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help themselves*

# **Migrant Workers**

Scoping the Issues for Devon  
April 2007

**Report produced by: Greg Davies  
David Rolls MSc.**

**on behalf of: Devon Migrant Worker Multi-Agency Task Group**

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## 1. A Definition of Migrant Workers:

There are a number of different definitions of Migrant Workers. The Devon Migrant Worker Task Group has adopted the following, which is incorporated in its Terms of Reference:

*Migrant workers can be defined as those who travel to another country for the primary purpose of seeking or carrying out work and usually with the intention of returning to their country of origin. The term 'migrant workers' therefore refers to international migrant workers – people who come to Britain from another country including Europe, who come primarily to earn a living (whether this is through a legal or illegal/exploited arrangement) rather than to seek asylum, and therefore people who are 'economic migrants'.*

## 2. Executive Summary:

This report has sought to make use of available evidence and existing research to identify the scope of the Migrant Worker issues in Devon and the potential actions which might address these issues. The limitations and potential inaccuracies of the data are highlighted throughout and are an obvious cause for concern.

Despite the lack of definitive statistics (see Section 5) all the available evidence points to increasing numbers of Migrant Workers in Devon. The official number of new Migrant Workers in Devon in 2005/06 was 5960, more than 50% up on the previous year. The rate of increase has been accelerating since 2001/02.

A Migrant Worker Multi-Agency Task Group has been established to develop a coordinated response to the challenges this influx of Migrant Workers creates. The Task Group represents a wide range of statutory, private and voluntary sector organisations and the Terms of Reference are shown at Appendix A. This report represents the combined efforts of the Task Group in responding to the challenge.

At the time of writing this report it is noted that the Equality Strategy and Scrutiny Group (ESSG) of the Devon Strategic Partnership has also been considering the situation and a review of their recommendations is included on page 5.

The report emphasises the positive contribution Migrant Workers make to the local economy (see Section 4 and also Case Study 2 - Riverford Organic Vegetables). It then looks at the available data identifying the range of nationalities of Migrant Workers and the sectors of the local economy where they are most active (see also Appendix C). Sources of additional information are detailed in Appendix B.

Three Case Studies are used:

- Case Study 1 – Devon Library Service – shows how increasing numbers of Migrant Workers (and students) can place a strain on services which, together with misconceptions held, lead to community tensions and the growth of prejudice and intolerance.
- Case Study 2 – Riverford Organic Vegetables – looks at the positive contribution Migrant Workers make to Devon's economy and demonstrates how the good practices of caring employers can help their employees settle into the community as well as the working environment.
- Case Study 3 – Housing and Employment Abuse in Exeter – is extracted from an article in the Guardian (Jan 2005) and shows the abuse, which has been highlighted in a number of national television documentaries recently, does happen here in Devon. There is no excuse for being complacent.

Section 8 considers the Challenges and Opportunities identified by the Task Group members. Through attendance at national and regional conferences, reviews of existing reports / data sources and drawing on the experience of the Cornwall Migrant Workers Task Group a Migrant Workers Task Group Project Plan has been developed and forms Section 9 of this report. The Task Group recommends this Project Plan as identifying the next steps in dealing with Migrant Worker issues.

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## 3. Introduction:

### 3.1 Background

All the available evidence indicates that the numbers of Migrant Workers in Devon (as well as the UK overall) are continuing to increase. One of the key issues is that there are no definitive statistics. However records such as the National Insurance Number Registration (NINo) figures all show a distinct trend.

From a figure of 349.2 thousand overseas national NINo registrations across the UK in 2002/03 there has been an increase to 662.4 thousand in 2005/06. The percentage increase year on year has been:

2003/04	6%
2004/05	19%
2005/06	51%

The percentage of these registrations in the South West has remained at about 5% of the UK total with Devon showing 5960 NINo registrations in 2005/06 (more than 50% up on the previous year).

These increasing numbers will highlight any existing issues and potentially create fresh needs and concerns. A good example is the issue with access to public computers in Libraries (see Case Study 1 on page 18).

The requirement that public sector organisations engage more effectively on issues relating to migrant workers, particularly in rural parts of the county, has been highlighted by a number of strategic bodies: initially through the Devon Equality Partnership (a network of equality officers from public services across Devon and the Community Council of Devon) and then through Common Ground (the Social Inclusion network of the Devon Strategic Partnership).

There is a recognition amongst agencies across Devon of the benefits which will come from developing a coordinated, multi agency approach.

### 3.2 Migrant Workers Multi-Agency Task Group

The Devon Strategic Partnership (comprising public, private, voluntary and community sector organisations) as an existing forum with a focus on improving the quality of life for those who live and work in Devon is well situated to act as an umbrella organisation for a new Migrant Worker Task Group. The formation of a Task Group has been supported with funding from Devon County Council (Equality Budget) and the Safer Communities Budget.

The first meeting of the Migrant Workers Task Group was held at Crediton Fire Station on 31<sup>st</sup> January 2007 and was attended by representatives of over 20 organisations from the statutory, private, voluntary and community sectors. At this initial meeting Terms of Reference were agreed, which are attached as Appendix A.

### 3.3 Objectives of this Report

This report is produced on behalf of the Migrant Worker Multi-Agency Task Group, to inform the Devon Strategic Partnership and other networks (Common Ground, Devon Equality

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Partnership, Devon Economic Partnership etc) and agencies of the impact of migrant working in Devon. Its aim is to raise the profile of migrant workers, inform agencies of work in progress and work that is planned, and attract resources to help the Task Group and agencies: meet needs, provide information to migrant workers, address challenges in service provision, address racial incidents, ensure businesses/landlords are complying with the law/fair practice and improve the data/information on migration.

### **3.4 Methodology**

The approach was defined as ‘through a rapid appraisal of existing information to produce a brief overview which lists what is currently happening across Devon and identifies any gaps in data, service provision and other activity.’

A lot of work is currently taking place, which although innovative is sometimes disjointed. Many of the Migrant Worker Task Group members are already actively involved. The approach adopted was therefore to draw on the existing knowledge and experience of the organisations in the Task Group. Member Groups were asked, in workshop sessions and via email invitations, to feed into the process by responding to the questions shown opposite.

The consolidated responses are listed as Appendix B. The information contained in the remainder of the report has been drawn from the range of sources identified through this exercise.

### **3.5 Limitations**

How comprehensive is this report? Being based on the combined knowledge of the Task Group members there is a high possibility that most significant available information has been captured. However:

- The report is not necessarily comprehensive. There are potentially other sources of information and data which Task Group members are unaware of.
- All the data sources so far identified come with ‘health warnings’ as to the completeness and accuracy of the statistics.
- Migrant Worker support and advocacy organisations have had a strong and active presence on the group.
- There has been a valuable, though limited Migrant Worker presence on the group. This aspect of the work needs to be developed.

### **3.6 Devon Strategic Partnership (DSP) - Equality Strategy and Scrutiny Group (ESSG)**

Research for this report has run parallel to other considerations of the DSP. The Recommendations from the ESSG meeting on 27<sup>th</sup> April 2007 include:

- The need to heighten the profile of Migrant Workers and create the potential to attract more funding.
- A community development approach creating honey-pots where people will meet and agencies can make contact and reach out to Migrant Workers.
- To address resourcing issues and more clearly identify what work is/should be done and by who at local, regional and national levels.

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- A need for better data and a resource to keep on top of the data and issues.
- The need to understand peoples feelings, take account of complaints and incidents. To listen and understand what is happening and respond appropriately (eg with a Myth Buster). Preventing the creation of more ammunition for those seeking to capitalise on racial tensions.

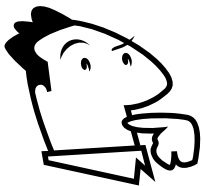
### **Questions Addressed by Task Group Members in Workshops and via Email Consultation**

#### 1. What do we know already?



- Is there some existing data / information about Migrant Workers in Devon?
- What is the source of the information?
- Where can we find it?

#### 2. What's going on in Devon?



- Any examples of current Migrant Worker projects.
- Who is delivering them?
- Contacts / reports.

#### 3. Examples of good practice from outside Devon



Ideas to build on from elsewhere

What?      Where?      Who?

#### 4. Gaps in Devon services:

CHALLENGES

OPPORTUNITIES

## **4. Contributions to the Economy:**

The report is not in a position to make a full analysis of the contribution of Migrant Workers to the South West or UK economy. However the research has identified some informative quotes from respected authorities:

4.1 *‘There is an image, sometimes presented in the press and public debate, of a “flood” of immigrants, taking jobs away from the indigenous population or living on benefits. The UK has a long history of immigration and emigration. .... our population reflects successive waves of migration. It is also reasonably clear, if difficult to quantify, that Britain has benefited considerably as a result of this migration.’*

Chris Evans, Director SLIM

4.2 There is also a perception that immigrant ‘workers’ take more out of the economy (in terms of benefits etc.) than the host population. Figures quoted would suggest in fact they take out somewhat less, whilst contributing somewhat more i.e. they are supporting the host population.

*‘The Institute for Public Policy Research’s (IPPR) ‘Paying their way’ study in 2005 found that the per capita revenue to the Government generated by immigrants in 2003/04 was (at £7,203) higher than that for the UK born (£6,861). The study went on to show that government expenditure per capita on immigrants was lower (£7,277) than for the UK born (£7,753).’*

Commission for Rural Communities (CRC) Briefing Paper - Migrant Workers in Rural Areas January 2007

4.3 It is reported that:

*‘Migrants fill 90% of low-paid jobs in London and account for 29% of the capital’s workforce.’*

Labour Markets at the Periphery: Migrant Workers in the South West – SLIM

We might conclude from this that without Migrant Workers, economically London (at least) might grind to a halt altogether (in much the same way as the traffic already has).

4.4 Again from the CRC report we are informed that:

*‘Treasury studies suggest that around 15% of UK trend growth depends on inward migration, and that while foreign-born migrants make up 8% of the population, they generate 10% of our Gross Domestic Product.’*

*‘Migrants also produce indirect fiscal effects, for example, by introducing new industries and/or increasing the productivity of existing labour and capital, thereby stimulating the level and growth rate of production.’*

4.5 From a report called Migrant Workers: The Challenge for the South West (Skills and Learning Intelligence Module, University of Exeter – May 2006) we note:

*‘Migrant workers have always played a key role in the economy. From the UK’s perspective, a growing economy and record levels of employment have led to a tightening of the jobs market, with the potential for labour shortages and wage demands to build up. Migrant workers are helping to relieve these pressures. The challenge for employers and agencies in the region is to make the most of the skills migrant workers offer, whilst at the same time preventing exploitation.’*

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Case Study 3 on Housing and Employment Abuse in Exeter (page 20) shows how vulnerable Migrant Workers are to exploitation.

Looking at the figures for the South West on the following pages it is evident that some of our major industries – Hotels & Catering (tourism), Manufacture, Care & Nursing, Agriculture – all rely very heavily on Migrant Workers. We should ensure their contribution is valued and that we make them feel welcome within our communities.

### 5. Migrant Worker Numbers:

#### 5.1 National Insurance Number Registrations (NINO)

A National Insurance number is a unique personal number used to record a person's NI contributions and to claim social security benefits. People entering the UK to work have to apply for a National Insurance number. They can often obtain temporary NI numbers from their employer however, they should apply for a permanent number through their local Jobcentre Plus office, Jobcentre or social security office.

Data is available from the Department for Work and Pensions (DWP) showing the number of NINO registrations by district / unitary authority (eg East Devon) and by country of origin (eg Poland). The table opposite shows the numbers of NINO registrations for all 'Migrant Workers' across Devon (excluding Plymouth and Torbay) for the 2 years 2004 – 2006.

The table shows the top 12 countries of origin and an 'other' category for those not listed separately. The evidence shows:

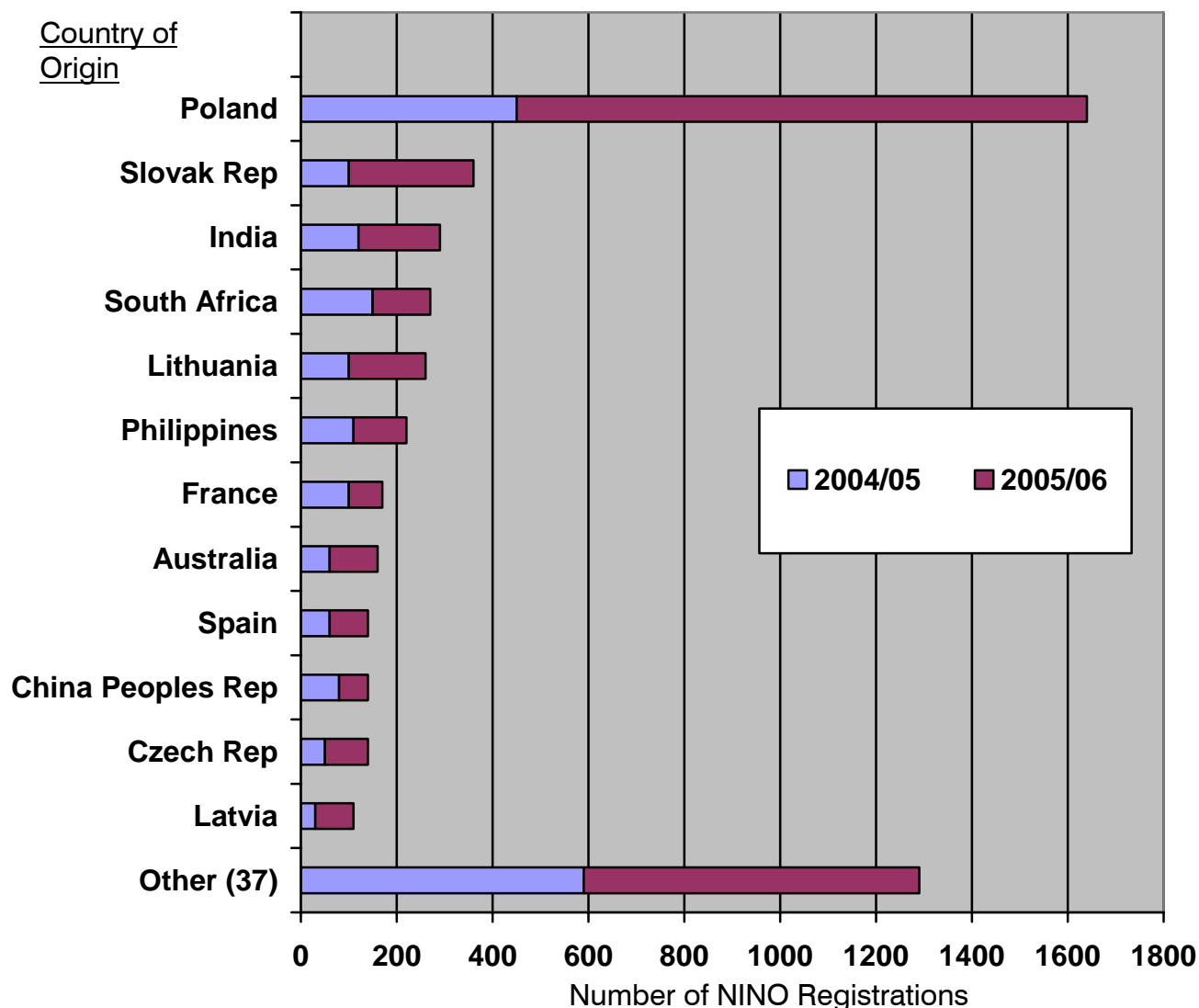
- The highest number of Migrant Workers come from Poland.
- There are significant numbers of Migrant Workers from other Eastern European (new EEC – Accession 8 countries), Slovak Republic, Lithuania, Czech Republic, Latvia.
- The issue is not exclusively Eastern Europe with high proportions of Migrant Workers from India, China and the Philippines; some from European partners, France and Spain; and some from predominantly English speaking countries, South Africa and Australia.
- There is a considerable variety in countries of origin with 37 countries covered by the 'other' category and accounting for a further approx. 1300 Migrant Workers over the 2 year period.

Limitations of NINO figures.

In theory, the numbers of individuals applying for NINOs in an area should equate to the numbers of individuals who obtain work. However, it is likely that there will be a mismatch due to the following factors:

- People not converting a temporary NINO to a permanent NINO.
- Delay in obtaining NINOs compared to registration. It is perfectly legal to continue working without a NINO if the application process has commenced.
- People obtaining NINOs in a different area to that where they first registered (i.e. A NINO is obtained in one geographic area and the individual moves to another part of the UK).
- People who have obtained a NINO may have returned home, but remain 'on the books'.
- Migrant Workers working illegally (i.e. without a NINO).
- Anecdotal stories exist where workers return home with a NI card and pass it on to the next family member coming to the UK, as this saves time getting into the system. Hence two individuals have worked for one number.

**Migrant Workers – National Insurance Number Registrations  
Devon (excl. Plymouth & Torbay) – April 2004 to March 2006**



**UK National Insurance Number Registrations – Top Ten Countries**

	2000/01 in 000's		2002/2003 in 000's		2004/2005 in 000's
Australia	14.5	India	25.3	Poland	104.1
Pakistan	14.5	S. Africa	17.8	India	34.1
France	14.3	Australia	16.8	Rep of Lithuania	24.7
India	14.2	Peoples R. China	12.7	Slovak Republic	19.4
S. Africa	13.2	Poland	12.2	S. Africa	18.9
Spain	10.2	France	11.9	Australia	18.2
Italy	8.7	Spain	11.3	Pakistan	17.6
Philippines	8.2	Pakistan	10.8	France	12.7
Germany	8.0	Portugal	10.6	Rep of Latvia	11.4
Rep. of Ireland	7.9	Philippines	9.9	Germany	10.6

As an indication of the spread and relative numbers of Migrant Workers by country of origin the National Insurance Number registration figures are the best available. Using these figures for 2005/06 shows a total of 5960 Migrant Workers registering a National Insurance Number in Devon (including Plymouth and Torbay). However Migrant Workers by their nature are often transitory. According to the Commission for Rural Communities report – A8 migrant workers in rural areas:

*'Although the figure of 600,000 entrants from the A8 is widely accepted, it is not clear how many remain in the UK at any given time. The Labour Force Survey showed that, in September 2005, fewer than half of those who registered on WRS since May 2004 were in the UK.'*

This could be interpreted to indicate that about 50% of Migrant Workers return home within the year. So the number of Migrant Workers remaining in Devon might be estimated as only ½ of the number originally registering.

### 5.2 Workers Registration Scheme

The Workers Registration Scheme was introduced in 2004 and applies to applicants from the Accession 8 (A8) Countries. These are 8 of the new countries which joined the European Union on 1 May 2004, namely the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia. Migrant Workers from the A8 countries have to register with the Home Office under the Worker Registration Scheme (WRS).

Registration cost, at the time of writing is £70. Once a Migrant Worker has been working legally in the UK for 12 months without a break they have full rights of free movement and will no longer need to register on the WRS.

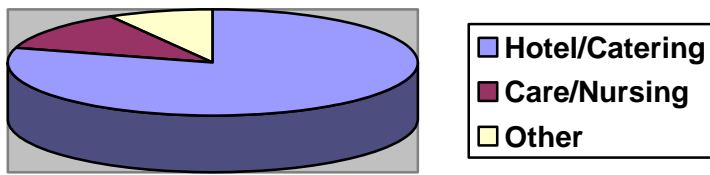
Data is available from the Home Office by post code showing country of origin and employment sector.

The charts opposite show some of the employment distributions across Devon.

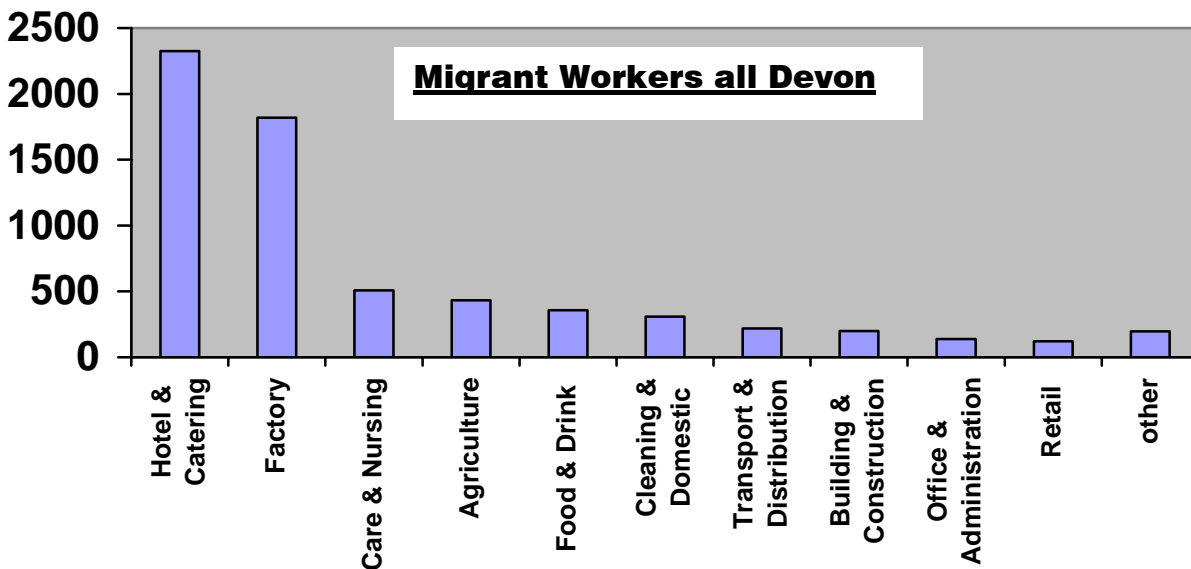
1. The first chart shows the types of employment for Migrant Workers in a single postcode (EX1). Over ¾ of the Migrant Workers in EX1 are employed in the Hotel & Catering sector. Similar charts could be produced for any single or combination of postcodes.
2. The centre chart shows the employment spread across the whole of the county. There appears to be a fairly even split between Hotel & Catering and Factory, way ahead of Care & Nursing and Agriculture etc.
3. The final chart relates just to the Agricultural sector and shows, again for the whole of Devon, a split of Agricultural Migrant Workers by country of origin. Similar charts could be produced for any employment sector.

See also Appendix C for a visual indication of the spread of occupations across the county.

**Migrant Workers in EX1 (parts of central Exeter/suburbs)**

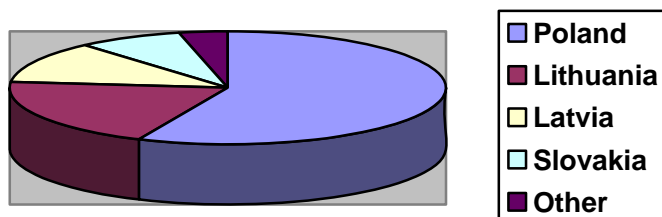


Workers Registration Scheme Statistics  
For Post Code EX1 – Showing the main Employment Sectors for Migrant Workers (from A8 countries) – May 2004 – March 2006



Workers Registration Scheme Statistics  
Devon Wide – Showing the main Employment Sectors for Migrant Workers (from A8 countries) – May 2004 – March 2006

**Employment Sector - Agriculture**



Workers Registration Scheme Statistics  
Devon Wide – Showing the main Countries of Origin for Migrant Workers (from A8 countries) in the Agricultural Sector– May 2004 – March 2006

## **Migrant Workers – Scoping the Issues for Devon – April 2007**

Limitations of WRS information:

- The South West TUC obtains the information from the Home Office under the Freedom of Information Act. There is no attempt to provide the information in a user friendly format and considerable effort is required to manipulate the data.
- The data only covers the A8 countries (listed above).
- There are certain groups of people from the A8 who do not have to register, these are:
  - Self employed people – which anecdotal evidence suggests represents a considerable number.
  - Those working/intending to work less than 1 month with any particular employer
  - Au pairs.

Other inaccuracies may relate to:

- Those working legally in the UK for 12 months or more who no longer need to register.
- Those working ‘illegally’ and not registering with WRS.
- Migrant Workers who have subsequently left the UK.
- Workers who change jobs without informing the Home Office.
- Home Office data is known to contain errors (e.g. wrong postcodes).
- Post Codes do not always correspond with county boundaries (e.g. EX22 and PL15 are both part in Devon and part in Cornwall).

WRS figures are not a good guide to the total number of Migrant Workers in Devon (being incomplete, fudged at the county borders and only covering the A8 countries). However they do give a very useful insight into the main types of employment for Migrant Workers.

### **5.3 Other Potential Information Sources.**

#### 5.3.1 Employers Surveys.

Another method tried in Cornwall to source data was through an Employers' Survey. From a report by the LINC (Local Intelligence Network Cornwall) it is noted that:

- Of the 519 employers contacted only a quarter responded.
- Some work undertaken traditionally by Migrant Workers is highly seasonal. Unless the survey is carried out during the peak season, numbers will be under-recorded.
- Double counting may occur for example where workers are recorded as working for an employer and also recorded as employed by a recruitment agency.

The full report called 'Migrant Worker Research - Lessons Learned' January 2007 from LINC is well worth reading.

The research carried out by the Local Intelligence Network Cornwall revealed a number of issues regarding the collection of information and the use of official sources of data. Combining the knowledge from this research with that derived from other research studies has enabled the compilation of this guidance covering the difficulties associated with quantifying the number of migrant workers in a community.

### 5.3.2 Schools Information

The South West-Multi Agency Migrant Worker Group has sponsored some research on the numbers of pupils in South West schools for whom English is not their first language.

From a report dated 15<sup>th</sup> March 2007. They state:

#### English as an Additional Language (EAL) in SW Schools

##### Purpose of Report

To outline the number of EAL pupils in the South West schools in order to provide some indication of the growth, location and number of migrant children and hence migrant families within the South West. The two main objectives are:

- to establish in which areas new migrant families are concentrated;
- to gain some idea of the absolute growth of migrant families over the period 2003-2007 for each area.

Some interesting figures are shown opposite, which may give a good indication of the issues facing schools, but are not necessarily valuable for analysing Migrant Worker numbers.

One observation these figures may support is that more than previously it is whole families who are moving to the area. Workers with their children and sometimes other family members as well (eg grandparents) to help provide support. The 'migration' in this case is likely to be longer term rather than seasonal.

The report gives its own health warning in relation to the data under a heading: 'Caveats for Use of School Data':

- In general the data provides numbers for children only and not adults, yet the vast majority of recent migrants are young and often do not have families, or else they only bring their families over later.
- The data includes all pupils for whom English is a second language (i.e. the pupil is used to another language at home which is spoken regularly) and this may include pupils from established communities as well as those from recent migrant communities.
- An increase may be due to the in-migration of established minority ethnic families from other parts of the UK or from an increase in the birth rate of established minority ethnic communities.
- The increased number could be a result of communities which migrated some time ago and are now becoming settled and starting families.

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		Devon	South West Overall
<b>2004</b>	EAL pupils	800	11600
	Total Pupils	89100	637700
	EAL as % of total	0.9 %	1.8 %
<b>2005</b>	EAL pupils	847	12700
	Total Pupils	88680	643200
	EAL as % of total	0.95 %	2.0 %
<b>2006</b>	EAL pupils	961	14770
	Total Pupils	88300	646280
	EAL as % of total	1.1 %	2.3 %
<b>Change from 2004 - 2006</b>	Increase in EAL pupils	161	3170
	% increase	20 %	27 %

### **6. Other Regional Activity:**

Our neighbouring counties, as well as the South West Region are all taking action on Migrant Worker issues:

#### **6.1 Cornwall:**

- Through an established Cornwall Migrant Worker Task Group.
- Research through the LINC (Local Intelligence Network Cornwall).
- Welcome Pack – produced by the Cornwall Strategic Partnership.

#### **6.2 Dorset:**

- Migrant Workers in Bournemouth, Dorset and Poole – research workshop / presentation from the Research & Information Group Dorset County Council.
- Research Matters – Issue 5 – Migrant Workers – Dorset County Council October 2006.
- Dorset Strategic Partnership – Dorset For You.

#### **6.3 Somerset:**

- Migrant Workers Mapping Study – South Somerset District Council and Yeovil College – March 2006. Presented to the LSP.
- Migrant Workers Welcome Pack project in Somerset - an online welcome pack for the whole of the Somerset area provisionally called “New to Somerset” is due for launch in April 07. Supported by a grant of £15,000 from Somerset LSP.

#### **6.4 South West Region:**

- Regional Multi-Agency Meeting on Migrant Workers in the South West (15<sup>th</sup> March 2007).
- South West RDA stated ‘there is agreement in principle on some funding from RDA. It would be best if the RDA’s funding process was informed by a group of relevant agencies and the South West Regional Multi-Agency group could play a valuable role in helping agree priorities’ (see draft meeting notes 15<sup>th</sup> March 2007).
- English as an Additional Language (EAL) in SW Schools – report to the SW Multi-Agency Migrant Worker Group 15 March 2007.
- SLIM (Skills and Learning Intelligence Module) South West Observatory – ‘Migrant Workers – the Challenge for the South West’ May 2006.

### 7. Case Studies:

#### 7.1 Case Study 1- Devon Library Services (\*see Addendum below)

“Large numbers of migrant workers and language school students make use of the computer facilities in our public libraries. This puts pressure on the limited resources available, particularly in the summer, when there is a considerable influx of such people, as libraries lack the capacity to cope with the extra demand. It affects most libraries to a degree, but is particularly acute in coastal holiday areas such as Sidmouth and Exmouth and in the larger libraries, especially Exeter Central and Barnstaple.

Libraries allow all users ½ hour free per day, and subject to demand and the availability of computers, longer for £1.50 per additional ½ hour. They do not provide different levels of service for different categories of user. Demand is such that at times there are significant queues, and this is one major reason why the daily free period is limited to ½ hour, which in itself gives rise to complaints, as many people think we should allow at least an hour free of charge.

Not surprisingly, the “migrant” or “visitor” demand gives rise at times to considerable resentment on the part of regular users, whose perception is that they fund the service via their council tax, and it is therefore “their” service. To quote one complaint:

*“As domestic rate payers as well as business rates we are entitled to half an hour use on these computers. Unfortunately we usually have to wait some time to use one because they are already being used, not by residents mind you, but foreigners, mainly from the International School and some from the hotels. This is totally unacceptable, they do not live here or pay any rates so why should they have free use of this equipment. They should either pay for their time or not use them at all.”*

The pressure is so great at times that library staff struggle to cope, and other work and service to the wider public suffers. Last year, for example, Exmouth Library reported day-long queues for the computers throughout the summer, sometimes as many as 18 or more queuing for 7 machines. It doesn't help, of course, that communication is often a challenge, though libraries have tried to address this to a degree by producing simple basic information sheets in 28 languages about joining the library and using the computers, along with "question and answer" sheets in the same languages.

Additional computers (where space permits) and staffing in the libraries most affected would help to alleviate the situation, and would be preferable to alternative provision elsewhere, which would risk creating an "us and them" situation. It would not only benefit the workers/students from abroad (who clearly appreciate the ability to keep in contact with their families at home), but would also help foster international relations by eliminating some of the public resentment which builds up and at times boils over. If funding for this could be made available, it would be a very positive move for all concerned.”

From the Libraries' perspective addressing the issue could involve the provision of additional facilities. It will also be important to address the misconceptions of certain members of the public. For instance Migrant Workers are subject to Council Tax (and Income Tax etc.) in the same way as other residents. These are the types of issues that a Myth Buster would address.

**\*Addendum from Devon Library and Information Services June 2007** - Public libraries are open to all, and just as anyone can come in and use the traditional services, anyone can use our public access computers. The initial computers, infrastructure, and staff training were primarily funded by the National Lottery New Opportunities Fund, and the Bill and Melinda Gates Foundation funded a further supply of computers, on the understanding that this was to ensure that *“anyone, regardless of income, age, race, or education level have access to the*

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*power of technology*". At much the same time, the Department for Culture, Media and Sport published a document entitled *"Libraries for all: social inclusion in public libraries"*, with very similar requirements, stressing the need for all library services to be available to everyone, irrespective of age or social background, disability or age, racial or ethnic origin, and stating: *"It is important that access to ICT is available to all"*. Additionally, the Public Libraries and Museums Act of 1964 requires public libraries to *"provide a comprehensive and efficient library service"* to everyone who lives, works, or is in full-time education within the area, so migrant workers are amongst those covered by this legislation.

### **7.2 Case Study 2 - Riverford Organic Vegetables**

"Migrant workers make a huge contribution to Riverford through hard work, enthusiasm and filling the gaps in the workforce. Another invaluable way is cultural variety, the workforce is more diverse and I think many people here have learnt a lot from working with each other – I certainly have.

Migrant workers appear to fall into various groups – staying for a few months with every intention of going home, moving over here with all or part of their family, still with the intention of going home in about 5 years. I would say 98% of people are planning on returning to their home country within a few years; However good the money is, England's unpredictable weather seems to get them down, apparently the rain is just different here!

We also employ Seasonal Agricultural Workers who come from outside the EEA. They are normally studying agriculture and English and see it as a fantastic opportunity to come to the UK for 6 months. The students are normally very enthusiastic and carrying dictionaries everywhere they go!

When I ask people why they come here the same reasons keep cropping up - money, learning English and experiencing another culture. All very worthy reasons for anyone brave enough to live away from their home country".

Riverford recognise the huge value of Migrant Workers to their business and in return are fully committed to providing a friendly and supportive environment for their workers. Part of the support provided is to help Migrant Workers sort out the kinds of issues faced. A study of the support Riverford has provided to Migrant Workers reveals the following

"Top 10 enquiries from foreign workers:

1. Workers Registration Scheme (WRS)/Residency EEA1 – very important for benefits.
2. Tax office – claiming back tax when leaving/entering the UK.
3. Driving licence enquiries (exchanging licence, speeding points, parking tickets).
4. English courses/free English lessons where are they held education centres in the area.
5. Paying council tax
6. Child minders in the area (Riverford signed up to Busy Bees to save money)
7. Benefits
8. Setting up a bank account – one suitable for their needs - transferring money. (This would probably be higher up the list, but it is not such a problem at Riverford as we take them along and open the account for them)
9. Letting houses – deposits, references
10. Buying an English car paperwork insurance, MOT & Tax."

It is these sorts of issues that the Welcome Pack will aim to address through its separate section on Working, Driving, Education, Family Matters, Money, Housing etc.

Claiming back the Tax when Migrant Workers leave the country can be a rather contentious issue with local people. This issue could be straightened out in a Myth Buster leaflet.

### 7.3 Case Study 3 - Housing and Employment Abuse in Exeter

The following is adapted from an article by Felicity Lawrence in the Guardian newspaper 11<sup>th</sup> January 2005. The full text is available at:

[http://www.guardian.co.uk/uk\\_news/story/0,,1387248,00.html#article\\_continue](http://www.guardian.co.uk/uk_news/story/0,,1387248,00.html#article_continue)

“Polish workers lost in a strange land find work in UK does not pay

When a group of east Europeans came to Britain to work they were surprised to find themselves packing chickens for a supermarket and shocked by the conditions they had to live in.

The Poles had no idea where they were when the gangmasters brought them to a house in Exeter in the middle of the night. They waited outside while the dozen or so Afghans inside the house packed their things into black dustbin bags. The Afghans were bundled into the van and driven off. And that was the last the Poles heard of them.

The Poles said they had been told when they were recruited back home that they would be working somewhere near Southampton, no mention of packing chickens in Devon. But without language, money, or even the name of the boss of the company they seemed to have been handed over to on arrival in England, they felt helpless.

A new pool of legitimate migrant labour from the eastern and central European countries was meant to provide the solution to the problems of illegal working and unscrupulous gangmasters who organise much of it. The trouble is that the flexible labour market is so dominated by illegal activity that many of the new EU migrants have fallen into the same trap of unlawful wages and squalid living conditions despite their legal status. The experience of the Poles in Exeter, who had the right to work in the UK, shows how the system operates.

The house the Poles had been taken to, in a quiet Exeter suburb was unremarkable outside. Inside there was no furniture, just mountains of rubbish, piles of syringes, soiled mattresses on the floor, and a terrible smell. They slept on the bare mattresses that night. Twenty Poles were in the house the night the Guardian visited, 10 of whom were sleeping there, three and four to a small room. They said they had been threatened with eviction and loss of two weeks' wages if they dared to tell anyone about their conditions. They had also been told they must be very quiet and not go out in groups or the police would come. They said they felt intimidated.

They had, they said, been recruited in Poland by an English labour agency. They had been promised the minimum wage, £4.50, good accommodation for £25 per person per week, and lots of overtime. The contracts they had signed were made, they said, without the benefit of a translation and without their understanding. The Poles said it had gone wrong almost as soon as it started.

There had been no work and no wages in their first week in Southampton. Then suddenly they had all been taken to Exeter in the night and left there. Their payslips showed that £40 was being deducted from each of their pay packets each week for rent, although they were sleeping on the floor in the kitchen and in the sitting room. The legal maximum would be just under £25.

Even a cursory glance showed that there was something seriously wrong with their national insurance numbers - several of them had the same one. They were having tax deducted at the high emergency rate, though the tax office said it had not yet received payments for them.

After deductions their payslips showed they were getting just £115 a week for 40 hours. But this was not what the runners who brought their cash were actually giving them, they said. Another £15 was disappearing without explanation.

Most of them had not registered with the Home Office because the £50 required to do so seemed an impossible amount when they were trying to survive and support families at home on so little money. By not doing so, they had also put themselves outside the law.”

### **8. Challenges & Opportunities:**

The Devon Migrant Workers Multi-Agency Task Group, through its work to date, has identified a number of Challenges and Opportunities as shown on the facing page.

The table overleaf highlights, in a proposed Project Plan, the next steps which the group is presenting to Common Ground and the Devon Strategic Partnership for consideration.

These two complimentary pieces of work have been developed with the assistance of:

- Task Group members who have attended conferences at regional and national level.
- A review of existing reports and statistics from a wide range of sources.
- Liaison with the established Cornwall Migrant Workers Task Group, whose support and assistance is gratefully acknowledged.

Some of the work is already in progress. For example:

- The Devon Welcome Pack – we are working towards the creation of a Welcome Pack which will bring together relevant information for Migrant Workers. It will be produced in a variety of languages and offers one way of reaching out to Migrant Workers. Its aim will be to make them feel more welcome and valued in our communities, provide them vital information about their rights and responsibilities and signpost them to essential services. It will comprise a series of leaflets in a plastic wallet.
- The Myth Buster – once available this document will help to put the Migrant Worker position in perspective. It will hopefully counter some of the negative images people may have of Migrant Workers, reducing tensions, racism and intolerance.
- The English for Living and Working in Devon provision has been developed to address ESOL needs. It is work related, relevant, comes in short courses and is delivered with the cooperation of employers.
- SW Skills for Life Unit (LSC) are developing a language learning pack for delivery by learning mentors in the workplace.

Other actions are proposals for Common Ground and Devon Strategic Partnership to consider adopting. For example:

- Community Cohesion – Reaching out to Migrant Workers through a series of welcoming events. Bringing together Migrant Workers and other sectors of our communities.
- Capacity Building – further development of the Migrant Worker Task Group network with key partners identified as the Voluntary & Community sector, business and the Devon Equality Partnership.

The lists shown opposite and the draft Action Plan should be considered as ‘living’ documents so that they can be updated as situations and our understand of the needs of Migrant Workers change.

## CHALLENGES

- Clarification of what a migrant worker is.
- Know the issues
- Getting the facts and communicating them (how do we bring all the knowledge & information together?)
- Housing
- Integration
- Financial – change in the economy
- How to reach out
- Interpreters / Translation
- A real lack of ESOL provision in appropriate forms (see English for Living & Working in Devon provision)
- Working in remote rural areas particularly with the agricultural community
- Overcoming invasion of family / private life
- Counter racist, intolerant, abusive people / groups
- Keeping it in proportion
- Supporting the comm/vol sector – capacity building skills of staff / volunteers

## OPPORTUNITIES

- Migrant workers underpinning industries which have not done well
- More vibrant communities
- Neighbourhood mentors
- Sharing good practice and embedding it
- Myth busting – get the message across / educate

## 9. Migrant Worker Task Group Project Plan

Objective	Outcome	Key Partners required	Tasks	By when
<p>1. <b>Strategic leadership.</b> Strategic leadership and championing of the issue of Migrant workers by the Devon Strategic Partnership (DSP).</p>	<p>Cohesive strategic approach prioritised in the Sustainable Community Strategy and Local Area Agreement with resources to follow.</p>	<p>DSP Executive board and members of the Migrant Worker Task Group.</p> <p>Potential lead. Devon County Council (DCC).</p>	<ul style="list-style-type: none"> <li>a. Establish strong political leadership on the issue, in terms of elected member or MP.</li> <li>b. Identify lead Organisation and Officer, with appropriate capacity, from amongst DSP Partners</li> <li>c. Facilitation of Task Group and key project areas e.g. Welcome Pack.</li> <li>d. Ongoing Liaison with Equality Strategy and Scrutiny Group and other appropriate DSP task groups.</li> <li>e. Linkage with Regional Assembly and EU General Framework directive on migrant workers (September 2007)</li> </ul>	<p>June 2007</p>
<p>2. <b>Participation.</b> Empowerment and support to Migrant workers to enable ongoing engagement in project plan.</p>	<p>Well designed, user led services that are 'fit for purpose'.</p>	<p>Migrant Workers. Migrant Worker Task Group members, (particularly representatives from the Community Voluntary Sector, employers and Equality and Participation officers)</p> <p>Potential lead. Devon Association of Councils for Voluntary Services</p>	<ul style="list-style-type: none"> <li>a. Consultation with Migrant workers both through specific pieces of work and ongoing dialogue.</li> <li>b. Close liaison with Community and Voluntary Sector initiatives, esp. BME organisations and rural advocates such as Community Council of Devon (CCD).</li> </ul>	<p>Ongoing</p>

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Objective	Outcome	Key Partners required	Tasks	By when
<p><b>3. Evidence base.</b> Improved data and information on the issue of Migrant workers</p>	<p>Ensure strong evidence baseline to work from on what is often an emotive subject.</p>	<p>Initial report by Migrant Worker Task Group , collated by Community Council of Devon (CCD)</p> <p>Potential lead. CCD</p>	<ul style="list-style-type: none"> <li>i. Production of brief report, (collated by CCD) giving a rapid appraisal of existing information, in terms of activity and identifying any gaps in provision. Key sources include: DCC, GOSW, SWRDA, Home Office, SLIM, TUC, DEFRA, CAB, Devon PCT and DREC.</li> <li>ii. Identification of gaps in data and activity.</li> <li>iii. Establish role of SW Observatory in research.</li> <li>iv. Commissioning of further work, e.g. forecasting future demographics.</li> <li>v. Establish performance indicators to measure success and achievements of the Task group work plan.</li> </ul>	<p>Initial report by May 2007</p>
<p><b>4. A Welcoming Devon.</b> Develop a 'Welcome pack' for migrant workers in a variety of languages which covers basic information on rights and services.</p>	<p>Migrant workers who are aware of their rights and responsibilities and who are able to access local services.</p>	<p>Migrant Worker Task Group - to be collated by the Community Council of Devon</p> <p>Potential lead DCC</p>	<ul style="list-style-type: none"> <li>a. Develop Welcome Pack utilising existing good practice.</li> <li>b. Pilot pack with Migrant workers for Devon in plain English ensuring it covers key points of law and service provision</li> <li>c. Task group to consider and make recommendations for its distribution and publication.</li> <li>d. Identify funding for printing</li> <li>e. Canvass local business, who benefit from migrant workers, for financial support.</li> <li>f. Explore web based access.</li> <li>g. Identify 'owner' for the pack.</li> </ul>	<p>June 2007</p>

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Objective	Outcome	Key Partners required	Tasks	By when
<p><b>5. Myth busting</b> Develop a 'fact and myth buster guide' in A4 form on migrant workers.</p>	<p>Informed and reasoned public debate confronting misinformed and often racist propaganda disseminated by extremist organisations</p>	<p>Migrant Worker Task Group members, particularly TUC, Devon and Cornwall Police and Business link</p> <p>Potential lead TUC</p>	<ul style="list-style-type: none"> <li>a. Develop a leaflet 'for Devon' utilising existing good practice.</li> <li>b. The Leaflet will be suitable for educating staff, stakeholders and councillors of local services and available to the media.</li> <li>c. Task group to consider and make recommendations for its distribution and publication.</li> </ul>	<p>Leaflet production June 2007</p>
<p><b>6. Community Cohesion.</b> Development of a programme of community 'Welcome events' designed to: a. provide advice and information to Migrant worker, b. bring together Migrant worker and 'settled' population.</p>	<p>Stronger and inclusive communities better placed to maximise the skills and talents of new and existing residents.</p>	<p>Employers, Com/vol sector partners, for example DREC, Neighbourhood beat managers, Schools and Faith groups.</p> <p>Potential lead CCD</p>	<ul style="list-style-type: none"> <li>a. Understand, acknowledge and address peoples concerns about migration.</li> <li>b. Develop a portfolio of resources e.g. photo exhibition.</li> <li>c. Link to existing festival e.g. Respect (Exeter / Barnstaple/ Plymouth).</li> <li>d. Identify funding to initiate and support community events across the County, both urban and rural.</li> <li>e. Maximising opportunities presented by using community venues, food and culture.</li> <li>f. Explore linkage with other communities of interest e.g. Gypsy and Travellers.</li> </ul>	<p>Ongoing</p>
<p><b>7. Capacity building</b> Development of a Migrant Worker Network.</p>	<p>Empowered and informed Migrant workers.</p>	<p>Community Voluntary sector, Business, Devon Equality Partnership.</p> <p>Potential lead Exeter CVS</p>	<ul style="list-style-type: none"> <li>a. Evidence potential and need for Migrant Worker Network.</li> <li>b. Liaise with existing initiatives e.g. Migrant Worker Officer, Exeter CVS</li> </ul>	<p>Sept 2007</p>

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<b>Objective</b>	<b>Outcome</b>	<b>Key Partners required</b>	<b>Tasks</b>	<b>By when</b>
<p><b>8. Compliance (Public sector)</b> Evidence of “compliance” with Race Equality duties.</p>	<p>Organisations meeting legal obligations and ensuring protection of Migrant workers.</p>	<p>Public agencies,  Potential lead. Devon Equality Partnership</p>	<ul style="list-style-type: none"> <li>a. Consider implications in Equality Impact Assessments.</li> <li>b. Identify whether agencies are considering these issues in their equality scheme.</li> <li>c. Engage with Migrant workers to identify issues</li> <li>d. Look at complaints</li> <li>e. Develop joint agency approaches to enforcement.</li> <li>f. Explore Responsible Employers Scheme.</li> <li>g. Consider implications of compliance, e.g. greater demands on interpretation services.</li> <li>h. Address demands placed upon service provision e.g. libraries.</li> </ul>	<p>Ongoing</p>
<p><b>9. Compliance (Private sector)</b> Evidence of “compliance” in housing and employment.</p>	<p>Ensure safe conditions and dwellings.</p>	<p>Devon and Somerset Fire and Rescue, Housing, Local Authorities, Police, Ed, Police.  Potential lead Devon and Somerset Fire and Rescue.</p>	<ul style="list-style-type: none"> <li>a. Research of good practice from elsewhere.</li> <li>b. Identification of representatives from each organisation to take part in joint inspections.</li> <li>c. Pilot safety inspections</li> <li>d. Develop Responsible Employers Scheme</li> </ul>	<p>Pilot by March 08</p>

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<p><b>10. Learning and skills.</b> Development of improved Learning provision of EOSL.</p>	<p>Increased ESOL provision tailored to Migrant workers needs and LSC funding regimes.</p>	<p>Devon and Torbay Learning Partnership (DTLP) Devon Economic Partnership, Learning and Skills Council, Community Voluntary sector, Businesses, delivery organisations.</p> <p>Potential lead DTLP</p>	<ul style="list-style-type: none"> <li>a. Dissemination and development of work initiated by English @Work in Devon (adults).</li> <li>b. Analysis of current provision for children.</li> <li>c. Increased capacity for the delivery of ESOL throughout the County.</li> </ul>	<p>Nov 2007</p>
<p><b>11. Stronger and inclusive communities.</b> Increased Support to Faith and Community and Voluntary sector organisations</p>	<p>Community and Voluntary Sector Organisations better equipped to meet the needs of Migrant Workers</p>	<p>Devon Faith Forum and Community and Voluntary Sector.</p> <p>Potential leads Devon Consortium and Devon Faith Forum</p>	<ul style="list-style-type: none"> <li>a. Identify need</li> <li>b. Recognise and share good practice</li> <li>c. Address current gaps in provision.</li> <li>d. Secure funding</li> </ul>	<p>TBC</p>

Project plan to be reviewed 6 monthly.

## **Appendix A**

### **Devon Migrant Worker Task Group**

#### **Terms of Reference**

## **Background**

Migrant workers can be defined as those who travel to another country for the primary purpose of seeking or carrying out work and usually with the intention of returning to their country of origin. The term ‘migrant workers’ therefore refers to international migrant workers – people who come to Britain from another country including Europe, who come primarily to earn a living (whether this is through a legal or illegal/exploited arrangement) rather than to seek asylum, and therefore people who are ‘economic migrants’.

### 1. Aim

To provide leadership and a coherent approach to the issue of migrant workers in the County. To deliver this in a way that is empowering and supportive to the migrant worker population.

### 2. Objectives

- i. To identify current work and data in order that gaps in services can be recognised and addressed.
- ii. To identify the barriers that exist in providing equality of service to migrant workers and develop solution to overcome these.
- iii. To develop a migrant worker multi agency action plan for Devon.
- iv. To develop resources, initiatives and policy, such as a ‘Welcome Pack’ (which will outline the services available and the means of access), myth buster (to ensure that the positive role of migrant workers in Devon’s communities is not overlooked) and agreed ways of working.
- v. To seek sources of funding to aid work whether through statutory, charitable or private sector sources

### 3. Outcomes

- i. Improved outcomes for migrant workers (better information about rights; more widespread adoption of good practice amongst employers and landlords)
- ii. A more co-ordinated response to migrant worker issues, ensuring that the right people are involved
- iii. Improved understanding and awareness of migrant worker issues amongst partners in both statutory and voluntary sectors

## **Migrant Workers – Scoping the Issues for Devon – April 2007**

### 4. Accountability

The Task Group will report to the Devon Strategic Partnership (DSP) through Common Ground, the Devon wide social inclusion body.

### 5. Membership

Public, private and comm./ voluntary sector organisations and migrant worker representatives . Please attached list.

### 6. Roles of member representatives:

- i. To represent their organisation(s) and maintain two-way dialogue, reporting back to their organisation(s).
- ii. To participate in decision making and actioning of tasks.
- iii. To share ideas and information.
- iv. To be supportive and give constructive criticism in order to aid improvement.
- v. To participate in learning and development programmes to develop skills and knowledge, and share any learning with group members.
- vi. Network outside of formal meetings to advise each other over problems and issues.
- vii. To disseminate information regarding the work of the group to local partners, both geographic and thematic

### 7. Relationship to other bodies

The task group recognises and values the role, operational style and priorities of all bodies with which it works. It will at all times seek to engage openly and frankly with all partners.

### 8. Style

The task group will adhere to the statement of inclusion adopted by the DSP (appendix 1). It will treat all its members with dignity and respect and value all contributions.

### 9. Administrative and Support arrangements

Support for the administration and facilitation of the Migrant Worker Task Group for the first three meeting will be provided by the Community Council of Devon. It is envisaged that the group will initially meet every 4-6 weeks.

### 10. Resources

Such resources as are secured by the partnership will normally be deployed through one of its members and will be subject to proper financial process and will be transparently managed.

### 11. Review.

A review of the Task Group will occur after three months and annually there after.

## **Migrant Workers – Scoping the Issues for Devon – April 2007**

### Devon Strategic Partnership Statement of Social Inclusion

1. “Strategic Partnerships are set up to develop and deliver community strategies and action plans with which local authorities and their partners can promote or improve the economic, social and environmental wellbeing of their areas, and contribute to the achievement of sustainable development in the UK.
2. The purpose of the Devon Strategic Partnership is to improve the quality of life of people in Devon by ensuring that the work of all agencies and groups has the needs of local people at its core, promoting and upholding the human rights of everybody in Devon, including asylum seekers, refugees, students and tourists.
3. The Devon Strategic Partnership actively promotes equality under the law without discrimination based on: ethnic, racial or national background or origins; skin colour; nomadic lifestyle; sex; gender or gender status; age; mental or physical disability or difference; sexual orientation or behaviour; partnership or family status; financial or employment status; political, personal or religious beliefs or opinions (so long as those beliefs or opinions are not in themselves incompatible with the rest of this paragraph); or any other unfair basis of discrimination.
4. The Devon Strategic Partnership is taking action to become a regional and national example of excellence in the field of social inclusion. It values the broad diversity of all the individuals and communities that enrich Devon, past, present and into the future. The Partnership is committed to meeting the needs of individuals and their communities and celebrates the knowledge, perspective, expertise and enthusiasm that they bring to the county. We are working to ensure that all groups, particularly minority groups, are secure, respected, valued and equal members of the Partnership and the whole community of Devon”.

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## Migrant Workers – Scoping the Issues for Devon – April 2007

<b>Migrant Workers Task Group</b>			
<b>Body</b>	<b>1<sup>st</sup> Rep</b>	<b>2<sup>nd</sup> Rep</b>	<b>Email</b>
Devon Primary Care Trust	Lynne Bradshaw	Amanda Palmer	<a href="mailto:lynne.bradshaw2@nhs.net">lynne.bradshaw2@nhs.net</a> / <a href="mailto:amanda.Palmer@middevon-pct.nhs.uk">amanda.Palmer@middevon-pct.nhs.uk</a>
Torbay Council	Andy Phillips		<a href="mailto:andy.phillips@torbay.gov.uk">andy.phillips@torbay.gov.uk</a>
Chief Environmental Health Officers	Fran Hughes		<a href="mailto:francis.hughes@torbay.gov.uk">francis.hughes@torbay.gov.uk</a>
TUC	Dave Richards		<a href="mailto:dave@drichards.fsworld.co.uk">dave@drichards.fsworld.co.uk</a>
CCD	David Rolls	Greg Davies	<a href="mailto:david@devonrcc.org.uk">david@devonrcc.org.uk</a> / <a href="mailto:greg@devonrcc.org.uk">greg@devonrcc.org.uk</a>
Olive Tree Assoc	Ladislav Rezucha	David Wright	(through David Rolls, Community Council of Devon)
Devon Fire & Rescue	Debbie Williams		<a href="mailto:dwilliams@devfire.gov.uk">dwilliams@devfire.gov.uk</a>
National Farmers Union	Dennis Brewer		<a href="mailto:dennis.brewer@nfu.org.uk">dennis.brewer@nfu.org.uk</a>
Regional Development Agency	Emily Farrell		<a href="mailto:emily.farrell@southwestrda.org.uk">emily.farrell@southwestrda.org.uk</a>
DACVS	Gabi Recknagel	Jonathan Clark	<a href="mailto:gabi.recknagel@exetercvs.org.uk">gabi.recknagel@exetercvs.org.uk</a> / <a href="mailto:hodmigrantproject@yahoo.co.uk">hodmigrantproject@yahoo.co.uk</a>
Gangmasters Licensing Authority	Gerry Smith		<a href="mailto:gerald.smith@gla.gov.uk">gerald.smith@gla.gov.uk</a>
DCC	Ian Hobbs (Inclusion)	Jo Hooper (equality)	<a href="mailto:Ian.Hobbs@devon.gov.uk">Ian.Hobbs@devon.gov.uk</a> / <a href="mailto:jo.hooper@devon.gov.uk">jo.hooper@devon.gov.uk</a>
Job Centre Plus	Joan Farleigh		<a href="mailto:Farleigh@jobcentreplus.gsi.gov.uk">Farleigh@jobcentreplus.gsi.gov.uk</a>
Devon & Torbay Learning Partnership	John Willis		<a href="mailto:johnwillis@ukgateway.net">johnwillis@ukgateway.net</a>
Mid Devon Community Safety Partnership	Julia Ryder	Sarah Duffin	<a href="mailto:JRyder@middevon.gov.uk">JRyder@middevon.gov.uk</a> / <a href="mailto:sarahduffin@devon.gov.uk">sarahduffin@devon.gov.uk</a>
Devon & Cornwall Constabulary	Juliet Symmonds	Teresa Berridge	<a href="mailto:juliet.simmons@devonandcornwall.pnn.police.uk">juliet.simmons@devonandcornwall.pnn.police.uk</a>
Business Link Devon & Cornwall	Katie Porkess		<a href="mailto:katie@kpmanagement.co.uk">katie@kpmanagement.co.uk</a>
Plymouth City Council	Katie Pratt		<a href="mailto:Katie.Pratt@plymouth.gov.uk">Katie.Pratt@plymouth.gov.uk</a>
Atkinslaw	Natasha Williams		<a href="mailto:natasha@atkinslaw.co.uk">natasha@atkinslaw.co.uk</a>
Learning & skills Council	Nick Holmes		<a href="mailto:nick.holmes@lsc.gov.uk">nick.holmes@lsc.gov.uk</a>
Devon Welfare Rights Unit	Nora Corkery		<a href="mailto:nora.corkery@citizensadvice.org.uk">nora.corkery@citizensadvice.org.uk</a>
Faith Forum	Ricki Croal		<a href="mailto:ricky@eci.org.uk">ricky@eci.org.uk</a>
Community Safety Partnerships	Roy Tomlinson		<a href="mailto:Roy.tomlinson@devon.gov.uk">Roy.tomlinson@devon.gov.uk</a>
Riverford/migrant worker rep	Sarah Newton		<a href="mailto:sarahnewton@riverford.co.uk">sarahnewton@riverford.co.uk</a>
Devon Racial Equality Council/ESG	Sonia Francis Mills		<a href="mailto:sonia@devonrec.org">sonia@devonrec.org</a>

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UK Immigration Service	Sue Allard		<a href="mailto:Sue.Allard@homeoffice.gsi.gov.uk">Sue.Allard@homeoffice.gsi.gov.uk</a>
Devon Strategic Housing Group	Mary Ridgeway		<a href="mailto:Mary.Ridgeway@southhams.gov.uk">Mary.Ridgeway@southhams.gov.uk</a>
Government Office South West	Sue Rees	David Curtis	<a href="mailto:Sue.Rees@gosw.gsi.gov.uk">Sue.Rees@gosw.gsi.gov.uk</a> / <a href="mailto:David.CURTIS@gosw.gsi.gov.uk">David.CURTIS@gosw.gsi.gov.uk</a>
Health & Safety Executive	Rob Pearce		<a href="mailto:rob.pearce@hse.gsi.gov.uk">rob.pearce@hse.gsi.gov.uk</a>

## **Appendix B – Migrant Workers – Data Mapping Tables - Mapping of Current Activity**

### Existing data / information about Migrant Workers in Devon

<b>Data Source</b>	<b>Comment</b>	<b>Contact</b>
Dept for Work & Pensions <a href="http://www.dwp.gov.uk">www.dwp.gov.uk</a>	NINO registration stats. Overseas Nationals entering the UK and allocated a NINO. Figures available by LA district and by Parliamentary Constituency.	<a href="http://www.dwp.gov.uk/asd/asd1/niall/nino_allocation.asp">www.dwp.gov.uk/asd/asd1/niall/nino_allocation.asp</a>
IDEA – Improvement and Development Agency for Local Government	1. Migration Programme – Sharing Good Practice building expertise and capacity within Local Government. 2. Communities of Practice - intended to help councils and their partners develop appropriate strategies and services for migration from new EU member states. Free to use - a resource for good practice documents, case studies and discussion	<a href="http://www.idea.gov.uk">www.idea.gov.uk</a>
Home Office websites	Reports and papers on Migrant Worker issues eg 'New Figures Show Accession Workers Working For The Uk' Statistics on aspects of immigration and Migrant Workers	<a href="http://www.homeoffice.gov.uk">www.homeoffice.gov.uk</a>  <a href="http://www.homeoffice.gov.uk/rds">www.homeoffice.gov.uk/rds</a>
South West TUC	Access to WRS statistics by postcode and occupation.	Dave Richards <a href="mailto:dave@drichards.fsworld.co.uk">dave@drichards.fsworld.co.uk</a>
GOSW Regional Intelligence Cell	Involved in commissioning and promoting the SLIM report re 'Migrant Workers: Challenges for the South West'	see below
SLIM (South West Observatory – Skills and Learning Intelligence Module)	Detailed report - 'Migrant Workers - The Challenge for the South West' - May 2006	<a href="http://www.swslim.org.uk">www.swslim.org.uk</a>
University of Plymouth – Rural Affairs Team Social Research & Regeneration Unit	A project to examine the needs and skills of refugees and asylum seekers in the South West. To provide both a quantitative and qualitative contribution towards the debate about the impact of refugees and asylum seekers within recipient states.	Dr Alex Cunliffe Senior Lecturer in Politics, Law and Social Science <a href="http://www.plymouth.ac.uk">www.plymouth.ac.uk</a>
Federation of Poles GB – Welcome Pack and website	This has received good reports, but it is all in Polish!	<a href="http://www.networkpl.com">http://www.networkpl.com</a>

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South West Local Government Association	A report 'English as an Additional Language (EAL) in SW Schools' March 2007	Charles Dorr. SWLGA Policy Assistant 01823 270101 charles.dorr@southwest-ra.gov.uk
D & C Police	Incidents data	Juliet Simmons Juliet.simmons@devonandcornwall.pnn.police.uk
<b>Other Suggested Organisations to Consult With</b>		
Job Centre Plus	As a principle contact agency for Migrant Workers and originators of the NINO registration figures collated by DWP.	
University of Exeter Centre for Rural Research	No identified current or recent research in this field. Potentially a useful contact.	www.exeter.ac.uk
Amber Initiatives	Amber Initiatives was formed in the City of Plymouth by members of the local and Eastern European communities. The principal activity has been running of a project PA8 set up to assist Migrant Workers from the Eastern European Accession countries.	www.amber-initiatives.co.uk 01752 290015
NHS Public Health Observatory Bristol	No identified current or recent research / information. Potentially useful contact	www.swpho.nhs.uk
Recruitment/ Employment Agencies such as Recruitment Solutions & Concept Larger employers in the locality ie Lloyd Maunder, Tesco, building firms	farm / labour workers & care staff – some bigger agencies based outside the South West such as Birmingham, Bristol	
Other ESOL providers eg Exeter College, Olive Tree Association, WEA, A4E		
Religious Groups & Churches	Local focus of social identity and gathering for some groups of Migrant Workers. The response / support provided depends on local capacity.	Ricki Croal ricky@eci.org.uk Ed Moffatt ed.moffat@exeter.anglican.org

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### Examples of current Migrant Worker projects in Devon

<b>Data Source / Location</b>	<b>Comment</b>	<b>Contact</b>
Exeter CVS	6 month Migrant Worker Development post. Mapping migrant workers in Exeter & Area (funded by the Skills For Life unit until August 2007)	Gabi Recknagel Exeter CVS. 01392 202055 gabi.recknagel@exetercvs.org.uk
Mid and East Devon Community Safety Partnership	Production of information leaflet – ‘Welcome to East & Mid Devon’	Julia Ryder or Gerry Moore 01884 234997
SW Churches	Regional Forum Conf. People on the Move’ 27/6/07 Taunton	Vena Prater, SWRCF 162 Pennywell Road Bristol BS5 0TX
Exeter College	‘Fast Forward’ Improving Numeracy + Literacy in partnership with Exeter CVS – an ESF Project	No further information
NHS Interpreter policy	Free translation & interpretation service for NHS appointments & consultations.	Lynne Bradshaw lynne.bradshaw2@nhs.net
Health Services	Walk in centre at Clocktower Surgery in Exeter. Drop in health appointments for people with no GP. Polish dentists at Access Centre for Dentistry.	
South West TUC support	<ul style="list-style-type: none"> <li>• Series of educational activities in various languages on employment rights.</li> <li>• Migrant worker awareness &amp; support for shop stewards.</li> <li>• Advice leaflets in 8 languages on employment rights</li> </ul>	Dave Richards dave@drichards.fsworld.co.uk
North Devon Pathfinder Trust	ESOL Course for Eastern Europeans. Training successfully delivered to learners mainly from Eastern Europe (Lithuania, Poland, Slovakia) working in the tourism sector. Working particularly with hotel, holiday parks in Woolacombe.	Fran Gardner Business Development Manager North Devon Pathfinder Trust 01271 855127 fgardner@path-finder.org.uk

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<p>Plymouth &amp; District MIND in association with Niace (The National Institute of Adult Continuing Education)</p>	<p>Progress GB - 'Valuing the Skills of Refugees and Migrants in the UK'</p> <p>Supporting employers to overcome skills shortages by promoting inclusive work practices;</p> <p>Helping refugees and migrants to develop and adapt their skills for the UK labour market through a range of lifelong learning opportunities.</p>	<p>Jill Donovan 01752 512283 progressgb@plymouthmind.org.uk Plymouth &amp; District MIND 01752 254004 info@plymouthmind.org.uk</p>
<p>Plymouth City Council</p>	<p>Myth Buster re Migrant Workers</p>	<p>Katie Pratt 01752 305446</p>
<p>UJIMA Project</p>	<p>Supporting BME communities in Exeter</p>	<p>Ricki Croal ricky@eci.org.uk</p>
<p>Devon &amp; Torbay Learning Partnership</p>	<p>'English@Work' Learning Providers in Exeter &amp; Heart of Devon. Work related &amp; relevant short courses negotiated with employers</p>	<p>John Willis 01647 441050</p>
<p>Herald Express</p>	<p>weekly column written by Polish journalist</p>	<p>No further information</p>
<p>Portal Informacyjny Polaków w Exeter</p>	<p>Polish language website for Exeter</p>	<p>www.exeter.pl</p>
<p>Hungarian group.</p>	<p>email and newsletter distribution Exeter and Exmouth area.</p>	
<p>Devon Drivers Centre</p>	<p>A leaflet has already been produced in Polish about traffic laws etc. They are also interested in doing road safety work with schools / groups of young people</p>	<p>Ali Baker Westpoint Devon Drivers Centre</p>
<p>Devon Tourism Skills Network www.discoverdevon.com/trade</p>	<p>Proposed Induction Pack for Migrant Workers in the Tourism industry.</p>	<p>Wendy Samuel Tourism Skills Network South West 01275 370910 Rosie Bates Devon Tourism Skills Network 01392 383144</p>

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South Hams District Council	Funding secured from Langage Energy Park (section 106) to produce a Welcome Pack specifically for Langage Energy Centre Migrant Workers (construction sector) together with funding for CAB officer advice sessions and community awareness days.	Kay Dawson South Hams District Council kay.dawson@southhams.gov.uk
South Hams Strategic Partnership – Migrant Workers Working Group	Initial meeting held 7 <sup>th</sup> August 2006	Roger Grainger Devon County Council

### Examples of good practice from outside Devon

<b>Data Source</b>	<b>Comment</b>	<b>Contact</b>
Welcome Pack for Norway	Gabi recommends this pack.	Gabi Recknagel Exeter CVS. 01392 202055 gabi.recknagel@exetercvvs.org.uk
DTI – Working in the UK. A5 leaflet sent out to Worker Registration Scheme applicants and also available from the DTI website	Covers issues such as: Minimum wage, working hours, holidays, discrimination, health & safety.	<a href="http://www.dti.gov.uk/employment/migrant-workers/index.html">www.dti.gov.uk/employment/migrant-workers/index.html</a>
DTI – Vulnerable Workers Consultation and pilots in London / Birmingham	Plans to protect vulnerable agency workers (including many Migrant Workers) and clamp down on rogue companies are set out in this Government consultation.	<a href="http://www.dti.gov.uk/employment/employment-agencies-workers-consultation/index.html">www.dti.gov.uk/employment/employment-agencies-workers-consultation/index.html</a>
Ethnic Minority Achievement Service - Portsmouth	Provides language support in schools. Migrant Worker families with children are utilising this service.	02392 733130
POLSKI Bristol	Another site in Polish.	<a href="http://www.polski-bristol.net">www.polski-bristol.net</a>
Yeovil Council, Somerset	Supporting migrant workers in Chard	Oscar Meyer

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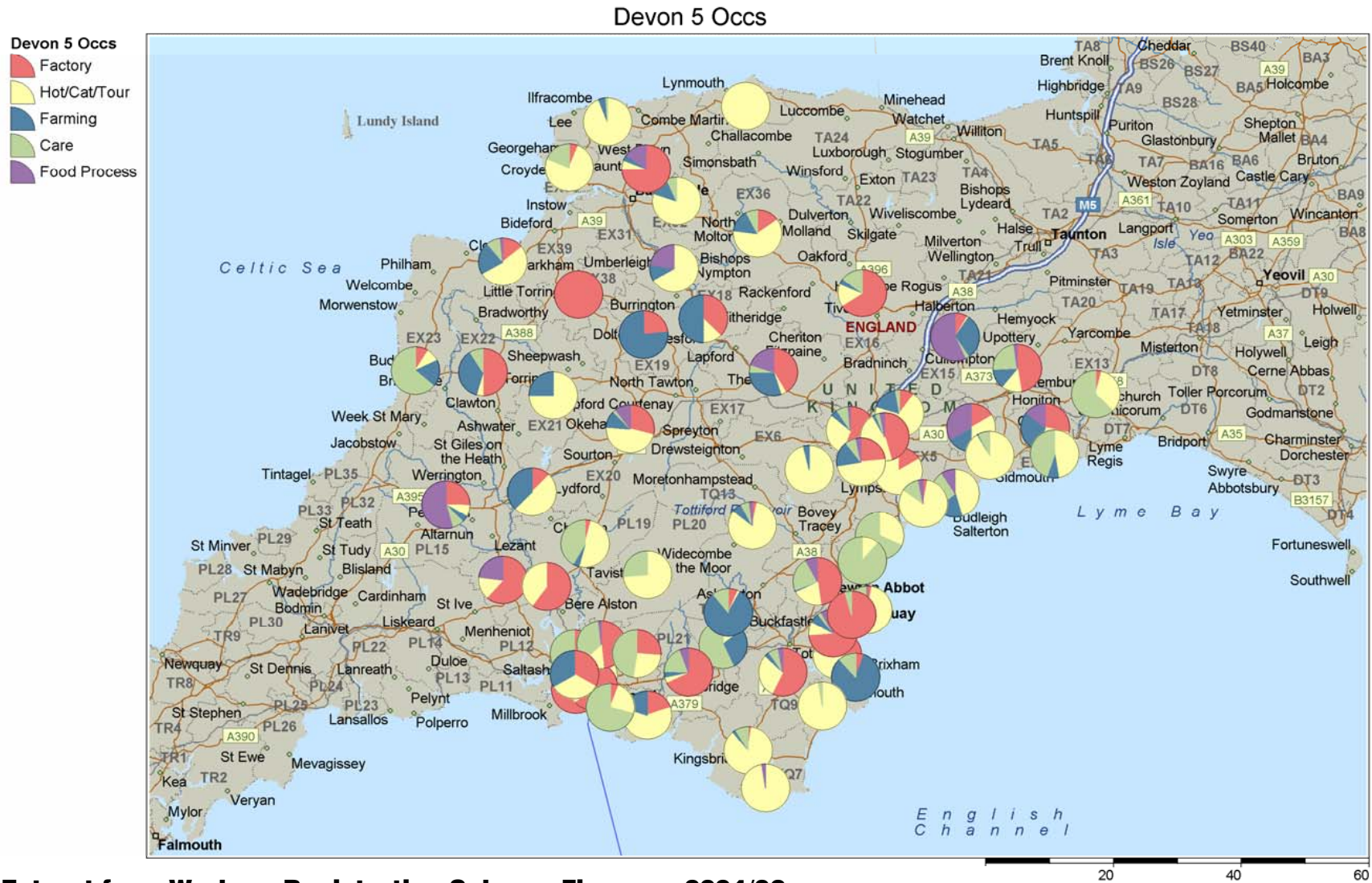
South West TUC	Know Your Rights – Working in the UK. Who makes up the South West	Dave Richards dave@drrichards.fsworld.co.uk
"e-Pewsey" - a Spark Plugs Programme	A scheme aiming to support Migrant Workers by extending the opening hours of an internet cafe, provide an English language course, introductions to experts on health and social security affairs and encouraging local understanding of the migrants' homelands through a cultural programme	South Wiltshire Community Safety Partnership
South West Regional Multi-Agency Meeting on Migrant Workers	Last meeting 15 <sup>th</sup> March 2007. Next meeting scheduled for 22 <sup>nd</sup> May 2007	John Price, South West Local Government Association 01823 270101
Cornwall Strategic Partnership – Migrant Workers Task Group	Welcome to Cornwall - The Cornwall Welcome Pack which has been used to help develop the Devon Welcome Pack	<a href="http://www.cornwallstrategicpartnership.gov.uk">www.cornwallstrategicpartnership.gov.uk</a>
South Somerset District Council	Research / scoping of Migrant Workers in South Somerset. Including a look at language needs and information that may help migrant workers to settle in South Somerset.	Simon Ruston South Somerset District Council 01460 260352 simon.ruston@southsomerset.gov.uk
'New to Somerset' – website in development	An LSP initiative. An online welcome pack for the whole of the Somerset area provisionally called "New to Somerset" is being created. The project is now well into its second phase with the launch of the website anticipated for April 07.	Simon Ruston South Somerset District Council 01460 260352 simon.ruston@southsomerset.gov.uk

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Responsible Employers Scheme	A proposed scheme to support employers and Migrant Workers addressing a number of the legal issues which the Police Authorities have become aware of.	Paul Higgs Neighbourhood Beat Manager D & C Police Migrant Workers/Gypsies and Travellers Cornwall and the Isles of Scilly
South West Skills for Life Unit in the LSC	The LSC is developing a language learning pack for delivery by learning mentors etc in the workplace	John Tempest
International film maker from Chard	Film about migrant workers in Somerset.	No further information
Somerset Polish Community Association, Yeovil	Aims are -To promote welfare and provide information with practical assistance about living in the United Kingdom	Rafal Skarbek Members of the Somerset Black development Agency <a href="http://www.sbda.org.uk/spa/index.php">http://www.sbda.org.uk/spa/index.php</a>
Inclusive Communities	Wellington. The Polish Club. Advisory service and drop in session every Wednesday evening Also Polish Voluntary Support Groups in Taunton and Bridgewater	

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Appendix C – Devon Top Five Occupations for Migrant Workers



Extract from Workers Registration Scheme Figures – 2004/06