure on staff and “resultant stress”...
- changing nature of problems – enquiries to the bureaux had been on employment, immigration issues (58%), problems surrounding housing and benefits.

There are examples of good practice in the paper, for example, the provision of special advice sessions for migrant workers by some bureaux.

**“The reception and integration of new migrant communities” ippr Trading for the Institute for Public Policy Research” (CRE Report)**

This research looked at the reception and integration of new migrant communities across 10 locations in the UK, paying particular attention to the “tensions arising from their arrival and settlement, key lessons from the response of public authorities and how they use their responsibility under the race equality duty in this response”

One of the recommendations the report makes is that the public authorities and local agencies need to work together in a proactive manner to inform the local communities about the impact of new migrants on their communities. The public agencies should also work more closely with the media to dispel the myths and *“ensure more balanced coverage.”*

**The Institute for Employment Studies produced The Home Office Online Report 04/06 – “Employers’ use of migrant labour” – Main Report.** The purpose of the research was “to conduct research into the recruitment and employment of migrant workers in the UK.” The key points were:

- Migrant workers have a strong work ethic
- Language barriers make it difficult for them to integrate into the community.

**In 2005 the Chartered Institute of Personnel and Development (CIPD)** conducted a survey of over 1,200 organisations in the United Kingdom and found that 27% of employers were looking to recruit migrant workers from the new EU states as the

most sought after. 18% of employers look to recruit migrant workers because of their greater commitment and willingness to work. Migrants are mostly hired as a solution to long-standing recruitment difficulties. However, 5% of employers hire migrant workers simply to cut wages.

*(ref: Quarterly Labour Market Outlook, survey report spring/summer 2005)*

**On 31<sup>st</sup> January 2007, the Audit Commission** published its report “Crossing Borders – responding to the local challenges of migrant workers”. This report is intended to help local authorities and their partner agencies to manage “local changes, by understanding better what is going on locally and developing appropriate strategies and services.”

Migration is an issue that cuts across many services and policy areas. Local area leadership provided by local authorities is important in helping migrant workers to integrate in the local community.

**Research conducted by Akenham Partnership - “Economic and development issues relevant to migrant workers in the Haven Gateway sub-region” 2006.**

Key messages:

- Employers welcome the migrant workforce because of their hardworking attitude to work.
- The disadvantage identified is “lack of good English” which acts as the single most important barrier to the integration of migrant workers into the local community.

**“Migrant Workers in the East of England” research conducted over a six-month period between** October 2004 and April 2005. The four key objectives for their research were:

- “What is the scale of migrant working in the East of England?”
- What are the demographic characteristics of migrant workers?



- What is the geography of migrant workers employment in the East of England?
- What are the issues related to the well-being of migrant workers?"

*Some of its key findings are quoted below:*

*"The research has uncovered some appalling stories about the number of hours many migrants work, the level of pay ... and the less than equal treatment they experience at work..."*

*"most migrant workers are working in the region at below their skill level even though the skills they possess can be in areas where there are major skill shortages..."*

**"The Dynamics of Migrant Labour in South Lincolnshire"**. This survey aimed to:

- "collect demographic information about new communities, gain understanding about their countries of origin, spoken languages, age groups, education;
- identify employment conditions within the different sectors;
- understand recruitment practices and required skills;
- recognise whether gangmasters are reacting to the new laws introduced through the Gangmasters' Licensing Act;
- identify employment patterns and practices used by gangmasters;
- identify housing and living conditions;
- investigate ways to integrate migrant workers;
- identify skills and qualifications held by migrant workers;
- identify aspirations and plans of migrant workers;
- examine future business perspectives of employers;
- describe migrant workers from the view point of the local population."

"Many companies who supply labour no longer like to be called gangmasters. They prefer the term 'labour providers'".

**The research conducted by Somerset County Council (September 2006)**

**“Migrant Workers in Somerset”**. This report outlines what the County Council already knows about the migrant workers in the county, it highlights trends and identifies gaps in information “which need to be filled by local and national research.”

The trends it highlights are:

- There is a rise of 153% between 2002 - 2003 and 2005 - 2006 in the number of overseas nationals registering for a national insurance number
- The rate of increase is sharpest between 2004 – 2005 and 2005 – 2006 most likely “due to additional countries joining the European Union in May 2004.”
- Majority (58%) of migrant workers have been Polish
- The biggest age group has been between 18-44
- The majority of migrant workers are employed in the fields of business and administration, management, or catering and hospitality trades.

**A Profile of Migrant Workers in the Breckland Area** – this research report was produced in July 2005. The research was commissioned by the Keystone Development Trust and was conducted in the Community Economic Regeneration (CER) wards in Breckland, Norfolk. The main aims of the research were to:

- “identify the range of skills available amongst migrant workers within Breckland;
- indicate the scale of the migrant worker population in the area
- identify likely trends regarding the flows of migrants to and from the area.”

The key findings from the report were:

- The majority of migrant workers were in jobs below their education, qualification and work experience level. For example, *“over 15% of migrant workers had employment positions in management and professional occupations in their home country.”* Research found that the barriers to utilisation of these skills could be numerous including *“employment agencies*

*which are not interested in the specific skills of migrant workers and difficulties in establishing qualification equivalence.”*

- In common with our research findings and other research literature reviewed, the researchers found it difficult to establish to obtain an accurate scale of the migrant worker population. The migrant worker population figures obtained from research and other sources, eg Workers’ registration scheme, Managed Migration Directorate giving Breckland a migrant worker population mix of Polish, followed by Lithuanians and then Latvians. Most workers seem to be in the age range of 18-29 and there are more women than men.

**Quantitative data** for this research was obtained from the North West Regional Development Agency, already published data from the Workers’ Registration Scheme and data published in the Cumbria Economic Bulletin September 2006 and March 2007.

Based on the Home Office Paper “Employers’ use of migrant labour” (2006), there are a number of routes through which employers can recruit migrant workers, or migrants can enter the country to search for or obtain work. However, the Government’s Five Year Strategy for Asylum and Immigration published in 2005 will use a points based system, which is likely to simplify existing regulation through introducing a single “Points Based System for managed migration.” This was recently endorsed as a concept by the Home Secretary.

There are a number different means of collecting statistical data on migrant workers and none of these gives exact figures because the data is collected at different times under different schemes.

For the purposes of this exercise, to collect quantitative data on where migrant labour is located in the county and which sectors of employment are more significant, our study focused on four sources:

- Post Code analysis

- Workers' Registration Scheme
- National Insurance Number Data
- Cumbria Economic Bulletin September 06 and March 07

**Also refer to section 2.3 above.**

Despite the validity of various sources, it has been difficult to get an accurate and an up-to-date picture of the number of migrant workers in Cumbria. We were told by Migrant Workers' North West Coordinator "whatever the figure double it". The most recent data from NINO is 1<sup>st</sup> April 2005 – 31<sup>st</sup> March 2006. The data for 2006 – 2007 is being prepared and will not be published until the end of July 2007/August 2007.

In addition to the data provided in Section 2.3 above, another way to establish where migrant workers are located in the county is through the data provided by the **Specialist Advisory Teaching Service (SATS)**. Table 23 shows the numbers of children of migrant workers referred to the SATS team.

**Table 23: Children referral in the East and West Areas.** Source: Specialist Advisory Teaching Service Cumbria County Council

<b>Nationality/Languages</b>	<b>East</b> (Carlisle and Eden)	<b>West</b> (Allerdale and Copeland)
Arabic	3	1
Bulgarian	3	0
Chinese (Cantonese or Mandarin)	14	2
Dutch	2	0
German	2	1
Hungarian	2	0
Italian	3	1
Lithuanian	1	3
Malayalam	0	4

Nepalese	2	0
Polish	42	8
Portuguese	20	0
Romanian	0	1
Russian	0	1
Slovakian	1	2
Swedish	0	2
Tagalog (speakers from Philippines)	1	7
Thai	1	3
Turkish	0	2
Unknown	1	0
<b>Total</b>	<b>98</b>	<b>38</b>

**South Area** (Barrow and South Lakeland)

No statistical breakdown was provided. However, *“almost all the students we work with are the children of migrant workers. Exceptions are Chinese/Bengali students of families who continue to use the home language of their origins.”* Students in the South Area also include children of Kosovar families.

## Appendix 1

Organisations, employers and agencies who have contributed to the research.

### Organisations

- Citizen's Advice Bureaux
  - Allerdale
  - Carlisle CAB
  - Keswick
  - Maryport
  - Windermere CAB
- Cumbria Connexions
  - Carlisle
  - Whitehaven
- Carlisle City Council
- Copeland District Council
- Cumbria Constabulary
  - Barrow
  - Diversity Unit
  - Kendal
  - North Division
  - Workington
- Cumbria Criminal Justice Board
- Cumbria County Council
- Churches Together in Cumbria
- Cumbria Tourism
- Department for Works and Pension (NINO registration data)
- Hotels
- North Cumbria PCT NHS Trust
- North West Development Agency (Census 2001 data)
- Recruitment Agencies

### Employers contacted on our behalf via Riverside Recruitment

- Calder Foods
- Crown Bevcan
- Cumbria Pencil Company
- DHL Excel
- Gist of Carlisle
- James Jones and Sons
- Kingmoor Technical Services
- Lakeland Bake
- Lakeland Freerange Egg Company
- Penrith Door
- Pinneys of Annan
- Princess Foods Armathwaite
- TRY Scaffolding
- Volker Stevin
- Waste Recycling Carlisle
- Whitbarrow Holiday Village

#### Employers who provided information

- Bells Fishmongers
- Bells of Lazonby, Penrith
- Booths, Kendal
- Bridge House Hotel,
- Cavaghan and Gray
- Centre Parcs
- Cumbrian Seafoods Factory
- D. Brown, Recruitment Agency,
- Dale Lodge Hotel, Grasmere
- Damson Dene Hotel
- ENESCO
- G M B Builders Ltd
- Greggs of Cumbria

- Jade Fountain, Barrow
- Killington Lake Motorway Services
- Lakeland Bake, Penrith
- Link Recruitment
- McVities
- Merewood Country House Hotel, Windermere
- Riverside Hotel,
- Riverside Recruitment
- Shelwith Bridge Hotel,
- Swallow Hilltop Hotel,
- Systems Recruitment Agency
- Tesco,
- The Belsfield Hotel
- The Castle Green Hotel, Kendal
- The Langdale Hotel and Country Club
- The Low Wood Hotel
- The Newby Bridge Hotel
- The Old England Hotel
- The Riverside Hotel, Kendal
- The Storrs Hall Hotel,
- The Wild Boar Hotel,
- The Waterhead Hotel
- The Sunlight Laundry, Kendal
- The Swan Hotel, Newby Bridge
- The Windermere Hydro Hotel
- West Port
- Westmorland/Rheged
- Wm Morrison, Barrow



## **Appendix 2**

### **How National Insurance Number (NINO) data is collected**

The following explanation of the way in which NINO data is collected might help to explain why the figures are slightly different to others, for example those collected by the Workers Registration Scheme.

“The data cover overseas nationals allocated a National Insurance Number (NINO) on the National Insurance Recording System (NIRS). The figures cover overseas nationals for whatever reason i.e benefit/tax credit recipients as well as workers. All overseas nationals allocated a NINO are included regardless of their length of stay in the UK.

The figures by Year of Arrival show arrivals subsequently allocated a NINO according to their reported arrival date into the UK. The figures by Year of Registration are based on the date of registration onto NIRS2, ie after the NINO application and allocation process has been completed.

The Arrivals figures are subject to future change as they do not include arrivals who had not yet applied for or been allocated a NINO by the time the data extract for the statistics was taken (17<sup>th</sup> June 2006). The Registrations figures will only be subject to very minor, if any, change.

This definition of migrants – overseas nationals allocated a NINO – differs from other published statistics in the area, such as International Migration statistics derived from the International Passenger Survey (IPS), and statistics on foreign workers derived from the Labour Force Survey. The IPS based statistics define a migrant as someone who stays in the UK for at least a year following arrival. The LFS defines a foreign worker as someone who works but has foreign citizenship, and a foreign-born worker as anyone born outside of the UK, including British citizens. The various definitions of migrants mean the data sources may have different numbers of migrants for the same time period.”

***(source: Information Directorate, Department for Works and Pensions)***

## **Appendix 3**

### **References**

Cumbria Vision (Draft) Economic Plan

“The reception and integration of new migrant communities” Institute for Public Policy Research (IPPR) (CRE commissioned research)

[www.ippr.org](http://www.ippr.org)

“Economic and employment issues relevant to migrant workers in the Haven Gateway sub-region” 2006. Akenham Partnership

“Evaluating the Challenges Facing Migrant Workers, their Families and their Employers in the Horticultural Industry” Carly Vrawford, Radhe Rajkotia and Hayley Cottrell

Chartered Institute of Personnel and Development, “Quarterly Labour Market Outlook, survey report spring/summer 2005.

Changing Status? Changing Lives? Methods, Participants and Lessons Learnt 1<sup>st</sup> May 2006 ESRC Centre on Migration, Policy and Society (COMPAS) University of Oxford

[www.compas.ox.ac.uk/changingstatus](http://www.compas.ox.ac.uk/changingstatus)

Cumbria Economic Bulletins September 2006 and March 2007

[www.uclan.ac.uk/cred](http://www.uclan.ac.uk/cred)

<http://www.cumbria.gov.uk/factsandfigures/economy/economic-bulletins.asp>

National Statistics

[www.statistics.gov.uk](http://www.statistics.gov.uk)

“Migrant Workers in the East of England” Autumn 2005

[www.migrantworker.co.uk/docs/Migrant](http://www.migrantworker.co.uk/docs/Migrant)

“The Dynamics of Migrant Labour in South Lincolnshire” (undated but likely to be post 2005)

[www.migrantworker.co.uk/docs](http://www.migrantworker.co.uk/docs)

“The impact of free movement of workers from central and eastern Europe on the UK labour market: early evidence” (2005). J. Portes and S. French, Department for Work and Pensions. Working Paper No.18

“A Profile of Migrant Workers in the Breckland Area” July 2005

“Migrant Workers in Somerset” (September 2006).

“Social cohesion in diverse communities” Joseph Rowntree Foundation 2007

## Appendix 4

### Definition of migrant worker

A migrant worker is defined in several different ways. We quote a few below.

“An international migrant is defined as someone who changes his or her country of usual residence for a period of at least a year, so that the country of destination becomes the country of usual residence.” (*Office of National Statistics*)

Other definitions we have come across through various literature reviews are:

*“a person who has resided abroad for a year or more and who states on arrival the intention to stay in the UK for a year or more.”*

*For the purposes of their research “Migrant Workers in the East of England”, the authors define a migrant worker as “the term migrant worker relates to those who have come to the UK within the last five years specifically to find or take up work, whether intending to remain permanently or temporarily and whether documented or undocumented.” (Migrant Workers in the East of England 2.1 page 17)*

*“Migrant workers ... individuals who arrive in the host country with the intention of finding a job”. (Lincolnshire study)*

*The UN Convention on the Rights of Migrants defines a **migrant worker** as a “person who is to be engaged, is engaged or has been engaged in a remunerated activity in a State of which he or she is not a national.” The broader definition of a migrant worker emerging from this is quoted below:*

*“The term migrant in article 1.1(a) should be understood as covering all cases where a decision to migrate is taken freely by the individual concerned, and without intervention of an external compelling factor.” This definition therefore indicates that the term migrant “does not refer to refugees, displaced or others forced or compelled to leave their homes.”*

*On the basis of this it can be summarised that migrants are people who make choices about when to leave and where to go.*

*(ref: [www.portal.unesco.org/shs](http://www.portal.unesco.org/shs). Migration > Glossary > Migrant)*

## Appendix 5

### Post Codes for Cumbria

ref: [www.ukwebstart.com/cumbria-codes](http://www.ukwebstart.com/cumbria-codes)

Post Code	Area
CA1	Carlisle
CA4	Armathwaite, Croglin, Hayton, Southwaite, Wetheral
CA5	Abbeytown, Aspatria, Burgh by Sands, Dalston, Hayton, Kirkbride, Raughton Head, Silloth
CA6	Longtown
CA7	Caldbeck, Wigton
CA8	Hallbankgate
CA9	Alston
CA10	Bampton, Culgarth, Hackthorpe, Kirkby Thore, Langwathby, Lazonby, Morland, Pooley Bridge, Shap
CA11	Calthwaite, Glenridding, Greystoke, Penrith, Plumpton, Skelton
CA12	Bassenthwaite, Borrowdale, Braithwaite, Keswick, Threlkeld
CA13	Buttermere, Cockermouth, Embleton
CA14	Lamplugh, Workington
CA15	Allonby, Maryport
CA16	Appleby-in-Westmorland
CA17	Brough, Kirkby Stephen, Nebiggin-on-Lune
CA18	Ravenglass
CA19	Holmrook
CA20	Gosforth, Seascale
CA21	Beckermere
CA22	Egremont
CA25	Cleator Moor
CA27	St. Bees
CA28	Whitehaven
LA5	Arnsdale
LA6	Barbon, Kirkby Lonsdale
LA7	Crooklands, Milnthorpe
LA8	Crossthwaite, Gayrigg, Staveley
LA9	Kendal
LA10	Dent, Sedbergh
LA11	Cartmel, Flookburg, Grange-over-Sands, Witherslack
LA12	Bardsea, Greenodd, Lowick, Satterthwaite
LA14	Barrow-in-Furness
LA18	Millom
LA20	Broughton-in-Furness
LA21	Coniston
LA22	Ambleside, Grasmere, Hawkshead
LA23	Windermere

## **Appendix 6**

### **Useful contacts/organisations**

#### **Cumbria Multi-Cultural Service**

Provide a confidential advocacy service to members the black and minority ethnic and migrant communities across Cumbria. They have outreach facilities in Barrow, Maryport, Penrith and Windermere. They work with other partner agencies to provide a confidential service to all clients.

All Advisers are trained to Citizens Advice Bureau standard and are able to refer clients to a range of different organisations according to the needs of the client.

[www.cumbria.gov.uk/communityinformation](http://www.cumbria.gov.uk/communityinformation)

**Migrant Workers North West** - provides information for migrant workers about employment rights, housing, skills and language training and local support services and promotes standards for the employment of migrant workers through the promotion of a Charter of Good Practice. See Appendix ...

Address: Transport House, Merchants Quay, Salford M50 3SG

Telephone: 0161 877 6331

Website: [www.migrantworkersnorthwest.org](http://www.migrantworkersnorthwest.org)

#### **Association of Labour Providers (ALP)**

From 1<sup>st</sup> October 2006 all labour providers providing workers to the agriculture and food industries need to be licensed by the Gangmasters Licensing Authority. There is a list of labour providers that have been licensed available at:

[www.labourproviders.org.uk/members](http://www.labourproviders.org.uk/members)

## **Gangmasters Licensing Authority (GLA)**

The Gangmasters Licensing Authority (GLA) was set up to curb the exploitation of workers in the agriculture, horticulture, shellfish gathering and associated processing and packaging industries.

It is illegal to supply workers to the agriculture, horticulture, forestry, shellfish gathering and food processing and packaging sectors without a GLA licence.

If you are unsure whether you need to apply for a licence or require any further information, please contact us for advice on 0845 602 50 20.

<http://www.gla.gov.uk/>



## Appendix 7

### Glossary of terms taken from UNESCO website

Term	Definition
A2	Refers to Bulgaria and Romania. These two countries joined the European Union on 1 <sup>st</sup> January 2007.
A8	The eight Central and Eastern European accession countries that joined the European Union on 1st May 2004. These are the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia.
e-Borders	A programme being led by the Home Office to create a joined-up modernised intelligence-led border control and security framework. It will capture information on all people entering and leaving the UK and is expected to provide a new source for producing international migration statistics for the UK. e-Borders is expected to become fully operational in 2014.
EEA	European Economic Area consists of the EU Member States as was constituted on 1 <sup>st</sup> May 2004 as well as Iceland, Liechtenstein and Norway.
EU15	European Union as constituted between 1 <sup>st</sup> January 1995 to 1 <sup>st</sup> May 2004. The 15 member states included were: Austria, Belgium, Denmark, Finland, France, Greece, the Irish Republic, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden and the United Kingdom. For the purpose of producing international migration estimates between the UK and the rest of the EU15, the UK is excluded from this grouping. However, by convention, this grouping is still referred to as the EU15.
EU25	European Union as constituted on 1 <sup>st</sup> May 2004. The following 25 member states are included: Austria, Belgium, Cyprus, the Czech Republic, Denmark, Estonia,

	<p>Finland, France, Germany, Greece, Hungary, the Irish Republic, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and the United Kingdom. For the purpose of producing international migration estimates between the UK and the rest of the EU25, the UK is excluded from this grouping. However, by convention, this grouping is still referred to as the EU25.</p>
<p>EU accession countries (A10)</p>	<p>The ten countries that joined the EU on 1<sup>st</sup> May 2004. These are Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia. As this volume only contains data up until the end of 2005, Bulgaria and Romania are excluded from all EU groupings.</p>

## **Appendix 8**

### **Minimum Standards Charter**

#### **A Voluntary Code of Practice on Employing Migrant and European Workers**

##### **1. Introduction**

1.1 Migrant Workers North West is a Limited Company with Charitable Objects, established to provide support and services to migrant workers, their communities and their employers. The organisation promotes the positive benefits of diversity in the workplace but recognises the need for employers to be better informed about migrant workers arriving in the North West, and to encourage employers to take responsibility to support the integration and safety of migrant workers into the local community.

1.2 Migrant Workers North West has therefore produced this Charter, based on a model established by Northern Ireland's Business in the Community, to clearly identify a range of workers' rights and employer's responsibilities. The Charter is endorsed by partner organizations Business in the Community (North West) and the North West TUC.

1.3 The document is intended as a Statement of Intent, as well as being an endorsement of "best practice" in the employment of migrant workers, but it also recognises that employers have differing levels of involvement in this issue.

##### **2. Definition of Migrant Workers**

2.1 For the purposes of this Charter, a migrant worker is defined as any individual who arrives in the UK either with a job to go to or with the intention of finding one.

2.2 These might typically include....

- nationals of the European Economic Area (EEA) who have a right to travel, live and work in the UK;
- nationals of all other countries – these people require a work permit, which is obtained by an employer who cannot find a suitable national to fill the post;
- Commonwealth working holidaymakers – individuals between the ages of 17 and 30 who can work in the UK for up to two years; and
- students from outside the EEA who can undertake part-time work whilst enrolled on courses here.

### **3. General Principles**

3.1 Employers who are signatories to the Charter will support the principal aim of being ethical in their recruitment practices, both in relation to potential employees and any impact on their country of origin. In particular, employers will....

- take care that, if recruiting from another country, they do not create a shortage of skills in that country, for example, in nursing or other essential services;
- ensure that, wherever possible, recruitment in developing countries should be undertaken as part of an intergovernmental co-operation agreement.;
- where practicable, apply their usual recruitment and selection policy and procedures if undertaking a proactive recruitment campaign in another country;
- establish and agree clear and ethical recruitment guidelines to which recruitment agencies, operating on their behalf, must adhere – including a basic requirement that the agency does not charge fees to candidates considered for recruitment; and
- give full consideration, also, to the availability of labour within local (North West) communities as a means of filling vacancies.

.

### **4. Treatment of Workers**

4.1 Employers who are signatories to the Charter accept that the way in which employees are treated is a key indicator of a socially responsible attitude.

4.2 Signatories therefore agree that migrant workers should be treated fairly and equitably in relation to other employees and, in particular, will....

- ensure that workers are provided with a copy of their employment contract and/or terms and conditions at the earliest opportunity and have understood the contents - providing these in the worker's first language where required and appropriate;
- provide workers with details of trade unions operating within the workplace;
- ensure that the same pay, terms and conditions of employment are applied to migrant workers as apply to other employees undertaking the same work;
- recognise that migrant workers/overseas staff are entitled to the same statutory employment rights and are protected by UK employment legislation in the same way as other staff;
- afford migrant workers/overseas staff the same opportunities for learning and development as other staff;
- ensure that all workers, including those whose first language is not

English, understand all work related procedures and processes and can confirm that understanding; and

- ensure, specifically, that health and safety information, briefings and regular updates are provided in a format which can be readily understood by all staff.

## **5. Travel and accommodation**

5.1 The Charter recognises that, **where employers are specifically responsible for bringing workers to the UK**, those employers should be proactive in overseeing and assisting with suitable travel and accommodation arrangements for migrant workers. In particular, those employers will....

- where necessary and appropriate, meet travel costs incurred by migrant workers during the recruitment stage – and, where this cost is to be paid back to the company, it should be paid back at an agreed affordable rate over a specified period of time;
- where possible, source appropriate accommodation, and if necessary, take out a lease on behalf of the tenants – although workers should not be required to stay in accommodation provided by the employer but should be free to choose their own if they wish to do so;
- not require workers who live in accommodation provided by the employer, and then leave that employment, to quit their accommodation immediately - but will, instead, allow a reasonable and agreed period of time to find a suitable alternative (and recognising that migrant workers, like anyone else, are entitled to at least four weeks' written notice to quit); and
- ensure that accommodation which they provide for migrant workers is not overcrowded and does not pose a risk to the health and safety of those living there.

5.2 In addition, **all employers who are signatories to the Charter** will....

- recognise the particular vulnerability of women seeking accommodation and provide necessary support where possible;
- help to ensure that, where workers obtain their own accommodation, they are not being exploited, and will offer advice and help if requested; and
- help, wherever possible, to provide information to migrant workers about Registered Social Landlords and other reputable sources of accommodation, or related providers – such as Furniture Resource Centres, for example.

## 6. Integration into the Community

6.1 The Charter recognises that relocation to a new country can be difficult and intimidating. Employers should play an active role in helping migrant workers settle and integrate into their new host community.

6.2 In particular, **employers responsible for bringing workers to the UK** will....

- provide relevant information to workers prior to their arrival regarding, for example, the employer, the geographical location, climate, cost of living etc – and it is important that overseas staff have as much information as possible in order to be prepared and develop realistic expectations;
- support workers in familiarising themselves with the local neighbourhood and facilities, by for example....
  - helping to register with a Dentist and GP or insisting on registration with the company doctor (where appropriate),
  - helping with the issue of a National Insurance Number,
  - working with a local bank or credit union to help with setting up a bank account,
  - where necessary, working with local utilities/heating/fuel providers – possibly having the company channel payment in the first instance.  
(Utilities tend to be suspicious of people with no track record of payment),
  - providing access to information on schooling where there are children involved, and/or
  - signposting to the other local resources such as the local library, Citizens Advice Bureau and FE Colleges;
- establish local liaison arrangements with the Local Authority to notify them in advance about significant movements of people into or out of their area in order to support the integration of migrant workers and their safety in the community;
- work with the local Police Community Liaison Officers or third-party support (through RECs, for example) to ensure awareness of safety issues and encourage reporting of racial incidents in the community;
- liaise with local community organisations, to provide ‘welcome packs’ for workers;
- seek to build a sense of belonging and welcome, through arranging social or sporting events; and

- support workers in accessing the Internet and personal e-mail addresses (perhaps within their local library) in order to allow them to undertake their own research, and reduce feelings of isolation.

## **7. Support for those who speak little or no English**

7.1 The Charter recognises that, for workers with little or no understanding of English, or who cannot read English, special arrangements should be made. These could include providing translation, using interpreters, or replacing written notices with clearly understood symbols or diagrams.

7.2 In particular, employers will....

- disseminate information about local services in workers' own language and/or signpost workers to relevant service providers;
- support migrant workers to learn English as a second language – and, where possible, provide free ESOL classes in conjunction with accredited ESOL providers, including ESOL courses which are specifically designed to meet the needs of the business; and
- provide all information and training in a format that takes account of any language difficulties.

## **8. Meeting the cultural needs of minority ethnic workers**

8.1 Coming to live and work in a new country can be a 'culture shock' for migrant workers and it is important for employers to be supportive of the diversity of personal cultures which employing migrant workers brings.

8.2 In particular, employers will....

- help to increase the awareness, knowledge and skills of staff in dealing with the needs of minority ethnic workers;
- provide Cultural Diversity Awareness training to all staff; and
- provide an induction programme to support migrant workers in adjusting to both regional culture and the employing organisation's culture – and this should include information on food, supermarkets, transport, launderettes, emergency telephone numbers, religious services, maps of local area etc.

**9. Dealing with discrimination and harassment in the workplace**

9.1 Unfortunately, workplace discrimination and harassment still take place, often directed at migrant workers. Employers have a responsibility to address this issue and in particular, signatories to the Charter will....

- promote a workplace culture that recognises, values and respects diversity;
- encourage the reporting of racial harassment and provide appropriate support to victims, working in conjunction with trade unions, Race Equality Councils, etc;
- provide training to staff in dealing with racial harassment;
- communicate with the existing workforce to ensure they understand the reasons for overseas recruitment, are aware of the skills and experience of the individuals and also have an understanding of the different cultures involved;
- identify a liaison person within the organisation to provide advice and support; and
- provide opportunities for dialogue and support on an ongoing basis.

**10. Public Services and Procurement**

10.1 The Charter recognises the important role to be played by the Public Sector in ensuring the fair and equal treatment of migrant workers.

10.2 In particular, therefore, Public Sector employers who are signatories to the Charter will ensure that its principles are observed by all contractors, agencies, suppliers and service deliverers with which they have formal procurement arrangements, and that compliance with its conditions will be a key measure of performance.

**ACKNOWLEDGEMENTS**

We would like to thank Business in the Community (Northern Ireland) for producing the original document on which this Charter is closely based. We would also like to thank the TUC and Business in the Community within England’s North West for their particular support with this initiative.

Name of Company/Organisation

.....

Signed on Behalf of Company/Organisation

.....



Position Date

.....

Migrant Workers North West is a Limited Company, registered in England. The Company's Registration Number is 5889470 (Date of Incorporation 27 July 2006), and the registered office address is Migrant Workers North West, Transport House, Merchants Quay, Salford Quays, Salford, M50 3SG.

## Appendix 9

Questionnaires used with employers and migrant workers

### Mapping of Advice and Support in Cumbria for Migrant Workers Questionnaire for employers of migrant workers

#### Organisation profile

Name of organisation	
Address	
Telephone number	
Email address	
Name of contact	

#### Employee profile

<b>Total number of employees</b>	<b>Total number of migrant workers</b>

#### Migrant worker profile

Country of origin (please list countries below)	Mal e	Fema le	Nature of work	Date employed

#### Nature of contract – please give number

Permanent	Full-time	Part-time
Total =	M = F =	M = F =
Fixed-term	Full-time	Part-time
Total =	M = F =	M = F =
Seasonal	Full-time	Part-time
Total =	M =	M =

	F =	F =
--	-----	-----

## Recruitment

### How were migrant workers recruited?

Job Centre	
Recruitment Agency	
Recommended	
Direct application	
Other method – please state	

### What in your view are the advantages of recruiting migrant workers?

--

### What in your view are the disadvantages of recruiting migrant workers?

--

## Training

Do you provide any job-related training to your migrant workers? Yes/No  
If “Yes”, is the training provided

At the place of work	Yes/No
By sending to college	Yes/No
Any other means – please specify	

**Do you provide training in any other specific subjects for example, English as a second language? Yes/No**

**If “Yes” please list the subjects and the method below:**

<b>Subject</b>	<b>Where (eg, college, place of work)</b>
English as a second language	

**Advice needs**

**What would you consider to be the advice needs of migrant workers?**

Accommodation	
Health	
Legal	
Language	
Police	
Social services	
Employment	
Immigration	
Others – please specify	

**How do you meet these needs? Please specify**

**What suggestions would you make to improve the provision of advice for migrant workers?**

--

## Support needs

What in your view are the support needs of migrant workers?

<b>Social networks</b>	
<b>Religious groups</b>	
<b>Cultural activities</b>	
<b>Others (please specify)</b>	

How do you meet the support needs of your migrant workers?

--

What suggestions would you make to improve the provision of support to migrant workers?

--

Thank you for completing this questionnaire.

[equality@edgehill.ac.uk](mailto:equality@edgehill.ac.uk)

Mohammed Dhalech  
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Centre for Local Policy Studies  
Edge Hill University  
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Lancs.  
L39 4QP

**Mapping of Advice and Support in Cumbria for Migrant Workers  
Questionnaire for migrant workers – focus groups and/or  
interviews**

**General**

**Questionnaire completed at**

<b>Interview</b>	<b>Date</b>	<b>Location</b>	<b>By</b>
<b>Focus group</b>	<b>Date</b>	<b>Location</b>	<b>By</b>

**Migrant worker profile – work**

Name	
Job	
Employer	
When did you start this work	
How many jobs do you have?	
Are these jobs: Full time Part time Permanent Fixed term Seasonal	

**When did you start this job?**

<b>Date job started</b>
-------------------------

**How did you find out about this/these job(s)**

Recruitment agency	
Direct application	
Recommended	
Job Centre	
Other method – please specify	

**How long after coming to Cumbria did you find this job?**

0 – 6 months	6 – 12 months
12 – 18 months	18 months +

**Employment**

**What employment sector are you currently working in? Please tick:**

<b>Agriculture</b>	<b>Construction</b>
<b>Catering</b>	<b>Education</b>
<b>Health</b>	<b>Office</b>
<b>Factory</b>	<b>Industry</b>
<b>Warehouse</b>	<b>Any other – please specify</b>

**Are you in a job that suits your qualifications/training? Yes/No**

**If “No”**  
**What are the reasons for this?**

### **Training**

**Are you receiving any training for the work you are doing? Yes/No**

**If “Yes” – what type of training is it?**

**Training – details**

**What do you want to do after this job?**

Find another job in Cumbria?	
Move to another part of the country?	
Any other ideas – please specify	

### **Migrant worker – personal profile**

**Where do you live?**

**Your address:**

**Is it a?**

House	Yes/No
Flat	Yes/No
Hostel	Yes/No
Hotel	Yes/No
Any other, please specify	

**What is your gender? Male/Female**



**What is your age group?**

18 – 25	
25 – 35	
35 – 45	
45 – 55	
55 +	

**What is your country of origin?**

--

**What is your nationality?**

--

**What is your first language?**

--

**Why did you choose Cumbria?**

Friends here	
Family here	
Job opportunities	
Environment	
Other reasons – please specify	

**Family**

Do you have family here?	Yes/No
Do you have any children?	Yes/No  If “yes” how many and how old are they?
Do you have any elderly relations here?	Yes/No  If “yes” how many and how old are they?

## Advice

### Have you received any advice about?

Social Security/Benefits	
Employment	
Health	
Rights	
Immigration	
Legal	
Housing	
Education	
Learning English	
Any other – please specify	

### Was this advice suitable for your needs? Yes/No

#### If “Yes”- please say why

--

#### If “No” – how can it be improved?

--

### How do you find out about local information?

Friends	
Family	
Employer	
Newspaper	
TV	
Other – please specify	

**What type of support structures do you require?**

Social Networks	
Religious groups	
Job seeking	

**How can these support structures be provided?**

--

**Have you joined any?**

Social groups	
Sports Centres	
Libraries	
Educational institutions	
Other groups – please specify	

**Please use the space below for any general comments you wish to make.**

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**Thank you for helping us with this questionnaire**

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