



EUROPIA

**Greater Manchester Mapping Exercise:
Exploring the needs and experiences of Central
and Eastern European (CEE) Migrants**

Compiled by

Tom Griffiths
Stanislaw Stawiarski

Lisa Scullion
Ewa Duda-Mikulin

Bogusia Temple
Krzysztof Stankiewicz

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1. Introduction to the report

This report was commissioned by the Greater Manchester Voluntary Sector Support (GMVSS) Diversity Steering Group (DSG) and Greater Manchester Centre for Voluntary Organisation (GMCVO). The aim was to gain a better understanding of the needs and experiences of Central and East European (CEE) migrants living and working in Greater Manchester as well as identifying gaps in current service provision.

1.1 Acknowledgements

The report was prepared by members of Europa – the Forum for European Migrants. With special thanks to Lisa Scullion, Ewa Duda-Mikulin, Bogusia Temple, Stan Stawiarski and Krys Stankiewicz for their contributions.

Thanks also to Tom Griffiths from the SEVA Development Team together with Shakirah Ullah and Andy Rawling from the Greater Manchester Centre for Voluntary Organisation (GMCVO).

1.2 Methodology

This report was compiled following the collation and review of existing research, as well as information gathered from key service providers in Greater Manchester. Although the focus of the report is on the Greater Manchester region, reference is made to national studies that have been carried out as the issues occurring in different areas of the UK are also relevant to Central and Eastern European migrants living and working in Greater Manchester.

1.3 Outline of the report

- Migration: a brief overview
- Overview of the key issues for CEE migrants
- Existing support for CEE migrants

2. Migration: A Brief Overview

Migration is not a new phenomenon. Since the arrival of Jewish immigrants at the beginning of the twentieth century, immigration has been a feature of both the political and public agenda. There have always been calls to encourage and restrict entry to the UK, which have been aimed at different groups of migrants at different time periods. A common theme running through the debates is the argument for restriction based on the perceived need to defend the labour market and welfare opportunities of the domestic population whilst balancing the need for economic growth.

With regards to Central and Eastern European (CEE) migrants, people have been settling in the UK (and Greater Manchester) since the mid 18th century, with those arriving during/after World War Two (WWII) and the Cold War being perceived as hard-working, 'heroic' refugees. In more recent years, the arrival of migrant workers has become a key focus of political and media debate. In May 2004, ten countries joined the EU: Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia. From that date, Cyprus and Malta had full free movement and right to work throughout the EU, while the remaining eight countries (referred to as the A8) were subject to certain restrictions. In the UK, for example, the government regulated access to the labour market through the Worker Registration Scheme (WRS), and restricted access to benefits¹. When these countries joined the EU, the UK along with Ireland and Sweden were the only countries that fully opened their labour markets (Institute for Public Policy Research (IPPR) (2004). The government's initial expectation was that around 20,000 migrants would arrive per year (Stenning et al., 2006); however, Worker Registration Scheme (WRS) figures highlight that 989,085 applications were made between 1 May 2004 and 31 March 2009 (Home Office, 2009).

Furthermore, in 2007, the EU was also joined by Bulgaria and Romania (referred to as the A2). Nationals of these two countries were allowed gradual access to the UK labour market. Skilled workers were allowed access through the Highly Skilled Migrants Programme (HSMP)², while for lower skilled workers quotas were set and restricted to specific schemes, such as the Seasonal Agricultural Workers

¹ The Social Security (Habitual Residence) Amendment Regulations 2004 changed the entitlement to benefits. The regulations introduced a new requirement that a claimant must be able to demonstrate a 'right to reside' in the UK. An A8 worker who comes to the UK to work *after* the 1st May 2004 has the 'right to reside' if they are working and registered under the Worker Registration Scheme (WRS) or have completed twelve months uninterrupted employment. During the initial 12-month period of registered employment, an A8 worker is entitled to in-work benefits, such as housing benefit, council tax benefit, working tax credits etc. They are also able to go on the housing waiting register (and be allocated a property) and apply as homeless. If they stop working within the first 12 months for a period of more than 30 days they will lose their right to reside and their rights to benefits and housing. After 12 months uninterrupted employment, they then have the same entitlements as other EEA nationals. With regards to A2 nationals, the rules are similar, with A2 nationals having to complete twelve months as 'authorised workers'.

² At the time of writing this report, HSMP was closed to new applicants and people had to apply as a highly skilled worker (see <http://www.ukba.homeoffice.gov.uk/workingintheuk/tier1/hsmp/>).

Scheme (SAWS) or the Sector Based Scheme (SBS). What distinguishes this movement of people is not just that number of arrivals but that, given the primacy of economic motivations (i.e. following jobs), people have been quite widely dispersed. Consequently, even areas where there is historically a lack of diversity have seen the arrival of migrant communities (Stawiarski, 2009); for example, rural areas.

3. Overview of Key Issues for CEE Migrants

This section draws on a selection of studies that have been carried out across the UK to highlight the key issues that are emerging for CEE migrants living and working in the UK. As highlighted previously, although we draw on reports produced in other areas of the UK, the issues are relevant to migrants living and working in Greater Manchester. It also highlights key recommendations emerging from these issues.

3.1 Estimating the numbers

The difficulty of calculating the scale of migration is a widely acknowledged issue (Dudman, 2007; Institute of Community Cohesion, 2007). There are a number of sources of information that are suggested to offer data on the migrant worker population. These include, but are not limited to, the following sources: International Passenger Survey (IPS); Labour Force Survey (LFS); National Insurance Registration data (NINo); and the Worker Registration Scheme (WRS). However, there is currently no 'all-inclusive' data source that can provide a measure of the population.

The sources of data that are often used when talking about CEE migration are the Worker Registration Scheme (WRS) and National Insurance Registration data (NINo). The Worker Registration Scheme (WRS) was introduced in 2004 for A8 migrants. It requires individuals from these countries to obtain a registration certificate for each job they have in the UK (Pemberton and Stevens, 2006). Once they have been working continually for 12 months they no longer have to register and can obtain a residence permit³.

The WRS enables monitoring of which national groups are entering the UK labour market and the type of employment they are undertaking. WRS data can be broken down by local authority area, and provides information by national group in relation to: age; dependants; gender; hourly rate of pay; hours worked per week; industry sector; intended length of stay; and, top ten occupations. However, WRS data does not include those from the A2 countries (Bulgaria and Romania). It also excludes those who are self employed and is based on the postcode of the *employer* rather than the *employee*.

³ <http://www.ukba.homeoffice.gov.uk/workingintheuk/eea/wrs/>

Furthermore, the figures rely on official registration, which naturally cannot account for those who are not registered. A study carried out in Rochdale and Oldham for example, found that 37% of the CEE migrants who were interviewed were not registered (Hunt et al., 2008)

NINo statistics are available for the number of National Insurance number allocations to adult overseas nationals (including both A8 and A2 migrants). Again, this can be broken down at a local authority level, providing analysis by calendar or financial year. Similar to the WRS, these figures rely on official registration and therefore cannot account for those who are not registered.

More importantly, WRS and NINo data cannot provide a 'net' measure of migration as the figures are unable to show movement of people *within* the UK or how many people have returned home.

3.2 Employment

Migrant workers have been vital for a large number of employers. They have filled significant gaps in the labour market, often undertaking work that the indigenous population is reluctant or unable to do. The Chambers of Commerce North West, for example, carried out a survey of employers in the North West which highlighted that 40% of the businesses who took part in the survey had recruited migrant workers due to a shortage of skilled candidates, while 30% recruited because of a shortage of people with the necessary experience (Chambers of Commerce North West, 2008).

What is often acknowledged is that despite the range of skills and qualifications that people often have, there is a tendency to undertake work that is not commensurate with their previous occupation or status in their home country. It has been suggested that migrant workers are often found in low paid work, with limited occupational mobility (Markova and Black, 2007), or what have also been described as '3-D' jobs (dirty, dangerous and degrading) (Pai, 2004). This can be due to a need to find a job as soon as possible, as well as the often temporary nature of their employment, which can create a situation whereby people 'settle' for particular jobs, despite the fact that they may be over-qualified. CEE migrants are often employed in packing, factory or warehouse work – primarily elementary occupations. Research carried out in Rochdale and Oldham, for example, found that 54% of the CEE migrants who were interviewed were working in elementary occupations in the UK, compared to 15% previously employed in this category in their home country (Hunt et al., 2008).

There are issues around the lack of recognition of overseas qualifications, which can be a barrier to occupational mobility. The survey carried out by the Chambers of Commerce North West (2008), for example, revealed that 71% of the businesses they interviewed who employed migrant workers did not have procedures for recognising qualifications from home countries. Migrant workers can also sometimes lack more formal job skills such as completing application forms or CVs, and securing

references.

The Confederation of British Industry (CBI) (2007), however, suggests that the portrayal of migrant workers as working in lower-skilled and lower paid jobs may be overly simplistic. The overall pattern is far more complex, reflecting not only the range of demand from employers for different levels of skills but also the occupational mobility of some migrants. A study carried out in Bolton, for example, suggested that those who have been in the UK for longer time periods are more likely to move to higher occupational levels (Steele and Hunt, 2008); however, acquisition of English language is a key factor here (see section on language below).

Another concern that is often highlighted in relation to migrant workers is that there can be a lack of regulation when people are in employment, which can lead to exploitation. There are widely acknowledged concerns over the role of Gangmasters or other 'agents', with deductions being made to workers wages for accommodation, cleaning, internet use, work clothes, weekly administration, and cashing cheques (Zaronaite and Tirzite, 2006). Concerns about Gangmasters in particular led to the setting up of the Gangmasters Licensing Authority (GLA). The GLA regulates those who supply labour, or use workers, to provide services in agriculture, forestry, horticulture, shellfish gathering, and food processing and packaging⁴. There are concerns, however, that since the formation of the GLA, some gangmasters may have entered unlicensed sectors (Scullion and Morris, 2009a). The scale and nature of exploitation remains unclear and is an issue that requires further investigation.

Research has also suggested limited Trade Union (TU) involvement amongst migrant workers (Scullion and Morris, 2009b). Some Trade Unions, however, are addressing these issues⁵ and the Trades Union Congress (TUC) published a leaflet entitled *Working in the UK: your rights*, for people from the A8 countries. This leaflet is available in all A8 languages and covers issues such as tax and National insurance, the National Minimum Wage, working time rights, health and safety protection, and Trade Union membership⁶.

3.3 Language and communication

Language is often highlighted as one of the key issues for new migrant communities. Acquisition of English language affects the types of jobs people can obtain and the wages they can command. Research suggests, for example, that fluency in English can increase the average hourly occupational wage by around 20% (Shields and Wheatley-Price, 2002).

⁴ GLA website, *Internet reference*: <http://www.gla.gov.uk/>

⁵ See, for example, the GMB Southern Region (<http://www.gmb-southern.org.uk/default.asp?pageid=80&mpageid=25&groupid=4>) and UNISON (<http://www.unison.org.uk/migrantworkers/>).

⁶ See <http://www.tuc.org.uk/tuc/workingintheuk.pdf>

Language is not just an issue in the work place, however, but a feature in other interactions; for example, accessing key services such as health care and education, as well as the amenities that are accessed every day, such as shops and banks. Migrants with limited or no English are more restricted in their job search and job options, and often lack the means to get practical help/information or access social networks beyond their own national group. Service providers also experience difficulties in relation to language. Research suggests a need for service providers to make better use of existing language services (including interpreters and services such as Language Line), as well as the need to ensure that staff are fully trained in the use of language services (Scullion and Morris, 2009a). Issues of trust are also important in relation to people's experiences of interpretation services; however, professional interpreters are sometimes perceived to represent their own interests or those of services providers (Temple, 2009).

With increasing numbers of different migrant communities, there have been growing concerns about the level of ESOL provision available (Phillimore et al., 2007). According to the Learning and Skills Council (LSC) (2006), the demand for ESOL has expanded well beyond provision and funding, resulting in waiting lists across the UK. Furthermore, August 2007 saw the withdrawal of automatic fee remission from adult ESOL courses (with the exception of those who are unemployed or receiving income-based benefits).

What has been highlighted is that people's work and other commitments can mean that they are often unable or unwilling to access language courses. Issues such as long or irregular hours act as a barrier to accessing ESOL provision. However, costs and waiting lists can also discourage people from enrolling on courses. So, while some migrants will actively seek English classes others simply want to learn a basic level of English that will enable them to 'get by', and this may be done with the help of friends and family. It is also highlighted that some migrants have low motivations to learn English, particularly if they perceived they stay to be short-term or were undecided about their length of stay (Temple, 2009).

There is clearly a need to consider how to provide flexible learning opportunities, particularly for those working long or anti-social hours. Research revealed good practice in Nottingham, for example, with providers striving to tailor ESOL provision to the workplace (offering the new ESOL for Work qualification) (Scullion et al. 2009). There is also a need to look at how employers can be encouraged to build the language capacity of overseas employees, in the same way that they would provide other types of staff development courses. Finally, it is highlighted that there is little research exploring what kind of translation and interpretation services people who speak little English would like (Temple, 2009).

3.4 Accommodation

Previous research acknowledges that accommodation affects people's health, access to work and social interaction (Spencer at al., 2004; Spencer at al., 2007). The majority of migrant workers live in the private rented sector, with only a small proportion of social housing being allocated to foreign nationals (Roney, 2008). Migrants who have been in the UK for longer periods are more likely to access social housing; however, research carried out in Rochdale and Oldham suggested there is a general lack of awareness of housing options and entitlements, as well as a perception that the private sector is in some respects an 'easier' and more flexible option (Hunt et al., 2008). The main issues raised in previous studies relate to accommodation standards, particularly with regards to those living in Houses in Multiple Occupation (HMOs). There are also concerns around accommodation that is tied to employment.

Homelessness

Loss of employment, combined with the restrictions on access to benefits and social housing, can lead to homelessness in some instances particularly when accommodation is tied to employment. Exacerbating the problem of homelessness is that such individuals are often the least skilled and/or resilient. It is highlighted that in some areas there are instances where people drift into squatting and street drinking. This has been most noticeable in London where migrants from Accession countries accounted for half of the bed space users in night shelters (Audit Commission, 2007). However, homelessness is an issue that has also been noted in other areas of the UK (see for example, Scullion and Morris, 2009a).

Homeless migrants are often difficult to reach and help through the usual local authority (LA) and 3rd Sector routes. As a consequence, homeless migrants are often sustained by faith and community groups, upon whom they are reliant for basic food provision. Some homeless migrant want to return home and just require financial assistance to do so. However, there are others who do not wish to return home, due to feelings of failure or because they have nothing to return to, having sold everything they have in order to come to the UK (Stankiewicz, 2009).

In recognition of the issue of homelessness amongst EU migrants, in 2009, Communities and Local Government (CLG) commissioned a London Reconnections team. Its services are aimed at people who are very vulnerable and they are linked back with families or referred into supported housing projects in their home countries. CLG is also providing funding on a trial basis for a National Reconnections team. The initial focus is upon the East of England, where there have been a number of rough sleepers. The focus is on local authorities with high numbers of A8/A2 nationals, but lacking capacity, expertise and resources to address the issue of homelessness (see CLG, 2009).

Finally, there is the issue of 'hidden homelessness' and 'sofa surfing', whereby individuals are relying on relatives and friends for accommodation has also emerged as a pertinent issue for some migrant workers (Hunt et al., 2008).

3.5 Health

The challenges faced by CEE migrants in relation to employment/unemployment, poor accommodation experiences and homelessness has knock-on effects on people's health, including mental health issues. The 2008 Health Statistics for Manchester reported that "the mental health of ethnic minority groups...to be worse than the indigenous white population".

Another concern is the breakdown of family units experienced by CEE migrants, often resulting from living in a separate state from their family, which puts a strain upon the maintenance and sustainability of the family unit (SEVA Development Team, 2008). The impact of separation from family can compound feelings of isolation experienced by CEE migrant as discussed previously. This 'homesickness' can have profound implications for people's mental health. Research suggests that homesickness produces a similar state of mind as that of bereavement, invoking a semi and/or permanent condition of grieving in the individual (Mendyk, 2009). Polish organisations report high levels of suicide, depression and poverty amongst their community, with long hours, low pay, and poor accommodation all contributing to the social isolation that exacerbates feelings of homesickness (Mendyk, 2009). However, building an accurate picture of how and to what extent CEE migrants are affected by all of the problems described is problematic due to the lack of accurate raw-data, as the following example from Heywood, Middleton and Rochdale Primary Care Trust (HMRPCT) illustrates.

The HMRPCT area experiences higher levels of deprivation than both the national and North West averages. Amongst the areas young and/or deprived are members of Black Minority Ethnic (BME) communities (with BME communities making up 11.4% of the population). However, it is difficult to ascertain the proportion of CEE migrants as they are usually classed as 'white-other' on official statistics (Mendyk, 2009). The lack of reliable data was highlighted as a key issue earlier in this report. It has significant implications for service providers as it is upon such data that service plans are made (SEVA Development Team, 2008). From a health care perspective, a consequence of this is that there is a lack of interpreters, language assistance and foreign-speaking employees in mental health provision. As language is the main tool of the mental health worker, this is one barrier to accessing mental health care for many CEE migrants (Mendyk, 2009). Research in Nottingham, has also highlighted that health care providers are experiencing additional pressure, particularly in relation to language barriers, but also in relation to migrants differential understanding of the UK health care system and how to access health care (Scullion et al., 2009). In this particular study, health care professionals were having to

explain how health care 'works' in the UK during an appointment, which is problematic when appointments were time limited.

Research has suggested that homeless CEE migrants, together with those on low-pay, working for unreliable employers and living in crowded accommodation often do not have access to documentation that would enable them to register with a General Practitioner (GP). Therefore, CEE migrants receive no treatment at all or, lacking awareness of what help is actually available to them, rely on hospital accident and emergence (A&E) (Mendyk, 2009). However, it is too simplistic to suggest that CEE migrants overall have difficulty accessing health care services. Studies carried out by the University of Salford, for example, have shown that many CEE migrants are using a range of health care facilities including GPs, dentists, walk-in centres and NHS direct (Scullion et al., 2009). There was also evidence that those who were not registered with a doctor or dentist sometimes made reference to their preference for going to their home country for treatment. Looking specifically at access to health care, research carried out in Scotland highlighted that the majority of migrants perceived the medical services in their own countries to be better (de Lima et al., 2007).

3.6 Official registration

As highlighted above, A8 nationals are required to obtain a registration certificate for each job they have in the UK. It is suggested that the WRS is complex and ideally should be arranged by the employer (Stankiewicz, 2009). There is also a fee involved for migrants when registering, which can deter people from the process (the process can cost around £120) (SEVA Development Team, 2008). For those who are registered, if they lose their job prior to completing 12 months continuous employment they have to re-register. Migrants without documentation, however, face difficulties accessing welfare benefits. This also applies to registration for a National Insurance number where the consequences of non-registration can block access to health service provision (and later, access to wider welfare benefits). And although many CEE migrants return 'home' to access health care this can create problems when trying to access emergency care.

3.7 Dissemination of information

One of the key issues emerging from research is the lack of understanding or knowledge of UK systems, particularly in relation to rights as well as responsibilities. One concern is that migrant communities often get advice from friends, relatives and other migrants, which in some cases can be inaccurate information or may be limited. Research has highlighted issues around lack of understanding of how to access health care and with regards to parent's responsibility to ensure that children attend school (Scullion et al., 2009). As well as providing information on what services are available, there is a need to ensure that people understand UK laws (for example, in relation to driving, etc), as well as everyday

issues such as TV licences, utilities, etc. (Stankiewicz, 2009).

What has also emerged is that many different stakeholders and service providers are often undertaking an 'advisory' role that goes beyond the remit of their current job. There are examples from studies of Children's Services staff needing to understand immigration policy in order to answer queries from families, while some GPs were providing information on the health care system as a whole during appointments (Scullion et al., 2009). This is obviously not accounted for in the resources available to these services.

A number of local authority areas have developed 'welcome packs' for migrant communities and these can be tailored to each specific local area in terms of the information they provide. What is apparent from a number of studies is that there needs to be a more coordinated approach in terms of provision of information. It is clear that a number of agencies are undertaking this role, but this differs in terms of what information is provided and the languages it is available in. Welcome packs will only be able to resolve some of the awareness issues and agencies need to consider different strategies to engage with migrant communities. Research has shown that the more 'traditional' places for disseminating information (such as churches, community groups), may not always be appropriate for some migrant communities highlighting a need to look at multiple and innovative approaches, including taking advantages of people's use of technology, particularly the internet (Scullion et al., 2009). Furthermore, it is vital to ensure that local organisations and community groups fully understand the issues facing CEE migrants, including those facing destitution.

3.8 Inter and intra migrant tensions

It is acknowledged in studies of migration that social networks and links are vital for migrant communities, providing advice and information as well as assistance with access to services and facilities. However, it is recognised that there are tensions between and within migrant communities that need to be taken into consideration. There is evidence of some self-organisation within the Polish community although there are also some significant issues around fragmentation with widely acknowledged tensions that exists between the established Polish community and 'new-comers' (Temple and Koterba, 2009). It has been suggested that many migrants, particularly Polish, have been disappointed in their expectation of welcome and practical help from established communities (Stankiewicz, 2009). Younger migrants who do not want to feel 'unwelcome' at venues set up by established Polish communities sometimes organise their own social events outside these venues (Temple, 2009). As recent study carried out in Liverpool highlighted competition between migrants for jobs, accommodation, etc., which was leading to greater mistrust – a situation that worsened as a result of the recession (Scullion and Pemberton, 2010)

Roma communities

When looking at inter-migrant tensions, Roma communities are often those that experience the most discrimination. Roma have been identified as the most vulnerable and deprived ethnic group within Europe (Poole and Adamson, 2008). As the EU has enlarged, those deemed 'outsiders' have been constructed as 'citizens of Europe', while still being at risk of discrimination at national and local levels. Roma communities are vulnerable to the combined impact of being migrant workers *and* an ethnic minority. Since accession, Roma communities, who previously would have been classed as asylum seekers and refugees are found in the category of migrant workers; however, the issues for Roma communities differ somewhat to those who have come to the UK for primarily economic reasons. They hold a slightly different position to other CEE migrants – they are viewed as voluntary migrants now, but given discrimination can be 'pushed' – they therefore sit in the grey area between forced and voluntary migration.

Roma have a very distinct culture which has more in common with Indian culture than it does with their CEE host states. The Romani language likewise shares similarities with Sanskrit based languages such as Hindi/Urdu although many CEE Roma speak the languages of their 'host' countries. Discrimination against Roma communities (from indigenous population *and* other migrant communities) raises the issue of groups perceived as 'not quite white' and of desirable and undesirable whiteness (Ray and Reed, 2005). Research with Roma communities living in the UK has highlighted higher levels of unemployment and benefit take-up (Scullion and Morris, 2009b). Roma are also more likely than other CEE migrants to have arrived in the UK with their families.

A separate report on the Roma communities will be available in summer 2010.

4. Existing Support for CEE Migrants

This section highlights the support currently available for CEE migrants, focusing on support at both a national and Greater Manchester level.

4.1 Snap-shot of support available nationally

Policy/Funding

National Reconnections Team

As highlighted previously, Communities and Local Government (CLG) are providing funding for a trial period. The team works with local authorities with high numbers of CEE migrants, but with little capacity to provide help or support. The initial focus is upon the East of England. The local authorities are the key coordinators, ensuring effectiveness and avoiding duplication. CLG is also providing funding for access to treatment as part of National Reconnections. The idea is to link an individual's health care with facilitating a return home to their State. Currently, how the system could be used to help people re-enter work is also being investigated. There are many 'Reconnections' type services in London, such as 'Reconnections Beds' which provides free, short-term accommodation conditional upon entering the full reconnections process. CLG is keen to build upon the London-based initiatives on a national level by sponsoring information events, etc. CLG has commissioned a National Reconnections Service to support Local authorities with "an identified need for time-limited interventions to tackle local rough sleeping".

Department of Health (DoH)

To reduce the inequalities in access to, experience of and outcomes from Mental Health Services, DoH launched "Delivering Race Equality in Mental Health Care" (DRE), with its scope including coverage for CEE migrants. The main aim of DRE is to set up clear national standards of mental health and to reduce variations in services to optimise mental health care.

BME – Positive Practice Guide (2009)

This was released to help reduce community isolation. As discussed previously, CEE migrants can sometimes have little knowledge of what help is available, which exacerbates challenges they already face due to their migrant status.

Migration Impact Funding

In recent years the government has turned attention to the impacts of migration with the development of a Migration Impacts plan⁷. The plan focuses on how to maximise the economic benefits of migration while attempting to minimise any pressures felt by communities and local service providers. This plan outlines three key areas of work: improving statistics; helping public services respond to migration; and supporting community cohesion.

Recognising that migration can place pressures on local services, the government announced the creation of the Migration Impact Fund, providing funding to all regions of England for projects which focus on understanding and managing these pressures as well as supporting local communities. This funding was created through the revenue collected from an extra levy on visa fees for overseas nationals.

Support Organisations

Ania's Poland is a website that provides a link to the Home Office Accession monitoring and lists of Polish centres across the UK. They offer a range of services with the main focus on employment.

Website: <http://www.aniaspoland.com/>

BARKA UK is an organisation first established in Poland. Barka UK works with severely excluded Eastern European migrants with the aim to reconnect them with their community and achieve social reintegration. Although Barka UK mainly operates in London, it also provides support across the UK. Their aim is the empowerment of the 'forgotten and the unwanted' to help themselves.

Website: <http://www.barkauk.org/>

Barnardo's is a charity that helps children. Barnardo's help abused, forgotten and neglected children and fights for change in their circumstances.

Website: <http://www.barnardos.org.uk/>

Citizen's Advice Bureau (CAB) CAB helps individuals to resolve their legal, money and other problems by offering free information and advice.

Website: <http://www.citizensadvice.org.uk/>

⁷ See <http://www.communities.gov.uk/publications/communities/migrationimpact>.

Equality and Human Rights Commission (EHRC) is a statutory body that aims to enforce and promote equality across the seven protected grounds: age, disability, gender, race, religion, belief and sexual orientation

Address: Arndale House, The Arndale Centre, Manchester, M4 3AQ,

Telephone: 0161 829 8100,

Website: <http://www.equalityhumanrights.com/>

Immigration Advisory Service is the UK's largest charity providing advisory and representation in immigration and asylum law.

Address: the Manchester Office, Lower Ground Floor Suite, Cloister House West Riverside, New Bailey Street, Salford, Manchester, M3 5AG

Website: <http://www.iasuk.org/home.aspx>

International Organisation for Migration (IOM) is the leading inter-governmental organisation working in the field of migration. IOM aims to ensure the orderly and humane management of migration.

Website: <http://www.iom.int/jahia/jsp/index.jsp>

Homeless Link is a national charity supporting people and organisations working directly with homeless people in England. They represent homelessness organisations among local, regional and national government. They offer an online resource which has guidance to Outreach teams on how to help CEE migrants to access work, accommodation, health-care, etc. They also offer advice on how to recruit CEE speaking Outreach workers and suggested action plans.

Website: www.homesless.org.uk

Migrants' Rights Network (MRN) is working for a rights-based approach to migration, with migrants as full partners in developing the policies and procedures which affect life in the UK. MRN produce a monthly newsletter.

Address: Migrants' Rights Network, Suite 2, Second Floor, Royal London House, 22 -25 Finsbury Square, London EC2A 1DX

Telephone: 020 7920 6420

Email: info@migrantsrights.org.uk

Website: www.migrantsrights.org.uk

Migrants Supporting Migrants Group (MSM) This group was set up as a result of Oxfam's Migrant Workers Project. The group's main objectives are:

- To advance the welfare and rights of migrants;
- Promote the contribution of migrants to the UK;
- To lobby policy-makers and service providers;
- To provide suitable activities that will establish social networks for migrants;
- To build a team of highly skilled MSM workers; and
- Provide migrants with Information, Advice and Guidance (IAG).

Website: http://www.oxfam.org.uk/resources/ukpoverty/labour_rights.html

Migrant Workers Employment Rights Advice Service (GMPERAS) exists to improve working conditions for the most vulnerable members of the community by providing employment rights advice and representing the interests of low-paid workers.

Website: <http://www.gmlpu.org.uk/>

No Recourse to Public Funds (NRPF) Network This network advises social services how to access and meet the needs of CEE migrants with 'no recourse to public funds'.

Website: http://www.islington.gov.uk/Health/ServicesForAdults/nrpf_network/

No Recourse to Public Funds is the Amnesty International pilot project that ended in February 2010. The Home Office agreed to this three month pilot scheme. Its aim was to enable women facing violence and who have insecure immigration status access a refuge and benefits they need.

Website: <http://www.amnesty.org.uk/content.asp?CategoryID=11227#The%20problem>

Oxfam (UK Poverty project) is a leading international NGO with a worldwide reputation. Oxfam's work to tackle poverty aims to develop projects with people living in poverty to improve their lives and raise public and politician's awareness of poverty and its causes.

Website: www.oxfam.org.uk

UNISON is the UK and Europe's largest public sector union. UNISON aim is to protect its members' interests. Contact: Website: <http://www.unison.org.uk/>

Red Cross is a volunteer-leg humanitarian organisation. Red Cross helps people in crisis. British Red Cross enables people to prepare for and respond to emergencies.

Website: <http://www.redcross.org.uk/>

Shelter is the housing and homeless charity. Shelter works to overcome the distress caused by homelessness and bad housing.

Email: info@shelter.org.uk **Website:** <http://www.shelter.org.uk/>

The Federation of Poles in Great Britain This provides details of organisations set up to help the Polish communities nationally and locally together with information for sources of advice. Features a useful: Polish Survival Guide - How to Live and Work in Great Britain

Website: <http://www.zpwb.org.uk>

myUKinfo.com This is a website that provides migrant communities access to important information about working and living in the UK. The information is available in a number of languages provides details of organizations set up to help the Polish communities nationally and locally together Website: <http://www.myukinfo.com/>

Multikulti This provides accessible, accurately translated advice and information in community languages. The translations are available in 12 languages - Albanian, Arabic, Bengali, Chinese, Farsi, French, Gujarati, Portuguese, Somali, Spanish, Turkish and Urdu. They are currently translating new material in three subject areas - immigration, health, discrimination and racism. Website: <http://www.multikulti.org.uk/>

Academic/Research/Funders

Compas (University of Oxford) aims to conduct high quality research to develop theory and knowledge, inform policy makers and engage users of research within the field of migration.

Email: info@compas.ox.ac.uk **Website:** <http://www.compas.ox.ac.uk/>

CRONEM (Centre for Research on Nationalism, Ethnicity and Multiculturalism) is a specialist organisation based at Roehampton University, offering expert research and support in the fields of migration and social cohesion.

Website: <http://www.roehampton.ac.uk/researchcentres/cronem/index.html>

Joseph Rowntree Foundation (JRF) is a charity that funds large UK-wide research and development programmes. The Foundation seeks to understand the causes of social problems and identify the ways of overcoming them.

Email: info@jrf.org.uk **Website:** <http://www.jrf.org.uk/>

Institute for Public Policy Research (IPPR) is an independent, radical and progressive think tank. Its aims are to overcome inequality, empower citizens, promote social responsibility, create a sustainable economy and revitalise democracy.

Website: <http://www.ippr.org.uk/>

Office for National Statistics offers independent information to improve the understanding of the UK's society and economy. ONS provides reliable and impartial statistics on a wide range of themes.

Website: <http://www.statistics.gov.uk/hub/index.html>

Central European Forum for Migration Research is a research partnership between the [Swiss Foundation for Population, Migration and Environment](#) (PME), the [Institute of Geography and Spatial Organization](#) of the Polish Academy of Sciences and the [International Organization for Migration](#). CEFMR specialises in research on international migration in Central Europe.

Website: <http://www.cefmr.pan.pl/>

Salford Housing & Urban Studies Unit (SHUSU) (University of Salford) is a research and consultancy unit with particular experience of working with Black and Minority Ethnic (BME) communities. They have been responsible for a number of studies across the UK focusing on the needs and experiences of Central and Eastern European migrants.

Website: <http://www.shusu.salford.ac.uk/>

4.2 Snap-shot of Support Available in the North West

Big Issue / Big Life in the North are a “business solution to a social problem”. It is a company employing staff to write, design and distribute a magazine that is sold by homeless people giving them the opportunity to earn an income.

Address: 10 Swan Street, Manchester, M4 5JN

Website: <http://www.bigissueinthenorth.com/>

Business in the Community (North-West) is cooperating with businesses and volunteers across the region to enable and promote the development of opportunities for people in the North West.

Address: North West Regional Office, Amazon House, 2nd Floor, 3 Brazil Street, Manchester, M1 3PJ

Website: http://www.bitc.org.uk/north_west/

Greater Manchester Council of Voluntary Organisations (GMCVO) is the support organisation for the voluntary sector in the Greater Manchester area. GMCVO aims to empower the voluntary sector and develop positive relationships with other sectors in order to influence local and national policy.

Address: St Thomas Centre, Ardwick Green North, Manchester, M12 6FZ

Telephone: 0161 277 1000

Email: gmcvo@gmcvo.org.uk **Website:** <http://www.gmcvo.org.uk/>

Greater Manchester Immigration Aid Unit (GMIAU) is a not for profit legal advice organisation. GMIAU provides advice services and representation in immigration and asylum cases

Address: 1 Delaunays Road, Crumpsall Green, Manchester M8 4QS

Telephone: 0161 740 7722

Website: <http://www.gmiau.org/>

Migrant Workers North West is a charity working to promote the employment of migrant workers and achieve better working conditions. It provides a reference of support services available to migrant workers in the region. Migrant Workers North West aims to identify training needs among migrant workers and promote their employment amongst policy makers.

Address: Transport House, Merchants Quay, Salford Quays, M50 3SG

Email: info@migrantworkersnorthwest.org **Website:** <http://www.migrantworkersnorthwest.org/>

North-West TUC represents almost 1 million working people who aim to achieve best possible working conditions together with fair treatment at work.

Address: TUC, 2nd Floor, Orleans House, Edmund Street, Liverpool, L3 9NG

Website: http://www.tuc.org.uk/tuc/regions_info_northwest.cfm

St. Antony's Centre – Centre for Church & Industry is a project established to help support men and women in the “world of work” in partnership with employers, community agencies and parishes.

Address: St Antony's Centre, Eleventh Street, Trafford Park, Manchester, M17 1JF

Website: <http://www.stantonyscentre.org.uk/>

North-West Brussels Office is funded by the Northwest Development Agency and 4NW. The role of the Office is to implement the North West Regional European Framework.

Website: <http://www.englandsnorthwestinbrussels.eu/>

North-West Together We Can aims to encourage collaborative learning, practice and research on community empowerment across the North West. NWTWC is the empowerment network for the region supported by the Department for Communities and Local Government.

Address: First House, 367 Brinnington Road, Brinnington, Stockport, SK5 8EN

Website: <http://www.nwtwc.org.uk/>

North-West Regional Development Agency is a Government funded public body aiming to maximise the region's competitiveness and build a stronger economy.

Address: Head Office, Renaissance House, Centre Park, Warrington, Cheshire, WA1 1QN

Website: <http://www.nwda.co.uk/>

4.3 Snap-Shot of Support Available in Greater Manchester

The previous sections of the report have highlighted some of the emerging findings from a range of studies across the UK; however, in Greater Manchester there is also a growing evidence base from which to draw, with research carried out in Bolton, Rochdale and Oldham, as well as studies currently underway in Salford, Bury and Tameside⁸. The studies in Bolton, Rochdale and Oldham suggest similar issues to those arising in research carried across the UK. For example, with regards to employment, they have found that migrant workers have a range of skills and qualifications but sometimes have difficulty finding jobs commensurate with their qualifications. Those with degree level qualifications in particular were found to be working in elementary occupations. Language barriers were also a key issue for migrant workers in Bolton, Rochdale and Oldham, with work commitments and cost of ESOL classes affecting people's ability to take-up English language courses.

In line with previous studies, the research in Greater Manchester revealed a need for support, particularly for new arrivals, to assist them to settle into the community and provide information with regards to local services and facilities, as well as information on their rights (for example, with regards to housing, etc.) and responsibilities (for example UK driving laws, but also simple things like refuse collection).

⁸ This research is being undertaken by SHUSU at the University of Salford and is due to be completed in May 2010.

What follows is an overview of some of the support available for CEE migrants in Greater Manchester.

SEVA Development Team

SEVA (Say-va) is a Hindi word meaning 'Selfless Services', 'Willingness to perform any task for a greater cause without prospect of recognition or reward'. The SEVA Development Project is a partnership between the African Caribbean Mental Health Services (ACMHS), Wai Yin Chinese Women Society and Pakistani Resource Centre (PRC). SEVA's work is based on the Delivering Race Equality (DRE) agenda for eliminating discrimination and achieving equality in mental health. The SEVA Development Project is made up of Community Development Workers (CDW) who work with the diverse Black and minority ethnic communities (BME) across Manchester.

SEVA collates statistical data in relation to Manchester's BME communities in order to meet DRE objectives to improve mental health services for BME communities (SEVA Development Team, 2008). Each local authority in the Greater Manchester sub-region has Community Development Workers (CDWs) who are responsible for delivering this strategy. In Manchester there are 9 CDWs working with different 'minority' communities. The CDWs are hosted by 3 voluntary sector organisations: Wai Yin Chinese Women's Society, Pakistani Resource Centre, and the African Caribbean Mental Health Services. The aims of the programme are; to develop more appropriate and responsive services; to engage with the 'communities' and to provide better information. The Eastern European/economic 'white' minorities (Jewish, Irish and Central Eastern Europeans) are served by Tom Griffiths who is based at Wai Yin.

Website: <http://www.sevamanchester.com/>

Europaia - Forum for European Migrants

Europaia is Forum that was established in September 2009. Membership includes European migrants, voluntary and statutory agencies and academics/researchers. The purpose of the Forum is to promote cooperation between migrant communities and local agencies. The Forum aims to address some of the issues which affect European migrants, including:

- a lack of information and access to local services;
- complex rules on status and entitlements;
- limited availability of English classes;
- exploitation in the work-place and accommodation;
- increasing levels of homelessness and destitution;

- inadequate links with local residents, voluntary agencies and other Greater Manchester networks

As highlighted at the beginning of this report, members of Euorpia were responsible for the production of this report. Euorpia serves Central and Eastern European migrant communities from the Greater Manchester area. Its aim is to empower migrants' communities and enable them to live independent lives.

Contact: Chair: Tom Griffiths Tom@sevamanchester.org.uk;

Secretary: Krys Stankiewicz krzysztofstankiewicz952@btinternet.com

Bolton

The Good Shepherd - Polish Club and Church (Daubhill) is a Roman Catholic Polish Church.

Telephone: 01204 523563, **Address:** 180 High Street, Bolton BL3 6PL,

Polacy Duzi i Mali (Polish large and small) is a community group with the aim to promote Polish culture and tradition. This group also advises on Bolton life and services available there.

Address: New Unity Centre, Johnson St, Bolton, BL1 1NX

Email: damianoos12@o2.pl **Website:** <http://polacyduziimali.dbv.pl/>

Ukrainian Club is a social club for the Ukrainian community in Bolton.

Telephone: 01204 526038, **Address:** 99 Castle Street, Bolton BL2 1JP.

Equality

Bolton Race Equality Council is a community empowering network. Race Equality Council operates all over England. The main aim is empowering Black and Minority Ethnic communities by challenging racism and promoting change.

Telephone: 01204 331002, **Address:** Office Unit 4, Bolton Market, Ashburner Street, Bolton BL1 1TQ

Website: <http://www.repkc.org.uk/>

Housing

St Vincent Housing Association is a registered social landlord. It provides affordable homes across the North West of England.

Main Office Contact Details: 1st Floor, Metropolitan House, 20 Brindley Road, Old Trafford, Manchester, M16 9HQ. **Telephone:** 0161 772 2156,

Contact in Bolton: Thomas More Close, Kearsley, Bolton, BL4 8ND,

Website: <http://www.svha.co.uk/>

Education

Bolton Community College is one of the North West largest providers of vocational training and further education.

Telephone: 01204 907000, **Address:** Manchester Road Campus, Manchester Road, Bolton, BL2 1ER

Website: <http://www.boltoncollege.ac.uk/>

Bury

White Eagle Centre in Bury is one of one hundred Community Centres in the UK. These centres serve Polish communities providing information and range of services.

Telephone: 0161 764 5939

Website: <http://www.white-eagle.com/>

Our Lady Queen of Poland - Polish Chapel

Address: Our Lady Queen of Poland (Polish), Back East Street, Bury, BL9 0RU.

Education

Bury College offers academic and vocational courses.

Address: Woodbury Centre, Market Street, Bury, BL9 0BG

Telephone: 0161 280 8228,

Email: information@burycollege.ac.uk **Website:** <http://www.burycollege.ac.uk/>

Manchester

Polish Church of Divine Mercy and Parish Club is a community church located in Moss Side, Manchester. Services include: film nights on Fridays after the evening mass; mother's meetings on Thursdays from 10am; AA group meetings on Saturdays from 6pm; social centre open on Saturdays 9-12pm and Sundays 12-3pm.

Address: 194-196 Lloyd Street North, Moss Side, Manchester, M14 4QB. **Telephone:** 0161 226 1588, 0161 226 2544,

Kolo Polskie (Polish Circle) is a social club for members only, open on Wednesdays, Thursdays, Sundays 7.30-11.30pm, and Saturdays 7-11.30pm.

Address: 433 Cheetham Hill Road, Manchester, M8 0PF. **Telephone:** 0161 740 9432,

Bosnian School - the Bosnian Supplementary School of Manchester (Manchester Muslim Prep School) serving Bosnian community, opening times: Sat 11-3.30pm.

Address: The Grange, 551 Wilmslow Road, Withington, Manchester, M20 4BA,

Telephone: 0161 445 5552

Email: bosnianschool@yahoo.com

The Polish Saturday School in Manchester, the school offers classes in Polish language, culture, history, geography and religion from pre-school to A2 level. The Schools offers a class for adults as well, classes take place at St. Bede's College

Address: 196 Lloyd Street North, Manchester, M14 4QB

Email: kierownik@polishschool.org.uk **Website:** <http://www.polishschool.org.uk/>

Student Societies (Polish, Romanian, Russian, Estonian) - the student societies based at the University of Manchester Students' Union.

Contact: Chair of the Societies Committee: Emily Randall, Student Activities Officer

Website: http://newwww.umsu.manchester.ac.uk/currently_unused/societies_and_activities/societies

Eastern European Society is an international and social society based at the University of Manchester Students' Union. The Society serves Eastern European students and those who are interested in Eastern Europe.

Contact: Diana Ioancea

Email: ees@umsu.manchester.ac.uk

Website: <http://www.umsu.manchester.ac.uk/societies/list/details.shtml/Eastern-European-Society?socid=294>

Voluntary Sector Support

Wai Yin (SEVA Partnership) is a partnership between Wai Yin Chinese Women Society, the Pakistani Resource Centre and the African and Caribbean Mental Health Service. The SEVA Team aims to help minority ethnic communities develop services which can support people with mental health problems. The SEVA Development Project is based on the Delivering Race Equality (DRE) agenda and works to eliminate discrimination and achieve equality.

Address: Wai Yin Chinese Women Society, 1st Floor, 61 Mosley Street, Manchester, M2 3HZ

Website: <http://www.waiyin.org.uk/projects/seva/> or <http://www.sevamanchester.com/>

Manchester Refugee Support Network (MRSN) is a grass-root organisation led by refugee communities. The organisation currently works on four projects: Community Development, Advice, Refugee Integration and Employment Service, Refugee and Migrant Forum Manchester.

Address: Phoenix Mill, 20 Piercy Street, Ancoats, Manchester M4 7HY

MRSN Advice Centre: 129 Princess Rd, Moss Side, Manchester, M14 4RB

Telephone: (0161) 202 8910

Website: <http://www.mrsn.org.uk/>

Rainbow Haven is a voluntary organisation; this NGO serves asylum seekers and other destitute people by providing them with groceries.

Address: St. Paul and St. John's Church, 113 Abbey Hey Lane, Manchester, M18 7EN

Telephone: 0161 229 5819

H-Pan (Help for People in Need) is a charitable organisation based in Manchester committed to the relief of poverty and suffering and to empowering communities by education, training and community development.

Address: 357 Charlestown Road, Manchester, M9 7BS

Telephone: 0161 248 7733, 07877218085,

Email: enquiries@hpan.org.uk **Website:** <http://www.hpan.org.uk/>

The Routes Project (Black Health Agency) is a project providing support to international new arrivals and families who have newly arrived in Manchester. The aim is to enable these new people to access mainstream support services, among the other aims is to overcome isolation and exclusion among them.

Address: 464 Chester Road, Old Trafford, Manchester, M16 9HE,

Email: info@blackhealthagency.org.uk **Website:** <http://www.blackhealthagency.org.uk/>

Manchester Migrant Workers Advice Partnership was formed as a subgroup of the Manchester Advice and Information Network, to focus on the advice needs of migrant workers. Members of the Manchester Advice and Information Network (MAIN) have been concerned about the availability of advice to this group and the legal issues which are presenting new queries for advice agencies. The aim of this partnership is to empower migrant communities and overcome their isolation.

Contact: Tom Griffiths Tom@sevamanchester.org.uk

Manchester Community Central provides information and support to build the capacity and sustainability of voluntary and community sector groups in Manchester. The service works closely with other local infrastructure organisations to offer a co-ordinated approach to support across the city.

Website: <http://www.manchestercommunitycentral.org/>

Homeless Agencies

Barnabus Trust is a charity working with the most disadvantaged on the streets of Manchester. The charity outreach workers work amongst the homeless, those with alcohol or drug related problems, sex workers and prison leavers.

Address: the Beacon, Bloom Street, Manchester M1 3LY

Telephone: 0161 237 3223,

Website: www.barnabus-manchester.org.uk

The Booth Centre is a voluntary drop-in day centre providing a base for activities and advice services for homeless people.

Address: Manchester Cathedral, Victoria Street, Manchester M3 1SX

Telephone: 0161 835 2499,

Website: www.boothcentre.org.uk

Mustard Tree is a Manchester based charity serving homeless and marginalized people with the aim of rebuilding their lives.

Address: 110 Oldham Road, Ancoats, Manchester, M4 6AG

Telephone: 0161 228 7331,

Website: www.mustardtree.co.uk

Lifeshare is a voluntary organisation working with disadvantage and homeless people from Manchester and Salford.

Address: 1st floor, 27 Houldsworth Street, Manchester, M1 1EB

Telephone: 0161 235 0744,

Website: www.lifeshare.co.uk

Cornerstone Day Centre is a Non-Profit Organisation and Salford Diocese' outreach to the homeless. It was established in 1991 to serve soup, sandwiches and drinks to the city centre homeless.

Address: 104b Denmark Road, Moss Side, Manchester, M15 6JS.

Telephone: 0161 232 8888

Life Matters provides services for people sleeping rough in Manchester. They hold a drop in centre from Monday to Friday (except Wednesdays-centre closed) between 9.30-12.30pm and 1.30-3.45pm.

Address: Swan Buildings, 14-15 Swan Street, Manchester.

Telephone: 0161 835 5921

Legal and Advice Centres

North Manchester Law Centre offers free specialist legal advice in Discrimination issues, Employment, Housing, Asylum & Immigration and Welfare Benefits. They can also provide free representation for Court hearings, Employment Tribunals, Social Security Appeal Tribunals etc.

Address: Unit A, Harpurhey District Centre, Manchester, M9 4DH

Telephone: 0161 205 8654

Email: info@nmlc.org.uk **Website:** <http://www.nmlc.org.uk/>

South Manchester Law Centre provides free confidential advice on any issues related to: employment, housing, immigration, social security and women's rights. The Centre opening times: Monday, Wednesday, Friday from 10 am until 12.30 pm.

Address: 584 Stockport Road, Longsight, Manchester M13 0RQ

Email: admin@smlc.org.uk **Website:** www.smlc.org.uk

Manchester Citizen Advice Bureaux offers free, confidential, impartial, and independent advice and information on a wide range of subjects. Manchester CAB Bureaux are situated in Ancoats (Debt Service), Beswick, Harpurhey, Hulme, Longsight, Withington and Wythenshawe. They hold drop in sessions as well as pre-booked appointments.

Website: <http://www.manchestercab.org/>

Cheetham Hill Advice Centre is a part of the voluntary sector and was set up to promote the advancement of education and health and to assist in the alleviation of poverty, distress and sickness. Their main aim is to provide confidential help, advice, information and support to residents from Cheetham and Crumpsall.

Address: 1 Morrowfield Avenue, Manchester, M8 9AR

Telephone: 0161 740 2461,

Email: office@cheethamadvice.org.uk **Website:** <http://www.cheethamadvice.org.uk/>

Drop-in Centres

Welcome Centre, Cheetham Hill is a friendly, cafe-style drop-in centre offering a range of advice and support to the visitors. The aim is to provide a one-stop shop giving information, advice and support to people new to the Cheetham and Crumpsall area.

Address: 2 Greenhill Road, Cheetham Hill, Manchester, M8 9LG,

Email: customerservice@welcome-centre.org **Website:** <http://welcome-centre.org/>

Welcome Centre, Wythenshawe Open Thursdays 1.00pm-4.00pm

Address: Benchill Community Centre, Benchill Road, Wythenshawe, M22 8EJ.

Telephone: 0161 945 0879.

The Lalley Drop-in, Collyhurst provides social work services, welfare rights, credit union advice and an informal café style drop-in Centre. The Centre's opening times are Thursdays 9.00 am until 3.30 pm.

Address: (basement) St Malachy's Primary School, Eggington Street, Collyhurst, Manchester, M40 7RG
Telephone: 0161 205 2754.

Oasis, Gorton is a drop in centre that offers a place to meet, chat and enjoy refreshments. Oasis also provides community advice signposting service.

Address: Collier House, Wellington Street, Manchester, M18 7EE

Telephone: 0161 231 3107

Email: oasis@southgorton.freeserve.co.uk

Cheetham United Drop-in. Open Wednesdays 12.00noon-2.00pm

Address: St John's Church, Waterloo Road, Cheetham Hill, Manchester, M8 OAZ

Telephone: 0161 795 7139.

Sure Start Centre, Rusholme provides advice on childcare. The Centre's services include: day care centre, citizen's advice bureau, parent toddler day, ethnic outreach worker's services and birth registration day.

Address: Great Western Street, Rusholme, Manchester, M14 4HA.

Telephone: 0161 227 3171

Education, Media and Research Bodies

RAPAR (Refugees and Asylum Seekers Participatory Action Research) is a human rights organisation working with asylum seekers, refugees and other displaced people in need.

Address: Friend's Meeting House, 6 Mount Street, Manchester, M2 5NS,

Telephone: 0161 834 8221,

Email: admin@rapar.org.uk **Website:** www.rapar.org.uk

Romani Project (University of Manchester) is a cluster of academic research activities based at the [School of Languages, Linguistics and Cultures](#) at the [University of Manchester](#).

Contact: [Professor Yaron Matras](#), Project Coordinator, **Email:** aron.matras@manchester.ac.uk

Address: The University of Manchester, Oxford Road, Manchester, M13 9PL

Email: romani@manchester.ac.uk

RICC, Research Institute for Cosmopolitan Cultures responds to a world in which global restructuring and growing inequalities are fuelling religious and ethnic conflicts and growing national anxieties, as well as movements for social justice, reconciliation and interconnection. RICC provides a framework for scholars at Manchester University to collaborate with international researchers through the examination of contemporary cosmopolitanism.

Address: 2nd Floor, Arthur Lewis Building, the University of Manchester, Oxford Road, Manchester, M13 9PL,

Email: cosmpolitan.cultures@manchester.ac.uk

Website: <http://www.socialsciences.manchester.ac.uk/ricc/>

Manchester Metropolitan University (Social research), research at MMU is structured around eight research institutes: [The Dalton Research Institute](#) (DRI), [The Education and Social Research Institute](#) (ESRI), [Institute for Biomedical Research into Human Movement and Health](#) (IRM), [Institute for Humanities and Social Science Research](#) (HSSR), [Institute for Performance Research](#) (IPR), [The Manchester Institute for Research and Innovation in Art and Design](#) (MIRIAD), [The Research Institute for Business and Management](#) (RIBM), [The Research Institute for Health and Social Change](#) (RIHSC).

Address: Manchester Metropolitan University, All Saints Building, All Saints, Manchester, M15 6BH,

Website: <http://www.mmu.ac.uk/research/>

Peoples Voice Media (MCIN) is a not for profit community development organisation. Its aim is to connect communities through the use of social media to support civil society and improve governance.

Address: Main office: People's Voice Media Manchester Grange, Pilgrim Drive, Manchester, M11 3TQ,

Email: enquiries@peoplesvoicemedia.co.uk **Website:** <http://peoplesvoicemedia.co.uk/>

Statutory agencies

Manchester Advice is the City Council's free and confidential advice and information service available to all Manchester residents and employees of Manchester City Council. One can access the services by the telephone, in person or by email. Advice is given on the following topics: Benefits, Pensions and Tax Credits, Money and debt problems, Housing problems, Information for landlords, Consumer issues, Council services - such as adult social care, children's services, housing, education, leisure.

Telephone: 0161 234 5678

Email: man-advice@manchester.gov.uk

Website:

http://www.manchester.gov.uk/info/100001/advice_and_benefits/356/manchester_advice_free_and_confidential_advice/

Multi-Agency Refugee Integration in Manchester (MARIM) exists to help agencies improve their services to refugees and asylum seekers. MARIM tries to identify the gaps in service provision, focuses on improving the access to and delivery of services. It also provides the base for discussion and exchanging ideas.

Address: Claremont Resource Centre, Rolls Crescent, Hulme, M15 5FS

Telephone: 0161 868 0857

Email: Emnet.Araya@manchester.gov.uk

Website:

http://www.manchester.gov.uk/info/200007/asylum_and_immigration/402/multi_agency_for_refugee_integration_in_manchester/

North and South Manchester Regeneration Teams: Manchester City Council has established regeneration initiatives in various parts of the city, working in partnership with local businesses, to boost the quality of life and local economy, support business and create jobs.

North Manchester Regeneration Team:

Address: 7th Floor, Hexagon Tower, Delaunay's Road, Blackley Village, Manchester, M9 8ZS.

Telephone: 0161 655 7850

Email: North.mcr.regeneration@manchester.gov.uk

South Manchester Regeneration Team, Contact:

Address: Entrance 2, Daisy Mill, 345 Stockport Road, Longsight, M13 0LF

Telephone: 0161 277 1880

Email: southmanchesterregeneration@manchester.gov.uk,

Manchester College is a new institution that came into following the merger of City College Manchester and Manchester College of Arts and Technology. The Manchester College provides learning and training with a wide variety of courses.

Address: The Manchester College, Ashton Old Road, Openshaw, Manchester, M11 2WH (however, the College is based on many locations across the city),

Telephone: 0161 909 6655

Email: enquiries@themanchestercollege.ac.uk **Website:** <http://www.themanchestercollege.ac.uk/>

Oldham

Polish Catholic Social Club

Address: Sunnyside House, Chamber Road, Oldham, OL8 4NZ

Telephone: 0161 624 0950

Legal

Oldham Law Centre provides free specialist legal advice and representation on matters related to employment, housing, education, welfare rights and immigration.

Address: First Floor, Archway House, Bridge Street, Oldham, OL1 1ED,

Email: admin@oldhamlawcentre.org

Website: <http://www.oldham-chronicle.co.uk/sites/oldham-law-centre>

Statutory

Neighbourhood Access and Prevention Service aims to assist the elderly to maintain their independence and improve their quality of life. Each area of Oldham has its own Neighbourhood Access and Prevention Officer who looks after the elderly. There are also NAPO's who have specific language skills to serve particularly the Pakistani, Bangladeshi, Indian, Polish and Ukrainian communities.

Address: Neighbourhood Access and Prevention Officers, Meadowbank, Tweedale Way, Hollinwood, Oldham, OL9 8EH

Telephone: 0161 770 1515, **Email:** napo.team@oldham.gov.uk

Rochdale

Rochdale Polish Parish Centre

Address: Rochdale Westfield, Manchester Road, Rochdale

Telephone: 01706 40452,

Rochdale Hungarian Social Club

Address: 76a Milnrow Road, Rochdale.

Telephone: 01706-359009,

Legal

Rochdale Law Centre provides free independent legal advice and representation on employment, housing, immigration and discrimination matters.

Address: 15 Drake Street, Rochdale, OL16 1RE

Telephone: 01706 657766,

Email: info@rochdalelawcentre.org.uk **Website:** <http://www.rochdalelawcentre.org.uk/>

Education

Hopwood Hall College is situated on two campuses Rochdale and Middleton. Hopwood Hall College offers a range of student facilities and support networks across both campuses. Hopwood Hall College is situated on two campuses Rochdale and Middleton. Hopwood Hall College offers a range of student facilities and support networks across both campuses.

Address: St. Mary's Gate, Rochdale, OL12 6RY

Tel: 01706 345346, **Email:** enquiries@hopwppd.ac.uk **Website:** <http://www.hopwood.ac.uk/>

Salford

The Broughton Trust is a charity working to improve people's quality of life, stimulate economic activity, develop a sense of pride in the community and support those who contribute to these aims.

Address: Clowes House, 319 Bury New Road, Salford, M7 2YN

Telephone: 0161 835 4005,

Email: office@thebroughtontrust.org.uk **Website:** <http://www.thebroughtontrust.org.uk/>

Windsor Centre Drop-in is a collaborative project run by Manchester City Mission and Salford Loaves and Fishes. It is a Christian drop in centre for the homeless in Salford. The Centre offers a wide range of services including a Doctor's surgery, laundrette; it also provides meals and second hand clothes.

Address: Manchester City Mission, Windsor Christian Centre, Churchill Way, Salford, M6 5BU

Telephone: 0161 736 7959,

Email: mancitmis@aol.com

Website: <http://www.manchestercitymission.com/Projects/WindsorDropin/>

Legal

Salford Law Centre is listed as one of the legal services providers

Address: 498 Liverpool Street, Salford, M6 5QZ

Telephone: 0161 736 3116

Academic/Education

Salford Housing and Urban Studies Unit - University of Salford (SHUSU) is a research and consultancy team. SHUSU provides a number of services relating to housing and urban management. SHUSU staff have extensive experience in issues related to social exclusion, community cohesion and community engagement. SHUSU has experience in working with members of 'hard-to-reach' communities: asylum seekers, refugees, Black and Minority Ethnic communities, Roma people and Travellers.

Address: Salford Housing and Urban Studies Unit, Room 112, Business House, The University of Salford, University Road, Salford, M5 4WT

Telephone: 0161 295 2140 **Website:** <http://www.shusu.salford.ac.uk/>

Salford College is a part of Salford City College. Salford College is dedicated to all young learners whilst Salford City College is for adult learners. Salford College offers a wide range of courses to suit everyone.

Address: Worsley Centre, Walkden Road, Worsley, Salford, M28 7QD,

Telephone: 0161 211 5054,

Website: <http://www.salford-col.ac.uk/>

Tameside

Tameside 3rd Sector Coalition is the development agency for voluntary, community and faith groups in Tameside

Address: St Michaels Court, Stamford Street, Ashton-under-Lyne, OL6 6XN

Telephone: 0161 339 4985

Website: <http://www.t3sc.org/>

Trafford

Blue SCI (Social and Cultural Inclusion) is a charity that serves people who may be experiencing emotional or psychological distress.

Address: 54-56 Seymour Grove, Old Trafford, Manchester, M16 0LN

Email: information@bluesci.org.uk **Website:** <http://www.bluesci.org.uk/>

Legal

Trafford Law Centre is an independent voluntary organisation providing free legal advice, assistance and representation in the areas of: employment, housing, immigration and mental health.

Address: 2nd Floor Atherton House, 88-92 Talbot Road, Manchester, M16 0GS

Website: <http://www.traffordlawcentre.org.uk/>

Education

Trafford College is one of the leading providers of education and training in Greater Manchester area. The College aims to provide high quality of teaching, further investment into facilities and great success for students in the future.

Telephone: 0161 886 7070

Email: enquiries@trafford.ac.uk **Website:** <http://www.trafford.ac.uk/>

Wigan

Wigan & Leigh Citizens Advice Bureau (CAB) has a Central Eastern European Link worker who can provide information relating to housing, employment, benefits, legal advice etc. CAB is situated in two locations covering Wigan and Leigh.

Address: Wigan CAB, Gerrard Winstanley House, Crawford Street, Wigan, WN1 1NA

Mon-Fri, 9am - 4 pm

Address: Leigh CAB, 6 The Avenue, Leigh, WN7 1ES

Mon, Tues, Thurs, Fri, 10am - 4 pm; Wednesdays 9am - 1pm

Telephone: 0844 826 9713 (general helpline)

Website: www.wigancab.org

Support for Wigan Arrivals Project (SWAP) is a community organisation working across the Wigan borough. SWAP offers support and help with social integration to new arrivals. SWAP also offers training opportunities and signposting service.

Address: 28 Upper Dicconson Street, Wigan, WN1 2AG

Website: <http://www.swapwigan.org/>

The Delivering Race Equality (DRE) in Mental Healthcare Programme was formed in 2005. It is an innovative a five year programme aiming to improve access, outcomes and experiences for people with mental health needs.

Website: <http://www.mentalhealthequalities.org.uk/>

5. Conclusions and Recommendations

This section highlights some of the key conclusions emerging from the report.

Conclusions

Addressing language barriers

- There are a number of issues around language and integration. Although the majority have some basic English language skills prior to arrival many fail to learn/improve once they are here. There are several factors contributing to this:
 - Low motivation because many CEE migrants view their stay in the UK as transitory.
 - Total immersion in own-language culture; work, friends & family, shared accommodation, social/church, satellite TV and internet (many CEE migrants work and live exclusively in their own language communities).
 - Limited access to ESOL, also very little in the way of informal learning provisions.
 - Language barriers which result in:
 - Lack of language skills and limited opportunities to mix with 'native' English speakers and/or integrate
 - Inability to communicate with landlords, employers, services

- Limited or no English is a significant threat/obstacle to everyday living
- There must be a concerted effort across all sectors to provide English language (ESOL) classes/courses that are accessible and affordable. Many migrants are unable to access language classes because of time restrictions/long working hours. Language learning schemes should be flexible around work commitments to ensure that people gain basic language skills. These language learning schemes also need to employ a wider range of learning mechanisms, such as conversational/informal English, work-based language.
- The objective of any approach must ultimately be towards helping CEE migrants gain access to work, education, health-care and welfare. Integral to this will be overcoming the language barrier through bi/multi-lingual support staff, volunteers and literature (hard and electronic). This includes focusing on the language needs of CEE migrants experiencing homelessness. In the Greater Manchester region the Wigan & Leigh CAB employs a trained link worker who can speak CEE languages. This initiative has been running for approximately 4 years and was set up in response to the large numbers of migrants moving into the area. Originally a Slovak/Polish interpreter was employed one-day a week to provide information to migrants living in the area – this interpreter has since skilled up to become a bi-lingual case worker. This process should be implemented nationally, including all areas of Greater Manchester that have high numbers of CEE migrants.
- The lack of English skills makes the vulnerable or at risk more vulnerable and open to exploitation. This means reduced access to health and safety training, less awareness of employment/housing rights or how to challenge poor-working practices.
- There are significant issues around interpretation services. Public bodies are obliged to provide professional interpreters although this is often not widely promoted. Unqualified interpreters, family members and children are sometimes used as interpreters – this is not acceptable.

Employment

- Migrant communities, in common with the rest of population, need to be able to access information with regards to how best to utilise their individual skills and qualifications, as well as the employment opportunities that are available to them (Scullion et al., 2009). Over 50% of migrants employed in elementary jobs are educated to degree (or higher) standard but lack the language skills to compete in the job market at that level.

- There are a number of difficulties for migrant (and overseas migrants generally) workers getting their qualifications recognised in the UK which results in 'under-employment' of skilled and highly qualified workers. There is a need to improve the effectiveness of NARIC and recognize foreign qualifications
- Many CEE migrants are concentrated in low-skilled, low-paid position usually in 'hard to fill' vacancies. High numbers work in the 'black economy' and work and live in sub-standard or unsafe conditions that are considered 'undesirable' by the indigenous populations.
- There is a real need to address exploitation, gangmasters, etc and inform migrant workers of their rights. The Workers Registration Scheme (WRS) is currently poorly implemented with some migrant workers not registering because of associated costs and short-term work placements. Others have registered only to find at a later date that; their employer has not registered them, they have been wrongly listed under an incorrect name, or there has been an administrative error.

Demographic Issues

- The official statistics on the numbers and distribution of European migrants in the UK and Greater Manchester are seriously flawed and inaccurate. No local authority in Greater Manchester has published up-to-date figures on post-2004 European migration in their on-line data on demography and ethnicity. European migrants are incorporated in an ill-defined and poorly-quantified total of 'White Other', which also includes Jewish, Irish, American, Australian etc. However even this category is inaccurate as a proxy since these totals are totally reliant on their official registration for National Insurance purposes or under the Workers Registration Scheme. Despite recent migration from Poland being the largest sustained migration to the UK from any country since the seventeenth century, Polish or European identity will not be a specific category in the 2011 census.
- There are no official estimates of the proportion of unregistered migrants at a national or local level. The Office of National Statistics has recently introduced new procedures based on the International Passenger Survey to correct local immigration and emigration totals but these are not based on local intelligence sources independent of local authorities. There is no financial incentive to local authorities as a group to challenge ONS totals and local migrant communities lack sufficient capacity or will to do this. The Federation of Poles has published an entertaining correspondence with the Department of Local Government and requested a more reliable and intermediate census but no comprehensive action has been taken although some local

authorities have commissioned independent research. Salford Housing and Urban Studies Unit estimates that at least 50% of European migrants in Bolton may be un-registered and other surveys of more vulnerable migrants in Manchester (e.g. by RAPAR) puts the total as low as 10%.

Addressing homelessness of CEE migrants

- This report has highlighted that homelessness is an issue that can affect CEE migrants. Faith groups need to be shown alternative ways of helping rough sleepers, as sometimes their traditional methods of providing support can sustain rough sleeping rather than overcome it. One suggestion is to link the short-term support offered by faith groups to assessment, reconnection and/or re-employment services. CLG is currently working on how best to facilitate this process through the Reconnections project; however, while these initiatives are useful the following factors need to be taken into consideration for successful implementation:
 - There is a need for greater assistance with obtaining identity (ID) documentation. LAs and Consulates need to establish named contacts to facilitate the speedy replacement of documents and to help with reconnection;
 - 'Reconnections' should include referrals to the relevant home state's supported housing and health services in order to reduce reluctance and/or uncertainty of migrants being asked to return home;
 - More short-term 'reconnection' and 're-employment' beds needed;
 - Funding for short-term 'reconnection' health-care/treatment for drink dependency needed;
 - Better, consistent and co-ordinated Information, Advice and Guidance (IAG) to provide information of job agencies. IAG in Polish, and other CEE languages, is crucial to opening up access to services;
 - LAs to register job agencies to curtail the activities of gang masters; and
 - Referrals to DWP regarding Contributory Benefit claims.

- SEVA has met many homeless European migrants who are destitute due to having been laid-off suddenly or losing (or having been stolen of) their passport, WRS certificate and other essential documents. The vast majority of A8 and A2 migrants presenting as homeless are males aged 25-45 with no family ties in the UK and now represent over 10% of service-users attending homeless agencies in Central Manchester. Some of these migrants may decide to return home – with help in paying for return flights in some cases given by the Polish Consulate and Barka (NGO operating in London only). However a significant number prefer to continue to search for work in the Manchester area or check out the internet for other jobs in the UK due to the limited work options, high unemployment and the impact of global recession in their home country as well as a psychological pressure of not wanting to return home as a failure or to be seen to be letting their family down.
- There is a rising level of homelessness among European migrants in Greater Manchester but not to the overt levels in some London boroughs where there are severe public health problems. In Manchester, some migrants opt to sleep rough (hiding all their possessions and documents in a rucksack) in a local park or in unfit or over-crowded housing (e.g. in Broughton). Over sixteen people may share a small terraced house with the associated risks of lack of privacy, theft, disputes and inter-personal conflict. However the security of everyone speaking the same language means that many migrants prefer to remain in such accommodation even when they are employed in more secure jobs or if a shared house is tied to a specific employer. Few of these are included in official housing records and the actual level of hidden homeless or 'sofa-surfers' is unknown. Such migrants typically send all of their limited income as a remittance to their family back home rather than spending it on themselves, often at a high cost to their own health and welfare. Living in poverty or a crowded squat is therefore a career option for some migrants since they deliberately forego the possibility of a higher standard of living in order to maximize future income and investments in their home region.

Racism and Prejudice

- Ethnically Poland is 99% Slavonic people. Therefore, prejudice and racism is quite common among Poles in the UK. They are not used to seeing Black, Asian or other minority ethnic groups and usually comment on their look. Furthermore, Poland is a practicing Catholic country; therefore some of the British liberal values are not accepted by migrants e.g. same sex marriages.
- Prejudice from British workers which is a result of far-right nationalist parties that exploited the fears that EU migrants are a threat to British livelihoods and jobs. However, inter-European migration had often been viewed positively as a solution to local skill shortages. Furthermore,

there is no evidence that they take away jobs from the UK residents as migrants usually perform low-skilled roles in poor working conditions that are often undesirable to indigenous population.

- Hostility from British workers towards CEE migrants which is a result of the aforementioned issues and is due to the current economic climate.

Ignorance of British Culture, law and local agencies

- Lack of knowledge of what services are available; i.e. "If you don't know about it you can't access it"
- Migrants AND service provider staff/professionals unaware of legal entitlements or where to go for help/information.
- Lack of accessible information
- Substantive cultural differences between the British and CEE migrants resulting in misunderstandings

Social and Economic Pressures

- Having very little money as migrants want to save as much as possible and in many cases send it to the family abroad;
- No family support or lack of wider support networks;
- Long unsociable working hours. Many migrants have two or even three jobs, thus leaving them with virtually no leisure time to allow integration or spend with countrymen or their families. Furthermore, the sense of alienation which is already there becomes even more acute as it spreads inside the family unit.

Supporting the third sector

- Recognising the work the voluntary community sector does with CEE migrants.
 - Development of services and support networks to help CEE migrants is patchy and is often dependent on existing voluntary sector provision for BME communities at a time when these services are facing funding cuts.
 - Many CEE migrants have a distrust of 'authorities'/government institutions and a fear of engaging with bureaucracies. Many migrants prefer 'self help' and 'self organisation' – the communities need help to achieve this and the voluntary sector is best placed to do this.
- Addressing resourcing issues.

- LA's do not have the resources or evidence to lobby central government for extra money to deliver services. There is little voluntary sector funding available for CEE migrants;
 - Significant issues around 'single-interest' group funding and the 'mainstreaming' of services which means that the voluntary sector is often not funded for developing this sector.
- Lack of knowledge about the CEE migrant sector.
 - A need for skilling up of the voluntary sector on the issues facing CEE migrants to enable signposting to relevant services
 - Development of knowledge and skills needed to work effectively with CEE migrants.

Recommendations

As a result of compiling this report the following section makes a series of recommendations on how to improve support and services to CEE migrants:

- There are a number of services available but no effective signposting: a more coordinated approach is required to maximise the impact of those services and support networks that are available;
- Continue the development of CEE voluntary sector networks (such as Europia), to encourage co-operation and promote tolerance and understanding and learning from each other; setting up a Greater Manchester wide website; finding a base for the Europia Forum; organising regular social events to break down social isolation;
- Developing a partnership by strengthening links and networks, capacity releasing/building, building on the skills and knowledge in the CEE communities; secure grants and finance to facilitate this;
- Ensuring sufficient and appropriate provision of language classes (ESOL) which should be made as widely available as possible; the development of alternative or informal English language provisions in community settings; in-class support more widely available for children;
- Organising training for community leaders and setting up a support group; offering volunteering opportunities; a need to have "ambassadors" to help people on an ongoing basis;
- Promote available opportunities in order to encourage inclusion and involvement in community projects and in the long run integration with the wider North West community;

- Build stronger links with the Trade Unions to ensure the reduction of exploitation in the workplace;
- Raise awareness of the need for a basic information pack ('Welcome Pack') in all Eastern European languages; featuring accessible information on; Jobcentre plus, housing services, dentists, GPs, banks, laundries, etc; distributing leaflets in different languages, displayed in libraries, launderettes, post offices, airports etc.
- Service providers (Local Authorities, CAB representatives, etc.) need to talk to communities in order to make migrants aware of the services available and their entitlement to services and at the same time making the service providers understand the needs of Eastern European communities;
- Ensuring enforcement of standards in the private rented accommodation sector;
- Enabling access to the employment market by organising a training on the ways of finding employment (writing CV and CL, etc.) and a training on peoples' employment rights in order to prevent their exploitation;
- Conducting a thorough research in order to find out what Polish people and other migrants need; assessing progress – project monitoring/evaluation;
- Building bridges between different groups, social networking and exchanging information between different communities;

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