



Scottish
Social Services
Council

MIGRANT WORKERS RESEARCH

A report to the Scottish Social Services Council 2008



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FOREWORD

MIGRANT WORKERS RESEARCH

I am pleased to present this report on the research into migrant workers in social services in Scotland.

The report sets out an overview of migrant workers in the UK and presents for the first time the findings of the largest survey of migrant workers in Scottish social services to date.

The Scottish Social Services Council (SSSC) wants to have accurate information about the workforce and commissioned this research to investigate the current proportion of migrant workers in different parts of the sector.

The details contained in this report are drawn from surveys covering local authority, voluntary and private sectors providing adult day care, services which combine housing support and care at home, domiciliary care, early years and child care, housing support and residential child care services.

This report gives the SSSC an opportunity to share details of the number of migrant workers and their skills needs with employers, including agencies and to continue our discussions on meeting the workforce development needs of the sector with them.

I believe our partners will be interested to learn that the report reflects that the representation of migrant workers in Scottish social services appears lower than in industrial sectors across the UK. More significantly, the findings indicate that employers do not, as yet, rely on migrant workers, however, they suggest that providers of social services are likely to employ more migrant workers in future.

As well as the report providing information about the where migrant workers are employed and their roles, an appendix sets out the views and experiences of a number of migrant workers. This describes their country of origin, jobs held in their home country, qualifications, training and future intentions.

My thanks go to all those who were generous with their time and who provided information for this research within busy schedules of delivering social services.



**Garry Coutts, Convener,
Scottish Social Services Council**



Part of the Sector Skills
Council, Skills for Care
and Development



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EXECUTIVE SUMMARY

OVERVIEW

GEN was commissioned by the Scottish Social Services Council (SSSC) to undertake research into the number and skills needs of migrant workers in the Scottish social services sector. The methodology for the study involved four main elements:

- a literature review to set the context for the research
- a telephone survey of 611 Scottish care establishments (split by six sub-sectors)
- eight in-depth case studies with establishments that employed migrant workers
- a small-scale survey of migrant workers themselves.

The study represented the first comprehensive research into migrant workers in the Scottish sector to date.

BACKGROUND TO THE STUDY

The study was set against a context of rising immigration in the UK. The literature review found that the number of migrant workers registering for National Insurance Numbers has risen steadily since 2002/03, from 349,200 to 713,500 by 2006/07 (see Table 2.1). EU Accession has had a major impact on this and accounts for 45% of the 2005/06 total.

PROPORTION OF MIGRANT WORKERS

Across the 18,008 care employees in the sample of establishments, 458 were found to be migrant workers. Based on these figures, migrant workers represented 2.5% of the total workforce of the establishments surveyed. Of the 611 establishments, 105 employed migrant workers, equating to 17% of the sample or roughly one in six of the establishments surveyed.

THE SECTOR IN CONTEXT

The representation of migrant workers in the Scottish social services sector appears to be lower than that found in comparable industrial sectors. Evidence gathered during the literature review found:

- migrant workers made up 22% of the UK hospitality sector workforce
- 37% of employees working with contract cleaning companies in England were migrant workers
- 50% of food and drink manufacturing companies employed migrant workers.

It should be borne in mind that these sectoral figures refer to England or the UK as a whole and not Scotland specifically.

RECRUITMENT OF MIGRANT WORKERS

Social services establishments were found to mainly recruit migrant workers once they had arrived in the UK and not directly from their home country. The reasons for recruiting migrants were varied and included (with the most commonly cited first) the fact that migrants gave better interviews than non-migrant staff; that there was a shortage of local candidates; that migrants had better qualifications and that migrants had greater relevant experience.

ROLES PERFORMED BY MIGRANT WORKERS

Migrants were typically employed as care workers or care assistants by their employers, that is, in roles without any kind of supervisory responsibility. Ninety-three percent of respondents classified the migrant workers they employed in this way.

QUALIFICATIONS LEVELS OF MIGRANT WORKERS

Of the 458 migrant workers, 172 (38%) were said by employers to hold care related qualifications gained outside the UK. However, the majority of establishments (69%) said they had not taken steps to validate these qualifications, mainly because they did not think it was important for them to do so.

TRAINING OFFERED TO MIGRANT WORKERS

There was found to be no real difference in the training opportunities offered by establishments to migrant and non-migrant staff. Around three-quarters of establishments said they had not offered any training to migrant workers over and above that offered as standard to non-migrant staff. This is largely explained by the finding that around three quarters of employers felt that there was no difference in the skill levels of their migrant and UK national workforce. Employers cited the cost of training as the biggest barrier to sourcing further training for migrant workers. Where employers did offer additional training to migrant workers, it tended to be in English language, specific skills training or additional health and safety training.

IMPORTANCE OF MIGRANT WORKERS

Although migrant workers were found to be highly valued in the establishments in which they were employed, the survey found that the employers were not yet dependent on this source of labour. The majority of establishments (64%) stated there would be no impact on their service if they could not source migrant labour. Further evidence of this comes from the finding that five out of six establishments did not employ migrant workers at the time of the survey. The role played by migrant workers was widely expected to increase, with 70% of establishments surveyed expecting to employ greater numbers of migrant workers in the next two years.

CASE STUDY FINDINGS

The study team visited eight establishments that employed migrant workers and found that they employed migrant workers in low numbers. Despite this, strong evidence was found that migrant workers played a valuable role in the workplace and helped several employers to meet local labour shortages.

MIGRANT WORKERS WORKING IN THE SECTOR

The study also gathered the views of a small number of migrant workers working in the Scottish social services sector. It was found that those migrant workers from outside the EU had previously worked in care related professions, whilst those from within the EU tended to have a more varied employment history. All of the migrant workers had gained qualifications in their home country, although not always in care related subjects. Further, they had all received training from their current employer. There was little evidence that the migrant workers consulted planned to return to their home country in the short-term, indeed the majority planned to continue working in the care sector in the UK for the foreseeable future.

CONCLUSIONS

The study concluded that, based on the research findings, the Scottish social services sector does not yet appear to be reliant on migrant workers as a source of labour. This was due to the comparatively low numbers found in the survey, coupled with employers' perceptions that there would be no impact on their establishment without migrant workers. It was also found that in terms of skill levels, the migrant workers employed were broadly comparable with the UK nationals employed by the establishments surveyed. There was found to be no difference between the training opportunities offered to migrant and non-migrant employees.

FUTURE CONSIDERATIONS FOR THE SECTOR

In the future, Scottish social service employers may be affected by the introduction of points-based immigration system in 2008/09. This will mean that migrants from outside the European Economic Area will have to find an employer to sponsor them and will have to meet the requirements of the advertised position before being granted permission to live and work in the UK.



ONE: INTRODUCTION

The Scottish Social Services Council (SSSC) currently has limited information on the numbers and skill needs of migrant workers in employment in the social services sector. Recent research has provided a range of estimates on the prevalence of migrant workers in the sector. This ranges from Futureskills Scotland (2006)¹ implying that a maximum of 5% of the workforce are migrant workers to Scottish Care's (2007)² research suggesting that around 13% of the adult residential care workforce comprises non-UK nationals.

In view of this, GEN was commissioned by the SSSC to undertake research into migrant workers in six social services sub-sectors. The research involved establishing the proportion of migrant workers across the sub-sectors as well exploration of the skill needs of migrant workers in employment. A sample of care establishments was consulted during the research with the overarching aim of providing robust data to inform the future activity of the SSSC.

STUDY AIMS AND OBJECTIVES

A number of distinct objectives were set for the research. These were to:

- obtain data on the proportion of the Scottish social services workforce who are migrant workers
- identify the main countries of origin for migrant workers employed in the sector
- determine the proportion which may hold relevant qualifications from their country of origin
- understand the skills needs and the availability of relevant training for migrant workers in the sector
- explore how the above factors compare with the non-migrant workforce employed in the sector.

¹ Futureskills Scotland (2006), **The Scottish Labour Market 2006**

² Scottish Care (2007), **Scottish Care Workforce Development Survey**

OVERVIEW OF RESEARCH METHODS

The research methodology involved a series of stages.

- **A review of the relevant literature available on migrant workers in Scotland and the UK.** This included a review of national data sources as well as existing published research.
- **A large-scale telephone survey of 611 social services establishments in Scotland.** The sample was drawn randomly from the database of registered establishments held by the Care Commission and covered the following sub-sectors:
 - Adult day care
 - Sole domiciliary care
 - Early years and childcare
 - Sole housing support services
 - Residential child care
 - Combined housing support services and domiciliary care.³
- **In-depth case studies with eight social service establishments** which currently employ migrant workers.
- **A small-scale survey of migrant workers employed in the case study establishments visited** – the key messages from this are presented in Appendix 2.

REPORT STRUCTURE

This is a focused report which details the key findings from the research. Additional detail is provided in appendices at the back of the report. The remainder of the report will be structured as follows:

- **Chapter 2** presents an overview of migrant workers in the UK
- **Chapter 3** provides an overview of migrant workers in the Scottish social services sector
- **Chapter 4** considers the skills, qualifications and training needs of migrant workers in the sector
- **Chapter 5** examines how the findings compare with migrant worker research in other sectors
- **Chapter 6** presents a series of case studies on establishments which employ migrant workers
- **Chapter 7** draws some conclusions on migrant workers in the sector and suggests areas for future research.

³ Due to the close relationship between Domiciliary Care providers and Housing Support Service providers it was found that a number of establishments offered both services. To reflect this fact, a sixth sub-sector was created for the purposes of the survey.



TWO: OVERVIEW OF MIGRANT
WORKERS IN THE UK

INTRODUCTION

This chapter provides the context for the subsequent chapters. Following the definition of a migrant worker, the chapter will also cover:

- where migrants come from and where they go to work
- the sectors they tend to work in and the occupations they hold
- the attitudes of employers towards migrant workers
- the UK points-based immigration system.

THE DEFINITION OF A MIGRANT WORKER

For the purposes of this research, we have taken the term migrant worker at its broadest and have included:

- workers from the 14 older European Union states, whose pre-accession status guarantees them freedom of movement
- workers from the eight Accession States, whose freedom of movement is regulated within the Workers Registration Scheme⁴
- individuals from non-EU countries who may be eligible to work in the UK through their lineage or Commonwealth status, and those who require permits/visas to work in the UK.⁵

OVERVIEW OF THE MIGRANT WORKER POPULATION IN THE UK WHERE DO MIGRANTS COME FROM?

In the UK a National Insurance Number (NIN) is required in order for a person to work or to claim benefits and tax credits. Therefore the number of migrant workers registering for National Insurance purposes is a reliable estimate of the number of migrants working or seeking work in the UK. Data from the Department of Work and Pensions (Table 2.1) shows that:

- the number of migrants registering for NINs has risen steadily from 2002/03. Latest data available suggests that 713.5 thousand migrants registered in 2006/07
- EU Accession countries accounted for 45% of this total (321.2 thousand)
- workers from Asia and the Middle East accounted for a fifth of this total.⁶

Clearly, EU Accession has had a major impact on the number of migrants travelling to the UK to seek work.

⁴ In addition, Cyprus and Malta joined at the same time but with full EU Membership rights. Romania and Bulgaria joined on 1 January 2007 and have similar rights to A8 Nationals.

⁵ Home Office (2006), **Employers' Use of Migrant Workers**, p.13.

⁶ National Statistics (2007), **National Insurance Number Allocations to Overseas Nationals Entering the UK 2006/07**, p.15.

Table 2.1: Number of People Registering for National Insurance Purposes, 2002/03-2006/07 (thousands of people)

World Region	Year				
	2002/03	2003/04	2004/05	2005/06	2006/07
EU Accession Countries	17.9	28.7	119.2	276.7	321.2
EU Excluding Accession Countries	80.7	84.9	81.3	97.6	103.7
Europe-non EU	14.8	15.8	14.1	15.5	16.3
Asia and Middle East	114.5	115.0	110.0	134.2	145.4
Australasia and Oceania	27.3	24.2	23.4	32.5	33.2
The Americas	26.6	31.2	26.7	31.4	31.8
Africa	66.6	70.1	64.5	73.9	61.4
Others and Unknown	0.8	0.8	0.6	0.6	0.5
TOTAL	349.2	370.7	439.7	662.4	713.5

Again taking the latest data (2006/07), it emerges that since EU Accession, people from Poland have made up the greatest proportion of migrants arriving in the UK. This has risen from 14% in 2005/06 to 32% by 2006/07.

AGE OF MIGRANTS

Migrants are typically younger. In 2006/07, 43.8% were aged 25-34 whilst 37.1% were aged 18-24. This reflects the fact that younger people may have fewer barriers preventing them leaving their homeland and are perhaps less risk-averse than older people who may be more settled.

WHERE DO MIGRANTS GO TO FIND WORK?

Over a third of migrant workers that registered for NINs in 2006/07 said they lived in London (Table 2.2). This was by far the biggest single proportion of migrants in the UK. Seven percent went to live in Scotland, a not insignificant 52,460.⁷

⁷ DWP (December 2007), **National Insurance Number Allocations to Overseas Nationals Entering the UK 2007**
Found at: http://www.dwp.gov.uk/asd/asd1/niall/registration_tables2007.xls.

Table 2.2: Location of Migrant Workers, 2006/07

UK Region	Number of Migrants	% of Total
London	244,090	34
South East	80,130	11
East of England	53,370	7
Scotland	52,460	7
North West	51,550	7
West Midlands	48,000	7
South West	41,710	6
Yorkshire and the Humber	41,640	6
East Midlands	41,000	6
Northern Ireland	19,610	3
Wales	17,020	2
North East	13,270	2
Overseas Residents	9,590	1
TOTAL	713,440	100

WHAT SECTORS/OCCUPATIONS DO A8 MIGRANTS WORK IN?

Taking data gathered by the UK Government under the Workers Registration Scheme, it is possible to determine the sectors and occupations that migrants from the eight Accession countries came to the UK to work in.⁸

In total, 714,735 A8 migrants registered between May 2004 and September 2007.⁹ They typically registered to work in:

- Administration, Business and Management (38%)
- Hospitality and Catering (19%)
- Agriculture (10%).

Four percent worked in Health and Medical related sectors. Of the 31,770 that came to work in this sector, 7% (2,275) came to work in Scotland. The most popular occupation migrants registered for was Process Operative (other factory worker), with 27% of the total.

⁸ The Workers Registration Scheme is a transitional arrangement through which the UK Government regulates A8 Nationals' access to the labour market when they first arrive in the UK. A8 Workers are required to register their employment with the Home Office within one month of taking up their position. Once they have been working for 12 months, they do not need a registration card and can exercise their rights as full members of the EU. These figures do not include the self-employed, who are not required to register.

⁹ Home Office Border and Immigration Agency (2007), **Accession Monitoring Report May 2004-September 2007**.

EMPLOYER ATTITUDES TO MIGRANT WORKERS

The Learning and Skills Council (LSC) conducted research with employers in England to gauge their attitudes to a number of issues regarding migrant workers.¹⁰ They found that employers used migrants not because of a skills gap in their industry but because of an “attitude gap” in British society. That is, employers found it difficult to recruit native workers who are motivated and willing to take a low skilled or unskilled position.

The research also explored employers’ attitudes towards training migrants and the training that they actually receive. It was found that:

- external training was not deemed necessary for low or un-skilled workers and these workers tended to learn “on the job”
- external training was considered for more skilled roles but rarely occurred in practice as these workers already had relevant skills
- however, mandatory training (such as Health and Safety) was provided for all workers regardless of nationality.

The main training need that migrants had therefore was in English language skills, particularly in writing/reading. However, it emerged that employers were reluctant to finance training courses for this (especially for lower skilled workers) as they saw the employee (and not the company) as the main beneficiary of such training.

THE UK POINTS-BASED IMMIGRATION SYSTEM

At the time of writing (March 2008) the UK Government was proposing a new “points-based” system to allow a greater degree of control of the flow of migrants from outside the European Economic Area (EEA).¹¹ The system allocates points based on migrants’ age, qualification level and previous annual earnings.

The system is very much at the design stage and not all the details have been finalised. However, what is confirmed is that it will be based on five “Tiers” and applicants will apply through one of these tiers depending on their skills and experience. The tiers are set out in Table 2.1, but the key points are as follows:

- **Tier 1** – will be the route through which highly skilled migrants apply. Initially, all highly skilled migrants in the UK will need to apply through this route if they wish to extend their stay and/or make it permanent. Eventually all highly skilled non-EEA migrants will need to apply through this route
- **Tier 2** – will be the route through which skilled migrants apply. All jobs advertised at this level need to require a minimum of NVQ 3 (or equivalent). Applicants must have a job offer from an approved employer who can sponsor the application

¹⁰ Learning and Skills Council (2006), **Employer Perceptions of Migrant Workers Research Report**.

¹¹ The EEA is composed of the 27 EU Member States and the European Free Trade Area (EFTA) states Iceland; Lichtenstein and Norway.

- Tier 3** – will be the route through which unskilled workers apply. However, at this stage no plans have been implemented for this tier as employers will be expected to meet their demand for unskilled labour from within the EEA. Once migrant workers have applied through this route they will be unable to switch once in the UK
- Tier 4** – will be the route through which students apply. Again, they must have a sponsor (an academic institution) however, their temporary status can be made permanent
- Tier 5** – will be the route through which youth mobility and temporary workers apply. They must have a sponsor and again this route is temporary with no possibility of permanent residence

Table 2.1: The Proposed Tier-Based Immigration System for non-EEA Migrants

Tier	Target Group	Permanent/Temporary Residence	UK Sponsor Needed?	Implementation Date
1	Highly Skilled Migrant Workers	Permanent	No	1st Quarter 2008
2	Skilled Migrant Workers	Permanent	Yes	3rd Quarter 2008
3	Low-Skilled Migrant Workers	Temporary	Yes	Not Finalised
4	Students	Temporary (but can switch to Tier 1/2 to gain permanent residence)	Yes	Early 2009
5	Youth Mobility and Temporary Workers	Temporary	Yes	3rd Quarter 2008



THREE: MIGRANT WORKERS
IN THE SECTOR

INTRODUCTION

The central part of the study was a survey of social services establishments in Scotland to ascertain whether they employed migrant workers and to explore the issues with those that did. This chapter focuses on defining the proportions of migrants currently in the sector. The analysis includes:

- an overview of the survey sample
- a detailed analysis of the proportion of migrant workers in the sector
- the jobs performed by migrant workers
- the countries they originally came from
- the process used by employers to recruit migrant workers.

This chapter presents the headline findings with further detail presented in the data tables in Appendix 1.

Please note that the totals in some tables may be different to the sum due to rounding.

OVERVIEW OF SURVEY SAMPLE

The survey was conducted using a population of 6476 establishments (provided by the Care Commission) across six sub-sectors. These were:

- Adult Day Care
- Combined Housing Support and Domiciliary Care¹²
- Domiciliary Care
- Early Years and Childcare
- Housing Support
- Residential Child Care.

Six hundred and eleven interviews were conducted from the total population. This was slightly above the overall target of 600 set for the study. In addition, a number of quotas were set to ensure the survey was comprehensive. These were:

- 100 establishments in each of the six sub-sectors
- 100 in the Highlands and Islands Enterprise and 500 in the South East area
- 200 each in the public, private and voluntary sectors.

¹² Crossover in the lists meant the creation of a new list was required.

The survey broadly met these quotas and has therefore gathered the views of a wide cross-section of firms in the sector. It consulted with:

- over 100 establishments in five of the sub-sectors and 97 in Domiciliary Care
- over 200 in the each of the public, private and voluntary sectors
- 457 in the Scottish Enterprise area and 154 in the Highlands and Islands Enterprise area.

The survey also reached a significant proportion of the establishments in each sub-sector except in Early Years and Childcare, where the number of establishments (4420) meant that the quota of 100 was only 2% of the total (Table 3.1).

Table 3.1: Interviews Conducted by Sub-Sector

Sub-Sector	Number of Establishments	Number of Interviews	% of Establishments Surveyed
Adult Day Care	92	103	26
Combined Housing Support and Domestic Care	537	108	20
Domiciliary Care	355	97	27
Early Years and Childcare	4420	102	2
Housing Support	549	100	18
Residential Child Care	223	101	45
TOTAL SAMPLE	6476	611	9

The survey data is accurate to +/- 3.77% for the population as a whole at the 95% confidence level. Therefore the findings can be considered robust at the overall population level but more indicative at the sub-sectoral and geographical levels.

ESTABLISHMENT CHARACTERISTICS

Table 3.2 highlights the size of establishments in the sector in Scotland. The majority (88%) were SMEs and had 50 employees or less. Three percent had over 200 employees.

Table 3.2: Establishment Size by Employee Numbers

Sizeband	Number of Establishments	% of Total Establishments
0-10	285	47
11-50	258	42
51-100	35	6
101-150	7	1
151-200	9	1
201-250	6	1
250+	11	2
TOTAL	611	100

As can be seen from Table 3.3, establishments that employed migrant workers tend to be larger (in terms of employee numbers) than those that did not. For example, 10% of establishments that employed migrant workers had over 200 employees, compared to 2% of those that did not.

Table 3.3: Size of Establishments that Employ Migrants and Those That Do Not

Sizeband	Not Employing Migrants	% of Total Establishments	Employing Migrants	% of Total Establishments
0-10	266	52	20	19
11-50	212	42	46	44
51-100	16	3	19	18
101-150	1	0	6	6
151-200	4	1	4	4
201-250	3	1	3	3
250+	4	1	7	7
TOTAL	506	100	105	100

There was no real difference in size between establishments in the Voluntary, Private or Local Authority sectors. Where differences did exist, they were at the higher end of the sizeband brackets. For example:

- Three percent of Local Authority establishments had over 250 employees, compared to 1% each in the Voluntary and Private sectors
- Nine percent of Private sector establishments had between 51 and 100 employees, compared to 3% and 5% in the Local Authority and Voluntary sectors respectively.

Figure 3.1: Local Authority Establishments by Employee Sizeband, % of Total

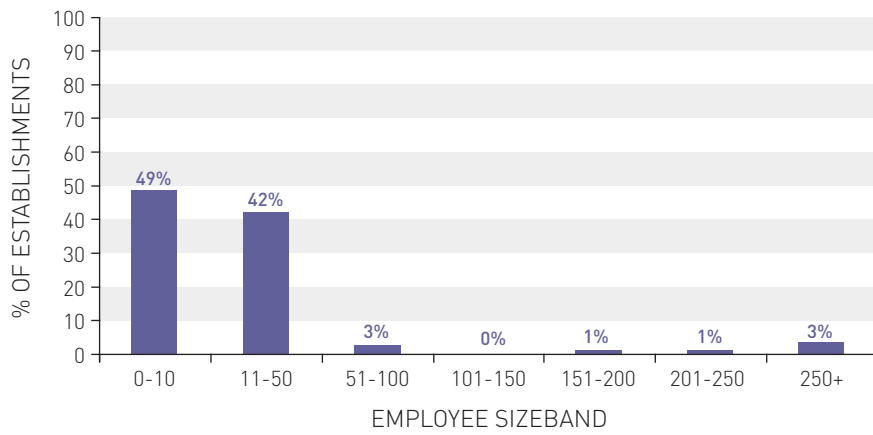


Figure 3.2: Private Sector Establishments by Employee Sizeband, % of Total

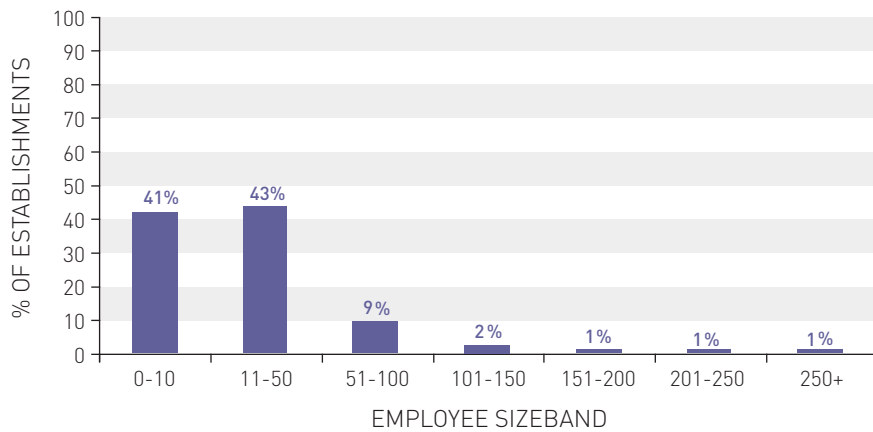
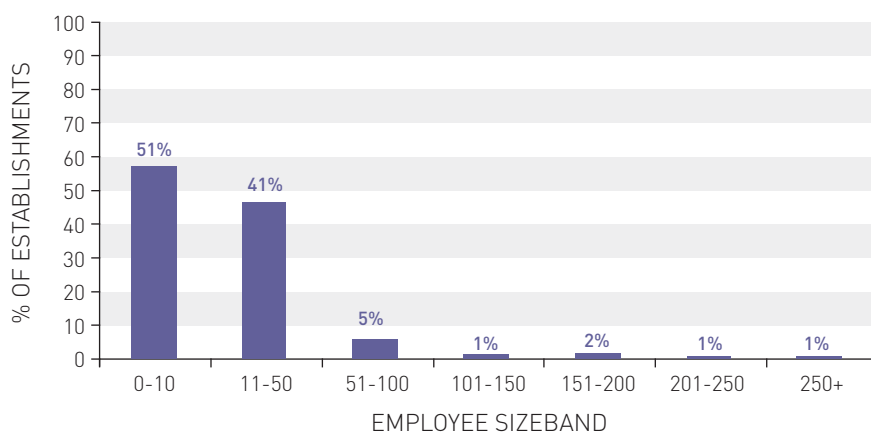


Figure 3.3: Voluntary Sector Establishments by Employee Sizeband, % of Total



USE OF SESSIONAL STAFF

Across the sample as a whole, it was found that the majority of establishments made regular use of sessional or bank staff with 60% using them (Figure 3.4).

PROPORTION OF MIGRANT WORKERS IN CARE ESTABLISHMENTS

OVERVIEW

In total, there were **18,008 care staff** employed across the 611 establishments surveyed. Fifty-five percent were employed on a full-time basis and 45% part-time, equating to a **whole time equivalency (WTE) of 13,956 staff**. This is based on the proxy that two part-time employees equate to one full-time employee.

In terms of migrant workers, 458 were employed across the sample. Employment of migrant workers showed a similar pattern to the sample as a whole with 53% employed on a full-time basis and 47% part-time, equating to a whole time equivalency (WTE) of 351 staff. **Based on these figures, migrant workers represent 3% of the total workforce of the establishments surveyed.**

Migrant workers were employed by 105 establishments, equivalent to 17% of the sample. **In other words, roughly one in six establishments surveyed employed migrant workers.** Absolute numbers were relatively low, with each establishment employing an average of 3.3 WTE migrant workers.

MIGRANT WORKERS BY SUB-SECTOR

Table 3.4 shows the establishments with migrant workers as a proportion of the establishments surveyed in each sector. The Combined Housing Support and Domiciliary Care sub-sector had the greatest proportion of establishments with migrant workers (32%). The Early Years and Childcare sub-sector had the least with 8%.

Table 3.4: Number of Establishments that Employed Migrant Workers by Sub-Sector

Sub-Sector	Number of Establishments That Employed Migrant Workers	Number of Establishments Surveyed	% of Establishments That Employed Migrant Workers
Adult Day Care	12	103	12
Combined Housing Support and Domiciliary Care	34	108	32
Domiciliary Care	27	97	28
Early Years and Childcare	7	102	8
Housing Support	12	100	13
Residential Child Care	13	101	13
TOTAL POPULATION	105	611	17

Of the 458 migrant worker total, the greatest proportion (42%) were employed in Domiciliary Care. Only 2% of the total number were employed in Early Years and Childcare (Table 3.5). Furthermore, migrant workers represent 6.2% of all employees in the Domiciliary Care sub-sector sample. This is in contrast to the other sub-sectors where migrant workers comprise between 0.9% and 2.1% of the total workforce.

Table 3.5: Proportions of Migrant Workers by Sub-Sector

Sub-Sector	Number of Migrant Workers	Total Number of Employees	% of Total Migrant Workers in Sample	% of Total Employees in Sub-Sector
Adult Day Care	35	1685	8	2.1
Combined Housing Support and Domiciliary Care	169	8623	37	2.0
Domiciliary Care	194	3113	42	6.2
Early Years and Childcare	10	847	2	1.2
Housing Support	33	1875	7	1.8
Residential Child Care	17	1865	4	0.9
TOTAL	458	18,008	100	2.5

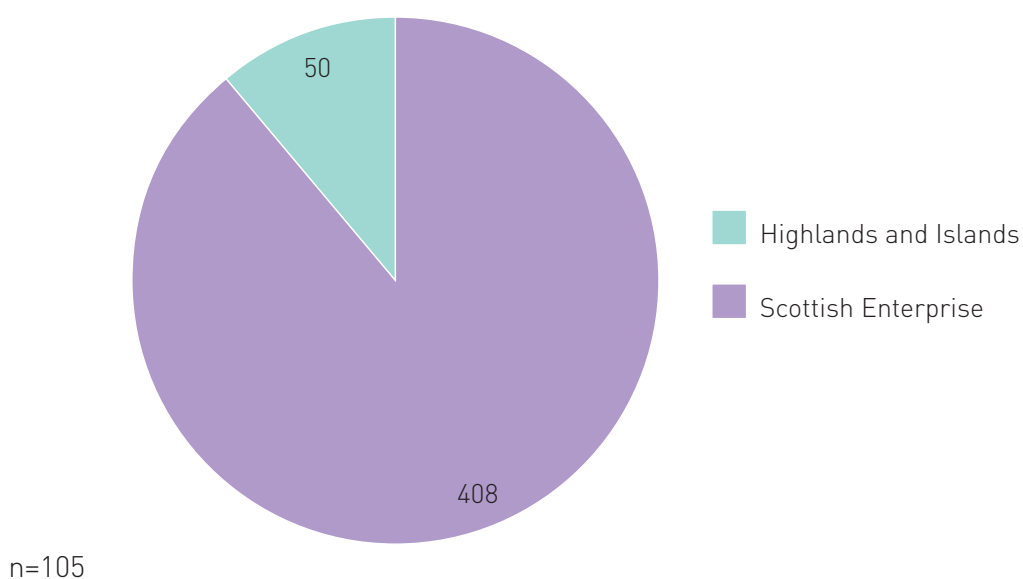
Private sector establishments employed the majority of migrant workers (55%). Local Authority establishments employed less than a fifth (Table 3.6). Migrant workers had the highest representation in Private Sector establishments making up 4% of employees, however they comprised 3% in the voluntary sector and 1% in local authority establishments.

Table 3.6: Number of Migrant Workers by Employing Organisation

Employing Organisation	Number of Migrant Workers	Total Number of Employees	% of Total Migrant Workers	% of Total Employees in Service Type
Local Authority	78	7131	17	1
Voluntary	127	3867	28	3
Private Sector	253	7010	55	4
TOTAL	458	18,008	100	3

Figure 3.5 shows that establishments in the Scottish Enterprise area employed 408 migrant workers (89% of the total), whilst establishments in Highlands and Islands Enterprise area employed only 50 (11% of the total). This is broadly in line with the sampling frame, but does show a slightly higher concentration of migrant workers in the Scottish Enterprise area (Grampian, Tayside, Central Belt, Dumfries and Galloway, and Borders).

Figure 3.5: Number of Migrant Workers by Enterprise Network Area



ROLES PERFORMED BY MIGRANT WORKERS

Migrant workers are predominantly employed as **workers** in social services establishments, that is, care roles without any kind of supervisory responsibility. Indeed, 93% of migrant **workers** were classed as workers by respondents. Only one migrant worker was employed as a **manager** (Table 3.7).

Table 3.7: Employment of Migrant Workers by Job Role

Job Role	Number of Migrants	% of Total Migrants
Managers	1	<1
Supervisors	29	7
Workers	413	93
Total	443 ¹³	100

The survey also found that the majority of migrant workers (83%) were employed on a contract (either temporary or permanent) by their employing establishment. This is borne out by the fact that the usage of migrant workers as sessional staff was low, at just 17% of migrant workers.

COUNTRIES OF ORIGIN

Figure 3.6 highlights the main countries from which migrant workers originate. As can be seen, the Philippines accounted for the largest proportion accounting for just under a quarter of the total (22%). Poland and Germany also accounted for a sizeable proportion, with 19% and 9% respectively.

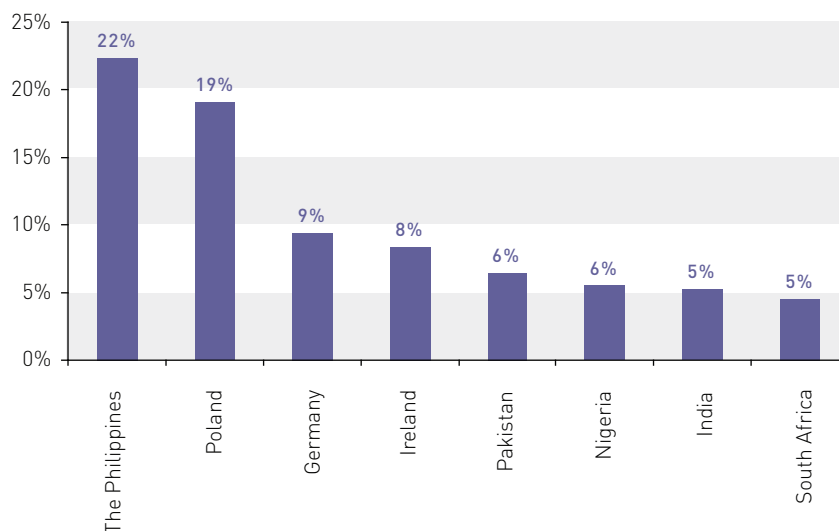
There was also a sizeable proportion that came from countries listed as 'other'. Migrant workers from these countries were small in number but did include:

- Russia (4 migrant workers)
- Spain (3 migrant workers)
- Malta (3 migrant workers)

A full breakdown of countries of origin can be found in Table A1.8 in Appendix 1.

¹³ This figure does not match the previous figure of 458 as some respondents did not give a breakdown of migrants' roles.

Figure 3.6: Country of Origin of Migrant Workers, % of Total Migrant Workers



n=458

Looking at the geographical concentration of nationalities gives an idea of where specific groups settle. In terms of the Learning Network areas, points to note include:

- The North of Scotland accounted for 37% of the total Polish population
- The South East of Scotland accounted for 41% of the Filipino population
- Tayforth accounted for 50% of the German population
- North of Scotland accounted for 85% of the Irish population.

In terms of the Enterprise Network areas, points to note include:

- The Scottish Enterprise area accounted for 97% of the German population
- The Highlands and Islands Enterprise area accounted for 22% of the Polish population
- The Scottish Enterprise area accounted for 100% of the Irish population.

RECRUITMENT METHODS USED TO RECRUIT MIGRANT WORKERS

Establishments were asked what methods they had used to recruit migrant workers. Table 3.8 shows that in the main, migrant workers were recruited in the UK and not directly from their own country. Other key messages are:

- 17% of establishments recruited migrant workers through an advert placed in the UK by the establishment itself
- 14% were recruited through Jobcentre Plus.

Table 3.8: Methods Used to Recruit Migrant Workers

Recruitment Method	Number of Establishments	% of Establishments with Migrant Workers
Applied to an advert placed in the UK by establishment/service	18	17
Through Jobcentre Plus	15	14
Recruited through an employment agency based in the UK	11	11
Word of mouth	9	9
Local newspaper adverts	8	8
The internet	5	5
Recruited through an employment agency operating in migrant's home country	4	4
Direct recruitment from migrant's home country	1	1
Don't know/Could not answer	42	40
TOTAL ESTABLISHMENTS	105	100

REASONS FOR RECRUITING MIGRANT WORKERS

Establishments were also asked to cite the reasons why they had recruited migrant workers. Almost a quarter (23%) of managers interviewed said they had recruited migrant workers because they gave stronger interviews than non-migrant staff. Over a fifth (21%) stated they had recruited migrants because there was a shortage of suitable local candidates. A similar proportion (19%) said migrants had better qualifications whilst 18% said they had greater relevant experience (Table 3.9).

Table 3.9: Reasons for Recruiting Migrant Workers

Reason	Number of Establishments	% of Establishments
MWs gave stronger interviews	23	23
Shortage of suitable local candidates	22	21
Better qualified	20	19
Greater relevant experience	19	18
MWs were the best candidates	7	7
Willingness to work flexible shifts	7	7
Willingness to work unsociable hours	5	5
Willingness to learn	4	4
Stronger work ethic	3	3
Willingness to work for less money	1	1

n=105: Respondents could give more than one answer

IMPORTANCE OF MIGRANT WORKERS IN THE SECTOR

Managers were asked what the impact on their establishment would be if they were unable to source migrant care workers. The majority of establishments (64%) felt there would be no impact on their service (Table 3.10). This highlights that most establishments currently employing migrant workers are not yet dependent on this source of labour. That said:

- Just over a quarter (26%) said that they would experience staff shortages without migrants
- 13% said they would have difficulties meeting the needs of service users without migrant workers
- 8% said they would have difficulty maintaining service quality.

Table 3.10: Impact on Establishments if Unable to Source Migrant Workers

Reason	Number of Establishments	% of Total Establishments
No Impact	67	64
Staff shortages	27	26
Difficulties meeting the needs of service users	13	13
Difficulties maintaining service quality	8	8
Difficulty maintaining staff ratios	5	5
Increased costs	1	1

n=105: Respondents could give more than one answer

REASONS WHY MIGRANT WORKERS WERE NOT EMPLOYED

The majority of establishments (83%) in the overall sample of 611 stated they did not employ migrant workers. When explored further, 63% said they did not because they had no interest from migrant workers themselves (Table 3.10). A further 27% said they had no shortage of local applicants and so did not need to employ migrant workers.

Table 3.10: Why Establishments do not Employ Migrant Workers

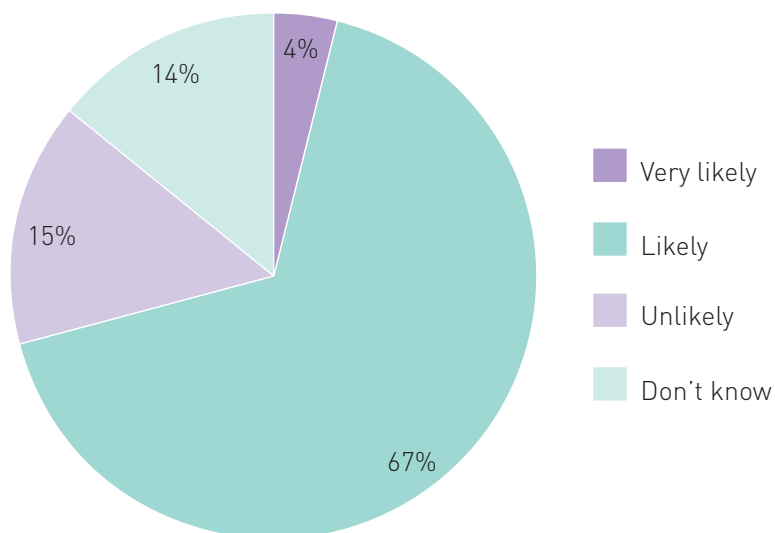
Reason	Number of Establishments	% of Total Establishments
No interest from migrant workers	321	63
No shortage of local applicants	138	27
Have employed migrant workers but have since left	31	6
Migrants do not have the skills/experience needed	17	3
Migrants do not have the necessary qualifications	17	3
Migrant workers do not have the right attitude	2	1

n=506

Further, of those establishments that stated they did not currently employ any migrant workers, the overwhelming majority (89%) said they had not employed any in the previous two-year period. The remaining 11% indicated they had, which equates to 56 establishments. Combined with the 105 which currently employ migrant workers, a total of 161 establishments have employed migrant workers in the previous two years. **This represents 26% of the survey sample.**

With regards to future intentions, 71% felt it was either very likely (4%) or likely (67%) that they would employ migrant workers in the next two years (Figure 3.7).

Figure 3.7: How likely are you to employ migrant CARE workers in the next two years? (Establishments which do not currently employ migrant workers)

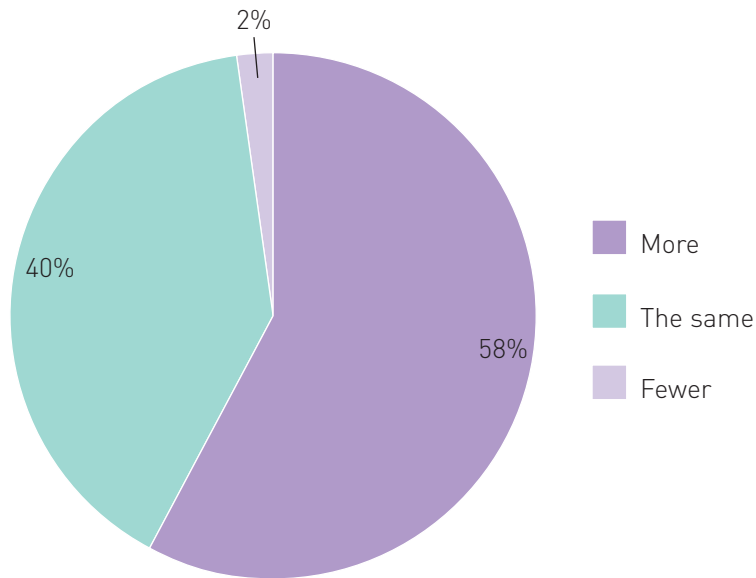


n=506

EMPLOYMENT TRENDS

Returning to those establishments which employed migrant workers, 58% said they employed more now than at the same time two years ago. Just 2% said they employed fewer than two years ago (Figure 3.8). This highlights a general upward trend in migrant worker employment amongst this group.

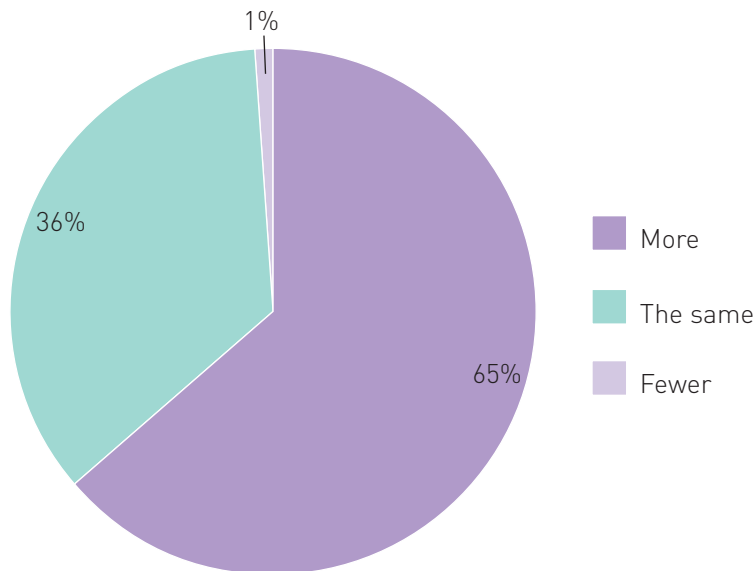
Figure 3.8: Do you currently employ more, fewer or the same number of migrant CARE workers than this time two years ago (Establishments which currently employ migrant workers)



n=105

An even greater proportion (64%) expect to employ more migrant workers in two years time (Figure 3.9). Just 1% said they would expect to use less. This suggests that employers feel migrants have become more important over time, and will become increasingly important in the future.

Figure 3.9: How likely are you to employ migrant CARE workers in the next two years? (Establishments which currently employ migrant workers)



n=105



Across the whole survey, 458 establishments or 70% of establishments expect to employ greater numbers of migrant workers in the forthcoming two years.

CONCLUSIONS

This chapter has revealed several key messages about migrant workers in the six Scottish care sub-sectors surveyed. These are:

- migrant workers tend to be employed in larger care establishments
- roughly one in six establishments surveyed employed migrant workers
- migrant workers made up 2.5% of the survey sample's workforce
- combined Housing Support and Domiciliary Care was found to have the highest proportion of establishments employing migrant workers (32%) whilst Early Years and Childcare had fewest (8%)
- in terms of absolute numbers, 42% of migrant workers were employed in the Domiciliary Care sub-sector sample
- 21% of establishments with migrant workers said they recruited them due to a shortage of local candidates, whilst 19% said they recruited them because they were better qualified
- 64% of establishments with migrants said there would be no effect on their service if they could not draw on this pool of labour. Twenty-six percent said they would experience staff shortages without migrant workers
- of those that did not employ migrants, 63% said they had not because there was no interest from migrant workers. However, 71% said it was either likely or very likely that they would employ migrant workers within the next two years.



FOUR: SKILLS,
QUALIFICATIONS
AND TRAINING

INTRODUCTION

This chapter presents the findings on qualifications held, skills and training needs of migrant workers in the social services sector in Scotland.

QUALIFICATIONS

The survey found that 172 migrant workers held care-related qualifications gained outside the UK. This represents 38% of the migrant workers currently employed in the social services establishments surveyed. Due to the large-scale nature of the survey and the difficulties obtaining information on individual employees from managers, no information was gathered on the level or type of qualifications held nor the countries in which they were gained.

Managers were asked how important care-related qualifications were in making the decision to recruit migrant workers. Over half of establishments (56%) said that care qualifications were either very important (18%) or important (38%) whilst 42% said that they were not important (31%) or irrelevant (11%) (Table 4.1).

Table 4.1: Importance of Care Qualifications when Recruiting Migrant Care Workers

Level of Importance	Number of Establishments	% of Total Establishments
Very Important	19	18
Important	40	38
Not Important	33	31
Irrelevant	12	11
Don't Know	1	1

n=105

VALIDATION OF QUALIFICATIONS

The research was also tasked with understanding the levels of validation taking place in the sector. Of those establishments that currently employed migrant workers, the vast majority (69%) said they had not validated, or taken steps to validate, the qualifications held by non-UK nationals. Thirty-one percent said they had.

Of those that had taken steps, the most popular route was through the SSSC (30%). This is despite the fact that they do not currently offer a qualification validation service. No establishment had yet used Jobcentre Plus, Careers Scotland or external conversion courses (Table 4.2).

Table 4.2: Routes Used to Validate Qualifications

Route	Number of Establishments	% of Total Establishments
Through the SSSC	10	30
Already had UK Qualifications/ Trained in UK	4	12
Nursing and Midwifery Council	3	9
Through service provided by employment agency	2	6
Through Conversion Information Services (eg. NARIC)	2	6
Through internal conversion courses	1	3

n=33

BARRIERS TO VALIDATION

The survey explored reasons why establishments did not take steps to validate qualifications. Over half (56%) stated they did not think it was important to do so (Table 4.3). This may be because their migrant workers are predominantly employed in positions that do not yet require qualifications to perform the role, for example as care assistants (workers in Table 3.6).

Table 4.3: Reasons Why Qualifications Have Not Been Validated

Reason	No. of Establishments	% of Total Establishments
Not seen as important	40	56
MWs had no qualifications to check	11	15
MWs already held UK qualifications or have trained in the UK	7	10
Don't know how to do it	1	1
Migrant staff don't stay long enough to merit it	1	1

n=72

TRAINING NEEDS OF MIGRANT WORKERS

With regards to training, around three-quarters of establishments said they had not offered any additional training to migrant workers over and above that offered to non-migrant staff. This suggests parity between the training opportunities available to both groups. Of those that did offer additional training to migrant workers, it was found that:

- Nine percent offered English language training
- Eight percent offered skills training
- Three percent offered an introduction to Scottish/British society.

Table 4.4: Additional Training Offered to Migrant Workers Over and Above UK Staff

Training Type	Number of Establishments	% of Total Establishments
None	78	74%
English language (ESOL)	9	9%
Skills training	8	8%
Health & Safety	8	8%
Introduction to Scottish/British society	3	3%
Cultural awareness training	1	1%

n=105

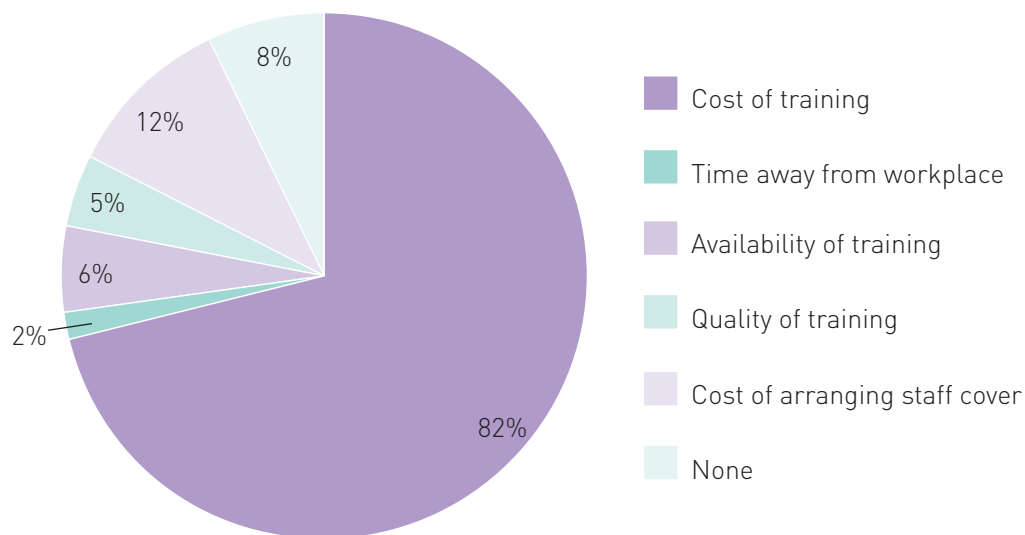
The high proportion of establishments found not to offer additional training, is explained by the finding that 77% of establishments felt that migrant workers could do their jobs effectively without the need for training over and above that provided as standard.

BARRIERS TO TRAINING

The cost of training was by far the biggest barrier cited by employers to sourcing relevant training for migrants. Eighty-two percent of those that employed migrants gave this response (Figure 4.1). Other reasons included:

- The time that migrants would have to spend away from the workplace (8%)
- The availability of training (6%)
- The quality of training available (5%).

Figure 4.1: Barriers to Sourcing Relevant Training for Migrant Care Workers



n=105

PROVIDERS OF TRAINING

The majority of establishments (62%) said that they themselves were the main providers of training for migrant workers and carried it out in-house (Table 4.5). Other main providers were Further Education colleges (21%) and Private Training Providers (14%).

Table 4.5: Main Providers of Training for Migrant Workers

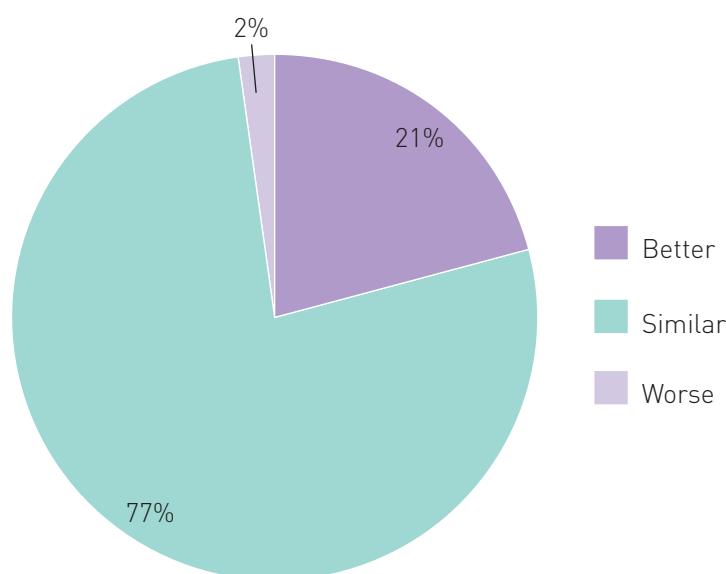
Provider	Number of Establishments	% of Total Establishments
Employing Organisation In-House	65	62
FE Colleges	22	21
Private Training Providers	15	14
Voluntary Organisations	7	7
Local Authority	5	5
Employing Organisation Off the Premises	3	3
CALA (Care and Learning Alliance)	2	2

n=105

MIGRANT WORKFORCE IN COMPARISON TO THE NON-MIGRANT WORKFORCE

One of the key aims of the study was to ascertain how the skill levels of migrant workers compared to those of non-migrant workers. Over a fifth of establishments (21%) with migrant workers felt that they had a better skill level in comparison to their non-migrant counterparts. However, over three-quarters (77%) felt there was no real difference (Figure 4.2).

Figure 4.2: As a Whole, are the Migrant Care Workers in Your Service Better, Similar or Less Well Skilled in Comparison to the non-Migrant Workforce?

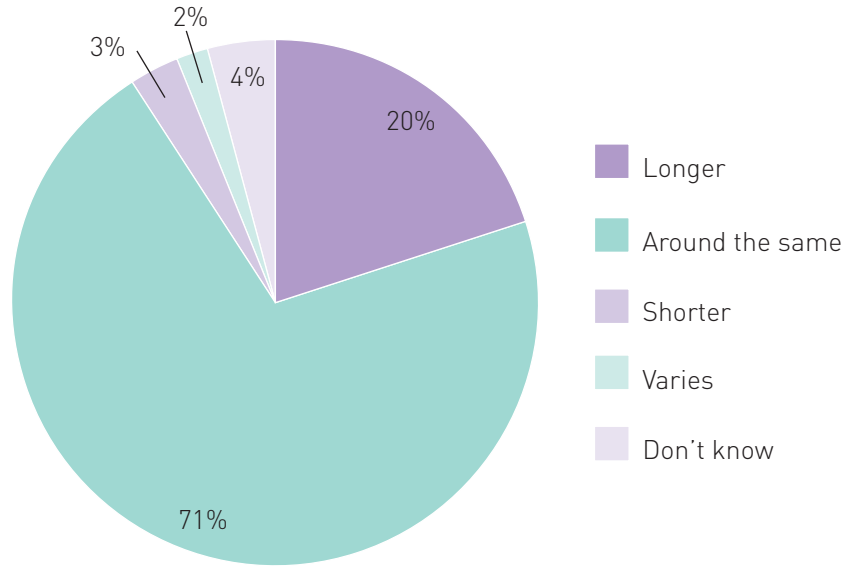


n=105

LENGTH OF STAY OF MIGRANT WORKERS

In terms of staff turnover, establishments reported little difference between the average tenure of migrant and non-migrant staff with 71% stating migrant workers stayed around the same length of time. Moreover, a significant minority (20%) said migrant workers remained in post longer than non-migrant staff (Figure 4.3).

Figure 4.3: As a Whole, Do the Migrant Care Workers in your Service Stay With You Longer, Around the Same Time or a Shorter Time than non-Migrant Staff?

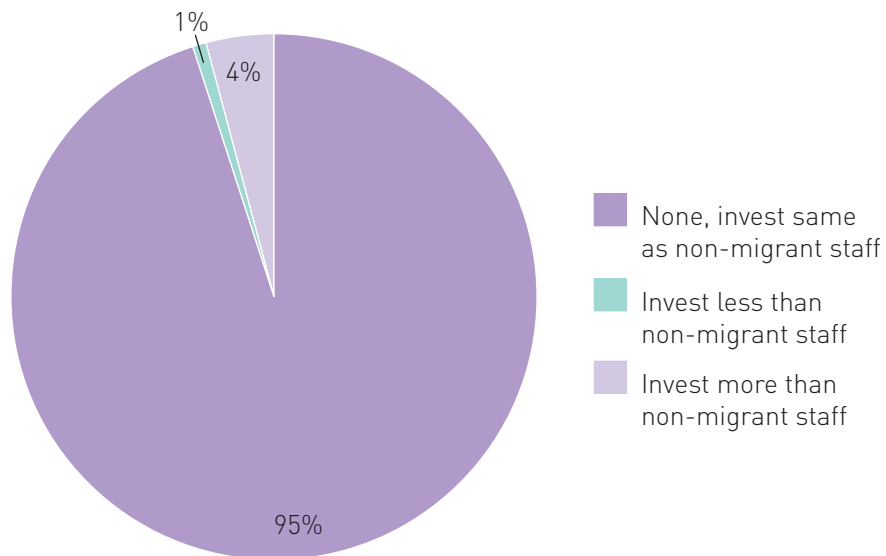


n=105

DIFFERENCES IN TRAINING INVESTMENT

The length of time that migrant workers stayed with a particular establishment did not have any effect on establishments' investment in the training of migrant workers. Indeed, 95% of establishments with migrant workers stated they invested the same in migrant and non-migrant staff (Figure 4.4).

Figure 4.4: What Impact Does the Length of Stay of Migrant Workers Have on Your Investment in Their Training?



n=105

CONCLUSIONS

This chapter has outlined the skill levels of migrant workers in the Scottish social services sector and highlighted a number of key points. These are:

- 38% of migrant workers currently employed in the sector hold non-UK care-related qualifications
- 69% of establishments have not taken steps to validate these qualifications, mainly because they do not see it as important to do so
- 74% of establishments have provided no extra training to migrants over and above that which they provided to non-migrant staff. This suggests standard training is offered to both groups
- the main barrier to training migrant staff was cost, cited by 82% of establishments employing migrant workers
- a significant minority of establishments (21%) felt that their migrant staff were better skilled/qualified than their non-migrant staff.



FIVE: MIGRANT WORKERS
IN CONTEXT

INTRODUCTION

This chapter sets the findings from this study against other research on migrant workers. Before going on to do so, it should be emphasised that due to the volume of research which exists on migrant workers, a targeted approach has been taken. This has led to a limited number of sectors being selected for comparison. These include:

- Hospitality
- Food and Drink Manufacturing
- Cleaning/Domestic Services
- Construction.

The chapter begins by comparing the findings from the current research with that previously undertaken on migrant workers in the social services sector.

SOCIAL SERVICES SECTOR

One of the main drivers behind the commissioning of the current study was the relative dearth of comprehensive data which exists on migrant workers in the sector. The SSSC is currently undertaking a number of initiatives with direct relevance to this research; the Core Minimum Data Set (CMDS), the European Qualifications Framework – Scottish Credit and Qualifications Framework (EQF-SCQF) project and the equivalence framework.

CORE MINIMUM DATASET (CMDS)

This has been developed as a collaborative enterprise between the SSSC, the Scottish Government and the Care Commission to develop a basic or core minimum dataset (CMDS) for the sector's workforce in Scotland. The core minimum dataset has been embedded in the two main vehicles for gathering data on the sector's workforce in Scotland. The two processes are the Scottish Government's annual census of local authority social work services staff and the Care Commission's annual report system for registered care services. Between them these two processes are thought to cover more than 90% of the sector's workforce.

EUROPEAN QUALIFICATIONS FRAMEWORK (EQF-SCQF)

A Leonardo project to benchmark EQF and qualifications frameworks from five countries identified social services and the SCQF as the focus for Scotland. This work was being undertaken jointly between the SSSC with representatives from SCQF and the Scottish Government. The first stage was to identify how selections of social care qualifications have been developed, how they are described, and the articulation to higher education. SCQF subsequently benchmarked a selection of social care qualifications against the EQF and SCQF.

EQUIVALENCE FRAMEWORK

The SSSC is currently working with other organisations to formulate a procedure to assess the equivalency of European and other international qualifications.

ADDITIONAL RESEARCH

The recent Scottish Care Workforce Development Survey (2007) examined the proportion of migrant workers amongst independent care homes in the adult residential care sector. The survey reported that 13% of care home staff are from outwith the UK. Of this figure, six percent were found to be from an EU country with the remaining seven percent employed under work permits. This is significantly higher than the three percent of the workforce found to be from outside the UK in the current study. The reasons for this disparity between the adult residential care sector and six sub-sectors considered here are unclear. The non-inclusion of local authorities in the Scottish Care survey may be one explanation.

In terms of the recruitment of migrant workers, research undertaken by the Voluntary Sector Social Services Workforce Unit (VSSWU)¹⁴ found that 45% of voluntary sector social service providers had recruited migrant workers since 2006. The cited study did not explore absolute numbers of migrant workers employed in the voluntary sector. However, an accompanying study¹⁵ found that around 18% of new recruits in the voluntary adult residential care sector were non-UK nationals.

Futureskills Scotland (2006) suggested that around five percent of the total migrant workers in the Scotland were employed in the wider health and medical services sector. However, a note of caution should be sounded when interpreting these figures as it is unclear the extent to which the social services sector is represented in this broad category.

More widely, a recent study¹⁶ on A8 Nationals in Glasgow found that two percent of the A8 population were employed in the government, health and medical services sector. This increased to four percent in Scotland and five percent in the UK as a whole (based on Workers Registration Scheme data). Additional figures provided by the Home Office show that between July 2004 and September 2007, three percent of registered A8 nationals were employed as care assistants and/or home carers in the UK as a whole.

The key conclusion from this brief review is that there is little comparable research within the social services sector with which to benchmark the current findings. Taken together, the general picture is that the social services sector employs a relatively small proportion of migrant workers in Scotland and indeed the UK.

¹⁴ VSSWU (2007), **Voluntary Sector Social Services Staff Turnover**.

¹⁵ VSSWU (2007), **Voluntary Sector Adult Residential Care Workforce in Urban and Rural Scotland**.

¹⁶ Glasgow City Council (2007), **A8 Nationals in Glasgow**.

HOSPITALITY

Hospitality has suffered from a general apathy amongst the native UK population in recent years, which has resulted in high vacancy rates across the sector, a third of which are considered “hard to fill”.¹⁷ Employers have found it difficult to recruit staff to do the types of work on offer. Research conducted by the Joseph Rowntree Foundation found that 50% of hospitality employers said that recruitment was difficult because the shift patterns were unpredictable; 40% said the salaries on offer were not attractive; and 40% said the work was physically demanding.¹⁸

Research by COMPAS estimated that the UK’s Hospitality sector employed around 250,000 migrant workers. Equivalent to around 22% of employment in the hospitality sector as at June 2006. Despite the time lag, this is significantly higher than the 3% found in the Scottish social services sector and double the migrant worker representation in the economy as a whole (11%).

Employers were found to be keen to use migrant labour because they found migrants to be hard working, motivated and capable of consistently producing high quality work. There was also a sense however that migrants were in many cases over qualified for the job in hand. Moreover, employers justified the comparatively low wages by comparing them to the wages on offer in migrants’ home country. For example, research by COMPAS found that employers in the UK saw Eastern European workers as a good source of hard working labour that could be employed at a lower cost because the wages on offer were far in excess of what they could get back home.¹⁹

FOOD AND DRINK MANUFACTURING

The Food and Drink Manufacturing sector has suffered from much the same problems as the Hospitality sector i.e. the perception amongst British workers that the type of work is poorly paid, unpredictable and with few long-term career prospects.

Research commissioned by Improve (the Sector Skills Council for Food and Drink Manufacturing and Processing) sought to establish the extent to which foreign nationals worked in the Food and Drink Manufacturing sector, and employers’ attitudes towards them.²⁰

¹⁷ Centre on Migration, Policy and Society (2007), **Are You Being Served? Employer Demand for Migrant Labour in the UK’s Hospitality Sector**, p.5.

¹⁸ Joseph Rowntree Foundation (2006), **Fair Enough? Central and East European Migrants in Low-Wage Employment in the UK**, p.70.

¹⁹ Centre on Migration, Policy and Society (2007), **Are You Being Served? Employer Demand for Migrant Labour in the UK’s Hospitality Sector**, p.19.

²⁰ Euro PA Services (2005), **Overseas Nationals in the UK Food and Drink Manufacturing Industry**.

It found that 50% of all Food and Drink Manufacturing companies employed migrant workers, with the proportion of migrants employed increasing with the size of the company, from 31% of the workforce of smaller companies to 71% amongst larger firms. Most of these workers (87%) had basic language/numeracy skills, however 25% were graduates which suggests that a significant minority are probably over qualified for this type of work.

Overall, three-quarters of employers were positive about migrant workers and the impact they had on their business/industry. Again, work ethic was found to be the key benefit that migrants brought to the business, with other factors such as commitment, reliability, and skills also cited. However, lack of English language skills was found to be a common problem, particularly amongst the larger companies.

CLEANING

Research conducted by Asset Skills (the Sector Skills Council for property, facilities management, housing and cleaning industries) found that 37% of employees working with contract cleaning companies in England were migrant workers (190,000 of the total).²¹ The Accession of East European countries into the EU in 2004 was the main factor in this change.

The research also found that 53% of companies employed migrant workers. The main reasons why migrants were employed were similar to why they were employed in other industries, that is, they were reliable and hard working. However, of those that did not employ migrants, it was usually because of their lack of English language skills.

Migrants tended to be employed in lower skilled roles that attracted lower rates of pay, at least initially. However, employers in general said that there were no barriers to career progression that a migrant would face apart from language skills; indeed, some migrants had gone on to become cleaning managers in the companies that they worked for.

Training for migrants was generally provided in-house, and this was no different to the approach that would be used for native workers. However, employees were generally not supported financially to go on English language courses, although they would be encouraged to improve their English skills.

²¹ Asset Skills (2007), **The Role and Importance of Migrant Workers in the Cleaning Industry**, p.3.

CONSTRUCTION

The construction sector has experienced a shortage of skilled tradesman and workers in elementary occupations in recent years. The sector has been negatively affected by the perception that it is physical, dirty and unpleasant work.²² The increase in migrant labour has therefore been seen as crucial to the construction industry's ability to complete the government's programme of major construction projects.²³

However, assessing the extent to which migrants work in the construction sector is challenging, because many migrant construction workers class themselves as self-employed. For example, in a survey of migrant workers in 2004, 58% of construction workers said they were self-employed.²⁴ Therefore it could be assumed that following EU enlargement in 2004, a significant number of construction workers would class themselves as self-employed and not be included in the Workers Registration Scheme figures.

This research also found that 64% of construction workers said they worked in skilled trades occupations.²⁵ This contrasts with research cited above, which found that migrants tended to work in low-skilled occupations.

Employers' attitudes to migrant construction workers has again focused on their hard-working nature and their reliability. Some employers mentioned that migrant workers would work until 8 o'clock at night if they were asked to. Concerns related mainly to language and the interpretation of health and safety laws. Language skills were seen to be more crucial on a building site because knowing the correct phrases could mean the difference between receiving a serious injury or not.²⁶

²² Joseph Rowntree Foundation (2006), **Fair Enough? Central and East European Migrants in Low-Wage Employment in the UK**, p.71.

²³ Building Magazine (October 2007), **Guests We Can't Do Without (Migrant Labour)**.

²⁴ Joseph Rowntree Foundation (2006), **Fair Enough? Central and East European Migrants in Low-Wage Employment in the UK**, p.12.

²⁵ Joseph Rowntree Foundation (2006), **Fair Enough? Central and East European Migrants in Low-Wage Employment in the UK**, p.27.

²⁶ Joseph Rowntree Foundation (2006), **Fair Enough? Central and East European Migrants in Low-Wage Employment in the UK**, p.73.



SIX: ESTABLISHMENT
CASE STUDIES

INTRODUCTION

This chapter presents a series of case studies undertaken with social services establishments currently employing migrant workers. The consultant team carried out face-to-face visits with eight establishments in order to gather some qualitative evidence on the issues identified in the establishment survey. The case studies focused on:

- Proportion of migrant workers employed in the establishment
- Recruitment methods
- Roles performed
- Qualifications held
- Steps taken to validate qualifications gained outwith the UK
- Challenges integrating migrant workers
- Recruitment trends over the last two years and predictions for the next two years.

Table 6.1 details the case studies undertaken and the social services sub-sector of each establishment. The views expressed in this section are that of the case study establishment interviewees and not necessarily those of the SSSC or GEN.

Table 6.1: Establishment Name and Sub-Sector

Establishment Name	Social Service Sub-Sector
Ace Healthcare	Agency which works across variety of sub-sectors ²⁷
Bield Housing Association	Adult Day Care
Clyde Carers	Combined Housing Support and Domiciliary Care
Elite Care Scotland	Combined Housing Support and Domiciliary Care
Riverside Healthcare	Adult Day Care
YMCA	Housing Support
Clarendon Support Services	Domiciliary Care
Elite Home Carers	Combined Housing Support and Domiciliary Care

²⁷ Identified as primarily Combined Housing Support and Domiciliary Care during the compilation of data.

ACE Healthcare, Glasgow – Agency (Multiple Sub-sectors)

Ace Healthcare is an employment agency which supplies temporary care staff to the social services sector. The firm supplies a wide range of staff from care assistants to registered nurses (RGNs).

At the time of the visit, Ace had around 30 migrant workers on their database drawn predominantly from African countries such as Nigeria, Zimbabwe and South Africa. Migrant workers generally represent around 10% of Ace Healthcare's active database at any one time.

Migrants have been recruited predominantly through word of mouth as opposed to directly from their home country. Ace verifies qualifications and experience by taking up references with individuals' previous employers. More often than not migrants have worked for another employer in the UK before Ace place them in the West of Scotland. Verifying the qualifications of trained nurses is easier than care assistants as Ace can check directly with the Nursing and Midwifery Council.

As an agency, Ace has set criteria which candidates must meet before they can place them. This includes six-months' previous experience and up-to-date statutory qualifications (such as manual handling). If candidates do not meet this minimum criteria, Ace will not actively seek work for them.

The view was that the number of applications from migrant workers had increased, but this had not converted to increased numbers on Ace's database. The main reason being that the majority did not meet the stated entry criteria.

Ace confirmed there were a number of migrant workers performing jobs they were over-qualified for. One Indian doctor was working as a care assistant as this individual's qualifications had not been validated in the UK. Another was a trained nurse, who had previously been working in the retailer Primark, prior to Ace finding the person a temporary care role.

In terms of challenges, the main one cited was command of the English language.

Interestingly, this was said to cause most issue when attempting to explain to migrant staff where they need to go for a temporary assignment. Directions can often be misunderstood resulting in staff getting lost. When onsite, the level of care provided was said to be uniform with no discernible difference between skill levels of migrant and non-migrant staff.

In summary, Ace's view was that there were no significant attitudinal differences between the migrant and non-migrant staff it employs. There was seen to be individual differences between both groups. **In addition, it was also felt that the agency would still operate effectively if it could not draw on migrant labour.**

Bield Housing Association, Linlithgow – Adult Day Care

Bield is a national organisation with establishments throughout Scotland. The case study visit was undertaken with one of Bield's day care centres which provides respite care for dementia sufferers and sheltered housing on-site. **At the time of the visit, the centre employed two Polish workers, one on a permanent contract and one on a year's maternity cover. Both worked as care assistants.**

There were 30 permanent staff based in Linlithgow, though there was a roster of others who were employed on a casual basis. One of the migrant workers employed began as a casual worker and was then taken on when the maternity cover became available. **Due to sufficient local demand for jobs, Bield have never undertaken any recruitment aimed specifically at migrant workers. A recently advertised post for a care assistant attracted 39 applicants. Of these a good proportion were local people who were suitably qualified.**

In terms of qualifications, one migrant worker held a Masters degree in biological sciences and the other a degree in food technology. The company had not taken any particular steps to validate these qualifications, though references from universities in Poland were obtained and the standard Disclosure Scotland checks made. Additional references from previous employers in the UK were also taken up.

The migrant workers in the establishment had not required any specific training over and above that given as standard to employees. In common with the other case study establishments, the main improvement area for the migrant workers was command of the English language as opposed to any care-specific training.

The training which migrant workers undergo is identical to all employees and consists of induction and five days on the job training. This is revisited over the first six months along with other on the job training including 'buddying'.

There had been no difficulties in assimilating the migrant workers into the general workforce. Both were said to have the skills and attitudes required for the job. There had been some concerns over the communication aspects at an early stage, however these proved to be unfounded within a short space of time.

In future, as long as migrant workers are able to demonstrate they have the skills, there would be no hesitation in employing them. The individuals employed to date have made a valuable contribution to the establishment.

Clyde Carers, Largs – Combined Housing Support & Domiciliary Care

Clyde Carers is a community service organisation providing specialist services including 24-hour live-in care and home care support. **At the time of the visit, Clyde employed 13 migrant workers and were awaiting work permits for two more migrant workers.** Clyde's migrant workers were largely from the Philippines, though staff were also employed from Poland, Bulgaria and Russia. The staff were all permanent and worked full time for the organisation.

The organisation recruits migrant workers as they now face serious shortages of local applicants for posts. The view was that they could not get appropriate Scottish staff to do the work as the pay and conditions were not attractive enough to local candidates, particularly the unemployed, who have been Clyde's traditional labour pool. **The company's view was that without migrant workers they would not be in existence as they would not be able to source people with the same level of skills locally.**

The migrants are recruited specifically through an agency which specialise in assisting migrant workers to enter the UK. The agency brings people over and organises work permits. Clyde's view is that they will continue to use the agency as long as they keep introducing migrant workers who are fit for the types of work done by the company.

The Filipino migrant workers employed by Clyde were trained to United States degree level standards in nursing and have significant work experience. The standard of recruits was seen as being high with skills and qualities felt to be in advance of European standards. However, the qualifications held by these workers are not recognised in Scotland and there does not appear to be an easy way for them to be transferred over. **Clyde fear that the move to SSSC registration and minimum qualifications will cause issues with Filipino workers as they will need to work their way through SVQs that are often beneath their current education levels.**

Migrant workers receive on the job training, supported by a supervisor at the company who looks after all their training and development needs. In the case of the migrant workers from the Philippines, there is little need for ongoing training due to their experience and qualifications gained before moving to Scotland. In relation to the Eastern Europeans there are issues around language that need to be addressed and they also receive training in moving and handling as part of a wider induction. **The overall message was that the migrants had the right skills to do the job and that training was not a major issue.**

Elite Care, St Andrews – Combined Housing Support & Domiciliary Care

Elite Care is an employment agency which supplies temporary care staff mainly to local authorities including Fife, Dundee and Perth and Kinross. **At the time of the visit, Elite had six migrant workers on their database. This included two Slovakian nationals and one each from Nigeria, Poland, Iran and Serbia. Overall this made up a small proportion of their total database, representing only 2% of available staff.** The migrant staff employed had come on to Elite's database mainly through word of mouth. The company had also started to target shops where migrants were known to shop, but this had not generated any increase as yet.

Of the migrant workers, two were qualified as Registered General Nurses (RGNs) in their own countries; Nigeria and Iran. Elite were unable to check these individuals' qualifications against the NMC's database, so they deployed them as senior carers. Roles which Elite feels the RGNs were over qualified for. Elite vet candidates by taking up references with previous employers, this can be either in the UK or in the migrant worker's home country. However, the onus is on the individual worker to take steps to validate their own qualifications.

When taking on new candidates the company generally looks for two years worth of checkable care experience. This can be in the UK or overseas, as long as it can be verified. In terms of training, the company offers comprehensive induction training to all staff. Elite ask migrant workers with poor English to do a language course and will signpost to suitable courses in the local area.

Elite felt there were some subtle differences between migrant and non-migrant workers dependent on the country staff originated from. For example, the Polish staff they had employed were said to have a great work ethic. Despite this, differences were also said to be as much down to the individual as the culture they came from.

The main challenge in integrating migrant staff into workplaces was said to be the language barrier brought about by poor command of the English language. This was followed by care clients' attitudes towards people of different ethnicity. For example, clients who are paying for their own care can, on rare occasions, take exception to someone from a non-Scottish background coming into their home.

In terms of impact on the company, Elite's view is that there would be minimal impact if they could not draw on migrant labour. Applications from migrant workers had more than doubled in the last two years, with Elite predicting a further doubling of applications from non-UK nationals in the next year. **With regards to support, Elite feel they could use support with negotiating the regulations around migrant workers eligibility to work in this country.** The view was that this would be made easier by the introduction of the SSSC's registration requirements as it would allow candidates to be verified at a central point.

Riverside Healthcare, Selkirk – Adult Residential Care/Day Care

Riverside Healthcare is an organisation which provides adult day care and adult residential care services at sites in Glasgow and Selkirk. **Riverside currently employs 7 migrant workers at its Selkirk establishment, with a further one being recruited.** Of these workers, two are from Romania, two from the Philippines and three from sub-Saharan African countries. All are employed as full time care assistants and on a permanent basis. **Migrant workers comprised around 7% of the company's workforce.**

The background and skills are varied, with a number holding nursing qualifications. In house training is provided equally to migrant and non-migrant workers, with a number of the non-UK nationals undertaking SVQs.

Attempts have been made to validate the qualifications currently held by migrant workers, however the bureaucratic and time consuming nature of this has made it challenging. **It was the view of Riverside that the migrant workers they have employed were not over-qualified.** In terms of specific training they are given, there is the SVQ and standard in-house training.

If Riverside were no longer able to employ migrant workers, there would be no issues in Glasgow but it would be a serious problem in the Borders. In the last couple of years there has been a slight change in the applications from migrant workers. **Recently there have been more from EU countries, a different type of person from previous migrant workers in that they are here for economic reasons.** With previous migrant workers it had been life risk that had driven them to the UK.

A care assistant is not a particularly well paid job, so it can attract migrant workers more than native workers. However, the majority of migrant workers who do work in care do so because they are motivated by a rewarding career rather than money.

Ongoing costs were cited as one of the biggest barriers to employing migrant workers. In future there will effectively be no work permits for the non-EU migrant workers, so there will be more concentration on EU workers. Businesses will need to reapply for visas for non-EU workers, including the ones who may have been here for years. This has a cost implication.

YMCA, Edinburgh – Housing Support

The YMCA has a satellite office in Edinburgh, which has a contract with City of Edinburgh Council to care for homeless adults. **At the time of the visit they had one Polish worker and one from Spain, from a total staff of 17. One migrant worker was the manager of the facility and the other was a care worker.** Until recently, the centre has had workers from South Africa, Italy, Portugal and Iceland. In general, there have been more migrant workers in the Edinburgh office than in other locations.

The Polish worker had a degree level qualification and the Spanish employee manages the facility and is sitting English exams currently. **The migrant workers were given the same in-house training as all other workers, which includes an induction pack, a three-month trial period, during which they are shadowed by more experienced members of staff and an induction day at Glasgow HQ.**

The YMCA has experienced occasional skills shortages in the past and has had some difficulties recruiting local staff. However, the migrant workers recruited are employed first and foremost because they meet the criteria needed for the job.

Recruiting migrant workers may become more difficult with changes to the visa regulations, but it is not envisaged this will lead to serious problems.

It was reported that migrant workers face a number of barriers not faced by UK nationals, such as registering with a GP and setting-up bank accounts. The YMCA also feel it would be helpful if workers in public facing roles (such as bank workers) were trained better to understand the needs from outside the UK. The trouble lies in the inconsistency of information given out. If there were more knowledge of the challenges faced by migrant workers it would be beneficial.

Clarendon Support Services, Linlithgow – Domiciliary Care

Clarendon has 11 staff in its service team and is part of the wider Learning and Disability function with West Lothian Council. It has close ties to health and to adult education. **At the time of the visit, there was one Spanish worker at Clarendon. As the council pays well, they have never had any local recruitment problems.**

Clarendon has had applicants from all over the world and also employs experienced care sector workers from elsewhere in the UK. **There is also low staff turnover and a number of over-qualified applicants for every advertised vacancy, so it is often difficult in those circumstances for migrant workers to compete.** For this reason, it was the view of the interviewee, that the lower paying private sector employers in West Lothian employed more migrant workers than the public sector ones.

When recruiting migrant workers into lower level roles, core skills as opposed to qualifications were seen as important. Recently employed migrant workers were said have started off in the lowest paid jobs but then with experience and qualifications, have progressed to better paid jobs. **For higher level roles, equivalency is important in terms of the qualifications required and the service can go to the Council's HR department and ask them to check.** This is an issue that has been looked at in the past, when there have been workers from Australia, Zimbabwe, South Africa. Paper qualifications are also difficult to assess, but as a minimum, it is always possible to check migrant workers level of English through interview.

West Lothian Council prides itself as being very supportive of migrant workers. It strives for an open and fair recruitment policy, using procedures such as short-listing and keeping notes on each candidate help ensure no one is discriminated against. Integration of migrant workers is covered by anti-discrimination legislation. Any issues, such as racism, would be dealt with via training. This approach has been very helpful in the past and is aimed at raising awareness of discriminatory practices.

Elite Homecarers, South Queensferry – Combined Housing Support and Domiciliary Care

Elite has employed a number of migrant workers over the years, however there was only one migrant worker from Slovakia at the time of the case study visit.

Interestingly, Elite is the only one of the case studies which has had a less than favourable experience with the employment of migrant workers. Around two years ago, Elite used a Polish-based, British-owned, recruitment agency, which had been recommended. Unfortunately the candidates lacked the required skills to do the job and both returned home after less than a week working with the company.

Recruitment has become an issue this year in particular, owing to Elite winning a large contract. This has necessitated them moving up from their current level of 50 carers. Carers need to be qualified to SVQ level 2 and they can do this while working for Elite. There is also training given in all the basic areas such as moving and handling and first aid. However, finding individuals with their own transport (a prerequisite for the job) and willing to travel to client's homes has been challenging.

Elite have received some speculative applications from migrant workers, but not in great numbers. Elite have undertaken some limited advertising of jobs, in the press for example, though this has had little effect. To alleviate this, they have taken part in three recruitment fairs so far this year – at one of these only six jobseekers turned up, at another, only 10.

One initiative which would be of great assistance would be if there was an umbrella organisation which arranged all the training for the SVQ qualifications.

For instance, if one Further Education College were given a contract to cover delivery of all SVQs it would ensure standardisation of delivery across the Further Education Colleges in the region. The view was that this could lead to associated cost savings as well as simplification.

Elite are already recruiting older workers who have retired from other jobs and this is working well. It would also be useful if they were not perceived as an agency, as this sometimes can have negative connotations. **It remains to be seen whether changes to the UK visa application system will have much effect or not. If the staff shortages continue, Elite may have to use recruitment agencies again, so there might indeed be some effects which filter through.**



SEVEN: CONCLUSIONS

INTRODUCTION

This final chapter of the report draws together the main findings from the research in order to form a number of conclusions on migrant workers in the Scottish social services sector. The chapter is structured around the following key themes:

- the proportion of migrant workers
- the skills and qualifications of migrant workers
- implications for the sector.

THE PROPORTION OF MIGRANT WORKERS IN THE SECTOR

The survey consulted with 611 establishments across six Scottish social services sub-sectors. Only adult residential care and local authority fieldwork services were excluded from the research. Based on this, the survey has gathered data from just over 9% of the total establishment base across these sub-sectors. In addition, a number of quotas were set in order to ensure the survey sample was comprehensive in terms of geographical coverage and service type.

In summary, this study has been the largest undertaken on migrant workers in the Scottish social services sector to date. In this sense, it forms a base on which future research can build.

It was found that migrant workers comprised 2.5% of the workforce in the survey sample. Although there is limited Scottish specific data for other sectors, this can be considered to be low in comparison to other sectors such as hospitality, food and drink manufacturing and cleaning/domestic services.

The study also found that one in six of the social service establishments surveyed employed migrant workers. Within the employing establishments, the average migrant worker WTE was 3.3. This highlights that migrant workers were spread out across the survey sample rather than concentrated in large numbers in any one establishment.

In terms of the sub-sectors, the highest proportion of migrant workers was found in the domiciliary care sub-sector. 42% of the total migrant workers in the sample were found here, with 6.2% of the entire domiciliary care survey workforce comprising migrant workers. A greater proportion than the other sub-sectors.

The vast majority (93%) of migrant workers are employed as 'workers'. This was defined as a care role without any supervisory responsibility. This highlights the fact that where they are employed, it tends to be operational rather than supervisory/managerial roles performed.

The Philippines was found to be the country from which the largest proportion of migrant workers originate, representing 22% of the total migrant worker population found in the sample. This was followed by Poland with 19% and Germany 9%.

A further key finding from the study was the low reliance on migrant workers amongst the establishments surveyed. **The majority of establishments (64%) employing migrant workers stated that there would be no impact on their service if they were unable to draw on migrant labour.** Indeed of those establishments which did not employ migrant workers, a combined 90% stated that they did not employ them as either there had been no interest from migrant workers seeking work in the establishment or no shortage of suitable local candidates. **In conclusion, the sector does not appear to be reliant on migrant labour at present.**

If future predictions are correct this situation may change however, as **the majority of establishments felt they were likely to employ more migrant workers in the next two years.** This was supported in the case studies with agencies, which reported a significant increase in the number of applications from migrant workers seeking work in the sector.

THE SKILLS AND QUALIFICATIONS OF MIGRANT WORKERS IN THE SECTOR

The key conclusion here is that around two fifths of the migrant workers employed in the sample currently hold care related qualifications gained outside the UK. That said, a note of caution should be sounded when interpreting this result. The survey did not explore the nature of qualifications held by migrant workers and it is unclear what proportion of these awards would meet the registration requirements of the SSSC.

In addition, it was found that employers were relatively evenly split on the importance of qualifications when recruiting migrant workers. **The majority of employers had not taken steps to validate the qualifications held by migrant workers, mainly due to the fact that most did not see it as important to do so.** This is perhaps best explained by the finding that migrant workers tend to be employed in roles at the moment which do not require mandatory qualifications. This situation will change with the introduction of the SSSC's registration requirements across the sector.

Although the results on the importance of qualifications was mixed, it appears that unlike other sectors such as food and drink manufacturing or cleaning, there is a basic entry criteria which must be met before employers will take on migrant workers. This is supported by the key findings that:

- few employers offer migrant workers training over and above that given to non-migrant workers. Encouragingly the training offered tends to be standard across the board, with 95% of employers stating they invest the same amount of training in migrant and non-migrant workers. This was supported through the case studies which found that employers will not take on migrant workers if they have to invest a lot of time getting them up to speed initially. The basic aptitudes must be there in the first place
- the skill levels of the migrant workforce were broadly comparable to the non-migrant workforce in the sample. Employers appear to actively recruit migrant workers who are at a similar skill level to the non-migrants in their employ.

Moreover, it was also found that migrant workers tend to stay with employers around the same length of time as non-migrant workers. This is an interesting finding as it goes against some of the recent media coverage which suggests migrant workers only stay in the UK for a short period of time before returning home.

IMPLICATIONS FOR THE SECTOR

This study suggests that the social services sub-sectors surveyed have a minimal reliance on migrant workers. This is somewhat reassuring, given the changing Home Office immigration rules are likely to make the situation more challenging.

The SSSC's registration requirements will place a greater emphasis on qualifications in future. Based on the new points based system for immigration, this may mean a greater reliance on applicants coming in through Tier 2 – Skilled Migrant Workers. The current research has shown that the sector has employed staff from countries outside the EEA, such as the Philippines, Zimbabwe and South Africa.

Assuming this trend continues, and employers use labour from these non-EU countries, they will then have to fulfil the role of sponsor cited above. Employers must make sure that the job advertised meets the requirements of the Tier, and take responsibility for each of migrant workers employed. This is not the case at present.

In addition, the role of agencies is likely to increase in importance, as they may act as intermediaries, matching jobs to applicants and ensuring that each party satisfies the conditions of entry into the UK. Non-EEA workers may be dissuaded from applying for a job in the UK, however the fact that a Tier 2 application could lead to permanent residency may mitigate against this.



A: APPENDIX 1 – DATA TABLES

Table A1.1: Total Survey Population by Sub-Sector

Sub-Sector	Number of Establishments	% of Total Establishments
Adult Day Care	392	6
Combined Housing Support	537	8
Domiciliary Care	355	5
Early Years and Childcare	4420	68
Housing Support	549	8
Residential Child Care	223	3
TOTAL	6476	100

Table A1.2: Number of Telephone Interviews Conducted by Sub-Sector

Sub-Sector	Number of Establishments	% of Total Establishments
Adult Day Care	103	17
Combined Housing Support	108	18
Domiciliary Care	97	16
Early Years and Childcare	102	17
Housing Support	100	16
Residential Child Care	101	17
TOTAL	611	100

Table A1.3: Number of Interviews Conducted by Employing Organisation

Employing Organisation	Number of Establishments	% of Total Establishments
Local Authority	205	34
Voluntary	200	33
Private Sector	206	34
TOTAL	611	100

Table A1.4: Number of Interviews Conducted by Enterprise Network

Enterprise Network	Number of Establishments	% of Total Establishments
Scottish Enterprise	457	75
Highlands and Islands Enterprise	154	25
TOTAL	611	100

Table A1.5: Number of Interviews Conducted by Learning Network

Learning Network	Number of Establishments	% of Total Establishments
North of Scotland	158	26
South East of Scotland	75	12
Tayforth	88	14
West of Scotland	290	47
TOTAL	611	100

Table A1.6: Number of Interviews Conducted by Local Authority

Local Authority	Number of Establishments	% of Total Establishments
Aberdeen City	10	2
Aberdeenshire	19	3
Angus	8	1
Argyll and Bute	25	4
Comhairle nan Eilean Siar	4	1
Dumfries and Galloway	37	6
Dundee	12	2
East Ayrshire	26	4
East Dunbartonshire	10	2
East Lothian	7	1
East Renfrewshire	6	1
Edinburgh	34	6
Falkirk	19	3
Fife	29	5
Glasgow	52	8
Highland	97	16
Inverclyde	15	2
Midlothian	6	1
Moray	17	3
North Ayrshire	22	4
North Lanarkshire	20	3
Orkney	4	1
Perth and Kinross	13	2
Renfrewshire	20	3
Scottish Borders	20	3
Shetland	7	1
South Ayrshire	28	5
South Lanarkshire	19	3
Stirling	7	1
West Dunbartonshire	10	2
West Lothian	8	1
TOTAL SAMPLE	611	100

Table A1.7: Establishment Size by Sub-Sector

Employer Sizeband	Adult Day Care		Combined Housing Support		Domiciliary Care		Early Years and Childcare		Housing Support		Residential Child Care		TOTAL	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
0-10	58	56	13	12	30	31	77	75	74	74	34	31	286	47
11-50	40	39	54	50	51	53	25	25	23	23	65	64	258	42
51-100	4	4	17	16	12	12	0	0	1	1	1	1	35	6
101-150	0	0	4	4	3	3	0	0	0	0	0	0	7	1
151-200	1	1	7	6	0	0	0	0	0	0	0	0	8	1
201-250	0	0	5	5	0	0	0	0	0	0	1	1	6	1
250+	0	0	8	7	1	1	0	0	2	2	0	0	11	2
TOTAL SAMPLE	103	100	108	100	97	100	102	100	100	100	101	100	611	100



Country	Adult Day Care		Combined Housing Support		Domiciliary Care		Early Years and Childcare		Housing Support		Residential Child Care		TOTAL	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
New Zealand	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nigeria	0	0	1	1	11	8	0	0	1	3	3	17	16	4
Pakistan	0	0	3	2	17	12	0	0	0	0	0	0	20	5
Poland	6	17	21	15	12	9	3	30	13	39	4	22	59	16
Portugal	0	0	0	0	0	0	0	0	2	6	0	0	2	1
Slovakia	0	0	2	1	0	0	0	0	2	6	0	0	4	1
Slovenia	0	0	0	0	0	0	0	0	0	0	0	0	0	0
South Africa	6	17	7	5	1	1	0	0	0	0	0	0	14	4
The Philippines	7	20	23	17	39	28	0	0	0	0	0	0	69	19
USA		0	2	1	1	1	1	10	0	0	1	6	5	1
Zimbabwe	3	9	1	1	0	0	0	0	0	0	1	6	5	1
Others	7	20	36	26	7	5	2	20	7	21	4	22	63	17
TOTAL	35	100	138	100	138	100	10	100	33	100	18	100	372 ²⁸	100
PROPORTION OF TOTAL MIGRANTS	9%		37%		37%		3%		9%		5%		100%	

²⁸ This total is less than in previous tables as respondents were not always able to give a breakdown of their migrant workers' countries of origin.

Table A1.9: Number of Migrants by Country of Origin by Learning Network

Country	North of Scotland		South East of Scotland		Tayforth		West of Scotland		TOTAL	
	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
Australia	0	0	1	1	1	2	0	0	2	1
Canada	0	0	1	1	0	0	0	0	1	0
China	0	0	1	1	0	0	4	4	5	1
Czech Republic	4	4	0	0	3	7	1	1	8	2
Denmark	0	0	0	0	0	0	1	1	1	0
Estonia	0	0	0	0	0	0	1	1	1	0
France	0	0	0	0	0	0	2	2	2	1
Germany	2	2	10	9	15	33	2	2	29	8
Ghana	0	0	3	3	0	0	3	3	6	2
Holland	3	3	0	0	0	0	0	0	3	1
Hungary	0	0	2	2	0	0	0	0	2	1
India	4	4	4	4	0	0	8	8	16	4
Ireland	23	21	3	3	0	0	1	1	27	7
Italy	0	0	1	1	0	0	0	0	1	0
Latvia	1	1	0	0	0	0	0	0	1	0
Lithuania	0	0	10	9	0	0	0	0	10	3

Country	North of Scotland		South East of Scotland		Tayforth		West of Scotland		TOTAL	
	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
New Zealand	0	0	0	0	0	0	0	0	0	0
Nigeria	5	5	4	4	4	4	1	1	15	4
Pakistan	0	0	4	4	0	0	15	14	20	5
Poland	22	20	13	13	8	8	14	13	59	16
Portugal	0	0	2	2	0	0	0	0	2	1
Slovakia	2	2	0	0	1	1	1	1	4	1
Slovenia	0	0	0	0	0	0	0	0	0	0
South Africa	1	1	4	4	4	4	5	5	14	4
The Philippines	21	19	25	25	3	3	17	16	69	19
USA	0	0	2	2	0	0	3	3	5	1
Zimbabwe	1	1	4	4	0	0	1	1	6	2
Others	20	18	11	10	7	7	25	24	63	17
TOTAL	109	100	112	100	46	100	105	100	372	100

Table A1.10: Migrants' Country of Origin by Enterprise Network Area

Country	Enterprise Network Area					
	Highlands and Islands Enterprise		Scottish Enterprise		TOTAL	
	Number	% of Total	Number	% of Total	Number	% of Total
Australia	0	0	2	1	2	1
Canada	0	0	1	0	1	0
China	0	0	5	2	5	1
Czech Rep.	3	6	5	2	8	2
Denmark	0	0	0	0	0	0
Estonia	0	0	1	0	1	0
France	0	0	2	1	2	1
Germany	1	2	28	9	29	8
Ghana	0	0	6	2	6	2
Holland	3	6	0	0	3	1
Hungary	0	0	2	1	2	1
India	3	6	13	4	16	4
Ireland	0	0	26	8	26	7
Italy	0	0	1	0	1	0
Latvia	1	2	0	0	1	0
Lithuania	0	0	10	3	10	3
New Zealand	0	0	0	0	0	0
Nigeria	2	4	15	5	17	5
Pakistan	0	0	20	6	20	5
Poland	13	27	46	14	59	16
Portugal	0	0	2	1	2	1
Slovakia	2	4	2	1	4	1
Slovenia	0	0	0	0	0	0
South Africa	1	2	13	4	14	4
Philippines	10	20	59	18	69	19
USA	0	0	5	2	5	1
Zimbabwe	1	2	5	2	6	2
Others	9	18	54	17	63	17
TOTAL	49	100	323	100	372	100



B: APPENDIX 2 – THE MIGRANT
WORKER PERSPECTIVE

The views of a small number of migrant workers were also gathered during the case study visits undertaken as part of this research. This was achieved by distributing a short questionnaire which was then collected at the time of our visit. **We received a total of nine completed questionnaires.** This covered topics such as:

- country of origin
- jobs in their home country
- jobs in Scotland
- qualifications
- training with their current employer
- future intentions.

This short appendix provides an overview of the main themes emerging from this exercise.

COUNTRIES OF ORIGIN

While the broader survey work and the case studies indicated a broad global spread of countries of origin, characterised by a clear demarcation between European Union and the rest of the world, **our questionnaire respondents were predominantly from the EU.** Those from outwith Europe were all from the **Philippines (3)**, their presence owing to the fact that some recruitment agencies used by companies in the sample had had strong links to that country. **The six Europeans were from the EU accession countries of Poland, Romania and the Czech Republic with one worker from Spain.**

JOBS IN THEIR HOME COUNTRY

In terms of occupation in their country of origin, there was a clear distinction between the Filipino and EU workers. **The Filipino workers all had care based jobs in the Philippines, two worked as care assistants and one was a psychiatric nurse.** This specialisation differs markedly from the **workers of EU origin, who were more varied in terms of their previous employment.** Previous jobs included administrative work, part time student work, factory work, teaching and driving.

Based on this small number, it appears to be the case that those recruited via agencies are targeted for their specific expertise in the care sector, while those who have freedom of movement within the European Economic Area are more likely to have taken work in the care sector without prior experience in the industry.

JOBS IN SCOTLAND

Respondents were largely employed as care assistants, with the only exceptions being a support worker in adult day care and a psychiatric nurse. This was the case irrespective of background. In other words, both those with and without previous care sector experience were just as likely to be employed as care assistants. Care assistant can be considered to be an 'entry level' position in the sector, and as such it is unsurprising that the majority of migrant workers have been taken on in these posts.

QUALIFICATIONS

All respondents held some level of qualification gained in their home country, with the highest level of qualification being a Masters degree in Biology. Qualifications showed the same variability as prior occupations. In terms of the European migrant workers, subjects included computing and food production. **The Filipino workers had all qualified as registered nurses in their home country.**

A number of the migrant workers had gained additional qualifications in the UK, including one of the Europeans, who had completed an HNC in Social Care since moving to Scotland. This desire to gain further qualifications was evident in the group with several stating that they would like to study towards an SVQ in Care.

TRAINING WITH CURRENT EMPLOYER

There was a positive picture of training opportunities in evidence from the questionnaires. **All the migrant workers had received training of one kind or another with their current employer.** Much of this training centred on role specific skills such as moving and handling, with a number of individuals – although not all – also having completed training in health and safety and palliative care. Clearly this activity reflects the necessity of complying with standards but there was a broad range, incorporating nutrition, infection control, skin care, and company inductions among others.

FUTURE INTENTIONS

There was a clear intention amongst the respondents to remain working in the UK. When asked what their intentions were over the next three years, and whether they would like to remain in the UK working in the care sector or return home to work, **all but one respondent indicated they would like to continue working in the UK and in the care sector.** The single respondent not planning to remain in the care sector did plan to continue working as a nurse.



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