



Edge Hill University



# **Migrant Workers Research**

## **Quality of Life Interviews**

**October 2007**

**Mohammed Dhalech, Partnership Associate, Edge Hill University**  
**Abi Pointing, Research Associate**

**This Project is supported by DEFRA**

© Voluntary Action Cumbria 2007. This publication may be reproduced free of charge in any format or medium provided that it is reproduced accurately and not used in a misleading context. The material must be acknowledged as Voluntary Action Cumbria copyright and the title of the publication specified.

## Contents

Introduction	4
1. Migrant worker profile	5
2. Employment	7
3. Housing	10
4. Advice and Support Needs	11
5. Community related issues	14
6. Discrimination	16
7. General	18
8. Migrant workers' comments/suggestions	18
9. Conclusions	21
<b>Appendices</b>	
Post Codes	23
Job and qualifications	24

## List of Tables

Table 1	Arrival in Cumbria
Table 2	NINO figures 2006/7
Table 3	Nationality
Table 4	Gender
Table 5	Age
Table 6	Range of Jobs
Table 7	Contract of Employment
Table 8	Recruitment
Table 9	Accommodation type
Table 10	Accommodation
Table 11	Advice/Information Needs
Table 12	Advice – Means of Provision
Table 13	Post Codes
Table 14	Job/Qualification Match part 1
Table 15	Job/Qualification Match part 2

# **Migrant Workers Research Quality of Life Survey**

## **Introduction**

This Quality of Life survey of migrant workers was commissioned by Voluntary Action Cumbria as an extension to the research "*Mapping of Advice and Support Needs in Cumbria of Migrant Workers*" (April 07 – June 07). The purpose for this research was to consider in some detail the quality of life issues experienced by migrant workers in order to consider providing appropriate advice and support for this group of people.

The research was carried out by Edge Hill University working with Abi Pointing, Research Associate and Emilia Zbikowska a Polish speaker who helped with interviewing Polish people. The interviews were conducted during the months of August and September.

## **Survey methodology**

Our survey methodology included conducting interviews, discussion groups at employers' premises and multicultural events using structured questionnaires. We covered all geographical areas of the County and as many sectors of the rural economy as possible.

Our sample was selected using contacts made during the first phase of our research (April – June 2007 "*Mapping of Advice and Support Needs in Cumbria of Migrant Workers*"), information gained from Cumbria Tourism for hotel and catering industry, and the Business Development Officer Cumbria Chamber of Commerce for the farming and agricultural economy.

As in the first phase of our research, we experienced difficulties in contacting the farming community. As somebody who wishes to remain anonymous said, "I am not surprised, the farmers don't even tell us what fertilizers they buy, let alone whom they recruit." Nevertheless, we did manage to interview some migrant workers in one farm in the north of the County.

We interviewed a total of 63 migrant workers. We would like to acknowledge the support from employers in facilitating the interviews with Migrant Workers.

The quality of life interviews sought to gain information on the following themes:

1. *Migrant worker profile including the area of residence.*
2. *Employment*
3. *Housing*
4. *Advice and Support Needs*
5. *Community related issues*
6. *Discrimination*
7. *Health*
8. *General*

## 1. Migrant Worker Profile

**Table 1: Arrival in Cumbria**

Year	Number	Percentage
2003	1	1.6
2004	3	4.8
2005	19	30.1
2006	22	35
2007	18	28.5
<b>Total</b>	<b>63</b>	<b>100</b>

### Analysis

As the figures indicate the majority of migrant workers arrived in Cumbria between 2005/06.

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.

**Table 2: National Insurance Number (NINO) Registrations 2006-2007 (1.4.06 – 14.5.07) Source DWP. 100% sample at 14<sup>th</sup> May 2007 from the National Insurance Recording System (NIRS)**

LA	Poland	Lithuania	Slovakia	Latvia	Czech Rep	Hungary	Estonia	Slovenia	Total
Allerdale	180	80	40	0	0	20	0	0	<b>320</b>
Barrow	40	0	0	0	0	0	0	0	<b>40</b>
Carlisle	430	20	60	10	20	0	0	0	<b>540</b>
Copeland	60	10	10	0	10	0	0	0	<b>90</b>
Eden	180	0	10	20	10	10	0	0	<b>230</b>
South Lakeland	410	10	80	30	50	40	0	0	<b>620</b>
<b>Total 06/07</b>	<b>1300</b>	<b>120</b>	<b>200</b>	<b>60</b>	<b>90</b>	<b>70</b>	<b>0</b>	<b>0</b>	<b>1,840</b>
<b>Total 05/06</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>

*NB: Figures italics are for 05/06. The total registrations remains unchanged, there is a slight variation in individual LA figures.*

**Table3 : Nationality**

Nationality	Total	Percentage
Polish	35	55.5
Slovakian	14	22.2
Lithuanian	3	4.8
South African	3	4.8
Indian	2	3.2
French	2	3.2
Bulgarian	1	1.6
Spanish	1	1.6
Hungarian	1	1.6
Portuguese	1	1.6
<b>Total</b>	<b>63</b>	<b>100</b>

**Analysis:**

- As shown in our Mapping exercise, the Polish group is the largest and dispersed quite evenly throughout the county. This figure also reflects the NINO figures as given above.

**Table 4: Gender mix**

Gender	Number	%age
Male	37	58.7
Female	26	41.3
<b>Total</b>	<b>63</b>	<b>100</b>

**Table 5: Age**

Year of birth	Age group	Number	Percentage
1960 - 1969	40s	3	4.7
1970 - 1975	30s	3	4.7
1976 - 1979	30s	16	25.4
1980 - 1985	20s	32	51.0
1986 - 1989	20s	8	12.7
1990		1	1.5
<b>Total</b>		<b>63</b>	<b>100</b>

**Analysis:**

- The sample interviewed is young with an average age in the range of 27 to 31 years of age, and the majority of migrant workers are in their first job.

**Education**

The qualifications migrant workers have range from none to graduates and qualified teachers. There is also a journalist. Only a few are in the jobs related to their qualifications, for example an Indian worker with a postgraduate in hospitality management is working as an assistant manager, the majority are in jobs which do not match their qualifications. (See Appendix 2).

50.8% would like to do some further education and training. The areas of interest are:

- Administration and office work
- Catering – chef; alcohol licensing laws; food hygiene; wine and desserts.
- Hotel Management
- IT courses
- English teaching certificate
- Fork Lift Truck driving
- Further Education
- IT Training
- Learning English
- Teacher Training

One person wants to join the “Army”.

A graduate with teaching “English as a Foreign Language” certificate was unsuccessful in doing a similar (CELTA) course in Cumbria:

*“I tried but I was unsuccessful because they told me that my English was not good. This course was about access to CELTA. This is about teaching English to foreigners. I am going to try again. A bit strange I couldn’t get on the course.”*

Some workers would like to receive further job related in order for them to progress in their jobs for example “Supervisor’s” training.

### **Family**

- Without any family in Cumbria: 66.6%
- 12.6% have children of school going age, and another small percentage (8%) has elderly relations in Cumbria.

### **Post Codes**

Refer to Appendix 1 for post code analysis of interviewees.

## **2. Employment**

92 % of the migrant workers interviewed held one job only. The other 8% had two and in one case three jobs. We found that their skills did not always match their qualifications, for example a dress designer working as a coffee maker, a teacher working as a waiting staff. **See Appendix 2 for details.**

The range of jobs migrant workers are employed in is given below.

The reasons given by migrant workers as to why they are in their present job are quoted below:

*“Because my friend invited me.”*

A number of migrant workers had accepted the jobs that did not match their qualifications “because of language barriers”;

“I like the pounds.”

“I was trained in car service work but did not want to do it here.”

“Because this was the job I could get. Started work as kitchen porter and then became commis chef.”

“easy and available.” This comment is from somebody who is trained as a Journalist.

“I was an English teacher, here I am Training Liaison Officer with many different duties, for example, liasing with landlords, translating and taking ESOL classes.”

“But I had qualifications in hospitality. I used to work in resort before. I have masters degree in environmental protection.”

“I’m electrician. I can’t work as an electrician.”

“I worked in the tourism sector and physiotherapy but they don’t think I can take another work of more responsibility.” (Female 24, hotel)

**Table 6: The range of jobs migrant workers are employed in is given below:**

<b>Job Area</b>	<b>Number</b>
<b>Agriculture</b>	
Farm Workers	4
<b>Hospitality and Tourism</b>	
Hotel Housekeeping	9
Restaurant Assistants	10
Bar staff	2
Cook	2
Commis Chef	1
General Assistant (Hotel)	3
Kitchen Porter	3
Food & Beverage (Hotel)	1
Van Driver (Hotel)	1
Hotel Management	1
Hotel Receptionist	1
Sales Assistant (McDonalds)	1
<b>Retail</b>	
Cashier	2
Shop Assistant (Supermarket)	5
Stores Supervisor	1
Factory	8
Driver	2
Bakery Operative	1
<b>Other</b>	



Admin Assistant	1
Training Liaison Officer	1
Senior Leisure Assistant	1
Unemployed/Looking for work	2
<b>Total</b>	<b>63</b>

### Employers

We would like to thank all of the employers (over 20) that facilitated this research for their co-operation and support. Details have been withheld from publication.

### National Insurance Number

55 out of a total of 63 migrant workers had NI numbers the other 8 had recently arrived (July/August 07) and were awaiting their National Insurance Number.

With reference to the Workers Registration scheme and work permits, most of the workers did not need to have a work permit as such, but were registered with the Workers Registration Scheme.

**Table 7: Contract of employment**

Total in employment	Yes – number &Percentage	No – number and percentage	Total
61	52 (85.2%)	9 (14.7%)	61 (99.9%)

One worker said that she had two jobs in the same organisation and she has a contract of employment *“in my main job but not in my overtime when it is the same or more hours than in my main job.”*

Our interviewees were also asked if they understood their contract of Employment, 82% said they did 3.3% said they did not, “but it not explain a lot clearly”; and in the case of 14.7% this question was not applicable.

### Hours worked

We found that approximately 57 % of migrant workers were working 8 hours per day, though there were some who worked an 11 – 13 hour day including weekends at times.

With regards to overtime payment, we found that majority were paid for the extra hours worked *“but at the normal hourly rate.”*

### Meals provided by hotels

At one hotel migrant workers said that they were entitled to only one meal a day and sometimes, because of the long hours they work, it was not always possible to eat this one meal but if they asked for any chips or soup the chef said, *“it is for customers.”*

Other comments were:

*“No good meals/Not enough.”*

## Minimum Wage

The majority of the workers were on a minimum wage. With regard to overtime payment, most got paid for the extra hours worked, but it was at the same rate of pay. Only 3 out of 63 interviewees said that they were paid the overtime rate for the job “*same as everybody else.*”

National Insurance and Tax payments were deducted directly from wages. Workers who were in tied accommodation also had their contributions for food and lodgings deducted.

In all cases the salaries were paid direct to the Bank. The employers had helped the migrant workers in opening their Bank Accounts. On the whole there were no problems experienced by migrant workers in opening accounts. However, four migrant workers experienced some difficulties, such as had to “*wait two months*” and needed to produce a range of “*different documents*”.

**Table 8: How they were recruited**

Recruitment method	Number	Percentage
Recruitment agency in Cumbria	1	1.6
Recruitment agency in own country	9	14.2
A friend	28	44.4
A relative	4	6.3
Direct application	16	25.3
Any other method	3 (internet, college, Multicultural Centre)	4.8
Looking for work	2	3.1
<b>Total</b>	<b>63</b>	<b>99.7</b>

### Analysis

An introduction through a friend and direct application appear to be the two of the most popular methods of recruiting.

## **3. Housing**

In this section we attempted to identify the type of housing the migrant workers were accommodated in, how much and how the rent was paid and if they intended purchasing their own property in Cumbria. The tables below give the data collected.

**Table 9: Accommodation type**

Accommodation	Number	Percentage
A rented flat	21	33.3
A house shared	16	25.3
Hotel accommodation	24	38.1
Own house	1	1.6
Any other	1 (Caravan)	1.6

<b>Total</b>	<b>63</b>	<b>99.9</b>
--------------	-----------	-------------

**Table 10: How they found their accommodation**

<b>Method</b>	<b>Number</b>	<b>Percentage</b>
Provided by employer	31	49.2
Through recruitment agency	2	3.2
Through letting agency	2	3.2
Through friends	22	34.9
Through family	5	8
Any other	1 (newspaper)	1.5
<b>Total</b>	<b>63</b>	<b>100</b>

### **Rent paid**

This ranged from £30 per month for a shared house to £420 per month for a flat. 42.8% had their rent money taken out direct from their wage packet; 26.9% paid through direct debit; 28.5% paid cash or cheque direct to the landlord. One person owned their own house. There was one case where a hotel worker paid £110 per month for a shared cabin. The farm workers shared a house and one lived in a caravan. They did not pay any rent just covered their gas and electricity bills. One hotel worker in tied accommodation said, "... they take from that (minimum wage) your accommodation and they shouldn't."

### **To buy own property**

20 (31%) of the 63 said they would consider purchasing their own property and the areas of interest were, Bowness-in-Windermere, Carlisle, Flimby, Keswick, Penrith and South Lakes. One person said, "*Cumbria is very expensive with my wages.*"

## **4. Advice and Support Needs**

This is an area of need. The advice and support provided by employers is a bit patchy. The one area where most workers had received advice on was on opening a bank account because most of the salaries are paid direct to the bank. Some workers also had received information on registering with a dentist. Areas such as benefits, their rights, and reporting incidents of discrimination are not covered.

Some workers had received advice and information from the Cumbria Multicultural Centre, the others from their employers only on a need to know basis. Some suggestions on the type of advice needed and how it should be provided are given below:

<b>Table 11: Type of Information Needed</b>
General information about living in Cumbria
Doctor
Dentist

Legal
Accommodation/Housing
Your Rights
Public Transport
Benefits
Education
Salary
Passport
Home Office
Any advice in case of discrimination
Driving Licence
Where to go for information
Tax
Work issues
Schools
National Insurance

One young mother with a 20-month-old baby would like information on *“child care and child benefit.”*

<b>Table 12: How advice and information should be provided</b>
Internet
Brochures in different languages
Cumbria Multicultural Centre
Your Company
Citizens Advice Bureau
Papers
Leaflets in Polish language
Through the Church

We asked migrant workers’ of their experience of receiving advice, information and support. There were only a few who could answer the questions given below and their responses are quoted.

**Q: “Was the advice at a time and place that suited you?”**

Only a few were able to answer this question and their responses are quoted below:

*“I worked with a colleague and she supported me.”*

*“Through tourist information.”*

*“Induction training at ....”*

*“Yes”*

*“Yes.”*

**Q: “Were providers of the advice helpful and understanding?”**

“Yes.”

“Yes. *Very helpful drop-in session.*”

“No, *they only talk about the company and its rules.*”

“*Through best friend.*”

“*Boss*”

**Q: “How easy was it to find out where to go for advice, information and support?”**

“Hard.”

“Very easy.”

“Not easy – *had to get information on my own.*”

“Not easy. *Friend advised how to get access to housing, jobs.*”

“No *I did on my own.*”

“So so.”

“Quite easy.”

“Very hard and more if you come with low English level. *You feel very unuseful.*”

“Not easy – *friend helped.*”

“Very easy. *My friend told me about drop-in centre.*”

“*It is very difficult to get any information.*”

“*Was easier for me as I get support from my employer.*”

“Fairly easy.”

“Not very easy.”

**Q: “Any other comments or suggestions on how advice, information and support can be provided to migrant workers?”**

“*The book is good. It would be very helpful. It should have been there when I came. Now it is much improved. For me it wasn't a problem because I could speak English but for others it could be challenging.*”

*"Help line for migrant workers."*

*"Supporting help line for migrant workers or offices."*

*"Website for migrant workers in other languages."*

*"More drop-in sessions."*

*"Brochures, multicultural office advice."*

*"I think a lot of people need advice and sometimes Internet is not enough. I think is better to meet someone eye to eye."*

*"Multicultural advice offices."*

*"More brochures in different languages."*

*"More Citizen offices."*

*"Offices supporting migrant workers."*

*"Your Company should explain."*

*"Offices supporting migrant workers".*

*"Through Company or agents."*

*"Advice sessions for migrant workers"*

*"From employer"*

*"Internet."*

*"More brochures for migrant workers available or displayed in local organisations."*

## **5. Community and related issues**

The main purpose for including this section was to seek migrant workers' views on how they were settling in their local communities and if there were any issues highlighted that could be taken up by agencies for future community inclusion agendas.

### **Q: Did they feel they belonged as a member of the community?**

60.3% of the sample said that they did not think they belonged as a member of the community. This could be because they did not live amongst the local community as mentioned above (Section: Housing) 38.1% of our sample was in accommodation provided by the employers (in hotels), or a flat or a house they shared with other people from their own country of origin. One 18-year-old Slovakian female said,

*"No. Because (I) am foreigner."*

There is a sense of isolation amongst the minority in the migrant working community as expressed by a Spanish worker below:

*"Well, I don't have any Spanish known to me but the most of the people is foreign and we are sympathetic with each other. For my (me) is hard cause everybody do group with their nationality but I am a little nowhere, just I am with everybody."*

**Q: What has helped you to settle in your local community?**

*"Nice people at work." (hotel accommodation)*

*"Living and not missing home much."  
"Friends"*

*"We talk to people."*

*"Multicultural group in Penrith, we advise people from other countries."*

*"Alcohol and drugs."*

*"Because everybody says hello. Everybody says if I like it."*

*"Paying tax and being entitled to benefits."*

**Example of good practice (Maryport)**

*"We had police officer here (in place of work) who gave us information. We also had a meeting with the Mayor through the company. It was held in the library and members of the community were there."*

**Q: How community relations could be improved?**

*"More advertisements about community activities and community groups."*

*"People should be aware of different cultures."*

*"More posters, brochures about local communities."*

**Q: do people from different groups get on well together?**

65% said they did and some of the responses are given below:

*"I think good place, environment."*

*"Very friendly people, mostly families."*

*"Friendly equality between staff."*

*"People are friendly here."*

*"Very nice people, small town, mostly old people."*

*"Quiet place, older people."*

87.3% of the sample was satisfied with the community they were living in and 6.3% said that they would like to volunteer for any local activities. Some examples were:

*"Mountain rescue."*

*"Multicultural football team."*

*"Football team."*

*"Yes, one day – why not? Work with children and older people."*

## **6. Discrimination**

This section was to identify if the workers had experienced any discrimination because of their migrant status.

22.2% (14 out of 63) of the total had experienced discrimination in various settings. Off these 14, 85.7% (12 out of 14) had decided to take no action.

The 2 who did, received responses such as,

- *"told my Supervisor and was told 'ignore behaviour like that'" (Polish man 28, Cashier)*
- *"just ignore it" (Polish male 29, Hotel Barman)*

Some examples of discrimination are cited below:

### **In employment**

- *"Just because I don't speak English properly. I don't know what is the problem." I didn't report it "just because it isn't important – just ignore. I don't lose my time with this." (Portuguese female 27, hotel)*
- *One Polish worker said, "Polish people are not treated friendly. They don't feel comfortable. They have to work more than English people." (Polish male 29, Hotel Barman)*
- *A Slovakian male 25, a Hungarian female 23, and a Polish female 24, all working in hotels experienced discrimination at their place of work. They did not wish to give any details.*
- *"To improve in my job a little like the rest of my partners job. Everybody does course and get qualifications but not me." (Spanish female 24, Hotel)*



- *“English people are not friendly to people from Poland” (Polish male 28, Cashier)*

### **In a pub or restaurant**

- *A Polish female 25, hotel worker said when she was in a pub and spoke with her Polish friends, some young English men said “f..... Polish, get out of our country.” They were nasty. She didn’t want to report it. “Just ignore it. Doesn’t make sense.”*
- *“Some people in pub wanted beat me and my friend.” (Slovakian male 25, factory)*

### **Other situations**

- *“Racism and discrimination. In Flimby there is cheeky kids.” Didn’t report “because I haven’t information about it. Flimby kids throw chips to your face, and I going to shop and kids laughing of me and throw stones to me.” (Slovakian female 18)*
- *“In Carlisle, driving in my car with Polish number plate. I stop at lights, one young man first asking ‘are you on holiday or working?’ I say working then he say, ‘you f...ing Poland.’ If I am working then no good, no happy.” (Polish male 25, Farm worker).*
- *He did not report it because he was in his car.*
- *“People looking at you and also behaving as though you don’t exist at times and only speaking to you when they don’t have any of the others who they consider as mates.*
- *Making comments that are racial and swearing.” (South African Female 37, Hotel Housekeeper)*
- *“Children wanted to hit me with stones without any reason.” (Slovakian male 25, Factory)*
- *Delays of up to two months and request for nationality required in opening a bank account (Slovakian and Polish females respectively), and waiting to see a Doctor (Slovakian female).*

### **Reasons for not reporting racist/discriminatory incidents**

- *“It is their loss not mine that shows how ignorant they are over many things around them.” (South African female 37, hotel Housekeeper)*
- *“Because I don’t know. I didn’t think of that just keep going with my job as better as I can.” (Spanish female 24, hotel)*
- *“What can I do it’s nothing here.” (Hungarian female 23, hotel)*

## **7. General**

### **Bank Account**

95.2% of those interviewed had a bank account. Some had difficulty in opening a bank account, for example,

- *“delay of two months”*
- *“Bank asked for nationality”*
- *“Wanted too much information – paperwork, ID, Passport.”*
- *“A lot of paperwork. We waited for NI and WRS”.*

### **Registering with a Doctor**

42 out of a total of 63 were registered with a Doctor. Some had experienced long delays in registering.

### **Registering with a Dentist**

Only 10 (15%) out of 63 were registered with a Dentist. Some had experienced delays in registering.

### **Family GP registration**

About 16% of the families were registered with a Doctor.

### **Use of local facilities**

Almost all migrant workers use their local facilities more specifically the pub, restaurants and their Church, especially the Catholic Church. Some also use the local gym.

### **Driving regulations**

65% of migrant workers interviewed did not have their own car. However, 60.3% were aware of speed limits; 58.7% knew that you should not drink and drive; 69.8% knew about the rule of wearing seat belts; 57.1% knew that the car should be taxed; 60.3% knew that the car should be insured and 65% knew that they need a valid Driving Licence.

With regard to registering the vehicle with DVLA the response was that strong – only 28.5% were aware of this.

Some are learner drivers and there were a few who would like to know about *“where to get a licence from”, and “driving lessons.”*

## **8. Migrant workers’ comments/suggestions**

- *“To have more patience with our English. Thank you for your interest. I enjoyed this questionnaire.”*

- *"I would like to be a member of a multicultural football game."*
- *"More drop-in Centres. Cheap accommodation for migrant workers. More information in Polish language."*
- *"Social accommodations for migrants and multicultural advice offices would be a good point."*
- *"All is right."*
- *"I am looking for new opportunities, education."*
- *"England is better than Poland. Because in Poland we pay a lot of tax. In this country tax is better. In Poland we pay 50% tax. Wages are better here. In Cumbria is very clean. Poland city is very dirty with litter. People in Cumbria very friendly."*
- *"I think from my point of view .... Sometime can be better with their employees, but I'm happy at least because I've meet a lot of people and my boyfriend.... is really good."*
- *"Cumbria is a very beautiful place. In Poland you don't have the same as mountains and lakes in the same place. Also people are very nice and friendly. Landlord is very good. No problems."*
- *"Improve my English."*
- *"There is probably nothing that can be done about it, but I just wish people were less nasty on Polish. Its really annoying at times when everybody is being judges as somebody who is only here for money – coz I'm not. Transport – horrible, too expensive, not often enough, takes too much time."*
- *"This place make me boring (bored) but I have reasons to be here and I can not complain. We travel by bus or by taxi from hotel to Keswick."*
- *"Cumbria is a nice place where to work. There is a lot of jobs available and you can work how many hours you want."*
- *"Information should/could be provided through the company you start work at or agencies you get the job through, the first person you talk to in the UK or before getting to the UK should give you the INFO."*
- *"Here is very nice and beautiful place for work. Also and not hard. The most of times is a pleasure."*
- *"Good work cooperation."*
- *"We travel usually by bus or if it is not too far we walk."*
- *"I would like to say I am lucky to be a part of this community."*
- *"I think we need help. Sometimes we need company that will be able to help with everything because for me was hard to sometimes that you must look for everything in different place."*
- *"I am happy."*
- *"Multicultural office for advice."*
- *"All is right."*
- *"I would like to have possibility rent a translator."*
- *"I like being in England but I miss my family."*
- *"Stop discrimination."*
- *"Just I like it here. I love Keswick. I like everything. I like views. I like people."*
- *"More offices for migrant workers."*
- *"Love the UK. But still miss home. Have learnt English thank you."*
- *"Thanks for the interest. I enjoyed this questionnaire. I would like to see more activities together with English people."*

- *“English people don’t like too many Polish people. Saturday night after drink could be problem.”*
- *“All is right.”*
- *“More events for migrant workers. Multicultural exchange today was a fantastic idea.”*
- *“I am happy living in Cumbria because I like people here – smiling. They are friendly. I like my work. I like the laws in this country that everybody keeps to the law.”*
- *“Working and living in England has given me much experience eg working with people from different walks of life. Made me ask questions about myself and the person I want to be.”*
- *“I am happy because I have new family in England, good friends and I hope I will have a happy life. I married three weeks and my husband England man and we work together.”*

*“It is good to have you come out to see us and get our views in Cumbria and hope that it will help us a lot more and also any others who are yet to come here to work or stay.”*

## **9. Conclusions**

A few concluding remarks:

The migrant worker population is young (93% 25 and 30 year olds) who intend to work here and some (31%) intend buying their own property and settling in Cumbria.

### **Advice and support needs**

- There is no consistency amongst employers how the advice and support needs of their migrant workforce is covered.
- The migrant workers are very dependent on employers for basic information such as registering with a doctor. "Ask the boss" was the most frequently given response.
- Information and advice could be provided through leaflets, churches, multicultural centres, the Polish Multicultural Centre in Penrith and the Polish Forum which has over 300 registered users.

### **Community integration**

- Some work on community integration would be helpful for example, public meetings where all community members are invited.
- People should be aware of different cultures was mentioned. It was suggested that community relations would be better if people understood each other's cultures.

### **Discrimination**

- Migrant workers have experienced discrimination in the work place and in social settings, some work needs to be done with employers. This is covered later under Employment.

### **Employment**

- Very often skills did not match the jobs. Some targeted support is needed so that migrants' skills can match the job opportunities. As one worker said "I am trained in tourism and as a Physiotherapist but here I am not given opportunity to do this."
- "I can make progress if I have good English" or "I am in this job because my English is no good was mentioned quite frequently.
- On the whole people we interviewed were happy although they can sometimes work 11 – 14 hours per day. The problem is without good English the workers do not know their rights.

- There is evidence of discrimination both in employment and in the county. Racism and discrimination in the workplace is a bit more manageable than in the county as a whole. Within the workplace, the employers need to develop and promote their equalities policies and train their staff in race and diversity issues. With regard to the public places, perhaps the police could promote anti-discriminatory practice literature in pubs.
- Although most of the people interviewed were on the minimum wage, but they were not – in all cases – being paid the over-time rate for the job. Also for how long would they be kept on the minimum wage?
- Some employers regard their migrant workforce as an asset and intend investing in their training and development.
- The employers recognise that they are essential to the local economy and their businesses and as one employer said *“the local staff recognise that if it weren’t for these (migrant) workers, I wouldn’t be able to keep our doors open.”*

### **Farming**

- In order to ensure that the workers on the farm have access to general information and advice some work needs to be done to access the farming community through employer networks (Cumbria Chamber of Commerce, Business Development Officer), and Parish Councils.

### **Housing**

- Most of the migrant workers in the service industry are in tied accommodation, which has its advantages in that the workers are not spending money on public transport, but the disadvantages are that they are reliant on the employers for providing their meals, and they could be paying higher rates for the type of accommodation they are in.
- Some are interested in purchasing their own property and settling in Cumbria.

### **Population mix**

- The figures for migrant workers in Cumbria could be considerably higher than those given by the NINO registrations.

## Appendix1

**Table 12: Migrant Workers Research – Quality of Life Interviews**

### Post Codes

Post Code	Bulgarian	French	Hungarian	Indian	Lithuanian	Polish	Portuguese	Slovakian	S.African	Spanish	Total
LA8						1					1
LA10						1					1
LA12		1	1					1			3
LA22	1	1		1	2	6		4	3	1	16
CA6						4					4
CA10						1					1
CA11				1		19					1
CA12						1	1	2			1
CA14								2			2
CA15					1			5			3
Centre Parcs						1					1
Penrith						1					1
<b>Total</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>35</b>	<b>1</b>	<b>14</b>	<b>3</b>	<b>1</b>	<b>63</b>

## Migrant Workers Research – Quality of Life Interviews

### Jobs and Qualifications

**Table 13: Where present job does not match previous work experience and/or qualifications**

<b>Present job</b>	<b>Previous experience and/or qualifications</b>
Grocery Assistant	IT Technician
Sales Assistant	Hairdresser
Shop assistant	Had worked as a security guard
Kitchen Porter	Trainee Advertising Manager
General Assistant in a hotel	English Teacher (TEFL)
General Assistant in a hotel	PC Operator
Factory Assistant	Trained as a joiner
Kitchen Porter	Driver
Restaurant Assistant	Biology Teacher
Restaurant Assistant	BA in Geography
Restaurant assistant	MA in Management
Cook	Car Service and Building Technician
Housekeeper	Telecommunications Supervisor
Bakery Operative	IT Technician
Restaurant assistant	Studied Journalism
Commis Chef	Driver
Farm Worker	Upholsterer/Joiner
Bar staff	IT Technician
Housekeeper	Shop assistant/Dressmaker
Cashier	Studied Tourism and Dress Design
Restaurant Staff	Masters in Business Administration

**Table 14: Where present job does meet previous work experience and/or qualifications**

<b>Present job</b>	<b>Previous work experience and/or qualifications</b>
Housekeeper	Hotel Training
Housekeeping Supervisor	Hotel Management Training
Admin assistant	Worked in an accounts office
Management in hotel	Masters in Commerce and Hospitality Management
Factory Worker	Worked in a sports factory
Chef	Qualified as a Chef
Training Liaison Officer	BA in English and Education. Worked as an English Teacher
Senior Leisure Assistant	Tourism and Physiotherapy



Published by:  
Voluntary Action Cumbria  
Registered Office:  
The Old Stables, Redhills, Penrith CA11 0DT  
Registered in England:  
Charity No: 1080875  
Company No: 3957858

