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Central and Eastern European migrants in Daventry and South Northamptonshire : Developing a profile : Final report

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Central and Eastern European migrants in Daventry and South Northamptonshire: Developing a profile

Final report

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

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

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Glossary

A2	Accession 2 – this refers to the countries which joined the European Union in January 2007 (Bulgaria and Romania). In order to work in the UK, A2 nationals are required to apply for an accession worker card and their employer may also have to apply for a work permit. However, if they are studying, supporting them self financially or self-employed their rights are similar to those of other EEA/EU citizens.
A8	Accession 8 – this refers to the countries which joined the European Union in May 2004 (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia). In most cases, they can only work if they register on the Worker Registration Scheme (WRS) within a month of starting work. A8 nationals who have worked for 12 months on the WRS have the same rights as other EEA/EU workers and self-employed people. Those who are studying, supporting them self financially or self-employed their rights are similar to those of other EEA/EU citizens.
CAB	Citizens Advice Bureau
CEE	Central and Eastern European – this refers to the A8 and A2 countries listed above
EEA	European Economic Area – European Union, plus Iceland, Liechtenstein and Norway
ESOL	English for Speakers of Other Languages
EU	European Union – Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom
GLA	Gangmasters Licensing Authority
HA	Housing Association
IPPR	Institute for Public Policy Research
IPS	International Passenger Survey
LFS	Labour Force Survey
LSP	Local Strategic Partnership
NINo	National Insurance Number
NMD	New Migrant Databank
NVQ	National Vocational Qualification
PLASC	Pupil Level Annual School Census
SAWS	Seasonal Agricultural Workers Scheme
SBS	Sector Based Scheme
SHUSU	Salford Housing & Urban Studies Unit
WRS	Worker Registration Scheme

1. Overview

- 1.1 This report presents the findings of a study exploring Central and Eastern European migrants in Daventry and South Northamptonshire. The study was commissioned by Daventry and South Northamptonshire Local Strategic Partnerships (LSPs) Migration Impact Funding and was conducted by researchers from the Salford Housing & Urban Studies Unit (SHUSU) at the University of Salford. The study was managed by a steering group composed of officers representing Daventry District and South Northamptonshire Councils.

Background to the study

- 1.2 In more recent years, the arrival of migrants from Central and Eastern Europe (CEE) has become a key focus of political and media debate. In May 2004, ten countries joined the EU: Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia. From that date, Cyprus and Malta had full free movement and right to work throughout the EU, while the remaining eight countries (sometimes referred to as the A8) were subject to certain restrictions. In the UK, for example, the government regulated access to the labour market for A8 nationals through the Worker Registration Scheme (WRS), and restricted access to benefits and housing.
- 1.3 When these countries joined the EU, the UK along with Ireland and Sweden were the only countries that fully opened their labour markets (Institute for Public Policy Research (IPPR) (2004). The government's initial expectation was that around 20,000 migrants would arrive per year (Stenning *et al.*, 2006); however, Worker Registration Scheme (WRS) figures highlight that 989,085 applications were made between 1 May 2004 and 31 March 2009 (Home Office, 2009).
- 1.4 Furthermore, in 2007, the EU was also joined by Bulgaria and Romania (sometimes referred to as the A2). Nationals of these two countries were allowed gradual access to the UK labour market. Skilled workers were allowed access as 'highly skilled workers', while for lower skilled workers quotas were set and restricted to specific schemes, such as the Seasonal Agricultural Workers Scheme (SAWS) or the Sector Based Scheme (SBS), which covers the Food Manufacturing Industry.

Table 1: EU member states

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

- 1.5 What distinguishes this movement of people from previous in-migration is not just the number of arrivals but, given the primacy of economic motivations (i.e. following jobs), people have been quite widely dispersed. Consequently, areas of the UK where there is often a lack of ethnic diversity – such as some rural areas – have often seen the arrival of migrant communities.
- 1.6 It is important for Daventry and South Northamptonshire to understand the impact and level of migration in the two districts in the context of rural areas with traditionally dispersed small communities and low numbers of migrants alongside small and medium sized towns which may have a more visible migrant population. It was recognised that there was a lack of information on Central and Eastern European (CEE) communities living and working in Daventry and South Northamptonshire. In order to provide an understanding of these communities, this study was commissioned with the following main aims:
- To explore the CEE migrant populations in the two districts in terms of numbers, nationalities, and where they are clustered;
 - To use this intelligence to support efficient distribution of the *Migrant Welcome Pack*, which has been developed to inform migrants about public services and aspects of the law; and
 - To make the intelligence available to partners to ensure better access to services and support for CEE migrants.

Outline of the report

- 1.7 The structure of the report is as follows:

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

Chapter 2 presents details of the research methods involved in the study.

Chapter 3 provides background information in relation to what is currently known about migrant communities in more rural areas.

Chapter 4 provides a brief overview of some of the official data sources available in relation to migration.

Chapter 5 look at what the official data tells us about Daventry and South Northamptonshire, drawing on a selection of data sources.

Chapter 6 contains analysis of the questionnaires and interviews with key stakeholders across the study area.

Finally, **Chapter 7** provides some concluding comments and sets out some ways forward based on the findings of the study.

2. Methods

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

- Phase one – review of existing data on CEE migrant communities;
- Phase two – questionnaire administered to key stakeholders; and
- Phase three – interviews with key stakeholders.

Each of these phases is described in more detail below.

Phase one: review of existing data

2.2 This phase initial phase involved identifying some of the key issues facing CEE communities in rural and urban areas highlighted in studies carried out in other areas across the UK (see Chapter 3).

2.3 This phase also involved reviewing some of the official statistics available relating to migrant communities. This included the following sources of information:

- Worker Registration Scheme (WRS);
- National Insurance number registrations (NINo);
- Annual Population Survey; and
- PLASC (see Chapters 4 and 5).

Phase two: consultation with key stakeholders

2.4 This phase involved sending out a questionnaire – via email or post – to a range of service providers and other key stakeholders identified by the project steering group. This included:

- Housing providers (both private and socially rented);
- Employers;
- Voluntary and community groups;
- Recruitment agencies; and
- Churches and religious groups.

2.5 Three types of questionnaire were produced to cover employers, housing providers and other service providers. Each questionnaire covered the same issues; however, there were some very simple differences to correspond with the role of the organisation. For example, the employer questionnaire asked how many CEE migrants they currently employed; the housing providers were asked how many CEE migrants they provided accommodation for; and the other services were asked how many CEE migrants used their service.

2.6 The purpose of this questionnaire was to find out from organisations in Daventry and South Northamptonshire whether or not they have contact with CEE migrants. The questionnaires asked for information on the following:

- The percentage of CEE clients;
- Changes in populations over the last five year;
- Areas where CEE migrants are known to live;

- Views on priority information needs of CEE migrants; and
 - Views on priority support needs of CEE migrants.
- 2.7 Where possible, an individual within an organisation was identified and the questionnaire was sent directly to that person with a timeframe for returning the questionnaire. Up to two attempts were then made to contact people by telephone to request assistance with the project.
- 2.8 Questionnaires were sent to **fifty-three** organisations. A total **nineteen** questionnaires were completed and returned. Excluding the organisations which were unable to provide any information, this analysis is based on the findings of **fourteen** questionnaires.
- 2.9 Following the stakeholder questionnaire, a number of stakeholders were selected to take part in a more in-depth interview. A total of **six** interviews were carried out and these participants were selected on the basis of their willingness to take part in additional consultation. These interviews enabled us to clarify some of the issues raised in the self completion questionnaire.
- 2.10 An important context is the likely cross boundary flows of migrants to neighbouring areas (see map in Appendix 1). Therefore, a small number of service providers in Northampton and Cherwell were also contacted as it was recognised that people may live in Daventry and South Northamptonshire but use services/facilities in neighbouring authorities. Unfortunately these service providers did not have any information about CEE migrants living in Daventry or South Northamptonshire.

3. Black and Minority Ethnic (BME) communities in more rural areas

- 3.1 There are a growing body of studies focusing on the experiences of Central and Eastern European migrants living and working in the UK. These studies have acknowledged that there can be differences between the experiences of Central and Eastern European migrants – and indeed Black and Minority Ethnic (BME) communities more generally – living in rural and urban areas.
- 3.2 Research has revealed, for example, that BME populations can experience a number of disadvantages when living in rural areas (de Lima, 2008). Service delivery is focused more on a ‘numbers-led’ approach than a ‘needs-led’ or ‘rights-led’ approach, therefore policies and providers ignore the needs of rural minority ethnic groups, based on the idea that ‘there are not many of them’ so services are not required. Rural service providers sometimes have little experience of addressing the requirements of ethnically diverse populations.
- 3.3 In addition, given lower numbers, the spatial distribution of BME populations can make some populations highly visible within rural communities. It is suggested that BME communities have a higher pro-rata chance of being a victim of racist assault in rural areas (de Lima, 2008). Furthermore, lower numbers reduces the possibility of ‘mutual support’ that is perhaps available in urban areas. BME populations in rural areas can therefore suffer from social and cultural isolation. From the perspective of migrant communities, segregation into agriculture and food processing plants can also sometimes limit their capacity for integration (Hickman *et al.*, 2008).
- 3.4 In some areas of the UK, it is suggested that the significant numbers of Central and Eastern European migrants who have moved into rural areas for work purposes, has overshadowed concerns about the needs of long-standing rural minorities (York & North Yorkshire Sub-regional Voluntary and Community Sector Infrastructure, not dated). Previous studies, for example, have highlighted that there can potentially be additional ‘pressure’ as a result of the arrival of migrant worker communities in rural areas, particularly in relation to housing markets (Commission for Rural Communities, 2007).
- 3.5 Concerns about future economic performance of rural economies have been highlighted by the North Yorkshire Strategic Partnership (NYSP) which has carried out a review of the impact of in-migration. This review suggested that the economic incentives to remain in rural areas were likely to decline, with some concerns that sectors such as agriculture – but not exclusively – would be affected. In particular, there were concerns that employers may find it increasingly difficult to recruit suitable workers. Research by the Institute for Public Policy Research (2009) has highlighted a number of recommendations with regards to maintaining the presence of migrant workers and maximising the benefits of migration. This includes continuing to facilitate the movement of agricultural workers, particularly through the new managed migration system; looking at how to develop more affordable and high quality housing in rural areas (the relatively high cost of accommodation was highlighted as a key factor that might drive migrant communities out of rural areas); reviewing the role of recruitment agencies; and extending the remit of the Gangmasters Licensing Authority (GLA) to cover all sectors characterised by vulnerable employment.

4. Official data sources

- 4.1 Not just in the UK, but across the whole of Europe there is increasing pressure to understand the dynamics of migration and improve measures of data collection (Rees and Boden, 2006). However, the difficulties of calculating the scale of migration are widely acknowledged (Institute of Community Cohesion, 2007), particularly when dealing with a potentially transient group of people, whose migration is often linked to employment opportunities.
- 4.2 There are a number of sources of information that can offer some data in relation to migrant communities. These include, but are not limited to, the following data sources:
- Work Permit Applications;
 - International Passenger Survey (IPS);
 - The Census;
 - Labour Force Survey (LFS);
 - Pupil Level Annual Schools Census (PLASC);
 - Electoral Roll;
 - Worker Registration Scheme (WRS)
 - National Insurance Registration data (NINo); and
 - The New Migrant Databank (NMD)

What follows is a description of the different data sources, what they provide, as well as the caveats to using such data.

Work Permit Applications

- 4.3 Work permits are generally only issued for certain types of work and normally only when the employer has been unable to recruit a suitable employee from within the European Economic Area (EEA). However, it also includes the Sector Based Scheme (SBS) which currently applies to Bulgarian and Romanian nationals and covers only the Food Manufacturing Industry. Work Permits do not contain residential information about the employee (Pemberton and Stevens, 2006). Therefore, although it may provide some quantification of Work Permit applications, they do not specify where the recipients reside.

International Passenger Survey (IPS)

- 4.4 The International Passenger Survey (IPS) is a survey of a random sample of passengers entering and leaving the UK by air, sea or the Channel Tunnel. Over a quarter of a million face-to-face interviews are carried out each year with passengers and the IPS offers the only data collection technique measuring in-migration and out-migration (Rees and Boden, 2006).
- 4.5 The IPS has been seen as an important source of information on international migration; however, it is based on a sample of 1 in 500 passengers. Its value therefore deteriorates when looking at specific requirements; for example, intended destination of migrants within the UK.

For information about the IPS see:

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

The Census

- 4.6 The Census of Population is a survey of all people and households in the country. It is carried out every ten years, providing details on age, sex, occupation, country of birth, ethnic group, marital status, etc. It is the only survey which provides information on the entire population.
- 4.7 With regards to Central and Eastern European populations, the last Census was carried out in 2001, which is prior to EU expansion. This means that Census data has limited use with regards to showing population flows since Accession, which is the time when there have been dramatic changes in population flows.

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

- 4.8 The Labour Force Survey (LFS) is a quarterly sample survey of households living at private addresses in the UK, providing information on the UK labour market. It is based on a sample of around 60,000 households nationally and although it provides a regional picture of the labour force, it is not broken down at a local authority level. The LFS also excludes most communal establishments, which can under-report the number of foreign born workers who often live in this type of accommodation (Clancy, 2008).

For information about the LFS see:

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

- 4.9 Information relating to individual local authorities can be taken from the Annual Population Survey (APS), which combines information from the LFS with other local area labour force surveys. Although this can be disaggregated by local authority there is a limit to the information that can be provided given the small sample size.

For information about the APS see: <http://www.ons.gov.uk/about-statistics/user-guidance/lm-guide/sources/household/aps/index.html>

Pupil Level Annual Schools Census (PLASC)

- 4.10 This records pupils who have entered state schools within each Local Education Authority (LEA), recording information on first language and ethnicity of pupils.
- 4.11 Given that it is a school census, it can only offer information with regards to migrants of school age (Pemberton and Stevens, 2006). Furthermore, it focuses on state schools, which does not offer a complete census of school age children (Rees and Boden, 2006). Despite these limitations, however, comparing successive datasets can provide a picture demographic change in a local authority area.

Electoral Register/Roll

- 4.12 The Electoral Register/Roll lists the names and addresses of everyone who has registered to vote. It has been suggested that an additional one million new voters have registered, a large number of which is attributed to immigration particularly from Eastern Europe (Slack, 2008). Perhaps unsurprisingly, however, public access to the Electoral Register/Roll is strictly controlled. The full register is available to Credit Reference Agencies, while an edited version is available to purchase for commercial uses; for example, other credit and marketing activities (Rees and Boden, 2006).

Worker Registration Scheme (WRS)

- 4.13 The Worker Registration Scheme (WRS) was introduced in 2004 for A8 migrants. A8 migrants are those from the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovak Republic and Slovenia. The WRS requires individuals from these countries to obtain a registration certificate for each job they have in the UK. Once they have been working continually for 12 months they no longer have to register and can obtain a residence permit.
- 4.14 The WRS enables monitoring of which national groups are coming into the UK labour market and the type of employment they are undertaking. WRS data can be broken down by local authority area, and provides information by national group in relation to: age, dependants, gender, hourly rate of pay, hours worked per week, industry sector, intended length of stay and top ten occupations.
- 4.15 WRS data does not include those from the A2 countries (Bulgaria and Romania) and also excludes those who are self employed. It is also based on the postcode of the *employer* rather than the *employee*. Furthermore, the figures rely on official registration, which cannot account for those who are not registered. The data provides a cumulative figure for the number of workers applying to the WRS – the figures are unable to show movement of people *within* the UK or how many people have returned home. It therefore does not provide a ‘net’ measure of migration.

For information about the WRS see:

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

National Insurance Registration data (NINo)

- 4.16 Acquiring a National Insurance Number (NINo) is a necessary step for employment/self employment purposes, as well as to claim benefits or tax credits (Rees and Boden, 2006). NINo information is available for the number of allocations to adult overseas nationals, including both A8 and A2 migrants. This can be broken down at a local authority level, providing analysis by calendar or financial year. Again, these figures rely on official registration and therefore cannot account for those who are not registered. They also provide no indication of the length-of-stay of a migrant worker and there is no formal de-registration process. Like WRS, NINo figures are therefore unable to show movement of people *within* the UK or how many people have returned home.

The New Migrant Databank (NMD)

- 4.17 In recognition of the difficulties of estimating the scale of migration the New Migrant Databank (NMD) has been developed by researchers at the University of Leeds. This aims to provide consistency in the way international migration statistics are presented and interpreted, providing a framework for local authorities to analyse patterns and trends in migration.

5. What the data tells us about Daventry and South Northamptonshire

5.1 As highlighted in the previous chapter, there is currently no all-inclusive data source that can offer a measure of the population. It must be recognised that available data cannot be aggregated to provide a definitive answer with regards to the size of the local migrant population. However, some of the sources listed above can provide useful information with regards to changes in characteristics of the population in recent years. This chapter will look at some of the data available for Daventry and South Northamptonshire, making reference to the following sources: Worker Registration Scheme (WRS), National Insurance Number registrations (NINo), Annual Population Survey (APS), and the Pupil Level Annual Schools Census (PLASC). The boxes below provide a brief summary of the data, while the remainder of the chapter focuses on each data source in greater detail. The tables relating to the data can be found in Appendix 2 and 3.

Daventry summary

Worker Registration Scheme (WRS)

1,255 people from the A8 countries registered for employment in Daventry between May 2004 and September 2009; 69% of all registered workers were from Poland. The data suggests that the number of Polish registrations has decreased in recent years

National Insurance Number registrations (NINo)

1,250 A8/A2 nationals have registered for a National Insurance number since January 2004; 71% of registrations were Polish.

Annual Population Survey (APS)

1,400 people were recorded as White non-UK born in 2007 (1.7% of the population).

Pupil Level Annual Schools Census (PLASC)

The following first languages have been recorded in schools in Daventry for pupils living in Daventry: Polish, Bulgarian, Czech, Estonian, Hungarian, Latvian, Romanian, and Slovak.

The Abbey North Ward, Drayton Ward and Hill Ward had the highest numbers.

South Northamptonshire summary

Worker Registration Scheme (WRS)

620 people from the A8 countries registered for employment in South Northamptonshire between May 2004 and September 2009; 64% of all registered workers are from Poland. The data suggests that the number of Polish registrations has decreased in recent years

National Insurance Number registrations (NINo)

490 A8/A2 nationals have registered for a National Insurance number since January 2004; 59% of registrations were Polish.

Annual Population Survey (APS)

1,500 people were recorded as White non-UK born in 2007 (1.7% of the population).

Pupil Level Annual Schools Census (PLASC)

The following first languages have been recorded in schools in South Northamptonshire for pupils living in South Northamptonshire: Polish, Bulgarian, Czech, Estonian, Hungarian, Latvian, Romanian, and Slovak.

Worker Registration Scheme (WRS)

Daventry

5.2 The WRS data suggests that **1,255** people from the A8 countries registered for employment in Daventry between May 2004 and September 2009 (please note that at the time of writing this report, these figures were only available up to September 2009).

5.3 According to WRS figures, 69% of all registered workers are from Poland (see Appendix 2, Table 2.1). Following Polish nationals, Slovak nationals make up the second highest number of registrations, albeit at a much lower level (16%). The data suggests that the number of Polish registrations has decreased; since 2008 there have been a number of Latvian nationals registering for work. The data suggests that no one from Slovenia has registered in Daventry.

South Northamptonshire

5.4 The WRS data suggests that **620** people from the A8 countries registered for employment in South Northamptonshire between May 2004 and September 2009.

5.5 According to WRS figures, 64% of all registered workers are from Poland (see Appendix 2, Table 2.2). Like Daventry, Slovak nationals make up the second highest number of registrations (15%). As before, there has been a decrease in the number of Polish registrations. The data also suggests that no one from Estonia or Slovenia has registered in South Northamptonshire.

National Insurance Number registrations (NINo)

County-wide statistics

5.6 NINo data suggests a total of **23,080** A8/A2 nationals have registered for National Insurance numbers in Northamptonshire since January 2004 (please note that at the time of writing this report, these figures were only available up to June 2009). Over half (52%) of these registrations have been in Northampton. This followed by Corby and Wellingborough (18% and 12% respectively). South Northamptonshire and East Northamptonshire have the lowest percentage of registrations (2% and 3% respectively) (see Appendix 2, Table 2.3 and Appendix 3, which provides a breakdown of NINo data for each Northamptonshire district).

Daventry

5.7 NINo data for Daventry suggests that **1,250** A8/A2 nationals have registered for a National Insurance number since January 2004 (see Appendix 2, Table 2.4). The NINo data shows a similar pattern to the WRS data in terms of the percentage that the A8 nationals represent. There are slightly higher percentages of Polish registrations than in the WRS data (71%, compared to 69% in the WRS data). With regards to A2 nationals, the NINo data shows very small numbers of Romanian registrations since 2007, with no registrations from Bulgarian nationals.

5.8 Looking at the NINo figures for Daventry in greater detail, Table 2 below indicates the percentage of all overseas nationals who are from the A8/A2 countries.

Table 2: Percentage of overseas nationals from A8/A2 countries registering for NINo in Daventry, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	A8/A2 % of all non-UK
2004	160	20	13
2005	530	330	62
2006	410	260	63
2007	530	360	68
2008	350	220	63
2009	140	60	43

South Northamptonshire

5.9 If we look at NINo data for South Northamptonshire it shows that **490** A8/A2 nationals have registered for a National Insurance number since January 2004 (see Appendix 2, Table 2.5). According to this data, as before, no one from Estonia or Slovenia has registered. The data also shows that no one from Lithuania has registered for a National Insurance number since 2004; however, the WRS data suggested that around thirty people had registered for work from Lithuania, with one or two people registering more recently.

5.10 Looking at the NINo figures for South Northamptonshire in greater detail, Table 3 below indicates the percentage of all overseas nationals who are from the A8/A2 countries. Comparing the two areas suggests that in South Northamptonshire, A8/A2 nationals make up a slightly smaller percentage of all non-UK nationals who have registered for a National Insurance number.

Table 3: Percentage of overseas nationals from A8/A2 countries registering for NINo in South Northamptonshire, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	A8/A2 % of all non-UK
2004	170	30	18
2005	250	80	32
2006	250	140	56
2007	260	120	46
2008	200	90	45
2009	80	30	38

Annual Population Survey (APS)

5.11 We were able to access APS data through Northamptonshire Observatory. This data is available for the percentage of the population who are White non-UK born. Given the level of migration from Central and Eastern Europe, it is assumed that the majority of these are from the A8/A2 countries; however, we must recognise that it could include other non-UK nationals who identify themselves as White.

County-wide statistics

5.12 Similar to NINo data above, APS data (up to December 2007) shows that Northampton, Wellingborough and Corby have the largest population of White non-UK born residents (see Appendix 2, Table 2.6). In terms of percentage of the local population, White non-UK born residents made up the highest percentage in Corby (12% of the population). This is followed by Wellingborough (9% of the population)

Daventry and South Northamptonshire

5.13 The data for Daventry shows that the number and percentage of White non-UK born residents has decreased. The figures for 2007 were 1,400 (1.7% of the population). In South Northamptonshire the figures have also decreased, with exception of a relatively large increase in 2005 where the population was 3,200 (3.9%). The figures for 2007 were 1,500 (1.7%). This data suggests that both areas had a similar population size. WRS and NINo data, however, suggested a larger number of people had registered in Daventry.

Pupil Level Annual Schools Census (PLASC)

- 5.14 As highlighted in the previous chapter, PLASC records pupils who have entered local authority maintained schools. The data available for Daventry and South Northamptonshire uses the home postcode of the pupil to determine which area they live in. The information available to us was only for pupils who were in schools in Daventry and South Northamptonshire; therefore it excludes anyone who is potentially living in Daventry or South Northamptonshire but attending a school in a neighbouring authority.
- 5.15 Information was available for January 2010. It includes first language of pupils and ethnicity. Given that the numbers were small – for example one or two pupils – some nationalities have been grouped together.

Daventry

- 5.16 The data for Daventry was available at Ward level (see Appendix 2, Table 2.7). The following first languages have been recorded in schools in Daventry for pupils living in Daventry: Polish, Bulgarian, Czech, Estonian, Hungarian, Latvian, Romanian, and Slovak. The Abbey North Ward, Drayton Ward and Hill Ward had the highest numbers.

South Northamptonshire

- 5.17 The figures for South Northamptonshire are shown for the district as a whole rather than at Ward level given the small numbers (see Appendix 2, Table 2.8). As above, the following first languages have been recorded in schools in South Northamptonshire for pupils living in South Northamptonshire: Polish, Bulgarian, Czech, Estonian, Hungarian, Latvian, Romanian, and Slovak.

6. Findings from stakeholder consultation

- 6.1 This section explores the information gathered from the self completion questionnaire and additional interviews with key stakeholders across the study area.

Response rates

- 6.2 As highlighted in Chapter 2, questionnaires were sent to **fifty-three** organisations. Where possible, an individual within an organisation was identified and the questionnaire was sent directly to that person with a timeframe for returning the questionnaire. Up to two attempts were then made to contact people by telephone to request assistance with the project. A total **nineteen** questionnaires were completed and returned; a response rate of 36%. Excluding the organisations which were unable to provide any information, this analysis is based on the findings of **fourteen** questionnaires.
- 6.3 Looking in more detail at the types of organisations that were contacted, Table 4 below indicated how many of each type of organisation were contacted, how many returned a questionnaire and which area their service covered.
- 6.4 In addition, **six** interviews were carried out with stakeholders to clarify some of the issues raised in the self completion questionnaire. As highlighted in Chapter 2, these participants were selected on the basis of willingness to take part in additional consultation, but also the level of information they were able to provide in the questionnaire.

Table 4: Response rate by type of service

Type of organisation	Number contacted	Completed questionnaire	Area covered by completed questionnaire	Unable to provide information	Non response
Letting agencies	Seven	Two	Daventry	Four (one indicated that they did have CEE migrants in their properties but did not keep statistics)	One
Housing Associations	Fifteen	Two	Daventry	Three	Ten
Churches/places of worship	Six	Two	One Daventry One Northampton	Two	Two
Community/voluntary sector organisations	Eleven	Four	Two Daventry One Daventry & South Northamptonshire One Northampton	One	Six
Public sector	Five	Two	One Daventry One South Northamptonshire	-	Three
Employers	Seven	One	South Northamptonshire (plus other sites in the UK)	Two (both indicated that they did not employ CEE migrants)	Four
Recruitment agencies	Two	One	Daventry	One (indicated that they had only had one CEE migrant use their service in three years)	-

Contact with CEE migrants

6.5 This section describes the level of contact different organisations had with CEE migrants; any support they provided to CEE migrants; and the areas of Daventry and South Northamptonshire where there were known populations. It also highlights some good practice examples of engagement with CEE migrant populations.

Employer

6.6 The employer who took part in the consultation had 1,700 employees across four sites (including a site in South Northamptonshire). They indicated that they currently employed 205 Central and Eastern European migrants (12% of the workforce). These employees were from the following countries: Poland (194 employees); Lithuania (seven employees) Latvia (three employees) and Slovakia (one employee). Polish employees therefore made up 95% of their CEE workforce and around 11% of their workforce as a whole.

6.7 The employer indicated that the workers from Central and Eastern Europe were mainly on permanent contracts. However, they indicated that a few workers had 'zero hours contracts', which means that they are not guaranteed a fixed number of hours per week; rather they are called in when required and receive compensation only for hours worked. They indicated that, in general, their organisation had a relatively low turnover of staff.

6.8 When asked if there were any particular reasons for employing people from CEE countries, this employer indicated that it had been difficult to fill vacancies from the local workforce and that the local workforce were not interested in the jobs. However, they indicated that the number of people from CEE countries working at their organisation had decreased in recent years. When asked why they thought this had occurred, they suggested that they were now more able to recruit locally. Previous research has suggested that the recession and consequent unemployment rates has increased the pool of labour available for jobs, including indigenous workers who previously would not have applied for particular positions (Scullion and Pemberton, 2010). The more in-depth interview with this employer suggested that they had experienced an increase in older people applying for jobs, particularly those who had been made redundant by their previous employer, as the organisation was seen as a stable employer.

6.9 The employer indicated that as part of staff training, employees are expected to complete a National Vocational Qualification (NVQ) providing literacy and numeracy skills in order to progress through the company. They were conscious that migrant workers were often highly skilled people and felt that the NVQ was a way of enabling them to develop. They have also previously run English for Speakers of Other Languages (ESOL) courses within their organisation. Interestingly, however, they suggested that lots of people often did not bother with language classes. Previous research has suggested that language is sometimes not prioritised by people due to time constraints, cost of classes, but also if they perceive their stay in the UK to be temporary or if they currently work with people from their home country who can help translate for them (Scullion et al., 2009). This employer suggested that in

some cases there was no incentive to learn as people lived 'in their own community' and mixed only with people who spoke the same language. They suggested that lack of English language skills can sometimes create divisions in the workplace. They indicated that they had introduced basic language requirements into recruitment to ensure that they were able to interview people properly.

- 6.10 They did not provide any advice or support to overseas workers for example in relation to finding accommodation, registering for a National Insurance number, accessing local services. However, this may have been because the workers had not required this information rather than the employer would not provide it.
- 6.11 With regards to areas where they knew CEE migrants were living, although this employer had a site in South Northamptonshire, they indicated that a large proportion of their CEE workforce lived in Coventry, Bedford and Banbury. This employer, however, also had sites in the West Midlands. They stated that they provided transport for these workers to and from work.

Recruitment agency

- 6.12 The recruitment agency that completed the questionnaire did not routinely collect statistics on the nationality/ethnic profile of service users; however, they stated that they were currently providing services for 332 CEE migrants. These were from the following countries: Poland (281 people); Czech Republic (thirty-four people) and Hungary (seventeen people).
- 6.13 They indicated that the number of CEE migrants using their service had increased over the last five years. When asked why they thought this increase had occurred they stated: '*Better benefits and more work at better rates in the UK*'.
- 6.14 They publicised their services through websites and email; however, this promotion was not targeted at any particular nationalities. Interestingly, if people approached their service who did not speak English, they indicated that they would signpost them to the Job Centre. They did not provide information about their service in different languages.
- 6.15 With regards to the areas where they knew CEE migrants were living, they made reference to estates in Daventry; in particular The Grange and Southbrook.

Letting agencies

- 6.16 As highlighted in Table 4 above, both of the letting agencies who took part were based in Daventry. One managed twenty-six properties and one 120 properties. The smaller of these organisations took part in an additional interview.
- 6.17 Neither of these agencies routinely collected statistics on the nationality/ethnic profile of service users, indicating that this information was not required for their business.

- 6.18 The letting agency with 120 properties indicated that a total of seven CEE households were currently living in their properties (just under 6% of properties). These were from the following countries: Poland (five households) and Hungary (two households).
- 6.19 The letting agency with twenty-six properties, however, had a far larger proportion of tenants from CEE countries. They indicated that seventeen CEE households were living in their properties (65% of properties). These were from the following countries: Poland (twelve households); Slovakia (three households); Czech Republic (one household) and Latvia (one household). This letting agency also indicated that they had a waiting list and that 65% of the people on the waiting list were from CEE countries. The reason that they had such a large proportion of CEE clients was due to one of the employees having a range of appropriate language skills. They suggested that this perhaps made them more 'approachable' than other letting agents, and through 'word of mouth' they had a number of CEE clients.
- 6.20 Thinking about the last five years, both letting agencies indicated that the number of people using their service had increased initially but had now decreased. When asked why they felt that decrease had occurred one made reference to the following:
- 'Less new applicants due to less [people] coming over, some going back and many having found accommodation and no longer looking'*
- The other indicated that the recession was a key factor with the devaluing of the UK Pound, as well as increasing job opportunities, particularly in Poland.
- 6.21 The letting agency with the larger number of properties indicated that their services were publicised through adverts in local press, or local authorities referring to them. This promotion was not targeted at particular communities. If people used their service and did not have English language skills, the agency would rely on informal interpreters to assist (i.e. the client's family or friends).
- 6.22 The letting agency with the smaller number of properties indicated that they publicised their services through adverts in the local press; adverts in shops; email; and text messages to existing tenants. They suggested that this was partly targeted at CEE migrant communities, with adverts placed in Polish food shops and newspapers. This more targeted promotion would explain the high proportion of CEE migrant tenants in their properties and on their waiting list. This letting agency also employed bi-lingual or multi-lingual workers who could provide language support when required.
- 6.23 With regards to the areas where they knew CEE migrants were living, they made reference to the following estates/areas: The Grange; Southbrook; Headlands; Timken; Stefen Hill; Lang Farm; Ashby Fields; and Middlemore. It was suggested in the additional interview with one of the agencies that people sometimes moved from the more urban areas (i.e. Northampton, Rugby) as they wanted to live in a quieter area, but also because they were able to access better properties.

Housing Associations

- 6.24 As highlighted above, two Housing Associations completed the questionnaire, both providing properties in Daventry. One managed 3,100 properties while the other managed 504.
- 6.25 The Housing Association with the largest number of properties was unable to provide any statistical information in relation to ethnic/national groups as they were currently working on a means of processing this data. It was therefore not yet available and they could not say whether they were accommodating CEE migrants. They indicated that if people approached their service without English language skills they used a telephone interpretation service. They also provided leaflets in different languages on request.
- 6.26 The second Housing Association indicated that they currently had thirty households from Central and Eastern Europe living in their properties. These were from the following countries: Poland (seventeen households); Slovakia (five households); Estonia (four households); Slovenia (two households); and Romania (two households). However, they indicated that they provided properties in Rugby and Daventry, but did not specify how many of these households were living in Daventry properties.
- 6.27 They indicated that the number of CEE migrants using their service had increased over the last five years. They suggested that it was because there were a number of food production and distribution centres that provided employment opportunities.
- 6.28 They indicated that if people approached their service without English language skills they relied on a combination of language support including: paying for a professional interpreter to come to the office; telephone interpretation services; home visits with an interpreter; leaflets provided in different languages; and informal interpreters (i.e. the client's family or friends).

Services for children and families

- 6.29 Two questionnaires were returned from organisations providing services for children. One was a community/voluntary organisation, which covered both Daventry and South Northamptonshire; the other a public sector organisation, covering Daventry. Both of these organisations also took part in a further interview.
- 6.30 The community/voluntary organisation covering both areas provided family support services to individual families, but also universal services such as parent and toddler groups and health clinics. They routinely collected statistics on the nationality/ethnic profile of service users for all referred work, but not those accessing universal or drop-in facilities. However, they indicated that Polish families were using their services and that this was primarily the parent and toddler group, where approximately six Polish adults and their children attended each week. They suggested that some weeks, Polish people made up 50% of the drop-in clients. In terms of the referred work, they estimated that Polish families were 1.6% of the referrals last year.

- 6.31 They indicated that the number of CEE migrants using their service had increased over the last five years, highlighting that this was due to a larger CEE population within Daventry. They did not refer to South Northamptonshire.
- 6.32 They indicated that if people approached their service without English language skills they paid for an interpreter to come to the office for that particular client. They would also provide translated materials if requested.
- 6.33 With regards to the areas where they knew CEE migrants were living, they made reference to The Grange estate.
- 6.34 The public sector organisation provided a range of free of charge activities and services for families and children in Daventry. This included: numeracy and literacy, ESOL and other adult education courses. In addition, they provided free crèche facilities for people using their services. They indicated that forty-eight CEE migrants were currently using their service. This included the following nationalities: Polish (forty-one families); Romania (six families); and Slovakia (one family). They indicated that the number of CEE migrants using their service had increased over the last five years, highlighting that a number of CEE migrants had moved into the area.
- 6.35 They indicated that if people approached their service without English language skills they would provide translated material; however, they also had a Polish volunteer who could provide language support.
- 6.36 With regards to the areas where they knew CEE migrants were living, they made reference to: Hill Ward; Abbey Ward; Ashby Road; and The Grange estate. The public sector organisation indicated that there was a need for more collaborative working across authorities. It was felt that there was no point 'reinventing the wheel', when stakeholders could share information about the work they were doing. There were concerns, however, that having targets sometimes made organisations unwilling to share information.

Good practice

The community organisation had seen an increase in Polish families. At one stage the number of Polish families outnumbered the number of English families. This created a division between families because of language barriers, which both English and Polish families were unhappy about. This organisation therefore offered English language classes, offering a six week course run by an ESOL tutor. There was an issue in relation to the formal nature of the course and the fact that people could not attend every session. This has suggested a need for more informal language support; for example, conversation classes. Furthermore, as a consequence of the arrival of Polish families, some English mothers have indicated that they wanted to be able to communicate in Polish. Some of the Polish parents are therefore helping English parents to learn conversational Polish.

Good practice

The public sector organisation indicated that they were just in the process of undertaking an intensive awareness raising project, which involved going into the community, knocking on doors and introducing their services to people. They highlighted a lack of awareness of where migrant communities live. They were hoping that this community engagement process would assist with mapping where the more 'hard to reach' communities were living, as well as encouraging more people to start using their service.

Churches/religious organisations

6.37 Two churches/religious organisations completed the questionnaire. One of them was based in Northampton and unfortunately did not have any knowledge of CEE migrants living in Daventry or South Northamptonshire.

6.38 The other questionnaire was completed by a church in Daventry. They estimated that they currently had people from the following countries using their service: Poland (between eighty and once hundred people); Slovakia (ten people); Latvia (four people); and the Czech Republic (two people). It was estimated that Polish people made up around 10% of the people who used their service. They indicated that they were always conscious that Polish migrants were using their service and tried to provide some translated information.

6.39 Thinking about the last five years, they felt that the number of CEE migrants using their service had increased initially but had now decreased. When asked why this was the case, they stated:

'Economic circumstances – some have returned home, others moved to different locations'

6.40 With regards to the areas where they knew CEE migrants were living, they made reference to the following estates/areas: The Grange; Headlands; and Timken.

Other organisations

6.41 Three other voluntary sector organisations returned completed questionnaires. However, one of these was based in Northampton and could not provide specific information about CEE migrants in Daventry or South Northamptonshire. The remaining two organisations covered the Daventry area. Both of these also took part in additional interviews.

6.42 The first organisation provided capacity building to the Third Sector; volunteer brokerage; and local projects. They indicated that forty-six CEE migrants currently used their services. These were from the following countries: Poland (forty-four); Slovakia (one person); and Hungary (one person).

- 6.43 They stated that the number of CEE migrants using their services had increased over the last five years and felt that this was due to people getting to know about the services they provided. In particular they ran a project specifically for migrant communities, which provided English classes and information about local services and amenities. Through this project they also had volunteers who could assist with translation/interpretation when required (see *Good practice* example below).
- 6.44 With regards to the areas where they knew CEE migrants were living, again the following estates/areas were referred to: Ashby Fields; Southbrook; Timken; Cherry Orchard; and The Grange. Interestingly, however, the second voluntary organisations felt that people were 'scattered' about the area in areas where there was private rented accommodation. They were surprised that people were living in areas dominated by socially rented properties as they felt CEE migrants did not access this type of accommodation as much as private rented accommodation.
- 6.45 The second organisation provided advice on a range of issues, including: employment, housing, benefits, and debt. They could not provide an indication of how many CEE migrants were using their services as they monitored ethnicity, which meant that people were recorded as White Other; however, they suggested that Polish was the main nationality they came into contact with.
- 6.46 They stated that the number of CEE migrants using their services had increased over the last five years and felt that this was due to people coming to work for local distribution companies.
- 6.47 They indicated that if people approached their service without English language skills they would use a telephone language service. They did not promote their services specifically to CEE migrants.

Good practice

One voluntary organisation was running a project that assisted with developing language skills and also signposting to services. This developed from a recognition that migrant workers were trying to access employment services but were having difficulty filling out forms, but also concerns over the inability to read/understand health and safety notices at work. Working with local employer, volunteers went into the factory for one hour each week and helped with English language skills. It also became apparent that people did not just need language support, but also wanted advice on services and facilities. They therefore also started running a two hour session each week where people could come in get support on accessing services. They managed to secure funding to continue this work. The funding finishes in summer 2010, but they are hoping they will be able to continue the project.

Barriers and support needs

6.48 The questionnaire included a section on what stakeholders felt were the priority support needs of Central and Eastern European migrants living and working in the study area. It also explored any issues or problems that stakeholders had experienced as a result of new communities moving into the area. The comments about barriers are outlined below in terms of priorities for migrants and priorities for service providers. The main issues that were identified were:

- Language barriers;
- Employment related issues;
- Access to advice (on a range of service areas); and
- Issues of inclusion.

Priority support needs

6.49 The stakeholder questionnaires included a range of priority needs; however, language was a key issue that featured in a number of responses:

'Registering to get [an] NI number and to find work' (Employer)

'Translation line or information in their language to assist' (Recruitment agency)

'Language, children, health care, paid employment' (Public sector organisation)

'Employment, housing, education' (Church/religious organisation)

'Help with making official phone calls, understanding official letters, signposting to other organisations' (Church/religious organisation)

'Language help, [a] point of contact for translation; advice on medical issues/procedures; help with job search; advice on training/re-training; advice on schooling and higher education; and help with housing' (Voluntary/ community organisation)

6.50 On the issue of language, one stakeholder made reference to the following issue:

'[There is a] lack of affordable English classes at convenient times for people working shifts' (Voluntary/ community organisation)

6.51 One voluntary organisation which provided advice and guidance on a range of issues indicated that the CEE migrants using their service overwhelmingly came in for advice on employment-related issues. They divided this into two specific concerns:

1. Problems in employment – this included people not being paid what they thought they would be paid; not being paid according to their timesheet; conflict with British colleagues; and generally feeling that they were being treated unfairly in comparison with British workers (one example given was people who had been told they were not allowed to use their own language in the workplace).
 2. Problems when coming out of employment – this related to contracts ending or situations where people had left their job. In this situation people primarily wanted advice on benefits.
- 6.52 Interestingly, one respondent suggested that people sometimes visited services in groups and that there was sometimes a ‘group leader’ who translated for the others. It was suggested, however, that that ‘group leader’ was not always altruistic in their motives:

‘Language classes...a group leader will speak English. Employment law knowledge would help them realise when employers are exploiting them. Often group leaders will exploit newcomers by demanding payments for getting them jobs and accommodation. We once saw one guy renting his three bedroom house to ten people, even renting garden space for others to pitch tents!’
(Letting agency)

Impacts on service providers

- 6.53 The questionnaire also explored whether or not they, as a service provider, had experienced any impact as a result of CEE migrants moving into the area.
- 6.54 Two respondents stated that they had experienced no problems in terms of the provision of services. One of these made the following comments:

‘I have a number of families in properties, their properties are very tidy, the rent is always paid on time, always accommodating when you visit, no anti-social behaviour from any family’ (Housing Association)

- 6.55 While another respondent made additional positive comments:

‘They have enriched our Parish life. They are keen to play their part in building up community and also preserve their own culture and identity’
(Church/religious organisation)

- 6.56 Once again, however, language barrier was a common response:

‘[We] have had to increase staffing within drop-in services to ensure integration of migrants who do not speak English’ (Voluntary/ community organisation)

‘Language barrier [is] an issue as it means a divide in the workplace’
(Employer)

- 6.57 Furthermore, individual respondents made reference to specific issues that had come across in their work. One respondent talked about instances of discrimination against CEE migrants:

'There has been some victimisation of Eastern Europeans, and also, amongst some British nationals, a resentment that they [CEE migrants] were being helped' (Church/religious organisation)

This respondent went on to suggest that there should not be separate services migrant communities:

'I think there is a real need for integration. Separate services portray a feeling of isolation'

- 6.58 Indeed, on the whole there was a sense that separate services should not be provided but rather that work should be done to ensure people could engage with the available services.

- 6.59 One respondent made reference to more negative experiences of working with CEE migrants:

'Some neighbourly disputes, some theft of property by one group from another, within the Polish community mostly' (Letting agency)

'We are finding that increasingly they are learning to exploit the benefit system, often with a male partner moving out so the female with children can apply for increased benefits saying that they are now separated' (Letting agency)

- 6.60 This letting agency explained that they had come across four or five cases of this occurring in Daventry. They suggested that people were often very 'clued up' about particular aspects of the welfare system.

- 6.61 This agency also made a more general comment in relation to their perception that the population that had come to the UK was not 'balanced'. They explained that it tended to be younger age ranges that had moved into the area. From their perspective as a housing provider, they had experienced difficulties in housing groups of young single people (in terms of anti-social behaviour).

Information needs of Central and Eastern European migrants

- 6.62 The questionnaire also included a section on what information key stakeholders felt that CEE migrants wanted when they came to the UK to work, based on their contact with migrant communities. The questionnaire provided the following list of options, from which they could choose all that applied:

- Where to find paid employment opportunities
- Where to find voluntary employment opportunities
- Housing rights/options
- How to access health care (i.e. Drs, dentists)

- Information on tax/national insurance requirements
- Where to go for English language classes
- Information about local community groups
- Information on benefits/tax credits available to them
- Information on local leisure facilities
- Information on UK laws (i.e. driving laws, etc.)
- Information on how to enrol school age children

6.63 Table 5 below shows the frequency of responses for each. This is based on responses from thirteen organisations, included those based in Northampton who had contact with CEE migrants.

Table 5: Information needs of CEE migrants

	No	%
How to access health care (i.e. Drs, dentists)	13	100
Where to find paid employment opportunities	12	92
Housing rights/options	10	77
Where to go for English language classes	10	77
Information on benefits/tax credits available to them	10	77
Information on how to enrol school age children	10	77
Information on tax/national insurance requirements	9	69
Information about local community groups	6	46
Information on UK laws (i.e. driving laws, etc.)	6	46
Where to find voluntary employment opportunities	4	31
Information on local leisure facilities	3	23

One respondent also suggested another information need for migrants: where to access the internet.

6.64 From the list above, respondents were also asked to indicate which were the five priority information needs. Table 6 below indicates the frequency of the information needs listed as priority.

Table 6: Priority information needs of CEE migrants

	No	%
Where to find paid employment opportunities	11	85
How to access health care (i.e. Drs, dentists)	10	77
Housing rights/options	9	69
Information on benefits/tax credits available to them	8	62
Information on how to enrol school age children	5	38
Information on tax/national insurance requirements	5	38
Where to go for English language classes	4	31
Information about local community groups	3	23
Information on UK laws (i.e. driving laws, etc.)	2	15
Where to find voluntary employment opportunities	2	15
Information on local leisure facilities	1	8

As can be seen, the five priority information needs were:

1. Paid employment opportunities
2. How to access health care

3. Housing rights/options
4. Information on benefits/tax credits; and
5. Enrolling children in schools *or* information on tax/National Insurance

Dissemination of information

6.65 Finally, stakeholders were asked to suggest the most effective means of promoting information to migrant communities. The following is a list of all suggested means of communication:

- Word of mouth through own communities
- Leaflets/posters in local shops
- Leaflets/posters in local Post Offices
- Leaflets/posters at Citizens Advice Bureaux (CAB)
- Leaflets/posters at local Council offices
- Leaflets/posters at local libraries
- Leaflets/posters in health centres
- Open days
- Leaflets/posters at Catholic Church
- Local radio
- Community Development Workers
- Inter-agency communication

7. Conclusions and ways forward

- 7.1 The overarching aim of the study was to provide some information on Central and Eastern European (CEE) communities living and working in Daventry and South Northamptonshire. Using a combination of secondary data and consultation with key services providers the objectives were to provide an indication of the number and nationality of CEE migrants accessing particular services, to assist dissemination of the *Migrant Welcome Pack*, which has been developed.
- 7.2 This final chapter brings together the findings of the project to highlight the key issues that have emerged, offering some ways forward for stakeholders in Daventry and South Northamptonshire.

Dissemination of information to migrant communities

- 7.3 In some respects dissemination of information to different communities is regarded as more important than increasing provision of services (Pemberton and Stevens, 2006). Lack of information – not just in rural areas – is highlighted as a key issue for migrant communities. One of the key issues emerging from previous research is the lack of understanding or knowledge of UK systems, particularly in relation to rights as well as responsibilities (Scullion *et al.*, 2009).
- 7.4 Research has highlighted a lack of understanding of how to access health care and issues around understanding parent's responsibility to ensure that children attend school (Scullion *et al.*, 2009). In addition to providing information on what services are available, there is a need to ensure that people understand UK laws (for example, in relation to driving, etc), as well as everyday issues such as TV licences, utilities, etc.
- 7.5 One concern is that migrant communities often get advice from friends, relatives and other migrants, which in some cases can be inaccurate information or may be limited. In addition, as highlighted by one stakeholder in this project, there can be community 'leaders' who take on the role of providing information and assistance for new arrivals, but may have their own agenda for doing so and again, can restrict access to information.
- 7.6 A number of local authorities across the UK have developed *Welcome Packs* for migrant communities and these can be tailored to each specific local area in terms of the information they provide. It was clear from stakeholder consultation that various services in the study area had CEE migrants using their services. They all provide starting points for dissemination of the *Migrant Welcome Pack*. They also have a range of starting points; for example, employers, children's services, advice services. So will have contact with a range of people.

Recommendation 1: Local Strategic Partnerships (LSPs) should plan to ensure effective dissemination of the *Migrant Welcome Pack*. The stakeholders involved in this study provide a starting point for dissemination.

- 7.7 However, this will only be able to resolve some of the awareness issues and agencies need to consider different strategies to engage with migrant communities. This suggests a need to look at multiple and innovative approaches to disseminating information. This includes taking advantage of CEE migrants' high levels of Internet use (Scullion *et al.*, 2009). There are already sites set up specifically to provide information to new communities; such as **myUKinfo.com**, which provides information on work, housing, health, money, etc. in a variety of languages. It also includes continuing the community development work and community projects that are taking place in a number of areas. Indeed, it is clear that there are a number of separate projects providing services to migrant communities which are potentially not even aware of each others existence.

Recognising and monitoring diversity

- 7.8 It is recognised that the Black and minority ethnic (BME) population is increasing. The ONS 'experimental statistics' for England estimate that the BME population in England has increased by 23% since the 2001 Census (Dorset County Council, 2008). Although this study was concerned with CEE migrant communities, it needs to be recognised that many local authorities now have very diverse populations including British BME populations (for example, Black British, Asian British and Gypsy and Traveller communities); but also foreign nationals (for example, asylum seekers and refugees, and 'migrant workers').
- 7.9 This study represents a 'snap shot' of a potentially dynamic population. New communities will move into an area while others will move out. It was evident that there was a lack of consistency in terms of the recording of data. Consequently, there is a need for better ethnic monitoring at a local level.

Recommendation 2: LSPs should develop a common approach to monitoring ethnic background – including recording nationality – which all service providers should be encouraged to use to monitor the take-up of services.

- 7.10 What is also apparent from this study is that there needs to be a more coordinated approach not just in terms of provision of information to migrant communities (as highlighted above), but also in relation to the sharing of information between different stakeholders. It was suggested by one stakeholder, for example, that there can sometimes be unwillingness for organisations to share information, even when working with the same client groups. In some areas of the UK Forums have been set up specifically for sharing information and good practice in relation to new and emerging communities. Such Forums bring together a range of stakeholders and provide a means of coordinating the response to migrant communities. A commitment to share information is already in place through the Northamptonshire partnership information sharing protocol and LSPs terms of reference; however:

Recommendation 3: LSPs need to ensure that there is an agreed approach to **regular** sharing of information and good practice about migrant communities. The information should be used to meet both residents and service providers' needs.

Recommendation 4: Linking in with the issue raised above, there is a need to ensure that data is shared by agencies not covered within the LSP information sharing arrangements; for example, housing providers, employers, etc.

Language barriers

7.11 The study highlighted that acquisition of English language remains a pervasive issue for some CEE migrants. English language skills affect people's ability to progress in employment and interactions with employers and work colleagues. However, language is not just an issue in the work place, but a feature in other interactions; for example, accessing key services such as housing, health care and education, as well as the amenities that are accessed every day, such as shops and banks.

7.12 A number of stakeholders in this study made reference to issues of language, with evidence that some stakeholders were making efforts to provide language training. The issue of language has been highlighted in previous studies with migrant workers, where it has been found that people's work commitments make it difficult to access language courses. However, it has also been highlighted that migrant communities do not always prioritise acquisition of language, and therefore more needs to be done to encourage people to access English language classes, but also to continue with classes once they have started (see Scullion and Morris, 2009). Service providers interviewed in this study have highlighted the importance of more informal methods of learning English language; for example, conversation classes.

Recommendation 5: there is a need to continue the current good practice in providing opportunities to learn English, and ensure it is accessible to a wider range of people.

Future considerations

7.13 In line with national data, the official data for Daventry and South Northamptonshire suggest that the number of Central and Eastern European migrants registering for work has reduced. However, there was no consensus amongst stakeholders with regards to whether the number of CEE migrants living in the area had increased or decreased. The distribution centres in, or near the study area, continued to provide a range of employment opportunities. Previous studies have shown that although new arrivals may have slowed, those who are already here are staying longer term. Indeed, the employer interviewed in this study suggested a relatively low turnover of staff within their organisation. Furthermore, there were obviously a number of families, with families being perceived as more likely to settle in an area.

7.14 Although this research has highlighted some of the areas where CEE populations are thought to reside, it is clear that further work would be needed in order to map communities. Although every effort was made to engage as many service providers as possible, there was often a lack of response to requests for assistance or a lack of knowledge from some of the service providers who did respond. There was also less information in relation to South Northamptonshire. So, while the study set out to provide some information on CEE migrants, it has in actual fact highlighted that there is a

lack of information. In many respects the study provides a starting point for key stakeholders to begin looking at how to take the findings forward and where further information is required.

- 7.15 As highlighted above, local authorities and service providers, need to ensure that they are constantly monitoring population changes within their local area and sharing this information at a wider level. Also, this study has focused on the views of various service providers. There is potentially additional consultation that could be carried out with migrant communities to provide an insight into their experiences and intentions.

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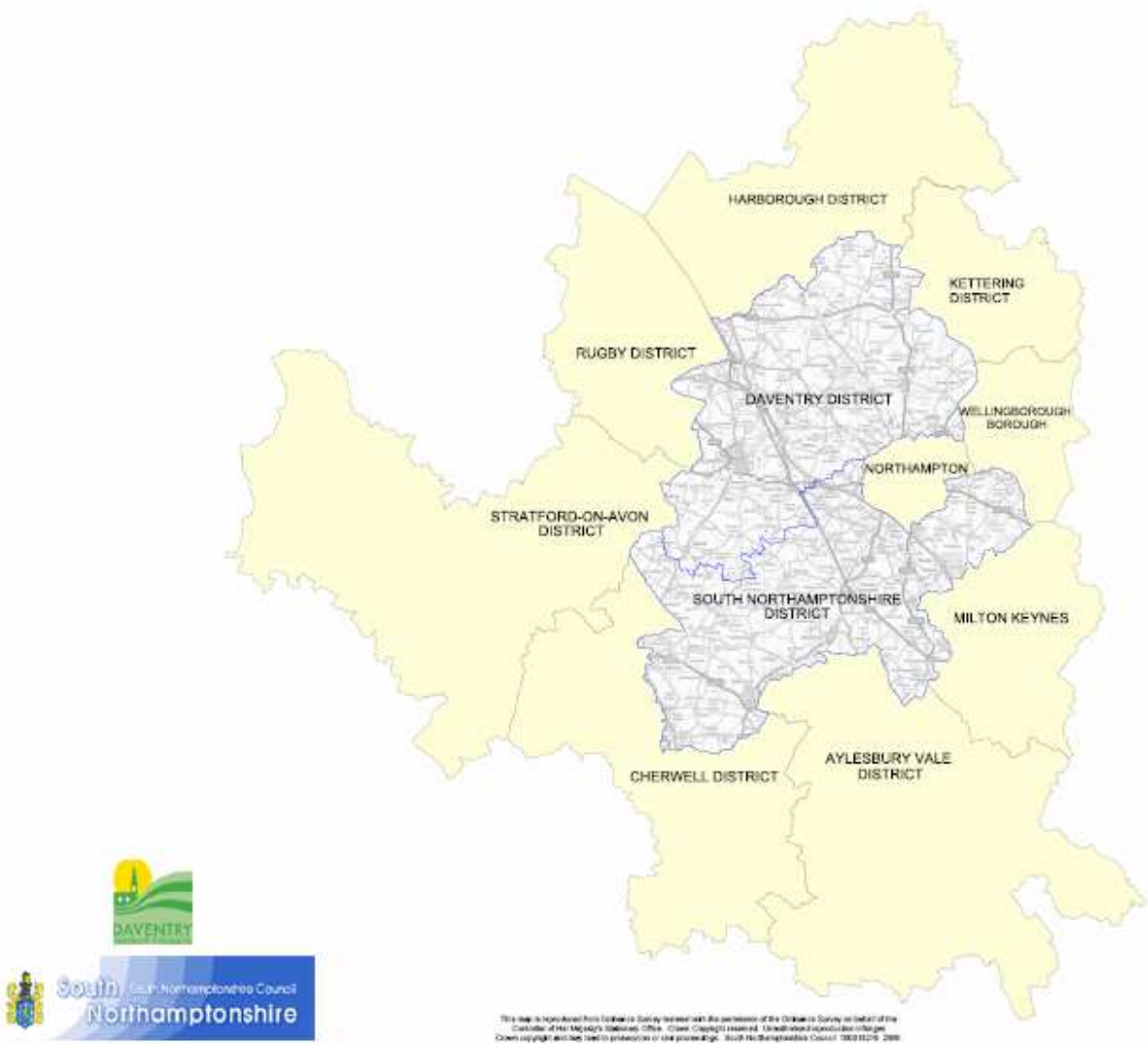
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Appendix 1: Map of study area and neighbouring authorities



Appendix 2: Data for Daventry and South Northamptonshire

Table 2.1: Daventry registered workers by nationality, May 2004 – September 2009

Period	Total	Czech Rep	Estonia	Hungary	Latvia	Lithuania	Poland	Slovakia	Slovenia
May 04 – Mar 06	445	15	5	25	10	15	250	125	-
Apr – Jun 06	70	5	-	†	5	†	45	15	-
Jul – Sep 06	75	5	-	-	5	-	55	10	-
Oct – Dec 06	80	†	-	5	5	-	65	5	-
2004 – 2006	670	25	5	30	25	15	415	155	-
Jan – Mar 07	85	5	-	†	†	-	75	5	-
Apr – Jun 07	45	†	†	†	-	-	45	†	-
Jul – Sep 07	50	†	-	†	†	†	45	5	-
Oct – Dec 07	75	5	-	5	†	†	55	10	-
2007	255	10	†	5	†	†	220	20	-
Jan – Mar 08	70	5	-	†	†	†	60	5	-
Apr – Jun 08	55	5	-	†	-	5	40	5	-
Jul – Sep 08	25	†	-	†	-	-	20	5	-
Oct – Dec 08	45	5	-	†	†	-	35	5	-
2008	195	15	-	†	†	5	155	20	-
Jan – Mar 09	55	†	-	†	15	†	40	†	-
Apr – Jun 09	40	-	-	†	5	5	25	5	-
Jul – Sep 09	40	†	†	5	15	-	15	5	-
2009	135	†	†	5	35	5	80	10	-
Total	1,255	50	5	40	60	25	870	205	-
%		4	<1	3	5	2	69	16	-

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

Table 2.2: South Northamptonshire registered workers by nationality, May 2004 – September 2009

Period	Total	Czech Rep	Estonia	Hungary	Latvia	Lithuania	Poland	Slovakia	Slovenia
May 04 – Mar 06	195	10	†	20	10	15	125	15	-
Apr – Jun 06	45	†	-	10	†	†	25	10	†
Jul – Sep 06	50	†	-	5	†	5	25	15	-
Oct – Dec 06	55	-	-	†	-	5	45	5	-
2004 – 2006	345	10	†	35	10	25	220	45	-
Jan – Mar 07	40	5	-	-	5	5	25	†	-
Apr – Jun 07	20	†	-	†	-	-	20	†	-
Jul – Sep 07	20	†	-	†	-	†	15	5	-
Oct – Dec 07	25	†	-	-	-	-	15	10	-
2007	105	5	-	†	5	5	75	15	-
Jan – Mar 08	15	†	-	-	-	-	15	†	-
Apr – Jun 08	35	5	-	5	†	†	20	5	-
Jul – Sep 08	30	5	-	-	†	†	15	10	†
Oct – Dec 08	30	5	-	5	†	-	15	5	-
2008	110	15	-	10	†	†	65	20	†
Jan – Mar 09	40	†	-	5	5	†	25	5	-
Apr – Jun 09	15	5	-	-	†	-	5	5	†
Jul – Sep 09	5	†	-	-	†	†	5	-	-
2009	60	5	-	5	5	†	35	10	†
Total	620	35	-	50	20	30	395	90	†
%		6	-	8	3	5	64	15	-

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

Table 2.3: National Insurance number registrations to A8/A2 nationals January 2004 – June 2009

Year	Northampton	Corby	Wellingborough	Kettering	Daventry	East Northamptonshire	South Northamptonshire
2004	490	130	50	30	20	20	30
2005	3,020	1,020	520	230	330	180	80
2006	2,710	980	770	500	260	140	140
2007	3,000	920	730	530	360	110	120
2008	2,100	730	490	370	220	100	90
2009	780	310	190	150	60	40	30
Total	12,100	4,090	2,750	1,810	1,250	590	490
%	52	18	12	8	5	3	2

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

Table 2.4: Daventry NINo registrations to A8/A2 nationals, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	Poland	Slovakia	Czech Republic	Hungary	Latvia	Lithuania	Romania	Estonia	Bulgaria	Slovenia
2004	160	20	10	10	-	-	-	-	-	-	-	-
2005	530	330	210	50	20	10	10	20	-	10	-	-
2006	410	260	200	30	-	10	10	10	-	-	-	-
2007	530	360	280	40	10	20	-	-	10	-	-	-
2008	350	220	150	30	20	10	-	-	10	-	-	-
2009	140	60	40	-	10	-	10	-	-	-	-	-
Total	2,120	1,250	890	160	60	50	30	30	20	10	-	-
%			71	13	5	4	2	2	2	1	-	-

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

Table 2.5: South Northamptonshire NINo registrations to A8/A2 nationals, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	Poland	Slovakia	Czech Republic	Hungary	Bulgaria	Romania	Latvia	Estonia	Lithuania	Slovenia
2004	170	30	20	-	-	-	10	-	-	-	-	-
2005	250	80	50	10	10	10	-	-	-	-	-	-
2006	250	140	90	20	10	10	-	-	10	-	-	-
2007	260	120	70	10	10	10	10	10	-	-	-	-
2008	200	90	50	10	10	10	-	10	-	-	-	-
2009	80	30	10	-	10	10	-	-	-	-	-	-
Total	1,210	490	290	50	50	50	20	20	10	-	-	-
%			59	10	10	10	4	4	2	-	-	-

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

Table 2.6: Number and percentage of population who are white not UK born January 2004 – December 2007

Year	Northampton		Corby		Wellingborough		Kettering		Daventry		East Northamptonshire		South Northamptonshire	
2004	21,600	3.4	2,700	5.2	2,000	2.8	2,600	3.1	2,300	3.2	2,100	2.7	2,100	2.5
2005	25,500	4.0	3,100	5.8	2,600	3.5	3,000	3.6	2,200	3.0	2,600	3.3	3,200	3.9
2006	30,000	4.5	3,800	6.9	2,900	3.9	2,800	3.2	2,100	2.7	3,000	3.7	1,700	2.0
2007	35,600	5.3	6,600	12.0	6,800	9.0	3,000	3.4	1,400	1.7	3,100	3.8	1,500	1.7

Source: Northamptonshire Observatory (2009)

Table 2.7: PLASC data - Daventry

Ward	Bulgarian/Czech/ Estonian/Hungarian/ Latvian/Romanian/Slovak	Polish	"White Other" ethnicity with first language "Other"
Abbey North Ward	<5	38	<5
Abbey South Ward	-	<5	-
Clipston Ward	-	<5	-
Crick Ward	<5	-	-
Drayton Ward	9	22	<5
Hill Ward	<5	17	<5
Long Buckby Ward	<5	<5	<5
Moulton Ward	-	<5	<5
Weedon Ward	<5	-	<5
West Haddon and Guilsborough Ward	-	-	<5
Woodford Ward	-	-	<5
Daventry total	18	85	15

Table 2.8: PLASC data - South Northamptonshire

	Bulgarian/Czech/ Estonian/Hungarian/ Latvian/Romanian/Slovak	Polish	"White Other" ethnicity with first language "Other"
South Northamptonshire Total	8	7	20

Appendix 3: NINo data for all Northamptonshire districts

Northampton

Table 3.1: Northampton NINo registrations to A8/A2 nationals, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	Poland	Slovakia	Czech Republic	Hungary	Bulgaria	Romania	Latvia	Estonia	Lithuania	Slovenia
2004	1,940	490	280	20	10	10	-	50	60	-	50	10
2005	4,710	3,020	1,860	130	50	70	10	40	380	30	450	-
2006	4,140	2,710	2,050	10	40	60	10	40	180	10	310	-
2007	4,400	3,000	2,080	110	50	70	10	340	130	10	200	-
2008	3,320	2,100	1,260	60	20	80	10	310	180	10	170	-
2009	1,600	780	350	10	10	30	10	110	170	-	90	-
Total	20,110	12,100	7,880	340	180	320	50	890	1,100	60	1,270	10
%			65	3	1	3	<1	7	9	<1	10	<1

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

Table 3.2: Percentage of overseas nationals from A8/A2 countries registering for NINo in Northampton, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	A8/A2 % of all non-UK
2004	1,940	490	25
2005	4,710	3,020	64
2006	4,140	2,710	65
2007	4,400	3,000	68
2008	3,320	2,100	63
2009	1,600	780	49

Wellingborough

Table 3.3: Wellingborough NINo registrations to A8/A2 nationals, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	Poland	Slovakia	Czech Republic	Hungary	Bulgaria	Romania	Latvia	Estonia	Lithuania	Slovenia
2004	280	50	30	-	-	-	-	10	10	-	-	-
2005	790	520	370	40	-	40	-	-	50	-	20	-
2006	990	770	610	50	-	50	-	-	50	-	10	-
2007	940	730	610	30	10	40	-	20	10	-	10	-
2008	670	490	370	40	10	30	10	20	10	-	-	-
2009	260	190	130	-	-	20	-	10	30	-	-	-
Total	3,930	2,750	2,120	160	20	180	10	60	160	-	40	-
%			77	6	1	7	<1	2	6	-	1	-

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

Table 3.4: Percentage of overseas nationals from A8/A2 countries registering for NINo in Wellingborough, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	A8/A2 % of all non-UK
2004	280	50	18
2005	790	520	66
2006	990	770	78
2007	940	730	78
2008	670	490	73
2009	260	190	73

Kettering

Table 3.5: Kettering NINo registrations to A8/A2 nationals, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	Poland	Slovakia	Czech Republic	Hungary	Bulgaria	Romania	Latvia	Estonia	Lithuania	Slovenia
2004	300	30	10	10	-	-	-	-	-	-	10	-
2005	540	230	110	70	-	10	-	-	10	-	30	-
2006	740	500	320	100	10	30	-	-	-	10	30	-
2007	720	530	370	70	20	20	-	10	10	10	20	-
2008	590	370	240	70	-	20	10	20	-	-	10	-
2009	260	150	80	20	10	10	-	-	10	10	10	-
Total	3,150	1,810	1,130	340	40	90	10	30	30	30	110	-
%			62	19	2	5	1	2	2	2	6	-

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

Table 3.6: Percentage of overseas nationals from A8/A2 countries registering for NINo in Kettering, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	A8/A2 % of all non-UK
2004	300	30	10
2005	540	230	43
2006	740	500	68
2007	720	530	74
2008	590	370	63
2009	260	150	58

Corby

Table 3.7: Corby NINo registrations to A8/A2 nationals, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	Poland	Slovakia	Czech Republic	Hungary	Bulgaria	Romania	Latvia	Estonia	Lithuania	Slovenia
2004	250	130	50	20	10	10	-	10	10	20	-	-
2005	1,170	1,020	420	190	40	70	-	-	100	130	70	-
2006	1,090	980	520	160	20	80	-	10	70	70	50	-
2007	1,060	920	570	150	20	40	-	40	40	20	40	-
2008	880	730	390	130	20	50	10	70	30	10	20	-
2009	380	310	120	60	-	30	-	40	40	10	10	-
Total	4,830	4,090	2,070	710	110	280	10	170	290	260	190	-
%			51	17	3	7	<1	4	7	6	5	-

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

Table 3.8: Percentage of overseas nationals from A8/A2 countries registering for NINo in Corby, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	A8/A2 % of all non-UK
2004	250	130	52
2005	1,170	1,020	87
2006	1,090	980	90
2007	1,060	920	87
2008	880	730	83
2009	380	310	82

East Northamptonshire

Table 3.9: East Northamptonshire NINo registrations to A8/A2 nationals, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	Poland	Slovakia	Czech Republic	Hungary	Bulgaria	Romania	Latvia	Estonia	Lithuania	Slovenia
2004	110	20	-	10	-	10	-	-	-	-	-	-
2005	320	180	80	30	10	50	-	-	10	-	-	-
2006	300	140	90	10	10	20	-	-	-	-	10	-
2007	230	110	70	10	-	10	-	20	-	-	-	-
2008	210	100	50	10	-	10	10	20	-	-	-	-
2009	100	40	20	-	-	-	10	10	-	-	-	-
Total	1,270	590	310	70	20	100	20	50	10	-	10	-
%												

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

Table 3.10: Percentage of overseas nationals from A8/A2 countries registering for NINo in East Northamptonshire, Jan 2004 – June 2009

Year	All non-UK	All A8/A2	A8/A2 % of all non-UK
2004	110	20	18
2005	320	180	56
2006	300	140	47
2007	230	110	48
2008	210	100	48
2009	100	40	40