



# **EAST EUROPEAN NATIONALS LIVING IN SOUTHAMPTON**

**An overview of the nature and impact of in-migration by East  
Europeans into Southampton since May 2004**

**Simon Winkworth  
Jola Kalinowska  
Vanella Mead**

**February 2007**

## Executive Summary

- There are probably between 10,000 and 12,000 A8 nationals in Southampton
- The majority of people registered on the Workers Registration scheme (WRS) are Polish aged under 30 and male
- The reasons for coming to Southampton include the existence of an established East European community, the ease of finding work and proximity to London
- Evidence suggests A8 nationals are hardworking and valued by employers. They are willing to take relatively unskilled jobs, despite often having higher level qualifications. However some may be being exploited at work because they do not know their rights, for instance around health & safety, those without good English skills are particularly at risk
- Evidence on wage rates is anecdotal, and whilst most are thought to be earning the minimum wage, it is suggested that probably 80% are working for less than £6 an hour
- The provision of English Language teaching is felt to be particularly important by both migrants and those supporting them, yet current courses in the City are over-subscribed
- Other priorities for A8 nationals include access to housing, and improved information in Polish on a range of subjects such as local services, driving and criminal justice
- Much of the evidence from local public service providers about the impact of Eastern European migrants is largely anecdotal, however many report an increase in demand and usage by East Europeans
- The school survey show that children of A8 families make up 1.1% of pupils in the City, of which the majority come from Poland
- The evidence suggests more established migrants are registering with GPs, however local hospitals have also seen a large increase in emergency admissions from 'other whites' which is thought to be largely East Europeans.
- There is a small but increasing number of East Europeans applying for social housing, and an increased usage of library services.
- In the last year approximately 8% of visits to the Council's 'One Stop Shop' advice centre have been by A8 nationals, local community advice services have also seen an big increase in demand since May 2004

## Introduction

On 1<sup>st</sup> May 2004 ten countries, primarily from Eastern European, joined the European Union. Subsequently a large number of people, particularly those from the eight eastern European accession countries (referred to here as the Accession 8 or A8) have entered the UK seeking work.

It is also generally accepted that 1000s of these people have chosen to come live and work in Southampton. However, in line with the national situation, official statistics do not fully incorporate recent in-migration and hence figures on the nature of this sizable new population group are hard to come by.

The purpose of this report is to summarise what is currently known about people from the Accession countries living in Southampton by the City Council, and to identify the impact this is having on Council services.

However, it is important to note at the outset that the inaccuracies present in current official population estimates are unlikely to be properly corrected until the next full Census in 2011, and unfortunately the City Council is unlikely to be able to fully compensate for this short-coming with local intelligence.

This report provides

- A brief overview of national information and research about East European immigrants
- A analysis of the results of local research into the East European immigrants in Southampton
- A summary of information on this influx has affected local public services

**For more information on this report please contact:**

**E-mail:** [statistics@southampton.gov.uk](mailto:statistics@southampton.gov.uk)

**Telephone:** 023 8083 3406

**For more information on the Councils' work with new communities please contact:**

**E-mail:** [communities.team@southampton.gov.uk](mailto:communities.team@southampton.gov.uk)

**Telephone:** 023 8083 3530

# 1: The National Picture

## 1.1 Accession Nationals in the UK

Following the EU Enlargement on the 1<sup>st</sup> of May 2004 many workers from Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia travelled to one of the three countries in the EU that granted complete freedom of movement for A8 nationals i.e. Ireland, Sweden and the UK.

There is no registration requirement upon entry to the UK, however those individuals who wish to take up paid work as an employee (i.e. not self-employed) are required to notify the Home Office under the Worker Registration Scheme (WRS).

The latest Accession Monitoring Report produced by the Government indicates that between May 2004 and September 2006, approximately 510,000 applicants have registered on the WRS<sup>1</sup>. Each month between 10,000 and 20,000 new registrations are added.

However the figure of 500,000 should be treated with caution, as it does not provide an accurate estimate of the number of A8 nationals currently resident in the UK for a number of reasons:

- Individuals do not have to de-register when they leave the country, and so there is no reliable way to track the 'out-flows'. Given that this population group is thought to be highly mobile, and may leave and return regularly, the actual number resident is likely to fluctuate.
- Those who are self-employed do not have to register and this may exclude a substantial number of workers, particularly in the construction industry
- There is evidence that a significant number of A8 nationals are working in the UK without applying to the WRS. Typically they are thought to be in jobs on the periphery of the formal economy, which may traditionally be carried out on a 'cash-in-hand' basis.

Taken as a whole it is difficult to draw a definitive conclusion about whether 500,000 provide an over or under estimate of the total number in the UK. However, figures appearing in the national press suggest that the true population of nationals living in the UK may be double or more the number recorded on the WRS. Indeed, in a recent interview with The Times newspaper the Polish Ambassador to Britain, Barbara Tuge-Erecinska, indicated that she felt official estimates of the Polish population in the UK should be doubled from 300,000 to 600,000.<sup>2</sup>

---

<sup>1</sup> Accession Monitoring Report 9, the Home Office, 21<sup>st</sup> November 2006  
<http://www.ind.homeoffice.gov.uk/6353/aboutus/accessionmonitoringreport9.pdf>

<sup>2</sup> Article in The Times, February 10<sup>th</sup> 2007 <http://www.timesonline.co.uk/tol/news/uk/article1361657.ece>

Regardless of the concerns over the completeness of the data, the WRS does provide a useful indication of the demographics and type of work A8 nationals are undertaking:

- Nationality: To date 63% are of Polish nationality, followed by Lithuanian (11%) and Slovak (11%)
- Age: 43% are aged between 18-24 and 39% aged between 25-39
- Dependents: 7% have declared they have dependents living in the UK
- Industry Sector: The three largest sectors employing A8 nationals are Administration & Business (35%), Hospitality (21%), and Agriculture (12%)
- Occupation Type: The three largest occupational types are Process operatives (37%), Warehouse operative (10%), Kitchen Assistant (9%)
- Intended Length of Stay: Whilst 41% did not answer this question, 45% indicated less than 3 months (although the report suggests caution with this data as applicants personal circumstances tend to evolve and many change their plans)
- Regional Distribution: Anglia has had the greatest number of workers registered since May 2004, followed by London. To date the South East has seen 34,000 registrations.

## 1.2 Research on the Impact of the EU Accession on the UK

The large influx of East Europeans in a relatively short space of time, and relative paucity of official data, means that many local authorities, government organisations, and business groups have carried out research to understand the nature of this new population group.

Below is a very short summary of some pieces of existing research that have been identified by Southampton City Council during the course of producing this report.

### **Audit Commission**

- The Audit Commission report “Crossing Borders” identified the challenges that greater in-migration creates for local and regional government.
- In particular they argue the lack of accurate numbers makes it harder for agencies to predict and plan for change. It can make it difficult to refute local rumours.
- While migrant workers are welcomed by employers, questions are often raised about potential competition in local labour markets, especially for job seekers with poor language and other skills.

- Where there is a rapid expansion in the number of people needing affordable private rented accommodation there can be a material impact on local housing markets
- Migrants who fail to find jobs, or who lose their jobs unexpectedly, can become homeless and destitute.
- Some migrant workers speak little or no English. Local arrangements for teaching English for speakers of other languages (ESOL) rarely meet local demand.
- Minor misunderstandings, for example about refuse collection, can cause preventable problems and bring risks to community cohesion.
- Most migrant workers are young and have come without families, so they make few demands on the more expensive public services of health, education and social care. However, there can be localised pressure if families do arrive.
- Further Information at: [http://www.audit-commission.gov.uk/Products/NATIONAL-REPORT/05CA5CAD-C551-4b66-825E-ABFA8C8E4717/CrossingBorders\\_printfriendly.pdf](http://www.audit-commission.gov.uk/Products/NATIONAL-REPORT/05CA5CAD-C551-4b66-825E-ABFA8C8E4717/CrossingBorders_printfriendly.pdf)

### **Institute of Directors**

Three quarters of the Institute of Directors members thought migrants provide a significant boost to the UK economy

- 65% of Institute of Directors members want to encourage immigration to alleviate skills shortages in the UK
- Further Information at: <http://press.iod.com/newsdetails.aspx?ref=263&m=2&mi=62&ms>

### **Slough Borough Council**

- Slough has seen a very large influx of East Europeans
- The migrants are filling vital jobs in Slough, and adding to the vibrancy and diversity of the area
- However as their numbers are not reflected in official population numbers, Slough BC estimates should have received an additional £5m in core grants from central government
- Slough BC argue sufficient funding for local government is vital to ensure there are not community tensions over competition for services
- Further Information at: <http://www.slough.gov.uk/mycouncil/articles/11957.asp>

### **South Lincolnshire**

- South Lincolnshire completed a wide ranging study into the very large numbers of migrant workers in the area employed primarily in agricultural and process-based industries
- The majority of migrant workers intend to stay in the UK for longer than a 6 months, 22 % of migrant workers have their children with them
- The report identified the potential for exploitation, in particular the substantial deductions from wages made by gang masters
- It also sets out a range of recommendations for local public services to improve conditions for migrant workers.
- Further Information at: <http://www.migrantworkers.co.uk/>

## 2: The A8 population in Southampton

Southampton appears to be a very popular location amongst the new A8 population, particularly with young poles. This may in part be due to the fact that the City has an established Polish community who came here after the 2<sup>nd</sup> World War. The City has also received a few East European asylum seekers during and after the communist times. The 2001 Census recorded 835 east European nationals living in Southampton, of which 271 were Polish.

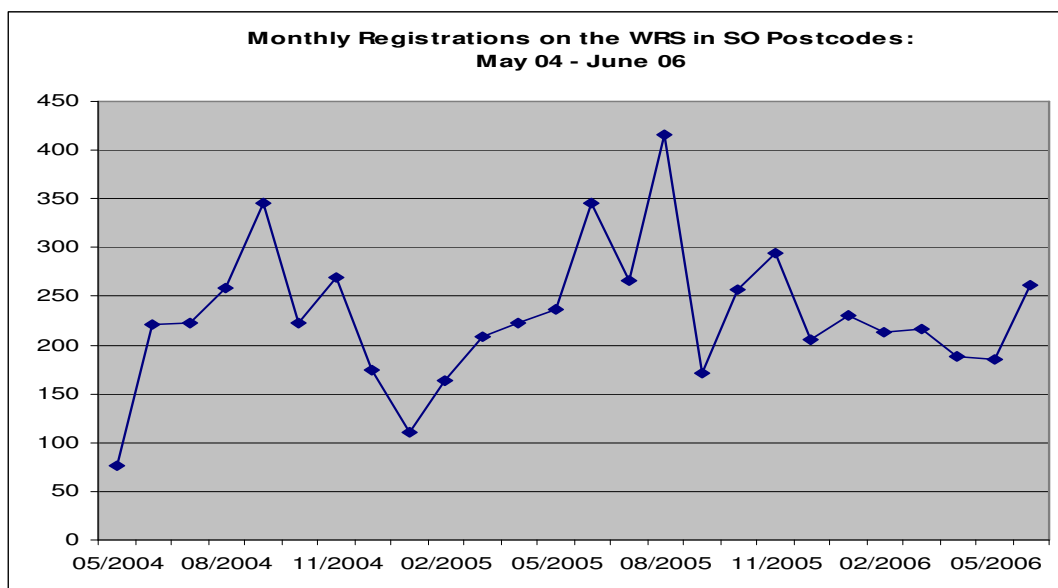
Since May 2004 the East European, and particularly the Polish population is known to have grown rapidly, sparking wide spread interest in the local media. However, it has been difficult to approximate the increase in the city's population. Various groups have their own judgement estimating the new migrant population within a range from a few thousand to as many as 25,000 people.

The purpose of this section is to outline what information the City Council currently knows about the population of East European nationals who have come to Southampton since May 2004. The information draws on three main sources

- Analysis of the Worker Registration Scheme data for SO postcodes
- Research conducted by SCC with 75 local primarily Polish migrants
- Research conducted by SCC with local organisations who are involved with local East European migrants

### 2.1 Information from the Worker Registration Scheme

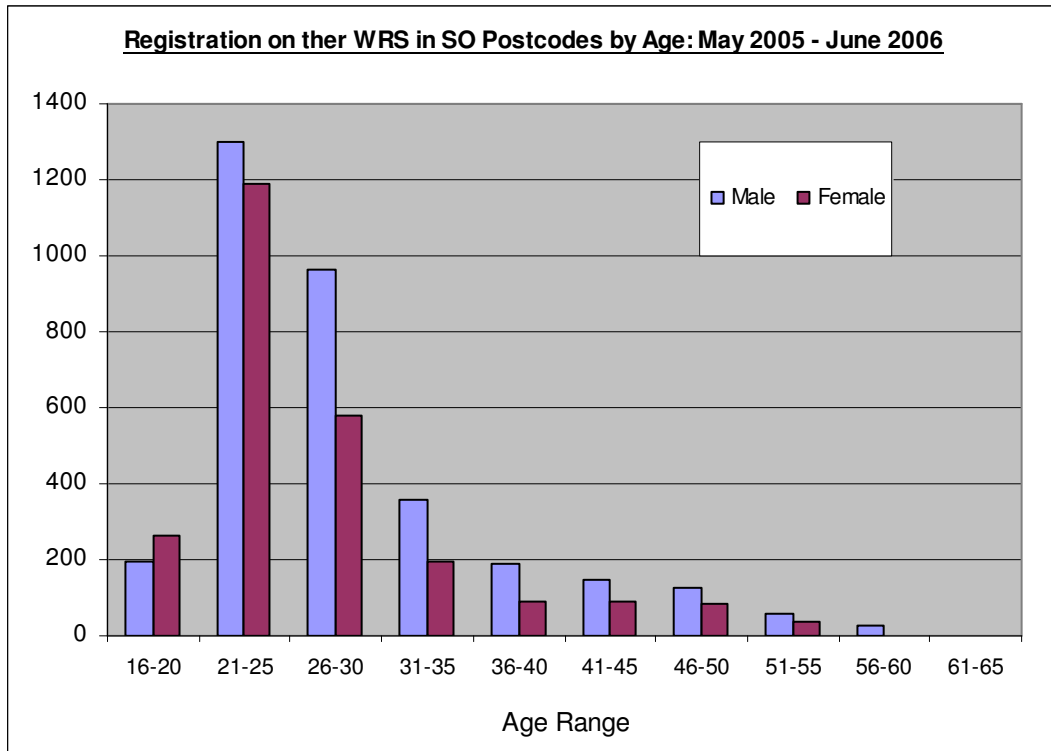
From the Worker Registration Scheme we know that between May 2004 and June 2006 there were around 5,850 registrations of the A8 nationals in SO postcodes (which broadly cover the City region). The table below indicates the number of registrations every month between May 2004 and June 2006, which varied between as little as 100 and as many as 400.



### 2.1.2 Nationality & Age:

To date approximately 80% of the registered workers are Polish, the second largest group being Slovaks (6%) and the third Latvians (5%). This suggests a greater concentration of Poles in Southampton than the national average, as 62% of workers on the WRS are Polish nationally.

Over 75% of the registered workers are aged under 30, and slightly more are male, this broadly reflects the national picture.



However because of the limitations of the WRS as outlined in Section 1 we know this probably does not reflect the full number of people who have moved to Southampton.

By combining the WRS data with information on the number of National Insurance registrations, and the number of A8 nationals in Southampton's schools, it is possible to estimate that in mid-2006 there were probably between 10,000 to 12,000 people living in Southampton who come from one of the new EU countries.

This number should be however treated with caution as it depends on two key assumptions:

- The large majority of the dependants younger than 17 attend school
- The demographic profile of WRS workers is similar to non-WRS workers i.e. the age/dependency ratios of those who are self-employed.

We can only speculate at the reasons for the City's popularity as a destination. However the well established Polish community is likely to have

been a factor, and also Southampton is also perceived as a city with good prospects for the future and therefore a place where it will be easy to find employment.

There are various initiatives which have been put in place to help the new communities get information about legal regulations, cultural and sporting activities, available English classes, health care and education opportunities for themselves or their children.

The Council's New Communities Team, the EU Welcome project, SOS Polonia, the Polish Club and both Polish and English Catholic parishes make every effort to help the new communities feel at home in Southampton. The local radio station Unity 101 Community Radio has started a new programme in Polish and some Asian shops have begun offering a variety of East European food products.

Since this encouraging 'climate' has brought so many new East European residents to Southampton the changes that have taken place in the city are highly visible, and have consequently attracted considerable attention in the local media.

## **2.2: Survey of local East European population**

In August 2006 the City Council's Communities team commissioned a small piece of research with East European migrants to help better understand certain issues such as employment, housing, education, health and social inclusion.

The research involved interviews with 75 primarily Polish migrants, and was conducted by the EU Welcome Project. Whilst the survey results set out below provide useful indication of the issues and attitudes of the East European it should be noted that it is probably not a representative sample as the interviewees included a lot families, and also more women than men.

### 2.2.1 Employment Conditions

Most of the interviewed people had worked in Southampton for longer than a year (38.7% between 1-2 years and 37.3% more than 2 years). They worked in many different occupations, ranging from unskilled (warehouse, cleaning, packing) to semi skilled (admin, bakery, carpenter, mechanic) and skilled (bank staff, dentist, lecturer). Of the 75 people one was self-employed.

When asked about the wages well over three quarters of respondents claimed to be getting above the minimum wage with only 4% saying they got below the minimum. Most were also aware of how much should be deducted from wages for tax and national insurance, with more than 85% claiming they understand what deductions are made and why. Around two thirds of the respondents also had other deductions from their wages such as lunch breaks, transport, and clothing.

When asked about what they liked about their jobs, they mentioned a number of factors; the remuneration that they receive, the fact that the work was largely permanent and provided financial independence. They also enjoyed the contact with other (both Polish and English) employees and using the opportunity to improve their English language skills.

On the other hand many were also concerned about long and often anti-social hours or on the contrary about not enough hours and therefore low pay. Other issues raised were some bullying and harassment, poor relations with employers or stress on health and very limited time for family and social life.

Whilst some workers claim they have the knowledge of local advice agencies regarding employment issues, the majority were not aware of a place where they could get some help (56%). However, only 15% said they would definitely like to join a trade union to protect them at work, many felt they needed more information.

As far as English language skills are concerned the majority of respondents felt that their English was good enough for work and good enough for daily

life, 79% and 65% respectively. Despite this more than two thirds had signed up for English courses.

### 2.2.2 Housing & Health Services

The respondent's accommodation was not provided by the employer, but is usually shared rather than self-contained. The level of awareness of any advice agencies that would help with accommodation concerns is low, only 11% said they know where they could find some help.

The features valued about the accommodation, such as proximity to the city centre, shops or the Polish shops or to the workplace, spacious rooms, nice house in general, garden, garage, nice neighbours, quiet area, good people they live with or the fact that they live with their family.

The location is considered less favourable the further from city centre it is, especially when coming to the centre involves passing the Itchen Bridge. Some complained about the noise and dirty and dangerous area. Others indicated that the house they live in is overcrowded, in poor condition and the rent is too high.

As far as medical services are concerned 95% indicated that they knew where they could seek help if they had a health problem. More than 86% were registered with a local GP, however less than a third were registered with a Dentist.

### 2.2.3 Integration and Cohesion

The majority of the respondents felt welcomed in the UK (64%) but some said they faced some discrimination. The most common form of discrimination reported is verbal abuse which may take place in pubs, at college, at work or on the street. Other single mentions of perceived discrimination are such as not being allowed to speak Polish at work, patients would refuse being treated by a Polish nurse and being threatened one would lose employment when asked the manager about the right to have a break.

The Polish describe their relation with the rest of the Polish community as generally good. However answers vary from very positive, when people say they have many Polish friends, to comments that Poles do not have many Polish friends.

The relations with other communities are also generally described as positive/good. Some perceive it as interesting to live in a multicultural city such as Southampton and some Poles say they have friends among the Asians. Most of the comments suggested that people accept the different communities as long as they are accepted themselves, and are not a subject of discrimination. There were a few negative comments about the behaviour

of other ethnic minorities, and a very small number of respondents had particular issues black and ethnic minority groups.

#### 2.2.4 Priorities for New Services

When asked what improvements the Polish would like to see in Southampton the respondents mentioned the following:

- flights to Poland from Southampton Airport
- more information in Polish language/easier access to information in Polish
- more places at the Polish school
- more information on education for adults and children
- more hours for the learning support assistants for children
- a social club/meeting place for the Polish, a sport centre
- legal/tax/insurance advice
- more books in Polish in libraries
- polish newspaper

There were also single suggestions of:

- recognition of Polish qualifications to obtain employment as e.g. doctor, nurse, teacher
- an office or person in the city council who would provide the information for non-English speakers (e.g. with filling in applications)
- Polish speaking workers in institutions
- more radio hours in Polish.

Although most of the suggested services are aimed at quicker integration and ability to full participation in the social/professional life there were also two comments where the Polish would like to see a creation of a Polish part of the city.

This question was followed by a suggestion of Polish language classes for children, which was welcomed by almost 100% of respondents. A Polish community centre would get the support of 75% of Poles.

The respondents were also asked to prioritise the main needs of their community. The highest priority was given to employment, second housing and then health issues followed by employment rights.

Bearing in mind that employment is the main reason for the East Europeans to come to Southampton it is not surprising that employment is the priority at the moment. However, the more established they become in the city then it is likely that the importance of cultural, social and sport facilities will grow.

Learning English remains of particular importance to new migrants, and is key to helping them to integrate within the new environment.

## **2.3 Discussions with People who work with the East European population**

To gain a further understanding of the issues facing East European migrants within Southampton, during November 2006 the city council commissioned a market research company to conduct interviews with 14 individuals. These were people who deal with the Eastern Europeans living in the city on a daily and weekly basis.

The interviews explored the issues that East Europeans face when they first arrive in the city, to learn about the types of new comers, to find out about the on-going issues, i.e. housing, jobs, education, relationship, family, etc. and to identify what help/assistance the new residents will require in the future.

The 14 people involved in the interviews come from a range of backgrounds:

- providing independent advice on employment law and welfare benefit,
- dealing with refugees, asylum seekers,
- providing training programme for union members,
- providing English language for beginners,
- spiritual welfare,
- working in employment business,
- trade union,
- Polish Parish Council,
- problem solving/moral support to Poles.

### 2.3.1 General Information

To better understand the new economic migrant's motivation and future plans as far as the length of stay is concerned the professionals were asked about the reasons the migrants came to the UK. In general people came to Southampton to work or to find work. Other responses included:

- economic reasons – wages in Poland are a fifth of what they earn here
- to get a decent job – better themselves (educated Poles)
- an adventure
- to work for a short time to make money to send back to Poland or earn enough so can set themselves up in business when return to Poland
- it is cheaper to come to UK than other parts of Poland
- England is second best place to go (after USA)

Although many plan to stay in Southampton (or other places in the UK) only for a short time the more established they become the less likely they are to return. This may be because they prefer living here or do not see any changes in Poland and do not want to go back.

From the survey we know that people choose Southampton because:

- they know someone here already

- Southampton is perceived as a clean, green city
- it is smaller than London by close by
- there is perception that Southampton has good jobs and accommodation
- there is a mild climate.

Following the interviews “How 2” Market Research has outlined six different scenarios that broadly describe the different ways in which East European migrants come to the city. These scenarios show how depending on the way in which East European in-migrants come to Southampton, their level of English skills and their prospects of finding employment, this determines their length of stay but also their vulnerability to exploitation in the workplace.

- *Scenario 1:* This scenario considers those who speak good English. Once they arrived in Southampton they usually stay with friends. The next step is finding a job which is mainly menial. Having their own earnings they are able to find own accommodation. Then they try to find better employment. Some of them find a partner (fellow Pole) and look for a better place to live. If they reach this point they become more established so think about staying longer and going to Poland just at Christmas.
- *Scenario 2:* This scenario shows the typical situation for those who can speak little English. In the beginning they follow the same pattern as in the first situation, i.e. come here, stay with friends and find work then find accommodation on their own. As their English is limited they need to find English speaking course. Because of the limited ability to communicate and understand this group is vulnerable and can be easily exploited.
- *Scenario 3:* In the third scenario a typical person comes to stay with friends but already at this stage finds it difficult to find work. They either find very low paid work and are then vulnerable and exploited or do not get any employment. Because they cannot stay with their friends any longer and do not want to go back (pride) they undertake illegal employment, turn to crime or start drinking which may lead to homelessness.
- *Scenario 4:* In this scenario people are brought over by an employment agency. The housing is very often linked to the job. People who use this opportunity are very low paid, also vulnerable and exploited.
- *Scenario 5:* The fifth scenario is called “Auf Wiedersehen Pet” set. The new arrivals take non permanent and short term contracts and put up with poorer conditions.
- *Scenario 6:* There is also a group of students who come for a summer vacation and undertake employment or take a gap year and stay in the city.

Although the length of stay depend on a great extent on which of the above groups the new comers falls in, there was a feeling that a high percentage will stay long term.

### 2.3.2 Employment

The survey of the 14 professionals also looked at the type of work East European migrants are currently doing. The interviewees generally felt that the new comers often undertake employment in a whole range of unskilled work, e.g. in factories, agriculture, hotels, flower picking, security, restaurants, on building sites, yet most of them are qualified to do other jobs. Some are considering setting up their own businesses utilizing the skills that they have such as mechanic, baker or importing goods from Eastern Europe.

The new workers are considered as hard working and have high aspirations. They are also considered as a valuable asset to the local community, i.e. they pay taxes and are currently doing jobs that the locals do not want to do. They are proactive and not afraid of taking risk, therefore keen to set up their own businesses. Sometimes, unaware of the legal regulations such as tax, VAT or insurance, the new businesses are set up illegally. Some of them though come for advice.

There is a concern that businesses/employers are using the fact that the new migrants agree to work for lower wages. The employers use them as a means of lowering hourly rates particularly within construction industry and driving industry. This may cause reduction in wages of current employees or redundancy for those who do not want to agree on the new work arrangements.

It was also reported that recruitment agencies often take advantage of the new workers who they employ. They do not respect the hourly rate, do not pay holiday pay and very often give cash in hand and give no wage slips. Those workers who in addition to employment get their accommodation from the same agency are put to live in "12 in a 3 bed house".

It is also perceived that the new workers are exploited more when there are no unions and that a slow process of undercutting of wages is taking place ("Know of agency in Southampton paying EU migrants £3 or less an hour"). It is therefore vital that the hourly rates are protected. In the long term, once these who now take any job mastered the language, driven by their aspirations will be competing for the better jobs. This may be an issue in the future.

Many of the exploitation practices may have their roots in the low self esteem of the new comers as they feel they have no rights, even as EU citizens. The professionals' perception suggests that 80% of the new migrants earn less than £6 an hour, they are told by fellow Poles that they should not claim any benefits or working credit, some women worked for over a year but are still told they are not entitled to maternity rights or pay for their accommodation

much more than expected when it is linked to work. Workers employed by agencies are often exploited and not given paid holiday or dismissed at a whim (“One lady has not had a holiday for 3 years as she feels if she goes on holiday her job will be gone when she gets back.”).

### *2.2.3 Usage of local services*

The survey identified that there are many public services that are currently used by the East European migrants. They vary from those related to their employment rights to those that help improve their family life. The services include English speaking courses, tax advice, medical services, welfare benefit advice, schools/nursery for children, family planning/contraception or computers available in the library.

The information about all these services is usually passed by other friends. Other sources used for help are EU Welcome or SOS Polonia.

#### *Services that would make life easier*

The interviewees made a number of suggestions on the services that would help the new comers make their lives easier. They say that information and knowledge would give the migrants “power”. They see the role of advisory centre and services on life skills and every day life as key. It would be of great have to have translated (into Polish) leaflets that would cover information on:

- bank accounts
- TV licence
- tax and insurance
- car tax and insurance
- doctors and hospitals
- “Englishness”
- How to find accommodation
- Rights when renting properties.

Other helpful services include courses on workers rights, more council leaflets and documentation in Polish, literature in Polish informing that EU citizens have rights (e.g. minimum wage), access to factual information from experts not from friends or “voluntary do-gooders with vested interest”, significantly more English speaking courses in the evening or at weekends, help with job search skills such as writing a CV, job interview practice or where to look for a job. They also see it worthwhile to unionise all jobs but also ensure all agencies are licensed and constantly checked.

An idea of a Learning Centre for Polish people has been raised. This centre could serve the new community as a networking centre and could help with learning skills. As much of the necessary information is available on the internet a provision of computers in such a centre would be of great help.

Education on other cultures and religions would also help with the integration and better understanding of the locals already living in the city.

#### 2.2.4 Information & Advice

The help and advice to East European Migrants available in the city may be divided into:

- help and advice to those who just arrived,
- Those who are more established.

The first group of advice includes information on how to get work and place to live and information on National Insurance number. Further information covers registration with a doctor, surgery or health centre info, meaning of specific symbols, how to get translation services if there is a need to go to hospital, information on places where one can get advice on various issues, information on driving a car in the UK, Polish car or insurance, what to do in a case of an unwanted pregnancy, where to go if one is being exploited at work, what to do in a case of sickness or when one loses their job and how to open a bank account.

The more established can get advice on mortgages or buy a house, how to get and set up internet, information on tax, council housing, childcare, pregnancy, divorce, information on the English education system including when children start education and Catholic school fee paying and information on setting up own business (tax, VAT, importing or exporting).

The survey suggests that more information is needed on:

- promoting info on what rights EU citizens have,
- life skills courses,
- advisory centres,
- car usage/driving information in Polish,
- what your rights are if arrested/questioned by the Police,
- affordable childcare,
- Religious services.
- Housing: landlords and eviction

#### 2.2.5 Concerns

The most critical issue is the language barrier. The professionals consider that English speaking courses should be easily accessible ("The classes are full with waiting list. In a class of 18, 16 are Poles"). There should be the factual information on the workers' rights, e.g. that they can claim working tax credit etc.

Some of the new comers see an opportunity to make quick money and undertake illegal activity (sex traffic, crime, drugs) ("If things go bad it's a slippery slope. They turn to drink. Cannot go back because of pride, better to be homeless here than in Poland"). There is a danger that the criminal or illegal element will result in ruining their reputation.

### 2.2.7 Community Cohesion

The general perceptions from the survey were that:

- Whilst local businesses encourage Polish workers to fill the jobs UK residents do not want. There might also be some friction with other established minority groups. One of the interviewees says that Polish workers are preferred over other minority groups for there is a perception that they are hard working.
- Businesses want migrant workers to feel welcome as they do not want the tension,
- Middle class people (in Southampton) are more tolerant of Poles than other BME people,
- as Poles are 'white' they are probably more accepted than other minority groups,
- There is an undercurrent of racism within Southampton, particularly among the working classes.
- Southampton is perceived as a welcoming place by Poles themselves.

### 3. Impact on Local Services

In order to assess the impact of A8 nationals on services delivered by Southampton City Council, we approached each section and asked for their perceptions. The majority of the information received was anecdotal as many services are not currently recording precise information.

#### 3.1 Education

The nationality of Southampton's school pupils has been recorded since last year, the first results were calculated using information data already held on pupils by the school.

In 2006 there were 27, 784 school pupils in Southampton of which 1.1% came from A8 countries. Of the 305 from A8 countries, 283 are from Poland, the majority of which are of primary school age.

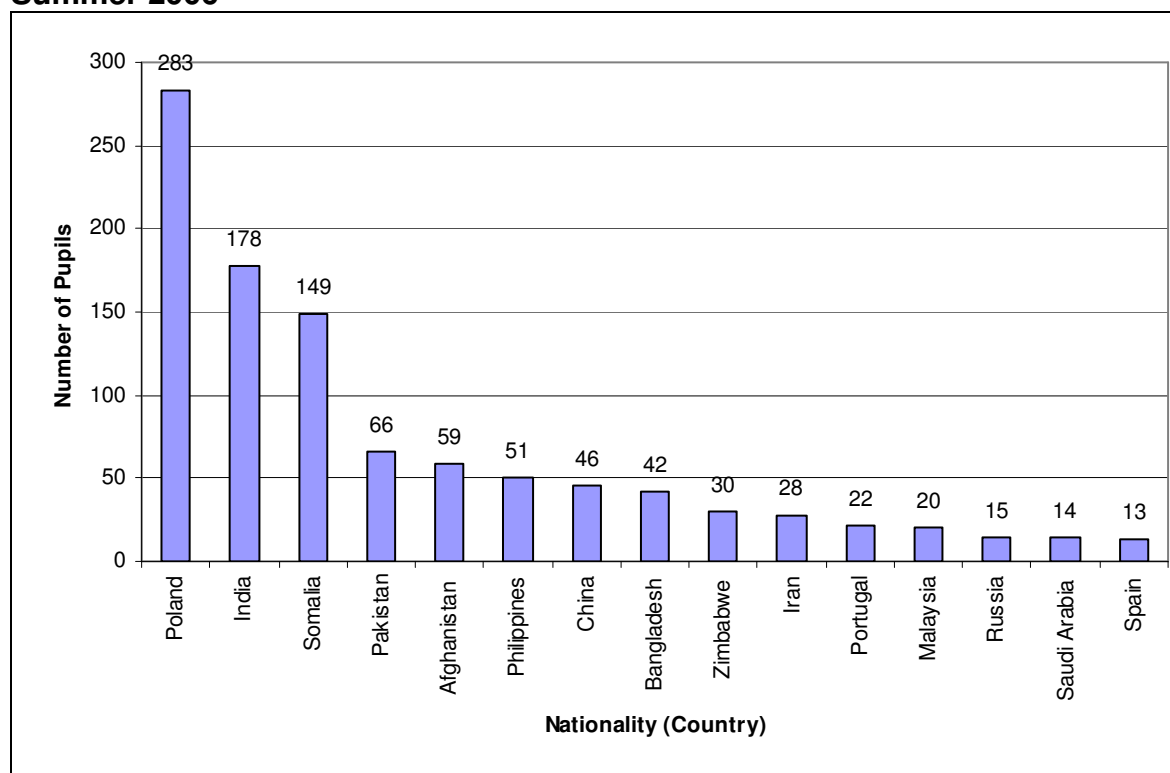
#### **Number of Children from A8 countries in schools in Southampton**

<b>Nationality</b>	<b>Primary</b>	<b>Secondary</b>	<b>Total</b>
Czech Republic	1	0	1
Estonia	1	2	3
Latvia	6	0	6
Lithuania	8	2	10
Poland	211	72	283
Slovakia	1	1	2
<b>Total</b>	<b>228</b>	<b>77</b>	<b>305</b>

*Source: SCC*

The graph below shows the ethnic makeup of those pupils in Southampton schools whose nationality is not defined as British.

### Nationalities with more than 10 pupils in Southampton Schools: Summer 2006



Source: SCC

### 3.2 Health

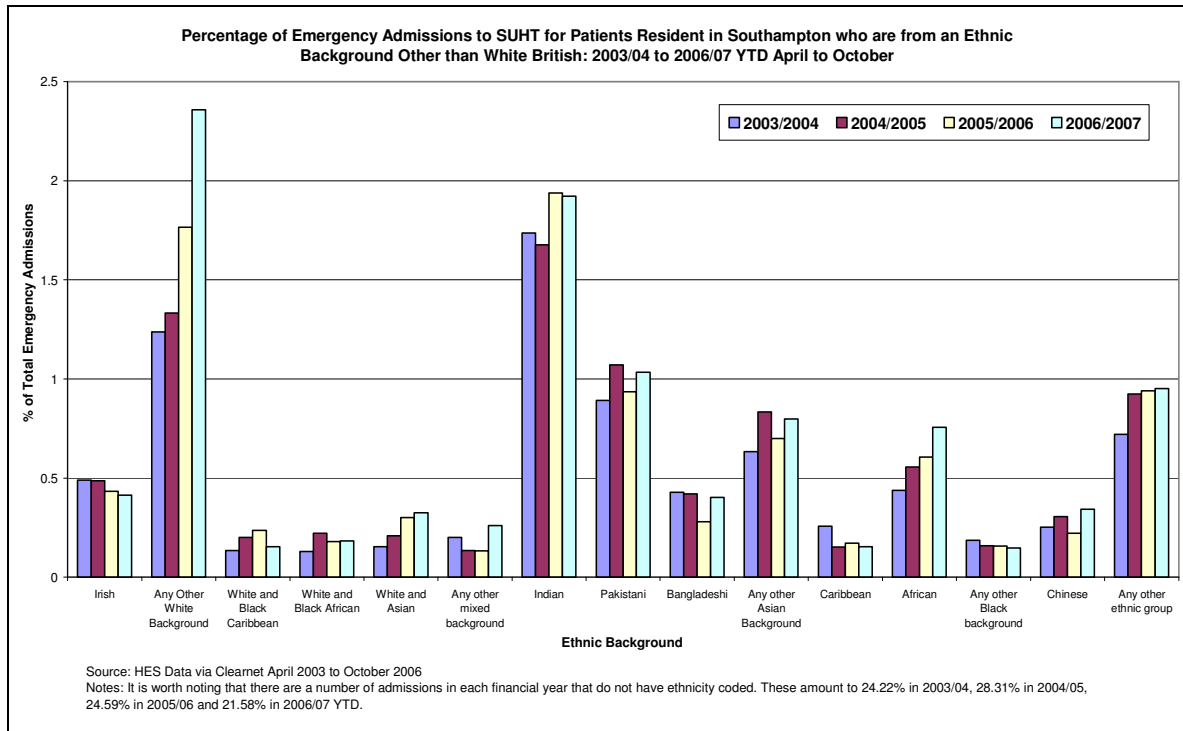
The majority of health information is only available to 2001 Census standard definitions.

Across Southampton birth rates appear to be increasing by about 5% per year and anecdotal reports from practice staff and social services interpreters say that they are seeing a high number of eastern Europeans pregnant women particularly in the Shirley area. Southampton Primary Care Trust is about to undertake work via local practices to try to understand the impact of EU accession on services and to collate some evidence to support its theories.

The PCT have looked at non-elective (emergency) admissions to Southampton General by ethnic group over the last 4 years to see if there were any changes. The codes used are based on the 2001 census ethnic groupings. Therefore, people from EU accession states would most likely be coded as "Any other white background". It is also worth noting that although the coding is getting better, it is not 100% complete in any year (see the charts for exact % incomplete).

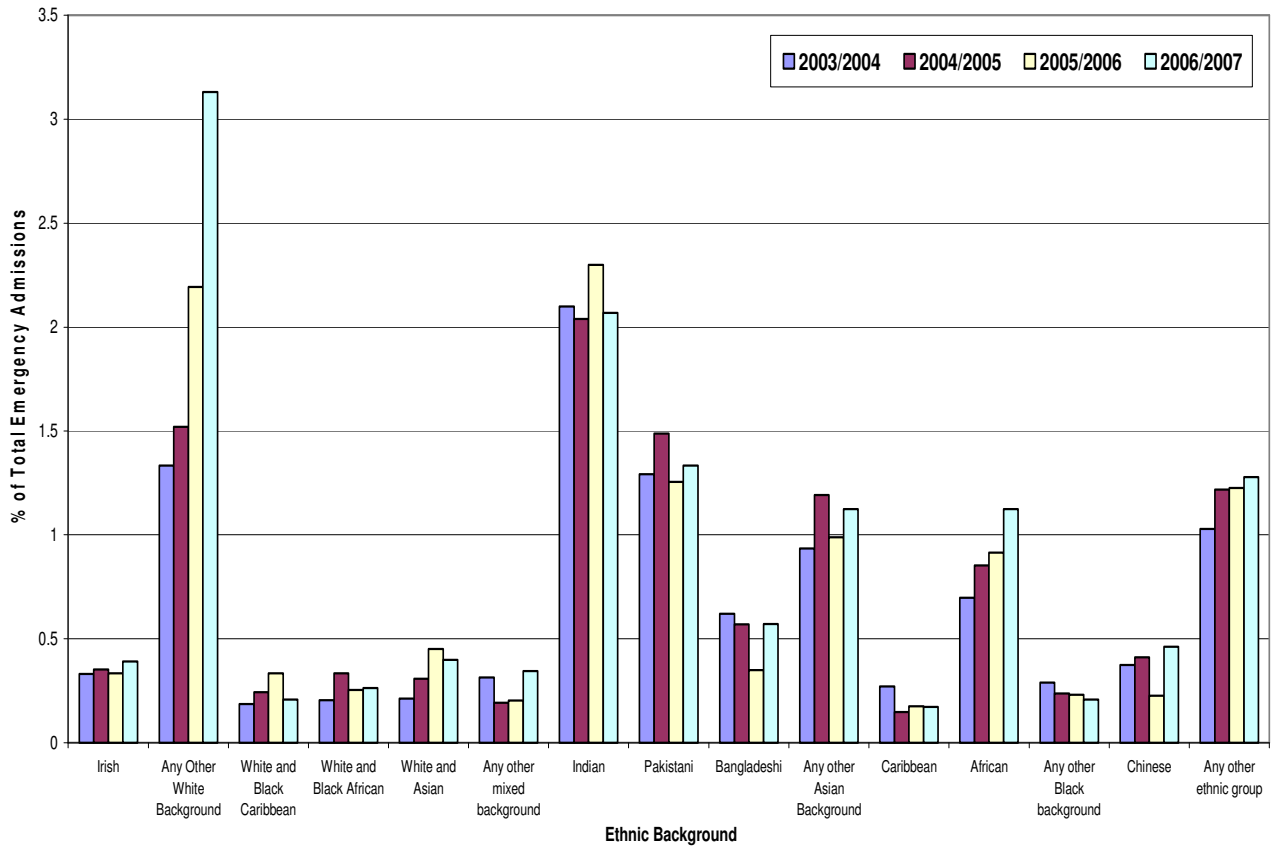
The chart below shows the percentage of emergency admissions broken down by ethnic minorities for all ages (White British has been excluded from the chart). The % share for most ethnic groups has been fairly steady over the

four year period. However, the last 2 years (2005/06 and 2006/07) has seen a rise in the share of emergency admissions coming from "Any other white background". I.e. it has increased from 1.24% in 2003/04 to 2.36% in 2006/07 (Year to date: Apr-Oct).



The second chart is exactly the same, but only looks at admissions for under 50's. As you would expect, there is a similar trend with "Any other white background" admissions increasing it's percentage of the total admissions, whilst the other ethnic minorities remain fairly constant. However, the rise is slightly greater, increasing from 1.34% in 2003/04 to 3.13% in 2006/07.

Percentage of Emergency Admissions to SUHT for Patients Aged Under 50 Resident in Southampton who are from an Ethnic Background Other than White British: 2003/04 to 2006/07 YTD April to October

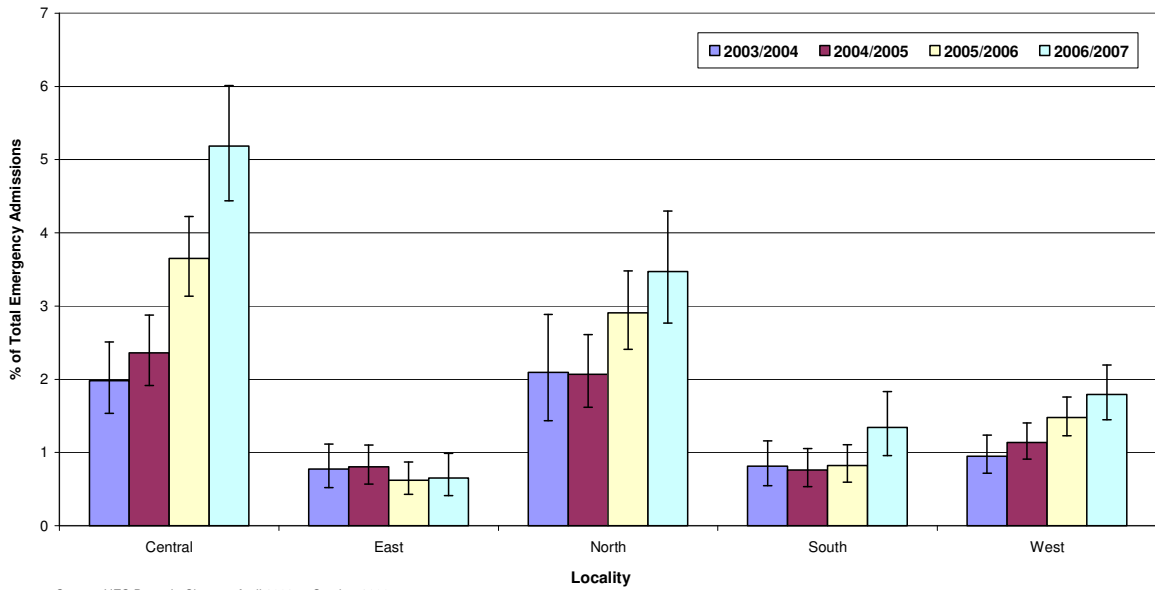


Source: HES Data via Clearenet April 2003 to October 2006

Notes: It is worth noting that there are a number of admissions in each financial year that do not have ethnicity coded. These amount to 28.59% in 2003/04, 31.62% in 2004/05, 28.53% in 2005/06 and 25.96% in 2006/07 YTD.

The third chart looks at all age admissions, but only for the "Any other white background" ethnic group split by locality. Over the 4 year period, there have been increases in all but the East locality. However, the City Central locality has seen the largest increase - the 95% confidence intervals on the chart show that the increases in 2005/06 and 2006/07 are significant. I.e. Admissions from this ethnic group accounted for 1.98% in 2003/04 rising to 5.18% in 2006/07.

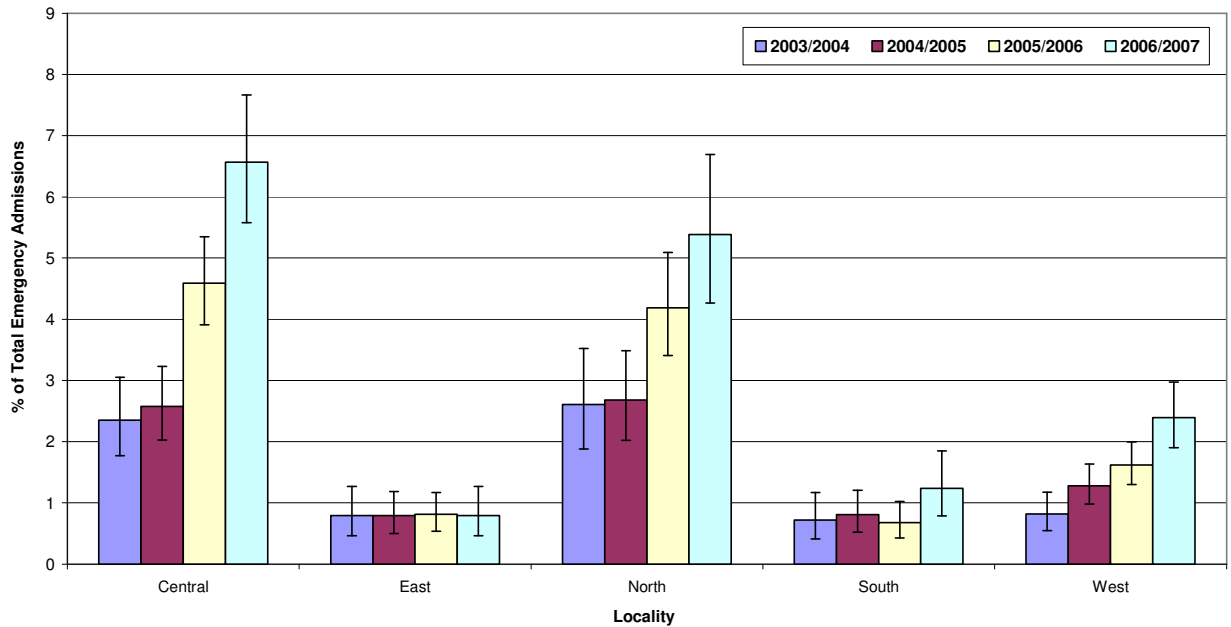
Percentage of Emergency Admissions to SUHT for Patients Resident in Southampton who are from a "White Other" Ethnic Background: 2003/04 to 2006/07 YTD April to October



Source: HES Data via Clearenet April 2003 to October 2006  
 Notes: It is worth noting that there are a number of admissions in each financial year that do not have ethnicity coded. These amount to 24.22% in 2003/04, 28.31% in 2004/05, 24.59% in 2005/06 and 21.58% in 2006/07 YTD.

The fourth chart is similar to the third, but only looks at the under 50's. The central locality stands out again increasing from 2.35% in 2003/04 to 6.56% in 2006/07.

Percentage of Emergency Admissions to SUHT for Patients Aged Under 50 Resident in Southampton who are from a "White Other" Ethnic Background: 2003/04 to 2006/07 YTD April to October



Source: HES Data via Clearenet April 2003 to October 2006  
 Notes: It is worth noting that there are a number of admissions in each financial year that do not have ethnicity coded. These amount to 28.59% in 2003/04, 31.62% in 2004/05, 28.53% in 2005/06 and 25.96% in 2006/07 YTD.

### 3.3 Community Safety

While researching this report we contacted Hampshire Constabulary and asked for their views on the subject of whether new immigrants had an impact on community safety in the city. Chief Inspector Tim Ashman responded with the information below.

“There are inherent risks in quoting raw crime figures in the context of migrant communities when there is uncertainty over actual population figures of such groups. Quoting raw crime data in this context can be damaging to communities in respect of public perceptions concerning the level of criminality that exists within them. For this reason, the police are extremely cautious about the use of crime data in this context.

Quoting raw data of police recorded crime can also be misleading as certain minority communities are less likely than other groups to report crime to the police. The reasons for this are varied and include language barriers, cultural mistrust of enforcement agencies or simply a lack of understanding about how the criminal justice system works. British Crime Survey data can serve as a useful comparison to police recorded crime but it uses different parameters and may miss a proportion of people from migrant communities.”

Consequently it is difficult to assess whether the new immigrant communities have had any impact on community safety.

### 3.4 Housing

Information from housing suggests a steady increase in the numbers of Polish people applying for accommodation. Whether this is because of the increase in numbers of Polish people or because of more awareness is hard to say.

Between 2004 and November 2006 there were been 224 applications of which 128 are approved under the Homebid Scheme, approximately 1% of the total. To date nine of these approved Polish applicants have been housed under this scheme, all of which underwent the normal process. It appears that all these families bid on the less attractive properties to secure a home. All applicants on the Workers Registration Scheme (WRS) and therefore qualify for social housing.

There is some anecdotal evidence to suggest an increase in the number of houses in multiple occupation (HMO) in Southampton housing Polish people, but many are existing properties. Information is not collected on occupants unless they are a student let.

Southampton’s Homelessness team have had very few applications for homelessness help from Polish people, there appear to be between 6 and 10 homeless Polish people in Southampton, sleeping rough in the city, although there are typically no more than only ten people sleeping rough at any one time in Southampton. The homeless prevention teams are trying to encourage

the Polish to return home, as they are unable to get benefits here if they are not registered on the WRS, but some are refusing assistance.

### 3.5 Employment

There are two important aspects around the impact of East European migrants on employment and public services. Firstly, whether East Europeans are employees within local public services, and secondly whether they seek advice or guidance on gaining employment.

Southampton City Council itself does not record the precise ethnicity of its new employees. However HR do record "other white" as a ethnic category and based on surnames it is estimated that of the 59 people employed on a permanent basis between January 2004 and January 2007 approximately 39% may come from A8 countries. Because of similar classification issues the local hospitals were unable to provide and information on the number of East Europeans employed with them.

Restrictions around benefits mean that many East Europeans are not in contact with the local Job Centre Plus, and accordingly they have been unable to provide any data around East European migrants seeking advice.

However, the Wheatsheaf Trust, a local charity who provides employment related information, advice and guidance through a network of Employment Access Centres registered 118 Polish clients between 2005 and 2006. This represented 8% of the total registrations. The Wheatsheaf Trust has noticed that many of these clients are highly skilled and willing to work for low wages. Over 70% have level 3 or above qualifications and the majority are aged 25 or under.

### 3.6 English Language Courses

Many Polish feel their lack of English skills let them down when accessing services and they feel that more needs to be done to encourage language skills. There are at least seven bodies running English language classes in Southampton including City College, Eastleigh College, Learn direct via the Basepoint Enterprise Centre, the Polish community centre, S.O.S. Polonia, Totton College and Barton Pervil College. These establishments run many different courses of different skill levels and frequencies

At any one time approximately 300 people are using community ESOL courses of which about 150 are migrant workers. The majority of the people who attend are in work.

In September 2005 demand for City College courses in English Language was very high, and enrolment day saw queues in the street. In 2006 City College ran at least 18 English courses which were attended by over 1,100 people of which about 580 are from A8 countries and 85% are Polish.

**Number of people studying ESOL and English Language courses at City College**

<b>Ethnicity</b>	<b>Numbers</b>	<b>% of A8 countries</b>
Estonia	5	1%
Hungary	4	1%
Latvia	23	4%
Lithuania	29	5%
Poland	492	85%
Slovakia	28	5%
<b>A8</b>	<b>581</b>	<b>100%</b>

*Source: Southampton City College*

**3.7 City Council – Customer Service Centre**

Southampton City Council's 'One Stop Shop', known as Gateway, records the ethnicity of people who visit it and also the number of people who ask to use its translation services. Gateway provided a snapshot of the ethnicity of clients asking for advice of the 1,289 clients visiting in the 8-week snapshot 7.9% were from A8 countries.

**Visits to Gateway by Ethnicity; Selection of weeks in 2006**

<b>Week commencing</b>	<b>Total Visits</b>	<b>A8 total</b>	<b>A8 as a %</b>	<b>Polish</b>	<b>Estonia</b>	<b>Latvia</b>	<b>Lithuania</b>
24/04/2006	201	0	0	0	0	0	0
29/05/2006	149	11	7.3%	9	2	0	0
19/06/2006	233	21	9.0%	19	1	1	0
07/08/2006	229	17	7.4%	15	0	2	0
25/09/2006	115	15	13.0%	14	0	0	1
23/10/2006	169	20	11.8%	16	0	3	1
20/11/2006	131	15	11.4%	15	0	0	0
18/12/2006	62	3	4.8%	3	0	0	0
<b>Total</b>	<b>1,289</b>	<b>102</b>	<b>7.9%</b>	<b>91</b>	<b>3</b>	<b>6</b>	<b>2</b>

*Source: Gateway, SCC*

Gateway also provides a translation service for clients and between January and December 2006 170 interpreters were used of which 70% were for Polish clients.

### Number of Interpreters used at Gateway in 2006

2006	All	A8 (total)	Polish	Latvian
Jan	4	1	1	0
Feb	6	4	4	0
Mar	0	0	0	0
Apr	8	3	3	0
May	0	0	0	0
Jun	17	12	12	0
Jul	16	11	11	0
Aug	21	14	14	0
Sep	13	8	8	0
Oct	35	27	27	0
Nov	27	21	21	0
Dec	23	21	19	2
<b>Total</b>	<b>170</b>	<b>122</b>	<b>120</b>	<b>2</b>

Source: SCC

### 3.8 Library Service

Southampton Central library has recently acquired a collection of 392 Polish books which have been issued 2,749 times. Although they do not record ethnicity specifically the librarians say that there are a large number of Eastern European visitors to both Central and Shirley libraries many of which use the computers to contact home. It is estimated that as many as 1 in 10 of the computer users at Shirley Library, during summer 2006 were of Polish or Eastern European origin. Many of the Polish visitors to libraries are young men with families who are avid readers of books in English and Polish.

### 3.9 City Council -- Play Services

Play services has reported that over the last 12 to 18 months a large increase in the number of Polish children who are using the play scheme in Newtown and also coming in for advice but they do not have any firm numbers.

### 3.10 Waste Collection

Southampton operates a twin bin system with a blue top bin for recycling. Anecdotal evidence suggests that some members of A8 community are not fully complying with the recycling / material separation requirements.

It is suggested that in part this may be a lack of understanding of the recycling systems, exacerbated by not being able to read the instructions which are in

English. It may also be the case that the concept of recycling is unfamiliar, and that frequent accommodation changes mean recycling message is lost.

One of the ways Waste team have tried to counter these problems is to produce information in Polish, but it is hard to target these resources when the exact location of the A8 population is unknown.

### 3.11 Environmental Health

Recent contact with environmental health has revealed concerns over A8 nationals understanding of health and safety information in manual employment particularly in catering, production lines and on construction sites. Many of the A8 people have received no training and are unaware of their or the employers responsibilities. Environmental Health are currently assessing the situation and considering providing some information in Polish to make people aware of their responsibilities.