



## **A8 Nationals in Glasgow**

### **Glasgow City Council**

Blake Stevenson's Report

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**1 Melville Park, Edinburgh, EH28 8PJ**

PH: 44(0)131 335 3700 FX 44(0)131 333 1033

admin@blakestevenson.co.uk www.blakestevenson.co.uk

**Crane House, 19 Apex Business Park, Annitsford, Newcastle Upon Tyne, NE23 7BF**

PH: 44(0)0191 250 1969 FX: 44(0)191 250 2563

Directors: Norma Hurley, Pamela Reid, Glenys Watt

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## 1 Introduction

### The Study

- 1.1 Evidence indicates that the experience of A8 nationals in Scotland and the UK, and their effect on the economy and the local population, has generally been positive. Polish immigrants in particular, with pre-existing Polish communities already established in Scotland since the Second World War, have been successful in finding work and integrating with the local population.
- 1.2 However, there are potential problems with A8 immigration. It is uncertain whether A8 nationals are taking up vacancies that would otherwise be filled by unemployed residents. Glasgow has a particularly high economic inactivity rate that may be affected by the flow of migrants.
- 1.3 The arrival of A8 nationals will impact on public services for example, housing, health and education, and places added pressure on language support services and the demand for English language classes. A8 nationals can contribute to the provision of public services and amenities for example as care workers, health workers and bus drivers.
- 1.4 The freedom of movement of A8 nationals into, out of and within the UK makes it difficult to quantify the numbers living in any given area.
- 1.5 Recognising these issues, in October 2006, Glasgow City Council in partnership with East Renfrewshire Council and Renfrewshire Council commissioned Blake Stevenson to undertake a study to examine the numbers, experiences and needs of A8 nationals living in the three areas and help inform future planning and delivery of services.
- 1.6 The overall aims of the research were to quantify the flow of A8 nationals into the city and to establish the impact of the migration on the local population, businesses, and on the migrants themselves. The specific aims of the research were to:
  - establish a range for the number of A8 nationals resident in the city;
  - quantify the nature and flows of this migration;
  - establish the views and experiences of A8 nationals on the process of migrating;
  - quantify the socio-economic characteristics of A8 migrants;

- establish the views and experiences of A8 national employers;
- identify typologies with regards to A8 national employment patterns;
- identify typologies with regards to A8 household formation; and
- assess the practical input of public services including:
  - local authorities
  - health service
  - the police
  - economic development

## **Context**

### ***A8 Migration***

- 1.7 On 1 May 2004, the European Union expanded to include the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia. The countries are known collectively as the "Accession 8" or "A8" countries.
- 1.8 As of that date, A8 nationals have the right to move freely and work throughout the EU. In the UK, there are some restrictions for A8 nationals in terms of accessing benefits and registering to work.
- 1.9 In total in the UK, there have now been nearly 600,000 applicants to the Workers Registration Scheme from A8 nationals between 1 May 2004 and 31 December 2006.
- 1.10 The Home Office monitors A8 immigration through its Accession Monitoring Reports which show a positive impact of A8 immigration, with a highly mobile workforce that is willing to work and is helping to fill gaps in the UK labour market. Nationals from the new EU countries contribute to the success of the economy, whilst making few demands on the welfare system. They will move to where the work is, helping to fill the geographical gaps in the labour market.
- 1.11 As a result of concerns about declining population in Scotland, the Scottish Executive launched the Fresh Talent Initiative in February 2004, which aimed to:

- address the projected falling population and increasing age demographic in Scotland by encouraging and enabling people to relocate to Scotland, allowing ongoing stays by students, and other measures;
  - bolster the dynamism and cosmopolitanism of Scottish life and the economy; and
  - promote Scotland as an ideal place to live, study, work and do business.
- 1.12 In response to the arrival of workers from the A8 countries, both the Scottish Executive and Glasgow City Council have published guides to living and working in Scotland for immigrants. The guides outline the rights and responsibilities for workers in Scotland and Glasgow, and contain information on local services from social work to police. The Scottish Executive has also launched websites aimed at encouraging people to come and work in Scotland.

### **The Report**

- 1.13 The report of the study is laid out as follows:
- Chapter 2 describes the methods we used to carry out the study
  - Chapter 3 gives the current and projected profile of A8 migrants in Glasgow
  - Chapter 4 provides the findings on the employment of A8 nationals
  - Chapter 5 contains the findings about service provision
  - Chapter 6 sets out the conclusions and recommendations.

## 2 Approach and Methods

### Introduction

- 2.1 In conducting the study, we used a range of different approaches and methods, both quantitative and qualitative, in order to gather information from service providers, stakeholders, employers and A8 nationals. We took a flexible approach, in particular to consulting with A8 nationals, responding to the situation as required.
- 2.2 The approach and methods that we undertook in our research in the Glasgow area are set out below.

### Desk Based Research

- 2.3 We conducted desk based research on the following areas in respect to A8 nationals:
- monitoring local and national media for reports and articles on A8 nationals.
  - gathering statistics on A8 nationals in the area from local, Scottish and national sources. This includes:
    - Home Office statistics on the number of A8 nationals in Glasgow registered with the Workers Registration Scheme;
    - the number of A8 nationals who have National Insurance Numbers from the Department of Work and Pensions;
    - the number of A8 nationals enrolled in primary and secondary schools in Glasgow (from Glasgow City Council);
    - other data provided by service providers and stakeholders.
- 2.4 We used the information provided from these sources to direct the other areas of our research, for example, target groups, key policy areas and other emerging issues.

### **Interviews with Service Providers**

- 2.5 We carried out interviews with representatives from across a wide range of service providers in Glasgow, Renfrewshire and East Renfrewshire. The list of interviewees was provided by the Steering Group and service providers identified as the study progressed.
- 2.6 We used a semi-structured interview schedule and tailored it to the particular service area and expertise of the interviewee. The interviews explored the following with regards to A8 nationals:
- numbers and trends of those accessing the service;
  - housing and employment of these service users;
  - issues in accessing services; and
  - long-term intentions. A copy of the service provider interview schedule is included in Appendix 1.
- 2.7 We spoke to a total of 17 organisations in the Glasgow area. A list of the organisations and representatives that we spoke to is set out in Appendix 2.

### **Survey of A8 Nationals**

- 2.8 We carried out a survey with A8 nationals. The questionnaire was available in English and Polish. The content of the questionnaire was agreed with the client.
- 2.9 The questionnaire examined the key issues faced by A8 nationals, including demographics, employment, education and qualifications, accommodation and homelessness, family and support, hostility and racism, intentions and aspirations, awareness of rights and responsibilities and access to services.
- 2.10 We took a flexible approach to carrying out the survey:
- we conducted face-to-face surveys through community and social venues (for example, the St Simons Church, Daisy Street Centre and the Sikorski Polish Club); on a door-to-door basis (e.g. in Glenoaks Housing Association – Arden Estate); and at employers’ premises (for example, Arriva Buses and JVC)
  - we distributed paper-based surveys to members of the community through employers (who distributed them to employees), further education colleges and universities (who

distributed them to staff and students) and face-to-face interviewees (who distributed them to friends and family)

- we advertised an online survey through posting on forums on Glasgow specific websites, for example, myglasgow.net, glasgow24.pl, and the Glasgow section of szkocja.net. Links to the online survey were provided to employers, colleges, universities, local authorities and community clubs.

2.11 To increase the response rate all completed forms were entered into a prize draw.

2.12 A total of 262 questionnaires were completed by A8 nationals resident in Glasgow. This was less than our target of 300 for Glasgow and 75 each for Renfrewshire and East Renfrewshire. Copies of the English and Polish questionnaires are provided in Appendix 3.

2.13 A number of issues arose during the survey that affected the response rate:

- A8 nationals are fairly self-sufficient and do not tend to use support services to any great extent
- data was easier to gather on some groups than others. Nationals from countries other than Poland would appear to be in Scotland in much lower numbers and have therefore not built up a visible community in terms of social clubs or websites. Unsurprisingly, it was significantly more difficult to reach the Roma community through the survey (for a variety of reasons - the transient nature of the population, less engagement with service providers and other routes that we went through to reach A8 nationals, and lower literacy levels). However, the survey still reached a high number of A8 nationals (including some Romas) and a large amount of qualitative data was also gathered by means of interviews and focus groups. We gained a clear impression of the Roma population in Govanhill through our discussions with the Daisy Street drop-in centre and local health staff
- employers tended to be reluctant to participate in the survey process, other than accept paper based surveys and agree to hand these out to employees
- a number of respondents chose not to indicate whether they lived in East Renfrewshire, Renfrewshire or Glasgow. This may be in part due to the reluctance that there can be amongst this population to provide too many personal details to authorities, but also may simply be due to a lack of understanding of local authority boundaries. A pragmatic



approach was taken to this data by including those respondents who did not indicate their place of residence in the figures for Glasgow, given the very small proportions of respondents from Renfrewshire and East Renfrewshire.

- 2.14 These issues presented barriers to accessing A8 nationals as we were often not able to approach them directly and experienced difficulties in identifying and engaging with locals. Due to our other approaches, in particular our online survey, we also therefore found it easier to engage with people from Poland than from other countries.
- 2.15 Whilst not necessarily fully representative of the A8 population in Glasgow, due to the constraints outlined above, the survey, combined with the other qualitative information gathered through the study, served to give a good, qualitative overview of the profile, experiences and needs of A8 nationals in Glasgow.

### **Interviews with Employers**

- 2.16 We contacted a wide range of employers and employment agencies in the sectors in which A8 nationals are most likely to be employed. These interviews were undertaken both with an initial list of agreed employers, as well as further companies that were identified through service providers, other employers and survey participants. The organisations that we spoke to were from across sectors such as transport, manufacturing, food processing, retail and hospitality.
- 2.17 In the interviews we used a semi-structured schedule to cover the following areas regarding A8 national employees:
- numbers;
  - demographics;
  - skills and qualifications,
  - areas of employment;
  - advantages and disadvantages; and
  - trends and long-term intentions. A copy of the employer interview schedule is provided in Appendix 4.
- 2.18 We spoke to a total of 15 employers in Glasgow. A list of the employers that we spoke to is given in Appendix 5.

### **Focus Groups with A8 Nationals**

2.19 In order to explore in greater depth some of the key issues in this study, we conducted focus groups with A8 nationals through each of the following organisations:

- Bellahouston Primary School
- Langside Further Education College
- Anniesland Further Education College
- University of Paisley
- Daisy Street Centre (two focus groups)
- Polish Club

2.20 In the focus groups we gathered qualitative information on the A8 national experience by exploring issues relating to:

- their reasons for coming to Glasgow;
- their long-term intentions;
- their experiences in accessing services; and
- their understanding of rights and responsibilities.

2.21 We used a semi-structured schedule to carry out the focus groups and a copy is provided in Appendix 6.

2.22 Participants were offered a financial incentive to participate in the focus groups and we enlisted the assistance of the participating organisations in advertising the focus group to people within their organisation as well as arranging people to attend.

### 3 Size and Profile of the A8 Population in Glasgow

- 3.1 There is a growing body of evidence which suggests that the number of A8 nationals coming to Scotland is growing monthly, and well exceeds projections made by the Home Office at the time of accession of the A8 countries to the EU.
- 3.2 At a national level accurate data on migration figures is limited to two key sources – the Home Office Worker Registration Scheme (WRS) and the Department for Work and Pensions’ national insurance number records (NINO data).
- 3.3 Whilst these data sources give some indication of the number of A8 nationals in a local area (both can be disaggregated down to local authority level), they do not give a comprehensive picture for a number of reasons:
  - neither of these data sources measure when individuals move within or leave the country
  - there is evidence which suggests that significant numbers of A8 nationals beyond these official figures have entered the country and are working here, but have not necessarily registered to work or registered for a national insurance number. This may be for a variety of reasons including the cost of registering for the WRS being prohibitive to some, a historical reluctance that there can be amongst this population to provide too many personal details to authorities, and a lack of awareness of the need to register
  - the figures do not include self-employed workers or students (who are not obliged to register under the WRS unless they are also working)
  - the speed of change in the population means that official data cannot keep up and it is often out of date before it is published.
- 3.4 Other data sources cannot be broken down to the level of detail required to enable the A8 population to be counted accurately. Most data sources will be able to be broken down by ethnicity, but often according to the census breakdowns, which does not enable A8s to be separated out from other groups.
- 3.5 This study aimed to get beneath these official figures to determine more accurately the number of A8 nationals in Glasgow, their profile, including nationality, family status, age, skills, employment

status, qualifications, service needs and intentions regarding duration of stay.

- 3.6 This chapter examines the official figures relating to immigration to the UK, Scotland and Glasgow and overlays these with data gathered during this study through a large-scale survey of A8 nationals currently residing in Glasgow, Renfrewshire and East Renfrewshire (the data relating to Renfrewshire and East Renfrewshire is presented in separate reports produced for those areas) and through qualitative interviews conducted with A8 nationals, service providers and employers.
- 3.7 This is the first time since the accession of the A8 nations to the EU that a study of this nature has been conducted in Glasgow, and indeed as far as we are aware it is the largest of its kind to be conducted to date in Scotland.
- 3.8 A copy of the full survey and interview schedules used during the course of the survey are provided in appendices to this report.
- 3.9 This chapter is laid out according to the following headings:
- A8 Immigration to the UK
  - A8 Immigration to Scotland
  - A8 Immigration to Glasgow
  - Current Numbers and Future Growth
  - Profile of A8 Nationals in Glasgow
  - Location of A8 Nationals in Glasgow
  - Length of Stay
  - Dependants.

### **A8 Immigration to the UK**

- 3.10 On 1 May 2004, the European Union expanded to include the countries of Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia. The countries are known collectively as the "Accession 8" or "A8" countries.
- 3.11 From that date, citizens from these countries have had rights to work and full free movement rights throughout the EU. In the UK, there are a limited number of transitional measures to regulate A8

nationals' access to the labour market and to restrict access to benefits.

- 3.12 Migrant workers from the A8 countries are required to register on the Workers Registration Scheme (WRS) if they intend to find employment in the UK. This does not apply to people who are self-employed or who start their own business. There is also no legal requirement to register, so it is thought that the WRS underestimates the number of migrants that come to work in the UK.
- 3.13 Benefits only become available to A8 nationals if they can demonstrate that they have worked continuously in the UK for a period of 12 months.
- 3.14 There have been 579,000 applicants to the Worker Registration Scheme in the UK from citizens of A8 countries between 1 May 2004 and 31 December 2006. Including figures for self-employed people moving to the UK from the new EU countries, a Home Office minister has estimated that the number of UK immigrants from these countries may be higher than 600,000. However, there is no register of A8 migrants leaving the UK, so the net number of migrants is thought to be far lower than the registered inflow.
- 3.15 The Home Office, which monitors A8 immigration through its Accession Monitoring Reports, has found that nationals from the new EU countries contribute to the success of the economy, whilst making few demands on the welfare system. Accession workers are moving to where the work is, helping to fill gaps in the UK labour market, particularly in administration, business and management, hospitality and catering, agriculture, manufacturing and food, fish and meat processing.
- 3.16 The vast majority of workers from the A8 countries are young, with around 82% of workers aged between 18 and 34. 93% of registered workers state that they have no dependants living with them in the UK.

### **A8 Immigration to Scotland**

- 3.17 The number of A8 registered workers who had settled in Scotland as at June 2006 was 42,810. Around a quarter of these workers (27%) are employed in the hospitality and catering sector, a fifth work in agriculture, and around 15% work in administration, business or management.
- 3.18 The actual number of A8 migrant workers in Scotland is widely believed to be higher than the official figure registered through the WRS scheme. This is because self-employed workers, including

plumbers, mechanics and joiners, are not required to register in the scheme. The Polish Council estimates that around 50,000 Poles now live in Scotland.

- 3.19 The immigration of A8 nationals to Scotland comes in the context of the Scottish Executive's Fresh Talent Initiative, which aims to attract young and talented workers to live, study, work and do business in Scotland.
- 3.20 In response to the arrival of workers from the A8 countries, both the Scottish Executive and Glasgow City Council have published guides to living and working in Scotland for immigrants. The guides outline the rights and responsibilities for workers in Scotland and Glasgow, and contain information on local services including education, social work and health.

## **A8 Immigration to Glasgow**

### ***Worker Registration Scheme Data***

- 3.21 According to Home Office statistics compiled from the Worker Registration Scheme data, Glasgow currently has 3,136 registered workers from the A8 nations. Polish citizens make up the majority of the registered workers (2,224 workers), with Slovaks the second largest group (376).
- 3.22 The WRS figure is a cumulative total, which measures the number of registered workers who arrive in the UK and in Glasgow, but it does not give the full picture. It does not measure the outflow of migrant workers, meaning that it does not take account of the migrant workers who may already have left Glasgow. Furthermore, it does not take into account A8 nationals who are self-employed, as this group is not required to register - migrants who have started their own company or who work on a freelance basis are not therefore included in the WRS statistics - and it does not take account of the not insignificant numbers of A8 nationals who are believed to be in Glasgow but have not registered with the scheme.
- 3.23 It is clear that the WRS data underestimates the number of A8 migrant workers that arrive in the UK. Glasgow City Council recently estimated that the total number of A8 migrants that have arrived in the city may be closer to 5,000. The number who have left over the same period is unknown. This study sought to confirm the accuracy of these estimates.
- 3.24 In order to start to build a clearer picture of the true number of A8 nationals in Glasgow, the Glasgow survey of A8 migrant workers sought to determine the percentage of non-registered A8 nationals and asked whether respondents to the survey had registered with

the Workers Registration Scheme or had recently applied. Table 3.1 outlines the responses to this question.

**Table 3.1: Workers Registration Scheme (WRS)**

Are you currently registered with the Workers Registration Scheme or have you recently applied?	% of A8 nationals
Have applied for the Worker Registration Scheme	16
Am currently registered with the Worker Registration Scheme	52
Have neither applied nor am registered on the Worker Registration Scheme	32

- 3.25 Around two thirds (68%) of respondents to the survey had applied or were already registered with the Workers Registration Scheme. Just over a third of respondents (32%) were not registered with the WRS.

### *National Insurance Registrations*

- 3.26 National insurance registrations are measured in two ways. The first indicates the year of arrival of a worker irrespective of when they first registered. The second indicates how many workers have registered in a particular year.
- 3.27 Table 3.2 shows the number of workers from each A8 country who arrived in Glasgow up until 2004/05 according to national insurance registrations.

**Table 3.2: National Insurance Number Arrivals in Respect of A8 Nationals by Country of Origin**

	2002/03	2003/04	2004/05
Estonia	0	10	10
Latvia	0	0	60
Lithuania	20	10	70
Hungary	10	0	20
Poland	30	70	870
Slovenia	0	0	10
Czech Republic	10	20	90
Slovakia	10	20	210
<b>A8 nationals</b>	<b>80</b>	<b>130</b>	<b>1,340</b>

- 3.28 Table 3.2 shows the sharp increase in the number of A8 migrants arriving in Glasgow following accession of the A8 countries to the EU in May 2004. The numbers arriving in 2004/05 were a 930% increase on the preceding year.

3.29 Table 3.3 shows the national insurance registrations of A8 nationals in Glasgow up to 2005/06.

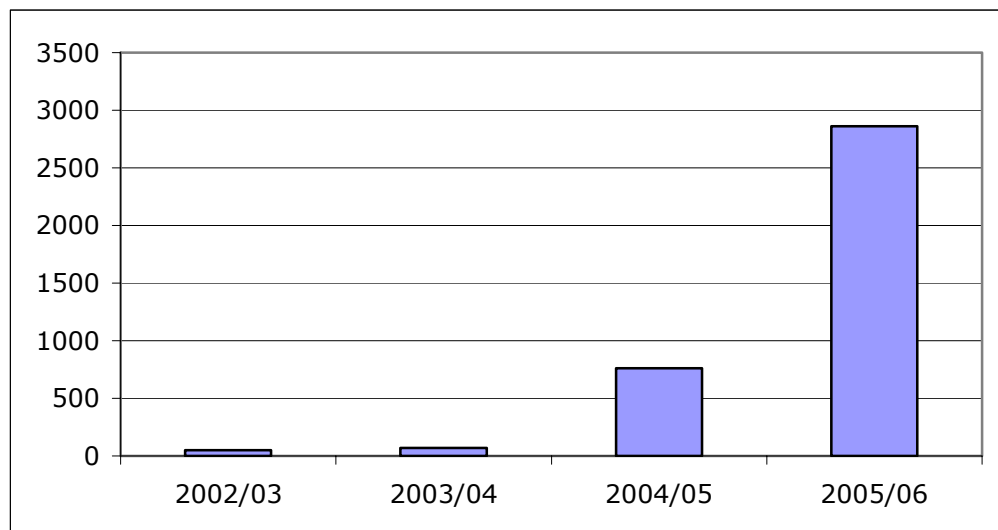
**Table 3.3: National Insurance Number Registrations in respect of A8 Nationals by country of origin**

	2002/03	2003/04	2004/05	2005/06	Total 2002-2006
Estonia	0	0	10	10	<b>20</b>
Latvia	0	0	40	80	<b>120</b>
Lithuania	10	10	40	140	<b>200</b>
Hungary	0	10	10	30	<b>50</b>
Poland	20	30	510	2,060	<b>2,620</b>
Slovenia	0	0	10	0	<b>10</b>
Czech Republic	10	10	60	210	<b>290</b>
Slovakia	10	10	80	330	<b>430</b>
<b>A8 nationals</b>	<b>50</b>	<b>70</b>	<b>760</b>	<b>2,860</b>	<b>3,730</b>

3.30 Table 3.3 shows that there have been 3,730 national insurance registrations for A8 nationals in Glasgow since 2002/03. Over three-quarters of these registrations took place in 2005/06, reflecting the significant recent increase in numbers of A8 nationals coming to Glasgow (an increase of some 276% over the previous year).

3.31 The significant increase in A8 national insurance registrations between 2004 and 2006 is illustrated in Figure 3.1.

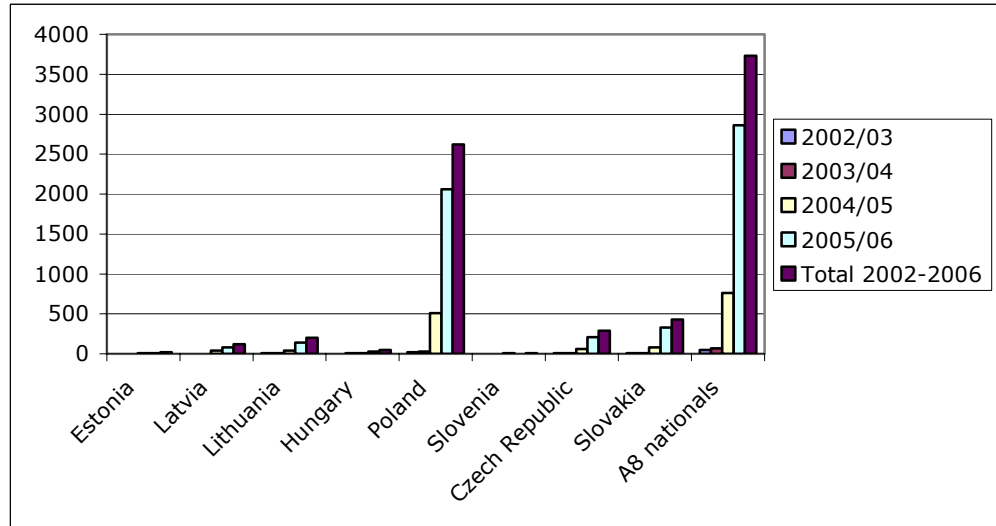
**Figure 3.1: A8 National Insurance Registrations in Glasgow by year**





3.32 The number of migrant workers registering in Glasgow from each of the A8 countries has risen each year, as illustrated in Figure 3.2.

**Figure 3.2: A8 National Insurance Registration by nationality**



3.33 Whilst the above data gives some reasonable estimate of the numbers of A8 nationals in Glasgow, we know that it does not give the full picture. As noted earlier, it does not include self-employed workers and may not include students (unless they are also registered to work, which many may be), it does not include people who are working but have failed to register to work (for whatever reason), it does not include dependants (although estimates of these are available) and it does not include people who have chosen not to work.

3.34 Official projections for future A8 population growth in the UK are almost non-existent and it is therefore very difficult to accurately predict any potential further increase in the number of A8 nationals in Glasgow.

3.35 Using the evidence we have available from national statistics, and overlaying this with the survey data and qualitative data we have gathered through this study, we have made some estimates of the current numbers of A8 nationals in Glasgow and possible growth over the next 12 months. This is outlined in the next section.

## **Current Numbers and Future Growth**

### ***Current Numbers***

- 3.36 3,136 people have already registered with WRS. 32% of people indicated through our survey that they had not registered for the WRS. If 3,136 therefore represents approximately two-thirds of the current population, the total population of A8 nationals in Glasgow is estimated to be in the region of 4,704.
- 3.37 Whilst this gives a good starting point for estimating the overall number of A8 nationals currently in Glasgow, the actual figure may differ from this for a number of reasons.
- 3.38 Firstly, this figure gives a snapshot in time only and does not take account of flow in or out. It is also based on data which is not produced sufficiently regularly to take account of the rapidly changing picture.

### ***Flow In and Out***

- 3.39 Flow in to Glasgow for the period 2005/06 (the most recent time period for which NINO data was available – WRS data is not broken down in this way) was 2,860 people.
- 3.40 National figures (based on WRS data) suggest that 85% leave the country again after a period of less than 12 months. The figure that we have determined in relation to Glasgow, based on our survey findings, is nearer to 5%.

### ***Projections for 2006/07***

- 3.41 In order to project the numbers of A8 nationals in Glasgow over the next 12 months, we took our estimated figure of 4,704 A8 nationals in Glasgow as our starting point.
- 3.42 We added to this 2,860 people flowing in, in 2006/07 – based on the number that flowed in to Glasgow over the period 2005/06 (according to NINO data – WRS data was only available cumulatively and not on an annual basis) which gives 7,564 A8 nationals.
- 3.43 We deducted from this the 5% expected to flow out over a 12 month period (based on the percentage of people responding to our survey who indicated an intention to leave Glasgow within 12 months of arriving), which gave 7,186 A8 nationals.

- 3.44 Add to this the number of dependants of A8 nationals, which we know to be in the region of one for every ten A8 migrants, and, assuming the rate of inflow and outflow stays broadly similar, the number of A8 nationals in Glasgow in 12 months time could be as high as 7,905 people.
- 3.45 These figures must be treated with caution however, as they are based on a mix of data sources and are unlikely to take account of, for example, a significant Slovak Roma population in Govanhill, many of whom have not registered through NINO or the WRS (for reasons explained elsewhere in this report), which is estimated by workers there to comprise in the region of 500 adults and 280 children.
- 3.46 We know that there is currently no completely accurate means of calculating the numbers of A8 nationals in Glasgow, or of projecting growth, and we believe these figures give a reasonable estimate for the purposes of service planning. They also clearly demonstrate the need for better data collection in relation to A8 nationals both nationally, and in Glasgow.

## Profile of A8 Nationals in Glasgow

### *Breakdown by Nationality*

- 3.47 Table 3.4 outlines the number of Worker Registration Scheme (WRS) workers in Glasgow by nationality.

**Table 3.4: Number of WRS Registered Workers in Glasgow by Nationality**

A8 country of origin	WRS registered workers in Glasgow (% of total)
Poland	2,224 (71%)
Slovakia	376 (12%)
Czech Republic	213 (7%)
Latvia	147 (5%)
Lithuania	85 (3%)
Hungary	70 (2%)
Estonia	17 (0.5%)
Slovenia	4 (0.1%)
<b>All</b>	<b>3,136</b>

- 3.48 The results of our survey indicate that Glasgow's A8 population (broken down by nationality) is likely to differ slightly from the profile suggested by the WRS data. As Table 3.5 illustrates, there are higher proportions of Polish, and Estonian migrants in Glasgow, and lower proportions of Slovakian, Czech, Latvian, Lithuanian and Hungarian migrants than the WRS data indicates. However, we

must treat the figures with caution as there is a risk that this data has been skewed by the reach of the survey and is not fully representative. We know, for example that there are significant numbers of Slovak Romas in Glasgow that the figures in Table 3.5 do not probably reflect.

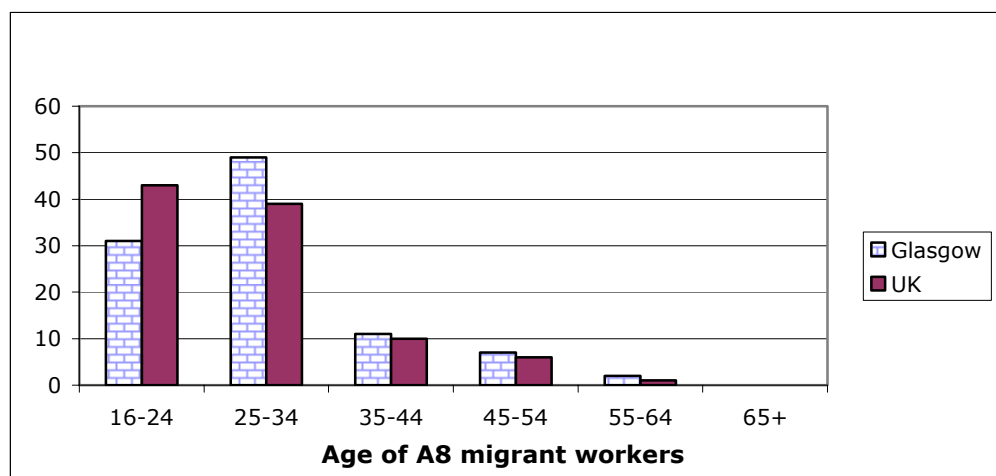
**Table 3.5: Respondents to the Survey by Nationality**

Country of Origin	% of A8 national respondents
Poland	88
Czech Republic	3
Estonia	4
Slovakia	4
Hungary	1
Slovenia	0
Lithuania	<1
Latvia	0

### *Age and Gender of A8 Nationals*

- 3.49 A8 migrant workers are predominantly young and single, and are younger than the UK population as a whole. Of those who applied to work in the UK between May 2004 and December 2006, 82% of workers were between the ages of 18 and 34.
- 3.50 The survey of A8 nationals in Glasgow suggested a similar profile as the national picture. 80% of respondents were between the ages of 16 and 34. A comparison of the ages of A8 migrant workers in Glasgow and the UK as a whole is shown in Figure 3.3.

**Figure 3.3: Age of A8 Migrant Workers**



- 3.51 The majority of respondents to the Glasgow survey were male (60%). This corresponds to the figures for the UK from the Worker Registration Scheme where the male to female ratio of A8 migrant workers registering to work in the UK is 57:43.

### Location of A8 Nationals in Glasgow

- 3.52 Table 3.6 shows the number of A8 nationals registered to work by postcode. The information is taken from the Worker Registration Scheme data, and as such it records where each worker was at the time of registration. Table 3.6 shows that the majority of A8 migrant workers (56%) were living in the city centre (G1-G5) at the time of registration. There was a broadly even range of workers living in other areas of the city, although there were slightly higher figures for areas in G40-G46 and G51-53. This includes areas such as Govanhill and Pollokshields.

**Table 3.6: Location of A8 migrant workers in Glasgow (WRS)**

Postcodes	Number of A8 nationals (% of total)
G1-G5	1,773 (56%)
G10-G15	119 (4%)
G20-23	126 (4%)
G31-G38	108 (3%)
G40-G46	286 (9%)
G51-G53	368 (12%)
G61-G69	130 (4%)
G71-G78	179 (6%)
G81-G84	47 (2%)

- 3.53 Table 3.7 shows the main areas of residence in Glasgow according to country of origin, and the proportion of people from each country that are living in that area of Glasgow.

**Table 3.7: Location of A8 migrant workers in Glasgow by nationality (WRS)**

A8 Country of Origin	Main areas of residence (at time of registration)
Estonia	<b>G2</b> (53%)
Latvia	<b>G2</b> (18%), <b>G31</b> (13%), <b>G51</b> (54%)
Lithuania	<b>G2</b> (32%)
Hungary	<b>G46</b> (44%)
Poland	<b>G1</b> (10%), <b>G2</b> (47%), <b>G42</b> (5%)
Slovenia	Mainly G1-G4 (numbers too low for analysis)
Czech Republic	<b>G1</b> (19%), <b>G2</b> (24%), <b>G4</b> (11%), <b>G51</b> (11%)
Slovakia	<b>G1</b> (7%), <b>G2</b> (10%), <b>G46</b> (8%), <b>G51</b> (43%)

- 3.54 The majority of A8 migrant workers registered as living in the city centre, but there are some variations by nationality. The majority of workers from Latvia and a high proportion from Slovakia live in the G51 postcode in the Govan area. A large proportion of Hungarians live in the G46 postcode in the south west of the city including areas such as Thornliebank and Govanhill.
- 3.55 As part of the survey of A8 nationals living in Glasgow, respondents were asked to give the postcode they are currently residing at. Eighty-nine respondents noted their postcode in the survey. This is shown in Table 3.8.

**Table 3.8: Location of A8 Migrant Workers in Glasgow (Survey)**

Postcodes	Number of A8 nationals (% of total)
G1-G5	18%
G10-G15	25%
G20-23	6%
G31-G38	3%
G40-G46	34%
G51-G53	13%
G61-G69	0%
G71-G78	0%
G81-G84	1%
<b>Total A8 nationals giving their postcode in survey</b>	<b>100</b>

- 3.56 The Glasgow survey of A8 nationals shows that the migrant workers are more spread out across the city than the WRS registration figures suggest and that there is actually a relatively low proportion (18%) of A8 migrant workers living in the city centre. The areas that they are now residing in will tend to be areas with a high concentration of private rented accommodation, as this is the accommodation most readily available to them.
- 3.57 Given the large cluster in the city centre suggested by the WRS data, it is likely that migrant workers were staying at a temporary address when registering, and have since moved to more permanent accommodation in other areas of the city.
- 3.58 Around a quarter of survey respondents (25%) lived in the G10-G15 postcode area. The majority of these respondents live near Glasgow University, which suggests that they may be predominantly students.
- 3.59 The survey found that over a third of respondents (47%) lived either in the G40-46 area or the G51-G53 area. This includes areas such as Govanhill and Pollokshields.

3.60 These findings may have implications for the targeting of services.

### Length of Stay

3.61 A8 migrant workers are asked for their intended length of stay in the UK as part of the WRS registration. 75% of workers registering during 2006 gave an intended length of stay, the results of which can be seen in Table 3.9.

**Table 3.9: Intended length of stay (WRS)**

Length of stay	Percentage of responses
Do not know	25%
Less than 3 months	55%
3-5 months	2%
6-11 months	3%
1-2 years	5%
More than 2 years	10%

3.62 Table 3.9 suggests that the majority of migrant workers (60%) plan to stay in the UK for less than a year. This fits with anecdotal evidence that many migrant workers arrive to work for a summer or for a year in order to make money or gain experience before returning to their country of origin. The Financial Times reported on May 2<sup>nd</sup> 2007 that there are signs that the early movers are starting to return home, having saved pounds and euros and learnt new languages and skills.

3.63 The WRS data (which gave an indication of intentions at entry point to the UK only), suggests that of the 579,000 A8 migrant workers who have applied to work in UK, 347,400 (60%) would return within a year. In Scotland, where 42,810 migrant workers have registered, this would mean that 25,686 (60%) would return to their country of origin within a year.

3.64 Only 10% of respondents indicated that they intended to stay more than 2 years in the UK. However, a quarter of respondents were unsure of how long they intended to stay, which implies that they do not have a return date in mind and may wish to stay permanently in the UK. Therefore, the proportion of migrant workers intending to stay permanently in the UK could be as high as 35%.

3.65 The survey of A8 nationals living in Glasgow asked respondents to indicate how long they had been living in Scotland to date. The results are shown in Table 3.10.

**Table 3.10: Length of Stay in Scotland to Date (Survey)**

How long have you been living in Scotland?	% of A8 nationals
Up to 3 months	10
4 months to 6 months	13
7 months to 12 months	24
13 months to 18 months	18
19 months to 2 years	15
More than 2 years	15
Prior to 1 May 2004	4

- 3.66 The results show that at the time the survey was conducted almost half of the A8 population had already been in Glasgow for up to 12 months (47%) and that almost as many again had already been in Glasgow for more than one year (52%).
- 3.67 Respondents to the survey were asked to state how long they intended to remain in Scotland. The responses to this question are shown in Table 3.11.

**Table 3.11: Future Intentions (Survey)**

How long do you intend to stay in Scotland?	% of A8 nationals
Up to 3 months	2
4 months to 1 year	3
13 months up to 5 years	23
5 years and 1 month to 10 years	12
More than 10 years	23
Don't know	38

- 3.68 The survey findings show that many of the A8 migrant workers who responded to the survey intend to live in Scotland for an extended period. Only five percent intended leaving Scotland within a year, while a third intended to stay for five years or more. A third of respondents were unsure how long they intended to stay.
- 3.69 The survey findings suggest that A8 migrant workers in Glasgow are more likely to stay longer or stay permanently than is the case in the UK as a whole. The majority of A8 nationals who responded to the survey (58%) intended to stay in Glasgow for at least a year. It is not possible to identify why the intentions to stay varied so significantly from the WRS data, but it may be due to factors such as Glasgow's location as an urban area where employment is more likely to be permanent than in more rural areas, where seasonal working is more common, or may simply be due to the fact that we surveyed people who on the whole had already spent some time in the country and their intentions may have changed since first entering the UK.



## Dependants

- 3.70 A small minority (6%) of registered workers arriving in the UK reported that they had dependants living with them when they applied. Amongst those who did have dependants, the average number of dependants was 1.5.
- 3.71 54,185 dependants have moved to the UK with WRS registered workers up to December 2006. As a proportion, this is approximately one dependant for every 10 registered workers. This information is not broken down for Scotland, but using the proportion above this implies that around 4,281 dependants could be living with registered workers in Scotland.
- 3.72 Just over half (54%) of dependants were under 17 at the time of registration. A sizeable proportion will be of school age. This could be up to 29,256 dependants in the UK, and 2,312 dependants in Scotland requiring a place in pre-school care or school. This is a cumulative total which does not take account of those who leave the UK again but it may be reasonable to assume that if people bring their family with them they are more likely to stay in Glasgow for a longer period.
- 3.73 At the time this report was compiled there were 323 A8 national children enrolled in schools and educational establishments in the Glasgow City Council area. This is around one school pupil/dependant under the age of 17 per 10 WRS registered A8 workers – similar to what national figures suggest.
- 3.74 The Glasgow survey asked A8 nationals whether they intended to bring their family over to live with them. A minority of respondents (12%) indicated that they intend to bring their family to Scotland, while 18% were unsure. Of those who definitely intend to bring family over, 27% plan to bring their husband/wife/partner, 23% their children, and 50% their wider family.
- 3.75 The implications of this for service planning are important. Some of the A8 nationals moving to Glasgow are looking likely to settle longer term. This suggests that they will have a greater impact on services than people staying in the country for only a short period of time, and there will be a greater need to ensure their integration into the community.

## 4 Employment of A8 Nationals

- 4.1 An Institute of Directors poll in 2006 found that migrant workers were rated by employers as significantly harder working, more reliable and better skilled than their British counterparts. The poll found that migrant workers were thought to outperform indigenous employees 'by a large margin' in terms of their work ethic, productivity, reliability, education and skills, and amount of sick leave taken. A lack of skills among British workers (61%) was the most common reason given for employing migrant workers, while only 16% were motivated by paying cheaper wages.
- 4.2 Ernst & Young's economic think-tank, the ITEM Club, has found that Scotland's workforce has become younger, more flexible and better qualified as a result of immigration. This is particularly important for Scotland where demographic changes mean that the population is ageing and decreasing. A number of businesses have praised the work ethic of the new migrants, and some, for example, First Bus, have actively recruited workers from the A8 countries.
- 4.3 It is currently unclear whether the jobs that A8 migrant workers are taking would have been left unfilled otherwise or whether migrant workers are displacing unskilled indigenous workers. There is evidence to support each argument. Many employers have stated that migrant workers are taking jobs that they could not have filled otherwise, especially in food processing factories and agriculture where other workers are put off by long hours and low pay.
- 4.4 However, at national level there is a lack of information and evidence on the attitudes, concerns and long-term impacts of migrant workers on hosting communities, and in particular the impact on the indigenous unskilled, entry-level workers, aged 16-19.
- 4.5 There is clear evidence to suggest that A8 nationals generally come to the UK actively seeking employment or with intentions to study. The survey conducted in Glasgow confirmed these intentions as can be seen in Table 4.1.

**Table 4.1: Reasons for Coming to Scotland (Survey)**

Why did you choose to come to Scotland?	% of A8 nationals
Economic gain	50
Use/develop language	45
Quality of life	42
Start/continue education	24
Recommended by friends or family	20
Career opportunities	19
Set up business	6
Raise family	5

(N.B. the percentages add up to more than 100% as respondents could select more than one option)

4.6 This chapter will examine a range of issues related to the employment of A8 nationals in Glasgow, including:

- Careers guidance
- Job search
- Employment status
- Employment sector
- Occupation
- Qualifications
- Workers Registration Scheme
- Working conditions
- Barriers to employment.

### **Access to Careers Guidance**

4.7 In our survey, 33% of respondents indicated that they were aware of careers services, and 18% had already used some form of employment/careers advice.

4.8 Careers Scotland (CS) is one of the primary sources of careers guidance for A8 nationals. Although Careers Scotland collects data on the ethnicity of its clients it is unable to break this down to give figures on the numbers of A8 nationals they work with.

4.9 In Glasgow, CS estimates that it supports 30-60 A8 nationals each month, 50% of whom are repeat clients. Most of its A8 clients tend

to be located near to the centre of the city, but others are spread across Glasgow.

- 4.10 More recently, CS has also been experiencing increased contact from Romanians and Bulgarians seeking careers advice.
- 4.11 Most of CS's A8 customers use its website to search for jobs and print off CVs. Generally, CS staff have found the A8 population to be very pro-active in searching for employment.
- 4.12 CS have had numerous approaches from highly skilled A8 nationals who are interested in finding out about the transferability of their qualifications, and they are able to offer a free equivalency service to these clients.
- 4.13 The majority of A8 nationals who that contact them, however, are looking for less skilled work, often in the hospitality industry.
- 4.14 Most A8 nationals are willing to take any work that is offered to them when they first arrive, but Careers Scotland reported that they often visit them at a later point to discuss progression and opportunities for employment better suited to their qualifications, and usually once their language skills have improved.
- 4.15 To date, there is no indication that there is pressure on Careers Scotland services as a result of the growing A8 population but a cross-Scotland group is in place to monitor the situation and consider service and resource implications as required.

### **Job Search**

- 4.16 A8 nationals use a variety of routes to find employment including Jobcentre Plus, private sector recruitment agencies, word of mouth and through speculative approaches to employers.
- 4.17 Jobcentre Plus (JCP) currently has a limited role in relation to service provision for A8 nationals. The main focus of its work is job search support and signposting to other providers, as A8 nationals do not have any rights to Job Seekers Allowance or other benefits (such as programmes like the New Deal) until they have been in employment for a continuous period of 12 months. The JCP emphasised its commitment to respond to need and provide services to the new A8 population in the same way that it would to any other clients.
- 4.18 JCP does not currently gather any statistics on the number or profile of A8 nationals who make contact with it, but anecdotally they were able to confirm that the numbers of people contacting

them from A8 countries were high and growing. Their main point of contact with JCP in Glasgow is its city centre office.

- 4.19 Recruitment agencies based in both Glasgow and some of the A8 countries themselves (predominantly Poland), including Search and POL UK, also offer A8 nationals assistance with job search, both here and prior to their arrival in the UK.
- 4.20 Recruitment agencies are a popular starting point for job search. POL UK for example has had contact with around a thousand workers in the last year alone.
- 4.21 These recruitment agencies offer a range of services to companies and job seekers including for example, providing job search through their websites, employing a Polish co-ordinator, organising special recruitment drives (such as flying groups of Polish workers over from Poland to carry out work over a fixed period of time for a company), hosting social functions for job seekers, and providing buddying support systems.
- 4.22 Gangmasters are another route through which A8 nationals can find employment. The term gangmaster can have negative connotations and they are often associated with poor pay and conditions and, sometimes, forced labour. However, they can have a legitimate role to play in providing employment, in particular, unskilled, manual jobs for A8 migrants.

### **Employment Status**

- 4.23 At the UK level, 97% of WRS registered workers who applied between May 2004 and December 2006 were working full time (16 hours per week or more). Fifty percent of registered workers were in temporary employment and 47% were in permanent employment (3% did not provide this information).
- 4.24 Table 4.2 shows the employment status of the A8 nationals who responded to the Glasgow survey.

**Table 4.2: Employment Status of A8 Nationals in Glasgow (Survey)**

Current employment status	% of A8 nationals
Full-time paid work	60
Part-time paid work	19
Full-time education	21
Part-time education	5
Self-employed	3
Unemployed	7
Long-term sick or disabled	0
Looking after home or family	5
Retired	<1
Other	3

(N.B. The percentages add up to more than 100% as respondents could tick more than one option)

- 4.25 The survey of A8 nationals indicates that there are a significant number of full-time students from the A8 countries at universities in Glasgow, although anecdotally we have been advised that many are of them also work alongside participating in full-time education. 21% of respondents to the survey (49 people) described themselves as being in full-time education. This suggests that there are a number of people who are taking advantage of EU membership to study abroad.
- 4.26 Seventy-nine percent of survey respondents described themselves as being in full-time or part-time employment. As the Glasgow survey was not restricted to those in work (or seeking work), as the WRS data is, the percentage of A8 nationals in full-time employment is significantly lower than the national figure – including as it does, students, the self-employed and economically inactive people.
- 4.27 Of those not in employment or in full-time education, 7% described themselves as unemployed, 5% were looking after home or family, and less than one percent were retired.

### Employment Sector

- 4.28 In the Glasgow survey, respondents were asked to indicate the employment sector that they worked in. The responses can be seen in Table 4.3.

**Table 4.3: Employment Sectors of A8 Nationals (Survey)**

<b>Employment Sector</b>	<b>% of A8 nationals</b>
Hospitality and Catering	19
Administration, Business and Management	10
Manufacturing	10
Construction and Land services	12
Food Processing	8
Retail and related services	5
Transport	6
Government Health and Medical services	2
Arts, Entertainment, Leisure and Sport	1
Professional	1
Agriculture	0

- 4.29 Table 4.3 shows that some 19% of A8 migrant workers in Glasgow work in hospitality and catering. This includes employment in hotels, bars and restaurants.
- 4.30 Reasonably large proportions of A8 migrant workers worked in administration (10%), manufacturing (10%), construction (12%) and food processing (8%).
- 4.31 These findings were confirmed by anecdotal information provided by service providers we consulted with during the study.
- 4.32 Table 4.4 compares the employment sectors that A8 migrant workers in Glasgow are employed in compared with Scotland and the UK as a whole.

**Table 4.4: Employment Sectors in Glasgow, Scotland and the UK (Survey and WRS)**

Employment Sector	% of A8 Nationals in Glasgow	% of WRS A8 Workers in Scotland	% of WRS A8 Workers in the UK
Hospitality and Catering	19	26	20
Administration, Business and Management	10	18	38
Manufacturing	10	6	8
Construction and Land services	12	7	4
Food Processing	8	13	5
Retail and related	5	3	5
Transport	6	3	3
Government Health and Medical services	2	4	5
Arts, Entertainment, Leisure and Sport	1	1	2
Agriculture	0	19	11

- 4.33 Glasgow has a relatively high proportion of A8 migrant workers in the manufacturing, construction, retail, and transport sectors compared with A8 workers in Scotland and the UK as a whole, which may in part be explained by the higher proportion of manufacturing companies in Glasgow compared with elsewhere.
- 4.34 There is a relatively low proportion of A8 workers in administration and business compared with the UK as a whole. This may be partly explained by issues of English language competency (particularly written) which are discussed later in this report, but it is unclear why this figure should differ so significantly from the UK figure (although it is almost the same as the percentage for Scotland).

### Qualifications and Skills

- 4.35 The survey of A8 migrant workers in Glasgow asked respondents in employment to note the qualifications that they have achieved. This is shown in Table 4.5.



**Table 4.5: Qualifications of A8 Migrant Workers (Survey)**

Qualification	% of A8 nationals
Degree	16
Postgraduate degree	19
High school or equivalent	34
Apprenticeship or equivalent	12
Diploma or equivalent	9
Other	4

- 4.36 The survey found that they are often highly qualified, with nearly a fifth holding a post-graduate degree.
- 4.37 National evidence on the employment of A8 migrant workers suggests that they are often employed in low skilled jobs that have been difficult for employers to fill due to low wages, long hours and/or difficult working conditions. Highly skilled and educated A8 migrant workers often take low skilled jobs in the UK.
- 4.38 The survey of A8 migrants in Glasgow asked respondents in employment to record the skills level required for their work in Glasgow as well as for their previous occupation in their home country, the results of which are given in Table 4.6.

**Table 4.6: Occupations of A8 Migrant Workers (Survey)**

Occupational Skills Level	% of A8 nationals in Glasgow	% of A8 nationals in previous employment in home country
Unskilled manual	18	6
Semi-skilled manual	21	10
Skilled manual	20	21
Supervisor	4	5
Clerical/Secretarial	7	12
Junior technical/professional	7	8
Senior technical/professional	6	6
Manager	2	6

- 4.39 The results of the survey show that the majority of A8 migrant workers (59%) are currently employed in manual work. Of these, 18% are employed in unskilled manual work, 21% in semi-skilled occupations and 20% in skilled manual work.
- 4.40 Aside from manual work, the main occupations of A8 migrant workers in Glasgow are clerical/secretarial (7%), junior technical/secretarial (7%), senior technical/professional (6%), and supervisor (4%).

- 4.41 When compared to the previous employment of A8 nationals in their home country, it is clear that many A8 migrant workers are employed at a lower skill level than they were previously. Only 16% of migrant workers were employed in unskilled or semi-skilled manual work in their home country compared to 39% of the same group of people now employed in Glasgow.
- 4.42 Figures from the Thirteenth Scottish Economic Report (SER) confirm that A8 migrant workers are generally employed in low skilled and low pay jobs. The figures show that workers from the A8 countries are generally low paid with 90% earning less than £6 per hour – compared to 20% of all employee jobs in Scotland paying less than £6 per hour.
- 4.43 Jobcentre Plus in Glasgow reported a mix of both skilled posts and entry level jobs being taken up, but also confirmed that the majority are reported to be taking up entry level posts – even although in many cases people are over-qualified for posts at this level.
- 4.44 Although JCP recognises that this may pose some threat to Glasgow’s indigenous population’s access to employment, and by default to the city’s ability to meet its worklessness targets, it believes that there remains room in the labour market for both. This view is shared by a range of other agencies we also consulted during this study, the thinking being that the A8 nationals can stimulate the economy, resulting in expansion and more jobs for everyone.
- 4.45 Migrants from the A8 countries have had freedom of movement and employment in the UK since May 2004. During the period of time since the accession of the A8 countries to the EU, unemployment rates have in fact been lower than prior to accession, suggesting that the economic impact of the migration has been a positive one, although clearly other factors impact on unemployment too.
- 4.46 Table 3.4 gives an overview of unemployment rates between 2003 and 2006, showing clearly the decrease in the unemployment rate during 2005 and 2006.

**Table 4.6: Glasgow Labour Market (Scottish Executive)**

	Number unemployed	Unemployment rate
<b>2003</b>	17,528	6.4%
<b>2004</b>	16,419	6.2%
<b>2005</b>	15,296	5.7%
<b>2006</b>	15,967	6.0%

## Employment Criteria

- 4.47 The survey of A8 migrant workers in Glasgow asked respondents in employment to note the most important criteria for employment when selecting work. The results of this question are shown in Table 4.7.

**Table 4.7: Most Important Employment Criteria**

What criteria are most important to you in selecting work?	% of A8 Nationals
Salary/rate of pay	72
Working conditions	52
Location	37
Working hours	37
Career development	34
Job security	23
Industry sector	14
Flexibility	13

(N.B. The percentages add up to more than 100% as respondents could tick more than one option)

- 4.48 Unsurprisingly, the majority of respondents (72%) reported that salary/rate of pay was a key factor for them when selecting employment. Other important criteria for A8 migrant workers are working conditions (52%), location of employment (37%), working hours (37%) and career development (34%).

## Working Conditions

- 4.49 When asked whether they had experienced any hostility in Scotland, 23% of respondents indicated that they had experienced unfair treatment at work. The majority who stated this felt that this was because of their nationality.
- 4.50 Examples of unfair treatment at work quoted by respondents included a lower wage level compared to indigenous workers, not being given statutory holidays, working overtime without extra pay, discrimination in finding employment, and verbal harassment.
- 4.51 There is evidence of poor working conditions for A8 migrant workers at a national level. Citizens Advice Scotland (CAS) reported in 2006 that increasing numbers of migrant workers were approaching bureaux in Scotland concerning problems in employment. Problems reported include:
- poor pay – sometimes below national minimum wage levels;
  - irregular patterns of work and long hours;

- short term contracts and insecure work;
  - illegal and unexpected deductions from wages;
  - problems getting statutory sick pay and holidays;
  - problems getting P45s and P60s and last pay packets.
- 4.52 Migrant workers have also reported being given false expectations or wrong information about their employment prospects while still in their countries of origin. Once in the UK they can find it difficult to complain because if they lose their job they may be forced to return to their country of origin unless they find alternative employment.
- 4.53 A8 migrant workers stated in the Glasgow survey that their current wages/salaries were higher than in their home country. 93% of respondents said that their wage is 'much better' or 'slightly better' compared to their employment in their home country.
- 4.54 Health and safety was raised as a concern by a number of employers we consulted during this study. Their concerns were two-fold – firstly, they reported that the A8 nationals are not used to working with as strict health and safety regulations as we have in the UK, and secondly, because of their poor grasp of English, some workers simply do not understand warning signs etc, for example on a building site.

### **Long-term Career Aspirations**

- 4.55 The findings of the Glasgow survey in relation to occupations and qualifications of A8 migrant workers indicate that they often work below their skills and qualification level. As they become more established and improve their language skills, they start to look for employment that better matches their skills.
- 4.56 Survey respondents were asked about their long-term career aspirations in Scotland. This is shown in table 4.8.

**Table 4.8: Career Aspirations**

Long-term career aspirations in Scotland	% of A8 Nationals
Work at a more senior/more skilled level	32
Study	33
Secure full time work	22
Plan to be in the same job	15
Change of career	19
Set up business	14

(N.B. The percentages add up to more than 100% as respondents could tick more than one option)

- 4.57 Almost one third (32%) of respondents aspired to work at more senior/more skilled level in the type of work that they are currently employed in. 19% of respondents planned to make a change of career, possibly to an area in which they have skills or training, while 15% plan to stay in the same job.
- 4.58 A third (33%) aimed to study in Scotland in the long-term. This figure includes full-time students who responded to the survey, but it also shows that a number of A8 nationals in Glasgow plan to continue their education in Scotland.
- 4.59 Fourteen percent of respondents stated that they would like to set up their own business, suggesting that a significant number of A8 migrant workers have entrepreneurial aspirations for the future. An increase in the business birth rate as a result of A8 migration should have a positive impact on employment in the city, in a best case scenario creating employment for the indigenous population and relieving pressure on entry level jobs.
- 4.60 Thirty-five percent of respondents to the Glasgow survey were aware of business start-up support services in the city, but only 4% had already accessed these services.

### **Employers Views of A8 Nationals as Employees**

- 4.61 We spoke with a range of employers in Glasgow during the course of this study and the majority spoke very positively of their experiences of employing A8 workers.
- 4.62 They confirmed our findings that many of the A8 nationals are tending to work in positions well below their level of qualifications, but that most do so with an intention to progress in employment once their English language competencies improve.

- 4.63 The benefits of employing A8 nationals most often cited by employers included a strong work ethic, a keenness to learn, a willingness to work anti-social hours, a higher retention rate than with the local population, flexibility in relation to working hours (probably because many of the migrants are single with no family commitments) and a high degree of reliability.
- 4.64 Some of the challenges in employing A8 nationals which were noted by the employers we consulted with included inadequate command of English, lack of awareness of health and safety issues (which tend to be stricter in the UK than in their home country), integration with other workers (occasionally), and a tendency to return home at key holiday times (which has an impact where a significant number of A8 nationals are employed in one company).
- 4.65 Employers consider the recruitment of A8 nationals as a good means of addressing skills gaps, and filling positions which have historically been hard to fill. Companies in the construction industry in particular observed that the extent of work planned in the city over the next few years would be unachievable without the A8 workforce.
- 4.66 Scottish Enterprise staff reported that some construction companies are concerned about quotas being put in place for Bulgaria and Romania. They believe this will hinder their ability to fill vacancies and so meet the demand for construction work that they know is pending in Glasgow. Having had good experiences with A8 nationals, they are already looking to the next wave of accession to fill future vacancies.
- 4.67 A construction industry employer we spoke with, who employs 37 A8 employees reported that they have good technical skills and tend to stay in the job longer rather than moving between employers.
- 4.68 Some employers have been very pro-active about addressing barriers to employment for the A8 population. Some have provided English language support, some offer accommodation as part of the benefits package, some provide starter packs for A8 employees, some pay for A8 nationals' plane tickets to the UK, one company provided workers with mobile phones with important services' telephone numbers saved onto it, contracts, training materials and health and safety information are translated into English, and assistance with form-filling is also common.

## 5 Service Provision

### Introduction

- 5.1 One of the key aims of the study was to determine the level of knowledge amongst the A8 population of the range of services available to them, their needs in respect to services and any gaps in services that they had identified. This chapter explores these findings, and considers the potential impact of the growing A8 population on service provision and on Glasgow-wide policies such as the Worklessness Strategy.
- 5.2 This chapter will examine the following:
- Information/Services required on arrival in Scotland
  - Awareness/use of services
  - Source of information
  - English Language Competencies
  - Housing
  - Homelessness
  - Education
  - Health
  - Community Safety
  - Financial Inclusion
  - Benefits.

### Information/Services required on arrival in Scotland

- 5.3 Respondents to the survey of A8 nationals were asked what their information/service requirements were when they first arrived in Scotland.
- 5.4 The main types of information required were:
- housing advice and information – finding accommodation;
  - employment/careers advice – finding employment;

- health service – registering with a GP;
- financial services – opening a bank account;
- registering for work – National Insurance and Worker Registration Scheme.

5.5 The main services required were:

- language classes;
- employment agencies;
- banks;
- Citizens Advice Bureau;
- housing advice;
- education services; and
- further education.

### **Awareness/Use of Services**

5.6 Service providers and employers we spoke with during the course of this study described A8 nationals as well informed with a high level of awareness of services, and described the Polish community in particular as very self-sufficient in finding out about and using services.

5.7 New media, such as the internet, have allowed for better preparation prior to people arriving in the UK which has had a positive impact on knowledge of services, and this is certainly the case in Glasgow.

5.8 In addition, people rely on friends and relatives already in Glasgow to provide them with information in advance, and on arrival, meaning that each new wave of migrants is better informed than the previous one.

5.9 The exception to this is the Roma population who have significantly less awareness of their rights, and knowledge of where to access services. They have different service needs from the rest of the A8 population and are likely to need greater support from service providers in the short to medium-term.

5.10 We explored with respondents their awareness of various services, their use of them, whether they have had any problems accessing



the service, and whether they would like any more information on the service. Table 5.1 outlines the responses to this question for each service.

**Table 5.1: Awareness/use of Services (Survey)**

Service	% Aware of service	% Have used service	% Have not been able to find/use service	% Would like more information
Benefits and pensions	42	6	4	31
Business start up assistance	35	4	5	23
Schools	39	18	2	16
Health services	35	32	2	18
Language services	40	17	5	18
Financial inclusion services, eg. Bank account	28	42	1	11
Public transport	33	44	0	5
Childcare	35	6	8	11
Employment opportunities and careers advice	33	18	2	24
Money and debt advice	32	4	5	21
Housing information and advice	36	12	3	19
Worker Registration Scheme	34	31	2	12
Health and safety at work	35	18	3	12
Further education and higher education	37	15	3	19
Taxation	34	22	2	19
Police	50	7	2	11
Social care services	43	4	3	19
Libraries	35	34	0	8

- 5.11 Respondents had a relatively high awareness of services such as the police, social care services, and language services. Services that were less familiar to A8 nationals include health services, careers advice, and money and debt advice.
- 5.12 A minority of respondents reported that they had problems in accessing or finding services. The services that were reported to be difficult to access include childcare (8% of respondents), business start up assistance (5%), money and debt advice (5%) and language services (5%).
- 5.13 Respondents indicated a desire for more information on services such as benefits and pensions (31% of respondents), employment opportunities and careers advice (24%), money and debt advice

(21%), housing advice (19%) and business start up assistance (23%).

### Sources of Information

5.14 Respondents to the survey were asked how they first became aware of public services. The results of this question are outlined in Table 5.2.

**Table 5.2: Past Sources of Information (Survey)**

How do you know about these services?	% of A8 National Responses
Friends/family told me about them	70
Contacted organisations directly	29
Informed of services by employer	18
Publicity	14
Other	11
Informed of services by landlord	9
Referred from another organisation	5

(N.B. The percentages add up to more than 100% as respondents could tick more than one option)

5.15 The vast majority of respondents (70%) had heard about services through their friends or family. This implies that word of mouth is an important mechanism for finding out about services and receiving information among A8 migrant workers, particularly when they first arrive in Glasgow, and service providers should capitalise on this as a means of disseminating information about services.

5.16 Other ways of finding out about services included contacting organisations directly (29% of respondents), being informed of services by employers, (18%) and publicity (14%). Relatively few respondents (5%) had found out about a service by being referred by another organisation.

5.17 Respondents to the survey stated who they asked or where they looked for information. The results of this question are outlined in Table 5.3.

**Table 5.3: Current Sources of Information (Survey)**

When you are looking for information who do you ask/where do you go?	% of A8 national responses
Through family/friends	69
Through a dedicated website	60
Through employer	23
Through the local Citizens' Advice Bureau	9
Through translated leaflets	8
Through the local place of worship	5
Through community venues	6

(N.B. The percentages add up to more than 100% as respondents could tick more than once option)

- 5.18 The most common sources of information remained family and friends (69%), reinforcing the importance of word of mouth in obtaining information.
- 5.19 Dedicated websites (60%) were a common source of information for A8 nationals. The Polish population in Glasgow and Scotland as a whole commonly use dedicated websites to contact other Poles in their area and also to obtain information on housing, employment, and social events. These include [www.szkocja.net](http://www.szkocja.net), [www.myglasgow.net](http://www.myglasgow.net), and [www.glasgow24.pl](http://www.glasgow24.pl). The Szkocja website is the most widely used and has received over 5,000 postings to its Glasgow forums. These tend to be independent websites, often run by other A8 nationals but they are an important source of information dissemination for service providers and it is vital that they link with these.
- 5.20 Other sources of information stated by respondents included their employer (23%), the local Citizens Advice Bureau (9%), and translated leaflets.
- 5.21 Respondents to the survey were asked to state the most useful way that information could be provided to migrant workers. This is shown in Table 5.4.

**Table 5.4: Most Useful Source of Information (Survey)**

What is the most useful way that information could be provided to people in your situation?	% of A8 national responses
Through a dedicated website	39
Through translated leaflets	33
Through employer	25
Through community venues	13
Through the local place of worship	12

(N.B. The percentages add up to more than 100% as respondents could tick more than once option)

- 5.22 Some of the A8 nationals we consulted with had received or seen the Glasgow Welcome Pack but the vast majority had not, suggesting a need for greater dissemination and publicity of it.

### Language Issues

- 5.23 A8 migrant Worker English language skills have been reported to be a barrier to accessing services for migrants and something that can put a strain on services due to the need to use interpreters or translators.
- 5.24 English language competence was identified as the main barrier to employment, especially for A8 nationals gaining employment at an appropriate skills level, and is reported to have a direct impact on A8 nationals' ability to progress within a job.
- 5.25 Respondents to the survey were asked to rate their spoken and written English, the results of which are shown in Table 5.5.

**Table 5.5: Language Proficiency (Survey)**

	Spoken English	Written English
Bilingual	7%	7%
Proficient	23%	20%
Adequate	36%	33%
Basic	25%	24%
Poor/non English speaker	9%	16%

- 5.26 Thirty percent of respondents reported competent levels of English but 61% of respondents indicated that they had only adequate or basic spoken English skills. 9% of respondents indicated that their English was 'poor' or that they did not speak any English.
- 5.27 Forty percent of respondents reported have 'basic' or 'poor' written English skills.

- 5.28 English language competencies and literacy skills are a particular concern in relation to the Roma population and can hinder use of and access to services and employment.
- 5.29 Around a fifth of respondents (17%) to the survey reported accessing language services in an effort to improve their English. 5% of respondents reported difficulties in accessing language services, and 18% of respondents indicated a need for more information on these services.
- 5.30 Agencies we consulted with during the study confirmed these findings. For example, the Polish Club in Glasgow, which has over 400 members, estimates that 60-70% of its members speak basic English, and the Ethnic Minority Enterprise Centre (EMEC) reports that most Slovaks who come to them do not tend to speak any English.
- 5.31 The influx of A8 nationals has inevitably had an impact on the demand for both English language courses and interpreting services, and also on services to provide information in other languages, predominantly Polish.

### *Interpretation Services*

- 5.32 **Careers Scotland** has access to interpretation services. They have adapted their resources and have guidance available to download from their website in Polish, although they say that many of the A8s nationals who they support choose to receive information in English in order to develop their language competencies.
- 5.33 **Education Services** and schools have access to translation and interpreting services. There are 140 ESOL staff currently employed in Glasgow but although some additional resources were put into 'hotspots' (for example, Govanhill) there has been no additional budget provided for ESOL services since the rapid increase in the number of A8 migrants.
- 5.34 **Education Services** has two centralised bilingual support services but due to the rapid increase in demand, there are waiting lists in place just now. Schools refer directly to the bilingual support units which offer the full school curriculum with intensive English support. Children and young people attend the bilingual support units for an average of 6-12 months before returning to mainstream provision. To date, speakers of Urdu, Punjabi, Chinese and Arabic have been the most common first languages (other than English) in schools. Polish is now the fifth most common language in schools.
- 5.35 Bilingual support has historically been weighted towards non-denominational schools (because that is where the demand lay) but

this is slowly shifting towards Roman Catholic schools as these are often schools of choice for A8 nationals.

- 5.36 Some services have had to recruit interpreters/workers who speak the necessary languages to cope with the demand for services. For example, the Daisy Street drop-in centre has recently recruited two workers from Slovakia through Oxfam in order to enable them to engage with the local Roma population, and have a better understanding of their culture and needs. The Roma population is reported to have a very low level of proficiency in English and there is a wider issue in relation to literacy levels in their native language.
- 5.37 **Jobcentre Plus** has interpretation services available to people on benefits and these services are adjusted as required to meet demand – for example additional interpreters can be employed if services are stretched.
- 5.38 **Glasgow Interpreting Services (GIS)** reports that demand for its services started to increase just over a year ago and the demand continues to rise rapidly, particularly in relation to Polish and Slovak interpretation. Requests for Polish interpretation in 2004-05 numbered 197, increasing to 1243 in 2005-06. This figure rose to some 3344 requests for Polish interpreting services in 2006-07 (to date).
- 5.39 Requests for Slovak interpretation numbered 121 in 2004-05 and 548 in 2005-06, rising to 2305 in 2006/07 and there were significant numbers of requests for interpretation of the remaining A8 languages too.
- 5.40 A huge range of public agencies have made requests to GIS including, Glasgow Dental Hospital, Pollokshaws Clinic, Ibroxholm Medical Centre, Sandyford Initiative, Royal Alexandra Hospital, Shawlands Academy, Helen Street Police Office, Midlock Medical Centre, Gorbals Police Station, Bridgeton Health Centre, Gorbals Dental Practice, Woodside Health Centre, Townhead Health Centre and Aitkenhead Police Station.
- 5.41 Housing associations reported that their tenants have a good level of English on the whole, but would provide translation of documentation/contracts etc if this was required. Glasgow Housing Association (GHA) has translated its tenancy agreements into 10 languages including Polish and can translate these on an ad hoc basis if they are required in any other languages.
- 5.42 Other housing associations also reported that they provide translated versions of tenancy agreements.
- 5.43 The police reported difficulties in accessing interpreters – exacerbated by their need for interpreting services out of hours. At

the time of this study they were due to go out to tender for further interpreting services.

- 5.44 The **Ethnic Minority Law Centre** reported difficulties with their clients gaining access to interpreters and advice which can lead to them feeling isolated. The Centre is about to publish a leaflet in Polish and Russian outlining people's rights and responsibilities.
- 5.45 GPs have reported facing language difficulties and are often faced with the challenge of a child interpreting for an adult, which they say is often not appropriate.
- 5.46 Signs on building sites are now often translated into a range of languages.

### *ESOL Provision*

- 5.47 Agencies report a high demand for ESOL (English as a second or other language) courses and in many cases a shortage of places available.
- 5.48 The **Glasgow College of Food Technology** estimates that around 1000 people are currently on waiting lists for English classes. The waiting time for a place is around 1-4 months. About 70% of those approaching the college do so because they have been invited to attend a language course. The College is currently considering extending its provision to hold more classes out of hours (evenings and weekends). They report that about 50% of students on ESOL programmes are A8 nationals compared with only about 20% of students a couple of years ago.
- 5.49 Of their 180 ESOL students, **Cardonald College** reports that currently around 25 are A8 nationals. However, it also reported that it has a waiting list of 400 people, the majority of whom are A8 nationals. The majority of the A8 nationals whom they provide support to are Polish, 60% of whom are male and 40% female. In terms of age, the male students range from their late 20s to early 40s and the female students tend to be in their early 20s. The student population they support has changed dramatically from two years ago when there were very few A8 nationals accessing ESOL courses.
- 5.50 **Anniesland College** currently has approximately 250 A8 nationals participating in ESOL courses, 90% of whom are Polish. Two thirds of the college's ESOL provision is provided to settled ethnic minorities and about one third of it is provided to EU residents. 90% of the EU residents accessing ESOL courses currently are Polish.

- 5.51 The college has a large waiting list (of about 500 people) and the demand for ESOL is putting a huge strain on resources.
- 5.52 The majority of the A8 nationals accessing ESOL provision at the college are aged between 20 and 40 years of age, and there is a fairly even split between men and women.
- 5.53 The majority of people attending the ESOL courses at Anniesland find out about them by word of mouth or through the British Council.
- 5.54 The college believes that there are a number of A8 nationals who are unable to access ESOL support because of shift working patterns which could lead to them feeling very isolated.
- 5.55 There are currently around 400 students undertaking ESOL courses at **Langside College**, 100 of whom are Polish. Another 400 people are currently on waiting lists and there is considerable competition for places. The waiting time is often as long as six months.
- 5.56 The majority of those participating in ESOL courses indicate that they are doing it in order to improve their English for work purposes. Very few intend to progress through the educational system to achieve further qualifications.
- 5.57 There has been a demand for ESOL courses taking place at irregular times, eg Tuesday evening and Thursday early mornings, which has caused the college difficulties in terms of planning.
- 5.58 **North Glasgow College** currently has in the region of 30-40 students from A8 countries, primarily participating in ESOL classes. The A8 nationals at the college are mainly male, and primarily aged between 20 and 30 years of age. The women participating tend to be the wives or partners of men attending the college.
- 5.59 In addition to offering generic ESOL support, the college also ran a tailored English language course for First Bus employees (50 Polish workers) in 2004/05, and publishes many of its leaflets in Polish (they have used some of their students whose English is most proficient to assist in the translation of these materials).
- 5.60 The college reported little demand for courses beyond English. There is a sense that work is a barrier to A8 nationals participating in further college provision.
- 5.61 The English language provision at the college incorporates a citizenship element for all students.



- 5.62 Looking across the colleges we consulted during the study, this gives a total of at least 2300 people on waiting lists for ESOL courses.
- 5.63 The **Ethnic Minority Enterprise Centre (EMEC)** also provides ESOL courses but it is restricted in terms of the number of places it can offer on these because there is insufficient funding available to enable them to meet demand. EMEC also translates materials into Polish where there is a demand (for example for a Job Fair event that it hosted).
- 5.64 Language courses are not only in demand from the A8 population itself. Some employers have shown an interest in learning Polish and other A8 languages in order to enable them to communicate better with their staff. In response to this, Glasgow College of Food Technology offered some short courses in Polish and other languages, focusing on health and safety issues in the hospitality industry.
- 5.65 If the A8 population continues to grow, ESOL and interpreting services will reach crises point within a short period of time.
- 5.66 We understand that the Scottish Executive will be conducting a survey on the impact of EU enlargement on ESOL provision. The findings of this survey will be an important source of information in informing changes and enhancements to English language support in Glasgow.

### Housing

- 5.67 Housing is one of the first priorities for A8 nationals when they arrive in the UK. Some arrive in Glasgow with accommodation already organised through an employer, or occasionally through family or friends, but many have to organise this independently when they arrive.
- 5.68 Our study explored housing tenure, the type of housing chosen by A8 nationals, and issues arising in relation to standards and availability of accommodation.
- 5.69 Respondents were asked in the survey to state their housing tenure and type. Table 5.6 shows the housing tenure of A8 nationals in Glasgow.

**Table 5.6: Housing Tenure of A8 Nationals (Survey)**

Housing Tenure	% of A8 Nationals
Owned by employer	2
Owned by you or someone who lives in it	3
Rented – housing association	29
Rented – private landlord	55

- 5.70 Eighty-four per cent of respondents rented their accommodation from a private landlord or a housing association. Around half of respondents (55%) stated that they rented accommodation from a private landlord.
- 5.71 More than a quarter (29%) of respondents rented their accommodation from a housing association. Housing associations in Glasgow that have reported providing social accommodation to A8 migrant workers include Glasgow Housing Association (GHA), Glen Oaks Housing Association, and Govan Housing Association.
- 5.72 It has been widely reported in the national media that A8 migrant workers often stay in accommodation owned by their employer, especially in rural areas. However, the findings of the Glasgow survey show that only 2% of respondents reported staying in accommodation owned by their employer.
- 5.73 Only 3% of respondents reported that they live in owner-occupied accommodation.
- 5.74 Respondents to the survey were asked to state the housing type of their accommodation in Glasgow, which is shown in Table 5.7.

**Table 5.7: Housing Type (Survey)**

Housing Type	% of A8 Nationals
Tenement flat	44
Multi-storey flat	20
Four in a block	15
Terraced house	9
Semi detached	4
Part of a converted or divided house	1
Mobile or static caravan	<1

- 5.75 Around half of A8 nationals reported living in a tenement flat (44%). The next most common housing types were multi-storey flats (20%), four in a block (15%) and terraced housing (9%).
- 5.76 Respondents to the survey were asked if they had used housing information and advice services in Glasgow. 36% of respondents reported being aware of these services, and 12% had used them.

3% had not been able to find/use the service when they needed to, and 19% would like more information on housing services.

- 5.77 At a national level, accommodation is widely reported to be an area of concern in relation to A8 nationals. In many cases this is provided by the employer or agency and is therefore tied to the employment contract. This happens in some instances in Glasgow but is less prevalent than nationally. Difficulties also arise due to sheer lack of housing in some areas. This in turn may result in multiple occupancy and overcrowding, although multiple occupancy can also be a choice taken to keep costs down. There have been anecdotal reports of poor living conditions and overcrowding that have prompted Glasgow City Council and Citizens Advice Scotland to raise the issue of accommodation for migrant workers in the media.
- 5.78 Citizens Advice Scotland published a briefing paper in 2006 citing concerns over the living conditions of A8 migrant workers. Citizens Advice reported that workers had approached them with concerns about:
- living in overcrowded caravans;
  - being expected to sleep two in a bed or on the floor;
  - losing their accommodation when employment terminates unexpectedly; and
  - excessive deductions from salary for accommodation and utility costs.
- 5.79 Almost without exception, every service provider we spoke with during the course of the study confirmed these concerns in relation to housing for A8 nationals. There are widespread reports of overcrowding, unsafe living conditions and exploitation by landlords, and even some unconfirmed reports of people sleeping in shifts to maximise accommodation.
- 5.80 There are particular concerns about overcrowding where the residents are all members of one family. By law, this does not constitute multiple occupancy and the issue is therefore more difficult to address. This situation may become worse as people bring members of their family (and extended family) over to live with them at later stages.
- 5.81 Most of the information we received was anecdotal but there is also evidence available first-hand from, for example, health visitors who visit families in their home. There is a sense that HMO licensing arrangements need to be better enforced to address this issue.

- 5.82 There is a concern about housing that is linked to jobs, which this study suggests is reasonably prevalent. There are concerns that employers are charging inflated rent in some instances, and if somebody loses their job, they also lose their home.
- 5.83 There are some reports of a few cases of A8 nationals buying property but these tend to be people who are professionals employed in a skilled job intending to stay and are currently still very much in a minority.

### ***Availability of Housing***

#### ***Private Sector Housing***

- 5.84 Our study indicates that the vast majority of A8 nationals moving to Glasgow seek accommodation in the private rented sector. Whilst we found no evidence of A8 nationals experiencing difficulty in finding accommodation, in the medium term the migration of A8 nationals to Glasgow may result in pressure on the private rented sector, which is already experiencing some pressure due to calls on it from hospitals, students, the Glasgow Homelessness Partnership etc.

#### ***Social Rented Housing***

- 5.85 We understand that social rented housing is only an option once the migrant has worked continuously in the UK for a minimum of 12 months although there is a question around access if they can demonstrate that they can pay the full cost of the rent. The Scottish Executive has been asked by some local authorities to clarify the rights of A8 migrants in relation to social housing.
- 5.86 Housing associations have responded in different ways to the new population.
- 5.87 Some RSLs have offered secured tenancies, for example Glenoaks Housing Association made an arrangement with First Buses to provide accommodation to its A8 workers, as have GHA and New Shaws Housing Association.
- 5.88 Govan Housing Association has a BME development worker to assist in making the link to BME communities. This worker also has responsibility for A8 nationals and key parts of tenancy agreements have been translated.
- 5.89 Govan Housing Association held an open day for A8 nationals attended by over 500 people. The majority of those contacting them from A8 countries have been Polish. They have had very little

contact from Romas or other A8 nationals and generally speaking they have been able to house people quickly.

- 5.90 GHA is still developing its systems in relation to contact with A8 nationals but is in the process of developing an ethnic monitoring form which would allow for better statistical analysis of their clients. The number of applications they have had from A8 nationals continues to rise, largely through word of mouth.

### **Homelessness**

- 5.91 There is evidence at a national level that A8 migrant workers are experiencing forms of hidden or official homelessness upon their arrival in Scotland. A homeless shelter in Edinburgh reported that they are sheltering up to ten Polish migrants a night, while Edinburgh City Council has scrapped its 12 month rule on housing A8 migrants and begun to provide bed & breakfast and empty council housing to homeless migrants.
- 5.92 National level research has provided further evidence of A8 migrant worker experience of homelessness. The Scottish Council for Single Homeless (SCSH) published a report, 'Homeless A8 migrants – the Scottish Experience' Report in August 2006. The findings came from a survey of local authorities in Scotland and show that homeless applications from A8 migrant workers are on the rise in Scotland and that local authorities are unsure of how to approach the problem.
- 5.93 Local authorities have seen a significant rise in the number of homeless applications from A8 migrant workers. The greatest proportion of A8 applications are in the North East and South East of Scotland and the Highlands & Islands.
- 5.94 There were 833 homeless A8 applications in Scotland identified from the Scottish Council for Single Homeless research. This is just under 2% of all A8 WRS registered workers who have arrived in Scotland since May 2004, although this does not take into account that an individual can make multiple homeless applications. Just under 2% of all homeless applications in 2004-05 were from A8 nationals.
- 5.95 There were 274 homeless A8 applications in the Clyde Valley area identified from the Scottish Council for Single Homeless research. This includes Inverclyde, West Dunbartonshire, Renfrewshire, East Renfrewshire, Glasgow City, North Lanarkshire and South Lanarkshire. This represents just over 1% of all 2004-05 homeless applications.

- 5.96 There is evidence to suggest that local authorities do not fully understand their duties regarding housing and providing assistance to homeless A8 migrant workers. Many local authorities believe the duty to provide homelessness assistance to this group is linked to housing benefit regulations.
- 5.97 Five local authorities in the SCSH survey report significantly more migrant workers seeking housing advice than applying as homeless. This may suggest there are greater numbers of hidden homeless people who do not approach local authorities in these areas.
- 5.98 Around two thirds of local authorities were aware of A8 migrant workers seeking housing advice from independent advice agencies, such as churches and GP services.
- 5.99 The SCSH survey reports that the profile of homeless A8 migrant workers is as follows:
- homeless A8 migrant workers tend to be of working age and male;
  - evidence suggests that homeless A8 migrant workers tend to be single;
  - the predominant country of origin for homeless A8 migrant workers is Poland. The next most frequently recorded countries of origin were Slovakia and Latvia.
- 5.100 Sixteen local authorities reported being aware of A8 migrant workers having accommodation tied to their employment. In these circumstances, it is possible that the migrant worker could face eviction if they leave or lose the job. Despite the requirement for notice to be given by the employer to leave the accommodation, the amount of notice which is given depends on the employment contract or service occupancy agreement. This puts this group of A8 nationals at an increased risk of homelessness.
- 5.101 The survey of A8 nationals in Glasgow found that over half of respondents (55%) had experienced some form of homelessness. This was mainly in the form of living temporarily with friends and family (38%) upon arrival in Scotland. 16% of respondents had lived in bed & breakfasts for a period, while two respondents (1% of the total) had slept rough.
- 5.102 Over half of the respondents (55%) reported having experienced homelessness for up to three weeks, and a further 32% of respondents had experienced this for between three weeks and a month. Eight respondents (4% of the total) reported experiencing a form of homelessness for at least six months.

### Education

- 5.103 Education Services in Glasgow collect data annually on enrolments in schools and these can be broken down by both nationality and school.
- 5.104 The statistics do have some limitations - they were not available prior to the 2005/06 school year, and they do not show flow out again (meaning that if a child leaves during that school year, this is not reflected in the overall numbers) but it nevertheless serves as a useful means of determining numbers of A8 dependants of school age.
- 5.105 There are 323 A8 national children enrolled in schools and educational establishments in the Glasgow City Council area. Table 5.8 shows the number of children from each A8 country enrolled in schools in Glasgow and the number of schools that they attend.

**Table 5.8: A8 Children Attending Glasgow Schools (GCC)**

A8 Country of Origin	Number of Children (% of A8 total)	Number of Schools
Poland	191 (59%)	81
Slovakia	100 (31%)	9
Czech Republic	12 (4%)	8
Latvia	12 (4%)	5
Lithuania	5 (2%)	3
Estonia	3 (1%)	2
Hungary	0	0
Slovenia	0	0
<b>All</b>	<b>323</b>	

- 5.106 Table 5.8 shows that the majority of children (90%) from an A8 country attending Glasgow schools are either from Poland or Slovakia. There is at least one pupil from an A8 country in 28% of schools and educational establishments in Glasgow (91 out of 328 nursery, primary and secondary schools).
- 5.107 There are 191 Polish children attending 81 schools in Glasgow. The children are spread out throughout schools in Glasgow, with no more than 13 Polish children at any one school. There are 39 schools with only one Polish pupil. There is at least one Polish child attending 25% of schools and educational establishments in Glasgow.
- 5.108 There are 100 Slovakian children attending nine schools in Glasgow. These children are concentrated in a small number of schools, including Cuthbertson Primary School (Govanhill - 33 children),

Annette Street Primary School (Govanhill - 29 children), and Pollokshields Primary School (13 children).

- 5.109 The number of Slovakian children currently registered in schools is significantly lower than the number that service providers estimated to be living in the Govanhill area alone, and suggests that additional measures need to be put in place to ensure that they are registered for full-time education.
- 5.110 Some service providers noted the specific challenges of the Roma children in certain schools – including a need to understand cultural sensitivities, and the fact that teachers are often dealing with children with problem behaviour. In addition, it is quite common for Roma children to stop their formal education after primary school and workers we came into contact with need to encourage and ensure that the young people are given the opportunity to attend secondary school. Significant efforts and some successes have already been made in this respect.
- 5.111 Additional benefits, such as breakfast clubs and free school meals act as an incentive for Roma children, who mostly come from households suffering from poverty, to attend school.
- 5.112 There are a significant number of Slovakian children in schools in Glasgow, compared to the overall proportion of Slovakian registered workers. Only 12% of total A8 registered workers in Glasgow are Slovakian, compared with 31% of total A8 children in Glasgow schools. This equates to 100 children in schools and 376 registered workers.
- 5.113 The reasons for the high proportion of Slovakian children are not immediately clear, however our study suggests that the number of Slovakian adults living in the city is significantly higher than the figures for the Worker Registration Scheme suggest - there is a significant Roma population in the Govanhill area and it is likely that many of the adults in this population will not have registered on the WRS – and that this is the reason for the anomaly between the two data sets (WRS figures and Education enrolment figures). In addition, Roma families tend to have more children.
- 5.114 Parents of primary school children from A8 countries that we spoke with during the study cited good quality education as one of their main reasons for moving to the UK.
- 5.115 Schools are often a first port of call for A8 nationals with children when they arrive in Glasgow and therefore act as signposters to other services for parents.
- 5.116 The main pressures currently being experienced by schools are a demand for places and bilingual support services.



- 5.117 If numbers of A8 nationals (and dependant children) continue to rise at the current rate, there are likely to be significant pressures on some schools to provide places. This will be a particular issue if additional resources are not made available and will mean that funds set aside for other activities will have to be diverted. We understand that discussions are ongoing with the Scottish Executive in relation to budgetary pressures, but that decisions are not expected imminently.
- 5.118 Glasgow City Council Education Services recognises the importance of partnership as a means of addressing some of the issues that arise in relation to meeting the needs of a new population and are exploring opportunities for partnership working. The New Learning Community in the Shawlands cluster (in the Govanhill area) is already in discussions about best use of budgets, sharing resources where appropriate and ensuring English language support, for example, is made available across the cluster area. Historically the new learning communities have not shared resources in this way and this is an important step for them to take. Lessons learned may be transferable to other areas of the city.

### **Health**

- 5.119 The results of the Glasgow survey showed that only 58% of respondents had registered with a GP. This fits in with research and anecdotal evidence from around the country that suggests that A8 migrants are often reluctant to register with a GP. The Chairwoman of the Inverness Polish Association claimed in April 2007 that thousands of Poles in the Highlands are self-medicating because they are too embarrassed or unable to register with a GP. Mrs Wierbowicz-Fraser said that about 2,500 of the 8,000 Poles living in the Highlands were not registered with a GP.
- 5.120 Respondents to the Glasgow survey were asked if they were aware of the health services in Glasgow, whether they had accessed these services, whether they had had problems accessing services, and whether they would like further information. The survey findings showed that 32% of A8 nationals had used health services in Glasgow, that only 2% had had problems accessing these services, and that 18% would like more information on health services.
- 5.121 Across the A8 population demand for health services has been limited. This may be due to a number of factors:
- The majority the A8 migrants are between 16 and 34 years of age and as would be expected, their health needs are more limited

- Studies conducted elsewhere suggest a reluctance to register with GPs and this is also reflected in the Glasgow A8 population
  - A lack of knowledge of the services available
- 5.122 Tailored services have been put in place in Govanhill where there is a significant Roma population. The Daisy Street Drop-In Centre seeks to address some of the broader health issues specific to that particular community including:
- Sexual health
  - Immunisation
  - Public health issues
- 5.123 The Daisy Street Centre acts as a sign poster to other services such as housing, ESOL support and so forth.
- 5.124 There are specific concerns about pregnant women who often do not attend ante-natal care, and ensuring good access to sexual health services. A clinic is block booked with an interpreter available.
- 5.125 Immunisation is a further area of concern, particularly as diseases such as TB, which have been virtually eradicated in the UK, are prevalent in the Roma population. A8 nationals engage with the immunisation programme to some extent but there are still significant gaps.
- 5.126 There are significant pressures on health visitors' case loads in Govanhill resulting from the Roma community with complex needs.
- 5.127 A generic youth health service is available to young people through the Govanhill Youth Project.
- 5.128 A senior nurse for children's services employed by Greater Glasgow NHS has responsibility for A8 nationals. Through her work, and based on reports from health visitors, she noted a number of key issues arising in relation to health:
- Children in need of medical services were often not registered with GPs
  - There have been incidences of children not being properly fed and being taken to hospital suffering from dehydration/malnutrition
  - Children being inappropriately clothed for the weather

- Overcrowding in properties

5.129 These health workers estimate a Roma population of some 800 people - 520 adults and 280 children - based on a head count which they conducted. There is recognition that this figure is fluid, due to the transient nature of the Roma population.

5.130 A part-time health visitor was appointed to link to this community and encourage registration with GPs, schools etc.

5.131 This gives only a short-term picture of the pressures on the NHS, however in the longer term the demands on health services are likely to grow.

### ***Community Safety***

5.132 Nationally, there is evidence of some tensions and hostility against and amongst migrant workers in some areas. A racially-motivated assault on a Polish migrant worker in Edinburgh in 2007 raised the issue of tensions between migrant workers and the indigenous population in the media. The new head of the Commission for Racial Equality (CRE), Dr Kay Hampton, has since stated the growing need for the organisation to look at racial abuse faced by recent immigrants from Poland and other EU states.

5.133 There can be a lack of awareness, by local indigenous communities, of the economic value that migrant workers provide and confusion between categories of foreign nationals, such as migrant workers, asylum seekers and refugees, and of the different levels of rights and privileges they are each entitled to.

5.134 Conversely, there has been anecdotal evidence that immigrants from outside the EU already in Scotland may experience racism from A8 migrants. Migrants from the A8 countries are likely to have little experience of living alongside other BME communities that have largely already been integrated into the UK from Commonwealth countries such as India, Bangladesh, and Jamaica, and there is potential for tensions to grow between different national groups.

5.135 Relations between migrant workers and the indigenous population may have a different dynamic in rural areas. Rural authorities were previously little affected by immigration, but some are now experiencing large influxes of migrants. This is a new experience for the local population and local services, and has the potential to create tension. However, in some rural areas, such as the Highlands, migrants have been broadly welcomed as a boost to an area with a falling population.

5.136 Respondents in the Glasgow survey were asked if they had experienced any forms of hostility in Scotland since they had arrived. Table 5.9 outlines the responses.

**Table 5.9: Experience of Hostility (Survey)**

Experience of hostility in Scotland	% of A8 nationals
Physically attacked	8
Verbal threats	18
Unfair treatment when accessing services	13
Vandalism to property	10
Unfair treatment at work	23

5.137 Table 5.9 shows that A8 nationals in Glasgow had experienced some form of hostility in Scotland. Fifteen A8 nationals (7% of the total) reported being physically attacked, while 35 (17%) reported receiving verbal threats.

5.138 Some respondents reported that they received unfair treatment when accessing services (15%) and in employment (25%). This included difficulties in accessing financial services at banks and being poorly paid and overworked in employment.

**Table 5.10: Motivation for Hostility (Survey)**

Motivation for Hostility	% of A8 nationals who have experienced hostility
Area of residence	10
Unsure	8
Country of origin/nationality	62
Religion	3
Gender	3
Age	2
Sexuality	1
Race	3
Skin colour	0

5.139 The majority of respondents (62 %) who have experienced hostility believed that motivation for this hostility was their country of origin or nationality. This implies that most of the hostility directed towards respondents was perceived to be racially motivated.

5.140 Strathclyde Police reported that A8 nationals do not tend to report incidents of hostility and observed that this may be for a number of reasons – they have not been the victim of crime, they may have a fear and distrust of the police, or they may not wish to make contact with the police because they have not registered under the Workers Registration Scheme.

- 5.141 Our survey found that 19% of respondents have had contact with either the police or the justice system and that 91% of respondents would report an incident if they were a victim of crime.
- 5.142 The police are working with A8 communities to build trust, for example through churches, community groups and through targeted work in specific areas, for example the south side. They are endeavouring to make people more aware of the role of the police but they recognise that building trust and understanding can take time.
- 5.143 The overall impression of the police is that A8 nationals are generally law abiding with the majority of incidents relating to cultural differences in relation to crimes such as drink driving.
- 5.144 Specific issues arise in relation to the Roma population. The police reported more incidences of anti-social behaviour with this community.
- 5.145 Agencies we spoke with did not report any noticeable rise in A8 women involved in street prostitution. There is also little evidence of trafficking for prostitution.
- 5.146 There are few reports of hostility, although these are often not reported (as noted above) and there is a perception that A8 nationals are moving to Glasgow and taking jobs from locals that could lead to disharmony in communities.
- 5.147 In relation to the Roma population in Govanhill service providers reported general tolerance with some incidents of hostility (often in back courts to properties). There has been no increase in crime in the area, but there have been reports of increased anti-social behaviour.
- 5.148 Education Services reported incidents of tensions between children/young people in schools, particularly in the Govanhill area where there is a concentration of Romas. The tensions are tending to be between A8 nationals and young people of Asian descent and often on a Monday spilling over from the weekend. Education Services is due to analyse racial harassment statistics shortly and will assess these for any trends in relation to the A8 population. This data will give a better idea of the extent of hostilities in schools and will be helpful in informing assessments in relation to additional support needs in this area.
- 5.149 The Polish Club (Sikorski Club) in Glasgow reported hostility towards about three to four out of ten of its members, and incidences of both physical and verbal abuse had been reported to them. They advised that people know that they can go to the police

in these situations but tend not to because it is time consuming and there is often no real proof that the incident took place.

- 5.150 Housing associations reported some incidences of flats/houses with Polish tenants causing anti-social behaviour but these were limited.
- 5.151 Some agencies advised of reports they had had of tensions between A8 nationals and settled asylum seekers. Other agencies reported that A8 nationals are well respected by others and that they mix well with work colleagues and others.
- 5.152 Generally, people we spoke to reported that A8 nationals integrated relatively quickly, although it was widely recognised that a good command of English was important to the process of integration.

### ***Financial Inclusion***

- 5.153 Migrants can experience difficulties in accessing mainstream financial services, including setting up bank accounts and getting loans, due to difficulties in explaining requirements to bank staff and lack of appropriate documentation. Employers frequently retain Workers' passports and there are difficulties in providing proof of residence. However, some banks and financial institutions are now actively offering bank accounts and loans specifically to A8 migrant workers.
- 5.154 A8 nationals in Glasgow whom we consulted with during the study confirmed that they had had difficulties opening a bank account.
- 5.155 Respondents to the Glasgow survey were asked about their awareness and use of financial services. 42% stated that they had used financial inclusion services, such as opening a bank account, while 1% had had problems in accessing such services. It is possible that the remaining respondents may be self-excluding themselves from financial services in the belief, which is often correct, that they would experience difficulties in opening an account or accessing credit.
- 5.156 A minority of respondents to the survey (4%) had used money and debt advice services in the past. However, 5% have been unable to find or access this kind of service. 21% of respondents would like more information on money and debt advice, indicating that this type of service is important for A8 migrant workers.

### **Benefits**

- 5.157 A8 migrant workers cannot access social security benefits until they have been resident registered as and working for at least 12 months prior to application.
- 5.158 There have been 568 applications for tax-funded, income-related benefits by A8 migrants workers living in Scotland since May 2004. This figure represents 1.3% of the total A8 migrant workers that have registered in Scotland.
- 5.159 UK figures show that around 18.7% of applications for benefits from A8 nationals were accepted. Using this figure, it is likely that around 100 applications for income-related benefits from A8 migrant workers living in Scotland were accepted. This is 0.2% of the total A8 migrant workers that have registered in Scotland.
- 5.160 There is no evidence to date that the A8 population is draining the welfare system and feedback we have had during the study suggests that there is strong work ethic, with little desire to be in a position where it was necessary to draw down benefits.

### **Conclusions**

- 5.161 As this study illustrates, the A8 population is diverse and has a range of needs which need to be taken account of in service planning in delivery.
- 5.162 Some services are coping well with the numbers of A8 nationals who are accessing these services and do not anticipate pressures in the medium-term. Others are already starting to feel the pressure that the new population is having on service provision.
- 5.163 In addition, the needs of the A8 population will change over time and it is important that services take account of these changes.
- 5.164 Better knowledge and understanding of the size and profile of the A8 population and strategic planning of services to take account of this new and growing community will be crucial to ensuring that services can continue to support and meet the needs of A8 nationals in the future.

## 6 Conclusions and Recommendations

### Conclusions

- 6.1 A8 migration to Glasgow offers significant opportunities to A8 nationals, but Glasgow also has much to benefit from the emerging new communities.
- 6.2 The increasing numbers of A8 nationals may directly impact on existing policies, and the city's ability to implement these, and it will almost inevitably have an impact on budgetary allocations in relation to services.
- 6.3 It is critical that sufficient information is available to strategic planners to ensure that policy and resource decisions can be well informed.
- 6.4 This chapter draws together conclusions in relation to the numbers of A8 nationals currently estimated to be in Glasgow, the numbers expected to be in the city in 12 months time, and the impact that these numbers will have on service planning and provision in the city. It explores their potential impact on key strategies, and highlights the need for clear and joined-up strategic planning.

### Number of A8 Nationals in Glasgow

- 6.5 National data, including the Worker Registration Scheme data and National Insurance data, do not give a comprehensive understanding of the numbers of A8 nationals in Glasgow. They give a false sense of the numbers of people entering Glasgow - the numbers entering are significantly higher than these data sources suggest for a number of reasons - the WRS does not require all individuals to register, and not all those who should be registering on the WRS or for national insurance numbers have done so. Some do not know they are required to register, some actively choose not to, and some find the cost of registering prohibitive.
- 6.6 Nationally available figures give no indication of the flow of A8 nationals out of Glasgow again (to other parts of the UK, back home or to elsewhere abroad) and estimated in-flow can only be calculated on the basis of national level data which we know does not give the full picture.
- 6.7 Projections for future growth are almost non-existent.



### **Recommendation 1**

Glasgow City Council to consider raising with central government the issue of registration and the lack of accurate data available on the numbers of A8 nationals in the UK.

### **Recommendation 2**

Raise awareness of need to register on the WRS, and for national insurance numbers, with both A8 nationals and employers, and consider a city-wide policy in relation to subsidising the cost of registering.

- 6.8 Our study estimates that the current number of A8 nationals who have entered/moved to Glasgow is higher than 5000 and that the flow out over a 12 month period could be up to 400 people.
- 6.9 The volume of A8 migrants coming into the city is continuing to rise and there is no indication to suggest that the flow will diminish in the short term.
- 6.10 In 12 months time, we estimate that the A8 population in Glasgow could have risen to as many as 7,905 people.

### **Profile of A8 Nationals in Glasgow**

- 6.11 The A8 population in Glasgow is predominantly Polish, with a significant community of Slovaks (primarily Slovak Romas), and small numbers of migrants from the remaining A8 countries.
- 6.12 The majority of A8 nationals are aged between 16 and 34 years and the male to female ratio is in the region of 60:40.
- 6.13 The A8 population is spread across the city with small clusters, for example in Govanhill, also taking shape.
- 6.14 Most are housed in private rented accommodation.
- 6.15 Half of the A8 population has been living in Glasgow for under 12 months, and most others have moved here since accession in 2004. Our survey suggests that two thirds of the population intends to stay longer-term – a third indicated they intended to stay between one and five years, and a further third for longer than five years.
- 6.16 There is currently one dependant for every ten A8 migrants who move to Glasgow and a further 11% intend bringing their family over at some point in the future.
- 6.17 These findings have significant implications for service planning and provision.

- 6.18 The A8 population is diverse, and for service planning purposes close attention should be paid to this diversity. The needs of different groupings within the wider A8 community vary significantly and will require a range of different support mechanisms. The Polish community already has a reputation for being well informed and in many respects self-sufficient. The Slovak Roma community in contrast, has a range of complex support needs.

### **Recommendation 3**

Service providers to take account of the diversity of the A8 population in service planning.

### **Employment of A8 Nationals**

- 6.19 There is a strong work ethic amongst A8 nationals and the vast majority move to Glasgow with the intention to work. Most who wish to work have already found employment and there is no sense that they will put pressure on the welfare system in the short or medium term.
- 6.20 However, many are employed in jobs which are significantly below their skill levels and often work in entry level positions. Whilst for many the initial priority was to seek employment which paid sufficiently well, regardless of the level or nature of that employment, careers services are reporting A8 nationals returning to them after a period of time looking for assistance in progressing into more skilled employment.
- 6.21 For some, progression within a company or employment in a more skilled occupation has been hindered by their ability to demonstrate the levels of competence that they have (qualifications are often not easily comparable), but progression has also in some cases been limited by their ability to speak sufficiently good English.
- 6.22 Most A8 nationals are employed in a small number of sectors – primarily hospitality and catering, administration, business and management, manufacturing and construction.
- 6.23 Most employers report having had very good experience of employing A8 nationals, citing their strong work ethic, reliability, and flexibility as particularly attractive traits. Some of the challenges employers face in employing A8 nationals include poor English, and a lack of awareness of health and safety regulations.
- 6.24 Some concerns were raised in relation to working conditions with reports of exploitation on the part of some employers. The nature

of unfair treatment being reported to us is of a serious nature and it is important that steps are taken to address this.

- 6.25 Concerns about the impact of A8 nationals on Glasgow's Worklessness Strategy were not confirmed through this study. Service providers we consulted indicated that A8 nationals were often taking up posts which the indigenous population would not, or they were filling skills gaps in Glasgow. In addition, service providers generally seemed to believe that there was room in the labour market for both the existing Glasgow population (including those currently further removed from the labour market) and the new communities. Unemployment rates have dropped in the period since accession, suggesting that service providers' views may be right, but we suggest close monitoring of this on an ongoing basis to ensure that the Worklessness Strategy targets can be assured of being achieved.

#### **Recommendation 4**

Continue to monitor unemployment rates, employment levels and worklessness targets regularly to ensure that significant issues are picked up quickly and can be addressed.

#### **Recommendation 5**

Gangmaster legislation covers a limited range of sectors and is inadequate to cover gangmaster activity. This is an issue that should be raised with national government.

#### **Business Start-up**

- 6.26 There is a higher rate of entrepreneurial aspirations amongst A8 nationals than across the population of Glasgow as a whole and this enterprising spirit should be encouraged. More pro-active targeting of the A8 community and awareness raising of business support services may help to encourage business start up, which in turn would have a positive impact on Glasgow's business birth rate, and could result in job creation for the local population.

#### **Recommendation 6**

Ensure business-start up advice is more visible and accessible to the A8 population.

#### **Data Collection**

- 6.27 Few service providers are currently recording the numbers of A8 nationals who access their services. Many collect data on service

users based on the census breakdown for ethnic minorities, which would predominantly record A8 nationals as White European and not distinguish them from other Europeans residing here. Add to this the constraints of the national data available and service providers currently have a very unclear picture of the numbers likely to access their services. This hinders effective service planning for the A8 nationals as a group with specific and often diverse needs.

#### **Recommendation 7**

Service providers to be encouraged to improve data collection in relation to the A8 population. This will be particularly important if the A8 population continues to grow.

#### **Recommendation 8**

Lobby the Scottish Executive and the Home Office to develop a system to gather more accurate, up to date data on the A8 population at national level, and consistent, comparable data at local authority level.

### **Health**

- 6.28 A8 nationals moving to Glasgow are generally young which means that their health needs are relatively limited. Despite this relative good health amongst the A8 population, GP registration should be encouraged. Many are not yet registered with a GP and this is something which should be actively pursued.

#### **Recommendation 9**

Services to work together to encourage increased registration with GPs and to monitor impact on GP and other NHS services.

- 6.29 The Slovak Roma community has more complex health needs relating to, for example, immunisation, and health issues arising from the poverty in which many of them are living. These needs are putting pressure on health staff in the areas in which they are living and this should be reviewed in terms of prioritisation of resources.

#### **Recommendation 10**

Service planners to factor in additional pressures on local services as a result of the complex health and wellbeing support needs of the growing Roma population in Glasgow.

### **Knowledge and Use of Public Services**

- 6.30 Awareness of services is generally reasonable, and the Polish community in particular seems to be well-informed, but some services continue to remain largely invisible to A8 nationals.
- 6.31 Those least visible services include childcare, business start-up support, money and debt advice, and housing advice.
- 6.32 We identified an active desire for more information in relation to benefits and pensions, employment opportunities and careers advice, money and debt advice, and business start-up assistance.
- 6.33 The Scottish Executive has encouraged migration into Scotland through the Fresh Talent initiative. Whilst it has developed a Fresh Talent welcome pack, there has otherwise been little activity to support settlement and integration.

#### **Recommendation 11**

Increase accessibility of identified services to A8 population.

#### **Recommendation 12**

Lobby the Scottish Executive to increase its own activities to integrate migrants to Scotland.

- 6.34 Most A8 nationals use family and friends to find out about services, with dedicated websites a close second. Translated leaflets, citizens advice bureaux, and community venues have not been popular sources of advice or information to date, but this may be more to do with their usefulness as information sources to date rather than the media themselves being unpopular. A significant percentage of those people we consulted with indicated that they would like to receive information on services through dedicated websites, translated leaflets and their employer in future.

#### **Recommendation 13**

Increase availability of information on services through dedicated websites already in place, citizens advice bureaux, and community venues, and consider other means of future information dissemination.

- 6.35 Whilst some of the people we consulted with had heard of or seen the Welcome to Glasgow Pack, it was generally unknown. Employers also had little knowledge of the pack.

#### **Recommendation 14**

Raise awareness of and distribute the Welcome to Glasgow Pack much more widely, including to employers who are known to employ A8 nationals regularly, and to service providers who link with A8 nationals.

#### **Impact on Services**

- 6.36 This study found a mixed picture in relation to the impact on services of the new population.
- 6.37 Employment services, Scottish Enterprise and Careers Scotland gave no indication of current or anticipated pressure on services.
- 6.38 Pressures or potential pressure were however identified by some other service providers.

#### ***ESOL and Interpreting Services***

- 6.39 There is evidence of significant and widespread pressure on ESOL and interpreting services. There are reports of extensive and lengthy waiting times for ESOL courses, and many service providers report difficulties in relation to accessing interpreting services.
- 6.40 There is clearly a lack of ESOL provision in the city and inadequate resources available within organisations to extend this provision. This is a particular concern in relation to education, where we found evidence of the central bi-lingual support services being severely stretched by the expanding demands on it. Extending the ESOL provision in the city is vital to address a number of key issues – ensuring that A8s can fully participate in the labour market, ensuring that their dependants can participate fully in education, and ensuring that they can fully participate in community life, thereby benefiting community cohesion.

#### **Recommendation 15**

Increase resources available for ESOL provision in the city.

- 6.41 In relation to interpreting, the picture is less clear. Some services have in-house interpreting services which meet their needs. Others have to access external interpreting support and this is less readily available. It is unclear from our study whether there are a lack of interpreting services across the city, or whether better joint planning and sharing of resources would address some of the issues we identified.

**Recommendation 16**

Review interpreting services in the city, and identify and fill gaps as required. This may include the need to train additional interpreters, possibly drawing on the A8 community to fill vacancies.

***Education***

- 6.42 Whilst schools are meeting demand currently, there may be future pressure on educational establishments in relation to places, particular in areas where there are larger groupings of A8 nationals, and if the A8 population continues to grow at its current rate. To date no additional resources have been made available to expand school provision.

**Recommendation 17**

Close monitoring of number and location of A8 dependants and consideration of allocating additional resources to schools as required.

***Housing***

- 6.43 We found no evidence of current pressures on the private rented sector or the social rented sector. However, should the A8 population continue to grow, and if pressures continue to increase from elsewhere, there may be issues in relation to availability of housing in the private rented sector. Any changes in relation to homelessness status of A8 nationals could have a significant impact on the social rented sector.

**Recommendation 18**

Close monitoring of private rented and social rented housing sectors particularly in light of any emerging policy changes.

***Community Safety***

- 6.44 The police and other service providers in Glasgow did not report any serious concerns in relation to community safety emerging as a result of the influx of A8 nationals. Whilst there have been an increase in incidences of anti-social behaviour linked to the Slovak Roma population, and some reports of hostility to the A8 population more widely, these have been limited and the police speak of a largely law abiding community and few issues arising in relation community safety more widely.

### **Recommendation 19**

Ensure continued promotion of A8 nationals as beneficial to the city in relation to the skills gaps that they are filling, and their wider contribution to the economy.

### **Service Planning and Delivery**

- 6.45 We found only limited evidence of joint planning and delivery in relation to providing services to the A8 population. Whilst dedicated services are generally not felt to be the best approach (and there is general consensus that integration into the mainstream is preferable), more-joined up planning and more integrated delivery of services would benefit the A8 population. There are a few good examples of where this is already happening (for example in one of the New Learning Communities in the Govanhill area of the city, by the CHCP in relation to the health needs of the Slovak Roma population in Govanhill where services have joined up to address need, and in Careers Scotland which has a cross-Scotland group which is looking at the impact of migrant workers on their services and examining the resources that are available to work with them and how these might best be used), and should be learned from.

### **Recommendation 20**

More joined-up planning and delivery of services to ensure high quality, accessible service provision to A8 nationals, and better sharing of learning in relation to this new community.

- 6.46 As already noted the A8 population is diverse and has a range of needs which need to be taken account of in service planning in delivery. In addition, the needs of the A8 population will change over time and it is important that services take account of these changes.
- 6.47 In particular, it is important to recognise the full continuum of support that A8 nationals will need – from information and advice prior to their arrival in Glasgow, to support and advice when they arrive, and ongoing support as they settle longer term.

### **Recommendation 21**

Ensure service planning and delivery takes account of A8 nationals' needs at all key stages.



## Appendix 1

### Service Provider Interview Schedule

#### A8 Nationals in Glasgow, Renfrewshire and East Renfrewshire

##### Service Providers' Interview Schedule

***For each question we will explore whether there are any differences between different A8 nationalities, and between different cultures and groups within these nationalities.***

##### ***Profile of A8 Nationals***

Do you gather statistics on the number of A8 nationals accessing your services (this may be included as part of the service's overall ethnic monitoring data)?

If yes, can you provide us with these figures? Are these figures broken down by nationality, age, gender, etc? For which years can you provide us with this data?

If no, do you plan to collect this information in the future? If so, how will you do this?

If you do not collect statistics about the A8 nationals accessing your services, then what sense do you have of the age, nationality and gender of A8 nationals who you provide services to? Has this changed over the past two years? If so, how?

What sense do you have of how long individuals from the A8 countries plan to stay in Scotland/your area?

##### ***Housing of A8 Nationals***

What sense do you have of the type of housing that A8 nationals in your area access (private rented, public sector, owner occupied, etc)? Does this pattern change the longer an A8 national stays in this country?

What are the main types and sizes of households that A8 nationals live in (i.e. families, shared accommodation, living alone, etc)? Does this pattern change the longer an A8 national stays in this country?

Do you have a sense that A8 nationals are getting access to the types of housing that they need/want?

### ***Employment of A8 Nationals***

In your experience, what types of employment do A8 nationals in your area typically take up? Does this change the longer an A8 national stays in this country?

What work experience or qualifications do A8 nationals bring with them when they move to Scotland?

What sense do you have that A8 nationals are keen to move into different jobs/types of employment from those in which they're currently employed?

What areas of employment do you think that A8 nationals wish to move into?

### ***Service Provision to A8 Nationals***

In your experience what awareness do A8 nationals have of their rights and responsibilities in relation to taxes (including Council Tax), employment, housing, minimum wage, benefits, health and safety, education provision, community safety, health care, language classes, financial inclusion services, etc?

What particular issues are there for A8 nationals in your area of service provision (e.g. police – crime/victims of crime; health – access to GPs/dentists; EMLC – employment rights; GHA – access to housing; education – A8 children in schools; etc)?

Are you aware of any hostility towards A8 nationals amongst other people in your area?

Do you offer (or plan to offer) any specific services to A8 nationals in your area? If so, which services do you offer?

Do you take (or plan to take) any particular measures to make your services more accessible to A8 nationals (e.g. translated promotional materials, posters in community venues/clubs, talks to local A8 groups, etc)?

Are you aware of any organisations or agencies offering specific services for A8 nationals?

What are the barriers facing A8 nationals in accessing services in your area? How might these barriers be addressed?



What gaps/pressures are there on services currently provided or available to A8 nationals?

To what extent do public organisations in your area currently work together to identify and address the particular needs of A8 nationals?

Is greater co-ordination and joint service planning and delivery required to specifically meet the needs of A8 nationals in your area?

## Appendix 2

### List of Key Stakeholder Organisations Interviewed - Glasgow

Social Work Services, Glasgow City Council  
Homelessness Partnership, Glasgow City Council  
South East Glasgow Community Health and Care Partnership  
Glasgow Translation and Interpretation Service  
Education Services, Glasgow City Council  
Development and Regeneration Services, Glasgow City Council  
Scottish Enterprise Glasgow  
Community Safety Department, Strathclyde Police  
The Sikorski Polish Club  
North Glasgow College  
Langside College  
Glasgow Housing Association  
Ethnic Minority Law Centre  
Ethnic Minority Enterprise Centre  
New Shaws Housing Association  
Careers Scotland  
Jobcentre Plus  
Glasgow Anti Racist Alliance

**Appendix 3**

**Survey Questionnaire**

**(Profile)**

<b>Q1. What country are you a citizen of? (please tick all that apply)</b>			
Czech Republic	<input type="checkbox"/>	Lithuania	<input type="checkbox"/>
Estonia	<input type="checkbox"/>	Poland	<input type="checkbox"/>
Hungary	<input type="checkbox"/>	Slovakia	<input type="checkbox"/>
Latvia	<input type="checkbox"/>	Slovenia	<input type="checkbox"/>
<b>Other – Terminate Interview</b>			<input type="checkbox"/>

<b>Q2. How would you rate your spoken English? (please tick)</b>			
Bilingual	<input type="checkbox"/>	Basic	<input type="checkbox"/>
Proficient	<input type="checkbox"/>	Poor/Non English speaker	<input type="checkbox"/>
Adequate	<input type="checkbox"/>		

<b>Q3. How would you rate your written English? (please tick)</b>			
Bilingual	<input type="checkbox"/>	Basic	<input type="checkbox"/>
Proficient	<input type="checkbox"/>	Poor/not able to read or write in English	<input type="checkbox"/>
Adequate	<input type="checkbox"/>		

<b>Q4. What is your gender? (please tick)</b>			
Male	<input type="checkbox"/>	Female	<input type="checkbox"/>

<b>Q5. Which of the following age ranges applies to you? (please tick)</b>			
16 – 24	<input type="checkbox"/>	25 – 34	<input type="checkbox"/>
35 – 44	<input type="checkbox"/>	45 – 54	<input type="checkbox"/>
55 – 64	<input type="checkbox"/>	65+	<input type="checkbox"/>

<b>Q6. What is your current employment status? (please tick all that apply)</b>			
Full-time paid work	<input type="checkbox"/>	Unemployed	<input type="checkbox"/>
Part-time paid work	<input type="checkbox"/>	Long-term sick or disabled	<input type="checkbox"/>
Full-time education	<input type="checkbox"/>	Looking after home or family	<input type="checkbox"/>
Part-time education	<input type="checkbox"/>	Retired	<input type="checkbox"/>
Self-employed	<input type="checkbox"/>		
Other (please specify)	<input type="checkbox"/>	_____	

<b>Q7. How long have you been living in Scotland? (please tick)</b>			
Up to 3 months	<input type="checkbox"/>	4 months to 6 months	<input type="checkbox"/>
7 months to 12 months	<input type="checkbox"/>	13 months to 18 months	<input type="checkbox"/>
19 months to 2 years	<input type="checkbox"/>	More than 2 years	<input type="checkbox"/>
Prior to 1 May 2004	<input type="checkbox"/>		

<b>Q8. Why did you choose to come to Scotland? (please tick all that apply)</b>			
Set up business	<input type="checkbox"/>	Quality of life	<input type="checkbox"/>
Use language/ develop language	<input type="checkbox"/>	Economic gain	<input type="checkbox"/>
Recommended by friends or family	<input type="checkbox"/>	Career opportunities	<input type="checkbox"/>
Start Education/Continue Education	<input type="checkbox"/>	Raise family	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	_____	

**(Accommodation and Household)**

<b>Q9. Why did you decide to live in the area you do? (please describe briefly)</b>

<b>Q10. Is your accommodation.. (please tick)</b>			
Owned by your employer	<input type="checkbox"/>	Rented – Private landlord	<input type="checkbox"/>
Owned by you or someone who lives in it	<input type="checkbox"/>	Rented – Council	<input type="checkbox"/>
Rented – Housing Association	<input type="checkbox"/>		
Other (please specify)	<input type="checkbox"/>	_____	

<b>Q11. What type of accommodation do you live in? (please tick)</b>			
Tenement flat	<input type="checkbox"/>	Terraced House	<input type="checkbox"/>
Four in a block	<input type="checkbox"/>	Semi detached	<input type="checkbox"/>
Multi-storey flat/deck access	<input type="checkbox"/>	Mobile caravan	<input type="checkbox"/>
Part of a converted or shared house (including bed-sits)	<input type="checkbox"/>	Static caravan	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	_____	

**Q12. Who else lives in your place of residence? (please tick all that apply)**

Sole occupier

Lives with partner/spouse

Lives with other relatives, including children

Lives with their own children

Lives with work colleagues

Lives with other unrelated people, (please specify)

\_\_\_\_\_

Please specify the number of occupants where applicable					
1	2	3	4	5	6+

**Q13. When you move on from your current accommodation, what are your housing intentions? (please tick)**

Returning home to your home country  Buy a property locally

Do not intend moving  Rent outwith the local area

Move to rented accommodation locally  Buy outwith the local area

Other (please specify)

\_\_\_\_\_

**(Family and Support)**

**Q14. Do you financially support any members of your family in your home country? (please tick)**

Yes  No

**Q15. Do you plan to bring your family over to live with you? (please tick)**

Yes  No  Not sure

**Q16. If yes, when do they intend to come over? (please tick)**

In the next Month  After one month, up to three months from now

After three months, up to six months from now  After six months, up to one year from now

After one year, up to three years from now  After three years from now

**Q17. If yes, whom do you intend to bring over? (please tick all that apply)**

Husband/wife/partner

Children

Wider family

<i>Please specify the number of occupants where applicable</i>					
1	2	3	4	5	6+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(Experience of Sleeping Rough and Hidden Homelessness)**

**Q18. Since arriving in Scotland, have you experienced any of the following at any time? (please tick all that apply)**

- Living in Bed and Breakfasts, hostels or other temporary accommodation
- Living temporarily with friends or family
- Rough sleeping on streets, in cars or in abandoned/unoccupied accommodation (squatting)
- Other (please specify) \_\_\_\_\_
- Don't know \_\_\_\_\_

**Q19. If applicable, how long did you experience these conditions for? (please tick)**

- 1 night only  Less than 1 week
- 1-2 weeks  3 weeks to 1 month
- More than 1 month (please specify)  \_\_\_\_\_

**(Experience of Hostility)**

**Q20. Have you experienced hostility in Scotland in any of the following ways? (please tick all that apply)**

- Physically attacked  Vandalism to your property
- Verbal threats  Unfair treatment at work
- Unfair treatment when accessing services
- Other forms of harassment (please specify)  \_\_\_\_\_



**Q21. If you have answered yes to any of the above, do you think that it might have been motivated for any of the following reasons? (please tick all that apply)**

Your skin colour	<input type="checkbox"/>	Your sexuality	<input type="checkbox"/>
Your race	<input type="checkbox"/>	Your gender	<input type="checkbox"/>
Your country of origin/nationality	<input type="checkbox"/>	Your age	<input type="checkbox"/>
The area where you live	<input type="checkbox"/>	None of the reasons listed	<input type="checkbox"/>
Your religion	<input type="checkbox"/>	Don't know	<input type="checkbox"/>

**Q22. Since arriving in Scotland, have you had any contact with either the police or the justice system? (please tick)**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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**Q23. If you were a victim of crime, would you report this to the police? (please tick)**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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**Q24. Why/Why not? (please describe briefly)**


**Q25. Since arriving in Scotland, do you feel that you have been unfairly treated in any way? (e.g. wages/salary, rent levels, service charges, housing standards). If so, by whom? (e.g. employer, landlord, recruitment agent, Local Authority) (please describe briefly)**


**(Awareness of Rights and Responsibilities, Access to Services)**

**Q26. What information did you need when you first arrived in Scotland (e.g. information on how to get work, register with doctor, where to get accommodation - please describe briefly)**


**Q27. What services did you need when you first arrived in Scotland (e.g. schools, employment services, language classes, housing advice- please describe briefly)**


**Q28. Are you aware of the following services available to you? Have you used any of the following services? Would you like to know more about them? (please tick all that apply)**

	Aware of service	Have used service	Have not been able to find/use service	Would like more information
Benefits and pensions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business start up assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language services e.g. classes, translation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial inclusion e.g. bank accounts, credit unions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment Opportunities and careers advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Money and debt advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing information and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worker Registration scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health and Safety at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further Education and Higher Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Care Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q29. How do you know about these services? (please tick all that apply)**

Informed of services by employer	<input type="checkbox"/>	Contacted organisations directly	<input type="checkbox"/>
Informed of services by landlord	<input type="checkbox"/>	Friends/family told me about them	<input type="checkbox"/>
Referred from another organisation (please specify)	<input type="checkbox"/>	Publicity (please specify type and location of publicity)	<input type="checkbox"/>
Other (please specify) <input type="checkbox"/>			

**Q30. When you are looking for information, who do you ask/where do you go? (please tick all that apply)**

Through family/friends	<input type="checkbox"/>	Through translated leaflets	<input type="checkbox"/>
Through employer	<input type="checkbox"/>	Through a dedicated web site	<input type="checkbox"/>
Through the local Citizens' Advice Bureau	<input type="checkbox"/>	Through the local place of worship (please specify)	<input type="checkbox"/>
Through community venues (please specify)	<input type="checkbox"/>		
Other (please specify) <input type="checkbox"/>			

**Q31. What is the most useful way that information could be provided to people in your situation? (please tick all that apply)**

Through employer	<input type="checkbox"/>	Through a dedicated web site	<input type="checkbox"/>
Through translated leaflets	<input type="checkbox"/>		
Through the local place of worship (please specify)	<input type="checkbox"/>		
Through community venues (please specify)	<input type="checkbox"/>		
Other (please specify) <input type="checkbox"/>			

**Q32. Have you registered with a GP? (please tick)**

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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**(Nature of work engaged in)**

**Q33. What qualifications do you have (please tick all that apply)**

Degree	<input type="checkbox"/>	High School or equivalent	<input type="checkbox"/>
Postgraduate (e.g. Masters, PhD)	<input type="checkbox"/>	Apprenticeship or equivalent	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	Diploma or equivalent	<input type="checkbox"/>
None of the above <input type="checkbox"/>			

<b>Q34. How many different jobs have you had since arriving in Scotland? (please tick)</b>			
0	<input type="checkbox"/>	1-2	<input type="checkbox"/>
3-5	<input type="checkbox"/>	6-10	<input type="checkbox"/>
10+	<input type="checkbox"/>		

<b>Q35. What criteria are most important to you in selecting work? (please tick the 3 most important)</b>			
Salary/rate of pay	<input type="checkbox"/>	Job Security	<input type="checkbox"/>
Working conditions	<input type="checkbox"/>	Working hours	<input type="checkbox"/>
Flexibility	<input type="checkbox"/>	Career Development	<input type="checkbox"/>
Location	<input type="checkbox"/>	Industry Sector	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	_____	

<b>Q36. Which sector do you work in? (please tick)</b>			
Administration, Business and Management	<input type="checkbox"/>	Hospitality and catering	<input type="checkbox"/>
Agriculture	<input type="checkbox"/>	Manufacturing	<input type="checkbox"/>
Food Processing	<input type="checkbox"/>	Government health and medical services	<input type="checkbox"/>
Retail and related services	<input type="checkbox"/>	Construction and land services	<input type="checkbox"/>
Arts, entertainment, leisure and sport	<input type="checkbox"/>	Transport	<input type="checkbox"/>
Professional – legal etc	<input type="checkbox"/>		
Other (please specify)	<input type="checkbox"/>	_____	

<b>Q37. What occupation do you currently have? (please tick)</b>			
Unskilled manual	<input type="checkbox"/>	Clerical/secretarial	<input type="checkbox"/>
Semi-skilled manual	<input type="checkbox"/>	Junior technical/professional	<input type="checkbox"/>
Skilled manual	<input type="checkbox"/>	Senior technical/professional	<input type="checkbox"/>
Supervisor	<input type="checkbox"/>	Manager	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	_____	

**(Previous Employment in Home Country)**

<b>Q38. In which sector did you work in your home country? (please tick)</b>			
Administration, Business and Management	<input type="checkbox"/>	Hospitality and catering	<input type="checkbox"/>
Agriculture	<input type="checkbox"/>	Manufacturing	<input type="checkbox"/>
Food Processing	<input type="checkbox"/>	Government health and medical services	<input type="checkbox"/>
Retail and related services	<input type="checkbox"/>	Construction and land services	<input type="checkbox"/>
Transport	<input type="checkbox"/>	Arts, entertainment, leisure and sport	<input type="checkbox"/>
Professional – legal etc	<input type="checkbox"/>		
Other (please specify)	<input type="checkbox"/>	_____	

<b>Q39. What occupation did you have in your home country? (please tick)</b>			
Unskilled manual	<input type="checkbox"/>	Clerical/secretarial	<input type="checkbox"/>
Semi-skilled manual	<input type="checkbox"/>	Junior technical/professional	<input type="checkbox"/>
Skilled manual	<input type="checkbox"/>	Senior technical/professional	<input type="checkbox"/>
Supervisor	<input type="checkbox"/>	Manager	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	_____	

<b>Q40. Compared to your employment in your home country, are your current wages/salary. (please tick).</b>			
Much better	<input type="checkbox"/>	Much worse	<input type="checkbox"/>
Slightly better	<input type="checkbox"/>	Slightly worse	<input type="checkbox"/>
About the same	<input type="checkbox"/>		

<b>Q41. Compared to your employment in your home country, is your current work (please tick)</b>			
At a much higher level	<input type="checkbox"/>	At a much lower level	<input type="checkbox"/>
At a slightly higher level	<input type="checkbox"/>	At a slightly lower level	<input type="checkbox"/>
At about the same level	<input type="checkbox"/>		

<b>Q42. Are you currently registered with the Worker Registration Scheme or have you recently applied? (please tick)</b>	
Have applied for the Worker Registration Scheme	<input type="checkbox"/>
Am currently registered with the Worker Registration Scheme	<input type="checkbox"/>
Have neither applied or am registered on the Worker Registration Scheme	<input type="checkbox"/>

**(Long term intentions)**

<b>Q43. How long do you intend to stay in Scotland? (please tick)</b>			
Up to 3 months	<input type="checkbox"/>	4 months, up to 1 year	<input type="checkbox"/>
13 months up to 5 years	<input type="checkbox"/>	5 years, 1 month up to 10 years	<input type="checkbox"/>
More than 10 years	<input type="checkbox"/>	Don't know	<input type="checkbox"/>

<b>Q44. What are your long-term career aspirations in Scotland? (please tick all that apply)</b>			
Plan to be in the same job	<input type="checkbox"/>	Change of career	<input type="checkbox"/>
Secure full time work	<input type="checkbox"/>	Set up business	<input type="checkbox"/>
Work at a more senior/more skilled level	<input type="checkbox"/>	Study	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	_____	

**(Contact Details)**

<b>Q45. Would you like to enter our prize draw for £100 of Tesco Vouchers? (please tick)</b>	
Yes	<input type="checkbox"/> No <input type="checkbox"/>

<b>Q46. Blake Stevenson may want to call you if you win the prize or to invite you to a discussion group. Could you please provide your telephone number. Glasgow Council would also like to learn where A8 nationals live, so they can provide local services. Could you please provide your address and/or post code. This information will not be given to any third party and will be deleted after the survey is complete.</b>	
Post Code (please provide full post code)	Telephone Number
_____	_____
Address (including flat no./house no.)	
_____	

**1 Melville Park, Edinburgh, EH28 8PJ**  
 PH: 44(0)131 335 3700 FX: 44(0)131 333 1033  
 admin@blakestevenson.co.uk www.blakestevenson.co.uk

**(Profil)**

<b>Q1. Jakiej jesteś narodowości? (więcej niż jedna opcja możliwa)</b>		
Republika Czeska	<input type="checkbox"/>	Litwa <input type="checkbox"/>
Estonia	<input type="checkbox"/>	Polska <input type="checkbox"/>
Węgry	<input type="checkbox"/>	Słowacja <input type="checkbox"/>
Łotwa	<input type="checkbox"/>	Słowenia <input type="checkbox"/>

<b>Q2. Jak byś ocenił/a swój angielski mówiony? (proszę zaznaczyć)</b>		
Dwujęzyczny	<input type="checkbox"/>	Podstawowy <input type="checkbox"/>
Biegły	<input type="checkbox"/>	Słaby/Nie mówię po angielsku <input type="checkbox"/>
Wystarczający	<input type="checkbox"/>	

<b>Q3. Jak byś ocenił/a swój angielski pisany? (proszę zaznaczyć)</b>		
Dwujęzyczny	<input type="checkbox"/>	Podstawowy <input type="checkbox"/>
Biegły	<input type="checkbox"/>	Słaby/Nie piszę/czytam po angielsku <input type="checkbox"/>
Wystarczający	<input type="checkbox"/>	

<b>Q4. Jakiej jesteś płci? (proszę zaznaczyć)</b>		
Mężczyzna	<input type="checkbox"/>	Kobieta <input type="checkbox"/>

<b>Q5. W jakim jesteś przedziale wiekowym? (proszę zaznaczyć)</b>					
16 - 24	<input type="checkbox"/>	25 - 34	<input type="checkbox"/>	35 - 44	<input type="checkbox"/>
45 - 54	<input type="checkbox"/>	55 - 64	<input type="checkbox"/>	65+	<input type="checkbox"/>

<b>Q6. Jaki jest twój obecny status zatrudnienia? (więcej niż jedna opcja możliwa)</b>		
Płatna praca na pełny etat	<input type="checkbox"/>	Bezrobotny <input type="checkbox"/>
Płatna praca na niepełny etat	<input type="checkbox"/>	Długoterminowa choroba lub osoba niepełnosprawna <input type="checkbox"/>
Studia dzienne	<input type="checkbox"/>	Opiekuję się domem lub rodziną <input type="checkbox"/>
Studia wieczorowe, zaoczne, etc.	<input type="checkbox"/>	Emeryt/rencista <input type="checkbox"/>
Własna działalność gospodarcza	<input type="checkbox"/>	
Inne (proszę wyjaśnić)	<input type="checkbox"/>	_____

<b>Q7. Od jakiego czasu przebywasz w Szkocji? (proszę zaznaczyć)</b>		
Krócej niż 3 miesiące	<input type="checkbox"/>	4 do 6 miesięcy <input type="checkbox"/>
7 do 12 miesięcy	<input type="checkbox"/>	13 do 18 miesięcy <input type="checkbox"/>
19 miesięcy do 2 lat	<input type="checkbox"/>	Ponad 2 lata <input type="checkbox"/>
Przyjechałem/am przed 1 maja 2004	<input type="checkbox"/>	

**Q8. Dlaczego zdecydowałeś/aś się przyjechać do Szkocji? (więcej niż jedna opcja możliwa)**

Założyć własną firmę	<input type="checkbox"/>	Jakość życia	<input type="checkbox"/>
Poprawić/nauczyć się języka	<input type="checkbox"/>	Korzyści finansowe	<input type="checkbox"/>
Za radą przyjaciół lub rodziny	<input type="checkbox"/>	Ze względów zawodowych	<input type="checkbox"/>
Rozpocząć/kontynuować edukację	<input type="checkbox"/>	Założyć rodzinę	<input type="checkbox"/>
Inne (proszę wyjaśnić)	<input type="checkbox"/>		

**(Zakwaterowanie i Gospodarstwo)**

**Q9. Dlaczego zdecydowałeś/aś się na okolicę, w której obecnie mieszkasz? (proszę krótko opisać)**


**Q10. Twoje miejsce zakwaterowania... (proszę zaznaczyć)**

Należy do twojego pracodawcy	<input type="checkbox"/>	Wynajem od osoby prywatnej	<input type="checkbox"/>
Należy do ciebie lub osoby, która w nim mieszka	<input type="checkbox"/>	Wynajem - Council	<input type="checkbox"/>
Wynajem – Stowarzyszenie Mieszkaniowe (Housing Association)	<input type="checkbox"/>		
Inne (proszę wyjaśnić)	<input type="checkbox"/>		

**Q11. W jakim rodzaju budynku mieszkasz? (proszę zaznaczyć)**

Mieszkanie w kamienicy	<input type="checkbox"/>	Budynek szeregowy	<input type="checkbox"/>
Cztery mieszkania w bloku	<input type="checkbox"/>	Dom bliźniaczy	<input type="checkbox"/>
Budynek wielopiętrowy	<input type="checkbox"/>	Przyczepa kempingowa (ruchoma)	<input type="checkbox"/>
Część budynku przebudowanego, dostosowanego do potrzeb wynajmu wielu lokatorów (np. kawalerka)	<input type="checkbox"/>	Przyczepa kempingowa (nieruchoma)	<input type="checkbox"/>
Inne (proszę wyjaśnić)	<input type="checkbox"/>		



**Q12. Kto oprócz ciebie zamieszkuje twoje miejsce zakwaterowania? (więcej niż jedna opcja możliwa)**

Tylko ja	<input type="checkbox"/>					
Mieszkam z partnerem/ką lub współmałżonkiem/ą	<input type="checkbox"/>					
Mieszkam z innym krewnym/-i tudzież ich dzieckiem/ćmi	<input type="checkbox"/>					
Mieszkam z moim dzieckiem/-ćmi	<input type="checkbox"/>					
Mieszkam z współpracownikiem/-ami	<input type="checkbox"/>					
Inne (proszę wyjaśnić)	<input type="checkbox"/>					
_____						

**Q13. W przypadku przeprowadzki, jakie są twoje plany związane z przyszłym zakwaterowaniem? (proszę zaznaczyć)**

Powrót do domu w kraju ojczystym	<input type="checkbox"/>	Zakup nieruchomości w mojej okolicy	<input type="checkbox"/>
Nie planuję przeprowadzki	<input type="checkbox"/>	Wynajem ale nie w okolicy	<input type="checkbox"/>
Wynajem zakwaterowania w okolicy	<input type="checkbox"/>	Zakup nieruchomości ale nie w okolicy	<input type="checkbox"/>
Inne (proszę wyjaśnić)	<input type="checkbox"/>		
_____			

**(Rodzina i Wsparcie)**

**Q14. Czy utrzymujesz finansowo jakiś członków swojej rodziny w kraju ojczystym? (proszę zaznaczyć)**

Tak	<input type="checkbox"/>	Nie	<input type="checkbox"/>
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**Q15. Czy planujesz sprowadzić swoją rodzinę do Szkocji? (proszę zaznaczyć)**

Tak	<input type="checkbox"/>	Nie	<input type="checkbox"/>	Nie jestem pewny/a	<input type="checkbox"/>
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**Q16. Jeśli tak, kiedy zamierzają przyjechać? (proszę zaznaczyć)**

W następnym miesiącu	<input type="checkbox"/>	Od dziś w okresie za jeden do trzech miesięcy	<input type="checkbox"/>
Od dziś w okresie za trzy do sześciu miesięcy	<input type="checkbox"/>	Od dziś w okresie od sześciu miesięcy do roku	<input type="checkbox"/>
Od dziś w okresie za rok do trzech lat	<input type="checkbox"/>	Za ponad trzy lata od dzisiaj	<input type="checkbox"/>

**Q17. Jeśli tak, kogo zamierzasz sprowadzić? (więcej niż jedna opcja możliwa)**

Męża/żonę/partnera (-kę)

Dzieci

Dalszą rodzinę

Proszę podać dokładną liczbę					
1	2	3	4	5	6+

**(Doświadczenie spania na dziko (pod gołym niebem) lub ukrytej bezdomności)**

**Q18. Od kiedy przyjechałeś/aś do Szkocji, czy kiedykolwiek zdarzyło ci się? (więcej niż jedna opcja możliwa)**

Mieszkać w Bed & Breakfast, schronisku lub innym tymczasowym kwatunku

Mieszkać tymczasowo z przyjaciółmi lub rodziną

Spać na ulicy, w samochodzie lub w opuszczonym/niezamieszkałym budynku

Inne (proszę wyjaśnić)

Nie wiem \_\_\_\_\_

**Q19. W stosownych przypadkach, jak długo mieszkałeś/aś w powyższych warunkach? (proszę zaznaczyć)**

Tylko jedną noc  Krócej niż tydzień

1-2 tygodni  3 tygodnie do jednego miesiąca

Dłużej niż miesiąc (proszę sprecyzować)  \_\_\_\_\_

**(Doświadczenie wrogości)**

**Q20. Czy kiedykolwiek doświadczyłeś/aś w Szkocji któregokolwiek z poniższych przejawów wrogości? (więcej niż jedna opcja możliwa)**

Atak fizyczny  Wandalizm twojej własności

Groźby werbalne  niesprawiedliwe traktowanie w miejscu pracy

Niesprawiedliwe traktowanie w dostępie do usług

Inne formy napastowania (proszę sprecyzować)  \_\_\_\_\_

**Q21. Jeśli odpowiedziałeś/aś twierdząco na którekolwiek z powyższych stwierdzeń, czy wydaje ci się, że mogło być to umotywowane któryś z poniższych? (więcej niż jedna opcja możliwa)**

Twoim kolorem skóry	<input type="checkbox"/>	Twoją orientacją seksualnością	<input type="checkbox"/>
Twoją rasą	<input type="checkbox"/>	Twoją płcią	<input type="checkbox"/>
Twoim pochodzeniem/narodowością	<input type="checkbox"/>	Twoim wiekiem	<input type="checkbox"/>
Okolicą, w której mieszkasz	<input type="checkbox"/>	Żadnym z powyższych	<input type="checkbox"/>
Twoją religią	<input type="checkbox"/>	Nie wiem	<input type="checkbox"/>

**Q22. Od przybycia do Szkocji, czy kiedykolwiek miałeś kontakt z policją lub z systemem sprawiedliwości? (proszę zaznaczyć)**

Tak  Nie

**Q23. Gdybyś był/a ofiarą przestępstwa, czy zgłosiłbyś/abyś to policji? (proszę zaznaczyć)**

Tak  Nie

**Q24. Dlaczego / Dlaczego nie? (proszę krótko opisać)**

--

**Q25. Od przybycia do Szkocji, czy masz uczucie, że byłeś/aś w jakikolwiek sposób niesprawiedliwie potraktowany/a? (np. zarobki, czynsz, opłaty za usługi, standard zakwaterowania). Jeśli tak to przez kogo? (np. pracodawcę, właściciela mieszkania, agencję zatrudnienia, Lokalne Władze) (proszę krótko opisać)**

--

**(Świadomość Praw i Obowiązków, Dostęp do Usług)**

**Q26. Jakiej informacji potrzebowałeś/aś gdy po raz pierwszy przyjechałeś/aś do Szkocji? (np. informacji jak dostać pracę, zarejestrować się w przychodni, gdzie znaleźć mieszkanie - proszę krótko opisać)**

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**Q27. Jakich usług potrzebowałeś/aś gdy przyjechałeś/aś do Szkocji? (np. szkoły, agencji ds. zatrudnienia, szkoły językowej, porady w sprawie zakwaterowania - proszę krótko opisać)**


**Q28. Czy jesteś świadomy/a dostępności następujących usług? Czy kiedykolwiek skorzystałeś/aś z następujących usług? Czy chciałbyś dowiedzieć się o nich czegoś więcej? (proszę zaznaczyć wszystkie możliwe odpowiedzi)**

	Świadomość istnienia usługi	Skorzystałem/am z usługi	Nie mogłem/am znaleźć/skorzystać z usługi	Chciałbym/Chciałabym uzyskać więcej informacji
Zasiłki i renta (emerytura)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pomoc przy zakładaniu własnej firmy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Szkoły	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usługi zdrowotne	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usługi językowe, np. lekcje, tłumaczenia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Włączenie finansowe ( <i>financial inclusion</i> ) np. konto bankowe, credit unions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publiczny transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opieka nad dzieckiem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agencja Pracy lub doradztwo w sprawie zatrudnienia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finanse lub porada w sprawie zadłużenia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informacja i doradztwo w sprawie zakwaterowania	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rejestracja Pracownika (Worker Registration Scheme)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BHP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dalsza edukacja	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opodatkowanie	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Policja	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opieka Socjalna	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biblioteki	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q29. Jak się dowiedziałeś/aś o tych usługach? (wiecej niż jedna opcja możliwa)**

Od pracodawcy	<input type="checkbox"/>	Sam/a skontaktowałem/am się z organizacją	<input type="checkbox"/>
Od osoby wynajmującej mi mieszkanie	<input type="checkbox"/>	Przez przyjaciół lub rodzinę	<input type="checkbox"/>
Skierowanie przez inną organizację (proszę sprecyzować)	<input type="checkbox"/>	Reklama (proszę sprecyzować rodzaj i miejsce reklamy)	<input type="checkbox"/>
Inne (proszę sprecyzować)		<input type="checkbox"/>	

**Q30. Gdy szukasz informacji, kogo pytasz, gdzie się udajesz? (wiecej niż jedna opcja możliwa)**

Rodzinę/przyjaciół	<input type="checkbox"/>	Tłumaczone ulotki	<input type="checkbox"/>
Pracodawcę	<input type="checkbox"/>	Strony internetowe	<input type="checkbox"/>
Citizens' Advice Bureau	<input type="checkbox"/>	Kościół / Lokalne miejsce kultu (proszę sprecyzować)	<input type="checkbox"/>
Dom kultury (proszę sprecyzować)	<input type="checkbox"/>		
Inne (proszę sprecyzować)	<input type="checkbox"/>		

**Q31. Które z poniżej wymienionych sposobów są najbardziej przydatne w przypadku udzielania informacji osobom w twojej sytuacji? (wiecej niż jedna opcja możliwa)**

Przez pracodawcę	<input type="checkbox"/>	Strony internetowe	<input type="checkbox"/>
Przez przetłumaczone ulotki	<input type="checkbox"/>		
Kościół / Lokalne miejsce kultu (proszę sprecyzować)	<input type="checkbox"/>		
Dom kultury (proszę sprecyzować)	<input type="checkbox"/>		
Inne (proszę sprecyzować)	<input type="checkbox"/>		

**Q32. Czy zarejestrowałeś/aś się w przychodni? (proszę zaznaczyć)**

Tak	<input type="checkbox"/>	Nie	<input type="checkbox"/>
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**(Charakter Wykonywanej Pracy)**

<b>Q33. Jakie posiadasz kwalifikacje? (wiecej niż jedna opcja możliwa)</b>			
Licencjat	<input type="checkbox"/>	Szkoła Średnia lub odpowiednik	<input type="checkbox"/>
Stopień naukowy (magistrat, doktorat)	<input type="checkbox"/>	Szkoła Zawodowa lub odpowiednik	<input type="checkbox"/>
Inne (proszę sprecyzować)	<input type="checkbox"/>	Dyplom lub odpowiednik	<input type="checkbox"/>
_____			
Żadne z powyższych			<input type="checkbox"/>

<b>Q34. Inne miałeś/aś prac od przybycia do Szkocji? (proszę zaznaczyć)</b>			
0	<input type="checkbox"/>	1-2	<input type="checkbox"/>
3-5	<input type="checkbox"/>	6-10	<input type="checkbox"/>
10+	<input type="checkbox"/>		

<b>Q35. Jakie są najważniejsze dla ciebie kryteria w wyborze pracy? (proszę zaznaczyć 3 najważniejsze)</b>			
Zarobki	<input type="checkbox"/>	Gwarancja parcy	<input type="checkbox"/>
Warunki pracy	<input type="checkbox"/>	Godziny pracy	<input type="checkbox"/>
Fleksybilność	<input type="checkbox"/>	Rozwój kariery	<input type="checkbox"/>
Lokalizacja	<input type="checkbox"/>	Sektor	<input type="checkbox"/>
Inne (proszę sprecyzować)	<input type="checkbox"/>	_____	

<b>Q36. W którym sektorze pracujesz? (proszę zaznaczyć)</b>			
Administracja, Biznes i Zarządzanie	<input type="checkbox"/>	Hotelarstwo, gastronomia	<input type="checkbox"/>
Rolnictwo	<input type="checkbox"/>	Produkcja przemysłowa	<input type="checkbox"/>
Obróbka jedzenia	<input type="checkbox"/>	Publiczne usługi medyczne	<input type="checkbox"/>
Sprzedaż detaliczna lub podobne	<input type="checkbox"/>	Budownictwo	<input type="checkbox"/>
Sztuka, rozrywka, sport lub rekreacja	<input type="checkbox"/>	Transport	<input type="checkbox"/>
Usługi prawnicze, etc.	<input type="checkbox"/>		
Inne (proszę sprecyzować)	<input type="checkbox"/>	_____	

<b>Q37. Jaką pracę obecnie wykonujesz? (proszę zaznaczyć)</b>			
Fizyczną niewykwalifikowane	<input type="checkbox"/>	Biurową	<input type="checkbox"/>
Fizyczną nie wymagającą pełnych kwalifikacji	<input type="checkbox"/>	Techniczną/fachową (uczeń, młodszy/a rangą)	<input type="checkbox"/>
Fizyczną wymagającą kwalifikacji	<input type="checkbox"/>	Techniczną/fachową (starszy rangą)	<input type="checkbox"/>
Kierownicza	<input type="checkbox"/>	Manadżer	<input type="checkbox"/>
Inne (proszę sprecyzować)	<input type="checkbox"/>	_____	

**(Poprzednie Zatrudnienie w Kraju Ojczystym)**

<b>Q38. W którym sektorze pracowałeś w kraju ojczystym? (proszę zaznaczyć)</b>			
Administracja, Biznes i Zarządzanie	<input type="checkbox"/>	Hotelarstwo, gastronomia	<input type="checkbox"/>
Rolnictwo	<input type="checkbox"/>	Produkcja przemysłowa	<input type="checkbox"/>
Obróbka jedzenia	<input type="checkbox"/>	Publiczne usługi medyczne	<input type="checkbox"/>
Sprzedaż detaliczna lub podobne	<input type="checkbox"/>	Budownictwo	<input type="checkbox"/>
Transport	<input type="checkbox"/>	Sztuka, rozrywka, sport lub rekreacja	<input type="checkbox"/>
Usługi prawnicze, etc.	<input type="checkbox"/>		
Inne (proszę sprecyzować)	<input type="checkbox"/>	_____	

<b>Q39. Jaką pracę wykonywałeś/aś w kraju ojczystym? (proszę zaznaczyć)</b>			
Fizyczną niewykwalifikowane	<input type="checkbox"/>	Biurową	<input type="checkbox"/>
Fizyczną nie wymagającą pełnych kwalifikacji	<input type="checkbox"/>	Techniczną/fachową (uczeń, młodszy/a rangą)	<input type="checkbox"/>
Fizyczną wymagającą kwalifikacji	<input type="checkbox"/>	Techniczną/fachową (starszy rangą)	<input type="checkbox"/>
Kierowniczą	<input type="checkbox"/>	Manadżer	<input type="checkbox"/>
Inne (proszę sprecyzować)	<input type="checkbox"/>	_____	<input type="checkbox"/>

<b>Q40. W porównaniu do zatrudnienia w kraju ojczystym, twoje obecne zarobki są. (proszę zaznaczyć)</b>			
Znacznie lepsze	<input type="checkbox"/>	Dużo gorsze	<input type="checkbox"/>
Nieco lepsze	<input type="checkbox"/>	Nieco gorsze	<input type="checkbox"/>
Mniej więcej takie same	<input type="checkbox"/>		

<b>Q41. W porównaniu do zatrudnienia w kraju ojczystym, twoja obecna praca jest. (proszę zaznaczyć)</b>			
Na znacznie wyższym poziomie	<input type="checkbox"/>	Na znacznie niższym poziomie	<input type="checkbox"/>
Na trochę wyższym poziomie	<input type="checkbox"/>	Na trochę niższym poziomie	<input type="checkbox"/>
Na mniej więcej tym samym poziomie	<input type="checkbox"/>		

<b>Q42. Czy jesteś obecnie zarejestrowany/a w Worker Registration Scheme lub niedawno złożyłeś /aś wniosek ? (proszę zaznaczyć)</b>	
Złożyłem/am wniosek (Worker Registration Scheme)	<input type="checkbox"/>
Jestem obecnie zarejestrowany/a w Worker Registration Scheme	<input type="checkbox"/>
Nie składałem/am wniosku i nie jestem zarejestrowany/a	<input type="checkbox"/>

**(Zamiary długoterminowe)**

<b>Q43. Jak długo masz zamiar pozostać w Szkocji? (proszę zaznaczyć)</b>			
Nie dłużej niż 3 miesiące	<input type="checkbox"/>	4 miesiące do roku	<input type="checkbox"/>
13 miesięcy do 5 lat	<input type="checkbox"/>	5 lat, od miesiąca do 10 lat	<input type="checkbox"/>
Dłużej niż 10 lat	<input type="checkbox"/>	Nie wiem	<input type="checkbox"/>

<b>Q44. Jakie są twoje długoterminowe aspiracje zawodowe w Szkocji? (więcej niż jedna opcja możliwa)</b>			
Mam zamiar pozostać w obecnym zawodzie	<input type="checkbox"/>	Zmienić zawód	<input type="checkbox"/>
Pewna praca na pełny etat	<input type="checkbox"/>	Założyć własną firmę	<input type="checkbox"/>
Pracować na poziomie wyższym ranga/bardziej wykwalifikowanym	<input type="checkbox"/>	Studiować	<input type="checkbox"/>
Inne (proszę sprecyzować)	<input type="checkbox"/>	_____	

**(Kontakt)**

<b>Q45. Czy chciałbyś/łabyś wziąć udział w loterii, w której możesz wygrać £100 w Tesco Vouchers? (proszę zaznaczyć)</b>	
Tak	<input type="checkbox"/> Nie <input type="checkbox"/>

<b>Q46. Blake Stevenson może zechcieć się z tobą skontaktować w przypadku wygranej tudzież aby zaprosić cię do wzięcia udziału w grupie dyskusyjnej. Prosimy serdecznie abyś podał/a swój numer telefonu. W celu zapewnienia ludziom najlepszych usług, Glasgow Council chciałby się dowiedzieć gdzie obywatele A8 mieszkają. Dlatego też serdecznie prosimy abyś podał/a nam swój adres. Informacja ta nie zostanie przekazana osobom trzecim i będzie usunięta po zakończeniu tej ankiety.</b>	
Kod pocztowy (proszę wpisać pełny kod pocztowy)	Numer Telefonu
_____	_____
Adres (z numerem bloku i mieszkania)	
_____	

**1 Melville Park, Edinburgh, EH28 8PJ**  
 PH: 44(0)131 335 3700 FX: 44(0)131 333 1033  
 admin@blakestevenson.co.uk www.blakestevenson.co.uk



## Appendix 4

### Employer Interview Schedule

#### A8 Nationals in Glasgow, Renfrewshire and East Renfrewshire

##### Employers' Interview Schedule

***For each question we will explore whether there are any differences between different A8 nationalities, and between different cultures and groups within these nationalities.***

How many A8 nationals do you currently employ? How has this pattern changed in the past two years?

What sense do you have of the age, nationality and gender of A8 nationals you employ? Has this changed over the past two years?

Do A8 nationals tend to remain with your organisation for a particular length of time? What sense do you have of how long individuals from the A8 countries plan to stay in Scotland/your area? Do you see A8 nationals as a long-term resource?

In what types and levels of jobs are A8 nationals typically employed in your company? Does this change the longer an A8 national stays in this country?

Do you have any sense that A8 nationals are keen to move into different jobs/types of employment from those in which they're currently employed? What areas of employment do you think that A8 nationals may wish to move into? What are your views on the prospect of promoting A8 nationals who you currently employ?

What work experience or qualifications do A8 nationals bring with them when they move to Scotland?

Are A8 nationals seen as 'preferred' employees? If so, why?

What are the advantages of employing A8 nationals?

What are the disadvantages of employing A8 nationals? How might these be overcome?

Do you undertake any particular measures to recruit and retain A8 national employees? What are these?

Do you have any specific plans in place to recruit A8 national employees in the future?

Do you have any particular support arrangements for your A8 national employees, for example do you:

- provide any housing for your A8 national employees and/or do you help these employees to find or access housing?
- take specific measures to communicate your company's policies and procedures, including your health and safety practices, to your A8 national employees?
- provide transport or support with transport arrangements for A8 national employees?
- participate at all in the funding or hosting of ESOL or other basic skills classes? Is this something you would be interested in/willing to do the future?
- provide any other support arrangements specifically for A8 national employees?

## Appendix 5

### List of Key Employer Organisations Interviewed - Glasgow

First Bus  
John Dewars & Sons  
British Bakeries  
JVC  
Freshlink Foods  
Walter Black Foods  
Spicemanns  
Arriva Scotland West  
The Sikorski Polish Club  
Polish Taste Delicatessen  
Options Employment  
Tesco  
Pol-UK Recruitment Consultancy  
Bovis Lend Lease  
Turner Access

## Appendix 6

### Focus Group Schedule

#### A8 Nationals in Glasgow, Renfrewshire and East Renfrewshire

#### A8 Nationals' Focus Group Schedule

- Round-table introduction
- Introduction of the research and how the focus group data will be used. Ensure that participants are told that the information they provide us with will be non-attributable and that it is being used to inform service development.
- Where the focus group is made up of participants from different A8 countries, ensure that this is taken account of in discussions. It is important that we pick up on any national variations.

#### Areas for discussion

How long have you been in Scotland and how long do you intend to stay?

Are you here with family? If yes, spouse, children or other? If no, might they join you later?

What type of housing are you living in now (owned/socially rented/privately rented/etc)? Was it easy to find accommodation? What kind of standard is the housing? Do you live with others (explore how many, whether family etc.)?

In which area of Glasgow do you live? What were the reasons for choosing this particular neighbourhood?

Do you understand your rights in Scotland in relation to:

- housing;
- the minimum wage;
- taxes (including Council Tax);
- benefits;
- health and safety;
- education provision;

- health care;
- language classes;
- welfare benefits;
- financial inclusion services?

Have you used any of these services? What other services do you use?

If you do know of these services, where did you find out about them?

If you have used these services, what did you like about them/what has worked well?

What works less well/could be improved about these services?

Are there any services that you need that don't seem to be provided at the moment, or you don't know where to get information about?

Where do you work at the moment? How long have you worked there?

Is the area of work that you are now involved in similar to the area of work you were employed in/trained for in your home country?

Do you plan to stay in this job for an extended period of time or do you plan to move on?

What area of work would you like to be employed in?

Do you work in the same area as you live? How far do you have to travel to work?

Have you experienced any hostility since you have been here – either at work, where you live, or in any other places?

**Thank the participants for taking part and remind them again that this information will feed into a report which will inform service development.**