

Central and Eastern European migrant communities in Salford and Bury

Final Report

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This report is based on research undertaken by the study team and the analysis and comment thereafter does not necessarily reflect the views and opinions of the commissioning authorities, or any participating stakeholders and agencies. The authors take responsibility for any inaccuracies or omissions in the report.

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Executive summary

The study

It is accurate to say that all areas of the UK have experienced migration of some kind, whether it is long-established migrant communities, dispersed asylum seekers and refugees, or, migrant workers. In recent years, the term migrant worker has been increasingly associated with individuals from the new EU countries of Central and Eastern Europe.

The arrival of Central and Eastern European migrant communities into Salford and Bury has placed extra demand on public services as well as changing the demographic make-up of communities. While there is general awareness on the part of public services of significant in-migration, often into deprived urban locations, and statistical evidence of such migration from governmental recording schemes, there is limited data on the specific areas of residence and the breakdown by age, gender and household type of these new arrivals. There is also a lack of awareness of their particular needs with regard to core areas of public service delivery (health, education, community safety, etc.) and how services can adequately respond to meet these. Finally, there is a knowledge gap in relation to the people's future intentions.

In order to provide an initial baseline of knowledge in these areas a study brief was developed to enhance intelligence in relation to the Czech, Polish and Slovak communities in both local authority areas. This study was also intended to inform community cohesion and integration actions, as well as the priorities for local neighbourhood level work.

The research was commissioned by Salford City Council and Bury Metropolitan Borough Council in October 2009 and was conducted by Salford Housing & Urban Studies Unit (SHUSU) at the University of Salford. The study was greatly aided by research support from a number of community interviewers. The project was managed by a steering group composed of officers representing Salford City Council and Bury Metropolitan Borough Council.

The study was undertaken by conducting:

- Consultation with **26** key stakeholders and service providers in Salford and Bury; and
- A total of **200** interviews with migrants from the Czech Republic, Poland and Slovakia.

Main findings

The characteristics of the sample

- The majority of respondents were Polish (82%), followed by Slovak (11%) and Czech (7%).
- The majority of respondents were aged 25 – 39 years (73%).

- 56% of the respondents were male and 44% were female.
- 42% of the sample was single; 34% were cohabiting; and 24% were married.
- 23% of respondents were living with their children; the majority of children were under five years old.
- 42% of the Salford respondents had lived somewhere else in the UK before moving to Salford; 28% of the Bury respondents had lived somewhere else before Bury.
- The majority of people had chosen Salford or Bury because they had friends living there.

Chapters 5 and 6 provide a full discussion of the characteristics of the sample.

Qualifications and language skills

- The sample was diverse in terms of their skills and qualifications: 11% had postgraduate degree level qualifications; 13% had degree level qualifications; and 26% had technical qualifications.
- 57% of people said that their ability to speak English was good or very good. People were more likely to have problems with written language skills.
- 35% of respondents indicated that they did not need an English language course as they had already completed one.
- 39% of respondents indicated that they did not have time to complete an English language course, primarily due to work commitments.
- 35% of respondents indicated that work colleagues translated for them at work.

Chapter 7 of the report provides a full discussion of qualifications and language skills.

Employment

- 45% of respondents had a particular trade or skill from their home country; the most frequently mentioned skills related the construction industry.
- 92% of respondents were currently in paid employment; the number of jobs people had had in the UK ranged from one to more than six.
- 87% of respondents were satisfied with their treatment by other workers; 79% were satisfied with their treatment by their employer.
- 38% of respondents were working in elementary occupations; Salford respondents were more likely to be working in elementary occupations than the respondents in Bury (43%, compared to 31% in Bury).

- 44% of those with a postgraduate degree and 52% of those with a degree were working in elementary occupations.

Chapter 8 of the report provides a full discussion of the findings in relation to employment.

Accommodation experiences

- 84% of respondents were living in the private rented sector and 11% in socially rented accommodation.
- 49% of respondents had found their current accommodation through friends and family.
- 81% of respondents indicated that they had enough space in their current home.
- 51% of respondents said that they would move to a different property in the future; 38% wanted to buy their own home, 27% wanted to live in private rented accommodation and 24% wanted to live in socially rented accommodation.

Chapter 9 of the report provides a full discussion of housing experiences.

Community and neighbourhood

- Nearly all respondents had some contact with people from their home country as well as with British people.
- 65% of people were satisfied with their local area as a place to live; a third of respondents (33%) had a fairly strong sense of belonging and 5% a very strong sense of belonging to their local area.
- 69% agreed that their local area was a place where people from different ethnic backgrounds mixed well together; 12% disagreed.
- 22% of respondents indicated that they had been victims of crime, while 78% had not; 10% of respondents had experienced hate crime.
- 45% of respondents would recommend Salford as a place to live and work while 58% would recommend Bury.

Chapter 10 of the report provides a full discussion in relation to community involvement and engagement.

Access to services and facilities

- Perhaps unsurprisingly, shops were most commonly used (99% of respondents). This was followed by public transport (77%).
- 90% of respondents were currently accessing a Doctor/GP, while 41% were accessing a dentist.

- 24% of respondents had been provided with an interpreter during their contact with service providers.
- Respondents indicated that the following information would have been most helpful to them on arrival in the UK: advice on how to find a job; language classes; advice on benefits; schools; housing and other services (for example, GPs); opening bank accounts; and getting a National Insurance number

Chapter 11 of the report provides a full discussion in relation to use of goods, services and facilities.

Future intentions

- 18% of respondents wanted to stay in Salford indefinitely; 11% wanted to stay in Bury indefinitely.
- With regards to those who intended to leave, 66% would be returning to their home country; 21% intended to move to another part of the UK; and 13% intended to move to another country.
- 9% of respondents said they would be joined in the UK by other family members.

Chapter 12 of the report provides a full discussion in relation to future intentions of the respondents.

Conclusions

The following provides a summary of the main conclusions based on the findings of the survey.

Language barriers

Perhaps unsurprisingly, language barriers remain an issue for migrant communities. Both migrant workers and key stakeholders in this study made reference to the issue of language.

Across the sample as a whole, 39% said that they did not have time to complete an English language course; the majority of whom said that this was due to their work commitments. In addition, written English was a particular problem for over one in five respondents. While some people will actively seek English classes, others want to learn a basic level of English that will enable them to 'get by'.

Migrant communities themselves need to be encouraged to access English language courses but also to continue with courses once they have enrolled, with more emphasis placed on the importance of acquisition of English language. In order to do so, however, there is a need to look at flexible learning opportunities. This includes the evening classes that are already available, but also includes working with employers to provide language training, and looking at less formal and structured methods of learning, which can sometimes deter people or can be difficult to sustain.

Dissemination of information

A common theme running throughout the study is the reliance on social networks. Having friends and family living in Salford and Bury has been vital for many people, not only influencing their decision to move to an area in the first place, but assisting with access to employment, accommodation and services. One concern is that migrant communities often get advice from friends, relatives and other migrants, which in some cases can be inaccurate or partial information. Dissemination of reliable, effective information is therefore vital for new communities.

A number of local authority areas (including Salford and – more recently - Bury) have developed *welcome packs* for migrant communities and these can be tailored to each specific local area in terms of the information they provide. Discussions with community interviewers who worked in this study indicated that the welcome pack developed by Salford, which was given out during interviews, had been very well received. However, this will only be able to resolve some of the awareness issues and agencies need to consider different strategies to engage with migrant communities. This includes taking advantage of CEE migrants' high levels of Internet use. There are already sites set up specifically to provide information to new communities; such as *myUKinfo.com*, which provides information on work, housing, health, money, etc. in a variety of languages.

In terms of information needs, perhaps unsurprisingly the key issues were finding employment; language classes; access to benefits; and access to housing and other services (such as GPs). Significantly both stakeholders and respondents indicated that knowledge of the range of benefits and the potential to utilise in-work and other benefits (e.g. using working tax credit to assist learning opportunities) to improve migrants' situation was an important area. The survey highlighted a diversity of skills and qualifications, with a number of highly qualified migrants living in Salford and Bury. Migrant communities, in common with the rest of population, therefore need to be able to access information with regards to how best to utilise and develop their individual skills and qualifications, as well as the employment opportunities that are available to them.

Perceived and actual issues

Another issue that has emerged from this study is the potential discrepancy between *actual* and *perceived* issues. Stakeholder consultation, for example, highlighted a perception that migrant communities often go to Accident and Emergency (A & E) rather than accessing a GP. Although this may be an issue with some migrant populations, 90% of respondents in this survey indicated that they currently accessed a GP, with nearly a quarter of respondents making use of local NHS Walk-in Centres. Nevertheless, this masked a far lower use of Walk-in Centres in Salford than Bury and the survey also indicated that use of NHS Direct was very low in both areas.

Furthermore, previous research has highlighted accommodation issues, particularly around the private rented sector and Houses in Multiple Occupation (HMOs). This study did suggest some cases of overcrowding; however, people were generally satisfied with their accommodation and the private rented sector remained high on their preference list. It is recognised that there are issues with some private landlords, but in this study this did not appear to be the majority experience.

Finally, there can sometimes be a perception of exploitation of migrant workers in employment. As above, people largely had positive views on their treatment by their current employer, again suggesting that poor treatment was not the majority experience for those interviewed in this study. Obviously, we are not attempting to say that people do not experience exploitation in employment and accommodation, but rather we are highlighting that the majority of people had positive experiences of living and working in the UK.

Future considerations

Unfortunately, it is difficult to predict future intentions, particularly with regards to a population whose migration is predominantly linked to economic opportunities and social networks. Indeed, 44% of the sample as a whole were unsure about their future intentions. Official data suggests a slowing in the number of arrivals, particularly from Poland. However, what this study suggests is that those who are here have stayed longer term; for example, 81% of respondents had been in the UK since 2007 and 37% since 2005. People did make reference to employment opportunities decreasing since arrival; however, they still remained in the UK and 70% of those who were in employment had a permanent contract. Furthermore, the fact that 38% aspired to own their own home suggests a possible longer-term commitment to remaining in the UK.

In addition, nearly a quarter of respondents were living with children. Previous studies have highlighted that families are more likely to settle for longer periods. This study did not focus on the needs and experiences of children, (or parents) or cover in depth the implications of an increase in CEE migrants' children on local services such as Early Years and nursery provision, plus health care and schools. This is therefore an area for further consideration.

The study focused on Czech, Polish and Slovak migrants. However, we recognise the difficulty of trying to categorise migrants as one homogenous group. There are differences, for example, in the experiences of people from different countries and ethnic groups that need to be taken into account, particularly in relation to skills and qualifications, aspirations and ability to progress in the UK. Although only one person in the study identified themselves as of Roma heritage, stakeholders highlighted some potential issues in relation to Roma communities which may require further information.

This study represents a 'snap shot' of a population, providing a starting point for key stakeholders to begin looking at how to take the findings of the report forward and where further information is required. Local authorities and service providers need to ensure that they are constantly monitoring population changes within their local area and sharing this information and good practice at a wider level.

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Outline of the report

This report presents the findings of a study looking at the experiences of Czech, Polish and Slovak migrants living and working in Salford and Bury. The structure of the report is as follows:

Section I: Background to the study

Chapter 1 provides a brief overview of the study, outlining the main aims and objectives.

Chapter 2 presents details of the research methods involved in the study, including looking at the sampling strategy and sampling issues.

Section II: Findings from stakeholder consultation

Chapter 3 contains analysis of the consultation with key stakeholders across Salford.

Chapter 4 contains analysis of the consultation with key stakeholders across Bury.

Section III: Findings from survey of Czech, Polish and Slovak migrants

Chapter 5 looks at the characteristics of the migrants who took part in the survey in Salford and Bury, with regards to nationality, gender, age, and household information.

Chapter 6 contains analysis of the migration experiences of the sample, including where they had lived prior to Salford and Bury.

Chapter 7 looks at the data in relation to education and training, focusing specifically on qualifications and English language skills.

Chapter 8 contains analysis of the findings in relation to employment, including type of job, hours worked and rates of pay.

Chapter 9 focuses on accommodation, exploring the types of property people are living in, awareness of housing options, and views on conditions.

Chapter 10 provides an analysis of issues relating to community and neighbourhood focusing on people's sense of involvement with the local community and perceptions of safety and security.

Chapter 11 focuses on people's level of use of local facilities and services, including health care services and community services.

Chapter 12 examines respondents' future intentions and aspirations. This includes looking at intentions to stay in Salford and Bury.

Finally, **Chapter 13** provides some concluding comments based on the findings of the research.

Section I

This section outlines the background to the study, including the aims of the study and the methods used.

1. Overview

This report presents the findings of a study looking at the needs and experiences of Czech, Polish and Slovak migrants living and working in Salford and Bury. The research was commissioned by Salford City Council and Bury Metropolitan Borough Council in October 2009 and was conducted by Salford Housing & Urban Studies Unit (SHUSU) at the University of Salford. The study was greatly aided by research support from a number of community interviewers. The project was managed by a steering group composed of officers representing Salford City Council and Bury Metropolitan Borough Council.

1.1 Background to the study

It is accurate to say that all areas of the UK have experienced migration of some kind, whether it is long-established migrant communities, dispersed asylum seekers and refugees, or, migrant workers. In recent years, the term migrant worker has been increasingly associated with individuals from the new EU countries. In May 2004, ten countries joined the EU: Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia. From that date, Cyprus and Malta had full free movement and right to work throughout the EU, while the remaining eight countries (referred to as the A8) were subject to certain restrictions. In the UK, for example, the government regulated access to the labour market through the Worker Registration Scheme (WRS), and restricted access to benefits¹. In 2007, the EU was also joined by Bulgaria and Romania (referred to as the A2). Nationals of these two countries were allowed gradual access to the UK labour market.

What is clear is that different areas of the UK will continue to face a different combination of circumstances, and, as such, require their own local responses to these new and emerging communities. It is recognised that local authorities need to understand the composition and needs of their local population in order to be able to plan and deliver services effectively, as well as being able to respond to any issues relating to community cohesion.

1.2 Study brief

Official statistics (for example, National Insurance number registrations and Worker Registration Scheme data) suggest that Salford and Bury (and Greater Manchester as a whole) has received a large number of Central and Eastern European migrants since 2004. The boxes below provide some background information on migration into

¹ The Social Security (Habitual Residence) Amendment Regulations 2004 changed the entitlement to benefits. The regulations introduced a new requirement that a claimant must be able to demonstrate a 'right to reside' in the UK. An A8 worker who comes to the UK to work *after* the 1st May 2004 has the 'right to reside' if they are working and registered under the Worker Registration Scheme (WRS) or have completed twelve months uninterrupted employment. During the initial 12-month period of registered employment, an A8 worker is entitled to in-work benefits, such as housing benefit, council tax benefit, working tax credits etc. They are also able to go on the housing waiting register (and be allocated a property) and apply as homeless. If they stop working within the first 12 months for a period of more than 30 days they will lose their right to reside and their rights to benefits and housing. After 12 months uninterrupted employment, they then have the same entitlements as other EEA nationals. With regards to A2 nationals, the rules are similar, with A2 nationals having to complete twelve months as 'authorised workers'.

the two areas. This information was provided by Salford City Council and Bury Metropolitan Borough Council.

Salford

Between 2001 and 2007, ONS population projections indicated that international migration was the principal driver of population growth in Salford, resulting in a net gain of 6,300 persons. Much of that growth was due to the arrival of Central and Eastern European migrants. This can partially be tracked by looking at National Insurance number (NINo) and Worker Registration Scheme (WRS) data, but these sources do not provide a complete picture of A8/A2 migration. Nevertheless, they do highlight large scale arrival of A8 migrants to the City and a very different demography than the 2001 Census would indicate.

National Insurance registrations (NINo)

Between 2004 and 2008, the number of National Insurance registrations in Salford increased by 158%, and in-migration from the EU Accession States, particularly Poland, accounts for most of this increase. The number of National Insurance registrations in Salford peaked at 3,210 in 2006-07, dropped to 3,180 in 2007-08 and 2,840 in 2008-09. During 2007-08, Manchester and Salford accounted for the majority of NINo registrations within Greater Manchester (57%). After Manchester, Salford had the second highest percentage of NINo registrations in Greater Manchester, with 3,181 (12.6% of the sub-regional total).

Worker Registration Scheme (WRS)

Looking at WRS data, the majority of registrations in Salford were Polish, with smaller numbers from the Czech Republic, Slovakia, Latvia and Lithuania. The number of registrations across the UK, North West, Greater Manchester and within Salford increased significantly between 2004 and 2006. However, a decline in the number of registrations since 2006 is apparent. The number of registrations in Salford peaked at 605 in 2006, and then fell to 340 in 2008 and 200 in 2009. The main sectors employing migrants registered in Salford were administration, business and management and hospitality and catering, with lesser numbers in construction, manufacturing, the small business sector and retail. The latter decreased notably in 2009, which may reflect the impact of the recession.

The main recipient occupations in Salford throughout the period 2004-08 were cleaning, domestic staff, kitchen and catering, construction, labouring and building jobs as well as various hotel employment, process operation/warehouse/factory work, and care home assistant roles. However in 2009 there is a clear decrease in construction, labouring and building jobs, as well as a decrease in warehouse work (such as packing).

Electoral Register

In addition Electoral Registration data collects information about nationality. In 2008 this indicated that over 1,600 Central and Eastern European migrants were resident across the city, with high concentrations in East Salford (Broughton, Kersal and Irwell Riverside) Central Salford (Ordsall, Weaste & Seedley) and the Eccles area.

Bury

National Insurance registrations (NINo)

Since 2004, Polish nationals have represented the highest proportion of adult overseas nationals registering in Bury, with the next two most common nationalities being Czech and Slovak. In Bury, 610 adult overseas nationals registered for a National Insurance number during 2004-2005. A year later this figure had increased to 1,110, which represented an 82% increase on the previous year's registrations. In 2006-2007 NINo registrations for adult overseas nationals peaked at 1,250, but by 2008-2009 this figure had decreased to 870.

The arrival of Central and Eastern European migrant communities into Salford and Bury has placed extra demand on public services as well as changing the demographic make-up of communities. While there is general awareness on the part of public services of significant in-migration, often into deprived urban locations, and statistical evidence of such migration from governmental recording schemes, there is limited data on the specific areas of residence and the breakdown by age, gender, household type of these new arrivals. There is also a lack of awareness of their particular needs with regard to core areas of public service delivery (health, education, community safety, etc.) and how services can adequately respond to meet these. Finally, there is a knowledge gap in relation to the people's future intentions.

To meet the challenge of providing responsive services to new communities, the aim of this study is to enhance intelligence in relation to the Czech, Polish and Slovak communities, as the evidence suggested that citizens from these three nations constituted the overwhelming majority of Central and Eastern European migrants in both local authority areas. This study is also intended to inform community cohesion and integration actions, as well as the priorities for local neighbourhood level work.

2. Methods

This study involved consultation with:

- Key stakeholders and service providers
- Czech, Polish and Slovak migrants

Each of these is described in more detail below.

2.1 Consultation with key stakeholders

Stakeholder consultation was vital in terms of providing information and insights around some of the key issues and problems facing migrant communities in Salford and Bury, as well as identifying areas of good practice that could inform the approach of the local authorities and other relevant stakeholders.

Consultation took place via a proforma which was sent by the project steering group to all relevant organisations/individuals to complete. This proforma focused on the nature of support they provide to migrant communities; the nationalities they work with; and the key issues facing migrant communities from a service provider perspective.

A total of twenty-six stakeholders completed and returned the proforma; seventeen in Bury and nine in Salford.

2.2 Consultation with Czech, Polish and Slovak migrants

This phase involved carrying out face-to-face interviews with Czech, Polish and Slovak migrants. The interviews took place between November 2009 and March 2010. This phase of the study is discussed in greater detail below under three sections: questionnaire design; fieldwork and interviewers; and sampling issues.

Questionnaire design

The interviews utilised a structured questionnaire, which contained the following sections:

- Migration history;
- Employment, education and training;
- Housing;
- Community and neighbourhood;
- Access to goods, services and facilities;
- You and your household; and
- Future intentions.

The questionnaire included a mixture of tick-box and open-ended questions. This mixed approach enabled us to gather quantifiable information, but also allowed for contextualisation and qualification by some narrative responses.

Fieldwork and interviewers

The fieldwork for this study was carried out by community interviewers. Working with community interviewers was of crucial importance in engaging as effectively as possible with the target migrant communities in Salford and Bury.

In order to standardise our fieldwork approach, each interviewer had to undergo a community interviewer training course. This course focused specifically on:

- An in-depth appreciation of the aims and objectives of the study;
- The necessary skills to complete the interviews and ensure consistency of approach in asking the questions and recording information across the fieldwork force;
- Issues of confidentiality; and
- Interviewer safety.

The training also included familiarity with the questionnaire, with a particular emphasis on developing a shared understanding of the vocabulary and concepts used in the research. Each interviewer then had to demonstrate their understanding of the issues raised in the training session through practical use of the questionnaire.

Those who successfully completed the training and practical work were presented with a *Certificate of Attendance* from the University of Salford and could begin work as a community interviewer. Each questionnaire that was returned by the community interviewers was subject to quality control and appropriate feedback given to the interviewers.

A total of ten interviewers worked on the project; the interviewers had Czech, Polish and Slovak language skills. The networks and contacts of the community interviewers enabled the research team to access a range of participants.

Sampling issues

As highlighted above, the focus of the research was on the predominant Eastern European migrant communities across the two study areas: Polish, Czech and Slovak. In the absence of a comprehensive database which provides details of individuals' addresses and nationality, it was necessary to take a flexible and pragmatic approach to the sample selection procedure. Initial quotas were set for different national groups based on the data available; however, these were flexible to respond to any changes regarding numbers of particular national groups.

A total of **200** interviews were carried out. There were two primary sampling strategies employed by the community interviewers in the study. The first was 'snowball' sampling, whereby interviewers were encouraged to interview members of their own community or people they knew/were in contact with. Through these contacts, they were then introduced to additional participants. The second was 'opportunistic' sampling whereby interviewers would simply go to places where the target migrant populations were known to frequent – for example, specialist shops, places of worship, etc. – in order to engage people in the research.

Section II

This section provides an analysis of the consultation carried out with key stakeholders and service providers across Salford and Bury.

3. Stakeholder consultation – Salford

This chapter analyses the stakeholder consultation in Salford. The stakeholders who completed the proforma represented a number of different agencies including: community groups; ESOL providers; schools; health care providers; as well as one local employer.

3.1 The profile and nature of CEE migrants in Salford

Stakeholders varied in the number of CEE migrants they had contact with. This ranged from five people using their particular service to having 200-300 on their database. ESOL providers indicated that they had waiting lists of up to eighty people and these tended to be pre-entry level learners.

Perhaps unsurprisingly, stakeholders suggested that Polish nationals represented the largest proportion of CEE migrants who were living in Salford. However, people suggested there were a range of other nationalities including: Czech, Slovak, Slovenian, Romanian and Latvian. Respondents said that they have contact with a range of demographic groups.

With regards to household type, again people made reference to having contact with a range of household types including families, single men living in Houses of Multiple Occupancy (HMOs), young married couples. One respondent commented that in the past there were a greater number of older males with poor language English skills who had come to work in the construction industry, while now there were a number of University graduates who were taking jobs in catering and hospitality to improve their English and to travel. The employer who took part in consultation felt that there were as many CEE migrants in Salford now as there were before the economic downturn, suggesting that they were typically undertaking labouring roles or other semi-skilled trades.

Stakeholders indicated that CEE migrants primarily live in areas of East and Central Salford including Broughton, Lower Kersal, Seedley, Langworthy, Charlestown, Peel Green and Eccles.

3.2 Key issues from a stakeholder perspective

The respondents were asked to outline what they felt were the key issues for CEE migrants who come to the UK to live and work. Respondents made reference to: employment, housing, language, health, and resources. This section focuses on the main issues that were raised by key stakeholders, either from the perspective of how migrant communities are impacting on their work or the types of issues that migrants' experience.

Health care

With regard to health services a number of issues were raised. These primarily related to the impact on service providers rather than just focusing on the problems CEE migrants experienced in relation to health care. For example, it was suggested that migrant communities often go to Accident and Emergency instead of making an

appointment with a GP. Also, it was suggested that it can be hard for health care professionals to keep track of medications, particularly if people are prescribed something in their home country. It was suggested that there were instances in which people went back to their home country for operations, or to obtain prescriptions. Once they returned to the UK, they wanted to be able to receive the same prescriptions, which in some cases were deemed inappropriate.

Furthermore, lack of English language skills amongst many migrants increased the cost and consultation time required for appointments as it was necessary to work with interpreters. Reference was made to the perceived impact on the health opportunities of the indigenous population, particularly with additional costs associated with A and E and the additional time required for appointments due to interpretation services. This was seen to have an overall affect on budgets, as well as reducing the appointments for other patients given additional time required for appointments where interpreters were required.

Furthermore, from the perspective of frontline staff, it was suggested that time was also taken up educating migrant communities about the UK health system (for example, the use of emergency departments, registering with GPs). This related to the culture of health care in people's home countries and their expectations in the UK; for example, in Poland it was common to be able to see a consultant as a first point of contact without having to be referred by a GP first.

Language

Stakeholders also made reference to a distinct set of issues associated with language and the provision of ESOL. It was suggested that there was a problem for students when courses became fee paying. ESOL providers therefore had to help people find ways to continue their studies, as one person highlighted:

'It was necessary for the college to be proactive in promoting and identifying working tax credit as a possible avenue for the learners to access'

Maintaining continuity in learning was a key issue. For example, employment was a barrier to accessing language classes, particularly when people were working long hours and shift work. The unpredictable working patterns made it difficult for some people to attend regularly. Furthermore, as some people moved with employment opportunities they would leave their course as they relocated. Furthermore, it was suggested that there can sometimes be long breaks in learning when people return to their home countries for extended periods of time – these are trips which were often arranged at short notice.

Stakeholders made reference to issues for younger ESOL learners as well (i.e. aged sixteen to eighteen). Frequently they have acquired English language skills and this may be because they have been in the UK for a few years. However, they have still not achieved a high enough level of competence to access full-time mainstream college courses. This can cause difficulties when a student is exceptional at other subjects, such as maths or science, but not at the same level with English.

Stakeholders indicated that those with low level English language skills were finding it more difficult to access the services they needed, in applying for working tax credits and filling out forms at the Job Centre etc., whereas those who work alongside

English speakers tended to fare better. However, for those organisations which were trying to provide a service to those with poor language skills they needed a worker who could speak some of the identified languages.

Education for children

Stakeholders suggested that there has been a need to provide extra English tuition for the children of CEE migrant communities. One school indicated that the proportion of pupils in their school with English as a second language was 30%. They had adapted to this by providing language acquisition programmes, in-class support as well as employing staff who could speak the main languages to aid communication with students and parents. They also translated letters and policies when sending them to parents.

Comments were made, however, on the benefits of having increased diversity and multiculturalism in school. However, it was suggested that there was a small proportion of people in the indigenous population who were unhappy about the number of migrants.

With regards to the integration of migrant children, interestingly it was suggested that earlier migrations integrated more but this has changed as the number of migrant children has increased. New arrivals therefore have more opportunities to mix with children who speak their language.

Finally, one respondent commented on how funding was provided to schools and how this did not take into account mid-term arrivals, which can often happen with migrant communities:

'The local authority provides funding via the formula based on pupil numbers at the point of the census. There is no mid-year provision'

4. Stakeholder consultation – Bury

This chapter analyses the stakeholder consultation in Bury. The stakeholders who completed the proforma represented a number of different agencies including: ESOL providers, libraries; schools; health care providers; Police and community safety services; religious organisations; and general advice, guidance and signposting services.

4.1 The profile and nature of CEE migrants in Bury

Consultation suggested that stakeholders came into contact with between twenty and more than 250 CEE migrants. As with Salford, the highest level of contact related to ESOL providers who indicated that there was a waiting list of over one hundred people.

The nationalities that service providers came into contact with were mainly Polish and Czech; however, they also made reference to Romanian, Hungarian, Bulgarian, Latvian, Lithuanian and Slovak. Within these groups, people also highlighted having contact with Roma communities.

Some stakeholders suggested that the number of CEE migrants in the area has declined recently. As one person commented:

‘Some of the migrant workers have called in to say ‘goodbye’ as they have abandoned their attempts to settle in the UK and returned home’

It was suggested that some Polish people were returning to their home country; however, one school had noticed an increase in Romanian families while another said that they had received children from Czech Republic (although these were sometimes only attending school for a short time).

Stakeholders indicated that CEE migrants primarily live in the BL9 postcode area, and in the following areas: Chesham Fold, Prestwich, Whitefield, Brandleshome, as well as the Spring and Dorset Drive areas.

One employer suggested that CEE migrant workers employed within their organisation made temporary return trips to their home countries about every six months.

4.2 Key issues from a stakeholder perspective

As with Salford, the respondents were asked to outline what they felt were the key issues for CEE migrants who come to the UK to live and work. This section focuses on the main issues that were raised by key stakeholders, either from the perspective of how migrant communities are impacting on their work or the types of issues that migrants’ experience.

Health care

The main issue for health related to being able to identify the actual number of migrants and national/ethnic groups. The second issue was, once identified, being able to provide them with the information and health care services. It was suggested that some health care providers had attended the Polish Social Club to promote the work of NHS Bury to migrant communities; for example, highlighting services such as the Patient Advice and Liaison Service (PALS) team, the commissioning team, health trainers, and the 'Communities against Cancer' project. They could also access the PALS team if they have any queries around their entitlements to health services. Respondents appeared to be unaware of any impact on the health care opportunities of the indigenous population, as one person commented:

'None have been foreseen at this moment in time'

Language

Again language was raised an issue for migrant communities; however, it was highlighted that there had been an increase in evening provision to meet the demand of those learners who work during the day. The cost of classes was seen to present a problem for some learners.

ESOL providers suggested that information about courses was available in a range of ways, including: course guides delivered to residential properties; leaflets in libraries, Polish shops and clubs; and word of mouth.

One employer indicated that they provided extensive ESOL training to all those who are interested, as well as helping with signposting to services, National Insurance numbers, as well as accommodation needs.

Education for children

The schools who took part in the consultation indicated having up to twenty-six migrant children in schools; however, the majority had fewer than twelve. As with Salford, schools made reference to a number of benefits to the school of having migrant children. It had enabled some schools to become more multicultural and diverse, and allowed children to experience other languages.

It was also felt that the migrant families were supportive and had a good work ethos. In addition, families who were more established were able to help translate when new families arrived.

The main problem experienced by migrant children was the language barrier; many arrive with only very slight English skills. Consequently, it was suggested that children from the same country (for example Poland) tended to congregate together in social time. One school had a Polish speaking member of staff who inducts children, prepares them for Polish GCSE exams, liaises between home and school when necessary, and provides translations for the school website. Some schools had received support to cope with the extra demands due to the presence of migrant children and this centred on the issue of language. Some schools had been able to access limited support from CLAS (Curriculum Language Access Service) where they could access a translator to assist with transition, telephone advice, teaching materials and occasional visits to support learning. However, some schools had

received no support and some found the support offered was insufficient. It was felt that there needed to be more funding and support to assist with the new arrivals in the acquisition and command of English.

Another issue that was raised related to comparisons between education in home country and that in the UK. It was suggested that some children have found the maths standards lower here compared to their own country.

A final problem is that the Roma families are unaccustomed to school systems and the requirements of regular attendance.

Community safety

Consultation with the Police indicated that they aimed to engage with the migrant communities to establish where they live for purposes of providing crime reduction advice, community reassurance, monitoring community tensions and conducting community impact assessments when critical incidents takes place. They currently worked with the Asylum Support Team to map migrant communities.

Other issues

A range of other issues were highlighted during consultation. It was suggested, for example, that there was a demand amongst migrant communities for access to computers as they needed these to use for email and for job hunting.

Furthermore, it was highlighted that migrant communities can experience difficulties with the high cost of housing. They also frequently have queries about benefits and employment.

Finally, representatives from the local libraries suggested that they provided information to people about what the library offered and this was often disseminated in community centres and places of worship. However, they made reference to having resource constraints, suggesting it would be useful if they could offer stock of literature to help migrants learn English.

Section III

This section provides a comprehensive analysis of the survey carried out with Czech, Slovak and Polish migrants, focusing on: the characteristics of the sample; migration experiences; education and qualifications; employment experiences, accommodation issues; community cohesion; access to selected services and facilities; and future intentions.

5. Characteristics of the sample

This chapter presents information about the characteristics of the migrant workers interviewed in Salford and Bury, including nationality/ethnicity; age and gender; religious beliefs; and household information.

5.1 Nationality and ethnicity

Table 1 below shows the breakdown of interviews by nationality. As can be seen, 82% of the sample were Polish, 11% Slovak and 7% Czech.

Table 1: Nationality of respondents

Nationality	All		Salford		Bury	
	No.	%	No.	%	No.	%
Polish	163	82	99	85	64	77
Slovak	21	11	10	9	11	13
Czech	16	7	8	7	8	10
Total	200	100	117	100	83	100

Please note that percentages have been rounded up or down accordingly; therefore not all totals will add up to 100%.

Only one respondent identified themselves as of Roma heritage. This was a Polish respondent living in Salford. Five respondents did not provide a response when asked if they were from a Roma background; the remainder answered no.

5.2 Year of arrival

Table 2 below shows year of arrival in the UK.

Table 2: Year of arrival in the UK

Age	All		Salford		Bury	
	No.	%	No.	%	No.	%
2002	2	1	-	-	2	2
2003	1	1	-	-	1	1
2004	22	11	12	11	10	12
2005	51	26	23	20	28	34
2006	45	23	27	24	18	22
2007	41	21	25	22	16	19
2008	22	11	16	14	6	7
2009	10	5	8	7	2	2
2010	3	2	3	3	-	-
Total	197	100	114	100	83	100

Note: excludes three missing cases

The majority of respondents (70%) had arrived between 2005 and 2007. This was the same for both Salford and Bury respondents. The data suggests a decrease in after 2007; however, it indicates that a significant number people have stayed in the UK for over three years.

5.3 Age and gender

Taking the sample as a whole, nearly three quarters of respondents (73%) were aged 25 – 39. This percentage was higher in Bury (81%). The sample in Salford had a large proportion of people aged 18 – 24 (23%, compared to 8% in Bury); however, this may reflect the contacts and age of the community interviewers.

Table 3: Age of respondents

Age	All		Salford		Bury	
	No.	%	No.	%	No.	%
18 – 24	34	17	27	23	7	8
25 – 39	144	73	77	67	67	81
40 – 49	15	8	7	6	8	10
50 – 59	5	3	4	3	1	1
Total	198	100	115	100	83	100

Note: excludes two missing cases

With regards to gender of respondents, 56% were male and 44% female. There were similar percentages in both Salford and Bury.

Table 4: Gender of respondents

Gender	All		Salford		Bury	
	No.	%	No.	%	No.	%
Male	111	56	66	57	45	54
Female	88	44	50	43	38	46
Total	199	100	116	100	83	100

Note: excludes one missing case

5.4 Religious beliefs

The majority of respondents were Christian (82%); this was followed by no religious beliefs (16%).

Table 5: Religious beliefs

Religion	All		Salford		Bury	
	No.	%	No.	%	No.	%
Christian	163	82	94	81	69	83
No religious beliefs	32	16	19	16	13	16
Buddhist	2	1	2	2	-	-
Sikh	2	1	1	1	1	1
Total	199	100	116	100	83	100

Note: excludes one missing case

5.5 Household information

With regards to marital status, 24% of the sample were currently living with a spouse, while 35% were living with a partner. The remaining respondents (42%) were single (i.e. not living with a spouse/cohabiting). It needs to be taken into account that the survey explored who the respondents were living with in the UK and some respondents may have had spouses/partners who were living in their home country.

Table 6: Number of respondents living with spouse/partner

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Single	84	42	41	35	43	52
Partner	69	35	49	42	20	24
Husband/wife	47	24	27	23	20	24
Total	200	100	117	100	83	100

We also wanted to explore how many respondents had children living with them in Salford and Bury. A total of forty-five respondents (23% of the sample as a whole) were currently living with children (see Table 7 below).

Table 7: Number of respondents living with their children

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Living with their children	45	23	23	20	22	27

The number of children that people had ranged from one to three. The average number of children was 1.51; however, this varied between the two areas: Bury: 1.64; Salford: 1.39.

In addition, we wanted to explore the total number of children (under the age of seventeen) that were currently living with the respondents. Across the sample as a whole, there were sixty-eight children.

Table 8: Number of children

Age range	All		Salford		Bury	
	No.	%	No.	%	No.	%
0 – 5	37	54	20	63	17	47
6 – 10	17	25	8	25	9	25
11 – 17	14	21	4	13	10	28
Total	68	100	32	100	36	100

The majority of children were under five years old (54%); this percentage was highest amongst the Salford respondents (63%). This larger proportion of children aged 0 – 5 reflects the younger age range of the respondents who took part in the survey.

6. Migration experiences

This chapter provides some information on the respondents' migration experiences, focusing specifically on their migration within the UK as well as the reasons given for coming to Salford and Bury.

6.1 Migration patterns prior to Salford and Bury

Just over a third of the sample as a whole (36%) had lived somewhere else in the UK before moving to the study area. This percentage was higher amongst the Salford respondents, with 42% living somewhere else before moving to Salford.

Table 9: Have you lived anywhere else in the UK?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes	72	36	49	42	23	28
No	127	64	67	58	60	72
Total	199	100	116	100	83	100

Note: excludes one missing case

With regards to where people had previously lived, a full list of towns/cities is included in Appendix 1 of this report. Nearly half of respondents (49%) had moved within Greater Manchester, while 39% had moved from outside of the North West (with London being mentioned most frequently).

6.2 Reasons for living in Salford and Bury

Respondents were asked to indicate the main reasons for living in Salford and Bury. As can be seen, social networks were most frequently mentioned with over half of the sample (52%) stating that they had friends living in the area and a third (33%) saying that they had family in the area. These percentages were higher amongst the respondents in Salford (57% and 41% respectively).

With regards to employment opportunities, 28% of the sample stated that they had heard about job opportunities from other people; this percentage was higher in Bury (36%).

Table 10: Reasons for living in Salford and Bury

Reason	All		Salford		Bury	
	No.	%	No.	%	No.	%
Friends already living in Salford/Bury	103	52	66	57	37	45
Family/partner already living in Salford/Bury	66	33	47	41	19	23
I had hear about the job opportunities in Salford/Bury from other people	56	28	26	22	30	36
I had a job to come to in the Salford/Bury area	52	26	33	28	19	23
I had accommodation lined up in Salford/Bury	33	17	21	18	12	14
Other	17	9	14	12	3	4
I had hear about the local services and facilities in Salford/Bury	6	3	2	2	4	5

With regards to the respondents who gave ‘other’ reasons, six respondents stated that they had moved to the area to study at the University of Salford; all of these were currently living in Salford. Five respondents made reference to availability of affordable accommodation (both Salford and Bury respondents mentioned this).

6.3 Frequency of visits to home country

Table 11 below shows the frequency of home country visits.

Table 11: Frequency of visits to home country

Frequency	All		Salford		Bury	
	No.	%	No.	%	No.	%
Weekly	1	1	1	1	-	-
Monthly	1	1	1	1	-	-
Once every two months	5	3	4	3	1	1
Once every three months	17	8	17	15	-	-
Twice a year	111	56	62	53	49	59
Once a year	55	28	26	22	29	35
Never	3	2	2	2	1	1
Other	6	3	3	3	3	4
Total	199	100	116	100	83	100

Note: excludes one missing case

Over half of the sample (56%) indicated that they visited their home country twice a year; this was followed by once a year (28%). Three respondents stated that they never visited their home country.

With regards to those who indicated ‘other’, two people stated ‘*once every two years*’, two people indicated that they had not been in the UK for very long so had not been back yet, while one respondent said ‘*when I can afford it*’.

7. Education and qualifications

This chapter focuses on the respondents' level of education, training and qualifications, including exploring people's English language skills.

7.1 Qualifications

Highest level of qualification

The respondents were asked to provide information about their highest level of educational qualification. This included both academic and vocational qualifications. The list of qualifications ranged from no formal qualifications through to higher/postgraduate degree (see Table 12 below).

Table 12: Highest level of educational qualification

Qualification	All		Salford		Bury	
	No.	%	No.	%	No.	%
Postgraduate degree (i.e. PhD/Masters)	22	11	15	13	7	9
Undergraduate degree (i.e. BA, BSc)	26	13	20	18	6	7
Technical high school	51	26	31	27	20	24
Non-technical high school	74	38	38	33	36	44
Basic school	19	10	6	5	13	16
No formal qualifications	4	2	4	4	-	-
Total	196	100	114	100	82	100

Note: excludes four missing cases

Technical high school, non technical high school and basic school were included after consultation with community interviewers in a previous study². They indicated that technical high school relates to those who have taken a vocational route, ending with a high-school diploma (for example, mechanic). Non technical high school is aimed at preparing people for higher education. Basic school relates to those who are not strong enough to pass exams to enter higher levels of education. These individuals can finish basic school, which prepare them to go into industry (for example, assistant car mechanic).

The majority of respondents in Salford and Bury had technical or non-technical high school qualifications (64%). Nearly a quarter of the sample (24%) had degree level qualifications; either undergraduate or postgraduate. As can be seen, the respondents in Salford had a higher percentage of people with degree level qualifications (31%, compared with 16% in Bury). This is perhaps unsurprising given that Salford has a University. The respondents in Bury had a higher percentage of people with basic school qualifications.

The ONS Annual Population Survey (2009) data for Salford indicates that 41% of the population are qualified to NVQ Level 3 (equivalent to A – Level), while 22% are

² Scullion, L., Morris, G. and Steele, A. (2009) *A study of A8 and A2 migrants in Nottingham, Salford*: University of Salford.

qualified to NVQ Level 4 or above (equivalent to HND, degree or higher degree). APS data also shows that just over 14% have no qualifications³.

The ONS Annual Population Survey (2009) data for Bury indicates that 46% of the population are qualified to NVQ Level 3, while 26% are qualified to NVQ Level 4 or above (which includes HND, degree or higher degree)⁴. APS data also shows that just under 14% have no qualifications⁵.

7.2 English language skills

Level of English

We asked respondents to rate their English language skills. English language skills were broken down to include:

- ability to speak English;
- ability to write English;
- understanding of spoken English; and
- understanding of written English.

Table 13: Ability to speak English

Rating	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very good	22	11	13	11	9	11
Good	91	46	62	53	29	35
Neither good nor poor	62	31	30	26	32	39
Poor	21	11	9	8	12	14
Very poor	2	1	1	1	1	1
Don't know	1	1	1	1	-	-
Total	199	100	116	100	83	100

Note: excludes one missing case

Table 14: Ability to write English

Rating	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very good	25	13	15	13	10	12
Good	68	34	49	42	19	23
Neither good nor poor	62	31	32	28	30	36
Poor	27	14	12	10	15	18
Very poor	15	8	7	6	8	10
Don't know	2	1	1	1	1	1
Total	199	100	116	100	83	100

Note: excludes one missing case

³ See ONS Annual Population Survey, September 2009:

<https://www.nomisweb.co.uk/reports/lmp/la/2038432046/report.aspx?town=sal>

⁴ See ONS Annual Population Survey, September 2009:

<https://www.nomisweb.co.uk/reports/lmp/la/2038432046/report.aspx?town=sal>

⁵ See ONS Annual Population Survey, September 2009:

<https://www.nomisweb.co.uk/reports/lmp/la/2038432042/report.aspx#tabquals>

Table 15: Understanding of spoken English

Rating	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very good	40	20	23	20	17	20
Good	92	46	59	51	33	40
Neither good nor poor	55	28	29	25	26	31
Poor	11	6	4	3	7	8
Very poor	-	-	-	-	-	-
Don't know	1	1	1	1	-	-
Total	199	100	116	100	83	100

Note: excludes one missing case

Table 16: Understanding of written English

Rating	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very good	34	17	21	18	13	16
Good	84	42	50	43	34	41
Neither good nor poor	52	26	36	31	16	19
Poor	22	11	5	4	17	20
Very poor	7	4	4	3	3	4
Don't know	-	-	-	-	-	-
Total	199	100	116	100	83	100

Note: excludes one missing case

With regards to ability to speak English, 57% of the sample as a whole indicated that they had a good or very good ability to speak English. This percentage was higher amongst the Salford respondents (64%, compared to 46% of the respondents in Bury). Indeed, the Salford respondents had higher percentages of very good or good across all the English language skills.

Ability to write English was the skills that people were least confident with, with 22% of the sample indicating that they were poor or very poor at this (28% in Bury).

Enrolment on language courses

We asked people to indicate, from a range of options, what their current situation was in relation to studying English (see Table 17 below).

Table 17: English language courses – which of the following apply to you?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Don't need – completed course in UK	30	15	16	14	14	17
Don't need – completed course in home country	40	20	27	23	13	16
Currently doing an English language course	15	8	11	9	4	5
On the waiting list for an English language course	17	9	11	9	6	7
Don't have time – due to work commitments	72	36	37	32	35	42
Don't have time – due to family commitments	6	3	5	4	1	1
Not interested – it is too expensive	7	4	3	3	4	3
Not interested – only here temporarily	3	2	1	1	2	2
Other	9	5	5	4	4	3
Total	199	100	116	100	83	100

Note: excludes one missing case

As can be seen, 35% of the sample indicated that they did not need an English language course; 9% were on the waiting list for a course with 8% currently undertaking an English language course.

Over a third of the sample (36%) indicated that they did not have time to study an English language course because of work commitments. This percentage was higher in Bury (42%). A small number of respondents stated that they were not interested in a course, either because of cost or the fact that they were only in the UK temporarily.

With regards to the respondents who indicated other reasons, four people provided a specific response. Two indicated that they were studying at the University so did not need a language course. One person indicated that the courses were at the wrong time:

'Wrong time, working full time, no evening courses'

While another suggested that a mix of family and work commitments prevented them from study on an English language course.

8. Employment

This chapter explores the data in relation to issues of employment. It focuses on issues relating to their current employment such as rates of pay, hours worked and overall satisfaction with employment.

In order to provide a more robust analysis of employment, the information in relation to current employment has been reclassified using the Standard Occupational Classification (SOC) 2000⁶, which provides a hierarchical classification of occupational skill. The relevant guidance has been used in relation to the application of these classification systems to the data gathered in Salford and Bury.

8.1 Trade or skill from home country

We wanted to identify if respondents had a particular trade or skill from their home country; 45% of respondents indicated that they did. This percentage was slightly higher in Bury (49%) (see Table 18 below).

Table 18: Do you have a particular trade or skill?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes	88	45	48	42	40	49
No	106	55	65	58	41	51
Total	194	100	113	100	81	100

Note: excludes six missing cases

The trades and skills people referred to are listed below:

- Accountant
- Automatics and robotics
- Beautician
- Bricklayer
- Builder
- Butcher
- Carpenter
- Chef
- Confectioner
- Dressmaker/tailor
- Driver
- Electrician
- Electronics
- English language teacher
- First Aid
- Fitness and Gym instructor
- Hairdresser
- Human resources
- Interior decorator
- Journalist
- Marketing
- Mechanic
- Painter
- Pharmacist
- Physiotherapist
- Plasterer
- Plumber
- Receptionist
- Sociologist
- Teacher
- Veterinary technician

⁶ See <http://www.ons.gov.uk/about-statistics/classifications/current/SOC2000/about-soc2000/index.html#SOC20001>

From this list, the most frequently mentioned skills (19% of respondents) related to the construction industry (i.e. builder, plumber, electrician, etc.). Following this the most common trades/skills – albeit in smaller numbers – were mechanic (7%) and hairdresser (7%). Looking at the gender of those who had a particular trade or skill, 61% were male; 39% were female.

8.2 Employment experiences in Salford and Bury

This section focuses on the current employment experiences of the respondents.

Employment rate

Across the sample as a whole, 92% of respondents were currently in paid employment. Comparing Salford and Bury shows that a higher percentage of the Salford respondents were in paid employment (96%, compared to 88%). ONS data shows that around 67% of Salford’s working age population and around 72% of Bury’s working age population are in economically active⁷.

Table 19: Currently in paid employment

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes	182	92	110	96	72	88
No	15	8	5	4	10	12
Total	197	100	115	100	82	100

Note: excludes three missing cases

We asked those who were not in employment how long they had been without a job. Given the small number of people involved, there is no pattern that can be identified and responses range from less than one month to more than twelve months.

Table 20: How long have you been without paid employment?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Less than 1 month	3	25	1	25	2	25
1 – 3 months	2	17	-	-	2	25
4 – 6 months	2	17	1	25	1	13
7 – 9 months	-	-	-	-	-	-
10 – 12 months	1	8	-	-	1	13
More than 12 months	4	33	2	50	2	25
Total	12	100	4	100	8	100

Note: excludes three missing cases

Number of jobs in the UK

With regards to how many different jobs people had had in the UK, this ranged from never working in the UK (seven respondents) to having six or more jobs (thirty-three respondents or 17% of the sample). The majority of people had had between one and three jobs.

⁷ For Salford see: <https://www.nomisweb.co.uk/reports/lmp/la/2038432046/report.aspx?town=sal>
 For Bury see: <https://www.nomisweb.co.uk/reports/lmp/la/2038432042/report.aspx#tabempunemp>

Table 21: Number of jobs in the UK

Number	All		Salford		Bury	
	No.	%	No.	%	No.	%
None	7	4	5	4	2	2
One	48	24	27	23	21	25
Two	43	22	27	23	16	19
Three	40	20	24	21	16	19
Four	20	10	7	6	13	16
Five	8	4	3	3	5	6
Six or more	33	17	23	20	10	12
Total	199	100	116	100	83	100

Note: excludes one missing case

The respondents who indicated that they had changed jobs in the UK suggested that this was primarily because they had moved to a better paid job. Some respondents indicated that they had changed jobs because contracts had ended, while some wanted better work conditions. A small number of respondents made reference to being made redundant.

Current employment

Table 22 below shows the Standard Occupational Classification (SOC) of the job that people currently held in Salford/Bury. A full list of people's current job can be found in Appendix 2 of this report. This list is based on the specific responses given in the interviews.

Table 22: Current job (Standard Occupational Classification, SOC)

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Managers and Senior Officials	10	5	5	5	5	7
Professional Occupations	1	1	1	1	-	-
Associated Professional and Technical Occupations	6	3	4	4	2	3
Administrative and Secretarial Occupations	6	3	4	4	2	3
Skilled Trades Occupations	33	18	15	14	18	25
Personal Service Occupations	8	4	4	4	4	6
Sales and Customer Service Occupations	24	13	15	14	9	13
Process, Plant and Machine Operatives	25	14	15	14	10	14
Elementary Occupations	69	38	47	43	22	31
Total	182	100	110	100	72	100

In line with previous research and national data, a large proportion of the sample were working in elementary occupations, which are primarily lower skilled jobs. Comparing Salford and Bury suggests that the Salford respondents were more likely to be working in elementary occupations than the respondents in Bury (43%, compared to 31% in Bury). A quarter of the respondents in Bury were working in skilled trades occupations (for example, mechanics and construction related trades), compared to 14% in Salford.

Table 23 below shows the occupational level by gender. The female respondents were more likely to be working in the lowest occupational classification (42% working in elementary occupations compared to 34% of men). Interestingly, however, female respondents also had a higher percentage working in the top occupational classifications (9% managers and senior officials, compared to 3% of male respondents). Perhaps unsurprisingly, the male respondents had a high proportion working in skilled trade occupations (29% compared to 4% of the female respondents).

Table 23: Current job (Standard Occupational Classification, SOC) by gender

	All		Male		Female	
	No.	%	No.	%	No.	%
Managers and Senior Officials	10	5	3	3	7	9
Professional Occupations	1	1	-	-	1	1
Associated Professional and Technical Occupations	6	3	1	1	5	7
Administrative and Secretarial Occupations	6	3	2	2	4	5
Skilled Trades Occupations	33	18	30	29	3	4
Personal Service Occupations	8	4	3	3	5	7
Sales and Customer Service Occupations	24	13	8	8	16	21
Process, Plant and Machine Operatives	25	14	22	21	3	4
Elementary Occupations	68	38	36	34	32	42
Total	181	100	105	100	76	100

Note: excludes one missing case

Table 24 below shows the occupational level by highest level of educational qualification. As can be seen, 44% of those with a postgraduate degree and 52% of those with a degree were working in elementary occupations. All of the respondents who had no formal qualifications were working in elementary occupations (albeit based on a small sample size). Those working in skilled trades occupations primarily had technical high school or basic school qualifications.

Table 24: Current job (Standard Occupational Classification, SOC) by educational qualification

Current job	All		Postgraduate degree		Degree		Technical high school		Non-tech high school		Basic school		No qualifications	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Managers and Senior Officials	10	6	3	17	2	9	2	4	3	4	-	-	-	-
Professional Occupations	1	1	1	6	-	-	-	-	-	-	-	-	-	-
Associated Professional and Technical Occupations	5	3	1	6	3	13	-	-	1	1	-	-	-	-
Administrative and Secretarial Occupations	6	3	1	6	1	4	-	-	4	6	-	-	-	-
Skilled Trades Occupations	33	19	-	-	1	4	15	32	7	10	10	59	-	-
Personal Service Occupations	8	4	-	-	-	-	3	6	5	7	-	-	-	-
Sales and Customer Service Occupations	23	13	1	6	2	9	3	6	16	23	1	6	-	-
Process, Plant and Machine Operatives	24	13	3	17	2	9	10	21	5	7	4	24	-	-
Elementary Occupations	68	38	8	44	12	52	14	30	28	41	2	12	4	100
Total	178	100	18	100	23	100	47	100	69	100	17	100	4	100

Note: excludes four missing cases

Table 25 below shows the occupational level by ability to speak English. The data suggested that people with good or very good English language skills were found in a range of different occupations. As can be seen, the respondents who felt that their English language skills were poor or very poor were working in skilled trades or lower.

Table 25: Current job (Standard Occupational Classification, SOC) by ability to speak English

Current job	All		Very good		Good		Neither good nor poor		Poor		Very poor	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Managers and Senior Officials	10	6	5	24	4	5	1	2	-	-	-	-
Professional Occupations	1	1	1	5	-	-	-	-	-	-	-	-
Associated Professional and Technical Occupations	5	3	3	14	2	2	-	-	-	-	-	-
Administrative and Secretarial Occupations	6	3	3	14	3	4	-	-	-	-	-	-
Skilled Trades Occupations	33	18	1	5	7	8	13	24	11	61	1	50
Personal Service Occupations	8	4	-	-	5	6	2	4	1	6	-	-
Sales and Customer Service Occupations	24	13	4	19	13	15	6	11	1	6	-	-
Process, Plant and Machine Operatives	25	14	2	10	11	13	9	16	2	11	1	50
Elementary Occupations	69	38	2	10	40	47	24	44	3	17	-	-
Total	181	100	21	100	85	100	55	100	18	100	2	100

Note: excludes one missing case

Location of current employment

Table 26 below shows the location of the respondents' employment. The Salford respondents were primarily working in Manchester, Salford or Trafford area, with Trafford Park being mentioned specifically by some respondents. The Bury respondents were primarily working in Bury (47%) or Manchester (28%).

Table 26: Location of current employment

Location	All		Salford		Bury	
	No.	%	No.	%	No.	%
Manchester	60	34	40	37	20	28
Bury	38	21	4	4	34	47
Salford	36	20	33	31	3	4
Trafford	24	13	23	21	1	1
Rochdale	8	4	1	1	7	10
Stockport	6	3	5	5	1	1
Bolton	3	2	-	-	3	4
Wythenshaw	2	1	1	1	1	1
Helmshore (Lancashire)	1	1	-	-	1	1
Liverpool	1	1	-	-	1	1
Total	179	100	107	100	72	100

Note: excludes three missing cases

Recruitment

We wanted to explore how people had found their current job in the UK (see Table 27 below). Again social networks were a key factor with 44% of respondents suggesting they had found their current job through friends or relatives.

A number of people also indicated that they found their job by contacting employers directly (22% of the sample as a whole). This percentage was higher in Bury with 33% of respondents finding their job by direct contact, compared to 14% in Salford.

Table 27: How did you find your current job in the UK?

Method	All		Salford		Bury	
	No.	%	No.	%	No.	%
Through friends/relatives already here	80	44	52	48	28	39
Contacted employer myself on arrival	39	22	15	14	24	33
Employment/recruitment agency in UK	29	16	22	20	7	10
Other	22	12	12	11	10	14
Job Centre Plus	6	3	6	6	-	-
Employment/recruitment agency in home country	3	2	2	2	1	1
Contacted employer whilst in home country	2	1	-	-	2	3
Total	181	100	109	100	72	100

Note: excludes one missing case

With regards to those who indicated another method of finding their current employment, nine people made reference to newspaper advertisements and the internet. In addition, five respondents indicated that they were self employed or had set up their own business. The remaining respondents made reference to word of mouth or being promoted through a company they were already working for.

Security of employment

Table 28 below shows the level of security of people's current employment.

Table 28: Security of employment

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Permanent	128	70	74	67	54	75
Temporary	43	24	27	25	16	22
Self employed	6	3	5	5	1	1
Don't know	3	2	2	2	1	1
Fixed term contract	2	1	2	2	-	-
Total	182	100	110	100	72	100

The majority of people had a permanent contract (70%); this percentage was higher in Bury (75%).

Across the sample as a whole, 86% of people had a written contract of employment. Comparing Salford and Bury indicates that this percentage was higher in Salford (91%, compared to 79% in Bury).

Table 29: Do you have a written contract of employment?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes	149	86	94	91	55	79
No	24	14	9	9	15	21
Total	173	100	103	100	70	100

Hours worked

The number of hours worked per week ranged from sixteen hours or less to seventy-one or more. The majority of people (62%) indicated that they worked between thirty and forty hours per week; this was followed by forty-one to fifty hours per week (18%). Comparing Salford and Bury suggests that the respondents in Salford were more likely to be working longer hours than those in Bury. In Bury, for example, 82% of respondents worked thirty to forty hours per week, compared to 48% in Salford. Just over a quarter of the sample in Salford worked forty-one to fifty hours, with an additional 12% working more than fifty-one hours.

Table 30: Hours worked per week

Hours	All		Salford		Bury	
	No.	%	No.	%	No.	%
16 or less	9	5	6	5	3	4
17 – 29	13	7	9	8	4	6
30 – 40	112	62	53	48	59	82
41 – 50	33	18	29	26	4	6
51 – 60	11	6	9	8	2	3
61 – 70	3	2	3	3	-	-
71 or more	1	1	1	1	-	-
Total	182	100	110	100	72	100

Current pay level

Table 31 below shows respondents' current weekly pay.

Table 31: Current weekly pay

Amount	All		Salford		Bury	
	No.	%	No.	%	No.	%
£100 or less	5	3	3	3	2	3
£101 - £150	12	7	8	7	4	6
£151 - £200	24	13	18	17	6	8
£201 - £250	32	18	23	21	9	13
£251 - £300	39	22	25	23	14	19
£301 - £350	31	17	15	14	16	22
£351 - £400	14	8	7	6	7	10
£401 - £450	11	6	4	4	7	10
£451 or more	12	7	5	5	7	10
Total	180	100	108	100	72	100

Note: excludes two missing cases

The majority of respondents were paid directly by the organisation that they worked for (88%); this percentage was higher in Bury (92%). Fourteen respondents (8%) were currently being paid by a recruitment agency or labour provider; this percentage was slightly higher in Salford (10%).

Table 32: Who pays you?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Employer	156	88	90	86	66	92
Recruitment agency/labour provider	14	8	10	10	4	6
Other	7	4	5	5	2	3
Total	177	100	105	100	72	100

Note: excludes five missing cases

With regards to those who indicated 'other', these individuals stated that they were self employed so received payment directly from clients.

Support provided by employer

We wanted to explore whether any employers provided advice or assistance to employees in relation to local services or language support (Tables 33 and 34 below). A small number of respondents indicated that their employer had provided advice or assistance in relation to accessing local services, benefits and accommodation.

Table 33: Does your employer provide advice/assistance on any of the following?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Accessing local services (i.e. Drs, dentist, etc.)	12	7	5	5	7	10
Accessing benefits/tax credits	9	5	3	3	6	8
Accessing accommodation	4	2	3	3	1	1

With regards to English language support, just over a third of the respondents who were currently working indicated that work colleagues would help with translation if required (see Table 34 below). Ninety people (51%) indicated that they did not need English language support at work. One person stated:

'[I] don't need to know English as most of my colleagues [are] from Poland'

A small number of people indicated that professional interpreters were provided (three respondents).

Eight respondents indicated that their employer provided English language classes at work.

Table 34: Does your employer provide English language support?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
My work colleagues translate for me	62	35	34	32	28	39
We have English classes at work	8	5	1	1	7	10
My employer advises on where to go to learn English	5	3	2	2	3	4
Employer provides professional interpreters when required	3	2	2	2	1	1
We have a person employed specifically to help with translation	1	1	1	1	-	-

Level of satisfaction with current job

We also wanted to explore people's level of satisfaction with the following aspects of their current job:

- Rates of pay;
- Hours of work;
- The skill level at which they work;
- The way they are treated by their employer; and
- The way they are treated by other workers.

Table 35: Level of satisfaction with pay

Rating	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very satisfied	21	12	14	13	7	10
Satisfied	93	51	60	55	33	46
Neither satisfied nor dissatisfied	46	25	21	19	25	35
Dissatisfied	16	9	9	8	7	10
Very dissatisfied	6	3	6	5	-	-
Total	182	100	110	100	72	100

Table 36: Level of satisfaction with hours

Rating	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very satisfied	33	18	27	25	6	8
Satisfied	96	53	56	51	40	56
Neither satisfied nor dissatisfied	43	24	21	19	22	31
Dissatisfied	5	3	2	2	3	4
Very dissatisfied	5	3	4	4	1	1
Total	182	100	110	100	72	100

Table 37: Satisfaction with level of work

Rating	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very satisfied	28	16	20	19	8	11
Satisfied	85	47	46	43	39	54
Neither satisfied nor dissatisfied	40	22	24	22	16	22
Dissatisfied	15	8	10	9	5	7
Very dissatisfied	12	7	8	7	4	6
Total	180	100	108	100	72	100

Note: excludes two missing cases

Table 38: Satisfaction with treatment by employer

Rating	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very satisfied	50	28	40	37	10	14
Satisfied	91	51	45	41	46	66
Neither satisfied nor dissatisfied	29	16	17	16	12	17
Dissatisfied	5	3	5	5	-	-
Very dissatisfied	4	2	2	2	2	3
Total	179	100	109	100	70	100

Table 39: Satisfaction with treatment by other workers

Rating	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very satisfied	57	32	41	38	16	23
Satisfied	95	53	49	45	46	66
Neither satisfied nor dissatisfied	24	13	17	16	7	10
Dissatisfied	1	1	1	1	-	-
Very dissatisfied	2	1	1	1	1	1
Total	179	100	109	100	70	100

The issue which people appeared to have least satisfaction with was the skills level at which they were working, compared to their skills and qualifications. This was followed by rates of pay. These were some of the comments made by respondents:

'I'd like to receive [the] money which I deserve to receive'

'[I'd like] better wages because I am working very long hours'

'This job does not use my qualifications'

The areas where people expressed most satisfaction were treatment by other workers (85% satisfied or very satisfied) and treatment by employers (79% were satisfied or very satisfied).

We asked all respondents – both those employed and those currently without paid employment – what assistance they needed to make better use of their skills in the UK. Training to improve English language skills and new/higher qualifications were mentioned most frequently (63% and 58% respectively). The percentage of people who needed training to improve English language skills was highest in Bury (70%). Indeed, comparing Salford and Bury suggests that the respondents in Bury had a higher percentage on a number of the issues, including help converting existing qualifications (32%, compared to 16% in Salford), references from UK employers (42%, compared to 18% in Salford) and more work experience (41%, compared to 31% in Salford).

Table 40: Assistance needed to make better use of skills

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Training to improve English language skills	124	63	67	58	57	70
New or higher qualifications	115	58	67	58	48	59
More work experience	69	35	36	31	33	41
References from UK employers	55	28	21	18	34	42
Help converting existing qualifications to UK equivalents	44	22	18	16	26	32
More or better childcare	9	5	7	6	2	2
Other	5	3	1	1	4	5

With regards to those who indicated that they needed ‘other’ assistance, two people stated that they needed a UK driving licence; one person stated that they needed ‘*more links to [the] voluntary sector - knowing people*’; one person stated that they needed an ‘*end to the credit crunch*’; while another indicated that they needed a ‘*good advert*’, although they did not elaborate further on this.

Changes in employment opportunities

We also wanted to explore whether or not respondents felt that employment opportunities had changed since their arrival in the UK. Across the sample as a whole, 72% of respondents stated that it had got harder to find work; this percentage was higher for the sample in Bury (78%). Seventeen respondents (9%), indicated that it had got easier to find work, while 14% of respondents did not know.

Table 41: Changes in employment opportunities since coming to the UK

	All		Salford		Bury	
	No.	%	No.	%	No.	%
It has got harder to find work	144	72	79	68	65	78
Don't know	27	14	19	16	8	10
It has got easier to find work	17	9	11	9	6	7
Employment opportunities have not changed	11	6	7	6	4	5
Total	199	100	116	100	83	100

Note: excludes one missing case

9. Accommodation

This chapter looks at the accommodation experiences of the respondents interviewed in Salford and Bury. It focuses specifically on their current housing situation, as well as looking at future accommodation preferences and aspirations.

9.1 Accommodation experiences in Salford and Bury

The following section looks at the data for Salford and Bury in terms of number of homes; current tenure; property size; levels of overcrowding; rent levels; and overall satisfaction with accommodation.

Previous accommodation

We asked people to indicate how many different homes they had lived in since they had been in Salford and Bury, including their current property. The number of properties people had lived in ranged from one to six or more, with people primarily living in one to three homes (78%) (see Table 42).

Table 42: Number of homes

Number	All		Salford		Bury	
	No.	%	No.	%	No.	%
One	55	28	34	30	21	25
Two	56	28	35	30	21	25
Three	44	22	23	20	21	25
Four	20	10	10	9	10	12
Five	14	7	7	6	7	8
Six or more	9	5	6	5	3	4
Total	198	100	115	100	83	100

Note: excludes two missing cases

Current accommodation type and tenure

In terms of the type of accommodation people were currently living in, 30% lived in a terraced house; 27% a flat in a purpose built block; and 22% a semi-detached house. The percentage of people living in a flat in a purpose built block was highest in Salford (36%, compared to 16% in Bury), while Bury had a higher percentage of people living in semi-detached properties (28%, compared to 18% in Salford).

Table 43: Current accommodation type

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Terraced house	59	30	33	29	26	31
Flat (purpose built block)	54	27	41	36	13	16
Semi-detached house	44	22	21	18	23	28
Flat (converted house)	18	9	8	7	10	12
Detached house	13	7	9	8	4	5
Detached bungalow	5	3	1	1	4	5
Other	4	2	1	1	3	4
Other bungalow	2	1	2	2	-	-
Total	198	100	115	100	83	100

Note: excludes two missing cases

With regards to those who indicated that they lived in some other type of accommodation, two people stated that they had a 'town house', one person lived in a 'flat above shop', and one a 'flat above the market'.

With regards to the tenure of their current accommodation, in line with a number of previous studies, the majority of respondents (84%) were living in the private rented sector; 59% renting from a private landlord and 25% renting from a letting agency. Eleven respondents (6%) were renting from the Council, while ten respondents were renting from a Housing Association. Just two respondents stated that their accommodation was provided by their employer. One respondent was currently living in a Bed and Breakfast, but did not elaborate on why.

Table 44: Current tenure

Tenure type	All		Salford		Bury	
	No.	%	No.	%	No.	%
Rented from a private landlord	117	59	67	58	50	60
Rented from a letting agency	50	25	35	30	15	18
Rented from Council	11	6	4	3	7	8
Rented from Housing Association	10	5	6	5	4	5
Owns (with a mortgage)	6	3	2	2	4	5
Accommodation provided by employer	2	1	1	1	1	1
Owns (without a mortgage)	1	1	-	-	1	1
Shared ownership	1	1	-	-	1	1
Bed and Breakfast	1	1	1	1	-	-
Total	199	100	116	100	83	100

Note: excludes one missing case

As with employment, social networks played a role in finding accommodation, with nearly half of the sample (49%) indicating that they had found their accommodation through friends or relatives. This percentage was highest in Bury (58%). The respondents in Salford were more likely to have used newspaper, estate agents and letting agents to find employment than those in Bury.

Table 45: How did you find your current home in Salford/Bury?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
From friends/relatives already living in Salford/Bury	98	49	50	43	48	58
Via local letting agency	28	14	22	19	6	7
Via local estate agents	25	13	16	14	9	11
Via local newspapers	24	12	17	15	7	8
Other	19	10	9	8	10	12
Arranged for me before I arrived in UK	4	2	2	2	2	2
UK employer arranged it for me	1	1	-	-	1	1
Total	199	100	116	100	83	100

Note: excludes one missing case

With regards to those who indicated some other method of finding their current home, nine people stated that they had used the internet, six people had contacted the housing provider directly (which in all cases was the Council), and two people had seen an advert in a shop window. The remaining two respondents did not elaborate on how they had found their home.

Rent or mortgage payments

The rent or mortgage payments per month range from less than £200 to £600 or more per month. Just over half of the sample (52%) paid between £351 and £450 per month.

Table 46: Rent or mortgage level paid per month

Amount	All		Salford		Bury	
	No.	%	No.	%	No.	%
Less than £200	4	2	4	3	-	-
£201 – £250	6	3	4	3	2	2
£251 – £300	16	8	7	6	9	11
£301 – £350	6	3	5	4	1	1
£351 – £400	27	14	15	13	12	14
£401 – £450	42	21	24	21	18	22
£451 – £500	34	17	16	14	18	22
£501 – £550	19	10	15	13	4	5
£551 – £600	19	10	11	9	8	10
£601 or more	18	9	10	9	8	10
Don't know	8	4	5	4	3	4
Total	199	100	116	100	83	100

Note: excludes one missing case

The people who were paying more than £500 per month were paying a mortgage or living in private rented accommodation (either through a letting agency or private landlord). The respondents living in socially rented accommodation were all paying less than £400 per month.

Living arrangements

In terms of the size of the properties, people were primarily living in two or three bedroom properties (76% of the sample). This percentage was higher in Bury (87%), while Salford had a higher percentage of people in one bedroom properties (19%,

compared to 5% in Bury). This probably reflects the higher percentage of Salford respondents living in flats, and the greater number living in semi-detached houses in Bury.

Table 47: Number of bedrooms in current home

Number	All		Salford		Bury	
	No.	%	No.	%	No.	%
One	26	13	22	19	4	5
Two	92	46	60	51	32	39
Three	60	30	20	17	40	48
Four	17	9	10	9	7	8
Five	5	3	5	4	-	-
Total	200	100	117	100	83	100

When asked if people felt that they had enough space in their current accommodation, 81% of the sample said yes.

Table 48: Do you have enough space in your current home?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes	160	81	96	83	64	78
No	34	17	19	16	15	18
Don't know	4	2	1	1	3	4
Total	198	100	116	100	82	100

Note: excludes two missing cases

Those who said that they did not have enough space primarily referred to the property not being big enough to accommodate the number of people living in it:

'[The] flat is too small for four people'

'Four of us are living in a one bed house'

'My flatmates sleep in [the] living room'

'There are six people in two bedrooms'

9.2 Homelessness/rough sleeping

The survey also sought some information in relation to any experiences of homelessness and rough sleeping. This included not only rough sleeping but also those who had stayed with friends/family because they had nowhere else to live. This section looks at how many people had experienced these situations, the causes of this and how they came out of this situation.

One person indicated that they had slept rough, while nine people had stayed with friends/family because they had nowhere else to live.

Table 49: Number of people who have slept rough/had nowhere to live

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Never slept rough/had nowhere to live	183	95	102	92	81	99
Stayed with friends/family because nowhere to live	9	5	9	8	-	-
Slept rough	1	<1	-	-	1	1
Total	193	100	111	100	82	100

Note: excludes seven missing cases

When asked what had caused their situation, two respondents indicated that it was because they had lost their job, one of whom stated that their employment and accommodation were tied:

'[I] lost my job and employer had provided accommodation so I lost my place'

Two respondents indicated that they were homeless because of the breakdown of a relationship, one respondent stated that they had '*financial problems*', while another indicated that they did not want to say.

When asked how they came out of this situation, five respondents indicated they had moved in with family or friends, three had rented a property from a private landlord and one person had moved into a Housing Association property.

9.3 Accommodation aspirations

This final section focuses on whether or not respondents intended moving to a different property in the future; 51% of respondents indicated that they would be, 12% said no, while 32% said they did not know. The respondents interviewed in Salford were most likely to move on the future (63% said yes), while the respondents in Bury were more likely to say they did not know (50%, compared to 20% in Salford).

Table 50: Do you think you will move to a different property in the future?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes	100	51	73	63	27	33
No	24	12	18	16	6	7
Don't know	64	32	23	20	41	50
I am happy where I am	9	5	1	1	8	10
Total	197	100	115	100	82	100

Note: excludes three missing cases

We asked those who indicated that they wanted to move what their housing preference would be (see Table 51 below).

Table 51: What is your future housing preference?

Preference	All		Salford		Bury	
	No.	%	No.	%	No.	%
Buying own home	38	38	26	36	12	44
Rent from private landlord	27	27	17	24	10	37
Rent from social landlord	24	24	23	32	1	4
Shared ownership	4	4	2	3	2	7
Other	3	3	2	3	1	4
Don't know the housing options	3	3	2	3	1	4
Total	99	100	72	100	27	100

Note: excludes one missing case

As can be seen, 38% of respondents wanted to buy their own home, 27% wanted to rent from a private landlord and 24% wanted to live in socially rented accommodation. Comparing Salford and Bury shows that only one respondent in Bury wanted to live in socially rented accommodation (albeit based on a smaller sample size). The remaining respondents were living in Salford. The respondents in Bury were more likely to want to buy their own home than those in Salford (44%, compared to 36% in Salford).

The three respondents who indicated that they wanted some other form of accommodation did not elaborate on what this was.

10. Community and neighbourhood

This chapter aims to offer some insight in relation to respondents' lives in Salford and Bury outside of the workplace. In particular it offers an analysis of the data with regard to issues of community relations, focusing on people's views on living in Salford and Bury and sense of involvement with the local community.

10.1 Views on Salford and Bury

This section focuses on people's general views of living and working in Salford and Bury, as well as focusing on their experiences in their specific neighbourhood.

Views on Salford and Bury as places to live and work

Just over half of the sample (51%) indicated that they would recommend their area as a place to live and work; this percentage was higher in Bury (58%). Interestingly, 31% of people said they did not know. This was the same in both areas. As can be seen, 18% of respondents would not recommend their area as a place to live and work. This percentage was higher for the Salford, respondents, with nearly a quarter saying they would not recommend Salford (compared to 11% of Bury respondents).

Table 52: Would you recommend Salford/Bury as a place to live and work?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes	99	51	51	45	48	58
No	36	18	27	24	9	11
Don't know	61	31	35	31	26	31
Total	196	100	113	100	83	100

Note: excludes four missing cases

Views on their specific area

Before exploring people's views on area they live in we wanted to find out the reason they lived in that particular area of Salford and Bury. Respondents were able to select **ALL** responses that applied from the list of options shown in Table 53 below.

Table 53: Reasons for living in their specific area of Salford/Bury

	All		Salford		Bury	
	No.	%	No.	%	No.	%
It is near work	96	48	71	61	25	30
Friends living in that area	91	46	51	44	40	48
Affordable accommodation in that area	81	41	30	26	51	61
Family living in that area	38	19	31	26	7	8
Other	26	13	13	11	13	16
It is near local facilities (i.e. shops, etc.)	25	13	10	9	15	18
It is near local schools	23	12	14	12	9	11
No choice	4	2	2	2	2	2

As highlighted previously, social networks were a key factor; for example, 65% had friends or family living in the area. This was particularly the case in Salford, with 70% having friends or family in Salford. Proximity to work was also a key factor, but this was more important to those living in Salford (61%, compared to 30% of those living in Bury). In addition, affordable accommodation was highlighted as another key issue (41%), but this was more important to those living in Bury (61%, compared to 26% in Salford).

With regards to those who indicated they had no choice, this related to living in socially rented accommodation and having to live where allocated, while those who stated 'other' reasons made reference to wanting to be near the University (Salford respondents); the area being nice or safe (primarily Bury respondents; good transport links (Salford) or the Council allocating a property in that area (Bury).

Table 54: How satisfied are you with your local area as a place to live?

Rating	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very satisfied	29	15	16	14	13	16
Satisfied	100	50	63	54	37	45
Neither satisfied nor dissatisfied	56	28	27	23	29	35
Dissatisfied	8	4	5	4	3	4
Very Dissatisfied	7	4	6	5	1	1
Total	200	100	117	100	83	100

Overall, 65% of the sample were satisfied or very satisfied with their local area as a place to live, while 8% were dissatisfied or very dissatisfied. The remaining respondents (28%) indicated that were ambivalent to their local area. This percentage was highest amongst the respondents in Bury (35%).

Looking at recent data from the Place Surveys in both Salford and Bury, 65.6% of citizens surveyed in Salford were satisfied or very satisfied with their local area as a place to live, compared to just under 81% in Bury⁸.

10.2 Community engagement

This section will look at the data in relation to contact with members of the wider community and indicators of cohesion.

Sense of cohesion

Two thirds of respondents (67%) were living in an area which had people from different ethnic backgrounds. This percentage was highest in Salford (74%).

⁸ The Place Survey is a biennial national assessment carried out in local authority areas. A random sample of the adult population is surveyed. See Ipsos MORI 2008 Place Survey report prepared for Salford City Council, October 2009 and Ipsos MORI 2008 Place Survey report prepared for Bury Council, October 2009.

Table 55: Does neighbourhood have people from different backgrounds?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes	132	67	85	74	47	57
No	52	26	22	19	30	36
Don't know	14	7	8	7	6	7
Total	198	100	115	100	83	100

Note: excludes two missing cases

With regards to whether or not respondents felt that people from different ethnic backgrounds mixed well together, 69% agreed that they did, 12% disagreed, while 16% did not know. Looking at data from the Place surveys in both Salford and Bury, 65% of those in Salford definitely agreed or tended to agree that their local area was a place where people from different backgrounds mixed well together, compared to 75% in Bury⁹.

Table 56: Do you agree/disagree that your area is a place where people from different backgrounds mix well together?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Definitely agree	35	18	19	17	16	19
Tend to agree	101	51	63	55	38	46
Tend to disagree	19	10	11	10	8	10
Definitely disagree	4	2	3	3	1	1
Don't know	32	16	16	14	16	19
There are too few people in the local area	4	2	1	1	3	4
The people are all from the same background	3	2	2	2	1	1
Total	198	100	115	100	83	100

Note: excludes two missing cases

Belonging to their neighbourhood

We also wanted to explore if people had a sense of belonging to their neighbourhood.

Table 57: Sense of belonging to their neighbourhood

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very strongly	10	5	9	8	1	1
Fairly strongly	65	33	42	36	23	28
Not very strongly	86	43	46	39	40	48
Not at all strongly	24	12	10	9	14	17
Don't know	15	8	10	9	5	6
Total	200	100	117	100	83	100

As can be seen, a third of respondents (33%) had a fairly strong sense of belonging, and 5% a very strong sense of belonging. The respondents in Salford appeared to have a stronger sense of belonging than those in Bury (44% and 29% respectively).

⁹ Ipsos MORI 2008 Place Survey report prepared for Salford City Council, October 2009; Ipsos MORI 2008 Place Survey report prepared for Bury Council, October 2009.

Across the sample as a whole, 55% of respondents said that their sense of belonging was not very or not at all strong; this was 65% in Bury.

Looking at data from the Place surveys in both Salford and Bury, 52% of those in Salford had very strong or fairly strong sense of belonging to their local area, compared to 55% in Bury¹⁰.

Contact with other people

We wanted to explore how much contact the respondents in our sample had with people from their own country and with British people.

Table 58: Contact with people from home country

	All		Salford		Bury	
	No.	%	No.	%	No.	%
A lot	73	37	61	52	12	14
Quite a lot	63	32	26	22	37	45
A little	55	28	25	21	30	36
None at all	8	4	5	4	3	4
Don't want contact	1	1	-	-	1	1
Total	200	100	117	100	83	100

Overall, the majority of respondents (97%) had some contact with people from their home country. This was similar for both Salford and Bury, although the respondents in Salford were more likely to have a lot of contact than the respondents in Bury (52% and 14% respectively).

With regards to the respondents who had no contact with people from their home country, a number of people indicated that they did not know anyone in their area:

'[I] don't have any Polish friends, [I] moved from Wales'

'My friends live in Manchester and I haven't met anyone from Poland in this area'

'[I] don't know anyone from Czech Republic who lives in Salford'

Interestingly, two people indicated that they did not want contact with people from their home country because they had concerns about how it affected their ability to learn English. As one of them highlighted:

'It's putting the level of my English down'

We asked those who had contact with people from their home country, where this contact took place (see Table 59 below). The most common response was work (70%) of respondents; however, people also had contact at pubs, Polish/Czech/Slovak social clubs and churches/places or worship. Comparing Salford and Bury suggests that the respondents in Bury were slightly less likely to have contact work than those in Salford (61% and 77% respectively). The

¹⁰ Ipsos MORI 2008 Place Survey report prepared for Salford City Council, October 2009; Ipsos MORI 2008 Place Survey report prepared for Bury Council, October 2009.

respondents in Bury, however, were more likely to have contact at Polish/Czech/Slovak social clubs or churches/places of worship.

Table 59: Places where you meet people from your home country

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Work	139	70	88	77	51	61
Pubs	69	35	46	40	23	28
Churches/places of worship	40	20	12	10	28	34
Polish/Czech/Slovak social clubs/groups	39	20	5	4	34	41
Sports centres/events (i.e. gym, football, etc.)	22	11	13	11	9	11
Social clubs/community groups	11	6	3	3	8	10

In addition to the places listed above, a large number of people talked about meeting up with people in their own homes. A small number of people also said they met up with people at schools, Polish shops and University.

Table 60 below indicates how much contact respondents had with British people. As can be seen, nearly all respondents had some form of contact with British people. Nobody indicated that they didn't want contact. With regards to the two respondents who said they had no contact, one indicated that this was because they did not know anyone, while the other respondent felt that British people were racist.

Table 60: Contact with British people

	All		Salford		Bury	
	No.	%	No.	%	No.	%
A lot	54	27	37	32	17	20
Quite a lot	82	41	49	42	33	40
A little	61	31	28	24	33	40
None at all	2	1	2	2	-	-
Total	199	100	116	100	83	100

Note: excludes one missing case

10.3 Perceptions of safety and security

This section focuses on respondents' experiences of crime in Salford and Bury, as well as overall feelings of safety in their local area.

Experiences of crime and hate crime

We wanted to establish the extent to which people or members of their family had been the victim of any crime, including hate crime, while living in Salford and Bury (see Table 61 below). As can be seen, 78% of the sample as a whole had *not* experienced any crime; this percentage was higher in Bury (83%). With regards to those who had experienced some form of crime, the percentages were slightly lower in Bury, with the exception of hate crime, which 11% of respondents had experienced (compared to 9% in Salford).

Table 61: Experiences of crime/hate crime?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Not experienced any crime/hate crime	156	78	87	74	69	83
Hate crime	20	10	11	9	9	11
Crime against property (e.g. burglary)	16	8	10	9	6	7
Crime against person (e.g. mugging)	10	5	7	6	3	4

With regards to the respondents who had experienced hate crime, these were some of the incidents that had occurred:

“Death to all Polish’ sign pointing at our door’ (Salford respondent)

‘[I was] called a Polish bastard’ (Salford respondent)

‘Once I was abused by [a] young boy when I spoke Polish’ (Salford respondent)

‘On my housemates car someone wrote ‘Poles go home’ and broke windows and lights’ (Bury respondent)

‘[I had a] verbal dispute with [my] neighbours, [I] was classified as Polish even though I’m Slovak’ (Bury respondent)

‘Young people call ‘fucking Poles go home’. [They] throw stones, graffiti on friend’s car’ (Bury respondent)

In addition to the types of crime listed above, three people indicated that their bike had been stolen, and three people stated that damage had been done to their car.

Twenty-nine respondents (15%) indicated that they had had contact with the Police; ten were living in Bury and nineteen in Salford (12% and 16% respectively). When asked why people had contact with the Police, it was primarily to report some of the incidents that are highlighted in Table 61 above; for example, burglary, damage to property and personal attacks. Two people indicated that they had been accused of some form of criminal behaviour, including the following:

‘[The] husband of one of my friends sent [the] Police round requesting that I keep away from his Polish wife’

‘[I] was accused by a young boy who said I attacked him’

Overall feelings of safety and security

We also wanted to ascertain if migrant communities felt safe or unsafe when outside in their local area during the day and after dark (see Tables 62 and 63 below).

Table 62: How safe or unsafe do you feel during the day?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very safe	78	39	51	44	27	33
Fairly safe	105	53	56	48	49	59
Neither safe nor unsafe	11	6	5	4	6	7
Fairly unsafe	1	1	1	1	-	-
Very unsafe	3	2	3	3	-	-
Don't know	1	1	-	-	1	1
Total	199	100	116	100	83	100

Note: excludes one missing case

Table 63: How safe or unsafe do you feel after dark?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Very safe	28	14	21	18	7	8
Fairly safe	84	42	46	40	38	46
Neither safe nor unsafe	48	24	22	19	26	31
Fairly unsafe	21	11	14	12	7	8
Very unsafe	15	8	13	11	2	2
Don't know	3	2	-	-	3	4
Total	199	100	116	100	83	100

Note: excludes one missing case

Perhaps unsurprisingly, people indicated that they felt safer during the day in their local area (92%, compared to 56% after dark). The respondents in Salford appeared to feel more unsafe after dark (23%, compared to 10% in Bury).

11. Access to goods, services and facilities

This chapter looks at people's level of engagement with local facilities and services.

11.1 Use of health care services

This section focuses on peoples' use of health care services

Services used

Respondents were asked if they currently used/accessed any of the following health care services:

- GP/Doctor;
- Dentist;
- Accident and Emergency (A & E);
- Health visitor;
- Midwife;
- NHS walk-in centre; and
- NHS Direct.

Table 64: Use of health services

	All		Salford		Bury	
	No.	%	No.	%	No.	%
GP/Doctor	179	90	104	89	75	90
Dentist	81	41	55	47	26	31
NHS Walk-in Centre	46	23	13	11	33	40
Accident and Emergency (A & E)	20	10	10	9	10	12
NHS Direct	13	7	8	7	5	6
Don't use any health care services	14	7	10	9	4	5
Health visitor	9	5	5	4	4	5
Midwife	8	4	6	5	2	2

As can be seen, 90% of respondents currently accessed a Doctor, while 41% accessed a Dentist. Those who were not registered with a Doctor or Dentist primarily returned home if they ever needed treatment; particularly dental treatment which was cheaper in their home country.

Just under a quarter of respondents said they had used an NHS Walk-in Centre; however, this percentage was far higher in Bury (40%, compared to 11% in Salford).

Fourteen respondents (7%) indicated that they did not use any health care services.

11.2 Other goods, services and facilities

Local facilities/services

Respondents were asked if they currently used any of the following local services or facilities:

- Community centre/social club;
- Shops
- Libraries;
- Church/place of worship;
- Children's centres;
- Sports facilities;
- Public transport;
- Job centres;
- Colleges; and
- Schools.

Table 65: Use of selected local services and facilities

Local services/facilities	All		Salford		Bury	
	No.	%	No.	%	No.	%
Shops	197	99	115	98	82	99
Public transport	154	77	82	70	72	87
Sports facilities	104	52	69	59	35	42
Libraries	83	42	55	47	28	34
Church/place of worship	82	41	34	29	48	58
Job centres	52	26	30	26	22	27
Colleges	38	19	17	15	21	25
Schools	38	19	18	15	20	24
Children's centres	24	12	17	15	7	8
Community centre/social club	13	7	10	9	3	4

Perhaps unsurprisingly, shops were most commonly used (99% of respondents). This was followed by public transport (77%), with this percentage being higher in Bury (87%). The respondents in Bury also had a higher percentage of people using colleges and schools, and churches/places of worship. General community centres/social clubs were the facility that was used the least (7% of the sample).

Looking at where people went to access particular services and facilities, the respondents living in Salford were most likely to go outside of Salford for particular services; for example, community centres, shops, and churches/places of worship. Perhaps unsurprisingly, given the proximity, people suggested that they went to Manchester to access particular services and facilities.

Interpretation services

We asked all respondents if they had been able to access interpretation or translation services (if required) during their contact with any of the services and facilities highlighted in this chapter (see Table 66 below). As can be seen, over half of the sample said they did not need an interpreter for their contact with services, 24% said an interpreter was provided and 13% relied on family/friends to interpret. The

respondents in Bury were slightly more likely to access an interpreter or rely on friends/family than those in Salford.

Table 66: Were you able to use an interpreter?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes – an interpreter was provided	48	24	25	22	23	28
Yes – family/friends helped with translation	25	13	11	10	14	17
No – I was not able to use an interpreter	9	5	6	5	3	4
I did not need an interpreter	114	58	72	63	42	51
Total	196	100	114	100	82	100

Note: excludes four missing cases

With regards to those who were not able to use an interpreter, the following comments were made:

'Because [the] waiting list was too long'

'[I] didn't know an interpreter could be provided, [I] was in hospital and needed one then'

'[I] was too busy to wait for an interpreter'

Problems with using services

We asked respondents if they had experienced any issues or problems when using services in Salford and Bury. The majority people indicated that they had no problems with the services. A small number of people made reference to individual issues, the majority of which related to health care services:

'GP doesn't treat, [they] think Paracetamol is [the] answer to everything'

'Doctor ignores my problems'

'[I] had to book appointment to see [a] dentist and GP, even though it was an emergency [the] waiting list [was] approximately one week!'

'Midwife refused to arrange [an] interpreter because of [the] cost'

'While visiting [name of] hospital, [the] wrong interpreter was provided - Croatian – disaster'

Information needs

Finally, we wanted respondents to talk about what information would have been helpful to them on arrival in the UK. The most common responses were advice on how to find a job; language classes; benefits; schools; housing and other services (for example, GPs); opening bank accounts; and getting a National Insurance number. The following are some of the responses that were given:

'English course providers, home office, tax office, all taxes, Job Centre, responsibilities, options, rights, National Insurance number and bank accounts'

'GP registration, local job centres, English courses for foreigners'

'Advice about tax, Inland Revenue, National Insurance number, how to obtain a monthly bus pass'

'Better information about jobs and accommodation'

'How to open a bank account, information in Czech language in Town Hall, Job Centre, GPs, library, Home Office'

We also asked respondents if there was any information that they needed now. Just over three-quarters of respondents indicated that they had no information needs at the moment, while 10% said they did. Nearly a quarter of the people interviewed in Bury did not know if they had any information needs (compared to 8% in Salford who did not know).

Table 67: Is there any information you need at the moment?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes	19	10	13	11	6	7
No	149	76	92	81	57	69
Don't know	29	15	9	8	20	24
Total	197	100	114	100	83	100

With regards to what information was needed, seven people made reference to information about pensions and retirement; two people said they wanted to know how to be able to use their qualifications; while individual respondents made reference to needing information about benefits, schools for children, grants for University and *'how to get a British passport'*.

12. Future intentions

This chapter provides information with regard to people's future intentions and aspirations. It focuses specifically on how long people anticipate staying in Salford and Bury, whether or not they will return to their home country and whether there are any intentions to be joined by other family members.

12.1 Intended length of stay in Salford/Bury

Table 68 below shows people's intended length of stay. As can be seen, 15% of people said they intended staying indefinitely; while 43% gave a time limit of their stay in the UK.

A large proportion of people did not know their future intentions (44%). This was particularly the case amongst the Bury respondents, with 55% stating that they did not know (compared to 35% in Salford). Consultation with one of the community interviewers indicated that if people had jobs in the UK they would often stay longer than intended as it was more favourable than returning to their home country. It was also suggested that for those who did not have employment, the support and opportunities were still better than returning home to try to find employment.

Table 68: Intended length of stay in Salford/Bury

Length of time	All		Salford		Bury	
	No.	%	No.	%	No.	%
Less than 6 months	16	8	14	12	2	2
6 – 12 months	13	7	10	9	3	4
1 – 2 years	14	7	8	7	6	7
2 – 3 years	13	7	9	8	4	5
3 – 4 years	7	4	2	2	5	6
4 – 5 years	4	2	2	2	2	2
5 years or more	16	8	10	9	6	7
Indefinitely	30	15	21	18	9	11
Don't know	87	44	41	35	46	55
Total	200	100	117	100	83	100

12.2 Future destination

We asked the respondents who had given a time limit on their length of stay in Salford or Bury where they would be moving to in the future; 66% said they would return to their home country.

Table 69: Future destination

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Home country	53	66	37	70	16	59
Another part of the UK	17	21	11	21	6	22
Another country	10	13	5	9	5	19
Total	80	100	53	100	27	100

Note: excludes three missing cases

As can be seen, ten respondents (13%) indicated that they would move to another country. The countries that were listed were: Australia, Austria, Canada, Germany, Greece, New Zealand, Norway, Spain and the USA.

Seventeen respondents (21%) indicated that they intended moving to another part of the UK. Five of these wanted to move to Manchester, three people said they wanted to move to the 'countryside'. The other responses included Stretford, Urmston and Belfast.

The respondents who were going back to their home country were asked if they would come to the UK again in the future (see Table 70)

Table 70: Will you come to the UK again in the future?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
No	17	37	12	36	5	38
Yes – I will be coming back for work	4	9	2	6	2	15
Yes – To visit friends/family	7	15	6	18	1	8
Don't know	18	39	13	39	5	38
Total	46	100	33	100	13	100

Note: excludes seven missing cases

As can be seen 37% of respondents said they would not come back to the UK, while 39% said they did not know. A small number said they would come back either for work or to visit friends or family.

12.3 Family reunification

We wanted to explore whether the respondents in our sample would be joined by other members of their family from their home country (see Table 71 below).

Table 71: Will you be joined by other family members in the future?

	All		Salford		Bury	
	No.	%	No.	%	No.	%
Yes	18	9	12	11	6	7
No	116	59	72	63	44	54
Don't know	61	31	30	26	31	38
Total	195	100	114	100	81	100

Note: excludes five missing cases

Over half of the sample (59%) said they would not be joined by family members, while 31% did not know. As above, the respondents in Bury appeared to be more unsure about what would happen (38% compared to 26% in Salford).

13. Conclusions

This final chapter brings together the findings of the study to highlight some of the key issues that have emerged and the implications of these, offering some suggested ways forward for stakeholders in Salford and Bury. The aim of this study was to provide information on a range of different issues, including employment; housing; education and training; community integration; access to selected services; and future intentions. It has revealed a number of interesting findings, some of which reiterate previous research carried out with migrant communities, while others highlight the need to take into account different local contexts. Naturally, given the broad spectrum of issues covered in this study, it also highlights issues which potentially require further investigation.

13.1 Language barriers

Perhaps unsurprisingly, language barriers remain an issue for migrant communities. There is a huge body of previous research that has highlighted the importance of English language in terms of settling into communities, interacting with local people and also occupational mobility. Both migrant workers and key stakeholders in this study made reference to the issue of language.

Across the sample as a whole, 39% said that they did not have time to complete an English language course; the majority of whom said that this was due to their work commitments. In addition, written English was a particular problem for over one in five respondents. While some people will actively seek English classes, others want to learn a basic level of English that will enable them to 'get by'. Migrant communities themselves need to be encouraged to access English language courses but also to continue with courses once they have enrolled, with more emphasis placed on the importance of acquisition of English language. In order to do so, however, there is a need to look at flexible learning opportunities. This includes the evening classes that are already available, but also includes working with employers to provide language training, and looking at less formal and structured methods of learning, which can sometimes deter people or can be difficult to sustain.

13.2 Dissemination of information

A common theme running throughout the study is the reliance on social networks. Having friends and family living in Salford and Bury has been vital for many people, not only influencing their decision to move to an area in the first place, but assisting with access to employment, accommodation and services. One concern is that migrant communities often get advice from friends, relatives and other migrants, which in some cases can be inaccurate or partial information. Dissemination of reliable, effective information is therefore vital for new communities.

A number of local authority areas (including Salford and – more recently - Bury) have developed *welcome packs* for migrant communities and these can be tailored to each specific local area in terms of the information they provide. Discussions with community interviewers who worked in this study indicated that the welcome pack developed by Salford, which was given out during interviews, had been very well received. However, this will only be able to resolve some of the awareness issues

and agencies need to consider different strategies to engage with migrant communities. This includes taking advantage of CEE migrants' high levels of Internet use. There are already sites set up specifically to provide information to new communities; such as *myUKinfo.com*, which provides information on work, housing, health, money, etc. in a variety of languages.

In terms of information needs, perhaps unsurprisingly the key issues were finding employment; language classes; access to benefits; and access to housing and other services (such as GPs). Significantly both stakeholders and respondents indicated that knowledge of the range of benefits and the potential to utilise in-work and other benefits (e.g. using working tax credit to assist learning opportunities) to improve migrants' situation was an important area. The survey highlighted a diversity of skills and qualifications, with a number of highly qualified migrants living in Salford and Bury. Migrant communities, in common with the rest of population, therefore need to be able to access information with regards to how best to utilise and develop their individual skills and qualifications, as well as the employment opportunities that are available to them.

13.3 Perceived and actual issues

Another issue that has emerged from this study is the potential discrepancy between *actual* and *perceived* issues. Stakeholder consultation, for example, highlighted a perception that migrant communities often go to Accident and Emergency (A & E) rather than accessing a GP. Although this may be an issue with some migrant populations, 90% of respondents in this survey indicated that they currently accessed a GP, with nearly a quarter of respondents making use of local NHS Walk-in Centres. Nevertheless, this masked a far lower use of Walk-in Centres in Salford than Bury and the survey also indicated that use of NHS Direct was very low in both areas.

Furthermore, previous research has highlighted accommodation issues, particularly around the private rented sector and HMOs. This study did suggest some cases of overcrowding; however, people were generally satisfied with their accommodation and the private rented sector remained high on their preference list. It is recognised that there are issues with some private landlords, but in this study this did not appear to be the majority experience.

Finally, there can sometimes be a perception of exploitation of migrant workers in employment. As above, people largely had positive views on their treatment by their current employer, again suggesting that poor treatment was not the majority experience for those interviewed in this study. Obviously, we are not attempting to say that people do not experience exploitation in employment and accommodation, but rather we are highlighting that the majority of people had positive experiences of living and working in the UK.

13.4 Future considerations

Unfortunately, it is difficult to predict future intentions, particularly with regards to a population whose migration is predominantly linked to economic opportunities and social networks. Indeed, 44% of the sample as a whole were unsure about their future intentions. Official data suggests a slowing in the number of arrivals,

particularly from Poland. However, what this study suggests is that those who are here have stayed longer term; for example, 81% of respondents had been in the UK since 2007 and 37% since 2005. People did make reference to employment opportunities decreasing since arrival; however, they still remained in the UK and 70% of those who were in employment had a permanent contract. Furthermore, the fact that 38% aspired to own their own home suggests a possible longer-term commitment to remaining in the UK.

In addition, nearly a quarter of respondents were living with children. Previous studies have highlighted that families are more likely to settle for longer periods. This study did not focus on the needs and experiences of children, (or parents) or cover in depth the implications of an increase in CEE migrants' children on local services such as Early Years and nursery provision, plus health care and schools. This is therefore an area for further consideration.

The study focused on Czech, Polish and Slovak migrants. However, we recognise the difficulty of trying to categorise migrants as one homogenous group. There are differences, for example, in the experiences of people from different countries and ethnic groups that need to be taken into account, particularly in relation to skills and qualifications, aspirations and ability to progress in the UK. Although only one person in the study identified themselves as of Roma heritage, stakeholders highlighted some potential issues in relation to Roma communities which may require further information.

This study represents a 'snap shot' of a population, providing a starting point for key stakeholders to begin looking at how to take the findings of the report forward and where further information is required. Local authorities and service providers need to ensure that they are constantly monitoring population changes within their local area and sharing this information and good practice at a wider level.

Appendix 1: List of previous towns/cities/areas

Greater Manchester	Ashton-Under-Lyne	Oldham
	Blackley	Partington
	Bolton	Prestwich
	Castlefield	Radcliffe
	Cheetwood	Rochdale
	Chorlton	Rusholme
	Harpurhey	Stockport
	Heywood	Stretford
	Higher Blackley	Urmston
	Levenshulme	Whalley Range
	Manchester	Whitefield
Moss Side	Wythenshawe	
North West Region	Accrington	Haslingden
	Ambleside	Liverpool
	Chester	Macclesfield
Other area	Balham	Hull
	Belfast	Leeds
	Birmingham	London
	Bournemouth	Nottingham
	Bradford	Nuneaton
	Bristol	Peterborough
	Coventry	Ramsgate
	Durham	Sheffield
	Esher	Slough
	Glasgow	Southampton
	Holyhead	Surbiton

Appendix 2: Current job

- Baker
- Bar supervisor
- Bartender
- Beautician
- Bricklayer
- Builder
- Bus driver
- Carpenter/joiner
- Cashier
- Chef
- Chemist Shop Manager
- Cleaner
- Cleaning supervisor
- Community Researcher
- Customer service assistant
- Data entry clerk
- Deli assistant
- Demolition man
- Driver
- Electrician
- Factory worker
- Fitter
- Forklift driver
- Hairdresser
- Head chef
- HGV driver
- Housekeeper
- Human Resources Administrator
- Kitchen Porter
- Line Operator
- Machine Operative
- Marketing Assistant
- Marketing Manager
- Mechanic
- Night general assistant
- Office Clerk
- Office Manager
- Painter
- Picker in warehouse
- Pizza baker
- Plasterer
- Plumber
- Press operator
- Processing assistant
- Producing road markings
- Quality assurance officer
- Reception shift leader
- Restaurant manager
- Sales Assistant
- Sales Manager
- Sawmill operator
- Self employed tailor
- Shift fitter
- Shop assistant
- Skills for life tutor
- Social Researcher
- Student ambassador
- Supervisor
- Support worker
- Waiter/Waitress
- Warehouse Operative
- Welder