

# **A study of migrant workers in Peterborough**

**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 research 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, there has been an increasing focus on this latter group of migrants, particularly since the enlargement of the EU in 2004. Local authorities are recognising the need to understand the composition and needs of their local population, in order to be able to plan and deliver services effectively, as well as being able to respond to any issues relating to community cohesion<sup>1</sup>.

This study was commissioned by Peterborough City Council in December 2008 and was conducted by a team of researchers from the Salford Housing & Urban Studies Unit (SHUSU) at the University of Salford. The study was greatly aided by research support from Peterborough City Council's New Link service, as well as a number of community interviewers. The project was managed by a steering group composed of officers representing Peterborough City Council, Cambridgeshire County Council and the British Red Cross.

Within Peterborough, the predominant migrant groups are Polish, Czech, Slovak, Portuguese and Lithuanian. This study therefore focused specifically on these communities, with the following main aims:

- to assess the views and experience of migrant workers on the benefits and challenges of living and working in Peterborough from the perspective of:
  - accommodation and access to housing;
  - employment;
  - language and access to improving language skills;
  - access to services and advice;
  - childcare and education;
  - health care; and
  - community involvement and cohesion.
- to assess the views and experience of employers on the key issues they face in terms of recruitment and retention of migrant workers;
- to explore the views and experience of the host community regarding the impact of economic migration on Peterborough;
- to assess the views and experience of public agencies (for example housing, employment support, health, education and police,) and the voluntary sector on the impact of migrant workers on service delivery and resources; and
- to assess the medium and long term intentions and aspirations of migrants in terms of their future in Peterborough.

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<sup>1</sup> Institute of Community Cohesion (2007) *Estimating the scale and impacts of migration at the local level*, London: Local Government Association (LGA).

The study aimed to gain an understanding of:

- where migrants were currently seeking support in Peterborough, as well as awareness of why they are using certain support services and not others;
- the language needs; health needs; family, housing and employment circumstances; and, skills and qualifications of migrant workers in the Peterborough area;
- the most common ways in which migrants currently access housing and employment in Peterborough;
- the likely future employment opportunities for migrant workers and their role in filling skills gaps;
- the impact of migration on the host community and subsequent community cohesion issues;
- the service needs of migrant workers and their families and identify gaps in service provision;
- the impact of migrant workers on public sector service delivery, informing future service planning;
- the medium to long term intentions of migrant workers (specifically in relation to settlement, employment, family and housing circumstances); and
- the current and likely longer term impact of migrant workers on the housing market (across all tenures).

The study was undertaken by conducting:

- a review of available literature, data and secondary sources;
- consultation with **22** key stakeholders, including service providers and employers; and
- a total of **278** interviews with migrant workers. These were carried out by community interviewers and interviewers from the New Link service.

## **Main findings**

### **The characteristics of the sample**

- The nationality breakdown of interviewees was as follows: Polish (36%); Portuguese (24%); Slovak (20%); Lithuanian (13%); and Czech (7%).
- Thirty-eight respondents (14%) identified themselves as Roma.
- The majority of respondents (43%) were aged 25 – 34
- 56% of the respondents were female and 44% were male.



- 32% of the sample were living with a spouse; 16% were living with a boyfriend/girlfriend. The Czech respondents were more likely to be living with a spouse or partner.
- 45% of the sample had children living with them in Peterborough. The Polish respondents were least likely to have children living with them, while the Czech respondents were most likely to. The number of children people had ranged from one to nine. The majority of children (44%) were under five years old.
- The respondents lived in a number of areas across the city; however, there was a concentration of people in the Central, Park and East wards.
- The majority of respondents (81%) had not lived anywhere else in the UK before Peterborough.
- The majority of people had chosen Peterborough because of social connections; for example, 42% had moved to Peterborough because they had family living in the city, while 27% had friends living there.

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

### **Qualifications and language skills**

- The majority of respondents had high school level qualifications (45%) or basic school qualifications (32%), while 15% had degree level qualifications. The Polish and Lithuanian samples had the highest percentage of respondents with degree qualifications.
- 27% of the sample had technical or professional qualifications. The most commonly referred to were chef/catering; mechanic; driving; construction; and teaching.
- 28% of people said that they had a conversational ability to *speak* English while 9% said they were fluent; 48% had a basic ability to speak English, with 15% stating that they could not speak English at all. Being able to *write* English was the skill that people had most difficulty with.
- 18% of respondents were either currently studying on an English language course or had already completed one, while 14% were on the waiting list for a course.
- 45% of respondents would like to study on an English language course but were not currently enrolled. The main reasons were not having enough time because of work or not being able to afford a course.
- Stakeholder consultation suggested that lack of English language skills was a huge barrier for migrant workers, affecting progression in the workplace, increasing vulnerability with regards to accommodation, as well as contributing to segregation from the wider community.

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

## **Employment**

- Looking at the last job in their home country, there was a concentration of people in elementary (27%), skilled trades (20%) and sales and customer service occupations (18%), while 19% of the sample were previously occupying the top three levels (managers and senior officials; professional occupations; and associated professional and technical occupations).
- 59% of respondents were currently in paid employment. The employment rates were highest amongst the Lithuanian and Polish respondents, while the Portuguese and Czech samples had the highest percentage of people not in paid employment.
- 69% were currently working within the Peterborough urban area. The remaining respondents were working in Lincolnshire, Cambridgeshire, Northamptonshire; Bedfordshire and Leicestershire.
- The majority of respondents were currently working in elementary occupations (77%). Around 70% of people had experienced a decrease in occupational level from their last job in their home country.
- Nearly half of the people who were working (49%) had found their current job through friends/family, while 19% were employed through an employment/recruitment agency.
- Nearly all of the respondents who were working (97%) had registered for a National Insurance number.
- The aspect of people's current job that they were most satisfied with was the way they were treated by work colleagues (76% were fairly or very satisfied), while 69% were fairly or very satisfied with the way they were treated by their employer. Levels of dissatisfaction were highest in relation to pay, hours and skills level of work.
- Consultation with employers indicated that migrant workers are often more willing to do jobs that other workers are not willing to do.

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

## **Accommodation experiences**

- 51% of respondents were renting from a private landlord with a further 23% renting through a letting agency; 10% were living in socially rented accommodation. The Portuguese respondents were most likely to be living in socially rented accommodation (30%).
- Nearly half (47%) of those living in accommodation rented from a private landlord indicated that they did not have a tenancy agreement.
- 48% of respondents had found their current accommodation through friends and family.

- The maximum number of people within a household who were currently sharing a bedroom was five (with three instances of this in the sample). In sixteen cases there were four people sharing a room and in forty-one cases three people were sharing a room. In 13% of cases, people were sharing rooms with people who were not their family member or partner.
- Overall, the majority of respondents (63%) were satisfied with their current accommodation.
- 65% of the sample understood their rights/entitlement in relation to accessing housing. The Portuguese and Polish respondents had a greater level of understanding than the other national groups.
- 40% of respondents wanted to move to different accommodation in the future. Nearly half of these (47%) wanted to move to socially rented accommodation.
- Thirty people (11%) had experienced rough sleeping or having to stay with friends/family because they had nowhere else to live. The most common reason for this was being new to the area and not having their own accommodation to begin with. The other reasons included unemployment and eviction by landlords.
- Stakeholder consultation suggested that there could be fifty to sixty migrants currently sleeping rough in Peterborough. Low skilled migrants were more likely to be vulnerable to homelessness.

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

### **Community and neighbourhood**

- 75% of respondents were currently living in areas which had a mix of different national and ethnic groups; 54% of respondents felt that people from different backgrounds mixed well together.
- Respondents were more likely to have contact with people from their home country or other migrant workers than with British people in Peterborough. Language barriers were the most common reason for not having contact with British people.
- 70% of people were satisfied or very satisfied with their local area as a place to live, while just 9% were dissatisfied. The Portuguese sample had a higher percentage of people who were dissatisfied with their local area (16%).
- Stakeholder consultation indicated that tensions exist in some areas of the city between migrant communities and members of the indigenous population. This often related to concerns about conditions of properties and availability of accommodation, as well as issues relating to migrants lack of understanding of UK systems.

- 18% of respondents indicated that they had been victims of crime while living in Peterborough; 5% of respondents had experienced hate crime. 61% of those who had experienced some form of crime indicated that they had gone to someone for help.
- 56% of people were satisfied with their quality of life in Peterborough, with 10% indicating that they were dissatisfied.

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

### **Access to services and facilities**

- 87% of respondents were currently registered with or accessing a Doctor/GP, while 53% were accessing a dentist.
- 33% of respondents had children attending local schools or nurseries in Peterborough. Stakeholder consultation suggested that there can be issues with attendance and different holiday patterns. Children of primary school age were seen adapt to British schooling much easier than those attending high schools.
- 93% of respondents had a mobile phone, compared to having a landline phone (12%); 41% had internet access.
- 87% of respondents had a bank/building society account. The Czech and Slovak samples had a lower percentage of people with a bank/building society account.
- 57% of respondents were currently receiving benefits or tax credits. The Portuguese and Czech samples had the highest percentage of benefit take-up (68% and 65% respectively). The benefits that were taken up most frequently were those relating to children or low income employment.
- 34% of respondents had been provided with an interpreter during their contact with service providers; 25% indicated that family/friends acted as interpreters.
- Respondents suggested that the information that would have been most useful on arrival in Peterborough was information on how to find a job. People also felt that they needed advice on language classes, benefits, schools, transport services, housing and other services (for example, GPs).

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

## Future intentions

- 65% of respondents did not know how long they would stay in Peterborough; 19% wanted to stay indefinitely; and 10% intended to leave within five years.
- With regards to those who intended to leave, 75% would be returning to their home country; 14% intended to go to another country; and 11% intended to move to another part of the UK.
- 12% of respondents said they would be joined in the UK by other family members.

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

## Conclusions and recommendations

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

### Employment

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

While there are many migrants who prioritise finding a job and maximising remittances, regardless of what the job entails, there are also those who have aspirations for occupational mobility. Migrant communities, in common with the rest of population, therefore need to be able to access information with regards to how best to utilise their individual skills and qualifications, as well as the employment opportunities that are available to them.

**Recommendation:** it would be useful for organisations to undertake 'skills audits' of migrants currently using their services. This could also include looking at people's aspirations for future employment and training.

This research has, to a certain extent, audited the skills of a sample of migrants; however, this needs to be monitored on a wider and more regular basis with an emphasis on looking at best to utilise migrants skills and qualifications as well as how to encourage more highly skilled workers to stay in the area.

It is difficult to draw concrete conclusions in terms of an employer perspective given that only a small number of employers took part in the study. What was highlighted was that migrant workers have been a vital in filling vacancies that indigenous workers are often unwilling to fill, whether due to the nature of the work, the level of pay or the hours involved. One employer highlighted that packing jobs in particular have relied on migrant workers. The economic downturn has seen an increase in job losses in Peterborough, with evidence that industries employing migrant workers have been affected.

Previous research has often highlighted exploitation of migrant workers and issues in relation to recruitment agencies and gangmasters. Stakeholder consultation in Peterborough has suggested that there were gangmasters operating in the study area. The scale and nature of exploitation remains unclear. Consultation with the Gangmasters Licensing Authority (GLA) suggests that compliance amongst licensed labour providers is generally good in the area; however, there were concerns that, since the formation of the GLA, some gangmasters may have entered unlicensed sectors.

**Recommendation:** further information is required in relation to gangmasters operating in unlicensed sectors.

## Language

Language barriers remain a pervasive issue for migrant communities. Both migrant workers and key stakeholders in this study made reference to language affecting engagement with the local community; English improving employment prospects; and language creating a barrier to accessing services and facilities.

Across the sample as a whole, 45% said that they would like to study an English language course, but were not currently enrolled. The main reasons for this were not having enough time and financial constraints. Some migrant workers will actively seek English classes, while others simply want to learn a basic level of English that will enable them to 'get by' through friends, TV, etc.

**Recommendation:** there is a need for increased ESOL provision in Peterborough, particularly provision that provides flexible learning opportunities for those working long or anti-social hours.

**Recommendation:** there is a need to ensure that migrants are matched to the most appropriate course for their skill level.

Perhaps there is a need to look at how employers can be encouraged to build the language capacity of overseas employees, in the same way that they would provide other types of staff development courses. Migrant communities themselves need to be encouraged to access English language courses but also to continue with courses once they have enrolled, with more emphasis placed on the importance of acquisition of English language.

This study has revealed areas of good practice in Peterborough in relation to bilingual staff and additional resources for interpretation/translation. However, anecdotal evidence suggests that some employers rely on migrant workers with good English skills to act as translators and interpreters in the work place, a situation which will simply reinforce the low level of language skills that people possess. Furthermore, this study suggests that a quarter of respondents had at some time relied upon family or friends to act as interpreters.

**Recommendation** there is a need to ensure that service providers make better use of existing language services (including interpreters and services such as Language Line).

**Recommendation** linking in with the recommendation above, there is a need to ensure that staff are fully trained in the use of language services.

**Recommendation** organisations should explore the possibility of recruiting multilingual staff.

## **Accommodation**

The research has shown, like previous studies, a dominance of the private rented sector in Peterborough. This is perhaps to be expected given that the majority of people find their accommodation through friends, family or other people from their home country who are themselves already living in the private rented sector. There is an issue around accommodation standards in relation to housing. While people were generally satisfied with their accommodation, the more narrative responses in the survey revealed that a number of people had experienced problems with landlords, particularly in relation to conditions of properties. Interestingly, condition of properties was also an issue creating tension between migrant communities and the indigenous population.

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

The second issue relates to homelessness/rough sleeping. Although homelessness and rough sleeping were not the main focus of the study, we are aware that this has become an issue in Peterborough, particularly from the perspective of negative media representation and community cohesion. Negative perceptions of migrants who are rough sleeping, for example, can influence people's perceptions of migrants in general.

There was evidence of homelessness amongst the sample of people who took part in this study. Stakeholder consultation suggests that lower skilled migrants are more vulnerable to homelessness; however, anecdotal evidence also suggests that some people will opt for living in tents as a cheap means of accommodation. Given the complexity of this issue, it requires further investigation in order to ascertain the main causes of homelessness amongst migrant workers, whether or not some people are actively choosing to continue to be homeless and what measures need to be in place to address the issue.

**Recommendation:** further research is needed to understand and address the issue of homelessness amongst migrant communities in Peterborough.

Finally, there is a need to consider the implications of the arrival of migrant communities on current and future accommodation availability. Stakeholder consultation suggests that migrant settlement in some areas of the city may have affected housing options and created community tension with the indigenous population. Furthermore, there is a need to consider the future aspirations of migrant communities, particularly in relation to any increase in demand for socially rented accommodation in future years.

## Dissemination of information

In some respects dissemination of information may be more important than increasing provision. One of the main issues is lack of understanding or knowledge of UK systems, particularly in relation to rights as well as responsibilities.

A number of local authority areas have developed 'welcome packs' for migrant communities and these can be tailored to each specific local area in terms of the information they provide. However, this will only be able to resolve some of the awareness issues and agencies need to consider different strategies to engage with migrant communities. This study has revealed good practice with regards to provision of information, advice and guidance, particularly through the New Link service that operates in the city. What is apparent is that there are a large number of migrant workers who are not engaged with local services. It is these migrants who are perhaps most vulnerable.

**Recommendation:** there is a need to explore how to provide information to migrant communities who are not linked in with local services. This could include developing internet resources as well as use of more traditional methods of dissemination (i.e. through ESOL classes, churches, community groups, etc.).

## Community cohesion and involvement

A common theme running throughout the study is the reliance on social networks. Having friends and family living in Peterborough has been vital for many people, not only influencing their decision to move to the city in the first place, but assisting with access to employment, accommodation and services. The study has suggested some involvement with the local community; however, we need to recognise that language, once again, emerges as a barrier to engagement with the local community.

Given that people tend to move to areas where they have existing social networks the current patterns of settlement are likely to continue with concentrations of migrants in particular areas of Peterborough. The study has revealed that there are tensions between migrant communities and the indigenous population. While this research has focused primarily on the needs and experiences of migrant communities, it has also consulted with key stakeholders who have highlighted some of the issues and problems experienced by the 'settled' population in the receiving neighbourhoods. What is needed, however, is a greater understanding of their perception of how the arrival of migrant communities has affected their neighbourhood.

**Recommendation:** there is a need to consult with existing residents in receiving neighbourhoods to explore what some of the issues are from the perspective of local residents.

**Recommendation:** more resources are needed to promote initiatives which increase social interactions between different communities.



## Future considerations

Unfortunately, it is difficult to predict future intentions, particularly with regards to a population whose migration is linked to economic opportunities and social networks. A number of the people interviewed in this survey were unsure about their future intentions. It is also difficult to assess the impact of the current economic climate. Official data suggests a slowing in the number of arrivals, particularly from Poland; however, people are continuing to arrive and this research does not suggest a sudden exodus of migrants.

What this study has highlighted is the difficulty of trying to categorise migrant workers as one homogenous group. There are differences, for example, in the experiences of people from different countries and ethnic groups that need to be taken into account, particularly in relation to skills and qualifications, aspirations and ability to progress in the UK.

**Recommendation:** there is a need to monitor intentions and aspirations of migrant communities at regular intervals, recognising differences between ethnic and national groups.

The study has also highlighted a need for greater coordination of services within Peterborough to ensure the consistent recording and sharing of information, as well as sharing of good practice. Peterborough already has a Multi-Agency Forum, with representatives from a number of agencies who are currently working to support the integration of asylum seekers, refugees and migrant workers across the city.

**Recommendation:** there is a need to consolidate the role of the current Multi-Agency Forum.

In many respects this study provides a starting point for key stakeholders to begin looking how to take the findings of the report forward and where further information is required. This should be developed in collaboration with all relevant service providers, but also ensuring that migrant communities are represented in the process:

**Recommendation:** the Steering Group for this study, in collaboration with the existing Multi-Agency Forum, need to develop a plan to take forward the findings of this research.

**Recommendation:** there is a need to ensure that migrant communities are represented on the existing Forum.

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## Glossary

<b>A2</b>	Accession 2 – the countries which joined the European Union in January 2007 (Bulgaria and Romania)
<b>A8</b>	Accession 8 – the countries which joined the European Union in May 2004 (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia)
<b>APS</b>	Annual Population Survey
<b>CAB</b>	Citizens Advice Bureau
<b>CBI</b>	Confederation of British Industry
<b>DWP</b>	Department for Work and Pensions
<b>EEA</b>	European Economic Area – European Union, plus Iceland, Liechtenstein and Norway
<b>ESOL</b>	English for Speakers of Other Languages
<b>EU</b>	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
<b>GLA</b>	Gangmasters Licensing Authority
<b>HA</b>	Housing Association
<b>GP</b>	General Practitioner
<b>HMO</b>	House in Multiple Occupation
<b>HSE</b>	Health and Safety Executive
<b>HSMP</b>	Highly Skilled Migrants Programme
<b>IPPR</b>	Institute for Public Policy Research
<b>IDeA</b>	Improvement and Development Agency for local government
<b>IPS</b>	International Passenger Survey
<b>IT</b>	Information Technology
<b>LEA</b>	Local Education Authority
<b>LFS</b>	Labour Force Survey
<b>LSC</b>	Learning and Skills Council
<b>LSOA</b>	Lower Super Output Area
<b>NINo</b>	National Insurance Number
<b>ONS</b>	Office for National Statistics
<b>PLASC</b>	Pupil Level Annual School Census
<b>SAWS</b>	Seasonal Agricultural Workers Scheme
<b>SBS</b>	Sector Based Scheme
<b>SHUSU</b>	Salford Housing & Urban Studies Unit
<b>SOC</b>	Standard Occupational Classification
<b>TU</b>	Trade Union
<b>TUC</b>	Trades Union Congress
<b>WRS</b>	Worker Registration Scheme

## Outline of the report

This report presents the findings of a study looking at the needs and experiences of migrant communities living and working in Peterborough. The report consists of two main sections. Section I focuses on the background to the study including the aims and objectives, methods and a review of existing data. Section II focuses on the findings of the study undertaken in Peterborough incorporating data from interviews with migrant workers and key stakeholders.

The structure of the report is as follows:

### **Section I: background to the study**

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

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

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

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

### **Section II: findings of the study**

**Chapter 5** looks at the characteristics of migrant workers in Peterborough, with regards to nationality, gender, age, and household information.

**Chapter 6** contains analysis of migration experiences of the sample. This focuses on where they had lived prior to Peterborough, as well as exploring the reasons for choosing Peterborough.

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

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

**Chapter 9** focuses on the issue of housing, exploring the types of property people are living in, awareness of housing options, views on conditions and future accommodation aspirations. It also looks at experiences of homelessness.

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

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

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

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

# 1. Overview

This report presents the findings of a study looking at the needs and experiences of migrant communities living and working in Peterborough. The research was commissioned by Peterborough City Council in December 2008 and was conducted by a team of researchers from the Salford Housing & Urban Studies Unit at the University of Salford. The study was greatly aided by research support from Peterborough City Council New Link service, as well as a number of community interviewers. The project was managed by a steering group composed of officers representing Peterborough City Council, Cambridgeshire County Council and the British Red Cross.

## 1.1 Background to the study

The definition of migrant workers<sup>2</sup> covers a wide group of people, including: foreign nationals who do not need a work visa; work permit holders; those on special workers schemes such as the Seasonal Agricultural Workers' Scheme (SAWS); highly skilled workers; business people/investors; those on working holiday visas; and, those on other special visas, for instance, *au pairs*<sup>3</sup>. More simply, migrant workers can be defined as individuals who arrive in the host country with the intention of finding employment<sup>4</sup>. What distinguishes them from other migrant groups is the perceived temporary nature of their movement.

In recent years, the term migrant worker has been increasingly associated with individuals from the new EU countries. In May 2004, ten countries joined the EU: Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia. From that date, Cyprus and Malta had full free movement and right to work throughout the EU, while the remaining eight countries (referred to as the A8) were subject to certain restrictions. In the UK, for example, the government regulated access to the labour market through the Worker Registration Scheme (WRS), and restricted access to benefits<sup>5</sup>. In 2007, the EU was also joined by Bulgaria and Romania (referred to as the A2). Nationals of these two countries were allowed gradual access to the UK labour market.

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<sup>2</sup> The terms 'migrant worker' and 'economic migrant' are often used to describe the same group of people. However, the term 'economic migrant' can have negative connotations; therefore we have chosen to use the term 'migrant worker' throughout this report.

<sup>3</sup> IPPR (2004) *Labour Migration to the UK*, London: IPPR.

<sup>4</sup> Zaronaitė, D. and Tirzite, A. (2006) *The Dynamics of Migrant Labour in South Lincolnshire*, East Midlands Development Agency.

<sup>5</sup> 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 1<sup>st</sup> 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'.

It is accurate to say that all areas of the UK have experienced migration of some kind, whether it is long-established migrant communities, dispersed asylum seekers and refugees, or, migrant workers. The focus of this study is on this latter group of migrants. Local authorities are recognising the need to understand the composition and needs of their local population, in order to be able to plan and deliver services effectively, as well as being able to respond to any issues relating to community cohesion<sup>6</sup>.

## 1.2 Study brief

Within Peterborough, the predominant migrant groups are Polish, Czech, Slovak, Portuguese and Lithuanian (see Chapter 3 of this report). This study therefore focused specifically on these communities, with the following main aims:

- to assess views and experience of migrant workers on the benefits and challenges of living and working in Peterborough from the perspective of:
  - accommodation and access to housing;
  - employment;
  - language and access to improving language skills;
  - access to services and advice;
  - childcare and education;
  - health care; and
  - community involvement and cohesion.
- to assess the views and experience of employers on the key issues they face in terms of recruitment and retention of migrant workers;
- to explore the views and experience of the host community regarding the impact of economic migration on Peterborough;
- to assess the views and experience of public agencies (for example housing, employment support, health, education and police,) and the voluntary sector on the impact of migrant workers on service delivery and resources; and
- to assess the medium and long term intentions and aspirations of migrants in terms of their future in Peterborough.

The study aimed to gain an understanding of:

- where migrants were currently seeking support in Peterborough, as well as awareness of why they are using certain support services and not others;
- the language needs; health needs; family, housing and employment circumstances; and, skills and qualifications of migrant workers in the Peterborough area;

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<sup>6</sup> Institute of Community Cohesion (2007) *Estimating the scale and impacts of migration at the local level*, London: Local Government Association (LGA).



- the most common ways in which migrants currently access housing and employment in Peterborough;
- the likely future employment opportunities for migrant workers and their role in filling skills gaps;
- the impact of migration on the host community and subsequent community cohesion issues;
- the service needs of migrant workers and their families and identify gaps in service provision;
- the impact of migrant workers on public sector service delivery, informing future service planning;
- the medium to long term intentions of migrant workers (specifically in relation to settlement, employment, family and housing circumstances); and
- the current and likely longer term impact of migrant workers on the housing market (across all tenures).

## **2. Methods**

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

- phase one – review of existing data and literature;
- phase two – consultation with key stakeholders; and
- phase three – consultation with migrant workers.

Each of these phases is described in more detail below.

### **2.1 Phase one: review of existing data and literature**

This initial phase involved the review of a wide range of information relating to migration and migrant workers from local, regional, national and international sources. This phase involved identifying some of the key issues facing migrant worker communities with regards to employment, access to services, housing and general support, and issues around community cohesion. It also included analysis of some of the official statistics available relating to the migrant worker population, as well as outlining some of the inherent problems with using these data sources.

### **2.2 Phase two: consultation with key stakeholders**

This phase involved carrying out a mixture of semi-structured interviews or focus groups with selected key stakeholders. This included service providers currently working with migrant communities as well as employers from Peterborough who were currently employing migrant workers.

Stakeholder consultation was vital in terms of providing information and insights around some of the key issues and problems facing migrant workers in Peterborough, as well as identifying areas of good practice that could inform the approach of the local authority and other relevant stakeholders. The addition of interviews with employers also aimed to provide a different perspective on some of the issues.

A total of twenty-two stakeholders took part in the study, including the following services/service areas:

- churches
- community workers
- education
- employers
- Gangmasters Licensing Authority (GLA)
- health
- housing
- mediation services
- New Link

## **2.3 Phase three: consultation with migrant workers**

This phase involved carrying out face-to-face interviews with migrant workers from a range of nationalities. The survey took place between February and April 2009.

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

### **Questionnaire design**

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

- migration history;
- employment, education and training;
- housing;
- community and neighbourhood;
- access to goods, services and facilities;
- you and your family; and
- future intentions.

The questionnaire included a mixture of tick-box and open-ended questions. This mixed approach enabled us to gather quantifiable information, but also allowed for contextualisation and qualification by some narrative responses. A copy of the questionnaire can be found in Appendix 1 of this report.

### **Fieldwork and interviewers**

The fieldwork for this study was carried out by two different types of interviewers: New Link interviewers and community interviewers. The inclusion of two different types of interviewers was of crucial importance in engaging as effectively as possible with the migrant worker communities in Peterborough.

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

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

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

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

A total of ten interviewers worked on the project, five from New Link and five community interviewers. With both the New Link and community interviewer team, the interviewers had the following language skills: Czech, Lithuanian, Polish, Portuguese and Slovak. This enabled the research team to access a range of communities given the diverse fieldwork force and networks they have, including links with the Roma communities within the city.

### **Sampling issues**

As highlighted previously, the focus of the research was on the predominant migrant groups within the city: Polish, Czech, Slovak, Portuguese and Lithuanian. This also included carrying out interviews with members of the Roma community from these countries.

In the absence of a comprehensive database which provides details of individuals' addresses and nationality, it was necessary to take a flexible and pragmatic approach to the sample selection procedure. Initial quotas were set for different national groups based on the data available; however, these were flexible to respond to any changes regarding numbers of particular national groups.

A total of **278** interviews were carried out; 188 interviews (68%) were carried out by New Link and 90 interviews (32%) by community interviewers. The New Link interviewers identified survey respondents from the appointments made at the service. Potential respondents were informed that a piece of research was being undertaken in Peterborough and were asked if they would be like to take part. It was explained that they were in no way obligated to take part and that the research was separate to the service that New Link provides.

We were aware of the ethical and sampling issues in relation to the interviews carried out by the New Link interviews; however, as highlighted above, given the nature of the population being surveyed a pragmatic approach was required. The inclusion of community interviewers also balances out the sample to a certain extent focusing on individuals who were not accessed through the New Link service. The primary sampling method employed by the community interviewers 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.

### 3. Key issues from the evidence base

#### 3.1 Introduction

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

#### 3.2 Actual and perceived impacts

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

One of the key issues emerging is the discrepancy between *actual* and *perceived* impacts of the arrival of migrants<sup>7</sup>. There have been concerns, for example, about the impact of migrant workers on the employment opportunities of the indigenous population. Previous research, however, has shown no evidence of adverse effects on either employment prospects or wage levels of native workers<sup>8</sup>, including the young and low skilled<sup>9</sup>.

Furthermore, there have been concerns with regards to the potential demands placed on social housing. Research highlights, however, that migrant workers are primarily concentrated in the private rented sector, with only a small proportion of social housing being allocated to foreign nationals<sup>10</sup>. Research suggests that those who have been in the UK for longer periods are more likely to access social housing; however, there is a general lack of awareness of housing options and entitlements, as well as a perception that the private sector is in some respects an 'easier' and more flexible option<sup>11</sup>. Furthermore, there is evidence that migrant communities have brought 'hard to let' private rented properties back into use<sup>12</sup>.

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<sup>7</sup> IPPR (undated) *The reception and integration of new migrant groups*, London: IPPR, emphasis added

<sup>8</sup> Coats, D. (2008) *Migration Myths: Employment, Wages and Labour Market Performance*, London: The Work Foundation; Lemos, S. and Portes, J. (2008) *The impact of migration from the new European Union Member States on native workers*, London: Department for Work and Pensions.

<sup>9</sup> Lemos, S. and Portes, J. (2008) *The impact of migration from the new European Union Member States on native workers*, London: Department for Work and Pensions.

<sup>10</sup> Roney, J. (2008) *Housing Report to the Migration Impacts Forum*, 16<sup>th</sup> January 2008, Sheffield: Sheffield City Council.

<sup>11</sup> Hunt, L., Steele, A. and Condie, J. (2008) *Migrant workers in Rochdale and Oldham*, Salford: University of Salford.

<sup>12</sup> Pemberton, S and Stevens, C (2007) *Economic Migration to Housing Market Renewal Areas in North West England – Opportunity or Threat?*, MSIO Policy Report 4, Liverpool: Merseyside Social Inclusion Observatory (MSIO).

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

“Whilst one-off projects and small targeted initiatives are sometimes costed, pressures on mainstream services such as housing, education, information and advice services and measures to promote cohesion are, of necessity in the context of finite budgets, being absorbed by stretching other budgets, and therefore the financial impact is hidden.”<sup>13</sup>

With regards to schools, there are a number of potential impacts that have been identified, which include the need to provide translation/interpretation services; understanding cultural differences; pressures arising from mid-term arrivals; and the lack of records and assessments<sup>14</sup>. Some research suggests, however, that the arrival of migrant worker children into primary schools has enabled some schools to remain open, which would otherwise have been forced to close<sup>15</sup>.

In recent years the government has turned attention to the impacts of migration with the development of a Migration Impacts plan<sup>16</sup>. The plan focuses on how to maximise the economic benefits of migration while attempting to minimise any pressures felt by communities and local service providers. This plan outlines three key areas of work: improving statistics; helping public services respond to migration; and supporting community cohesion. The focus on the economic impact of migration has also been a feature of recent research carried out by the Institute for Public Policy Research (IPPR) in the East of England<sup>17</sup>. The IPPR provide an analysis of economic features of the East of England and the importance of migrant workers for a number of sectors across the region. It also highlights the potential impacts of the recession. One of the issues emerging from the IPPR research is the uncertainty of how migration will be affected by the economic downturn; however, it is suggested that demand for migrant workers will continue in the future, with concerns that too few migrants with the right skills will come to the region.

### 3.3 Employment

What is often acknowledged is that despite the range of skills and qualifications that migrant workers often have, there is a tendency to undertake work that is not commensurate with their previous occupation or status in their home country. It has been suggested that migrant workers are often found in low paid work, with limited occupational mobility<sup>18</sup>, or what have also been described as ‘3-D’ jobs (dirty,

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<sup>13</sup> Institute of Community Cohesion (2007) *Estimating the scale and impacts of migration at the local level*, London: Local Government Association (LGA), p. 5.

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

<sup>15</sup> Somerville, P. (2008) *Migrant Workers in South Lincolnshire: A report for Community Links*, Lincoln: University of Lincoln, Policy Studies Research Centre.

<sup>16</sup> See <http://www.communities.gov.uk/publications/communities/migrationimpact>.

<sup>17</sup> Rutter, J., Latorre, M. and Mulley, S. (2009) *Migrant Worker Availability in the East of England: An economic risk assessment*, London: IPPR.

<sup>18</sup> Markova, E. and Black, R. (2007) *East European immigration and community cohesion*, York: Joseph Rowntree Foundation.

dangerous and degrading)<sup>19</sup>. This can be due to a need to find a job as soon as possible, as well as the often temporary nature of their employment, which can create a situation whereby people 'settle' for particular jobs.

A recent report by the Confederation of British Industry (CBI)<sup>20</sup>, however, suggests that the portrayal of migrant workers as working in lower-skilled and lower paid jobs may be overly simplistic. They suggest that the overall pattern is more complex, reflecting a range of demand from employers for different levels of skills. There are issues around the lack of recognition of overseas qualifications, which can create barriers to occupational mobility for migrants but also cause confusion amongst employers. Initiatives have been developed in order to recognise the skills of new migrants (including asylum seekers and refugees) and assist with occupational mobility<sup>21</sup>. This includes *skills recognition* and *vocational adaptation pathways*, which have been piloted in five vocational areas: construction; general maintenance; social research; business administration; and health care<sup>22</sup>. These projects included carrying out skills audits of migrant communities and providing vocational ESOL. In addition, research undertaken in the East of England has recommended that national and regional policy makers must find ways to better utilise the skills and resources of migrant communities. In order to retain key workers in the region there must be an increase in the opportunities available for migrants to achieve their career and educational aspirations<sup>23</sup>.

Another concern that is often highlighted in relation to migrant workers is that there can be a lack of regulation and care when people are in employment, which can lead to exploitation. There are widely acknowledged concerns over the role of Gangmasters or other 'agents'. Research suggests that a number of deductions can be made to workers wages when employed through Gangmasters or agencies; for example, for accommodation, work clothes, weekly administration, and cashing cheques. Concerns about Gangmasters in particular led to the setting up of the Gangmasters Licensing Authority (GLA)<sup>24</sup>. The GLA regulates those who supply labour, or use workers, to provide services in agriculture, forestry, horticulture, shellfish gathering, and food processing and packaging<sup>25</sup>. The tragic deaths of the Chinese 'cockle pickers' in Morecambe Bay in 2004 highlights the danger posed when the proper checks and standards are not in place.

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<sup>19</sup> Pai, H-H. (2004) 'An ethnography of global labour migration', *Feminist Review*, 77: pp 129-136.

<sup>20</sup> CBI (2007) *CBI evidence to House of Lords Economic Affairs Committee: the economic impact of migration*, London: CBI.

<sup>21</sup> Waddington, S. (2007) *Routes to integration and inclusion: new approaches to enable refugee and migrant workers to progress in the labour market*, NIACE.

<sup>22</sup> Phillimore, J., Goodson, L., Hennessy, D., and Ergün, E., with Joseph, R. and Jones, P. (2007) *Employability pathways: an integrated approach to recognising the skills and experiences of new migrants*, Birmingham: University of Birmingham.

<sup>23</sup> Schneider, C. and Holman, D. (2009) *Longitudinal Study of Migrant Workers in the East of England: Interim Report*, Cambridge: Anglia Ruskin University; Rutter, J. and Latorre, M. (2008) *Migrant Worker Availability in the East of England – An Economic Risk Assessment*, IPPR.

<sup>24</sup> Audit Commission website, *Internet reference: <http://www.audit-commission.gov.uk/migrantworkers/concerns.asp#employment>*

<sup>25</sup> GLA website, *Internet reference: <http://www.gla.gov.uk/>*

Research has also suggested limited Trade Union (TU) involvement amongst migrant workers<sup>26</sup>. Some Trade Unions, however, are trying to address these issues<sup>27</sup> and the Trades Union Congress (TUC) published a leaflet entitled *Working in the UK: your rights*. This leaflet is available to download in all A8 languages, as well as being made available through a Portuguese language website<sup>28</sup>. It covers issues such as tax and National insurance, the National Minimum Wage, working time rights, health and safety protection, and Trade Union membership<sup>29</sup>.

What needs to be considered, however, is that work can sometimes act as an obstacle to social cohesion. The segregation of new migrant workers into agriculture and food processing plants through poor pay, long hours and shift pattern working can limit their capacity for integration in the working environment and life outside of it<sup>30</sup>.

### 3.4 Language barriers

Language remains a pervasive issue for new migrant communities. Acquisition of English language affects the types of jobs people can obtain and the wages they can command. Research suggests, for example, that fluency in English can increase the average hourly occupational wage by around 20%<sup>31</sup>.

Language is not just an issue in the work place, however, but a feature in other interactions; for example, accessing key services such as health care and education, as well as the amenities that are accessed every day, such as shops and banks. With increasing numbers of different migrant communities, there have been growing concerns about the level of ESOL provision available<sup>32</sup>. According to the Learning and Skills Council (LSC), the demand for ESOL has expanded well beyond provision and funding, resulting in waiting lists across the UK<sup>33</sup>. Furthermore, August 2007 saw the withdrawal of automatic fee remission from adult ESOL courses (with the exception of those who are unemployed or receiving income-based benefits).

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<sup>26</sup> Zaronaitė, D. and Tirzite, A. (2006) *The Dynamics of Migrant Labour in South Lincolnshire*, East Midlands Development Agency; Scullion, L. and Morris, G. (2009) *Migrant workers in Liverpool*, Salford: University of Salford.

<sup>27</sup> See, for example, the GMB Southern Region (<http://www.gmb-southern.org.uk/default.asp?pageid=80&mpageid=25&groupid=4>) and UNISON (<http://www.unison.org.uk/migrantworkers/>).

<sup>28</sup> <http://www.tuc.org.uk/international/index.cfm?mins=288>

<sup>29</sup> <http://www.tuc.org.uk/tuc/workingintheuk.pdf>

<sup>30</sup> Hickman, M., Crowley, R. and Mai, N. (2008) *Immigration and Social Cohesion in the UK: The rhythms and realities of everyday life*, York: JRF

<sup>31</sup> Shields, M. A. and Wheatley-Price, S. (2002) 'The English language fluency and occupational success of ethnic minority immigrant men living in metropolitan areas', *Journal of Population Economics*, pp 137-160.

<sup>32</sup> Phillimore, J., Goodson, L. Hennessy, D. and Ergun, E with Joseph, R. and Jones, P. (2007) *Employability pathways: an integrated approach to recognising the skills and experiences of new migrants*, Centre for Urban and Regional Studies (CURS), Birmingham: University of Birmingham.

<sup>33</sup> LSC (2006) *Raising our game: Our Annual Statement of Priorities*, Coventry: Learning and Skills Council (LSC).



There is, however, an intention at strategic levels in the East of England to ensure ESOL provision in the region is responsive to the needs of migrant workers and employers, that this will contribute to local economy and social cohesion and that employers will support investment into the skills of migrant workers<sup>34</sup>.

### 3.5 Accommodation

Previous research acknowledges that accommodation affects people's health, access to work and social interaction and neighbourly relations<sup>35</sup>. As highlighted earlier, the majority of migrant workers live in the private rented sector. The main issues raised in previous studies with regards to migrant workers and accommodation are people living in Houses in Multiple Occupation (HMOs); lack of choice with regards to location; poor conditions of accommodation; use of low demand housing; and concerns with accommodation that is tied to employment.

There is currently very little information available about homelessness amongst migrant workers. Loss of employment, combined with the restrictions on claiming benefits, can lead to homelessness particularly when accommodation is tied to employment. It is highlighted that in some areas there are instances where people drift into squatting and street drinking. This is most noticeable in London, however, where migrants from Accession countries in particular accounted for half of the bed space users in night shelters<sup>36</sup>. In recent years, Peterborough has become the focus of media attention in relation to homelessness amongst migrant communities, particularly in relation to a number of what have been described as 'shanty towns' that have emerged in the city<sup>37</sup>. 'Hidden homelessness', whereby individuals are relying on relatives and friends for accommodation has also emerged as a pertinent issue for some migrant workers<sup>38</sup>.

### 3.6 Health

A recent report published by the East of England Strategic Migration Partnership<sup>39</sup> has highlighted a number of key issues in relation to health service provision for asylum seekers and refugees, but also new migrant populations (including migrant workers) in the East of England. Overall, the report highlighted the difficulty of planning and delivering services to such a diverse range of migrant communities.

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<sup>34</sup> EEDA (undated) *English Language Strategy for Migrant Workers in the East of England*, Cambridge: EEDA

<sup>35</sup> Spencer, S., Johnson, M. R. D., Phillips, D., Rudiger, A., Somerville, W., Wintour, P. and Warren, S. (2004) *Refugees and other new migrants: a review of the evidence on successful approaches to integration*, Oxford: Centre on Migration, Policy and Society (COMPAS); Spencer, S., Ruhs, M., Anderson, B. and Rogaly, B. (2007) *Migrants' lives beyond the workplace: the experience of Central and Eastern Europeans in the UK*, York: Joseph Rowntree Foundation.

<sup>36</sup> Audit Commission (2007) *Crossing Borders: Responding to the local challenges of migrant workers*, London: Audit Commission.

<sup>37</sup> Nadeem, B. (2008) 'Camped out', *Inside Housing*, 31 October 2008; O'Mara, E. (2009) 'Migrants still living in squalor a year on', *Peterborough Evening Telegraph*, 14<sup>th</sup> April 2009; Old, D. (2009) 'Council workers clear immigrants 'shanty town' rubbish', *Peterborough Evening Telegraph*, 25<sup>th</sup> April 2009.

<sup>38</sup> Steele, A. and Hunt, L. (2008) *Migrant workers in Bolton*, Salford: University of Salford; Hunt, L., Steele, A. and Condie, J. (2008) *Migrant workers in Rochdale and Oldham*, Salford: University of Salford.

<sup>39</sup> Collis, A. and Stallabrass, S. (2009) *Migrant Health Scoping Report*, East of England Regional Assembly (Strategic Migration Partnership), January 2009.

The report suggested a number of key issues and problems in the region, many of which apply to migrant worker communities. This included people not accessing primary care services due to lack of understanding of the UK system; language barriers reducing access to health care, leading to poor health outcomes and inappropriate care; inconsistent use of maternity services; and migrant workers suffering stress and exhaustion due to poor working conditions.

Recent research in Nottingham has also highlighted a number of issues in relation to migrant communities' access to health care, suggesting that there can be difficulties in ensuring consistency of treatment, particularly with transient populations, as well as the need to provide double appointments for some migrant communities, which has resource implications<sup>40</sup>.

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<sup>40</sup> See Scullion, L. and Morris, G. (2009) *A study of A8 and A2 migrants in Nottingham*, Salford: University of Salford

## 4. Looking at the scale of migration

### 4.1 Introduction

Not just in the UK, but across the whole of Europe there is increasing pressure to understand the dynamics of migration and improve measures of data collection<sup>41</sup>, particularly in relation to migrant communities from the A8 and A2 countries. The difficulties of calculating the scale of migration, however, are widely acknowledged<sup>42</sup>, particularly when dealing with a potentially transient group of people, whose migration may be intrinsically linked to employment opportunities.

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

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

The most commonly referred to data sources in relation to migrant workers are Worker Registration Scheme (WRS) and National Insurance Registration data (NINo)

#### **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<sup>43</sup>. Once they have been working continually for twelve months they no longer have to register and can obtain a residence permit<sup>44</sup>.

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.

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<sup>41</sup> Rees, P. and Boden, P. (2006) *Estimating London's new migrant population: Stage 1 – review of methodology*, London: Greater London Authority (GLA).

<sup>42</sup> Dudman, J. (2007) 'Getting the measure of immigrants', *Public*, November 2007; House of Commons Select Committee on Trade and Industry, Eleventh Report, 9<sup>th</sup> October 2007; Institute of Community Cohesion (2007) *Estimating the scale and impacts of migration at the local level*, London: Local Government Association (LGA).

<sup>43</sup> Pemberton, S. and Stevens, C. (2006) *Supporting Migrant Workers in the North West of England*, Liverpool: Merseyside Social Inclusion Observatory.

<sup>44</sup> <http://www.ukba.homeoffice.gov.uk/workingintheuk/eea/wrs/>

WRS data does not include 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 registered<sup>45</sup>. Finally, the figures rely on official registration, which naturally cannot account for those who are not registered.

### **National Insurance Registration data (NINo)**

Acquiring a National Insurance Number (NINo) is a necessary step for employment/self employment purposes, as well as to claim benefits or tax credits<sup>46</sup>. 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.

It must be recognised that available data cannot be aggregated to provide a definitive answer with regards to the size of the local migrant worker population. 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. However, these sources provide a *starting point* to providing some information nationally and for Peterborough specifically and when tempered with local knowledge enable us to describe the characteristics of the migrant worker population and identify any changes in national groups over the past few years. What follows is a brief description of what some of the data tells us.

## **4.2 The national picture**

According to the Accession Monitoring Report May 2004 – December 2008<sup>47</sup>, around 965,000 applicants have applied to register on the WRS between May 2004 and December 2008. Of this total, around 926,000 initial applications were approved. The figures show that nationals from A8 countries are continuing to come to the UK and register for work; however, there has been a downward trend in numbers since towards the end of 2007. The approved number of applications in 2008, for example, was 156,295, compared to 210,800 in 2007 and 227,875 in 2006. The Accession Monitoring Report attributes this downward trend primarily to the fall in the number of Polish applications.

Table 1 below provides a breakdown of approved applications by nationality based on WRS data. Looking at Table 1, it can be seen, the majority of applications are from Polish nationals (66%). This is followed, in much lower numbers, by Slovak (11%) and Lithuanian (9%) nationals. The figures indicate that, since 2007, there has been a reduction in the number of applications from Poland, Slovakia, Lithuania, Czech Republic and Estonia (albeit based on very low numbers for the latter), while

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<sup>45</sup> Home Office (2008) *Accession Monitoring Report May 2004 – December 2008*, London: Home Office.

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

<sup>47</sup> Home Office (2008) *Accession Monitoring Report May 2004 – December 2008*, London: Home Office. Please note that these were the most up to date figures at the time of writing.

Hungary, Latvia and Slovenia have seen an increase (again, based on very low numbers for the latter). Of these three countries, Hungary has seen the biggest increase in the number of applicants since 2007.

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

Period	Poland	Slovakia	Lithuania	Latvia	Czech Rep	Hungary	Estonia	Slovenia
<b>2004</b>	<b>71,025</b>	<b>13,020</b>	<b>19,270</b>	<b>8,670</b>	<b>8,255</b>	<b>3,620</b>	<b>1,860</b>	<b>160</b>
<b>2005</b>	<b>127,325</b>	<b>22,035</b>	<b>22,990</b>	<b>12,960</b>	<b>10,575</b>	<b>6,355</b>	<b>2,560</b>	<b>175</b>
<b>2006</b>	<b>162,495</b>	<b>21,755</b>	<b>17,065</b>	<b>9,490</b>	<b>8,345</b>	<b>7,060</b>	<b>1,475</b>	<b>185</b>
2007 Q1	35,800	4,835	3,740	1,835	1,825	1,965	275	45
Q2	37,290	5,600	3,690	1,635	1,800	2,085	210	40
Q3	41,195	6,235	3,715	1,545	1,990	2,305	275	50
Q4	35,970	5,775	3,115	1,270	1,900	2,520	210	55
<b>2007</b>	<b>150,255</b>	<b>22,450</b>	<b>14,265</b>	<b>6,285</b>	<b>7,510</b>	<b>8,880</b>	<b>965</b>	<b>190</b>
2008 Q1	32,355	5,445	2,765	1,450	1,735	2,620	205	50
Q2	28,605	5,405	3,100	1,750	1,850	2,785	245	60
Q3	25,050	4,570	2,965	1,805	1,720	2,640	250	50
Q4	15,845	2,690	2,505	1,720	1,135	2,660	225	40
<b>2008</b>	<b>101,855</b>	<b>18,115</b>	<b>11,335</b>	<b>6,720</b>	<b>6,440</b>	<b>10,705</b>	<b>925</b>	<b>195</b>
<b>Total</b>	<b>612,955</b>	<b>97,375</b>	<b>84,925</b>	<b>44,125</b>	<b>41,125</b>	<b>36,620</b>	<b>7,785</b>	<b>905</b>
% <sup>48</sup>	<b>66</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>&lt;1</b>

Source: Accession Monitoring Report May 2004 – December 2008

Note: These figures are rounded up to the nearest 5

## Geographical distribution

Table 2 below provides a geographical breakdown of figures for A8 nationals.

Table 2: Geographical distribution of registered workers, May 2004 – December 2008

Region	2004	2005	2006	2007	2008	Total	%
<b>Anglia</b>	21,920	29,930	31,690	29,925	23,940	<b>137,405</b>	<b>15</b>
<b>Midlands</b>	11,710	26,755	33,155	29,795	21,960	<b>123,375</b>	<b>13</b>
<b>London</b>	25,470	23,460	21,495	21,135	18,220	<b>109,780</b>	<b>12</b>
<b>North East</b>	9,060	21,405	25,460	21,995	15,210	<b>93,130</b>	<b>10</b>
<b>Central</b>	13,885	20,640	21,315	19,595	15,035	<b>90,470</b>	<b>10</b>
<b>North West</b>	7,675	19,135	23,875	21,085	13,145	<b>84,915</b>	<b>9</b>
<b>South West</b>	9,700	18,150	21,360	19,375	14,150	<b>82,735</b>	<b>9</b>
<b>Scotland</b>	8,150	15,895	19,055	19,560	14,665	<b>77,325</b>	<b>8</b>
<b>South East</b>	11,200	13,670	13,325	12,980	10,520	<b>61,695</b>	<b>7</b>
<b>Northern Ireland</b>	3,660	8,845	8,970	8,500	5,755	<b>35,730</b>	<b>4</b>
<b>Wales</b>	2,430	5,490	6,875	6,010	3,470	<b>24,275</b>	<b>3</b>

Source: Accession Monitoring Report May 2004 – December 2008.

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

As can be seen, Anglia has received the highest percentage of A8 migrant workers.

<sup>48</sup> Please note that *all* percentages have been rounded up or down accordingly throughout the report; therefore not all totals will add up to 100%.

### 4.3 What the data tells us about Peterborough

This section outlines what some of the key data tells us about the migrant worker population in Peterborough. This focuses on National Insurance number data (NINo), Worker Registration Scheme (WRS) data, as well as data provided by local organisations. Given that the study focuses on particular national groups within the city, this section will only highlight data pertaining to these groups.

#### National Insurance number registrations (NINo)

Table 3 below shows the number of EU nationals who have registered for a National Insurance number in Peterborough since January 2002.

Table 3: Peterborough NINo registrations of EU nationals, January 2002 – December 2008

	2002	2003	2004	2005	2006	2007	2008	Total
Poland	10	60	480	1,750	2,120	2,530	1,680	<b>8,630</b>
Lithuania	-	20	290	1,140	810	730	560	<b>3,550</b>
Slovak Republic	10	-	110	510	470	670	780	<b>2,550</b>
Portugal	250	400	540	300	160	180	230	<b>2,060</b>
Czech Republic	-	10	80	150	130	130	150	<b>650</b>
Latvia	-	-	20	70	100	60	100	<b>350</b>
Italy	10	20	30	30	30	30	40	<b>190</b>
Germany	20	10	20	20	20	20	30	<b>140</b>
France	20	20	20	20	20	20	20	<b>140</b>
Bulgaria	-	20	10	10	10	40	30	<b>120</b>
Spain	10	20	20	10	10	20	10	<b>100</b>
Ireland	10	30	20	10	10	-	10	<b>90</b>
Netherlands	10	10	10	10	20	10	20	<b>90</b>
Hungary	-	-	-	20	10	10	30	<b>70</b>
Romania	10	10	-	10	-	10	20	<b>60</b>
Greece	10	-	10	10	10	10	-	<b>50</b>
Sweden	10	-	10	-	-	10	10	<b>40</b>
Slovenia	30	-	-	-	-	10	-	<b>40</b>
Belgium	10	-	-	10	-	-	10	<b>30</b>
Estonia	-	-	-	10	-	-	-	<b>10</b>
Denmark	10	-	-	-	-	-	-	<b>10</b>
Austria	-	-	-	-	-	-	-	-
Finland	-	-	-	-	-	-	-	-
Luxembourg	-	-	-	-	-	-	-	-
Malta	-	-	-	-	-	-	-	-
Cyprus	-	-	-	-	-	-	-	-
<b>All EU</b>	<b>430</b>	<b>630</b>	<b>1,670</b>	<b>4,090</b>	<b>3,930</b>	<b>4,490</b>	<b>3,730</b>	<b>18,970</b>
<b>All non-UK</b>	<b>1,500</b>	<b>1,700</b>	<b>2,390</b>	<b>4,920</b>	<b>4,620</b>	<b>5,320</b>	<b>4,450</b>	<b>24,900</b>

Source: Department for Work and Pensions (DWP) (2009) <http://www.dwp.gov.uk/asd/tabtool.asp>.

Note: These figures are rounded to the nearest 10.

There have been a total of 24,900 registrations for National Insurance numbers from overseas nationals since 2002. Registrations from EU nationals make up 76% of this total.

As can be seen, the national groups selected as the focus of this study feature in the top five groups who have registered for a National Insurance number. Table 4 below indicates what percentage they represent of all non-UK registrations and all EU registrations.

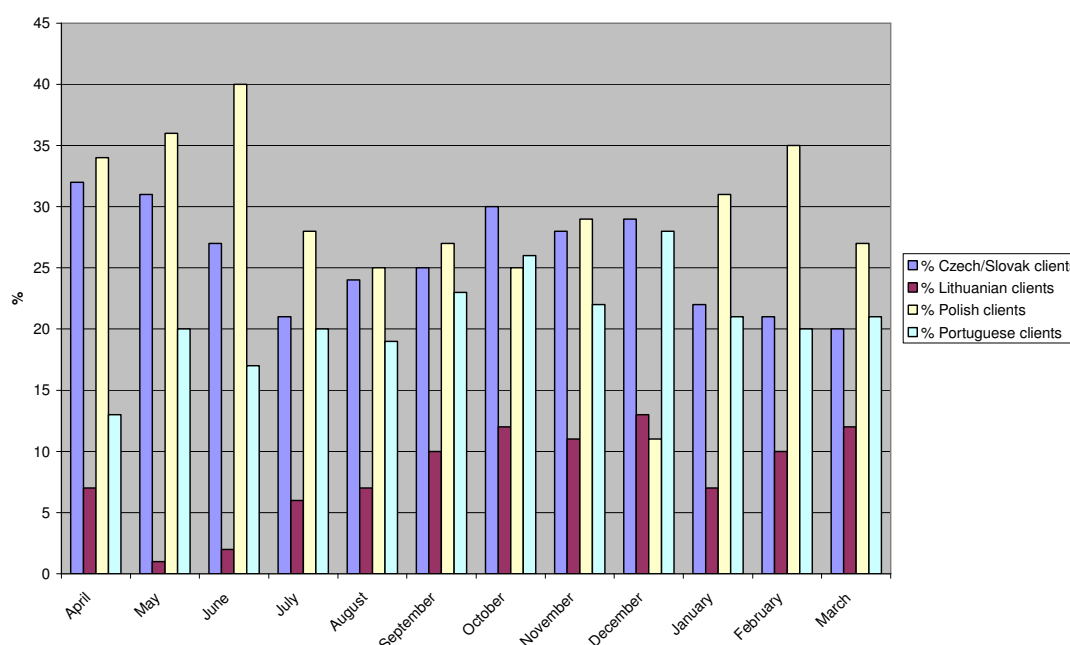
Table 4: Percentage of overseas nationals in Peterborough from selected countries

Nationality	Total	% of all non-UK	% of all EU
Poland	8,630	35	45
Lithuania	3,550	14	19
Slovak Republic	2,550	10	13
Portugal	2,060	8	11
Czech Republic	650	3	3

### New Link data

Data provided by the New Link service in Peterborough in relation to the nationalities of their clients also indicates that Polish, Lithuanian, Portuguese, Czech and Slovak are the main nationalities currently accessing their services (see Graph 1 below).

Graph 1: New Link main client nationalities 2008/09



Source: New Link (2009)

### Worker Registration scheme (WRS)

This section provides outlines what the WRS data shows for Peterborough with regards to nationality of registered workers, age, gender and occupation.

#### Nationality

Table 5 below provides a breakdown by nationality of the number of people who have registered to work in Peterborough since May 2004.

Comparing WRS data for Peterborough with national data taken from the Accession Monitoring Report May 2004 – December 2008 (see Table 1 above) it can be seen that Peterborough has a lower percentage of Polish workers (54%, compared to the national figure of 66%). The percentage of Lithuanian and Slovak registrations, however, are higher than the national figures. The statistics for Lithuanian nationals, in particular, is far higher (24% for Peterborough, compared to 9% nationally).

Table 5: Peterborough registered workers by nationality, May 2004 – December 2008

Period	Poland	Lithuania	Slovakia	Czech Rep	Latvia	Hungary	Estonia	Slovenia
May 04 – Mar 06	2,460	1,600	580	250	150	35	15	†
Apr – Jun 06	270	80	75	10	25	5	†	-
Jul – Sep 06	400	85	55	20	20	†	†	-
Oct – Dec 06	660	160	90	20	30	†	†	†
<b>2004 – 2006</b>	<b>3,790</b>	<b>1,925</b>	<b>800</b>	<b>300</b>	<b>225</b>	<b>44</b>	<b>21</b>	<b>4</b>
Jan – Mar 07	470	170	115	25	20	5	-	†
Apr – Jun 07	270	85	115	20	10	†	-	-
Jul – Sep 07	440	110	115	20	10	5	-	-
Oct – Dec 07	495	190	150	30	20	†	†	-
<b>2007</b>	<b>1,675</b>	<b>555</b>	<b>495</b>	<b>95</b>	<b>60</b>	<b>14</b>	<b>2</b>	<b>2</b>
Jan – Mar 08	440	95	170	25	35	5	5	-
Apr – Jun 08	360	110	130	30	20	5	5	†
Jul – Sep 08	255	125	70	20	20	5	-	-
Oct – Dec 08	270	130	100	20	35	10	-	-
<b>2008</b>	<b>1,325</b>	<b>460</b>	<b>470</b>	<b>95</b>	<b>110</b>	<b>25</b>	<b>10</b>	<b>2</b>
<b>Total</b>	<b>6,790</b>	<b>2,940</b>	<b>1,765</b>	<b>490</b>	<b>395</b>	<b>83</b>	<b>33</b>	<b>8</b>
<b>%</b>	<b>54</b>	<b>24</b>	<b>14</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>&lt;1</b>	<b>&lt;1</b>

Source: Home Office (2009). Note: These figures are rounded up to the nearest 5 (- denotes nil and † denotes 1 or 2). When calculating the total for each nationality and time period, we have taken † as 2. This means that the total above is sometimes slightly different to those indicated in the source data.

### Age and gender

Table 6 below shows the age range of the A8 migrants who have registered on the WRS.

Table 6: Peterborough registered workers by age range, May 2004 – December 2008

Period	<18	18 – 24	25 – 34	35 – 44	45 – 54	55 – 64	65 +	Total
May 04 – Mar 06	20	2,100	1,770	705	440	55	†	5,092
Apr – Jun 06	†	180	165	70	45	10	†	474
Jul – Sep 06	5	295	170	65	40	5	-	580
Oct – Dec 06	5	405	335	120	90	10	-	965
<b>2004 – 2006</b>	<b>32</b>	<b>2,980</b>	<b>2,440</b>	<b>960</b>	<b>615</b>	<b>80</b>	<b>4</b>	<b>7,111</b>
Jan – Mar 07	†	335	270	95	80	15	-	797
Apr – Jun 07	†	170	195	75	50	10	†	504
Jul – Sep 07	5	320	210	90	65	10	†	702
Oct – Dec 07	10	365	305	115	80	15	†	892
<b>2007</b>	<b>19</b>	<b>1,190</b>	<b>980</b>	<b>375</b>	<b>275</b>	<b>50</b>	<b>6</b>	<b>2,895</b>
Jan – Mar 08	†	275	260	125	90	20	-	772
Apr – Jun 08	5	255	225	100	70	10	†	667
Jul – Sep 08	15	220	130	65	55	15	-	500
Oct – Dec 08	5	230	155	75	85	15	†	567
<b>2008</b>	<b>27</b>	<b>980</b>	<b>770</b>	<b>365</b>	<b>300</b>	<b>60</b>	<b>4</b>	<b>2,506</b>
<b>Total</b>	<b>78</b>	<b>5,150</b>	<b>4,190</b>	<b>1,700</b>	<b>1,190</b>	<b>190</b>	<b>14</b>	<b>12,512</b>
<b>%</b>	<b>&lt;1</b>	<b>41</b>	<b>33</b>	<b>14</b>	<b>10</b>	<b>2</b>	<b>&lt;1</b>	<b>100</b>

Source: Home Office (2009). Note: These figures are rounded up to the nearest 5 (- denotes nil and † denotes 1 or 2). When calculating the total for each age range and time period, we have taken † as 2. This means that the total above is sometimes slightly different to those indicated in the source data.



Nearly three quarters of the A8 nationals who have registered on the WRS are aged eighteen to thirty-four, with 41% aged eighteen to twenty-four. Less than 3% are over the age of fifty-five.

WRS data for Peterborough shows that 55% of registrations have been male and 45% female (see Table 7 below).

Table 7: Peterborough registered workers by gender, May 2004 – December 2008

<b>Period</b>	<b>Female</b>	<b>Male</b>
May 04 – Mar 06	2,195	2,895
Apr – Jun 06	190	280
Jul – Sep 06	265	315
Oct – Dec 06	450	515
<b>2004 – 2006</b>	<b>3,100</b>	<b>4,005</b>
Jan – Mar 07	380	425
Apr – Jun 07	225	280
Jul – Sep 07	310	390
Oct – Dec 07	410	480
<b>2007</b>	<b>1,325</b>	<b>1,575</b>
Jan – Mar 08	335	440
Apr – Jun 08	305	365
Jul – Sep 08	260	235
Oct – Dec 08	295	270
<b>2008</b>	<b>1,195</b>	<b>1,310</b>
<b>Total</b>	<b>5,620</b>	<b>6,890</b>
<b>%</b>	<b>45</b>	<b>55</b>

### *Occupation*

Table 8 below provides a breakdown of the most common occupations of registered workers in Peterborough, based on the WRS data breakdown of top ten occupations for each time period.

The data indicates that the majority of people who have registered for work in Peterborough have registered for factory related work (for example, process work, packing, warehouse work). The occupations listed in Table 8 below also suggest that the majority of people have registered for what are classed as elementary occupations, which are primarily low skilled jobs.

Table 8: Peterborough registered workers by occupation, May 2004 – December 2008

Occupation	May 04 – Mar 06	Apr – Jun 06	Jul – Sep 06	Oct – Dec 06	Jan – Mar 07	Apr – Jun 07	Jul – Sep 07	Oct – Dec 07	Jan – Mar 08	Apr – Jun 08	Jul – Sep 08	Oct – Dec 08	Total
Process operative (other Factory worker)	2,800	295	370	695	605	410	530	620	560	440	325	365	<b>8,015</b>
Packer	630	45	55	65	40	30	35	80	55	60	65	65	<b>1,225</b>
Warehouse Operative	265	50	60	120	80	20	40	95	80	90	50	85	<b>1,035</b>
Process Operatives (SBS)	185	-	-	-	-	-	-	-	-	-	-	-	<b>185</b>
Cleaner, domestic staff	75	10	5	5	15	5	10		5	5	5	5	<b>145</b>
Kitchen and catering assistants	65	10	5	10	5		5	10		15		5	<b>130</b>
Labourer, building	40	10	5	10	10	†	25	15	5		†	5	<b>129</b>
Administrator, general	80	5	10	†	5			5				†	<b>109</b>
Sales and retail assistants	35	5	5	5	5	5		5		5	†	5	<b>77</b>
Process operative (electronic equipment)	30	5	15	5	5		5		5		5		<b>75</b>
Farm worker/farm hand						5	5	15	5	5	25	10	<b>70</b>
Call centre agent / operator						†		5		5	†	5	<b>19</b>
Driver, HGV (Heavy Goods Vehicle)							5	5		5			<b>15</b>
Care assistants and home carers						5			5				<b>10</b>
Refuse and salvage occupation									5	5			<b>10</b>
Welder							5						<b>5</b>
Driver, delivery van									5				<b>5</b>
Process Operative (Textiles)											5		<b>5</b>
Bar staff						†							<b>2</b>
All Other Occupations (exc not stated)	570	40	40	42	40	20	35	45	40	30	10	15	<b>925</b>
<b>Total</b>	<b>4,775</b>	<b>475</b>	<b>570</b>	<b>959</b>	<b>810</b>	<b>504</b>	<b>700</b>	<b>900</b>	<b>770</b>	<b>665</b>	<b>496</b>	<b>567</b>	<b>12,191</b>

Source: Home Office (2009). Note: These figures are rounded up to the nearest 5 (- denotes nil and † denotes 1 or 2). When calculating the total for each age range and time period, we have taken † as 2. This means that the total above is sometimes slightly different to those indicated in the source data.

## Section II

As highlighted in Chapter 2, a total of **278** interviews were carried out between February and April 2009 with migrant workers who were living in Peterborough. In addition, twenty-two stakeholders also took part in the research providing additional insights from a range of service areas.

This section provides a comprehensive analysis of the migrant worker survey stakeholder consultation, focusing on the characteristics of the sample; migration experiences; education and qualifications; employment experiences, accommodation issues; community cohesion; access to selected services and facilities; and future intentions.

## 5. Characteristics of the sample

### 5.1 Introduction

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

### 5.2 Nationality and ethnicity

Table 9 below shows the breakdown of interviews by nationality.

Table 9: Nationality of respondents

<b>Nationality</b>	<b>No.</b>	<b>%</b>
Polish	99	36
Portuguese	66	24
Slovak	56	20
Lithuanian	37	13
Czech	20	7
<b>Total</b>	<b>278</b>	<b>100</b>

Thirty-eight respondents (14%) identified themselves as Roma (see Table 10 below).

Table 10: Nationality of Roma respondents

<b>Nationality</b>	<b>No.</b>	<b>%</b>
Slovak	21	55
Czech	13	34
Polish	2	5
Lithuanian	1	3
Portuguese	1	3
<b>Total</b>	<b>38</b>	<b>100</b>

As can be seen, the Roma respondents were primarily Slovak (55%) and Czech (34%).

As highlighted in Chapters 3 and 4, this study focused on the prominent nationalities within Peterborough. Interview quotas were set based on NINo, WRS and data held by the New Link service in terms of the nationalities that presented at their service.

### 5.3 Year of arrival

The majority of respondents (80%) came to the UK in the period 2004 to 2008. The data also showed that a small number of people had arrived only recently (2009) (see Table 11 below).

Table 11: Year of arrival in the UK

Year	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
1998	4	-	4	-	-	-	1	-	6	-	-	-
1999	1	-	1	-	-	-	<1	-	2	-	-	-
2000	4	1	3	-	-	-	1	1	5	-	-	-
2001	10	-	9	-	-	1	4	-	14	-	-	5
2002	8	1	7	-	-	-	3	1	11	-	-	-
2003	18	2	9	5	1	1	6	2	14	9	3	5
2004	43	10	6	11	10	6	15	10	9	20	27	30
2005	41	15	2	12	8	4	15	15	3	21	22	20
2006	45	25	6	7	6	1	16	25	9	13	16	5
2007	41	20	6	6	4	5	15	20	9	11	11	25
2008	53	21	13	11	6	2	19	21	20	20	16	10
2009	10	4	-	4	2	-	4	4	-	7	5	-
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Perhaps unsurprisingly, the majority of Polish, Slovak and Czech respondents had arrived in the UK after EU accession in 2004, while the Portuguese sample included respondents who had arrived every year since 1998.

The data shows that 81% of respondents had come straight to Peterborough (see Table 19 in the next chapter of this report).

Table 12: Year of arrival in Peterborough

Year	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
1998	1	-	1	-	-	-	<1	-	2	-	-	-
1999	1	-	1	-	-	-	<1	-	2	-	-	-
2000	4	1	3	-	-	-	1	1	5	-	-	-
2001	9	-	8	-	-	1	3	-	12	-	-	5
2002	7	1	6	-	-	-	3	1	9	-	-	-
2003	14	1	7	4	1	1	5	1	11	7	3	5
2004	41	6	9	11	9	6	15	6	14	20	24	30
2005	40	15	4	11	6	4	14	15	6	20	16	20
2006	47	27	7	7	5	1	17	27	11	13	14	5
2007	43	20	6	6	6	5	15	20	9	11	16	25
2008	60	24	14	13	7	2	22	24	21	23	19	10
2009	11	4	-	4	3	-	4	4	-	7	8	-
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

As can be seen, the majority of respondents (83%) arrived in Peterborough between 2004 and 2008.

## 5.4 Age and gender

Table 13 below shows the age range of the respondents interviewed in Peterborough.

Table 13: Age of respondents

Age	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
18–24	40	10	5	16	7	2	15	11	8	30	20	11
25–34	114	56	18	20	13	7	43	60	28	38	37	37
35–44	73	22	23	12	8	8	27	23	35	23	23	42
45–59	31	5	15	4	6	1	12	5	23	8	17	5
60–74	8	1	4	1	1	1	3	1	6	2	3	5
<b>Total</b>	<b>266</b>	<b>94</b>	<b>65</b>	<b>53</b>	<b>35</b>	<b>19</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes twelve missing cases

As can be seen, the majority of respondents were aged 25 – 34 (43%). However, the sample suggests that the respondents were drawn from a range of different ages, including a number of people who were over the age of forty-five. There were also differences between nationalities; for example, the majority of those over the age of forty-five were Portuguese. The Slovak sample had a high percentage of people aged 18 – 24 (30%, compared to the 15% average figure), while the Polish respondents were concentrated in the 25 – 34 age range (60%).

In relation to gender, 56% of the respondents interviewed were female and 44% were male (see Table 14 below).

Table 14: Gender of respondents

Gender	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Female	145	54	34	20	25	12	56	57	52	36	96	60
Male	115	40	31	35	1	8	44	43	48	64	4	40
<b>Total</b>	<b>260</b>	<b>94</b>	<b>65</b>	<b>55</b>	<b>26</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes eighteen missing cases

Nearly all of the Lithuanian respondents were female, with higher numbers of Czech respondents also being female. The Slovak respondents on the other hand had a higher percentage of male respondents. The gender of the interviewer needs to be

taken into account when looking at the sample; for example, a large proportion of interviews were carried out by female community interviewers.

## 5.5 Religious beliefs

We asked respondents about their religious beliefs through an open-ended question. Table 15 below provides a breakdown of the responses given.

Table 15: Religious beliefs

Religion	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Catholic	203	77	51	37	34	4	75	79	81	67	94	20
Christian	45	18	-	12	1	14	17	18	-	22	3	70
None	15	2	7	4	-	2	6	2	11	7	-	10
Jehovah's Witness	2	1	1	-	-	-	1	1	2	-	-	-
Believe in God	2	-	-	2	-	-	1	-	-	4	-	-
Christian Catholic	1	-	1	-	-	-	<1	-	2	-	-	-
Muslim	1	-	1	-	-	-	<1	-	2	-	-	-
Evangelic	1	-	1	-	-	-	<1	-	2	-	-	-
Old believer	1	-	-	-	1	-	<1	-	-	-	3	-
Bible student	1	-	1	-	-	-	<1	-	2	-	-	-
<b>Total</b>	<b>272</b>	<b>98</b>	<b>63</b>	<b>55</b>	<b>36</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes six missing cases

As can be seen, three quarters of the sample identified themselves as Catholic. The percentage of people who identified themselves as Catholic was highest amongst the Lithuanian and Portuguese respondents. Two respondents indicated that they were Jehovah's Witnesses, while one person was Muslim. The two respondents who stated '*old believer*' and '*bible student*' did not provide any further elaboration as to what this meant.

## 5.6 Household information

With regards to marital status, 32% of the sample were currently living with a spouse, while 16% were living with a partner. The remaining respondents (52%) were single (i.e. not living with a spouse/cohabiting). It needs to be taken into account that the survey explored who the respondents were living with in the UK and some respondents may have had spouses/partners who were living in their home country.

Table 16: Number of respondents living with spouse/partner

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Husband /wife	88	31	19	17	11	10	32	31	29	30	30	50
Partner	46	13	10	10	8	5	16	13	15	18	22	25
Single	144	44	37	29	18	5	52	44	56	52	49	25
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The data shows that the Czech respondents were more likely to be living with a spouse or partner than the other national groups. The Portuguese sample had a slightly higher proportion of single people.

We also wanted to explore how many respondents had their children with them in Peterborough. A total of 124 respondents (45% of the sample) were currently living with their children (see Table 17 below).

Table 17: Number of respondents living with their children

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Living with their children	124	34	34	25	19	12	45	34	52	45	51	60

The data suggests that the Polish respondents were least likely to have children living with them in Peterborough, while the Czech respondents were most likely to have children living with them.

The number of children that people had ranged from one to nine. The average number of children that respondents had was 1.96; however, this varied across the different national groups:

- Czech: 2.75
- Lithuanian: 2.37
- Slovak: 2.24
- Polish: 1.56
- Portuguese: 1.56

In addition, we wanted to explore the total number of children (under the age of seventeen) that were currently living with the respondents. Across the sample as a whole, there were 241 children.



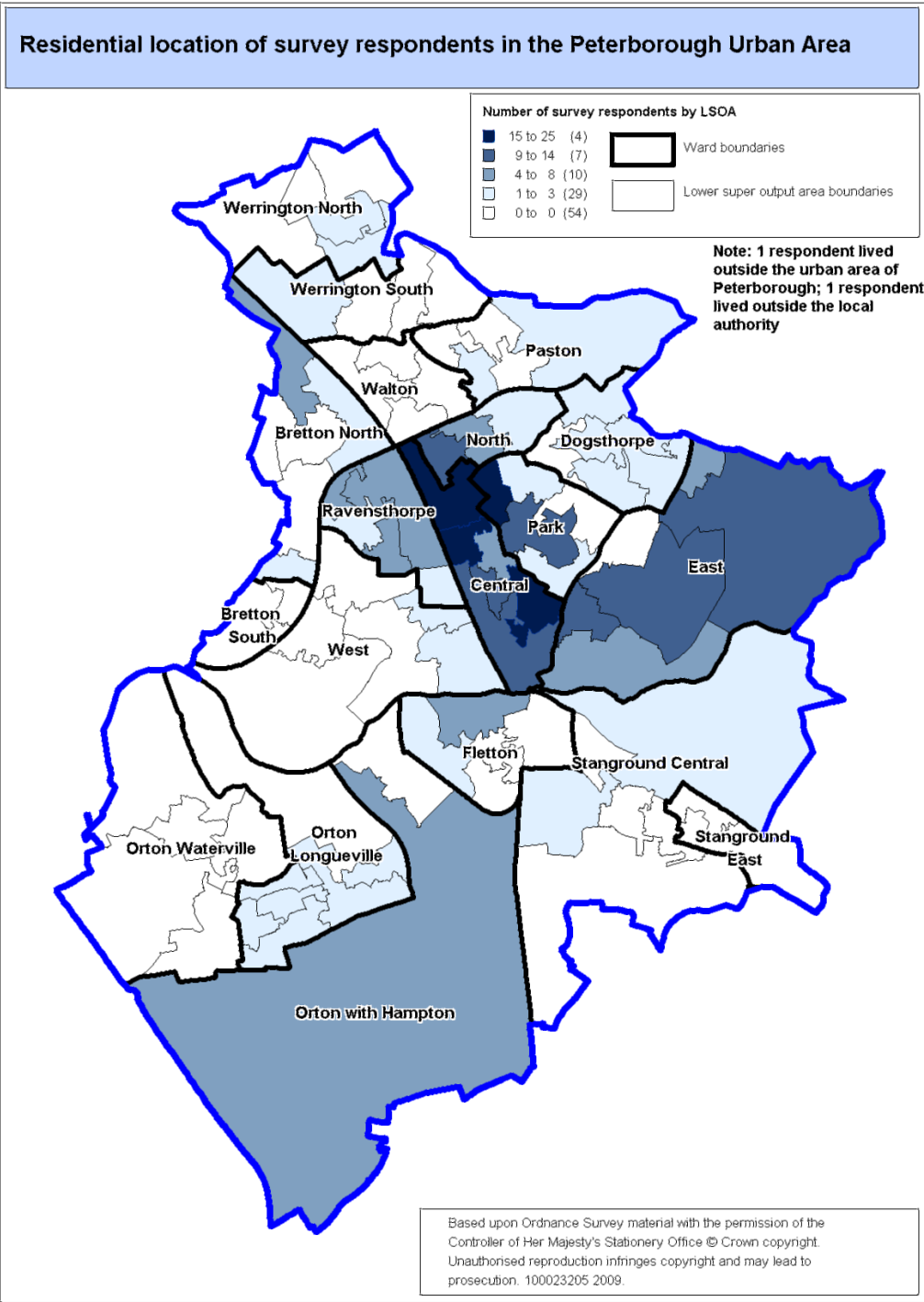
Table 18: Number of children

Age range	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
0 – 5	106	33	27	23	14	9	44	61	51	41	31	27
6 – 10	67	13	11	23	12	8	28	24	21	41	27	24
11 – 17	68	8	15	10	19	16	28	15	28	18	42	48
<b>Total</b>	<b>241</b>	<b>54</b>	<b>53</b>	<b>56</b>	<b>45</b>	<b>33</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The majority of children were under five years old (44%). This percentage was highest amongst the Polish and Portuguese children (61% and 51% respectively). The Czech and Lithuanian samples on the other hand had a higher percentage of children aged 11 – 17 (48% and 42% respectively).

### 5.7 Location of respondents

The residential location of respondents is illustrated in Map 1 below. This is based on the postcodes given by 258 respondents (93% of the sample).



As can be seen, the respondents were living in different areas across Peterborough; however, there was a concentration of people in the Central, Park and East wards.

## 6. Migration experiences

### 6.1 Introduction

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

### 6.2 Migration patterns prior to Peterborough

We wanted to explore the level of internal migration that had occurred. We therefore asked all respondents if they had lived anywhere else in the UK prior to Peterborough (see Table 19 below).

Table 19: Have you lived anywhere else in the UK?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.		All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	53	16	18	9	10	-		19	16	27	16	27	-
No	225	83	48	47	27	20		81	83	73	84	73	100
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>		<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Looking at the sample as a whole, 19% of respondents had lived somewhere else in the UK before coming to Peterborough. As can be seen, Peterborough was the first and only destination within the UK for all of the Czech respondents, while the Portuguese and Lithuanian respondents suggested higher levels of internal movement. Just four of the Roma respondents had lived somewhere else in the UK prior to Peterborough.

Of those who had lived elsewhere in the UK, thirty-two respondents (60%) had lived in one other place, fifteen (28%) listed two other places and six respondents (11%) had lived in three other places prior to Peterborough.

With regards to where people had previously lived, a full list of towns/cities is included in Appendix 2 of this report.

### 6.3 Reasons for living in Peterborough

We asked all respondents to indicate, from a range of options, the main reason they had chosen to live in Peterborough rather than another town or city (see Table 20 below).

Table 20: Reasons for living in Peterborough

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Family/ partner already living in Peterborough	117	47	22	27	10	11	42	47	33	48	27	58
Friends already living in Peterborough	74	29	13	17	12	3	27	29	20	30	32	16
Had heard about the opportunities in Peterborough	46	7	24	7	5	3	17	7	36	13	14	16
Had a job to come to in Peterborough	34	16	4	3	9	2	12	16	6	5	24	11
Had no choice	3	-	1	2	-	-	1	-	2	4	-	-
Other	3	-	2	-	1	-	1	-	3	-	3	-
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes one missing case (Czech)

The data highlights the importance of social connections in the decision to move to Peterborough; for example, 42% of respondents had moved to the city because they already had family or a partner living there, while 27% already had friends living in Peterborough.

Comparing different nationalities shows that the Lithuanian and Portuguese respondents were less likely to be living in Peterborough because of family connections. For the Portuguese respondents, for example, although family was an important factor, a higher percentage of people (36%) had moved to Peterborough because they had heard about the opportunities in the city from other people. The Czech respondents were most likely to have moved to Peterborough because of family connections (58% of Czech respondents gave this reason). With regards to the respondents within the sample who identified themselves as Roma, 59% had come to Peterborough because they had family living in the city while 24% had come to Peterborough because of friends.

Interestingly, a relatively small proportion of the sample as a whole (12%) indicated that they had a specific job to come to in Peterborough; however, this percentage was higher amongst the Lithuanian respondents with nearly a quarter stating that they had a job to come to.

As can be seen, three people indicated that they had no choice in their decision to move to Peterborough. When asked to elaborate on why they had no choice, the following responses were given:

*“I wanted to start work and get language in English speaking countries.”*

*“[I was] looking for a better job.”*

*“[For] work...for a better life.”*

Three people also indicated ‘other’ reasons for moving to Peterborough:

*“I’m registered with [a] job centre in Portugal, they [asked] if I want work in England, and I came [to] find a better life”*

*“[To] move city and try a new life in Peterborough”*

*“My husband had a job [in Peterborough]”*

## 7. Education and qualifications

### 7.1 Introduction

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

### 7.2 Qualifications

#### Highest level of qualification

The respondents were asked to provide information about their highest level of educational qualification. This included both academic and vocational qualifications. The list of qualifications ranged from no formal qualifications through to higher/postgraduate degree (see Table 21 below).

Table 21: Highest level of educational qualification

Qualification	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Higher/Post-graduate Degree	23	13	2	1	7	-	8	13	3	2	19	-
Undergraduate Degree	19	4	5	6	3	1	7	4	8	11	8	6
Technical High School <sup>49</sup>	58	31	7	6	12	2	21	31	11	11	33	11
Non-technical High School	64	39	4	12	3	6	24	39	6	22	8	33
Basic school	88	12	39	23	10	4	32	12	61	42	28	22
No formal qualifications	20	-	7	7	1	5	7	-	11	13	3	28
<b>Total</b>	<b>272</b>	<b>99</b>	<b>64</b>	<b>55</b>	<b>36</b>	<b>18</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes six missing cases

The majority of respondents (77%) had school level qualifications. Nearly a third of respondents indicated that they had basic school qualifications, while 21% had technical high school qualifications. This percentage was highest amongst the Lithuanian and Polish respondents (33% and 31% respectively). The technical

<sup>49</sup> Technical high school relates to those who have taken a vocational route, ending with a high-school diploma (for example, mechanic). Basic school relates to those who are not strong enough to pass exams to high school. These individuals can finish basic school, which prepare them to go into industry (for example, assistant car mechanic). Non technical high school is aimed at preparing people for higher education. These categorisations were based on looking at the education system in some A8 countries; however, we must recognise the differences between educational systems in different countries.

qualifications that were referred to included mechanics; catering; construction; driving; gardening; hairdressing; IT; textiles; and tourism.

The majority of Portuguese and Slovak respondents (61% and 42% respectively) indicated that they had basic high school qualifications.

As can be seen, 15% of respondents had degree level qualifications (either undergraduate or postgraduate). This percentage was highest amongst the Lithuanian respondents (27% of Lithuanian respondents had a degree, with 19% indicating they had a higher/postgraduate degree). The Polish respondents also had a number of people with higher/postgraduate degrees (13%). With regards to the degree courses that people had undertaken, this included agriculture; economics; engineering; finance; history; law; mathematics; nursing; social science; and teaching.

Twenty respondents (7%) indicated that they had no formal qualifications. This percentage was higher amongst the Czech and Slovak respondents (28% and 13% respectively). This could be explained by the number of Roma amongst the Czech and Slovak respondents who had lower levels of educational qualifications (32% of Roma indicated that they had no formal qualifications).

**Technical and professional qualifications**

We also asked respondents if they had any technical or professional qualifications. Just over a quarter of the sample (27%) indicated that they had (see Table 22 below).

Table 22: Do you have any technical/professional qualifications?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.		All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	76	27	14	13	20	2		27	27	22	23	54	10
No	201	72	51	43	17	18		73	73	78	77	46	90
<b>Total</b>	<b>277</b>	<b>99</b>	<b>65</b>	<b>56</b>	<b>37</b>	<b>20</b>		<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes one missing case

The Lithuanian sample had a higher proportion of people with technical or professional qualifications (54%), while the Czech sample had the lowest percentage (10%).

When asked to elaborate on what technical/professional qualifications they had, the following responses were given:

- Accountancy
- Agriculture
- Animal care
- Butcher
- Chef/catering
- Child care
- Construction
- Cosmetics
- Driving
- Ecology
- Economics
- Electrician
- Engineering
- Gardening
- IT
- Law
- Management
- Mechanic
- Nursing
- Optics
- Painter
- Sailing
- Sports
- Teaching
- Textiles
- Tourism

Of these, the most commonly referred to were chef/catering (11%); mechanic (8%); driving (8%); construction (7%); and teaching (7%).

### 7.3 English language skills

#### Level of English

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

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

Table 23: Ability to speak English

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Fluent	25	10	10	2	1	2	9	10	15	4	3	10
Conversational	78	26	11	17	18	6	28	26	17	30	49	30
Basic	133	53	26	30	15	9	48	53	39	54	41	14
None	42	10	19	7	3	3	15	10	29	13	8	15
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

As can be seen, nearly half of the sample (48%) indicated that they had a basic ability to speak English, while over a quarter (28%) had conversational and 9% had fluent language skills. Looking at the sample as a whole, 15% of respondents indicated that they could not speak English. This percentage was higher amongst



the Portuguese respondents. The data suggests that respondents had a range of abilities, with the exception of the Lithuanian respondents who primarily indicated that they had conversational or basic skills.

Table 24: Understanding of spoken English

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Fluent	28	12	10	3	1	2	10	12	15	5	3	10
Conversational	92	33	17	17	19	6	33	33	26	30	51	30
Basic	128	49	23	32	14	10	46	49	35	57	38	50
None	30	5	16	4	3	2	11	5	24	7	8	10
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

As can be seen, respondents' *understanding* of spoken English was slightly better than their *ability to speak* English; for example, 43% of the sample as a whole indicated that their *understanding* was fluent or conversational while 37% indicated their *ability to speak* English was fluent or conversational.

Table 25: Ability to write English

Rating	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Very good	16	7	4	1	2	2	6	7	6	2	5	10
Good	39	14	10	8	5	2	14	14	15	14	14	10
Average	60	16	19	11	11	3	22	16	29	20	30	15
Poor	84	47	13	11	10	3	30	47	20	20	27	15
Very poor	79	15	20	25	9	10	28	15	30	45	24	50
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Table 26: Understanding of written English

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Very good	23	8	8	3	2	2	8	8	12	5	5	10
Good	47	17	14	7	7	2	17	17	21	13	19	10
Average	61	19	19	10	11	2	22	19	29	18	30	10
Poor	75	40	8	12	11	4	27	40	12	21	30	20
Very poor	72	15	17	24	6	10	26	15	26	43	16	50
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Being able to *write* English was the language skill that people appeared to have most difficulty with (58% of respondents felt they were poor or very poor at this). This was particularly the case amongst the Slovak and Czech respondents (both 65%).

We asked respondents if anyone had offered them any help or support to learn English. Over half of all respondents (54%) indicated that no one had offered them any help or support. Of those who had been offered support, just over a third (34%) had been offered help from friends or family members, whether this was helping them develop their language skills or recommending appropriate courses. The remaining respondents made reference to being offered help from the following: “*New Link*”, “*Job Centre*”, “*college*”. A small number of respondents also highlighted that they had “*learned at work*”.

### Enrolment on language courses

We asked people to indicate, from a range of options, what their current situation was in relation to studying English (see Table 27 below).

Table 27: English language courses – which of the following apply to you?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
I would like to study, but am not currently enrolled	124	50	32	18	20	4	45	50	48	32	54	21
I am on the waiting list for an English language course	39	18	8	9	3	1	14	18	12	16	8	5
I do not need an English language course	32	7	3	8	6	8	12	7	5	14	16	42
I have already completed an English language course	25	7	8	6	4	-	9	7	12	11	11	-
I am currently doing an English language course	25	11	6	4	4	-	9	11	9	7	11	-
I am not interested in an English language course	23	4	7	7	-	5	8	4	11	13	-	26
Other	9	2	2	4	-	1	3	2	3	7	-	5
<b>Total</b>	<b>277</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>19</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes one missing case

As can be seen, nearly a third of the sample (32%) were waiting, currently studying, or had already completed an English language course. This percentage was similar across the different national groups, with the exception of the Czech respondents. The Czech respondents, albeit based on a smaller sample size, had a smaller percentage of people on the waiting list for a course, with none of the Czech respondents indicating that they had completed or were currently doing an English language course. The data indicated that 12% of the sample as a whole felt that they did not need an English language course. This percentage, however, was 42% amongst the Czech respondents.

Across the sample as a whole, the majority of respondents (45%) suggested that they would like to study English, but were not currently enrolled on a course. This appeared to be a more likely scenario for the Lithuanian and Polish respondents (54% and 50% respectively). There were also those who indicated that they were not interested in an English language course.

When we asked people to elaborate on why they were not currently enrolled, or why they were not interested in an English language course, the two main reasons given were having no time to undertake a course (31%) and not being able to afford a course (23%). The following comments were made in relation to these two issues:

*"I am not enrolled because I work and don't have time."* (Portuguese respondent)

*"Because I don't have time and the course is very expensive."* (Portuguese respondent)

*"I haven't got time because I work for twelve hours."* (Czech respondent)

*"[I] can't afford a proper course."* (Portuguese respondent)

A number of respondents (10%) also made reference to needing more information or not knowing where to go for a course:

*"[I] do not know where to enrol [and I have] unpredictable work patterns."* (Czech respondent)

*"[I] do not know where to go to enrol [for an] English course."* (Czech respondent)

Furthermore, nine people made reference to *"family responsibilities"* stopping them from enrolling on courses, while eight respondents suggested that there were *"no places"* on language courses. Six respondents indicated that they intended to study on a language course in the future.

Returning to Table 27 above, as can be seen, nine respondents stated 'Other' to their current situation with regard to studying English. Of these, six respondents indicated that they currently did not have time to study:

*"[I] do not have time for [an] English course."* (Slovak respondent)

*"I was attending an English course, but I had to finish it because of lack of time."* (Czech respondent)

*"I would like to study but I don't have time."* (Portugal)

One respondent stated that they couldn't afford a course, one stated they were *"too old"*, while one indicated that they would learn English themselves, without the assistance of a language course.

### **Views from stakeholder consultation**

Language is an issue that nearly all employers and stakeholders have made reference to. Learning English is seen as one of the biggest challenges for migrant workers living in Peterborough. Firstly, language is the key to employment:

*"Employers need to know that their staff can read health and safety information and know what their contracts say."*

Stakeholder consultation highlighted that, with the decreasing job market, employers are able to 'choose' from an ever-increasing number of candidates, which means they are more able to exclude candidates who cannot speak English. There are indications from consultation with employers too that English language proficiency, amongst other skills, is also advantageous in terms of occupational progression within companies.

Secondly, poor English language skills have impacts away from the workplace as well. Stakeholder consultation, for example, made reference to vulnerability in relation to accommodation:

*"They may not be aware of what they have signed for in the contract or they will not understand what their rights are."*

Consultation with housing stakeholders also suggests a relationship between language ability and mobility within the housing market. Homeless people, for example, frequently had little or no English skills.

The inability to speak English was also seen to be a contributing factor in relation to segregation and community tensions. A number of bilingual assistants are now employed by services to make links between the service providers and the migrant community. This also has the added value of being to exchange cultural information and awareness. Health services, for example, have invested in interpretation services to enable them to better communicate with their patients. Health professionals in the community have been able to use telephone interpretation services and this has also extended to GP's and dental surgeries. Further improvements in translation services have been identified for the future.

Stakeholder consultation reiterated the information provided by some of the migrant workers who took part in the study. For example, stakeholders highlighted that as many migrants work shifts or have unpredictable patterns of working they may find it difficult to commit to classes on a regular basis. There were also concerns about attrition rates, with migrants sometimes dropping out of courses before completion. Furthermore, one stakeholder also believed that:

*"ESOL courses are massively oversubscribed"*

It was suggested, however, that there are places outside of the traditional college courses where ESOL classes may be available. One of the employers who took part in the consultation stated that they currently provide ESOL classes on site for their migrant workers. This was provided by an external teacher brought in to provide lessons and paid for by the company. This had been successful in improving the skills of the workers and their integration and had proven popular with the workers.

# 8. Employment

## 8.1 Introduction

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

In order to provide a more robust analysis of employment (both prior to and since coming to the UK), the information in relation to employment has been reclassified using the Standard Occupational Classification (SOC), which was revised in 2000<sup>50</sup> and provides a hierarchical classification of occupational skill. The relevant guidance has been used in relation to the application of this classification system to the data gathered in Peterborough.

## 8.2 Previous employment in home country

### Trade or skill from home country

Before focusing on respondents' previous employment, we wanted to identify if they had a particular trade or skill from their home country (see Table 28 below).

Table 28: Do you have a particular trade or skill?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.		All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	76	15	33	5	21	2		28	15	51	9	57	10
No	199	82	32	51	16	18		72	85	49	91	43	90
<b>Total</b>	<b>275</b>	<b>97</b>	<b>65</b>	<b>56</b>	<b>37</b>	<b>20</b>		<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes three missing cases

Just over a quarter of the sample (28%) indicated that they had a trade or skills from their home country. Comparing the different nationalities reveals that this percentage was highest amongst the Lithuanian and Portuguese respondents (57% and 51% respectively), whilst the Slovak and Czech respondents were least likely to have a particular trade or skill.

<sup>50</sup> See ONS, *Internet reference:*  
[http://www.statistics.gov.uk/methods\\_quality/ns\\_sec/downloads/SOC2000\\_Vol1\\_V5.pdf](http://www.statistics.gov.uk/methods_quality/ns_sec/downloads/SOC2000_Vol1_V5.pdf)

When asked to elaborate on what trade/skill they had, the following responses were given:

- Accountancy
- Acting
- Administration
- Agriculture
- Animal care
- Arts
- Beautician
- Cash handling
- Carer
- Carpenter
- Child care
- Communications
- Construction
- Cooking
- Designing
- Driving
- Electrician
- Engineering
- Farming
- Gardening
- Hairdressing
- IT
- Lab assistant
- Law
- Mechanic
- Nurse
- Painter
- Sales
- Security
- Sewing
- Social work
- Teaching
- Waiter/waitress
- Welding

Of these, the most commonly referred to skills/trades were cooking (13%); construction (7%); IT (7%); and teaching (7%). Some of these reiterate the information provided above in relation to technical/professional qualifications.

### Previous job

We wanted to explore how many people were in employment prior to coming to the UK (see Table 29 below).

Table 29: Employment rates of prior to coming to the UK

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Employed	141	65	38	16	18	4	51	66	58	29	49	20
Unemployed	78	23	18	24	8	5	29	23	27	43	22	25
Self employed	24	1	5	8	1	9	9	1	8	14	3	45
Full time student	23	7	3	8	5	-	8	7	5	14	13	-
Unemployed homemaker/ carer	12	3	2	-	5	2	4	3	3	-	13	10
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Looking at the sample as a whole, half were employed prior to coming to the UK with an additional 9% indicating that they were self employed. The employment rate was highest amongst the Polish respondents (66% employed, 23% unemployed) and lowest amongst the Slovak sample (29% employed, 43% unemployed). The employment rate also appeared to be low amongst the Czech respondents; however, they had a high percentage of people who indicated that they had been self employed (45%).

There were small number of people (8%) who had been full time students.

Table 30 below shows the jobs that people had prior to coming to the UK, based on the Standard Occupational Classification (SOC). A full list of the jobs can be found in Appendix 3 of this report, based on the specific responses given in the interviews.

Table 30: Last job in home country (Standard Occupational Classification, SOC)

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Managers and Senior Officials	7	2	2	1	2	-	5	3	5	6	11	-
Professional Occupations	11	7	1	-	3	-	7	11	2	-	16	-
Associated Professional and Technical Occupations	11	5	-	1	4	1	7	8	-	6	21	20
Administrative and Secretarial Occupations	6	5	-	-	1	-	4	8	-	-	5	-
Skilled Trades Occupations	29	7	14	5	2	1	20	11	33	29	11	20
Personal Service Occupations	4	1	3	-	-	-	3	2	7	-	-	-
Sales and Customer Service Occupations	27	14	8	-	4	1	18	22	19	-	21	20
Process, Plant and Machine Operatives	13	7	3	2	-	1	9	11	7	12	-	20
Elementary Occupations	39	15	12	8	3	1	27	24	28	47	16	20
<b>Total</b>	<b>147</b>	<b>63</b>	<b>43</b>	<b>17</b>	<b>19</b>	<b>5</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Looking at the sample as a whole, there was a concentration of people in elementary (27%), skilled trades (20%) and sales and customer service occupations (18%). What can also be seen is that 19% of the sample were previously occupying the top three levels.



The Polish sample appeared to reflect the sample as a whole, with respondents previously working in a range of occupations. The Lithuanian sample had a higher proportion of people drawn from the top three levels, while the Slovak respondents were more likely to be concentrated in elementary occupations. It is difficult to make a true comparison of the nationalities, however, given the smaller sample size of some national groups.

### 8.3 Employment experiences in Peterborough

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

#### Employment rate

At the time of the survey, 59% of the sample as whole were currently in paid employment, while 37% indicated that they were not currently employed. There were also eleven people (4%) who indicated that they had a job lined up but had not started yet (see Table 31 below).

Table 31: Currently in paid employment

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	164	68	28	34	27	7	59	69	42	61	73	35
Yes, but not started yet	11	2	-	4	-	5	4	2	-	7	-	25
No	103	29	38	18	10	8	37	29	58	32	27	40
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The employment rates were highest amongst the Lithuanian and Polish respondents (73% and 69% respectively). The Portuguese and Czech samples had the highest percentage of people not in paid employment. Indeed, over half of the Portuguese respondents (58%) indicated that they were not currently working. The Roma respondents reflected the sample average, with 37% currently not in paid employment.

With regard to those who were not currently employed, this ranged from people who had been without employment for less than a month to those who had never worked in the UK (see Table 32).

Table 32: How long have you been without paid employment?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Less than 1 month	13	8	-	2	2	1	13	28	-	12	20	14
1 – 6 months	44	14	18	8	4	-	43	48	47	47	40	-
7 – 12 months	8	1	5	-	1	1	8	3	13	-	10	14
More than 12 months	16	2	11	1	1	1	16	7	29	6	10	14
Never worked in the UK	20	4	4	6	2	4	20	14	11	35	20	57
<b>Total</b>	<b>101</b>	<b>29</b>	<b>38</b>	<b>17</b>	<b>10</b>	<b>7</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes two missing cases

Looking at the sample as a whole, over half of those without paid employment (56%) had been unemployed for less than six months. The sample sizes make it difficult to compare some of the national groups, but this percentage was highest amongst the Polish sample (76%).

As can be seen, 20% of the sample had never worked in the UK. This percentage was higher amongst the Czech and Slovak respondents (57% and 35% respectively), although as above, it is difficult to compare national groups. With regards to the Roma respondents in the sample, 43% of those who were without paid employment indicated that they had never worked in the UK.

Interestingly, over half (57%) of those who had never worked in the UK were not new arrivals and included people who had arrived in 2004, 2006 and 2007. Looking in greater detail at those who had never worked in the UK, the majority of these were female but were also were married, which could suggest that they were dependent upon their husband or partner.

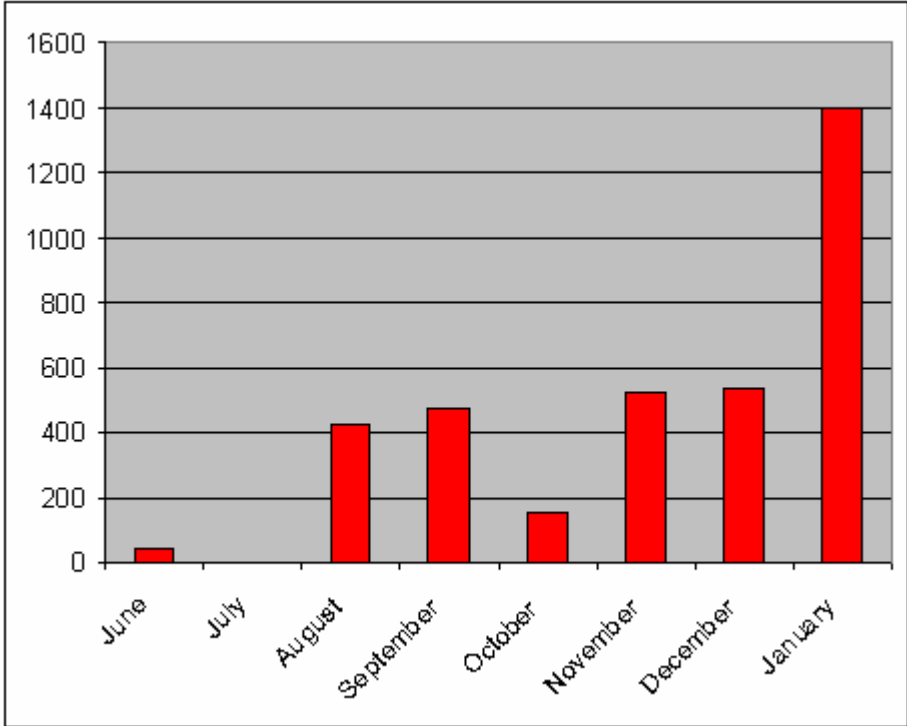
Unfortunately, we do not have information on the unemployment rate amongst migrant worker communities at a national level. Research carried out in other areas of the UK suggests that the rate amongst the sample in Peterborough was higher than some previous studies<sup>51</sup>. When considering the higher proportion of respondents who were currently unemployed in Peterborough we need to take into account that a number of respondents were accessed through the New Link service, which, amongst other things, provides information on employment opportunities. Breaking down the sample by those interviewed by New Link interviewers and those

<sup>51</sup> A study of A8/A2 migrants in Nottingham carried out by SHUSU indicated that, from a sample of 235 migrants, 19% were currently without paid employment (see Scullion, L. and Morris, G. (2009) *A study of A8 and A2 migrants in Nottingham*, Salford: University of Salford), while an earlier study carried out in Rochdale and Oldham in the North West showed a lower rate of unemployment (5%); however, this was carried out prior to the current economic downturn (see Hunt, L., Steele, A. and Condie, J. (2008) *Migrant workers in Rochdale and Oldham*, Salford: University of Salford).

interviewed by community interviewers indicates a higher unemployment rate amongst the New Link sample (41%, compared to 29% of the respondents interviewed by community interviewers).

However, we also need to set the employment situation of the migrant workers interviewed in this study within the context of Peterborough as a whole, particularly in relation to the implications of the current economic downturn. A recent study carried out by the Greater Peterborough Partnership<sup>52</sup>, for example, highlights an increase in job losses in the city. Graph 2 below is taken from this report and shows the number of jobs losses that have been announced in Peterborough between June 2008 and January 2009.

Graph 2: Job losses in Peterborough, June 2008 – January 2009



Source: The Greater Peterborough Partnership (2009)

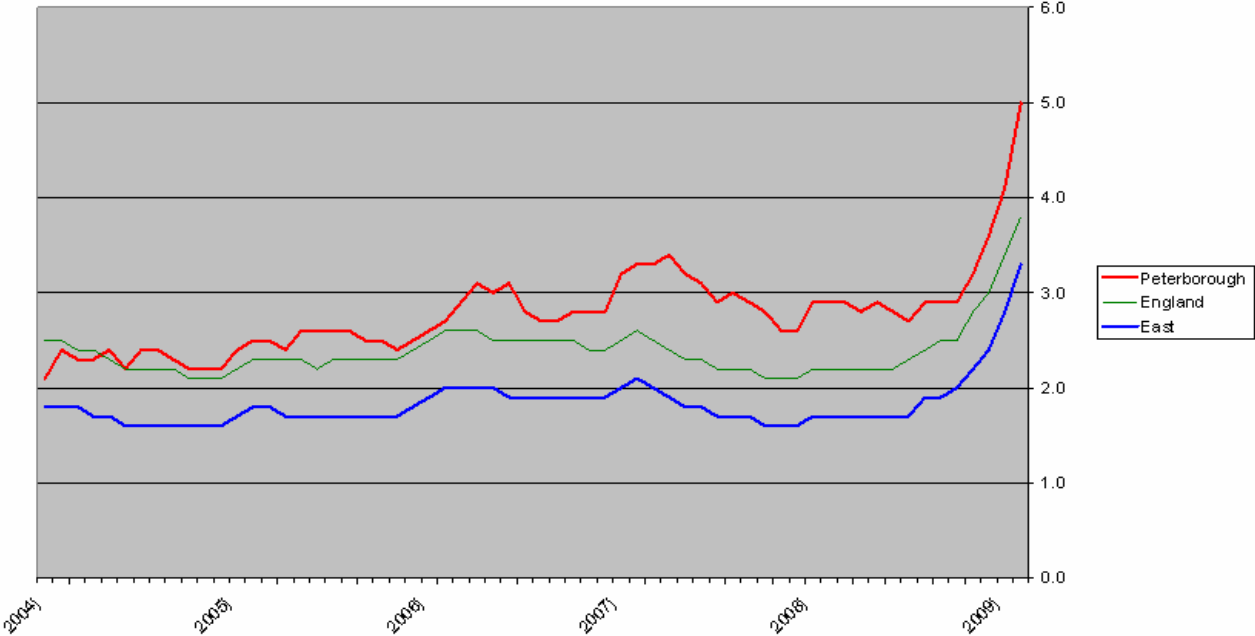
As can be seen, there has been an increase in job losses with a particularly sharp rise in January 2009. The report highlights that the increase in job losses will increase the competition for current vacancies in the city. It also suggests that there could be some migration away from Peterborough to find employment.

Using national data, the report indicates that males aged 18 – 24 are most likely to be affected by the current economic downturn. It also highlights that the manufacturing and construction industry has been affected most, particularly people working in operative or elementary occupations. These are the sectors and occupations often employing migrant workers (see section on current employment below). An increase in job losses in these occupations may provide an explanation for the employment rate of the migrant workers interviewed in Peterborough, and also the fact that a large number had been without unemployment for the past six to twelve months.

<sup>52</sup> The Greater Peterborough Partnership (2009) Impact of the Economic Downturn and Recommended Actions, Peterborough: The Greater Peterborough Partnership.

Graph 3 below, taken from the report, indicates the unemployment rate of the working age population in Peterborough, the East region and England as a whole (up to January 2009).

Graph 3: Unemployment rate of working age population



Source: The Greater Peterborough Partnership (2009)

The data suggests that the unemployment rate in Peterborough is higher than that of the region and England as a whole.

The report also highlights that the number of unfilled job vacancies has declined in recent months (see Table 33 below).

Table 33: Peterborough figures for unfilled job vacancies

Month	Peterborough	East	UK
April 08	1,557	28,818	385,082
May 08	1,334	29,182	377,648
June 08	1,372	29,443	386,810
July 08	1,450	27,205	353,493
August 08	1,354	27,650	348,451
September 08	1,172	26,867	373,922
October 08	1,691	27,913	383,331
November 08	1,661	27,727	343,274
December 08	1,017	20,952	271,011
January 09	433	12,105	193,792
February 09	604	15,654	238,554
March 09	694	16,910	231,908

Source: The Greater Peterborough Partnership (2009)

## Current employment

Table 34 below shows the job that the respondents currently hold in Peterborough, based on the Standard Occupational Classification (SOC).

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

Table 34: Current job (Standard Occupational Classification, SOC)

Current job	Number of respondents						Percentage of respondents					
	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Managers and Senior Officials	1	1	-	-	-	-	1	1	-	-	-	-
Professional Occupations	-	-	-	-	-	-	-	-	-	-	-	-
Associated Professional and Technical Occupations	3	2	-	1	-	-	2	3	-	3	-	-
Administrative and Secretarial Occupations	-	-	-	-	-	-	-	-	-	-	-	-
Skilled Trades Occupations	6	4	2	-	-	-	4	6	7	-	-	-
Personal Service Occupations	2	1	-	1	-	-	1	1	-	3	-	-
Sales and Customer Service Occupations	11	2	4	2	2	1	7	3	14	6	8	14
Process, Plant and Machine Operatives	14	6	3	3	2	-	9	9	11	9	8	-
Elementary Occupations	125	52	19	27	21	6	77	76	68	79	84	86
<b>Total</b>	<b>162</b>	<b>68</b>	<b>28</b>	<b>34</b>	<b>25</b>	<b>7</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes two missing cases

As can be seen, three quarters of the sample were working in elementary occupations (77%). This concentration was highest amongst the Czech and Lithuanian respondents.

Table 35 below provides a comparison between people's previous occupation in their home country and current occupation.

Table 35: Comparison between home country and current job (SOC)

Occupation	Home		Current	
	No.	%	No.	%
Managers and Senior Officials	7	5	1	1
Professional Occupations	11	7	-	-
Associated Professional and Technical Occupations	11	7	3	2
Administrative and Secretarial Occupations	6	4	-	-
Skilled Trades Occupations	29	20	6	4
Personal Service Occupations	4	3	2	1
Sales and Customer Service Occupations	27	18	11	7
Process, Plant and Machine Operatives	13	9	14	9
Elementary Occupations	39	27	125	77
<b>Total</b>	<b>147</b>	<b>100</b>	<b>162</b>	<b>100</b>

The data indicates quite a significant shift in occupational level from home country employment to current employment in the UK. The percentage of people employed in elementary occupations, for example, has increased from 27% to 77%. The percentage of people occupying the highest three levels has decreased from 19% to 3%, while the percentage of those in skilled trades occupations had decreased from 20% to 4%.

Looking in greater detail at the comparison between respondents' home country and current occupation shows that around 70% of people had experienced a decrease in occupational level, 27% had stayed within the same occupational level and 3% had increased their occupational level.

### Location of current employment

We asked people to indicate the location of their current employment. Ninety-six respondents provided details of a specific location; however, a further fifty respondents made reference to a recruitment agency rather than highlighting the specific location of their employment.

The majority of those who referred to a specific location (69%) were working in Peterborough (see Table 36 below).

Table 36: Location of employment

	No.	%
Peterborough	66	69
Spalding (Lincolnshire)	8	8
Bourne (Lincolnshire)	7	7
Huntingdon (Cambridgeshire)	5	5
Chatteris (Cambridgeshire)	2	2
Grantham (Lincolnshire)	2	2
Corby (Northamptonshire)	1	1
Sandy (Bedfordshire)	1	1
Thrapston (Northamptonshire)	1	1
Rushden (Northamptonshire)	1	1
Coalville (Leicestershire)	1	1
Wisbech (Cambridgeshire)	1	1
<b>Total</b>	<b>96</b>	<b>100</b>

Note: excludes sixty-eight missing cases (eighteen respondents provided no information, fifty people made reference to a recruitment agency).

Interestingly, some of the respondents who found employment through a recruitment agency suggested that they currently worked in a number of different places:

*"...[I] work through [an] agency for three different factories."* (Polish respondent)

*"...[I] work in four different factories..."* (Polish respondent)

One person was not sure where they currently worked:

*"[I] don't know where the factory is...[I] travel around an hour and a half to work."* (Lithuanian respondent)

We also wanted to explore how people travelled to their current employment (see Table 37 below).

Table 37: How do you travel to your current employment?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Own vehicle	64	19	17	14	11	3	39	28	60	41	41	43
Employer provided transport	57	24	7	13	11	2	35	35	25	38	41	29
On foot	11	7	1	1	2	-	7	10	4	3	7	-
Bicycle	8	4	-	1	2	1	5	6	-	3	7	14
Public transport	9	4	3	1	-	1	5	6	11	3	-	14
Other	15	10	-	4	1	-	9	15	-	12	4	-
<b>Total</b>	<b>164</b>	<b>68</b>	<b>28</b>	<b>34</b>	<b>27</b>	<b>7</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The majority of respondents indicated that they travelled to work in their own vehicle (39%) or by transport provided by their employer (35%). The Portuguese respondents were most likely to have their own vehicle (60%).

With regards to those who indicated that their transport was provided by their employer, this was divided fairly evenly between transported to work by bus or van. Those who indicated some 'other' form of transport made reference to travelling in their friends cars.

## Recruitment

We wanted to explore how people had found their current job in the UK (see Table 38 below).

Table 38: How did you find your current job in the UK?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Through friends/family already here	81	20	15	24	17	5	49	29	54	71	63	71
Employment/recruitment agency in UK	31	11	6	8	5	1	19	16	21	24	19	14
Contacted employer when I arrived in the UK	27	23	1	1	1	1	16	34	4	3	4	14
Job Centre Plus	5	3	1	-	1	-	3	4	4	-	4	-
Employment/recruitment agency in home country	3	1	2	-	-	-	2	1	7	-	-	-
Contacted employer while in my home country	1	1	-	-	-	-	1	1	-	-	-	-
Other	16	9	3	1	3	-	10	13	11	3	11	-
<b>Total</b>	<b>164</b>	<b>68</b>	<b>28</b>	<b>34</b>	<b>27</b>	<b>7</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

As can be seen, nearly half of the sample had found their current job through family or friends (49%). This percentage was highest amongst the Czech and Slovak respondents (71% for both). The Polish respondents on the other hand relied on friends/family much less (29%).

A number of people also found employment through a UK recruitment agency (19%) or contacting an employer when they arrived in the UK (16%). The Polish respondents were more likely to have contacted an employer in the UK (34%).



With regards to the respondents who gave ‘other’ reasons, people made reference to newspaper and shop window adverts, and the internet. A small number of people indicated that they had found it through volunteering but did not elaborate on what this meant.

**Security of employment**

Table 39 below shows the level of security of people’s current employment.

Table 39: Security of employment

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Temporary/seasonal	44	30	6	1	5	2	27	44	21	3	19	29
Permanent	70	25	19	11	14	1	43	37	68	32	52	14
Fixed term contract	12	3	1	3	5	-	7	4	4	9	19	-
Don't know	36	10	1	19	2	4	22	15	4	56	7	57
Other	2	-	1	-	1	-	1	-	4	-	4	-
<b>Total</b>	<b>164</b>	<b>68</b>	<b>28</b>	<b>34</b>	<b>27</b>	<b>7</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

As can be seen, 43% of the sample indicated that they had a permanent contract in their current employment, while just over a quarter (27%) had a temporary/seasonal contract. The Polish respondents had a higher percentage of people with temporary/seasonal contracts (44%), while the Portuguese and Lithuanian respondents were more likely to have a permanent contract (68% and 52% respectively).

Interestingly, 22% of the sample did not know what type of contract they had in their current employment. This was particularly the case amongst the Slovak and Czech respondents (although the latter is based on a small sample size).

With regards to the two respondents who indicated that they had some ‘other’ form of contract, when asked to elaborate both respondents stated “agency work”.

We also wanted to establish if respondents had a written contract of employment in their current job (see Table 40 below).

Table 40: Do you have a written contract of employment?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	131	48	26	28	24	5	80	71	93	82	89	71
No	28	20	2	3	2	1	17	29	7	4	7	14
Don't know	5	-	-	3	1	1	3	-	-	4	4	14
<b>Total</b>	<b>164</b>	<b>68</b>	<b>28</b>	<b>34</b>	<b>27</b>	<b>7</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The majority of those who were working (80%) had a written contract of employment, while 17% did not. The Portuguese and Lithuanian respondents were most likely to have a written contract of employment (93% and 89% respectively), while the Polish respondents had a higher percentage of people without a written contract of employment (29%).

Five people indicated that they did not know if they had a written contract of employment.

### Official registration

We asked those who were currently working to indicate whether or not they were currently registered on the Worker Registration Scheme (WRS) (this does apply to Portuguese workers) and/or for a National Insurance number (NINo).

Table 41: Official registration

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
WRS	119	63	N/A	28	23	5	73	93	N/A	82	96	71
NINo	159	66	28	34	24	7	97	97	100	100	89	100

As can be seen, 73% of those who were working indicated that they were registered on the Worker Registration Scheme (WRS). Level of registration was highest amongst the Lithuanian and Polish respondents (96% and 93% respectively).

Nearly all respondents (97%) had registered for a National Insurance number. As can be seen, all of the Portuguese, Slovak and Czech respondents who were currently working had a National Insurance number.

The data revealed that three respondents (one Polish, one Czech and one Slovak) did not know if they were registered on the Worker Registration Scheme (WRS), while one Polish respondent did not know if they were registered for a National Insurance number.

## Hours worked

The majority of respondents (64%) worked between thirty and forty hours per week. One Czech respondent suggested that they worked between sixty-one and seventy hours per week (see Table 42 below).

Table 42: Hours worked per week

Hours	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
16 hours or less	4	1	1	-	1	1	2	1	4	-	4	14
17–29	36	10	8	9	8	1	22	15	29	26	30	14
30–40	104	48	17	22	14	3	64	72	61	65	52	43
41–50	14	5	2	3	4	-	9	7	7	9	15	-
51–60	4	3	-	-	-	1	2	4	-	-	-	14
61–70	1	-	-	-	-	1	1	-	-	-	-	14
<b>Total</b>	<b>163</b>	<b>67</b>	<b>28</b>	<b>34</b>	<b>27</b>	<b>7</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes one missing case

## Current pay level

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

Table 43: Current weekly pay

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
£100 or less	10	3	1	1	4	1	6	4	4	3	15	14
£101–£150	25	10	8	-	7	-	15	15	29	-	26	-
£151–£200	47	17	6	12	10	2	29	25	21	35	37	29
£201–£250	45	23	4	12	4	2	27	34	14	35	15	29
£251–£300	16	5	4	5	2	-	10	7	14	15	7	-
£301–£350	10	4	3	3	-	-	6	6	11	9	-	-
£351–£400	2	1	1	-	-	-	1	1	4	-	-	-
£401–£450	7	4	-	1	-	2	4	6	-	1	-	29
£451 or more	2	1	1	-	-	-	1	1	4	-	-	-
<b>Total</b>	<b>164</b>	<b>68</b>	<b>28</b>	<b>34</b>	<b>27</b>	<b>7</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Just over half of the sample (56%) were earning between £151 and £250 per week. Less than a quarter of the sample (22%) earned more than £250 per week. This percentage was highest amongst the Portuguese respondents (33%).

The lowest paid individuals were currently being paid £100 or less for working between thirty and forty hours. These individuals were therefore earning between £2.50 and £3.30 per hour (taking their pay as £100). Fourteen respondents were currently earning below the national minimum wage<sup>53</sup>; however, given that a range was offered to respondents for both wages and hours per week, this number is potentially higher. For example, thirty-three people were currently working thirty to forty hours per week and earning somewhere between £151 – £200 per week. These respondents could therefore be earning anywhere between £3.78 and £6.66 per hour.

With regard to who was paying them (i.e. employer, agency, etc.) 48% were being paid directly by their employer while 52% were being paid by an agency. This was similar across the different national groups, with the exception of the Portuguese respondents who were more likely to be paid directly by their employer (64%).

We also wanted to explore if any deductions were made from people’s wages, from a range of options (see Table 44).

Table 44: Deductions from pay

	No.	%
Tax/National Insurance	151	92
Transport to/from work	55	34
Clothing/equipment	12	7
Other	4	2
Food (during work)	2	1
Accommodation	1	1

Perhaps unsurprisingly, the most common deduction made from people’s wages was Tax/National Insurance (92% of respondents). In addition, just over a third (34%) of those who were working had money deducted for transport to and from work. This ranged from £4.00 to £8.00 per day.

One respondent indicated that they had money deducted for accommodation. This respondent stated that a deduction of £50 was made weekly for accommodation. When asked what type of accommodation they currently lived in, this respondent stated that their accommodation was rented through a letting agency.

**Level of satisfaction with current job**

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

- rates of pay;
- hours of work;
- the skill level at which they work;
- the way they are treated by their employer; and
- the way they are treated by other workers.

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<sup>53</sup> £5.73 per hour for persons over the age of twenty-two.

Table 45: Level of satisfaction with pay

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.
Very satisfied	10	4	2	2	2	-
Fairly satisfied	63	31	11	11	7	3
Neither	51	17	9	14	10	1
Fairly dissatisfied	21	12	2	3	4	-
Very dissatisfied	16	4	4	2	4	2
<b>Total</b>	<b>161</b>	<b>68</b>	<b>28</b>	<b>32</b>	<b>27</b>	<b>6</b>

Note: excludes three missing cases

All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
6	6	7	6	7	-
39	46	39	34	25	50
32	25	32	44	37	17
13	18	7	9	15	-
10	6	14	6	15	33
<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Table 46: Level of satisfaction with hours

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.
Very satisfied	21	9	4	6	1	1
Fairly satisfied	67	22	12	16	13	4
Neither	41	18	8	8	7	-
Fairly dissatisfied	20	15	-	1	4	-
Very dissatisfied	13	4	4	2	2	1
<b>Total</b>	<b>162</b>	<b>68</b>	<b>28</b>	<b>33</b>	<b>27</b>	<b>6</b>

Note: excludes two missing cases

All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
13	13	14	18	4	17
41	32	43	48	48	67
25	26	28	24	26	-
12	22	-	3	15	-
8	6	14	6	7	17
<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Table 47: Satisfaction with level of work

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.
Very satisfied	16	6	1	3	2	1
Fairly satisfied	56	24	16	6	7	3
Neither	39	17	7	7	8	-
Fairly dissatisfied	21	12	1	-	8	-
Very dissatisfied	10	6	-	2	2	-
Don't know	21	3	-	15	-	3
<b>Total</b>	<b>163</b>	<b>68</b>	<b>28</b>	<b>33</b>	<b>27</b>	<b>7</b>

Note: excludes one missing case

All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
10	9	4	9	7	14
34	35	57	18	26	43
24	25	25	21	30	-
13	18	4	-	30	-
6	9	-	6	7	-
13	4	-	45	-	43
<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Table 48: Satisfaction with treatment by employer

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Very satisfied	33	9	8	6	10	-	20	13	29	18	37	-
Fairly satisfied	79	33	11	18	12	5	49	49	39	54	44	83
Neither	31	15	8	6	2	-	19	22	29	18	7	-
Fairly dissatisfied	13	8	1	2	1	1	8	12	4	6	4	17
Very dissatisfied	6	3	-	1	2	-	4	4	-	3	7	-
<b>Total</b>	<b>162</b>	<b>68</b>	<b>28</b>	<b>33</b>	<b>27</b>	<b>6</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes two missing cases

Table 49: Satisfaction with treatment by other workers

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Very satisfied	45	16	10	8	10	1	28	24	36	24	37	14
Fairly satisfied	78	31	12	19	12	4	48	46	43	58	44	57
Neither satisfied nor dissatisfied	22	11	3	4	3	1	13	16	11	12	11	14
Fairly dissatisfied	15	9	2	1	2	1	9	13	7	3	7	14
Very dissatisfied	3	1	1	1	-	-	2	1	4	3	-	-
<b>Total</b>	<b>163</b>	<b>68</b>	<b>28</b>	<b>33</b>	<b>27</b>	<b>7</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes one missing case

The data shows that rate of pay, hours and level of work caused most dissatisfaction amongst workers (20% of respondents were fairly or very dissatisfied with pay, 20% with hours and 19% with level of work).

The aspect of people's current job that people were most satisfied with was the way they were treated by work colleagues (76% were fairly or very satisfied). In addition, 69% of respondents indicated that they were fairly or very satisfied with the way they were treated by their employer.

Finally, we asked all respondents (including those not currently working) to indicate what help or assistance they needed to make better use of their skills and improve their employment prospects. They had the opportunity to select all the responses that applied from a range of different options (see Table 50).

Table 50: Assistance needed to make better use of skills

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Training to improve English language skills	223	85	56	40	30	12	80	86	85	71	81	60
New or higher qualifications	130	75	24	16	11	4	47	76	36	29	30	20
More work experience	111	53	19	23	6	10	40	53	29	41	16	50
References from UK employers	76	44	20	8	2	2	27	44	30	14	5	10
More or better childcare	37	11	17	6	-	3	13	11	26	11	-	15
Conversion of qualifications to UK equivalent	32	14	10	2	5	1	12	14	15	4	14	5
None	12	1	1	7	2	1	4	1	2	13	5	5
Other	4	1	2	-	1	-	1	1	3	-	3	-
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The majority of respondents felt that training to improve English language skills were needed most (80%). Following language skills, new or higher qualifications (47%) and more work experience (40%) were mentioned. Just over a quarter of people (27%) also indicated that references from UK employers and conversion of qualifications were important. A smaller number of people felt that childcare was an issue for them (13%), while 12% wanted assistance with conversion of qualifications to UK equivalent.

As can be seen, four respondents indicated that there was ‘other’ help or assistance that they needed. When asked to elaborate, three people provided additional comments. One person felt that they needed to improve their accommodation situation:

*“Better living conditions.”* (Polish respondent)

One respondent referred to migrant communities generally needing more opportunities:

*“Give opportunities to migrant workers.”* (Portuguese respondent)

While the third made reference to needing ID documents:

*“[I need to] obtain ID documents from the Embassy.”* (Lithuanian respondent)

## **8.4 Issues raised in stakeholder consultation**

This section looks at the issues that emerged in relation to employment from consultation with employers in Peterborough.

### **Reasons for employing migrant workers**

Employers indicated that they employ migrant workers because they are willing to do work that other workers were not willing to do. One employer, for example, highlighted that they had previously employed more British staff but found that there was sometimes a difference in the attitudes of British staff to the job:

*“All staff are given a week’s probationary period and usually it is the English employees who decide that they are not willing to work the unsocial hours and leave”*

This employer highlighted that migrant workers were more likely to continue in the job.

One employer suggested, however, that twelve months ago it was very difficult to attract British employees but that has changed since the economic downturn.



## 9. Accommodation

### 9.1 Introduction

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

### 9.2 Accommodation experiences in Peterborough

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

#### Previous accommodation

We asked people to indicate how many different homes they had lived in since they had been in Peterborough, including their current property. The number of properties people had lived in ranged from one to five or more (see Table 51).

Table 51: Number of homes

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.		All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
One	50	25	9	6	7	3		18	26	14	11	19	16
Two	81	24	19	18	12	8		29	24	29	32	32	42
Three	73	22	21	18	8	4		26	22	32	32	22	21
Four	34	11	9	8	4	2		12	11	14	14	11	11
Five or more	38	16	8	6	6	2		14	16	12	11	16	11
<b>Total</b>	<b>277</b>	<b>98</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>19</b>		<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes two missing cases.

#### Current tenure

Table 52 below shows the current housing tenure of the respondents.

Table 52: Current tenure

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Rents from private landlord	139	59	25	27	14	14	51	61	38	49	40	70
Rents from letting agent	62	22	11	16	12	1	23	23	17	29	34	5
Socially rented (Council/HA)	27	1	20	4	-	2	10	1	30	7	-	10
Rents from friends/family	16	3	3	4	5	1	6	3	5	7	14	5
Owner occupation	13	6	3	1	2	1	5	6	5	2	6	5
Other	9	2	2	2	2	1	3	2	3	4	6	5
Don't know	6	3	2	1	-	-	2	3	3	2	-	-
<b>Total</b>	<b>272</b>	<b>96</b>	<b>66</b>	<b>55</b>	<b>35</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes six missing cases

The sample in Peterborough shows a dominance of the private rented sector, with 51% renting from a private landlord and 23% renting from a letting agency. With regards to the remaining respondents, 10% were currently living in socially rented accommodation, 6% were renting from friends/family and 5% were buying their own home.

With regards to those who lived in some 'other' form of accommodation, five respondents made reference to currently *living with* family and friends as opposed to *renting from* family and friends. Two respondents indicated that they were currently homeless (one Polish and one Czech). The remaining two respondents did not elaborate further on the type of accommodation they currently lived in.

Interestingly, six people did not know what type of accommodation they currently lived in.

We also asked those who were currently living in some form of rented accommodation if they had a tenancy agreement (see Table 53 below).

Table 53: Do you have a tenancy agreement?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	142	43	46	26	22	5	57	49	75	50	71	28
No	85	40	15	16	9	5	34	46	25	31	29	28
Don't know	22	4	-	10	-	8	9	5	-	19	-	44
<b>Total</b>	<b>249</b>	<b>87</b>	<b>61</b>	<b>52</b>	<b>31</b>	<b>18</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Just over half (57%) of those who were currently renting had a tenancy agreement. This percentage was highest amongst the Portuguese and Lithuanian respondents (75% and 71% respectively). The Polish respondents in the sample were least likely to have one (46% did not). In addition, twenty-two people (9%) did not know if they had a tenancy agreement, with the Czech and Slovak respondents least likely to know.

Nearly half (47%) of those living in accommodation rented from a private landlord indicated that they did not have a tenancy agreement, with a further 10% who indicated that they did not know. The respondents who were renting from family/friends were least likely to have tenancy agreement (81% stated that they did not).

The respondents who were renting from a letting agent were most likely to have a tenancy agreement (92%), this was followed by those renting accommodation from a social landlord (85%).

Of those who had a tenancy agreement, we wanted to explore whether they had read and understood their tenancy agreement (see Tables 54 and 55 below).

Table 54: Have you read your tenancy agreement?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes, fully	76	24	28	8	12	4	55	57	61	33	54	80
Yes, partly	45	15	17	8	5	-	32	36	37	33	23	-
No	18	3	1	8	5	1	13	7	2	33	23	20
<b>Total</b>	<b>139</b>	<b>42</b>	<b>46</b>	<b>24</b>	<b>22</b>	<b>5</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes three missing cases.

The majority of respondents (87%) indicated that they had read their tenancy agreement, either fully or partly. The Portuguese and Polish respondents were most likely to have read their tenancy agreement.

The majority of respondents indicated that they understood their tenancy agreement (66% said they fully understood it, while 33% said they partly understood it).

Table 55: Do you understand your tenancy agreement?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes, fully	79	24	27	9	15	4	66	62	61	53	94	100
Yes, partly	39	14	17	7	1	-	33	36	39	41	6	-
No	2	1	-	1	-	-	1	3	-	6	-	-
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes one missing case.

We also wanted to ascertain how people had found their current home in Peterborough, from a range of options including both formal and informal methods (see Table 56).

Table 56: How did you find your current home in Peterborough?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Friends/family already living in Peterborough	128	43	24	34	15	12	48	45	36	63	43	63
Letting agent	54	22	11	8	12	1	20	23	17	15	34	5
Shop window advert	44	19	10	6	7	2	16	20	15	11	20	11
Local newspapers	7	2	4	-	-	1	3	2	6	-	-	5
UK employer arranged it for me	5	2	-	1	-	2	2	2	-	2	-	11
Arranged for me before I arrived in UK	2	2	-	-	-	-	1	2	-	-	-	-
Other	29	5	17	5	1	1	11	5	26	9	3	5
<b>Total</b>	<b>269</b>	<b>95</b>	<b>66</b>	<b>54</b>	<b>35</b>	<b>19</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes nine missing cases

Nearly half of the sample (48%) had found their current accommodation through friends/family already living in Peterborough. This was particularly the case for the Czech and Slovak respondents (63% for both). In line with the type of accommodation people were currently living in (see above), a number of people indicated that they had found their home through a letting agency (20%). This was

more likely amongst the Lithuanian respondents (34%) and least likely amongst the Czech respondent (just one person).

As can be seen, 11% of the sample had found their current accommodation through some 'other' means. This was higher, however, amongst the Portuguese sample (26%). When asked to elaborate on the other means of finding accommodation, the majority (52%) made reference to finding their current home through the council. A number also (10%) made reference to finding accommodation through a Housing Association. The other responses included via the internet and through an estate agent.

The two respondents who indicated that someone had arranged their accommodation for them prior to their arrival in the UK did not specify who this person was.

### Rent or mortgage payments

Table 57 below show the rent or mortgage levels being paid by the respondents in Peterborough.

Table 57: Rent or mortgage level paid per month

	All	
	No.	%
£200 or less	30	11
£201–£250	25	10
£251–£300	17	6
£301–£350	17	6
£351–£400	20	8
£401–£450	10	4
£451–£500	19	7
£501–£550	27	10
£551–£600	39	15
£601 or more	48	18
Don't pay	10	4
Don't know	1	<1
<b>Total</b>	<b>263</b>	<b>100</b>

Note: excludes fifteen missing cases

The rent or mortgage payments people were making varied from less than £200 per month to more than £600. Although no particular amount stands out as most common there were a number of people (43%) paying £500 or more. Looking at current tenure indicates that those who were paying a mortgage were paying between £350 and £601 or more, with the majority paying £551 – £600 per month. Interestingly, however, a large proportion of those living in the private rented sector were paying the higher levels of rent.

Ten people indicated that they did not pay rent for their current accommodation. These were primarily the people who were living with friends or family.

Of the respondents who were currently paying rent for a property, just under a quarter (24%) indicated that their rent also included bills.

**Living arrangements**

In order to explore respondents current living arrangements we asked them to indicate how many people were sharing each bedroom within their property and whether or not they were family members.

The maximum number of people within a household who were currently sharing a bedroom was five people, with three instances of this occurring. Within the households we interviewed there were also sixteen cases of four people sharing a room and forty-one cases of three people sharing (see Table 58 below)

Table 58: Number of people sharing bedrooms

	<b>No.</b>
Two	287
Three	41
Four	16
Five	3
<b>Total</b>	<b>347</b>

In 13% of cases, people were sharing rooms with people who were not their family member or partner. Of those who were currently sharing with non-family members, the majority (91%) were sharing with one other person.

Table 59: Relationship of those who were sharing

	<b>Family/partner</b>	<b>Non-family</b>
Two	232	39
Three	33	1
Four	13	2
Five	2	1
<b>Total</b>	<b>280</b>	<b>43</b>

Note: excludes twenty-four missing cases

We also wanted to explore the bedroom size of those who were currently sharing. In 90% of cases people were sharing double bedrooms. Of those who were currently sharing single bedrooms, the majority (81%) were sharing with one other person.

Table 60: Room size of those who were sharing

	<b>Double</b>	<b>Single</b>
Two	253	26
Three	31	3
Four	13	2
Five	2	1
<b>Total</b>	<b>299</b>	<b>32</b>

Note: excludes sixteen missing cases

**Overall satisfaction with property**

Table 61 below indicates people’s overall satisfaction with the property that they were currently living in.

Table 61: Overall satisfaction with property

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Very satisfied	60	13	21	14	9	3	22	14	32	25	24	16
Fairly satisfied	113	45	22	23	8	15	41	47	33	41	22	79
Neither	62	25	11	15	10	1	23	26	17	27	27	5
Fairly dissatisfied	25	10	8	2	5	-	9	10	12	4	14	-
Very dissatisfied	14	3	4	2	5	-	5	3	6	4	14	-
<b>Total</b>	<b>274</b>	<b>96</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>19</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes four missing cases

Overall, the majority of respondents (63%) were satisfied with their current accommodation. Just under a quarter (23%) had more ambivalent views, while 14% were dissatisfied. The Lithuanian sample had a higher proportion of people who were dissatisfied with their accommodation (28%), while nearly all of the Czech respondents were satisfied with their current property (just one had ambivalent views).

### Understanding of entitlement

We also wanted to explore if people felt that they understood their rights and entitlement in relation to housing (see Table 62 below).

Table 62: Do you understand your rights/entitlement in relation to housing?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	167	72	44	26	16	9	65	75	88	46	46	47
No	89	24	6	30	19	10	35	25	12	54	54	53
<b>Total</b>	<b>256</b>	<b>96</b>	<b>50</b>	<b>56</b>	<b>35</b>	<b>19</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes twenty-two missing cases.

Around two-thirds of the sample indicated that they understood their rights/entitlement in relation to accessing housing. The Portuguese and Polish respondents had a greater level of understanding than the other national groups (88% and 75% respectively).

### General accommodation problems and issues

Finally, we wanted to explore if people had experienced any problems in relation to accommodation in Peterborough. This was an open-ended question that elicited a number of different responses, including issues with the cost of utilities as well as a

small number of people referring to problems with Council Tax. The most frequent responses, however, related to problems with landlords; for example, not carrying out repairs:

*“Bad conditions and the landlord refused to improve it.”* (Slovak respondent)

*“[The] landlord doesn’t listen, fixes nothing...no locks.”* (Lithuanian respondent)

Some respondents also made reference to being evicted:

*“[I was] evicted without justification.”* (Czech respondent)

*“[I had] problems with [a] private landlord, [I] had ten minutes to move.”* (Polish respondent)

*“[The] landlord refused [to] give me a letter or leave [a] contract and tried to force me to leave the place.”* (Portuguese respondent)

*“[I] did not get a notice from [the] landlord and was evicted.”* (Slovak respondent)

### 9.3 Homelessness/rough sleeping

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

A total of thirty people (11% of the sample) had experienced rough sleeping or having to stay with friends/family because they had nowhere else to live. Two of these had experienced both.

Table 63: Number of people who have slept rough/had nowhere to live

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Stayed with friends/family because nowhere to live	17	6	8	1	-	2	6	6	12	2	-	10
Slept rough	15	4	3	3	3	2	5	4	5	5	8	10

#### Causes of homelessness/rough sleeping

Respondents were asked to indicate what had caused their homelessness. They had the opportunity to select all the responses that applied from a range of different options, as well as providing additional comments on their experiences. The most



common response (ten respondents) was being new to the area and not having their own accommodation to begin with, as one respondent highlights:

*“First night in the city, nowhere to stay.”* (Lithuanian respondent)

Four people made reference to being unemployed and therefore having no money, while two people indicated that their homelessness related to problems with their landlord:

*“[I] was removed from the property by the landlord.”* (Polish respondent)

*“[I was] exploited by [my] landlord. [I] had to run away.”* (Czech respondent)

In addition, individual respondents made reference to the violent breakdown of a relationship with their partner; the violent breakdown of a relationship with their housemates; and, racially motivated harassment. Two respondents had also been asked by family/friends to leave a property.

### **Help and support to come out of homelessness**

Eighteen respondents (60%) indicated that they sought help when they were homeless/sleeping rough. With regards to who they sought help from, a range of responses were given, with people often referring to more than one agency assisting them:

*“City council, Job Centre, housing options...”* (Czech respondent)

*“CAB, St Theresa’s, New Link, Police, Hospital, Cross Keys Housing Association...”* (Portuguese)

*“Salvation Army drop-in and New Link.”* (Polish respondent)

*“Job Centre and Peterborough City Council.”* (Slovak respondent)

One respondent suggested that they had asked for help but that it had not been received:

*“[I] asked for help [from] Peterborough City Council but I never had that help.”*  
(Portuguese respondent)

With regards to those who did not seek help or support, the majority indicated that they had gone to live with friends or family:

*“I came to live in my brother’s house.”* (Portuguese respondent)

*“I just lived with my friend when I arrived in Peterborough in the first week.”*  
(Portuguese respondent)

*“[My] friends found me the next day.”* (Lithuanian respondent)

*“My friends offered help.”* (Slovak respondent)

Following on from above, when asked how they came out of being homeless the most common responses were moving into private rented accommodation (seven respondents) or moving in with friends/family (six respondents). Three people indicated that they had moved into socially rented accommodation, two people had moved into a hostel and one person had moved into a Bed & Breakfast.

Eight people indicated that they were still homeless.

**Awareness of specific support**

Finally, we asked the respondents who had experienced homelessness if they were aware of any of the following specific support available for people experiencing homelessness/rough sleeping:

- Peterborough City Council Housing Options Service
- Citizens Advice Bureau (CAB)
- Peterborough City Council Private Sector Housing Service
- St Theresa’s Day Centre
- The New Haven Night Shelter
- Timestop
- Peterborough Foyer
- Bridgegate Drug Advice Agency
- Drinksense Services
- Cross Keys Floating Support Service

Table 64: Awareness of specific support in Peterborough

	No.	%
Peterborough City Council Housing Options Service	23	77
St Theresa’s Day Centre	16	53
Peterborough City Council Private Sector Housing Service	15	50
Citizens Advice Bureau (CAB)	13	43
Cross Keys Floating Support Service	4	13
Drinksense Services	2	7
Peterborough Foyer	2	7
The New Haven Night Shelter	1	3
Timestop	1	3
Bridgegate Drug Advice Agency	1	3

With regards to homelessness specific support, Peterborough City Council Housing Options Service was most commonly recognised by respondents (77%). Half of the people who had experienced homelessness were also aware of St Theresa's Day Centre and Peterborough City Council Private Sector Housing Service. The least well know services were Drinksense Services, Peterborough Foyer, The New Haven Night Shelter, Timestop and Bridgegate Drug Advice Agency.

Three of the respondents indicated that they were not aware of the support available for people experiencing homelessness/rough sleeping.

**Homelessness information provided by stakeholders**

Although homelessness was not a key focus for the study, we were provided with some additional information through stakeholder consultation.

St Theresa's provide services to homeless people in Peterborough. In particular they run a Day Centre where people can access advice, as well being provided showers, toilets, laundry services and hot food/drinks. Consultation with St Theresa's Day Centre suggests that migrants make up around 80% of the rough sleeping population in Peterborough (with an estimated fifty to sixty migrants being homeless in the city). It was highlighted that although the majority of people who use their services are British, the number of migrants accessing the Day Centre is increasing.

Stakeholder consultation indicated that the majority of migrant workers that access the service are low skilled individuals. These individuals are more likely to be affected by changing economic conditions, as well as experiencing homelessness as a result of involvement with gangmasters:

*"Migrants do have different problems compared to British homeless people. Migrants are encouraged to find work. This is done through contacts and agents when they arrange to come to the UK, then their passports are lost, stolen or taken off them by gangmasters. They need ID in order to find work and avoid becoming homeless."*

It was also suggested, however, that some migrants may prioritise remittances over finding appropriate accommodation:

*"...Though they may be working minimum wage jobs, or even below minimum wage, they will keep for themselves as little money as they need and send the rest home, even if this means they have to live in a tent."*

In addition, it was highlighted that there are a number of reasons why migrants will not return to their home country if they are homeless:

*"They may not have the money to travel, they could be wanted for some reason in that country, or because of pride – there is an expectation that they would be able to get a job and send money home"*

It was also suggested that there may be a strong drinking culture amongst some migrant communities and this is not an uncommon problem amongst homeless migrants.

St Theresa's and Peterborough City Council carried out a survey of people who were attending St Theresa's Day Centre during one week in September 2008. The purpose of this survey was to provide a 'snapshot' of some of the different clients accessing the Centre. A total of fifty-six people were surveyed during that week, twelve of whom were from the A8 countries (Poland, Lithuania, Slovakia and the Czech Republic). The survey highlighted that the A8 nationals were nine times more likely to be sleeping rough than the members of the indigenous population who were accessing the Day Centre. Indeed, ten of the twelve people from the A8 countries were sleeping rough (this included three people who were working either part or full time).

## 9.4 Accommodation aspirations

This final section focuses on whether or not respondents intended moving to a different property in the future.

Table 65: Do you think you will move to a different property in the future?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	112	50	25	14	19	4	40	51	38	25	51	20
No	50	15	17	5	10	3	18	15	26	9	27	15
Don't know	100	30	22	29	8	11	36	30	33	53	22	55
I'm happy where I am	15	4	2	7	-	2	5	4	3	13	-	10
<b>Total</b>	<b>277</b>	<b>99</b>	<b>66</b>	<b>55</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes one missing case

As can be seen, 40% of the sample indicated that they would move to a different property in the future. The Polish and Lithuanian respondents were most likely to move in the future (51% for both). Over a third of the sample did not know if they were going to move. The Czech and Slovak respondents were most likely to say that they did not know (55% and 53% respectively).

We asked those who intended moving to indicate their future housing preference (see Table 66 below).

Table 66: What is your future housing preference?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Socially rented (Council/HA)	54	28	17	1	7	1	47	56	71	7	35	25
Renting from a private landlord	28	10	2	9	6	1	25	20	8	64	30	25
Buying own home	15	6	3	2	2	2	13	2	13	14	10	50
Shared ownership	7	4	-	-	3	-	6	8	-	-	15	-
Other	4	-	2	1	1	-	4	-	8	7	5	-
Don't know housing options	4	2	-	1	1	-	4	4	-	7	5	-
<b>Total</b>	<b>112</b>	<b>50</b>	<b>24</b>	<b>14</b>	<b>20</b>	<b>4</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The majority of respondents (47%) indicated that their future preference was to live in socially rented accommodation. This was followed by renting from a private landlord (25% of respondents).

With regards to the four respondents who indicated some 'other' future preference, two respondents indicated that they would be going back to their home country, while one simply stated that they wanted to "*rent a cheap house*". The remaining respondent did not elaborate on their answer.

## **9.5 Issues raised in stakeholder consultation**

In addition to the specific information provided in relation to the issue of homelessness amongst migrant communities, stakeholders also highlighted a number of other issues in relation to accommodation more generally.

For private sector housing providers, for example, there can be difficulties with gaining references because they would have to be obtained from their home country. They therefore sometimes have to overlook references.

It was also suggested that there is a lack of knowledge of housing law. Migrant communities often do not know what their legal rights are and can be vulnerable to landlords who wish to evict them illegally. Furthermore, overcrowded living conditions present a problem as migrants may not understand that they are not meant to live like this in the UK. Part of the challenge is around explaining to migrant communities that the authorities are able to assist them.

## 10. Community and neighbourhood

### 10.1 Introduction

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

### 10.2 Views on Peterborough

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

#### View on Peterborough as a place to live and work

In order to explore people's general feelings about Peterborough, we asked overall how satisfied they were with their quality of life in Peterborough (see Table 67 below).

Table 67: How satisfied are you with your quality of life in Peterborough?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Very satisfied	20	6	5	5	3	1	7	6	8	9	8	5
Fairly satisfied	134	56	20	24	20	14	49	57	30	44	54	74
Neither	93	25	33	22	11	2	34	26	50	40	30	11
Fairly dissatisfied	22	10	5	3	2	2	8	10	8	5	5	11
Very dissatisfied	6	1	3	1	1	-	2	1	5	2	3	-
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes three missing cases

Looking at the sample as a whole, just over half (56%) were satisfied with their quality of life in Peterborough, while just over a third had more ambivalent views (34%). The Czech respondents were most likely to be satisfied with their quality of life (79% indicated that they were satisfied), while the Portuguese respondents were most likely to have ambivalent views (50% were neither satisfied nor dissatisfied).

#### Views on their specific area

Before exploring people's views on area they live in we wanted to find out the reason they lived in that particular area of Peterborough. Respondents were able to select all responses that applied from the list of options shown in Table 68 below.

Table 68: Reasons for living in their specific area of Peterborough

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Friends living in the area	83	30	11	16	14	12	30	30	17	29	38	60
Family living in the area	60	19	10	19	6	6	22	19	15	34	16	30
It is near work	56	26	11	12	7	-	20	26	17	21	19	-
No choice	38	8	21	6	3	-	14	8	32	11	8	-
Other	59	21	16	9	10	3	21	21	24	16	27	15

Again, social networks were important, with just over half of the sample living in a particular area because of friends or family. This was particularly the case for the Czech and Slovak respondents; indeed, 90% of Czech respondents indicated that lived in a particular area of Peterborough because they had friends/family in that area.

Table 68 also highlights that 14% of people indicated that they had no choice with regards to where to live in Peterborough. This percentage was higher, however, amongst the Portuguese respondents (32%). When asked to elaborate on why they had no choice, the most frequent responses were being placed there by the council or having to live there because it was the first available property they found.

What can also be seen is that 21% of the sample referred to 'Other' reasons for living in their particular neighbourhood. When asked to elaborate on this, a number of responses were given. The most common response was generally liking the area, particularly in relation to its proximity to the city centre. Again people made reference to living in an area because of availability of accommodation. A number of respondents also indicated that they lived in a particular area because it was near to their children's school.

We also asked people to indicate to what extent they were satisfied or dissatisfied with their local area as a place to live on a scale from very satisfied to very dissatisfied (see Table 69 below).

Table 69: Overall how satisfied are you with your local area as a place to live?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Very satisfied	37	5	16	8	7	1	13	5	24	14	19	5
Fairly satisfied	159	59	32	30	21	17	57	60	48	54	57	85
Neither	56	27	8	14	6	1	20	27	12	25	16	5
Fairly dissatisfied	15	5	7	1	1	1	5	5	11	2	3	5
Very dissatisfied	11	3	3	3	2	-	4	3	5	5	5	-
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Looking at the sample as a whole, the majority (70%) were satisfied with their local area as a place to live, while just 9% were dissatisfied. Once again, the Czech respondents had a higher level of satisfaction (90%). The Portuguese respondents were most likely to be dissatisfied with their local area (16%).

**Aspirations to move to a different area**

Finally, we asked respondents if they would like to move to another area of Peterborough (see Table 70 below).

Table 70: Would you like to move to another area of Peterborough?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	54	26	13	9	4	2	19	26	20	16	11	10
No	110	39	28	13	24	6	40	39	42	24	65	30
Don't know	113	34	25	33	9	12	41	34	38	60	24	60
<b>Total</b>	<b>277</b>	<b>99</b>	<b>66</b>	<b>55</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes one missing case.

The majority of respondents either did not want to move (40%) or did not know if they wanted to move (41%). The Lithuanian respondents were least likely to want to move (65%).

We also wanted to explore what was currently stopping people from moving to another area of Peterborough. The most common response was financial constraints, particularly in relation to the deposit required if they moved to a different property in another area:

*“[I have an] agreement with [my] landlord and no money for a deposit for a new house.”* (Polish respondent)

*“It is very expensive somewhere else.”* (Polish respondent)

*“No money at the moment, deposit too expensive.”* (Portuguese respondent)

A small number of respondents said that they were prevented from moving because they were reliant on council accommodation:

*“[I am] waiting for social housing and can't afford to pay [a] private landlord.”* (Polish respondent)

*“I am on benefit, so I can't just apply to move...I can't afford a private rent.”* (Portuguese respondent)



## 10.3 Community engagement

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

### Sense of cohesion

Three quarters of the sample (75%) felt that they were currently living in areas of Peterborough which had a mix of different nationalities. We therefore wanted to explore to what extent respondents felt that their local area was a place where people from different backgrounds mixed well together (see Table 71 below).

Table 71: Do you agree/disagree that your area is a place where people from different backgrounds mix well together?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Definitely agree	37	5	11	6	4	11	13	5	17	11	11	55
Tend to agree	115	30	34	25	21	5	41	30	52	45	57	25
Tend to disagree	37	13	5	14	4	1	13	13	8	25	11	5
Definitely disagree	16	6	6	1	3	-	6	6	9	2	8	-
Don't know	68	45	10	9	2	2	24	45	15	16	5	10
The people are from the same background	5	-	-	1	3	1	2	-	-	2	8	5
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

As can be seen, just over half of the sample (54%) agreed that people from different backgrounds mixed well in their local area. This percentage was higher amongst the Czech respondents (80%) and lowest amongst the Polish respondents (35%). A large number of the Polish respondents (45%) indicated that they did not know whether their area was a place where people mixed well together.

### Contact with other people

We wanted to explore how much contact the respondents in our sample had with people from their own country, with British people, and with migrant workers from other countries (see Tables 72 to 74 below).

Table 72: Contact with people from home country

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
A lot	88	27	27	18	4	12	32	27	41	32	11	60
Quite a lot	113	49	16	21	24	3	41	49	24	38	65	15
A little	73	21	22	17	9	4	26	21	33	30	24	20
None at all	4	2	1	-	-	1	1	2	2	-	-	5
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Table 73: Contact with British people

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
A lot	24	6	4	7	2	5	9	6	6	13	5	25
Quite a lot	75	37	14	12	4	8	27	37	21	21	11	40
A little	144	50	43	22	26	3	52	50	65	40	70	15
None at all	35	6	5	15	5	4	13	6	8	27	14	20
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Table 74: Contact with migrant workers from other countries

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
A lot	21	8	5	4	2	2	8	8	8	7	6	10
Quite a lot	113	47	10	26	15	15	41	47	15	46	42	75
A little	128	40	45	25	15	3	46	40	68	45	42	15
None at all	13	4	4	1	4	-	5	4	6	2	11	-
Don't want contact	2	-	2	-	-	-	1	-	3	-	-	-
<b>Total</b>	<b>277</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>36</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes one missing case.

As can be seen, respondents were more likely to have contact with people from their home country or other migrant workers than with British people in Peterborough. The Czech and Slovak respondents appeared to be least likely to have contact with British people than the other nationalities.

With regards to those who had no contact with British people, when asked why this was the case three quarters of respondents indicated that this was because of language barriers. The other reasons referred to were having no time, not knowing anybody or having only recently arrived.

With regards to those who had no contact with migrant worker from other countries, when asked why this was the case, again people referred to issues of language, being too busy and not knowing anybody.

### 10.4 Perceptions of safety and security

This section focuses on respondents’ experiences of crime in Peterborough, as well as overall feelings of safety in their local area.

#### Experiences of crime and hate crime

We wanted to establish the extent to which people or members of their family had been the victim of any crime (including hate crime) while living in Peterborough. A total of forty-nine respondents (18%) indicated that they had been victims of crime while living in Peterborough. This percentage was higher amongst to Lithuanian respondents (27%).

Table 75: Have you experienced crime/hate crime?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.		All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	49	14	13	9	10	3		18	14	20	16	27	15
No	229	85	53	47	27	17		82	86	80	84	73	85
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>		<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The most commonly experienced type of crime was crime against property (9% of the sample as a whole, 49% of those had experienced crime).

Fourteen respondents indicated that they had experienced hate crime (5% of the sample as a whole, 29% of those who had experienced crime). The Portuguese respondents were least likely to have experienced hate crime than the other nationalities. With regards to the respondents who identified themselves as Roma, 8% indicated that they had experienced hate crime.

Table 76: What type of crime?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Crime against property	24	3	6	5	9	1	9	3	9	9	24	5
Crime against person	19	6	5	2	4	2	7	6	8	4	11	10
Hate crime	14	5	1	3	3	2	5	5	2	5	8	10
Other	5	2	1	2	-	-	2	2	2	4	-	-

With regards to the five people who indicated that they had been victims of 'other' crime, three people referred to cars being damaged, while two respondents made reference to "sexual harassment".

Of the respondents who had experienced some form of crime, thirty people (61%) indicated that they gone to someone for help. Twenty-eight people stated that they had gone to the Police for help. One respondent, who had experienced harassment at work, indicated that they had gone to Human Resources (HR) at work. One respondent stated that they had gone for help at a local school, but did not elaborate further.

Table 77 below indicates people's level of satisfaction with help they received.

Table 77: How satisfied are you with the help you received?

	All	
	No.	%
Very satisfied	4	15
Fairly satisfied	4	15
Neither satisfied nor dissatisfied	9	33
Fairly dissatisfied	7	26
Very dissatisfied	3	11
<b>Total</b>	<b>27</b>	<b>100</b>

Note: excludes three missing cases.

People had mixed views on the help they had received, with the sample divided fairly evenly between being satisfied, ambivalent or dissatisfied.

With regards to the respondents who had not gone to someone for help, when asked to elaborate on why, a number of responses were given. These related to not thinking anybody could help; not knowing where to go for help; language barriers; and not thinking their experience was serious enough to report:

*"Because I did not believe anybody could help me."* (Polish respondent)

*"Because I don't know the right places to go for help."* (Portuguese respondent)

*"Because of lack of English [and I] don't know where to go."* (Czech respondent)

*“I don’t know, probably because I’m homeless and I’m nobody in this country.”*  
(Czech respondent)

*“It was not very serious.”* (Polish respondent)

*“I just told my husband.”* (Slovak respondent)

### Overall feelings of safety and security

We also wanted to ascertain if migrant communities felt safe or unsafe when outside in their local area during the day and after dark (see Tables 78 and 79 below).

Table 78: How safe or unsafe do you feel during the day?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Very safe	69	8	21	19	12	9	25	8	32	34	32	45
Fairly safe	143	59	30	24	19	11	51	60	45	43	51	55
Neither	29	6	11	8	4	-	10	6	17	14	11	-
Fairly unsafe	19	15	1	2	1	-	7	15	2	4	3	-
Very unsafe	14	9	3	1	1	-	5	9	5	2	3	-
Don't know	4	2	-	2	-	-	1	2	-	4	-	-
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Table 79: How safe or unsafe do you feel after dark?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Very safe	34	6	12	5	10	1	12	6	18	9	27	5
Fairly safe	90	40	23	10	13	4	32	40	35	18	35	20
Neither	64	17	19	18	4	6	23	17	29	32	11	30
Fairly unsafe	47	17	4	13	6	7	17	17	6	23	16	35
Very unsafe	38	18	8	7	3	2	14	18	12	13	8	10
Don't know	5	1	-	3	1	-	2	1	-	5	3	-
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Perhaps unsurprisingly, people were more likely to feel safe in their local area during the daytime than after dark; for example, 76% felt very or fairly safe during the day, compared to 44% after dark.

All of the Czech respondents indicated that they felt safe during the day. The Polish sample had the highest percentage of people who felt unsafe during the day (24%, compared to the 12% average).

## 10.5 Stakeholder perceptions of community cohesion

This section highlights the community cohesion issues that emerged from stakeholder consultation.

### Community tensions

It was highlighted that disputes between members of the indigenous population and migrant communities often occur in the Millfield and New England areas of the city. These were highlighted as areas where there is a high proportion of private rented accommodation. Stakeholder consultation revealed that some members of the indigenous community had organised themselves into neighbourhood residents associations as a result of the changes they were seeing at a local level, particularly in relation to their concerns about the properties that migrants were living in becoming 'run down'. It was also noted that there was some segregation at local community facilities, such as youth clubs.

Stakeholders highlighted a number of issues that can create tensions between migrant communities and members of the host community. These can be issues regarded as relatively minor; for example, migrants parking over driveways and dropped kerbs, as well as issues around noise and waste management. Although small, they can create substantial tension at a local level. Stakeholder consultation suggested that although statutory organisations have a responsibility (for example, in ensuring people understand refuse collection procedures), responsibility also lies with landlords to ensure that tenants are provided with the information they need to maintain the properties.

It was also suggested that many host community residents have felt 'pushed out' of the central areas of Peterborough because landlords have bought rows of houses with the purpose of renting them to migrant communities. It was also believed that some local businesses in areas where there is a high concentration of migrant residents have complained that the exit of English residents has led to the closing of some local businesses.

Alcoholism was also highlighted as an issue amongst some members of the migrant community in Peterborough:

*"This could be affecting their ability to integrate and interact with others. There seems to be a culture of drink driving too"*

It was suggested that Eastern European migrants in particular are being stopped by the police for this offence.

Improvements to the mediation services in Peterborough have been able to resolve some of these issues. In particular, the employment of trained bilingual staff enables has assisted in disputes. The addition of bilingual staff has also had another benefit for the mediation services:

*"[This has] acted as an exchange of cultural information which has enabled members of the host community to see the positives of having migrants in the city and this has helped to ease the tensions"*

Despite the progress that has been made, stakeholder consultation suggests that further work is still required. Migrant communities still experience problems accessing information, advice and support.

## **Engagement**

Stakeholder consultation suggested that some migrant communities are generally unwilling to engage with local authority representatives:

*“They appear to feel intimidated and will try to disengage as quickly as they can. Doorstop conversations will only go so far”*

It was perceived to be easier to engage with migrant communities in groups, or if they have children. The New Link service has held a number of successful community engagement events which have attracted member of the indigenous population too. These events often have a focus on activities for children.

## **Negative perceptions of migrants**

Finally, stakeholders made reference to some of the very negative perceptions of migrants in Peterborough. Some people had become aware of racist graffiti in the city. It was also felt that Peterborough had been affected by some *“irresponsible journalism”*, which often exacerbated community tensions and contributed to a fear amongst indigenous that British culture was being eroded by migration.

# 11. Access to goods, services and facilities

## 11.1 Introduction

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

## 11.2 Access to health care

This section focuses on peoples’ use of health care services, as well as any particular health care needs that they, or members of their family had. It also includes the issues that emerged from consultation with health care stakeholders.

### Services used

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

- GP/Doctor;
- dentist;
- Accident and Emergency (A & E);
- health visitor;
- midwife;
- NHS walk-in centre; and
- NHS Direct

Table 80: Use of health services

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
GP/Doctor	243	82	65	46	32	18	87	83	98	82	86	90
Dentist	146	46	39	28	20	13	53	46	59	50	54	65
NHS walk-in centre	38	15	18	4	-	1	14	15	27	7	-	5
Midwife	32	15	8	2	6	1	12	15	12	4	16	5
NHS Direct	28	16	8	2	2	-	10	16	12	4	5	-
Health visitor	20	9	4	3	4	-	7	9	6	5	11	-
A & E	17	6	5	1	4	1	6	6	8	2	11	5

A GP/Doctor was the most common service that was currently being used (87% of respondents). This percentage was highest amongst the Portuguese respondents (98%). Following this, a dentist was the next most common health care service being used (53%). This was highest amongst the Czech respondents (65%). The data also revealed that a number of people had accessed a midwife, NHS walk-in centres and NHS Direct.



Two respondents also made reference to ‘other’ health services they had used. When asked to elaborate one stated “*diabetic centre*” while the other respondent stated “*hand surgeon*”.

The data showed that thirty-three respondents (12%) did not currently use any of the above health care services in Peterborough. These respondents were asked what they would do if they had any health/dental problems. The most frequent responses given were not needing health care (nine respondents), not having time to access health care (six respondents), or not knowing where they would go (six respondents). Three respondents (all Polish) suggested that they would go to their home country to access health/dental care.

**Particular health needs**

We asked respondents if they, or any members of their family who were living with them, had any particular health problems or disabilities.

Table 81: Do you/members of your family have any health problems?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	25	13	4	6	1	1	9	13	6	11	3	5
No	249	84	62	49	36	18	90	86	94	88	97	90
Don't know	3	1	-	1	-	1	1	1	-	2	-	5
<b>Total</b>	<b>277</b>	<b>98</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes one missing case

As can be seen, just 9% of the sample as a whole indicated that they or members of their family had a particular health problem. This percentage was highest amongst the Polish respondents (13%) and lowest amongst the Lithuanian respondents (3%).

Of those who indicated that they, or a member of their family, had a particular health problem/disability, fifteen respondents (60%) indicated that they received help or support for this. With regards to where people got help and support from, respondents were ask to choose all that applied from the following range of options:

- GP/Doctor/hospital;
- family and friends;
- church and community group; and
- Peterborough City Council

Fourteen respondents indicated that they got help from a GP/Doctor/hospital (three of these also had help from family/ friends as well. One respondent indicated that they just had help from family/friends. No one indicated that they got support from churches/community groups or Peterborough City Council.

## Issues from stakeholder consultation

The main problem encountered in delivering health services to migrant communities was language interpretation and translation. There has been investment in health services in Peterborough to address some of these language barriers. New equipment has been installed in GP's and dentist's surgeries such as new telephone lines and loudspeaker phones. A telephone interpretation service has also been developed and there are currently two organisations which provide this service. It was highlighted that the most cost effective way to use this service is to provide a 'block' booking period for a group of patients requiring language assistance.

Another problem related to language barriers is difficulty migrant communities have in relation to understanding the health care system in the UK. It was highlighted, for example, that a number of EU migrants present at A & E with non-emergency health problems. As one stakeholder observed:

*"This could be because in other EU countries, A and E is the first port of call. But we employ a GP at the unit who can do a check-up and educate them on where to go next time"*

One interviewee suggested that educating individuals about the services they are entitled to is the responsibility of the PCT and pre-hospital education.

Parents of migrant children are often keen to take up the services that are on offer for their children.

Stakeholders did not believe that migrants were returning to their home country to access health services. If migrants do return from their home country with medical documents, it is possible to get these translated; however, this is not currently a centrally-provided service and would have to be organised by the individual agency.

There appears to be some evidence of added pressure on staff and resources. One stakeholder commented that the increase in demand for services has not been matched by an increase in resources. It was suggested that there may be some health professions which have seen the added pressure as having an effect 'on the ground'. One stakeholder highlighted, however, that:

*"The difficulties that staff may be having could be due to a lack of awareness of the interpreting services and of the cultural awareness training that has been developed and delivered"*

It was felt that interpretation services have helped to ease the tension between staff and patients.

One aim for the future is to enhance the links between the PCT and community groups. This would be useful, for example, when there is a change in policy and they need to quickly disseminate information to the community.

It was also felt that all health providers should evaluate themselves in terms of 'cultural competence' so that they can learn to work with all client groups. This could be aided by an improvement in ethnic data collection as this is often missing from clients records.

## 11.3 Education for children

This section will explore whether or not respondents' children (who were of school or nursery age) were attending local schools or nurseries and what additional support children received, if required. It will also focus on the views of stakeholders in relation to education for children.

### School attendance

Across the sample, a total of 93 people (33%) had children attending a local school, nursery or both.

### Learning support in schools

Of the respondents whose children were attending school or nursery, 13% stated that their children received additional support in schools to help with their learning, while 53% said their children did not receive additional help. The remaining respondents (34%) did not know if their children received additional support in schools.

When asked to elaborate on what type of help or support their children received, the most common response was assistance with English language. This was primarily in the form of bilingual assistants in classes.

### Issues from stakeholder consultation

Stakeholder consultation suggested that the main nationalities of the children attending schools were Polish, Slovak, Lithuanian and Portuguese. The number of migrant children attending school seems to have been in constant "flux" over the last 18 months. It was highlighted that families often come and go, with many returning home. For schools, there can be problems with attendance and holiday patterns. Migrant families often return home for their public holidays; however, these do not fall at the same time as those in the UK school system.

Children of primary school age were seen to adapt to British schooling much easier than those attending high schools. Older children for example, were seen to have to adapt to a schooling system that was very different to that in their home country (in Portugal, for example, children must pass exams to progress to the next academic year, and are tested every three months).

Although children adapt to this difference parents can sometimes be concerned about standards. Stakeholder consultation suggested that some children find the level of education too easy:

*"They find it boring – some of the things they are doing in school they may have learned two years ago. If they find it easy, they can become lazy and make excuses to avoid doing work"*

It is also sometimes difficult to know where to place high school children in relation to 'sets'.

Stakeholder consultation also highlighted issues around integration of children, suggesting that more needs to be done on the part of both migrant and British children. It was highlighted, however, that parents can sometimes have concerns about who their children are mixing with which can cause a barrier to engagement with British children:

*“Some parents do not think their children are safe – they are scared of violence, alcohol and drugs. They are also scared that their children will lose their identity and they feel they do not have as much influence over them here”*

Despite some of the problems that have been highlighted, positive issues did emerge from consultation with stakeholders, particularly in relation to increasing cultural awareness in schools but also raising awareness of similarities between people from different countries.

It was highlighted that there was support available for migrant children in schools. The Minority Ethnic New Arrivals (MENA) project; for example, employs link workers to assist with integration. There was a general consensus that the services currently offered are ‘stretched’ and that more needed to be done. It was felt that additional funding was required for bilingual teaching assistants and MENA link workers in order to relieve some of the pressures on current teaching staff.

## **11.4 Benefit take-up**

This section explores the level of benefit take-up amongst the respondents, including looking at people’s understanding of their entitlement.

### **Levels of take-up**

The data shows that just over half of the sample (57%) were currently accessing some form of benefit in the UK. Comparing the national groups suggests that the Portuguese and Czech respondents had the highest level of benefit take-up (68% and 65% respectively), while the Lithuanian respondents had the lowest level of benefit take-up (38%). With regards to those who identified themselves as Roma, 74% were currently receiving some form of benefit.

Looking benefit take-up in greater detail, respondents were asked to indicate which of the following benefits they currently received:

- Housing Benefit;
- Child Benefit;
- Job Seekers Allowance
- Income Support
- Council Tax Benefit
- Sickness & Incapacity Benefit
- Child Tax Credit
- Working Tax Credit

The data reveals that the benefits that were taken up most frequently were those relating to children or low income employment (see Table 82 below).

Table 82: Benefit take-up

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Child Benefit	97	29	23	18	14	13	35	29	35	32	38	65
Child Tax Credit	82	23	24	19	5	11	29	23	36	34	14	55
Working Tax Credit	69	35	11	14	7	2	25	35	17	25	19	10
Housing Benefit	38	6	16	7	2	7	14	6	24	13	5	35
Job Seekers Allowance	18	5	10	2	-	1	6	5	15	4	-	5
Council Tax Benefit	18	2	9	2	1	4	6	2	14	4	3	20
Income Support	14	-	7	3	-	4	5	-	11	5	-	20
Sickness & Incapacity	5	-	3	2	-	-	2	-	5	4	-	-

In addition to the benefits or tax credits highlighted above, one respondent indicated that they were currently receiving a state pension, while another was receiving Disability Living Allowance.

Three people had applied for benefits but were waiting for their applications to be processed. One of these was waiting for Job Seekers Allowance; the remaining two did not specify what they had applied for.

In order to set the current benefit take-up of migrant workers within the context of Peterborough as a whole, we again draw upon the findings of the study carried out by the Greater Peterborough Partnership<sup>54</sup>. The report shows an increase in take-up of both Housing and Council Tax benefit in Peterborough, particularly over the last twelve months (see Table 83 below).

Table 83: Peterborough figures for take-up of Housing and Council Tax benefit

	2006/07	2007/08	2008/09
April	15117	15704	15957
May	15278	15615	16081
June	15309	15668	16099
July	15352	15618	16121
August	15334	15722	16066
September	15311	15855	16121
October	15386	15918	16252
November	15484	15898	16417
December	15496	15810	16547
January	15664	15876	16797
February	15727	15929	16963
March	15799	15867	-

Source: The Greater Peterborough Partnership (2009)

<sup>54</sup> The Greater Peterborough Partnership (2009) *Impact of the Economic Downturn and Recommended Actions*, Peterborough: The Greater Peterborough Partnership.

With regards to Jobseekers Allowance, the report highlights that the total number of claimants in Peterborough was 5,410 at the end of March 2009. This is nearly double from the figure in April 2008 (see Table 84 below).

Table 84: Peterborough figures for Jobseekers Allowance

	<b>Peterborough</b>		<b>East</b>	<b>UK</b>
	<b>No.</b>	<b>%</b>	<b>%</b>	<b>%</b>
April 08	2,904	2.8	1.7	2.2
May 08	2,980	2.9	1.7	2.2
June 08	2,832	2.8	1.7	2.2
July 08	2,801	2.7	1.7	2.3
August 08	2,946	2.9	1.9	2.4
September 08	2,986	2.9	1.9	2.5
October 08	2,977	2.9	2.0	2.6
November 08	3,249	3.2	2.2	2.8
December 08	3,694	3.6	2.4	3.0
January 09	4,169	4.1	2.8	3.4
February 09	5,070	5.0	3.3	3.8
March 09	5,410	5.3	3.4	4.0

Source: The Greater Peterborough Partnership (2009)

The data in the report suggests that the figures for Peterborough are higher than the regional and national figures.

The Greater Peterborough Partnership report also compares the number of Jobseekers Allowance claimants with the number of job vacancies (highlighted earlier in this report). They suggest that in March 2009, there was an average of 7.8 claimants for each job vacancy (using the figure of 694 unfilled job vacancies).

### Understanding of entitlement

We wanted to explore if migrant workers felt that they understood what benefits, if any, they were entitled to (see Table 85 below).

Table 85: Do you understand your entitlement to benefits?

	<b>All No.</b>	<b>Polish No.</b>	<b>Portuguese No.</b>	<b>Slovak No.</b>	<b>Lithuanian No.</b>	<b>Czech No.</b>		<b>All %</b>	<b>Polish %</b>	<b>Portuguese %</b>	<b>Slovak %</b>	<b>Lithuanian %</b>	<b>Czech %</b>
Yes	198	74	51	36	22	15		75	77	88	64	63	75
No	67	22	7	20	13	5		25	23	12	36	37	25
<b>Total</b>	<b>265</b>	<b>96</b>	<b>58</b>	<b>56</b>	<b>35</b>	<b>20</b>		<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes thirteen missing cases.

Three quarters of the sample suggested that they knew what their entitlement was in relation to benefits in the UK. Comparing national groups shows that the Portuguese respondents had a greater awareness of entitlement (88%), while the Lithuanian and Slovak respondents had a lower understanding (63% and 64% respectively).

## 11.5 Other goods, services and facilities

This section looks at respondents' use of a range of other different goods and services, including local facilities and financial services.

### Local facilities/services

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

- community centre/social club;
- libraries;
- local church/place of worship;
- children's centres;
- sports facilities;
- public transport;
- job centres;
- local shops; and
- colleges.

Table 86: Use of selected local services and facilities

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Local shops	247	86	56	54	35	16	89	87	85	96	95	80
Job centres	151	50	38	33	19	11	54	50	58	59	51	55
Libraries	120	52	33	13	17	5	43	53	50	23	46	25
Local church/ place of worship	114	44	18	22	17	13	41	44	27	39	46	65
Community centre/social club	112	29	46	17	18	2	40	29	70	30	49	10
Sports facilities	54	18	8	9	17	2	19	18	12	16	46	10
Colleges	38	15	7	4	12	-	14	15	11	7	32	-
Children's centres	39	11	11	3	11	-	13	11	17	5	30	-

Local shops (89%) were used most commonly. This percentage was highest amongst the Slovak and Lithuanian respondents (96% and 95% respectively). Just over half of the sample (54%) referred to using job centres.

A number of people (41%) indicated that were accessing a local church or place of worship. This was particularly the case for Czech respondents (65%), while the Portuguese respondents had the lowest percentage (27%). The Portuguese respondents, however, had the highest percentage of respondents currently accessing a community centre (70%, compared to the average of 40%).

Children's centres were accessed the least (13% of respondents), although this percentage was higher amongst the Lithuanian sample (30%).

## Financial services

People were asked to indicate whether or not they had any of the following financial services:

- bank/building society account;
- credit card; and
- home contents insurance.

Table 87: Use of financial services

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Bank/building society account	241	94	62	40	31	14	87	95	94	71	84	70
Credit card	99	38	22	20	15	4	36	38	33	36	41	20
Home contents insurance	19	10	5	-	3	1	7	10	8	-	8	5

Looking at the sample as a whole, 87% of respondents had a bank/building society account. The Polish and Portuguese respondents were most likely to have a bank/building society account (95% and 94% respectively), whilst the Czech and Slovak respondents were least likely (70% and 71% respectively).

Just over a third of the sample had a credit card (36%), with the Lithuanian sample having the highest percentage (41%). A smaller number of people (7%) currently had home contents insurance.

## Communication and transport

People were also asked to indicate whether or not they had or used any of the following goods or services:

- landline phone;
- mobile phone;
- a computer at home;
- internet access;
- public transport; and
- a car or van.



Table 88: Use of communication and transport services

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Mobile phone	259	93	61	54	37	15	93	94	92	96	100	75
Computer at home	143	55	34	20	23	11	51	55	52	36	62	55
Public transport	119	41	33	14	27	4	43	41	50	25	73	20
Internet access	114	49	29	18	14	4	41	49	44	32	38	20
Car or van	99	31	23	21	17	7	36	31	35	38	46	35
Landline phone	33	12	9	4	7	1	12	12	14	7	19	5

By far the most common facility that people had was a mobile phone (93% of respondents). All of the Lithuanian respondents indicated that they had a mobile phone, while the Czech sample had the lowest percentage of mobile phone ownership (75%).

Just over half of the sample (51%) indicated that they had a computer at home. The percentage was highest amongst the Lithuanian respondents (62%).

In addition, 41% of respondents currently had internet access. The majority of these respondents had access to the internet at home; however, people also referred to accessing the internet at the following places: work; library; internet café; mobile internet; New Link; and friend's house.

A landline phone was the facility that people had the least (12%). Again, this was slightly higher amongst the Lithuanian respondents (19%).

### Council services

In addition to the services and facilities outlined above, just over a third of the sample (34%) indicated that they had had contact with Peterborough City Council (see Table 89 below).

Table 89: Have you had contact with Peterborough City Council?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	94	26	34	12	14	8	34	26	52	21	38	40
No	151	70	27	30	22	2	54	71	41	54	59	10
Don't know	33	3	5	14	1	10	12	3	8	25	3	50
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Interestingly, a number of people indicated that they did not know if they had contact with Peterborough City Council. This was particularly the case amongst the Czech and Slovak respondents.

Those who currently had no contact with Peterborough City Council were asked to indicate the reason why they had no contact, from a range of options (see Table 90 below).

Table 90: Why have you had no contact with Peterborough City Council?

	No.	%
Never needed to	144	95
Language barriers	7	5
Didn't know where to go	5	3
Difficulty finding/contacting the right person	4	3

As can be seen, people primarily felt that they had no reason to contact the council, with only a small number of people making reference to issues around access to council services.

With regards to those who had contact with Peterborough City Council, the most common reasons for having contact with the council were: housing; benefits, schools and council tax. Individual respondents also made reference to "recycling", "rubbish", "landlord problems", "residence status enquiry" and "noise".

We also asked those who had contact with Peterborough City Council if they had experienced any problems with this contact.

Table 91: Problems with contact with Peterborough City Council

	No.	%
Language barriers	31	33
Difficulty finding/contacting the right person	18	19
Didn't know where to go	5	5
Other	4	4

A third of those who had contact with Peterborough City Council had experienced language barriers. In addition, a number of people had also had difficulty finding or contacting the right person within the council.

As can be seen, four respondents referred to ‘other’ problems they had experienced. When asked to elaborate, the following comments were made:

*“I had [a] language problem when I contacted them by phone, in person [it] is OK.”* (Slovak respondent)

*“[There’s] just no answer back, nobody’s interested...”* (Portuguese respondent)

*“They don’t explain [to] me my rights since I arrived in 2003.”* (Portuguese respondent)

*“They don’t give me the right information at the City Council.”* (Portuguese respondent)

**Interpretation services**

Finally, we asked all respondents if they had been able to access interpretation or translation services (if required) during their contact with any of the services and facilities highlighted in this chapter (see Table 92 below).

Table 92: Were you able to use an interpreter?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Did not need an interpreter	100	40	23	23	10	4	36	41	35	41	28	20
Yes, an interpreter was provided	94	33	23	13	14	11	34	34	35	23	38	55
Yes, family/friends acted as interpreter	69	23	13	18	11	4	25	24	20	32	30	20
No	13	1	7	2	2	1	5	1	11	4	5	5
<b>Total</b>	<b>276</b>	<b>97</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Note: excludes two missing cases.

As can be seen, the majority of respondents were able to access interpretation services; however, this was not always formal provision and a quarter of respondent relied on friends/family to help with translation. Thirteen respondents (5%) indicated that they had not been able to use an interpreter. This percentage was highest amongst the Portuguese respondents (11%).

We asked the respondents who were not able to use an interpreter to elaborate on this experience; the following comments were made:

*“I didn’t know I could get an interpreter.”* (Polish respondent)

*"[It is] difficult accessing interpreters...I feel that [service providers] don't want to use them, it's no good, people sometimes have problems to solve and this way it's impossible."* (Portuguese respondent)

*"I asked for an interpreter, but City Council didn't provide me one."*  
(Portuguese respondent)

*"[Service providers] ask [us] to come with somebody, but sometimes people can't come with us..."* (Portuguese respondent)

*"When I wanted to open a bank account I was not able to explain what I wanted."* (Slovak respondent)

### **What information would be helpful on arrival?**

Finally, we wanted respondents to talk about what information would have been helpful to them on arrival in the UK. The most common response was requiring information on how to find a job; however, reference was also made to needing advice on language classes, benefits, schools, transport services, housing and other services (for example, GPs).

The following illustrates some of the comments that were made:

*"Employment information and accommodation."* (Lithuanian respondent)

*"How to apply for benefits, about entitlement to benefits."* (Czech respondent)

*"How to find [a] job [and] enrol for English lessons."* (Polish respondent)

*"How to look for a job, [how] to register with [a] GP, where to get general information about living in the UK."* (Czech respondent)

*"...how to open a bank account, more information regarding the employment agencies."* (Slovak respondent)

*"I did not know much about landlords, my rights, how to look for work."* (Slovak respondent)

*"School and work information...[it's] too complicated to find [the] right places and ask for help."* (Portuguese respondent)

## 12. Future intentions

### 12.1 Introduction

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

### 12.2 Intended length of stay in Peterborough

The majority of respondents (65%) did not know what their expected length of stay would be. This percentage was highest amongst the Lithuanian and Portuguese respondents (84% and 74% respectively).

Table 93: Intended length of stay in Peterborough

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Less than 6 months	7	1	3	2	-	1	3	1	5	4	-	5
1 – 2 years	12	7	1	2	1	1	4	7	2	4	3	5
3 – 5 years	9	5	1	3	-	-	3	5	2	5	-	-
More than 5 years	16	9	2	4	1	-	6	9	3	7	3	-
Indefinitely	53	28	10	7	4	4	19	28	15	13	11	20
Don't know	181	49	49	38	31	14	65	49	74	68	84	70
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

The data shows that 19% of the sample indicated that they would stay indefinitely. This percentage was higher amongst the Polish respondents (28%), but also amongst the Czech respondents (20%).

Just 3% of the sample stated that their intention was to leave within the next six months.

With regards to the respondents who identified themselves as Roma, 71% did not know their expected length of stay, 16% indicated that they would stay indefinitely, while the remainder intended to leave over the next one to five years.

### 12.3 Future destination

For the forty-four respondents who gave a time-specific answer in relation to how long they intended to stay, we wanted to explore where they expected to go once they left Peterborough (see Table 94 below).

Table 94: Future destination

	All	
	No.	%
Home country	33	75
Another country	6	14
Another part of the UK	5	11
<b>Total</b>	<b>44</b>	<b>100</b>

As can be seen, the majority of respondents indicated that they would be leaving Peterborough to return to their home country (75%). The most common reason for returning home related to the fact that they wanted to be with their family:

*“Because I have all my family there and I want to have my baby there.”*  
(Slovak respondent)

*“I want to be with my family.”* (Slovak respondent)

*“I have [my] whole family in my country.”* (Polish respondent)

A number of respondents also made reference to the temporary nature of their stay, highlighting that it had always been their intention to return home:

*“Because it was my plan to stay here just one to two years.”* (Polish respondent)

*“I just don’t want to stay here forever.”* (Slovak respondent)

*“[I] don’t want to spend all my life in the UK.”* (Polish respondent)

Looking at Table 94 above, it can be seen that 14% of those who intended to leave Peterborough stated that they would be going to another country. The countries that were referred to were: Canada, Holland, Germany, Norway and Poland (this latter response was given by a Slovak woman who indicated that her husband was Polish and that he wanted to return to Poland).

When asked why they intended to go to another country, the comments made included:

*“Because I would like to see what life is like somewhere else.”* (Polish respondent. Did not know where they intended to go)

*“Because of my language skills, career and job perspectives.”* (Portuguese respondent. Intended to go to Norway and Germany)

*“I have friends there.”* (Slovak respondent. Intended to go to Canada)

Returning to Table 94, the remaining respondents (11%) indicated that they would be leaving Peterborough and moving to another part of the UK. In terms of where people were going, the responses given were: *“Birmingham”, “Bristol”, “Cambridge”* and *“London”*. When asked to elaborate on why they were moving to another part of the UK, the responses mainly related to the perception that there were more opportunities elsewhere, particularly in relation to employment:

*“Bigger city, more opportunities.”* (Polish respondent. Intended to go to Bristol)

*“Career problems.”* (Portuguese respondent. Intended to go to Cambridge)

*“There is more opportunity to get [a] better job.”* (Slovak respondent. Intended to go to Birmingham or London)

## 12.4 Family reunification

We wanted to explore whether the respondents in our sample would be joined by other members of their family from their home country (see Table 95 below).

Table 95: Will you be joined by other family members in the future?

	All No.	Polish No.	Portuguese No.	Slovak No.	Lithuanian No.	Czech No.	All %	Polish %	Portuguese %	Slovak %	Lithuanian %	Czech %
Yes	34	15	2	8	5	4	12	15	3	14	14	20
No	137	44	47	19	22	5	49	44	71	34	59	25
Don't know	107	40	17	29	10	11	38	40	26	52	27	55
<b>Total</b>	<b>278</b>	<b>99</b>	<b>66</b>	<b>56</b>	<b>37</b>	<b>20</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Looking at the sample as a whole, just under half of all respondents (49%) indicated that they would not be joined by other family members. Over a third of the sample (38%) were unsure as to whether they would be joined by family members. This percentage was higher amongst the Czech and Slovak respondents (55% and 52% respectively).

Just 12% stated that they would be joined by family members. This percentage was highest amongst the Czech respondents (20%, albeit based on a smaller sample size). The Portuguese respondents were least likely to be joined by other family members (just 3% said they would be joined by family members).

Table 96 below indicates which family members would be joining them.

Table 96: Which family members will be joining you?

Family member	All	
	No.	%
Sons/daughters	9	30
“Family”	8	27
Wife and children	5	17
Mother/father	5	17
Brothers/sisters	3	10
<b>Total</b>	<b>30</b>	

Note: excludes four missing cases

Respondents were most likely to be joined by children; however, people also made reference to “*family*”, but did not specify which members. In terms of how many family members would be joining them, eleven respondents (37%) indicated that they would be joined by one family member, while nineteen (63%) would be joined by more than one family member.



## 13. Conclusions and recommendations

### 13.1 Introduction

This final chapter brings together the findings of the study to highlight some of the key issues that have emerged and the implications of these, offering some suggested ways forward for stakeholders in order to meet the needs of the new and emerging communities in Peterborough.

The aim of this study was to provide information on a range of different issues, including employment; housing; education and training; community integration; access to selected services; and future intentions. It has revealed a number of interesting findings, some of which reiterate previous research carried out with migrant communities, while others highlight the need to take into account different local contexts. Naturally, given the broad spectrum of issues covered in this study, it highlights a number of issues which require further investigation.

### 13.2 Employment

The majority of people interviewed in the study had high school or basic education, perhaps reflecting the labour market opportunities in the area and the concentration of workers in elementary occupations. The sample revealed, however, that there were a range of skills and qualifications, including those with degree level, professional and technical qualifications. Previous research (with migrant workers and asylum seekers/refugees) has highlighted the need to look at how best to 'match' people's skills and qualifications to appropriate jobs, as well as looking at how to get overseas qualifications recognised by employment agencies and employers.

While there are many migrants who prioritise finding a job and maximising remittances, regardless of what the job entails, there are also those who have aspirations for occupational mobility. Migrant communities, in common with the rest of population, therefore need to be able to access information with regards to how best to utilise their individual skills and qualifications, as well as the employment opportunities that are available to them.

**Recommendation:** it would be useful for organisations to undertake 'skills audits' of migrants currently using their services. This should include looking at people's aspirations for future employment and training.

This research has, to a certain extent, audited the skills of a sample of migrants; however, this needs to be monitored on a wider and more regular basis with an emphasis on looking at best to utilise migrants skills and qualifications as well as how to encourage more highly skilled workers to stay in the area.

It is difficult to draw concrete conclusions in terms of an employer perspective given that only a small number of employers took part in the study. What was highlighted was that migrant workers have been a vital in filling vacancies that indigenous workers are often unwilling to fill, whether due to the nature of the work, the level of pay or the hours involved. One employer highlighted that packing jobs in particular have relied on migrant workers. The economic downturn has seen an increase in job losses in Peterborough, with evidence that industries employing migrant workers

have been affected. The recent report published by the Institute for Public Policy Research (IPPR)<sup>55</sup>, which focused on an economic risk assessment of migrant worker availability in the East of England, suggested the need for a more medium to long view in relation to migration.

Previous research has often highlighted exploitation of migrant workers and issues in relation to recruitment agencies and gangmasters. Stakeholder consultation in Peterborough has suggested that there were gangmasters operating in the study area. The scale and nature of exploitation remains unclear. Consultation with the Gangmasters Licensing Authority (GLA) suggests that compliance amongst licensed labour providers is generally good in the area; however, there were concerns that, since the formation of the GLA, some gangmasters may have entered unlicensed sectors.

**Recommendation:** further information is required in relation to gangmasters operating in unlicensed sectors.

### 13.3 Language

There is a huge body of previous research that has highlighted the importance of English language in terms of settling into communities, interacting with local people and also occupational mobility. Despite this acknowledgement of the importance of English language skills, language barriers remain a pervasive issue. Both migrant workers and key stakeholders in this study made reference to language affecting engagement with the local community; English improving employment prospects; and language creating a barrier to accessing services and facilities.

Across the sample as a whole, 45% said that they would like to study an English language course, but were not currently enrolled. The main reasons for this were not having enough time and financial constraints.

Some migrant workers will actively seek English classes, while others simply want to learn a basic level of English that will enable them to 'get by' through friends, TV, etc.

**Recommendation:** there is a need for increased ESOL provision in Peterborough, particularly provision that provides flexible learning opportunities for those working long or anti-social hours.

**Recommendation:** there is a need to ensure that migrants are matched to the most appropriate course for their skill level.

Perhaps there is a need to look at how employers can be encouraged to build the language capacity of overseas employees, in the same way that they would provide other types of staff development courses. Indeed, the Health and Safety Executive (HSE) suggests that employers should consider providing ESOL courses for workers who need to improve their English<sup>56</sup>. Migrant communities themselves need to be encouraged to access English language courses but also to continue with courses

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<sup>55</sup> Rutter, J., Latorre, M. and Mulley, S. (2009) *Migrant Worker Availability in the East of England: An economic risk assessment*, London: IPPR.

<sup>56</sup> See HSA website: <http://www.hse.gov.uk/migrantworkers/employer.htm>

once they have enrolled, with more emphasis placed on the importance of acquisition of English language.

This study has revealed areas of good practice in Peterborough in relation to bilingual staff and additional resources for interpretation/translation. However, anecdotal evidence suggests that some employers rely on migrant workers with good English skills to act as translators and interpreters in the work place, a situation which will simply reinforce the low level of language skills that people possess. Furthermore, this study suggests that a quarter of respondents had at some time relied upon family or friends to act as interpreters. Use of informal interpreters is not always appropriate, particularly in relation to services such as health care where there are clear confidentiality and ethical issues to consider<sup>57</sup>.

**Recommendation** there is a need to ensure that service providers make better use of existing language services (including interpreters and services such as Language Line).

**Recommendation** linking in with the recommendation above, there is a need to ensure that staff are fully trained in the use of language services.

**Recommendation** organisations should explore the possibility of recruiting multilingual staff.

## 13.4 Accommodation

The research has shown, like previous studies, a dominance of the private rented sector in Peterborough. This is perhaps to be expected given that the majority of people find their accommodation through friends, family or other people from their home country who are themselves already living in the private rented sector. There is an issue around accommodation standards in relation to housing. While people were generally satisfied with their accommodation, the more narrative responses in the survey revealed that a number of people had experienced problems with landlords, particularly in relation to conditions of properties. Migrant communities sometimes have an acceptance of lower standards because of the more temporary nature of their stay or comparisons with their living arrangements in their home country. There can also be a lack of understanding with regards to whose responsibility it is to maintain properties. Interestingly, condition of properties was also an issue creating tension between migrant communities and the indigenous population.

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

The second issue relates to homelessness/rough sleeping. Although homelessness and rough sleeping were not the main focus of the study, we are aware that this has become an issue in Peterborough, particularly from the perspective of negative media representation and community cohesion. Negative perceptions of migrants

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<sup>57</sup> Collis, A. and Stallabrass, S. (2009) *Migrant Health Scoping Report*, East of England Regional Assembly (Strategic Migration Partnership), January 2009.

who are rough sleeping, for example, can influence people's perceptions of migrants in general. Homelessness is also a focus of Government policy, with the publication of a strategy to end rough sleeping by 2012<sup>58</sup>.

There was evidence of homelessness amongst the sample of people who took part in this study. Stakeholder consultation suggests that lower skilled migrants are more vulnerable to homelessness; however, anecdotal evidence also suggests that some people will opt for living in tents as a cheap means of accommodation. Given the complexity of this issue, it requires further investigation in order to ascertain the main causes of homelessness amongst migrant workers, whether or not some people are actively choosing to continue to be homeless and what measures need to be in place to address the issue.

**Recommendation:** further research is needed to understand and address the issue of homelessness amongst migrant communities in Peterborough.

Finally, there is a need to consider the implications of the arrival of migrant communities on current and future accommodation availability. Stakeholder consultation suggests that migrant settlement in some areas of the city may have affected housing options and created community tension with the indigenous population. Furthermore, there is a need to consider the future aspirations of migrant communities, particularly in relation to any increase in demand for socially rented accommodation in future years, not only in terms of availability, but again in terms of potential community cohesion issues that may arise from this, particularly as there is often a misguided perception that migrants receive preferential treatment with regards to housing.

### 13.5 Dissemination of information

Previous research has highlighted that in some respects dissemination of information may be more important than increasing provision. One of the main issues is lack of understanding or knowledge of UK systems, particularly in relation to rights as well as responsibilities. One concern is that migrant communities often get advice from friends, relatives and other migrants, which in some cases can be inaccurate information.

A number of local authority areas have developed 'welcome packs' for migrant communities and these can be tailored to each specific local area in terms of the information they provide<sup>59</sup>. However, this will only be able to resolve some of the awareness issues and agencies need to consider different strategies to engage with migrant communities. This study has revealed good practice with regards to provision of information, advice and guidance, particularly through the New Link service that operates in the city. What is apparent is that there are a large number of migrant workers who are not engaged with local services. It is these migrants who are perhaps most vulnerable.

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<sup>58</sup> See *No One Left Out – Communities ending rough sleeping*. This report outlines the 15 point action plan to prevent rough sleeping but also provide support for those currently in that situation (report can be downloaded at: <http://www.communities.gov.uk/publications/housing/roughsleepingstrategy>)

<sup>59</sup> The Improvement and Development Agency for local government (IDeA), for example, have produced a guide for local authorities: *Integrating new migrants: communicating important information* (see <http://www.idea.gov.uk/idk/aio/7929812>)

**Recommendation:** there is a need to explore how to provide information to migrant communities who are not linked in with local services. This could include developing internet resources as well as use of more traditional methods of dissemination (i.e. through ESOL classes, churches, community groups, etc.).

## 13.6 Community cohesion and involvement

A common theme running throughout the study is the reliance on social networks. Having friends and family living in Peterborough has been vital for many people, not only influencing their decision to move to the city in the first place, but assisting with access to employment, accommodation and services. The study has suggested some involvement with the local community; however, we need to recognise that language, once again, emerges as a barrier to engagement with the local community.

Given that people tend to move to areas where they have existing social networks the current patterns of settlement are likely to continue with concentrations of migrants in particular areas of Peterborough. The study has revealed that there are tensions between migrant communities and the indigenous population. While this research has focused primarily on the needs and experiences of migrant communities, it has also consulted with key stakeholders who have highlighted some of the issues and problems experienced by the 'settled' population in the receiving neighbourhoods. What is needed, however, is a greater understanding of 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.

**Recommendation:** there is a need to consult with existing residents in receiving neighbourhoods to explore what some of the issues are from the perspective of local residents.

**Recommendation:** more resources are needed to promote initiatives which increase social interactions between different communities.

Examples of community initiatives can be found in other areas. In Liverpool, for example, a local Polish community organisation organises 'Meet your neighbours' events, which aim to develop the relationship between the Polish community and local residents (see Appendix 5).

## 13.7 Future considerations

Unfortunately, it is difficult to predict future intentions, particularly with regards to a population whose migration is linked to economic opportunities and social networks. A number of the people interviewed in this survey were unsure about their future intentions. It is also difficult to assess the impact of the current economic climate. Official data suggests a slowing in the number of arrivals, particularly from Poland; however, people are continuing to arrive and this research does not suggest a sudden exodus of migrants. What we need to recognise is that people are adaptive and creative, making use of social networks and responding to the opportunities

available to them. Decisions on whether or not to remain in Peterborough may not just be motivated by economic considerations, but a combination of factors, including their overall experience of life in Peterborough.

What this study has highlighted is the difficulty of trying to categorise migrant workers as one homogenous group. There are differences, for example, in the experiences of people from different countries and ethnic groups that need to be taken into account, particularly in relation to skills and qualifications, aspirations and ability to progress in the UK.

**Recommendation:** there is a need to monitor intentions and aspirations of migrant communities at regular intervals, recognising differences between ethnic and national groups.

The study has highlighted a need for greater coordination of services within Peterborough to ensure the consistent recording and sharing of information, as well as sharing of good practice. Peterborough already has a Multi-Agency Forum, with representatives from a number of agencies who are currently working to support the integration of asylum seekers, refugees and migrant workers across the city.

**Recommendation:** there is a need to consolidate the role of the current Multi-Agency Forum.

In many respects this study provides a starting point for key stakeholders to begin looking how to take the findings of the report forward and where further information is required. This should be developed in collaboration with all relevant service providers, but also ensuring that migrant communities are represented in the process:

**Recommendation:** the Steering Group for this study, in collaboration with the existing Multi-Agency Forum, need to develop a plan to take forward the findings of this research.

**Recommendation:** there is a need to ensure that migrant communities are represented on the existing Forum.

# Appendix 1

## Peterborough migrant workers study

### Questionnaire

#### Introduction

My name is ..... and I am working for the University of Salford in Manchester (show badge). We have been asked by Peterborough City Council to speak to people who have come from other countries to live and work in Peterborough (sometimes known as migrant workers). We are hoping to gain a greater understanding of the experiences of this group in the community and the type of help or assistance they need now or in the future.

We are completely independent of any local council or the government. Would you be willing to talk to me? If you agree it will probably take about 25 minutes. I have a number of questions I would like to ask but I would like to hear about anything else you feel is relevant. I will be writing down your answers but the interview will be confidential and no one will be identified in any report that we write, and there is no way that anyone will be able to trace any particular answer back to you. You can only take part if you are aged 16 or over.

If you would like more information about this survey please contact Lisa Hunt on 0161 295 5078.

Interviewee name: \_\_\_\_\_

Postcode or area of Peterborough: \_\_\_\_\_

Date of interview: \_\_\_\_\_

Interviewer name: \_\_\_\_\_

Language of interview: \_\_\_\_\_

**SECTION A: Migration history**

Q1. When did you first arrive in the UK? \_\_\_\_\_ / \_\_\_\_\_  
(month) / (year)

Q2. Other than Peterborough, have you lived anywhere else in the UK?

Yes  **Go to Q 3**

No  **Go to Q 5**

Q3. If **YES**, where? (**list the 3 most recent places**)

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Q4. When did you first arrive in Peterborough? \_\_\_\_\_ / \_\_\_\_\_  
(month) / (year)

Q5. Why did you decide to come to Peterborough?  
**Tick ✓ one only**

I had family/partner already living in Peterborough

I had friends already living in Peterborough

I had heard about the opportunities in Peterborough  
from other people

I had a job to come to in the Peterborough area

I had no choice (**please explain below**)

\_\_\_\_\_  
Other (**please explain below**)

\_\_\_\_\_



## SECTION B: Employment, education and training

Q6. How would you rate your English language skills?

(a) Your ability to speak English (Tick ✓ one only)

- |                |                          |            |
|----------------|--------------------------|------------|
| Fluent         | <input type="checkbox"/> | Go to Q 6b |
| Conversational | <input type="checkbox"/> | Go to Q 6b |
| Basic          | <input type="checkbox"/> | Go to Q 6b |
| None           | <input type="checkbox"/> | Go to Q 6b |

(b) Your understanding of spoken English (Tick ✓ one only)

- |                |                          |            |
|----------------|--------------------------|------------|
| Fluent         | <input type="checkbox"/> | Go to Q 6c |
| Conversational | <input type="checkbox"/> | Go to Q 6c |
| Basic          | <input type="checkbox"/> | Go to Q 6c |
| None           | <input type="checkbox"/> | Go to Q 6c |

(c) Your ability to write English (Tick ✓ one only)

- |           |                          |            |
|-----------|--------------------------|------------|
| Very good | <input type="checkbox"/> | Go to Q 6d |
| Good      | <input type="checkbox"/> | Go to Q 6d |
| Average   | <input type="checkbox"/> | Go to Q 6d |
| Poor      | <input type="checkbox"/> | Go to Q 6d |
| Very poor | <input type="checkbox"/> | Go to Q 6d |

(d) Your understanding of written English (Tick ✓ one only)

- |           |                          |           |
|-----------|--------------------------|-----------|
| Very good | <input type="checkbox"/> | Go to Q 7 |
| Good      | <input type="checkbox"/> | Go to Q 7 |
| Average   | <input type="checkbox"/> | Go to Q 7 |
| Poor      | <input type="checkbox"/> | Go to Q 7 |
| Very poor | <input type="checkbox"/> | Go to Q 7 |

Q7. Who, if anyone, has offered you help with improving your English language skills?

---

Q8. Thinking about English language courses which of the following applies to you?

**Tick ✓ one only**

I do not need an English language course  **Go to Q 10**

I have already completed an English language course  **Go to Q 10**

I am currently doing an English language course  **Go to Q 10**

I am on the waiting list for an English language course  **Go to Q 10**

I would like to study on an English language course, but am not currently enrolled  **Go to Q 9**

I am not interested in an English language course  **Go to Q 9**

Other (**please specify below**)  **Go to Q 10**

---

Q9. Why are you not currently enrolled? **or** Why are you not interested in a course?

---

Q10. What is your highest level of educational qualification?

**Tick ✓ one only**

Higher/ Postgraduate degree  
(**please specify the course?**)

---

Undergraduate degree  
(**please specify the course?**)

---

Technical high school  
(**please specify the course?**)

---

Non technical high school

Basic school

No formal qualifications

Q11. Do you have any technical/ professional qualifications?

Yes  **Go to Q 12**

No  **Go to Q 13**

Q12. What is this qualification?

---

Q13. Do you have a particular trade or skill from your home country?

Yes  **Go to Q 14**

No  **Go to Q 15**

Q14. What is this trade or skill?

---

Q15. Before coming to the UK, were you:

**Tick ✓ one only**

Employed  **Go to Q 16**

Self-employed  **Go to Q 16**

Unemployed  **Go to Q 17**

Full time student  **Go to Q 17**

Unemployed homemaker/carer  
(e.g. looking after children/other relatives)  **Go to Q 17**

Q16. What was the last job you had in your home country, just before coming to the UK?

(a) Job title

---

(b) Main duties

---

---

Q17. Are you currently in paid work?

**Tick ✓ one only**

Yes  **Go to Q 19**

Yes, but not started yet  **Go to Q 19**

No  **Go to Q 18**

Q18. If **NO**, how long have you been without a job?

**Tick ✓ one only**

- |                              |                          |   |
|------------------------------|--------------------------|---|
| Less than 1 month            | <input type="checkbox"/> | <b>Go to Q 19 &amp; Q 20,<br/>then go to Q 33</b> |
| 1 – 6 months                 | <input type="checkbox"/> | <b>Go to Q 19 &amp; Q 20,<br/>then go to Q 33</b> |
| 7 – 12 months                | <input type="checkbox"/> | <b>Go to Q 19 &amp; Q 20,<br/>then go to Q 33</b> |
| More than 12 months          | <input type="checkbox"/> | <b>Go to Q 19 &amp; Q 20,<br/>then go to Q 33</b> |
| Never worked in this country | <input type="checkbox"/> | <b>Go to Q 33</b>                                 |

Q19. Please can you list any previous jobs you have had in the UK?  
**(Please list the 3 most recent, including job title)**

- 1: \_\_\_\_\_
- 2: \_\_\_\_\_
- 3: \_\_\_\_\_

Q20. How did you find your **first** job in the UK?

**Tick ✓ one only**

- |  |                          |
|--|--------------------------|
| Through friends/relatives already here   | <input type="checkbox"/> |
| Contacted employer myself when I arrived in the UK                             | <input type="checkbox"/> |
| Contacted employer myself while still in my home country                       | <input type="checkbox"/> |
| Job Centre Plus  | <input type="checkbox"/> |
| Employment/recruitment agency in home country<br><b>(please specify which)</b> | <input type="checkbox"/> |
| _____  |                          |
| Employment/recruitment agency in UK<br><b>(please specify which)</b>           | <input type="checkbox"/> |
| _____  |                          |
| Other <b>(please specify below)</b>  | <input type="checkbox"/> |
| _____  |                          |

Q21. What is your current job?

(a) Job title

---

(b) Main duties

---

(c) Qualifications required for job

---

(d) What does this company do? (i.e. manufactures clothes)

---

(e) Where is your current job

**(Interviewer: we need the employer AND the town/city)?**

---

---

Q22. How do you travel to your current job?

On foot

Bicycle

Own motorised transport

Public transport

Transport provided by employer  
**(please specify what)**

---

Other **(please specify below)**

---

Q23. How did you find your **current** job?

**Tick ✓ one only**

Through friends/relatives already here

Contacted employer myself when I arrived in the UK

Contacted employer myself while still in my home country

Job Centre Plus

Employment/recruitment agency in home country  
(**please specify which**)

---

Employment/recruitment agency in UK  
(**please specify which**)

---

Other (**please specify below**)

---

Q24. Is your current job?

**Tick ✓ one only**

Temporary/ seasonal

Permanent

Fixed term contract

Don't know

Other (**please specify below**)

---

Q25. Do you have a written contract of employment?

**Tick ✓ one only**

Yes

No

Don't know

I am self employed

Q26. Are you currently registered on the Worker Registration Scheme (WRS)? **(for A8 nationals only)**

Yes

No

Don't know

Q27. Are you currently registered for payment of National Insurance contributions? **(applies to all workers)**

Yes

No

Don't know

Q28. How much are you currently paid per week for your job? **(Before tax and National Insurance) Tick ✓ one only**

£100 or less

£101 - £150

£151 - £200

£201 - £250

£251 - £300

£301 - £350

£351 - £400

£401 - £450

£451 or more

Q29. Who pays you? **Tick ✓ one only**

Employer

Recruitment agency/labour provider

Other **(please specify below)**

---

Q30. Are deductions taken from your pay for any of the following?  
If **YES**, how much and how often?

**Tick ✓ all that apply**

		<b>How much?</b>	<b>How often?</b>
Housing/accommodation	<input type="checkbox"/>	_____	_____
Transport to and from work	<input type="checkbox"/>	_____	_____
Food (during work)	<input type="checkbox"/>	_____	_____
Clothing/equipment for work	<input type="checkbox"/>	_____	_____
Tax/National Insurance	<input type="checkbox"/>	_____	_____
Other ( <b>please specify below</b> )	<input type="checkbox"/>	_____	_____

---

Q31. How many hours do you work per week? (**Basic hours**)

**Tick ✓ one only**

16 hours or less	<input type="checkbox"/>
17 – 29	<input type="checkbox"/>
30 – 40	<input type="checkbox"/>
41 – 50	<input type="checkbox"/>
51 – 60	<input type="checkbox"/>
61 – 70	<input type="checkbox"/>
71 or more	<input type="checkbox"/>

Q32. Overall, how satisfied are you with the following aspects of your current job?

**Tick ✓ one box only for each different aspect**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Rates of pay						
Hours of work						
The skill level at which you work						
The way you are treated by your employer						
The way you are treated by other workers						



Q33. What help do you think you need to enable you to make better use of your skills in the local job market?

**Tick ✓ all that apply**

- Training to improve English language skills
- New or higher qualifications
- References from UK employers
- More work experience
- More or better childcare
- Help with converting existing qualifications to UK equivalents
- None
- Other (**please specify below**)

---

## Section C: Housing

Q34. Could you please tell me about the **people that you live with in Peterborough**? We need to know their ages, whether they are male or female and their relationship to you. **Please begin with yourself as 'number 1 household member'**.

**Interviewer: please ensure that only one box is ticked regarding the relationship to the interviewee.**

AGE	HOUSEHOLD MEMBER									
	1	2	3	4	5	6	7	8	9	10
0 – 5 years										
6 – 10 years										
11 – 17 years										
18 – 24 years										
25 –34 years										
35 –44years										
45 – 59 years										
60 – 74 years										
75 – 84 years										
85 years +										
Unknown										
<b>GENDER</b>										
Male										
Female										
<b>RELATIONSHIP</b>										
Husband/wife										
Partner/boyfriend/girlfriend										
Son/daughter										
Mother/father										
Sister/brother										
Cousin										
Friend										
Work colleague										
Housemate (who is not a friend or work colleague)										

Q35. How did you find your current home in Peterborough?

**Tick ✓ one only**

Arranged for me before I arrived in UK  
(please specify who by)

---

From friends/family already living in Peterborough

UK employer arranged it for me

Via local newspapers

Via shop window advert

Via a letting agent

Other (please specify below)

---

Q36. Do you own or rent the property?

**Tick ✓ one only**

Owns without a mortgage  **Go to Q 42**

Owns with a mortgage  **Go to Q 40**

'Shared ownership' property (where you own part  
of the property and pay rent to a Housing Association  
on the rest)  **Go to Q 37**

Rented from a social landlord  
(i.e. Council or Housing Association property)  **Go to Q 37**

Rented from a private landlord  **Go to Q 37**

Rented from a letting agency  **Go to Q 37**

Rented from friends/family  **Go to Q 37**

Accommodation provided by employer  **Go to Q 37**

Bed & Breakfast  **Go to Q 37**

Other (please specify below)  **Go to Q 37**

---

Don't know  **Go to Q 37**

Q37. Do you have a tenancy agreement?

Yes  **Go to Q 38**

No  **Go to Q 40**

Don't know  **Go to Q 40**

Q38. Have you read your tenancy agreement?

Yes, fully  **Go to Q 39**

Yes, partly  **Go to Q 39**

No, not at all  **Go to Q 40**

Q39. Do you understand your tenancy agreement?

Yes, fully  **Go to Q 40**

Yes, partly  **Go to Q 40**

No, not at all  **Go to Q 40**

Q40. What does your rent and/or mortgage cost per month for your current home?

**Tick ✓ one only**

Less than £200

£201 - £250

£251 - £300

£301 - £350

£351 - £400

£401 - £450

£451 - £500

£501 - £550

£551 - £600

£601 or more

Don't know

Don't pay rent/mortgage  **Go to Q 42**

Q41. If you pay **rent**, does this include bills?

Yes

No

Q42. Could you please tell me about the bedrooms within your property?

**Interviewer – Firstly, we would like to know how many people share each bedroom and whether or not they are family members/partner.**

**Interviewer - Secondly, we would like to know whether the bedrooms are single or double rooms?**

	Number of people sharing?	Are they family members/partner?		Are the rooms single or double?	
		Yes	No	Single	Double
Bedroom 1					
Bedroom 2					
Bedroom 3					
Bedroom 4					
Bedroom 5					
Bedroom 6					
Bedroom 7					

Q43. How many bathrooms and kitchens does the property have?

Bathrooms \_\_\_\_\_ (please insert number)

Kitchens \_\_\_\_\_ (please insert number)

Q44. Overall, how satisfied or dissatisfied are you with your home as a place to live? **Tick ✓ one only**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

Q45. Since you first arrived in Peterborough how many homes have you lived in? (including current home)

1

2

3

4

5 or more

Q46. Have you had any problems with housing in Peterborough? (i.e. accessing housing, issues with landlords, etc.)

---

Q47. Do you think you will move to a different property in the future?

- Yes  **Go to Q 48**
- No  **Go to Q 49**
- Don't know  **Go to Q 49**
- I am happy where I am  **Go to Q 49**

Q48. If **YES**, what housing option would you like?

**Tick ✓ one only**

- Renting from a social landlord
- Renting from a private landlord
- Buying your own home
- A shared ownership house/flat (where you own part of the property and pay rent to a housing association on the rest of the property)
- Other (**please specify below**)

---

I don't know the housing options in Peterborough

**We are now going to ask a few questions about homelessness/rough sleeping. Homelessness is living or sleeping in something which is not normally considered to be suitable accommodation (i.e. vehicles, train/bus stations, outside, etc) or staying with friends/family because you have nowhere else to live.**

Q49. Since being in Peterborough have you ever?

**Tick ✓ all that apply**

- Slept rough  **Go to Q 50**
- Temporarily stayed with friends/family because you had nowhere to live  **Go to Q 50**
- I have never been homeless, slept rough or stayed with family or friends  **Go to Q 55**

Q50. Do you mind me asking what caused your homelessness/rough sleeping? **Tick ✓ all that apply**

New to the area and not yet sorted out any accommodation

Violent breakdown of relationship with partner

Non violent breakdown of relationship with partner

Violent breakdown of relationship with associated persons (e.g. housemates)

Asked by friends or family to leave

Racially motivated harassment/violence against you

Eviction for rent arrears (e.g. not being able to pay rent)

Eviction without justification (where a tenancy agreement exists)

Eviction without justification (where no tenancy agreement exists)

Loss of tied accommodation (Tied accommodation is accommodation which you can only live there if you have a particular job)

Other (**please specify below**)

---

Q51. Did you seek help either before you became homeless or when you actually were homeless/rough sleeping?

Yes  **Go to Q 52**

No  **Go to Q 52**

Q52. If **YES**, who or where did you seek help from? (please name organisation or group if applicable)

---

---

If **NO**, why did you not seek help?

---

---

Q53. How did you come out of being homeless?

**Tick ✓ one only**

- I moved into a social housing property
  - I rented a property from a private landlord
  - I moved into accommodation provided by my employer
  - I moved in with friends and family
  - I moved into a Bed and Breakfast
  - I moved into hostel accommodation
  - Other (**please specify below**)
- 

Q54. Are you aware of any of the following services in Peterborough?

**Tick ✓ all that apply**

- Peterborough City Council Housing Options Service
- Citizens Advice Bureau (CAB)
- Peterborough City Council Private Sector Housing Service
- St Theresa's Day Centre
- The New Haven Night Shelter
- Timestop
- Peterborough Foyer
- Bridgeway Drug Advice Agency
- Drinksense Services
- Cross Keys Floating Support Service
- I am not aware of any of these services



## Section D: Community and neighbourhood

Q55. Why do you live in the particular area of Peterborough that you are currently living in?

**Tick ✓ all that apply**

I have family living in this area

I have friends living in this area

It is near work

I have no choice (**please explain below**)

---

Other (**please explain below**)

---

Q56. Does this neighbourhood have people from lots of different ethnic backgrounds?

Yes

No

Don't know

Q57. To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?

**Tick ✓ one only**

Definitely agree

Tend to agree

Tend to disagree

Definitely disagree

Don't know

There are too few people in the local area

The people are all from the same background

Q58. How much contact do you have in Peterborough with people from your own country? **Tick ✓ one only**

A lot  **Go to Q 59**

Quite a lot  **Go to Q 59**

A little  **Go to Q 59**

None at all  **Go to Q 60**

Q59. Are there particular places you meet? (i.e. work, pubs, social clubs, church)

---

Q60. How much contact do you have with local Peterborough people?  
**Tick ✓ one only**

- |                                      |                          |                   |
|--------------------------------------|--------------------------|-------------------|
| A lot                                | <input type="checkbox"/> | <b>Go to Q 62</b> |
| Quite a lot                          | <input type="checkbox"/> | <b>Go to Q 62</b> |
| A little                             | <input type="checkbox"/> | <b>Go to Q 62</b> |
| None at all                          | <input type="checkbox"/> | <b>Go to Q 61</b> |
| Don't want contact with local people | <input type="checkbox"/> | <b>Go to Q 61</b> |

Q61. If you have **no contact** or **don't want contact**, why is this the case?

---

---

Q62. How much contact do you have with other migrant workers from other nationalities? **Tick ✓ one only**

- |   |                          |                   |
|---|--------------------------|-------------------|
| A lot   | <input type="checkbox"/> | <b>Go to Q 64</b> |
| Quite a lot   | <input type="checkbox"/> | <b>Go to Q 64</b> |
| A little  | <input type="checkbox"/> | <b>Go to Q 64</b> |
| None at all   | <input type="checkbox"/> | <b>Go to Q 63</b> |
| Don't want contact with people from other nationalities/ethnicities | <input type="checkbox"/> | <b>Go to Q 63</b> |

Q63. If you have **no contact** or **don't want contact**, why is this the case?

---

---

Q64. Overall, how satisfied/dissatisfied are you with this local area as a place to live? **Tick ✓ one only**

- |                                    |                          |
|------------------------------------|--------------------------|
| Very satisfied                     | <input type="checkbox"/> |
| Fairly satisfied                   | <input type="checkbox"/> |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> |
| Fairly dissatisfied                | <input type="checkbox"/> |
| Very dissatisfied                  | <input type="checkbox"/> |

Q65. Why do you give this rating?

---

Q66. Would you like to move to another area of Peterborough?

Yes  **Go to Q 67**

No  **Go to Q 69**

Don't know  **Go to Q 69**

Q67. If **YES**, why would you like to move and where to?

---

---

Q68. What is stopping you from moving?

---

---

Q69. How safe or unsafe do you feel when outside in your local area?

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
During the day						
After dark						

Q70. Since living in Peterborough have you or members of your family experienced any of the following? **Tick ✓ all that apply**

Crime against the property (e.g. burglary)  **Go to Q 71**

Crime against the person (e.g. mugging)  **Go to Q 71**

Hate crime (e.g. racial harassment)  **Go to Q 71**

Other (**please specify below**)  **Go to Q 71**

---

I/they have not experienced any crime/hate crime  **Go to Q 75**

Q71. Did you go to anyone for help with this problem?

Yes  **Go to Q 72**

No  **Go to Q 74**

Q72. If **YES**, who did you go to for help?

---

Q73. If **YES**, how satisfied/dissatisfied were you with the help you received?  
**Tick ✓ one only**

- |                                    |                          |
|------------------------------------|--------------------------|
| Very satisfied                     | <input type="checkbox"/> |
| Fairly satisfied                   | <input type="checkbox"/> |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> |
| Fairly dissatisfied                | <input type="checkbox"/> |
| Very dissatisfied                  | <input type="checkbox"/> |

Q74. If **NO**, why did you not seek any help?

---

---

## Section E: Access to goods, services and facilities

Q75. Thinking about when you first arrived in Peterborough what information would have been helpful for you?

---

---

---

Q76. Do you currently access any of the following facilities/services?

**Tick ✓ all that apply**

- |   |                          |
|---|--------------------------|
| Community centre/social club                            | <input type="checkbox"/> |
| Libraries   | <input type="checkbox"/> |
| Local church/place of worship                           | <input type="checkbox"/> |
| Children's centres                                      | <input type="checkbox"/> |
| Sports facilities                                       | <input type="checkbox"/> |
| Public transport (i.e. buses, trains)                   | <input type="checkbox"/> |
| Job centres   | <input type="checkbox"/> |
| Local Shops   | <input type="checkbox"/> |
| College ( <b>please specify what you are studying</b> ) | <input type="checkbox"/> |

---

Q77. Do you currently have any of the following in the UK?

**Tick ✓ all that apply**

- |   |                          |
|---|--------------------------|
| Bank/building society account                   | <input type="checkbox"/> |
| Credit card                                     | <input type="checkbox"/> |
| Home contents insurance                         | <input type="checkbox"/> |
| Landline phone                                  | <input type="checkbox"/> |
| Mobile phone                                    | <input type="checkbox"/> |
| A computer at home                              | <input type="checkbox"/> |
| Car or van                                      | <input type="checkbox"/> |
| Internet access ( <b>please specify where</b> ) | <input type="checkbox"/> |

---

Q78. Are you currently receiving any of the following benefits?

**Tick ✓ all that apply**

- Housing Benefit
- Child Benefit
- Job Seekers Allowance
- Income Support
- Council Tax Benefit
- Sickness & Incapacity Benefit
- Child Tax Credit
- Working Tax Credit
- Other (**please specify below**)

---

I am not receiving any benefits

Q79. Do you understand your entitlement/rights to:

Benefits

Housing

Yes

Yes

No

No

Q80. Since moving to Peterborough, have you had contact with Peterborough City Council for any reason? (i.e. schools, housing, rubbish collection)

Yes  **Go to Q 82**

No  **Go to Q 81**

Don't know  **Go to Q 84**

Q81. If **NO**, why is this?

**Tick ✓ all that apply**

I have never needed to contact them  **Go to Q 84**

Language problems  **Go to Q 84**

Difficulty finding and contacting the right person  **Go to Q 84**

Didn't know where to go  **Go to Q 84**

Other (**please specify below**)  **Go to Q 84**

---

Q82. If **YES**, what have you had have contact with them for?

---

Q83. Have you had any problem with your contact with Peterborough City Council? **Tick ✓ all that apply**

Language problems

Difficulty finding and contacting the right person

Didn't know where to go

Other (**please specify below**)

---

I have had no problems

Q84. Do you have children attending a local school or nursery?

Don't have school/nursery-age children living with me  **Go to Q 89**

Yes – school  **Go to Q 85**

Yes – nursery  **Go to Q 85**

Yes – both school and nursery  **Go to Q 85**

No – my children don't attend school or nursery  **Go to Q 88**

Q85. If **YES**, what school(s)/nursery do they attend?

---

Q86. Do they receive additional support to help them with their learning?

Yes  **Go to Q 87**

No  **Go to Q 89**

Don't know  **Go to Q 89**

Q87. If **YES**, what support?

---

---

Q88. If **NO**, do you mind me asking why they don't attend school or nursery?

---

---

Q89. Are you currently registered with or do you currently use the following health care services/professionals? **Tick ✓ all that apply**

- |                                       |                          |
|---------------------------------------|--------------------------|
| GP/Dr                                 | <input type="checkbox"/> |
| Dentist                               | <input type="checkbox"/> |
| Accident & Emergency (A & E)          | <input type="checkbox"/> |
| Health visitor                        | <input type="checkbox"/> |
| Midwife                               | <input type="checkbox"/> |
| Walk-in centre                        | <input type="checkbox"/> |
| NHS Direct                            | <input type="checkbox"/> |
| Other ( <b>please specify below</b> ) | <input type="checkbox"/> |
- 

I do not use any health care services in Peterborough  **Go to Q 90**

Q90. If you do not use **ANY** of the above health care services, where do you go if you have any health care/dental problems?

---

Q91. Do you or any of your family living with you have any health problems or disabilities (including mental health/emotional issues)?

- |            |                          |                   |
|------------|--------------------------|-------------------|
| Yes        | <input type="checkbox"/> | <b>Go to Q 92</b> |
| No         | <input type="checkbox"/> | <b>Go to Q 94</b> |
| Don't know | <input type="checkbox"/> | <b>Go to Q 94</b> |

Q92. Do you/they get any help or support for this health/emotional problem?

- |            |                          |                   |
|------------|--------------------------|-------------------|
| Yes        | <input type="checkbox"/> | <b>Go to Q 93</b> |
| No         | <input type="checkbox"/> | <b>Go to Q 94</b> |
| Don't know | <input type="checkbox"/> | <b>Go to Q 94</b> |



Q93. If **YES**, who do you/they get help or support from?  
**Tick ✓ all that apply**

- Help from doctor/hospital
  - Help from family and friends
  - Help from church/community group
  - Help from Peterborough City Council
  - Don't get any help
  - Other (**please specify below**)
- 

Q94. Thinking about your contact with any of the services we have talked about, were you able to use an interpreter if you needed one?  
**Tick ✓ one only**

- Yes, an interpreter was provided  **Go to Q 96**
- Yes, family/friends helped with interpreting  **Go to Q 96**
- No  **Go to Q 95**
- Did not need an interpreter  **Go to Q 96**

Q95. If **NO**, why weren't you able to use an interpreter? What problems, if any, did this cause you?

---

---

## Section F: You and your family

I would like to ask you some questions about you and your immediate family.

Q96. What is your country of birth? **Tick ✓ one only**

- |                                       |                          |
|---------------------------------------|--------------------------|
| Poland                                | <input type="checkbox"/> |
| Lithuania                             | <input type="checkbox"/> |
| Czech Republic                        | <input type="checkbox"/> |
| Slovak Republic                       | <input type="checkbox"/> |
| Portugal                              | <input type="checkbox"/> |
| Other ( <b>please specify below</b> ) | <input type="checkbox"/> |
- 

Q97. Are you from a Roma background?

- |     |                          |
|-----|--------------------------|
| Yes | <input type="checkbox"/> |
| No  | <input type="checkbox"/> |

Q98. What are your religious beliefs?

---

## Section G: Future intentions

I would now like to ask you about what you would like to happen in the future.

Q99. How long do you think you will continue to live in Peterborough?

**Tick ✓ one only**

- |                    |                          |                    |
|--------------------|--------------------------|--------------------|
| Less than 6 months | <input type="checkbox"/> | <b>Go to Q 100</b> |
| 6 months – 1 year  | <input type="checkbox"/> | <b>Go to Q 100</b> |
| 1 – 2 years        | <input type="checkbox"/> | <b>Go to Q 100</b> |
| 3 – 5 years        | <input type="checkbox"/> | <b>Go to Q 100</b> |
| More than 5 years  | <input type="checkbox"/> | <b>Go to Q 100</b> |
| Indefinitely       | <input type="checkbox"/> | <b>Go to Q 102</b> |
| Don't know         | <input type="checkbox"/> | <b>Go to Q 102</b> |

Q100. Where are you going to live after you move from here?

**Tick ✓ one only**

Back to your home country

Another country (**please specify which**)

---

Another part of the UK (**please specify where**)

---

Q101. Why?

---

---

Q102. Do you think in the future that you will be joined by members of your family currently living in your home country?

Yes  **Go to Q 103**

No  **Go to Q 105**

Don't know  **Go to Q 105**

Q103. If **YES**, when do you think this will happen?

**Tick ✓ one only**

- |                       |                          |
|-----------------------|--------------------------|
| Within next 12 months | <input type="checkbox"/> |
| 1 – 2 years           | <input type="checkbox"/> |
| 3 – 5 years           | <input type="checkbox"/> |
| More than 5 years     | <input type="checkbox"/> |
| Don't know            | <input type="checkbox"/> |

Q104. If **YES**, who is likely to join you from your home country?

---

Q105. Overall, satisfied are you with your quality of life in Peterborough?

- |                                    |                          |
|------------------------------------|--------------------------|
| Very satisfied                     | <input type="checkbox"/> |
| Fairly satisfied                   | <input type="checkbox"/> |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> |
| Fairly dissatisfied                | <input type="checkbox"/> |
| Very dissatisfied                  | <input type="checkbox"/> |

Q106. Finally, is there anything else that you'd like to mention?

## Further Contact

1. If we needed to contact you again to ask for additional information would you be happy for us to do so?

Yes  Name: \_\_\_\_\_

Tel no: \_\_\_\_\_

No

2. Would you like a copy of the final report when the study is completed?

Yes  **Please ensure their address is clearly written in the box below**

No

## Prize Draw

1. Do you wish to be entered into our free prize draw for your chance to win £150?

Yes  Name: \_\_\_\_\_

Tel no: \_\_\_\_\_

No

## Agreement and signature

This form is to be signed by the respondent to state that they saw your identification badge and were left with a letter explaining the survey.

I (respondent) confirm that **(please tick the boxes)**:

**I saw the identification badge of the person who interviewed me.**

**I was given a copy of the letter from the University of Salford explaining the survey.**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Thank you very much for your time**



## Appendix 2: Previous towns/cities

The following provides a list of where respondents had lived prior to moving to Peterborough. These have been grouped according to region, where applicable.

<b>East Midlands</b>	<b>Boston</b> (Lincolnshire) <b>Coningsby</b> (Lincolnshire) <b>Corby</b> (Northamptonshire) <b>Grantham</b> (Lincolnshire) <b>Kettering</b> (Northamptonshire) <b>Leicester</b> (Leicestershire) <b>Lincoln</b> (Lincolnshire) <b>Nottingham</b> (Nottinghamshire) <b>Spalding</b> (Lincolnshire) <b>Stamford</b> (Lincolnshire) <b>Tetford</b> (Lincolnshire)
<b>East of England</b>	<b>Bedford</b> (Bedfordshire) <b>Ely</b> (Cambridgeshire) <b>Goffs Oak</b> (Hertfordshire) <b>Great Yarmouth</b> (Norfolk) <b>Huntingdon</b> (Cambridgeshire) <b>Norwich</b> (Norfolk) <b>Roydon</b> (Essex) <b>Wisbech</b> (Cambridgeshire)
<b>South East</b>	<b>Brighton</b> (East Sussex) <b>Buckingham</b> (Buckinghamshire) <b>Dover</b> (Kent) <b>Oxford</b> (Oxfordshire) <b>Portsmouth</b> (Hampshire) <b>Ramsgate</b> (Kent) <b>Southampton</b> (Hampshire)
<b>West Midlands</b>	<b>Alcester</b> (Warwickshire) <b>Birmingham</b> <b>Ross-on-Wye</b> (Herefordshire) <b>Worcester</b> (Worcestershire)
<b>Yorkshire and Humberside</b>	<b>Bradford</b> (West Yorkshire) <b>Leeds</b> (West Yorkshire) <b>Rotherham</b> (South Yorkshire) <b>Wakefield</b> (West Yorkshire)
<b>South West</b>	<b>Cullompton</b> (Devon) <b>Gloucester</b> (Gloucestershire) <b>Newquay</b> (Cornwall) <b>Penzance</b> (Cornwall)
<b>North West</b>	<b>Lancaster</b> (Lancashire) <b>Manchester</b> (Greater Manchester)
<b>South Wales</b>	<b>Cardiff</b> (Glamorgan)
<b>London</b>	<b>London</b>
<b>Other</b>	<b>Northern Ireland</b> (specific town/city not stated)

### **Appendix 3: Previous job in home country**

The following provides a list of the previous job respondents had in their home country. This list is based on the specific responses given in the interviews.

- Accountant
- Actor
- Arts therapist
- Baker
- Bank manager
- Builder
- Bumper fixer
- Carer
- Carpenter
- Cashier
- Catering manager
- Chef/cook
- Clerk
- Cleaner
- Clothes trade
- Construction
- Driver
- Electrician
- Engineer
- Factory worker
- Forklift driver
- Gardener
- Hairdresser
- Hospital worker
- Hotel manager
- Hotel receptionist
- Housekeeper
- ICT operator
- IT manager
- Legal clerk
- Life insurance consultant
- Line operative
- Machine engineer
- Machine operative
- Manager (meat factory)
- Marketing
- Mechanical engineer
- Musician
- Nurse
- Nursery assistant
- Office assistant
- Petrol station clerk
- Police officer
- Porter
- Production worker
- Sales assistant
- Secretary (school)
- Security officer
- Social worker
- Special needs teacher
- Sport entertainment
- Taxi driver
- Teacher
- Technical plastic engineer
- Technician of air conditioning
- Telecommunications technician
- Underground worker
- Usher
- Waiter/waitress
- Warehouse operative
- Warehouse shift team leader



## Appendix 4: Current employment

The following provides a list of respondents' current jobs. This list is based on the specific responses given in the interviews.

- Advance process operative
- Assembler
- Bilingual assistant
- Breakfast chef
- Care assistant
- Catering assistant
- Chef/cook
- Cleaner
- Community development worker
- Customer service advisor
- Deliver pizza
- Driver
- Factory worker
- Flower factory
- Forklift driver
- IT coordinator
- Laundry operator
- Line operative
- Lorry driver
- Lunch assistant
- Machine builder
- Mechanic
- Packer
- Picker
- Police Community Support Officer
- Quality assistant
- Receptionist
- Resource centre manager
- Sales assistant
- Sorter
- Teaching assistant
- Warehouse assistant
- Warehouse operator
- Warehouse packer

Appendix 5: Merseyside Polonia flyer

# MEET YOUR NEIGHBOURS POZNAJ SWOICH SĄSIADÓW



**FUTURE EVENTS (IN ENGLISH AND POLISH):**  
**FRIDAY, 6TH FEBRUARY**  
**FRIDAY, 6TH MARCH**  
**FRIDAY, 3RD APRIL**  
**FRIDAY, 1ST MAY**

**START AT 6.30 PM (END BY 9 PM)**  
 The Academy of St. Francis of Assisi  
 Gardner's Drive, Liverpool, L6 7UR

Find out more about **POLISH CULTURE**  
 Make new **CONTACTS**  
 Try Polish food. Watch **POLISH CINEMA**  
 Find out more about **LOCAL SERVICES**  
 Develop new ideas **TOGETHER**  
 Merseyside Polonia events are **FREE AND OPEN TO EVERYBODY**




**For more information:**  
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 Mobile phone: 0753 172 3006

DEVELOPING POSITIVE RELATIONS BETWEEN POLISH COMMUNITY AND LOCAL RESIDENTS









