

Migrant Workers in Liverpool: A Study of A8 and A2 Nationals

Final Report

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April 2009



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The Salford Housing & Urban Studies Unit is a dedicated multi-disciplinary research and consultancy unit providing a range of services relating to housing and urban management to public- and private-sector clients. The Unit brings together researchers drawn from a range of disciplines including: social policy, housing management, urban geography, environmental management, psychology, social care and social work.

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Acknowledgements

Without the time, expertise and contributions of a number of individuals and organisations, this study could not have been completed. The project steering group provided guidance and assistance throughout the project and thanks must go to them for their support.

Special thanks are due to all the stakeholders who provided invaluable information for the study. This includes Arriva Transport; the Big Issue; Crowne Plaza Hotels and Resorts; Ethnic Minority and Traveller Achievement Service (EMTAS); Liverpool JET service; Job Centre Plus; Kensington Regeneration; Liverpool City Council Children's Services; Liverpool City Council Community Cohesion and Hate Crime Service; Liverpool City Council Equal Opportunities Service; Liverpool City Council Strategic Intelligence Team; Merseyside Network for Change; Merseyside Police; Claire Stevens at Merseyside Social Inclusion Observatory (MSIO); Migrant Workers North West; Pizza Express; and Radissons SAS Hotels and Resorts. We are particularly indebted to Carlos Pineda at the Job Bank Ethnic Minorities Employability Project.

Particular thanks must, of course, go to all of our community interviewers and the many migrant workers who found the time to talk to us and answer our questions in a full, honest and patient manner. It is hoped that this report is able to accurately reflect their experiences and needs.

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 research commissioning authorities, or any participating stakeholders and agencies. The authors take responsibility for any inaccuracies or omissions in the report.

Executive summary

The study

In recent years, there has been an increasing focus on the migration of people from the new EU countries¹. It is now 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 cohesion². Consequently, local authorities are making efforts to find out about the experiences and needs of these new and emerging communities.

This research was commissioned by Liverpool City Council in July 2008 and was conducted by a team of researchers from the 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 and was managed by a steering group composed of officers representing the commissioning authorities.

The study had two primary objectives:

- to scope numbers of migrant workers in Liverpool; and
- to identify the needs of migrant workers in Liverpool, focusing on employment needs but with a view to wider service provision issues and community cohesion.

The key areas of investigation included focusing on:

- the number of migrant workers in Liverpool;
- qualifications of migrant workers;
- language skills of migrant workers;
- future forecast of migration numbers;
- proposed length of stay of migrant workers;
- current employment and match to qualifications;
- criminality associated with migrant workers;
- housing take-up and type of tenure of migrant workers;
- benefit take-up of migrant workers;
- education take-up of migrant workers and their children;
- health care take-up of migrant workers;
- access to other goods, services and facilities, including financial services, vehicle ownership and usage of public transport;
- numbers and ages of any dependants;
- evidence of hate crime or victimisation;
- evaluation of impact of migrant workers on local labour market; and
- level of involvement in the local community.

¹ The Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia (commonly referred to as the A8 countries); Bulgaria and Romania (commonly referred to as the A2 countries).

² Institute of Community Cohesion (2007) *Estimating the scale and impacts of migration at the local level*, London: Local Government Association (LGA).

The study was undertaken by conducting:

- a review of available literature, data and secondary sources;
- consultation with key stakeholders, including service providers and employers; and
- **235** interviews with migrant workers from the following countries: Bulgaria, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania and the Slovak Republic.

Main findings

The characteristics of the sample

- The sample included representatives from all A8/A2 countries, with the exception of Slovenia. The majority of respondents were Polish (47%), followed by Slovak (21%) and Czech (20%). The sample also included a small number of people (5%) who identified themselves as Roma (all of whom were Czech or Slovak).
- The majority of respondents (77%) were aged 17–39 years.
- In terms of gender, 52% of the respondents were female and 46% were male, with 2% unclassified.
- Just over half of the sample was single (51%), 28% were married and 21% had a boyfriend/girlfriend.
- 71% of those who were married indicated that their husband/wife was currently living with them, while 82% of those with a boyfriend/girlfriend were currently living with their partner in the UK.
- 23% of the sample had dependant children. 73% of those with dependant children stated that their children were living with them in Liverpool, while 27% stated their children were in their home country.
- The Czech respondents were more likely to have dependant children, but also more likely to have their children with them in the UK.
- 17% of the sample had lived in another EU country prior to coming to the UK, with Germany being the most common response.
- 18% of the sample had lived somewhere else in the UK before moving to Liverpool. The Polish respondents suggested higher levels of internal movement.
- The majority of people had chosen Liverpool because of social connections; for example, 40% had moved to Liverpool because they had friends living in the city, while 28% had family living there.

Skills, qualifications and employment

- The sample was diverse in terms of their skills and qualifications. A quarter of respondents had degree-level qualifications (including accounting, economics, engineering, finance, journalism, social work, teaching and tourism). Just under half had vocational qualifications (including construction-related qualifications such as electrician, joiner, plumber, plasterer, but also including catering, engineering, marketing, agriculture, hairdressing, textiles, child care, administration and gardening).
- The male respondents were more likely to have vocational qualifications, while the female respondents were more likely to have undergraduate/postgraduate qualifications.
- 72% of people said that their ability to speak English was poor or very poor *upon arrival* in the UK. 28% of people stated that their *current ability* to speak English was poor or very poor.
- 41% of the sample had undertaken some form of training since their arrival in the UK. The most common type of training was Health and Safety-related training.
- 66% of respondents had a particular trade or skill from their home country. People came from a range of occupational levels from elementary occupations through to managers and senior officials. The data suggests that a greater percentage of women were drawn from the highest occupational classifications.
- 77% of the sample was currently in paid employment. There were slightly higher rates of employment amongst male respondents.
- 61% of people were currently working in Liverpool, with an additional 14% working in other areas of Merseyside.
- The survey suggests a shift in occupational level between previous job in home country and current employment. Using the Standard Occupational Classification (SOC), the majority of respondents were currently working in elementary occupations (65%, compared to 26% previously working in elementary occupations). The Polish respondents currently worked in a wider range of occupational classifications, including occupying the three highest classifications (managers and senior officials; professional occupations; and associate professional).
- The lowest paid worker in the sample was earning in the region of £2.00–£2.44 per hour. The highest paid worker was earning around £9–£11 per hour.
- 44% of the respondents with an undergraduate or postgraduate degree and 64% of respondents with college/technical/vocational qualifications were currently working as process, plant and machine operatives or in elementary occupations.

Chapters 7 and 8 of the report provide a full discussion of the findings in relation to qualifications and employment.

Housing experiences

- In line with previous studies, there is a dominance of the private rented sector for migrant workers living in Liverpool (73%).
- 19 people indicated that they were currently staying with friends/family rather than being tenants themselves, while five people were currently homeless (all of whom were Romanian).
- 44% of the sample currently shared their home with non-family members, with a further 13% sharing with a mix of both family and non-family. Of those who were currently living with non-family members, 30% (36 respondents) indicated that they were sharing bedrooms with people who were not family members or partners.
- 10% of respondents did not know the different housing options available in Liverpool.
- The majority of respondents wanted to live in either socially rented accommodation or own their own home in the future.

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

Community integration

- Although respondents were engaging with people from their own country (97% had some form of contact), there were lower levels of involvement with the indigenous population. A quarter of the sample had no contact at all with the indigenous population.
- 51 respondents (23% of the sample) stated that they had experienced hate crime whilst living in Liverpool. This percentage was higher amongst Czech and Slovak respondents (37% and 43% respectively).
- 47% of the sample would recommend Liverpool as a place to live and work to friends and family in their home country. The Czech and Slovak respondents were least likely to recommend Liverpool.
- 53% of people were generally satisfied or very satisfied with their neighbourhood; however, 31% of people indicated that they would like to move to another area. This primarily related to wanting to move to somewhere 'safer'.

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

Access to services and facilities

- 60% of respondents were currently accessing a Doctor/GP, while 23% were currently accessing a dentist.
- 80% of respondents currently made use of public transport, with just 16% having a car or van.
- The majority of respondents (93%) had a mobile phone, compared to only 16% having a landline phone.
- 9% of respondents were registered to vote in the UK.
- 40% of respondents were currently receiving benefits or tax credits. These were primarily child-related or in-work benefits.
- With regard to the use of English language services, 42% of people wanted to study on a language course but were not currently enrolled. The main reason given was not having enough time. This was followed by needing information or not knowing where to go.

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

Future intentions

- 42% of the sample did not know how long they intended to stay in Liverpool. Just under a quarter (24%) wanted to stay indefinitely, while just under a quarter (24%) intended to leave within three years.
- The Slovak respondents were most likely to leave Liverpool over the next few years (48% stated they would be leaving within three years) while the Czech respondents were more likely to stay indefinitely (43% intended to stay indefinitely).
- With regard to those who intended to leave, 64% would be returning to their home country, while nearly a quarter intended to go to another country. 10% of the sample intended to move to another part of the UK.
- 15% 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 and ways forward

The following provides a summary of the main conclusions and suggested ways forward based on the findings of the survey.

Employment

Previous research (with migrant workers and asylum seekers/refugees) has highlighted the need to look at how best to 'match' people's skills and qualifications to the appropriate jobs, as well as looking at how to get overseas qualifications recognised by employment agencies and employers.

Ways forward: a 'skills audit' would be a useful exercise in Liverpool and could also include looking at people's aspirations for future employment and training.

What is apparent from this research, however, is that 'migrant workers' are not one homogeneous group. While there are many people who will prioritise finding a job and being able to earn money, there are also those who will actively seek occupational mobility.

Ways forward: agencies providing advice in relation to employment need to be able to offer comprehensive guidance in relation to what employment opportunities are available to migrant workers according to their qualifications, as well as advice on what is required in order to obtain recognition of qualifications.

Ways forward: employers and employment agencies need greater awareness of equivalency issues in relation to overseas qualifications.

The second issue to highlight is that of the potential exploitation or lack of rights that migrant workers experience. There was evidence in this study that some migrants were experiencing exploitation by agents, as well as negative experiences within the workplace.

Ways forward: employers should be encouraged to sign up to the *Minimum Standards Charter* produced by Migrant Workers North West³. This Charter provides 'best practice' in the employment of migrant workers.

Language barriers

Perhaps unsurprisingly, acquisition of English language remains a key issue for migrant communities. There is clearly a link between language and employment, for example, with English language being vital for occupational mobility.

³ See: <http://www.migrantworkersnorthwest.org/>.

Both migrant workers and key stakeholders in this study made reference to language barriers. Work and other commitments, combined with a lack of information about what is available, can leave people unable or unwilling to access language courses.

Ways forward: there is a need for increased (but also affordable) ESOL provision in Liverpool. There is also a need to consider how to provide flexible learning opportunities, particularly for those working long or anti-social hours.

This could include supporting employers to build the language capacity of overseas employees, in the same way that they would provide other types of staff development courses.

Accommodation

The research, like previous studies, has shown an overwhelming dominance of the private rented sector in Liverpool. Migrant workers often lack the necessary information about their accommodation options to make informed choices about what is on offer (see section on information, advice and guidance). There are three main issues to highlight in relation to accommodation.

Firstly, there is an issue around accommodation standards and possible exploitation in relation to housing. This study suggests that there are a number of people living in Houses in Multiple Occupation (HMOs). There were also a number of people sharing bedrooms with non-family members. Although the accommodation situation of migrant workers has been highlighted in a number of previous studies, it remains a pervasive issue.

Ways forward: there is a need to ensure greater enforcement of accommodation standards in relation to private rented accommodation.

In addition to looking at the standard of accommodation provided by private landlords, there is also the issue of tied accommodation (i.e. accommodation that is tied to employment). It was clear from some of the respondents that exploitation by agents was occurring in relation to accommodation and employment; however, the scale and nature of this remains unclear.

Ways forward: there is a need for more in-depth information in relation to migrant workers whose accommodation is tied to their employment, particularly that provided by an 'agent'.

Secondly, consideration needs to be given to the people who were currently homeless. These individuals have particular needs and experiences, perhaps very different to those of the archetypical 'migrant worker'. There are also those who would be classed as 'hidden homeless'. This refers to those individuals who indicated that they did not have their own accommodation but were staying with friends, family and other acquaintances. The number represented in the sample may be just a fraction of those who are currently in this accommodation situation.

Ways forward: there is a need for more in-depth information in relation to homelessness (both 'street' and 'hidden' homelessness) amongst migrant worker communities in Liverpool. This includes a need to look at what has caused their homelessness (i.e. no recourse to public funds, loss of tied accommodation, breakdown of relationships, etc.), as well as people's pathways out of homelessness and the support required.

Thirdly, there is a need to consider the implications of people's future accommodation aspirations. There are implications to explore in terms of a potential increase in demand for socially rented accommodation in future years. There are also potential community cohesion issues that may arise from this, particularly as there is often a misguided perception that migrants receive preferential treatment with regard to housing.

Community cohesion and involvement

This research has highlighted the two interrelated issues of cohesion and involvement. With regard to community cohesion, discrimination against migrant communities is clearly a pertinent issue. Racial discrimination is often based on misconceptions and misinformation, which can be fuelled by negative media debate. Some negative attitudes stem from long-standing misconceptions about migrants claiming benefits and taking the jobs of domestic workers. Migrant workers therefore become 'scapegoats' for existing social and economic problems.

This study revealed evidence of hate crime against migrant workers, some of which had involved not only verbal but also physical abuse. Indeed, nearly a quarter of the people interviewed in this study had experienced hate crime. The survey also highlights that Slovak and Czech nationals were experiencing higher levels of hate crime, particularly members of the Roma community. Consultation with the Police, however, revealed that under-reporting of hate crime was an issue.

Ways forward: there is a need to explore what prevents people from reporting hate crime and how to address these issues. There is also a need to focus in greater detail on differences between particular communities in relation to experiences of hate crime.

Secondly, engagement with the local community appeared to be consistently quite low, regardless of how long people had been in the UK. With work and family commitments, lack of time can also be an issue. However, the issues highlighted above in relation to cohesion may also be a factor.

Ways forward: more resources are needed to strengthen current initiatives which promote a sense of 'belonging' for migrants and increase social interactions with members of the local community.

Ways forward: there is also a need to explore the possibility of developing community resources to incorporate a wider range of nationalities.

Given that people tend to move to areas where they have social networks, as well as areas where accommodation is affordable, the current patterns of settlement are likely to continue with concentrations of migrants in particular areas of the city. Consideration needs to be given to the impact this can have on community cohesion in these areas, as well as any impact on the local infrastructure.

We would suggest, however, that while this research has focused on the needs and experiences of migrant workers, there is a need to look at the experiences of local people in the receiving neighbourhoods to see how the arrival of migrant communities has affected them and their neighbourhood. Understanding what some of the issues are for local people is perhaps one of the first steps to being able to break down the barriers that sometimes occur.

Information, advice and guidance

In some respects dissemination of information to migrant communities is regarded as more important than increasing provision of services⁴. One concern is that people are not always getting full and accurate information, and rely on the advice and information provided by family, friends and acquaintances. There is sometimes a lack of understanding around, for example, UK driving laws, school attendance for children, as well as smaller issues such as refuse collection. These issues, however, can create tensions between migrant communities and the local community.

Welcome packs are therefore needed to provide information for new arrivals and many local authorities across the UK now provide these. Although some agencies in Liverpool do provide welcome packs, there needs to be a more consistent approach to this, ensuring that it provides as much information as possible in relation to rights and responsibilities, as well as social expectations of behaviours.

In addition to provision of printed information, there is also a need to look at wider service provision issues.

Ways forward: there is a need for greater coordination of services within Liverpool that currently provide assistance to migrant workers. This could include the creation of a forum made up of key stakeholders, including those who have taken part in this research. The purpose of this is to share information with regard to which migrant communities are living in the city, as well as sharing good practice, new initiatives, etc.

Ways forward: there needs to be a continued dialogue between service providers and migrant communities. Members of the A8/A2 communities therefore need to be encouraged to get involved in sharing information with regard to issues and problems at a local level. Existing community organisations provide a starting point for such dialogue.

⁴ Pemberton, S. and Stevens, C. (2006) *Supporting Migrant Workers in the North West of England*, Merseyside Social Inclusion Observatory.

The issue of language also features in relation to provision of information. Welcome packs, for example, need to be translated into the required languages, but more importantly, when people contact services for assistance, there is a need to ensure that language support is available. Language support also needs to be accounted for in the resources available for service providers.

Future intentions

Unfortunately, it is difficult to predict future intentions, particularly with regard to a population whose migration is intrinsically linked to economic opportunities. This research provides a 'snap shot' of the current population and a number of the people interviewed in this survey were unsure about their future intentions. Given the diverse and fluid nature of migrant worker communities, agencies need to be ensuring that they are monitoring which nationalities are using their services and any changes in population at a local level.

This survey suggests that the current economic climate may be affecting the employment opportunities available to some migrant workers in Liverpool. What we need to recognise is that people are adaptive, making use of social networks and responding to the opportunities available to them. Decisions on whether or not to remain in Liverpool may be based on a combination of factors including economic considerations, but also their overall experience of life in Liverpool.

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Glossary

A2	Accession 2 – the countries which joined the European Union in January 2007 (Bulgaria and Romania)
A8	Accession 8 – the countries which joined the European Union in May 2004 (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia)
APS	Annual Population Survey
BME	Black and Minority Ethnic
CAB	Citizens Advice Bureau
CBI	Confederation of British Industry
DWP	Department for Work and Pensions
ECDL	European Computer Driving Licence
EEA	European Economic Area – European Union, plus Iceland, Liechtenstein and Norway
ESOL	English for Speakers of Other Languages
EMTAS	Ethnic Minority and Traveller Achievement Service
EU	European Union – Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom
HA	Housing Association
GLA	Gangmasters Licensing Authority
GMB	‘Britain’s General Union’
GP	General Practitioner
HMO	House in Multiple Occupation
HSMP	Highly Skilled Migrants Programme
IDeA	Improvement and Development Agency for local government
IPS	International Passenger Survey
IT	Information Technology
JET	Jobs, Education and Training
LEA	Local Education Authority
LFS	Labour Force Survey
MBA	Master of Business Administration
NINo	National Insurance Number
ONS	Office for National Statistics
PLASC	Pupil Level Annual School Census
SAWS	Seasonal Agricultural Workers Scheme
SBS	Sector Based Scheme
SHUSU	Salford Housing & Urban Studies Unit
SOC	Standard Occupational Classification
TU	Trade Union
T&G	Transport and General Workers’ Union
TUC	Trades Union Congress
UNISON	Public service Trade Union
WRS	Worker Registration Scheme

1. Overview

Liverpool is a city built on migration. Over the centuries, people have arrived from Scotland, Ireland and Wales, as well as other parts of Europe, Africa and the Caribbean. Furthermore, the trade links between the ports of Shanghai and Liverpool were instrumental in the establishment of a Chinese community within the city, giving Liverpool one of the oldest established Chinese communities in Europe. This migration history has created a city in which over 70 different languages are spoken.

This report presents the findings of a study looking at the needs and experiences of new and emerging migrant communities in Liverpool, focusing specifically on those from the new European Union (EU) countries who have migrated for work purposes. The research was commissioned by Liverpool City Council in July 2008 and was conducted by a team of researchers from 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 and was managed by a steering group composed of officers representing the commissioning authority.

Background to the study

The definition of 'migrant workers' covers a wide group of people, including: foreign nationals who do not need a work visa; work permit holders; those on special workers schemes, such as the Seasonal Agricultural Workers' Scheme (SAWS); highly skilled workers; business people/investors; those on working holiday visas; and those on other special visas, for instance, au pairs⁵. More simply, migrant workers can be defined as individuals who arrive in the host country with the intention of finding employment. What is seen to distinguish them from other migrant groups is the perceived temporary nature of their movement.

In recent years, the term migrant worker has been increasingly associated with individuals from the new EU countries. In May 2004, ten countries – Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia – joined the EU. From that date, people from Cyprus and Malta had full free movement and the right to work throughout the EU, while the remaining eight countries (often referred to as the A8) had certain restrictions placed on them. In the UK, for example, the government regulated access through the Worker Registration Scheme, and restricted access to benefits⁶.

⁵ IPPR (2004) *Labour Migration to the UK*, London: IPPR.

⁶ 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 regard to A2 nationals, the rules are similar, with A2 nationals having to complete twelve months as 'authorised workers'.

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. Skilled workers were allowed access through the Highly Skilled Migrants Programme (HSMP)⁷, while for lower skilled workers quotas were set and restricted to specific schemes, such as the Seasonal Agricultural Workers Scheme (SAWS) or the Sector Based Scheme (SBS).

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. The focus of this research is on this latter group of migrants, particularly those from the new EU or Accession countries, who have come to dominate UK arrivals⁸. Consequently, local authorities are recognising the need to understand the composition and needs of their local populations, in order to be able to plan and deliver services effectively, as well as being able to respond to any issues relating to community cohesion⁹.

Study brief

In line with the issues raised above, this study had two primary objectives:

- to scope the numbers of migrant workers in Liverpool; and
- to identify the needs of migrant workers in Liverpool, focusing on employment needs but with a view to wider service provision issues and community cohesion.

The key areas of investigation included focusing on:

- the number of migrant workers in Liverpool;
- qualifications of migrant workers;
- language skills of migrant workers;
- future forecast of migration numbers;
- proposed length of stay of migrant workers;
- current employment and match to qualifications;
- criminality associated with migrant workers;
- housing take-up and type of tenure of migrant workers;
- benefit take-up of migrant workers;
- education take-up of migrant workers and their children;
- health care take-up of migrant workers;
- access to other goods, services and facilities, including financial services, vehicle ownership and usage of public transport;
- numbers and ages of any dependants;
- evidence of hate crime or victimisation;
- evaluation of impact of migrant workers on local labour market; and
- level of involvement in the local community.

⁷ At the time of writing, HSMP was closed to new applicants and people had to apply as a highly skilled worker (see <http://www.ukba.homeoffice.gov.uk/workingintheuk/tier1/hsmp/>).

⁸ Audit Commission (2007) *Crossing Borders: Responding to the local challenges of migrant workers*, London: Audit Commission.

⁹ Institute of Community Cohesion (2007) *Estimating the scale and impacts of migration at the local level*, London: Local Government Association (LGA).

Outline of the report

Chapter 1 provides a brief overview of why the research is necessary, as well as outlining the main aims of the study.

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

Chapter 3 provides background information drawn from selected secondary sources. This includes summarising what is currently known about the needs and experiences of migrant workers.

Chapter 4 outlines some of the official statistics available with regard to migrant workers, highlighting some of the inherent problems with using such data, as well as analysing some of the data for Liverpool.

Chapter 5 looks at the characteristics of migrant workers in Liverpool, with regard to nationality, gender, age, marital status, household size and number of dependants.

Chapter 6 contains analysis of the migration history of the sample, focusing on where people had lived prior to living in Liverpool, as well as exploring the reasons for choosing Liverpool.

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

Chapter 8 offers an extensive analysis of the findings in relation to employment. This includes type of job and rates of pay, as well as providing comparisons between current and previous employment status.

Chapter 9 focuses on the issue of housing, looking specifically at the types of property people are living in, awareness of housing options, views on conditions and future accommodation aspirations.

Chapter 10 explores issues relating to community integration, 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 engagement with, and use of, services and facilities, including health care and financial and community services.

Chapter 12 examines the findings with regard to respondents' future intentions and aspirations. This includes looking at intentions to stay in Liverpool and levels of family reunification.

Finally, **Chapter 13** provides concluding comments and sets out some ways forward based on the findings of the research.

2. Methods

This study involved three separate but interrelated phases of data collection:

- Phase one – collation and review of existing information relating to migrant workers
- Phase two – consultation with key stakeholders
- Phase three – survey with migrant workers

Each of these phases is described in more detail below.

Phase one: collation and review of existing information

This initial phase involved the collation and review of a wide range of secondary information relating to migration and migrant workers from local, regional, national and international sources.

This phase involved identifying some of the key issues facing migrant worker communities with regard to employment, access to services, housing and general support, and issues around community cohesion (see Chapter 3).

Particular emphasis was given to analysing some of the official statistics available relating to the migrant worker population, as well as outlining some of the inherent problems with using these data sources (see Chapter 4 of this report).

Phase two: consultation with key stakeholders

This phase involved identifying and making contact with two different groups of key stakeholders. The first group was service providers whose role involved working with migrant communities. The second group was employers from Liverpool who were employing workers from the A8 and A2 countries at the time of the study.

This process involved carrying out semi-structured interviews with selected individuals, which were conducted face-to-face or via telephone, depending on the preference of the individual.

Stakeholder consultation was vital in terms of providing information and insights around some of the key issues and problems facing migrant workers in Liverpool, particularly with regard to key service areas. This also identified areas of good practice that could inform the approach of the local authority and other relevant stakeholders.

A total of 13 service provider interviews were carried out. This included representatives of the following:

- Ethnic Minority and Traveller Achievement Service (EMTAS)
- Hate Crime, Merseyside Police
- Community Relations, Merseyside Police
- Liverpool City Council Equal Opportunities Service
- Kensington Regeneration
- Liverpool JET Service
- Liverpool City Council Community Cohesion and Hate Crime Service
- Liverpool City Council Children's Services
- Merseyside Network for Change
- Job Centre Plus

A total of 5 interviews were carried out with the following local employers:

- Arriva Transport
- The Big Issue
- Crowne Plaza Hotels and Resorts
- Pizza Express
- Radissons SAS Hotels and Resorts

Phase three: survey with migrant workers

One of the most important aspects of the research was consultation with migrant workers living and working in Liverpool. This involved structured face-to-face interviews with migrant workers from a range of nationalities. The survey took place between September 2008 and February 2009.

The survey with migrant workers is discussed in greater detail below under three sections: questionnaire design; fieldwork and interviewers; and sampling issues.

Questionnaire design

All interviews with migrant workers utilised a structured questionnaire, which contained the following sections:

- migration history;
- employment, education and training;
- household information;
- housing;
- community integration;
- access to goods, services and facilities; 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. A copy of the questionnaire can be found in Appendix 1 of this report.

Fieldwork and interviewers

The fieldwork for this study was carried out by two different types of interviewers: community interviewers and SHUSU fieldwork staff.

Community interviewers were identified and recruited with the assistance of the key stakeholders interviewed in Phase Two of the research. These interviewers had the following language skills: Bulgarian, Czech, Estonian, Polish, Romanian and Slovak. They also had excellent links with residents from a number of countries living in Liverpool.

The recruitment and training of community interviewers was of crucial importance in engaging as effectively as possible with the migrant worker communities in Liverpool. Indeed, this method has a number of benefits:

- it provides an opportunity for non-economic members of the communities, such as those with child care or family responsibilities or those not currently employed, to be engaged in flexible employment;
- it provides an opportunity for people to acquire new skills or update existing skills, which could lead to new employment or training opportunities, as well as increase their capacity to participate in future research;
- it provides the opportunity for individual members of the communities to receive payment for their contribution to the study, which contributes to the economic stability of the communities;
- it enables the research team to access a wider range of communities given the diverse fieldwork force and networks they have; and
- community interviewer involvement engenders a greater sense of ownership of the study and its findings. As such, the research is undertaken in conjunction with the communities rather than the communities being seen as passive research subjects: research is done *with* them and not *to* them.

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 study, focusing specifically on its aims and objectives;
- the necessary skills to complete the interviews and ensure consistency of approach in asking the questions and recording information across the fieldwork force;
- the importance of having a representative sample in terms of nationality, geographical location, gender, age and household type;
- issues of confidentiality; and
- interviewer safety.

The training also included familiarity with the interview questionnaire, with 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 strict quality control and appropriate feedback was given to the interviewers.

In addition to the community interviewers involved in the research, SHUSU fieldwork staff gained access to a number of interviewees through key service providers and employers who took part in the stakeholder consultation at Phase Two of the research. This combination of different interviewers provided a number of access routes to potential interviewees.

Sampling issues

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 information gathered at Phase One of the research; however, these were flexible to respond to any changes regarding numbers of particular national groups.

The primary sampling method employed 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. In addition, interviewers also followed an 'opportunistic' sampling approach, simply going to places where there were known populations of migrant workers (for example, social events, specialist shops, etc.) in order to engage people in the research. As highlighted above, the different nationalities and language skills of the community interviewers, coupled with the interviewers from SHUSU, ensured that there were multiple access points to interviewees, therefore avoiding a potential bias in the sample. The sample was regularly monitored to ensure that there was not an over-representation from particular nationalities within Liverpool.

3. Key issues from the literature

Introduction

This chapter provides background information with regard to what is currently known about the experiences of migrant workers. It draws on a selection of previous research that has been carried out across different areas of the UK, highlighting some of the key issues that have emerged.

Actual and perceived impacts

Since the arrival of Jewish immigrants at the beginning of the twentieth century, immigration has been a feature of both the political and public agenda. There have always been calls to encourage or restrict entry to the UK, which have been aimed at different groups of migrants at different time periods. A common theme running throughout the debates, however, is the perceived need to defend the labour market and welfare opportunities of the domestic population, whilst balancing the need for economic growth. The arrival of migrant workers from the A8 and A2 countries appears to be no different in terms of the public and political debates.

One of the key issues emerging from research is the discrepancy between *actual* and *perceived* impacts of the arrival of migrants. There have been concerns, for example, about the impact migrant workers have had on the employment opportunities of the indigenous population. Recent research, however, finds no evidence of adverse effects on either employment prospects or wage levels of native workers¹⁰, including the young and low skilled¹¹.

Furthermore, there have been concerns with regard to the potential demands placed on social housing. However, research highlights that migrant workers are primarily concentrated in the private rented sector, with only a small proportion of social housing being allocated to foreign nationals¹². The rules of entitlement in relation to social housing may offer one explanation for the dominance of the private sector and research suggests that those who have been in the UK for a longer period are more likely to access social housing. There is, however, a general lack of awareness of housing options, as well as a perception that the private sector is in some respects an 'easier' and more flexible option¹³.

There is currently very little known about the impact of migration on public services. Indeed, it has been highlighted that such impacts are often difficult to quantify:

¹⁰ Coats, D. (2008) *Migration Myths: Employment, Wages and Labour Market Performance*, London: The Work Foundation; Lemos, S. and Portes, J. (2008) *The impact of migration from the new European Union Member States on native workers*, London: Department for Work and Pensions.

¹¹ Lemos, S. and Portes, J. (2008) *The impact of migration from the new European Union Member States on native workers*, London: Department for Work and Pensions.

¹² Roney, J. (2008) *Housing Report to the Migration Impacts Forum*, 16th January 2008, Sheffield: Sheffield City Council.

¹³ Hunt, L., Steele, A. and Condie, J. (2008) *Migrant workers in Rochdale and Oldham*, Salford: University of Salford.

“Whilst one-off projects and small targeted initiatives are sometimes costed, pressures on mainstream services such as housing, education, information and advice services and measures to promote cohesion are, of necessity in the context of finite budgets, being absorbed by stretching other budgets, and therefore the financial impact is hidden”¹⁴.

Looking specifically at access to health care, research carried out in Scotland highlighted that the majority of migrants perceived the medical services in their own countries to be better¹⁵. As such, people indicated that they would sometimes return home for medical or dental treatment. Furthermore, it was suggested in another study of A8 migrants that 90% had not used medical or health services during their stay¹⁶.

With regard to schools, there are a number of potential impacts that have been identified, which include the need to provide translation/interpretation services; understanding cultural differences; pressures arising from mid-term arrivals; and the lack of records and assessments¹⁷. At the same time, research in South Lincolnshire suggests that the arrival of migrant worker children into primary schools has kept open some schools which would otherwise have been forced to close¹⁸.

What follows is a brief overview of the three main issues emerging from previous studies: employment, language and accommodation.

Employment

Migrant workers have been vital for a large number of employers. They have filled significant gaps in the labour market¹⁹, often undertaking work that the indigenous population is reluctant or unable to do²⁰. The Chambers of Commerce North West²¹, for example, carried out a survey of employers in the North West which highlighted that 40% of the businesses who took part in the survey had recruited migrant workers due to a shortage of skilled candidates, while 30% recruited because of a shortage of people with the necessary experience. Furthermore, this survey suggested that a number of employers perceived there to be a better work ethic amongst migrant workers; indeed, some businesses reported improvements in the work ethic of existing staff as a result of recruiting migrant workers.

¹⁴ Institute of Community Cohesion (2007) *Estimating the scale and impacts of migration at the local level*, London: Local Government Association (LGA), p. 5.

¹⁵ de Lima, P., Chaudhry, M. M., Whelton, R. and Arshad, R. (2007) *A study of migrant workers in Grampian*, Edinburgh: Communities Scotland.

¹⁶ Fife Research Coordination Group (2008) *Migrant Workers in Fife – Survey 2007*, Internet reference: http://www.fifedirect.org.uk/uploadfiles/publications/c64_MigrantWorkersSurveyKnowFifeFindingsV1_2.pdf

¹⁷ Institute of Community Cohesion (2007) *Estimating the scale and impacts of migration at the local level*, London: Local Government Association (LGA).

¹⁸ Somerville, P. (2008) *Migrant Workers in South Lincolnshire: A report for Community Lincs*, Lincoln: University of Lincoln, Policy Studies Research Centre.

¹⁹ Zaronait, D. and Tirzite, A. (2006) *The Dynamics of Migrant Labour in South Lincolnshire*, East Midlands Development Agency.

²⁰ Jordan, B. and Brown, P. (2007) ‘Migration and work in the United Kingdom: Mobility and social order’, *Mobilities*, 2, 2: pp 255–276.

²¹ Chambers of Commerce North West (2008) *Migrant Workers Survey 2008: A survey examining the impact migrant workers have had on business in the North West*, Warrington: Chambers of Commerce North West.

What is often acknowledged is that despite the range of skills and qualifications that migrants often have, there is a tendency to undertake work that is not commensurate with their previous occupation or status in their home country. It has been suggested that migrant workers are often found in low paid work, with limited occupational mobility²², or what have also been described as '3-D' jobs (dirty, dangerous and degrading)²³. This can be due to a need to find a job as soon as possible, as well as the often temporary nature of their employment, which can create a situation whereby people 'settle' for particular jobs, despite the fact that they may be over-qualified.

A report by the Confederation of British Industry (CBI)²⁴, however, suggests that the portrayal of migrant workers as working in lower-skilled and lower paid jobs may be overly simplistic. They suggest that the overall pattern is more complex, reflecting a range of demand from employers for different levels of skills. Furthermore, research carried out in Bolton indicates that there is occupational mobility amongst migrant workers, particularly those who have been in the UK for longer periods of time²⁵.

There are issues around the lack of recognition of overseas qualifications, which can be a barrier to occupational mobility. Research carried out by the Chambers of Commerce North West²⁶, for example, revealed that 71% of those businesses they interviewed who employed migrant workers did not have procedures for recognising qualifications from home countries. There is evidence, however, that initiatives are being developed in order to recognise the skills of new migrants and assist with occupational mobility²⁷. This includes *skills recognition* and *vocational adaptation pathways*, which have been piloted in five vocational areas: construction; general maintenance; social research; business administration; and health care²⁸. These projects included carrying out skills audits of migrant communities and providing vocational ESOL (English for Speakers of Other Languages).

The Chambers of Commerce North West²⁹ highlight that a 'flexible' labour market is vital for economic success in the region, suggesting that without migrant workers, some businesses would not have met customer orders or been able to expand. To a certain extent the UK does have more 'flexible' labour market policies than some other EU countries³⁰; however, one concern is that there can be a lack of regulation

²² Markova, E. and Black, R. (2007) *East European immigration and community cohesion*, York: Joseph Rowntree Foundation.

²³ Pai, H-H. (2004) 'An ethnography of global labour migration', *Feminist Review*, 77: pp 129–136.

²⁴ CBI (2007) *CBI evidence to House of Lords Economic Affairs Committee: the economic impact of migration*, London: CBI.

²⁵ Steele, A. and Hunt, L. (2008) *Migrant workers in Bolton*, Salford: University of Salford.

²⁶ Chambers of Commerce North West (2008) *Migrant Workers Survey 2008: A survey examining the impact migrant workers have had on business in the North West*, Warrington: Chambers of Commerce North West.

²⁷ Waddington, S. (2007) *Routes to integration and inclusion: new approaches to enable refugee and migrant workers to progress in the labour market*, NIACE.

²⁸ Phillimore, J., Goodson, L., Hennessy, D., and Ergün, E., with Joseph, R. and Jones, P. (2007) *Employability pathways: an integrated approach to recognising the skills and experiences of new migrants*, Birmingham: University of Birmingham.

²⁹ Chambers of Commerce North West (2008) *Migrant Workers Survey 2008: A survey examining the impact migrant workers have had on business in the North West*, Warrington: Chambers of Commerce North West.

³⁰ Jordan, B. and Brown, P. (2007) 'Migration and work in the United Kingdom: Mobility and social order', *Mobilities*, 2, 2: pp 255–276.

and care once people are in employment, which can lead to exploitation. From a gendered perspective, for example, some migrant women can find themselves in exploitative situations, such as sex work and prostitution³¹. Furthermore, there are widely acknowledged concerns over the role of gangmasters or other 'agents'. Research carried out in South Lincolnshire³², for example, suggested that a number of deductions were made to workers' wages when employed through gangmasters or agencies; for example, for cleaning, Internet use, work clothes, weekly administration and cashing cheques. Concerns about gangmasters in particular led to the setting up of the Gangmasters Licensing Authority (GLA)³³. The GLA regulates those who supply labour, or use workers, to provide services in agriculture, forestry, horticulture, shellfish gathering and food processing and packaging³⁴. The tragic deaths of the Chinese 'cockle pickers' in Morecambe Bay in 2004 highlights the danger posed when the proper checks and standards are not in place.

Previous research has also suggested limited Trade Union (TU) involvement amongst migrant workers³⁵. Some Trade Unions, however, are trying to address these issues. The Bakers, Food and Allied Workers Union (BFAWU), for example, ran a project called 'Wiedza', for Polish workers in the North West. The objectives of this project were to: improve relations on the shop floor; help with communications within the workplace; encourage the Polish community to take up learning, not only ESOL, but also numeracy and literacy; and help to increase union membership. This project ran from October 2007 to March 2008 and involved BFAWU representatives gaining entry to workplaces and organising open days to explain their employment rights and what the Union could offer. The Trades Union Congress (TUC) has also published a leaflet entitled *Working in the UK: your rights*, for people from the A8 countries. This leaflet is available in all A8 languages and covers issues such as tax and National insurance, the National Minimum Wage, working time rights, health and safety protection and TU membership³⁶.

Language barriers

Language is highlighted as one of the key issues for new migrant communities. There are a number of studies, for example, that have focused on the importance of language for asylum seekers and refugees, particularly with regard to language being a vital tool of integration³⁷. Such arguments apply equally to all migrant communities. Acquisition of English language affects the types of jobs people can obtain and the wages they can command. Research

³¹ Hunt, L. (2005) *Women asylum seekers and refugees in West Yorkshire: Opportunities, constraints and the role of agency*, unpublished doctoral thesis, Leeds: University of Leeds.

³² Zaronaitė, D. and Tirzite, A. (2006) *The Dynamics of Migrant Labour in South Lincolnshire*, East Midlands Development Agency.

³³ Audit Commission website, Internet reference: <http://www.audit-commission.gov.uk/migrantworkers/concerns.asp#employment>

³⁴ GLA website, Internet reference: <http://www.gla.gov.uk/>

³⁵ Zaronaitė, D. and Tirzite, A. (2006) *The Dynamics of Migrant Labour in South Lincolnshire*, East Midlands Development Agency.

³⁶ <http://www.tuc.org.uk/tuc/workingintheuk.pdf>

³⁷ Bloch, A. (2004) *Making it Work: Refugee employment in the UK*, Working paper 2 of the 'asylum and migration' working paper series, London: IPPR.

suggests, for example, that fluency in English can increase the average hourly occupational wage by around 20%³⁸.

Language is not just an issue in the work place, however, but a feature in other interactions; for example, accessing key services such as health care and education, as well as the amenities that are accessed every day, such as shops and banks. With increasing numbers of different migrant communities, there have been growing concerns about the level of ESOL provision available³⁹. According to the Learning and Skills Council (LSC), the demand for ESOL has expanded well beyond provision and funding, resulting in waiting lists across the UK⁴⁰. Research carried out in Bolton, for example, revealed that in one particular college, at the start of the academic year 2007, there were 1,100 people on the waiting list for ESOL classes⁴¹.

Housing

It is widely acknowledged that accommodation affects people's health, access to work and social interaction⁴². As highlighted earlier, most migrant workers live in the private rented sector. The main issues raised in previous studies relate to people living in Houses in Multiple Occupation (HMOs) (one study, for example, refers to up to 16 people sharing a house⁴³); lack of choice with regard to location; poor conditions of accommodation; use of low demand housing; and concerns with accommodation that is tied to employment.

There is currently very little information available about homelessness amongst migrant workers. Loss of a job, combined with the restrictions on claiming benefits, can lead to homelessness and it is highlighted that in some areas, there are instances where people drift into squatting and street drinking. This is most noticeable in London where migrants from Accession countries accounted for half of the bed spaces in night shelters⁴⁴. 'Hidden homelessness', whereby individuals are relying on relatives and friends for accommodation, has also emerging as a pertinent issue for some migrant workers⁴⁵.

³⁸ Shields, M. A. and Wheatley-Price, S. (2002) 'The English language fluency and occupational success of ethnic minority immigrant men living in metropolitan areas', *Journal of Population Economics*, pp 137–160.

³⁹ Phillimore, J., Goodson, L., Hennessy, D. and Ergun, E with Joseph, R. and Jones, P. (2007) *Employability pathways: an integrated approach to recognising the skills and experiences of new migrants*, Centre for Urban and Regional Studies (CURS), Birmingham: University of Birmingham.

⁴⁰ LSC (2006) *Raising our game: Our Annual Statement of Priorities*, Coventry: Learning and Skills Council (LSC).

⁴¹ Steele, A. and Hunt, L. (2008) *Migrant workers in Bolton*, Salford: University of Salford.

⁴² Spencer, S., Johnson, M. R. D., Phillips, D., Rudiger, A., Somerville, W., Wintour, P. and Warren, S. (2004) *Refugees and other new migrants: a review of the evidence on successful approaches to integration*, Oxford: Centre on Migration, Policy and Society (COMPAS); Spencer, S., Ruhs, M., Anderson, B. and Rogaly, B. (2007) *Migrants' lives beyond the workplace: the experience of Central and Eastern Europeans in the UK*, York: Joseph Rowntree Foundation.

⁴³ Zaronaitė, D. and Tirzite, A. (2006) *The Dynamics of Migrant Labour in South Lincolnshire*, East Midlands Development Agency.

⁴⁴ Audit Commission (2007) *Crossing Borders: Responding to the local challenges of migrant workers*, London: Audit Commission.

⁴⁵ Steele, A. and Hunt, L. (2008) *Migrant workers in Bolton*, Salford: University of Salford; Hunt, L., Steele, A. and Condie, J. (2008) *Migrant workers in Rochdale and Oldham*, Salford: University of Salford.

4. Estimating the scale of migration

Introduction

Not just in the UK but across the whole of Europe there is increasing pressure to understand the dynamics of migration and improve measures of data collection⁴⁶. The difficulties of calculating the scale of migration are widely acknowledged⁴⁷, however, particularly when dealing with a potentially transient group of people, whose migration may be intrinsically linked to employment opportunities.

Data sources

There are a number of sources of information that are often referred to as offering some measure of the migrant worker population. These include, but are not limited to, the following data sources:

- Work permit applications;
- International Passenger Survey (IPS);
- The Census;
- Labour Force Survey (LFS);
- The School Census (or Pupil Level Annual Schools Census (PLASC) as it was previously known);
- Electoral Roll;
- National Insurance Registration data (NINo); and
- Worker Registration Scheme (WRS)⁴⁸.

What follows is a description of the different data sources, what they can tell us about the migrant population, and the caveats to using such data.

Work permit applications

Work permits are generally only issued for certain types of work and normally only when the employer has been unable to recruit a suitable employee from within the European Economic Area (EEA)⁴⁹; however, it also includes the Sector Based Scheme (SBS) which currently applies to Bulgarian and Romanian nationals and covers the food manufacturing industry. They are applied for by the employer and do not contain residential information about the employee⁵⁰. Therefore, although it may

⁴⁶ Rees, P. and Boden, P. (2006) *Estimating London's new migrant population: Stage 1 – review of methodology*, London: Greater London Authority (GLA).

⁴⁷ Dudman, J. (2007) 'Getting the measure of immigrants', *Public*, November 2007; House of Commons Select Committee on Trade and Industry, Eleventh Report, 9th October 2007; Institute of Community Cohesion (2007) *Estimating the scale and impacts of migration at the local level*, London: Local Government Association (LGA).

⁴⁸ See Green, A., Owen, D. and Adam, D. (2008) *A resource guide on local migration statistics*, report for the LGA, Coventry: University of Warwick; Rees, P. and Boden, P. (2006) *Estimating London's new migrant population: Stage 1 – review of methodology*, London: Greater London Authority (GLA); and, Pemberton, S. and Stevens, C. (2006) *Supporting Migrant Workers in the North West of England*, Liverpool: Merseyside Social Inclusion Observatory.

⁴⁹ <http://www.ukba.homeoffice.gov.uk/workingintheuk/tier2/workpermits/>

⁵⁰ Pemberton, S. and Stevens, C. (2006) *Supporting Migrant Workers in the North West of England*, Liverpool: Merseyside Social Inclusion Observatory.

provide some quantification of work permit applications, they do not specify where the recipients reside.

International Passenger Survey (IPS)

The International Passenger Survey (IPS) is a survey of a random sample of passengers entering and leaving the UK by air, sea or the Channel Tunnel⁵¹. Over a quarter of million face-to-face interviews are carried out each year with passengers⁵² and the IPS offers the only data collection technique measuring in-migration and out-migration⁵³. With increasing traffic through UK airports, Liverpool airport was also introduced into the survey sample in January 2005.

The IPS has been seen as an important source of information on international migration; however, it is based on a sample of 1 in 500 passengers. Its value therefore deteriorates when looking at specific requirements, for example intended destination of migrants within the UK.

The Census

The Census of Population is a survey of all people and households in the country. It is carried out every ten years, providing details on age, sex, occupation, country of birth, ethnic group, marital status, etc. It is the only survey which provides information on the entire population.

With regard to looking at the migrant population, the last Census was carried out in 2001, which is prior to EU expansion. This means that Census data has limited use with regard to showing population flows from the A8 and A2 countries since Accession⁵⁴, which is a period of time during which there have been dramatic changes in population flows. Furthermore, it does not provide information on nationality; however, it could be used to provide a 'baseline' population based on country of birth, which when looked at in conjunction with other data sources (such as WRS and NINo) can show changes from that initial baseline population.

Labour Force Survey (LFS) and Annual Population Survey (APS)

The Labour Force Survey (LFS) is a quarterly sample survey of households living at private addresses in the UK, providing information on the UK labour market⁵⁵. It is based on a sample of around 60,000 households nationally and although it provides a regional picture of the labour force, it is not broken down at a local authority level. The LFS also excludes most communal establishments, which can under-report the number of foreign-born workers⁵⁶.

⁵¹ http://www.statistics.gov.uk/ssd/surveys/international_passenger_survey.asp

⁵² http://www.statistics.gov.uk/ssd/surveys/international_passenger_survey.asp

⁵³ Rees, P. and Boden, P. (2006) *Estimating London's new migrant population: Stage 1 – review of methodology*, London: Greater London Authority (GLA).

⁵⁴ Pemberton, S. and Stevens, C. (2006) *Supporting Migrant Workers in the North West of England*, Liverpool: Merseyside Social Inclusion Observatory.

⁵⁵ <http://www.statistics.gov.uk/StatBase/Source.asp?vlnk=358>

⁵⁶ Clancy, G. (2008) Employment of foreign workers in the United Kingdom: 1997 to 2008, *Economic & Labour Market Review*, 2, 7: pp 18–30.

Information relating to individual local authorities can be taken from the Annual Population Survey (APS), which combines information from the LFS with other local area labour force surveys. Although this can be disaggregated by local authority there is a limit to the information that can be provided given the sample size. In Liverpool, for example, the average sample size is 1,600 households across the whole city⁵⁷.

The School Census

The School Census or Pupil Level Annual Schools Census (PLASC), as it was previously known, records pupils who have entered state schools within each Local Education Authority (LEA), recording information on first language and ethnicity of pupils. Comparing successive datasets can indicate demographic change in an area.

Given that it is a school census, it can naturally only offer information with regard to migrants of school age⁵⁸. Furthermore, it focuses on state schools, which does not offer a complete census of school-age children⁵⁹. Despite these limitations, however, it may provide a picture of the changing population in a local authority area.

Electoral Register/Roll

The Electoral Register/Roll lists the names and addresses of everyone who has registered to vote. Statistics indicate that an additional one million new voters have registered over the past few years, a large number of which is attributed to immigration particularly from Eastern Europe⁶⁰. Perhaps unsurprisingly, however, public access to the Electoral Register/Roll is strictly controlled. The full register is available to Credit Reference Agencies, while an edited version is available to purchase for commercial uses, for example other credit and marketing activities⁶¹.

Worker Registration Scheme (WRS)

The Worker Registration Scheme (WRS) was introduced in 2004 for A8 migrants (i.e. those from the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia). It requires individuals from these countries to obtain a registration certificate for each job they have in the UK⁶². Once they have been working continually for 12 months they no longer have to register and can obtain a residence permit⁶³.

⁵⁷ This is based on the average of the sample size of surveys carried out between January 2004 and December 2007. This information is available from Nomis, which is a service provided by the Office for National Statistics (ONS).

⁵⁸ Pemberton, S. and Stevens, C. (2006) *Supporting Migrant Workers in the North West of England*, Liverpool: Merseyside Social Inclusion Observatory.

⁵⁹ Rees, P. and Boden, P. (2006) *Estimating London's new migrant population: Stage 1 – review of methodology*, London: Greater London Authority (GLA).

⁶⁰ Slack, J. (2008) 'Immigration adds a million new voters to the electoral register in just two years as total hits record 46 million', Daily Mail Online 7th April 2008, *Internet reference*: <http://www.dailymail.co.uk/news/article-557878/Immigration-adds-million-new-voters-electoral-register-just-years-total-hits-record-46million.html>

⁶¹ Rees, P. and Boden, P. (2006) *Estimating London's new migrant population: Stage 1 – review of methodology*, London: Greater London Authority (GLA).

⁶² Pemberton, S. and Stevens, C. (2006) *Supporting Migrant Workers in the North West of England*, Liverpool: Merseyside Social Inclusion Observatory.

⁶³ <http://www.ukba.homeoffice.gov.uk/workingintheuk/eea/wrs/>

The WRS enables monitoring of which national groups are coming into the UK labour market and the type of employment they are undertaking. WRS data can be broken down by local authority area, and provides information by national group in relation to:

- age;
- dependants;
- gender;
- hourly rate of pay;
- hours worked per week;
- industry sector;
- intended length of stay; and
- top ten occupations.

WRS data does not include those from the A2 countries (Bulgaria and Romania) and excludes those who are self-employed. It is also based on the postcode of the *employer* rather than the *employee*. The figures rely on official registration, which naturally cannot account for those who are not registered.

National Insurance Registration data (NINo)

Acquiring a National Insurance Number (NINo) is a necessary step for employment/self-employment purposes, as well as to claim benefits or tax credits. NINo information is available for the number of allocations to adult overseas nationals (including both A8 and A2 migrants). This can be broken down at a local authority level, providing analysis by calendar or financial year. Again, these figures rely on official registration and therefore cannot account for those who are not registered.

The approach taken for this study

Despite this comprehensive list, there is currently no ‘all-inclusive’ data source that can offer a measure of the migrant worker population⁶⁴ and concerns have been expressed in recent years with regard to current data collection techniques:

“The lack of accurate and adequate information on the number of A8/A2 nationals working in the UK or from which countries they come is a matter of concern because of the consequences for wide areas of public policy”⁶⁵.

There have been calls for more accurate figures, particularly at a local level⁶⁶, as well as calls to include specific questions in the next Census, or even to consider carrying out a mid-term five-year census⁶⁷. Furthermore, the University of Leeds has undertaken a project to establish a New Migrant Databank (NMD)⁶⁸. This Databank aims to bring together data from various sources to provide projections for each authority with regard to different ethnic groups.

⁶⁴ Rees, P. and Boden, P. (2006) *Estimating London's new migrant population: Stage 1 – review of methodology*, London: Greater London Authority (GLA).

⁶⁵ House of Commons Select Committee on Trade and Industry, Eleventh Report, 9th October 2007, paragraph 14.

⁶⁶ Dudman, J (2007) ‘getting the measure of immigrants’, *Public*, November 2007; Institute of Community Cohesion (2007) *Estimating the scale and impacts of migration at the local level*, London: Local Government Association (LGA).

⁶⁷ House of Commons Select Committee on Trade and Industry, Eleventh Report, 9th October 2007.

⁶⁸ See <http://www.geog.leeds.ac.uk/index.php?id=712>

The sources outlined above have limits in terms of the information that they provide and it must be recognised that available data cannot be aggregated to provide a definitive answer with regard to the size of the local migrant worker population. However, if used in conjunction with each other, some of these sources can provide useful information with regard to changes in characteristics of the population in recent years.

Information from the WRS and NINo, for example, does not provide a 'net' measure of migration and the figures are unable to show movement of people *within* the UK or how many people have returned home. However, we would advocate using these sources as a *starting point* to providing some information nationally, regionally and for Liverpool specifically. WRS and NINo data has been used in previous studies⁶⁹. Furthermore, the Audit Commission identifies these as the 'best' sources of information with regard to migrant workers⁷⁰. Analysis of these sources can enable us to describe the characteristics of the migrant worker population and identify any changes in national groups over the past few years. What follows is a brief description of what the data tells us.

The national picture

According to the Accession Monitoring Report May 2004–September 2008⁷¹, a total of 932,000 applicants have applied to register on the WRS between May 2004 and September 2008. Of this total, around 894,590 initial applications were approved (see Table 1 below).

Table 1: WRS applicants by quarter and year of application, May 2004–September 2008

Period	Approved	Refused	Exempt	Withdrawn	Outstanding	Total
2004	125,885	1,250	640	6,780	-	134,555
2005	204,970	1,800	310	5,250	-	212,325
2006	227,875	1,205	205	5,440	-	234,730
2007 Q1	50,320	235	150	1,380	-	52,080
Q2	52,355	195	120	1,305	-	53,970
Q3	57,310	245	120	1,480	-	59,150
Q4	50,815	350	145	1,450	-	52,760
2007	210,795	1,025	535	5,610	-	217,965
2008 Q1	46,575	420	155	1,530	10	48,690
Q2	43,595	610	140	1,405	95	45,845
Q3	34,895	405	85	725	1,650	37,760
Total	894,590	6,715	2,070	26,740	1,755	931,870

Source: Figures taken from *Accession Monitoring Report May 2004–September 2008*.

Note: These figures are rounded up to the nearest 5.

⁶⁹ See, for example, Hunt, L. and Steele, A. (2008) *Migrant workers in Rochdale and Oldham*, Salford: University of Salford; Pemberton, S. and Stevens, C. (2006) *Supporting Migrant Workers in the North West of England*, Liverpool: Merseyside Social Inclusion Observatory.

⁷⁰ <http://www.audit-commission.gov.uk/migrantworkers/data/nationaldata.asp>

⁷¹ Home Office (2008) *Accession Monitoring Report May 2004 – September 2008*, London: Home Office. Please note that these were the most up to date figures at the time of writing.

The Accession Monitoring Report shows that nationals from the A8 countries have continued to come to the UK for work; however, there has been a downward trend in numbers since towards the end of 2007. The current approved applications for 2008, for example, is 125,065 while the total approved applications for Q1–Q3 of 2007 was 159,985. The Accession Monitoring Report attributes this downward trend primarily to the fall in the number of Polish applications.

Nationality of applicants

Tables 2 and 3 below provide a breakdown of approved applications by nationality for both WRS and NINo.

Looking at Table 2, the majority of applications continue to be from Polish nationals (66%). This is followed, in much lower numbers, by Slovak (11%) and Lithuanian (9%) nationals. The figures indicate that there has been a reduction in the number of applications from *all* A8 countries between Q2 and Q3 2008.

With regard to National Insurance number (NINo) data, Table 3 shows UK NINo registrations for A8/A2 nationals, January 2002 to March 2008⁷². Similar to WRS data, it shows that Polish registrations dominate (63%), followed by Slovak (9%) and Lithuanian nationals (9%), while Estonian and Slovenian nationals are only a small percentage of the total (less than 1% for both). Perhaps unsurprisingly, registrations by Bulgarian and Romanian nationals have increased since 2007.

⁷² Please note that these were the most up to date figures at the time of writing.

Table 2: WRS approved applicants by quarter and year of application, May 2004–September 2008

Period	Poland	Slovakia	Lithuania	Latvia	Czech Rep	Hungary	Estonia	Slovenia
2004	71,025	13,020	19,270	8,670	8,255	3,620	1,860	160
2005	127,325	22,035	22,990	12,960	10,575	6,355	2,560	175
2006	162,495	21,755	17,065	9,490	8,345	7,060	1,475	185
2007 Q1	35,800	4,835	3,740	1,835	1,825	1,965	275	45
Q2	37,290	5,600	3,690	1,635	1,800	2,085	210	40
Q3	41,195	6,235	3,715	1,545	1,990	2,305	275	50
Q4	35,970	5,775	3,115	1,270	1,900	2,520	210	55
2007	150,255	22,450	14,260	6,285	7,510	8,875	965	190
2008 Q1	32,325	5,440	2,755	1,445	1,735	2,620	205	50
Q2	28,465	5,385	3,080	1,745	1,840	2,770	245	60
Q3	22,610	4,100	2,545	1,535	1,535	2,340	185	45
Total	594,500	94,185	81,965	42,130	39,795	33,640	7,495	865
% ⁷³	66	11	9	5	4	4	1	<1

Source: Accession Monitoring Report May 2004–September 2008.

Note: These figures are rounded up to the nearest 5.

⁷³ Please note that *all* percentages have been rounded up or down accordingly throughout the report; therefore not all totals will add up to 100%.

Table 3: NIINO registrations to A8/A2 nationals, January 2002–March 2008

Period	Poland	Slovakia	Lithuania	Czech Rep	Latvia	Hungary	Estonia	Slovenia	Bulgaria	Romania	Total
2002	4,740	880	1,420	1,050	340	680	160	230	3,710	1,570	14,780
2003	9,480	1,270	3,140	1,170	580	850	190	200	4,330	2,630	23,840
2004 Q1	4,000	470	1,380	370	290	360	90	80	2,000	1,170	10,210
Q2	4,970	700	1,720	550	450	370	120	210	1,640	1,010	11,740
Q3	11,960	2,400	3,100	1,540	1,290	710	340	180	1,080	680	23,280
Q4	17,510	3,280	4,520	2,210	1,670	1,120	500	200	1,000	760	32,770
2004	38,440	6,850	10,720	4,670	3,700	2,560	1,050	670	5,720	3,620	78,000
2005 Q1	26,680	4,730	6,210	3,060	2,910	1,610	730	220	800	840	47,790
Q2	32,210	6,100	7,740	3,170	3,630	1,830	750	150	890	700	57,170
Q3	44,190	7,270	8,200	3,510	3,760	1,990	890	120	850	820	71,600
Q4	41,660	6,610	6,950	3,290	3,200	2,270	630	90	570	640	65,910
2005	144,740	24,710	29,100	13,030	13,500	7,700	3,000	580	3,110	3,000	242,470
2006 Q1	53,020	7,530	8,050	3,280	3,800	2,480	760	130	520	720	80,290
Q2	38,190	5,530	5,250	2,300	2,580	1,870	460	120	450	540	57,290
Q3	49,700	6,620	5,440	2,620	2,510	2,060	420	100	410	560	70,440
Q4	51,300	6,550	5,460	2,760	2,530	2,510	520	110	560	610	72,910
2006	192,210	26,230	24,200	10,960	11,420	8,920	2,160	460	1,940	2,430	280,930
2007 Q1	81,240	9,910	7,760	3,970	3,410	4,300	650	200	1,430	2,260	115,130
Q2	48,050	6,370	4,840	2,470	2,120	2,850	350	100	2,960	5,530	75,640
Q3	63,370	8,400	5,040	3,140	2,000	3,130	350	150	5,050	6,270	96,900
Q4	49,880	7,410	4,590	2,720	1,790	3,590	320	130	2,810	5,110	78,350
2007	242,540	32,090	22,230	12,300	9,320	13,870	1,670	580	12,250	19,170	366,020
2008 Q1	49,370	7,820	4,550	2,810	1,880	3,740	350	160	3,140	6,050	79,870
Total	681,520	99,850	95,360	45,990	40,740	38,320	8,580	2,880	34,200	38,470	1,085,910

Source: Department for Work and Pensions (DWP) (2008).

Note: These figures are rounded to the nearest 10.

Occupations of applicants

Table 4 below shows the top 20 occupations of registered A8 workers from July 2004 to September 2008.

Table 4: Top 20 occupations of registered A8 workers, July 2004–September 2008

Occupation	2004	2005	2006	2007	2008	Total
Process operative (other factory worker)	17,970	53,265	63,920	64,270	37,520	236,945
Warehouse operative	3,810	13,860	21,895	19,890	11,350	70,805
Packer	5,515	13,375	13,335	11,885	6,975	51,085
Kitchen and catering assistants	5,940	12,415	12,955	11,120	7,065	49,495
Cleaner, domestic staff	4,355	10,200	13,080	11,830	7,505	46,970
Farm worker/Farm hand	3,350	9,330	9,670	8,600	7,140	38,090
Waiter/Waitress	4,980	7,660	7,420	6,120	3850	30,030
Maid/Room attendant (hotel)	3,375	7,060	7,700	7,210	4,475	29,820
Sales and Retail Assistants	2,535	5,405	6,320	6,130	3,555	23,945
Labourer, building	2,080	5,275	6,895	6,525	3,140	23,915
Care Assistants and Home Carers	2,580	6,880	6,285	4,340	2,345	22,430
Crop Harvester	1,235	4,750	3,675	2,970	2,305	14,935
Bar staff	1,950	2,970	2,500	2,205	1,285	10,910
Food processing operative (fruit/veg)	1,600	3,370	2,920	1,655	845	10,390
Food processing operative (meat)	1,525	2,555	2,570	2,115	1,250	10,015
Chef, other	1,380	2,400	2,350	1,995	1,350	9,475
Administrator, general	1,000	1,780	1,910	1,480	900	7,070
Fruit picker (farming)	5,45	2,305	1,540	1,845	1005	6,695
Carpenter/Joiner	4,40	1,090	1,935	2,195	905	6,125
Driver, HGV	7,30	2,215	1,595	1,545	685	6,040
Total Top 20	66,890	168,160	190,465	175,925	105,440	706,880
Other/Not Stated	20,160	36,810	37,410	34,865	19,620	148,865

Source: Accession Monitoring Report May 2004–September 2008.

Note: These figures are rounded up to the nearest 5.

The Top 20 occupations make up around 83% of registered workers as a whole; the remaining 17% are classified as 'Other/Not stated'. As can be seen, process operative (other factory worker) has consistently been one of the major occupations for migrant workers from the A8 countries (28% of registered workers from July 2004 to September 2008).

Geographical distribution

The Accession Monitoring Report also provides a geographical breakdown of figures for A8 nationals (see Table 5).

Table 5: Geographical distribution of registered workers, May 2004–September 2008

Area	2004	2005	2006	2007	2008	Total	%
Anglia	21,920	29,930	31,690	29,925	18,755	132,220	15
Midlands	11,710	26,755	33,155	29,795	17,505	118,920	13
London	25,470	23,460	21,495	21,135	14,020	105,580	12
North East	9,060	21,405	25,460	21,995	12,100	90,020	10
Central	13,885	20,640	21,315	19,595	12,240	87,675	9
North West	7,675	19,135	23,875	21,080	10,675	82,440	9
South West	9,700	18,150	21,360	19,375	11,735	80,320	9
Scotland	8,150	15,895	19,055	19,560	12,095	74,755	8
South East	11,200	13,670	13,325	12,980	8,310	59,485	7
Northern Ireland	3,660	8,845	8,970	8,500	4,630	34,605	4
Wales	2,430	5,490	6,875	6,010	2,815	23,620	3

Source: Accession Monitoring Report May 2004–September 2008.

Note: These figures are rounded up to the nearest 5.

As can be seen, Anglia, the Midlands and London have received the largest numbers of registered workers.

The North West of England has received around 9% of registered workers. Looking at the figures for the North West in greater detail shows a decrease in the number of A8 registrations since Q3 2007 (see Table 6 below).

Table 6: North West registered workers, May 2004–September 2008

Period	North West
2004	7,675
2005	19,135
2006	23,875
2007 Q1	4,835
Q2	5,130
Q3	5,815
Q4	5,295
2007	21,080
2008 Q1	4,275
Q2	3,590
Q3	2,810

Source: Home Office (2008).

Note: These figures are rounded up to the nearest 5.

With regard to workers from the A2 countries (Bulgaria and Romania), the Home Office also publishes quarterly Bulgarian and Romanian Accession Statistics⁷⁴. Table 7 below shows the number of applications from January 2007 to September 2008⁷⁵.

Table 7: Bulgarian and Romanian approved applications, January 2007–September 2008

Period		Bulgarian	Romanian
2007	Q1	5,330	6,870
	Q2	6,045	7,805
	Q3	2,795	5,365
	Q4	3,415	5,415
2007		17,585	25,455
2008	Q1	6,805	6,335
	Q2	7,210	5,551
	Q3	2,275	2,635
Total		33,875	39,976

Source: Home Office (2008)

Note: The data may include more than one application per person, as applicants may reapply and be issued a further certificate.

Unfortunately, information comparable to the WRS data is not available for A2 nationals at a local authority level.

The figures for Liverpool

Table 8 below shows the total number of registrations for Merseyside between May 2004 and September 2008.

Table 8: Total registrations for Merseyside, May 2004–September 2008

Period	Liverpool	Sefton	Wirral	St Helens	Knowsley
May 04–Mar 06	1,255	1,220	730	325	145
Apr–Jun 06	250	205	105	80	20
Jul–Sep 06	265	190	195	85	15
Oct–Dec 06	340	200	145	60	45
Jan–Mar 07	250	145	130	45	50
Apr–Jun 07	255	125	135	55	35
Jul–Sep 07	400	210	170	55	30
Oct–Dec 07	445	65	80	85	40
Jan–Mar 08	290	65	75	65	30
Apr–Jun 08	245	55	40	55	10
Jul–Sep 08	185	20	20	25	10
Total	4,180	2,500	1,825	935	430
%	42	25	19	10	4

Source: Home Office (2008).

Note: These figures are rounded up to the nearest 5.

⁷⁴ See <http://www.ukba.homeoffice.gov.uk/sitecontent/documents/aboutus/reports/bulgarianromanian/>

⁷⁵ These figures include the total number of approved applications for accession worker cards, registration certificates, Sector Based Scheme (SBS) and Seasonal Agricultural Workers Scheme (SAWS).

The data shows a total of 9,870 registrations for Merseyside as a whole. This is around 12% of registrations for the North West region.

As can be seen, between May 2004 and September 2008 there have been 4,180 registrations in Liverpool, which is 42% of registrations in Merseyside and around 5% of registrations for the North West.

In line with national figures, the figures indicate a decline in registrations across Merseyside after 2007. The figures for Liverpool show relatively consistent numbers for each quarter, with the exception of July–December 2007, where there was an increase on previous quarters. After this peak, however, the numbers have reduced to reach the lowest figure of 185 registrations for July–September 2008.

Nationality of applicants

Table 9 below provides a breakdown of the statistics for Liverpool by nationality. Comparing these to the national figures highlighted in Table 2 above shows that Liverpool has higher numbers of Polish and Czech registrations than the national percentages. The percentages for the other nationalities are slightly lower than the national percentages, with the exception of Estonia and Slovenia where they mirror the national statistics.

Table 9: Liverpool registered workers by nationality, May 2004–September 2008

Period	Poland	Slovakia	Czech Rep	Lithuania	Hungary	Latvia	Estonia	Slovenia
May 04–Mar 06	905	105	115	60	25	30	15	-
Apr–Jun 06	215	10	10	10	†	5	-	-
Jul–Sep 06	235	10	10	5	5	†	-	-
Oct–Dec 06	280	10	25	10	10	5	†	-
Jan–Mar 07	200	15	15	15	†	5	-	-
Apr–Jun 07	210	10	10	10	10	5	†	-
Jul–Sep 07	320	35	10	15	10	5	-	-
Oct–Dec 07	375	40	15	5	5	†	†	-
Jan–Mar 08	210	45	5	10	15	5	-	†
Apr–Jun 08	170	35	15	10	10	†	5	-
Jul–Sep 08	120	55	†	5	†	5	†	-
Total	3,240	370	232	155	96	71	28	2
%	77	9	6	4	2	2	1	< 1

Source: Home Office (2008).

Note: These figures are rounded up to the nearest 5 (- denotes nil and † denotes 1 or 2). When calculating the total for each nationality and time period, we have taken † as 2. This means that the total above is sometimes slightly different to those indicated in the source data.

Table 10 below shows the figures for Merseyside according to National Insurance number (NINo) registrations⁷⁶. The data shows that 7,110 A8/A2 nationals have applied for a National Insurance number since 2004.

⁷⁶ Please note that, at the time of writing, these figures were only available up to June 2008.

Table 10: Merseyside NINo registrations to A8/A2 nationals, Jan 2003–June 2008

	Local authority	All non-UK	All A8/A2	Poland	Lithuania	Slovakia	Latvia	Czech Rep	Hungary	Estonia	Romania	Bulgaria	Slovenia
2003	Knowsley	180	-	-	-	-	-	-	-	-	-	-	-
	Liverpool	2,450	20	10	-	-	-	10	-	-	-	-	-
	Sefton	460	10	10	-	-	-	-	-	-	-	-	-
	St. Helens	170	-	-	-	-	-	-	-	-	-	-	-
	Wirral	470	10	10	-	-	-	-	-	-	-	-	-
	Total	3,730	40	30	-	-	-	10	-	-	-	-	-
2004	Knowsley	110	-	-	-	-	-	-	-	-	-	-	-
	Liverpool	2,690	270	120	40	20	10	60	10	-	-	10	-
	Sefton	820	140	80	10	10	20	10	-	-	-	10	-
	St. Helens	160	20	10	-	10	-	-	-	-	-	-	-
	Wirral	550	100	50	20	20	-	10	-	-	-	-	-
	Total	4,330	530	260	70	60	30	80	10	-	-	20	-
2005	Knowsley	200	50	50	-	-	-	-	-	-	-	-	-
	Liverpool	4,170	1,650	1,110	120	160	50	150	30	20	10	-	-
	Sefton	1,680	1,060	590	130	90	150	40	50	10	-	-	-
	St. Helens	360	190	110	10	10	40	10	-	10	-	-	-
	Wirral	870	490	350	10	40	10	10	10	-	10	50	-
	Total	7,280	3,440	2,210	270	300	250	210	90	40	20	50	-
2006	Knowsley	200	80	70	-	10	-	-	-	-	-	-	-
	Liverpool	4,220	1,890	1,490	80	20	50	190	30	10	10	10	-
	Sefton	1,000	700	490	60	30	70	20	20	-	10	-	-
	St. Helens	480	350	140	10	140	20	10	20	10	-	-	-
	Wirral	770	420	350	10	30	-	10	20	-	-	-	-
	Total	6,670	3,440	2,540	160	230	140	230	90	20	20	10	-
2007	Knowsley	300	170	130	-	30	10	-	-	-	-	-	-
	Liverpool	5,670	2,430	1,590	10	360	50	310	50	10	40	10	-
	Sefton	1,210	840	640	40	40	40	30	20	10	10	10	-
	St. Helens	690	550	250	10	230	10	10	20	10	-	10	-
	Wirral	910	490	390	10	40	-	10	20	-	10	10	-
	Total	8,780	4,480	3,000	70	700	110	360	110	30	60	40	-
2008	Knowsley	110	40	30	-	-	-	-	10	-	-	-	-
	Liverpool	2,320	870	400	40	180	20	140	40	-	30	20	-
	Sefton	470	310	230	10	20	20	-	20	-	10	-	-
	St. Helens	230	170	70	-	80	-	10	10	-	-	-	-
	Wirral	320	170	140	-	10	-	-	10	-	-	10	-
	Total	3,450	1,560	870	50	290	40	150	90	-	40	30	-

Source: Department for Work and Pensions (DWP) (2008)

Note: These figures are rounded to the nearest 10.

Table 11 below indicates the percentage of overseas nationals in Liverpool who have registered for a National Insurance number who are from the A8 and A2 countries.

Table 11: Percentage of overseas nationals from A8/A2 countries

Year	All non-UK	All A8/A2	A8/A2 % of all non-UK
2003	2,450	20	1%
2004	2,690	270	10%
2005	4,170	1,650	40%
2006	4,220	1,890	45%
2007	5,670	2,430	43%
2008	2,320	870	38%

As can be seen, A8/A2 nationals accounted for less than 1% of all overseas nationals who registered for a National Insurance number in 2003. In 2004, following EU enlargement in May, this percentage increased to 10%. The data indicates that this reached a peak of 45% in 2006 before reducing to the most recent figure of 38%. What needs to be taken into consideration, however, is that the figures for 2008 only go up to June.

Occupations of applicants

The WRS data provides a breakdown for Liverpool of the top ten occupations of registered workers (see Table 12 below). In line with national figures, the data indicates that the majority of people have registered for manufacturing or process-related occupations; for example, working in warehouses and factories (around 38% of total registrations). Looking at the figures in greater detail shows a peak from July to December 2007, with a decline in numbers after this period. Packing jobs also feature heavily; however, these have declined quite significantly since 2006. Indeed, the data shows only 30 registrations between January and September 2008.

Following factory/processing jobs, “Labourer” is listed as the fourth most common occupation for registered workers in Liverpool. Again, the figures show that the numbers have declined since a peak during October to December 2006. Comparing this to the national figures in Table 4 shows that “Farm worker” features as 6th on the list of Top 20 Occupations. In actual fact, if all the farm related occupations are combined (Farm worker, Crop Harvester and Fruit Picker), this would put farm-related occupations in 3rd place. In Liverpool, however, there had been no registrations for farm work until July to September 2008.

One of the key issues to note, and one that has been highlighted in previous research⁷⁷, is that the occupations listed above indicate that a large number of people have registered for what are classed as elementary occupations, which are primarily low skilled jobs. We will look at comparisons between current and previous occupation in Chapter 8 of this report.

⁷⁷ Pemberton, S. and Stevens, C. (2006) *Supporting Migrant Workers in the North West of England*, Merseyside Social Inclusion Observatory.

Table 12: Liverpool registered workers by occupation, May 2004–September 2008

Occupation	May 04–Mar 06	Apr–Jun 06	Jul–Sep 06	Oct–Dec 06	Jan–Mar 07	Apr–Jun 07	Jul–Sep 07	Oct–Dec 07	Jan–Mar 08	Apr–Jun 08	Jul–Sep 08	Total
Process operative (other factory worker)	195	20	30	70	55	65	95	75	50	70	60	785
Warehouse operative	25	5	10	10	35	70	155	215	100	90	60	775
Packer	380	110	115	55	20	15	15	10	15	15	-	750
Labourer, building	30	5	5	105	40	35	45	45	25	20	25	380
Cleaner, domestic staff	60	15	15	15	20	5	15	15	5	10	10	185
Kitchen and catering assistants	50	5	10	10	10	10	15	10	20	10	5	155
Care assistants and home carers	105	15	10	10	10	-	-	-	-	-	†	152
Sales and retail assistants	35	†	5	5	5	5	10	10	20	-	5	102
Waiter, waitress	40	5	10	10	5	-	10	-	-	10	5	95
Maid/Room attendant (hotel)	35	5	10	10	5	5	-	10	5	5	-	90
Chef, other	-	-	-	-	-	-	5	5	-	5	-	15
Administrator, general	-	-	-	-	-	5	-	-	5	-	-	10
Bricklayer/mason	-	-	-	-	-	-	-	10	-	-	-	10
Bar staff	-	-	-	-	-	-	5	-	-	-	5	10
Painter and decorator	-	-	-	-	-	-	-	-	5	-	-	5
Researcher, higher education	-	-	-	-	-	-	-	-	-	5	-	5
Farm worker/farm hand	-	-	-	-	-	-	-	-	-	-	5	5
Cashier/check-out operator	-	-	-	-	-	†	-	-	-	-	-	2
Total	955	187	220	300	205	217	370	405	250	240	182	3,531
All Other Occupations	255	55	45	40	45	40	35	45	40	15	15	630

Source: Home Office (2008). Note: These figures are rounded up to the nearest 5 (- denotes nil and † denotes 1 or 2). When calculating the total for each time period, we have taken † as 2. This means that the total above is sometimes slightly different to those indicated in the source data.

Estimating the migrant worker population in Liverpool

The Institute for Employment Research at the University of Warwick recently published guidance on the use of migration statistics⁷⁸. This highlighted examples of how estimates of migrants had been generated in some areas of the UK. This included research carried out by Cambridgeshire County Council, who created three 'length of stay' scenarios or assumptions, which they applied to statistical data⁷⁹. These scenarios were:

1. **30%** of migrant workers had returned home or left the area (providing an upper limit for the number of migrants still in the area)
2. **50%** of migrants had returned home or left the area
3. **70%** of migrants had returned home or left the area (providing a lower limit for the number of migrants)

The Worker Registration Scheme (WRS) data for Liverpool suggests that 4,180 A8 nationals registered in Liverpool between May 2004 and September 2008, while NINo data shows that 7,110 A8/A2 nationals registered for a National Insurance number between 2004 and 2008 (these figures go up to June 2008). Applying the assumptions used in Cambridgeshire to the WRS data for Liverpool suggests that between 1,255 and 2,926 A8 nationals could be resident in Liverpool, while NINo data suggests that between 2,133 and 4,977 A8/A2 migrant workers could be resident in Liverpool.

We are by no means suggesting these to be the true figures for Liverpool and we need to remember that no one knows the true size of the migrant worker population. The data can be used, however, to look at trends over time and perhaps offer some indication of numbers based on a range of scenarios.

The following chapters now focus on the findings from the survey carried out with migrant workers in Liverpool, as well as incorporating information gathered during consultation with other key stakeholders.

⁷⁸ Green, A., Owen, D. and Adam, D. (2008) *A resource guide on local migration statistics*, report for the LGA, Coventry: University of Warwick.

⁷⁹ Cambridgeshire County Council (2008) *The Demographic Impact of International Migration in Cambridgeshire*, Summary Report, Cambridge: Cambridgeshire County Council.

5. Characteristics of migrant workers and their households

Introduction

A total of 235 interviews were carried out between September 2008 and February 2009 with migrant workers who were residing in Liverpool. This chapter presents information about the characteristics of these respondents, including nationality; ethnicity; age and gender; religious beliefs; marital status and number of dependants.

Nationality

Table 13 below shows the nationality of the respondents who were interviewed for the study.

Table 13: Nationality of respondents

Nationality	No.	
	All	%
Polish	111	47
Slovak	49	21
Czech	46	20
Romanian	14	6
Estonian	5	2
Latvian	3	1
Bulgarian	3	1
Hungarian	2	< 1
Lithuanian	1	< 1
Other*	1	< 1
Total	235	100

* This respondent stated that they had dual nationality: Polish/German.

As would be expected, a large number of respondents were Polish (47%). This was followed by Slovak and Czech nationals (21% and 20% respectively), with smaller numbers of people from the remaining A8/A2 countries.

What is important to note is that, albeit in smaller numbers, there are a potentially wide range of nationalities currently residing in Liverpool. Indeed, the interview sample includes all national groups from the A8 and A2 countries, with the exception of Slovenia. This is in line with some of the national data discussed in Chapter 4, which suggests that Liverpool has had registrations from all A8/A2 nationals, with only a small number of Slovenian nationals since 2004.

This sample, however, is a reflection of the language skills of community interviewers and the ability to access certain nationalities, rather than an indication of an absence of particular nationalities. As highlighted in Chapter 2, accessing migrant communities for a study such as this requires a pragmatic approach with regard to sampling and identifying participants.

Given the smaller numbers of the Romanian, Estonian, Latvian, Bulgarian, Hungarian and Lithuanian respondents represented in the sample, this report will break down the findings by nationality in terms of Polish, Czech, Slovak and Other, unless referring to specific cases which highlight particular issues.

Ethnicity

We asked respondents about their ethnicity through an open-ended question (see Table 14 below).

Table 14: Ethnicity of respondents

Ethnicity	All	
	No.	%
White European	97	41
White	32	14
Roma	12	5
White Other	9	4
Mixed European	7	3
Polish	5	2
European Other	2	1
Czech Jewish	1	< 1
Hungarian with Romanian nationality	1	< 1
Hungarian	1	< 1
White Polish	1	< 1
Czech	1	< 1
European	1	< 1
No response given	65	23
Total	235	100

It is clear that people have different understandings in relation to the issue of ethnicity. Nearly a quarter of the sample provided no response to this question, while some respondents described their ethnicity in terms of their nationality (for example Polish, Czech, Hungarian). Taking only those who did provide an answer (170 respondents), over half described themselves as White European (57%). As can be seen, 12 respondents in the sample identified themselves as Roma (of which 8 were Czech and 4 were Slovak).

Looking in greater detail at those who did not provide a response with regard to their ethnicity shows that 57% of Slovak, 43% of Romanian and 37% of Czech respondents did not provide information about their ethnicity (compared to 13% of Polish, with the remaining nationalities all providing information on ethnicity). Feedback from one community interviewer suggests that the number of Roma in our sample was higher than the identified number; however, people were reluctant to divulge their ethnicity given the discrimination that Roma communities have experienced.

Year of arrival in the UK

The majority of respondents (91%) came to the UK in the period 2005–2008 (see Table 15 below).

Table 15: Year of arrival in the UK

Year	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
2004	16	7	5	5	5	11	3	6	3	10
2005	44	19	27	24	10	22	6	12	1	3
2006	47	20	30	27	9	20	6	12	2	7
2007	53	23	27	24	7	15	14	29	5	17
2008	68	29	20	18	14	30	19	39	15	52
Other	4	2	-	-	1	2	-	-	3	10
No response given	3	1	2	2	-	-	1	2	-	-
Total	235	100	111	100	46	100	49	100	29	100

Comparing national groups shows that three quarters of the Polish respondents came to the UK between 2005 and 2007. The data from the Slovak sample suggests that they have tended to be in the UK for less time than the Polish and Czech respondents (68% had arrived in the period 2007–2008, compared to 42% of Polish and 45% of Czech respondents). The respondents from the other nationalities also indicated that they were relatively new arrivals (69% had arrived in the period 2007–2008). This is perhaps unsurprising, given that a large proportion of this group were Romanian and Bulgarian (A2 nationals), who did not join the EU until 2007.

With regard to the four respondents who indicated that they had arrived in a different year, these had all arrived prior to Accession and included one Czech respondent who arrived in 1999 and three people who arrived in 2003 (2 Romanian, 1 Bulgarian).

Age and gender

Table 16 below shows the age range of the respondents interviewed in Liverpool.

Table 16: Age of respondents

Age	All	
	No.	%
17–24	47	20
25–39	133	57
40–49	42	18
50–59	11	5
60–74	1	< 1
No response given	1	< 1
Total	235	100

Looking at the sample as a whole, the majority of respondents were under the age of 40 (77%). Only a handful of the people interviewed were over the age of 50, the majority of whom were Slovak (42%). With regard to the other age ranges, however, there is no discernible pattern between age and nationality.

In relation to gender, 52% of the respondents interviewed were female and 46% were male, with 2% unclassified (see Table 17 below).

Table 17: Gender of respondents

Gender	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Female	122	52	72	65	20	43	18	37	12	41
Male	109	46	37	33	25	54	30	61	17	59
No response given	4	2	2	2	1	3	1	2	-	-
Total	235	100	111	100	46	100	49	100	29	100

Looking at gender by nationality indicates that it was the Polish respondents who were primarily female, while the other nationalities showed slightly larger numbers of male respondents. Although there were both male and female community interviewers working on the study, a large number of Polish interviews were carried out by a female interviewer, which could explain the dominance of female respondents in this instance.

Religion

Similar to ethnicity above, we asked respondents about their religious beliefs through an open-ended question (see Table 18 below).

Table 18: Religious beliefs

Religion	All	
	No.	%
Catholic	131	56
No religious beliefs	64	27
Christian	27	12
Orthodox	4	2
Muslim	2	1
Christian Adventist	1	< 1
Protestant	1	< 1
No response given	5	2
Total	235	100

As can be seen, the majority of respondents were Christian. Within this, people made specific reference to being '*Catholic*', '*Christian Adventist*' or '*Protestant*'. Over half of the sample identified themselves as Catholic (56%), the majority of whom were Polish (70%), while just over a quarter of respondents stated that they had no religious beliefs. Two respondents were Muslim, both of whom were Bulgarian.

Marital status and dependant children

With regard to the marital status of the respondents, taking the sample as a whole, 51% of respondents were single; 28% were married; and 21% had a boyfriend/girlfriend. Looking at the different nationalities shows that the Romanian and Czech respondents were more likely to be married (64% and 44% respectively), compared to the Polish and Slovak respondents (23% and 18% respectively).

With regard to whether or not their spouse/partner was living with them in the UK or had remained in their home country, 71% of those who were married indicated that their husband/wife was currently living with them, while 25% stated that their spouse had remained in their home country. Of those who had a boyfriend/girlfriend, 82% were currently living with their partner in the UK, while 8% said that their partner was in their home country.

With regard to the number of respondents who had dependant children (i.e. under the age of 16), 55 respondents (23% of the sample) stated that they had children. Of these respondents, 40 (73%) indicated that their children were living with them in Liverpool, while 27% stated that their children were in their home country.

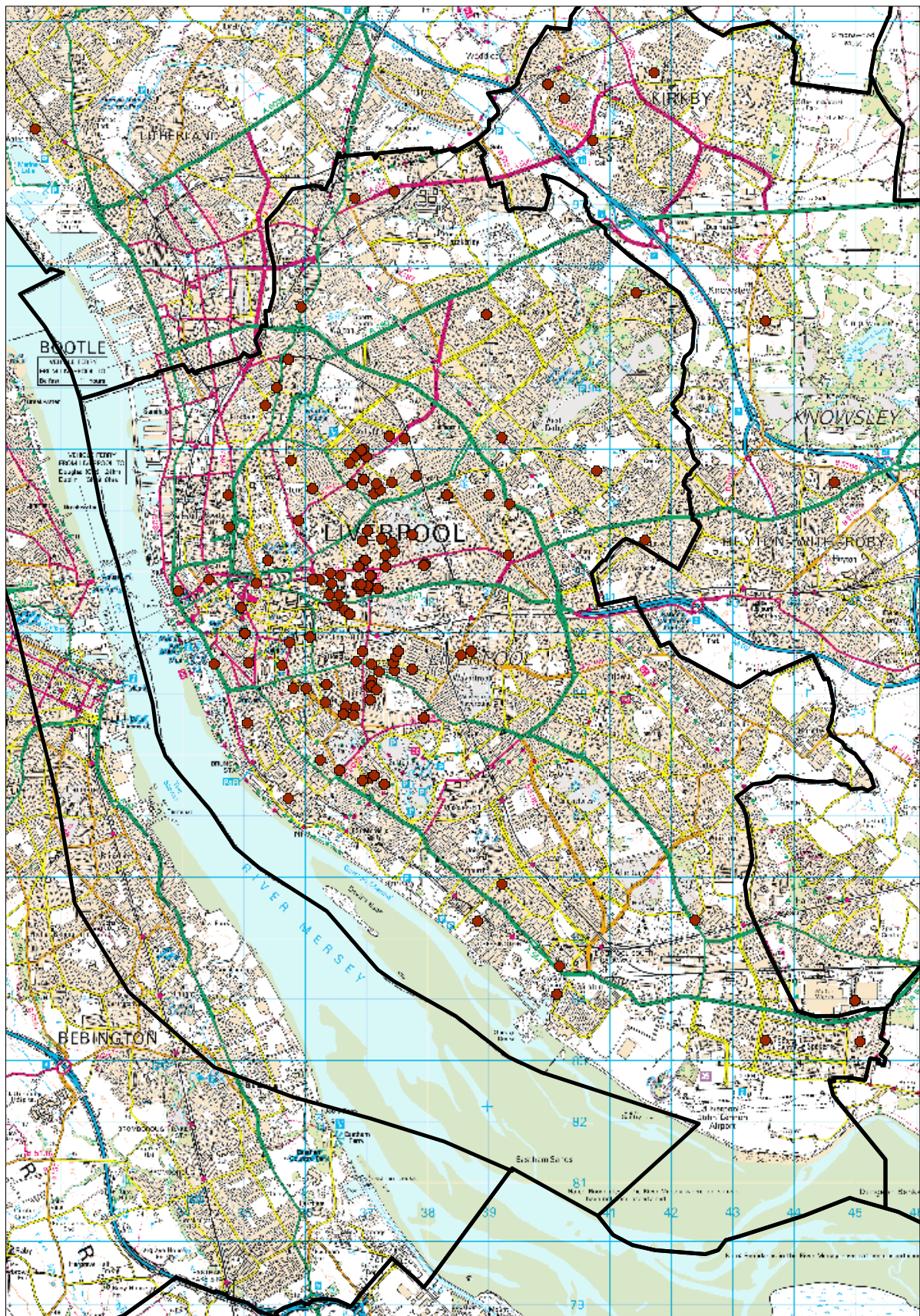
Comparing the different nationalities shows that just under half of all Czech respondents (46%) had dependant children, compared to 16% of Polish and 14% of Slovak respondents. With regard to the respondents from the 'Other' nationalities, 31% indicated that they had children, the majority of whom (66%) were Romanian⁸⁰. The Czech respondents were more likely to have their children with them in the UK; for example, 95% of the Czech respondents with dependant children stated that their children were currently in the UK, compared to 61% of Polish and 57% of Slovak respondents.

Location of respondents

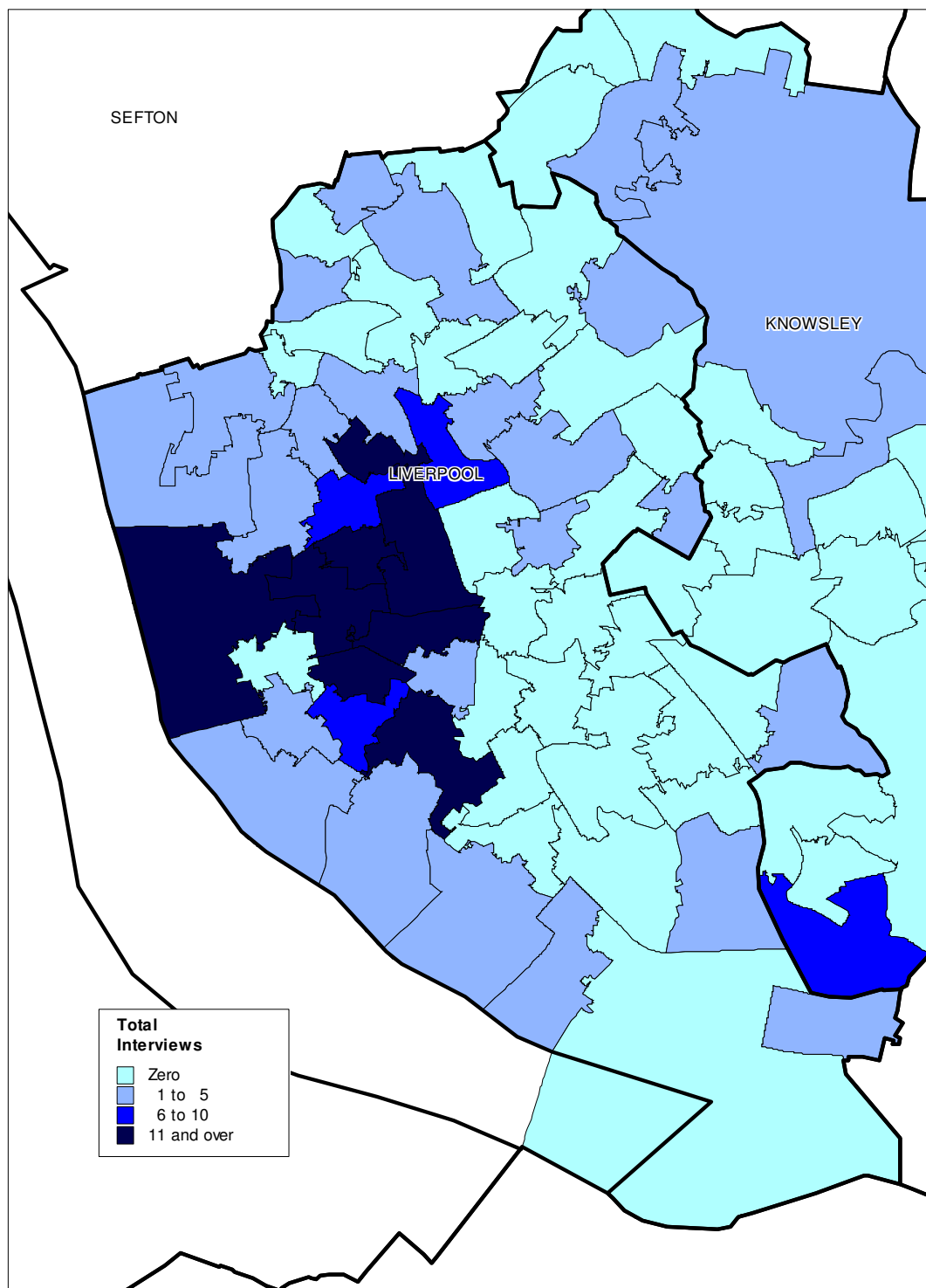
Maps 1 and 2 below indicate where the respondents were currently living. Both maps are based on the postcodes given in the interviews. Map 1 indicates which areas of Liverpool people were living in. Map 2 indicates the number of respondents in each area (by Middle Layer Super Output Area) therefore highlighting the areas with a concentration of migrants. Both maps suggest a clustering of respondents around the city centre area.

⁸⁰ We need to take into account the smaller sample size when discussing the respondents from the 'Other' national groups.

Map 1: Location of respondents



Map 2: Location of respondents by Middle Layer Super Output Area (MSOA)



The study aimed to include only people living within the boundaries of Liverpool, but inevitably a small number of people outside the city have been included in the survey as well. What is interesting is that these respondents have taken part in a survey with the perception that they were living in Liverpool. This suggests that there can sometimes be a lack of understanding of administrative boundaries.

6. Migration history

Introduction

What this chapter aims to do is provide some information on the migration history of the respondents interviewed in Liverpool, focusing specifically on whether or not they had been to any other EU countries prior to the UK, as well as looking at their migration within the UK. It will also explore the reasons given for coming to Liverpool in particular.

Migration patterns prior to arrival in the UK

We asked respondents if they had lived in any other EU countries, apart from their home country, before coming to the UK. Forty respondents (17%) indicated that they had lived in another country, while the remainder had not (82%) (see Table 19 below).

Table 19: Have you lived in any other EU country before coming to the UK?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	40	17	15	14	2	4	11	22	12	41
No	193	82	94	85	44	96	38	78	17	59
No response given	2	1	2	1	-	-	-	-	-	-
Total	235	100	111	100	46	100	49	100	29	100

As can be seen, nearly all of the Czech respondents indicated that they had not lived in any other EU country prior to coming to the UK. Although the other nationalities are represented in smaller numbers, the Estonian, Bulgarian, Romanian and Latvian respondents appeared more likely to have lived somewhere else before coming to the UK. Indeed, 43% of the Romanian respondents had lived elsewhere. There were also a number of Slovak respondents (22%) who had lived in another country prior to the UK.

Of the 40 respondents who had lived in another EU country, 12 indicated that they had lived in two other countries prior to the UK (a third of these were Slovak). One person had lived in three different countries.

The country that featured most prominently was Germany (around 30% of respondents); however, Italy, France and Sweden also featured in a number of interviews. Five respondents indicated that they had lived in another A8 country (the Czech Republic) prior to coming to the UK. These respondents were from Poland and the Slovak Republic. Furthermore, two Polish interviewees said that they had lived in America prior to coming to the UK.

Table 20 below indicates the reasons why people had chosen to leave these other countries and come to the UK. This is based on respondents selecting all the reasons that applied for a range of different options.

Table 20: Reasons for coming to the UK

Reason	All	
	No.	%
Better paid jobs in the UK	20	50
More job opportunities in the UK	16	40
To study	8	20
To join friends already living in the UK	8	20
To join family members already living in the UK	6	15
To travel/see another country	5	13
Other	2	5

Perhaps unsurprisingly, around 90% of the sample as a whole had left another EU country to come to the UK for reasons of employment, whether that is better paid or more job opportunities. Having family or friends already living in the UK was also a key factor.

With regard to the two people who gave 'Other' reasons for leaving another EU country to come to the UK, one person indicated that it was because of the breakdown of their marriage, while the other stated that it was to "*escape persecution*". This individual was a Romanian national who had previously been living in Italy. Although they did not divulge their ethnicity, it is thought that they may have been Roma.

Migration patterns within the UK

We also wanted to explore the level of internal migration that had occurred. We therefore asked all respondents if they had lived anywhere else in the UK prior to Liverpool (see Table 21 below).

Table 21: Have you lived anywhere else in the UK?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	43	18	24	22	4	9	9	18	6	21
No	192	82	87	78	42	91	40	82	23	79
Total	235	100	111	100	46	100	49	100	29	100

Looking at the sample as a whole, 18% of respondents had lived somewhere else in the UK before coming to Liverpool. As can be seen, Liverpool was more likely to be the first and only destination for Czech respondents, while the Polish respondents suggested higher levels of internal movement.

Of those who had lived elsewhere, 77% of respondents had lived in one other place, 19% listed two other places, while 5% of respondents listed three other places that they had lived. A full list of towns/cities is included in Appendix 2 of this report.

With regard to why people had left these other towns and cities, job opportunities or job related issues featured most prominently (nearly 50% of respondents). Some of the comments that were made included:

“Because I left the job – bad pay, treatment of the boss, arrogant” (Polish respondent)

“Better paid job in Liverpool” (Hungarian respondent)

“I couldn’t find a job there,[the] agency sacked me after two months” (Czech respondent)

“[I] had [a] temporary job in London, when [that] finished my friend from Liverpool found [a] job for me in Liverpool” (Polish respondent)

People also made reference to family or friendship connections in Liverpool (around a third of respondents):

“[My] daughter studies at the uni[versity] here” (Polish respondent)

“[I] follow my husband” (Polish respondent)

“[I] joined [my] mother in Liverpool” (Slovak respondent)

“[I] followed my boyfriend” (Slovak respondent)

“[I] had friends in Liverpool” (Polish respondent)

One respondent indicated that they had left a particular town or city because of harassment:

“[My] daughter was getting harassed in school there” (Czech respondent)

Reasons for living in Liverpool

Linking in with the information above, we asked *all* respondents why they had chosen Liverpool over another town or city (see Table 22 below).

Table 22: Reasons for living in Liverpool

	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Friends already living in Liverpool	95	40	49	44	13	28	16	33	17	59
Family already living in Liverpool	66	28	32	29	19	41	12	24	3	10
Job opportunities in Liverpool	28	12	6	5	10	22	10	20	2	7
Other	19	8	12	11	2	4	1	2	4	14
Heard about the city from other people	13	6	7	6	1	2	3	6	2	7
Had no choice	12	5	3	3	1	2	7	14	1	3
No response given	2	1	2	2	-	-	-	-	-	-
Total	235	100	111	100	46	100	49	100	29	100

As can be seen, social networks were vital in the decision to move to Liverpool; for example, 40% had moved to the city because they already had friends living in the city, while 28% already had family living there. Although this was the main reason for

all nationalities, the percentage was highest for Polish respondents, with 73% of people indicating that they had friends or family already living in Liverpool (compared to 69% of Czech, 57% of Slovak and 69% of the respondents in the 'Other' group).

The data also shows that a small number of respondents (5%) had no choice in their decision to move to Liverpool. This percentage was greater amongst the Slovak respondents (14%). When asked to elaborate on why they had no choice, the main reason related to getting a job through an employment agency:

"Agency arranged my job here" (Slovak respondent)

"[I] got an offer from a Slovak agency" (Slovak respondent)

"[I] got job here scheduled in Liverpool" (Polish respondent)

A small number of people also suggested that other family members had made the decision to come to Liverpool.

With regard to those who those who stated 'Other' reasons for coming to Liverpool, these included reasons of 'culture':

"Beatles, Liverpool FC, job..." (Polish respondent)

"Cultural - historical centre, the arts..." (Romanian respondent)

"[Be]cause of music, my boyfriend was a musician" (Czech respondent)

There were also people who, again, indicated that their decision was influenced by friends or family:

"My boyfriend was already in Liverpool" (Lithuanian respondent)

"My friend convinced me to move here" (Polish respondent)

Two respondents indicated that they had come to Liverpool to study.

7. Education and qualifications

Introduction

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

Qualifications

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 postgraduate degree (Masters/MBA) (see Table 23 below).

Table 23: Highest level of educational qualification

Qualification	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Postgraduate Degree	22	9	15	14	3	7	1	2	3	10
Undergraduate Degree	35	15	25	23	1	2	6	12	3	10
College/technical/vocational	114	49	52	47	23	50	34	69	5	17
High school (up to age 18)	32	14	14	13	6	13	3	6	9	31
No formal qualifications	26	11	2	2	13	28	3	6	8	28
Other	6	3	3	3	-	-	2	4	1	3
Total	235	100	111	100	46	100	49	100	29	100

In line with previous research carried out with migrant workers (see Chapter 3), the people who were interviewed in Liverpool had a range of qualifications. A quarter of the sample indicated that they had degree level qualifications (either undergraduate or postgraduate). This level of qualification was more common amongst the Polish respondents (37%), compared to the Czech, Slovak and other nationalities (9%, 14% and 20% respectively). With regard to the postgraduate degrees that people had undertaken, this included arts, economics, teaching qualifications, tourism and finance. The undergraduate degrees included management, economics, engineering, accounting, agriculture, social work and journalism.

Nearly half of all respondents (49%) indicated that their highest level of qualification was college/technical/vocational qualifications. Comparing the responses by nationality shows that this percentage was higher amongst the Slovak respondents (69%) and lowest amongst those from the 'Other' group (17%). Respondents referred to a wide range of courses, the most common of which were construction-related trades such as electrician, joiner, plumber and plasterer. The other courses referred to included catering, engineering, marketing, agriculture, hairdressing, textiles, child care, administration and gardening.

As can be seen, 11% of all respondents stated that they had no formal qualifications. This percentage was much higher amongst the Czech respondents and those in the 'Other' group (28% for both). Looking in greater detail at the respondents in the 'Other' group indicates that all 8 respondents were Romanian.

With regard to the respondents who indicated 'Other' to their highest level of qualification, this referred to courses that they were currently finishing (two people, for example, were currently studying for a Masters), or courses that had been started but never completed.

The data shows that 100% of postgraduate qualifications and 61% of the undergraduate qualifications were held by the female respondents. The male respondents on the other hand had higher levels of college/technical/vocational qualifications (see Table 24 below).

Table 24: Highest level of qualification by gender

Qualification	Male		Female	
	No.	%	No.	%
Postgraduate Degree	-	-	22	18
Undergraduate Degree	13	12	20	17
College/technical/vocational	63	58	48	40
High school (up to age 18)	14	13	18	15
No formal qualifications	16	15	10	8
Other	3	3	3	2
Total	109	100	121	100

Note: excludes 5 missing cases.

English language skills

We wanted to explore the English language skills of the interviewees when they first arrived in Liverpool, but also how these had developed since their arrival. We therefore asked respondents to indicate on a scale of very good to very poor their English language skills on arrival and their English language skills at present. 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.

Tables 25 to 28 below highlight the comparison between English language skills on arrival and English language skills at present for the sample as a whole.

Table 25: Ability to speak English

Rating	Upon arrival		At present	
	No.	%	No.	%
Very good	8	3	23	10
Good	17	7	69	29
Neither good nor poor	37	16	74	32
Poor	52	22	50	21
Very poor	117	50	17	7
Don't know	3	1	-	-
No response given	1	< 1	2	1
Total	235	100	235	100

Table 26: Ability to write English

Rating	Upon arrival		At present	
	No.	%	No.	%
Very good	10	4	23	10
Good	25	12	51	22
Neither good nor poor	29	16	54	23
Poor	47	20	57	24
Very poor	118	50	47	20
Don't know	5	2	-	-
No response given	1	< 1	3	1
Total	235	100	235	100

Table 27: Understanding of spoken English

Rating	Upon arrival		At present	
	No.	%	No.	%
Very good	9	4	31	13
Good	23	10	84	36
Neither good nor poor	48	20	65	28
Poor	53	23	42	18
Very poor	100	43	12	5
Don't know	1	< 1	-	-
No response given	1	< 1	1	< 1
Total	235	100	235	100

Table 28: Understanding of written English

Rating	Upon arrival		At present	
	No.	%	No.	%
Very good	13	6	29	12
Good	28	12	68	29
Neither good nor poor	44	19	60	26
Poor	46	20	40	17
Very poor	101	43	37	16
Don't know	2	< 1	-	-
No response given	1	< 1	1	< 1
Total	235	100	235	100

As would be expected, there were generally higher numbers of people who felt that their English language skills were poor or very poor on arrival in the UK, compared to current language skills. As can be seen, being able to *write* English was the language skill that people appeared to have most difficulty with.

We asked respondents if anyone had offered them any help or support to learn English. Half of all respondents indicated that no one had offered them any help or support. Of those who had been offered support, around a quarter had been offered help from friends or family members, whether this was helping them develop their language skills or recommending appropriate courses. Four people had received help from a teacher at their children's school. Just three respondents stated that they had received support from their employer.

We also asked people to indicate, from a range of options, what their current situation was in relation to studying English (see Table 29 below).

Table 29: English language courses – which of the following apply to you?

Statement	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
I would like to study, but am not currently enrolled	98	42	35	32	26	57	24	49	13	45
I do not need an English language course	36	15	19	17	4	9	10	20	3	10
I am currently doing an English language course	30	13	21	19	4	9	4	8	1	3
I am not interested in an English language course	28	12	11	10	6	13	7	14	4	14
I have already completed an English language course	20	9	12	11	1	2	3	6	4	14
I am on the waiting list for an English language course	11	5	5	5	3	7	1	2	2	7
Other	11	5	7	6	2	4	-	-	2	7
No response given	1	< 1	1	< 1	-	-	-	-	-	-
Total	235	100	111	100	46	100	49	100	29	100

As can be seen, just over a quarter of the sample (27%) was waiting, currently studying, or had already completed an English language course. This percentage was higher amongst Polish respondents (35%), compared to Czech (18%), Slovak (16%) and those respondents in the ‘Other’ group (24%).

The data also indicated that 15% of the sample felt that they did not need an English language course. This percentage was higher amongst Slovak and Polish respondents (20% and 17% respectively), but lower amongst the remaining nationalities.

Across the sample as a whole, the majority of respondents (42%) suggested that they would like to study English, but were not currently enrolled on a course. This appeared to be a more likely scenario for Czech, Slovak and the ‘Other’ nationalities than for the Polish respondents. There were also those who indicated that they were not interested in an English language course.

When we asked people to elaborate on why they were not currently enrolled, or why they were not interested in an English language course, the two main reasons given were having no time to undertake a course (24%) and needing more information about how to get a course or where to go for a course (8%). With regard to those who did not have enough time, this often related to their work commitments:

“[I] enrolled on a course but couldn’t attend due to work” (Slovak respondent)

One respondent made reference to the difficulty of finding a class that was flexible around their work:

“It’s hard to obtain evening classes” (Polish respondent)

Lack of time, however, also related to people’s other commitments such as childcare.

There were a number of other issues that people raised as well; for example, some respondents referred to not having enough money to attend a course:

“I’d like to study to improve my English but unfortunately because I’m employed I would have to pay” (Polish respondent)

While others suggested that they could learn enough English from their interaction with other people or by watching TV:

“I didn’t have time and I think I can learn on my own and from TV” (Polish respondent)

“[I] learn more at home [and] work” (Slovak respondent)

“What I need for work or shopping I will learn myself and from friends” (Czech respondent)

This latter comment suggests that this respondent wanted to learn a basic level of English for interaction in particular situations. Two people stated that they did not see the point of learning English:

“[I] don’t intend to stay” (Polish respondent)

“[There’s] no point when I know I can’t get a good job here” (Slovak respondent)

With regard to those who stated ‘Other’ to their current situation with regard to studying English, the majority of these respondents had enrolled on a course but, as above, their commitments had prevented them from studying:

“[I] am doing [a course] but don’t know if I can attend because I am working three shifts” (Polish respondent)

“[I] started but [have] not finished because I work shifts” (Polish respondent)

“I have enrolled but don’t attend due to childcare” (Czech respondent)

One respondent referred to their own lack of motivation to learn English, while two respondents stated that their partner did not allow them to attend a course (one Polish and one Czech).

Training undertaken in the UK

We also wanted to find out if people had undertaken any training since their arrival in the UK. In total, 96 people (41%) made reference to completing some kind of training. The top five types of training that were referred to were Health and Safety (including first aid courses) (23%); English language (13%); driving-related training (i.e. fork lift driving) (9%); general on-the-job training (7%); and social care-related training (5%). The remaining respondents made reference to a number of different types of training, including customer service training, European Computer Driving Licence (ECDL), interpreting and fundraising.

8. Employment

Introduction

This chapter explores the data in relation to issues of employment. It focuses on respondents' previous employment in their home country and their current employment, offering comparisons between the two. It also looks at other issues relating to their current employment such as official registration, rates of pay, hours worked and overall satisfaction with employment, as well as exploring the people's level of interest in self-employment.

In order to provide a more robust analysis of employment (both prior to and since coming to the UK), the information in relation to employment has been reclassified using the Standard Occupational Classification (SOC), which was revised in 2000⁸¹ and provides a hierarchical classification of occupational skill. The relevant guidance has been used in relation to the application of this classification system to the data gathered in Liverpool.

Previous employment in home country

Before focusing on respondents' previous employment, we wanted to identify if they had a particular trade or skill (see Table 30 below).

Table 30: Did you have a particular trade or skill?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	154	66	75	68	27	59	38	78	14	48
No	77	33	33	30	19	41	10	20	15	52
No response given	4	1	3	3	-	-	1	2	-	-
Total	235	100	111	100	46	100	49	100	29	100

As can be seen, 66% of respondents had a particular trade or skill from their home country. This percentage was highest amongst the Slovak respondents, with over three quarters indicating that they had a trade or skill.

Comparing the response by gender shows a higher percentage of male respondents indicated that they had a trade or skill (53% compared to 47% of female respondents).

⁸¹ See ONS, *Internet reference*:

http://www.statistics.gov.uk/methods_quality/ns_sec/downloads/SOC2000_Vol1_V5.pdf

The following is a list of trades/skills that emerged from the interviews:

- Accountancy
- Arts
- Banking
- Car Mechanic
- Catering
- Decorating
- Dress making
- Driving
- Economics
- Electrician
- Engineering
- Heavy Machinery Operation
- IT/computers
- Journalism
- Law
- Marketing
- Nursing
- Painting
- Plastering
- Plumbing
- Social Work/Care
- Teaching
- Textiles

In terms of how long people had spent in these trades or using these skills, this ranged from never using them to 10 or more years (see Table 31 below).

Table 31: How long have you spent in this trade/using these skills?

Period	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
None	9	6	5	7	1	4	2	5	1	7
Less than 12 months	3	2	3	4	-	-	-	-	-	-
1–3 years	57	37	31	41	9	33	13	34	4	29
4–6 years	28	18	17	23	4	15	7	18	-	-
7–9 years	17	11	8	11	3	11	2	5	4	29
10 or more years	39	25	10	13	10	37	14	37	5	36
Other	1	1	1	1	-	-	-	-	-	-
Total	154	100	75	100	27	100	38	100	14	100

With regard to the ‘Other’ response, this related to a woman who indicated that she had spent 1–3 years as a dress maker, and 4–6 years in social care.

Employment rate

We wanted to explore how many people were in employment prior to coming to the UK (see Table 32 below).

Table 32: Employment rates of prior to coming to the UK

	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Employed	133	57	62	56	25	54	35	71	11	38
Unemployed	50	21	17	15	14	30	7	14	12	41
Full-time student	40	17	26	23	3	7	7	14	4	14
Homemaker/carers	11	5	5	5	4	9	-	-	2	7
Other	1	<1	1	1	-	-	-	-	-	-
Total	235	100	111	100	46	100	49	100	29	100

Over half of the sample (57%) indicated that they were employed prior to coming to the UK. As can be seen, this percentage was highest amongst the Slovak respondents (71%), while the Polish respondents had a higher percentage of people who had been studying prior to coming to the UK (23% compared to 7% Czech and 14% Slovak and the 'Other' nationalities). The respondents from the other national groups were more likely to have been unemployed prior to coming to the UK. Looking at these respondents in greater detail indicates that 83% were Romanian.

With regard to the respondent who indicated 'Other', this referred to an apprenticeship that had been undertaken at a magazine.

Table 33 below shows the jobs that people had prior to coming to the UK, based on the Standard Occupational Classification (SOC). A full list of the jobs can be found in Appendix 3 of this report, based on the specific responses given in the interviews.

Table 33: Last job in home country (Standard Occupational Classification, SOC)

Occupation	All No.	%	Polish No.	%	Czech No.	%	Slovak No.	%	Other No.	%
Managers and Senior Officials	3	2	1	2	-	-	1	3	1	9
Professional Occupations	13	10	9	15	1	4	3	9	-	-
Associated Professional and Technical Occupations	14	11	6	10	4	16	3	9	1	9
Administrative and Secretarial Occupations	3	2	2	3	-	-	1	3	-	-
Skilled Trades Occupations	24	18	12	19	5	20	6	17	1	9
Personal Service Occupations	6	5	3	5	1	4	2	6	-	-
Sales and Customer Service Occupations	17	13	8	13	2	8	4	11	3	27
Process, Plant and Machine Operatives	15	11	5	8	3	12	7	20	-	-
Elementary Occupations	35	26	14	23	8	32	8	23	5	45
No response given	3	2	2	3	1	4	-	-	-	-
Total	133	100	62	100	25	100	35	100	11	100

Just over a quarter of respondents (26%) were previously working in elementary occupations, followed by skilled trades occupations (18%). The data reveals, however, that respondents in our sample were drawn from a range of different occupational levels. With regard to the three highest classifications (managers and senior officials; professional occupations; and associate professional and technical occupations), 23% of respondents previously held these occupations.

Looking at the Standard Occupational Classification (SOC) of respondents' previous job by gender shows that 34% of female respondents were previously employed in the three highest classifications, compared to 13% of male respondents. Perhaps unsurprisingly, the male respondents had higher numbers from skilled trades occupations (30%) (see Table 34 below).

Table 34: Last job in home country (Standard Occupational Classification, SOC) by gender

Occupation	Male		Female	
	No.	%	No.	%
Managers and Senior Officials	1	2	2	3
Professional Occupations	2	3	11	17
Associated Professional and Technical Occupations	5	8	9	14
Administrative and Secretarial Occupations	-	-	3	5
Skilled Trades Occupations	19	30	5	8
Personal Service Occupations	1	2	5	8
Sales and Customer Service Occupations	5	8	12	19
Process, Plant and Machine Operatives	15	23	-	-
Elementary Occupations	16	25	16	25
Total	64	100	63	100

Note: excludes 6 missing cases.

Employment experiences in Liverpool

This section focuses on the current employment experiences of the respondents, including how it related to the occupational classification described above, current levels of pay and type of payment, levels of official registration and information on recruitment.

Employment rate

At the time of the survey, just over three quarters of respondents (77%) were currently in paid employment, while nearly a quarter of the people interviewed (22%) indicated that they were not currently employed (see Table 35 below).

Table 35: Currently in paid employment

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	181	77	92	83	35	76	40	82	14	48
No	51	22	18	16	10	22	8	16	15	52
On maternity leave	1	<1	1	1	-	-	-	-	-	-
Other	1	<1	-	-	-	-	1	2	-	-
Retired	1	<1	-	-	1	2	-	-	-	-
Total	235	100	111	100	46	100	49	100	29	100

As can be seen, the employment rates were highest amongst the Polish and Slovak respondent (83% and 82% respectively) and lowest amongst the respondents in the 'Other' group (48%). As highlighted previously, however, Bulgarian and Romanian nationals made up a large proportion of the 'Other' respondents and they had different rules around entitlement to work in the UK, some of which were acting as a barrier to accessing employment.

The respondent who indicated 'Other' was currently undertaking voluntary work at a community group, working with Czech and Slovak Roma communities.

There were slightly higher rates of employment amongst male respondents than females (80% and 75% respectively). With regard to those who were not currently employed, this ranged from people who had been without employment for less than a month to those who had never worked in the UK (see Table 36).

Table 36: How long have you been without employment?

Period	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Less than 1 month	9	18	3	17	2	20	3	38	1	7
1–3 months	11	22	4	22	1	10	2	25	4	27
4–6 months	4	8	4	22	-	-	-	-	-	-
7–9 months	1	2	-	-	-	-	1	13	-	-
10–12 months	3	6	1	6	1	10	1	13	-	-
More than 12 months	3	6	1	6	1	10	-	-	1	7
Never worked in UK	17	33	4	22	5	50	1	13	7	47
Don't know	2	4	-	-	-	-	-	-	2	13
No response given	1	2	1	6	-	-	-	-	-	-
Total	51	100	18	100	10	100	8	100	15	100

A third of the respondents who were not currently working indicated that they had never worked in the UK. Nearly half of the respondents who had never worked in the UK (47%) had arrived in 2006 or earlier.

The percentage of those who had never worked in the UK was higher amongst the Czech and 'Other' respondents (50% and 47% respectively). The Polish and Slovak respondents, on the other hand appeared to have been experiencing unemployment within the last six months, rather than long term (61% and 63% respectively).

The unemployment rate was slightly higher amongst female respondents (58%), with 59% of those who had never worked being women. Looking at the marital status of those who were not currently employed, however, shows that the majority were married. A number of these women could therefore have been dependent upon their husbands' employment.

Current employment

Table 37 below shows the job that people currently hold in Liverpool, based on the Standard Occupational Classification (SOC).

A full list of people's current job can be found in Appendix 4 of this report. This list is based on the specific responses given in the interviews.

Table 37: Current job (Standard Occupational Classification, SOC)

Occupation	All No.	%	Polish No.	%	Czech No.	%	Slovak No.	%	Other No.	%
Managers and Senior Officials	5	3	5	5	-	-	-	-	-	-
Professional Occupations	1	<1	1	1	-	-	-	-	-	-
Associated Professional and Technical Occupations	5	3	5	5	-	-	-	-	-	-
Administrative and Secretarial Occupations	4	2	3	3	-	-	1	3	-	-
Skilled Trades Occupations	22	12	9	10	4	11	8	20	1	7
Personal Service Occupations	12	7	11	12	-	-	1	3	-	-
Sales and Customer Service Occupations	2	1	-	-	-	-	1	3	1	7
Process, Plant and Machine Operatives	8	4	5	5	-	-	1	3	2	14
Elementary Occupations	119	65	53	58	31	89	26	65	9	64
No response given	3	2	-	-	-	-	2	5	1	7
Total	181	100	92	100	35	100	40	100	14	100

As can be seen, the majority of respondents (65%) were currently employed in elementary occupations. This was followed by skilled trades occupations, albeit at a lower level (12%). The remaining respondents were divided between the other occupational classifications.

Comparing the different nationalities shows that the Polish respondents covered a wider range of occupational classifications than the other nationalities. Furthermore, it was the Polish respondents who occupied the three highest classifications, as well as having a lower percentage of people working in elementary occupations (53%, compared to 89% of Czech, 65% of Slovak and 64% of 'Other' respondents).

The Czech respondents were all found in either elementary or skilled trades occupations.

Table 38 below provides a comparison between people's previous occupation in their home country and current occupation.

Table 38: Comparison between home country and current job (SOC)

Occupation	Previous No.	%	Current No.	%
Managers and Senior Officials	3	2	5	3
Professional Occupations	13	10	1	<1
Associated Professional and Technical Occupations	14	11	5	3
Administrative and Secretarial Occupations	3	2	4	2
Skilled Trades Occupations	24	18	22	12
Personal Service Occupations	6	5	12	7
Sales and Customer Service Occupations	17	13	2	1
Process, Plant and Machine Operatives	15	11	8	4
Elementary Occupations	35	26	119	65
No response given	3	2	3	2
Total	133	100	181	100

As can be seen, there is a shift in occupation level, the most significant of which is an increase in the percentage of people in elementary occupations. The remaining occupational classifications have primarily seen a reduced percentage.

Comparing respondents' current occupation with their highest level of qualification indicates that 25 people or 43% of those with an undergraduate or postgraduate degree were currently working as process, plant and machine operatives or in elementary occupations, while 72 respondents, or 64% of those with college/technical/vocational qualifications, were currently working as process, plant and machine operatives or in elementary occupations.

Tables 39 and 40 below show a comparison, by gender, between the Standard Occupational Classification (SOC) of the previous job in their home country and their current job in the UK.

Table 39: Comparison between home country and current job (SOC) – male respondents

Occupation	Previous No.	%	Current No.	%
Managers and Senior Officials	1	2	1	1
Professional Occupations	2	3	-	-
Associate Professional and Technical Occupations	5	8	1	1
Administrative and Secretarial Occupations	-	-	-	-
Skilled Trades Occupations	19	30	19	24
Personal Service Occupations	1	2	2	3
Sales and Customer Service Occupations	5	8	1	1
Process, Plant and Machine Operatives	15	23	5	6
Elementary Occupations	16	25	56	70
Total	64	100	80	100

Table 40: Comparison between home country and current job (SOC) – female respondents

Occupation	Previous		Current	
	No.	%	No.	%
Managers and Senior Officials	2	3	4	4
Professional Occupations	11	17	1	1
Associate Professional and Technical Occupations	9	14	3	3
Administrative and Secretarial Occupations	3	5	3	3
Skilled Trades Occupations	5	8	3	3
Personal Service Occupations	5	8	10	11
Sales and Customer Service Occupations	12	19	1	1
Process, Plant and Machine Operatives	-	-	3	3
Elementary Occupations	16	25	62	69
Total	63	100	90	100

Both male and female respondents have had the same level of increase with regard to the concentration in elementary occupations. The female respondents remain spread over a wider range of occupational levels, but have seen a bigger reduction in the percentage of those occupying the highest levels than male respondents.

Location of current employment

With regard to the geographical location of current employment, the majority of respondents (61%) indicated that they worked in Liverpool, with an additional 14% of respondents referring to other parts of Merseyside (see Table 41 below).

Table 41: Location of current employment

Location	No.	%
Liverpool	111	61
Other areas of Merseyside	25	14
Warrington (Cheshire)	10	6
Various locations ⁸²	9	5
Skelmersdale (West Lancashire)	8	4
Flint (North Wales)	5	3
Runcorn (Cheshire)	2	1
Manchester (Greater Manchester)	2	1
Chester (Cheshire)	1	1
Middleton (Greater Manchester)	1	1
Wigan (Greater Manchester)	1	1
No response given	6	3
Total	181	100

With regard to the other areas of Merseyside, Birkenhead was most frequently referred to (16 respondents); however, people also made reference to Kirkby, Crosby and Southport. As can be seen, around 18% of respondents indicated that they worked outside of Merseyside, with Warrington and Skelmersdale being referred to most frequently.

⁸² This information is based on an open-ended question, where some people indicated particular addresses, or areas where they were working, while other respondents stated “*various locations*”, but did not elaborate on the geographic area.

Recruitment

We wanted to explore how people had found their current job in the UK (see Table 42 below).

Table 42: How did you find your current job?

Response	All No.	%	Polish No.	%	Czech No.	%	Slovak No.	%	Other No.	%
Through friends/family already here	81	45	43	47	18	51	15	38	5	36
Employment/recruitment agency in UK	43	24	17	18	11	31	13	33	2	14
Contacted employer when I arrived in the UK	32	18	16	17	3	9	7	18	5	36
Employment/recruitment agency in home country	8	4	3	3	1	3	3	8	1	7
Contacted employer while in my home country	4	2	2	2	2	6	-	-	-	-
Other	7	4	7	8	-	-	1	3	1	7
No response given	6	3	4	4	-	-	1	3	-	-
Total	181	100	92	100	35	100	40	100	14	100

The majority of people (45%) had found their current job through friends/family already in the UK, highlighting the importance of such networks once again. Nearly a quarter of respondents (24%) had found their job through a UK employment/recruitment agency, while 18% had contacted the employer themselves when they arrived in the UK.

With regard to those who indicated 'Other', the responses included finding their jobs through the Job Centre and local papers.

Security of employment

Table 43 below shows the level of security of people's current employment.

Table 43: Security of employment

Type of employment	All No.	%	Polish No.	%	Czech No.	%	Slovak No.	%	Other No.	%
Temporary	84	46	24	26	24	69	32	80	4	29
Permanent	73	40	54	59	8	23	5	13	6	43
Fixed term contract	11	6	6	7	3	9	1	3	1	7
Seasonal/Ad hoc	1	1	1	1	-	-	-	-	-	-
Don't know	12	7	7	8	-	-	2	5	3	21
Total	181	100	92	100	35	100	40	100	14	100

As can be seen, the Polish sample had a higher percentage of people who had permanent contracts at work (59% compared to 23% of Czech, 13% of Slovak and 43% of the 'Other' respondents). The Slovak sample had the highest percentage of people who were working on temporary contracts. Interestingly, 12 people did not know what type of contract they had.

We also wanted to establish if respondents had a written contract of employment in their current job. Looking at the sample as a whole, just over half of all respondents (55%) had a written contract, while 43% did not. Three respondents indicated that they did not know if they had a written contract of employment. The percentages for each national group are as follows: Polish (58%); Czech (66%); Slovak (43%); and Other nationalities (50%). As can be seen, the percentage was highest amongst the Czech respondents and lowest amongst the Slovak respondents.

Official registration

We asked those who were currently working (181 respondents) to indicate whether or not they were currently registered on the Worker Registration Scheme (WRS) and/or for a National Insurance number (NINo) (see Table 44 below).

Table 44: Official registration

Registration	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
WRS	148	82	76	83	30	86	34	85	8	57
NINo	174	96	88	96	35	100	39	98	11	79

As can be seen, 82% of people were currently registered on the WRS, while 96% were registered for a National Insurance number.

There were very similar levels of registration across the different national groups, with the exception of those in the 'Other' group. With regard to the WRS figures, this can be explained by the Bulgarian and Romanian respondents in this group, who do not have to register on this scheme.

Around 32% of those working in skilled trades occupations were not registered on the Worker Registration Scheme (WRS), while a quarter of those in personal service occupations were not registered.

Interestingly, four respondents stated that they did not know if they were registered for a National Insurance Number (NINo). They were currently working in skilled trades, elementary and personal service occupations.

Hours worked

Table 45 below shows the number of hours people worked per week.

Table 45: Number of hours per week

Hours	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
16 hours or less	9	5	1	1	2	6	2	5	4	29
17–29	25	14	11	12	7	20	3	7	4	29
30–40	105	58	57	62	20	57	25	63	3	21
41–50	36	20	20	22	5	14	9	23	2	14
51–60	4	2	3	3	-	-	-	-	1	7
Other	2	1	-	-	1	3	1	3	-	-
Total	181	100	92	100	35	100	40	100	14	100

Looking at the sample as a whole, the majority of respondents worked between 30 and 40 hours per week (58%) followed by between 41 and 50 hours per week (20%). There were a small number of people currently working more than 50 hours per week (2%). The two respondents who stated 'Other' indicated that their hours varied from week to week.

The respondents who worked the longest hours were process, plant and machine operatives or worked in skilled trades occupations.

Current level of pay

Respondents' weekly wages ranged from £100 or less to £451 or more (see Table 46 below).

Table 46: Current weekly pay

Amount	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
£100 or less	13	7	2	2	5	14	5	13	1	7
£101–£150	26	14	8	9	6	17	8	20	4	29
£151–£200	63	35	29	32	16	45	16	40	2	14
£201–£250	41	23	28	30	4	11	8	20	1	7
£251–£300	20	11	15	16	3	9	-	-	2	14
£301–£350	6	3	5	5	-	-	-	-	1	7
£351–£400	5	2	4	4	-	-	1	2	-	-
£401–£450	2	1	1	1	-	-	1	2	-	-
£451 or more	1	<1	-	-	-	-	1	2	-	-
Don't know	2	1	-	-	-	-	-	-	2	14
Varies week to week	1	<1	-	-	1	3	-	-	-	-
No response given	1	<1	-	-	-	-	-	-	1	7
Total	181	100	92	100	35	100	40	100	14	100

The majority of respondents (35%) were being paid £151–£200 per week. This percentage was higher amongst Czech and Slovak respondents (45% and 40% respectively). The Czech sample did not have anyone who earned above £300 per week. With regard to the two respondents who did not know how much they were paid per week, both of these were Romanian and were currently selling the Big Issue.

The respondents who earned less than £100 per week were primarily working less than 29 hours per week, with the exception of one person who said they worked 41–50 hours per week. If we assume that this individual was being paid £100 per week, this is an hourly rate of between £2.00 and £2.44⁸³.

The respondents who were currently earning the most per week worked in skilled trades and professional occupations. The highest paid worker earned between £9.02 and £11 per hour.

With regard to who was paying them (i.e. employer, agency, etc.) the majority of respondents (65%) were being paid directly by their employer or their clients (if self-employed) while 35% were being paid by an agency.

We also wanted to explore if any deductions were made from people's wages and the reasons for these deductions (see Table 47).

Table 47: Deductions from pay

Deductions	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Tax/National Insurance	164	91	86	93	35	100	34	85	9	64
Other	15	8	3	3	9	26	3	8	-	-
Transport to/from work	8	4	3	3	1	3	2	5	2	14
Clothing/equipment	8	4	-	-	3	9	3	8	2	14
Accommodation	2	1	1	1	-	-	1	3	-	-
Food (during work)	1	<1	1	1	-	-	-	-	-	-

The most common deduction made from people's wages, perhaps unsurprisingly, was Tax/National Insurance. A small number of people also had deductions made for transport to and from work and clothing or equipment that was needed at work. These people were working in skilled trades or elementary occupations. Just two people indicated that deductions were made for accommodation.

With regard to the 'Other' deductions that were made, a number of people made reference to a one-off deduction for a uniform and staff cards. Two respondents indicated that they paid pension contributions, while two paid Trade Union contributions. Interesting, however, seven of the fifteen respondents (66%) stated that deductions were made for payslips. All of the people who had 'Other' deductions were currently working in elementary occupations.

Trade Union (TU) membership

The data shows very little TU membership amongst the migrant workers in our sample, with only 3% of respondents indicating that they were a member of a Trade Union (see Table 48).

⁸³ This could be an overestimate of what this individual was earning given that the questionnaire had a list of options with the lowest being '£100 or less'.

Table 48: Trade Union membership

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	6	3	4	4	1	3	-	-	1	7
No	171	95	86	93	34	97	40	100	11	79
Don't know	4	2	2	2	-	-	-	-	2	14
Total	181	100	92	100	35	100	40	100	14	100

TU membership was slightly higher amongst Polish workers, albeit still at a very low level. The Trade Unions that people were members of were GMB (4 respondents); UNISON (1 respondent); and the Transport and General Workers' Union (T&G) (1 respondent). All of the respondents who were TU members were currently working in elementary occupations.

Level of satisfaction with current job

We also wanted to explore people's level of satisfaction with particular aspects of their current job (see Tables 49–53).

Table 49: Level of satisfaction with pay

Satisfaction level	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	8	4	6	7	-	-	-	-	2	14
Satisfied	35	19	15	16	7	20	8	20	5	36
Neither satisfied nor dissatisfied	52	29	33	35	9	26	9	23	1	7
Dissatisfied	64	35	34	37	12	34	15	38	3	21
Very dissatisfied	18	10	4	4	6	17	8	20	-	-
Don't know	2	1	-	-	1	3	-	-	1	7
No response given	2	1	-	-	-	-	-	-	2	14
Total	181	100	92	100	35	100	40	100	14	100

Table 50: Level of satisfaction with hours

Satisfaction level	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	12	7	8	9	2	6	-	-	2	14
Satisfied	70	39	33	36	16	46	16	40	5	36
Neither satisfied nor dissatisfied	46	25	30	33	8	23	7	18	1	7
Dissatisfied	40	22	17	18	7	20	12	30	4	29
Very dissatisfied	10	6	4	4	1	3	5	13	-	-
Don't know	1	<1	-	-	1	3	-	-	-	-
No response given	2	1	-	-	-	-	-	-	2	14
Total	181	100	92	100	35	100	40	100	14	100

Table 51: Satisfaction with level of work

Satisfaction level	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	8	4	7	8	1	3	-	-	-	-
Satisfied	56	31	25	27	10	29	14	35	7	50
Neither satisfied nor dissatisfied	55	30	32	35	10	29	9	23	4	29
Dissatisfied	36	20	15	16	6	17	14	35	1	7
Very dissatisfied	17	9	9	10	5	14	3	8	-	-
Don't know	3	2	3	3	-	-	-	-	-	-
No response given	6	3	1	1	3	9	-	-	2	14
Total	181	100	92	100	35	100	40	100	14	100

Table 52: Satisfaction with treatment by employer

Satisfaction level	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	23	13	13	14	5	14	2	5	3	21
Satisfied	83	46	41	45	10	29	27	67	5	36
Neither satisfied nor dissatisfied	38	21	22	24	13	37	3	8	-	-
Dissatisfied	24	13	11	12	4	11	7	18	2	14
Very dissatisfied	10	6	4	4	3	9	1	3	2	14
Don't know	1	<1	1	1	-	-	-	-	-	-
No response given	2	1	-	-	-	-	-	-	2	14
Total	181	100	92	100	35	100	40	100	14	100

Table 53: Satisfaction with treatment by other workers

Satisfaction level	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	39	22	22	24	9	26	4	10	4	29
Satisfied	100	55	50	54	15	43	29	73	6	43
Neither satisfied nor dissatisfied	28	15	16	17	6	17	4	10	2	14
Dissatisfied	8	4	2	2	4	11	2	5	-	-
Very dissatisfied	2	1	1	1	1	3	-	-	-	-
Don't know	1	<1	1	1	-	-	-	-	-	-
No response given	3	2	-	-	-	-	1	3	2	14
Total	181	100	92	100	35	100	40	100	14	100

As can be seen, current level of pay was the issue that caused most dissatisfaction amongst the respondents, while treatment by employers and other workers were viewed the most satisfactorily. The Slovak respondents appeared to show higher levels of dissatisfaction with their current employment, particularly in relation to pay, hours and level of work; however, they had the highest level of satisfaction with employers and other workers (72% and 83% respectively).

Stakeholder consultation also revealed dissatisfaction amongst workers, particularly in relation to pay:

“[A] few people had problems with employers of bars and casinos; they won’t pay them, or won’t pay the going rate, pay them less than minimum wage. One girl came to us, after [she] pays her rent [she gets] £1.57 an hour” (JET Service representative)

We asked all respondents (including those not currently working) to indicate what type of help or assistance would improve their employment prospects (see Table 54).

Table 54: Assistance needed to improve job

Assistance	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Language courses	156	66	75	68	33	72	29	73	19	66
New or higher qualifications	114	49	62	56	12	26	25	51	15	52
References from UK employers	90	38	39	35	11	24	24	49	16	55
More work experience	82	35	47	42	13	28	15	31	7	24
More or better childcare	16	7	7	6	6	13	-	-	3	10
None	12	5	6	5	3	7	1	2	2	7
Other	26	11	11	10	6	13	6	12	3	10

As can be seen, people felt that training/courses to improve English language skills were needed most (66%), followed by new or higher qualifications (49%). There were also a significant number of people who indicated that references from UK employers or more work experience in the UK would help improve their job prospects. Very few people felt that childcare was an issue for them.

When asked to elaborate on what other support or assistance was needed, people referred to the following: more contacts; more advice; and recognition of overseas qualifications. This latter issue was also raised in stakeholder consultation:

“There can be difficulties in matching people to jobs because they may have attained qualifications in their home country, which UK employers may not know whether they are comparable to their UK equivalent” (JET Service representative)

Interestingly, one stakeholder felt that in some cases A8/A2 migrant communities were not bothered about finding a job commensurate with their qualifications, but simply wanted to earn money:

“70% of people we see are highly qualified people – all kinds of qualifications, university, degree ... [People are] not interested in staying and trying to apply for good jobs, they want to make the money and go. None of them come back [to our service] after they get jobs, 78% get a job right away. None want to find a job they are qualified in, they don’t have the time and resources to put effort into getting a relevant job. [They] don’t want to transfer qualifications to [the] UK system, like other migrants” (JET Service representative)

In addition to the issues raised above, two Romanian respondents also referred to needing assistance to get a Worker Authorisation Card in order to enable them to get a job.

Self-employment

Looking at the sample as a whole, 8% were currently self-employed. The Polish, Czech and Slovak respondents had similar levels of self-employment. The respondents in the 'Other' group had higher levels of self-employment. Looking at these respondents in greater detail shows that they were all Romanian. The rules around access to employment for A2 nationals could explain the prevalence of self-employment amongst these respondents.

Perhaps unsurprisingly, the majority of people who were self-employed (40%) were currently working in skilled trades occupations.

We asked all respondents (including those not currently working) whether or not they would be interested in being self-employed or setting up their own business (see Table 55).

Table 55: Interest in self-employment

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	84	36	45	41	15	33	10	20	14	48
No	120	51	48	43	27	59	32	65	13	45
Don't know	31	13	18	16	4	9	7	14	2	7
Total	235	100	111	100	46	100	49	100	29	100

Just over a third of all respondents (36%) indicated that they were interested in becoming self-employed or setting up their own business. This percentage was higher amongst the Polish and 'Other' respondents, while the Slovak respondents suggested lower levels of interest in self-employment.

With regard to what type of business they wanted to set up, 23% of respondents were interested in working in the hospitality/catering/pub industry; 18% made reference to wanting to open their own shop; and 10% wanted to be self-employed in the construction industry. The remaining respondents made reference to a number of different types of business, for example beauty salon, interpreting, law, cleaning services, nursery, computer programmer and mechanic.

Table 56 below shows the support or assistance people said they needed to help them become self-employed or set up their own business.

Table 56: Assistance needed to become self-employed/set up own business

Assistance	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Financial support	76	90	40	89	14	93	8	80	14	100
Business advice	71	85	39	86	13	87	8	80	11	79
Language courses	57	68	30	67	14	93	7	70	6	43
New or higher qualifications	33	39	17	38	5	33	3	30	8	57
Other	6	7	1	2	2	13	2	20	1	7

Financial assistance was regarded as the type of assistance that was needed most, followed by advice on setting up a business. Again, language skills featured in a number of responses.

With regard to the other support that people needed, three respondents made reference to requiring premises for their business, one person wanted '*to know the marketing situation better*', one wanted legal advice, while one person simply referred to wanting training, but did not specify what type of training.

Previous jobs in the UK

In addition to looking at people's current employment experiences, we also wanted to explore how many and what types of jobs they had previously undertaken in the UK.

Across the sample as a whole, 62% of people indicated that they had had one other job in the UK; 37% had had two previous jobs; and 16% had had three previous jobs. The data suggests that occupational mobility had been experienced by 16 people, most of whom moved from elementary occupations to another occupational classification. The majority of respondents, however, appeared to have moved within the same occupational category, which were primarily elementary occupations.

Table 57 below shows the Standard Occupational Classification of people's previous jobs.

Table 57: Standard Occupational Classification of previous jobs

Occupation	Current No. %	1 No. %	2 No. %	3 No. %
Managers and Senior Officials	5 3	1 <1	- -	- -
Professional Occupations	1 <1	- -	1 1	- -
Associated Professional and Technical Occupations	5 3	2 1	2 2	1 3
Administrative and Secretarial Occupations	4 2	2 1	1 1	- -
Skilled Trades Occupations	22 12	5 3	2 2	1 3
Personal Service Occupations	12 7	7 5	2 2	6 16
Sales and Customer Service Occupations	2 1	7 5	4 5	1 3
Process, Plant and Machine Operatives	8 4	6 4	3 4	3 12
Elementary Occupations	119 67	115 79	71 84	26 68
Total	178 100	145 100	85 100	38 100

9. Housing

Introduction

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

Housing experience

The following section looks at the data for Liverpool in terms of number of homes; current tenure; property size; levels of overcrowding; conditions; and rent levels.

Previous accommodation

We asked people to indicate how many different homes they had lived in since they had been in Liverpool, including their current property (see Table 58).

Table 58: Number of homes

Number	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
One	54	23	21	19	11	24	15	31	7	24
Two	80	34	39	35	17	37	14	29	10	35
Three	44	19	23	21	8	17	7	14	6	21
Four	28	12	13	12	8	17	4	8	3	10
Five	16	7	8	7	1	2	6	12	1	3
Six or more	11	5	7	3	-	-	3	6	1	3
None	1	<1	-	-	-	-	-	-	1	3
No response given	1	<1	-	-	1	2	-	-	-	-
Total	235	100	111	100	46	100	49	100	29	100

The number of properties people had lived in ranged from 1–10 different properties. The majority of people (76%) had lived in 1–3 different homes since their arrival in Liverpool. With regard to those who had lived in six or more, 9 respondents had lived in six properties, while two respondents (both Polish) had lived in ten different properties. The person who indicated that they had not lived in any homes since their arrival in Liverpool was a Romanian national who was currently living in a shelter for the homeless.

As can be seen, there was no discernible pattern between nationality and the number of homes people had lived in. There also appeared to be no pattern between how long people had been in the UK and the number of homes they had lived in. For example, 45% of those who had lived in more than six different homes had arrived between 2007 and 2008.

Current tenure

Table 59 below shows the current housing tenure of the respondents.

Table 59: Current tenure

Tenure	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Private rented	172	73	84	76	34	74	34	69	21	72
Socially rented (Council/HA)	20	9	4	4	7	15	7	14	2	7
Staying with friends/family	19	8	12	11	3	7	3	6	1	3
Employer/agency provided	9	4	2	2	1	2	5	8	-	-
Owner occupation	6	3	5	5	1	2	-	-	-	-
Other	8	3	3	3	-	-	-	-	5	17
Don't know	1	<1	1	1	-	-	-	-	-	-
Total	235	100	111	100	46	100	49	100	29	100

In line with previous research (see Chapter 3), the sample in Liverpool show a dominance of private rented accommodation (73%). This percentage was slightly higher amongst Polish and Czech respondents (76% and 74% respectively).

Just 9% of respondents were currently living in socially rented accommodation, with an even smaller percentage owning their own home (3%). The Czech and Slovak respondents had the highest percentage of people living in socially rented accommodation (15% and 14% respectively).

With regard to those who indicated they had some other form of accommodation, five people were currently living in a homelessness shelter (all Romanian); two people stated that they were living in a '*shared house*', but did not provide any further information; while one respondent indicated they were living in a '*squat*' (Polish respondent).

We also wanted to ascertain how people had found their current home in Liverpool, from a range of options including both formal and informal methods (see Table 60).

Table 60: How did you find your current home in Liverpool?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
From friends/family already living in Liverpool	138	59	57	51	26	56	30	61	25	86
Via local estate agents	49	21	28	25	9	20	10	20	2	7
UK employer arranged it for me	10	4	7	6	-	-	3	6	-	-
Via local newspapers	9	3	7	6	1	2	-	-	1	3
Arranged for me before I arrived in the UK	3	1	1	1	1	2	1	2	-	-
Other	22	9	9	8	8	17	4	8	1	3
No response given	4	2	2	2	1	2	1	2	-	-
Total	235	100	111	100	46	100	49	100	29	100

As with finding employment, people's social networks clearly play a key role in finding accommodation, with 59% of people finding their current home through friends or family. This percentage was higher amongst the Slovak and the 'Other' respondents (61% and 86% respectively).

With regard to the 'other' responses that were given, people referred to finding accommodation through shop adverts, the Internet, the council, and through a Housing Association.

Tied accommodation

As can be seen from Table 58 above, very few people in the sample (4%) indicated that their accommodation was currently tied to their employment. However, some issues were raised in the interviews in relation to this type of accommodation, based on people's past and present experiences.

One respondent, for example, was unhappy with their current situation:

"I don't like that I am not free, but controlled by the agency. If I move out from the house they will not give me a job. If I change my job they will kick me out of the house. I haven't got enough money yet to take the risk and leave the over-expensive accommodation" (Slovak respondent)

Another referred to their past experience of accommodation that was tied to an employment agency:

"I paid in Slovakia to an agency £225 for arranging my job and accommodation here. I didn't get anything and after arrival I had to go to another agency called [name of agency] and paid another £522 for the same service. Then the agency charged me £170 for accommodation each month in a house with 13 migrants with one kitchen, bathroom and no heating in January. I want to write a book about this house, I've never cried [so] much. I left after 5 months, no deposit left for me" (Slovak respondent)

Exploitation by agents was therefore clearly an issue for some migrant workers in Liverpool. The extent to which this was occurring, however, was not known.

Size of property

Table 61 below shows the number of bedrooms respondents' current property had.

Table 61: Number of bedrooms

Number	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
One	44	19	20	18	7	15	10	20	7	24
Two	66	28	23	21	19	41	18	37	6	21
Three	69	29	31	28	11	24	17	35	10	34
Four	19	8	16	14	2	4	-	-	1	3
Five	18	7	11	10	2	4	1	2	4	14
Six	9	4	6	5	1	2	2	4	-	-
Seven	5	2	-	-	4	9	1	2	-	-
Other	2	<1	2	2	-	-	-	-	-	-
No response given	3	1	2	2	-	-	-	-	1	3
Total	235	100	111	100	46	100	49	100	29	100

The most frequent size of accommodation was a three bedroom property (29%), followed by two bedrooms (28%) and one bedroom (19%). The Slovak and Czech respondents had a higher percentage of people in two or three bedroom properties (72% and 65% respectively); however, there was no discernible pattern between nationality and size of property that people occupied.

With regard to the two respondents who stated 'Other', one respondent said that they were living in a property with 18 rooms (provided by employer) and one said they were living in a property with 40 rooms (private rented). No further information was provided with regard to the housing situation of these two respondents.

We wanted to ascertain people's views on the level of overcrowding in their current home. We therefore asked people whether or not their current property gave them enough space (see Table 62 below).

Table 62: Does your home have enough space?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	162	69	79	71	26	57	39	80	18	62
No	62	26	27	24	18	39	8	16	9	31
Don't know	10	4	5	5	2	4	2	4	1	3
No response given	1	1	-	-	-	-	-	-	1	3
Total	235	100	111	100	46	100	49	100	29	100

Just over a quarter of the sample as a whole (26%) stated that they did not have enough space. As can be seen, there are some differences between national groups; for example, the percentage of people who felt that they did not have enough space was higher amongst the Czech and 'Other' respondents (39% and 31% respectively), while the Slovak respondents appeared to be more satisfied with the size of their property.

Looking at the responses by current tenure shows that 61% of those who did not have enough space were living in private rented accommodation. This was followed by staying with friends and family (16%), while 11% of socially rented tenants stated that they did not have enough space.

We asked those who did not currently have enough space to elaborate on why this was the case. The majority of respondents made comments about there not being enough space in the property to accommodate all the people who lived there:

“[We] need more space for [the] kids, separate bedrooms” (Czech respondent)

“[My] sons need more space and privacy, they don’t want [to be] sharing [a] room with a girl” (Slovak respondent)

“I sleep in [the] living room. [I] can’t get to sleep before all visitors have left” (Polish respondent)

This latter comment indicates that other rooms in the house were also being used as bedrooms. Furthermore, one respondent made reference to how a lack of space sometimes caused tensions between house members.

Living arrangements

We wanted to explore people’s current living arrangements with regard to whether or not they were sharing their property, but also how many people were sharing and whether or not they were family.

Looking at the sample as a whole, 90% of respondents were currently sharing a home. Comparing the national groups shows that this percentage was similar amongst Polish, Czech and Slovak respondents, while those in the ‘Other’ group had a higher percentage of people who were currently living on their own (see Table 63 below).

Table 63: Do you share your home?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	211	90	103	93	42	91	46	94	20	69
No	23	10	8	7	4	9	3	6	8	28
No response given	1	<1	-	-	-	-	-	-	1	3
Total	235	100	111	100	46	100	49	100	29	100

For those who were currently sharing, the number of people sharing the property (including the respondent) ranged from two to nine or more (see Table 64 below).

Table 64: Number of people sharing the property

Number	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Two	50	24	30	29	9	21	8	17	3	15
Three	38	18	24	23	3	7	10	22	1	5
Four	36	17	15	15	5	12	9	20	7	35
Five	33	16	10	10	10	24	12	26	1	5
Six	23	11	15	15	3	7	5	11	-	-
Seven	13	6	2	2	6	14	1	2	4	20
Eight	2	1	2	2	-	-	-	-	-	-
Nine or more	15	7	5	5	6	14	-	-	4	20
No response given	1	<1	-	-	-	-	1	2	-	-
Total	211	100	103	100	42	100	46	100	20	100

Nearly a quarter of the sample shared with one additional person. As can be seen, however, the respondents in the sample were spread across a number of different sharing arrangements.

With regard to who they were currently sharing with, there was a fairly even split between those who were sharing just with family members (43%) and those sharing with non-family members (44%). The remaining respondents indicated that they shared with a mix of both family and non-family (see Table 65 below).

Table 65: Who are you sharing with?

	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Non-family	93	44	50	49	10	24	24	52	9	45
Family	90	43	41	40	28	67	15	33	6	30
Both family and non-family	28	13	12	12	4	10	7	15	5	25
Total	211	100	103	100	42	100	46	100	20	100

The Czech respondents were more likely to be sharing with family members or a mixture of family and non-family than were the other national groups (77% compared to 52% of Polish, 48% of Slovak and 55% of those in the 'Other' group). The Slovak respondents were most likely to be sharing with non-family members.

In addition to sharing with non-family members, 35% of respondents indicated that they did not know the people they were sharing with before they moved into the property (see Table 66 below).

Table 65: Did you know the people before moving into the property?

	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	75	62	36	58	9	64	20	64	10	71
No	42	35	25	40	5	36	8	26	4	29
No response given	4	3	1	2	-	-	3	10	-	-
Total	121	100	62	100	14	100	31	100	14	100

The Polish respondents were least likely to know the people they were sharing with before moving into the property.

We also wanted to ascertain which facilities within the property were being shared with non-family members (see Table 67 below).

Table 67: Which facilities are shared?

	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Kitchens	117	97	59	95	14	100	31	100	13	93
Bathrooms	116	96	58	94	14	100	31	100	13	93
Bedrooms	36	30	11	18	2	14	15	48	8	57

Perhaps unsurprisingly, the majority of people were sharing bathrooms and kitchens. This is a common arrangement in most shared accommodation. What was interesting, however, was that 30% of people were sharing bedrooms with people who were not family members or partners. This percentage was higher amongst the Slovak and 'Other' respondents (48% and 57% respectively). These comments illustrate some of the issues that people face:

"[I] share [a] small bedroom with [my] friend, [there is] no storage space"
(Slovak respondent)

"I am a woman but have to share a bedroom with a man who I am not in a relationship with" (Slovak respondent)

Rent payments

Table 68 below shows the rent levels being paid per person per month by the respondents in Liverpool.

Table 68: Rent paid per month

Amount	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Less than £200	83	35	40	36	9	20	29	59	5	17
£201–£250	34	14	20	18	4	9	5	10	5	17
£251–£300	30	13	10	9	10	22	6	12	4	14
£301–£350	18	8	10	9	7	15	-	-	1	3
£351–£400	20	9	6	5	7	15	3	6	4	14
£401–£450	15	6	8	7	4	9	1	2	2	7
£451–£500	7	3	4	4	1	2	1	2	1	3
£501–£550	1	<1	1	1	-	-	-	-	-	-
£551–£600	3	1	2	2	-	-	-	-	1	3
£601+	3	1	1	1	2	4	-	-	-	-
Don't pay rent	19	8	8	7	2	4	4	8	5	17
No response given	2	<1	1	1	-	-	-	-	1	3
Total	235	100	111	100	46	100	49	100	29	100

Rent levels varied from less than £200 to over £600 per person per month. The majority of respondents (35%) were paying less than £200 per month. This percentage was highest amongst the Slovak respondents (59%).

Private rented accommodation appeared to have the greatest variation in rent, ranging from the lowest through to the highest rent level. The majority of those living in private rented accommodation (72%) were paying less than £350 per month, compared to 63% of those living in socially rented accommodation. As would be expected, the people who did not pay rent were primarily those who were currently staying with friends or family or those currently living in the shelter for the homeless.

Of the respondents who were currently paying rent for a property, 35% indicated that their rent also included bills.

Condition of the property

Finally, we wanted to explore people's views of the overall condition of the property that they were currently living in (see Table 69 below).

Table 69: Overall condition of property

Condition	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Very good	42	18	20	18	8	17	8	16	6	21
Good	82	35	38	34	11	24	24	49	9	31
Neither good nor poor	53	23	29	26	10	22	10	20	4	14
Poor	28	12	11	10	9	20	4	8	4	14
Very poor	17	7	5	5	7	15	3	6	2	7
Don't know	12	5	8	7	1	2	-	-	3	10
No response given	1	<1	-	-	-	-	-	-	1	3
Total	235	100	111	100	46	100	49	100	29	100

Just over half of the sample (53%) stated that the overall condition of the property was good or very good, 23% had more ambivalent views, while 19% felt it was poor or very poor. The Slovak respondents were more likely to be satisfied with the condition of their current property, with 65% stating that it was good or very good. The Czech respondents had the highest percentage of people who were dissatisfied with the condition of their property (35% compared to 15% of Polish, 14% of Czech and 21% of the 'Other' respondents).

We asked people to elaborate on the rating they had given. The majority of people who gave positive comments referred simply to the property being in a generally good condition, with a number of respondents indicating that they lived in a newly refurbished house. With regard to those who gave a negative rating, this primarily related to the property needing repairs or being neglected.

The negative responses primarily came from those living in private rented accommodation. Only one person living in a socially rented property gave a negative response. Perhaps unsurprisingly, all of the respondents who were buying their own home gave positive ratings.

Awareness of housing options

This section explores respondents' level of awareness of the different housing options available in Liverpool. Table 69 below shows the number of respondents who indicated an awareness of each particular option.

Table 70: Awareness of housing options in Liverpool

Housing options	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Renting from a private landlord	190	81	96	86	30	65	44	90	20	69
Owner occupation	178	76	93	84	31	67	43	80	11	38
Renting from the Council/HA	170	72	91	82	30	65	38	78	12	41
Don't know the housing options	24	10	10	9	2	4	3	6	9	31

Perhaps unsurprisingly, the majority of respondents were aware of the option of renting from a private landlord. The respondents (particularly the Polish respondents) indicate relatively high levels of awareness of all the housing options with just 10% of the sample stating that they did not know any of the housing options available. The respondents in the 'Other' group (particularly the Romanian respondents) appeared to have lower levels of awareness of the socially rented sector and owner occupation, as well as a higher percentage of people who did not know the options available.

The respondents who had arrived in 2008 indicated lower levels of awareness of the housing options; for example, 22% stated that they did not know the housing options in Liverpool compared to an average of 6% for the respondents who had arrived prior to 2008.

Housing aspirations

This final section provides an indication of people's future accommodation aspirations (see Table 71 below).

Table 71: Future accommodation preference

Housing options	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Renting from the council/HA	86	37	31	28	23	50	20	41	12	41
Owner occupation	73	31	34	31	18	39	10	20	11	38
Renting from a private landlord	32	13	20	18	-	-	11	22	1	3
Other	10	4	5	5	2	4	2	4	1	3
Don't know	34	14	21	19	3	7	6	12	4	14
Total	235	100	111	100	46	100	49	100	29	100

As can be seen, the majority of people wanted to live in socially rented accommodation or buy their own home. The Czech and Slovak samples had the highest percentage of people who wanted to rent a council/HA property.

A small number of people indicated that they wanted to rent from a private landlord. The Slovak respondents were the most likely to want to rent from the private sector. Comparing nationalities, however, shows that none of the Czech or Romanian respondents wanted to rent from a private landlord.

With regard to those who stated 'Other', six respondents indicated that they wanted to stay in their current home (three of these owned/were buying the property; two lived in a council property; and one lived in a private rented property). Three people stated that they had no future preference as they were returning to their home country and one respondent stated '*whatever is cheapest*' (they were currently living with family/friends).

We asked people to provide a little more information on why they had particular preferences. With regard to those wanting to rent a council/HA property, the majority of respondents (72%) felt that this was the cheapest option for them as well as the perception that council properties were well maintained:

"Cheaper and better maintained" (Slovak respondent)

"Cheaper and good service" (Bulgarian respondent)

"The City Council gives you a subsidy and I can live on my own. I have already applied for a council house" (Czech respondent)

Some people also indicated an awareness of the Right to Buy:

"I heard some people bought off the flats from the council" (Czech respondent)

"I heard that you can buy it later from the council for a good price" (Slovak respondent)

Those who expressed a preference for buying their own home made a number of comments, most of which related to the sense of independence that they felt came from owning your own home:

"Because I can do anything if I have my own house, for example build up, get pets and I don't want to pay rent my whole life to someone else. Better to get your own place to live" (Polish respondent)

"Not to be dependent on the council" (Czech respondent)

One respondent wanted to have something to pass on to their children:

"[I] would like to have my own house, which I could give later [to] my son" (Polish respondent)

While another wanted to be paying for a property that they actually owned:

"I would like to own my private property to avoid paying rent" (Romanian respondent)

The people who expressed a preference for private renting referred to it being an easier option. Indeed, three respondents made the following comments with regard to this type of accommodation:

“Easy to rent without additional papers and ID” (Estonian respondent)

“I need to keep my flexibility of moving” (Polish respondent)

“It’s the simplest solution” (Polish respondent)

One person felt that renting their own place from a private landlord was preferable to their past experience:

“Better than the subletting system I lived in before, where I was dependent on [an] agency” (Slovak respondent)

10. Community integration

Introduction

This chapter aims to offer some insight in relation to respondents' lives in Liverpool 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 and working in Liverpool and sense of involvement with the local community.

Views on Liverpool

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

View on Liverpool as a place to live and work

In order to explore people's general feelings about Liverpool, we asked whether or not they would recommend Liverpool as a place to live and work to friends/family back home (see Table 72 below).

Table 72: Would you recommend Liverpool as a place to live and work?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	110	47	62	56	17	37	13	27	18	62
No	63	27	22	20	14	30	23	47	4	14
Don't know	62	26	27	24	15	33	13	27	7	24
Total	235	100	111	100	46	100	49	100	29	100

Looking at the sample as a whole, it can be seen that just under half of all respondents (47%) would recommend Liverpool as a place to live and work, with just over a quarter (27%) indicating that they would not.

The Polish and 'Other' nationalities were more likely to recommend Liverpool than were the Czech and Slovak respondents. Indeed, looking at the responses from the 'Other' nationalities in greater detail, 71% of Romanian respondents said they would recommend Liverpool to family and friends back home. Nearly half of all Slovak respondents (47%) said that they would not recommend Liverpool as a place to live and work.

When asked to elaborate on their answer, the positive responses often related to the opportunities available in Liverpool:

"Because there are a lot of opportunities, even for people without English language" (Slovak respondent)

"Friendly place, easy to get here from Poland or other UK cities, a lot of opportunities" (Polish respondent)

"I [have] been in London and Manchester and [they are] different, very expensive, [you] can work cash in hand here" (Romanian)

"There are more opportunities for life here than at home. The institutions are nicer to citizens than in the Czech Republic"

Some respondents also referred to a number of different things that they liked about Liverpool:

"Because I know the city very well, I like it here, I like the people. [It's] close to [the] countryside, [there's] lots going on" (Czech respondent)

"Good place to study, friendly and diverse, affordable and with the best accent in England!" (Polish respondent)

The more negative responses related to the issues of crime, racism and anti-social behaviour:

"Because of the racism" (Czech respondent)

"Very unsafe, you can only go [to] work and then back home, aggressive young people" (Hungarian respondent)

"Bad experience, my expectations were not met. I can't get used to the local mentality" (Slovak respondent)

Interestingly, a number of people referred to the difficulties they were facing finding employment, particularly in the current economic climate:

"At the moment there is no work here" (Polish respondent)

"Because at the moment it's a bad economic situation here, not enough jobs, even for local people" (Polish respondent)

"Finding a job is getting worse" (Czech respondent)

"There are less jobs available and some Polish are already leaving the UK" (Polish respondent)

Views on their specific neighbourhood

Before exploring people's views on their neighbourhood, we wanted to find out the reason they lived in that particular neighbourhood. The respondents were able to select all responses that applied from the list of options shown in Table 73 below.

Table 73: Reasons for living in their specific neighbourhood

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Friends living in the neighbourhood	88	37	44	40	15	33	16	33	13	45
Other	62	26	36	32	12	26	10	20	4	14
No choice	60	25	12	11	16	35	21	43	11	38
It is near work	44	19	35	32	2	4	5	10	2	7
Family living in this neighbourhood	28	12	9	8	12	26	5	10	2	7

The most common response was having friends living in that particular neighbourhood. This was followed by 'Other' reasons. When asked to elaborate on this, people gave a number of different responses, the three most common being that it was a 'nice' or 'quiet' area (24%); it was close to their children's school (13%); and, it was close to the city centre (10%). People also made reference to the affordability of the area they were living in. The following illustrates some of the comments that were made:

"[It's] a quiet area and [I] like the landlord" (Czech respondent)

"[I] looked for somewhere I would feel safe" (Polish respondent)

"I am not fearful here, Black people [are] more friendly than White [people]" (Slovak respondent)

"Cheap rent, quiet place" (Polish respondent)

"[My] daughter's school is very near" (Czech respondent)

A quarter of respondents also indicated that they had no choice with regard to where they currently lived. This percentage was highest amongst the Czech and Slovak respondents (35% and 43% respectively). The three most common reasons given for having no choice related to the property that they were currently living in; for example, it was the most affordable area in terms of property prices (23%); the property was the first available to them (20%); and they were placed in that property by an agency (14%). The comments included:

"[It] was the best price for me" (Slovak respondent)

"[I] can't afford anything else" (Romanian respondent)

"[I] needed somewhere quickly" (Slovak respondent)

"[I was] placed by a Czech agency" (Czech respondent)

"I was given the flat by the agency" (Slovak respondent)

Two respondents made reference to having no choice because they were homeless, while three stated that they had no choice because they were placed there by the council.

We asked people to indicate to what extent they were satisfied or dissatisfied with their particular neighbourhood, on a scale from very satisfied to very dissatisfied (see Table 74 below).

Table 74: Level of satisfaction with neighbourhood

Satisfaction level	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Very satisfied	34	14	24	22	2	4	6	12	2	7
Satisfied	91	39	37	33	23	50	19	39	12	41
Neither satisfied nor dissatisfied	56	24	26	23	8	17	16	33	6	21
Dissatisfied	28	12	11	10	9	20	4	8	4	14
Very dissatisfied	4	2	2	2	1	2	1	2	-	-
Don't know	22	9	11	10	3	7	3	6	5	17
Total	235	100	111	100	46	100	49	100	29	100

As can be seen, over half of the sample (53%) were generally satisfied or very satisfied with their neighbourhood, around a quarter had ambivalent feelings towards their neighbourhood, while 14% were either dissatisfied or very dissatisfied.

Comparing the national groups shows relatively similar percentages with regard to those who were either satisfied or very satisfied with their neighbourhood. The Polish respondents were more likely to indicate that they were very satisfied than the other respondents. The Czech respondents had higher levels of dissatisfaction (22% being dissatisfied or very dissatisfied).

When asked to elaborate on why they had given that particular rating, those who had given positive ratings of their neighbourhood primarily referred to having good people living in their neighbourhood (33%); living in a quiet area (26%); and experiencing no problems in their neighbourhood (14%). Some of the comments included:

"I live in [a] quiet corner of the city, diverse and well managed" (Polish respondent)

"[It's] a quiet neighbourhood with no problems" (Estonian respondent)

"Because there are no problems, no incidents" (Polish respondent)

"I have got good relations with my neighbours, [the] neighbourhood is nice" (Czech respondent)

Some respondents also like the proximity to the local facilities and the city centre:

"[I] can do shopping here, accessible services" (Slovak respondent)

"There are services there – shops, bus stops, library, the centre is near" (Czech respondent)

"Its close to the city centre and it seems that our neighbours finally accepted us" (Slovak respondent)

With regard to those who had more negative views on their neighbourhood, this primarily related to crime and anti-social behaviour:

“Crime levels and I don’t like the area – it’s old and dirty” (Czech respondent)

“[There are] many drug addicts in [this] neighbourhood” (Polish respondent)

“There are many youths hanging out by my place, by the building opposite my window, being noisy and disturbing me” (Polish respondent)

“Kids cause a lot of trouble here” (Czech respondent)

“There is no control over people here, the Police ... it’s scary” (Slovak respondent)

Aspirations to move to a different area

We asked respondents if they would like to move out of their current neighbourhood and to another area of Liverpool (see Table 75 below).

Table 75: Would you like to move to another area of Liverpool?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	72	31	32	29	23	50	10	20	7	24
No	119	51	62	56	19	41	20	41	18	62
Don’t know	42	18	16	14	4	9	18	37	4	14
No response given	2	<1	1	1	-	-	1	2	-	-
Total	235	100	111	100	46	100	49	100	29	100

Nearly a third of respondents (31%) expressed a desire to move to another area, while just over half did not want to move (51%). The remainder indicated that they did not know.

As can be seen, the percentage of Czech respondents who wanted to move was far greater than the other nationalities, with half of all Czech respondents saying that they wanted to move (compared to 29% Polish, 20% Slovak and 24% from the ‘Other’ group). We asked people to elaborate on why they wanted to move to a different neighbourhood. Again, the primary reason for wanting to move was to live somewhere safer:

“I would like to move somewhere where [it] is clean, quiet and safe. Somewhere with no pubs around” (Polish respondent)

“I’m concerned about my children’s safety” (Czech respondent)

“To feel safe, to have [a] better standard” (Polish respondent)

Furthermore, people made reference to wanting a ‘quieter area’; wanting to be nearer the city centre; wanting to be nearer to work; and wanting to be in a ‘greener area’.

We also wanted to explore what was currently stopping people from moving to another area of Liverpool. The most common response was financial constraints (63% of respondents):

“At the moment I can only afford this cheap area” (Czech respondent)

“At the moment I don’t have enough money [or my] own transport. From Kensington it [is] not far away to [the] town centre, where [there] is the main bus station. From there I can get to any place” (Polish respondent)

“Cost and finding a good neighbourhood” (Polish respondent)

Although cost was a key issue, what was apparent was that there was often a combination of factors stopping people from being able to move. Some of the other issues that were raised included waiting for a council property; not having enough time to look for somewhere else to live; not knowing which area to live in; wanting to stay with friends/family; and concerns over transport links in other areas.

Experiences of 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 Liverpool. Table 76 below shows the number of respondents, from the sample as a whole, who had experienced each particular type of crime. This was a multiple selection question where respondents could select all responses that applied to them.

Table 76: Experiences of crime

Experience	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Crime against property (i.e. burglary)	51	23	22	20	16	35	12	24	1	3
Hate crime (e.g. racial harassment)	51	23	13	12	17	37	21	43	-	-
Crime against person (i.e. mugging)	45	19	20	18	15	33	8	16	2	7
Other	6	3	3	3	1	2	2	4	-	-

As can be seen, nearly a quarter of respondents had experienced crime against their property (23%), the same number had experienced hate crime (23%) while 19% had experienced crime against their person. The respondents in the ‘Other’ group had experienced the lowest levels of crime, compared to the Polish, Czech and Slovak respondents.

With regard to those who indicated that they had been victims of ‘Other’ crime, this included ‘*pick pocketing*’, ‘*kids throwing eggs at [the] window*’, ‘*harassed on the bus*’, as well as two people stating that their car was burnt out.

The Czech and Slovak respondents indicated higher levels of hate crime than the other nationalities (37% and 43% respectively). This included members of the Roma community. Indeed, looking at hate crime experiences of Roma respondents shows

that nine of the twelve people who identified themselves as Roma (75%) had experienced some form of hate crime. As highlighted in Chapter 5 the number of Roma in our sample was potentially higher than the identified number.

We asked those who had experienced hate crime to provide a little more information in relation to what had happened to them. Nearly half of all respondents (49%) who had experienced racial harassment stated that it had been verbal abuse:

“Nasty, insulting comments and remarks, ‘they take our jobs, our money’”
(Polish respondent)

“Someone in [the] laundrette said I should go home” (Polish respondent)

“On a coach, two men [were] offending me in English. ‘Where are you from, you fucker’. Loud voice, spitting on the floor” (Slovak respondent)

“Someone phoned my workplace after he found my contact details on a leaflet, asked if I was Polish, then started shouting that all Polish people should go home”

Interestingly, this also included verbal abuse by employers:

“[My] first manager had racist comments. In hospital, Polish cleaners are forced to work harder than natives”

“My boss said ‘I don’t like Black people like you’” (Czech respondent)

Over a third of people (37%) indicated that the racial harassment they had experienced included physical abuse:

“Attacks are [on] an everyday basis, local youth fight me and my mates, [we] can’t go out alone” (Czech respondent)

“I was assaulted in the street when we first moved in, and I heard racist remarks from my supervisor at work” (Slovak respondent)

People also made reference to vandalism to their houses:

“Someone drew Swastikas on my door several times. Three times a gang entered [my] house, looted it and shouted ‘go home’” (Czech respondent)

“People throw stones, verbal abuse, neighbours garage burned, Police don’t help” (Slovak respondent)

Looking at some of these comments highlighted that people sometimes experienced multiple instances of harassment.

Consultation with Merseyside Police revealed that there was currently very little evidence of hate crime against migrant workers, but it was felt that one of the reasons for this was that it may go unreported. One officer, for example, indicated that:

“There is an ethic of ‘work hard, keep your head down’ ... The reporting of crime is seen as ‘rocking the boat’ and is therefore often not done ... as of yet, there have been very few incidents of racism from the indigenous population. However, with the current downturn in the economic market and impact on unemployment, this may change”

Another stakeholder suggested that, although there were instances of racial harassment, EU migrants did not experience as much harassment as other migrant communities:

“We have heard about a few incidences, [but the] problem [is] not as big as people from Black and Asian backgrounds” (JET Service representative)

Linking in with the issues raised above, we also wanted to ascertain if respondents felt safe living in Liverpool (see Table 77 below).

Table 77: Do you feel safe in Liverpool?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	100	43	53	48	14	30	19	39	14	48
No	74	31	31	28	18	39	19	39	6	21
Don't know	60	26	27	24	13	28	11	22	9	31
No response given	1	<1	-	-	1	2	-	-	-	-
Total	235	100	111	100	46	100	49	100	29	100

Overall, 43% of respondents felt safe in Liverpool, while 31% stated that they did not feel safe. The Polish and ‘Other’ nationalities were more likely to feel safe than the Czech and Slovak respondents. This is perhaps unsurprising given the Czech and Slovak respondents had experienced higher rates of crime and racial harassment (see above). Around a quarter of respondents did not know whether they felt safe or not.

Looking at the responses by gender indicates that 54% of the female respondents felt safe in Liverpool, compared to 46% of male respondents.

We asked people to elaborate on why they felt safe or unsafe. With regard to those who felt safe in Liverpool, the majority of respondents (37%) indicated that this was because they had not had a bad experience in the city:

“I never experienced any attack or being stopped and asked for money or something like that” (Polish respondent)

“Because nothing bad ever happened to me or my friends” (Polish respondent)

"People are friendly and helpful. I have been treated everywhere very well"
(Estonian respondent)

Interestingly, some of these respondents added that they had not had a bad experience yet:

"I am here for a short time, no bad experience yet" (Slovak respondent)

"No bad experience yet" (Slovak respondent)

The remaining responses were divided between a number of different issues; for example, some respondents felt safe because they avoided dangerous places or situations:

"[I] don't provoke anyone and don't expect anything bad back from others"
(Slovak respondent)

"[I] avoid dangerous situations" (Czech respondent)

The other comments included living in a 'good' area. There were also a small number of respondents who felt that the Police and other authorities were effective at making people feel safe:

"Police presence means [that] shady characters disappear" (Polish respondent)

"Police and local authority work well to decrease crime" (Bulgarian respondent)

"CCTV all over [the] city" (Romanian respondent)

The respondents who did not feel safe in Liverpool primarily referred to issues of crime and anti-social behaviour (66%):

"I never go out at nights. Too many drunk people on the streets, violence, bad behaviour from teenagers" (Polish respondent)

"[It's] dangerous at night time, problem with drugs and violence" (Polish respondent)

"[I] had two house break-ins in the last month" (Polish respondent)

"I am scared of the youth" (Czech respondent)

People also referred to living in a 'bad' area:

"I assume the whole city is similar to Kensington; dodgy and aggressive"
(Slovak respondent)

"I live in [a] bad area around [the] football centre" (Polish respondent)

Furthermore, some respondents felt unsafe because of what they had heard about Liverpool from other people:

“[I] heard about hate crime against Polish” (Polish respondent)

“[I] heard about crime over here” (Slovak respondent)

“[I] heard bad stories about the crime” (Czech respondent)

Community engagement

This section explores respondents’ engagement and social interaction with the indigenous population, as well as with people from their home country.

Contact with people from their home country

People were asked to indicate how much contact they had in Liverpool with people from their home country (see Table 78 below).

Table 78: Contact with people from their home country

Contact	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
A lot	49	21	21	19	11	24	15	31	2	7
Quite a lot	73	31	50	45	10	22	8	16	5	17
A little	105	45	39	35	25	54	22	45	19	66
None at all	8	3	1	1	-	-	4	8	3	10
Total	235	100	111	100	46	100	49	100	29	100

Looking at the sample as a whole, just over half of all respondents (52%) indicated that they had a lot or quite a lot of contact with people from their home country.

The Polish respondents had more contact with people from their home country than did the other nationalities. This is perhaps unsurprising, given that there is a larger population of Polish nationals. The majority of Polish respondents, for example, had a lot or quite a lot of contact (64%), compared to the Czech, Slovak and ‘Other’ nationalities (46%, 47% and 24% respectively). Just 3% of people stated that they had no contact at all with people from their home country. This percentage was higher amongst the Slovak respondents and the ‘Other’ nationalities.

For those who indicated that they had contact with people from their home country, we wanted to ascertain if there were particular places that they would meet. There were a range of different responses, including people’s houses; pubs; charities; college/university; work place; library; parks; cafes/restaurants; community centres; and Polish Saturday School. By far the most common responses, however, were meeting at people’s houses or having contact at the workplace.

Contact with the indigenous population

We also wanted to explore how much contact the respondents in our sample had with people from the indigenous population (see Table 79 below).

Table 79: Contact with the indigenous population

Contact	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
A lot	19	8	9	8	3	7	5	10	2	7
Quite a lot	56	24	38	34	5	11	6	12	7	24
A little	94	40	51	46	16	35	17	35	10	34
None at all	59	25	12	11	21	46	18	37	8	28
Don't want contact	7	3	1	1	1	2	3	6	2	7
Total	235	100	111	100	46	100	49	100	29	100

The majority of people (72%) had contact with the indigenous population, although this was mainly on a limited basis. As can be seen, a quarter of respondents had no contact at all. Interestingly, seven people said that they did not want any contact.

We asked those who had no contact or did not want any contact to elaborate on why this was the case. By far the most common response was language barrier (46% of respondents).

The remaining responses, however, appeared to be based on more personalised experiences of living in a particular area, which included:

"Bad incident in [the] past" (Czech respondent)

"I haven't got a common topic with them, I don't share anything with them, they are empty to me. I don't understand their mentality" (Slovak respondent)

"No time and because of the drug addicts near the shop" (Polish respondent)

"Englishmen drink too much and I don't understand [the] dialect" (Slovak respondent)

"[It's] very hard to find people from the local people to share my life, my family, my future" (Romanian respondent)

Some respondents were content with spending time with family or friends from their home country:

"I don't need other people, [I've] got my family" (Czech respondent)

"I have friends here from [my] home country" (Slovak respondent)

One Romanian respondent, however, indicated that although they currently did not have contact with local people, they did want to try to engage with the local community:

"I want to have contact with locals, for them to know me and why I am here"

Adapting to life in the UK

Finally, we wanted to explore how easy or difficult people had found it to adapt to life in the UK (see Table 80 below).

Table 80: How easy or difficult was it to adapt to life in the UK?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Very easy	19	8	13	12	1	2	3	6	2	7
Easy	75	32	43	39	14	30	10	20	8	28
Neither easy nor difficult	60	26	23	21	18	39	11	22	8	28
Difficult	48	20	19	17	9	20	15	31	5	17
Very difficult	20	9	4	4	3	7	9	18	4	14
Don't know	13	6	9	8	1	2	1	2	2	7
Total	235	100	111	100	46	100	49	100	29	100

Overall, people indicated that it was easy to adapt to life in the UK, or had ambivalent views on the issue. The Polish respondents appeared to find it easier to adapt than the other nationalities. The Slovak respondents in particular expressed that it was difficult or very difficult to adapt to life in the UK.

When asked to elaborate on the rating they had given, people made a number of comments. For those who had found it easy or very easy to adapt to life in the UK, the most common responses, in order of frequency, were: friends/family had helped them; and they found work easily. The following illustrates some of the comments that were made:

"I already had friends here, so they made me aware of the problems and helped me deal with things" (Polish respondent)

"Because many Polish people help me to adapt, find [a] job, [a] home and give a lot of helpful information to me" (Polish respondent)

"[You] can find a job without speaking English, [it's a] very easy life here" (Czech respondent)

"[My] girlfriend was here before so no surprises, [I] found [a] job quickly too" (Polish respondent)

"Life is far easier in [the] UK, not stressful, good social care, better paid jobs" (Hungarian respondent)

For those who had found it difficult or very difficult, the most common responses were: language barriers; different lifestyle/culture; people were not friendly/helpful; and problems getting work:

"Language barrier, not being accepted by local community" (Czech respondent)

"Without English language I feel very dependent on help from others" (Czech respondent)

“Because it was stressful, I became unemployed and I did not have any help. I wouldn't expect that recognition of my qualifications would take such a long time” (Polish respondent)

“Racism, crime, hard to find a job” (Slovak respondent)

“[I] gave a lot of money to an agent with nothing in return ... but settled in after time” (Slovak respondent)

11. Access to goods, services and facilities

Introduction

This chapter looks at people's level of engagement with local facilities and services. This focuses on what facilities people were currently accessing, including health care and schools, as well as looking at issues such as benefit take-up and access to financial services.

Use of services and facilities

In terms of what services people were using, firstly they were asked if they currently used/accessed any of the following:

- Community centre/social club
- Libraries
- Local church/place of worship
- Children's centres
- Doctor/GP
- Dentist
- Sports facilities
- Public transport
- Job Centres
- Colleges

Table 81 below shows the level of use of such services. This is based on asking the sample as a whole (235 respondents).

Table 81: Use of selected services (1)

Services	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Public transport	189	80	100	90	35	76	36	73	18	62
Doctor/GP	141	60	79	71	31	67	16	33	15	52
Libraries	99	42	52	47	15	33	15	31	17	59
Job Centres	98	42	43	39	19	41	18	37	18	62
Sports facilities	73	31	44	40	12	26	13	27	4	14
Community centre/social club	59	25	35	32	11	24	6	12	7	24
Dentist	54	23	18	16	22	48	9	18	5	17
Local church/place of worship	47	20	32	29	7	15	5	10	3	10
Colleges	33	14	22	20	6	13	4	8	1	3
Children's centres	17	7	5	5	7	15	1	2	4	14
Other	32	13	17	15	4	9	11	22	-	-

As can be seen, public transport was commonly used across the sample (80% of respondents).

A Doctor/GP was the second most commonly accessed service (60% of respondents). The Polish and Czech respondents indicated the highest level of access to a Doctor/GP (71% and 67% respectively), while the Slovak respondents

had the lowest level (33%). Dentists, on the other hand, appeared to be accessed at much lower levels across the sample, with the exception of Czech respondents (48% currently accessed a dentist, compared to 16% of Polish, 18% of Slovak and 17% of the 'Other' respondents).

Job Centres also featured in a number of responses, particularly amongst those in the 'Other' group. This is not surprising given the number of people in this group who indicated that they were not currently employed (see Table 35).

With regard to those who indicated that they were accessing colleges, this was mainly for English language courses; however, respondents also referred to the following courses: teaching, interpreting, IT, general studies, management and accountancy.

The 'Other' services and facilities that people were using included: museums and galleries; work agencies; cinemas; interpreting services; and university.

Interestingly, there appeared to be no pattern between length of time in the UK and use of these selected services. The exception was health services, which showed higher levels of use amongst those who had been here for longer; for example, 28% of new arrivals (2008) had access to a Doctor/GP, compared to 89% of those who arrived in 2005 and 100% of those who had arrived in 2003.

Secondly, people were asked to indicate whether or not they used any of the following services:

- Bank/building society account
- Credit card
- Home contents insurance
- Landline phone
- Mobile phone
- A computer at home
- Internet access
- Car or van

Table 82 below shows the level of access to such services/facilities. This is based on asking the sample as a whole (235 respondents).

Table 82: Use of selected services (2)

Services	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Mobile phone	219	93	109	98	43	93	45	92	22	76
Bank/building society account	206	88	99	89	41	89	47	96	19	66
Internet access	163	69	84	76	29	63	34	69	16	55
Computer at home	155	66	89	80	26	57	28	57	12	41
Credit Card	135	57	56	50	34	74	40	82	5	17
Car or van	69	29	41	37	13	28	11	22	4	14
Landline phone	38	16	22	20	4	9	7	14	5	17
Home Contents Insurance	10	4	6	5	3	7	1	2	-	-

The majority of respondents had a mobile phone (93%), compared to 16% who had a landline phone. The second most common facility that people used was a bank or building society account (88%). This percentage was lower amongst respondents in the 'Other' group; however, this was due to the Romanian respondents in the group, who were currently homeless and therefore had no proof of address. Indeed, there appeared to be lower levels of access to most services/facilities amongst the respondents in the 'Other' group.

A number of people indicated that they had a computer at home (66%) and over half had access to the Internet (58%). The respondents who currently had access to the Internet primarily accessed it at home (65%) or at a local library (17%). The remaining respondents made reference to accessing the Internet at friends' houses, Internet cafes and at work.

Very few people had home contents insurance (4%), which may be a concern given the number of respondents who had experienced crime against their property, which includes burglary (see Table 76).

Respondents were also asked if they were currently registered to vote in the UK (see Table 83 below).

Table 83: Are you registered to vote?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	20	9	13	12	2	4	3	6	2	7
No	191	81	89	80	43	93	36	73	23	79
Don't know	23	10	9	8	1	2	9	18	4	14
No response given	1	<1	-	-	-	-	1	2	-	-
Total	235	100	111	100	46	100	49	100	29	100

Very few people across the sample were currently registered to vote. The percentage was slightly higher amongst the Polish respondents, albeit still at a very low level. Interestingly, 23 respondents (10%) did not know if they were registered to vote.

Benefit take-up

The data shows relatively low levels of benefit take-up amongst the respondents in our sample (see Table 84 below).

Table 84: Benefit take-up

Benefits	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Not receiving any benefits	141	60	71	64	18	39	34	69	18	62
Working Tax Credit	54	23	24	22	18	39	9	18	3	10
Child Benefit	40	17	13	12	18	39	4	8	5	17
Child Tax Credit	36	15	11	10	16	35	3	6	6	21
Housing Benefit	14	6	3	3	7	15	3	6	1	3
Council Tax Benefit	7	3	2	2	3	7	1	2	1	3
Job Seeker's Allowance	5	2	1	1	1	2	3	6	-	-
Income Support	5	2	1	1	1	2	1	2	2	7
Disability Living Allowance	2	<1	-	-	2	4	-	-	-	-
Sickness & Incapacity Benefit	1	<1	-	-	1	2	-	-	-	-
Currently applying for benefit	1	<1	-	-	-	-	-	-	1	3
Other	3	1	1	1	1	2	1	2	-	-

Child related or in-work benefits were the most commonly claimed benefits (i.e. Working Tax Credit, Child Benefit and Child Tax Credit). The Czech respondents had the highest percentage of people claiming these benefits.

With regard to the three people who indicated they were receiving 'Other' benefits, two were receiving maternity benefits (Polish and Slovak respondents) while one stated they were receiving a pension (Czech respondent).

Health problems

Overall, the majority of respondents indicated that they did not have any health problems (see Table 85 below).

Table 85: Do you or anyone in your family have any health problems?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	33	14	13	12	14	30	6	12	-	-
No	193	82	96	86	32	70	38	78	27	93
Don't know	9	4	2	2	-	-	5	10	2	7
Total	235	100	111	100	46	100	49	100	29	100

The respondents in the 'Other' group were least likely to experience health problems, while the Czech respondents had a higher percentage of people who did (30% compared to the 14% average across the sample).

Respondents were asked to elaborate on what health problems they, or members of their family, had. The responses given in order of frequency were: Asthma (7 people); back/spine pain (6 people); heart problems (2 people); visual impairment (2 people); Epilepsy (2 people). In addition, individual respondents made reference to allergies; diabetes; migraines; enteritis; alcoholism; stomach problems; hearing impairment; and Hepatitis B.

Education for children

We also wanted to explore whether or not respondents' children were attending local schools or colleges.

With regard to school-age children, 46 respondents indicated that their children were attending local schools. Of these, 17 respondents (37%) indicated that their children were currently receiving additional support in schools to help with their learning. The children of the Czech respondents appeared to be more likely to be receiving help in schools (69% compared to 50% of Polish and 25% of Slovak respondents).

When asked to elaborate on what type of additional support they received, the responses primarily related to language support; for example:

"Slovak Teaching Assistant"

"Czech Teaching Assistant"

"Teacher uses Polish dictionary to better communicate with my daughter"

"Extra English lessons instead of French" (Czech respondent)

Although the experiences of children were not a central focus of the study, stakeholders highlighted some of the key issues in relation to the integration of migrant children into local schools. One stakeholder, for example, talked about the services that have developed to support migrant children:

"There are strong established services which are successful in integrating children into schools and this is due to the history of migrants to the city, which created the demand for such a service previously. It is easier for children to succeed at primary school level and develop their English, but more difficult at high school when it becomes more difficult to learn and there are pressures with exams, etc." (Merseyside Network for Change representative)

Another stakeholder made reference to the diversity in schools and subsequent resource issues, as well as the problems of trying to integrate potentially transient populations:

"In some of the schools the diversity of language is massive. One of our schools has 40 different languages; how do you work with that? The budgets to support schools are in the formula that they have always been ... Nationally [there has] been some work done on migrant workers and attendance. [They are] persistent absenters ... Children of migrant workers [are] having an effect, moving around and undermining stability of schools" (Children's Services representative)

In addition to school attendance, six respondents in our sample indicated that they had children attending a local college, while three respondents had children at university.

Problems accessing services and facilities

We wanted to explore if migrant communities had experienced any problems accessing any of the goods or services discussed above (see Table 86 below).

Table 86: Have you had any problems accessing goods/services?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	32	14	8	7	11	24	11	22	2	7
No	188	80	93	84	33	72	37	76	25	86
Don't know	14	6	10	9	1	2	1	2	2	7
No response given	1	<1	-	-	1	2	-	-	-	-
Total	235	100	111	100	46	100	49	100	29	100

The majority of people (80%) had not experienced any problems accessing services. The Czech and Slovak respondents had experienced more problems than the remaining nationalities.

Perhaps unsurprisingly, the most common issue people referred to (28%) was the language barrier; for example:

"I would appreciate [it] if there is a GP speaking Czech/Slovak/Polish language, at least [in an] emergency case" (Czech respondent)

"I need more help from Job Centres to find a job for me. [There is] no information on jobs in my language!" (Slovak respondent)

This was followed by problems accessing benefits (16%):

"[The] council was hesitating to acknowledge my entitlement to Housing Benefit. It took one year" (Czech respondent)

"I don't understand why my application for Child Benefit is still pending after a year of waiting" (Polish respondent)

"Another problem is to get the Tax Credit. I am waiting for it for 3 months now. I submitted all applications and they said there is a long waiting list. It's worse than in Slovakia. It's humiliating for me" (Slovak respondent)

"Problems with [the] private landlord – the house is not registered, so I can't receive Housing Benefit" (Polish respondent)

"I have got a problem. My husband died. I don't receive widow's benefits. When [I] asked for it, the council said my entitlement starts after six months at work. Now I am working here for over one and a half years but am not receiving any benefits. What can I do?" (Czech respondent)

The remaining respondents made reference to particular personal experiences, such as difficulties opening a bank account:

"[I] had to wait longer for a bank account and a National Insurance number"
(Polish respondent)

Being given no, or the wrong, information:

"I see low expertise in the services, in offices I see that workers have got bad information. The same with phone calls [to] services" (Slovak respondent)

"[The] Job Centre didn't help, [they] just gave me leaflets" (Polish respondent)

Problems getting appointments with health care providers:

"[I] have to wait a long time for [a] doctor's appointment" (Polish respondent)

"[I was] refused a dentist for 10 days until I found an interpreter" (Czech respondent)

And, problems with public transport:

"Transport timetable doesn't correspond to reality" (Polish respondent)

Stakeholder consultation also revealed a number of issues around the provision of services and facilities; for example, it was felt that there was a general lack of information about what services are available and what people are entitled to. One stakeholder highlighted that migrant communities can sometimes have difficulty understanding the differences between what agencies and services providers offer and the specific role that each one has. Another stakeholder made the following comments, with specific reference to health care:

"Without sufficient information, migrant workers often do not know how the healthcare system in the UK operates. They are not aware that access to primary care services is free and therefore they do not take the chance of attending services and subsequently being charged" (Migrant Worker and Refugee Support Network representative)

Consultation also revealed the link between service provision and community cohesion issues:

"What tends to happen, and we saw this with the Somali community, [indigenous] people get aggrieved when their issues have not been dealt with and new people come in and the institutions galvanise that community. There's a legitimate reason for doing that, but sometimes we need to be sensitive about the way we do it because it can cause problems in other communities" (Equal Opportunities representative)

Finally, we asked respondents if there was any service or organisation that had been particularly helpful or supportive. The following services were mentioned most frequently: interpretation services; Job Centre; Citizens Advice Bureau (CAB); Job Bank/JET service; Whitechapel Centre; Liverpool City Council; Polish Advice Centre. In addition, individual respondents also made reference to: solicitor; GP; Police; university student support; and recruitment agency.

12. Future intentions

Introduction

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

Intended length of stay in Liverpool

The majority of respondents (42%) did not know what their expected length of stay would be. This was followed by just under a quarter (24%) who indicated that they would stay indefinitely (see Table 87 below).

Table 87: Intended length of stay in Liverpool

Period	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Less than 6 months	13	5	4	4	2	4	6	12	1	3
6 months–1 year	15	6	2	2	4	9	9	18	-	-
1–2 years	15	6	5	5	4	9	5	10	1	3
2–3 years	16	7	11	10	-	-	4	8	1	3
3–4 years	2	1	2	2	-	-	-	-	-	-
4–5 years	4	2	4	4	-	-	-	-	-	-
5 years or more	16	7	11	10	-	-	1	2	4	14
Indefinitely	56	24	21	19	20	43	8	16	7	24
Don't know	98	42	51	46	16	35	16	33	15	52
Total	235	100	111	100	46	100	49	100	29	100

Comparing the data by nationality suggests that the Slovak and Polish respondents were more likely to leave Liverpool over the next few years. Nearly half of the Slovak respondents (48%), for example, suggested that they would be leaving Liverpool within three years, while just over a quarter of the Polish respondents (27%) suggested that they would be leaving within the next five years. The Czech sample had by far the highest percentage of respondents who wanted to stay indefinitely (43%). Interestingly, the majority of the respondents (64%) who were going to be here for less than 12 months had been in the UK for the least amount of time (i.e. had arrived in 2007–2008).

Future destination

For the 81 respondents who gave a time-specific answer in relation to how long they intended to stay, we wanted to explore where they expected to go once they left Liverpool (see Table 88 below).

Table 88: Future destination

Destination	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Home country	52	64	24	62	7	70	18	72	3	43
Another country	19	23	11	28	-	-	5	20	3	43
Another part of the UK	8	10	4	10	1	10	2	8	1	14
No response given	2	2	-	-	2	20	-	-	-	-
Total	81	100	39	100	10	100	25	100	7	100

As can be seen, the majority of respondents indicated that they would be leaving Liverpool to return to their home country (64%). The most common reason for returning home related to the fact that they wanted to be with their family:

"Because it is my home country and where my family is" (Polish respondent)

"Family is there, [I] feel good there, not like [a] foreigner" (Polish respondent)

"[I] miss my family, the food, everything" (Czech respondent)

"My children don't want to join me here" (Polish respondent)

"To be with [my] parents when they are old" (Polish respondent)

Interestingly, the next most common reason for wanting to return home related to job opportunities and the perception that they could now earn better wages back home. This included a number of people who wanted to run their own business:

"[I] will get a good, more qualified job in my trade" (Slovak respondent)

"[I] won't get [an] office job [here] with my English, [I'm] not happy working in [a] factory or warehouse" (Polish respondent)

"[The] pay is too low here" (Slovak respondent)

"It's not good financially here" (Slovak respondent)

"[There are] more opportunities at home for me, jobs. I'm here too long" (Slovak respondent)

"[I] have enough money to open [a] business" (Slovak respondent)

Two respondents stated that they were returning to their home country to study, while six people indicated that they did not feel at home or had found it difficult to adapt to life in the UK. One of these respondents, for example, referred to not feeling welcome in Liverpool:

"Different mentality of local people; we are not welcome" (Czech respondent)

One person referred to a number of different issues:

“I might go to Poland, because I do not know whether I would like to live in so-arranged world, environment. Many things I do not like: weather, food, lack of tolerance from English people – I will always be foreign. It’s not my world. I do not want to live here. Apart from better pay, Liverpool has nothing to offer. Since I am here I have seen many situations of unequal treatment. The intellectual level of people [I have] met here is pitiful. Manners leave much to be desired. As for Liverpool, they should take care of renovation of old buildings and not erecting new ones” (Polish respondent)

Looking at Table 88 above, it can be seen that nearly a quarter of those who intended to leave Liverpool stated that they would be going to another country. Nearly half of these (47%) indicated that they would be going to other EU countries; for example, Germany, Spain, Portugal, Italy and Greece. A small number of respondents suggested that they would be going to more than one of these EU countries, while one respondent simply stated that they wanted to move “*closer to Poland*”. The remaining respondents indicated that they would be travelling further afield; for example, four people said they would be going to Canada, three to New Zealand and one to Mexico.

When asked why they intended to go to another country, again job opportunities featured in a number of responses:

“More job opportunities for my professional level” (Polish respondent, intending to go to New Zealand)

“[I have] heard [that there are] good work opportunities, and I like [it] there” (Estonian respondent, intending to go to France)

The other responses included wanting to experience a different culture or lifestyle, as well as hoping for a better standard of living in a different country. Some people had also lived in these countries prior to the UK:

“[I] speak good German and had [a] good experience there” (Slovak respondent)

Returning to Table 88, the remaining respondents indicated that they would be leaving Liverpool and moving to another part of the UK. In terms of where people were going, the responses given were: ‘*South West*’, ‘*Edinburgh*’, ‘*London*’, ‘*Doncaster*’, ‘*Manchester*’, ‘*Wrexham*’, ‘*Preston*’ and ‘*Ireland*’. One person also stated simply that they would go to ‘*another city*’.

When asked to elaborate on why they were moving to another part of the UK, the responses included:

“I expect higher living standards” (Czech respondent, intending to move to the “*South West*”)

“More opportunities” (Polish respondent, intending to move to “*another city*”)

Two respondents indicated that they were following their partner to another area.

Finally, we asked all the respondents who intended to leave if there was anything that would help them to remain in Liverpool. Perhaps unsurprisingly, the main response (37% of respondents) was improved working conditions (including pay):

“Better pay [and] treatment from employers” (Slovak respondent)

“Finding a better job” (Bulgarian respondent)

People also made reference to better housing; increased language skills; a new relationship; better weather; and having more family in Liverpool. The following provides an indication of some of the responses given:

“Better housing, cleaner and safer” (Polish respondent)

“Meeting someone I’d like to be with” (Polish respondent)

“Climate change – it’s too cold in summer” (Slovak respondent)

“If all my family moved to Liverpool” (Czech respondent)

“If my kids came over” (Polish respondent)

Just over a quarter of respondents, however, stated that they did not know what could be done or that there was nothing that would encourage them to stay in Liverpool.

Family reunification

We wanted to explore whether the respondents in our sample would be joined by other members of their family in the future (see Table 89 below).

Table 89: Will you be joined by other family members?

Response	All		Polish		Czech		Slovak		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%
Yes	35	15	14	13	9	20	7	14	5	17
No	153	65	77	69	22	48	37	76	17	59
Don’t know	47	20	20	18	15	32	5	10	7	24
Total	235	100	111	100	46	100	49	100	29	100

Looking at the sample as a whole, the majority of respondents (65%) indicated that they would not be joined by other family members, followed by those who were unsure (20%). Just 15% stated that they would be joined by family members. This percentage was highest amongst the Czech respondents (20%), albeit still a relatively low number. The Czech respondents also had a higher percentage of respondents who were unsure about whether or not they would be joined by family.

In line with the data above with regard to intended length of stay, the Slovak and Polish respondents appeared to be least likely to be joined by family members. Looking at the nationalities in the 'Other' group, it was the Bulgarian and Romanian respondents who indicated that they would be joined by other family members. The Hungarian and Lithuanian respondents did not know.

We asked the 35 people who suggested that they would be joined by family members when this was likely to happen. The majority (66%) said that they would be joined by family over the next two years; 43% of them stated that their families would be joining them over the next 12 months. The remaining respondents said they did not know, or that their families would join them somewhere between two and five years.

Table 90 below indicates which family members would be joining them.

Table 90: Which family members will be joining you?

Family member	All	
	No.	%
Brothers/sisters	11	31
Sons/daughters	10	29
Various family members ⁸⁴	7	20
Mother/father	2	6
Wife/husband	1	3
Uncle/aunt	1	3
Grandparents	1	3
Cousin	1	3
No response given	1	3
Total	35	100

In terms of how many family members would be joining them, the sample was divided fairly evenly between those who would be joined by one family member (47%) and those who would be joined by more than one (57%).

⁸⁴ This was an open-ended question. All responses that included different family members (for example, "my son with his wife and son", "my husband and later my sister") were categorised under 'Various family members'.

13. Conclusions and ways forward

Introduction

This final chapter brings together the findings of the survey to highlight some of the key issues that have emerged and the implications of these, offering some suggested ways forward for stakeholders in order to meet the needs of the new and emerging communities in Liverpool.

The aim of this study was to provide information on a range of different issues, focusing specifically on employment, housing, education and training, community integration, access to selected services and future intentions. Naturally, given the broad spectrum of issues covered, the study raises a number of pertinent issues which may require further investigation.

Employment

There are two main issues to highlight in relation to employment. Firstly, in line with previous research, the A8 and A2 migrant workers interviewed in Liverpool were diverse in terms of their skills and experiences. This ranged from higher degrees through to having no formal qualifications. In addition, 66% of people indicated that they had a particular trade or skill, many of whom had been using this trade or skill for a number of years. Looking at the Standard Occupational Classification (SOC), people were drawn from a range of different occupations, from elementary occupations through to managers and senior officials. Comparing previous and current employment, however, shows a shift in occupational level, with the majority of respondents employed in elementary occupations. Some of the migrant workers interviewed in Liverpool, despite having two or three jobs previously, continued working within elementary occupations, showing limited occupational mobility.

Previous research (with migrant workers and asylum seekers/refugees) has highlighted the need to look at how best to 'match' people's skills and qualifications to appropriate jobs, as well as looking at how to get overseas qualifications recognised by employment agencies and employers.

Ways forward: a 'skills audit' would be a useful exercise in Liverpool and could also include looking at people's aspirations for future employment and training.

What is apparent from this research, however, is that 'migrant workers' are not one homogeneous group. While there are many people who will prioritise finding a job and being able to earn money, there are also those who will actively seek occupational mobility.

Ways forward: agencies providing advice in relation to employment need to be able to offer comprehensive guidance in relation to what employment opportunities are available to migrant workers according to their qualifications, as well as advice on what is required in order to obtain recognition of qualifications.

Ways forward: employers and employment agencies need greater awareness of equivalency issues in relation to overseas qualifications.

The second issue to highlight is that of the potential exploitation or lack of rights that migrant workers experience. There was evidence in this study that some migrants were experiencing exploitation by agents, as well as negative experiences within the workplace.

Ways forward: employers should be encouraged to sign up to the *Minimum Standards Charter* produced by Migrant Workers North West⁸⁵. This Charter provides 'best practice' in the employment of migrant workers.

Language barriers

Perhaps unsurprisingly, acquisition of English language remains a key issue for migrant communities. There is clearly a link between language and employment, for example, with English language being vital for occupational mobility. There is also a huge body of previous research that has highlighted the importance of English language in terms of settling into communities and interacting with local people.

Both migrant workers and key stakeholders in this study made reference to language barriers. For example, 67 people (28% of the sample) indicated that their ability to *speak* English was poor or very poor, while 104 people (44% of the sample) said that their ability to *write* English was poor or very poor. This suggests a potentially large number of people with the requirement for English language courses. Indeed, 98 people (42% of the sample) wanted to study, but were not currently enrolled on a course.

As highlighted above in relation to employment, people are different in their approach. Some will actively seek English classes, while others simply want to learn a basic level of English that will enable them to 'get by' through friends, TV etc. Anecdotal evidence also suggests that some employers will 'use' other migrant workers with good English skills to act as translators and interpreters in the work place, a situation which will simply reinforce the low level of language skills that people possess.

Work and other commitments, combined with a lack of information about what is available, can leave people unable or unwilling to access language courses.

Ways forward: there is a need for increased (but also affordable) ESOL provision in Liverpool. There is also a need to consider how to provide flexible learning opportunities, particularly for those working long or anti-social hours.

⁸⁵ See: <http://www.migrantworkersnorthwest.org/>

One employer interviewed in this study, for example, indicated that workers were given the opportunity to improve language skills through partnerships with local colleges and adult education providers. There may be a need for employers to explore building the language capacity of overseas employees, in the same way that they would provide other types of staff development courses. The Health and Safety Executive (HSE), for example, suggests that employers should consider providing ESOL courses for workers who need to improve their English⁸⁶ while Migrant Workers North West's *Minimum Standards Charter* (referred to above) also recommends employers should support the acquisition of English. Employers could also be encouraged to look at ideas such as 'mentoring' within the work place, teaming new arrivals with members of the indigenous population. This type of initiative may also assist in breaking down barriers between migrant and indigenous workers within the workplace⁸⁷.

Accommodation

This research, like previous studies, has shown an overwhelming dominance of the private rented sector in Liverpool. This is perhaps to be expected given that the majority of people find their accommodation through friends, family or other people from their home country who are themselves already living in the private rented sector. Migrant workers often lack the necessary information about their accommodation options to make informed choices about what is on offer (see section below on information, advice and guidance). There are three main issues to highlight in relation to accommodation.

Firstly, there is an issue around accommodation standards and possible exploitation in relation to housing. This study suggests that there are a number of people living in Houses in Multiple Occupation (HMOs). In our sample, for example, 93 people were currently living with non-family members and 28 were living with a mix of family and non-family. Of these, 42 people (35%) did not know the people they were living with before they moved into the property. There were also a number of people sharing bedrooms with non-family members. Although the accommodation situation of migrant workers has been highlighted in a number of previous studies, it remains a pervasive issue.

Ways forward: there is a need to ensure greater enforcement of accommodation standards in relation to private rented accommodation.

We understand that it can be a difficult issue to tackle given that many private landlords do not register their properties; however, local authorities need to explore how to address the situation. Rochdale Metropolitan Borough Council, for example, ran a project which involved identifying landlords who were housing migrant communities and ensuring that properties were brought in line with the required standards. One of the outcomes of this project was the need for someone to fulfil this role on a more permanent basis.

⁸⁶ See HSA website: <http://www.hse.gov.uk/migrantworkers/employer.htm>

⁸⁷ Recent research looking at migrant workers in the social care sectors highlights that 'Migrant Mentoring' was being used in one social care organisation in Merseyside (see Merseyside Social Inclusion Observatory (2008) *A research report into the Recruitment and Retention of International Workers within the Social Care sector – Greater Merseyside*, Liverpool: Merseyside Social Inclusion Observatory).

In addition to looking at the standard of accommodation provided by private landlords, there is also the issue of tied accommodation (i.e. accommodation that is tied to employment). It was clear from some of the respondents that exploitation by agents was occurring in relation to accommodation and employment; however, the scale and nature of this remains unclear.

Ways forward: there is a need for more in-depth information in relation to migrant workers whose accommodation is tied to their employment, particularly that provided by an 'agent'.

Secondly, consideration needs to be given to the people who were currently homeless. These individuals have particular needs and experiences, perhaps very different to those of the archetypical 'migrant worker'. There are also those who would be classed as 'hidden homeless'. This refers to those individuals who indicated that they did not have their own accommodation, but were staying with friends, family and other acquaintances. The number represented in the sample may be just a fraction of those who are currently in this accommodation situation.

Ways forward: there is a need for more in-depth information in relation to homelessness (both 'street' and 'hidden' homelessness) amongst migrant worker communities in Liverpool. This includes a need to look at what has caused their homelessness (i.e. no recourse to public funds, loss of tied accommodation, breakdown of relationships, etc.), as well as people's pathways out of homelessness and the support required.

Thirdly, there is a need to consider the implications of people's future accommodation aspirations. Although just 9% of people were currently living in socially rented accommodation, 86 respondents (37% of the sample) expressed a preference for this option in the future. There are implications to explore in terms of a potential increase in demand for socially rented accommodation in future years. There are also potential community cohesion issues that may arise from this, particularly as there is often a misguided perception that migrants receive preferential treatment with regard to housing.

Community cohesion and involvement

This research has highlighted two interrelated issues of cohesion and involvement. With regard to community cohesion, discrimination against migrant communities is clearly a pertinent issue. Racial discrimination is often based on misconceptions and misinformation, which can be fuelled by negative media debate. Some negative attitudes stem from long-standing misconceptions about migrants claiming benefits and taking the jobs of domestic workers. Migrant workers therefore become 'scapegoats' for existing social and economic problems.

This study revealed evidence of hate crime against migrant workers, some of which had involved not only verbal but also physical abuse. Indeed, nearly a quarter of the people interviewed in this study had experienced hate crime. The survey also highlights that Slovak and Czech nationals were experiencing higher levels of hate crime, some of which was associated with the Roma community. Consultation with the Police, however, revealed that under-reporting of hate crime was an issue.

Ways forward: there is a need to explore what prevents people from reporting hate crime and how to address these issues. There is also a need to focus in greater detail on differences between particular communities in relation to experiences of hate crime.

Secondly, engagement with the local community appeared to be consistently quite low, regardless of how long people had been in the UK. With work and family commitments, lack of time can be an issue. However, the issues highlighted above in relation to cohesion may also be a factor.

There are projects in Liverpool that try to bring different communities together. Merseyside Polonia, for example, is a Polish community organisation which aims to develop the relationship between the Polish community and local residents⁸⁸. They organise events, such as 'Meet your neighbours', which encourage local people to come together and learn more about different cultures (see Appendix 5). In addition, Kensington Regeneration have also organised a number of events, again aiming to bring communities together. These have included music from a local Czech Slovak Roma band *Gypsy Brothers*. These events also provide an excellent forum for disseminating information to migrant communities (see section on information, advice and guidance below). Furthermore, such events should be publicised in local press to ensure that positive images are being portrayed.

Ways forward: more resources are needed to strengthen current initiatives which promote a sense of 'belonging' for migrants and increase social interactions with members of the local community.

Ways forward: there is also a need to explore the possibility of developing community resources to incorporate a wider range of nationalities.

Given that people tend to move to areas where they have social networks, as well as areas where accommodation is affordable, the current patterns of settlement are likely to continue with concentrations of migrants in particular areas of Liverpool. Consideration needs to be given to the impact this can have on community cohesion in these areas, as well as any impact on the local infrastructure.

We would suggest, however, that while this research has focused on the needs and experiences of migrant workers, there is a need to look at the experiences of local people in the receiving neighbourhoods to see how the arrival of migrant communities has affected them and their neighbourhood. Understanding what some of the issues are for local people is perhaps one of the first steps to being able to break down the barriers that sometimes occur.

⁸⁸ See <http://www.merseysidepolonia.com/>

Information, advice and guidance

In some respects dissemination of information to migrant communities is regarded as more important than increasing provision of services⁸⁹. One concern is that people are not always getting full and accurate information, and rely on the advice and information provided by family, friends and acquaintances. Migrant communities sometimes have a lack of information in relation to rights and responsibilities, as well as social expectations of behaviours. Previous research has highlighted, for example, a lack of understanding of UK driving laws, school attendance for children and 'smaller' issues such as refuse collection. These issues can create tensions between migrant communities and the local community, but are based on a lack of understanding.

The research in Liverpool has suggested a lack of knowledge in relation to housing options, health care and language courses. It has highlighted low levels of Trade Union (TU) membership (3% of the sample) and low levels of registration to vote (9% of the sample)⁹⁰. Furthermore, it has suggested nationality-specific awareness issues, particularly in relation to the employment rights of Bulgarian and Romanian (A2) migrants.

Although we need to consider that there may be other factors affecting people's engagement with particular services, one of key issues relates to information. Welcome packs are therefore needed to provide information for new arrivals and many local authorities across the UK now provide these. Although some agencies in Liverpool do have welcome packs, there needs to be a more consistent approach to this, ensuring that it is as comprehensive as possible. The Improvement and Development Agency for local government (IDeA) has produced a whole series of guides for local authorities entitled *Integrating new migrants: communicating important information*⁹¹.

In addition to provision of printed information, there is also a need to look at wider service provision issues. In other areas of the UK, local authorities have developed single access points to provide information to migrant communities. In Crewe, for example, a project called *Support for the Changing Community* was set up using Invest to Save money. This project was aimed primarily at the large number of Polish arrivals to the area, providing information for new arrivals and sign-posting people to other relevant organisations.

The New Link service at Peterborough City Council provides a similar service; however, it is aimed at all migrant communities. This service, for example, offers general information, as well looking at training; volunteering and employment opportunities; support for community associations; and community meeting facilities and training rooms. New Link also employs a number of migrant workers.

⁸⁹ Pemberton, S. and Stevens, C. (2006) *Supporting Migrant Workers in the North West of England*, Merseyside Social Inclusion Observatory.

⁹⁰ Efforts are being made to raise awareness amongst Polish nationals of voting rights in relation to the European Election (see Poles to Polls <http://www.polacyglosuja.org.uk/?english.version> and UNISON http://www.unison.org.uk/migrantworkers/vote_en.asp).

⁹¹ See: <http://www.idea.gov.uk/idk/core/page.do?pagelId=1>

Ways forward: there is a need for greater coordination of services within Liverpool that currently provide assistance to migrant workers. This could include the creation of a forum made up of key stakeholders, including those who have taken part in this research. The purpose of this is to share information with regard to which migrant communities are living in the city, as well as sharing good practice, new initiatives etc.

Ways forward: there needs to be a continued dialogue between service providers and migrant communities. Members of the A8/A2 communities therefore need to be encouraged to get involved in sharing information with regard to issues and problems at a local level. Existing community organisations provide a starting point for such dialogue.

The issue of language also features in relation to provision of information. Welcome packs, for example, need to be translated into the required languages, but more importantly, when people contact services for assistance, there is a need to ensure that language support is available. Language support also needs to be accounted for in the resources available for service providers.

Future intentions

Unfortunately, it is difficult to predict future intentions, particularly with regard to a population whose migration is intrinsically linked to economic opportunities. This research provides a 'snap shot' of the current population and a number of the people interviewed in this survey were unsure about their future intentions. Given the diverse and fluid nature of migrant worker communities, agencies need to be ensuring that they are monitoring which nationalities are using their services and any changes in population at a local level.

This survey suggests that the current economic climate may be affecting the employment opportunities available to some migrant workers in Liverpool, while consultation with employers has suggested a slowing in the number of arrivals, particularly from Poland. Furthermore, the restrictions on full free movement of 'new' EU members across the other EU countries are being removed and will be complete by 2011 (for those from the A8) and by 2014 (for those from the A2). This may provide a greater choice for migrant workers in terms of where they can migrate to. What we need to recognise is that people are adaptive, making use of social networks and responding to the opportunities available to them. Decisions on whether or not to remain in Liverpool may be based on a combination of factors including economic considerations, but also their overall experience of life in Liverpool.

Appendix 1: Questionnaire



Liverpool Migrant Workers Study Questionnaire

Introduction

My name is [] and I work for the University of Salford in Manchester [show badge]. We have been asked by Liverpool Council to speak to people who have come from other countries to live and work in Liverpool (sometimes known as migrant workers). We are hoping to gain a greater understanding of the experiences of this group in the community and the type of help or assistance they need now or in the future.

We are completely independent of any local council or the government. Would you be willing to talk to me? If you agree it will probably take about 20 minutes. I have a number of questions I would like to ask but I would like to hear about anything else you feel is relevant. I will be writing down your answers but the interview will be confidential and no one will be identified in any report that we write, and there is no way that anyone will be able to trace any particular answer back to you. You can only take part if you are aged 16 or over.

If you would like more information about this survey please contact Lisa Hunt on 0161 295 5078.

Address of respondent: _____

Postcode: _____

Date of Interview: _____

Interviewer name: _____

Language of interview: _____

SECTION A: Migration History

Q1. When did you first arrive in the UK? _____ / _____
(month) / (year)

Q2. Before coming to the UK (and apart from your home country), have you lived in any other countries in the European Union?

Yes ☐ **Go to Q 3**

No ☐ **Go to Q 5**

Don't know ☐ **Go to Q 5**

Q3. If **YES**, which countries?
(list 3 most recent places, including the town/city, i.e. Berlin, Germany)

2.

Q4. Why did you choose to leave these countries and come to the UK?
(Tick ✓ all that apply)

More job opportunities in the UK ☐

Better paid jobs in the UK ☐

To study □

To join family members already living in the UK
(please specify where below)

To join friends already living in the UK ☐

To travel/see another country ☐

Other (please explain below) ☐

Q5. Have you lived anywhere else in the UK?

Yes ☐ **Go to Q 6**

No ☐ **Go to Q 8**

Q6. If **YES**, where? **(list the 3 most recent places)**

1. _____
2. _____
3. _____

Q7. Why did leave these other towns/cities? **(Please write in below)**

Q8. Why did you decide to come to Liverpool rather than another town/city?
(Tick ✓ one only)

I had family already living in Liverpool ☐

I had friends already living in Liverpool ☐

I had heard about the city from other people ☐

I had heard that there were job opportunities in Liverpool ☐

I had no choice **(please explain below)** ☐

Other **(please specify below)** ☐

SECTION B: Employment, Education & Training

Q9. How would you rate your English language skills when you first came to the UK?

(a) Your ability to speak English (Tick ✓ one only)

- | | |
|-----------------------|--------------------------|
| Very good | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Neither good nor poor | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> |
| Very poor | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

(b) Your ability to write English (Tick ✓ one only)

- | | |
|-----------------------|--------------------------|
| Very good | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Neither good nor poor | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> |
| Very poor | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

(c) Your understanding of spoken English (Tick ✓ one only)

- | | |
|-----------------------|--------------------------|
| Very good | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Neither good nor poor | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> |
| Very poor | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

(d) Your understanding of written English (Tick ✓ one only)

- | | |
|-----------------------|--------------------------|
| Very good | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Neither good nor poor | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> |
| Very poor | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Q10. How would you rate your English language skills now?

(a) Your ability to speak English (Tick ✓ one only)

- | | |
|-----------------------|--------------------------|
| Very good | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Neither good nor poor | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> |
| Very poor | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

(b) Your ability to write English (Tick ✓ one only)

- | | |
|-----------------------|--------------------------|
| Very good | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Neither good nor poor | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> |
| Very poor | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

(c) Your understanding of spoken English (Tick ✓ one only)

- | | |
|-----------------------|--------------------------|
| Very good | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Neither good nor poor | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> |
| Very poor | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

(d) Your understanding of written English (Tick ✓ one only)

- | | |
|-----------------------|--------------------------|
| Very good | <input type="checkbox"/> |
| Good | <input type="checkbox"/> |
| Neither good nor poor | <input type="checkbox"/> |
| Poor | <input type="checkbox"/> |
| Very poor | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Q11. Who, if anyone, has offered you help with improving your English language skills? **(Please write in below)**

Q12. Thinking about English language courses, which of the following applies to you? **(Tick ✓ one only)**

- | | |
|--|--|
| I do not need an English language course | <input type="checkbox"/> Go to Q 14 |
| I have already completed an English language course | <input type="checkbox"/> Go to Q 14 |
| I am currently doing an English language course | <input type="checkbox"/> Go to Q 14 |
| I am on the waiting list for an English language course | <input type="checkbox"/> Go to Q 14 |
| I would like to study on an English language course, but am not currently enrolled | <input type="checkbox"/> Go to Q 13 |
| I am not interested in an English language course | <input type="checkbox"/> Go to Q 13 |
| Other (please specify below) | <input type="checkbox"/> Go to Q 14 |

Q13. Why are you not currently enrolled? **or** Why are you not interested in a course? **(Please write in below)**

Q14. What is your highest level of educational qualification? **(Tick ✓ one only)**

Postgraduate degree (i.e. PhD, MA, MSc) (please specify what course below)	<input type="checkbox"/>
--	--------------------------

Undergraduate degree (i.e. BA, BSc) (please specify what course below)	<input type="checkbox"/>
--	--------------------------

College/technical/vocational (i.e. diplomas, plumbing, joinery, etc.) (please specify what course below)	<input type="checkbox"/>
--	--------------------------

High school certificate (schooling up to age 18)	<input type="checkbox"/>
--	--------------------------

No formal qualifications	<input type="checkbox"/>
--------------------------	--------------------------

Other (please specify below)	<input type="checkbox"/>
-------------------------------------	--------------------------

Q15. What type of training have you participated in since you arrived in the UK?
(Please write in below)

Q16. Do you have a particular trade or skill from your home country?

Yes ☐ **Go to Q 17**

No ☐ **Go to Q 19**

Q17. What is this trade or skill? **(Please write in below)**

Q18. How many years have you spent in this trade/using these skills?

None	1–3	4–6	7–9	10 or more
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19. Before coming to the UK, were you? **(Tick ✓ one only)**

Employed ☐ **Go to Q 20**

Full-time student ☐ **Go to Q 21**

Unemployed ☐ **Go to Q 21**

Unemployed homemaker/carers
(e.g. looking after children/other relatives) ☐ **Go to Q 21**

Q20. What was the last job you had in your home country, just before coming to the UK?

(a) Job Title

(b) Main duties

(c) Qualifications/experience required for job

Q21. Are you currently in paid work?

- | | | |
|--------------------------|--------------------------|------------|
| Yes | <input type="checkbox"/> | Go to Q 23 |
| Yes, but not started yet | <input type="checkbox"/> | Go to Q 23 |
| No | <input type="checkbox"/> | Go to Q 22 |

Q22. If **NO**, how long have you been without a job? (Tick ✓ one only)

- | | | |
|------------------------------|--------------------------|---------------------------------|
| Less than 1 month | <input type="checkbox"/> | Go to Q 24 & Q25 then go to Q39 |
| 1–3 months | <input type="checkbox"/> | Go to Q 24 & Q25 then go to Q39 |
| 4–6 months | <input type="checkbox"/> | Go to Q 24 & Q25 then go to Q39 |
| 7–9 months | <input type="checkbox"/> | Go to Q 24 & Q25 then go to Q39 |
| 10–12 months | <input type="checkbox"/> | Go to Q 24 & Q25 then go to Q39 |
| More than 12 months | <input type="checkbox"/> | Go to Q 24 & Q25 then go to Q39 |
| Never worked in this country | <input type="checkbox"/> | Go to Q39 |
| Don't know | <input type="checkbox"/> | Go to Q 24 & Q25 then go to Q39 |

Q23. What is your current job?

(a) Job Title

(b) Main duties

(c) Qualifications required for job

(d) Address/location of current job

(e) What does this company do? (i.e. manufactures clothes)

Q24. Please can you list any previous jobs you have had in the UK?
(Please list the 3 most recent, including Job Title and what the company did)

1: _____
2: _____
3: _____

Q25. How did you find your **first** job in the UK? (Tick ✓ one only)

Through friends/relatives already here ☐
Contacted employer myself when I arrived in the UK ☐
Contacted employer myself while still in my home country ☐
Employment/recruitment agency in home country (please specify which) ☐

Employment/recruitment agency in UK (please specify which) ☐

Other (please specify below) ☐

Q26. How did you find your **current** job? (Tick ✓ one only)

Through friends/relatives already here ☐
Contacted employer myself when I arrived in the UK ☐
Contacted employer myself while still in my home country ☐
Employment/recruitment agency in home country (please specify which) ☐

Employment/recruitment agency in UK (please specify which) ☐

Other (please specify below) ☐

Q27. Is your current job? **(Tick ✓ one only)**

- | | |
|-------------------------------------|--------------------------|
| Temporary | <input type="checkbox"/> |
| Permanent | <input type="checkbox"/> |
| Fixed-term contract | <input type="checkbox"/> |
| Seasonal/ad hoc | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |
| Other (please specify below) | <input type="checkbox"/> |
-

Q28. Are you self-employed?

- | | |
|-----|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |

Q29. Do you have a written contract of employment?

- | | |
|------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Q30. Are you currently registered on the Worker Registration Scheme?

- | | |
|------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Q31. Are you currently registered for payment of National Insurance contributions?

- | | |
|------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

We would like to ask a few questions about your rate of pay to see whether people from other countries are receiving a fair rate of pay. Again, the information you give is confidential.

Q32. How much are you currently paid per week for your job? (Before tax and National Insurance) (Tick ✓ one only)

- | | |
|--------------|--------------------------|
| £100 or less | <input type="checkbox"/> |
| £101–£150 | <input type="checkbox"/> |
| £151–£200 | <input type="checkbox"/> |
| £201–£250 | <input type="checkbox"/> |
| £251–£300 | <input type="checkbox"/> |
| £301–£350 | <input type="checkbox"/> |
| £351–£400 | <input type="checkbox"/> |
| £401–£450 | <input type="checkbox"/> |
| £451 or more | <input type="checkbox"/> |

Q33. Who pays you? (Tick ✓ one only)

- | | |
|------------------------------------|--------------------------|
| Employer | <input type="checkbox"/> |
| Recruitment agency/labour provider | <input type="checkbox"/> |
| Other (please specify below) | <input type="checkbox"/> |
-

Q34. Are deductions taken from your pay for any of the following? (Tick ✓ all that apply)

- | | |
|------------------------------|--------------------------|
| Housing/accommodation | <input type="checkbox"/> |
| Transport to and from work | <input type="checkbox"/> |
| Food (during work) | <input type="checkbox"/> |
| Clothing/equipment for work | <input type="checkbox"/> |
| Tax/National Insurance | <input type="checkbox"/> |
| Other (please specify below) | <input type="checkbox"/> |
-

Q35. How many hours do you work per week? **(Basic hours) (Tick ✓ one only)**

- | | |
|------------------|--------------------------|
| 16 hours or less | <input type="checkbox"/> |
| 17–29 | <input type="checkbox"/> |
| 30–40 | <input type="checkbox"/> |
| 41–50 | <input type="checkbox"/> |
| 51–60 | <input type="checkbox"/> |
| 61–70 | <input type="checkbox"/> |
| 71 or more | <input type="checkbox"/> |

Q36. Are you currently a member of a Trade Union (TU)?

- | | | |
|------------|--------------------------|-------------------|
| Yes | <input type="checkbox"/> | Go to Q 37 |
| No | <input type="checkbox"/> | Go to Q 38 |
| Don't know | <input type="checkbox"/> | Go to Q 38 |

Q37. If **YES**, which Trade Union? **(Please write in below)**

Q38. Overall, how satisfied are you with the following aspects of your current job?
(Tick ✓ one box only for each different aspect)

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Rates of pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level at which you work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way you are treated by your employer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way you are treated by other workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q39. Ideally, what type of employment would you like? **(Please write in below)**

Q40. What help do you think you need to get your ideal job? **(Tick ✓ all that apply)**

- | | |
|---|--------------------------|
| Training to improve English language skills | <input type="checkbox"/> |
| New or higher qualifications | <input type="checkbox"/> |
| References from UK employers | <input type="checkbox"/> |
| More work experience | <input type="checkbox"/> |
| More or better childcare | <input type="checkbox"/> |
| None | <input type="checkbox"/> |
| Other (please specify below) | <input type="checkbox"/> |
-

Q41. Would you be interested in being self-employed/setting up your own business?

- | | | |
|------------|--------------------------|-------------------|
| Yes | <input type="checkbox"/> | Go to Q 42 |
| No | <input type="checkbox"/> | Go to Q 44 |
| Don't know | <input type="checkbox"/> | Go to Q 44 |

Q42. If **YES**, what type of business? **(Please write in below)**

Q43. What help or assistance do you think you need to become self-employed/set up your own business? **(Tick ✓ all that apply)**

- | | |
|---|--------------------------|
| Training to improve English language skills | <input type="checkbox"/> |
| New or higher qualifications | <input type="checkbox"/> |
| Financial support | <input type="checkbox"/> |
| Advice on how to set up a business | <input type="checkbox"/> |
| None | <input type="checkbox"/> |
| Other (please specify below) | <input type="checkbox"/> |
-

Section C: Household information

I would like to ask you some questions about yourself and your household.

Q44. What is your nationality? **(Tick ✓ one only)**

- | | |
|-------------------------------------|--------------------------|
| Polish | <input type="checkbox"/> |
| Latvian | <input type="checkbox"/> |
| Lithuanian | <input type="checkbox"/> |
| Czech | <input type="checkbox"/> |
| Slovak | <input type="checkbox"/> |
| Estonian | <input type="checkbox"/> |
| Hungarian | <input type="checkbox"/> |
| Slovenian | <input type="checkbox"/> |
| Romanian | <input type="checkbox"/> |
| Bulgarian | <input type="checkbox"/> |
| Other (please specify below) | <input type="checkbox"/> |
-

Q45. How would you describe your ethnicity?

Q46. What are your religious beliefs?

Q47. Thinking about your **immediate family**, can you tell me their ages, whether they are male or female and their relationship to you, starting with those currently living with you in Liverpool, those living elsewhere in the UK and those still living in your home country (**Please begin with yourself as ‘number 1 family member’**)

AGE	FAMILY MEMBER									
	1	2	3	4	5	6	7	8	9	10
0–5 years										
6–10 years										
11–16 years										
17–24 years										
25–39 years										
40–49 years										
50–59 years										
60–74 years										
75–84 years										
85 years +										
GENDER										
Male										
Female										
RELATIONSHIP										
Husband/wife										
Boyfriend/girlfriend										
Son/daughter										
Mother/father										
Sister/brother										
Uncle/aunt										
Cousin										
Grandparent										
Grandchild										
Other										
WHERE LIVING										
UK (living with you)										
UK (elsewhere)										
Home country										

Section D: Housing

Q48. Since you first arrived in Liverpool, how many homes have you lived in?

_____ (including current home)

Q49. How did you find out about your first home in Liverpool? **(Tick ✓ one only)**

Arranged for me before I arrived in UK **(please specify who by below)** ☐

From friends/family already living in Liverpool ☐

UK employer arranged it for me ☐

Via local newspapers ☐

Via local estate agents ☐

Other **(please specify below)** ☐

Q50. What type of property do you live in at the moment? **(Tick ✓ one only)**

A house which you/your partner own/are buying with a mortgage ☐

Accommodation rented from the Council/Housing Association
(i.e. Riverside, LHT, CDS, Maritime, LMH) ☐

Accommodation rented from a private landlord ☐

Accommodation provided by employer ☐

Staying with friends/family ☐

Bed & Breakfast ☐

Other **(please specify below)** ☐

Don't know ☐

Q51. How did you find out about your current home in Liverpool?
(Tick ✓ one only)

Arranged for me before I arrived in UK (please specify who by) ☐

From friends/family already living in Liverpool ☐

UK employer arranged it for me ☐

Via local newspapers ☐

Via local estate agents ☐

Other (please specify below) ☐

Q52. How much rent do you pay per month for your current home?
(Tick ✓ one only)

Less than £200 ☐

£201–£250 ☐

£251–£300 ☐

£301–£350 ☐

£351–£400 ☐

£401–£450 ☐

£451–£500 ☐

£501–£550 ☐

£551–£600 ☐

£601 or more ☐

Don't know ☐

Don't pay rent ☐ **Go to Q 54**

Q53. Does this rent include bills?

Yes ☐

No ☐

Don't know ☐

Q54. Do you share your home with other people?

Yes ☐ **Go to Q 55**

No ☐ **Go to Q 59**

Q55. If **YES**, how many people share? _____ (including yourself)

Q56. Are they family members/partner?

Yes ☐ **Go to Q 59**

No ☐ **Go to Q 57**

Living with family and non-family ☐ **Go to Q 57**

Q57. When you first moved to the property, did you know the people you are sharing with? (**This is for those living with non-family members**)

Yes ☐

No ☐

Q58. Do you share any of the following with people other than your family/partner? (**Tick ✓ all that apply**)

Bedrooms ☐

Bathrooms ☐

Kitchens ☐

Q59. How many bedrooms does the property have? _____

Q60. Would you say you have enough space in this home?

Yes ☐ **Go to Q 62**

No ☐ **Go to Q 61**

Don't know ☐ **Go to Q 62**

Q61. If **NO**, please give details of why (**Please write in below**)

Q62. How would you rate the overall condition of your home?

- | | | |
|-----------------------|--------------------------|-------------------|
| Very good | <input type="checkbox"/> | Go to Q 63 |
| Good | <input type="checkbox"/> | Go to Q 63 |
| Neither good nor poor | <input type="checkbox"/> | Go to Q 63 |
| Poor | <input type="checkbox"/> | Go to Q 63 |
| Very poor | <input type="checkbox"/> | Go to Q 63 |
| Don't know | <input type="checkbox"/> | Go to Q 64 |

Q63. Why do you give this rating? **(Please write in below)**

Q64. Are you aware of the following housing options available in Liverpool?
(Tick ✓ all that apply)

- | | |
|--|--------------------------|
| Renting from the Council/Housing Association | <input type="checkbox"/> |
| Renting from a private landlord | <input type="checkbox"/> |
| Buying your own home | <input type="checkbox"/> |
| Don't know the housing options | <input type="checkbox"/> |

Q65. Thinking about the future, what housing option would you like?
(Tick ✓ one only)

- | | | |
|--|--------------------------|-------------------|
| Renting from the Council/Housing Association | <input type="checkbox"/> | Go to Q 66 |
| Renting from a private landlord | <input type="checkbox"/> | Go to Q 66 |
| Buying your own home | <input type="checkbox"/> | Go to Q 66 |
| Other (please specify below) | <input type="checkbox"/> | Go to Q 66 |
-
- | | | |
|------------|--------------------------|-------------------|
| Don't know | <input type="checkbox"/> | Go to Q 67 |
|------------|--------------------------|-------------------|

Q66. Why would you like this type of housing option?

Section E: Community Integration

Q67. Why do you live in this particular neighbourhood? **(Tick ✓ all that apply)**

I have family living in this neighbourhood ☐

I have friends living in this neighbourhood ☐

It is near work ☐

I have no choice **(please explain below)** ☐

Other **(please explain below)** ☐

Q68. How much contact do you have in Liverpool with people from your own country? **(Tick ✓ one only)**

A lot ☐ **Go to Q 69**

Quite a lot ☐ **Go to Q 69**

A little ☐ **Go to Q 69**

None at all ☐ **Go to Q 70**

Q69. Are there particular places you meet? **(Please write in below)**

Q70. How much contact do you have with people from the local community (i.e. people from the UK/Liverpool)? **(Tick ✓ one only)**

A lot ☐ **Go to Q 72**

Quite a lot ☐ **Go to Q 72**

A little ☐ **Go to Q 72**

None at all ☐ **Go to Q 71**

Don't want contact with local people ☐ **Go to Q 71**

Q71. If they have **no contact** or **don't want contact**, why is this the case? **(Please write in below)**

Q72. Since living in Liverpool have you, or members of your family, experienced any of the following? **(Tick ✓ all that apply)**

Crime against the property (e.g. burglary) ☐ **Go to Q 74**

Crime against the person (e.g. mugging) ☐ **Go to Q 74**

Hate crime (e.g. racial harassment) ☐ **Go to Q 73**

Other **(please specify below)** ☐ **Go to Q 74**

I have not experienced any crime/hate crime ☐ **Go to Q 74**

Q73. Please can you give a bit more information about what happened to you?
(Interviewer – this is only for those who have experienced hate crime)
(Please write in below)

Q74. Do you feel safe in Liverpool?

Yes ☐ **Go to Q 75**

No ☐ **Go to Q 75**

Don't know ☐ **Go to Q 76**

Q75. Why do you say that? **(Please write in below)**

Q76. Overall, how satisfied/dissatisfied are you with this neighbourhood?
(Tick ✓ one only)

Very satisfied ☐ **Go to Q 77**

Satisfied ☐ **Go to Q 77**

Neither satisfied nor dissatisfied ☐ **Go to Q 77**

Dissatisfied ☐ **Go to Q 77**

Very dissatisfied ☐ **Go to Q 77**

Don't know ☐ **Go to Q 78**

Q77. Why do you give this rating? **(Please write in below)**

Q78. Would you like to move to another area of Liverpool?

- | | | |
|------------|--------------------------|-------------------|
| Yes | <input type="checkbox"/> | Go to Q 79 |
| No | <input type="checkbox"/> | Go to Q 81 |
| Don't know | <input type="checkbox"/> | Go to Q 81 |

Q79. If **YES**, why would you like to move? **(Please write in below)**

Q80. What is stopping you from moving? **(Please write in below)**

Q81. How easy or difficult have you found it to adapt to life in the UK?

- | | | |
|----------------------------|--------------------------|-------------------|
| Very easy | <input type="checkbox"/> | Go to Q 82 |
| Easy | <input type="checkbox"/> | Go to Q 82 |
| Neither easy nor difficult | <input type="checkbox"/> | Go to Q 82 |
| Difficult | <input type="checkbox"/> | Go to Q 82 |
| Very difficult | <input type="checkbox"/> | Go to Q 82 |
| Don't know | <input type="checkbox"/> | Go to Q 83 |

Q82. Why do you say that? **(Please write in below)**

Section F: Access to Goods, Services and Facilities

Q83. Do you currently access any of the following facilities/services?
(Tick ✓ all that apply)

- | | |
|--|--------------------------|
| Community centre/social club | <input type="checkbox"/> |
| Libraries | <input type="checkbox"/> |
| Local church/place of worship | <input type="checkbox"/> |
| Children's centres | <input type="checkbox"/> |
| Doctor/GP | <input type="checkbox"/> |
| Dentist | <input type="checkbox"/> |
| Sports facilities | <input type="checkbox"/> |
| Public transport (i.e. buses, trains) | <input type="checkbox"/> |
| Job centres | <input type="checkbox"/> |
| College (please specify what you are studying below) | <input type="checkbox"/> |
| <hr/> | |
| Other (please specify below) | <input type="checkbox"/> |
| <hr/> | |

If respondent has school-age children living with them, ask:

Q84. Are your children attending a local school?

- | | | |
|-----|--------------------------|-------------------|
| Yes | <input type="checkbox"/> | Go to Q 86 |
| No | <input type="checkbox"/> | Go to Q 85 |

Q85. If **NO**, do you mind me asking why not? (Please write in below)

Q86. If **YES**, do they receive additional support to help them with their learning?

- | | | |
|------------|--------------------------|-------------------|
| Yes | <input type="checkbox"/> | Go to Q 87 |
| No | <input type="checkbox"/> | |
| Don't know | <input type="checkbox"/> | |

Q87. If **YES**, what support? (Please write in below)

If respondent has older children living with them (i.e. over 16), ask:

Q88. Are your children attending the following?

College ☐

University ☐

Q89. Are you currently receiving any of the following benefits?
(Tick ✓ all that apply)

Housing Benefit ☐

Child Benefit ☐

Job Seeker's Allowance ☐

Income Support ☐

Council Tax Benefit ☐

Sickness & Incapacity Benefit ☐

Child Tax Credit ☐

Working Tax Credit ☐

Disability Living Allowance (DLA) ☐

Other **(please specify below)** ☐

I am not receiving any benefits ☐

Q90. Do you currently have any of the following? **(Tick ✓ all that apply)**

Bank/building society account ☐

Credit card ☐

Home contents insurance ☐

Landline phone ☐

Mobile phone ☐

A computer at home ☐

Internet access **(please specify where)** ☐

Car or van ☐

Q91. Do you or any of your household suffer from any health problems?

- | | | |
|------------|--------------------------|-------------------|
| Yes | <input type="checkbox"/> | Go to Q 92 |
| No | <input type="checkbox"/> | Go to Q 93 |
| Don't know | <input type="checkbox"/> | Go to Q 93 |

Q92. If **YES**, please describe the health problem. **(Please write in below)**

Q93. Are you registered to vote in the UK?

- | | |
|------------|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Q94. Do you have any problems accessing any of the goods or services we have mentioned?

- | | | |
|------------|--------------------------|-------------------|
| Yes | <input type="checkbox"/> | Go to Q 95 |
| No | <input type="checkbox"/> | Go to Q 96 |
| Don't know | <input type="checkbox"/> | Go to Q 96 |

Q95. If **YES**, what problems? **(Please write in below)**

Q96. Is there a service/organisation in Liverpool that has been particularly helpful or supportive for you? **(Please write in below)**

Section G: Future Intentions

I would now like to ask you about what you would like to happen in the future.

Q97. How long do you think you will continue to live in Liverpool?
(Tick ✓ one only)

- | | | |
|--------------------|--------------------------|-------------|
| Less than 6 months | <input type="checkbox"/> | Go to Q 98 |
| 6 months–1 year | <input type="checkbox"/> | Go to Q 98 |
| 1–2 years | <input type="checkbox"/> | Go to Q 98 |
| 2–3 years | <input type="checkbox"/> | Go to Q 98 |
| 3–4 years | <input type="checkbox"/> | Go to Q 98 |
| 4–5 years | <input type="checkbox"/> | Go to Q 98 |
| 5 years or more | <input type="checkbox"/> | Go to Q 98 |
| Indefinitely | <input type="checkbox"/> | Go to Q 101 |
| Don't know | <input type="checkbox"/> | Go to Q 101 |

Q98. Where are you going to go after this? (Tick ✓ one only)

- | | | |
|---|--------------------------|------------|
| Back to home country | <input type="checkbox"/> | Go to Q 99 |
| Another country (please specify which) | <input type="checkbox"/> | Go to Q 99 |
| Another part of the UK (please specify where) | <input type="checkbox"/> | Go to Q 99 |

Q99. Why? (Please write in below)

Q100. What would help you to stay in Liverpool? (Please write in below)

Q101. Do you think in the future that you will be joined by members of your family currently living in your home country?

- | | | |
|------------|--------------------------|-------------|
| Yes | <input type="checkbox"/> | Go to Q 102 |
| No | <input type="checkbox"/> | Go to Q 104 |
| Don't know | <input type="checkbox"/> | Go to Q 104 |

Q102. If **YES**, when do you think this will happen? **(Tick ✓ one only)**

- | | |
|-----------------------|--------------------------|
| Within next 12 months | <input type="checkbox"/> |
| 1–2 years | <input type="checkbox"/> |
| 2–3 years | <input type="checkbox"/> |
| 3–4 years | <input type="checkbox"/> |
| 4–5 years | <input type="checkbox"/> |
| More than 5 years | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Q103. If **YES**, who is likely to join you from your home country?
(Please write in below)

Q104. Would you recommend Liverpool as a place to live and work to family/friends at home?

- | | | |
|------------|--------------------------|--------------------|
| Yes | <input type="checkbox"/> | Go to Q 105 |
| No | <input type="checkbox"/> | Go to Q 105 |
| Don't know | <input type="checkbox"/> | Go to Q 106 |

Q105. Why do say that? **(Please write in below)**

Q106. Finally, are there any other issues/concerns that you'd like to mention?
(Please write in below)

Further Contact

1. If we needed to contact you again to ask for additional information, would you be happy for us to do so?

Yes ☐ Name: _____

Tel no.: _____

No ☐

2. Would you like a copy of the final report when the study is completed?

Yes ☐ **(please ensure their address is clearly written on the front of the questionnaire)**

No ☐

Prize Draw

1. Do you wish to be entered into our prize draw for your chance to win £150?

Yes ☐ Name: _____

Tel no.: _____

No ☐

Agreement and signature

This form is to be signed by the respondent to state that they saw your identification badge and were left with a letter explaining the survey.

I (respondent) confirm that **(please tick the boxes)**:

☐ **I saw the Identification Badge of the person who interviewed me; and**

☐ **I was given a copy of the letter from the University of Salford explaining the survey**

Signed: _____

Date: _____

Thank you very much for your time

Appendix 2: Previous towns/cities

- Barrow-in-Furness
- Birmingham
- Bristol
- Darlington
- Doncaster
- Glasgow
- Kent
- Leeds
- London
- Manchester
- Middlesbrough
- Petersfield
- Redditch
- Rotherham
- Runcorn
- Sheffield
- Wakefield
- Wales
- Warrington
- Widnes
- Wirral
- Wolverhampton

Appendix 3: Previous job in home country

- Accountant
- Agricultural administrator
- Autocable factory worker
- Bartender
- Bricklayer
- Care assistant
- Car mechanic
- Car plant worker
- Carpenter/Joiner
- Cashier
- Chef
- Civil Servant
- Community development worker
- Community youth worker
- Construction worker
- Credit advisor
- Customer services
- Driver (delivery/truck)
- Driver (personal)
- Driver (taxi)
- Editor
- Electrician
- Electrician and IT engineering
- Farm worker
- Gardener
- IT service manager
- Journalism
- Kitchen porter
- Locksmith
- Machine Operator
- Manager/Assistant manager
- Masonry
- Nurse in paediatric hospital
- Packer
- Painter
- President and CEO of engineering firm
- Professional musician
- Project coordinator and fundraiser
- Refuse collector
- Receptionist
- Sales assistant
- Sculptor and designer
- Seamstress
- Secretary
- Security officer
- Social worker
- Street cleaner
- Teacher (English language)
- Teacher (maths)
- Technical supervisor
- Upholsterer
- Waiter
- Warehouse worker
- Wood logging

Appendix 4: Current job

- Administrative assistant
- Babysitter
- Bartender
- Beauty therapist
- Big Issue seller
- Bilingual teaching assistant
- Bricklayer
- Builder
- Business consultant
- Carer/Care assistant
- Car mechanic
- Chef
- Claim advisor
- Cleaner
- Cycling instructor
- Deli assistant
- Electrical engineer
- Electrician assistant
- Factory worker
- Fork lift driver
- General operative
- House keeper
- HR coordinator
- Input data clerk
- Interpreter
- Joiner
- Kitchen assistant
- Kitchen porter
- Learning support assistant
- Machine operator
- Manager
- Meat packer
- Neighbourhood network assistant
- Packer
- Picker
- Painter
- Plasterer
- Production line operative
- Salad cleaner
- Secretary
- Senior assistant
- Sewing machinist
- Support worker
- Taxi driver
- Team leader
- Waitress
- Warehouse operative/Worker
- Web and communication officer

Appendix 5: Merseyside Polonia flyer

