



# The Dynamics of Migrant Labour in South Lincolnshire

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***We hope that our findings will contribute to the better knowledge and greater understanding of migrant worker issues, as well as increasing community cohesion through mutual understanding of cultural differences.***

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## Section one

### Introduction

The migration of workers into South Lincolnshire has been part of the economic cycle of the area for many centuries. In the past the local workforce would be augmented seasonally by travelling workers who came to plant, and returned to harvest, the high quality vegetables and flowers the fine rich soils of the area support.

In recent years several factors have lead to an increased need for manpower to be available 24 hours a day, 7 days a week. Among them are low unemployment in the area (1.6 % against a national average of 5 %) and the growth of a 24 hour supermarket culture, leading to the development of more food factories, pack-houses and road transport.

To fill this labour intensive employment gap, 'migrant' workers arrived, many from Europe but also from the Middle East and South Africa.

Two early pieces of research on this issue, 'The Guest Workers' by Medcam Research, published in 2000, and 'English for non-English speakers in the food manufacturing sector' in 2004 by London Metropolitan University, provided the first insight into the issues surrounding migrant workers. We hope this report follows on from that work.

As the political and economic situation within Europe rapidly changes, we also have a changing picture in the UK. In 2003 an assessment of all available studies into employment laws concluded that migration of workers into the UK might be between 5,000 and 13,000 annually. Current data shows that there were 176,000 applicants to the Worker Registration Scheme between 1 May 2004 and 31 March 2005. This includes the registration of workers from the new EU countries.<sup>1</sup>

If properly managed, migration of workers can be beneficial for all states and societies. If left unmanaged, it can lead to the exploitation of individual migrants, and be a source of social tension and insecurity in society. The time has come to raise important cross-cutting issues such as the protection of human and individual rights and dignity, as well as increase regional and international cooperation.

This research was commissioned and funded by the East Midlands Development Agency, Lincolnshire Enterprise, South Holland District Council and Boston Borough Council in an attempt to begin to understand the issues surrounding migrant working. This will enable the forward-planning of services and fill the gaps in existing provisions in an effort to integrate and welcome migrant workers into South Lincolnshire.

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<sup>1</sup> Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia.

## 1.1. Definition of Migrant workers

The word immigration means “movement from one country to another followed by permanent settlement”, therefore an ‘immigrant’ is someone who wishes to undertake long term settlement and integration. ‘Migrant worker’ is often used as a description of someone of a more temporary status, but the most important and often mentioned issue related to this migration is a job, or economical sustainability. One can therefore define migrant workers as “individuals who arrive in the host country with the intention of finding a job”.

Some migrant workers come on short-term contracts and then return to their own country or migrate to a third country. The length of time a migrant worker stays in the UK will depend on a whole range of factors, but in the first place they come to find a job, they then need accommodation, many wish to change their personal circumstances and all wish to satisfy their ambitions.

There are a number of different categories of migrant workers who have varying rights to work in the UK. The main categories are:

- Nationals from the EU or the EEA who have the right to travel, live and work in the UK.
- Nationals from new EU countries, who have the right to travel, live and work in the UK by registering with the Home Office for the first year of employment.
- Nationals of all other countries require a work permit.
- Commonwealth Working Holidaymakers: individuals between the ages of 17-30 who can work in the UK for up to two years.
- Nationals of Switzerland and British Overseas Territories who require clearance to enter the UK but do not require a work permit.
- Students from outside the EEA can work part time.
- Overseas students, who work mostly in agriculture under the Seasonal Agricultural Workers’ Scheme (SAWS) can work for a limited period.
- The Sector Based Scheme (introduced in May 2003).
- The Highly Skilled Migrant Programme (top industries granted work permits by this scheme were health services, computer services, managerial services, and financial services). The acceptance into this programme is based on the following criteria: work experience, educational qualifications, achievements in the workplace, past earnings, husband’s/wife’s qualifications.
- Undocumented workers including people who have entered the UK legally but are working without legal rights.

The Labour Force Survey provides a further definition of migrant workers: “a foreign worker is someone who works but has foreign citizenship and a foreign-born worker is anyone born outside of the UK, including British citizens”.

For this research a migrant worker is defined as someone who has come to the UK to work and who is neither a national of the UK, nor a national of the Republic of Ireland.

The following are samples of the names found during this research:

- Migrant workers.
- Migrants.
- Travellers.
- Guest workers.
- Foreign workers.
- Non-English.
- Casual workers.

## 1.2. Background

With globalisation, the dramatic expansion of cross-border trade, investment and policy (as in the EU), there has been an increased mobility of international labour. Falling costs of transportation and communication have reduced the distances between people, and the drive for a better standard of living has motivated workers to move to areas where jobs and higher pay are available. All through history migration has been closely related to poverty. It could be said that in many cases migration is not a “voluntary” process, but is motivated by a natural need of people to secure their livelihood. A popular theory of migration is seen as a response to negative conditions in the country of origin, i.e. political, economical or professional development.

British policy makers' first attempt to manage migration was in 1905 when the Aliens Act aimed to deny access to the UK to ‘undesirable’ foreigners from outside the British Empire. Since then, immigration rules have progressively restricted access to the UK for certain groups and nationalities, while allowing relatively free access to others.

Today, almost 175 million people world wide are thought to be living outside their countries of origin. For many of them migration is a real lifeline but all too often they face exploitation and abuse.

As Europe widens its borders, immigration has become a sensitive issue in many EU countries. Their economies' needs for medium-term labour must be balanced against the tensions that are developing within their society. Part of the labour shortfall is being supplied by Central and Eastern European countries, the new EU members or candidates for EU membership.

Statistics over the past decade have demonstrated the rising inflow of non-British nationals. Since the mid 1990s net inflows have exceeded 100,000 persons per year. Between 1984 and 2003 the in-migration figures have almost doubled from 1.55 million to 2.8 million or five % of the total population.

Migration brings significant benefits to the economy and over time adds to our culture and to society. This must also be seen as a two-way benefit because by

facing up to the challenges which the social inclusion of migrants present, we are eventually changing the lives of the migrant workers themselves for the better.

Even though migration is often seen as detrimental to the country of origin if the labour market is exhausted by the departure of its most qualified members migrants who have developed and improved their skills abroad often reverse that 'brain drain' into 'brain gain' by transferring and infusing knowledge, skills and technology into their countries of origin. In addition, money sent home by migrants adds to the pool of income used to sustain development. In 2003, over \$100 billion, world wide, was sent home, helping to sustain the economies of many developing countries.

The largest foreign-national group in the UK continues to be the Irish, though their numbers, 374,000, have fallen from a peak of over half a million only a couple of decades ago. Nationals from other European countries, not just the EU, make up almost half of our foreign population (1.2 million), with significant numbers coming from Asian countries such as India (159,000) and Pakistan (76,000), the United States (135,000), South Africa (99,000), and Australia (76,000).

The majority of ethnic minority workers in the UK are concentrated in London. Lincolnshire has seen a large increase in its ethnic minority workforce since the 1991 Census: from 0.7 % of the population in 1991 to 1.3 % in 2001. These numbers are still low compared to both regional and national averages e.g. England & Wales 9.1 % and East Midlands 6.5 %.

About 85 % of the 715 UK employers in the Chartered Institute of Personnel and Development Survey (June 2005) said they have experienced recruitment difficulties over the past year. Nearly two-fifths had used non-UK residents to fill posts. In the public sector this rose to 44 %. In the private sector, 53 % who used migrant labour have increased the proportion of vacancies they filled with overseas workers during 2004.

Although demand for migrant workers is high and supply even higher, legal opportunities for migration are limited. Labour users reported that during peak times their labour demands are met. Businesses want to recruit and move their personnel globally and yet must work through often complicated and time consuming governmental administrative structures to do so.

Integration and social inclusion are the other major topics. There is a need for dialogue and understanding from all sides. Gangmasters, labour users, statutory bodies and migrant workers need to understand that integration is a two-way process - it requires adaptation on the part of newcomers but also by the host society. Successful integration is building bridges between different cultures and societies.

### 1.3. Economic influences

Over 230,000 Eastern Europeans had registered to work in the UK by June 30 2005 - a migration that some are already calling one of the largest in recent history. The Home Office has confirmed that these workers are helping to fill the gaps in our labour market.

Despite Home Office predictions that only 5,000 to 10,000 migrants per year would come to the UK to work, during the first year after accession in March 2004 175,000 migrant workers came to the UK. Between January and October 2004 10,578

migrant workers from the EEA applied for a National Insurance number in Boston and South Holland and the right to work.

In February 2004, David Blunkett, then Home Secretary, announced that the UK had 550,000 job vacancies and needed migrant workers to fill these gaps. The evidence from this research suggests that migrant labour is filling significant gaps in the food processing sector, in agriculture and packing industries.

From a Lincolnshire perspective, nearly 94.5 % of employers use casual labour, and of these 98 % are migrant workers. In-migrants to Lincolnshire (English nationals included) tend to be young people. A low proportion of incomers are permanently sick, disabled or retired, especially among foreign migrants.

When asked about the impact of migrant workers on their businesses labour users said:

*“The company would not survive without casual labour.”*

Home Office data estimates that workers from the new EU countries have contributed approximately £240 million to the UK economy between May and December 2004.

Taking into account the high numbers of over 55s in the local Lincolnshire population and the influence of migrant workers on the labour market, one can see that the local economy is reliant on migrant workers to fill the gaps in the workforce.

#### 1.4. Introduction to the South Lincolnshire population

As mentioned before, migrant workers are not a new phenomenon in South Lincolnshire. In the eighteenth century early settlers from Holland drained the land and introduced the growing of bulbs and flowers in the area.

The National Health Service Central Register of data indicates that net migration has been positive since 1984. The data shows that after peaking in 1988 there was a dip in 1989/90. Since then there has been an increase.

The 2001 Census showed that the population of Lincolnshire had increased by 10 %, mainly due to inward migration. In the 12 months prior to this Census, more than 16,000 people settled within the East Midlands, with over a third of these settling in Lincolnshire.

One can only guess at the increase in numbers following the accession of the Eastern European States to the EU in 2004, as there is currently no comprehensive data available. Some indication can be gathered from National Insurance number applications in Boston and South Holland. During the period from 1 January 2004 till 31 October 2004, 13,212 migrant workers applied of whom 10,578 were from EEA countries.

There was a recognised movement of people from the South of England to Lincolnshire over the past decade, many of whom were attracted here by the perceived higher quality of life and lower than average UK property prices, rather than for new employment opportunities. Migrant workers from the EU have come looking for work and many have settled for the temporary jobs which seasonal work in agriculture relies on.

The movement of British people to South Lincolnshire has involved an increasingly older population (South Holland -19.2 %) many of whom are over retirement age, and not looking for the temporary and non-qualified jobs which are currently filled by the migrant workforce. There is also a difference between the current local average working age of 41 years, against 25-34 years for migrant workers. Migrant workers are proving to be younger and more competitive in the labour market than the local population.

Migrant workers have become an increasingly visible social group within the local population in South Lincolnshire over the past few years. However, little is known about them, or about the areas of work which were attracting them. What has begun to emerge through this research are the strains their arrival has placed upon the statutory services, and the specific problems faced by the migrant workers. To understand this further, information was needed regarding the labour needs of local growers, pack houses, and factories which provide produce for many of the food and flower markets throughout the UK. Increasing demand by supermarkets which require fresh produce on a 24/7 basis must also be considered.

The industry has always worked with peaks and troughs in terms of labour demand, (e.g. Christmas, Mothering Sunday) when large numbers of workers are required for short periods. It is then normal to use the services of labour-agencies which are employing migrant workers on a temporary basis. Information was required to measure if this increased problems for the labour market, e.g. people working without contract, illegal working, and lack of comprehensible information on living and working in England for those with no English language skills.

This report was commissioned by EMDA to address some of these gaps in the knowledge about migrant workers. It will also help to identify gaps in information and service provision and to identify social problems and needs experienced by migrant workers moving to South Lincolnshire.

### 1.5. Problems with migrant worker statistics

In 2001, 8.23 % (4.9 million) of the total population of the UK were born overseas. After EU enlargement these numbers dramatically increased. It is estimated that this number had risen to ten %. As shown before there are a variety of categories of migrant workers; some requiring documentation, some not. This means it is difficult to identify the total number of migrant workers in the UK.

Migration as a phenomenon is notoriously hard to describe and predict. Situations and circumstances can change very quickly and are affected by many factors, e.g. UK immigration policy, EU policy, politics and the economic situation in the migrant workers' country of origin, to name but a few.

It is difficult to put a figure on the number of migrant workers in South Lincolnshire at any one time. Its rural setting means that workers can travel long distances to where they work. People living in Cambridgeshire, Suffolk, Norfolk and the Midlands are taken to work by bus in South Lincolnshire on a daily basis. Many migrant workers have accommodation linked to their job, if they change their job, they have to change their accommodation and many follow better job opportunities in quick succession. This is a very fluid workforce and one that can change rapidly.

## 1.6. Headline figures

Data resulting from this research indicates that migrant workers are employed in a wide range of business sectors, the four largest being food processing, agriculture, healthcare and catering.

The research shows that migrant workers experience a range of problems associated with working in the UK. Many are due to a lack of information, for example in relation to poor working conditions and their relationships with recruitment agencies/gangmasters. There is also a lack of recognition of migrant workers' existing qualifications (i.e. many highly qualified migrant workers, such as engineers, teachers, doctors are working in pack houses).

A big issue is accommodation as a significant number of interviewees experience problems in housing, particularly if their home is supplied by the employer. In many cases they live in overcrowded accommodation (HMOs). Having to accept accommodation as part of the job package can mean that leaving your job means losing your accommodation. Getting and keeping accommodation is often an area open to discrimination.

While migrant workers bring their experience and skills to the UK filling the gaps in the workforce, they also increase pressure on the housing market, transport, infrastructure and services. 53 % of migrant workers want to stay in the UK permanently, bringing their families and children with them.

The major issues which are highlighted by this research are the lack of available information, exacerbated by language difficulties and cultural differences. And also the inability to access services, due to a lack of signposting, has led to misunderstandings and tensions in the community.

## 1.7. Conclusions

It is a common view that destination countries are significant beneficiaries of migrant labour. They acquire an increased stock of available labour, plus the knowledge and skills of migrant workers. Furthermore, in areas with ageing populations, such as South Holland, migrant workers can offset labour shortage problems.

This research confirms that migrant workers are a growing category of employees in the UK and that they are vitally important to the local economy.

However there is a lack of integrated and cross-departmental data on the number of people moving to live and work the UK.

There is a need for more published and translated information for migrant workers arriving in the UK, clearly stating their rights and their responsibilities.

There would be value in improving cross-sector partnerships within and between statutory agencies and NGOs to clarify issues of concern, identifying good practice and developing future strategies and actions.

## Section two

### Methodology

#### 2.1. Background

With the growing awareness of the range of problems experienced by migrant workers, this project devised a methodology that would allow the questioning of the major players involved.

Using a variety of research methodologies, the aim is to gain an overall view of Boston and South Holland from the perspective of migrant workers, the indigenous population, employers and gangmasters/labour providers.

It is also hoped to provide a snapshot of the support systems migrant workers are using in an attempt to improve these systems.

Section three of the report looks at the gangmaster system, using data obtained through structured interviews with labour suppliers.

Section four shows the results of interviews with labour users. The aim is to understand employment issues and migrant workers' employment conditions.

Section five presents the reality of migrant workers' daily life as well as some of the difficulties they face. For this research semi-structured in-depth interviews and semi-structured questionnaires were used.

Section six features feedback from local community members.

#### 2.2. Aims and scope of the study

The survey aimed to:

- Collect demographic information about new communities, gain understanding about their countries of origin, spoken languages, age groups, education etc.
- Identify employment conditions within the different sectors.
- Understand recruitment practices and required skills.
- Recognise whether gangmasters are reacting to the new laws introduced through the Gangmasters Licensing Act.
- Identify employment patterns and practices used by gangmasters.
- Identify housing and living conditions.
- Investigate ways to integrate migrant workers.
- Identify skills and qualifications held by migrant workers.

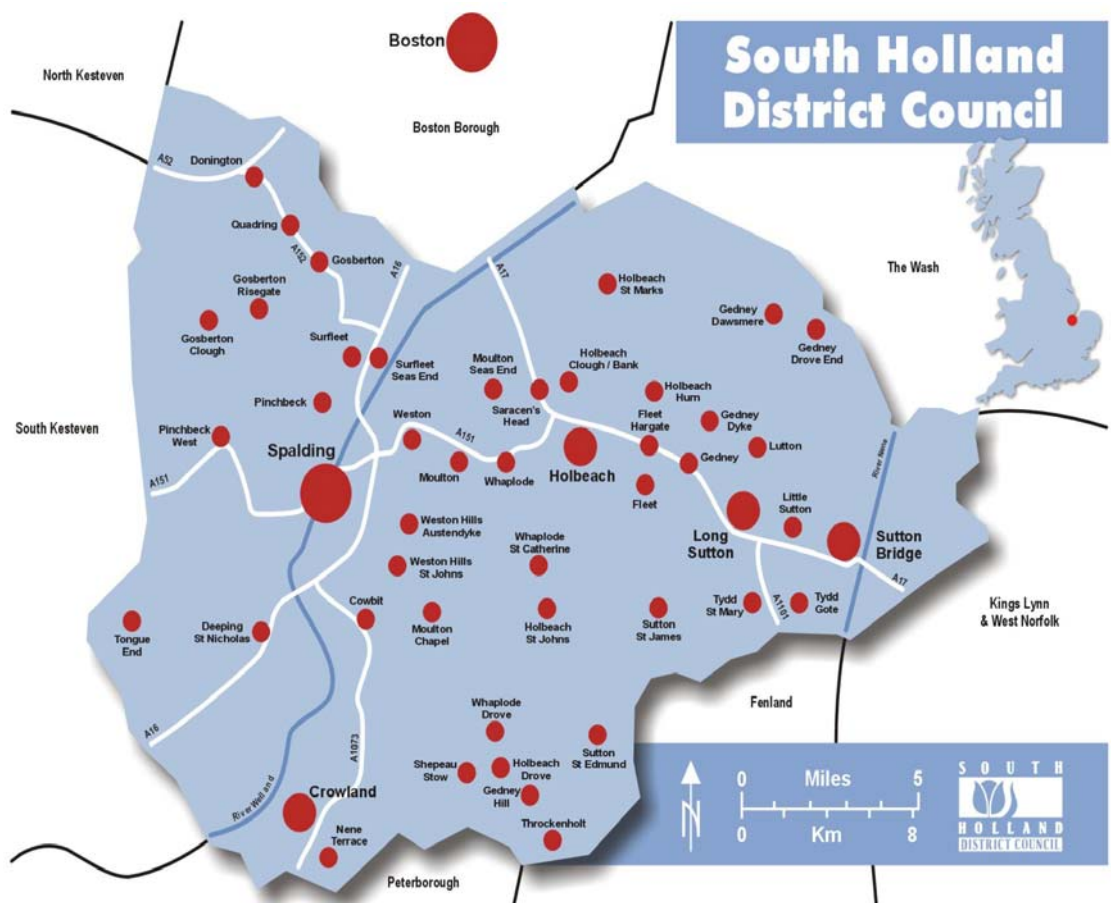
- Identify aspirations and plans of migrant workers.
- Examine future business perspectives of employers.
- Describe migrant workers from the view point of the local population.

### 2.3. Research methods and sample

The project team undertook a review of all published reports and data on migrant working available from government departments, statutory bodies and NGOs. Searches for relevant literature on migrant worker issues were ongoing during this project.

To collect data from migrant workers, a structured questionnaire was designed. It was used for face-to-face in-depth interviews, and also for individuals to complete. The questionnaires were available in English, Polish, Portuguese, Lithuanian, and Russian, and were distributed through factories, supermarkets, libraries, post offices, through community workers and by interviewers in the streets of Boston and South Holland. A sample of 697 questionnaires were completed and returned between July and November 2005.

The map below shows part of the area covered by this project.



A similar method was adopted for local community data, but in this instance all the interviews were undertaken face-to-face.

The intention is to get a full picture of migrant labour issues in South Lincolnshire and to this end interviews with labour users and labour providers/gangmasters took place. An attempt to collect data from and about organisations which provide services for migrant workers was also part of the research.

Member organisations on the project steering group helped to guide and advise on the issues of the survey. The group consists of people who have experience and interest in the field of migrant workers. The list of steering group members can be found in appendix one.

**Table 2.1 Interview sample**

<b>Interviewee categories</b>	<b>Size of sample</b>
Migrant workers	692
Labour users	103 (73 use casual labour)
Gangmasters	15
Community members	113
Organisations providing services	26 (17 provide services for migrant workers)

Findings were coded and analysed using the SPSS programme.

#### 2.4. Structured questionnaires for migrant workers

As previously mentioned, data from migrant workers has been collected using structured questionnaires, while a small number were carried out using one-to-one interviews thus getting a fuller range of data. The questions were structured around a number of key themes – demographic information, employment conditions, housing issues, the skills migrant workers possess, public services and future plans. Some extra open-ended questions were used to understand the personal experience of the migrant workers fully. The questionnaire can be found in appendix two.

Questionnaires and collection boxes for the return of completed forms were made available in public places. They could also be sent directly to the survey team. All questionnaires were strictly confidential, containing no traceable personal information. To demonstrate confidentiality to migrant workers was an important issue as many feared they might lose their jobs if they completed the questionnaires.

Access to individual migrant workers was facilitated using personal contacts, people contacted previously or who had applied to the project team for help. Partner organisations such as the CAB, the National Insurance team, or community workers who facilitated interviews with migrant workers with whom they were in regular contact were also approached.

## 2.5. Semi-structured in-depth interviews

With a small number of migrant workers (11) face-to-face in-depth interviews were held, asking them for personal details about their experience. Questionnaires containing open-ended questions were also used, these included religious needs, personal health needs etc. In-depth interviews were held at the SHDC offices, and in migrant workers' places of work, but always in strict confidence.

## 2.6. Semi-structured interviews with community members

Addressing the importance of community cohesion, members of the local British community were interviewed, using semi-structured questionnaires, asking them about their feelings and opinions concerning migrant workers and the need for integration.

People were approached in the streets and other public places. The interviewer then spoke to them about the survey and asked the semi-structured questions. The interviews all took place when people were returning from work. The survey was carried out in the evenings in the larger villages, and mostly near busy areas in Boston and South Holland. The questionnaire can be found in appendix three.

The interviews were undertaken by the project manager and field worker who are themselves foreign nationals. This had a noticeable effect on the openness or otherwise of the responses.

## 2.7. Structured interviews with labour users

The project team also contacted a range of employers in sectors believed to use migrant labour.

The aim was to gather information on the issues surrounding migrant workers from the perspective of employers. The questionnaire asked structured questions about labour requirement, the services provided for migrant workers, methods of recruitment, Health and Safety and wage levels. Information was also collected regarding labour users' needs, e.g. language problems, understanding the new gangmaster licensing legislation, help needed from the local authority or problems experienced in recruiting migrant workers. Face-to-face interviews were conducted with managers of local companies, others by telephone, using semi-structured questionnaires. The questionnaire can be found in appendix four.

## 2.8. Structured interview with gangmasters

The research utilises a variety of methodologies to gather information about gangmasters in South Holland and Boston. Face-to-face interviews and interviews by phone were used, other studies were researched, local and national press and internet searches for relevant articles were made. We also worked closely with the Gangmaster Licensing Authority.

From the 30 gangmasters contacted 15 agreed to be interviewed. The survey was based on a structured questionnaire which also utilised some open questions to find out what services employment agencies felt they needed from local statutory authorities and what problems they face communicating with migrant workers. The questionnaire was structured around the following main themes: accommodation provided; transport and training courses for migrant workers; the quantity of migrant workers employed; languages spoken and qualifications required. The questionnaire can be found in appendix five.

## 2.9. Factors influencing the areas of research

The survey focuses on the profile, skills and experiences of migrant workers in the UK. The questions concentrated on areas which have been identified as important for evidence-based decisions for public service improvements.

By making the questionnaire available in public places such as libraries, post offices, supermarkets and community project offices, it was felt there might be a risk they would only attract the more pro-active and educated migrant workers. The languages chosen for translation restricted access to people from five main language groups. This restricted the Arabic, Asian and Chinese groups who may have had interesting data to contribute. Other nationalities which do not speak English or the languages into which the questionnaire was translated, were also missed.

Migrant workers who have travelled to the UK to undertake short-term or temporary work, proved difficult to motivate to take part in any kind of survey. Migrant workers are not settled, not organised and not able to fight for their rights. Because of this it was difficult to engage with migrant workers to respond to the questionnaires.

## 2.10. Difficulties encountered during research

The research has been limited in its investigation due to the shortage of time and lack of resources. As it was not possible to undertake all the data collection face-to-face, some questions were not completed by those questioned.

Only being able to translate the questionnaire into five languages was restrictive, as was the fact that the interviewers were only able to communicate in four languages. Particular groups of nationalities such as Chinese or Indian who live in very tight communities or are not able to speak English, were therefore missed.

Conducting interviews with gangmasters and labour users was difficult as one had to rely on data provided solely by them. Their data conflicts at times with data obtained from the migrant workers' survey. This made it difficult to value the data we received from labour providers/gangmasters.

As stated before, interviews with the local community provided a wide range of data. The interviews were conducted by the project team, which is itself made up of migrant workers. This may have restricted some of the answers given. Sometimes it was possible to notice the confusion of the interviewees, e.g. wishing to say what they have in mind but avoiding hurting the researchers' feelings. In all cases the respondents were asked to be open and sincere. For comparison it would have been useful to hold some interviews with a native English interviewer.

Nevertheless this report provides extensive data and a base line of the current position of migrant workers in South Lincolnshire.

Section three

Labour users analysis

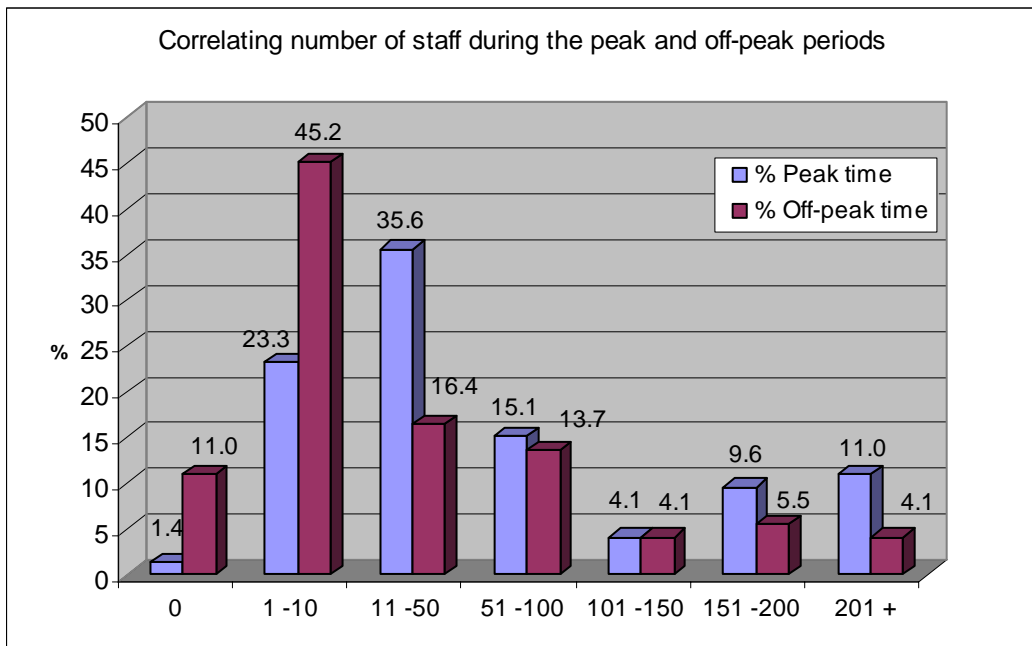
3.1. Casual labour use in South Lincolnshire

There is a significant variation in the employment of migrant or temporary labour across South Lincolnshire. Horticultural enterprises and farm-based food processing businesses have a significantly higher requirement for temporary workers than other agricultural sectors. Almost 90 % of the fruit, vegetable, and packing sectors are using migrant workers at some time during the year. This research shows that an average of 95 to 150 workers per month are required by food manufacturers, whereas it drops to an average of 25 in primary agriculture and horticulture.

The majority of the labour users interviewed (94.5 %) use migrant labour on a casual basis, 5.5 % did not.

3.2. Annual employment needs of labour users

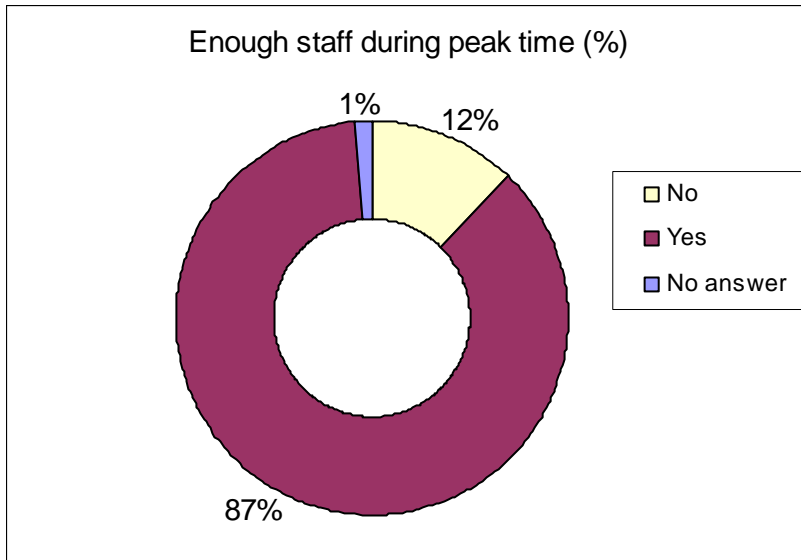
The annual picture of the number of workers required by labour users is still divided into peaks and troughs, with the peaks at traditional holiday times.



**Fig. 3.1. Correlation of numbers of staff during peak and off-peak times.**

The total number of staff employed by the companies interviewed rose from 4,230 in off-peak periods to 7,220, an increase of 2,990 (70.68 %)

Companies were asked if they could recruit enough staff during their peak periods. 87 % had no problems obtaining staff at this time, 12 % said they do not have enough staff.

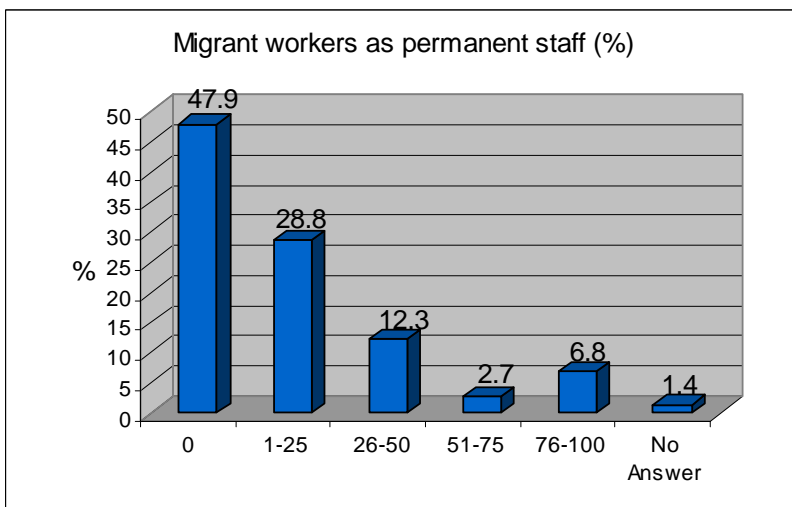


**Fig. 3.2. Enough staff during peak time.**

### 3.3. Migrant workers employed permanently

Just under half of the companies interviewed (47.9 %) do not employ the majority of their staff permanently, but call on the services of gangmasters to fill their staffing needs.

When asked what percentage of their permanent staff are migrant workers, 28.8 % of the companies said up to a quarter, 12.3 % up to half, 6.8 % more than three quarters and 2.7 % of labour users have up to three quarters migrant workers. 1.4 % did not answer the question.

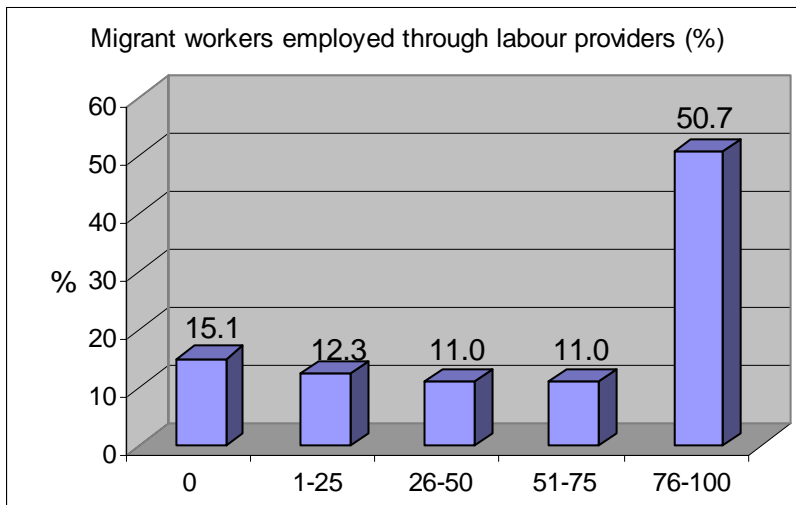


**Fig. 3.3. Migrant workers as a permanent staff.**

Many of the companies interviewed think of migrant workers as temporary labour rather than a permanent workforce. More than half (64.4 %) see migrant workers as part-time employees.

### 3.4. Migrant workers employed through labour providers

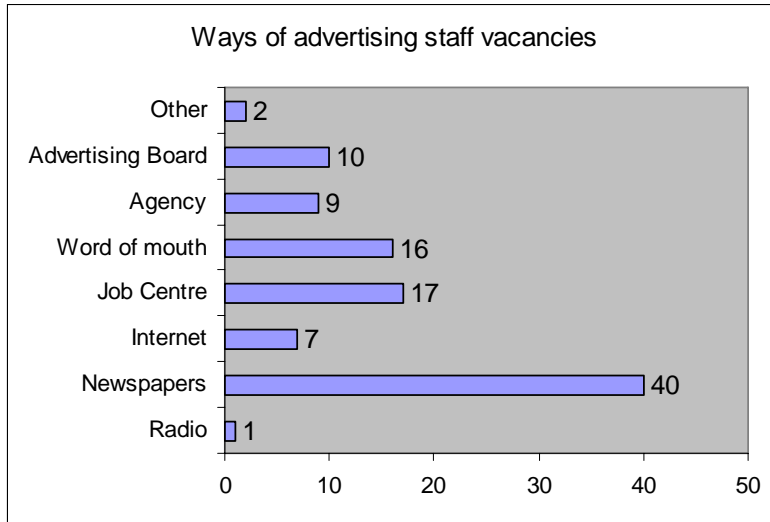
Out of the 94.5 % of the businesses using temporary labour, 42.5 % are sourcing workers through a labour provider, compared to 13.7 % recruiting temporary labour directly. 39.7 % of our sample used a mix of both labour providers and direct recruitment, 4.1 % did not answer the question.



**Fig. 3.4. Migrant workers employed through labour providers.**

### 3.5. Recruitment methods

Labour users use many methods of recruitment. 40 % said they advertised in local newspapers. Others used Job Centres or word of mouth. It was found that some labour users have waiting list for jobs and do not use any recruitment methods at all. Please see the chart below.

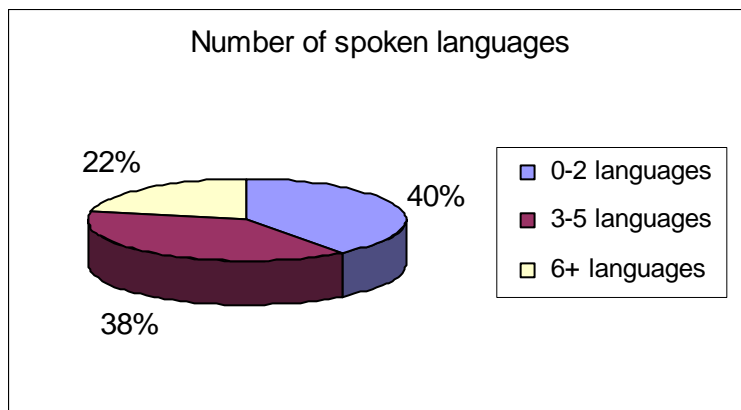


**Fig.3.5. Ways of advertising staff vacancies by labour users.**

75.3 % of the labour users said migrant workers can apply directly to their company, 24.7 % of labour users do not want direct approaches.

### 3.6. Spoken languages

Labour users were asked how many languages are spoken by their workforce. 40 % users said up to two different languages were spoken. 38 % have three to five languages and 22 % of the companies have more than six different languages spoken by their workforce.



**Fig. 3.6. Number of spoken languages.**

Labour users listed 27 languages spoken in their workplace. The most common languages are Polish, Lithuanian, Portuguese, Latvian and Russian. Please see the table below.

**Table No.3.7. Spoken languages**

<b>Languages</b>	<b>Number of companies</b>
Polish	42
Lithuanian	25
Portuguese	20
Latvian	15
Russian	14
Bulgarian	3
Slovak	3
Italian	3
Turkish	2
French	2
Dutch	2
Estonian	2
Brazilian	2
Czech	2
South African	2
Kurdish	2
Arabic	2
Afghan	2
Spanish	1
German	1
Iraqi	1
Thai	1
Urdu	1
Hungarian	1
Ukrainian	1

### 3.7. Problems with communication

60 % of companies say they have more than three languages spoken in the workplace. 68 % said that they do not have communication problems with migrant workers. The 32 % who said they have problems, stated that migrant workers had poor language skills.

To deal with communication issues, companies are doing the following:

- Using migrant workers with English skills to translate documents (e.g. contracts, induction courses, policy statements, Health and Safety documents, job specification). Migrant workers also provide translations for other employees.
- Some companies are working through the Food and Drink Forum to provide ESOL courses for migrant workers. This helps to improve migrant workers' understanding of workplace instructions, solves some other work place problems and saves a lot of time.

Most companies said they use internal staff to translate company documents. None of them uses professional translation/interpretation services. Some have obtained

computer software for translation of documents, but this causes confusion. Some of the companies said they rely on the labour provider to do translations.

### 3.8. Induction

80 % of companies interviewed said they hold induction training in English only, but 13.7 % of those said they would use somebody to translate if necessary. 20 % of them have translated induction documents in various languages.

**Table No 3.8. Labour users hold induction in following languages.**

<b>Languages</b>	<b>Number of companies</b>
English	58
Polish	13
Russian	10
Portuguese	8
Lithuanian	5
Latvian	4
Czech	2
French	2
Spanish	2
Slovak	1
Turkish	1
Greek	1
Ukrainian	1

### 3.9. Accommodation

Accommodation was supplied by 31.5 % of the labour users interviewed. Most of those were owners of farms who are working with the HOPS and Concordia students' exchange schemes, which include accommodation as part of the programme. This is not a typical sample, as most labour users say they do not provide housing.

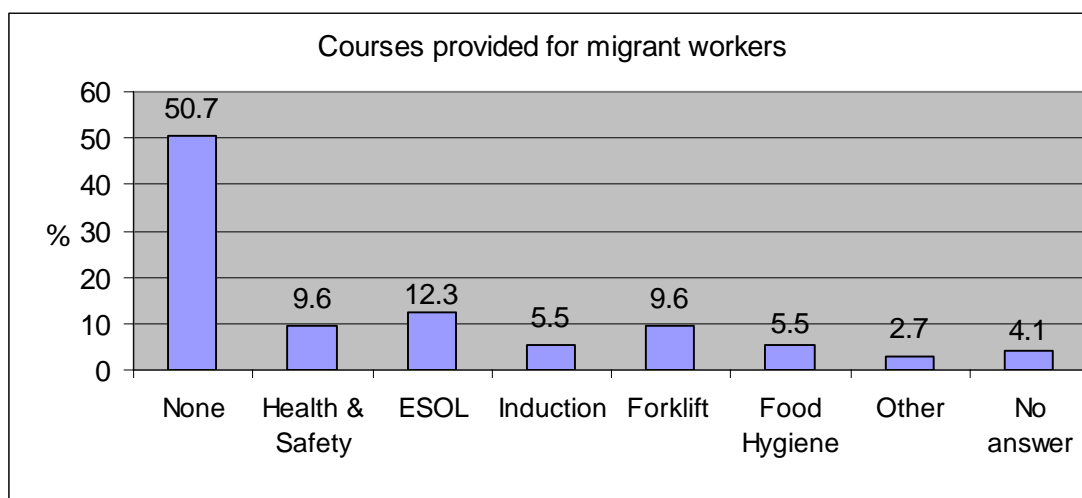
### 3.10. Transport

Because of the rural nature of South Lincolnshire private transport provision is vital. Of labour users interviewed, 24.7 % provide transport for their employees. This reflects the use of labour from gangmasters. Their survey result shows that 93.3 % of them provide transport for their employees.

### 3.11. Banking

Newly arrived migrant workers can experience difficulties in opening bank accounts. 58.9 % of the labour users said their company provides a letter, confirming that the migrant worker is in their employ.

### 3.12. Training courses provided for migrant workers



**Fig. No 3.9 Courses provided for migrant workers by labour users.**

The chart above gives a snapshot of the courses provided by employers for migrant workers. Other courses provided by some of the companies interviewed are: manual handling, team leader, employment law, basic literacy and numeracy, pest and diseases, first aid and minibus driving.

### 3.13. Contractual agreements with labour providers

Only 27.4 % of labour providers said they have contractual agreements with gangmasters. However, larger companies of labour users demand the following of gangmasters:

- Provision of transport for their staff.
- Provision of correct amount of staff for each shift.
- Labour provider must be audited and registered with the GLA (Gangmaster Licensing Authority).
- Agreement to operate within Ethical Code of Practice.
- Auditing labour providers' accounts and control of deductions which gangmasters make from their employees' wages and also migrant workers' rates of pay.
- Provide information which proves migrant workers' rights to work in the UK and that they are registered with the Home Office and have a National Insurance number.
- Special agreement to translate induction documents into different languages.

In addition to the contractual needs the majority of labour users interviewed said they expected the following from labour providers:

- To provide the same, consistent and reliable staff on a daily basis.
- To provide training on Health and Safety and food hygiene for their workers.
- Labour providers to have total responsibility for the employment.
- To provide a mainly unskilled work force (factory, nursery and field workers) with English language proficiency.
- To provide at least one person in the group who speaks English, so they can translate for the other migrant workers.
- To provide ESOL training to improve English language skills.

Some labour users are concerned about migrant workers' welfare. They would like labour providers to provide migrant workers with:

- Information about their rights.
- Transport.
- At least 40 hours work per week.

The majority of the interviewed companies (78 %) are using staff supplied by gangmasters/labour providers. Some of them use several labour providers to supply the numbers of staff needed in peak periods.

**Table No 3.10. Numbers of labour providers with whom the labour users work.**

<b>Numbers of labour providers with whom the labour users work</b>	<b>% of labour users working with labour providers</b>
0	16%
1	46.7%
2	16%
3	6.7%
4	1.3%
7	4%
14	1.3%
Various	4%
No answer	4%

Most labour users said they prefer to work with no more than two labour providers, or to work with a preferred supplier and have a secondary supplier to act as back-up in busy periods. Operating in this way negates the need to allow sub-contracting within the main contract.

### 3.14. Help and services labour users require

Labour users were asked what services they want most from their local authority. The majority would like to have access to professional translation/interpretation services. Other services thought useful are:

- The provision of accommodation or advice on reputable landlords.
- An improved local transport service to help staff get to workplaces and from their homes to town centres.
- Help for migrant workers with opening a bank account.
- Training about other cultures to help prevent misunderstandings.
- Foreign language courses which would help in the workplace and improve integration in the community.
- More funding to support business development.
- Reduce council tax for student accommodation.
- Provide information centres for migrant workers to access support, advice and temporary accommodation.
- Health and Safety videos in different languages.

One of the labour users suggested a migrant workers' community officer, who could visit companies and help advise on all subjects relating to the employment of migrant workers.

#### **Information for migrant workers:**

- Local services handbook in different languages.
- Info pack of local services.
- Information about the tax system in the UK so they can understand the differences between the UK and their home country.
- List of reputable gangmasters which would help prevent exploitation.

#### **Information for labour users:**

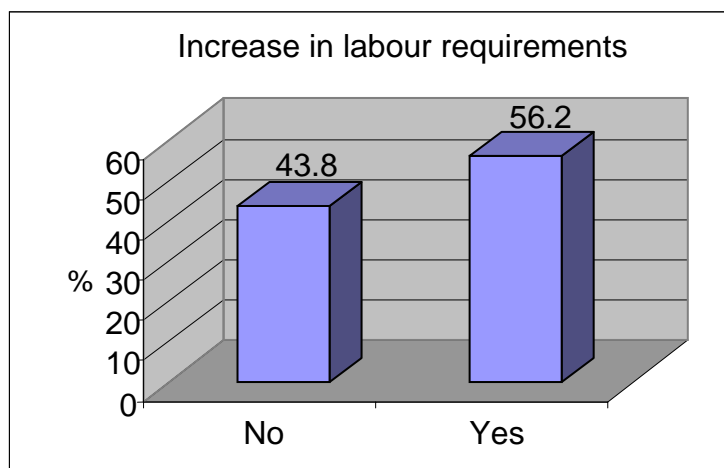
- How to check legality of migrant workers.
- List of their legal responsibilities.
- About available funding.
- About the GLA.
- How to access more skilled people.

### 3.15. Work with trade unions

94 % of interviewed labour users do not work with trade unions.

### 3.16. Labour requirements over the next five years

Just over half of labour users expect an increase in their labour requirements over the next 5 years.



**Fig.3.11. Expected increase in labour requirements.**

## Section four

### Gangmasters survey

#### Introduction

##### 4.1. What is a gangmaster/labour provider?

Both agriculture and horticulture industries have used casual workers to meet intermittent demand for labour since the early nineteenth century. The term “gangmaster” was traditionally used to describe a self-appointed manager who took charge of a gang of workers. The Agricultural Gangs Act 1867 defined a gangmaster as a person "who hires children, young persons, or women with a view to their being employed in agricultural labour on lands not in his own occupation".

The term ‘gangmaster’ continues to be used in South Lincolnshire to describe an individual who supplies labour to the agriculture and horticulture industries, usually on a casual basis. Until recently, the 1867 definition of a gangmaster remained, and the distinction between a gangmaster and an employment agency has become blurred.

The term ‘gangmaster’ is used to describe a wide range of businesses. Some gangmasters have high-street offices and supply casual labour to factories and warehouses. These labour providers supply hundreds of workers on a daily basis and with turnovers of millions of pounds. Others operate on a less formal basis, relying on word of mouth and personal connections.

The new Gangmasters Licensing Act 2006 defines the term gangmaster widely. A gangmaster is someone who undertakes to supply labour to carry out:

- Agricultural work.
- Gathering shellfish; and/or
- Processing or packaging of any produce derived from agricultural work, or shellfish, fish or products derived from shellfish or fish; or
- If labour is used to gather shellfish the definition of a gangmaster under the Gangmasters Licensing Act is satisfied. The Act applies to both primary labour providers and subcontractors. It also applies to employment agencies and employment businesses.

Furthermore a person is acting as a gangmaster if he or she:

- Supplies a worker to do work to which the Act applies.
- Uses a worker to do work to which the Act applies in connection with services provided by him or her to another person.
- Uses a worker to do certain specified types of work (in particular gathering shellfish).

Many companies who supply labour no longer like to be called gangmasters. They prefer the term 'labour providers'.

#### 4.2. The role of gangmasters in South Holland and Boston

This section explores the purpose, importance and place of gangmasters in the economy of South Holland and Boston. The provision of a low skilled, low cost and flexible labour force is essential to the needs of food factories, pack houses, growers and farmers in South Lincolnshire. For many labour users the ability to have labour where it is needed and often at very short notice is essential for the fresh produce markets they serve. Most said they would not be able to run their companies without this kind of labour.

'Ganging is an essential tool in a high pressure business, supplying ever more product lines to the supermarkets. By providing efficient and cost-effective labour the role of labour providers is increasingly important. The main role of labour providers is to supply the right number of workers to the right place at short notice.

Local MP Mark Simmonds said when introducing the Gangmaster Licensing Bill:

*"Historically, labour providers used to employ labour from the immediate locality to bring in the harvest, but packagers, producers and the industry are now hugely dependent on migrant labour. The point must be made, however, that without that migrant labour the food industry would not be able to operate. It has been said that 95 % of the horticulture industry is now dependent on foreign labour. To give the House a sense of the scale of the problem, half of the 72,000 casual workers employed in the industry are provided by gangmasters. It has been calculated that 20,000 workers per annum are employed by the gangmaster system in a 16-mile stretch between Spalding and Boston, and a further 20,000 workers are employed in the stretch between Spalding and Ely. However, the real scale of the problem is unknown. It is out of control to such an extent that gangmasters travel to Europe to recruit workers directly."*<sup>2</sup>

#### 4.3. Employment of migrant workers by gangmasters

It is very difficult to get precise numbers when talking to gangmasters about migrant workers in their employ. When asked how many employed migrant workers as permanent staff, 66.7 % said they employ at least one on a permanent basis, mainly to undertake interpretation and translation work, 33.3 % did not.

When looking at how many gangmasters use migrant workers for casual work which makes up most of their business, 66.7 % of labour providers say their workforce is made up entirely of migrant workers. Those labour providers who said they had less than 100 % still use a high proportion of foreign labour.

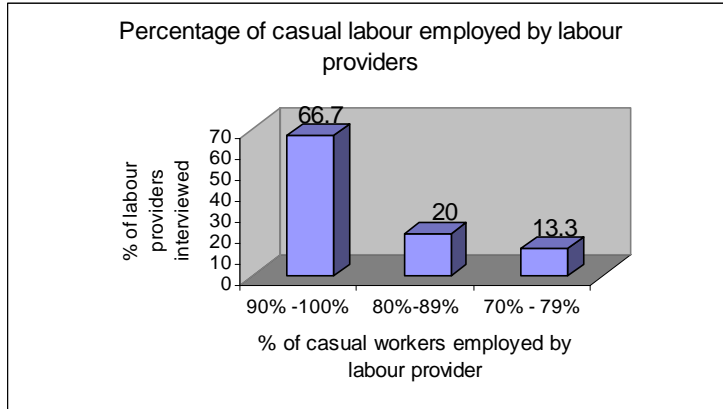
Many labour providers say they prefer to employ foreign nationals.

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<sup>2</sup> Mr. Mark Simmonds Gangmasters 10 minute rule Bill, 10 September, 2003

*“They are highly motivated, don’t miss a day, do exactly what’s asked and don’t complain.”*

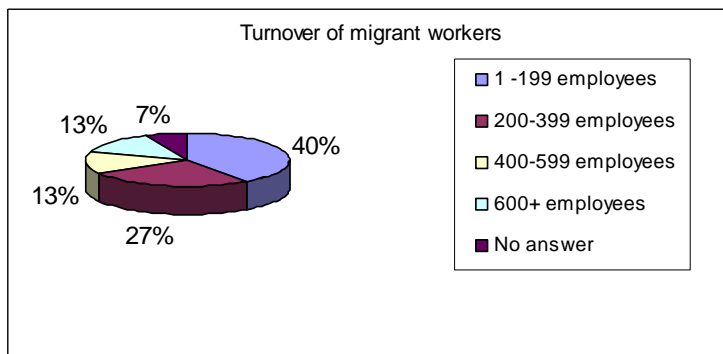
This experience is echoed by labour users.



**Fig. 4.1 Percentage of casual labour employed by labour providers.**

#### 4.4. Turnover of migrant workers in a year

This data shows the percentage of small businesses employing less than 200 employees. Casual staff form a fluid workforce with a high turnover of individuals looking for better, more permanent jobs.



**Fig 4.2. Turnover of migrant workers in a year.**

#### 4.5. Length of time with a labour provider

To understand the difficulty in getting reliable data, it is important to understand the nature of casual working. Labour providers are required to provide any number of workers to an employer on a daily basis. This means a labour provider’s workforce can be working:

- at different locations;
- for different periods of time;

- undertaking many types of work;
- with very short notice of the employer's demands.

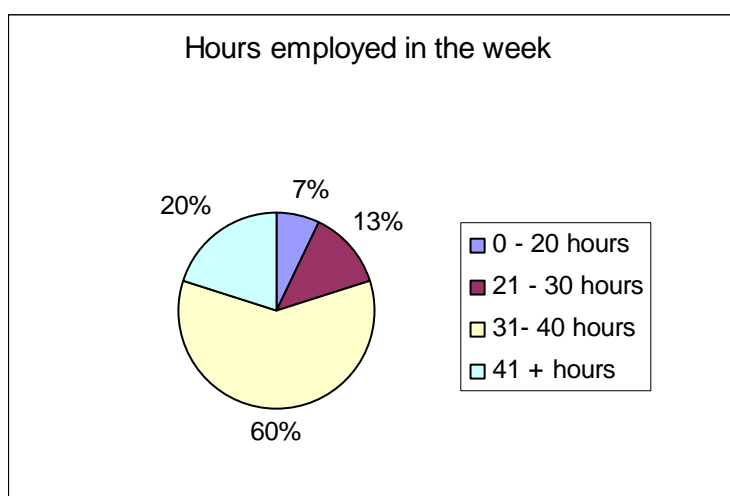
When asking labour providers to indicate how long and how many migrant workers were working for them they could only guess. The data collected is based on labour providers' guesses.

In response to the questionnaire 60 % of labour providers stated that the majority of migrant workers are staying with them for one year or more.

On the other hand, in a report commissioned by DEFRA, "Secondary Processing in Food Manufacture and Use of Gang Labour", 88 % of workers said they had worked for their current labour provider for less than one year.

#### 4.6. Hours worked

The labour providers interviewed said the majority of migrant workers (60 %) are working 31 - 40 hours per week, 20 % are working more than 41 hours.

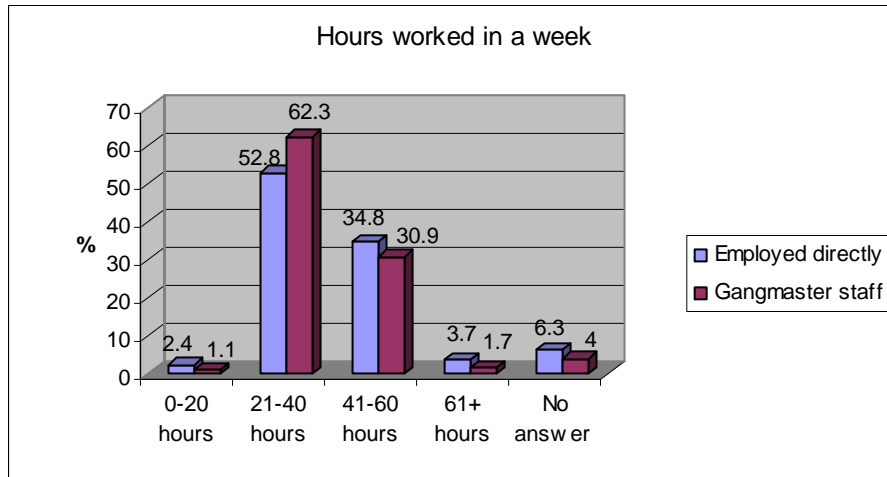


**Fig. 4.3 Hours worked in the week.**

Labour providers recognise that many migrant workers are prepared to work 12-hour shifts for seven days a week. 80 % of labour providers say they employ staff for less than 40 hours a week.

Because of demands by supermarkets labour providers are supplying labour all year round, but there are still peak and slack times for labour requirements.

When comparing data on hours worked from the migrant workers' survey, migrant workers employed directly by labour users are working longer hours and have more opportunities to do overtime than those employed by labour providers.



**Fig No 4.4 Hours worked in a week.**

Some labour providers are critical of how their customers deal with temporary staff, e.g. working long and extended shifts without advance notice. Some labour providers enter into agreements with labour users to guarantee a four hour payment for their workers without notice.

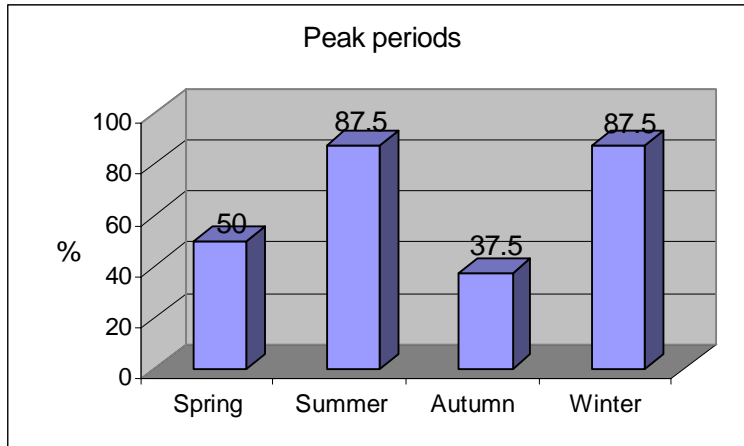
#### 4.7. Seasonality of business

All interviewed labour providers said they are working all year round. 53.3 % qualified the statement by saying they had peak periods in summer, winter and spring.

The need for casual labour used to be seasonal but this has obviously changed. When pack houses can not meet supermarket demand using their own supply, they import produce. Therefore the demand for casual labour has become continuous.

The majority of interviewed agencies (87.5 %) are busiest during summer and before Christmas. 50 % of the interviewed labour providers also are busy during the spring season and 37.5 % are busy in the autumn.

The chart below shows the peak periods worked by the labour providers interviewed.



**Fig. 4.5 Peak periods experienced by labour providers.**

It is clear that most labour providers have at least two peak times per year.

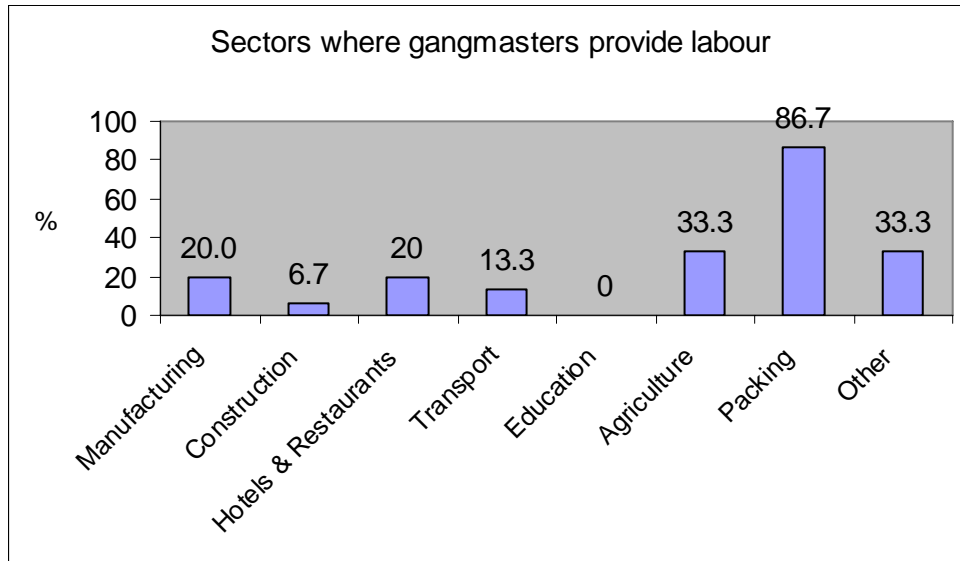
#### 4.8. The main sectors where the agencies interviewed provide labour

The gangmaster system is no longer confined to agriculture and horticulture, although these are the industries this report concentrates on. Labour providers now spread to any sector where there is demand for casual labour. It plays an important role in the catering, construction, cleaning and retail industries. These highly organised temporary labour providers move their labour around the UK, fulfilling labour requirements in different industries, often on a daily basis.

The majority of interviewed labour providers in South Lincolnshire (86.7 %), provide labour for packing services. This is an indication that labour providers in the local food sector do not cross over into construction and other industries.

33.3 % of labour providers in the sample supplied temporary workers to other sectors of the economy, including warehousing, cleaning, hospitality and healthcare.

The following graph provides a breakdown of the areas to which gangmasters provide labour.



**Fig No 4.6 Labour provided to different sectors.**

Please note that in this survey 'manufacturing' includes food factories and that all gangmasters interviewed provide labour for at least two different sectors.

#### 4.9. Required qualifications

None of the labour providers requires migrant workers to have any special qualifications, except basic proficiency in English and willingness to work. Employers mainly require the following occupations: line operatives, machine operatives, forklift drivers, print room operatives, cleaners and hotel workers. These tasks require basic training in food hygiene, Health and Safety and on-site etiquette. There is little variation by sector regarding the level of work the casual workers are asked to undertake.

Most labour providers (60 %) do not require highly qualified migrant workers. Those who require additional skills are looking for line leaders, quality control, machine operatives and bricklayers.

In the migrant worker section of the survey many workers appear who are over-qualified for the jobs they do (i.e. doctors, electricians and managers can be found working as line operatives). Labour providers do not appear to be interested in the qualifications which migrant workers have nor in utilizing those accordingly.

#### 4.10. Training needs suggested by gangmasters

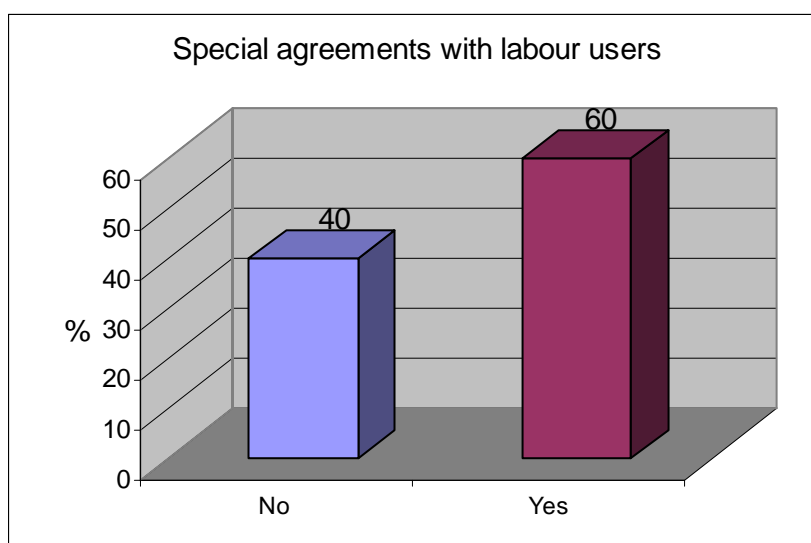
Gangmasters suggest that migrant workers need the following types of training:

- English language courses (46.7 %).
- Information about employment rights in the UK (46.7 %).

- Driving Laws (40 %).
- General rules for living in UK (e.g. TV license, tax issues) (40 %).

#### 4.11. Contracts between labour users and labour providers

The survey found that the majority of labour providers (93.3 %) have a contract with labour users. 6.7 % did not answer this question. As well as contracts, some labour providers (60 %) have special agreements with labour users. This reflects the information obtained from the labour users survey.



**Fig No 4.7 Special agreements with labour users.**

Special agreements might contain:

- Each gang of labour should have at least one person who speaks English and is able to translate work instructions to the rest of the gang.
- Migrant workers can become permanent staff after a certain period of time.

Gangmasters were asked how long the agreed period was before a migrant worker could apply to the labour user for a permanent job. It was found that labour providers allowed their workers to leave after three to four months without charging.

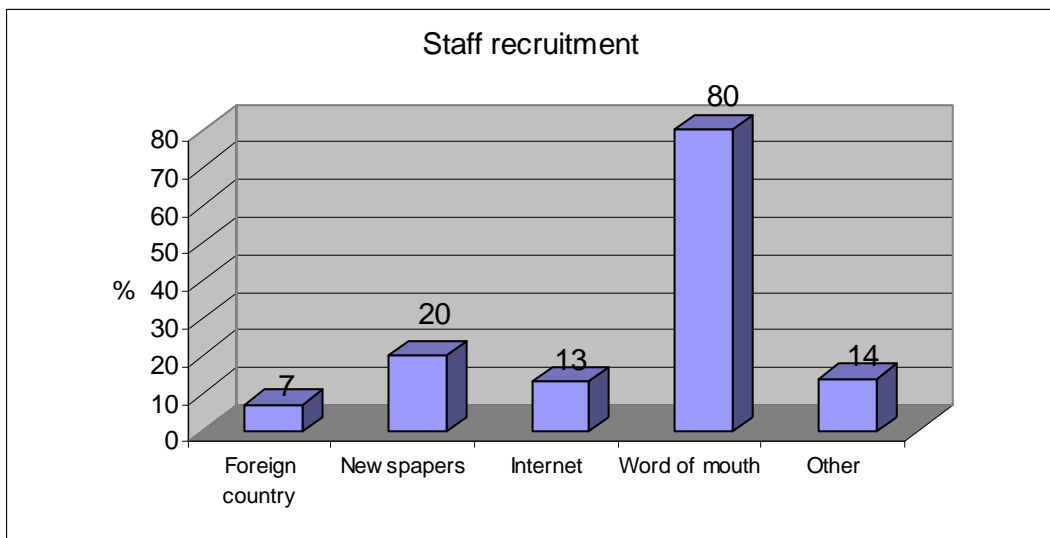
- 22.2 % of labour providers will allow their workers to leave after five to eight months.
- 44.4 % will allow them to leave after three to four months.
- 22.2 % of labour providers answered that migrant workers can become permanent staff at any time.

- 11.2 % didn't state after what period of time migrant workers were allowed to leave.

#### 4.12. Recruitment

When asked how they recruit migrant labour, the most common answer by gangmasters (80 %) was that they recruit by "word of mouth". 7 % said that they recruit labour in other countries directly.

Please note that some of the labour providers are using a mixture of different types of advertising to recruit migrant workers. The majority of labour providers said they do not have to advertise for staff, they have enough people and even have waiting lists.



**Fig No 4.8. Staff recruitment using different methods.**

*"Migrant workers are coming in on a daily basis and ask for a job, approximately 20 to 30 applicants per week."*

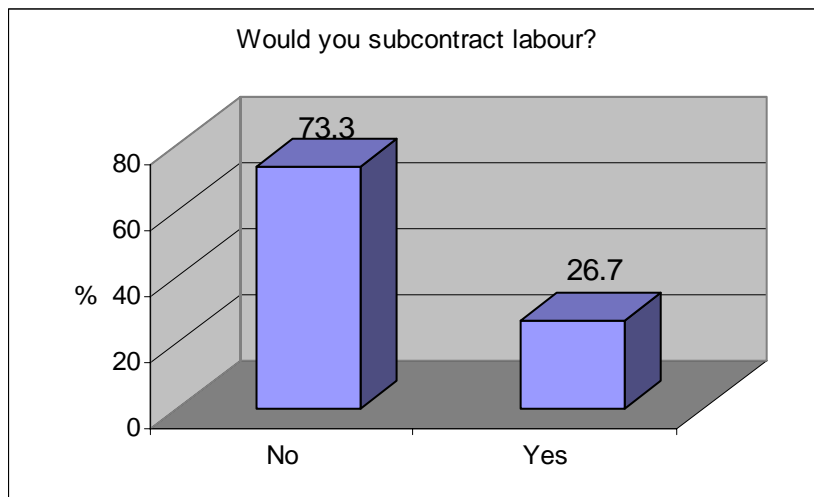
There is an increasing surplus of workers coming and looking for a job in the area. The majority of those interviewed (93 %) said they did not use a middleman in their recruitment. Seven % said they did use a mediator to help recruit staff from abroad. The use of mediators to recruit staff abroad often exposes migrant workers to exploitation. This was very much the case before May 2004. With the influx of large numbers of legal migrant workers, many gangmasters find it easier to recruit labour locally in the UK. However, mediators often exploit the most vulnerable and charge migrant workers to come and work in the UK. Exploitation of migrant workers by middlemen often includes charging for administration ('arrangement fees'), accommodation and travel costs.

#### 4.13. Sub-contracting workers

The majority of those interviewed (73 %) said it was not necessary to subcontract<sup>3</sup> migrant workers. A small number of gangmasters (27 %) would sub-contract a migrant worker gang if they did not have enough labour available themselves.

Some interviewed labour providers (20 %) mentioned they have had to subcontract labour at busy times in the past, but they do not have to do it now. Others said they never subcontracted.

It can be concluded from these findings that labour providers do not need to subcontract anymore, even in busy periods, as in the past. There seem to be plenty of migrant workers available in the labour market today.



**Fig. 4.9 Would a labour provider subcontract labour?**

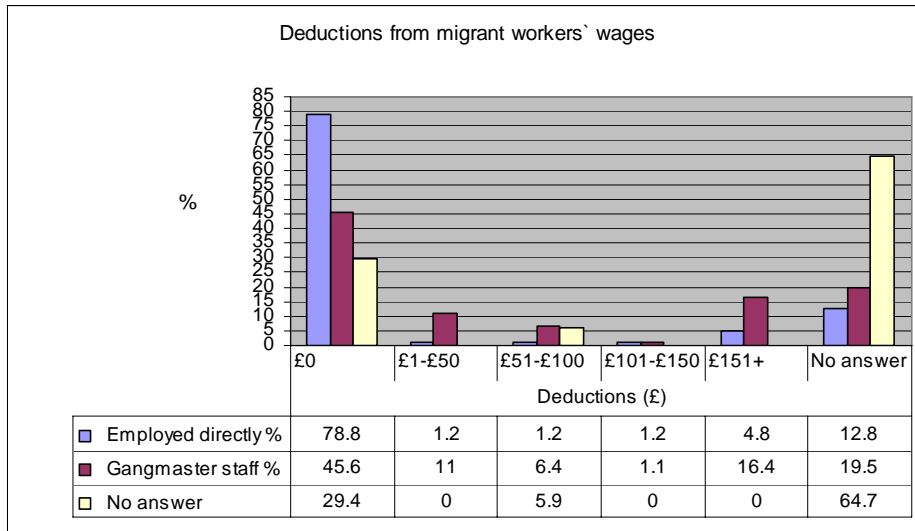
#### 4.14. Wage slips

All labour providers interviewed say they give complete wage slips. However, 3.4 % of migrant workers working through labour providers said that they did not get full wage slips. Evidence from this survey shows not all labour providers give exact wage slips and it is often not clear why some of the deductions are made.

53 % of migrant workers employed by labour providers have deductions made from their wages other than tax and National Insurance . Additional deductions are most commonly for transport, accommodation and food.

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<sup>3</sup> A subcontract is a contract which assigns some of the obligations of a prior contract to another party.



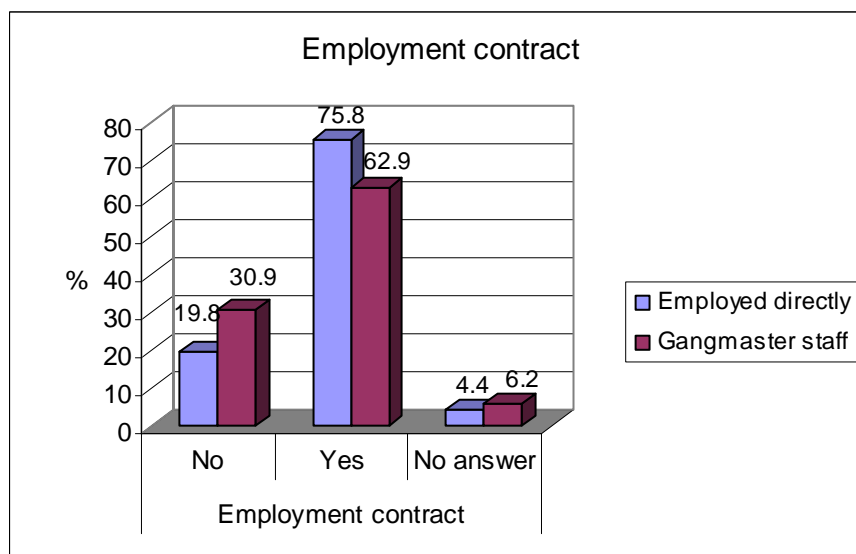
**Fig. 4.10 Deductions from migrant worker wages.**

#### 4.15. Employment contracts

93.3 % of interviewed labour providers said they give formal contracts to their workers. 6.7 % did not answer this question. The same question was put to migrant workers and in response 26.3 % of them state they have no formal contracts.

When these figures are divided into those who are directly employed and those who work through labour providers the following information emerges:

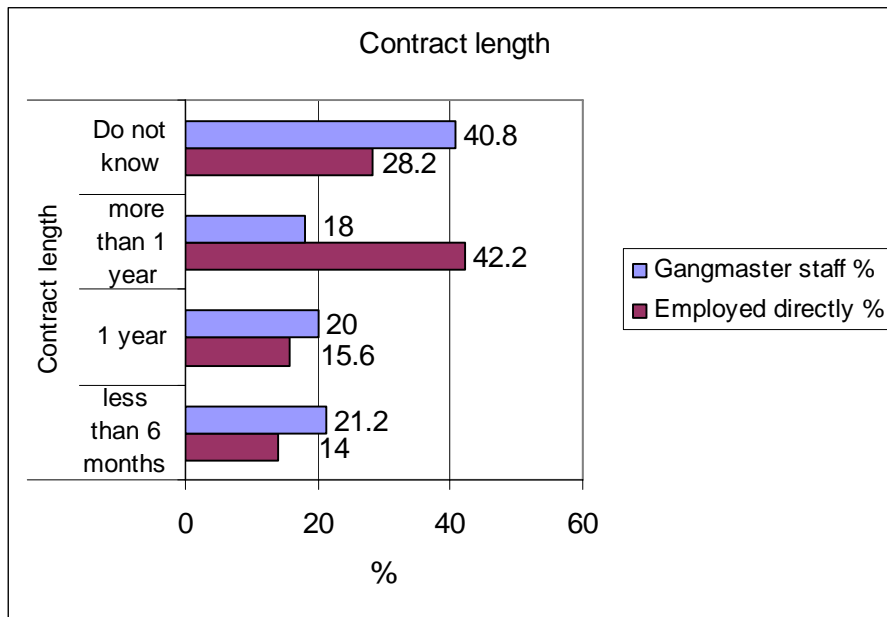
30.9 % of the interviewed migrant workers who work through a labour provider do not have a contract of employment. 19.8 % of migrant workers who work directly for an employer do not have a contract.



**Fig. 4.11 Employment contracts provided.**

Work contracts are a grey area in the casual workers' market. Many migrant workers would like to have a contract because it gives them a feeling of permanence and security. When asked about contracts, 21.2 % of workers employed by labour providers said they have a contract for less than six months, whereas 38 % have a contract for one year or more.

40.8 % of temporary workers are not sure how long their contract is for, and 28.2 % of migrant workers who are employed directly do not know either.



**Fig. 4.12 Length of the contract.**

#### 4.16. Induction programmes on Health and Safety

86.7 % of labour providers say they hold induction programmes on Health and Safety for their workers. 13.3 % of the labour providers do not hold induction programmes on Health and Safety, because labour users are doing it for them or they don't have the facilities to do it themselves.

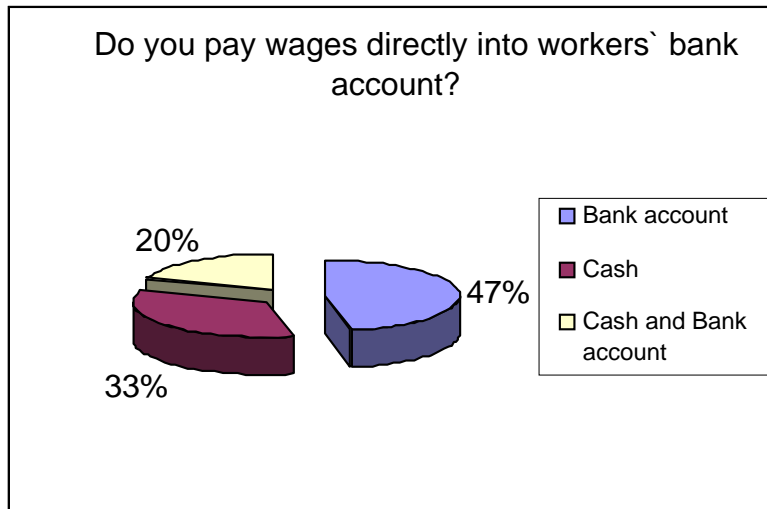
All labour providers who hold induction training do so in English. A third (33.3 %) have their Health and Safety courses translated into Polish, Russian, Latvian and other languages. Some labour providers said they invite a member of staff who speaks several languages to translate for them during the induction course.

*"I am working through an agency. They asked me to sign an induction document although I had no induction on Health and Safety. The document was dated back nearly one year - to the date when I started work for this agency. I just found out that to be able to work in the UK I have to register with the Home Office Worker Registration Scheme and get a National Insurance number. But this agency did not ask me for any of those documents before."*

Nearly one quarter (24.4 %) of workers employed by gangmasters do not understand basic Health and Safety rules when working in potentially dangerous environments.

#### 4.17. Banking

Gangmasters were asked how they paid their work force. 46.7 % pay wages directly into the worker's bank account; 33.3 % pay in cash and 20 % are paying in cash and directly into bank accounts.



**Fig. 4.13 Payment of wages.**

*“Every month we are losing around £80 - £90, because we have to drive to the bank to get our money. Our agency gives us cheques, although we have a bank account. The agency does not give us any contracts. All the time they lie and promise work, but they do not keep their promises. Holiday pay has not been paid properly. The agency does not pay tax, therefore we can not get our tax back.”*

All the gangmasters questioned (100 %) said they provide help with opening a bank account. This includes labour providers who stated they pay cash only. The help offered can vary from labour providers advocating on behalf of migrant workers and supplying translations for a bank to others who just provide a letter saying they employ that particular person.

*“When I went to a bank and said that I would like to open a bank account, the assistant was quite happy to help but when I said I work for “X” agency he refused to open a bank account for me without giving a reason.”*

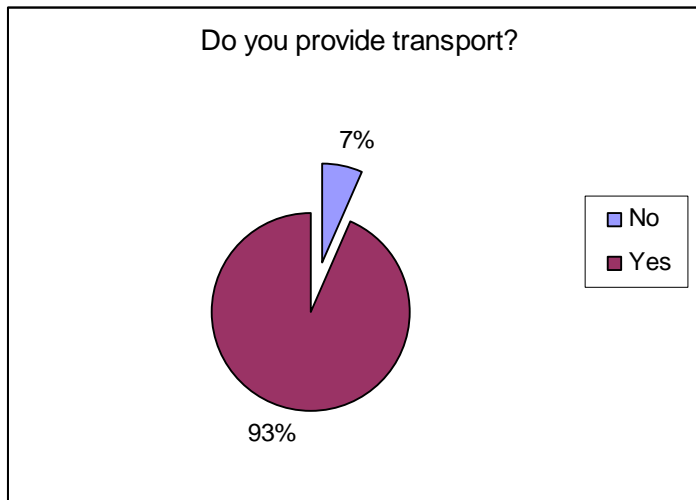
46.7 % of the interviewed labour providers say it is difficult to help opening a bank account for their workers. Labour providers point out that there is no legal requirement to provide letters of recommendation for a bank.

#### 4.18. Transport

Because of the lack of public transport, labour providers frequently have to provide transport to enable their workers to get to and from their places of work.

Generally, migrant workers supplied by labour providers are doing low paid work, typically at the minimum wage level or just above. They cannot afford their own transport, especially not when they have just arrived in the UK. They are housed in

rural areas where public transport is limited. 58.2 % of migrant workers have their own transport. If they have no access to any other transport, they cannot get to work which very often is also based in rural locations.



**Fig. 4.14 Transport provided by gangmasters.**

93.3 % of interviewed labour providers provide transport for their workers. 6.7 % do not provide transport. Most labour providers use minibuses for transporting their workers.

*“Every day we have to get up at 6 o’clock in the morning, but we are not sure if the van will come and pick us up. We wait for a half an hour in the street and go back home if the van does not turn up.”*

When asked the question “Do you charge for transportation?” 36 % of the gangmasters interviewed said they are not allowed to do so because they have no PSV licence.

Of the 93.3 % gangmasters which provide transport for their workers, 36 % charge their employees. When comparing the gangmaster survey with the migrant worker survey, almost the same percentage (38.8 %) of migrant workers say they have been charged for transport.

If labour providers use a vehicle with more than eight passenger seats, they need a PSV Operator’s Licence from the local Traffic Commissioner.

The charges labour providers deduct for transport range from £1.75 to £2.50 per day. However, the migrant worker survey shows that some of the labour providers actually charge up to £3.50 a day.

#### 4.19. Administration fee

13.3 % of interviewed labour providers charge an administration fee, approximately £2.50 a day, when migrant workers are working.

Comparing the results of this survey with the migrant worker survey shows that more labour providers charge an 'administration fee', but do not charge for transportation services provided.

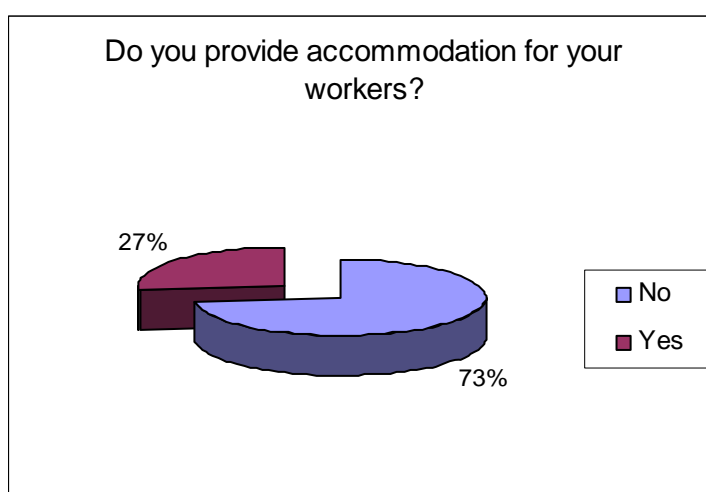
Currently the Association of Labour Providers is trying to change regulations so they would be able to charge for transport without holding a PSV license.

#### 4.20. Accommodation

73 % of the interviewed labour providers do not provide accommodation for their workers. 27 % provide accommodation.

Evidence gathered from the migrant worker survey suggests many gangmasters, after saying they do not supply accommodation, still work very closely with accommodation providers, who are sometimes family members.

The migrant worker survey found that 23.2 % of migrant workers who are working through labour providers have direct deductions made from their wages for accommodation and other services.



**Fig. 4.15 Do gangmasters provide accommodation for their workers.**

If labour providers provide accommodation, workers have the option to obtain accommodation quickly and easily. However, migrant workers also become more dependant on their labour providers and are often afraid of losing their job and accommodation at the same time.

The majority of labour providers which provide accommodation offer shared rooms (75 %) and hostels (25 %). Accommodation charges vary from £45 to £76 a week. On average migrant workers pay £57.75 per week for accommodation.

All labour providers stated there is no pressure on their workers to live in the accommodation provided. The majority of labour providers which offer accommodation (75 %) said should a migrant worker decide to leave the labour

provider in order to work somewhere else, the worker would not lose the accommodation. 25 % did not answer the question. It is apparent from interviews with migrant workers that they are afraid of losing their accommodation if they leave their job to work for somebody else.

#### 4.21. Targeted nationalities

53.3 % of the interviewed labour providers said they do not target any specific nationality. 46.6 % target Polish, Lithuanian, Latvian and Portuguese workers because of the simplicity of employment law and because they already have positive experiences in working with these nationalities.

Labour providers find it more attractive to recruit from the new EU accession states because the workers do not need work permits.

Labour providers suggest Eastern European workers are hard working and highly motivated. Doing low paid jobs in the UK, they are still earning more money than qualified workers in their home countries. 20 % of labour providers describe migrant workers as a more reliable work force.

42.9 % of the labour providers who target EU nationals target Polish nationals specifically.

Most popular with labour providers are Polish and Latvian workers, followed by Slovakian, South African and others like Lithuanian, Bulgarian, Russian, Turkish and Ukrainian workers. More comprehensive data on this topic can be found in the migrant worker survey under 'Nationalities and Spoken Languages'.

#### 4.22. Migrant workers with no English language skills

A significant amount of labour providers (80 %) say they employ migrant workers with no English language skills. 20 % of them say they would not employ a migrant worker without English language skills. 93.3 % of labour providers have no problems in communicating with migrant workers. Only 6.7 % encountered language problems.

From a labour providers' prospective communication does not seem to be a big issue but migrant workers find it a considerable problem. To deal with the problem of foreign languages most of the interviewed labour providers (60 %) are using their own staff to translate Health and Safety or work instructions for other migrant workers. 20 % of labour providers are already trying to employ migrant workers who speak English.

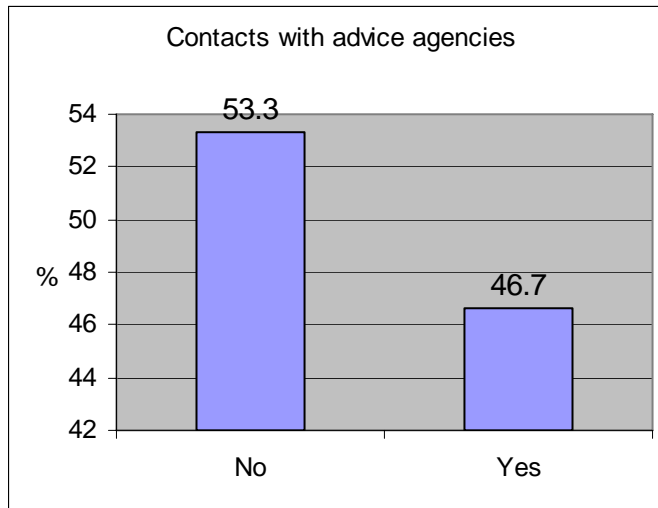
Some labour providers (33 %) have their Health and Safety documents, leaflets and handbooks translated into different languages. The languages translated are Polish, Portuguese, Russian, Lithuanian, Latvian, Slovak and Czech.

6.7 % of gangmasters say migrant workers can fill in their timesheets in their native language.

None of the labour providers questioned is using professional translators or interpreters. This raises questions about the quality of translations, especially when it is done using computer software programmes.

#### 4.23. Contacts with advice agencies

53.3 % of those interviewed have no contacts with CAB or Job Centre Plus, 46.7 % say they maintain contacts with agencies like Job Centre Plus, Immigration officers (to check migrant workers' rights to work in the UK), ACAS<sup>4</sup>, ALP<sup>5</sup>, CAB and Social Security Offices. 86.7 % of labour providers do not work with Trade Unions.



**Fig. 4.16 Contacts of gangmasters with advice agencies.**

#### 4.24. Gangmaster Licensing Bill

The vast majority of labour providers (93.3 %) feel they do not need any training regarding the Gangmaster Licensing Bill. They know where to get information about it and are already making preparations to obtain a gangmaster licence.

Only 6.7 % of labour providers interviewed said it would be useful to have some more information regarding the Gangmaster Licensing Bill.

None of the labour providers is interested in training regarding the Code of Practice as they are already aware of it.

All interviewed labour providers are audited or are going to be audited before applying for a licence.

#### 4.25. Plans to expand business

Data about development of migration and business growth helps statutory bodies to plan future services and implement changes.

As labour providers attract migrant workers into the area, questions about their plans to expand their businesses in future were included in the survey.

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<sup>4</sup> **ACAS** is an organisation devoted to preventing and resolving employment disputes

<sup>5</sup> ALP- Association of Labour Providers

All labour providers interviewed are hoping to expand their business.

Many factors influence their plans: the political situation in the EU; economical changes in the labour market or getting new contracts from labour users. Nearly all labour users (93.3 %) said they are not making plans, but trust the future for their business growth.

#### 4.26. Help from local authorities

66.7 % of labour providers said they would like to get help from the local authority on issues like housing. Their main concern, however, is the enforcement of the new Gangmaster Licensing Bill. 20 % were not interested in help from the local authority. 13.3 % did not answer this question.

6.7 % of labour providers also mentioned the need to have communal meeting places where migrant workers can go, get help and advice or simply socialize with local people.

## Section five

### Migrant workers' perspective

Many EU citizens, when exercising their right to work within the 25 member states, find on coming to the UK that they face language barriers, non-recognition of their qualifications and often misunderstanding and resentment from the local population. People from Third World countries who come to the UK to work also feel this tension, but are less likely to have families to whom they can turn for support. This section deals with the need to welcome workers who are vital to the local economy.

#### 5.1. Migrant worker profile: gender, age, nationalities

52 % who completed the questionnaire are male and 47 % are female.

National Statistics published by the Home Office<sup>6</sup> show that between May 2004 and March 2005, of those registering as migrant workers 56 % were male and 44 % were female. The latest figures available for the first quarter of 2005 show a slight change; namely 60 % men and 40 % women.

2001 Census data for Lincolnshire shows that there have been significant increases in the number of people in the 40-59 and 75+ age groups and a noticeable fall in the number of the 25-39 age group. This trend could have a negative impact on the county's economy should it continue.

The Census data also show that the largest 'out-migration' is by young people of the 16-24 age group (31.6 %); and of the 25-44 age group (33.7 %). This is no surprise as it has been known for some time that Lincolnshire tends to lose young people, particularly of college age, when they move away for further education and job reasons but then do not return.

However, the county is starting to attract more people of the young to middle age range, including families with children rather than just new older residents. Various studies about migrant workers confirm that the new workers arriving in Western Europe are mainly from younger age groups. Accession Monitoring Report data show that workers from the new EU countries (who have to register with the Home Office) are mainly young and single, 82 % of them aged between 18 and 34.

In this migrant workers' section the most common classification of age five age groups are used. Starting at 18 years when migrant workers can officially cross the border and are entitled to work. The last group is 55+yrs, recognising older people. Further classification around this age group is not important for our purposes as they do not compete in the labour market. 1.4 % who responded to the questionnaire were from this 55+age group. Generally there is a wide age range among migrants, however the largest percentage is in the 20s and 30s age range.

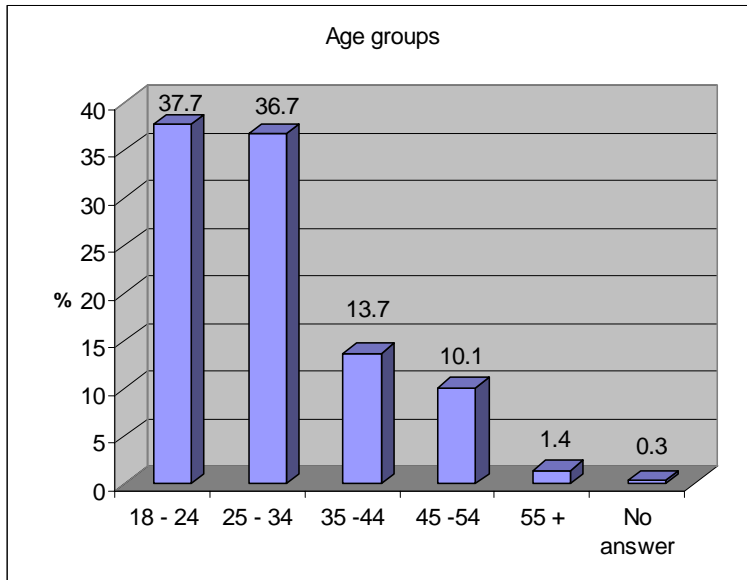
The data of this survey is very similar to that of the Home Office: the largest age group of applicants (74.4 %) is young people aged 18-34 years. Older migrant workers in their 40s and 50s arrive on a more temporary basis, seeing it as a way of financially supporting their families back home.

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<sup>6</sup> Home Office, Department for Work and Pensions, HM Revenue & Customs and the Office of the Deputy Prime Minister (2005) Accession Monitoring report, May 2004 to March 2005

Comparing local population data with in-migration data is particularly interesting as it shows in-migrants are much younger than the resident population and are filling the gaps created by out-migration.

Migrant workers by age groups:



**Fig 5.1 Age groups of respondents.**

The number of migrant workers decreases in relation to the increase in age group. Older people come for shorter periods hoping to earn higher wages, leaving families behind. Some are able to save money to improve the living conditions in their home countries.

Lincolnshire has seen a large increase in the minority ethnic population since the 1991 Census when 0.7 % of the population was from a non-UK background. By 2001 this had increased to 1.3 %. In the East Midlands, the largest minority ethnic group in 2001 was from the Indian sub-continent. Today there are representatives from many different countries.

The following chart shows the nationalities of the 692 respondents. It shows the migrant workforce in the region has a wide diversity of origin. Some of the countries are grouped by region as they only have a small representative group.

The table shows all the nationalities by groups:

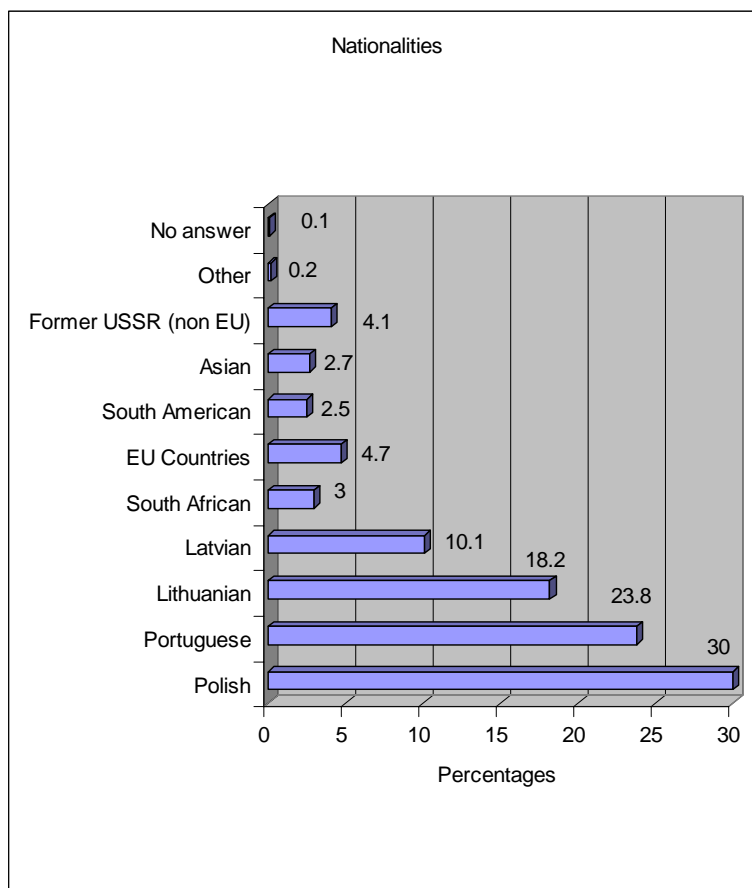
**Table 5.2 Nationalities by groups.**

EU countries	South America	Former USSR (non EU)	Asia	Other
Polish	Brazilian	Russian	Kurdish	New Zealand
Portuguese	Argentinean	Belarusian	Malaysian	Australian
Lithuanian	Venezuelan	Ukrainian	Philippine	
Latvian	Bolivian	Romanian	Nepalese	
Czech		Bulgarian	Thai	
German		Moldavian	Iraqi	
Italian				
Estonian				
Belgian				Turkish**
Slovak		Hungarian**		
Spanish				
Swiss*				
Greek**				
Dutch**				

\* Switzerland is not an EU country, but still belongs to the EEA.

\*\* Additional nationalities found during Labour users interviews.

There are at least 33 different nationalities present in South Lincolnshire. The largest groups are Polish (30 %), Portuguese (23.8 %), Lithuanian (18.2 %), and Latvian (10.1 %).



**Fig 5.3 Nationalities of migrant workers.**

The group 'Former USSR (none EU countries)'" (4.1 %) contains mainly students working through the SAWS agricultural scheme.

South Lincolnshire and Norfolk used to have large numbers of people from Pakistan, India, and Afghanistan. Today's migrant workers are mainly from Eastern Europe. They have replaced other nationalities formally transported in from the rest of the Midlands. The earlier groups, many of whom are second or third generation migrants, have good English language skills and don't have the need for visas or permission to work in the UK, they are much easier to employ and have different ambitions.

## 5.2. Spoken languages

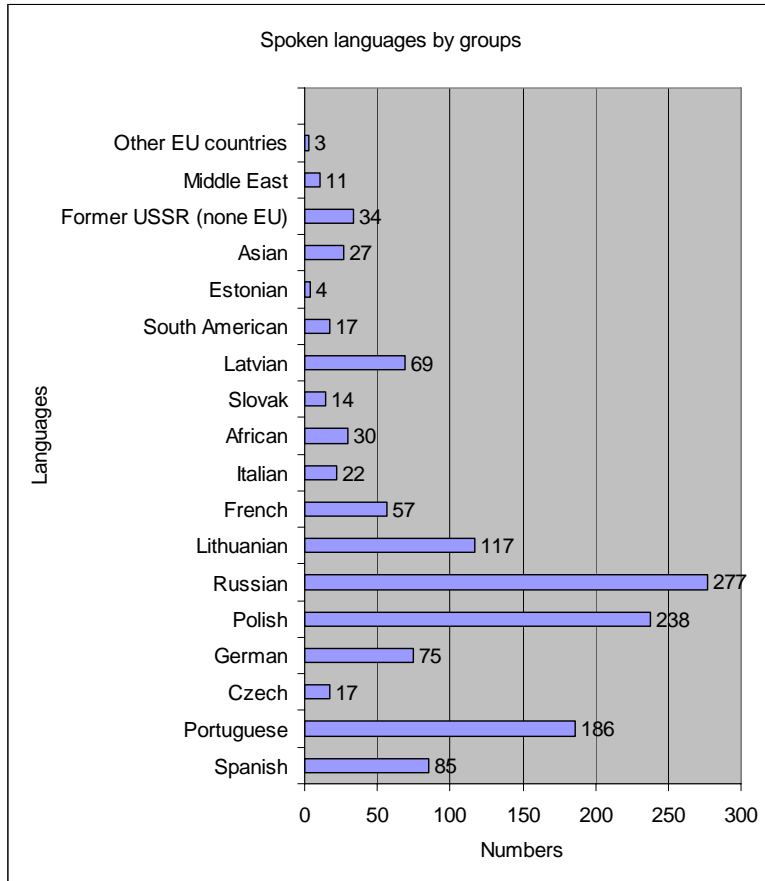
There are currently 49 different languages spoken by migrant workers in South Lincolnshire. 46 were identified through the migrant workers' questionnaire and 3 from the labour users' survey.

Many migrant workers are multi-lingual, speaking and reading a number of languages in addition to their mother tongue. On average migrant workers speak three languages.

As expected from the review of the nationalities sample in which the dominant numbers are Polish and Portuguese, the most prevalent languages spoken are Russian, Polish, Portuguese and Lithuanian.

People from former the USSR can read and speak Russian, but this is changing as the younger generation (under 20 years) chooses to learn other foreign languages.

Spoken languages grouped by regions (see appendix seven and appendix eight) presenting numbers of people in each language group.



**Fig. 5.4 Migrant workers' spoken languages by groups.**

The above figure shows the languages spoken by migrant workers. Some languages have been grouped together due to the small amount of people interviewed; a group may represent more than one language.

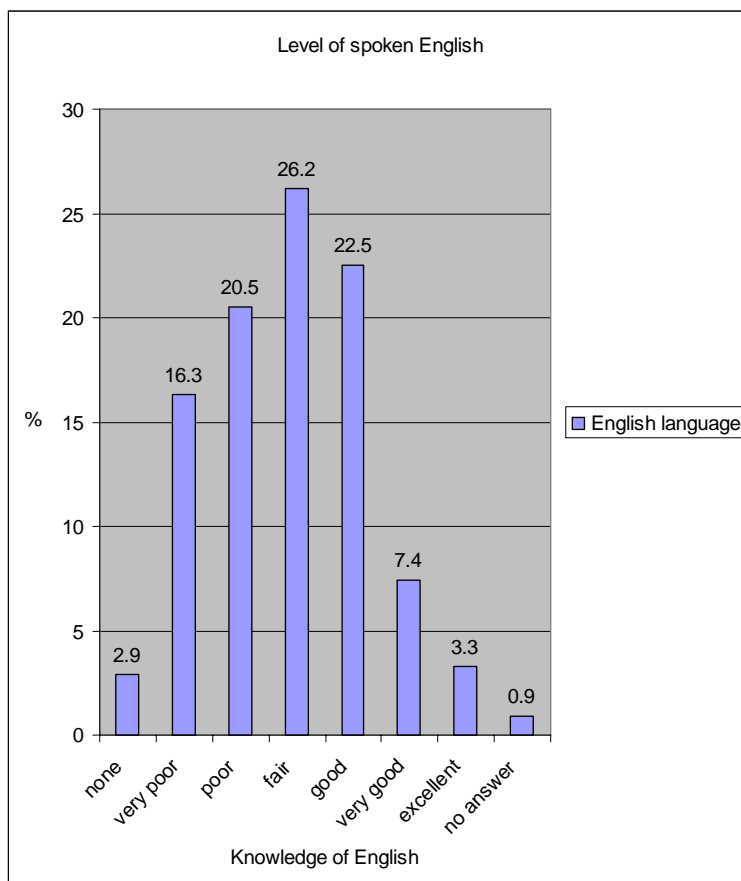
The most widely spoken language is Russian. 40 % of respondents can understand and speak Russian. Followed by Polish (34.4 %), Portuguese (26.9 %) and Lithuanian (16.9 %).

It should be noted that although Russian is the most widely understood language, migrant workers from the former USSR avoid communicating in this language. Nevertheless, using Russian for translating information is very important for new arrivals.

Migrant workers were asked to rate their English language abilities, 33.2 % of respondents considered themselves as able to speak English in the 'good/very good or excellent' categories, while 2.9 % stated that they do not speak any English, and 36.8 % describe their English skills as 'very poor or poor'.

Having 'poor' or 'no' language skills (39.7 %) puts many migrant workers in a vulnerable position. Those who have limited or no English language skills are more disadvantaged in the workplace through their inability to understand legal requirements or written documents and by not being able to understand Health and Safety issues. Taking this into account the huge demand for translation and interpretation services is not surprising.

The following chart illustrates the different levels of English skills.



**Fig. 5.5 Level of spoken English.**

Looking at the length of stay in the UK against the English skills migrant workers possess, the result shows that unless an effort is made by individuals, their English skills do not improve in proportion to their length of stay. Greater efforts are needed to promote ESOL classes at times and ways suitable for migrant workers.

### 5.3. Motivations for coming to the UK

To understand migration one has to understand the motivation behind it. Its effects can be felt by everyone: the community and family left behind; the community migrant workers join and by migrant workers themselves.

The motivation of people to migrate consists of many different factors, e.g.:

- No or only low paid employment in their country of origin, increasing poverty, the desire to improve their standard of living.
- The desire of older people to stay in employment, denied in some countries, or barriers that make it difficult to get work.
- Better career opportunities and improving or obtaining further skills.

- The aspiration to learn a new language.
- For some younger people it is an adventure, meeting new people and having new experiences.
- Political reasons.
- Possibility to obtain higher levels of education.
- Reuniting families.

*“I would like to stay in my own country but there are no jobs. I have to support my family, to pay for their accommodation and food.”*

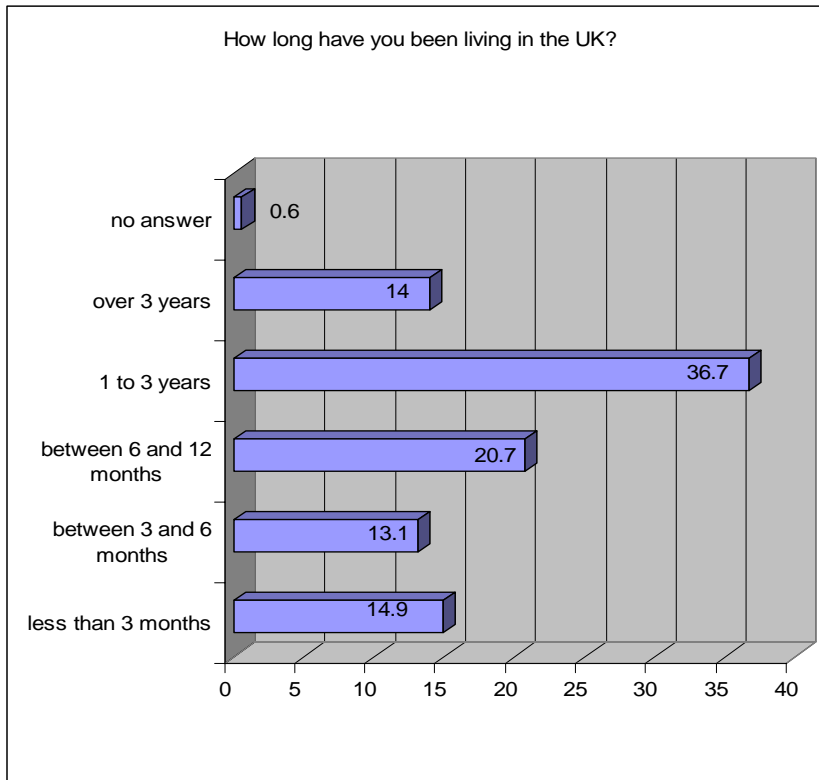
*“I am looking at my baby’s pictures every night and cry. I miss him so much.”*

Migration because of poverty and for political reasons is not a voluntary process - it could be called ‘forced migration’ which means trying to defend human dignity and fulfil basic needs.

Because of myths and the lack of comprehensible information many migrant workers arrive in the UK unprepared and without the knowledge of what it takes to live here.

#### 5.4. Length of residency in the UK

It is important to get data about migrant workers’ living conditions, their knowledge of UK laws, knowledge they gained during their stay in the UK and the length of their stay in the UK. This research provides a snapshot picture of migrant labour during the research period (July – November 2005).



**Fig. 5.6 Length of stay in the UK.**

14.9 % of the migrant workers interviewed were new arrivals who had been in the UK for less than three months. 33.8 % have stayed between three months and one year. The largest group, 36.7 % have stayed between one to three years. The migrant workers questioned may have arrived just after their country's EU accession or they were already here. A small number has been working illegally, although, after the accession to the EU, they now have the legal right to stay and work in the UK.

The Portuguese make up the majority of those 14 % who had stayed longer than three years and are entitled to stay and work in the UK.

The length of stay, as well as their intentions of how long to stay, varies from a very short period to permanently. Their intentions are affected by their family situation as well as by education, the possibility to get a permanent job and also by personal aspirations.

Among the respondents 16 people (2.3 %) had applied for Asylum Seekers<sup>7</sup> status in the UK - mostly Iraqi nationals. At the end of April 2005, only 18 asylum seekers were registered in Spalding.

When comparing the data relating to knowledge of the UK's legal requirements and the workers' length of stay, there is no relation. In some cases migrant workers have already stayed between one to three years in the UK and still work without a NI number, or are still driving their car without insurance because of lack of knowledge. Some have been resident in the UK for five years but still do not know the police, fire and ambulance emergency number.

<sup>7</sup> Asylum Seekers – people who claim that they have a well founded fear of persecution because of their race, religion, nationality, membership of a social group or political opinion in their country of origin and therefore seek to stay in the UK and have applied to the Home office for the refugee status but have not yet received a decision.

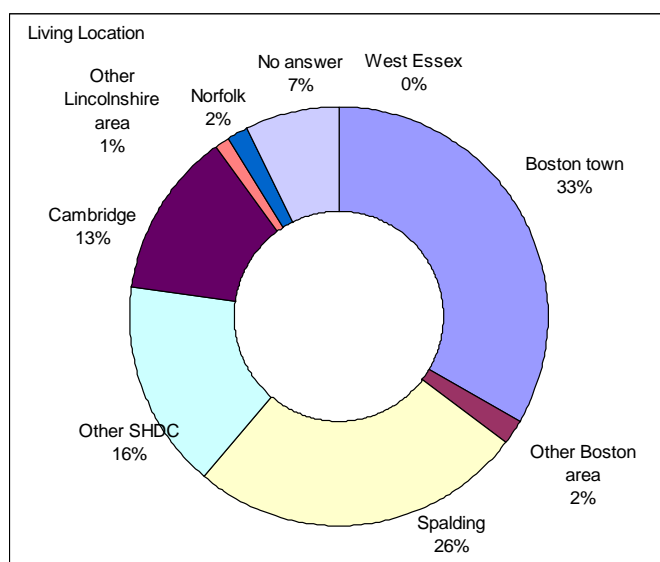
At the end of the questionnaire a space was left for comments: it was repeatedly used to ask for more information for migrant workers in public places.

### 5.5. Living in South Lincolnshire

The survey covers the area of South Holland and the Borough of Boston. The respondents were asked to indicate in which area they lived. The following table shows those areas.

The results of the survey show that 35 % of respondents are from Boston town and surrounding areas and 42 % from South Holland.

As migrant workers travel long distances to their work on a daily basis, some are living in Norfolk (2 %), Cambridgeshire (13 %) and other areas.



**Fig. 5.7 Living location of the respondents.**

### 5.6. Employment details

Unemployment in Lincolnshire is generally low (1.8 -2 %) but economic activity rates are also lower than both regional and national averages, mainly because of the older population and the proportion of people of working age who are retired.

Lincolnshire's long-standing reliance on traditional industries such as agriculture and tourism remains high. Seasonality is a feature of the county's economy and in certain sectors this impacts significantly on long-term employment opportunities. This in turn influences the potential for individuals to have any structured personal or career development within their work.

Compared to England and Wales more people in Lincolnshire work either part time, (up to 30 hours per week), or very long full time (more than 49 hours per week). The industrial make up of the area with its strong dependence on agriculture, horticulture and 'next day food', often demands long working days as well as part time assistance during peak periods. 19 % of employed people living in the county work

an average of 49 hours or more per week compared to just 16 % in the rest of England. Slightly more people are working these long hours in South Holland than elsewhere.

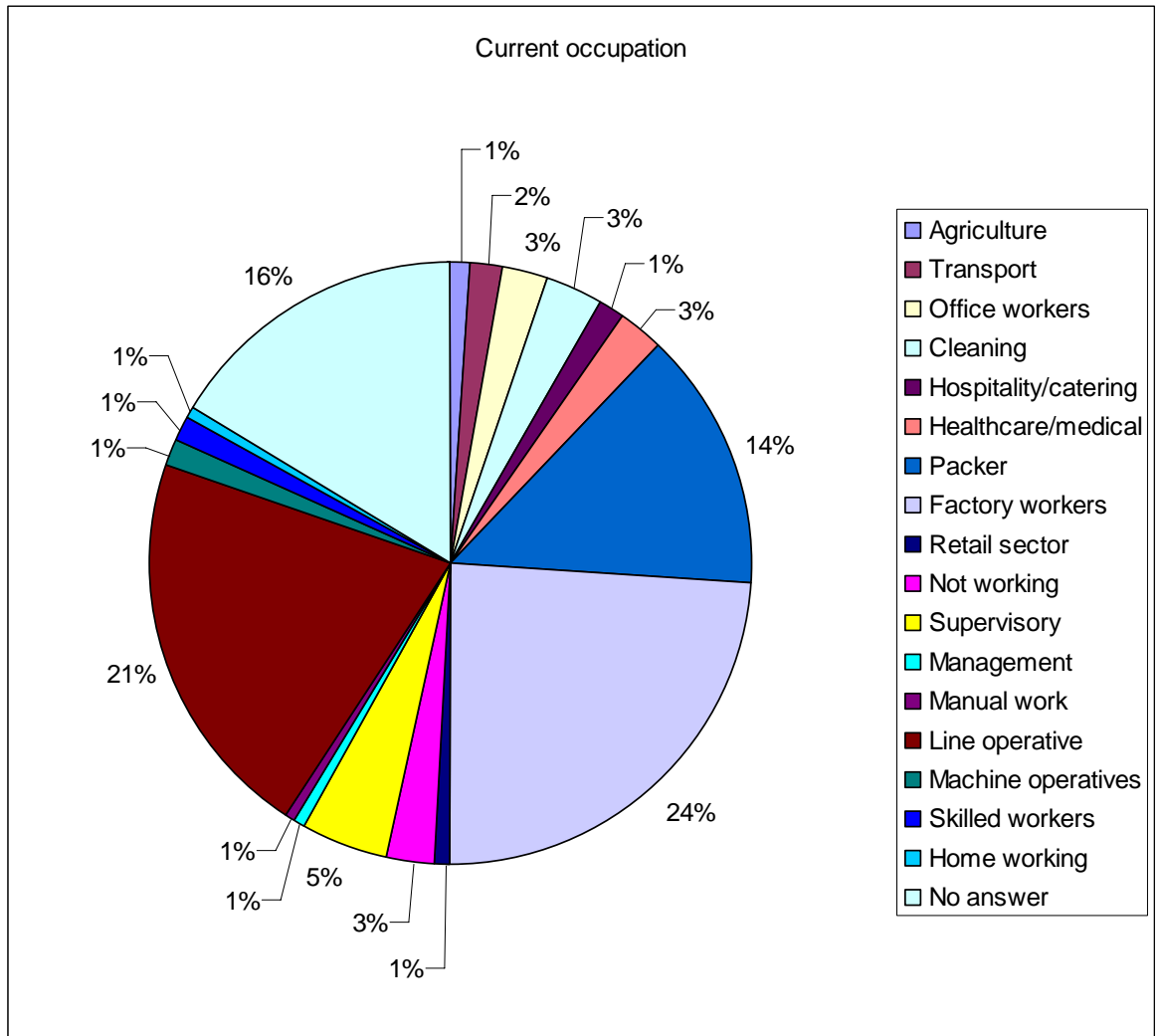
Agriculture and tourism both require lower qualifications than other industries. They also demand more seasonal employment. Access to training and professional development for staff employed on short-term contracts is often limited.

Looking at the labour market, it is clear that demand for high-level skills is currently not being met in any of the skills areas, with the largest gaps in IT, management, problem solving and leadership.

Lincolnshire shows the opposite data to the national picture. Here more people are employed in the lower skilled industries.

Is it vital that residents with lower skill levels are up-skilled or that people of working age and with high skills levels are attracted to work in the county. This may be by attracting graduates to remain in the county, via in-migration of people with relevant skills, or using residents who currently live in Lincolnshire but work elsewhere. The cheapest way to fill the gaps is to give job opportunities to people who are already in Lincolnshire and who have the relevant skills, which need to be recognised and used, to secure the economic future of the county.

The research reveals that migrant workers are only utilised in a small number of areas of employment - as workers within food processing factories or pack houses and within the agricultural sector. Their skills levels are mostly not recognised or utilised for other parts of the local economy.



**Fig. 5.8 Current occupation.**

A number of migrant workers encounter difficulties because potential employers do not recognise their qualifications and have not taken into account their working experience in other countries. Others feel employers tend to assume they were only capable of low-skilled work. As a result, the skills of migrant workers are often under-used in the labour market.

24 % of respondents are working as factory workers, 14 % as packers, 21 % as line operatives, in total 59 % of migrant workers do manual work. 16 % of respondents did not answer this question.

The average age of those employed is 41, three years older than the national average of 38. Recent trends suggest this gap is likely to increase further as Lincolnshire's population continues to age at a faster rate than other areas. By comparison, the average age of migrant workers is 25-34yrs. This group currently fills the low wage gaps in the labour market and makes significant contribution to the local economy.

Migrant workers experience considerable problems related to their employment.

Using face-to-face interviews and self-completed questionnaires, migrant workers were asked to identify how they obtained their employment:

- Personal contacts, with help of friends.
- Word of mouth.
- Gangmasters.
- Agencies or middlemen in their country of origin.
- Newspapers, Internet.
- Applying directly to factories.

The data shows that more than 63 % of migrant workers found their job after arriving in the UK, 34.9 % found a job whilst still in their country of origin. Those who were recruited in their home countries did not always have pre-existing contacts to obtain employment or accommodation and some of them paid cash to a gangmasters or a middleman to gain employment.

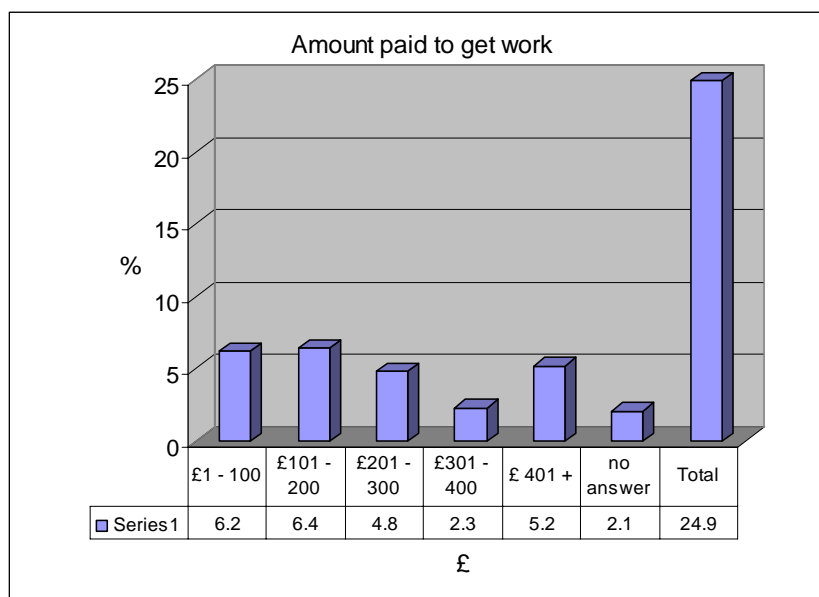
Migrant workers do not use the services of Job Centres on a regular basis. Those interviewed had little awareness of this free service for finding work. Those who had tried were disappointed because:

- Job information provided on the Internet is not updated.
- Lack of Job Centres (especially in rural areas).
- Lack of information about the services provided.
- Lack of trust that these services might help migrant workers.
- Communication problems.
- Services are difficult for migrant workers to use (need to call employment line by phone, long wait for the appointment).
- Lack of translation available.

*“I was given the employer’s address, but when I tried to find them I realised this company was already out of business.”*

In Eastern European countries labour agencies are very popular, they work as mediators in getting employment abroad. The government gives a licence to agencies which arrange employment abroad. Often people are so eager to find a job that they do not check the credentials of such agencies. These agencies usually charge for their services. Migrant workers were asked if they had paid for somebody to find a job for them.

*“I paid the Lithuanian agency and I was sent nowhere: with no job and no accommodation, I hardly had enough money for food.”*



**Fig. 5.9 Amount paid to get work.**

The amount paid differs from £50 to £1,800. Migrant workers are twice as likely to pay for a job if it is found in the migrants' country of origin. 16 % of migrant workers who obtained their job through an agency in their country of origin paid for the job, and 8.7 % paid for their job in the UK.

In addition many pay agencies for the cost of transport to the UK. Some agencies, mostly in the country of origin, suggest their own transport services as the cheapest and best option.

*"I paid £150 to come to the UK, and later I had to pay £200 to travel from London to Spalding."*<sup>8</sup>

Many migrant workers borrow money from friends and family members in order to pay for their job and travel expenses to Britain. In some cases the promised job is non-existent but the debt is all too real. Migrant workers in this situation try every opportunity to find employment, but some end up sleeping rough.

Although it is against the law in the UK to charge money for providing a job, this illegal practice is still in operation. Its victims are the most vulnerable migrant workers, those who do not possess any qualifications and usually have very poor English skills. Paying for work also allows unscrupulous agencies, gangmasters or middlemen to manipulate the giving of proper contracts of work, working without NI numbers, and non-payment of the minimum wage. Paying for a job does not guarantee work or good working conditions.

<sup>8</sup> By public transport approximately £17

There are some positive and negative aspects of obtaining jobs prior to coming to the UK.

Positive:

- Migrant workers are sure of getting employment.
- Income and expenditures can be planned ahead.
- Migrant workers can choose the sector of employment.
- Migrant workers can look in advance for friends and support systems around their place of living.

Negative:

- Often they have to pay somebody above market rates for finding them a job.
- Often the migrant workers have poor or no English skills.
- Often they are cheated and then face a very difficult situation: no accommodation, no job and no support system.

The popular way in which the agricultural and food processing sectors obtain seasonal and casual labour is through gangmasters or labour providers. Gangmasters play a very important role in supplying a flexible labour force for the fresh produce market and agriculture. They are able to respond quickly to the demands of employers. The survey shows that nearly 51 % of migrant workers work through the gangmaster system.

Farmers also recruit seasonal migrant workers through the SAWS scheme, operated by agencies Concordia and Hops. These agencies receive a proportion of the SAWS quota each year from the Home Office. The workers are students from universities and colleges, mainly from Eastern European countries.

Some gangmasters try helping migrant workers to integrate and provide fair conditions of work as well as accommodation. However, data from the migrant workers' survey regarding gangmasters is double edged.

*"The agency takes care of us, I am lucky they found work for me."*

*"Those agencies treat us unfairly: we pay the agency for the job, then they give us a job for a couple of months, later they say to us "no job" and we have to pay them again. If not - no job, no money. I can't go home with no money for my children."*

*"The agency fired 60 people for no reason; they haven't paid them the last payment, and didn't give them the last payslip, and no P45 either. How will they find another job?"*

Looking further into employment issues, migrant workers were asked about conditions of work.

### 5.6.1. Contract of employment

68.8 % of respondents said they have an employment contract, and 26.3 % said they do not. Interestingly, when asked to show their contracts the following answers were given:

- They can't show, as they have not been given a copy.
- They do not understand the contract details.
- The contract they thought was for permanent work is in fact a fixed term contract (for one to two years).

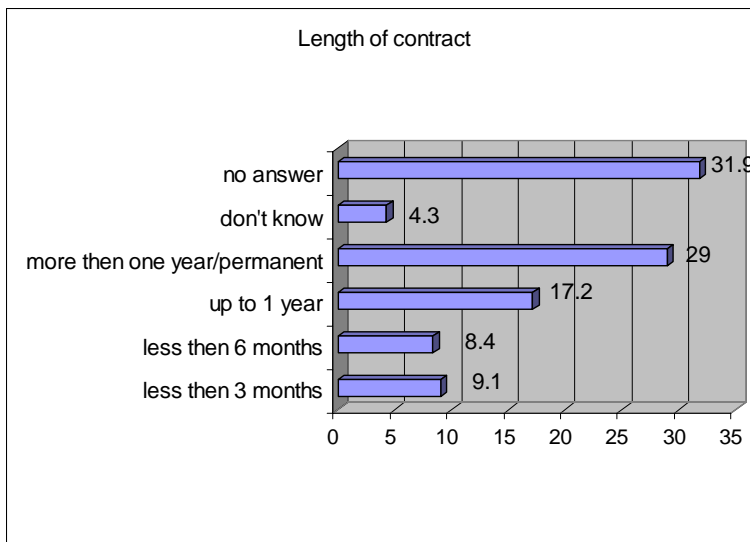
*“Well, the agency filed some papers, they said it is a contract, but I never had a copy of this.”*

*“Yes, I have a contract, and they translated it in to Lithuanian. Then I needed to check some details but I didn't understand anything, so I took it to the CAB.”*

Employers providing short term or fixed term contracts are not inclined to provide training or to up-skill their staff.

Working without a contract or on a temporary contract makes migrant workers feel very vulnerable. Without permanent work they cannot plan for the future: they can't get independent accommodation or a mortgage, they do not know the conditions under which they are employed.

The following chart shows current lengths of contracts for migrant workers.



**Fig 5.10 The length of contracts.**

The data shows only 29 % of migrant workers have a contract for longer than one year or a permanent job. The 31.2 % of people who did not respond to this question include those who said they do not have an employment contract. When adding the 39 % who work on a temporary basis, then approximately 75 % of the migrant workforce have no job security.

### 5.6.2. Salary details

At the time this research was undertaken, the minimum wage was £4.85 per hour. 5.6 % of respondents were being paid below the minimum wage. In addition 5.9 % did not receive payslips or any details on pay or deductions and therefore did not know their rates of pay. A further 7.8 % of respondents did not get regularly paid for the work they do.

*“There are agencies which do not pay in full. People do not ask for help because they are afraid to lose the only job they have, also they do not speak English - who will help them, who will trust them?”*

Payment arrangements vary from weekly to monthly; many were paid directly into their bank accounts, others by cheque or in cash or both.

35.4 % of respondents had extra deductions taken from their pay. The following table shows those deductions:



**Fig. 5.11 Deductions taken from wages.**

The most frequent extra charges migrant workers have to pay is for transport and accommodation. However, data from the gangmaster survey shows only a few labour providers said they offer accommodation. Some gangmasters say in the survey they provide free transport.

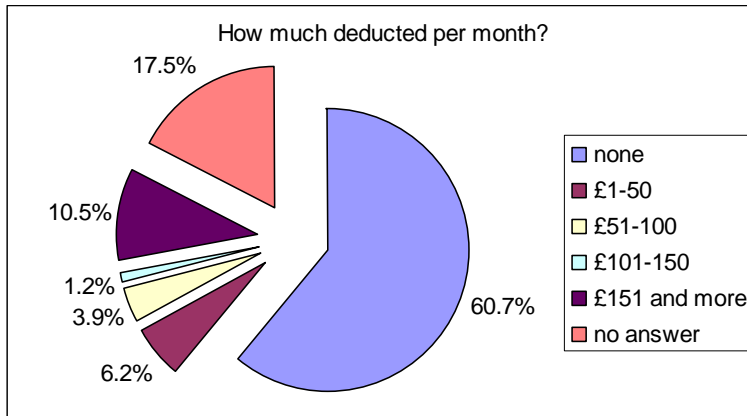
The category ‘other deductions’ includes fees for:

- Cleaning.
- Internet use.
- Work clothes.
- Providing information for migrant workers.
- Weekly administration.
- Cashing cheques.

*“I never signed a contract for an agreement about deductions from my salary. They also didn’t warn me that they are going to charge me for work clothes.”*

*“The agency probably does not pay taxes for us, we are paid by cheque. Each month, because of cheques, we lose £80-90, and later we can’t take our taxes back.”*

The following chart shows a breakdown of the amounts deducted from migrant workers’ wages per months.

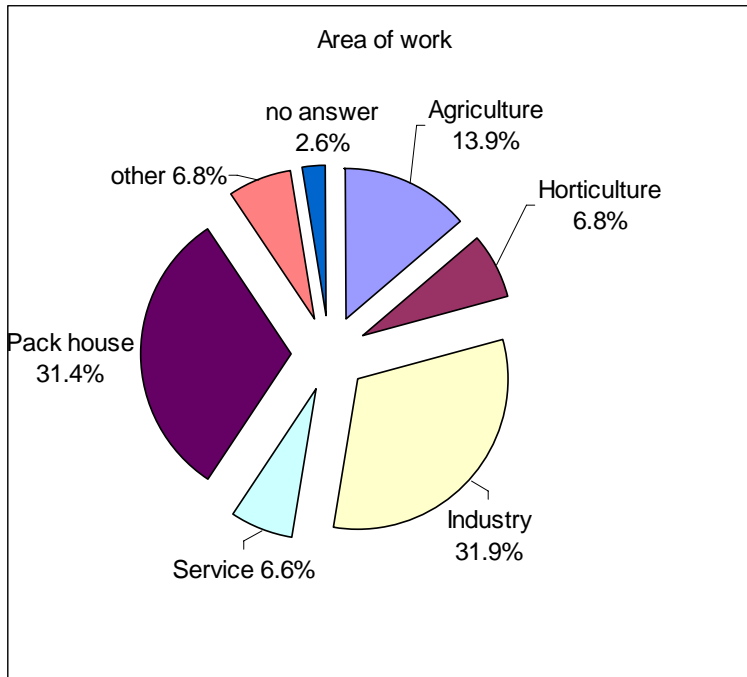


**Fig. 5.12 Monthly deductions taken from wages.**

The table shows that deductions can vary from £50 per week up to £150 or more.

### 5.6.3. Areas of work

The following chart gives a breakdown of sectors where migrant workers are employed. The biggest sectors employing casual labour are pack houses (31 %), the food industry (31 %), and agriculture (14 %). 7 % are employed in the service sector as cleaners, cooks, cashiers etc.

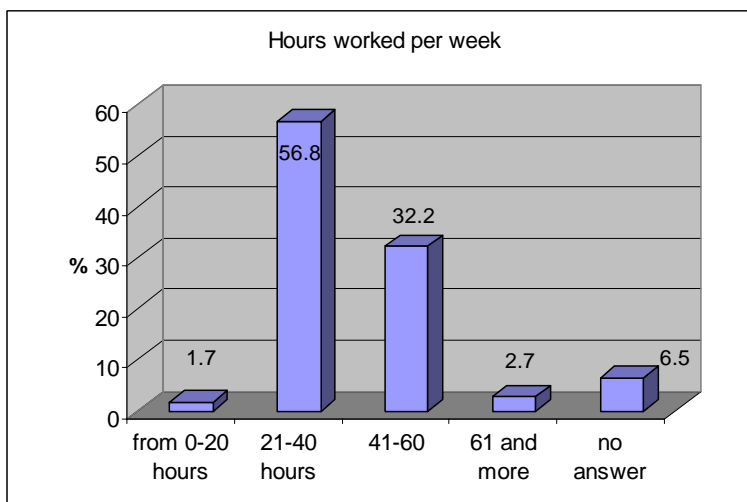


**Fig. 5.13 Area of work.**

The 6.8 % 'Other' work in the health sector, marketing and tourism.

Self-employment has so far proved to be unpopular with migrants, only two people said they were self-employed and one had his own business.

Most workers from Eastern Europe are looking for job security. They are not afraid to work hard. All would like legally binding employment contracts and all are afraid to lose their jobs.



**Fig. 5.14 Hours worked per week.**

The largest group of respondents, 56.8 %, work between 21-40 hours per week, 32.2 % are working between 41-60 hours per week. A limited number (2.7 %) are working more than 61 hours per week. Long working hours are not always imposed

on migrant workers; many are willing to work additional hours to meet their aspirations for a better life.

*“There is no work in Latvia, especially if you are older. My husband was killed and we have to pay for the mortgage. So I am ready to work long hours, no matter how hard is it.”*

*“I came here to work, not to rest. I am trying to do as many hours as I can, I do some night shifts as well. Actually I am coming home to sleep 5-6 times per months. All the rest I spend at work.”*

(She works as personal support assistant, some nights she is allowed to sleep, if the baby monitor is working).

The former Soviet countries do not have a system of Unions, and many migrant workers are unaware of the work Unions undertake. The survey found 7.8 % of respondents have joined a Union in the UK since starting work. Many migrant workers are not aware of the purpose of Unions.

Comparing jobs with pay, migrant workers are five times more likely to be paid below the minimum wage if they work in pack houses, agriculture or on factory lines.

Workers working without NI numbers are twice as likely to get paid under the minimum wage than people with the right documents. 2.3 % of respondents working without NI number are paid less than £4.85.

60 % of migrant workers who do not have a NI number work through gangmasters.

## 5.7. Skills analysis

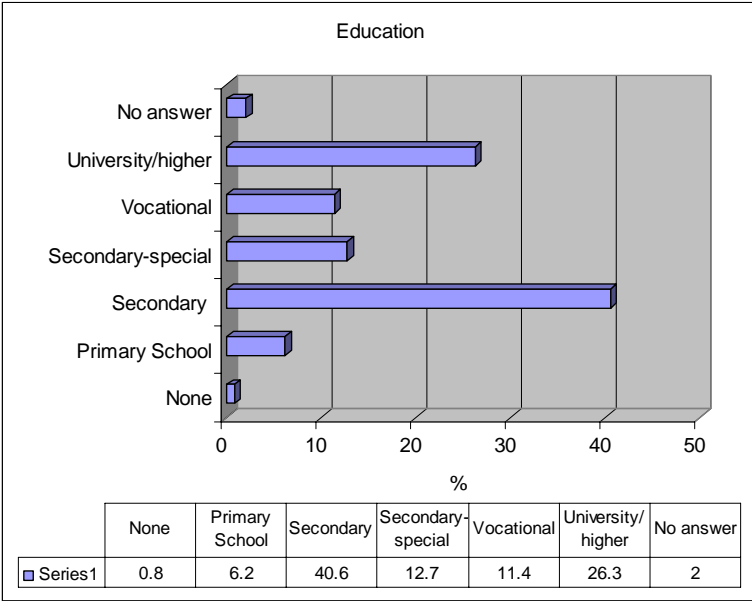
### **Qualifications and education**

A large proportion of the population of Lincolnshire (38.8 %) has no qualifications. Boston has the second highest proportion of people without qualifications in the East Midlands (39.9 %).

Migrant workers were asked to identify their level of educational attainment from 'none' to 'university degree', using the European system and providing some additional options.

26.3 % of migrant workers possess a degree level qualification, 11.4 % have vocational qualifications, and 12.7 % have undertaken special secondary education providing occupational skills.

The survey results show the largest group (40.6 %) have secondary education qualifications, many are young people who have come to the UK straight after graduating from secondary school. The following table shows their level of educational attainment.

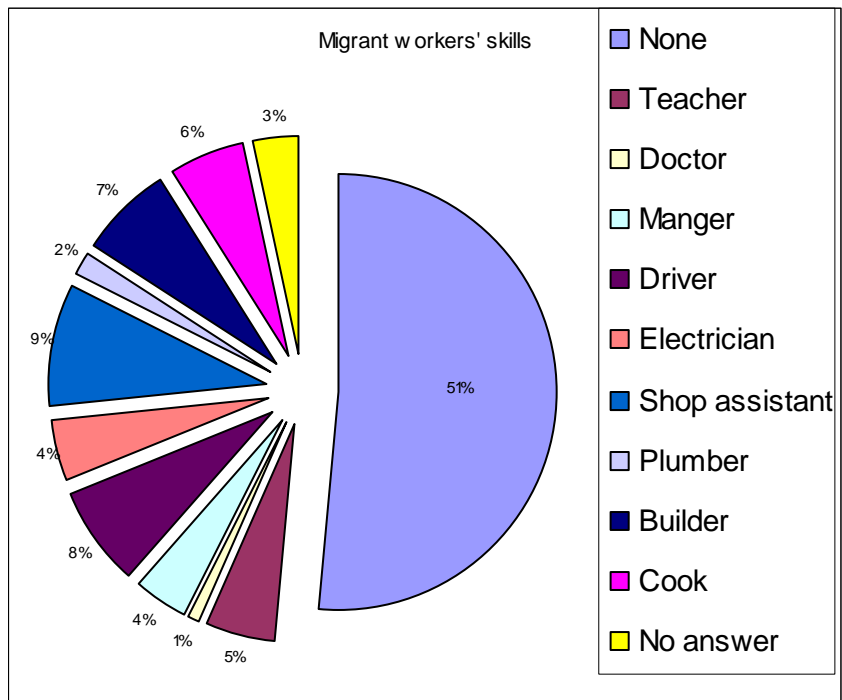


**Fig. 5.15 Education level.**

Comparing educational attainment to nationality shows that 34.3 % of all Polish migrant workers have degrees compared to 23 % of Lithuanians, 14.5 % of Portuguese and 12.8 % of Latvians.

What skills do migrant workers bring to the UK? Nine options for migrant workers to identify their skills were provided, with an additional space for writing down other professions. 65 % of respondents answered positively to the question about computer skills.

The following table provides a break down of migrant workers job skills:

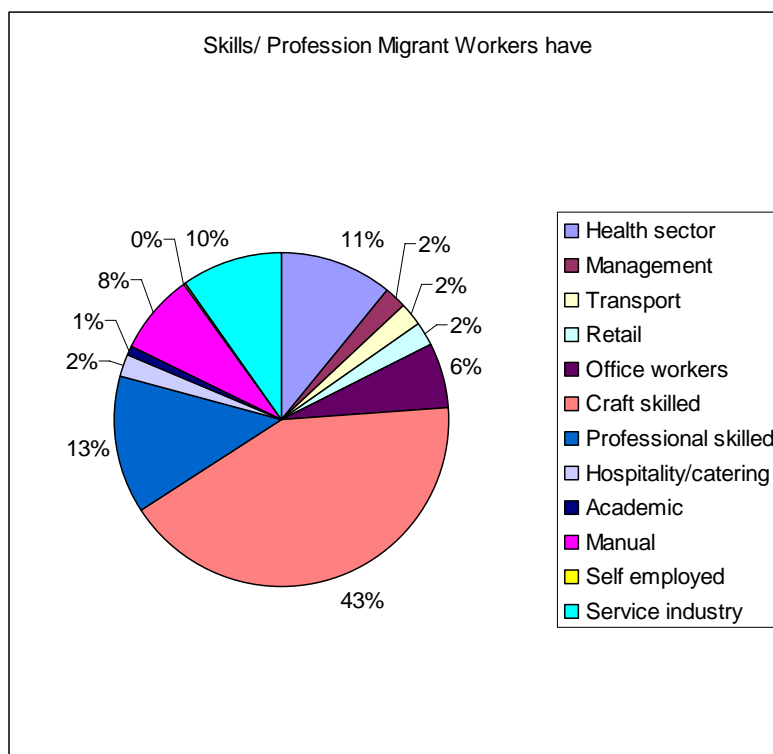


**Fig. 5.16 Migrant workers' skills one.**

Some migrant workers have more than one job skill. Among the combinations the highest proportion (9 %) of people have worked as shop assistants, 8 % as drivers (licensed to drive over 7.5 tonnes), seven % as builders.

There also is a link between education and job skills. Those with the lowest educational attainment (47.6 % of migrant workers) matched those who had no skills to offer in the job market (51 %).

29.8 % have higher skills and professions. The following table presents skills and professions grouped by employment sectors. For the full list of professions see appendix nine.



**Fig. 5.17 Migrant workers' skills two.**

The largest group (43 %) have trade skills such as hairdressers, mechanics, dressmakers etc, 13 % hold professional qualifications such as economists, architects and doctors, and 11 % have worked in health care services.

The overall picture suggests that migrant workers are educated and have job experience above their current job skill levels. Current gaps in the labour market which are not being filled could be matched to the skills migrant workers possess as nurses, drivers, plumbers etc.

The government's new programme to attract highly skilled migrant workers into the UK's job market does not appear to pick up those who are already here.

The difficulties experienced by migrant workers in the skilled labour market are:

- English language and terminology.
- The acceptance of their qualification.
- Information about additional courses required to update skills.
- Possessing documentation of their qualification.
- Evidence of work experience.
- Lack of understanding about other countries' system and adaptability to the UK.
- Lack of interest in skilled foreign workers by employers.

Migrants, in particular those who are lower-skilled and with little English, may find themselves in vulnerable situations in the country of destination. Often they accept jobs which indigenous people do not want, or perform them for lower wages and with fewer social benefits. Efforts are needed to reduce the level of vulnerability of these migrants and to ensure their human rights are protected.

#### 5.8. Travel to work and transport issues

The latest Census data for Lincolnshire shows a gap between job skills needed and the available workforce. 15 % of employed people living in Lincolnshire actually work outside the county. This equates to over 45,000 people who are not contributing to the county's GVA (Gross Value Added). GVA has fallen from 87 % of the UK average in 1995 to 75 % in 2001. This is, in part, due to an increasing proportion of the population who are either economically inactive or work outside the county.

Lincolnshire is the fourth largest county in England. It is overwhelmingly rural. In many areas outside the few urban centres accessibility to public transport can be a problem. The rural nature of the county means that many people have to travel greater distances to work compared to the national average. Travelling by private car or van is the most common mode of getting to work in Lincolnshire, with 67 % of people using this method compared to 62 % in the rest of England.

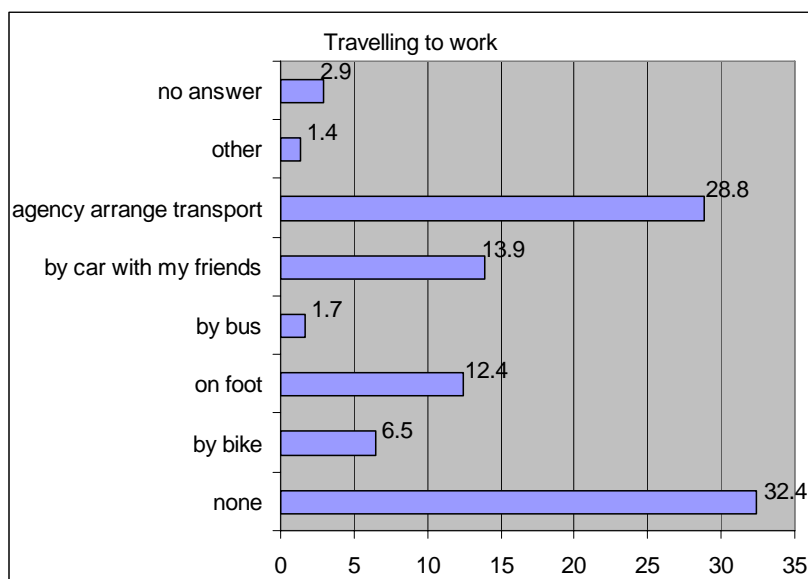
Boston (2.1 %) and South Holland (2.4 %) have the smallest proportion of people using public transport to travel to work in the East Midlands. The average distance travelled to work in Lincolnshire (by the indigenous population) is 15km (9.7 miles) compared to a national average of 13.3km (8.3 miles).

Migrant workers were asked about the distances they travel to work in relation to their accommodation, aspirations for the future and employment issues. 58.2 % said they have a car, but just 32.4 % use their own transport to go to work.

65.3 % of migrant workers travel up to 20 miles a day; 14.2 % travel more than 40 miles daily, and 3.8 % more than 60 miles to reach their work place. People who work through gangmasters are likely to travel longer distances. 8.3 % of migrant workers travel 41-60 miles or more to their place of work.

Poor public transport and limited information regarding service schedules are a problem for many rural communities. Many migrant workers (28.8 %) and especially new arrivals, depend on this transport or, more often, that arranged by the gangmaster. Taking into account the long hours worked, the length of time spent travelling, and the lack of public transport in some of the more rural parts of South Lincolnshire, isolation is a big problem for migrant workers.

*"We depend on the agency. Sometimes the supervisor asks us to complete the order, and later we have to change out of working clothes into ours. The minibus does not wait for us. Sometimes it leaves 5 minutes too early. Then we have to sit in the canteen and wait for a couple of hours for the next transport. We are so tired, and next morning we start again early in the morning. There is not much time left even for sleep."*



**Fig. 5.18 How migrant workers travel to work.**

### 5.9. Accommodation

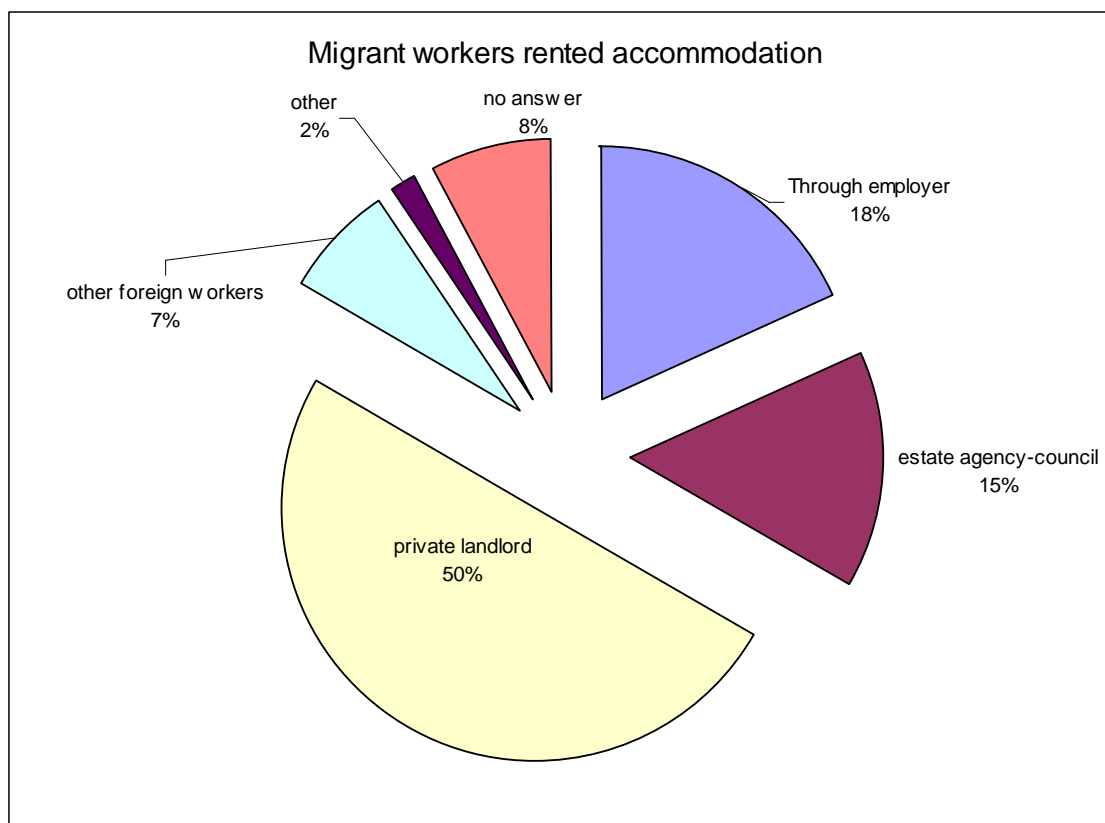
The most important factors migrant workers consider when choosing where to settle are employment and accommodation.

The number of households in Lincolnshire increased by 16 % between 1991 and 2001 compared to a population growth of around 10 %.

This research indicates migrant workers have several options for finding accommodation in the UK:

- They can rent directly from private landlords or from other migrant workers.
- They can use the services of estate agents.
- They may have housing supplied as part of the terms of employment (by gangmasters or the SAWS scheme).
- They can buy a house.
- They have access to social housing.

The largest proportion of respondents (50 %) live in privately rented accommodation: 18 % get accommodation through their employer; 7 % rent through other migrant workers; 5.1 % own their property, while 15 % rent through estate agents.



**Fig. 5.19 Migrant workers rented accommodation**

There are two situations in which migrant workers are provided with housing by their employer:

1. Farmers using the SAWS scheme (property owned by the employer, usually farmers and growers).
2. Property owned by labour providers or a third party. In this case the migrant worker runs the danger of losing the accommodation when changing jobs, or losing their job when they find different accommodation.

Other problems can occur when accommodation is tied to employment:

1. Overcrowding (many properties on offer to migrant workers are HMOs).
2. Workers have no choice in the location of the property or its condition. Rents can be very high and can be deducted directly from wages.
3. There is often no tenancy agreement, giving no responsibility to the owner or stating the length of the tenancy.

50 % of migrant workers choose to rent accommodation privately. This may be because their employer does not provide accommodation, they have problems renting through estate agents, or they want independence. There are a number of drawbacks associated with privately rented accommodation, these include the need for an often large deposit or rent payments in advance. Private renting

arrangements can also be unsecured, especially if there is no formal agreement or commitments on the owner's side.

*"We rented in the centre of the town. There lived some more migrant workers, the rent was not too expensive, just £40 per week, but we had a problem... the whole house was full of bed bugs."*

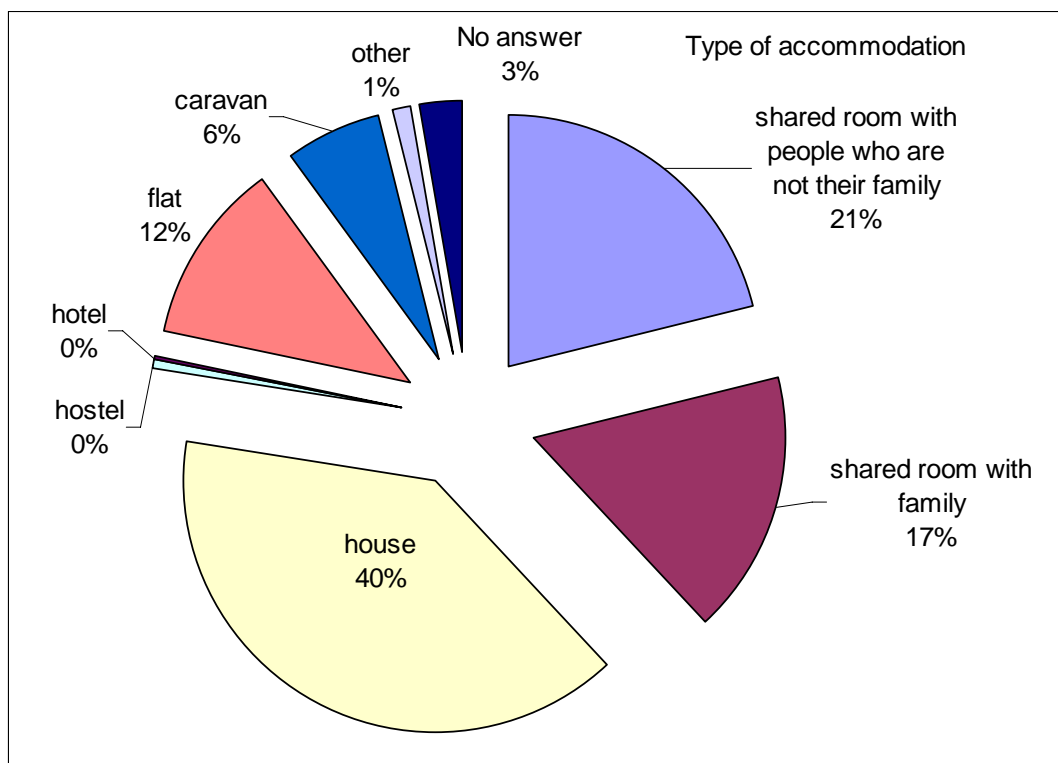
Many migrant workers lack information about the housing market, what options are on offer and their rights as tenants.

The following problems are experienced when renting through estate agents:

- Refusal because of the lack of a work contract.
- Refusal with no reason given, leaving the migrant worker feeling discriminated against.
- Extra requirements for migrant workers, e.g. need to provide English references.
- Additional charges - (paying for each application, for checking documents, payment for each renewal of the rental agreement (every three to six months).
- Language problems (not willing to provide translations of documents).
- No sharing (not even couples or relatives).

The largest proportion of respondents (40 %) live in shared houses, 21 % share a room with people who are not family members and 12 % live in flats (one room with shared facilities). 6 % of those living in caravans are students working through the SAWS scheme.

Overcrowding in Lincolnshire (3.4 %) is lower than in the rest of the East Midlands (4.5 %) and nationally (7 %). However, looking at the data of the migrant worker survey, a completely different picture emerges.



**Fig. 5.20 Type of accommodation migrant workers live in.**

The answers to the question how many people live in their house show that nearly 59 % of migrant workers live in HMOs. Nearly 14 % share their accommodation with between seven and ten residents. The highest number of people living in one accommodation was sixteen.

*“I live in the store room under the stairs. We don’t have a living room, only one bathroom and toilet, and all people are squashed in the kitchen.”*

The data from the in-depth interviews shows that migrant workers often remain in the area in which they first arrived in the UK.

### 5.10. Finances and banking

On arrival in the UK, most migrant workers wish to open a bank account. It is the safest way for them to receive their wages, protect their savings and to transfer money back to their home countries. It also makes migrant workers feel accepted as members of community.

Migrant workers experience difficulties with banks because they do not always possess all the necessary documents and because of two-way communication problems. Little effort has been made by banks to make the process easier or to provide translations.

23.4 % of those questioned have experienced problems in opening a bank account. 15.5 % did not answer the questions about banking. Adding both results together helps to understand the problems this can cause migrant workers.

The following are some of the problems experienced by migrant workers wanting to open a bank account:

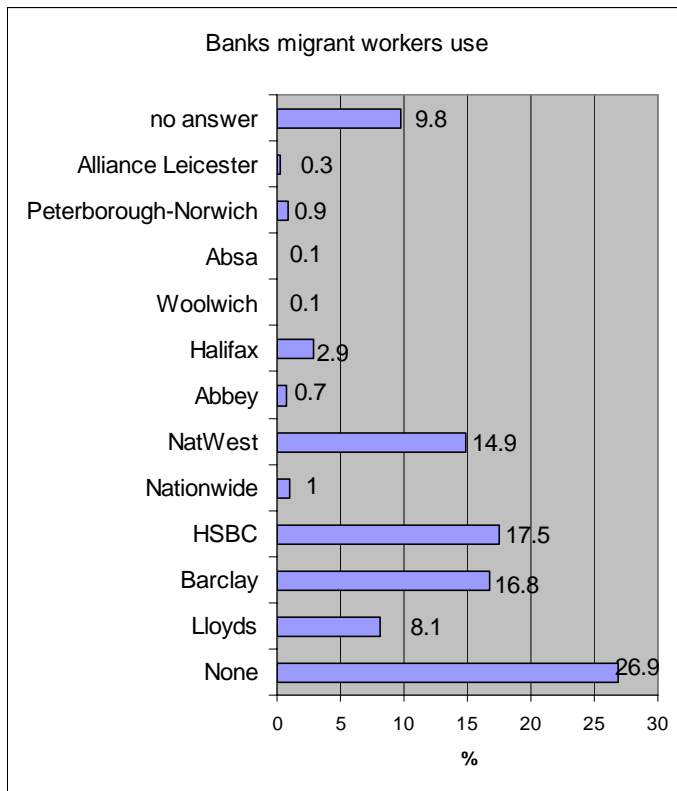
- Identification documents: many migrant workers from Portugal use ID cards but do not have passports. ID cards are not considered proof of identity by banks in the UK.
- Proof of address: very few migrant workers have rent books or utility bills due to the multiple occupancy of their dwellings.
- Language barriers: translation and interpretation is not provided by banks and migrant workers do not wish to bring a friend or relative to translate for reasons of confidentiality.
- Lack of work contracts: when working through labour providers, migrant workers often have no proof of their employment.

An example of a migrant worker's experience:

*"My family opened a savings account. But before Christmas there were no jobs and for a couple of weeks we couldn't put money into the account. Later the bank said to us, because money did not go into the account in time they took all our savings money to cover the difference. It's not fair, if we choose to save it is up to us when and how much money we to put into our account weekly."*

In the survey migrant workers were asked if they had a bank account and which bank they used. The survey shows that 71.4 % of workers have a bank account. This appears very high. However, taking into account the large number of migrant workers in the UK the proportion of people without bank accounts is still very large (26.9 %).

The following chart shows the percentage of migrant workers using High Street banks. No particular bank stands out as being most popular or providing easier access to a bank account.



**Fig. 5.21 Banks migrant workers use.**

### 5.11. Health issues

All migrant workers have the right to access health care, except those who come on visitors' visas. The first point of contact for accessing health care services in the UK is the General Practitioner (GP).

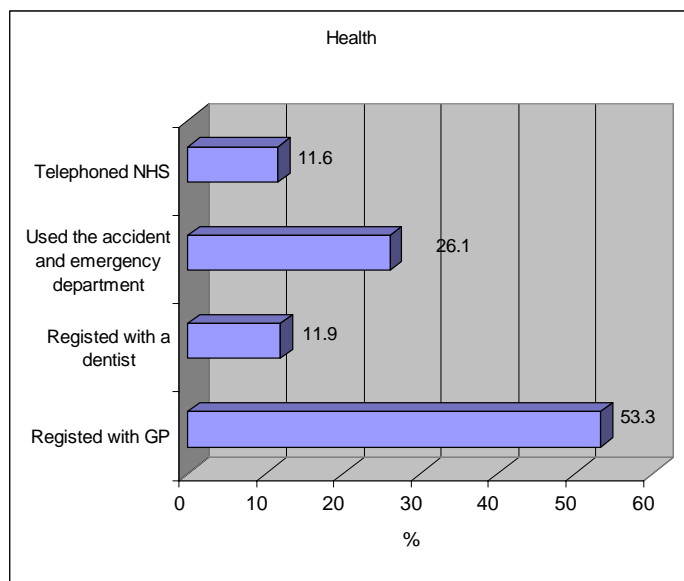
Migrant workers who come to the area are in general younger than the local population. The survey data also shows migrant workers are less likely to need a doctor.

The questionnaire revealed that 11.6 % of migrant workers have telephoned NHS Direct. Only 53.3 % were registered with a GP. However, it should be taken into account that migrant workers who completed the questionnaire are literate and proactive and some of them also have contacts to support organisations where they may receive information or advice.

The UK has different rules for registering with a GP compared with other countries. Lack of information or poor English skills prevents migrant workers from accessing health care services. There are examples of migrant workers who have been in the UK for five years and who do not know how to call NHS Direct. In some cases migrant workers who do not know how to register with a GP go directly to the Accident and Emergency department in hospitals.

40.2 % of respondents do not know the emergency number 999, others quoted the US Emergency phone number 911.

The chart below provides the numbers of migrant workers who have contacted the NHS.



**Fig. 5.22 Access to health services.**

### 5.12. Health and safety

One of the main issues in the workplace is the health and safety of workers. The risk to migrant workers is increased by lack of skills, language barriers and their work and background experience.

Respondents were asked about induction training at their place of work. 79.9 % of respondents have undergone induction training for Health & Safety issues. 78.5 % said they understood the context of induction training, but consideration had to be given to language issues.

Only 21.7 % of migrant workers said they had received induction in Health & Safety in their own language.

*“I need to work so that I can support my family. Actually, I partly understood the context of induction, lets say 25 %, but I signed the documents and said I understood all of it. I just can’t lose this job.”*

Factories provide different levels of language support for migrant workers. Some factories employ migrant workers who speak two or more languages (English, Russian, Polish) to translate Health & Safety instructions or the induction process. Some use migrant workers who already work in the factory to translate basic rules and instructions. Some bigger factories provide ESOL training during working hours.

Managers stated ESOL courses improve basic English for workers, and make communication easier. Some employers use software programmes to translate documents, although the quality of such translations is very poor and they should not be used for legal documents.

Community safety has become an important issue throughout the county. Questions about reporting crime are therefore included in the survey. The following table shows whether people know how to report crimes, have been victims of a crime or whether they have ever reported a crime.



**Fig. 5.23 Reporting crimes.**

58 % of migrant workers do not know how to report crime, and nearly 10 % of migrant workers who have become the victim of a crime didn't report it to the police. Some of the reasons for not reporting the crime are:

- Do not know how to report it.
- Scared of immigration services.
- Afraid to lose job or to become a victim too.
- Sorted the problem themselves.
- Do not trust police.

The mistrust of police has various roots:

- Experience in migrant workers' country of origin.
- Negative experience with police in the UK.
- Lack of information about migrant workers' rights.

*"I reported the crime, but the police wouldn't do anything. Next time I will not bother."*

### 5.13. Religion

For some migrant workers it seems important to maintain a religious life because they feel in this way they are not excluded from community life.

Migrant workers were asked to identify their religion. 86 % of respondents identified themselves as Christians and 2.3 % as Muslims, other religions mentioned are: Jehovah Witnesses, Mormons, atheists or none.

*"I have my own concept of God."*

31.2 % of migrant workers are not able to practice their religion here in the UK. The main reasons given are:

- Not knowing where the denominational church or temple is.
- Not speaking English, and not understanding services.
- Being too tired.
- No public transport on Sundays to reach the church.
- Working on Sundays

### 5.14. Experienced discrimination

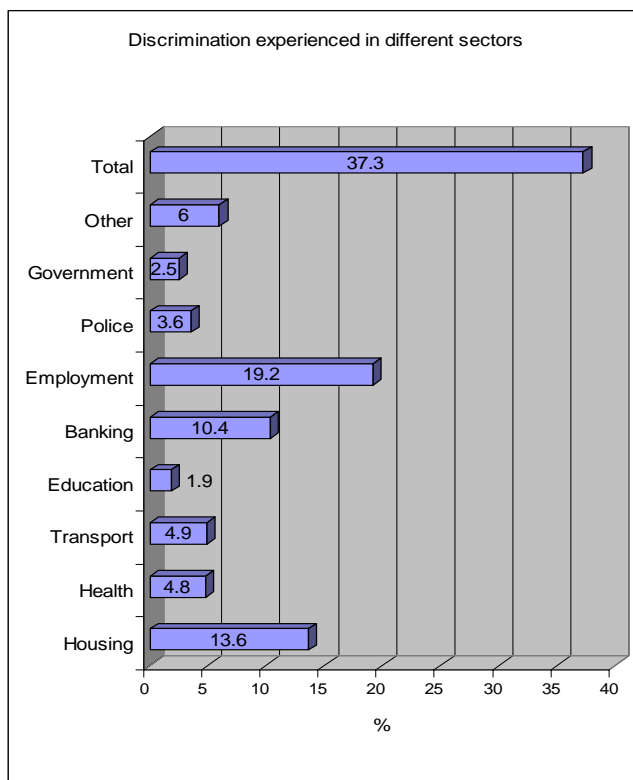
Discrimination is a barrier to inclusion not just because it excludes migrants from jobs and activities they are eager to do and the services they need, but because of the resentment it fosters.

37 % of the respondents to the survey have experienced some kind of harassment or discrimination. During in-depth interviews or through the questionnaires, migrant workers pointed at a variety of forms of discrimination experienced.

19 % of respondents are not treated fairly in their work place, mostly by gangmasters: they are not paid during holidays have illegal deductions made from their wages accommodation and employment are linked with the job or different nationalities are sometimes paid better rates for the same work.

13 % of respondents felt they are treated unfairly in the housing sector, mostly by estate agents. Migrant workers point out that estate agents refuse to rent out property to them without giving reasons and that they have been treated disrespectfully. Examples were given of why migrant workers felt especially discriminated against by this sector: couples or very close friends are unable to share accommodation; estate agents ask for English references which are difficult if not impossible to obtain by new arrivals. New arrivals were asked to provide three years of utility bills as proof of address. Families with children find it particularly difficult to understand why they cannot rent from estate agents.

10 % of respondents felt they had been discriminated against by banks. New arrivals, as with accommodation, cannot supply proof of address, cannot overcome the language barrier without help and have problems with legal documentation.



**Fig. 5.24 Experienced discrimination by sectors.**

The 6 % marked 'other' includes experienced harassment from British people in shops, bars, and cafes or in the street. Migrant workers are sometimes not allowed to enter shops because of suspicion that they will shoplift.

EU law requires protection from race discrimination in employment and services. Migrant workers cannot be treated less favourably when seeking access to housing, health or education services, especially if they are to integrate and feel welcomed. Throughout the employment sector the rights of workers can be represented and advocated by Trade Unions. Research data shows that migrant workers are less likely to use Trade Unions (7.8 % of the respondents) than local populations.

The reasons given are:

- Do not know about Trade Union.
- Do not know how to find the Union.
- Communication problems.
- Mistrust caused in their country of origin.

There is a need for public bodies – from health and education providers through to the police and housing authorities – to identify barriers to equality in their services and to take steps to deliver positive changes.

### 5.15. Passport and ID documents

As part of the survey, migrant workers were asked to say who held their passport. 94 % replied they were in possession of their passports. 3.8 % have handed their passports to their employers and do not have access to them.

*“The farmer kept our passports for three months, so we couldn’t change employer or complain about deductions, I could not even register with the Home Office”.*

Looking at the results from the data it would appear that not all respondents told the truth. One example was a worker who claimed Spanish nationality but had very poor Spanish language skills. There were several cases where it was impossible to judge whether a person was here legally to work or just on a long term stay in the UK.

*“I have paid £300 for a Latvian passport. I want to stay and work in the UK.”*

*“I arrived as a student to work for three months in agriculture; can you help me to stay in the UK permanently?”*

As can be seen above, there is a need for advisors or consultants to be based locally to work with migrant workers, providing legal advice and support. This could be an extension of the work currently done by immigration services.

### 5.16. Public services

This section reviews access to services and also addresses migrant workers’ needs. Migrant workers from the new EU accession states who arrive in the UK and want to work must apply for a National Insurance number through Social Security and register with the Home Office within one month.

79.6 % of respondents had National Insurance numbers, 24 % of those working through labour providers/gangmasters did not. Included in this number are some new arrivals who may be in the process of applying for their NI number.

All migrant workers, including those who are on work permits and on working holidays, need information regarding their rights to claim any kind of benefit, including health benefits. Most are not aware that they cannot claim benefits such as child benefit, working tax credits, housing benefit, income support and job seekers allowance.

Some migrant workers still lack information about their legal duties (35.4 %) and are confused by the Workers’ Registration Scheme and the rules which apply to National Insurance numbers.

Most new arrivals have very little knowledge of their rights and responsibilities in the UK. They do not know about services they are entitled to, including:

- Health care systems.
- Housing.
- Banking.
- Education.
- Employment.
- Legal/policing.
- Their rights and responsibilities (TV licence, MOT, etc).

Migrant workers were asked how public services could be improved to meet their needs. 17.2 % would like to get better access to the Internet; this includes longer hours of access, easier access in the more rural areas and access in the work place (e.g. computers in canteens).

*“I am working late and various shifts, the library is already closed at that time, and to pay for the internet in a shop is too expensive for me.”*

*“Internet it is the only possibility to keep in touch with my family as well as finding information.”*

37.7 % raised the importance of developing interpretation/translation services. Some organisations use Language Line or external/internal translators, although these services are very expensive. There are no locally accredited translators available at present or organisations which provide this kind of service.

The issue of childcare is important for migrant workers who have brought their family to the UK. Migrant workers often work very long hours and different shifts, sometimes two shifts, back to back. With no support system, such as relatives or grandparents, they face difficulties matching employment and care responsibilities. 5.6 % would like improvements in childcare services: help to prepare their child for school entrance cheaper childminding services easier access to playschools and more guidance and information about the UK education system.

Some migrant workers asked for local services which would benefit all:

- To employ community workers to support migrant workers.
- To improve the transport system, especially after hours.
- To provide more books in different languages at the library.
- To provide cultural information.

In trying to identify what kind of help migrant workers can get, they were asked if they used voluntary sector services. The Citizens Advice Bureau (CAB) is the

largest advice charity in the UK. 13.6 % of respondents said that they used the services of CAB, although most were not aware of CAB services. The CAB itself faces difficulties in finding resources to pay for the interpretation services required to help those who cannot communicate well in English.

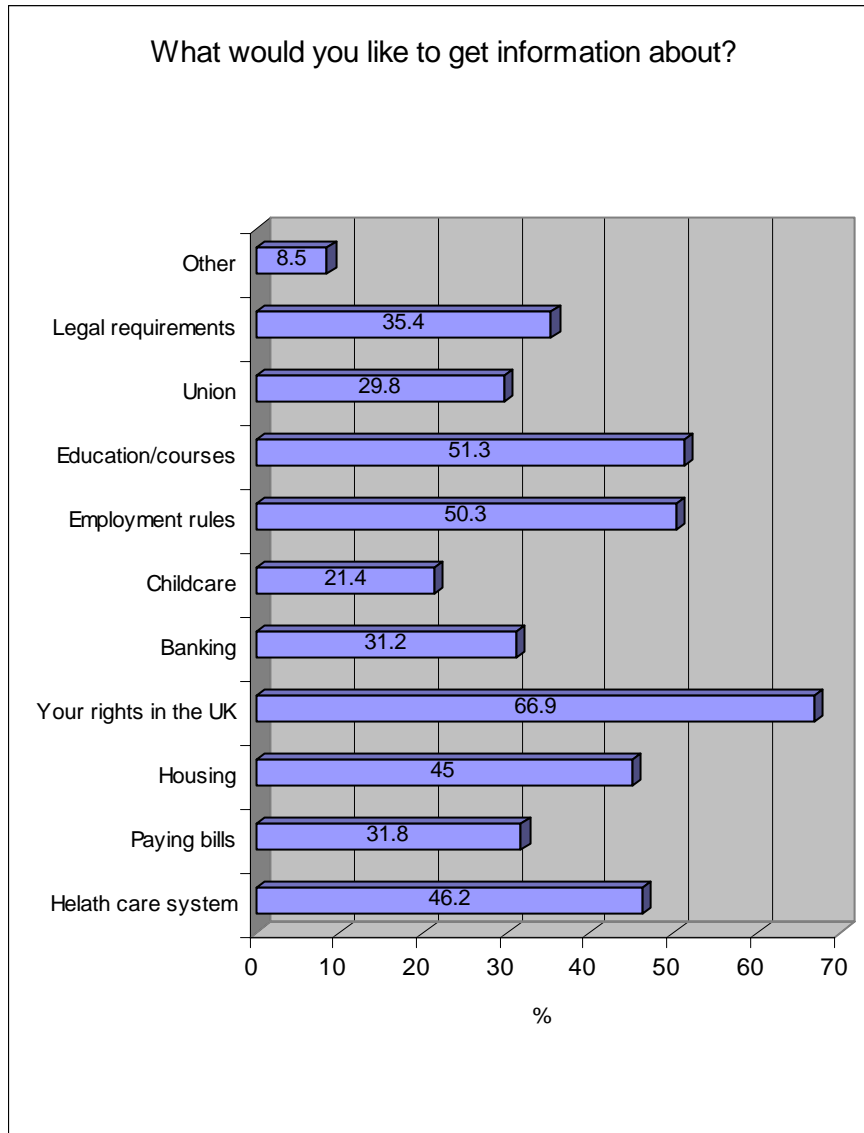
#### 5.17. The need for information

There is a need to provide migrant workers with information about their rights and responsibilities in the UK. There is also a lot of misunderstanding within the local communities which could be addressed.

A number of parents said they do not have information about schools or the health service. There is confusion about the different types of schools available. A big issue is language. Many children who are of school age have no English skills which means they need special assistance and support. However it is not clear to the parents what support is available in different schools.

It is difficult to assess how many migrant workers' children will attend schools in the UK in the future. However, there are a number of factors which would suggest that the numbers will rise. 56.6 % of migrant workers state they intend to stay in the UK permanently. A further 25.1 % have not decided yet. A total of 23 % want to stay in South Lincolnshire and 26 % have not yet decided. Most of those who wish to settle here are young people who would like to bring their children to the UK.

Not many migrant workers (7.8 %) have joined Trade Unions. Respondents said there was little information about Trade Unions, especially in other languages. However, 29.8 % of migrant workers said they would like such information. Migrant workers want information about their rights in the UK (66.9 %), the availability of courses to increase their skills (51.3 %) and employment rules (50.3 %). Migrant workers would also like information and guidance on the National Health Service (45.8 %).



**Fig. 5.25 Information required.**

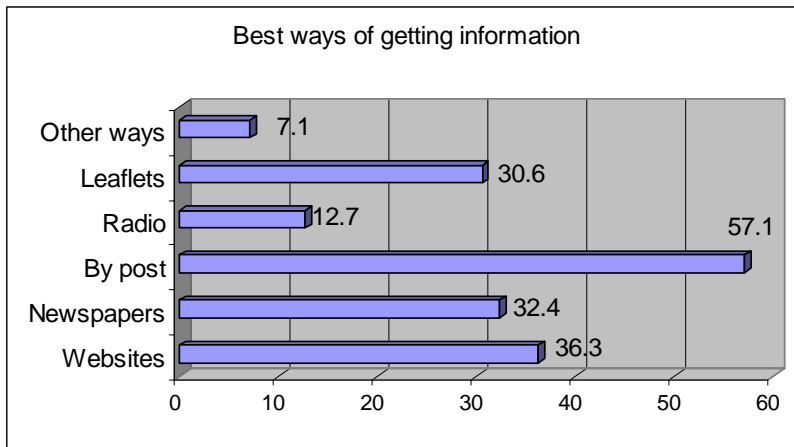
The lack of easily available information for migrant workers has led to insecurity and a fear of discrimination. This is particularly true in the labour market. People need to know wage levels, tax requirements and employment rules. Many are looking for better jobs, to increase their skills and some would like to return to studies. The need to signpost them to the relevant information is an important step in integrating them into the community.

Those respondents who answered 'other' (8.5 %) requested information about pension schemes, mortgages, benefits, and tax returns.

The data shows a need for a more comprehensive approach to the provision of information for migrant workers and with this in mind, migrant workers were asked about the best ways to deliver information to them.

The most popular methods suggested were mail (57.1 %), websites (36.3 %), newspapers (32.4 %) and leaflets (30.6 %). Surprisingly, just 12.7 % of respondents would like to get information through the radio although 41 % listen to the radio.

Those with poor language skills said they would welcome printed information, especially in their own language.



**Fig. 5.26 Best ways of getting information to migrant workers.**

To deliver information through the post has certain drawbacks. To reach migrant workers would mean distributing information (translated in several languages) to every house. This may cause resentment in local people to whom this information would not be relevant or comprehensible.

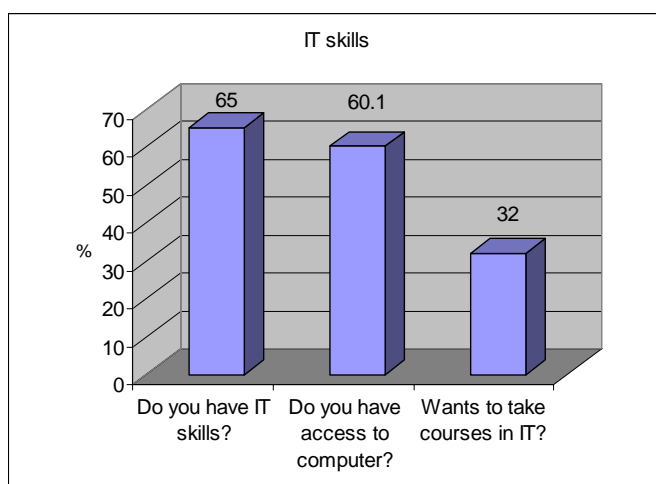
Better ways of delivering information might be through libraries and through employers where migrant workers can have easier access to information.

#### 5.18. Access to the Internet

With easy access to information, communication and services, including banking, the internet provides an ideal platform to access this information, especially for vulnerable groups.

Migrant workers were asked whether they have computer skills, and/or access to computers.

The following chart shows the number of people with IT skills. The data shows that 65 % of migrant workers are IT literate. This number includes 2 % who have professional training in IT.



**Fig. 5.27 Computer skills and access to computers.**

When migrant workers were asked if access to IT courses was wanted, 32 % answered positively. This indicates that migrant workers want to improve their qualifications and are eager to gain new skills or to be promoted at work. It would also enable them to have better access to their families in the country of origin.

Migrant workers are very keen to access computers. 26 % of respondents have access to a computer at home while 15.6 % use computers at the library. 4.2 % use internet cafés where they have to pay. Other places where migrant workers use computers are:

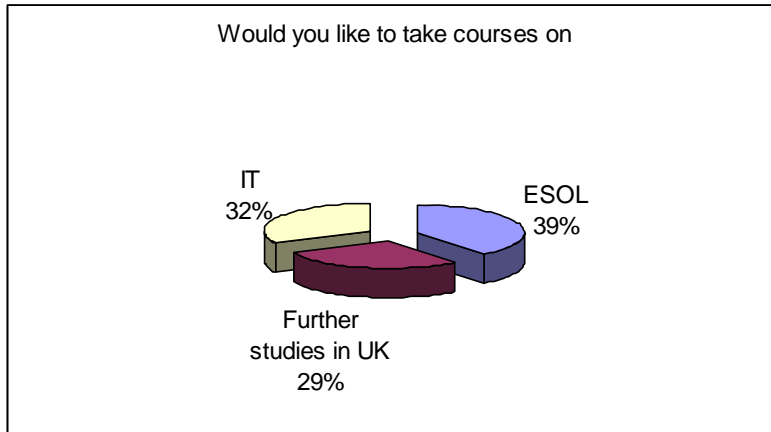
- At a community centre.
- At work.
- At a friend's house.
- At the caravan sites (mainly SAWS workers).
- At college.

### 5.19. Study aspirations

Almost all migrant workers can be described as highly motivated to improve the quality of their lives. In the UK this motivation is based on opportunities to earn higher salaries, having their professional qualifications recognised and the ability to compete equally in the labour market.

There are many highly educated migrant workers in the UK doing manual jobs because their qualifications are not recognised. Half all those who completed the questionnaire are working below their skills levels.

Migrant workers trying to improve the quality of their life wish to upgrade their skills, starting with language skills and IT. Many would like to take courses to gain equivalent qualifications in their profession. The table below shows subjects they would like to study.



**Fig. 5.28 Study aspirations.**

The full list of subjects can be seen in appendix 11.

Understanding the importance of language skills for their career progression, 39 % of migrant workers would like to take ESOL courses, 32 % would like to attend IT courses. 65 % who already have IT skills would like to do further studies such as graphics or programming. Some migrant workers would just like to acquire some basic IT skills.

*“In the evenings I am trying to learn English from books. The problem is I do not know how to pronounce the words so I simply pronounce them as they are written. I guess it is different from our language, because other people could not understand my English; but I am happy I can understand some written information.”*

The questionnaire asked additional questions about taking further studies in the UK. 29 % responded positively. Most popular are languages, others include psychology, law studies, economy, accountancy and medicine.

Many people who wish to take ESOL and IT courses also talked about the difficulty of attending classes because of work. The most convenient time for classes would be weekday evenings (42 %), day time at weekends (17 %), during the week throughout the day (16 %) and evenings at weekends (15 %).

As many migrant workers are working changing shifts, they have to travel long distances to and from work, or rely on their employers' transport it is difficult to find an ideal time for courses.

Difficulties preventing access to training:

- Lack of language skills to understand advertised information.
- Busy working schedules.
- Lack of information about training courses.
- Lack of transport.

- Limited finances.
- Lack of confidence.
- Lack of information about migrant workers' rights.

#### 5.20. Future plans of migrant workers

Information was also gathered to help to understand what steps might need to be taken to plan for future needs of migrant workers.

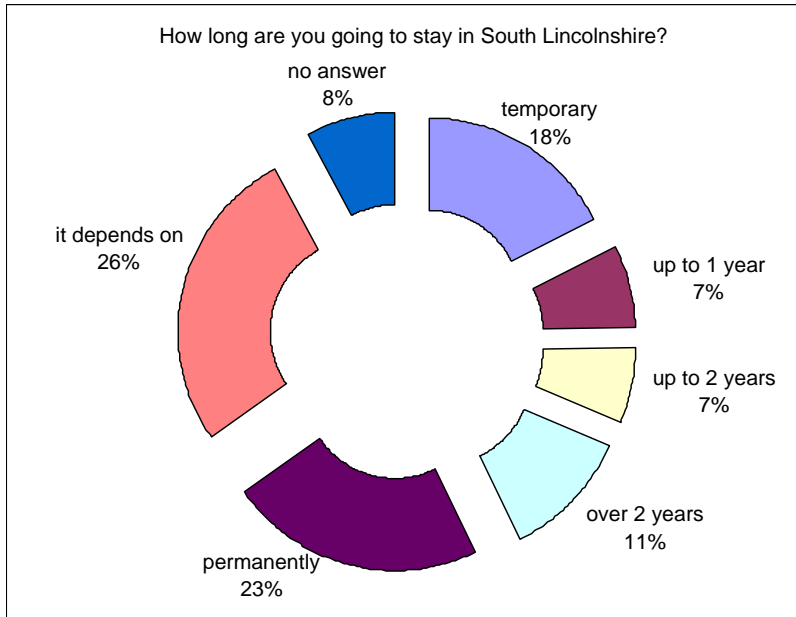
The following data shows that 56.6 % of migrant workers plan to stay in the UK permanently. 25.1 % have not yet decided on staying in the UK, giving the following reasons:

- Conditions at work.
- Accommodation.
- Health service needs.
- Bringing children to the UK.

There is a significant group (23.4 %) that is planning to stay for at least ten years. They would need to overcome the following difficulties:

- They don't feel part of the community.
- It is difficult to make long term plans (finding suitable accommodation, education, and children's services).
- Tension between communities.
- Re-integration problems in their country of origin.

23 % wished to stay permanently in South Lincolnshire, 26 % still have to decide. The main decision to be made is about suitable employment and accommodation. 32 % of migrant workers come to South Lincolnshire for short term work for up to two years.

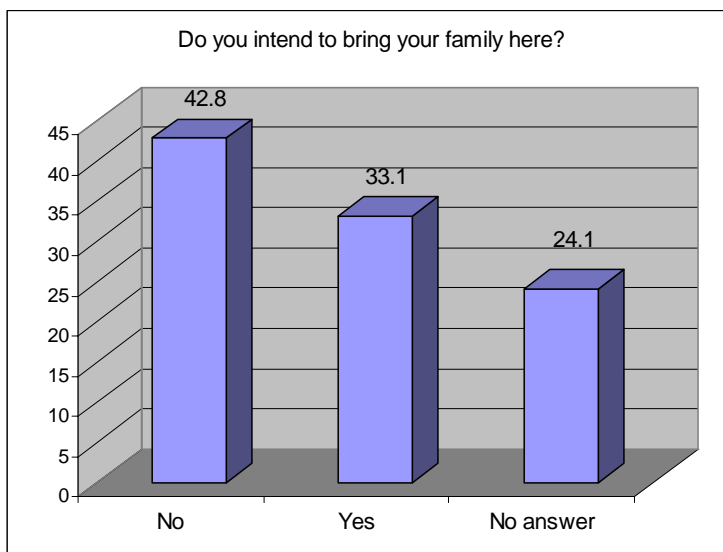


**Fig. 5.29 Intention to stay in South Lincolnshire.**

Future plans are closely related to family issues. Migrant workers were asked whether they have children and whether they intend to bring them to the UK. 41 % of the respondents have children and 22.5 % have their children with them. Of the total number of people who have children, 34.1 % have one to two children, 5.1 % have three to four children.

Migrant workers who have left their children behind experience tension between their relatives back home and their own plans for the future. The largest number of children one migrant worker has was seven, two with their mother in the UK and the others with relatives back home.

*“I have four boys, but I am able to support just two of them in the UK. A couple of months ago I gave birth, but I have left the baby with my parents in the Philippines. I just can’t afford not to work.”*



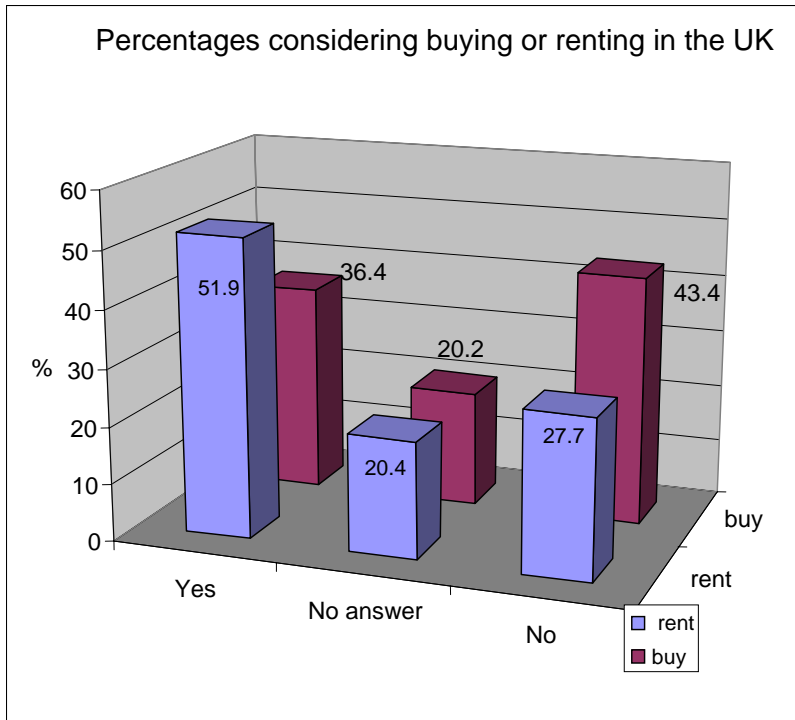
**Fig. 5.30. Intention to bring the family to the UK.**

33.1 % of migrant workers said they intend to bring their families to the UK. It should be noted that many migrant workers are still young and do not yet have children.

Knowing migrant workers' future plans will help in developing new services in education and the health sector.

Many who said they wished to settle long term in the UK would also like to purchase a property for their family. The survey asked about their plans to rent or buy a property in the UK. 5.3 % of migrant workers already own a property here.

The following chart shows how many wish to buy or rent a property.



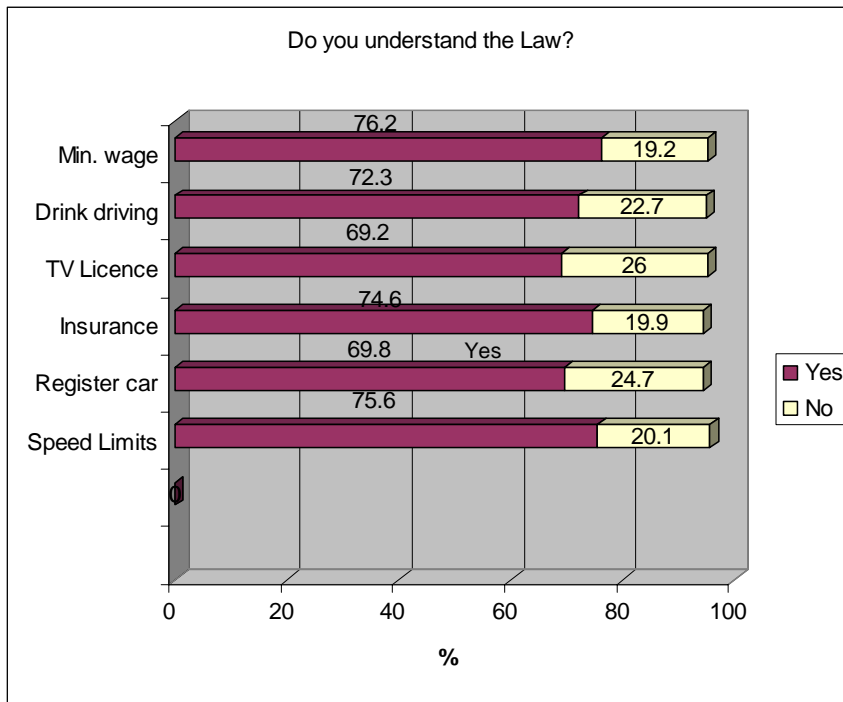
**Fig. 5.31 Plans concerning property in the UK. .**

More than 50 % of respondents would like to buy a property in the UK, and more than 36 % hope to rent. The number of people who are planning to rent property includes those who are planning to save to buy later.

### 5.21. Integration issues

With data showing 39.7 % of migrant workers having poor English skills, it can be concluded that there are a lot of misunderstandings and difficulties facing migrant workers.

It is necessary to identify what kind of general day-to-day information migrant workers need. They were first asked what they understand and know about legal requirements in the UK. The following table shows a breakdown of what they do and do not understand:



**Fig. 5.32 Understanding the law.**

The survey results show that approximately one fifth to one quarter of migrant workers are not aware of the legal requirement to have a TV licence, do not know how to register a car, do not understand their duty to have car insurance and to pay road tax. Legal requirements in other EU countries are similar but not the same.

All information about legal requirements in this country is in English and there is no central repository of information. Information on the above subjects is not given to incoming workers as a matter of course. Fluency in English is the most important element of successful and safe integration. The lack of language skills is the single major factor in unemployment or working in low skilled jobs. Often migrant workers' skills show that they are overqualified for the jobs they are doing in the UK.

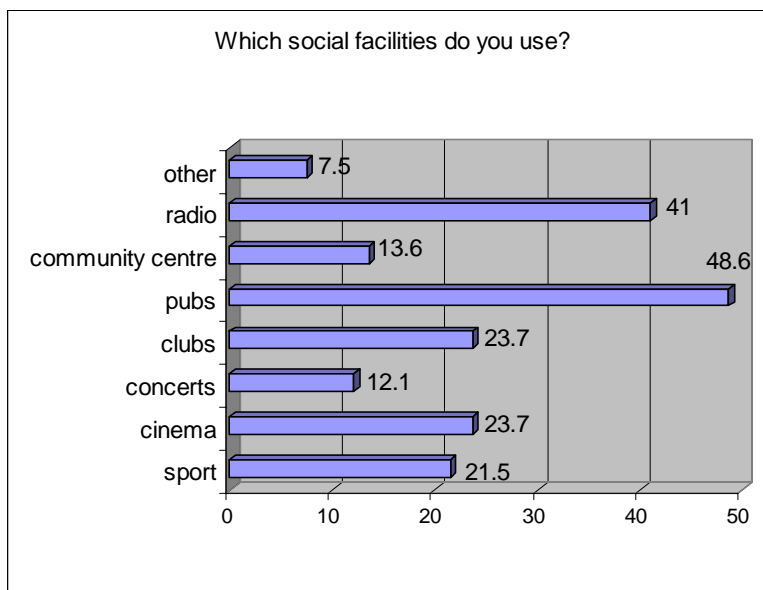
Attending ESOL courses improves language skills for migrant workers and leads to easier integration. Labour users also mention that it is easier to communicate with migrant workers after they attended ESOL lessons.

A safe and cohesive community is what is wanted. Questions were therefore asked about the social facilities migrant workers use. The questionnaire provided eight options.

Two different groups of migrant workers were identified:

- Those who are working long hours and do not have time to attend any social facilities. People who left their family behind with the intention of saving money to support their family. Also in this group are migrant workers who have just arrived and are working long hours to support themselves.
- The other group are people who have more stable conditions (accommodation and employment) and aim to stay in the UK longer term.

The following table shows the number of social facilities migrant workers use. Some migrant workers attend more than one.



**Fig. 5.33 Social facilities used by migrant workers.**

The highest number of respondents (48.6 %) indicate pubs as the social facility of their choice. 41 % listen to the radio (compared to 12.7 % who want information through the radio). Popular places are also clubs (23.7 %), cinemas (23.7 %) and attending sport clubs (21.5 %). These places were mentioned by migrant workers who want to communicate, socialise and develop their quality of life.

The 'other' (7.5 %) contains libraries, shops, parks and the swimming pool as social venues.

Barriers for integration are:

- Myths believed by local communities.
- Prejudice and racism.
- Poor living conditions for migrant workers leading to negative attitudes in the local community.
- 'Labels': if one migrant worker commits a crime then all migrant workers are criminals.
- Language barriers.
- Isolation: having left the family behind.
- Cultural differences.
- Lack of information about accessing services.

Inclusion is a process, not an end-state. To make migration a success, changes are required:

- Better access to all kinds of information, translated into different community languages.
- Better access to the labour market by accepting foreign qualifications.
- Better access to services.
- Improved educational possibilities: ESOL, access to information.
- More flexible transport systems.
- Better coordination between organisations and departments in sharing information and services.

Local communities are slow to accept migrants. Changes of attitude need to be made on both sides. Migrants will not be integrated, and cannot feel included, unless local people accept them.

Interpreting is a significant issue in our changing society, with the need to provide services to a high standard, and for migrant workers to be able to access those services.

Public services are beginning to respond to interpretation needs, but at considerable cost. Not all organisations are able to use expensive translation services. In many cases migrant workers bring their friends, relatives or even their children to translate information from or for statutory bodies.

## 5.22. Organisations providing services for migrant workers

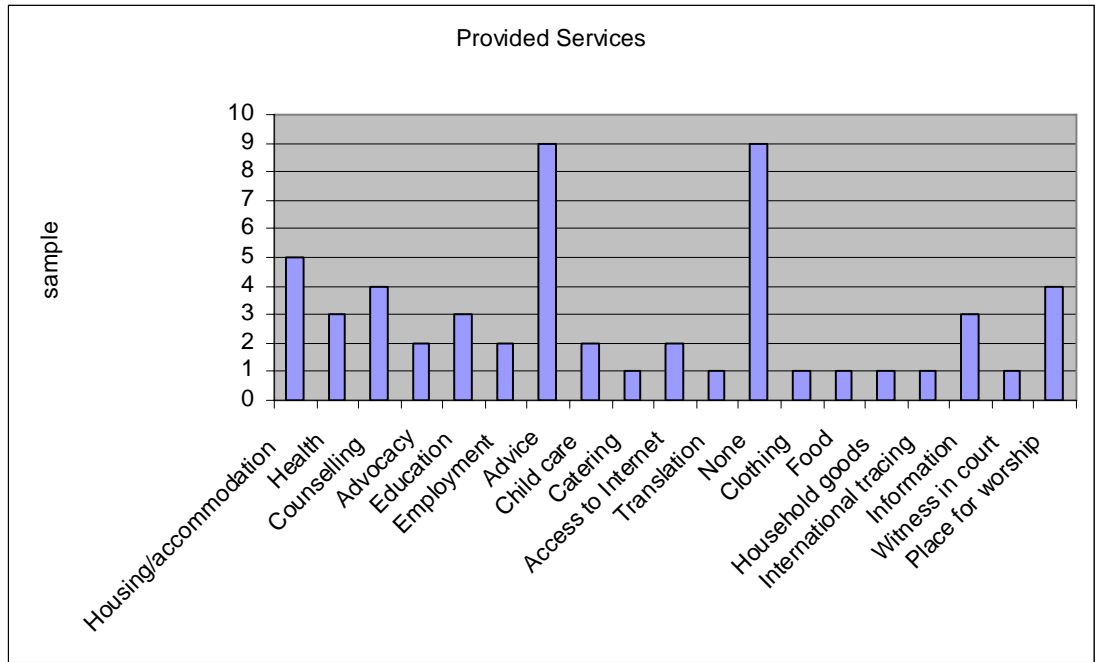
There are organisations trying to coordinate services for migrant workers. Some are listed here:

- ✓ *Integration Lincolnshire* is an umbrella organisation for services for migrant workers, aiming to facilitate new services and coordinating future activities.
- ✓ *Citizen Advice Bureaux* – providing free advice on a range of issues.
- ✓ *Sutton Bridge Project* – providing advice, counselling, advocacy services to migrant workers as well as access to the internet.
- ✓ *Community workers* – working with migrant communities to provide help and advice.

116 questionnaires were sent out to local service providers, from which 26 responses were received. Nine do not provide services at present.

Although this research sample is small, a variety of services are identified.

The following chart shows the services provided.



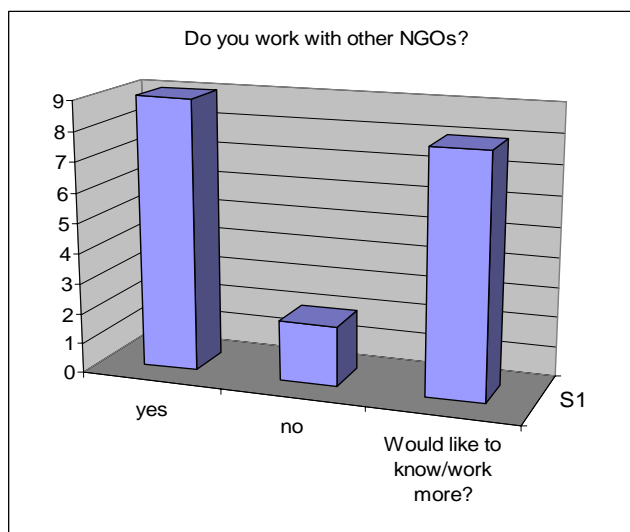
**Fig. 5.34 Services provided for migrant workers.**

The survey data shows most organisations provide services for housing, advice and counselling.

*“I was in deep trouble: no work, no accommodation. I was advised to go for help to the CAB. Well, it was not much, but for the first time I got help: I got some food and a blanket in case it was too cold to sleep under the bridge.”*

Different organisations in the sector were asked if they would work in partnership with other NGOs or if they were willing to find out more about other organisations.

52 % of the respondents who provide services to migrant workers, work already in partnership with other NGOs. Where there is a lack of partnership working and information there is a duplication of services. Some groups are working without support systems or are unable to lobby for the changes needed.

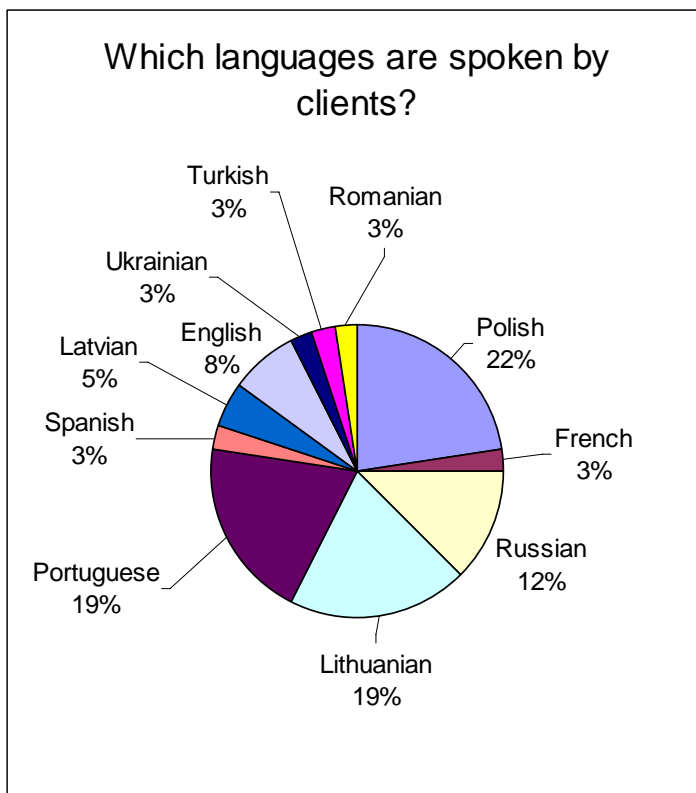


**Fig. 5.35 Do you work in partnership with other organizations?**

Nearly half of the organisations questioned (47 %) would like to work in partnership with others.

Organisations were asked about the problems they face. Most repeated the need for more resources, especially for translation services. Some groups gave lack of resources in the area as a reason for not working with migrant workers. It is important to stress how important translation services are to NGOs. To illustrate the cost this service places on small organisations, Spalding CAB spends £60 for a short interview over the phone on translation and interpretation services.

To find out which languages are the most commonly needed, a list of languages was provided to the interviewees. Organisations were also asked to add some additional languages which they use but which were not listed. The results show that migrant workers are mostly of European origin and the languages spoken most are Polish (22 %), Portuguese (19 %), Lithuanian (19 %) and Russian (12 %).



**Fig. 5.36 Migrant Workers ask for help in these languages.**

Organisations were asked whether they provide services free of charge. Ten organisations replied they provide services free of charge - one organisation said it depended on the kind of service requested and two organisations charged for their services.

## Section six

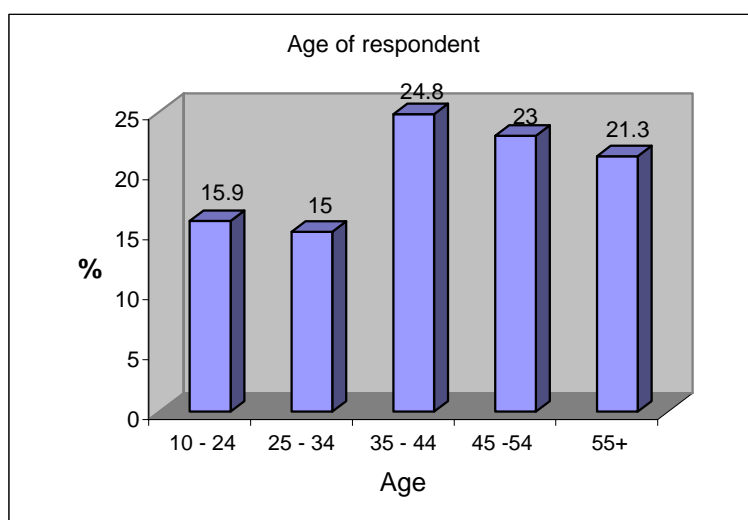
### Community members

#### 6.1. Introduction

The main purpose of this part of the survey is to recognise local people's attitudes, feelings and perceptions of migrant workers living in South Holland and Boston, and also to ask for their suggestions about how best to integrate migrant workers into the local community.

The total number of people interviewed was 113, of which 57 were male and 56 female.

The chart below provides the age groups and number of people interviewed. The majority of those interviewed (24.8 %) were aged 35-44, followed by 44-54yrs (23 %) and 55+yrs (21.2 %). The smallest age group was 25-34 (15 %) and the slightly larger age group 10-24 (15.9 %).



**Fig. 6.1 Age of respondents.**

#### 6.2. Local people's knowledge of migrant workers

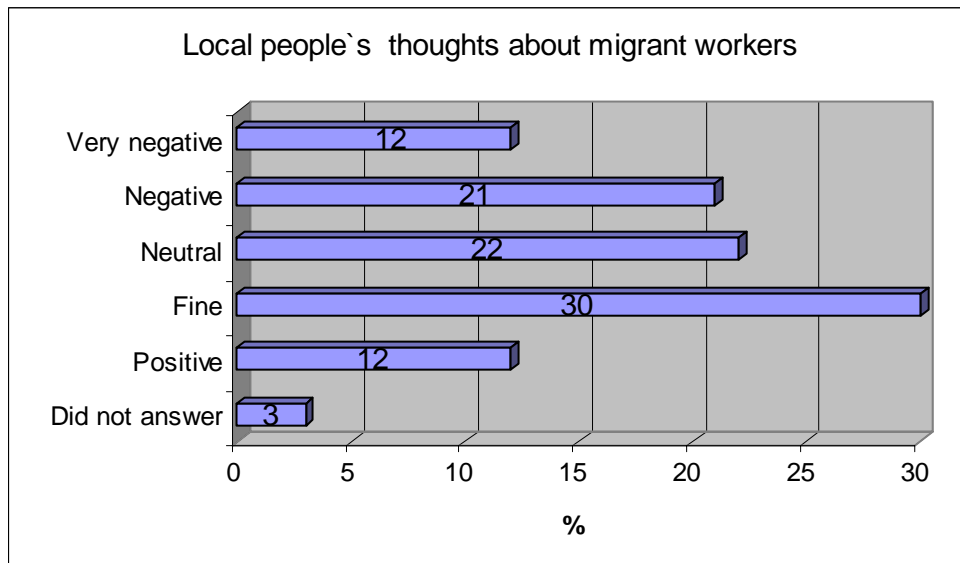
To the first question 'Do you know any migrant workers?' 63.7 % replied they do not know any personally but have seen them around. 35.4 % know migrant workers through work, but none of them has a friend who is a migrant worker. 0.9 % did not answer the question. Comparing the results by age groups (table 6.4.), the findings show that only those of middle working age seem to have any contact with migrant workers. This changes when children of migrant go to local schools and mix with other children.

**Table 6.2 Correlation of age groups knowing or not knowing migrant workers.**

		Age groups					Total
%		10-24	25-34	35-44	45-54	55+	
Know migrant workers %	No answer (%)	0	0	3.5	0	0	0.9
	Yes (%)	27.8	41	30.5	39	42	35.4
	No (%)	72.2	59	66	61	58	63.7
Total		100%	100%	100%	100%	100%	100%

6.3. Personal opinion on migrant workers

To the second question 'What do you think about migrant workers in South Holland and Boston?' a number of different answers were given, ranging from social problems, benefit issues, crime and housing issues. Some interviewees said migrant workers are good for the economy.



**Fig. 6.3 Respondents opinion on migrant workers**

The majority of interviewees (30 %) answered migrant workers are 'fine' as long as they are working and not receiving any benefits.

*"They are doing jobs that not everybody would do."*

22 % of people answered that they have no problem with migrant workers; they do not know them nor come into contact with them.

*"It does not bother me. "*

21 % have a negative attitude and are concerned about social problems such as driving without insurance, drinking too much alcohol and noise. They felt there

should be a limit to the number of migrant workers allowed to work in the UK.

Some people mistrust migrant workers. Some mentioned their attitude had changed since the bombings in London.

*“At night I do not feel safe.”*

*“I look at them suspiciously, because I do not know them.”*

*“The government should impose a visa system to control the numbers of migrant workers coming in.”*

There is a perception that migrant workers are illegal yet are getting benefits from the government. One person actually asked

*“Is it true that migrant workers can go to shops and get food free of charge?”*

11 % of people interviewed believe migrant workers are not working but are claiming benefits, take local people's jobs and steal from local shops.

Some people commented that because migrant workers rent cheap properties it has become very difficult to find rented accommodation in the area for themselves. The local housing market is affected indirectly by migrant workers. The perception of local people is that local businesses are buying cheap properties to let to migrant workers. This is seen as pushing starter home prices up and effecting availability of houses for first time buyers.

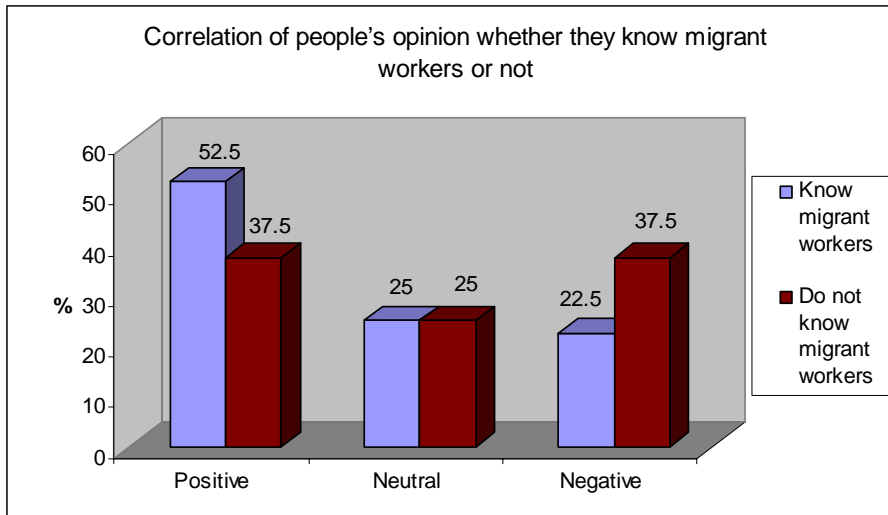
*“The problem with housing is that migrant workers are renting all the small properties and it is very difficult to step on the housing ladder.”*

*“Rude, not friendly, do not respect our law, misbehave. Too much money is spent on them and they have got too many rights.”*

11.5 % of indigenous people are very positive towards migrant workers. They are working together or have a foreign friend.

*“Migrant workers are better neighbours than English ones.”*

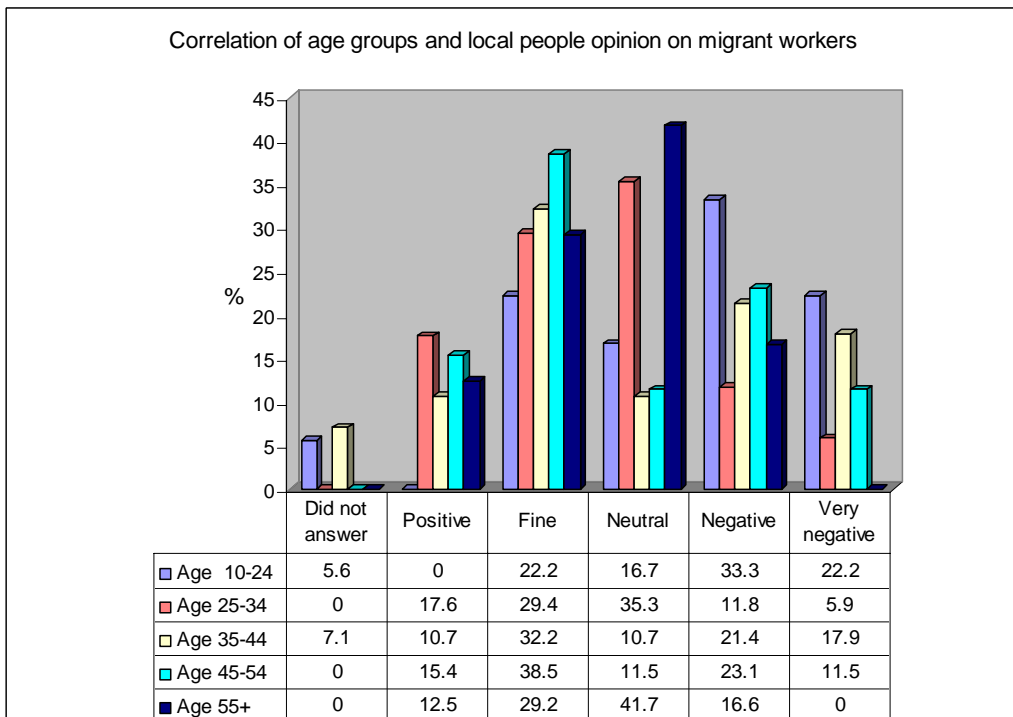
Some people are concerned about migrant workers' welfare. They mentioned bad housing and the exploitation of migrant workers by labour providers. They also understand the difficulty of coming to another country to work and supporting their family left behind.



**Fig. 6.4 Correlation of people's opinion whether they know migrant workers or not.**

The findings show that the majority of local people who know migrant workers (52.5 %) have a positive attitude and understand the reasons why they are here. They also believe they contribute to the local economy. 25 % of local people are unbiased and said: "There are good and bad people, it does not depend on nationality." 22.5 % of the interviewees have negative attitudes to foreign workers. People who do not know any migrant workers have equally positive (37.5 %) and negative (37.5 %) attitudes. 25 % of the respondents did not express any opinion.

Summarising the results, more local people who know migrant workers are positive about them than people who do not know migrant workers. When comparing data of different age groups and what they think about migrant workers, the following results emerge:



**Fig. 6.5 Correlation of age groups and opinions on migrant workers.**

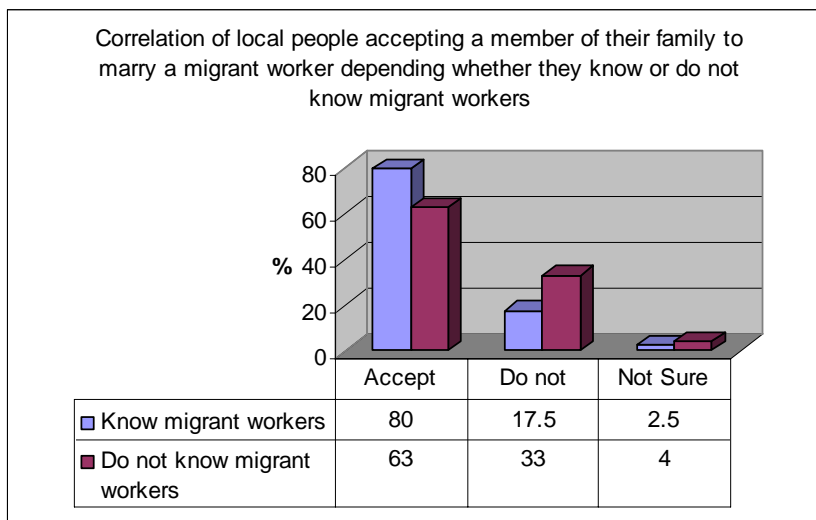
The above percentages are calculated on the basis that each age group equals 100 %. When correlating the age groups of local community members, it is interesting to find that there is a slight difference in local people's attitude towards migrant workers depending on age. The majority of positive answers (18 %) came from 25-34 year olds. 15 % of the 45-54 year olds have a positive attitude to migrant workers. None of the respondents from the 10-24 age group gave a positive response.

Before this research began it was assumed that the older generation would be more negative towards migrant workers than the middle aged and younger people. The survey shows this perception to be wrong. The findings show the older generation to be more tolerant and more helpful than middle aged and younger people who are negative towards migrant workers.

#### 6.4. How acceptable would you find welcoming migrant workers into your family?

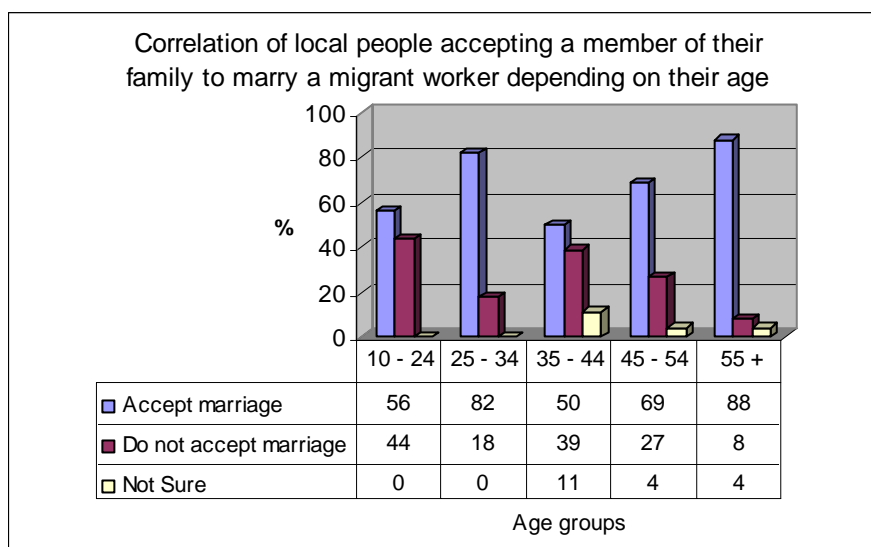
A high proportion of the interviewed (68 %) would be happy for a family member to marry a migrant worker. 27 % said they would not be happy.

80 % of those who know migrant workers would be happy for family members to marry a migrant worker, 17.5 % would not be happy. Of the people who do not know any migrant workers 63 % say they would accept a marriage with a migrant worker. 33 % say they would not want a migrant worker to marry their child.



**Fig. 6.6 Correlation of local people accepting a member of their family to marry a migrant worker depending whether they know or do not know migrant workers.**

It can be seen from the data below (fig 6.7) that 88 % of 55+year olds and 82 % of 25-34 year olds would permit a family member to marry a migrant worker, whereas 56 % of 10-24 year olds and 50 % of 35-44 years would not.



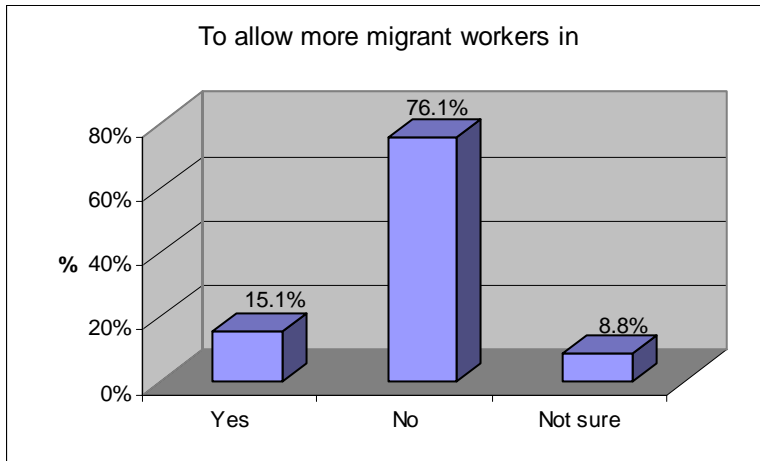
**Fig. 6.7 Correlation of local people accepting a member of their family to marry a migrant worker depending on their age.**

A similar question about dating a migrant worker shows similar results.

**Table 6.8 Opinion on dating a migrant worker.**

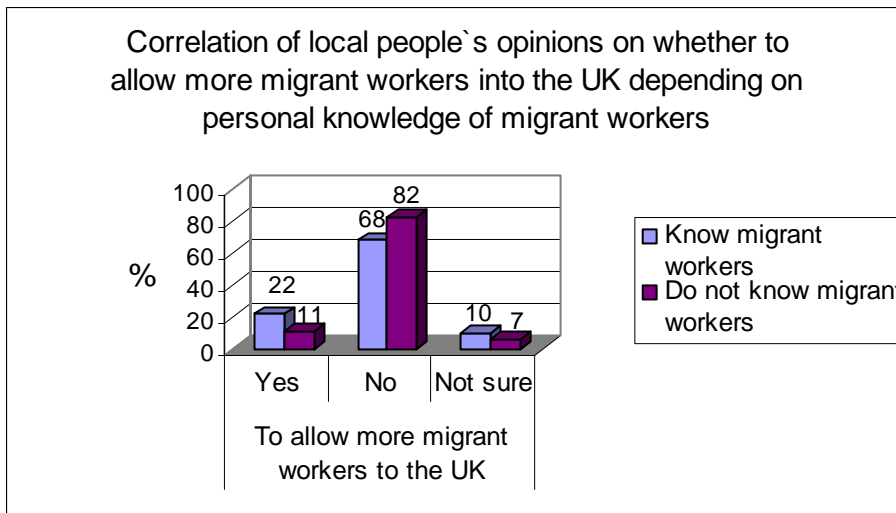
		I would be comfortable if my child dated a migrant worker			Total (%)
		Yes (%)	No (%)	Not sure (%)	
Know migrant workers %	No answer	0	0	100	100
	Yes	82.5	15	2.5	100
	No	61.2	36.3	2.5	100
Total		68	28	4	100

From the chart below it can be seen that 76 % of those interviewed thought that no more migrant workers should be allowed into the UK, 15 % would allow more migrant workers in if they were coming to fill vacant jobs. 8.8 % were not sure whether they wanted more migrant workers coming to the UK.



**Fig. 6.9 Opinion on more migrant workers coming to the UK.**

The majority of local people felt that there are enough migrant workers already in the area. To provide an overview, peoples' perceptions about migrant workers coming into the country was correlated with knowing migrant workers.



**Fig. 6.10 Correlation of local people's opinions on whether to allow more migrant workers into the UK depending on knowing or not knowing migrant workers personally.**

The majority of those questioned said no more migrant workers should come to the UK. Fig 6.10 shows that when people know migrant workers personally 22 % would allow more migrant workers in, 68 % of those who do know foreign workers say no to a further influx.

Three questions were asked relating to migrant workers living in the area, in the community, in the same street and next door. The majority of those interviewed did not mind migrant workers moving into their local community, street or next door.

It was found that 73 % do not mind migrant workers living in the community. This drops to 65 % when asked about migrant workers moving in next door.

**Table 6.11 Feeling comfortable if migrant workers moved next door.**

		I would be comfortable if a migrant worker moved next door			Total
		Yes (%)	No (%)	Not sure (%)	
Know migrant workers %	No answer	0	0	100	100
	Yes	80	15	5	100
	No	58	35	7	100
Total		65	28	7	100

**Table 6.12 Feeling comfortable if migrant workers moved into the community.**

		I would be comfortable with migrant workers moving into the community			Total
		Yes (%)	No(%)	Not sure (%)	
Know migrant workers %	No answer	0	0	100	100
	Yes	85	12.5	2.5	100
	No	68	25	7	100
Total		73	20	7	100

**Table 6.13 Feeling comfortable if migrant workers moved into the street.**

		I would be comfortable with migrant workers moving into the block			Total
		Yes (%)	No(%)	Not sure (%)	
Know migrant workers %	No answer	0	0	100	100
	Yes	77.5	18	2.5	100
	No	61	35	4	100
Total		66	28	6	100

When local people's answers are divided into those who are comfortable with migrant workers moving to the local area it was found that 81 % of local people who know migrant workers are feeling comfortable about it. This drops to 62 % when local people do not know migrant workers.

## 6.5. Integration of migrant workers

Integration is the bringing together of people of different racial or ethnic backgrounds into unrestricted and equal association<sup>9</sup>.

It is also a two-way process: it requires adaptation on the part of the newcomer but also by the host society. Successful integration can only take place if the host society provides access to jobs and services and accepts immigrants into its social interactions.

It is important to understand local feelings and to involve people in decision making. In the survey, local people were therefore asked “What would you do to help people integrate into the local community?”.

The survey reveals different responses to this question. Some responses were constructive; others were negative towards migrant workers. Some are listed below:

- *Make them feel welcome. Try to mix.*
- *Provide more information: TV, newspapers (for locals and migrant workers).*
- *Provide more language courses.*
- *Involve them in social and sports events.*
- *Create a meeting place for members of different communities.*
- *Involve churches.*
- *Try to involve migrant workers into community projects.*
- *Special social workers helping migrant workers.*
- *Provide better facilities and housing.*
- *Businesses should be responsible because they are using migrant workers; they should invest in it. Create more jobs for everyone.*

The majority of answers (30 %) to this question were:

*“Do not know, never thought about it.”*

The most popular suggestion was:

*“To be more polite to foreign workers, welcome them to the country.”*

It is interesting to see that local people's ideas are similar to migrant workers' suggestions concerning the need for information on subjects such as employment rights, housing and others. This might be achieved through websites, TV programmes, radio, newspapers, and leaflets. One of the community members suggested:

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<sup>9</sup> The American Heritage® Dictionary of the English Language Fourth Edition, 2000.

*“To use a special South Holland website to publish information.”*

Other comments were:

*“It would be good to have an International Day with international costumes, music, photo exhibitions and a parade. That would help to bring all the different cultures together and help to understand each others’ traditions.”*

As well as: *“To show films in the cinema in different languages.”*

Some people identified that there is a language barrier which causes problems with integration. They suggested English language courses could help to solve this problem. At the same time a few people mentioned language courses for English people.

*“Let’s get rid of the language barrier! Do not think of an accent, but about personality!”*

Some of those interviewed think church involvement would be a good idea as religion helps to bring people together.

A number of local people suggested a special social worker who understands migrant workers’ needs and problems and is able to speak different languages might help with issues such as housing, schools, health care and others.

One interviewee stated: *“If parents would change their attitude, then their children would also be more positive and foreign children would not be isolated in schools.”*

These are some of the comments from people who do not know any migrant workers:

- *Don’t allow them to come here, too many already.*
- *More control over the numbers coming here.*
- *If they cause any trouble they should be deported.*
- *Inform foreign people that there are no more jobs for them.*
- *Send them home.*
- *Britain for the British.*
- *Don’t allow anyone with a criminal record into the UK.*
- *Just let them do the hard low paid jobs.*
- *Don’t allow too many, just for the hardest and lowest paid jobs.*
- *Better control over benefits and do not give them any benefits.*
- *Migrant workers should pay more tax than English people.*
- *Government should solve all our other problems before they look at migrant workers’ issues.*

- *Don't want any contact, they are not part of my life.*
- *I find it difficult after the London bombings.*
- *Sometimes we do not see them as human beings.*

## Summary

Migration is a permanent and changeable feature of European societies which brings significant benefits to all involved. Successful integration of migrants can not be taken for granted. For many migrant workers the integration process is complicated. Employment, housing, health and community relations require migrant workers to adapt to local rules and the host society needs to be willing to celebrate diversity.

The first section introduces the background of migration to South Lincolnshire. Evidence from this report points to a continued in-migration of migrant workers into the area. As the local population tends to be in their late 50s, incoming migrant workers who are mostly aged 25-34 are filling gaps in the labour market.

The second section describes the methodology of the research into gangmasters, labour users, community members, migrant workers and the organisations which provide services to migrant workers.

The third section presents the results of the labour users survey. The survey highlights the importance of migrant labour for the local economy. Most labour users in the area use casual labour. Enough migrant workers are available to fulfil all requirements during peak periods.

It is a widely used practice to employ migrant workers as temporary staff during the busiest periods. The requirements of the labour market are met by using the services of gangmasters. Some labour users demand gangmasters to provide transport for their migrant workers and also translations (i.e. one member of the gang should speak English).

As migrant workers are mostly employed as temporary staff, few labour users want to invest in providing them with training, e.g. forklift training. The most popular training provided by labour users is on Health and Safety issues and induction, which is required by law. Few labour users are able to provide training in the migrant workers' native languages. For this reason they use previously translated documents, or special software programmes. The quality of such translations is often doubtful.

Section four provides the data of the gangmaster survey. In order to deal with language difficulties, some gangmasters employ migrant workers on their staff to provide translation services.

Asked about the services gangmasters provide, accommodation and transport were mentioned. Gangmasters stated they do not charge for these services. The differences between the data of the migrant workers' survey and the gangmasters' survey make it very hard to assess the sincerity of these answers.

All labour providers say they help their workers to open a bank account although some continue to pay in cash. Others pay both cash and by cheque. Gangmasters recruit migrant workers by word of mouth. At present there are so many migrant workers in the area that there is a waiting list for employment. Another issue is that gangmasters do not provide full time employment. The part time work offered is often not enough to sustain even a modest life style.

Gangmasters target nationals of the new accession states as it is easier to employ workers who need neither work permits nor visas.

The UK labour market needs skilled labour. Gangmasters are not interested in recruiting migrant workers with specific skills or qualifications. The occupations most required are: line operatives, machine operatives, cleaners, print operatives and hotel workers.

The new Gangmaster Licensing legislation requires gangmasters to be audited and registered. The largest group of the respondents say they do not need any special training regarding the Gangmaster Licensing Bill.

Section five provides data about migrant workers' communities, their plans for the future and their experiences. Before arriving in the UK migrant workers have high expectations of living and working standards in the UK. Most of them are deeply disappointed. The disappointment is caused by bad employment conditions, discrimination, poor accommodation and lack of access to and provision of services (e.g. health care).

Poor English languages skills lead to misunderstandings and sometimes even legal problems. There is a lack of information about legal requirements with regard to driving, waste disposal and TV licences.

Language barriers are still very high and there is a need to develop translation/interpretation services. ESOL training needs to be provided in a more flexible way and at different times to cater for different shift patterns.

As the report shows migrant workers are highly motivated, have the skills needed and the qualifications required for the local labour market. Migrant workers are willing to work long hours and travel long distances for better work opportunities. Nearly 50 % of them work through gangmasters, the rest are employed directly by labour users. The majority of migrant workers in South Lincolnshire are employed in pack houses, factories or in the agricultural sector.

The report highlights the tendency of migrant workers to stay in the UK permanently or long term, bringing their families with them. Motivations for coming to the UK range from looking for adventure to economic or political reasons.

Comparing the gangmasters' survey with the migrant workers' survey provides contradictory data, especially regarding the provision of payslips, deductions from salaries, accommodation tied to employment, etc.

Section six contains the data of the community members' survey, providing data on the perceptions of the indigenous population. The data shows local people do not intend to mix with migrant workers unless they are working with them. The opinions on migrant workers are various and mostly based not on experience but on myths and individual perceptions. It was presumed that the older generation would be more negative towards migrant workers than middle-aged and younger people. However, the survey shows this perception to be wrong. The older generation is more tolerant and more helpful than middle-aged and younger people who are generally negative towards migrant workers because they feel threatened by changes in the community.

## Conclusions and Recommendations

Society at large, community organisations, employers and other groups play an increasing role in introductory and integration programmes for migrant workers, providing language and skills training, social orientation and easier access to services.

Among the indigenous population, the report identifies a lack of awareness and the inability to respond to the needs of the new communities. It is also noticeable that migrant workers lack knowledge of services and training opportunities offered.

The majority of migrant workers intend to stay in the UK for longer, 22 % of migrant workers have their children with them in the UK. Because of this there is a need to improve child care services.

There are a number of initiatives aimed at improving the lives of migrant workers: providing ESOL training and advocacy services such as CAB and others. However there still is a need to coordinate the attempts of these organisations with the aim not to duplicate their services and provide additional help with looking for funding.

Rural migrants are in the greatest need of support because they are often poorer, more vulnerable to abuse and exploitative living conditions.

Based on the report, here are some recommendations which hopefully might improve migrant workers' lives and also benefit the indigenous population.

### **For Policy makers:**

- Integration policies need to be targeted at the whole of society, not just at migrants and minorities. Integration is a two-way process. The data shows there is still prejudice and misunderstanding in our society concerning migrant workers. The European Union needs to develop a strategy for the integration of migrants and ethnic minorities as a matter of urgency.
- There is a need for clear political leadership, providing reasoned information for the public on the presence of migrants, and their input into the local economy, their needs, rights and obligations, and on the historical roots of racial, ethnic and cultural diversity. A diversity which should be celebrated not ignored. Bridges need to be built across communities and the concerns of the host communities addressed. Information about new arrivals must be provided in order to foster good relations between all social stakeholders.
- There is a need to engage private employers and local community organisations in implementing services.
- A structure is needed which will defend the rights of migrant workers and which will deal authoritatively with complaints about abuse and discrimination experienced by migrant workers.
- It would also be valuable to develop structures which would allow the monitoring of the development of migration.
- Local Authorities should employ community cohesion officers

**For statutory bodies:**

- It is necessary to promote strong coordination between organisations and public bodies in developing partnerships and in taking the lead on migration issues. It is also important to mobilise all stake holders in social and civic life to share responsibility for the inclusions of newcomers: employers, trade unions, faith groups and others.
- A more accessible transport system is also vital. Providing information on bus schedules, taking into account longer working hours and shift patterns of migrant workers, and developing more services into rural areas is also important.
- The training of front line customer service staff on issues commonly concerning migrant workers needs to be improved to provide a uniform and complete information service across different organisations.
- Better coordination between departments in different sectors and different areas is also highly desirable.
- All service providers should initiate feasibility studies to identify needs of new arrival communities.
- As there is a great need for translated information, public services should use interpreters and translators with the aim of providing information and help for new arrivals.
- It is increasingly difficult to apply for a National Insurance number locally, especially in rural areas where public transport is limited. It would be useful to provide sessions and interviews at local job centres or similar locations.
- All migrant workers from new accession countries are required to send their passports to the Home Office. The passport is usually the only ID document migrant workers have to prove their identity. It is of paramount importance to return passports in the shortest possible time, perhaps by taking photocopies and having them verified by Home Office personnel.
- As more and more migrant workers are bringing their families to the UK, they are facing the problem of registering new born children at their embassies. They are often also required to return to their country of origin to arrange passports and other documents for the children. A different system should be agreed across the European Union.

The following recommendations are made, based in part on the views expressed by migrant workers, community workers or partner organisations.

**Training/qualifications:**

- To provide ESOL classes for migrant workers in a more flexible way: at different times of the week, at later hours; in rural locations and with the possibility to study intensely in a one to three week block.
- To develop special educational methods to increase self esteem and self confidence of migrant workers and to employ teachers and teaching assistants with foreign language skills to teach beginners.
- To provide different ESOL assessment levels: offering more and differentiated courses for advanced learners.
- To provide ESOL courses free of charge for non-EU nationals.
- To prepare more accessible information about ESOL classes (translated and left in public places and places of work).
- To accelerate the conversion of qualifications gained abroad.
- To prepare short term educational programmes for migrant workers who already have skills or qualifications to up-date their skills to English standards.
- To coordinate the efforts of the Home Office, Job Centres and Learning and Skills Councils to recruit highly skilled migrant workers who are already in the UK to fill vacancies.

**Information:**

- To provide translated information for new arrival communities about legal requirements in the UK and about migrant workers' responsibilities (DVLA, MOT, recycling information, etc.).
- To provide translated information about access to services (health care; school system, childcare, transport, waste disposal, etc.).
- To translate and explain information about the benefit system, tax credit and pension schemes, etc.
- To translate application and other legal forms migrant workers have to fill in (at schools, hospitals, etc.);
- To develop, with partners, a countywide information service in Lincolnshire on local economic and social indicators of migration.
- To create a system for sharing good practice, to list services provided and to ensure that providers of information services offer a co-ordinated approach.
- To provide more information on job vacancies.

- To develop drop-in-centres where migrant workers get information, support and advice as well as access to the internet.
- To provide more information about new arrivals for the indigenous population. Local councils should show decisive leadership in the public arena, explaining to the public why migrant workers are needed in Lincolnshire, what economic and cultural contributions they make, and that they have the same rights and responsibilities as all other citizens. Local councils should explain more clearly the differences between migrant workers, asylum seekers and refugees.

### **Education:**

- To provide more qualified teachers for the additional support of migrant workers' children and to increase funding for services like EMAS.
- To translate into different languages special forms for parents - i.e. to provide information about a child's medical history.
- To develop educational programmes within the National Curriculum for children - to raise awareness of cultural diversity.
- To increase the availability of IT provisions across the area.

### **Involvement of migrant workers' communities:**

- To work with community members in raising awareness of cultural diversity issues.
- To encourage migrant workers to lead an active civic life, such as voting and volunteering.
- To raise awareness among migrant workers of their responsibilities in the community they live in, e.g. Neighbourhood Watch, crime reporting.
- To involve migrant workers in local community organisations and their services.
- To provide more support for new communities by creating meeting places, organisational assistance and funding.

### **Housing:**

- To provide an official housing enabler for migrant workers to get impartial advice and assistance concerning affordable accommodation.
- To develop a clear housing strategy, to provide better planning and multi-layered partnerships with the aim of meeting increasing housing needs.
- To control private accommodation tightly - to provide high standard accommodation and avoid discrimination.
- To inspect HMOs regularly to improve Health and Safety standards.

- To involve employers in providing temporary accommodation for migrant workers.
- To control accommodation related to employment.
- To increase the public and private housing stock to create affordable housing for all and reduce homelessness.

**Banking:**

- To encourage employers to assist their workers in opening bank accounts.
- To encourage banks to give cash cards to migrant workers.
- To introduce new arrival communities to the Credit Union system.
- To encourage banks to translate information regarding bank accounts, legal duties and banking conditions into major community languages.

**Employment:**

- To provide more information about Trade Unions. Trade Unions should provide more advice, information, assistance and advocacy services for migrant workers who are not aware of Union activities.
- To provide assistance for migrant workers in finding jobs - direct access to job information in community languages by trained Job Centre consultants, help with contacting employers directly and generally providing better access to up-to-date information on jobs.
- There is an urgent need for in-house Job Centre assessment of the skills and qualifications migrant workers have and assistance with getting them recognised in the UK to fill relevant gaps in the local labour market.
- Making sure employers provide employment contracts as soon as possible.
- Holding inductions on Health & Safety issues in migrant workers' languages.
- Formulating in law the responsibilities of gangmasters and labour users regarding recruiting, training, holiday and sick pays, inductions and checks of identity of migrant workers.
- The relationship between providing employment and accommodation needs to be tightly regulated.

**Childcare:**

- To establish and develop crèches and children's play groups near factories.
- To provide more information on childcare issues.
- To encourage more migrant workers to apply for childminding courses.

- Greater cooperation between childcare service providers.

#### **Advocacy:**

- To provide more advocacy services for migrant workers.
- To enable migrant workers to train as advisers and consultants in the advocacy field.
- Counselling and advice organisations should be able to provide their services in translation (especially housing, education, banking, legal issues).

#### **Safety:**

- To increase the trust between police and migrant workers.
- To provide translated information about the way policing in the UK works.
- To translate information on emergency numbers and safety rules.
- To encourage migrant worker communities to report crimes and to give information on how to report crime in community languages.

#### **Comments**

Comments migrant workers made at the end of the questionnaire:

*"Thanks for the fun; it's one of the best things that happened to me in Boston in the last 3 months."*

*"I am very pleased that somebody is interested in us."*

*"It would be good if something would change in the UK, I don't want to be different."*

*"I know improving the quality of life of migrant workers is not easy, but I believe that we can do it if we all work as a team. Thank you for your interest in this matter. It was a pleasure to fill in this form."*

*"I would like to see practical outcomes of this work."*

*"I would like to see the needs and wishes of these people taken into account. There is a need for information because there are different rules here than in all other countries."*

*"Such surveys should be carried out more often and more comprehensively as the needs of new arrival communities should be known."*

*"Thank you very much for your help and attention."*

*"It is important that there is more information about migrant workers in Lincolnshire because good people suffer the consequences of what the bad people do. I want to have a house and want my son to grow up here and take him to school."*

*“The lives of immigrants are not easy. We have a small child and I can’t work, I have to take care of him. I don’t receive any support to help me and only my husband is working. I think they could make life easier for us.”*

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## Appendixes

### Appendix 1. List of steering group members.

No	Name, surname	Represented organisation
1	Mr. Andy Fisher	Boston Borough Council
2	Mr. Alan Robson	Churches Together
3	Mr. Mick Dawson	South Holland District Council
4	Mr. Steve Williams	South Holland District Council
5	Mr. Tony Smith	Spalding Police Station
6	Mr. Michael Alford	Spalding Police Station
7	Mr. Stuart Brotherton	Lincolnshire Police HQ
8	Mr. Paul Elliott	Lincolnshire Police HQ
9	Mr. Simon Fisher	National Farmers' Union
10	Ms. Christine Hudson	Home Office
11	Mrs. Ann Bembridge	Jobcentre Plus
12	Mr. Iain Harkess	East Lincolnshire Primary Care Trust
13	Mrs. Anna Peterson	East Lincolnshire Primary Care Trust
14	Ms. Debbie Belton	Boston District CVS
15	Ms. Cila Pacheco	Boston District CVS
16	Ms. Kay Weijers	Community Action South Holland
17	Mr. Nigel Burch	Food & Drink Forum
18	Ms. Di Pudney	Lincolnshire and Rutland LSC
19	Mrs. Diane Clay	South Holland CAB
20	Mr. Tony McGinty	Lincolnshire Development/East Lincolnshire Primary Care Trust
21	Mr. John Leach	Principal policy advisor
22	Ms. April Spence	Lincolnshire Racial Equality Council
23	Mr. Nigel Hallam	BBC Radio Lincolnshire
24	Ms. Caroline Hotchin	Lincolnshire Enterprise
25	Ms. Caroline Wright	Lincolnshire and Rutland LSC
26	Mr. Chris Donkin	Stamford College
27	Mr. Phil Merrick	Wychavon District Council
28	Ms. Marione Brown	Spalding Library
29	Ms. Ligia Ferreira	Lincolnshire Libraries
30	Tim Barker	Spalding Church

## Appendix 2 Questionnaire for migrant workers

### ENGLISH



## The Dynamics of Migrant Labour

Seasonal and Casual Working in South Lincolnshire

### Migrant Workers' Needs Questionnaire

South Holland District Council and Boston Borough Council are carrying out **research into migrant workers' needs and expectations**. The aim of this research is to understand the needs and aspirations of migrant workers in the South Holland and Boston area and to plan future services.

Information from this research is **confidential** and will **not** be passed to the Immigration Office. It is very important that you answer questions as truthfully as you can and where necessary elaborate on your answers as much as you feel comfortable with – this will help us to understand your experiences, needs and expectations.

Most questions simply need you to tick a box, but there is some where you need to write in your answer, for these questions please give as full an answer as possible.

**Please write using CAPITAL letters.**

#### Background info

#### 1. Which of the following age groups do you belong to?

Between 18-24  25-34  35-44  45-54  55+

#### 2. Are you...

Male  Female

#### 3. What nationality are you? (please write in)

\_\_\_\_\_

#### 4. Do you have any children?

Yes  No  If Yes, how many? \_\_\_\_\_

#### 5. Are your children staying with you in the UK?

Yes  No  If Yes, how many? \_\_\_\_\_

#### 6. Have you ever applied for asylum seekers status in the UK?

Yes  No

**7. How long have you been living in the UK?**

Less than 3 months  Between 3 and 6 months

Between 6 and 12 months  1 to 3 years  Over 3 years

**8. How would you describe your level of spoken of English?**

None  Very Poor  Poor  Fair  Good  Very good  Excellent

**9. What other languages can you:**

Read: \_\_\_\_\_

Write: \_\_\_\_\_

Speak: \_\_\_\_\_

Living in South Lincolnshire

**10. How many miles/kilometres do you travel to work each day?**

\_\_\_\_\_ miles/kilometres (please specify it is written in miles or kilometres)

**11. Have you got a car?**

Yes  No

**12. If not, how do you reach your work place?**

By bike  On foot  By bus  By car with my friends

Agency arrange transport  Other  (please write in)

\_\_\_\_\_

**13. Please describe your religion?**

Christianity  Muslim  Judaism  Buddhism  None

Other  (please write in) \_\_\_\_\_

**14. Are you able to practice your religion?**

Yes  No  If not please explain the reasons why?

\_\_\_\_\_

**15. Do you understand...(please tick):**

	Yes	No	Not sure
Speed limits in the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The need to register a car with the DVLA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insurance and Road taxes you have to pay to use a car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TV licence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Law about drink driving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The national minimum wage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employment

**16. Did you find your first job in the UK while you were in:**

Your own country  the UK

**17. Did you pay someone to find you a job in the UK, if so, how much?**

Yes  No  If yes, I paid £\_\_\_\_\_

**18. Do you have a National Insurance (NI) Number?**

Yes  No

**19. In which of the following areas do you work:**

Agriculture  Horticulture  Industry   
Service  Pack house  Other  Please write in \_\_\_\_\_

**20. What is your current occupation?** \_\_\_\_\_

**21. Do you work through an agency?**

Yes  No

If yes, which one? \_\_\_\_\_

**22. Do you have a contract of employment?**

Yes  No

**If yes, for how long?**

Less than 3 months  6 months  One year

Other  Please give details \_\_\_\_\_

**23. Do you get your salary regularly?**

Yes  No  Not always

**24. Are you paid less than £4.85 per hour?**

Yes  No  I don't know

**25. Are there any deductions other than tax and NI taken from your salary?**

Yes  No

**If yes, for what? How much (per week/month)?** \_\_\_\_\_

Transport  Accommodation  Food

Other  *Please write in* \_\_\_\_\_

**26. Do you get pay slips?**

Yes  No

**27. How many hours in an average day do you work? \_\_\_\_\_ per week? \_\_\_\_\_**

**28. Do you have your passport (generally) with you?**

Yes  No

**If not, where is your passport?** \_\_\_\_\_

**29. Did you have induction at your work place about health and safety?**

Yes  No

**30. Was the induction in your native language?**

Yes  No

**31. Did you understand the content of the induction?**

Yes  No

**32. Do you belong to a workers union?**

Yes  No

**33. What skills/profession do you have? (please tick all that are appropriate):**

Computer skills  Please circle which level - user  
professional (able to programme)

Teacher  Doctor  Manager

Driver  what categories do you  
have? \_\_\_\_\_

Electrician  Shop assistant  Plumber

Builder  Cook

Other  (please write in) \_\_\_\_\_

**34. What is your education?**

Primary school  secondary school  secondary-special   
vocational  Higher/university

Financial arrangements

**35. Do you have a bank account?**

Yes  No

If yes, at which bank \_\_\_\_\_

**36. Did you have any problems in opening a bank account?**

Yes  No

If yes, what sort of problems? \_\_\_\_\_

Integration

**37. What improvements to services would help your community? (for example access to translation services, access to internet, child care), Please write in any further improvements that would help you:**

---

**38. Have you ever experienced any discrimination because of your migrant status?**

Yes  No

If yes, please tick which in areas:

Housing  Health care  Public transport   
Education  Banking  Employment

Police  Government/Councils  Other  *Please write in*

**39. Have you ever used services of a Non Governmental Organisation (NGO) or the voluntary sector? (for example Citizen Advice Bureau) since arriving in the UK?**

Yes  No

If yes, which one (s) \_\_\_\_\_

**40. Do you use local social facilities?**

Sport facilities  Cinema  Concerts

Local clubs  Pubs  Community

Centres  Listen to the Local radio  Other

*please write in* \_\_\_\_\_

Future plans

**41. Are you planning to stay in the UK?**

Yes  No  Not sure

If yes, for how long? \_\_\_\_\_ If not, please go to question 43

**42. Do you intend to bring your family here?**

Yes  No

**43. How long are you planning to stay in South Lincolnshire?**

Temporarily  Up to 1 year  up to two years  over two years

Permanently  it depends on  *Please write in reasons* \_\_\_\_\_

Accommodation

**44. Where do you currently live?(Location - for example-Spalding)** \_\_\_\_\_

**45. Do you live in:**

Shared room with people, who are not your family  Shared room with family

House  Hostel  Hotel  Flat  Caravan

Other  *Please write in* \_\_\_\_\_

**46. Do you own the property in the UK?**

Yes  No  If not, please answer the next question:

**47. Are you renting through...**

Your employer  The local council/ letting agency   
Private landlord  Other foreign workers  Other  Please write  
in \_\_\_\_\_

**48. Have you tried to rent an accommodation through a letting agency?**

Yes  No

If yes, what problems did you experience? \_\_\_\_\_

If not, why haven't you tried to rent through the local council / letting agency?  
\_\_\_\_\_

**49. How many people are there in your household? \_\_\_\_\_**

**50. How many of them are children under 18 years? \_\_\_\_\_**

**51. If you have any children (in the UK) do they go to kindergarten/nursery/child minder/school/college? (please underline)**

Yes  No  If not, who looks after them? \_\_\_\_\_

**52. If you are going to stay in UK are you going to...**

	Yes	No
Rent a property	<input type="checkbox"/>	<input type="checkbox"/>
Buy a property	<input type="checkbox"/>	<input type="checkbox"/>

Health

**53. Are you registered with a local GP (doctor)?**

Yes  No

**54. Are you registered with a local dentist?**

Yes  No

**55. Have you ever used the accident and emergency department at the hospital?**

Yes  No

**56. Have ever telephoned NHS (National Health Service) direct?**

Yes  No

Safety

**57. Do you know which numbers to call in an emergency? (police, fire, ambulance)**

Yes  No

**58. Do you know how to report a crime?**

Yes  No  If no go to Q 59

**58a. Have you ever been the victim of a crime?**

Yes  No

**58b. Did you report the crime?**

Yes  No

**If not, what stopped you from reporting it?** \_\_\_\_\_

Education

**59. Would you like to take English lessons?**

Yes  No

**60. Would you like to undertake further studies in the UK?**

Yes  No

**If Yes, what subjects would you like to study?** \_\_\_\_\_

**61. Would you like to attend computer training courses?**

Yes  No

**62. Do you have access to computer?**

Yes  No

**If yes, where?** \_\_\_\_\_

**63. What is the best time of day for you to attend the courses?** (*please tick one on each row*)

Day time  or Evening   
During the week  or At the weekend

**64. How much would you be willing to pay each month for an English course?**

Less than £10  Less than £30   
Less than £50  Another amount  (*please write in*) \_\_\_\_\_

**65. Would you like information about any of the following:**

Health care system  Paying your bills  Housing   
Your rights in the UK  Banking  Child care   
Employment rules  Education /courses  workers unions   
Legal requirements (driving, insurance and so on)   
Other information  *please write in* \_\_\_\_\_

**66. What is the best way of getting information to you?**

Websites  In local newspapers  By post   
Radio  Leaflets in public places   
Other  *please write in* \_\_\_\_\_

Any other comments

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Thank you very much for taking the time to complete this questionnaire. Please return your completed questionnaire to the box in the canteen. If you have any questions or comments please email us at [dzaronaite@sholland.gov.uk](mailto:dzaronaite@sholland.gov.uk) ; [atirzite@sholland.gov.uk](mailto:atirzite@sholland.gov.uk)

Or write to us at Migrant Workers Project, Community Team, South Holland District Council, Priory Road, Spalding, Lincolnshire PE11 2XE.

### **Appendix 3. Questionnaire for the community members**

#### **QUESTIONNAIRE FOR THE COMMUNITY MEMBERS**

1. Do you know any migrant workers?
2. What do you think about migrant workers in the South Holland area/ South Lincolnshire?
3. What would you do to help to integrate people into the local community?

Sex                      age:

**Yes/No**

\_\_\_ I would permit a child of mine to marry an immigrant.

\_\_\_ I believe that this country should allow more immigrants in.

\_\_\_ I would be comfortable if a new immigrant moved next door to me.

\_\_\_ I would be comfortable with new immigrants moving into my community;

\_\_\_ It would be fine with me if new immigrants moved onto my block

\_\_\_ I would be comfortable if my child dated a new immigrant.

## Appendix 4. Questionnaire for Labour providers



The Dynamics of Migrant Labour  
Seasonal and Casual Working in South Lincolnshire

### Questionnaire for Labour users

#### 1. How would you describe your type of business?

2. Is your *business* seasonal? Yes  No

If Yes, please tick appropriate.

Spring  Summer  Autumn  Winter

#### 3. Do you use casual labour?

Yes  No

#### 4. Approximately how many staff do you employ? During:

peak time \_\_\_\_\_

off peak time \_\_\_\_\_

#### 5. During your peak periods do you have enough staff to meet your labour needs?

Yes  No

#### 6. Do you employ migrant workers?

Yes  No

#### 7. Are these migrant workers:

Permanent staff  approximately what % \_\_\_\_\_

Agency staff  approximately what % \_\_\_\_\_

#### 8. Can migrant workers apply directly to your organisation for any vacant positions you may have?

Yes  No

**9. How many languages approximately are spoken in your company?**

\_\_\_\_\_

**10. Which languages are the most common?** \_\_\_\_\_

**11. Which, if any, labour agencies do you use?** \_\_\_\_\_

**12. Do you have any special agreements with any of the labour agencies?**

Yes  No

**If yes, please give details**

**13. What particular services would you like labour agencies to provide?**

**14. Where and how do you advertise staff vacancies?**

Local radio  Local newspapers  On the internet

In the local job centre  Other  *please write in*

\_\_\_\_\_

**15. Do you see the migrant workers as part time/temporary or long term workers?** \_\_\_\_\_

**16. Is there any help or any other services would you like to get from local authority? Please give details**

**17. Do you provide transport for your workers?**

Yes  No

**18. Do you provide any accommodation for your workers?**

Yes  No

**19. Do you provide a pension scheme?**

Yes  No

**20. Do you help your workers to open a bank account?**

Yes  No

**21. Do you provide any courses for the migrant workers?**

Yes  No

**If yes, which courses?** \_\_\_\_\_

**22. Do you provide any translation services?**

Yes  No

**If, yes, for what?** \_\_\_\_\_

**23. What languages do you hold your induction in?** \_\_\_\_\_

**24. Do you face any problems communicating with migrant workers?**

Yes  No

**If yes, please give details**

\_\_\_\_\_

**25. Do you lack any skills/knowledge in implementing the code of practice?**

Yes  No

**If yes, which one?** \_\_\_\_\_

**26. Are you working with trade unions?**

Yes  No  Would like to

**27. Do you envisage your labour requirements increasing over the next 5 years?**

Yes  No

**If yes, by how much and in what areas?** \_\_\_\_\_

Thank you very much for taking the time to complete this questionnaire. Please return your completed questionnaire in the prepaid envelope by 20 of August.

If you have any questions or comments or if you would like to get some information on the events and conferences, which may be an interest to you please email us at [dzaronait@sholland.gov.uk](mailto:dzaronait@sholland.gov.uk) ; [atirzite@sholland.gov.uk](mailto:atirzite@sholland.gov.uk)

Or write to us at Migrant Workers Project, Community Team, South Holland District Council, Priory Road, Spalding, Lincolnshire PE11 2XE.

## Appendix 5 Questionnaire for Gangmasters



The Dynamics of Migrant Labour  
Seasonal and Casual Working in South Lincolnshire

### Questionnaire for Gangmasters

1. Name of your company:
2. Address, telephone, e-mail:
3. Contact person:
4. How many staff do you employ (permanently)? \_\_\_\_\_
5. Do you have migrant workers on your staff?  
Yes  No
6. Do you provide any accommodation for your workers?  
Yes  No  if no, please go to the Q. 11
7. What type of accommodation do you provide?  
House  Hostel  Hotel  Flat  Caravan   
HIMO (houses in multiple occupation)  Other   
*Please write in* \_\_\_\_\_
8. How much do you charge your workers for the accommodation?  
£ \_\_\_\_\_ per week
9. Do your workers have to live in your accommodation?  
Yes  No  other  (*please write in*) \_\_\_\_\_
10. If your workers leave your employment do they lose their accommodation?  
Yes  No
11. Do you provide transport?  
Yes  No  if yes, what kind of transport?  
If no, go to the Q 14  
Bus  mini bus  car  other   
(*please write in*) \_\_\_\_\_
12. Do you charge employees for transport?  
Yes  No , if yes, how much £ \_\_\_\_\_ per week
13. a) Do you take transport fees directly from your workers wages?  
Yes  No , if yes,  
b) do your workers sign a contract for charges to be taken from their wages?  
Yes  No ,
14. Do you pay wages directly into to the workers bank account?

- Yes  No , if no, please detail \_\_\_\_\_
15. Do you help migrant workers open a bank account?  
Yes  No
16. Do you provide full wage slips?  
Yes  No  other  \_\_\_\_\_
17. Do you charge any administration fee?  
Yes  No  if yes, how much £\_\_\_\_\_per week?
18. How many hours per week approximately, do you employ workers?  
\_\_\_\_\_
19. How do you deal with the problem of foreign languages? Which one?  
\_\_\_\_\_  
\_\_\_\_\_
20. How many migrant workers approximately do you employ during a year?  
\_\_\_\_\_
21. Do you employ migrant workers with no English language skills?  
Yes  No  other  \_\_\_\_\_
22. How do you recruit the labour:  
In their own country  through events  via newspapers   
via internet  other  (please write in ) \_\_\_\_\_
23. Do you have any middlemen (mediators) who finds the labour for your agency?  
Yes  No  if yes, how does it work? \_\_\_\_\_
24. If you can't find enough people would you sub-contract them?  
Yes  No
25. Do you sub-contract your employees to other agencies?  
Yes  No
26. How many percent of your labour are migrant workers?  
\_\_\_\_\_ %
27. Do you face any problems communicating with Migrant workers?  
Yes  No  If yes, please detail them \_\_\_\_\_
28. Is there is any nationalities/ regions/ countries you are target mostly?  
Yes  No  Please detail \_\_\_\_\_

29. Which of the following languages/nationalities do you deal with on a regular basis?

- Polish  Russian  Portuguese   
 French  Lithuanian  Spanish   
 Other  *Please write in* \_\_\_\_\_

30. How long do migrant workers usually work for your agency (in approx.)  
 \_\_\_\_\_ weeks \_\_\_\_\_ months \_\_\_\_\_ years

31. Which qualifications do you require your workers to have:  
 special education  university degrees  other  \_\_\_\_\_

32. For which local labour users do you provide services?  
 \_\_\_\_\_

33. For which sectors do you provide labour?  
 Manufacturing  construction  hotels & restaurants   
 transport  Education  agriculture   
 packing  other  \_\_\_\_\_

34. Do you have any special agreements with labour users?  
 Yes  No  If yes, please describe them \_\_\_\_\_

35. Do you have a contract from the factories you are working with?  
 Yes  No

36. Do you give formal contracts to your workers?  
 Yes  No

37. Do you hold induction programmes on health and safety for your workers?  
 Yes  No  if, yes, in what languages? \_\_\_\_\_

38. Is your business seasonal:  
 Yes  No  if yes, please tick:  
 Spring  Summer  Autumn  Winter

39. Do you hope to expand your business in the near future?  
 Yes  No

40. Do you have any agreements with labour users that migrant workers can become permanent staff?  
 Yes  No  If yes, after which period? \_\_\_\_\_

41. Do you have any contacts with advice agencies i.e. CAB, Job Centre Plus etc.?  
 Yes  No  If yes, please detail \_\_\_\_\_

42. What other training do migrant workers need?

About their rights to work in the UK  language skills

driving law  common rules in the UK

other....  \_\_\_\_\_

43. Are you working with trade unions?

Yes  No

44. Which occupations are the most required by the employers?

---

45. Do you need additional occupations for your business?

---

46. Do you need any training regarding the Gangmaster Licensing Bill?

Yes  No

47. Do you need any training regarding the Code of Practice?

Yes  No  If yes, what kind of help do you need?

---

48. What preparations are you making for the new Gangmaster licensing?

---

49. What services you would like to get from local authority?

---

50. Are you going to be audited before you applied for the licensing?

Yes  No

51. Do you know where to get information about Gangmaster Licensing & Code of practice?

Yes  No  Would like to

## Appendix 6 Services for migrant workers

### QUESTIONNAIRE

South Holland District Council is running the **research of migrant workers' needs**. The aim of this research is to understand the needs of migrant workers in the South Holland area and to plan the future services.

We would like to collect information about organizations that provide services for migrant workers. This information will allow us to redirect migrants for your services and avoid duplication of provided services.

**Name of your organisation:** \_\_\_\_\_

**Your address and phone:** \_\_\_\_\_

**Contact person:** \_\_\_\_\_

**What are your opening hours?** \_\_\_\_\_

**How do you describe your services?** \_\_\_\_\_

**Do you provide services for migrant workers?** Yes/No

**Is there special groups of people to whom you provide services?** (like teenagers, alcohol addicted people, asylum seekers and etc.) Yes/No, If yes, which?  
\_\_\_\_\_

**Do you have translators?** Yes/No

**Are you using Language line?** Yes/No

**Are your services free of charge?** Yes/No/some

**If you provide services for migrant workers what languages do you face more often**  
(please tick)

Polish  Russian  Portuguese

French  Lithuanian  Spanish

Other  please write in \_\_\_\_\_

**Do you have any problems delivering your services?** Yes/No **If yes, what is the problem?** (please write in) \_\_\_\_\_

**How do you advertise your services?**

Internet  Putting advertisement on the window

Newspapers  Yellow pages

Other  \_\_\_\_\_

**Please tick the type of your services and give some details:**

Housing  \_\_\_\_\_

Health  \_\_\_\_\_

Counselling  \_\_\_\_\_

Advocacy  \_\_\_\_\_

- Education  \_\_\_\_\_
- Employment  \_\_\_\_\_
- Advice  \_\_\_\_\_
- Child care  \_\_\_\_\_
- Catering  \_\_\_\_\_
- Access to internet  \_\_\_\_\_
- Translation  \_\_\_\_\_
- other  \_\_\_\_\_

**Do you work with other organisations which provide services for migrant workers?**

(please circle) Yes/ No/ would like to know more about them / would like to work more with them

Thank you very much for your collaboration. If you have any questions or suggestions you can write to [dzaronait@sholland.gov.uk](mailto:dzaronait@sholland.gov.uk) ; [atirzite@sholland.gov.uk](mailto:atirzite@sholland.gov.uk)

or Migrant project  
Council Offices  
Priory Road Spalding  
Lincolnshire PE11 2XE

## **Appendix 7 Languages by groups**

### **Languages split in groups**

Spanish  
Portuguese  
Czech  
German  
Polish  
Russian  
Lithuanian  
French  
Italian  
Slovak  
Latvian  
Estonian

### **African**

Swazi  
Zulu  
Sotho  
Xhosa  
Shona  
South African  
African

### **South America**

Brazilian  
Venezuelan

### **Asian**

Kurdish  
Filipino  
Mandarin  
Nepalese  
Cantonese  
Farsi  
Frosit  
Malay  
Indian  
Thai

### **Former USSR (none EU)**

Ukrainian  
Romanian  
Bulgarian  
Serbian  
Croatian  
Belarusian  
Moldavian  
Hungarian

### **Middle East**

Israeli  
Turkish  
Persian  
Arabian

### **Other EU countries**

Belgium  
Sweden  
Greek

## Appendix 8 Migrant workers spoken languages

Spoken languages	How many people
Spanish	85
Cantonese	1
Mandarin	1
Malay	1
Portuguese	186
Czech	17
German	75
Kurdish	10
Polish	238
Ukrainian	9
Russian	277
Lithuanian	117
French	57
Romanian	7
Italian	22
Farsi	2
Arabic	7
Hindi	4
African	13
Bulgarian	8
Serbian	3
Slovak	14
Latvian	69
Brazilian	16
Swazi	1
Zulu	4
Sotho	1
Xhosa	3
Shona	1
Filipino	1
South African	7
Croatian	1
Frosit	1
Nepalese	4
Indian	1
Estonian	4
Thai	1
Turkish	1
Persian	1
Belarusian	3
Israeli	2
Moldavian	2
Belgian	1
Swedish	1
Greek	1
Hungarian	1
Venezuelan	1

## Appendix 9 Professions migrant workers have

<b>Health sector:</b>	
nurse	6
psychologist	2
occupational therapists	3
paramedic	1
healthcare	1
medical assistant	5
personal support assistant	1
eye technician	1
massage	1
counsellor	1
<b>Management:</b>	
business management	2
administrator	1
chief despatch	1
supervisor	1
<b>Academic</b>	
marine biology	1
ecology	1
<b>Transport</b>	
driver	4
<b>Retail</b>	
sales	2
cashier	2
furniture supplier	1
<b>Office workers</b>	
business Information Technology	2
HR	1
trainer	1
secretary	3
banking	2
typist	1
book keeper	1
graphic designer	1
programming	1
<b>Hospitality/catering</b>	
waitress	1
barman	4
<b>Manual</b>	
agriculture	3
fisherman	1
postman	1
farmer	1
agriculture machinery	1
cleaner	1
machine operative	1
tractor driver	1
forklift driver	4
sailor	1
merchant navy	1
<b>Service</b>	
security	4
customer service	2

travel agent	2
policeman	1
radio producer	1
interpreter	2
social services	1
hotel keeper	4
air hostess	1
marketing	2
<b>Crafted skilled</b>	
art	3
MOT Inspector	2
mechanic	13
pest control operative	1
engineer in food products	1
welder	2
engineer	6
electro mechanic	1
painters	3
assistant technician	1
butcher	1
confectioner	1
baker	1
joiner	5
wood worker	1
dressmaker	13
gardener	3
hairdresser	11
carpenter	3
telecommunications	1
interior designer	1
electrician	2
air conditions installation	1
car varnisher	1
purse maker	1
miller	1
communications	1
kitchen fitter	1
miner	1
jeweller	1
decorator	1
clothes designer	1
<b>Professional skilled</b>	
journalist	1
sociologist	1
accountant	5
economist	12
architect	2
Zoo technician	1
radio produce	1
photographer	2
agronomy	1
veterinary	1

**Appendix 10 Gangmasters / Labour providers used by migrant workers**

PJL	27
Formula 1	26
Concordia	17
Mello Staff	17
Williams Labour	12
Agora Recruitment	13
Primera Solutions	10
GM Recruitment	10
VJE	10
Teamworks	10
One call	9
Workplace	8
Staffsmart	7
Hops	7
Ambitions Personnel	6
Mercury	5
A&M Labour	5
L Fisher	5
ISM	5
KT-1	5
5 Star	4
OP-I	4
LA Union Limited	4
Labourland	3
Epton Employment Agency	3
Agripo	3
Pertems	3
Kab labour	2
Lincs Enterprise	2
DK Private Enterprise	2
Jozef-Suzel Inacio	2
Blue Arrow	2
J&C	2
Marcus Cowling Labour Services	2
Mountains	2
PMP Services	2
OP-II	2
Allied Staff Men	2
Kudos Staffing	2
Rentokil cleaning services	1
Set Selection Ltd	1
Shortstaff recruitment	1
CGS recruitment	1
UK Recruitment	1
Mckenzie consulting	1
Staffforce	1
workforce	1
Colin Martin & Son	1
TLB	1
UCM	1
Class 1	1
Moods	1
Chris taylor	1

Packwell	1
AI	1
PH Services	1
PS Limited	1

**Appendix 11 List of professions that migrant workers want to study**

<b>Profession/subject</b>	<b>Number of people</b>	<b>Profession/subject</b>	<b>Number of people</b>
art design	5	science	2
languages	14	engineering	3
electrician	3	get secondary education	3
IT	45	literacy	1
psychology	10	pastoral counsellor	1
art therapy	1	nursing	3
tourism	4	welder	1
meteorology	1	philosophy	1
Law	11	garden design	1
dentistry	1	doctor	8
motor mechanic	1	English philology	3
childcare specialist	2	management	12
interpreting DIPSI	7	sociology	2
agriculture	2	economy	13
media	1	geography	1
business	3	history	2
HR	2	veterinary	1
hair dressing	3	healthcare	2
teacher	2	accountancy	5
ESOL	76	plumber	1
marketing	2	higher driving licence	2
arts	1	pharmacy	1
paramedic	1	floristic	1
social anthropology	1	forklift licence	1
microbiology	2	CPU	1
quality control	1	builder	2
statistic	1	logistic	1
mathematic	4	social work	2
technical subjects	1	telecommunications	1
pedagogic	2	banking	2
animal husbandry	1	finances	1
physic	1	chemistry	2
international relations	1	social assistance	1
food technology	1	carpenter	1
sport	1	refrigerating engineering	1
phototherapy	1	gas installation	1
music	1	society	1
communications	1		

# The Dynamics of Migrant Labour in South Lincolnshire

You can contact us to discuss the issues raised and for further copies of this plan by:

email: [dzaronaite@sholland.gov.uk](mailto:dzaronaite@sholland.gov.uk)

telephone: The Migrant Workers Team at South Holland District Council on 01775 761161

website: [www.migrantworkers.co.uk](http://www.migrantworkers.co.uk)

We can provide this document in large print form. If you would be interested please call us on 01775 761161 and let us know.

South Holland District Council  
Council Offices  
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