

Exploring the housing needs of migrant workers in Harlow and Broxbourne

Final Report

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

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Executive summary

The study

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

It was recognised that, since 2004, a large number of Central and Eastern European migrants had moved into Harlow and Broxbourne. To meet the challenge of providing responsive services, the overall aim of this study was to enhance intelligence in relation to CEE migrant communities, focusing specifically on housing needs and experiences.

The study was commissioned by Harlow District and Broxbourne Borough Councils in January 2010 through the Migration Impacts Fund. This funding was created by money collected from migrant communities (for example through visas) and allocated to all regions of England for projects which focus on understanding and managing the impacts of migration at a local level.

The study was conducted by Salford Housing & Urban Studies Unit (SHUSU) at the University of Salford. The study was greatly aided by research support from a number of community interviewers. The project was managed by a steering group composed of officers representing Harlow District and Broxbourne Borough Council.

The study involved a survey of **370** CEE migrants and consultation with **7** key stakeholders and service providers.

Findings from the survey

The characteristics of the sample

- 267 interviews were carried out in Harlow and 103 in Broxbourne;
- The majority of respondents were Polish (71%); however, a range of nationalities were represented in the sample, including (in order of frequency): Latvian, Lithuanian, Hungarian, Slovak, Estonian, Romanian, Czech and Bulgarian.
- The majority of respondents were aged 25 – 39 years (64%);
- 52% of the respondents were male and 48% were female;
- 41% of the sample were single; 34% were married; and 25% were cohabiting;
- 31% of respondents had children living with them, the majority of which were under 5 years of age;

- 44% of respondents had lived somewhere else in the UK before moving to the study area; and
- The main reasons for choosing Harlow or Broxbourne were because they had family / friends in these areas or a job to come to.

Chapters 4 and 5 provide a full discussion of the characteristics of the sample.

Education and employment

- 8% had postgraduate degree level qualifications; 10% had degree level qualifications; and 33% had technical / vocational qualifications;
- 43% of respondents had a trade or skill from their home country, with IT skills, construction related trades, mechanic and driving skills being mentioned most frequently;
- 81% of respondents were currently in paid employment; a large proportion of those without employment were married females;
- 51% of people were employed in elementary occupations (i.e. lower skilled occupations). A number of people made reference to undertaking agency work;
- A large proportion of people were working within the district in which they were living rather than travelling outside for work; for example, three quarters of the employed Harlow respondents were working in Harlow, while two thirds of the Broxbourne sample were working in Broxbourne;

Chapter 6 of the report provides a full discussion of the findings in relation to education and employment.

Accommodation experiences

- 37% of respondents were living in terraced housing and 36% in purpose built flats. Comparing the two areas, the percentage of people living in terraced housing in Harlow was higher (50%), reflecting the housing stock in Harlow.
- 82% of respondents were living in the private rented sector; with just 2% living in socially rented accommodation;
- 63% of those in rented accommodation had a tenancy agreement. This percentage was lowest for those renting from a private landlord (49%);
- 37% of respondents had found their current accommodation through friends/ family. This was followed by directly approaching letting agencies (27%) or through local newspapers (16%);
- There was evidence of 3, 4 and 5 people sharing bedrooms, as well as other rooms within properties (such as the living room) being used to sleep in.

- 29% of respondents said that they would move to a different property in the future; 65% of these wanted to live in private rented accommodation while 13% wanted socially rented accommodation.

Chapter 7 of the report provides a full discussion of housing experiences.

Community and neighbourhood

- Social connections (i.e. presence of friends / family), affordable accommodation and proximity to facilities were the main reasons for living in their particular neighbourhood;
- 72% of people were satisfied with their local area as a place to live;
- 13% of respondents had no contact with British people; 88% of these respondents were in Harlow. Language barrier was the main reason for having no contact;
- 14% of respondents indicated that they had been victims of some form of crime or anti-social behaviour; 5% of respondents had experienced hate crime; and

Chapter 8 of the report provides a full discussion in relation to community involvement and engagement.

Future intentions

- 58% of respondents were unsure of how long they would stay in the study area. The respondents in Harlow were more likely to indicate that they would stay indefinitely than those in Broxbourne (22% and 9% respectively); and
- With regards to those who intended to leave, the majority would be returning to their home country rather than moving to another area of the UK.

Chapter 9 of the report provides a full discussion in relation to future intentions of the respondents.

Conclusions

The following provides a summary of the main conclusions of the study.

Employment, education and language

The respondents were diverse in terms of their skills and experiences. Contrary to the perceptions of stakeholders a large proportion of respondents were working within Harlow and Broxbourne rather than travelling outside these areas. Agency work was also common amongst the sample, providing 'easy' access to employment.

Like previous studies, the survey indicated that there were highly qualified people working in elementary occupations. While language skills were not explicit focus of study, language barriers are a pertinent issue for CEE migrants (and other migrant communities). Previous research has shown that while some people will actively seek

English classes, others want to learn a basic level of English that will enable them to 'get by'. Furthermore, there are also those who are not interested in learning English as their work / home life is spent with people from their home country. Migrant communities therefore need to be encouraged to access English language courses, with more emphasis placed on the importance of acquisition of English language. In order to do so, however, there is potentially a need to explore the development of flexible learning opportunities, which enable people to study around their work commitments.

Community and neighbourhood

A common theme running throughout the study was the importance of social networks. Having friends / family living in Harlow or Broxbourne was vital for many people, not only influencing their decision to move to particular areas, but assisting with access to employment and accommodation. Given that people tend to move to areas where they have existing social networks – but also linked to the private rental market (see below) – the current patterns of settlement are likely to continue, with concentrations of migrants in particular areas.

In relation to experiences of hate crime, there were similar levels (if not a little lower) than other studies carried out with CEE migrants. Comparing Harlow and Broxbourne, however, indicated that migrant workers in Harlow were more likely to experience hate crime (7%, compared to 1% in Broxbourne). While this research has focused on the experiences of migrant communities, there is a need to consider the 'settled' population in the receiving neighbourhoods and their perception of how the arrival of migrant communities has affected their neighbourhood. Understanding what some of the issues are for local people is perhaps one of the steps to being able to break down the barriers that can sometimes occur.

Accommodation

The research has shown, like previous studies, the importance of the private rented sector for CEE migrants. Within this, there were a number of issues that were highlighted; for example, sharing rooms with non-family members, conditions of properties, repairs not being carried out, lack of tenancy agreement and issues with deposits (all of which related primarily to private landlords). This suggests a need to continue work around standards / enforcement in private rented sector.

However, while it is recognised that some migrants had experienced problems with private landlords, the study indicated that it is perhaps too simplistic to focus solely on the actions of landlords. Rather, we need to also acknowledge the actions and choices of migrants themselves, particularly in relation to economic opportunities. For example, there was evidence that people will live in overcrowded accommodation – sometimes sub-letting without landlords knowing – as it enabled them to minimise rental costs. However, we also need to recognise that the cost of renting relative to wages – particularly as many were working in lower skilled occupations – made sharing with a number of people the only viable option.

A small proportion of the sample indicated that they had experienced homelessness. With regards to the scale of homelessness amongst migrant workers we need to consider people's understanding of the concept of homelessness, with perhaps a lack of understanding that homelessness goes beyond street homelessness and

rough sleeping. 'Hidden homelessness' has emerged as feature for some migrants. For example, twenty-five people indicated that they had stayed with friends / family at some time because they had nowhere else to live, while twenty-one people were currently staying with friends / family because they could not afford their own accommodation.

Furthermore, stakeholder consultation in Broxbourne highlighted that a review of their allocations policy was being undertaken, with a view to recommending if / how policy should change in the future. This included suggested changes such as allocation based on 'local connection', worklessness, etc. Consideration may be needed as to how this may impact on ability of migrant communities to access socially rented accommodation.

What was apparent, however, was that there was a low reliance on, and low aspirations for, socially rented accommodation. This is an important issue to highlight given the public perception – and one which can sometimes feature in the media – that migrant communities are 'taking Council houses' or receiving preferential treatment in terms of housing allocations. Indeed, the survey showed that – despite experiencing some issues and problems – private rented accommodation remained the preference. Consideration needs to be given, however, to the fact that a number of people (22%) did not understand their rights / entitlement in relation to house; therefore lack of demand could be a reflection of this and dissemination of information could lead to increased demand (as was demonstrated by the example given in the stakeholder consultation relating to increased demand for shared ownership resulting from dissemination events).

Future considerations

Unfortunately, it is difficult to predict future intentions, particularly with regards to a population whose migration is predominantly linked to economic opportunities and social networks. While it was often the case that people initially had short-term intentions, it was apparent that a number of people had actually been in the UK longer-term; for example, 57% of respondents had arrived in the UK prior to 2008. It was also highlighted that opportunities in the UK – in terms of job opportunities, welfare, education, etc. – were still potentially better than opportunities in their home countries. Furthermore, while number of people registering for work has slowed, the official data indicated that people were still registering in Harlow and Broxbourne, with the survey including a number of people who had arrived more recently (i.e. 2009 / 2010).

In addition, a number of participants had children (31% of the sample). Consultation with CEE migrants in this study – as well as previous research – highlighted that families were more likely to settle in the UK. This study did not focus on the needs and experiences of children, or cover the implications of an increase in CEE migrants' children on local services such as early years and nursery provision, plus health care and schools. This may therefore be an area for further consideration.

Finally, this study represents a 'snap shot' of a population, providing a starting point for key stakeholders to begin looking at how to take the findings of the report forward and where further information is required. The official data that is currently available is problematic and cannot provide figures on the 'stock' of migrants in a local authority area. It is hoped that the 2011 Census will provide a clearer picture;

however, service providers need to ensure that they are frequently monitoring population changes within their local area and sharing this information at a wider level.

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Outline of the report

This report presents the findings of a study exploring the housing needs and experiences of migrant workers in Harlow and Broxbourne. The structure of the report is as follows:

Section 1: Background to the study

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

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

Chapter 3 outlines some of the official statistics available with regards to migrant workers.

Section 2: Findings of the study

Chapter 4 looks at the characteristics of the migrants who took part in the survey in Harlow and Broxbourne, with regards to nationality, gender, age, and household information.

Chapter 5 contains analysis of the migration experiences of the sample, including where they had lived prior to Harlow or Broxbourne.

Chapter 6 looks at the data in relation to education and employment, focusing specifically on qualifications and type of job.

Chapter 7 focuses on accommodation experiences, exploring the types of property people are living in and views on conditions.

Chapter 8 provides an analysis of issues relating to community and neighbourhood focusing on people's sense of involvement with the local community and perceptions of safety and security.

Chapter 9 examines respondents' future intentions and aspirations. This includes looking at intentions to stay in Harlow or Broxbourne.

Finally, **Chapter 10** provides some concluding comments based on the findings of the study.

Glossary

A2	Accession 2 – this refers to the countries which joined the European Union in January 2007 (Bulgaria and Romania). In order to work in the UK, A2 nationals are required to apply for an accession worker card and their employer may also have to apply for a work permit. However, if they are studying, supporting them self financially or self-employed their rights are similar to those of other EEA/EU citizens.
A8	Accession 8 – this refers to the countries which joined the European Union in May 2004 (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia). In most cases, they can only work if they register on the Worker Registration Scheme (WRS) within a month of starting work. A8 nationals who have worked for 12 months on the WRS have the same rights as other EEA/EU workers and self-employed people. Those who are studying, supporting them self financially or self-employed their rights are similar to those of other EEA/EU citizens.
CEE	Central and Eastern European – this refers to the A8 and A2 countries listed above
EEA	European Economic Area – European Union, plus Iceland, Liechtenstein and Norway
ESOL	English for Speakers of Other Languages
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
HMO	Houses in Multiple Occupation
NINo	National Insurance Number
NVQ	National Vocational Qualification
SAWS	Seasonal Agricultural Workers Scheme
SBS	Sector Based Scheme
SHUSU	Salford Housing & Urban Studies Unit
SOC	Standard Occupational Classification
WRS	Worker Registration Scheme

Section 1: Background to the study

This section outlines the background to the study, including the aims of the study, the methods used and analysis of official data sources.

1. Overview

This report presents the findings of a study looking at the housing needs and experiences of Central and Eastern European (CEE) migrants living and working in Harlow and Broxbourne. The research was commissioned by Harlow District and Broxbourne Borough Councils in January 2010 through the Migration Impacts Fund. This funding was created by money collected from migrant communities (for example through visas) and allocated to all regions of England for projects which focus on understanding and managing the impacts of migration at a local level.

The study was conducted by Salford Housing & Urban Studies Unit (SHUSU) at the University of Salford. The study was greatly aided by research support from a number of community interviewers. The project was managed by a steering group composed of officers representing Harlow District and Broxbourne Borough Council.

1.1 Background to the study

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

In May 2004, ten countries joined the EU: Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia. From that date, Cyprus and Malta had full free movement and right to work throughout the EU, while the remaining eight countries (often referred to as the A8) were subject to certain restrictions. In the UK, for example, the government regulated access to the labour market through the Worker Registration Scheme (WRS), and restricted access to benefits¹.

In 2007, the EU was also joined by Bulgaria and Romania (often referred to as the A2). Nationals of these two countries were allowed gradual access to the UK labour market. Skilled workers were allowed access as 'highly skilled workers', 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), which covers the Food Manufacturing Industry.

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

Table 1: EU member states

Pre 2004	Joined 2004	Joined 2007
Austria	Cyprus	Bulgaria
Belgium	Czech Republic	Romania
Denmark	Estonia	
Finland	Hungary	
France	Latvia	
Germany	Lithuania	
Greece	Malta	
Ireland	Poland	
Italy	Slovakia	
Luxembourg	Slovenia	
Netherlands		
Portugal		
Spain		
Sweden		
United Kingdom		

Figure 1: Map of Europe



1.2 Study brief

What is clear is that different areas of the UK will continue to face a different combination of circumstances, and, as such, require their own local responses to new and emerging communities. It is recognised that local authorities need to understand the composition and needs of their local population in order to be able to plan and deliver services effectively, as well as being able to respond to any issues relating to community cohesion².

To meet the challenge of providing responsive services, the overall aim of this study was to enhance intelligence in relation to CEE migrant communities, focusing specifically on housing experiences. This included focusing on the following issues:

- Current accommodation experiences (including type and tenure, current location, tenure preferences, reasons for moving or staying, degree of existing overcrowding or under-occupation; sharing of basic amenities, etc.);
- Accommodation history, in terms of tenure, geographical origin and reasons for moving into Harlow and Broxbourne;
- How accommodation is sourced (i.e. informal networks, agency, adverts, etc);
- Levels of satisfaction with current accommodation;
- The degree to which the Partners' housing waiting / transfer lists reflect any identified housing need;
- Local affordability trends;
- Long term housing plans including formal / informal ties to given locations;
- Other issues / problems in relation to accommodation (for example, neighbour complaints, harassment, landlord issues, etc);
- Evidence of "sub market" formations as a result of migrant workers or other market distortions;
- Household composition and demographics; and,
- Employment experiences (including type of work, commute patterns, etc.).

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

2. Methods

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

- Consultation with key stakeholders
- Consultation with Central and Eastern European (CEE) migrants

Each of these is described in more detail below.

2.1 Consultation with key stakeholders

This phase involved carrying out semi-structured telephone interviews with selected key stakeholders. It was vital in terms of building up a picture of what is known by service providers, as well as identifying any areas of good practice that could inform the approach of the local authorities and other relevant stakeholders.

A total of seven stakeholders were interviewed. These individuals represented the following service areas within Harlow and Broxbourne Councils: housing policy, housing needs and housing options. It also included consultation with an ESOL provider, a community development worker who was working with migrant communities in Broxbourne and an organisation that worked with migrant communities in Harlow.

2.2 Consultation with Central and Eastern European (CEE) migrants

This involved carrying out face-to-face interviews with CEE migrant within the boundary of the study area. The survey interviews took place between June and October 2010. This phase of the study is discussed in greater detail below under three sections: questionnaire design; fieldwork and interviewers; and sampling.

Questionnaire design

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

- Migration history;
- Education and employment;
- Housing;
- Community and neighbourhood;
- You and your household; and
- Future intentions.

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

Fieldwork and interviewers

The survey was carried out by community interviewers from the target communities who were trained to work as paid interviewers on the project. Working with community interviewers was of crucial importance in engaging with CEE migrant communities across Harlow and Broxbourne.

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

- Understanding the aims and objectives of the study;
- How to complete the interviews and ensure consistency of approach in asking the questions and recording information across the fieldwork force;
- Issues of confidentiality; and
- Interviewer safety.

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

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

A total of **11** interviewers worked on the project and the networks and contacts of these interviewers enabled the research team to access a range of participants.

Sampling

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.

A total of **370** interviews were carried out and there were two primary sampling strategies employed by the community interviewers in the study. The first was 'snowball' sampling, whereby interviewers were encouraged to interview members of their own community or people they knew / were in contact with. Through these contacts, they were then introduced to additional participants. The second was 'opportunistic' sampling whereby interviewers would go to places where the target migrant populations were known to live or frequent in order to engage people in the research. The interviewers were encouraged to interview different nationalities, where possible.

Following completion and analysis of the survey, we consulted with community interviewers to gain additional insights and clarification on some of the issues that emerged from the survey.

3. Looking at the scale of migration

The difficulties of calculating the scale of migration are widely acknowledged. While there are a number of sources of information offering data on Central and Eastern European migration, there is currently no 'all-inclusive' data source that can offer a measure of the population. Two of the most commonly used data sources in relation to CEE migrants are Worker Registration Scheme (WRS) and National Insurance Registration data (NINo).

Information from the WRS and NINo 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. It must therefore be recognised that the data cannot be aggregated to provide a definitive answer with regards to the size of the CEE population in a local. However, we suggest using these sources as a *starting point* to providing some information nationally and for Harlow and Broxbourne specifically. What follows is a brief introduction to these data sources and what they tell us about Harlow and Broxbourne.

3.1 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, Slovak Republic and Slovenia). It requires individuals from these countries to obtain a registration certificate for each job they have in the UK. Once they have been working continually for twelve months they no longer have to register and can obtain a residence permit³.

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*. Furthermore, an individual who has registered to work and who leaves employment is not required to deregister; therefore, some of those counted will have left the employment for which they registered⁴. Finally, the figures rely on official registration, which naturally cannot account for those who are not registered.

WRS data for Harlow and Broxbourne

Between May 2004 and June 2010 **1,125** A8 nationals registered for work in Harlow (See Table 4 at the end of this chapter). The majority of registrations have been Polish (42%), followed by Slovak and Latvian nationals (15% and 14% respectively). The number of registrations has fluctuated, indicating a decrease in registrations until 2009, when the number increased again. This increase appears to be the result of the arrival of a number of Latvian nationals in recent years.

³ <http://www.ukba.homeoffice.gov.uk/workingintheuk/eea/wrs/>

⁴ Home Office (2008) *Accession Monitoring Report May 2004 – December 2008*, London: Home Office.

Looking at WRS data for Broxbourne (see Table 5 at the end of this chapter), there have been **1,525** registrations for work in Broxbourne. Again, the majority of registrations have been from Poland (64%). This is followed by Lithuanian nationals (19%), with smaller numbers of the other A8 nationals. The higher number of registrations in Broxbourne illustrates some of the problems identified above in relation to WRS data. While they may be registered with a Broxbourne employer, they may not necessarily live within Broxbourne. Indeed, the National Insurance number data suggests a lower number of Central and Eastern European migrants in Broxbourne than in Harlow, with figures for Harlow being much higher than WRS data (see below).

3.2 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 credits⁵. 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.

NINo data for Harlow and Broxbourne

Since 2004, a total of **2,220** A8 / A2 migrants have registered for a National Insurance number in Harlow; while **1,370** have registered in Broxbourne.

Tables 2 and 3 illustrate the percentage of all overseas nationals who are from the A8 / A2 countries. The data indicates that, following accession in 2004, the percentage has remained consistently high, accounting for around half of the registrations to overseas nationals in both areas.

Table 2: Harlow – percentage of overseas national from A8 / A2

Year	All non-UK	All A8/A2	A8/A2 % of all non-UK
2004	530	50	9
2005	720	220	31
2006	800	380	48
2007	950	530	56
2008	720	370	51
2009	870	480	55
2010	280	170	61
Total	4,870	2,200	45

⁵ Rees, P. and Boden, P. (2006) *Estimating London’s new migrant population: Stage 1 – review of methodology*, London: Greater London Authority (GLA).

Table 3: Broxbourne – percentage of overseas national from A8 / A2

Year	All non-UK	All A8/A2	A8/A2 % of all non-UK
2004	220	30	14
2005	370	160	43
2006	480	250	52
2007	580	310	53
2008	530	280	53
2009	510	270	53
2010	130	70	54
Total	2,820	1,370	49

Tables 6 and 7 below show NINo registrations for Harlow and Broxbourne by nationality.

While both areas have seen the arrival of a diversity of migrants (with both receiving all nationalities except Slovenian), Harlow has received larger numbers of different nationalities than Broxbourne. In Broxbourne, for example, 69% of registrations were from Poland; this was followed by Lithuania (18%), with small numbers from the remaining nationalities. In Harlow, although Polish registrations still dominate, the percentage is lower (48% of registrations), with higher numbers of Slovak, Latvian and Hungarian registrations (15%, 14% and 9% respectively).

In both areas there was a peak in registrations during 2007, with a decrease following this, particularly in terms of Polish registrations. Similar to WRS data, the NINo data for Harlow indicates an increase in 2009, which is attributed to a large number of Latvian registrations. As can be seen, this registration of Latvian nationals has continued into the first quarter of 2010.

Table 4: Harlow registered workers by nationality, May 2004 – June 2010

Period	Czech Rep	Estonia	Hungary	Latvia	Lithuania	Poland	Slovakia	Slovenia	Total
May 04 – Mar 06	10	†	10	5	25	90	30	-	175
Apr – Jun 06	-	†	†	†	5	35	5	-	50
Jul – Sep 06	-	-	-	†	5	30	5	-	45
Oct – Dec 06	†	-	5	-	†	20	5	-	30
2004 – 2006	10	†	15	5	35	175	45	-	300
Jan – Mar 07	†	-	5	-	†	30	10	-	45
Apr – Jun 07	-	-	5	-	†	25	10	-	40
Jul – Sep 07	5	†	10	†	†	25	35	†	80
Oct – Dec 07	†	-	15	-	5	30	15	-	70
2007	5	†	35	†	5	110	70	†	235
Jan – Mar 08	†	†	5	-	†	30	20	-	55
Apr – Jun 08	-	10	10	-	5	25	10	-	60
Jul – Sep 08	-	5	5	-	†	15	5	-	30
Oct – Dec 08	†	5	5	5	†	10	5	-	35
2008	†	20	25	5	5	80	40	-	180
Jan – Mar 09	†	10	5	20	5	30	10	-	85
Apr – Jun 09	†	10	†	5	5	30	†	-	55
Jul – Sep 09	-	5	5	10	10	15	†	-	50
Oct – Dec 09	-	15	10	55	5	10	†	-	100
2009	†	40	20	90	25	85	10	-	290
Jan – Mar 10	-	5	5	25	10	5	5	-	50
Apr – Jun 10	†	-	5	35	10	20	†	-	70
2010	†	5	10	60	20	25	5	-	120
Total	15	65	105	160	90	475	170	-	1,125
%	1	6	9	14	8	42	15	-	100

Source: Home Office (2010). Note: These figures are rounded up to the nearest 5 (- denotes nil and † denotes 1 or 2).

Table 5: Broxbourne registered workers by nationality, May 2004 – June 2010

Period	Czech Rep	Estonia	Hungary	Latvia	Lithuania	Poland	Slovakia	Slovenia	Total
May 04 – Mar 06	10	10	5	10	65	185	40	-	325
Apr – Jun 06	5	-	†	†	15	30	5	-	60
Jul – Sep 06	5	†	†	†	15	75	5	-	95
Oct – Dec 06	-	-	5	†	10	85	†	-	100
2004 – 2006	20	10	10	10	105	375	50	-	580
Jan – Mar 07	†	-	†	5	25	100	†	-	130
Apr – Jun 07	-	†	5	5	5	70	5	-	90
Jul – Sep 07	†	-	5	5	15	60	†	-	85
Oct – Dec 07	†	†	†	-	10	50	5	-	65
2007	†	†	10	15	55	280	10	-	370
Jan – Mar 08	†	†	†	†	15	60	5	-	85
Apr – Jun 08	†	-	5	-	15	35	5	-	60
Jul – Sep 08	5	-	5	-	5	30	†	-	45
Oct – Dec 08	†	-	5	-	5	25	5	-	35
2008	5	†	15	†	40	150	15	-	225
Jan – Mar 09	-	†	5	†	10	35	5	-	60
Apr – Jun 09	5	-	10	5	20	25	5	-	70
Jul – Sep 09	-	-	5	5	20	25	5	-	60
Oct – Dec 09	5	†	-	5	10	25	5	-	50
2009	10	†	20	15	60	110	20	-	240
Jan – Mar 10	5	-	5	5	25	35	†	-	75
Apr – Jun 10	†	-	-	5	10	20	†	-	35
2010	5	-	5	10	35	55	†	-	110
Total	40	10	60	50	295	970	95	-	1,525
%	3	1	4	3	19	64	6	-	100

Source: Home Office (2010). Note: These figures are rounded up to the nearest 5 (- denotes nil and † denotes 1 or 2).

Table 6: Harlow NINo registrations to A8/A2 nationals, Jan 2004 – March 2010

Year	All non-UK	All A8/A2	Poland	Slovakia	Latvia	Hungary	Lithuania	Romania	Czech Republic	Estonia	Bulgaria	Slovenia
2004	530	50	10	10	-	-	10	10	10	-	-	-
2005	720	220	100	50	20	10	20	-	10	10	-	-
2006	800	380	230	70	20	20	20	-	10	10	-	-
2007	950	530	300	100	10	70	20	10	10	-	10	-
2008	720	370	220	60	10	40	10	20	10	-	-	-
2009	870	480	160	30	150	40	40	20	10	20	10	-
2010	280	170	40	10	90	10	10	10	-	-	-	-
Total	4,870	2,200	1,060	330	300	190	130	70	60	40	20	-
%			48	15	14	9	6	3	3	2	1	-

Source: Department for Work and Pensions (DWP) (2010) <http://www.dwp.gov.uk/asd/tabtool.asp>. Note: These figures are rounded to the nearest 10. Please note that percentages have been rounded up or down accordingly throughout the report; therefore not all totals will add up to 100%.

Table 7: Broxbourne NINo registrations to A8/A2 nationals, Jan 2004 – March 2010

Year	All non-UK	All A8/A2	Poland	Lithuania	Slovakia	Bulgaria	Hungary	Latvia	Romania	Czech Republic	Estonia	Slovenia
2004	220	30	10	10	-	-	-	10	-	-	-	-
2005	370	160	90	50	20	-	-	-	-	-	-	-
2006	480	250	180	50	10	-	10	-	-	-	-	-
2007	580	310	240	40	10	10	10	-	-	-	-	-
2008	530	280	210	30	10	10	10	-	10	-	-	-
2009	510	270	170	40	-	10	-	10	20	10	10	-
2010	130	70	40	20	-	-	-	10	-	-	-	-
Total	2,820	1,370	940	240	50	30	30	30	30	10	10	-
%			69	18	4	2	2	2	2	1	1	-

Source: Department for Work and Pensions (DWP) (2010) <http://www.dwp.gov.uk/asd/tabtool.asp>. Note: These figures are rounded to the nearest 10.

Section 2: Findings of the study

This section provides a comprehensive analysis of the consultation carried out across Harlow and Broxbourne. It is divided into the following key chapters: characteristics of the sample; migration experiences; education and qualifications; employment experiences, accommodation issues; community cohesion; access to selected services and facilities; and future intentions.

As well as outlining the survey findings, it incorporates information gathered during the follow-up interviews with community interviewers and the consultation with key stakeholders.

4. Characteristics of the sample

This chapter presents information about the characteristics of the Central and Eastern European (CEE) migrants interviewed in Harlow and Broxbourne, including nationality / ethnicity; year of arrival; age and gender; religious beliefs; and household information.

4.1 Nationality and ethnicity

Table 8 below shows the breakdown of the sample by nationality. Looking at the sample as a whole, the majority of respondents were Polish (71%). As can be seen, however, there were a range of nationalities represented in the sample. Indeed, the sample included all national groups from the A8 and A2 countries, with the exception of Slovenia.

Similar to the official data discussed previously, there were differences between Harlow and Broxbourne. For example, the percentage of Polish respondents was higher in Broxbourne (77%, compared to 67% in Harlow), while Harlow had a large proportion of Latvian nationals (16% of the Harlow sample). With regards to the number of Latvian nationals coming in more recent years, follow-up consultation with community interviewers indicated that there is a British recruitment agency in Latvia, which assists people to find jobs in the UK, as well as assisting with required documentation.

Seven respondents across the whole sample identified themselves as of Roma heritage; six in Broxbourne, one in Harlow. These respondents were the following nationalities: Polish (3 respondents); Romanian (2); Bulgarian (1); and Hungarian (1).

Figure 2: Nationality of Broxbourne respondents

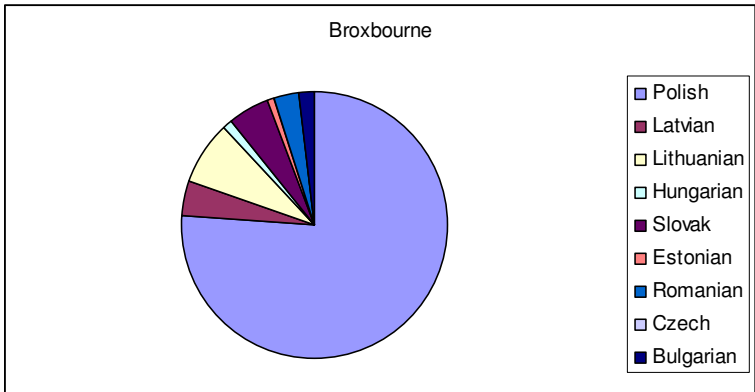


Figure 3: Nationality of Harlow respondents

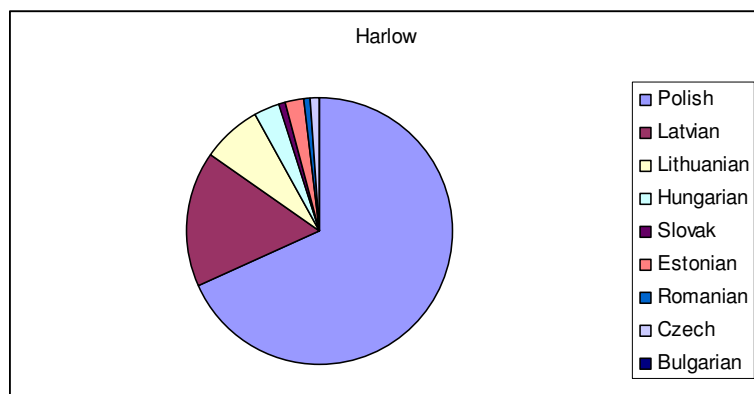


Table 8: Nationality

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Polish	262	71	79	77	183	67
Latvian	47	13	4	4	43	16
Lithuanian	28	8	8	8	20	7
Hungarian	8	2	1	1	7	3
Slovak	7	2	5	5	2	1
Estonian	6	2	1	1	5	2
Romanian	6	2	3	3	3	1
Czech	4	1	-	-	4	1
Bulgarian	2	<1	2	2	-	-
Total	370	100	103	100	267	100

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

4.2 Year of arrival

Looking at year of arrival in the UK, there was no specific year that appeared most frequently. There were a small number of people who had arrived prior to 2004, but the number of arrivals increased from 2005 onwards. There are also a large number of people who have been in the UK for a relatively long period of time (i.e. three years or more). However, the data also suggests that a number of CEE migrants are still coming to the UK.

Table 9: Year of arrival in the UK

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Before 2004	31	8	18	17	13	5
2004	35	9	11	11	24	9
2005	51	14	12	12	39	15
2006	45	12	14	14	31	12
2007	51	14	18	17	33	12
2008	47	13	13	13	34	13
2009	57	15	9	9	48	18
2010	53	14	8	8	45	17
Total	370	100	103	100	267	100

With regards to when the respondents arrived in Harlow or Broxbourne, again there is no particular year that stands out; however, a large proportion of the sample (61%) arrived from 2008 onwards. In Harlow in particular there had been a number of more recent arrivals (i.e. 2009 / 2010). The data suggests that for many respondents, there had been migration within the UK (Chapter 4 provides further information in relation to internal migration). In line with the official data discussed earlier, a number of the newer arrivals were from Latvia and Lithuania.

Table 10: Year of arrival in Harlow / Broxbourne

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Before 2004	14	4	13	13	1	<1
2004	13	4	8	8	5	2
2005	24	7	5	5	19	7
2006	43	12	11	11	32	12
2007	49	13	18	17	31	12
2008	71	19	21	20	50	19
2009	75	20	14	14	61	23
2010	80	22	13	13	67	25
Total	369	100	103	100	266	100

Note: excludes 1 missing case

4.3 Age and gender

Looking at the sample as a whole, in line with previous research, the majority of respondents were aged 25 – 39 (64%). A further quarter of respondents were aged 17 – 24.

With regards to gender, 52% of respondents were male and 48% female. The percentage of male respondents was higher in Broxbourne (64%).

Table 11: Age

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
17 – 24	96	26	28	27	68	25
25 – 39	237	64	59	57	178	67
40 – 49	25	7	8	8	17	6
50 – 59	11	3	7	7	4	1
60 – 74	1	<1	1	1	-	-
Total	370	100	103	100	267	100

Table 12: Gender

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Male	192	52	65	64	127	48
Female	176	48	36	36	140	52
Total	368	100	101	100	267	100

Note: excludes 2 missing cases

4.4 Religious beliefs

Respondents were asked their religious beliefs through an open-ended question. As can be seen from Table 13 below, 80% of respondents indicated that they were Catholic. This was similar for both Harlow and Broxbourne.

Table 13: Religious beliefs

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Catholic	271	80	78	78	193	81
No religious beliefs	49	15	20	20	29	12
Christian	7	2	1	1	6	3
Lutheran	7	2	-	-	7	3
Atheist	3	1	1	1	2	1
Total	337	100	100	100	237	100

Please note: excludes 33 missing cases, which could also indicate no religious beliefs.

4.5 Household information

With regards to marital status, 34% were living with their spouse, while 25% were living with their partner. The remaining respondents (41%) were single. It needs to be taken into account that the survey explored who respondents were living with in the UK and some respondents may have had spouses / partners living in their home country.

Table 14: Number of respondents living with spouse / partner

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Single	152	41	45	44	107	40
Spouse	126	34	34	33	92	34
Partner	92	25	24	23	68	25
Total	370	100	103	100	267	100

We also wanted to explore how many respondents had children (under the age of 17) with them in Harlow or Broxbourne. A total of 116 respondents had children living with them (31% of the sample); 24 respondents in Broxbourne (23% of the Broxbourne sample) and 92 respondents in Harlow (34% of the Harlow sample).

The total number of children that were currently living with respondents was 201 children (approximately 1.7 children per household). The majority of children were under five years of age (64%), reflecting the younger age range of the respondents who took part in the survey.

Table 15: Number and age range of children

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
0 – 5	128	64	21	46	107	69
6 – 10	48	24	12	26	36	23
11 – 17	25	12	13	28	12	8
Total	201	100	46	100	155	100

4.6 Location of respondents

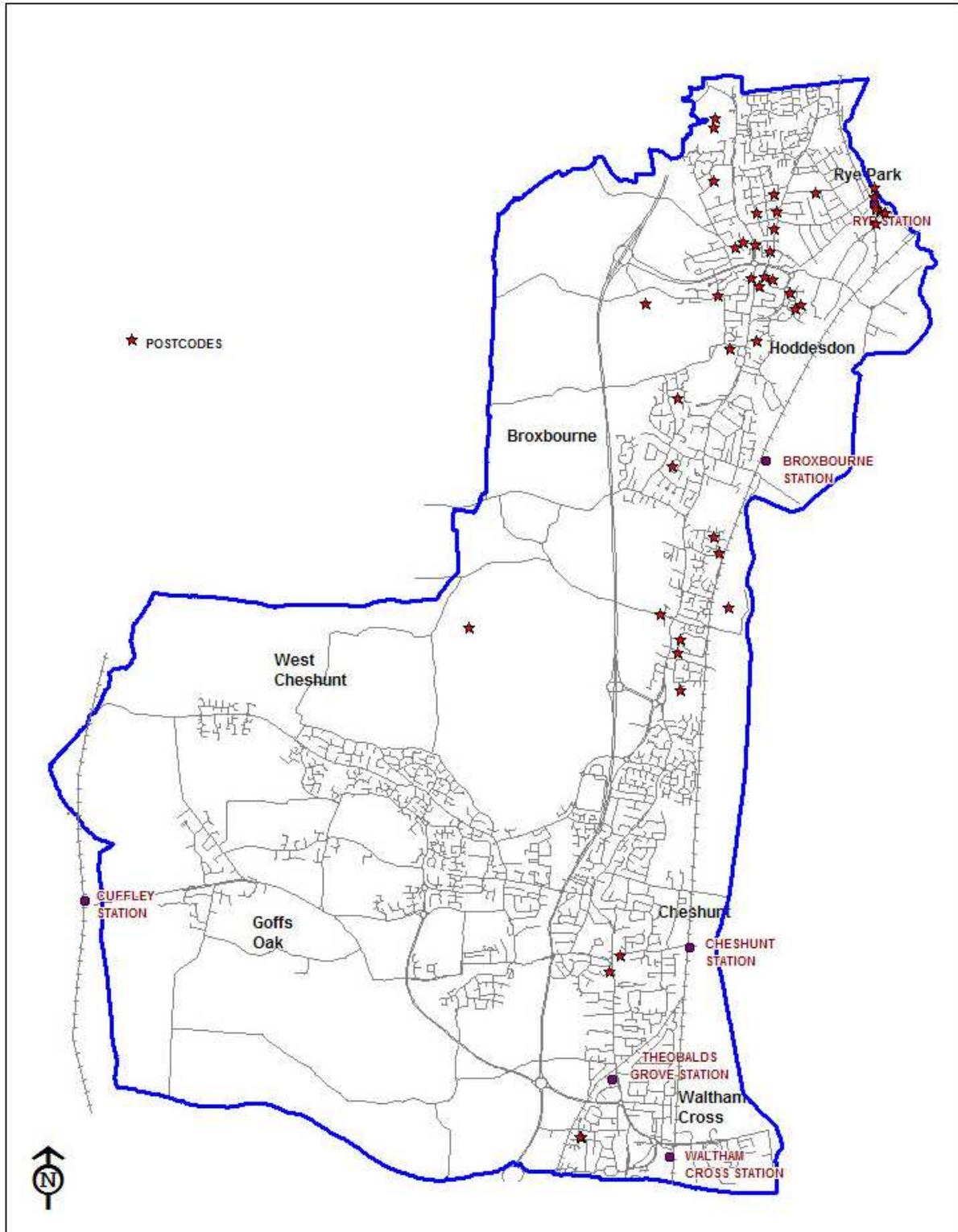
The location of respondents within the two study areas is shown in Maps 1 and 2 below.

Map 1: Harlow respondents



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Map 2: Broxbourne respondents



BROXBOURNE BOROUGH COUNCIL
BOROUGH OFFICES
CHURCHGATE
CHESHUNT
WALTHAM CROSS
EN8 9QX TEL -01992 785555



Title HOUSING NEEDS OF MIGRANT WORKERS
Location BOROUGH OF BROXBOURNE

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User MP
Scale: 1/50000

Centre: 534649.40, 205572.12
Date: 26/1/2011

5. Migration experiences

This chapter provides some information on the respondents' migration experiences, focusing specifically on their migration within the UK as well as the reasons given for moving to Harlow or Broxbourne.

5.1 Migration patterns prior to Harlow or Broxbourne

As highlighted previously in relation to year of arrival, the data showed migration of respondents within the UK since arrival. Indeed, 44% of the sample stated that they had lived elsewhere before moving to Harlow or Broxbourne. This percentage was similar for both areas.

Table 16: Lived anywhere else in the UK

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Yes	163	44	46	45	117	44
No	207	56	57	55	150	56
Total	370	100	103	100	267	100

With regards to where people had previously lived, a full list of towns / cities is provided in Appendix 1 of this report; however, over half of the respondents who had lived elsewhere made reference to living in London. Following London, respondents made reference to a number of places within the East of England (particularly within Essex). The furthest people had moved was from Scotland.

5.2 Reasons for living in Harlow or Broxbourne

Linking in with the information above, we asked respondents why they had chosen to live in Harlow or Broxbourne. Similar to previous studies carried out with CEE migrants, social networks were important in the decision making process, with over half of respondents (54%) having social connections in the area (i.e. family or friends). This percentage was similar for both areas.

A quarter of the sample indicated that they had a job to come to in the area; this percentage was higher in Harlow (27%, compared to 21% in Broxbourne); however, a high proportion of Broxbourne respondents had moved to the area because they had heard of job opportunities (23%, compared to 10% of Harlow respondents).

Figure 4: Reason for living in Broxbourne / Harlow

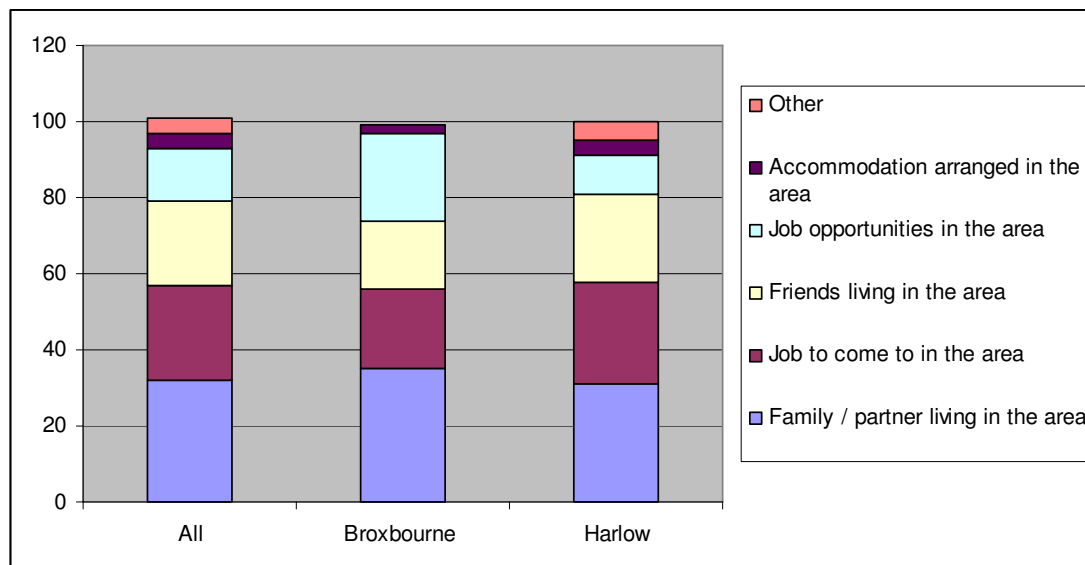


Table 17: Reason for living in Harlow / Broxbourne

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Family / partner already living in the area	119	32	36	35	83	31
Had a job to come to in the area	94	25	22	21	72	27
Friends already living in the area	81	22	19	18	62	23
Heard of job opportunities in the area	50	14	24	23	26	10
Had accommodation arranged in the area	13	4	2	2	11	4
Other	13	4	-	-	13	5
Total	370	100	103	100	267	100

With regards to the respondents in Harlow who indicated 'other', when asked to elaborate the majority of respondents made reference to accommodation being more affordable in Harlow in comparison with London. The following are some of the responses that were given:

'[I] heard accommodation was cheaper than in London'

'Accommodation is cheaper than London and I have a few friends living here'

'[We] were looking to buy a flat and prices were lower in Harlow compared to London'

One respondent wanted to move away from London to somewhere quieter:

'[We] moved from London because it was too noisy and have been looking for a place with more safety and quiet, where I could bring my family'

6. Education and employment

This chapter focuses on the respondents' level of education and their current employment. In order to assist analysis of employment, the information in relation to current employment has been reclassified using the Standard Occupational Classification (SOC) 200⁶, which provides a hierarchical classification of occupational skill.

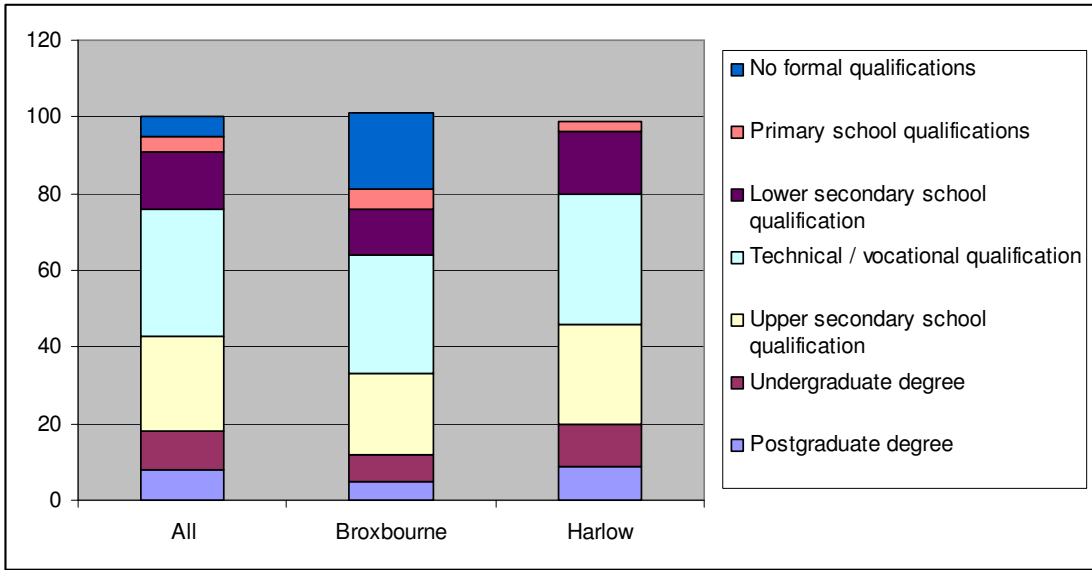
6.1 Qualifications

Highest level of qualification

The different levels of qualification below were included after consultation with the community interviewers, as well advice from community interviewers in a previous study⁷. They indicated that technical qualifications relates to those who have taken a vocational route, ending with a high-school diploma (for example, mechanic). Upper secondary school qualifications are aimed at preparing people for higher education. Lower secondary school relates to those who are not strong enough to pass exams to enter higher levels of education. These individuals can finish basic school, which prepare them to go into industry (for example, assistant car mechanic).

A third of respondents indicated that they had technical / vocational qualifications; this was followed by upper secondary school qualifications (25% of respondents). With regards to higher education, 18% of the sample had degree level qualifications. This percentage was highest amongst the Harlow sample (20%, compared to 12% of the sample in Broxbourne). As can be seen, a small number of respondents indicated that they had no formal qualifications; these respondents were all in the Broxbourne sample.

Figure 5: Highest level of qualification



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

⁷ Scullion, L., Morris, G. and Steele, A. (2009) *A study of A8 and A2 migrants in Nottingham*, Salford: University of Salford.

Table 18: Highest level of qualification

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Postgraduate degree	29	8	5	5	24	9
Undergraduate degree	37	10	7	7	30	11
Upper secondary school qualification	91	25	21	21	70	26
Technical / vocational qualification	121	33	32	31	89	34
Lower secondary school qualification	55	15	12	12	43	16
Primary school qualifications	14	4	5	5	9	3
No formal qualifications	20	5	20	20	-	-
Total	367	100	102	100	265	100

Note: excludes 3 missing cases

With regards to the degree level qualifications, respondents made reference to the following subjects: business management; economics; hospitality management; psychology; physical education; political science; marketing; social work; sociology; and teaching qualifications.

The ONS Annual Population Survey data for Harlow (Jan – Dec 2009) indicates that 43% of the population are qualified to NVQ Level 3 (equivalent to A – Level), while 27% are qualified to NVQ Level 4 or above (equivalent to HND, degree or higher degree). It also shows that just under 14% have no qualifications⁸. The ONS Annual Population Survey data for Broxbourne (Jan – Dec 2009) indicates that 46% of the population are qualified to NVQ Level 3 (equivalent to A – Level), while 27% are qualified to NVQ Level 4 or above (equivalent to HND, degree or higher degree). It also shows that 8% have no qualifications⁹.

Trade or skill from home country

We also wanted to identify if respondents had a particular trade or skill; 43% of respondents indicated that they did. This percentage was higher in Harlow, with 47% of respondents stating that they had a particular trade or skill compared to 32% in Broxbourne. Table 19 below provides a list of the trades / skills given by the respondents. IT skills, construction related trades, mechanic and driving skills were mentioned most frequently.

⁸ See: <https://www.nomisweb.co.uk/reports/lmp/la/2038431773/report.aspx?town=harlow#tabquals>

⁹ See: <https://www.nomisweb.co.uk/reports/lmp/la/2038431793/report.aspx#tabquals>

Table 19: List of trades / skills

Harlow	Broxbourne
Accountancy Administration / secretarial skills Art / design Baker Bricklayer Builder Carer Carpenter Chef Driver Electrician Engineering Hairdresser IT skills Pharmacy assistant Forklift driver Gardener Health and safety training Lawyer Locksmith Masseuse Nail technician Nurse Plasterer Plumber Security Sewing Translator Welder	Accountancy Builder Carer Car mechanic Carpenter Dress maker Driver Electrician Engineering Nurse Painter Plumber Teaching Teaching assistant

6.2 Employment experiences in the UK

Number of jobs in the UK

The number of jobs people had undertaken since their arrival in the UK ranged from none (12%) to six or more (3%). Just over a third of respondents had undertaken one job since their arrival.

With regards to the respondents who indicated six or more, three had undertaken ten jobs, while one person had undertaken fourteen jobs in the UK. The majority of these respondents were living in Harlow.

As can be seen, 12% of respondents indicated that they had not worked in the UK (including a small number of people who had been in the UK for up to six years). The majority of the respondents who had never worked were married females, which could suggest dependence on their spouses.

Perhaps unsurprisingly, the respondents who had undertaken a number of different jobs had been in the UK for a longer period. With regards to why people had changed jobs, the main reason was to take a better paid job. Following this, people made reference to temporary contracts coming to an end, redundancy and, in a small number of cases, problems with employers.

Table 20: Number of jobs in the UK

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
None	43	12	13	13	30	11
One	124	34	27	26	97	37
Two	71	19	27	26	44	17
Three	68	19	22	22	46	17
Four	34	9	10	10	24	9
Five	15	4	1	1	14	5
Six or more	12	3	2	2	10	4
Total	367	100	102	100	265	100

Note: excludes 3 missing cases

Employment status

At the time of the survey, 81% of respondents were in paid employment. This percentage was similar across both areas (albeit slightly lower in Broxbourne). The ONS Annual Population Survey data for Harlow (Jul 2009 – Jun 2010) indicates that 18% of people were economically inactive¹⁰. The ONS data for Broxbourne (Jul 2009 – Jun 2010) also indicated that 18% of people were economically inactive¹¹.

Table 21: Currently in paid employment

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Yes	294	81	81	79	213	81
No	71	19	21	21	50	19
Total	365	100	102	100	263	100

Note: excludes 5 missing cases

With regards to those who were not currently in paid employment, over half indicated that they had never worked in the UK. As highlighted above, these were primarily female respondents. Looking at the sample as a whole, the remaining respondents had primarily been without employment for less than three months (29%). This percentage was higher in Broxbourne (40%), although we need to recognise that this is based on a smaller sample size.

Table 22: Length of time without employment

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Less than 1 month	11	16	3	15	8	16
1 – 3 months	9	13	5	25	4	8
4 – 6 months	4	6	1	5	3	6
7 – 9 months	3	4	-	-	3	6
10 – 12 months	1	1	-	-	1	2
More than 12 months	5	7	-	-	5	10
Never worked in UK	37	53	11	55	26	52
Total	70	100	20	100	50	100

Note: excludes 1 missing case

¹⁰ See: <https://www.nomisweb.co.uk/reports/lmp/la/2038431773/report.aspx?town=harlow#tabeinact>

¹¹ See:

<https://www.nomisweb.co.uk/reports/lmp/la/2038431793/report.aspx?town=broxbourne#tabeinact>

Current occupation

Table 23 below provides a list of people's current occupations (based on job titles given by respondents). Comparing the two areas, over a third of the respondents in Harlow were undertaking factory / warehouse / production work. This was followed by cleaning and construction related work. In Broxbourne, around a quarter of respondents were working in the construction industry. This was followed by cleaning, driving and factory work.

Table 23: Current occupation

Harlow	Broxbourne
Accounts assistant	Accountant
Administrator	Builder
Assembler	Cashier
Assistant manager	Chef
Bartender	Cleaner
Builder	Dressmaker
Butcher	Driver
Car body fitter	Dry cleaner
Care assistant	Factory worker
Cashier	Hairdresser
Catering assistant	Insulation installer
Chef	Kitchen porter
Civil enforcement officer	Labourer
Cleaner	Mechanic
Community development worker	Nursery worker
Customer services	Picker / packer
Driver	Painter
Electrician	Plumber
Factory worker	Production worker
Forklift driver	Sales assistant
Hairdresser	Sewer
Hand car washer	Strategic manager
Housekeeper	Teacher
Interpreter	Vegetable selector
Kitchen porter	Waitress
Labourer	
Machine operator	
Medical assistant	
Picker / packer	
Plumber	
Production worker	
Restaurant manager	
Room service attendant	
Sales assistant	
Social worker	
Tray-wash operative	
Warehouse operative	
Welder	

As highlighted previously, in order to assist analysis of employment, the information in relation to current employment has been reclassified using the Standard

Occupational Classification (SOC) 2000¹². As can be seen, over half of the sample were working in elementary occupations (this includes occupations such as picking/packing, warehouse work, etc.). In line with the information highlighted previously, there was a higher percentage of people in Harlow in elementary occupations (54% compared to 42% in Broxbourne), while in Broxbourne there was a higher percentage of people with skilled trade occupations (28%, compared to 11% in Harlow). Consultation with community interviewers indicated that language was a key barrier to accessing better employment (in terms of pay and conditions). While exploitation in the workplace was not an issue that was explored in the research, it is worth noting that some community interviewers were aware of instances where people were being paid less than minimum wage.

Looking at educational qualifications in relation to current occupation suggests that 42% of the people with degree level qualifications were working in process, plant and machine or elementary occupations.

Figure 6: Current occupation (Standard Occupational Classification)

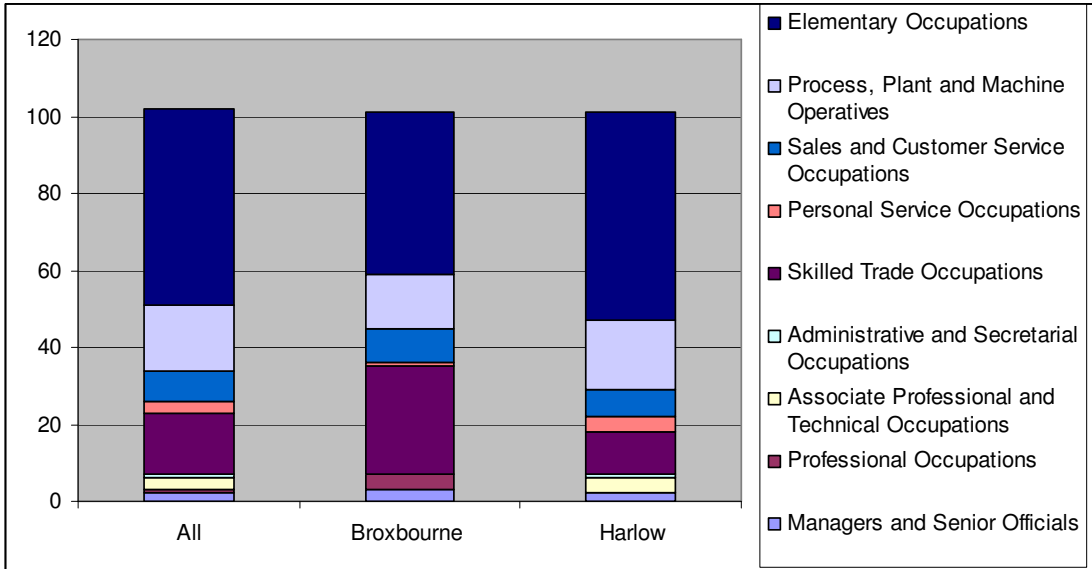


Table 24: Current occupation (Standard Occupational Classification)

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Managers and Senior Officials	6	2	2	3	4	2
Professional Occupations	3	1	3	4	-	-
Associate Professional and Technical Occupations	8	3	-	-	8	4
Administrative and Secretarial Occupations	1	<1	-	-	1	<1
Skilled Trade Occupations	45	16	22	28	23	11
Personal Service Occupations	9	3	1	1	8	4
Sales and Customer Service Occupations	22	8	7	9	15	7
Process, Plant and Machine Operatives	48	17	11	14	37	18
Elementary Occupations	146	51	33	42	113	54
Total	288	100	79	100	209	100

Note: excludes 5 missing cases

¹² See <http://www.ons.gov.uk/about-statistics/classifications/current/SOC2000/about-soc2000/index.html#SOC20001>

Location of current employment

Looking at where respondents were currently working, the data suggested that a large proportion of people were working within the district in which they were living; for example, three quarters of the employed Harlow respondents were working in Harlow. Interestingly, however, some of stakeholders who took part in the consultation thought that people typically worked outside the areas.

The Broxbourne sample indicated that around two thirds were working in Broxbourne, a large proportion of which were working in Hoddeson. Consultation with a community development worker in Broxbourne suggested that there was an industrial estate in Hoddeson that was known to employ a number of workers from overseas.

Table 25: Location of current occupation

Location	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Broxbourne						
Hoddesdon	40	14	35	46	5	2
Broxbourne	8	3	8	11	-	-
Waltham Cross	4	1	4	5	-	-
Cheshunt	1	<1	1	1	-	-
Harlow						
Harlow	157	56	4	5	153	74
Epping Forest						
Roydon	20	7	6	8	14	7
Nazeing	15	5	3	4	12	6
London						
London	15	5	6	8	9	4
Enfield	4	1	3	4	1	<1
Uttlesford						
Stansted	6	2	-	-	6	3
East Hertfordshire						
Bishop Stortford	1	<1	-	-	1	<1
Hertford	4	1	4	5	-	-
Other						
All over UK	7	2	2	3	5	2
Total	282	100	76	100	206	100

Note: excludes 12 missing cases

Security of employment

The majority of respondents who were currently in paid employment stated that they had a permanent contract (64%). Comparing both areas, however, shows that this percentage was much higher in Broxbourne (74%, compared to 60% in Harlow). This reflects the higher level of factory / production work in Harlow, which is often through an agency and temporary in nature.

Table 26: Security of employment

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Permanent	187	64	60	74	127	60
Temporary	76	26	15	19	61	29
Self employed	19	7	5	6	14	7
Other	9	3	1	1	8	4
Total	291	100	81	100	210	100

Note: excludes 3 missing cases

With regards to the respondents who stated 'other', when asked to elaborate three respondents indicated that they did not have a contract, while the remainder said they were working for an agency, which again suggested temporary employment. The respondents who currently had temporary contracts suggested that these were anywhere between one month and indefinite. As before, a number of them were working for agencies, which meant that the length of contract could change depending on the needs of the employer. A small number of respondents indicated that their contract was seasonal (these respondents were working in food processing).

Official registration

Given the issues highlighted previously in relation to migration data, we wanted to explore how many CEE migrants were currently officially registered. Just under three quarters of the sample as a whole were registered on the Worker Registration Scheme (WRS). A small number of people indicated that they did not want to respond. There were also a small number of non-responses. These individuals were also potentially not registered but were concerned about responding to the question. There were also twelve respondents who did not know if they were registered.

Table 27: Worker Registration Scheme (WRS)

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Yes	263	72	73	74	190	72
No	79	22	13	13	66	25
Don't know	12	3	7	7	5	2
Prefer not to say	10	3	6	6	4	2
Total	364	100	99	100	265	100

Please note: excludes 6 missing cases

As highlighted in Chapter 1, nationals from Bulgarian and Romania (A2 countries) have restrictions in terms of employment in the UK. With regards to the eight respondents from Bulgaria and Romania, only one indicated that they had authorisation to work. One respondent stated that they did not, while the remainder did not want to say or did not respond. Six of the eight were currently working.

Finally, we asked about registration for a National Insurance number; 91% of the sample indicated that they were registered. This percentage was highest in Harlow (93%, compared to 86% in Broxbourne).

Table 28: Registered for national Insurance number

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Yes	338	91	89	86	249	93
No	20	5	6	6	14	5
Don't know	2	1	2	2	-	-
Prefer not to say	10	3	6	6	4	1
Total	370	100	103	100	267	100

7. Accommodation

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

7.1 Previous accommodation in Harlow or Broxbourne

We asked people to indicate how many properties they had lived in since they had been in Harlow or Broxbourne. The number of properties ranged from one to six or more, with 46% having lived in just one property. This percentage was higher in Broxbourne (61%), while the Harlow respondents appeared to have had more movement.

Table 29: Number of properties

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
One	170	46	63	61	107	40
Two	112	30	23	22	89	33
Three	52	14	12	12	40	15
Four	21	6	4	4	17	6
Five	9	2	1	1	8	3
Six or more	6	2	-	-	6	2
Total	370	100	103	100	267	100

With regards to the tenure of the previous properties that people had lived in, people had moved around the private rented sector, particularly properties through private landlords or letting agencies. Only a small number of people indicated that they had previously lived in socially rented accommodation (three of these had lived in Housing Association properties). One respondent highlighted the difficulty of not being able to provide references when you come from outside the UK:

'Difficult to rent a flat for newcomers, [we] don't have references from previous addresses'

Previous studies highlight that movement within the private rental sector is very common amongst CEE migrants, with this sector providing 'flexibility' for people, particularly as references are not always required by landlords.

Table 30: Tenure of previous properties

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Private landlord	104	52	23	58	81	51
Letting / rental agency	101	51	14	35	87	54
Living with friends / family	24	12	6	15	18	11
Provided by employer	24	12	3	8	21	13
Social rented	4	2	2	5	2	1

With regards to the reasons for leaving previous properties, respondents were asked to select all the options that applied from the list in Table 31 below. As can be seen, the responses that were given most frequently were that previous properties were too

small, in poor condition, or they had moved for affordability reasons. Proximity to employment also featured for a number of respondents.

Table 31: Reasons for leaving previous properties

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Too small	64	32	9	23	55	34
In poor condition	60	30	16	40	44	28
To move to cheaper property	51	26	11	28	40	25
To move closer to employment	46	23	11	28	35	22
To move in with partner	29	15	5	13	24	15
Unsuitable for family	27	14	3	8	24	15
Evicted by landlord	23	12	3	8	20	13
To move closer to local services / facilities	20	10	2	5	18	11
Too expensive to heat	16	8	5	13	11	7
Friends / family could no longer accommodate them	7	4	1	3	6	4
Relationship breakdown	7	4	1	3	6	4
Property was repossessed	6	3	-	-	6	4
Too big	4	2	-	-	4	3
Unsuitable for health / disability	4	2	-	-	4	3
Victim of harassment in that area	1	1	-	-	1	1

In addition to the reasons above, respondents also made reference to ‘other’ reasons. For example, a small number of people suggested that landlords had wanted to move back into properties or had decided to sell them. There were also a small number of people whose accommodation was tied to employment; therefore when the employment contract ended they also had to move out of the property. A couple of people also made reference to problems with neighbours or other tenants.

7.2 Current accommodation in Harlow or Broxbourne

Accommodation type and tenure

Looking at current accommodation across the sample as a whole, the majority of respondents were living in a terraced house (37%) or purpose built flats (36%). Comparing both areas, however, suggests that respondents in Broxbourne were more likely to be living in a range of accommodation types, while nearly half of the sample in Harlow were living in terraced housing. This high level of terraced housing in Harlow reflects the type of accommodation available in the area, with 50% of its stock being terraced dwellings¹³.

Two respondents in Broxbourne indicated that they were living in a caravan / mobile home. One of these respondents had found this accommodation through friends / family, while the other had found it through their employer (this respondent did not want to provide details about their employment).

When looking at the data, we need to take into account that the figures do not always refer to separate dwellings. For example, where there were Houses in Multiple Occupation (HMOs) interviewees sometimes interviewed a number of individuals within a property.

¹³ See Opinion Research Services, *Strategic Housing Market Assessment 2008*.

Table 32: Type of property

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Terraced house	139	37	15	15	124	46
Flat (in a purpose built block)	133	36	40	39	93	35
Semi-detached house	32	9	14	14	18	7
Flat (in a converted house)	29	8	13	13	16	6
Detached house	26	7	13	13	13	5
Other bungalow	7	2	5	5	2	1
Detached bungalow	2	1	1	1	1	<1
Caravan / mobile home	2	1	2	2	-	-
Total	370	100	103	100	267	100

With regards to tenure, in line with previous research and as highlighted earlier, there was a dominance of the private rented accommodation (82%); divided fairly equally across the sample as a whole between private landlords and letting agencies. Comparing to two areas shows that the Harlow respondents were more likely to be renting through a letting agency (46%, compared to 32% in Broxbourne).

In Broxbourne there was a higher percentage of people who were relying on social connections as they could not currently afford their own accommodation (13%, compared to 3% in Harlow).

Only nine respondents (2% of the sample) indicated that they were currently living in socially rented accommodation; these were all in Harlow. Indeed, stakeholder consultation suggested that the public perception of migrants ‘jumping the housing queue’ was not accurate.

Fifteen respondents (4%) were currently living in accommodation provided by their employer (i.e. ‘tied’ accommodation). These individuals were primarily undertaking warehouse / production related jobs.

Figure 7: Tenure of property

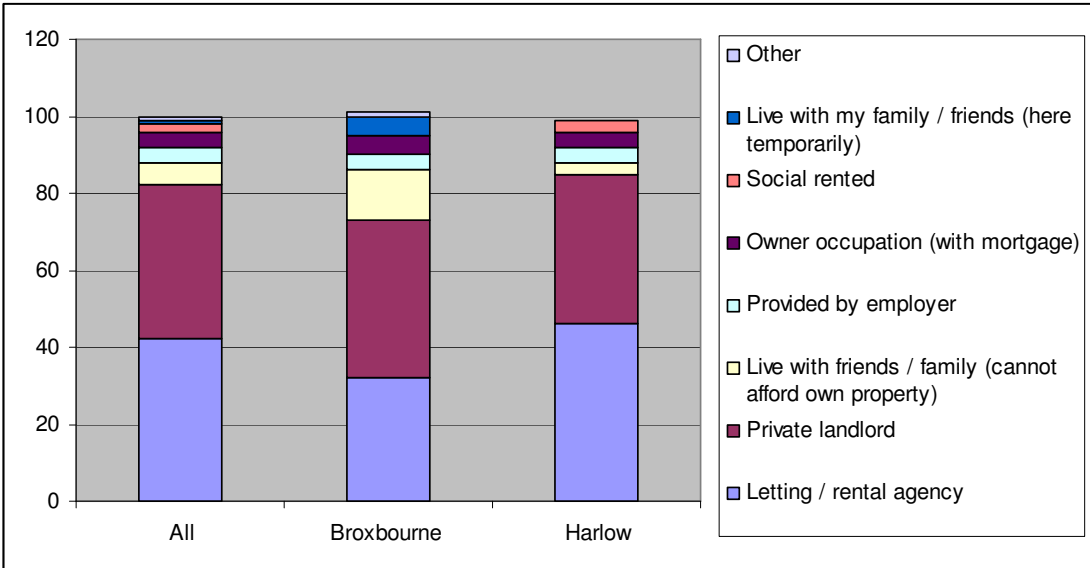


Table 33: Tenure of property

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Letting / rental agency	157	42	33	32	124	46
Private landlord	147	40	42	41	105	39
Live with friends / family (cannot afford own property)	21	6	13	13	8	3
Provided by employer	15	4	4	4	11	4
Owner occupation (with mortgage)	15	4	5	5	10	4
Social rented	9	2	-	-	9	3
Live with my family / friends (only here temporarily)	5	1	5	5	-	-
Other	1	<1	1	1	-	-
Total	370	100	103	100	267	100

The respondent who stated 'other' indicated that they were currently renting a room at a friend's house.

Tenancy agreement

We asked all the respondents who were currently renting a property whether or not they had a tenancy agreement; 63% stated that they did. Of the respondents who had a tenancy agreement, looking at the sample as a whole, 65% indicated that they fully understood this agreement, while 32% partly understood. Comparing the two areas, however, shows that 70% of the respondents in Harlow felt they fully understood their tenancy agreement compared to 47% of those living in Broxbourne.

Looking at tenancy agreement by current tenure, all of the respondents living in socially rented accommodation indicated that they had a tenancy agreement; 75% of those renting through a letting agency; 60% of those accommodated by their employer; and 49% of those renting from a private landlord. Indeed, 62% of those who did not have a tenancy agreement were renting from a private landlord.

Table 34: Tenancy agreement with landlord

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Yes	208	63	48	61	160	64
No	105	32	23	29	82	33
Don't know	15	5	8	10	7	3
Total	328	100	79	100	249	100

Table 35: Understanding of tenancy agreement

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Fully understand	134	65	23	47	111	70
Partly understand	66	32	24	50	42	27
Don't understand	6	3	1	2	5	3
Total	206	100	48	100	158	100

Note: excludes 2 missing cases

We also wanted to ascertain how people found their current accommodation. As highlighted previously, social connections were important; 29% had found accommodation through friends. A further 27% had directly approached letting

agencies, while 16% had used local newspapers.

Table 36: How did you find your current home?

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Through friends already living in area	108	29	25	25	83	31
Directly approached letting agency	100	27	21	21	79	30
Through local newspaper	57	16	26	25	31	12
Through family already living in area	31	8	11	11	20	8
UK employer arranged it for me	22	6	11	11	11	4
Directly approached estate agent	15	4	5	5	10	4
Directly approached private landlord	12	3	3	3	9	3
Internet	10	3	-	-	10	4
Directly approached Council	9	2	-	-	9	3
Other	3	1	-	-	3	1
Total	367	100	102	100	265	100

Note: excludes 3 missing cases

With regards to the respondents in Harlow who indicated 'other', when asked to elaborate, two respondents indicated that their accommodation had been arranged by a recruitment agency in their home country (Latvia), while the remaining respondent had seen an advert in a shop window.

Length of time at current address

The majority of respondents had lived in their current property for less than two years. Within this, a large number had been in their property for less than six months. Comparing the samples in both areas, however, indicates that the respondents in Broxbourne were more likely to have been in their current property longer term than those in Harlow. For example, 30% of Broxbourne respondents had been living in their current accommodation for less than twelve months, compared to 55% of the Harlow sample.

Table 37: Length of time at current address

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Less than 6 months	100	27	15	15	85	32
6 – 12 months	76	21	15	15	61	23
1 – 2 years	88	24	21	20	67	25
2 – 3 years	61	17	30	30	31	12
3 – 4 years	19	5	7	7	12	5
4 – 5 years	16	4	8	8	8	3
More than 5 years	9	2	7	7	2	1
Total	369	100	103	100	266	100

Note: excludes 1 missing case

Rent or mortgage payments

With regards to how much rent / mortgage respondents were paying per month, this ranged from less than £400 to £1,101 or more, with 40% of the sample were paying between £650 and £850 per month. This percentage was higher in Broxbourne (62%). The respondents in Harlow seemed to be distributed across a range of different rates, but had higher percentages at each extreme; for example, 15% were

paying less than £400 (compared to 1% in Broxbourne) while 13% were paying more than £1,000 (compared to 2% in Broxbourne).

A small number of respondents indicated that they didn't pay rent; these respondents were currently living with friends or family.

Table 38: Rent / mortgage per month

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Less than £400	41	11	1	1	40	15
£401 – £450	10	3	-	-	10	4
£451 – £500	13	4	3	3	10	4
£501 – £550	25	7	6	6	19	7
£551 – £600	16	4	3	3	13	5
£601 – £650	21	6	4	4	17	6
£651 – £700	38	10	16	16	22	8
£701 – £750	44	12	19	18	25	9
£751 – £800	36	10	13	13	23	9
£801 – £850	29	8	15	15	14	5
£851 – £900	9	2	6	6	3	1
£901 – £950	19	5	2	2	17	6
£951 – £1,000	9	2	5	5	4	1
£1,001 or more	36	10	2	2	34	13
Don't know	19	5	6	6	13	5
Don't pay mortgage / rent	5	1	2	2	3	1
Total	370	100	103	100	267	100

Living arrangements

Just over a third of respondents were living in properties with two bedrooms, this was followed by three bedrooms (28%) and one bedroom (19%). The respondents in Broxbourne were more likely to be living in three bedroom properties than those in Harlow (44% and 21% respectively).

With regards to the respondents who were living in larger properties (i.e. four or more bedrooms) these were primarily in Harlow. They were also within the private rented sector.

As highlighted above, when looking at the data, we need to take into account that the figures do not always refer to separate dwellings. For example, where there were Houses in Multiple Occupation (HMOs) interviewers sometimes interviewed a number of individuals within a property. Thus, in relation to the six bedroom properties, the 23 people relates to 12 individual properties.

Table 39: Number of bedrooms

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
One	69	19	16	16	53	20
Two	124	34	39	38	85	32
Three	102	28	45	44	57	21
Four	28	8	3	3	25	9
Five	24	6	-	-	24	9
Six or more	23	6	-	-	23	9
Total	370	100	103	100	267	100

In terms of sharing of bedrooms within the properties, there were 553 shared bedrooms within households across the sample. Of this total, 147 were sharing with non-family members (26%); 115 in Harlow (26%) and 32 in Broxbourne (29%). In terms of the number of people sharing bedrooms, the maximum that was referred to was 5 people sharing a room (there were 2 instances of this); there was also an example of 4 people sharing a bedroom. However, the data suggested 77 cases of 3 people sharing a room. Looking at the ages of the people who were sharing with higher numbers of people, the data indicates that these were primarily adults rather than children sharing rooms.

The data also suggested that people were currently using other rooms within the property to accommodate people (i.e. to sleep in); for example, across the sample as a whole 19% suggested that the lounge / living room was used for people to sleep in, with an additional couple of people making reference to the dining room being used. This was the same across both areas. Some respondents elaborated on their current situation and made the following comments:

'Six people living here; two bedrooms'

'Sometimes [there are] 8 to 9 people in the property'

'Two People sleeping in [the] lounge'

Table 40: Using other rooms to sleep in

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Lounge / living room	72	19	19	18	53	20
Dining room	2	1	1	1	1	<1

Recent research carried out with CEE migrants in the North of England has highlighted that people sometimes choose to live in overcrowded accommodation – sometimes sub-letting without landlord's knowledge – as it enabled them to minimise rental costs. Consultation with community interviewers indicated a similar situation in the study area. It was suggested that the cost of accommodation led people to live in overcrowded properties, with landlords sometimes not being aware of who was living in their property. It was highlighted that this situation was less likely in properties rented through a letting agency as they were more 'controlled' and agencies carried out regular checks. It was indicated that it was primarily single men who were prepared to share accommodation.

With regards to whether or not people felt that their current accommodation was adequate for their household’s needs, 51% of respondents said yes, 42% said no, while the remainder did not know. Comparing the two areas, however, suggests that the respondents in Broxbourne were more likely to feel that their accommodation was adequate than those in Harlow (73% and 42% respectively).

Figure 8: Accommodation adequate for household’s needs

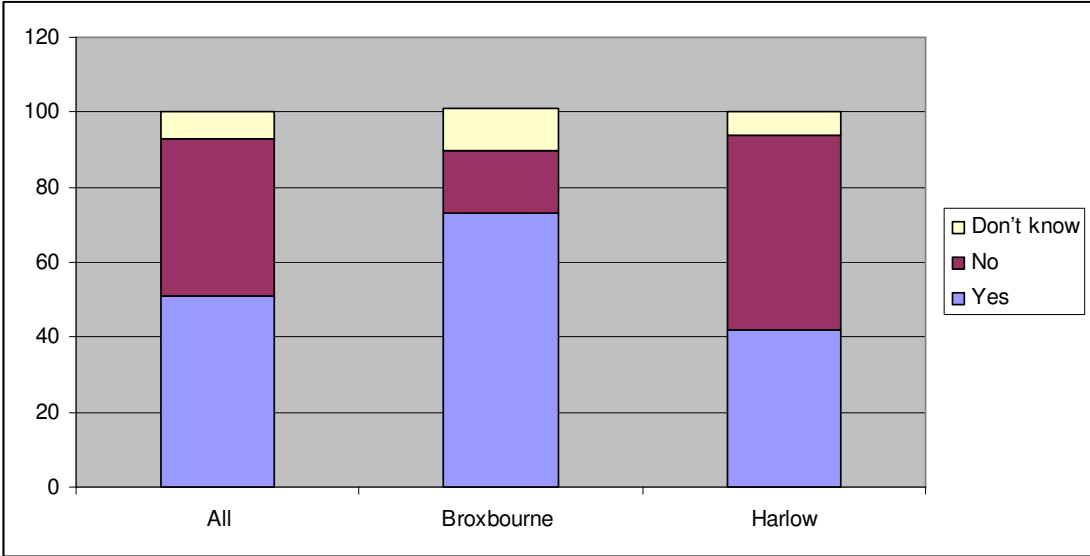


Table 41: Accommodation adequate for household’s needs

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Yes	187	51	75	73	112	42
No	154	42	17	17	137	52
Don't know	26	7	11	11	15	6
Total	367	100	103	100	264	100

Note: excludes 3 missing cases

We asked the respondents who did not feel their accommodation was adequate to elaborate on why this was the case, choosing all reasons that applied from the list of options shown in Table 42 below. As can be seen, the responses that featured most frequently were: accommodation too small (79%); poor conditions (44%); unsuitability in relation to family (33%); and affordability issues (24%). Consultation with Harlow community interviewers indicated that the criticism of conditions was primarily aimed at private landlords. It was suggested that ‘better’ properties were available through letting agencies; however, these were more expensive.

Figure 9: Reasons for accommodation being inadequate in Broxbourne

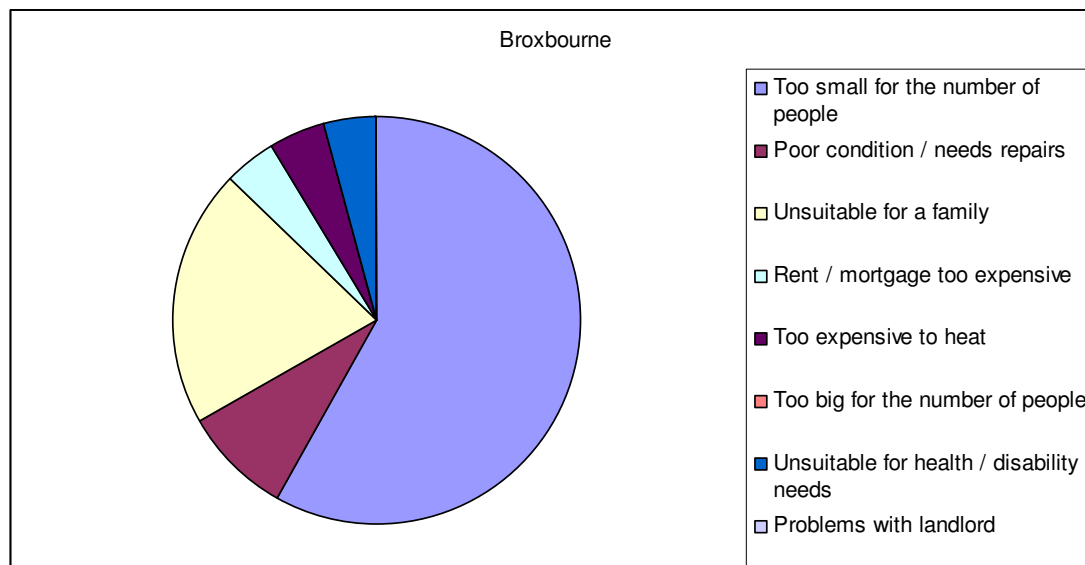


Figure 10: Reasons for accommodation being inadequate in Harlow

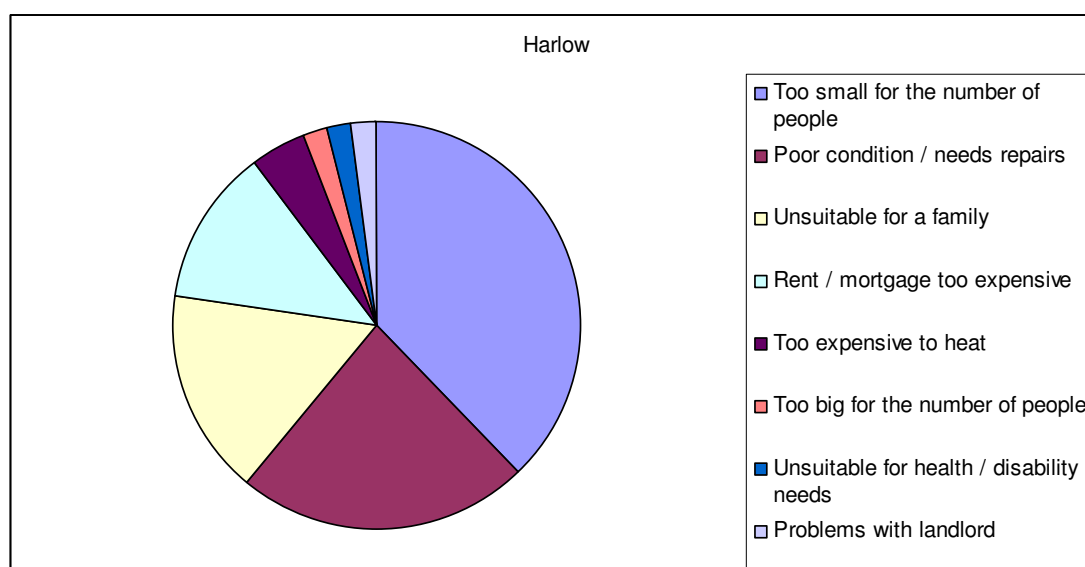


Table 42: Reasons for accommodation being inadequate

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Too small for the number of people	121	79	14	82	107	78
Poor condition / needs repairs	68	44	2	12	66	48
Unsuitable for a family	51	33	5	29	46	34
Rent / mortgage too expensive	37	24	1	6	36	26
Too expensive to heat	13	8	1	6	12	9
Too big for the number of people	6	4	-	-	6	4
Unsuitable for health / disability needs	6	4	1	6	5	4
Problems with landlord	6	4	-	-	6	4

Stakeholder consultation also suggested that overcrowding was sometimes an issue for CEE migrants, providing examples of families living in one room in a shared house, or families living in one bedroom flats.

Issues or problems with accommodation

We asked respondents a general question about any issues or problems they had experienced in relation to accommodation in Harlow or Broxbourne; 93% of the sample said they had not experienced any problems (94% in Harlow, 90% in Broxbourne). The respondents who had experienced problems mainly made reference to issues with landlords, relating to return of deposits or condition of properties:

'[I] had a problem with my landlord who didn't pay me back my deposit'
(Harlow respondent)

'[I] had problems with [my] deposit. [The] landlord didn't want to give it back'
(Harlow respondent)

'When the heating stopped working [the landlord] didn't want to repair it and I had to pay for repairs' (Broxbourne respondent)

'My landlord doesn't care about fixing broken things' (Broxbourne respondent)

Consultation with a community development worker in Broxbourne also suggested that people experienced problems in relation to the private rented sector. They were working with new and emerging communities in Broxbourne and had a lot of contact with Polish nationals. They highlighted that people approached them with problems around return of deposits, but also a more general issue around lack of understanding of rights. This was often related to language skills, which made it difficult for people to understand contracts / tenancy agreements.

Consultation with a housing representative indicated a perception that people were not always aware of what services they were entitled to. It was highlighted that 'political sensitivities' around providing support to migrant communities meant that, for example, the Rent Deposit Scheme was not promoted.

7.3 Homelessness/rough sleeping

The survey also sought some information in relation to any experiences of homelessness. This included not only rough sleeping, but also those who had stayed with friends / family because they had nowhere else to live (i.e. 'hidden' homelessness).

Three respondents (1%) had experienced sleeping rough; all of these were living in Broxbourne. When asked to elaborate on what had caused this situation, one indicated that it was due to a relationship breakdown, one simply stated that they *'didn't have a place to stay'*, while the remaining person did not want to say.

Twenty-five respondents (7%) had stayed with friends / family because they had nowhere else to live. Eighteen of these were living in Harlow. When asked to elaborate on this situation, a number of people explained that they had lived with family or friends when they first arrived in the UK. This allowed them time to organise a job and alternative accommodation. A small number of people suggested that they had been evicted by previous landlords so had to find somewhere else to live very quickly.

When asked how they came out of that situation (sleeping rough or staying with friends / family), the majority of respondents indicated that they had rented a property from a private landlord.

Table 43: Experience of homelessness

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Slept rough	3	1	3	3	-	-
Stayed with friends / family because nowhere else to live	25	7	7	7	18	7

Stakeholder consultation suggested that small numbers of CEE migrants had presented as homeless (in both areas). When asked to elaborate on why people presented it was suggested that it usually related to private sector tenancies coming to an end or loss of employment.

7.4 Accommodation aspirations

This final section focuses on whether or not respondents intended moving to a different property in the future and, if so, the accommodation option they would like. A large proportion of respondents (44%) did not know if they would move to a different property in the next twelve months; this percentage was higher in Broxbourne (51%, compared to 41% in Harlow). Just over a quarter (27%) said they were happy where they were, with a similar percentage across both areas, while 29% indicated that they would be moving to a different property. The respondents in Harlow were more likely to be moving (32%, compared to 23% in Broxbourne).

Table 44: Moving to a different property in the next 12 months

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Yes	108	29	24	23	84	32
No – I am happy where I am	98	27	26	25	72	27
Don't know	163	44	53	51	110	41
Total	369	100	103	100	266	100

Note: excludes 1 missing case

We asked those who intended moving what their accommodation preference would be. As can be seen from Table 45 below, the majority of people indicated that they would stay in the private rented sector (65%), particularly those living in Broxbourne (78%, albeit based on a smaller sample size).

Fourteen respondents stated that they wanted to live in socially rented accommodation. With the exception of one, they were all living in Harlow.

As can be seen, eight people did not know the housing options available to them. These respondents were all living in Harlow.

Eight respondents indicated that they would like to buy their own home. While this number is small, consultation with a community development worker in Broxbourne indicated that a number of CEE migrants had approached them for advice with regards to owner occupation. Given that they had been approached a number of

times, they decided to run two workshops to provide information, which included a housing provider talking about shared ownership. Around 60 people attended the workshops and the community development worker indicated that, following the workshop, some of the participants had filled in applications and gone on to request mortgage advice.

Figure 11: What accommodation option would you like?

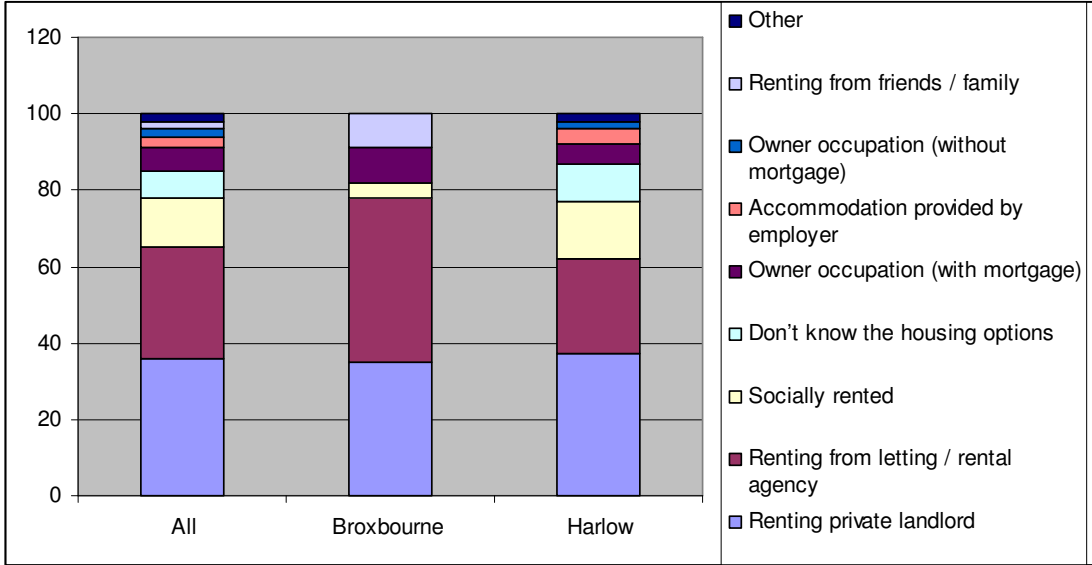


Table 45: What accommodation option would you like?

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Renting private landlord	39	36	8	35	31	37
Renting from letting / rental agency	31	29	10	43	21	25
Socially rented	14	13	1	4	13	15
Don't know the housing options	8	7	-	-	8	10
Owner occupation (with mortgage)	6	6	2	9	4	5
Accommodation provided by employer	3	3	-	-	3	4
Owner occupation (without mortgage)	2	2	-	-	2	2
Renting from friends / family	2	2	2	9	-	-
Other	2	2	-	-	2	2
Total	107	100	23	100	84	100

Note: excludes 1 missing case

With regards to the respondents who indicated 'other', one stated that they did not know what they wanted, while the other said they were going back to their home country (Poland).

Furthermore, we asked all respondents if they wanted to move to a different area of Harlow or Broxbourne; 9% of respondents indicated that they did. This percentage was similar for both areas; however, the respondents in Harlow were more likely to be happy with the area they lived in (59%, compared to 45% in Broxbourne).

Table 46: Would you like to move to a different area of Harlow / Broxbourne?

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Yes	35	9	9	9	26	10
No – I am happy in this area	203	55	46	45	157	59
Don't know	131	36	48	47	83	31
Total	369	100	103	100	266	100

Note: excludes 1 missing case

We asked the respondents to elaborate on where they wanted to move to. While the question asked about areas within Harlow / Broxbourne, responses also included places outside these two areas. For example, a small number of Broxbourne respondents made reference to wanting to live in Harlow or London – they did not make reference to any specific area within Broxbourne. The Harlow respondents made reference to the following areas within Harlow: Church Langley, Bush Fair, Old Harlow, The Stow. However, they also referred to places outside the district; for example, London, Peterborough, and Stansted. A number of Harlow respondents indicated that they wanted to live nearer the town centre.

Finally, we wanted to explore whether or not respondents felt they understood their rights / entitlement in relation to accessing housing; 38% fully understood; 40% partly understood, while 22% did not understand their rights. The respondents in Harlow appear to be more likely to fully understand their rights than those in Broxbourne (41% and 32% respectively).

Table 47: Do you understand rights / entitlement in relation to housing?

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Fully understand	140	38	32	32	108	41
Partly understand	144	40	46	46	98	37
Don't understand	80	22	21	21	59	22
Total	364	100	99	100	265	100

Note: excludes 6 missing cases

8. Community and neighbourhood

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

8.1 Views on neighbourhood

Before exploring overall satisfaction with the area they were living in, we wanted to find out the reasons for living in that particular neighbourhood. Respondents were therefore asked to select all the reasons that applied from the list in Table 48 below. As can be seen, social connections were mentioned most frequently (either friends or family living in the area), as well as proximity to work. However, affordability of accommodation and proximity to facilities were also important. Comparing the two areas suggests that proximity to work was more important to the respondents in Broxbourne than those in Harlow (48% and 36% respectively), while the Harlow respondents were more likely to refer to local facilities than those in Broxbourne (27% and 14% respectively). While social connections were important in both areas, the respondents in Broxbourne were more likely to give family connections as a reason (25% compared to 13% in Harlow).

Table 48: Reasons for living in particular neighbourhood

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Proximity to work	146	39	49	48	97	36
Friends living in this neighbourhood	128	35	32	31	96	36
Affordable accommodation	100	27	23	22	77	3
Proximity to local facilities	85	23	14	14	71	27
Family living in this neighbourhood	62	17	26	25	36	13
Proximity to local schools	49	13	9	9	40	15
No choice	25	7	5	5	20	7
Other	15	4	1	1	14	5

With regards to the people who indicated that they had no choice, when asked to elaborate there were a number of different responses. This included allocation by the Council; having no choice because they had moved in with a partner or friends; as well as accommodation in that area being available at the time.

With regards to the respondents who gave 'other' reasons, again this related to living with a partner or friends. A small number of people liked their proximity to transport links. A large proportion, however, indicated that it was because they liked their particular neighbourhood, making reference to it being a nice, quiet area.

Overall 72% of the sample were satisfied or very satisfied with their local neighbourhood as a place to live. This percentage was higher in Harlow than in Broxbourne (76% and 65% respectively), with the Broxbourne respondents having a higher percentage of people with ambivalent views (28%, compared to 19% in Harlow). The Hertfordshire Place Survey 2008-09 gives a figure of 74% in

Broxbourne in relation to satisfaction with local area¹⁴.

Just 6% of the sample were dissatisfied with their neighbourhood, with a similar level in both areas. When asked to elaborate on why they were dissatisfied, this primarily related to concerns about anti-social behaviour, but also, in a small number of cases, racist incidents:

'[It] has as a lot of gangs - smoking, drinking at night time'

'Evening time is dangerous in [the] shopping area, many youngsters drinking and smoking drugs'

'Problems with intolerant neighbours, especially after the 'credit crunch''

'Because my neighbours are racist'

Table 49: Satisfaction with neighbourhood as a place to live

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Very satisfied	85	23	28	27	57	22
Satisfied	181	49	39	38	142	54
Neither satisfied nor dissatisfied	78	21	29	28	49	19
Dissatisfied	16	4	4	4	12	5
Very dissatisfied	6	2	2	2	4	2
Total	366	100	102	100	264	100

Note: excludes 4 missing cases

8.2 Community engagement

We wanted to explore how much contact respondents had with people from their home country and with British people. Nearly all respondents had contact with people from their home country, the majority of which had quite a lot of contact. The respondents in Harlow appeared to be more likely to have a lot or quite a lot of contact with people from their home country.

Table 50: Contact with people from home country

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
A lot	94	25	23	22	71	27
Quite a lot	160	43	41	40	119	45
A little	113	31	38	37	75	28
None at all	1	<1	1	1	-	-
Don't want contact	2	1	-	-	2	1
Total	370	100	103	100	267	100

The respondent who had no contact with people from their home country indicated that they didn't know anyone.

¹⁴ Opinion Research Services (2009) *Hertfordshire Place Survey 2008-09*, http://www.hertfordshireobservatory.org/content/Key_resources/15597621/15597629/15597648/place_srv08

As can be seen, two people didn't want contact with people from their home country. One of these made the following comments:

'[I] have little contact with people from my country, [I] keep my distance. [I] think they behave very differently here than in Poland, they're cheating and I can't trust them'

Table 51 below shows level of contact with British people. As can be seen, the Broxbourne sample had a higher percentage of people who had a lot or quite a lot of contact with British people (56%, compared to 43% in Harlow), while 13% of respondents had no contact with British people. The majority of these (88%) were living in Harlow. When asked why they had no contact, language barrier was the main reason that was given by respondents. While this study did not specifically focus on language ability of participants, stakeholder consultation highlighted that this was an issue. A community development worker in Broxbourne, for example, suggested that people can live in the UK for a long period of time without learning English, particularly if their job does not require sophisticated language skills as they have social networks which can provide support. This is not to suggest that people don't attend language classes. Indeed, an ESOL provider who took part in the consultation highlighted that demand for ESOL remained high, although the introduction of fees had deterred some learners. The community development worker in Broxbourne suggested that flexible learning opportunities (for example, conversation classes) were popular with CEE migrants. This reiterates findings from other studies carried out with CEE migrants, which highlight issues around retention on longer courses, as well as the need for flexibility around employment.

A small number of people made reference to having no opportunity to meet British people, while one respondent stated that *'British citizens do not like immigrants'*. Two people did not want contact with British people. One person stated that they did not like English people, while the other again suggested that language was the problem.

Table 51: Contact with British people

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
A lot	57	15	21	20	36	13
Quite a lot	117	32	37	36	80	30
A little	145	39	39	38	106	40
None at all	49	13	6	6	43	16
Don't want contact	2	1	-	-	2	1
Total	370	100	103	100	267	100

8.3 Experiences of crime and anti-social behaviour

This final section focuses on respondents' experiences of crime in Harlow or Broxbourne. Looking at the sample as a whole, 86% of respondents stated that they had not experienced any crime / anti-social behaviour. Comparing the two areas shows that the respondents living in Broxbourne were least likely to have experienced crime / anti-social behaviour, with 93% indicating that they had not (compared to 83% in Harlow). As can be seen the percentage of people who had experienced hate crime, anti-social behaviour and crime against property were all higher in Harlow.

Table 52: Experiences of crime / anti-social behaviour

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Not experienced crime / anti-social behaviour	317	86	96	93	221	83
Hate crime (e.g. racial or sexual harassment)	20	5	1	1	19	7
Anti-social behaviour	18	5	1	1	17	6
Crime against property (e.g. burglary)	13	4	2	2	11	4
Crime against person (e.g. mugging)	7	2	2	2	5	2
Other	4	1	1	1	3	1

We asked the respondents who had experienced anti-social behaviour to elaborate on what had happened. People made reference to vandalism to cars and property; however, a number of people referred to incidents that had a racist element to them:

‘When I asked a neighbour to turn down his music he started to shout at me and said ‘fucking Polish, go back to your own country’

‘Somebody verbally abused me for no reason, just because I spoke Polish with my friend’

‘[My] car was damaged twice and my bedroom window as well. My little boy was pushed by a teenager who also shouted ‘you fucking Polish’

We asked the respondents who had experienced hate crime to elaborate on their experiences. These are some of situations that people had experienced:

‘One English woman at [the] station verbally abused me, called me ‘fucking immigrant’. She was drunk, [I] still don’t know what that was about’

‘Some problems with language, people say ‘if you don’t speak English, be quiet’

‘That happens in neighbourhoods - some people are horrible to me and call me ‘Polish monkey’

With regards to the respondents who indicated ‘other’, people made reference to their car being damaged, stones being thrown at them, and money being stolen from their bank account. One respondent indicated that they had been raped.

9. Future intentions

This chapter provides information with regard to people’s future intentions. It focuses specifically on how long people anticipate staying in Harlow or Broxbourne, and whether or not they will return to their home country.

9.1 Intended length of stay in Harlow or Broxbourne

Table 53 below shows respondents intended length of stay in their area. As can be seen, looking at the sample as a whole, over half of the respondents did not know how long they would stay. However, this percentage was higher amongst the Broxbourne residents (71%, compared to 53% in Harlow).

The respondents in Harlow were more likely to indicate that they would stay indefinitely than those in Broxbourne (22% and 9% respectively). This is interesting as consultation with a community development worker in Broxbourne suggested that, while the number of people coming to the UK had slowed, there were more people with longer-term intentions, particularly those with families. They highlighted that some people initially have short term intentions but get used to regular pay plus additional support (for example, Child Benefit, etc.), which impacts on their decision making.

Table 53: Intended length of stay

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Less than 6 months	14	4	2	2	12	5
6 months – 1 year	14	4	2	2	12	5
1 – 2 years	19	5	6	6	13	5
2 – 3 years	13	4	2	2	11	4
3 – 4 years	4	1	2	2	2	1
4 – 5 years	9	2	2	2	7	3
5 years or more	15	4	5	5	10	4
Indefinitely	67	18	9	9	58	22
Don't know	214	58	73	71	141	53
Total	369	100	103	100	266	100

9.2 Future destination

We asked the respondents who had given a time limit to their length of stay where they would be moving to once they left. Just over half (52%) indicated that they would be returning to their home country; however, this percentage was higher amongst the Broxbourne sample (67%, compared to 48% in Harlow). The respondents in Harlow were more likely to suggest that they would move to another part of the UK or to another country. In terms of which countries people wanted to move to, respondents made reference to New Zealand, Norway and Russia. With regards to where in the UK people wanted to move to, London was mentioned most frequently; however, individual respondents made reference to Braintree, Peterborough, St Albans and Stevenage.

Table 54: Future destination

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
Home country	45	52	14	67	31	48
Don't know	25	29	6	29	19	29
Another part of the UK	10	12	1	5	9	14
Another country	6	7	-	-	6	9
Total	86	100	21	100	65	100

Note: excludes 2 missing cases

The respondents who stated that they would be going back to their home country were asked if they would come back to the UK again (see Table 55 below). As can be seen, 40% would not come back to the UK, while 42% indicated that they would (either for work or to visit friends / family).

Table 55: Will you come back to the UK again in the future?

	All		Broxbourne		Harlow	
	No.	%	No.	%	No.	%
No	18	41	5	36	13	43
Yes – to visit friends / family	11	25	7	50	4	13
Yes – coming back for work	8	18	1	7	7	23
Don't know	7	16	1	7	6	20
Total	44	100	14	100	30	100

Note: excludes one missing case

10. Conclusions

This final chapter brings together the findings of the study to highlight some of the key issues that have emerged and the implications of these. The aim of this study was to explore housing needs and experiences of migrant workers, but also provide information on a range of other issues including employment; education and training; community integration; and future intentions. It has revealed a number of interesting findings, some of which reiterate previous research carried out with migrant communities, while others highlight the need to take into account different local contexts.

10.1 Employment, education and language

The respondents were diverse in terms of their skills and experiences. Contrary to the perceptions of stakeholders a large proportion of respondents were working within Harlow and Broxbourne rather than travelling outside these areas. Agency work was also common amongst the sample, providing 'easy' access to employment.

Like previous studies, the survey indicated that there were highly qualified people working in elementary occupations. Both CEE migrants and key stakeholders in this study made reference to lack of English language as a barrier to occupational mobility. While language skills were not explicit focus of study, language barriers are a pertinent issue for CEE migrants (and other migrant communities). There is a huge body of previous research that has highlighted the importance of English language (not just for occupational mobility, but also in terms of settling into communities, interacting with local people, accessing services, etc.). Previous research has shown that while some people will actively seek English classes, others want to learn a basic level of English that will enable them to 'get by'. Furthermore, there are also those who are not interested in learning English as their work / home life is spent with people from their home country. Migrant communities therefore need to be encouraged to access English language courses, with more emphasis placed on the importance of acquisition of English language. In order to do so, however, there is potentially a need to explore the development of flexible learning opportunities, which enable people to study around their work commitments.

10.2 Community and neighbourhood

A common theme running throughout the study was the importance of social networks. Having friends / family living in Harlow or Broxbourne was vital for many people, not only influencing their decision to move to particular areas, but assisting with access to employment and accommodation. Given that people tend to move to areas where they have existing social networks – but also linked to the private rental market (see below) – the current patterns of settlement are likely to continue, with concentrations of migrants in particular areas.

In relation to experiences of hate crime, there were similar levels (if not a little lower) than other studies carried out with CEE migrants. Comparing Harlow and Broxbourne, however, indicated that migrant workers in Harlow were more likely to experience hate crime (7%, compared to 1% in Broxbourne). While this research has focused on the experiences of migrant communities, there is a need to consider the 'settled' population in the receiving neighbourhoods and their perception of how the arrival of migrant communities has affected their neighbourhood. Understanding what some of

the issues are for local people is perhaps one of the steps to being able to break down the barriers that can sometimes occur.

10.3 Accommodation

The research has shown, like previous studies, the importance of the private rented sector for CEE migrants. Within this, there were a number of issues that were highlighted; for example, sharing rooms with non-family members, conditions of properties, repairs not being carried out, lack of tenancy agreement and issues with deposits (all of which related primarily to private landlords). This suggests a need to continue work around standards / enforcement in private rented sector.

However, while it is recognised that some migrants had experienced problems with private landlords, the study indicated that it is perhaps too simplistic to focus solely on the actions of landlords. Rather, we need to also acknowledge the actions and choices of migrants themselves, particularly in relation to economic opportunities. For example, there was evidence that people will live in overcrowded accommodation – sometimes sub-letting without landlords knowing – as it enabled them to minimise rental costs. However, we also need to recognise that the cost of renting relative to wages – particularly as many were working in lower skilled occupations – made sharing with a number of people the only viable option.

A small proportion of the sample indicated that they had experienced homelessness. With regards to the scale of homelessness amongst migrant workers we need to consider people's understanding of the concept of homelessness, with perhaps a lack of understanding that homelessness goes beyond street homelessness and rough sleeping. 'Hidden homelessness' has emerged as feature for some migrants. For example, twenty-five people indicated that they had stayed with friends / family at some time because they had nowhere else to live, while twenty-one people were currently staying with friends / family because they could not afford their own accommodation.

Furthermore, stakeholder consultation in Broxbourne highlighted that a review of their allocations policy was being undertaken, with a view to recommending if / how policy should change in the future. This included suggested changes such as allocation based on 'local connection', worklessness, etc. Consideration may be needed as to how this may impact on ability of migrant communities to access socially rented accommodation.

What was apparent, however, was that there was a low reliance on, and low aspirations for, socially rented accommodation. This is an important issue to highlight given the public perception – and one which can sometimes feature in the media – that migrant communities are 'taking Council houses' or receiving preferential treatment in terms of housing allocations. Indeed, the survey showed that – despite experiencing some issues and problems – private rented accommodation remained the preference. Consideration needs to be given, however, to the fact that a number of people (22%) did not understand their rights / entitlement in relation to house; therefore lack of demand could be a reflection of this and dissemination of information could lead to increased demand (as was demonstrated by the example given in the stakeholder consultation relating to increased demand for shared ownership resulting from dissemination events).

10.4 Future considerations

Unfortunately, it is difficult to predict future intentions, particularly with regards to a population whose migration is predominantly linked to economic opportunities and social networks. While it was often the case that people initially had short-term intentions, it was apparent that a number of people had actually been in the UK longer-term; for example, 57% of respondents had arrived in the UK prior to 2008. It was also highlighted that opportunities in the UK – in terms of job opportunities, welfare, education, etc. – were still potentially better than opportunities in their home countries. Furthermore, while number of people registering for work has slowed, the official data indicated that people were still registering in Harlow and Broxbourne, with the survey including a number of people who had arrived more recently (i.e. 2009 / 2010).

In addition, a number of participants had children (31% of the sample). Consultation with CEE migrants in this study – as well as previous research – highlighted that families were more likely to settle in the UK. This study did not focus on the needs and experiences of children, or cover the implications of an increase in CEE migrants' children on local services such as early years and nursery provision, plus health care and schools. This may therefore be an area for further consideration.

Finally, this study represents a 'snap shot' of a population, providing a starting point for key stakeholders to begin looking at how to take the findings of the report forward and where further information is required. The official data that is currently available is problematic and cannot provide figures on the 'stock' of migrants in a local authority area. It is hoped that the 2011 Census will provide a clearer picture; however, service providers need to ensure that they are frequently monitoring population changes within their local area and sharing this information at a wider level.

Appendix 1: List of previous towns/cities/areas

Region	Town / city / area
East	Basildon Bishops Stortford Brentwood Cheshunt Epping Great Dunmow Harlow Hoddesdon Ipswich Kings Lynn Maldon Nazeing North Weald Bassett Peterborough Roydon Sawbridgeworth Slough St Albans Stevenage Takeley Thaxted Waltham Abbey Waltham Cross Ware
East Midlands	Boston Leicester Spalding
West Midlands	Birmingham Hatfield Stafford
North East	Darlington
North West	Liverpool
South East	Brighton Didcot Oxford Portsmouth Ramsgate Sheerness
South West	Bournemouth Bristol Cirencester Somerset
London	Edgware Edmonton Enfield London
Yorkshire and the Humber	Leeds Sheffield Wakefield
Scotland	Aberdeen Edinburgh Glasgow Peterhead
Wales	Chepstow Wrexham
Ireland	Ireland