

Herefordshire 100: phase 2 report

For

Herefordshire Council



Research



November 2009

QA Research,
Brackenhill, St Georges Place, YORK, YO24 1DT
01904 632039
www.qaresearch.co.uk

Company registration: 3186539

Contents

Contents	2
1. Introduction	3
2. Aims and objectives.....	4
3. Methodology	5
3.1 Volunteer researcher recruitment, training and briefing	5
3.2 Questionnaire	7
3.3 Feedback discussion groups.....	8
3.4 Report.....	10
4. Key findings: migrant workers and minority ethnic people.....	12
4.1 Safety	12
4.2 Anti-social behaviour	23
4.3 Reporting crime and anti-social behaviour	25
4.4 Communication and information	31
4.5 Respondent profile.....	33
5. Key findings: seasonal workers	36
5.1 Work profile.....	36
5.2 Access to services	37
5.3 Satisfaction with public services	42
5.4 Safety	43
5.5 Local area and accommodation	47
5.6 Communication and information	53
5.7 Other aspects of quality of life	59
5.8 Respondent profile.....	61
6. Key findings: LGBT people	63
6.1 Safety	63
6.2 Anti social behaviour	68
6.3 Reporting crime and anti social behaviour	69
6.4 Sexual health services	71
6.5 Other comments	74
6.6 Respondent profile.....	75
7. Conclusions.....	76
7.1 Migrant workers/ BME people	76
7.2 Seasonal workers.....	78
7.3 LGBT people.....	81
8. Appendix 1	83
9. Appendix 2	123

Project number:	STAKE08-4821
Title:	Herefordshire 100 – phase 2
Location	S:\ProjectFiles\H\Herefordshire_Council\STAKE08-4821_Herefordshire100_phase_two\Reports\CombinedReportV1.doc
Date:	6 th November 2009
Report status:	Draft
Approved by:	Michael Fountain
Authors:	Nancy Sydenham and Dawn Marston
Comments:	nancy.sydenham@garesearch.co.uk



This report has been carried out in compliance with the MRQSA international standard (ISO20:252)

1. Introduction

This report was commissioned by Herefordshire Council and was undertaken and completed by the independent research company, QA Research.

This report shows results of consultation with migrant workers and ethnic minority people, seasonal workers and LGBT people in Herefordshire.

It represents findings for phase two of the Herefordshire 100 project, which aims to consult with these groups in Herefordshire, allowing them to give feedback on their experiences in the County, to complement the work of the Citizens Panel, Herefordshire Voice.

The topics for phase two of the research were as follows:

- Migrant workers and ethnic minority people: Safety and antisocial behaviour
- Seasonal workers: Quality of life
- LGBT people: Safety and antisocial behaviour, and sexual health services

This work took place between August 2009 and October 2009.

2. Aims and objectives

The aim of the Herefordshire 100 project is to:

- Establish a systematic process by which minority and other particular groups in Herefordshire can be consulted and give feedback on their experiences in the County, to complement the work of the Citizens Panel, Herefordshire Voice.

The objectives are to:

- Establish Herefordshire 100, a group of volunteer community researchers who will do research within their respective communities;
- Recruit and train researchers from a range of communities, so that research is representative by the diversity strands of race, religion & belief, gender, age disability and sexual orientation;
- Explore differences and similarities in views, experiences and needs of communities as part of a wider discussion, rather than a 'tick box exercise' for a single purpose or service;
- Provide reliable data that can be used to inform decision making

The objectives of phase two were to:

- Recruit volunteer researchers from the following groups:
 - Seasonal workers here under the Seasonal Worker Agricultural Scheme (SW)
 - Lesbian, Gay, Bisexual and Trans people (LGBT)
- Re-contact phase one migrant worker/ ethnic minority (MW) volunteer researchers and ask them to participate in phase two of the project
- Consult with the above communities about:
 - Accessing and using services (SW)
 - Equality of access to services (SW)
 - Local area and accommodation (SW)
 - Information (SW)
 - Safety (SW, MW, LGBT)
 - Anti-social behaviour (MW, LGBT)
 - Sexual health services (LGBT)

3. Methodology

3.1 Volunteer researcher recruitment, training and briefing

Seasonal worker researchers were recruited in July 2009 and LGBT researchers during August and September 2009 via contacts provided by Herefordshire Council.

QA approached contacts at two local farms employing seasonal workers, and they were both happy for their workers to participate in the project. The farm contacts publicised the research and asked Bulgarians and Romanians working for them under the Seasonal Agricultural Workers Scheme (SAWS), to volunteer as researchers. Seasonal workers were represented as follows:

- **Farm one:** one Romanian and one Bulgarian researcher
- **Farm two:** two Romanian and three Bulgarian researchers

Two new LGBT researchers were recruited via a council contact at The Rainbow Forum, who passed on information about the research to members via email and at a meeting. The researchers then contacted QA for further information, and agreed to participate in the project.

Flyers were used to help explain and publicise the research.

The following recruitment criteria were used; volunteers must:

- Be motivated by doing something for their community
- Have a positive attitude towards research as a catalyst for change
- Have sufficient fluency in English to communicate verbally in a group situation
- Have sufficient literacy skills to use an interview script
- Have enough time to volunteer

Phase one researchers from the migrant worker and minority ethnic and LGBT groups were re-contacted and invited to participate in phase two of the research. Most were able to give their time again, although some were unable to participate due to changes in their personal circumstances.

Including the phase one researchers, a total of 18 volunteers were involved in this phase of the research, as shown in figure 1:

Figure 1: Number of volunteer researchers recruited/ briefed by group

Group	Number of researchers recruited/ briefed (*telephone)
BME/ Migrant worker:	8
Brazilian	1
Indian Malayalee	1
Lithuanian	1*
Polish	2
Romanian	1
South African	1
Thai	1
Seasonal worker:	7
Bulgarian	4
Romanian	3
LGBT:	3
Bisexual woman	1
Bisexual man	1
Gay man	1*

New volunteer researchers attended a training and briefing session which covered the following:

- The Market Research Society's code of conduct
- Avoiding bias
- Interview techniques – prompting, probing and clarifying
- Survey completion (recording information)
- Briefing on the questionnaire
- Interviewer safety
- Planning fieldwork
- Dealing with respondent queries
- Administration of questionnaires

One of the LGBT researchers was unable to attend a face to face meeting. Since he had some prior knowledge of research methods, he was trained and briefed over the telephone.

Phase one researchers were briefed on the phase two research topics and questionnaires in group and one to one sessions, according to their availability. One researcher was briefed over the telephone.

A representative from Herefordshire Council attended the group sessions. Volunteer researchers received a £30 cash incentive to cover expenses.

All researchers were given the opportunity to discuss the research topics and give their own views at the training and briefing stage of the research process, either through group discussion or face to face/ telephone interview. This helps to ensure that researchers understand the topic and have had a chance to air their own views before stepping into the objective role of researcher.

QA Research provided volunteer researchers with support by telephone and email throughout the fieldwork period. Volunteer researchers were asked to send their first completed survey to QA by freepost for checking and where this was the case, QA provided feedback to the researchers.

3.2 Questionnaire

QA developed three questionnaires (one for each group), based on questions provided by Herefordshire Council. Some of these have previously been asked through the Citizen's Panel (Herefordshire Voice) or other residents' surveys. Where this was the case, survey questions were kept in their original pre-coded (quantitative) format to allow comparison to be made with Citizen's Panel data. Open ended questions were also incorporated to allow the collection of qualitative data. Copies of the questionnaires can be found in appendix 1.

Volunteer researchers were asked to complete 8-10 interviews each, and to complete a questionnaire with their own views (this was done before they started interviewing other people to help prevent bias). A total of 152 interviews were completed, as detailed in figure 2 below.

Figure 2: Survey completions

Researcher	Respondent	Number of completions
BME/ Migrant worker:		78
Brazilian	Portuguese	11
Indian Malayalee	Indian Malayalee	10
Lithuanian	Lithuanian	9
Polish	Polish	20
Polish	Slovakian	2
Romanian	Romanian	6
Romanian	Bulgarian	1
Romanian	Hungarian	2
Romanian	Greek Cypriot	1
South African	South African	6
Thai	Thai	9
Thai	Asian - Laos	1
Seasonal worker:		55
Bulgarian	Bulgarian	26
Romanian	Romanian	29
LGBT:		19
Bisexual female	Lesbian	2
Bisexual female	Bisexual female	2
Bisexual female	Bisexual male	1
Bisexual female	Gay	1
Bisexual male	Gay	2
Bisexual male	Lesbian	2
Bisexual male	Bisexual male	1
Bisexual male	Pansexual	1
Gay	Gay	5
Gay	Bisexual female	1
Gay	Lesbian	1
Total number of completions		152

3.3 Feedback discussion groups

After completing the fieldwork, volunteer researchers either attended a discussion group or took part in a telephone interview to feedback key themes emerging from the research, and for a de-brief about the research process. Those attending and feedback methods are outlined in figure 3 below.

Figure 3: Feedback attendance and method

Group	Number of researchers who participated in feedback sessions	Feedback method (*telephone)
BME/ Migrant worker:	8	
Brazilian	1	Group discussion
Indian Malayalee	1	Group discussion
Lithuanian	1	Interview*
Polish	2	Group discussion
Romanian	1	Group discussion
South African	1	Group discussion
Thai	1	Group discussion
Seasonal worker:	4	
Bulgarian	2	Interview (1*)
Romanian	2	Group discussion
LGBT:	2	
Bisexual woman	1	Interview
Bisexual man	0	n/a
Gay man	1	Interview*

Unfortunately, three of the seasonal worker researchers were unable to take part in the feedback stage of the research as they left the UK earlier than they had anticipated, and one BME and one LGBT researcher were unable to take part.

The scripts for the feedback meetings can be found in appendix 2. A technique called Logo Visual Technology (LVT) was used to help the researchers identify key themes emerging from the research (see figure 4 below).

Figure 4: LVT activity





LVT is essentially a brainstorming tool which allows participants to record their ideas, then organise them by grouping similar ideas together.

One researcher participated in a one to one feedback session; since LVT is a group activity, an H diagram was used to record ideas instead. A piece of paper is divided into three sections, one for 'positives', one for 'negatives', and one for 'change.'

Data from these exercises can be found in appendix 2.

Due to the number of participants and timescale constraints, LGBT researchers took part in an interview, rather than using visual techniques.

A representative from Herefordshire Council attended the group sessions. Volunteer researchers received a £30 cash incentive to cover expenses.

3.4 Report

Findings are presented in three sections, one for each of the groups represented:

- Migrant worker and minority ethnic people
- Seasonal workers
- LGBT people

The reader should note that representation of different groups varies and that assumptions should not be made that the experiences of the respondents apply to all people within that group. It is not appropriate from a statistical perspective to derive confidence levels for this data as the sampling was not random and bases are too small. However this type of consultation yields very useful indicative and qualitative information.

This report also highlights key differences between ethnic minority/migrant worker groups, but it is important to note that these are not statistically reliable and should also be treated as **indicative only** due to low base sizes (the term 'base' refers to the number of respondents who answered a question).

Data tables for quantitative questions and raw data have also been provided in Microsoft Office Excel format.

4. Key findings: migrant workers and minority ethnic people

4.1 Safety

Feelings of safety in the local area

Overall, most migrant/ BME respondents felt *very* or *fairly safe* when outside in their local area during the day; only a few felt unsafe. After dark, many respondents still said they felt safe however a larger proportion did say they felt *neither safe nor unsafe* and *very* or *fairly unsafe*.

Reasons for feeling safe

Living in a quieter area with friendly neighbours and a strong community feel was often the reason given as to why people felt safe. Feeling positive about the police and security was also cited. Lithuanian respondents in particular expressed feelings of safety and often put this down to the nature of the area they lived in.

"Small village, community all know each other, security around." (Lithuanian)

"Safe area. We know the place and the neighbours and makes me feel safe/ comfortable." (Romanian)

"I live in a nice, peaceful area. The people who live here seem nice and friendly. On my estate the majority of residents are elderly people." (Polish)

"Good neighbours and local people also my community." (Indian)

Living in an area that does **not have pubs or teenagers wandering the streets** was often important to feelings of safety at night time. **Well lit streets** were also quite frequently mentioned as a factor that encouraged feelings of safety.

"My local area is rather distant from the city centre which I don't consider safe, especially after dark (because of many drunk people). I feel fairly safe because after dark there are very few people on the street..." (Polish)

"No teenagers around in the streets." (Lithuanian)

"Well lit up street, calm area." (Polish)

Length of residency was also stated as engendering a feeling of safety and is linked to building friendly, positive relationships with neighbours. Most South African respondents said they felt *fairly safe*. One important reason for this was because of the comparison to life in South Africa; this will be discussed further in the *Anti-social behaviour* section.

"Been here 20 years, good neighbours." (Thai)

Lithuanian and Indian respondents were most likely to feel safe. Most Thai respondents felt safe during the daytime but the number fell when asked about safety after dark. Reasons for this are discussed below.

Reasons for feeling unsafe

In line with the above findings that friendly neighbours and a peaceful community create feelings of safety, respondents who said they felt *'very unsafe'* gave reasons to do with **unfriendly behaviour, verbal abuse** and **attacks** both on **individuals and their property**.

"People sometimes looking at us with disgust and calling us "pickers" and not nice names." (Bulgarian)

"Someone hit the door with a pan, with verbal abuse." (Portuguese)

"Teen threw an egg on me where I live." (Portuguese)

"Sometimes people are picking on you in supermarkets calling you 'bloody Polish', threatening you." (Slovakian)

Substantially more respondents gave reasons as to why they felt unsafe at night and these were often related to **drunken behaviour and teenagers hanging around**.

"I was kicked by approximately 20 teenagers in February this year." (Hungarian)

"Teenage call me negro - Black, as well as with beer can in hand." (Portuguese)

"After drinking; drunkards throw bottles at each other, I always wake up finding smashed glass on the streets near home." (Thai)

"Mostly safe except the park and rugby field where youngsters hang out at night." (Thai)

Although no **Indian** respondents said that they felt unsafe after dark all reasons but one related to feeling unsafe. Furthermore every reason was **related to alcohol or teenagers**.

"Abuse from drunken people." (Indian)

"Drunken people and teenagers." (Indian)

Walking to and from work at the hospital was seen to be a potentiality daunting experience for Indian residents as it was commented upon that groups of youths often shout abuse at them. This was discussed by researchers in the feedback session as whilst Indian respondents felt that such behaviour was racially motivated, other white researchers felt that in their experience this was not the case and that teenagers act the same towards white British people.

Feeling unsafe was also said to be heightened when there was **no or poor lighting** and **no security measures** such as **CCTV**.

"Park is not lit at night, can be a bit dodgy, young people can create problems, drinking alcohol, police don't patrol that area. Also found needles." (Romanian)

"Very quiet/ dark street. Lots of drunk people." (Thai)

Portuguese respondents were the most likely to feel unsafe both in the daytime and after dark; as discussed above reasons given related to teenagers, alcohol and personal experience of verbal and physical assault and vandalism.

"Drunk teenagers, smoking and using drugs." (Portuguese)

Feelings of safety in Herefordshire

Around half of migrant/ BME respondents said that they felt *fairly* or *very* safe in other areas in Herefordshire. However one fifth answered that they don't know.

Reasons for feeling safe

Reasons given for feeling safe in Herefordshire were often similar to reasons given for the local area. **Length of residency** was mentioned as contributing to feelings of safety as **friendships** can be established and the area becomes more familiar over time. Having English friends was also mentioned. One Thai respondent said they felt part of the community and had been in Hereford for over five years.

'Know Herefordshire well after all these years here, have got a lot of friends here, know where to turn to if something happens. Herefordshire is a nice place.' (Lithuanian)

"I have my English friends in this County, and the people who live in this County I think are Polish immigrants." (Polish)

Respondents often mentioned **being streetwise and avoiding areas** they perceived as unsafe. Many also said that they did not go out at night or drove the car instead of walking.

"I don't go out at night (because of people who don't look very friendly) and during the day I feel safe." (Polish)

"Avoid the late night or places which look bad (people drunk or in a bad state)." (Portuguese)

"Some parts can be rough – 'The lines' so I don't go there again drink and drugs - avoid going there because I don't want trouble." (Romanian)

Rather than feelings of safety being grounded in personal experience some respondents put safety down to having no reason to think otherwise. As they had **rarely visited**



places outside Hereford they had no negative experiences therefore they had no reason to feel unsafe.

"Safe footpath/ better road in the city where I go shopping - haven't been out too many parts except home to town." (Thai)

"I don't feel to be discriminated because of my nationality. Also I don't know other towns in Herefordshire that well." (Polish)

"Do not tend to go to areas that I haven't been before." (Lithuanian)

"Don't venture out much. Very safe, more street wise at home." (South African)

Security measures put in place were also cited as reasons to feel safe.

"CCTV, Police cars." (Romanian)

"In the city centre they have CCTV." (Portuguese)

Reactions to ethnic background, culture or colour

Some respondents said that they had felt unsafe walking around in their local area or other areas in Herefordshire because of the way other people react to their ethnic background, culture or colour. Positively however, twice as many said they have not.

In line with the above findings concerned with feelings of safety, explanations relating to **verbal and physical attacks by teenagers** were often given. This was especially the experience of Indian respondents.

"Problem from white British teenagers. They tried to tease me when I came back from work." (Indian)

*"There were noisy remarks – 'F***ing foreigners', 'Foreigners go home'. These were English people that said this. It happened twice, once in our street and once in the city centre and caused by people who were drunk or under the influence of drugs." (Polish)*

"White youngsters and occasionally from middle aged people. Verbal abuse about my colour." (Indian)

"A lot of anti-social behaviour from teenagers. They abuse foreigners." (Lithuanian)

Portuguese respondents were the most likely to say that they had **felt unsafe because of people's reactions to their ethnic background**. Reasons given were often quite broad however colour and language were mentioned.

"Just to be foreign." (Portuguese)

*"Because I don't speak good English at Tesco one staff many times."
(Portuguese)*

"For speaking my own language." (Portuguese)

"Because of my colour (negro)" (Portuguese)

As most respondents from **white backgrounds** said they had **not experienced negative reactions** from people because of their background. It seems that **colour** may well be an important factor when it comes to discrimination and feeling unsafe.

However, only one Thai respondent had said that they had felt unsafe because of people's reactions to their ethnicity. This finding is in line with Thai respondents' overall feelings and a sense of belonging to the community.

The **current economic climate** appears to be raising tensions. Polish respondents had experienced hostility towards them in the workplace, a subject that was discussed further in the feedback sessions. This feeling was also felt to be fuelled by **sensationalist stories** in **tabloid newspapers**. On the other hand researchers discussed how they felt there was a perception that migrants were coming to live off the state and claim benefits when this was in fact not the case.

"At work there is a negative opinion about my nationality." (Polish)

"At work I have experienced a negative experience about my nationality for other English workers, this is happening very occasionally." (Polish)

Media effects

Half of respondents had heard stories or reports in the media that had influenced how safe they and people from their community felt. As discussed above the recent economic downturn has led to negative feelings towards employed migrants.

*"About the economic outset, the people reckon you are stealing their jobs."
(Slovakian)*

"Local pub staff have been attacked because they are not British." (South African)

Attitudes towards migrants were felt to have changed for the worse when two Lithuanian men were charged with the murder of a seventeen year old English boy in March 2009. This was said to have led to attacks on migrants and much enmity towards them. The atmosphere at work was also felt to have changed because of this.

"The incident of a murder of a teenager in Hereford. After that there were incidents where Polish people were treated badly (broken windowpanes in cars scratched doors, not being served in certain places). The murder was given much media publicity and it contributed to negative attitudes foreigners and Poles especially." (Polish)



Some respondents felt that the media always gave a lot of publicity to stories that portrayed migrants in a negative light. This was felt to have a great effect on public opinions of migrants.

"Murder two months ago - English lad was killed - might be Polish/ Lithuanian - we had so much agro - a backlash, the press didn't wait until they had all the facts. But the police were very good." (Romanian)

"The latest incident of murdering the English teenager. Polish people were accused of it, this lead up to aggression and negative attitude towards Polish people. Beside the stories, when a foreigner causes trouble, it is given much publicity in media. The same was in the mentioned case." (Polish)

Groups of young people

Over half of respondents agreed that young people (18 years or younger) in their local area made them feel unsafe. Some respondents neither agreed nor disagreed whilst a few disagreed.

Fear of verbal abuse and physical attack were the two most common reasons as to why these groups made people feel unsafe. Half of respondents also said that the size of the group and noise also contributed to the feeling of being unsafe.

Feelings of safety and limitations on activities

Positively, most respondents said that feeling unsafe does not limit their activities in any way. Some respondents were also quite assertive in their reasons as to why this was so.

"No. I'm not afraid if someone will provoke me and I don't care about racist remarks. I do what I want." (Polish)

"Not limited at all. Feel I would know how to handle myself in a situation." (South African)

"Nothing that happens or that I do makes me feel uncomfortable in England." (Polish)

Some respondents gave examples and reasons as to how their activities were limited however most of these reasons could well apply to White British respondents also, with reasons relating to walking through areas in the dark and people driving too fast.

"Not going to Castle Green on Saturday evening because lots of people drinking and I don't feel safe taking my kids there during that time." (Thai)

"No. Although, if I would like to go to the gym in the evening and would have to go on foot through the park, I would be afraid." (Polish)

Even though feelings of being unsafe were quite prevalent amongst Portuguese respondents the majority said that this did not limit their activities in anyway. One



respondent did however feel that they could not ever relax and they always had to be on their guard.

"I don't feel relaxed as in my country. I have a feeling that I'm a foreigner and must be careful and pay attention to what I'm doing." (Portuguese)

Feeling of safety compared to native country

Many respondents said that they felt safe in their native country compared to the UK; however this finding should be treated with caution. Comments suggest that some respondents have interpreted the question differently and have given an answer that explains how safe they feel in the UK compared to their native country. Analysing the comments given allow a clearer understanding of respondents' feelings.

Reasons for feeling safer in the UK

Respondents often **compared the police in their native country to the police in the UK** and said that they had more **trust in UK police**. Corruption within the police force in their native country was mentioned. Furthermore it was felt that other public services such as hospitals worked better in the UK. A Lithuanian respondent also felt there was more of a community in the UK and that people are more likely to report crimes.

"I feel quite safe in the UK. Authorities are not as corrupt as in Lithuania. I trust UK police." (Lithuania)

"I feel safer in the UK. It's both because of financial security but I think that hospitals and police are working better here." (Polish)

"Better I feel more secure in the area I am in now than at home better public service, more police, neighbours - British people are more involved in the community and more likely to report things." (Lithuanian)

Respondents who had lived in big cities in their native country often felt safer in the UK as it was felt that **crime was less probable in a small town**.

"I feel safer because Hereford is smaller. My home town is a big one and the probability that something bad can happen is higher." (Polish)

"In Poland I lived in Krakow, which is a big city - it is much more dangerous to work there at night. Hereford is smaller and besides I always use a taxi." (Polish)

"I lived in a big city where there were many clubs, pubs, places where young people could meet and there were potentially dangerous people more likely to meet, and here after dark there is not much social life." (Polish)

Most Thai respondents explained how they were always concerned about **robbery in Thailand** which was not much of a concern in the UK. On the other hand a few Thai respondents commented that although they didn't have to worry about theft and robbery they worried about racism.

*"I feel safer here because there are lots of robberies in some places in Thailand."
(Thai)*

*"Some areas in Thailand are not very safe, it depends where you go but I only had to worry about robbery in poverty areas. But in the UK I do worry about racism and attack more than robbery."
(Thai)*

A Romanian respondent compared the UK to other European countries and said that **migrants are overprotected** in the UK.

*"I have been a foreigner for 5 years in different European countries how good the system is here - in Spain they really discriminate, here foreigners are over protected - positive discrimination."
(Romanian)*

Reasons for feeling safer in native country

Reasons relating to the **police** were given but with an opposing view to those above i.e. some respondents felt that the police were more efficient in their native country. Experiences with **young people** in their native country were also compared to experiences in the UK, respondents felt **parents had more authority and control** over their children therefore people felt safer.

*"I felt safer in Poland and also in Germany. I think that the Police reacts faster, they seem to understand that when I report this and I'm nervous and they come immediately and don't ask irrelevant questions. I also think that parents have more control over their children in those countries than in the UK."
(Polish)*

*"Worse in that teenagers/children have more rights in all issues than the victim of abuse."
(Lithuanian)*

Respondents talked about a **sense of belonging and feeling welcome**. As some felt they did not have this feeling of security in the UK they said they felt safer in their native country. The **language barrier** was also cited as a reason to feel unsafe -something that may need consideration.

*"In Poland in the local area everyone knows me and I know what to expect. In the UK I don't have such a feeling and I'm rather cautious."
(Polish)*

*"Now, my feeling of safety is limited because I'm a foreigner and will never feel totally at ease in here as I feel some English people do not like foreigners."
(Polish)*

*"I feel safer in the UK but only people make fun of my look and my English speaking sometime."
(Thai)*

Although it is positive that migrants often said they felt quite safe in big UK cities comments suggest that this may be partly down to a negative perception that **urban dwellers have an uncaring attitude**.

"There isn't a language barrier in Poland; I feel that I'm home there. In the UK I feel safer in bigger cities as in [I] think that the people are more tolerant and do not care about the other people who live there." (Polish)

Increasing feelings of safety and reducing the fear of crime

Increasing police presence, especially after dark, was frequently cited as a method to increase safety. Other practical solutions such as better street lighting, CCTV cameras and Neighbourhood Watch Scheme were also common suggestions.

"More lighting in streets, no dirty alleys and tough areas." (Lithuanian)

"I have never met any police patrols after dark (when I was walking from my work through the park - Greenisland Gardens). Some areas could be better lit (the park again)." (Polish)

"More CCTV in some areas e.g. where I live near Aldi by the subway." (Portuguese)

"More municipal service and visible Police patrols. Ban selling alcohol to very drunk clients as well as underaged. Increased walking patrols where there are." (Polish)

There was a feeling that the **police did not have the authority** that they should. This was a topic discussed further in the feedback meeting as respondents often felt that people were not scared by the police or the consequences of their actions. It was felt that this issue should be addressed as people would then be less inclined to act in an unlawful way, increasing feelings of safety. Guns were also discussed, with researchers comparing the police in their native country to the police in England. Although researchers often felt that the police were too violent abroad they felt the police in England did not exert the power they should be able to and this was a stark contrast to countries such as South Africa.

"More police patrols in the street. I would like the police to wear guns I would feel safer." (Romanian)

"More police, stronger sentence for offenders." (South African)

Education was seen as a vital step to increasing feelings of safety as it was felt that **children need to understand different cultures** and develop a positive attitude towards them from a young age. It was recognised by many that education in schools can only go so far as a lot of children's views are influenced predominantly by their parents, however when this issue was discussed further in the feedback sessions it was felt that the views of adults would be much harder to change. It was therefore felt that efforts should be focused primarily on children and exposing them as much as possible to an accepting and liberal view at school. In turn, researchers felt that parents may be influenced by their child's beliefs and views.

Although a nationwide issue there was a feeling that the **benefits system** needed altering to tackle the negative attitude of young people. This issue was discussed in the feedback session in which researchers talked about the number of teenage parents in the UK and people living on state benefits. This was viewed as having negative effects on society and was a situation very different to that of the native countries of respondents. It was felt that this situation was also down to a **lack of social and moral education** and a lack of activities for young people to participate in.

"Helping youngsters engage in more activities/clubs in the evening other than drinking/having sex in the park." (Thai)

"Better education - if someone is foreign or different to you, you don't have to fear them - better history? Geography lessons! The knowledge of the young people, it is natural to fear the unknown - judge from a different point of view." (Romanian)

"New roles about the way the government gives benefit." (Portuguese)

"Change of attitude towards foreigners (E.g. that the Poles are stealing jobs from English people whereas I think foreigners help the English economy, and are hard-working)." (Polish)

Teaching young people respect and **increasing parental control** was seen by many as a necessary and vital change. In the feedback sessions there was a very strong feeling that young people just did as they pleased and had no respect for their elders, something researchers found very different to their community.

It was felt that there were too many White British people who lived off the state; again this was a way of life many migrants could not understand

"More police and control of gathered groups of teenagers. And the feeling that parents have more control over them because I don't feel that they have. Young people do what they want." (Polish)

"Adults feel more responsible for younger person, do not give or buy alcohol for young persons." (Thai)

Following on from this suggestion it was suggested that there should be much more **stringent enforcement on the behaviour of teenagers.**

"Introducing a ban on drinking alcohol for teenagers and be consistent enforcing this. More frequent controls of places where young people gather so that they cannot act with impunity." (Polish)

"Change in teenagers behaviour, ban the sale of alcohol to young people, more serious punishments for misbehaviour and crimes." (Polish)

Providing activities for teenagers to take part in was also seen as a solution to their gathered presence on the streets and in areas such as parks.



"Young people given an area where they can be entertained without the use of alcohol." (South African)

"Teens busy doing something constructive." (Portuguese)

"Some kind of programme aimed at changing the young people so that they would be occupied with something else and don't waste time on senseless wandering and drinking." (Polish)

Learning the English language and initiatives to **encourage community bonding** were also suggested. This is something that may need consideration as Indian respondents often said that their community made them feel safe. Furthermore, Thai respondents who were likely to say they felt part of their community often said they felt safe. It is however recognised that cross community bonding is much harder to encourage and it is this that would most help migrants feel safe.



4.2 Anti-social behaviour

Examples of anti-social behaviour

Respondents were asked what they felt constituted anti-social behaviour in their area. Examples of **vandalism, drinking alcohol, taking drugs, loud noise and verbal abuse** were all commonly cited.

"Young children between 5-7 years old and youngsters from council houses throwing stones at every window along my road. Kicking football on the street." (Thai)

"Drinking/drugs with no respect for others." (South Africa)

"Binge drinking, drugs - both a problem in Leominster - these are the biggest problems in town." (Romanian)

"Teenagers jump on cars in the car park, swearing and showing there middle finger." (Portuguese)

"Damaging private property, obscene acts by girl's (underage)." (Portuguese)

"Wandering and screaming on the street, peeing in public, sleeping on the public lawns when drunk, throwing litter on the street." (Polish)

Fewer respondents also said that rude customer service employees and driving too fast were examples of anti-social behaviour in their area.

Acceptable behaviour in own culture and the UK

A large portion of migrant respondents felt that people in the UK had **no respect for each other**- this was very different to their own culture. Moreover, respondents particularly focused on children and how UK **children had no respect for the elders**. This was mainly put down to parenting and a lack of discipline. **Drinking alcohol and getting drunk** was also seen to be much more acceptable in the UK as well as **taking drugs** and **having sex at a young age**. **Women drinking alcohol and smoking** were a particular surprise for Asian and Romanian respondents. Respondents felt that the **family bonds amongst UK families were not as strong** in the UK with Indian respondents acknowledging the different views on **divorce** in the UK (much more acceptable)

"Drinking cultures of teenagers and women, and smoking habits of children and youngsters." (Indian)

"Teenagers have much more nights here - society tolerates too much of children's behaviour." (Lithuanian)

"The UK teenagers do not treat their parents and older people with respect. There aren't as strong family bonds as in Polish families and I think it affects the way." (Polish)

"Respect their elders. No smoking in front of adults. When at the Fun Fair at Hereford at 7pm, young girls who smoke in public don't seem to care what people think about bad behaviour)." (South African)

"What surprised me is seeing young women getting drunk - in Romania we drink a lot - as bad as here, but never seen women drinking. Drugs are acceptable here - in Romania 25 years in jail for taking drugs (thought it might have changed now)." (Romanian)

"British - Sex in young people, kissing in public, not acceptable in Thai culture. Smoking outside college or in public place before they earn money. No respect to other people/ older people here." (Thai)

Many respondents also felt that people from the UK **swear and often use language that would be unacceptable** in their own culture.

"British people use swear words like their common words. Compare the meaning to the same situation in Thailand, if you swear like that, you probably get punched." (Thai)

Polish respondents often commented on the **attitude UK people have towards work** and felt that they **did not take work as seriously** as Polish people. There was a feeling that people from the UK had a lack of manners and this was evident in the working environment also.

"British people do not treat work seriously, from my experience, people who do not have formal qualifications hold managing posts. British people are not as hard working as foreigners." (Polish)

"In my work - lack of manners that my managers present (during formal meetings very relaxed attitude and posture - putting legs on the table)!..." (Polish)

In line with the comments discussed above **half** of respondents said that they felt anti-social behaviour is caused by **young people aged 14-18 years old**. Only one person felt that adults over 24 mostly cause anti-social behaviour however a further 15 people felt that it was caused by **young people and adults in equal measure**.

4.3 Reporting crime and anti-social behaviour

Where to report crime and anti-social behaviour

When it came to reporting crime or anti-social behaviour, views were mixed. Around half of people said yes they definitely know where to report such behaviour. A third of people said sometimes and a fifth said never.

All Indian and Thai respondents said they **definitely know** where to report crime. **Sometimes** was the most common answer given by **Portuguese respondents** who commented they would report to the **Police**, the **CAB** or call **999**.

Comments suggested that some respondents **did not feel that confident in how to contact the Police** or **that action was perhaps not taken by the Police**.

"Police, just not sure. Don't know the police (?). But it takes ages to get connected." (Lithuanian)

"I know only the police but they do not react in all situations." (Polish)

"Police, but they have a lot of different places to go and a lot of different calls to go to." (Lithuanian)

"Don't know how the system works here; do not know where to report." (Lithuanian)

Some **Polish respondents** felt that **antisocial behaviour was not a Police matter** and said they would not report such behaviour to the Police.

"I only know about the police but I don't feel all the incidents of anti-social behaviour should be reported to them." (Polish)

"The only authority I know about is the police, however not all crimes/antisocial problems can be reported there." (Polish)

"I know only about the police but I don't think every incident should be reported to them, but I don't know any other authorities or organisations where I can report problems." (Polish)

Reported crime or anti-social behaviour

About a **third of respondents** had reported a **crime or anti-social behaviour** to the authorities.

The nature of the crimes reported varied from **vandalism, verbal** and **physical abuse** to **theft** and **inappropriate sexual behaviour**.

"Teenager broke my window." (Indian)

"Wife was sexually harassed and house was damaged. Police." (Lithuanian)

"Theft of my email account and I reported it to the police in Leominster." (Polish)

"1. Glass greenhouse. 2. Throwing of snowballs at house windows. Both to the Police." (South African)

"Sexual behaviour exposed on the window by teen girls." (Portuguese)

The majority of incidents were reported to the **Police** however one respondent who had been the victim of anti-social behaviour had also reported it to their **housing provider**.

There were **mixed views** when it came to **satisfaction with how reports were dealt with**. Some respondents were pleased with the time taken for the Police to arrive and how the incident was dealt with whereas others had a less favourable view of their experience. Some respondents rated the nature of the Police who dealt with the report and the outcomes of the report differently as it was felt that satisfaction with these aspects could be opposing, i.e. although they felt the Police did all they could the issue could not be resolved.

"Satisfied - The officer who looked after the case rang a few times to check on me/ to give me progress about the case. Dissatisfied - No CCTV outside the restaurant I worked, no evidence, nothing found!" (Thai)

"Very satisfied with the police came every occasion I reported it and took a statement. Housing provider sent letter and previous neighbour told me the people were relocated." (Lithuanian)

"Support from Police is limited and we have had the problem several times." (Indian)

"We waited a long time to be received and didn't manage to get any help." (Polish)

Unreported crimes

Thirteen respondents gave details of incidents they had not reported. Two Indian respondents explained that fear of the consequences and concern that the problems would worsen had stopped them reporting crimes/ anti-social behaviour.

"I had a problem with teenage girls. They threw eggs towards me but I didn't complain because of the consequences." (Indian)

"Verbal abuse several times. I didn't report the problem because of my family's future." (Indian)

Some respondents also said that they felt their report wouldn't be taken seriously or that they felt the incident was too small to report to the Police, i.e. that dealing with the matter would be a waste of Police time.

"When children were throwing stones into my garden I didn't report it as I thought nobody will take it seriously and I didn't know whom to report it to." (Polish)

"Abuse, scare of intimidation and aftermath." (South African)

"Problem with these kids but don't want to report, don't want to waste time with them." (Thai)

"Loud parties which are held by my neighbours. It's because I wouldn't know where to report this." (Polish)

One Romanian respondent asked her English neighbour to report an incident to avoid the language barrier and also because they felt the Police may act on the report more quickly if an English lady of an older age reported it.

"I didn't report it myself I thought it was better for a neighbour - a white British person to do it so I knocked on her door and asked her to do it - maybe they will understand her better or act more quickly. And also because of my youth, is maybe better for an older person to do it, they would be more receptive. Young people fighting, I separated them until the Police came." (Romanian)

The powers of the police and other authorities

Respondents were asked if the powers of the Police and other authorities in the UK were different from those in their native country. They were also asked to explain how they are different. Many respondents mentioned **firearms** and how Police in their native country always carried a gun.

"I think that the Police in my original country where I am from have more power. I mean the law of using a gun." (Polish)

In line with this many respondents said they felt that UK Police were **more friendly and approachable**. In the feedback session a researcher commented on how officers often greeted them as they passed in the street. There was difference in opinion as to whether this was positive or negative as whilst some felt this made it easier to turn to them for help others felt this diminished the authority of the Police and made them less feared and respected.

"I think the Policemen are nice and friendly to people who try to approach them, but on the other hand, I feel that in Poland the Police react quicker." (Polish)

"English Police officers seem to be nicer and more open than in Poland. Policemen are more respected and people are not afraid to turn for help to them. In Poland, they are treated rather negatively. During matches Policemen do not have to react in the same way as in Poland (fights with Police forces are normal)." (Polish)



"Yes - Citizens in SA have more respect for the force in SA." (South African)

Responses demonstrated **more trust in the UK Police force** as Police in respondents' native country were often felt to be corrupt. **Unlawful behaviour** such as **bribery** was not felt to occur within the UK Police. Such a difference was especially commented upon by **Thai** respondents.

"Power is the same but Thai police do not take the law seriously, lots of corruption." (Thai)

"The same but Thai police take bribes, so people don't respect police officers that much." (Thai)

"UK police and authorities are very strict, no corruption like in Thailand." (Thai)

"Better here. I don't think you can bribe them here." (Hungarian)

Many respondents felt that the Police in the UK were **less visible** than in their native country and that they had **less power to deal with young people**.

"Police have more power to stop anti-social behaviour or other problems from teenagers." (Indian)

"Difference in attitude towards children and teenagers. In Lithuania more power to control them and punish." (Lithuanian)

"I feel that the Police in Poland react more quickly, here sometimes people don't react properly. They are not very visible - only in the city centre, but in other areas not very much." (Polish)

"Yes British authorities can be more relaxed with the offender, especially teenagers and general English people compared to foreigners." (Portuguese)

The **ethnicity** of respondents affected how they viewed the Police as some respondents who had come from a country with a **Communist history** liked the Police system however some South African respondents, used to a much more aggressive Police force felt that there was an imbalance of power in the UK between the offender and the Police meaning offenders **are not punished as they should be**.

"Police are not as aggressive - don't wear guns! 'Wrong doing' (criminals/anti-social) are not always treated in a way that they should feel they have violated other people's rights and have forgoing their rights." (South African)

"There are harder laws - the police is doing a better job here, coming from the communism, but they respect the person better." (Romanian)

"No powers here. React more to crime back home." (South African)

On the contrary **some Polish respondents** felt that **Police in the UK were less lenient** than in Poland.

"Police in the UK are less lenient than in Poland and I feel that one can go to prison even for a minor thing. In my country punishments for the same things (e.g. physical attack) are less strict." (Polish)

"It seems to me that the authority of the English Policemen is bigger but I cannot give specific examples (or when they arrest someone they can use more force)." (Polish)

Encouraging reporting of problems

Respondents were asked what would encourage them to report problems to the UK Police or other authorities.

Most respondents said that they would report problems anyway and they did not need more encouragement. However suggestions were given. Having a better grasp of the **English Language** would encourage some respondents to report incidents. Also tackling language barriers, some respondents felt that having interpreters more readily available to speed up the process would act as encouragement to report problems. This issue was especially raised by **Polish respondents**.

"Knowing language, knowing more British people." (Indian)

"If they knew that the problem would be taken seriously. Sometimes a language barrier can cause the problem so if there were Polish interpreters available without the necessity to wait for a long time that would help." (Polish)

"Knowledge of language or knowing someone you can trust. How serious the crime was, if I got hurt." (Indian)

"Info line with Polish-speaking advisor as the language barrier is still discouraging." (Polish)

A **quicker response** from the Police was also quite frequently suggested as well as **tougher punishments for offenders**. There was a feeling from some Polish respondents that the Police were taking reports as seriously as they should.

"Harsher punishments, not just community service as a sentence, as they do not adhere to it." (South African)

"The feeling that I will have to wait a long time before I can report my problem. (a case which our friend wanted to report a stolen car but had to wait 2 hours after being sent from one Policeman to another..." (Polish)

"I think that they would not take proper care and pay enough attention to my problem." (Polish)



"If I felt that the Police are more interested and I would think that they would react and be more encouraged to report problems." (Polish)

"Approachable and equal consideration." (Indian)



4.4 Communication and information

Knowledge of English

Respondents were asked to describe their knowledge of the English language, in terms of their reading, writing and speaking skills.

Most respondents rated their knowledge of speaking as either fluent or fair. Three respondents said they had no knowledge of speaking (two Lithuanian and one Polish).

A few respondents from the following groups said they had no knowledge of writing: Portuguese, Hungarian, Lithuanian, Polish and Romanian.

A few had no knowledge of reading: Hungarian, Lithuanian, Polish and Romanian.

Information about UK law

Overall, some respondents said they had 'some' knowledge of / information about UK law (for example, about the powers of the police and other authorities), and some that they had 'very little' knowledge, a few 'quite a lot' and two felt they knew 'a great deal/a lot'.

Portuguese, Lithuanian, and Polish respondents were most likely to say they know very little/some. The knowledge of other groups was more mixed.

Overall the most frequent source of information was friends and family, followed by the media (newspapers and TV) and the internet.

Several respondents mentioned the home office website as a source of information; one explained that this was for information on working status. One mentioned direct.gov.

A few had gained knowledge through general knowledge/ assumptions, work or education. A few mentioned the CAB.

All of the Indian respondents mentioned the media. All of the South African respondents mentioned the home office and/or 'Life in the UK' booklet.

In one of the feedback meetings, increasing knowledge of the UK law and in particular where to get advice was felt by researchers to be a way of making people feel more positive about safety, antisocial behaviour and crime in future.

Help with problems

Respondents were asked where they would go to seek help if they had a **problem with their employer**.

Some respondents mentioned the **Citizens Advice Bureau**; overall, this was the most frequent response. The next most frequent responses were a **union** and don't know.

A few respondents mentioned friends/family, the internet, the police, and a solicitor/lawyer.

Other sources mentioned were; job centre/labour department/bureau/ work agency, ACAS, counsellor, manager/other person at work (e.g. formal sources of help).

All of the **Indian** respondents mentioned the CAB.

Half of the **Thai** respondents mentioned the CAB; the others did not know where they would seek help.

Portuguese respondents mentioned either the CAB and/or their union.

Some of the **Polish** respondents mentioned the CAB; others mentioned a range of other formal sources of help and the internet.

A few **Romanian** and **South African** respondents mentioned the CAB; others mentioned a range of other formal sources and friends.

None of the **Lithuanian** respondents mentioned the CAB, they were most likely to seek help from friends, and a few mentioned the internet.

Respondents were also asked where they would go to seek help if they had a **problem with their landlord**.

Again the most frequent response was the **Citizens Advice Bureau**.

A few respondents mentioned friends/family, the Council, the police or said they did not know.

Other sources mentioned were the internet and a lawyer/solicitor and the bank.

Of those who *did not* mention the Citizens' Advice Bureau as a source of help with problems with their employer or landlord, when prompted most were *not aware* they could get free legal advice on this sort of problem from the CAB; however a few were aware of this.

4.5 Respondent profile

The following tables show profile information for migrant worker/ BME respondents.

Figure 5: Gender by nationality

Gender	Male		Female	
	Count	Percent	Count	Percent
Asian - Laos			1	100%
Portuguese	4	36%	7	64%
Bulgarian			1	100%
Greek Cypriot	1	100%		
Hungarian	2	100%		
Indian	6	60%	4	40%
Lithuanian	3	33%	6	67%
Polish	10	53%	9	47%
Romanian	5	83%	1	17%
Slovakian	2	100%		
South African	2	33%	4	67%
Thai	3	33%	6	67%
Total	38		39	

Figure 6: Age by nationality

Age	16-24 years		25-44 years		45-64 years	
	Count	Percent	Count	Percent	Count	Percent
Asian - Laos					1	100%
Portuguese			10	91%	1	9%
Bulgarian	1	100%				
Greek Cypriot					1	100%
Hungarian	1	50%	1	50%		
Indian			10	100%		
Lithuanian	2	22%	4	44%	3	33%
Polish	3	15%	14	70%	3	15%
Romanian	1	17%	5	83%		
Slovakian	1	50%	1	50%		
South African	1	17%	3	50%	2	33%
Thai			7	78%	2	22%
	10		55		13	

Figure 7: Working status by nationality

Working status	Employee in full-time job		Employee in part-time job		Self employed full or part time		Wholly retired from work		Looking after the home		Doing something else	
	No	%	No	%	No	%	No	%	No	%	No	%
Asian - Laos							1	100%				
Portuguese	10	91%	1	9%								
Bulgarian			1	100%								
Greek Cypriot											1	100%
Hungarian	1	50%	1	50%								
Indian	8	80%	2	20%								
Lithuanian	6	67%	1	11%	2	22%						
Polish	16	80%	3	15%	1	5%						
Romanian	1	20%	1	20%	3	80%						
Slovakian	2	100%										
South African	3	50%	2	55%	1	17%						
Thai	3		1		2				3	33%		
Total	50		13		9		1		3		1	

Figure 8: Length of residence in the UK by nationality

	Length of residence in UK							
	6-12 months		1-2 years		3-5 years		5+ years	
	No	%	No	%	No	%	No	%
Asian - Laos							1	100%
Portuguese			1	9%	3	27%	7	64%
Bulgarian	1	100%						
Greek Cypriot							1	100%
Hungarian			1	50%	1	50%		
Indian					4	40%	6	60%
Lithuanian			4	44%	3	33%	2	22%
Polish	2	10%	5	25%	13	65%		
Romanian	1	17%	5	83%				
Slovakian					2	100%		
South African					1	17%	5	83%
Thai	1	11%			1	11%	7	78%
Total	5		16		28		29	

Figure 9: Type of accommodation overall

What type of accommodation do you live in?		
	Count	Percent
Detached House/Bungalow	16	21%
Semi/Terrace	35	45%
Flat/apartment	18	23%
Caravan (tourer)	1	1%
Caravan (static)	6	8%
Pod	-	
No Fixed abode	-	
Staying with friends	2	3%
Other	-	
Total	78	

5. Key findings: seasonal workers

5.1 Work profile

Respondents were asked a series of questions about coming to work in Herefordshire.

When coming to the UK this season, most respondents did intend to come to Herefordshire and this was the case for *all* of the Newent and Ledbury respondents.

Only a few respondents worked elsewhere first, the rest came straight to Herefordshire.

For most it was also the first time they had worked in Herefordshire, with a few having worked in the area once previously, and fewer still having come to Herefordshire for the third time or more.

Most respondents had been living in Herefordshire for less than 6 months; only three had lived in the area for longer; one for 6-12 months, one for 1-2 years and the other for 5+ years.



5.2 Access to services

Services difficult to access

When prompted with a list of services and asked if they were difficult to access, overall Marden respondents were more likely than Ledbury and Newent respondents to report difficulties in accessing services.

Overall many seasonal workers said that *no services* were difficult to access. Romanian respondents said this more often than Bulgarian respondents.

The researchers confirmed that in some cases the apparent lack of difficulty was simply due to respondents not having needed to use services, so they had not needed to find out about them or encountered any problems as yet. In others it was likely that they did not have problems with English.

The researchers also felt that language, which for some is generally a barrier to accessing services was not such a major issue for the most essential services; in the case of buying food, it was "*easy to get by*" for most respondents, and in the case of medical services, such as the GP or hospital, farm support staff were available to accompany workers and translate.

Of the list of services seasonal workers were prompted with, overall the top five services identified as difficult to access were the **GP, dentist, council office or 'Info centre', library and bank or cash point.**

There were some differences between nationalities in services that were difficult to access.

Bulgarian respondents identified a bank or cash point (3rd most frequent) as being difficult to access more frequently than Romanian respondents (this was not in the top five responses for Romanians).

'Solicitor, Citizen's Advice Bureau or other advice service' was also mentioned more frequently by Bulgarian respondents (4th most frequent), along with the local hospital (5th most frequent).

Council office or info centre and the library were not in Bulgarian respondents' top five most difficult to access services.

Romanian respondents also mentioned that a sports/ leisure centre (5th most frequent) is difficult for them to access.

Reasons for difficulties

Recurring reasons for difficulties in accessing services were lack of information about services, including not knowing where they are, and lack of local facilities or lack of transport and the language barrier / communication.

Lack of information or awareness was an issue for accessing a number of services for Marden respondents, including the GP, Dentist, local hospital and services offering information and advice.

This ranged from lack of specific information about medical services to not knowing where services are:

"Don't have his phone number, so I am unable to call for an appointment." (GP, Romanian, Marden)

"I don't know where it is. I am not informed if I have to pay if I see the doctor." (Local hospital, Romanian, Marden)

"I do not know how much they will charge me." (Dentist, Bulgarian, Marden)

All but one respondent said that difficulties with accessing the council office or 'Info Centre' and a 'Solicitor, Citizen's Advice Bureau or other advice service' were due to not knowing where they are or being unable to find them:

"I do not know where it is and how they can help me." (Council office etc, Bulgarian, Marden)

"I can't find it." (Council office etc, Romanian, Marden)

"I do not know where it is." (Solicitor etc, Bulgarian, Marden)

Marden respondents also identified **lack of local facilities and transport** as an issue for some services:

"There is no GP in the local area." (Bulgarian, Marden)

"Sometimes they do not organize any transport from the farm." (GP, Bulgarian, Marden)

"We need a local pharmacy." (Bulgarian, Marden)

Most respondents who found accessing a bank or cash point difficult were staying in Marden, the difficulty being there was no reliable/ free local facility for them to use:

"Because it's too far." (Bulgarian, Marden)

"Not working all the time." (Romanian, Marden)

"The local cash point is not free." (Romanian, Marden)

All respondents who felt accessing a shopping centre or supermarket was difficult said this was due to **transport problems**. For most this was the cost of transport, although

two respondents mentioned a lack of buses. All of these respondents were staying in Marden:

"Lack of transport, the transport we have is too expensive for the money we earn."(Romanian)

"On Sundays there are no public buses."(Bulgarian)

Two respondents staying in Marden said that the **library** was too far away.

One mentioned that fresh fruit and vegetables were difficult to access for this reason:

"They are only in Hereford, far away, expensive. To their price the cost of transportation is added."(Romanian, Marden)

A **language barrier** was a problem for a few respondents, most of whom also said that they had no knowledge of English. This was the main difficulty in accessing services mentioned by respondents staying in Newent and Ledbury. Marden respondents also mentioned this.

Services identified as being difficult due to language issues were; The GP, Pharmacy, Post office, Hospital, Council office or info centre and Solicitor, Citizen's Advice Bureau or other advice service:

"I can't make a good description of my problems."(GP, Bulgarian, Newent)

Rather than explicitly mentioning problems with language, a few respondents said they felt uncomfortable – *"embarrassed"* or *"ashamed"* about asking for information or about not knowing how to find out about services:

"It's embarrassing to ask people all the time and I can't find the information centre." (GP, Dentist, Library, sports/leisure centre and cultural/recreational facility, Romanian, Marden)

These respondents said their English reading and speaking was fair, one that their speaking was fluent.

Other difficulties mentioned included not being able make a GP appointment unless it was an emergency, and one respondent felt that library staff were not approachable and they were not treated equally:

"Because of the unapproachable staff - even when I was in front of an English person, staff discriminated me and served him before me!"(Romanian)

Another respondent explained that accessing the local shop was difficult due to the behaviour of locals:

"Some passengers in the city (specially young people) are not behaving good." (Bulgarian, Marden)

This respondent also felt neither safe nor unsafe in their local area because they had: *"met some nasty people."*

Transport

Respondents were asked what transport they use/ how they get to places. Overall, most seasonal workers walk, take a bus or a taxi. Only a few drive a car.

All of the Newent and Ledbury respondents used the bus. Marden respondents were more likely than those in Newent and Ledbury to take a taxi and to cycle.

Overall, many seasonal workers said they never have problems with transport/ getting to places. A few said they often have problems and some that they sometimes do.

Most Ledbury and Newent respondents said they never have transport problems; only one said they had a problem and this only sometimes:

"I can't go to pubs and disco because I don't live in town, I'm not allowed a car, it means no transport." (Bulgarian, Newent)

A few Marden respondents often had problems and some said they sometimes have problems.

Limited bus services were mentioned by several respondents:

"From Marden to Hereford it's just one bus and just Friday and Saturday, I have a problem with this because when I go home I have to take a taxi it's ok but its more expensive (£8-10) than the bus. I take my bike but not possible with luggage." (Romanian, Marden)

Some respondents also had **trouble understanding the timetables**.

Limited bus services mean that respondents have to rely on taxis, compounding the problem of the **cost of transport** which was mentioned by several respondents:

"The problem is the money I have to spend going to town." (Sometimes, Bulgarian, Marden)

"Transport is too expensive. I want to visit the neighbourhoods but I can't afford it." (Often, Romanian, Marden)

"I find it very expensive to go to Hereford every time I need to. To shop for something, when I need internet access, bank services, etc." (Often, Romanian, Marden)

Respondents also mentioned that it is **difficult to get a taxi** or having to **wait too long**:

"We don't find taxis each time that we need one to come and pick us from the village that we live in."(Sometimes, Romanian, Marden)

"Sometimes we are waiting too long for a taxi."(Sometimes, Bulgarian, Marden)

One had problems finding the taxi rank:

"I did not know where the venue for the taxis is and it was hard for me to find it because I do not know the language."(Sometimes, Bulgarian, Marden)

At the feedback meeting, the Marden researchers identified problems with transport as an important issue affecting quality of life, and as a key area for improvement. Increasing the bus service from a Friday and Saturday only service to two to three times a week would provide more affordable transport through enabling workers to save the money they have to spend on taxi fares, particularly when their day off is not a Friday or Saturday.

5.3 Satisfaction with public services

Seasonal workers were most likely to say they *did not know* whether they had been (or would be) treated differently by public services in Herefordshire because of their ethnicity or nationality.

Respondents were more likely to have a view on their local hospital, GP and dentist than on the other services; the researchers felt these are services they were more likely to have used. These views were mixed in terms of whether respondents 'had been/ would be' treated positively or negatively.

A few respondents felt they 'had been/ would be' treated differently by the council, their local hospital or their GP.

Those who said they thought they 'had been/would be' treated differently by the council felt this would be in a negative way but did not elaborate.

Two respondents said they felt they 'had been/ would be' treated positively by their local hospital, one explained their feeling:

"Positively - because of my different nationality and my language." (Bulgarian, Newent)

A further two felt they 'had been/would be' treated negatively by their local hospital, one explained they:

"Don't respect the coming order." (Romanian, Marden).

Two respondents commented on their GP:

"Positive - very interested and helpful to our nationality."(Romanian, Marden)

"Once I was kept waiting more for my appointment (20 mins more)"(Romanian, Ledbury)

For each of the following services two respondents felt they would be treated differently: dentist, police or fire and rescue services.

One respondent made a comment (negative) about the police:

"Negative - I've never been there, but I am afraid that because I am not English they will underestimate me."(Bulgarian, Marden)

One respondent made a comment (positive) about the fire and rescue service:

"I received handouts and all sorts of info about what to do in emergency situations."(Romanian, Ledbury)

5.4 Safety

Overall, most seasonal workers felt safe when outside in their local area during the day; only two felt unsafe. Many also felt safe after dark, with a few feeling unsafe, particularly those staying in Newent. Most seasonal workers also felt safe in other areas in Herefordshire.

Reasons for feeling safe

Local area

Respondents gave a range of reasons for feeling safe.

The most frequently mentioned reason for feeling safe was the **people in the area** being friendly, not aggressive, honest, or trustworthy:

"Because I trust our people here"(Bulgarian, Newent)

"I get on very well with the people from the campsite, and the elderly people in the village don't look aggressive."(Bulgarian, Marden)

"People are still, peaceful, friendly with immigrants."(Romanian, Marden)

Some respondents from both nationalities felt safe as they had **not had any negative experiences**:

"I haven't had any bad incidents."(Bulgarian, Marden)

"I've never had problems outside, in my local area."(Romanian, Marden)

Others were slightly more cautious, explaining that they felt *fairly* safe; nothing had happened but there is always the potential for this:

"It is a normal atmosphere but you can never know what might happen."
(Romanian, Ledbury)

Several Bulgarian respondents saw **UK laws and policing** in a positive light, and this made them feel safe:

"There are laws in this country and people are keeping them."(Bulgarian, Marden)

"Because I believe in the UK there are better laws, justice and police with less corruption."(Bulgarian, Marden)

"Because I believe the Police could protect us."(Bulgarian, Newent)

A few respondents mentioned that their area is **rural and quiet**:

"The area I live in makes me feel very safe (old people, rural area, quiet zone)"
(Romanian, Ledbury)

A few Romanian respondents felt safe because they **know the language**:

"I know the language and can use it to handle difficult situations." (Romanian, Marden)

After dark

A few Marden respondents mentioned that **security is good**, so they feel safe after dark:

"I feel safe in the campsite because of the security, in the village I don't go after dark. (I don't need to)." (Bulgarian, Marden)

"Everything is so organised, I haven't a reason for being scared" (Bulgarian)

Other areas

Overall, reasons for feeling safe in other areas in Herefordshire were similar to those given for respondents' local area.

There was slightly more emphasis on feeling safe due to **policing**:

"I like the fact that the police here are always around and ready to help."
(Bulgarian, Marden)

Some respondents said they feel safe in bigger places:

"In the City, where it is crowded, one tends to feel more safe." (Romanian)

Reasons for feeling unsafe

Local area

Most respondents from Marden who felt neither safe nor unsafe felt that way because of their **nationality**:

"My different nationality." (Romanian, Marden)

"Because I do not go out often I may get in trouble because of my background. Some people do not like foreigners." (Bulgarian, Marden)

One respondent who felt fairly unsafe said they felt that way because of **drunken/drug related behaviour**:

"Because I am scared of drunken people that looks like strange and etc. (drugs)"
(Bulgarian, Newent)

After dark

After dark, some respondents felt less safe because in general it is less safe, or because they are afraid of the dark. Some said that they do not go out after dark.

Other areas

A few respondents felt less safe in other areas in Herefordshire because they do not know them as well or would not know people to find help:

"Because I'm not used to the places."(Bulgarian, Marden)

"Because in my local area I could ask for help from my employer and if I'm so far, nobody (that I know) could help me."(Bulgarian, Newent).

Reactions to ethnic background, culture and colour

Most seasonal workers had *not* felt unsafe walking around in their local area or other places in Herefordshire because of the way other people react to their ethnic background, culture or colour; as illustrated above, although mentioned by two respondents, neither did this emerge as key theme when respondents were asked in general why they felt unsafe.

The few who had felt unsafe were all staying in Marden and gave the following examples which include verbal and physical abuse:

"Young English people were walking after me and laughing at me in Hereford, that scared me."(Bulgarian, Marden)

"English old lady, in the queue in the shop."(Romanian, Marden)

"In Leominster, while I was walking to Brierley, some people were hitting us with different things from their cars."(Romanian)

Limitation on activities

Most seasonal workers said that their activities are not limited in any way by feeling unsafe.

Comments of respondents who felt their activities were limited are outlined below:

One respondent who was scared of the dark said that they do not go out with their friends to night clubs.



One respondent who felt that some people do not like foreigners, who felt neither safe nor unsafe as a result of not feeling they "*do not know how to communicate with people from other countries*", and who had been hit by things being thrown from cars, felt their activities were sometimes limited:

"...because I cannot allow myself to go for a walk or go for a drink." (Romanian)

One respondent who felt safe overall, felt limited in their work due to unequal treatment or discrimination:

"Maybe in my work. I feel that my employer thinks Romanians are of low value."
(Romanian, Marden)

Safer

Most respondents were unable to suggest anything that would make them feel safer; some felt that nothing would make them feel safer, or they felt that that any area *could* be made safer, without suggesting any improvements.

Some respondents did make suggestions, including: lighting on their campsite (Marden) or in parks and having more information about getting to places. More organised transport from the farm (Marden) to go shopping, believing more in the police and knowing the language were also mentioned.



5.5 Local area and accommodation

Local area

Most seasonal workers were satisfied with their local area as a place to live. None of the Romanian respondents were dissatisfied; however a few Bulgarian respondents were fairly dissatisfied.

Overall, respondents staying in Marden were more likely to make positive comments about their local area than those in Ledbury and Newent, who tended to highlight the drawbacks of living in a rural area.

Reasons for satisfaction

Positive comments related to the local area being **peaceful, quiet**, the **people** being friendly, and the **natural surroundings**:

"Everything is beautiful, quiet, everybody is polite." (Bulgarian, Marden)

"It is clean, silent, a lot of public footpaths and places to walk, nice people." (Romanian, Marden)

"I have made lots of friends, I know everybody." (Romanian, Ledbury)

"Because it's patient (quiet, calm) and is everything that I need" (Bulgarian, Newent)

Reasons for dissatisfaction

Although only a few respondents were dissatisfied, a few who were fairly satisfied or neither satisfied nor dissatisfied also gave reasons for dissatisfaction.

The **disadvantages of a rural place**, such as **distance from services**, or being **too quiet** for young people were mentioned by several respondents:

"It's like a village - so small without places that you could find a job." (Fairly dissatisfied, Bulgarian)

"Shops and other services are not enough. You can't buy everything here for example O2 cards you have to go to Gloucestershire." (Fairly dissatisfied, Bulgarian, Newent)

"It has its good parts (i.e. the buildings, nice people, silence) but it also has its shortcomings (i.e. it is far away from shopping centres, far away from factories, work places)." (neither nor, Romanian, Marden)

"We need more places to have fun like cafes, clubs, sport centres." (Fairly satisfied, Bulgarian, Marden)

"No shop in the village, go to Hereford twice a week because the fridge is not so big and living 5-6 people in a caravan they have to share the fridge so only enough food for a couple of days." (Bulgarian, Marden)

A few Marden respondents mentioned facilities or conditions on the campsite as a cause of dissatisfaction. All of their comments are listed below:

"Only the campsite is not good enough." (Fairly satisfied)

"There are too many people in the campsite, not enough trees, gardens, nature in the campsite." (Neither satisfied nor dissatisfied)

"Not enough water pressure in the campsite. The campsite shop is not offering variety." (Neither satisfied nor dissatisfied)

"Sometimes we don't have enough electricity, water, bread, etc." (Neither satisfied nor dissatisfied)

A few respondents mentioned missing home or being in a different culture:

"I have what I need, but maybe the fact I'm away from home, doesn't let me fully enjoy it" (Romanian, Ledbury, Fairly satisfied)

"Because it's a different country and the culture is different." (Fairly satisfied, Bulgarian, Newent)

Accommodation

Overall, seasonal workers' satisfaction with their home/accommodation as a place to live was mixed, however a few more respondents were dissatisfied than satisfied. Some were neither satisfied nor dissatisfied.

Half of the Marden respondents were dissatisfied with their accommodation.

Overall, only one respondent living in a **pod** was satisfied with their accommodation; half were dissatisfied. The few respondents who described their accommodation as a "container" were dissatisfied.

Several respondents mentioned "poor conditions." The most frequently mentioned causes of dissatisfaction were **over-crowding** and **separate bathroom facilities**:

"They look at us as if we were cattle - too many people living together with no conditions." (Fairly dissatisfied, Bulgarian, Pod, Marden)

"I live in a pod, I don't have a bath or a kitchen inside. At the beginning I lived with 3 more people in the pod." (Very dissatisfied, Romanian, Pod, Marden)



"I live in a pod and there are no conditions. Too many people inside, no water, toilet, sink or bathroom everything is outside." (Neither nor, Bulgarian, Pod, Marden)

"I am not satisfied with the accommodation. Because I live in a pod without a bath or a kitchen inside. I have to walk outside to take a shower and to cook. But otherwise it's fine." (Neither nor, Romanian, Pod, Marden)

A few also mentioned **"dirty" conditions**, or that the **electricity and hot water is cut** twice a day:

"Because in caravans there are bugs that suck blood (but not mosquitoes) and twice a day S & A Produce Ltd cut the electricity and hot water." (Very dissatisfied, Romanian, Pod, Marden)

The respondent who was satisfied explained this was because:

"I'm feeling like a student." (Very satisfied, Romanian, Pod, Marden)

Overall, those living in a **caravan** had mixed views. Several respondents referred to caravans as being **old or in bad condition**:

"I was told in Bulgaria that the caravans and pods are comfortable and new. When I arrived I saw a different place." (very dissatisfied, Bulgarian, caravan tourer, Marden)

"There is no hot water sometimes, the windows are not good insulated." (Fairly dissatisfied, Bulgarian, caravan tourer, Marden)

"The caravans and old with holes, we are sometimes short of electricity and water, and there are 6 people inside." (Fairly dissatisfied, caravan tourer, Bulgarian, Marden)

A few respondents mentioned the **cost of accommodation** (although one respondent may have been referring to a pod, as they also referred to living in a "box"):

"It is hard to change something about living in boxes in Marden Court Farm. For this kind of money that I pay every week, I think it is so expensive facility for this kind of accommodation." (Neither nor, Romanian, caravan tourer, Marden)

For a few Marden respondents, **overcrowding and dirty conditions** were again a cause of dissatisfaction with caravans.

Respondents staying in Ledbury did not mention overcrowding and tended not to be critical of the caravan itself; they were either fairly satisfied or neither satisfied nor dissatisfied and several respondents' comments related to personal feelings:

"It is more difficult for me to get used to new places." (Neither nor, Romanian, caravan tourer, Ledbury)



However, **shared toilet facilities** and **lack of heating** were a cause of dissatisfaction:

"I miss having my own toilet, I have no heater." (Don't know, Romanian, caravan tourer, Ledbury)

"The toilet is common, so it is not always as clean as I would like it to be." (Fairly satisfied, Romanian, caravan tourer, Ledbury)

Views of respondents staying in Newent in **accommodation blocks** (described as "portakabins" by some respondents) were mixed; again the main issue was **overcrowding** and **lack of privacy** or personal space.

"5 people too many for one room, you can't make anything personal." (Very dissatisfied, Bulgarian, Newent)

"The accommodation isn't perfect place for living (so many people in one place) but in the other site is good, because we know each other." (Fairly satisfied, Bulgarian, Portakabin, Newent)

Overall two respondents living in a caravan were very satisfied and commented they felt that have what they need:

"I have almost all the things that I need." (Very satisfied, Bulgarian, Caravan, tourer, Marden)

The two Marden respondents who described their accommodation as an "accommodation block" were dissatisfied either due to overcrowding and/or dirty conditions.

In summary, the Marden researchers felt that it is better to live in a caravan than a pod. The Ledbury and Newent researchers felt that there are advantages and disadvantages with both caravans and accommodation blocks; caravans offer more privacy, but are cold and have separate bathroom facilities, whereas accommodation blocks are more crowded with people living in closer proximity to one another, but they are preferred by some as they have heating, toilets and showers.

Relationships between people from different backgrounds

Overall seasonal workers were most likely to agree that their local area is a place where people from different backgrounds get on well together; however a few disagreed; all of these were staying in Marden.

Most Newent and Ledbury respondents commented on relationships between different nationalities on the farm, with only one commenting on the wider local area. A range of explanations were given for people getting on well together, including it being interesting to meet people from different backgrounds, people being of a similar age, people being friendly and shared working experiences:

"All nationalities speak to each other, salute, it's OK." (Tend to agree, Romanian, Ledbury)

"A lot of young people, nice people." (Definitely agree, Romanian, Ledbury)

"It's interesting to learn something from the other nationalities." (Tend to agree, Bulgarian, Newent)

Marden respondents, both Romanians and Bulgarians, tended to make negative comments on relationships between different nationalities. Several commented that there are no problems with getting on with English people, however there is conflict between Bulgarians and the Polish, and a few respondents also mentioned conflict between Bulgarians and Lithuanians:

"I've never had problems with English people but inside the camp there are conflicts with Polish and Lithuanian people." (Tend to disagree, Bulgarian, Marden)

"In the campsite where I live there are many conflicts and fights between Polish and Bulgarians." (Definitely disagree, Romanian, Marden)

This conflict may be explained by comments from other respondents that there are issues with communication/ culture or discrimination against Bulgarians, including one respondent who felt staff in more senior positions discriminate against Bulgarians and Romanians:

"It is just a problem of communication, but you have to make a lot of compromises." (tend to agree, Bulgarian, Marden)

"The difference of people's mentality is the reason we do not get on well together. Bulgarians and Polish." (tend to disagree, Bulgarian, Marden)

"Somebody have problem but it's not right, all nationalities have something good or something bad and I don't think you need to have this discrimination and some people are 'Oh Romanian' or 'Oh Bulgarian' or 'Oh Polish'. I have many friends from other nationalities." (agree, Romanian, Marden)

"Because of the discrimination of the Bulgarians from the Polish and Lithuanian people." (tend to disagree, Bulgarian, Marden)

"In the camp Polish and Lithuanian mafia, everything is controlled by them, the shop, pub, gym. If you go and ask for a beer at the shop, Polish will get a beer from the fridge, Romanians and Bulgarians are given one from under the shelf. The positions that are ruling the camp are all Polish and Lithuanian they prefer to put their people in the better jobs and caravans." (disagree, Bulgarian, Marden)

A few Marden respondents were more positive, although these comments came in the main from Romanian respondents. Several made positive comments about English people and a few made positive comments about people on the farm:

"One old lady just take a walk with dog and asking me how are you and how are you feeling here and I was surprised that people talking like that and makes you feel better and I was surprised." (agree, Romanian, Marden)

"I don't have any conflicts with other people." (tend to agree, Bulgarian, Marden)

"We get on together when we are playing football, particularly with young people." (Definitely agree, Romanian, Marden)



5.6 Communication and information

Knowledge of English

Respondents were asked to describe their knowledge of the English language, in terms of their reading, writing and speaking skills.

Overall, half of all respondents said their knowledge of speaking was fair. Respondents were most likely to say their knowledge of speaking was fluent or fair, and least likely to say their knowledge of writing was fluent or fair.

Romanian respondents rated their knowledge of English more highly than Bulgarian respondents.

Sources of information

Of all sources of information respondents were asked about, the most frequently mentioned were people in the local community, newspapers and radio (although the latter may be used for entertainment rather than information).

The most frequently mentioned **people in the local community** respondents seek general advice or help from are staff at the farm; "Seasonal Liaison Officer" (Marden) or "Camp Warden" (Ledbury and Newent). Friends were the next most frequently mentioned.

Respondents living in Marden mentioned a wider range of people than those living in Newent and Ledbury, who all mentioned the Camp Warden.

The most frequently mentioned **newspaper** was the Hereford Times. A few read other English newspapers, including The Hereford Journal, The Sun, The Daily Mail and the Daily Mirror. A few Bulgarian respondents read BG Ben, a Bulgarian newspaper.

A few respondents also mentioned reading magazines, including Kerrang (a weekly music magazine), Cosmopolitan and Elle.

Respondents staying in Marden were more likely to read newspapers than those at Newent and Ledbury.

The most frequently mentioned **local radio stations** listened to by seasonal workers were "BBC radio" and Radio one. Other stations mentioned were Radio Heart, Picken Radio, Wyvern FM, Radio 4 and Hurt.

Respondents staying in Marden were more likely to listen to the radio than those at Newent and Ledbury.

Respondents were asked which **internet sites for people of their nationality/background** they use. A few respondents gave examples of internet sites they use; all

but one were staying in Marden. Three Romanian respondents said they use www.romani.co.uk

Other sites mentioned were social networking sites and one respondent used Live Score (a sports site).

A few Romanian respondents living in Marden belonged to the following ***community groups/ societies or organisations***; Church Community, Friendship Centre and Library.

Information about public services

Overall, half of seasonal workers said they find it easy to find out about public services. Some found it difficult and some said don't know, as they had not needed services.

Romanian respondents were more likely to say they find this easy. Marden respondents were more likely to say they find this difficult.

Reasons finding information is easy

Respondents who felt it is easy to find out about local public services referred to being able to get **information from their employer** or being able to **ask someone**:

"People here are open and you could find everything with their help." (Fairly easy, Bulgarian, Newent)

"At the office they provide us with all kinds of info." (Very easy, Romanian, Ledbury)

"Because I ask someone." (Fairly easy, Romanian, Marden)

"They help me when I need help." (Very easy, Romanian, Marden)

Others referred to their **knowledge of English**, or that others could **translate for them**:

"Because my English is good enough." (Very easy, Bulgarian, Marden)

"My friends speak English and they can help me." (Very easy, Bulgarian, Marden)

Other reasons mentioned were finding information on the **internet** (Marden) and for two respondents who were in Herefordshire for the 3rd time or more, their prior knowledge made it easy.

Reasons finding information is difficult

Information not being readily accessible was an issue for Marden respondents who felt finding out about public services is difficult. Several said that they had not been informed or that there was **no information on the farm**:

"I was not informed about their phone numbers, address, schedule, responsibilities, or ways that they can help." (Fairly difficult, Romanian, Marden)

"Because the information in the farm is not much and you can only learn the information if you need the services." (Fairly difficult, Bulgarian, Marden)

"Had to find out about buses ourselves, it was difficult. I came the first year to another farm; I came through the student programme and was talking about what you can do here, every town" (Romanian, Marden)

Some of those who found it fairly easy also mentioned that they had to find information themselves:

"Because I can't find an info centre and I must ask people and have to find it alone." (Fairly easy, Romanian, Marden)

Only one Newent respondent found it difficult to access information; they commented:

"I don't know anything about them (where they are)." (Very difficult, Bulgarian, Newent)

Several Marden respondents said that **language is a barrier** to finding out information:

"Because I don't speak English." (Very difficult, Bulgarian, Marden)

"There is no information about these services. I cannot go alone without a translator." (Fairly difficult, Bulgarian, Marden)

Several Marden respondents referred to the **city or town being too far away**:

"The city is far from my place." (Fairly difficult, Romanian, Marden)

"It's fairly easy, but the city is too far away." (Fairly easy, Romanian, Marden)

The researchers also confirmed at the feedback meeting that more information on getting to places, finding services and what the Council does/can offer would also be useful for workers in Ledbury and Newent.

Preferred source of information

Overall, the most preferred sources of information for finding out about public services were the workplace/ farm office, notice boards and leaflets.

Other sources mentioned by a few respondents were the internet, TV, radio and newspapers.

The Marden researchers suggested at the feedback meeting that the best way to provide information about services would be to provide more information on the farm through a meeting, or through flyers on notice boards:

"When people come here everybody signs the contract and has training – and on first day when people come then they will know. Or if not time then have a notice so everybody can go by and read and see this notice."

"Information from the council - leaflets, adverts when arriving in camp if possible in our language or someone to translate, or if someone comes and speaks with them and tells them about what to do if they have a problem."

The internet was not felt by the Marden researchers to be a good way for workers to access information, as although facilities are provided on the campsite many people do not use them as they are inadequate:

"I couldn't even open my email, it's really slow, it doesn't open any page."

It is also expensive to travel into Hereford to use the internet; so many people would not use it to find information.

The researchers felt that good internet access at the campsite would improve quality of life for seasonal workers, as it is very important to them to be able to communicate regularly with family and friends at home and talking to people on the phone is too expensive.

Welcome to Herefordshire site

Most seasonal workers had not heard of the welcome to Herefordshire website; only two had looked at it and one had heard of it but not looked at it. These respondents were staying in Marden; two found out about the site at Leominster library, and one through google.

One of the respondents who had looked at the site found it fairly useful; the other found it not useful at all. One respondent suggested how it could be improved:

"Upload more information about services, etc."

Prior knowledge of Herefordshire

Most respondents were working in Herefordshire for the first time. Romanian respondents were more likely to be in Herefordshire for the first time than Bulgarian respondents.

Those who were in Herefordshire for the first time were asked what they knew about Herefordshire before they came. Most said they knew nothing. A few had got information from friends/ family:

"Good information from my family who were here last year." (Bulgarian, Marden)

Others had looked on the internet to find out basic information such as location or position on the map. One had looked for information about their employer:

"I look on the internet but I was interested first about my employer and my job here." (Romanian, Marden)

The researchers confirmed that workers do not have much knowledge before they arrive in Herefordshire, so this needs to be supplied by the employer or by the Council.

The information given by agencies needs explaining or is lacking; some workers are not informed about the documentation they need to bring to the UK, for example proof of being in full time education for the tax office.

Help with problems

Respondents were asked where they would go to seek help if they had a problem with their employer.

Overall, the most frequent response was **from the employer**, including staff in various positions; most frequently the Seasonal Liaison Officer (Marden) or Camp Warden (Newent and Ledbury). Marden respondents also mentioned a range of other staff including the farm office, the workplace, HR department and Harvest manager.

The next most frequent response was that respondents **did not know** where to seek help. One respondent commented:

"I have no idea because everybody here is sending you to somebody else." (Bulgarian, Marden)

A few Marden respondents mentioned the Citizens Advice Bureau.

A few Marden respondents **would not seek help from their employer** as they were afraid of the consequences:

"I preferred not to discuss this. It is a sharp blade walking on when I try to discuss this here on the farm." (Romanian, Marden)

"It doesn't matter if we have problems, because if you dare to say something you get kicked off." (Romanian, Marden)

One respondent explained that if problems are reported they would not be resolved:

"One lady had a problem with a manager and she went and complained and next day she got disciplinary. The manager went and lied." (Bulgarian, Marden)

Other sources mentioned were; friends, Bulgarian Ambassador / someone Bulgarian, the Council, Home Office, Police, Solicitor or job centre.

Respondents were also asked where they would go to seek help if they had a problem with their landlord. Overall, responses were similar to that for seeking help with a problem with the employer, with the addition of campsite manager and accommodation inspector being mentioned by Marden respondents.

Compared to seeking help with a problem with their employer, a few more respondents said they did not know. For seasonal workers, the employer and landlord are one and the same, so some respondents, particularly those in Newent and Ledbury, were unsure how to answer, simply stating this.

Of those who *did not* mention the Citizens' Advice Bureau as a source of help with problems with their employer or landlord, when prompted most were *not aware* they could get free legal advice on this sort of problem from the CAB; however a few were aware of this.

5.7 Other aspects of quality of life

Respondents were asked if they would like to make any other comments.

The key issue of most importance to Marden respondents' quality of life was that some workers had **not had enough work** this season, hence they had not earned enough money to make coming to the UK worthwhile, the objective being to earn more than they could at home where wages are low in comparison to the cost of living. Having come to the UK with the expectation of working at least 8 hours a day, many had only been given half this:

"Someone from S and A came to Bulgaria to hire people – we knew the situation would be strict but we were told we would get 8 hours work a day." (Bulgarian, Marden)

"Many people have 15 hours per week – 3 or 4 hours a week the accommodation cost is the same and for many people it is expensive for them." (Romanian, Marden)

"Agricultural employers bring in too many people - much more than they need!" (Romanian, Marden)

"This year I couldn't buy things like DVD, notebook, only food. I will end up with £300 – 400 to take home. Previous years I took more money home." (Bulgarian, Marden)

It was felt that expectations of the number of hours work available should be met and that employers should ensure they do not recruit too many workers:

"Council to talk with the employer, to not bring too much people if they don't have enough work, to see if employer can make something – when so many people are unhappy it's a problem." (Romanian, Marden)

Accommodation was also a key issue for respondents in Marden, Ledbury and Newent:

"Why we do not have any services or inspectors who check the conditions we work and live in." (Bulgarian, Marden)

"Main issue is accommodation and overcrowding." (Bulgarian, Newent)

The topic of **how accommodation could be improved** also came up. Suggestions from Marden respondents were better bathroom facilities in pods, heating for caravans and that repairs should be carried out:

"They could be more serious if people have problems – the people are paying for accommodation they should have good conditions there, okay for how they are paying but if something is broken it should be fixed." (Romanian, Marden)

Some suggestions for **future research questions** were made, in particular around the topic of employment, for example finding work and working more permanently in the UK:

"Good to ask people about their work here, their stay here, immigration law, what they know about laws etc and how they can find information, why they chose to come in England and what they expect from the council/ employer." (Romanian, Marden)

"You should include the question - How does a Bulgarian person feel when searching for a job in the UK?" (Bulgarian, Marden)

5.8 Respondent profile

Overall, 55 seasonal workers participated in the research. The total number of Romanians (26) and Bulgarians (29) who took part was similar; however more workers at farm two were interviewed, reflecting the respective size of the farms.

Figure 9: Respondents by farm and nationality

	Count	Percentage of overall total
Farm one total	17	31%
Bulgarian	9	16%
Romanian	8	15%
Farm two total	38	69%
Bulgarian	17	31%
Romanian	21	38%
Overall total	55	100

The following tables show demographic profile of the respondents, by nationality and/or where they were staying as appropriate.

Figure 10: Gender overall and by nationality

Gender	Overall		Bulgarian		Romanian	
	Count	Percent	Count	Percent	Count	Percent
Male	33	60%	13	50%	20	69%
Female	22	40%	13	50%	9	31%
Total	55		26		29	

Figure 11: Age overall and by nationality

Age	Overall		Bulgarian		Romanian	
	Count	Percent	Count	Percent	Count	Percent
16-24 years	23	42%	10	38%	13	45%
25-44 years	29	53%	14	54%	15	52%
45-64 years	3	5%	2	8%	1	3%
65-74 years	-		-		-	
75+ years	-		-		-	
Total	55		26		29	

Figure 12: Accommodation overall, by nationality and by farm

What type of accommodation do you currently live in?	Overall		Bulgarian		Romanian		Marden		Newent and Ledbury	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Detached house/ bungalow	1	2%	1	4%	-		-		1	8%
Semi/ terrace	-		-		-		-		-	
Flat/ apartment	-		-		-		-		-	
Caravan (tourer)	26	51%	9	39%	17	61%	19	51%	7	58%
Caravan (static)	4	8%	3	13%	1	4%	3	8%	1	8%
Pod	15	29%	4	17%	11	39%	14	38%	-	
No fixed abode	1	2%	-		1	4%	1	3%	-	
Staying with friends	-		-		-		-		-	
Container	3	6%	-		3	11%	3	8%	-	
Accommodation block.	2	4%	2	9%	-		2	5%	-	
Portakabin	4	8%	4	17%	-		-		3	25%
Total	51		23		33		42		12	

6. Key findings: LGBT people

6.1 Safety

Most LGBT respondents felt safe in their local area; none felt unsafe, although a few felt neither safe nor unsafe. After dark, more respondents felt neither safe nor unsafe, and some felt fairly unsafe. There were also some differences in how safe respondents felt in other areas in Herefordshire compared to their local area; many still felt safe, however one felt fairly unsafe.

Reasons for feeling safe

Local area during the day

Respondents felt safe when outside in their local area because there are **lots of people around**, and due to **knowing people in the community** or having **friends** and support nearby. Some felt their area was a **safe or quiet area**:

"Plenty of people around. Nice enough area." (Gay, neither safe nor unsafe)

"Got friends within the area." (Lesbian, fairly safe)

"I think Hereford is a safe city, no trouble." (Gay, very safe)

A few respondents mentioned their sexual orientation; one respondent was positive about how people perceived him as a 'whole person' whereas another felt safe because people in the area were not aware of his sexual orientation:

"I'm fearless! I know most of the people in my local community. I don't think they see me as a gay man, they see me as a whole." (Bisexual male, very safe)

"I feel safe in my local area because people don't know of my sexuality." (Gay, fairly safe)

Local area after dark

A few respondents gave the same reasons for feeling safe after dark as they gave for feeling safe during the day. However, most comments related to feeling unsafe or less safe.

Other areas

A few respondents gave similar reasons for feeling safe in other areas in Herefordshire to those given for their local area; although they did not know people, some still felt that Herefordshire overall is a **safe area**.

"I am outside of my comfort zone but it is still quite safe. Not so much at night." (Lesbian, fairly safe)



"Same as above - I believe this isn't a place where you get muggings etc." (Gay, very safe)

Reasons for feeling unsafe

Local area during the day

One Lesbian respondent said she felt fairly safe (rather than very safe) due to **reactions to her sexual orientation**:

"Issues with some blokes when drunk - due to sexual orientation." (Lesbian)

One respondent mentioned problems with **traffic** and people driving too fast.

Local area after dark

Most respondents' comments reveal a general feeling that it is less safe in their local area after dark. The main reason for this was that there is more **anti social behaviour**, for example drunken behaviour particularly from **youths** and vandalism. Respondents were more likely to be wary of other people at night:

"At night, problems with young people breaking into cars. I go out for a run in the evening but sometimes I feel a bit unsafe when going past big groups of people. I think 'my god, what are they going to do'". (Bisexual female, neither safe nor unsafe)

"Lots of drunkenness as I live near Commerical Road (main nightclub area). Very loud and rowdy." (Gay, fairly unsafe)

Street lighting was mentioned by three respondents; one felt that the lighting in their area was *"poor"*. The following comment illustrates the effect of lighting on feelings of safety and activities:

"Most streets are lit but some are not so I tend not to take those roads." (Lesbian, neither safe nor unsafe)

One respondent mentioned that the south side is not safe due to being **run down**:

"South side proximity is a degenerated area in my opinion. Due to run down areas and lack of development." (Pansexual, fairly unsafe)

Other areas

Some respondents were less confident about other areas because they were **unfamiliar** to them, or were unsure how they felt as they did not go to other areas.

"Bit more wary at night because I don't know the people, during the day it's not a problem, during the day it's still very safe." (Bisexual male, fairly safe)

One respondent again mentioned **variable lighting** having an effect on feelings of safety, and two mentioned their **sexual orientation**. One explained that:

*"Out of local area, feel safe because people don't know my sexuality. In city, I don't feel safe because people know of my sexuality. Feel safe in a group though."
(Gay, fairly safe)*

Reactions to sexual orientation

Half of the LGBT respondents said they had felt unsafe walking around in their local area or other places in Herefordshire because of the way people react to their sexual orientation.

Those who had felt unsafe mentioned **verbal abuse**, in particular from young people or 'chavs', and three respondents felt it was unsafe to hold hands with their partner in public:

"Abusive behaviour from people in community if I'm seen holding hands with my partner. Other people from area known for ignorant behaviour." (Bisexual female)

"Threats from group of individuals who knew of my sexuality. One individual I went to school with (and his friends) are 'chavvy', i.e. don't know how to speak properly and don't know differences in other people." (Gay)

"Name calling. South side (council estate) (Gay)"

One respondent felt that self confidence was as important aspect of feeling safe or comfortable and has an effect on how other people react to sexual orientation:

"It was to do with my own comfort with my sexuality, people were comfortable - tensions arise. I wouldn't feel comfortable walking hand-in-hand through the city centre with a man at night, not safe." (Bisexual male)

Another respondent appeared to be less self confident and explained that they were initially anxious about coming out because of how people may react, and uncertainty over this makes them feel unsafe:

"It took a long time to 'come out' to everyone and so wasn't sure if people were talking about it and judging me... Never know who might not like it." (Lesbian)

Media effects

Views on whether stories or reports in the media had influenced how safe respondents felt were mixed. Most of those who said their feelings of safety had been affected gave examples of stories about **physical abuse** or attacks on LGBT people

"Hear stories of people being beaten up and harassed. Don't notice so much now. National/ International media not local." (Lesbian)

"Two drag queens in Swansea were attacked by locals but was only fancy dress and not actually gay. They were attacked because of homophobia though." (Gay)

Groups of young people

Many respondents neither agreed nor disagreed that groups of young people make them feel unsafe. Some did agree and two disagreed.

All of those who agreed said that they felt unsafe due to **fear of verbal abuse**, with size of the group, fear of physical abuse and noise also having an effect.

Limitation on activities

Most respondents said that feeling unsafe does not limit their activities in any way, and according to one of the researchers, voiced this opinion strongly.

Some of those who felt unlimited referred to their sexual orientation in their explanation for their answer. One felt that the availability of an **LGBT friendly venue** was key, another felt safe when with their partner, and another that her feelings were more positive than when she was first coming out:

"No - it doesn't limit me because I don't like those places [straight pubs/clubs] because of the attitudes so I don't go there. If the Black Lion closed down it would be a disaster." (Bisexual, female)

"No!!! Feel safe with partner. If on own, feelings of unsafety will limit activities - would not go out." (Bisexual female)

"Not any more. It used to but I now know people don't really have a problem with me." (Lesbian)

Those who did feel limited either mentioned **taking care after dark** or **avoiding unlit areas**, or referred to feeling **limited in how they express their sexuality**:

"Seeing other peoples' behaviour towards perceived homosexuality prevents me from exploring this side of me or my partners. However, I am not obviously gay so I am not limited to such an extent." (Gay)

"Yes - adapt or moderate personality. As an individual it's do-able, but with a partner it's difficult - you don't feel equal. Until 1993, [homosexuality] a mental health disorder - either end up a screaming queen or a bit poufy - determines who your friends can be." (Bisexual male)

Increasing feelings of safety and reducing the fear of crime

Respondents' suggestions as to what would make them feel safer were; increased **police presence**, better **lighting**, and changing attitudes/ effective diversity **education**.

"Visible on the ground police (not just in cars). Effective diversity education." (Gay)

"More light. Seeing more police and C.S.O and stuff like that." (Lesbian)

"Having people educated about my issues - ignorance allows people to behave discriminatorily against gay people due to stereotypes (AIDS, sex)." (Gay)

Respondents identified the river, the lines and Newton farm as rough/ dark areas in need of improvement:

"More lighting down by the river." (Pansexual, male)

"More police near Newton Farm and other rough areas." (Bisexual female)

Respondents also felt these measures would help reduce the fear of crime in their neighbourhood, although in addition several mentioned **more control** of **young people** and **drunken behaviour**;

"If anything, the police should control the people under 16 after 11pm, when people are leaving the pubs, would help younger people and others e.g. young people shout abuse and then get into fights with drunk people." (Bisexual female)

"More severe punishment for offenders. Pubs serving less alcohol to young people." (Gay)

Other suggestions were more support for LGBT people and taking stronger action against problem tenants:

"Just generally more help or support for LGBT people when trouble kicks off." (Lesbian)

"Stronger vetting of applicants by the Housing Association. More power to housing Association and Council to evict tenants and home owners (e.g. convicted drug dealers/ problem tenants)" (Gay)

6.2 Anti social behaviour

Examples of anti social behaviour

Most respondents mentioned a range of examples of what constitutes antisocial behaviour in their local area, including drunken behaviour, drugs, noise, vandalism, littering and verbal and physical abuse:

"Drunkness, lewd behaviour like shouting, littering, peeing in public." (Gay)

"Violence, drunk youths, youth vandalism, drugs for any age range as these people always end up outside and always end up causing some sort of havoc." (Lesbian)

Age groups causing anti-social behaviour

Many respondents felt that antisocial behaviour is caused by young people aged 14-18, some that it is caused by young people and adults in equal measure and a few that it is caused by young people aged 19-24.

6.3 Reporting crime and anti social behaviour

Where to report crime and anti social behaviour

Two thirds of respondents said they definitely know where to report problems like crime or antisocial behaviour, and a third said they sometimes know.

Reported crime or anti social behaviour

Half of the LGBT respondents had reported a range of crime or antisocial behaviour to the authorities, including physical and verbal abuse and theft or damage to property. Their experiences of the service they received and satisfaction with the outcome were mixed, with some being left dissatisfied, and others satisfied.

The key reason for dissatisfaction was feeling that nothing was done. How staff dealt with the problem was also a driver of satisfaction; one respondent in particular felt that their problem was not dealt with sensitively by all staff involved, whereas a driver of satisfaction for some respondents was good service from staff.

Three respondents had reported physical abuse to the police; two of them were dissatisfied with how their problem was dealt with:

*"Dissatisfied. Nothing got done about it despite witnesses (who didn't testify)."
(Gay, got beaten up and hospitalised. Death threats)*

"Dissatisfied because it happened on Saturday and didn't arrive till Wednesday. Good when arrived. Feels justice wasn't served. Not severe enough punishment for crime as lost phone but mostly confidence." (Lesbian, pushed to floor and booted)

The other respondent, who was beaten up 5 years ago was referred to probation and counselling services and said they were very satisfied with the liaison officer.

One respondent reported sexual abuse to the police, but overall was not satisfied with the service received:

"Not satisfied because police and male medical staff were insensitive especially when breaking news of case not going to court. Initial contact with female officer was positive and helpful." (Bisexual female)

Two respondents had reported verbal abuse, one to a pub manager, with a satisfactory outcome, as the "problem was solved" and the other had reported two incidents, and was satisfied with how both were dealt with quickly.

A respondent who reported his bike stolen to the police was dissatisfied because they didn't follow up on their promise to contact him:

"Dissatisfied, gave me a crime number and said they'd contact me but they didn't. Also said they'd call around but they didn't." (Gay)

A respondent who reported vandalism to their car to the police was satisfied with the service received but not with the outcome as there was no evidence.

A respondent who reported a drug problem with neighbours to the police was not satisfied *"as nothing seemed to be done."* However, the *"police very nice about it."*

A respondent who reported noisy neighbours to Environmental health and the housing association was dissatisfied due to the time taken to resolve the problem.

Unreported crime or anti social behaviour

Some respondents said they had experienced a problem but had not reported it. The most frequent reason for this was dissatisfaction with how a previous problem was dealt with. Feeling that nothing could be done, or not wanting to waste police time, and fear of consequences were also mentioned:

"Another incident where I was chased when people found out about my sexuality, threats as well. I didn't report it as I didn't feel it was necessary because of an earlier incident (mentioned in Q20) not being dealt with." (Gay)

"General occasional abuse (verbal), not reported. Didn't want to waste police time on a Saturday night." (Gay)

"Boy took advantage. Happened at night and was having a drink and underage. Felt family's anger wasn't worth invoking." (Lesbian)



6.4 Sexual health services

Awareness

Respondents were prompted with a list of sexual health services and asked which they were aware of. The most frequently mentioned sexual health services were those provided at the Gaol street clinic; the LGBT drop in and clinical services. Over half were aware of these services. A few respondents were aware of the drop in at the technical college and C card/ free condoms in bars. Some of those who had heard of other sexual health services identified non specialist services – doctor/ hospital as a sexual health service.

A quarter of respondents had not heard of any sexual health services in Herefordshire; these respondents all said they would go to their GP if they were to have a sexual health problem.

Use and satisfaction

Over half of respondents said they and their friends had not used any sexual health services in the last 12 months. Those who had used services had used clinical services at Gaol Street, the drop in at Gaol Street or the technical college. One had used their GP and another the Black Lion.

Three respondents commented on the **LGBT drop in at Gaol Street**; their comments are listed below. Overall they were satisfied with the service, and all three said they would recommend it to their friends. However one was not happy with waiting times and another that it is more a “talking shop”:

"Very good - feel relaxed and helpful and friendly. Free condoms." (Gay)

"Quite good although waiting time was bad. I was told wait would be up to an hour but it was 2.5 hours." (Bisexual female)

"Bit of a talking shop, satisfied of service." (Gay)

Five respondents commented on the **clinical services at Gaol Street**; again in the main they were positive about the service received from staff, and all said they would recommend the service. However one respondent mentioned waiting times and another felt that the clinic has a low profile and is underfunded:

"Nice people. Sensitive." (Bisexual female)

"Waiting for two and a half hours was really hot as well. The people were very nice and polite." (Lesbian)

"Good but massively underfunded!! Location is bad. More specialised, a specific section. Feels like a corner of the NHS. As it is attached to dentist as opposed to [having] its own identity." (Gay)

Two respondents commented on the **student drop in at the technical college** and would recommend it to friends. One was satisfied, the other was not, raising the issue of stigmatisation; this could be related to the issue that by providing a special LGBT service, people's differences, rather than their similarities, are highlighted and this is not always perceived as being positive or as promoting equal treatment.

"Friends (as far as I'm aware) have no complaints." (Bisexual female)

"3rd party (youngsters). Not satisfied due to stigmatisation." (Gay)

Two respondents who had used their **GP** were satisfied with the final outcome, although there had been some cause of dissatisfaction initially. One respondent referred to an incident reported in the Herefordshire 100 phase one report, where the GP had assumed she was straight in his questioning, which made her feel uncomfortable. The other respondent was dissatisfied with an initial misdiagnosis from one GP, although he was otherwise satisfied with the service:

"First doctor got something wrong (diagnosis) - was nice. Second doctor - good service." (Gay)

One respondent who had used **Leominster Community Hospital** commented that services are not publicised enough:

"Services weren't publicised enough and only knew about it through word of mouth." (Bisexual female)

Only one respondent reported having felt the need to access sexual health services outside of Herefordshire, although they did not explain why:

"I had a GP at another town nearby." (Bisexual male)

Improving sexual health services

Many respondents did feel that drop in sessions (at Gaol Street and the Technical college) would be more useful both if a nurse clinician or GP was available at a drop in for screenings and HIV testing, and if clinic appointments could be made at a drop in.

One felt that this would not be the case, and a third said they did not know.

Respondents' main suggestion for how sexual health services could be improved was to **promote services better** to overcome the problem of people not being aware of services, through more advertising and publicity, for example at the Black Lion:

"If there is any, [sexual health services] they should do some more advertising." (Bisexual female)

"Publicise services e.g. times of drop-ins." (Bisexual female)

One respondent had mixed feelings about whether or not it is appropriate to offer separate sexual health services for LGBT people, as it can increase feelings of stigmatisation and segregation rather than promoting feelings of equality and meeting LGBT people's needs better; why not simply provide one sexual health service which caters for everyone regardless of sexual orientation?:

"LGBT drop in not a good idea - can segregate - I know why - discrete - so would go to GP or a GP with sexual health specialisation. Gaol Street LGBT friendly, not segregate, include. Makes me think they don't know about me on non LGBT days." (Bisexual male)

However, others felt that providing a separate LGBT service is worthwhile and does make the experience of accessing medical services more comfortable for them:

"In rural areas, if in Hereford I could go to the GUM clinic, in rural areas some kind of rotational drop in - otherwise would have to go to GP, could be embarrassing, they have known me since childhood and they are like some kind of distant uncle - family." (Gay)

Issues around stigmatisation were pertinent to other respondents too; one suggested that this is something that needs to be overcome to improve services, and another that having a drop in at the technical college was not appropriate:

"Internet form mailed to individuals to allow privacy from possible stigma of friends/family knowing." (Gay)

"Not at the tech college as it could be intimidating for youths." (Pansexual)

One respondent felt that sexual health services need **more investment** and two were happy with services as they are.

6.5 Other comments

At the end of the survey, respondents were invited to make other comments, which are included below. Rather than raising additional issues, in the main these comments serve to further illustrate themes emerging from research.

Praise for services:

"Equality and diversity team don't advertise themselves. People don't realise how lucky we are to have them. They do excellent work." (Bisexual male)

"Even though there are problems with sexual health the current staff are amazing." (Gay)

Targeted services can promote segregation:

"Too much use of LGBT and other [minority] tags to segregate the population - promotes isolation of individuals from others." (Gay)

LGBT services/ support are needed, particularly in a rural area such as Herefordshire:

"This all seems to be safety and sexual health. I would say a support system, like the Welsh club, but for LGBT people. Peers going through the same thing - rural thing - nothing there for you - just take everything on yourself rather than telling anyone." (Gay)



6.6 Respondent profile

Figure 13: Gender

Gender	Count	Percent
Male	11	58%
Female	8	42%
Trans	-	-
Total	19	

Figure 14: Sexual orientation

Sexual orientation	Count	Percent
Gay	8	42%
Bisexual	5	26%
Lesbian	5	26%
Pansexual	1	5%
Heterosexual	-	
Prefer not to say	-	
Total	19	

Figure 15: Age

Age	Count	Percent
16-24 years	11	58%
25-44 years	5	26%
45-64 years	3	16%
65-74 years	-	
75+ years	-	
Total	19	



7. Conclusions

7.1 Migrant workers/ BME people

Feelings of safety

Most migrant workers/BME people felt safe in their local area, with some feeling less safe after dark and in other areas. Positively, most did not feel their activities were limited by feeling unsafe.

Migrant workers/BME people felt safe living in a quiet area, because of friendly neighbours and/ or a strong community feel. Conversely, they felt unsafe due to unfriendly behaviour, and verbal and physical abuse or attacks on property. At night, drunken behaviour and groups of teenagers made people feel unsafe, particularly Indian respondents.

Although some respondents did report feeling unsafe due to others' reactions to their background, culture or colour, many did not feel unsafe for this reason. Those who did feel unsafe were afraid of, or had experienced verbal and /or physical abuse by white British teenagers. This was particularly the case for Indian and Portuguese respondents, however most respondents from white backgrounds had not experienced negative reactions. This suggests colour may be an important factor in discrimination and feelings of safety.

Negative publicity about migrants in terms of media coverage of the current economic climate and the murder of a 17 year old in Hereford was felt to have had a negative impact on white British peoples' perceptions of migrants, in particular those of Eastern European and Portuguese origin.

When comparing how safe they felt in the UK to their native country, positive aspects of the UK identified by respondents were trustworthy police, less crime in small towns and for Thai respondents, less fear of theft and robbery. Positive aspects of native countries were more efficient police, better behaviour from young people due to greater parental authority and control, feelings of belonging and the lack of any language barrier.

Anti-social behaviour

Respondents felt that there are differences in acceptable (as opposed to anti-social) behaviour between their own culture and that of the UK. Some of these differences, including lack of respect for elders and drunken behaviour are reflected in what would make migrant workers and BME people feel safer.

There are some differences in emphasis of acceptable behaviours between nationalities; Asian and Romanian respondents commented on UK women drinking alcohol and smoking, Thai respondents on swearing and Polish respondents on less serious attitudes towards work.

Reporting problems

A third of respondents had reported a crime or anti-social behaviour, in the main to the police. Respondents' level of satisfaction and experiences of how reports were dealt with varied; on the whole those who were less satisfied tended to be satisfied with the police but not satisfied with the final outcome.

Although encouraging migrant workers and BME people to report crime was not felt to be a key issue, some suggestions were given including a quicker response from police, tougher punishments for offenders and overcoming language barriers by ensuring interpreters are readily available. In turn, this would speed up the process of reporting incidents. This was particularly suggested by Polish respondents.

Improving feelings of safety

Increasing police presence, especially after dark would have a positive impact on how safe migrant workers and BME people feel.

Some respondents, in particular Polish and South African respondents, felt that the police should have, or exercise more authority, particularly over young people and in dealing with anti-social behaviour. Although some could see there were positives in the UK police being more friendly and approachable, some felt this had a negative impact on their authority. Others, particularly Thai respondents had more trust in the UK police, due to lack of corruption.

Changing negative attitudes towards migrant workers and BME people was seen as vital to improving feelings of safety, with social and moral education of children playing a key role, by helping them to understand different cultures.

Changing adults' negative attitudes was felt to be more difficult. Changing attitudes and building cohesion through positive publicity about migrants and their contribution to society was suggested, although the role of parents was also felt to be key in terms of increasing parental control and teaching young people respect. It was also suggested that migrants and BME people learning the language would help to encourage cohesion, although it was important to maintain national identity.

Information

Positively, some migrant workers/ BME people were aware of the Citizens Advice Bureau and said they would use their services if they needed help with a problem with their employer or landlord. Awareness was particularly high among Indian respondents (all aware), Thai and Portuguese respondents; however none of the Lithuanian respondents mentioned the CAB.

It was felt that increasing knowledge and awareness of the UK law and the CAB would help to make people feel more positive about feeling safe, antisocial behaviour, and crime in the future.



7.2 Seasonal workers

Access to services

Overall, it would appear that seasonal workers may have less need to access a wide range of services than other residents; for some this may explain their lack of difficulty in accessing services. So long as essential services such as facilities for food shopping and medical services are accessible, the range of services available does not have as great an impact on quality of life as we may expect for other residents.

Respondents staying in Marden were more likely to report difficulties in accessing services than those staying in Ledbury and Newent. Transport was also more of an issue for them and they were more likely to lack information about services.

Lack of transport has a negative impact on seasonal workers' quality of life, as they are reliant on limited rural public transport services. This means that essential services and leisure activities are difficult to access due to infrequent bus services and the cost of taxis. Hence improvement of public transport services would have a positive impact on seasonal workers' quality of life.

Lack of information about services was compounded by seasonal workers not knowing where information and advice services were, or being unable to find them.

Knowledge of English was a barrier to accessing services for some respondents, particularly (in the absence of other difficulties) for those staying in Ledbury and Newent. Provision of more English classes, particularly at Newent, would help to overcome this barrier.

Satisfaction with public services

Overall seasonal workers had limited experience of public services; many did not know how they had been or would be treated by public services. The views of the few who felt they had been or would be treated differently by services because of their ethnicity or nationality were mixed; some made positive comments and others negative comments.

It is possible that improving seasonal workers awareness of services may in turn have a positive impact on their perceptions.

Safety

Overall, seasonal workers felt safe, both in their local area and other areas in Herefordshire. They were positive about people in the area, not having had any negative experiences to make them feel unsafe and UK policing and security on their campsite.

A few felt less safe because of their nationality or in other areas because they were unfamiliar and far from help.

Overall, the way other people react to ethnic background, culture or colour was not a key cause for concern among seasonal workers and did not affect their feelings of safety. Seasonal workers were more likely to feel positive than negative about attitudes of and interaction with English people, although a few did feel seasonal workers are disliked by English people.

Local area and accommodation

Seasonal workers were largely positive about their local area as a place to live. These feelings were related to the attractions of living in a rural area. Conversely, the few who felt less positive commented on the disadvantages of living in a rural area, some of which might be counteracted by making facilities and services more accessible.

Relationships between some workers of different nationalities were not good, particularly between Bulgarian and Polish people and to a lesser extent between Bulgarian and Lithuanian people staying in Marden. This had a negative impact on perceptions of how well people from different backgrounds in the local area get on together.

Further to this, a few Marden respondents also felt that they were not valued by, or were discriminated against by their employer.

Accommodation plays a key part in seasonal workers' feelings about their quality of life. Overcrowding and lack of privacy is a concern common to all workers regardless of where they are staying. Campsite living often means separate and shared bathroom facilities, which is a cause of dissatisfaction for many.

Some felt that their accommodation was in poor condition, old or that things were broken. Some respondents' dissatisfaction was compounded by the perception that complaints are not dealt with and problems not rectified.

Pods were the least popular type of accommodation; seasonal workers comments reveal that living in a pod has a negative impact on their quality of life and for a few makes them feel undervalued as people.

Other issues affecting quality of life

Seasonal workers reasons for coming to the UK are largely to earn more money than they could at home, and positively, income relative to the cost of living is much better in the UK, affording a better quality of life for the hours worked than is possible in Romania and Bulgaria.

However, the issue which had the greatest impact on quality of life for Marden respondents was not being given enough hours work this season; only 3-4 hours a day rather than the 6-8 hours or more a day they expected before they arrived, meaning that their earnings were inadequate. This issue influenced how they felt about other aspects of quality of life, from having a negative impact on first timers' perceptions that the UK is a good place to work, to being unable to afford transport or buy anything other than essentials. This issue perhaps also compounded their dissatisfaction with their accommodation in terms of its cost or value for money.

Communication and information

Since seasonal workers spend most of their time working and living on the farm, they find it difficult to access information in other places in the local or wider area.

Those who find it easy to find out information about services often referred to getting information from their employer, whereas those who found it difficult said there was a lack of information provided on their farm. The preferred place to find information was the workplace, either through information giving meetings at induction or through notice boards and leaflets, which for some would need translating if only by a co-worker. A few respondents suggested that it would be a good idea for the Council to provide information about services in these ways.

Most seasonal workers were not aware of the Welcome to Herefordshire website. Internet access on the farms is either limited (connection but no computers provided) or inadequate (computers provided but poor connection), and is only a good source of information for those with enough knowledge of English to search for and understand information. However, improved internet access would have a positive impact on seasonal workers quality of life; an easy and cheap means of keeping in touch with family and friends is very important to them.

Most respondents were not aware of the Citizens advice bureau and when asked where they would seek help if they had a problem with their employer or with their landlord, the most frequent response was from their employer/landlord. In some cases, in particular those staying in Ledbury and Newent, this was felt to be an effective source of help, however for others particularly those in Marden, it was not, with only a few respondents feeling afraid of the consequences of approaching their employer/landlord with a problem, or feeling that it would not be resolved if they did.



7.3 LGBT people

Feelings of safety

Most LGBT respondents felt safe in their local area and in other areas in Herefordshire, although they felt less safe at night, due to inadequate lighting and anti-social behaviour.

Although most respondents said their activities were not limited by feeling unsafe, several did also feel that they cannot always express their sexuality, for example holding hands with their partner in public, due to fear of how other people would react. Half of respondents said they had felt unsafe due to others reactions to their sexual orientation.

Verbal and to some extent physical abuse directed against LGBT people was a concern for some respondents; a few had personal experience of this, examples of media stories which affected feelings of safety were in the main related to hate crimes against LGBT people, and those who agreed that groups of young people make them feel unsafe said this was due to fear of verbal abuse.

Increased police presence, better lighting and changing attitudes/ more effective diversity education would help make respondents feel safer. In addition more control of young people and drunken behaviour would help reduce the fear of crime.

Antisocial behaviour was perceived by most to be caused by young people aged 14-18, although some felt adults were also perpetrators. Drunken behaviour was mentioned frequently, however respondents tended to give a range of examples of antisocial behaviour in their area, including drug taking, noise, vandalism littering and verbal and physical abuse.

Reporting crime and antisocial behaviour

Half of the LGBT respondents had reported incidents of crime or antisocial behaviour, from physical abuse to vandalism.

Experiences of and satisfaction with how these reported problems were dealt with varied, however customer service was an important driver of satisfaction along with feeling that something had been done about the problem. The latter was a key reason for not reporting problems.

Showing empathy and consideration when investigating an incident, and when communicating the outcome, particularly when nothing can be done may help make the experience of reporting incidents such as sexual, physical and verbal abuse more positive, which in turn may encourage LGBT people to report such incidents in future.

Sexual health services

Respondents were most likely to be aware of sexual health services at Gaol Street; however a significant proportion (a quarter) had not heard of any sexual health services in Herefordshire.

Those who had used services were overall satisfied with them and with the staff, and would recommend them to friends.

Most respondents felt that LGBT specific services are of value; a few mentioned feeling more comfortable using LGBT rather than generalist services. However there were some concerns over stigmatisation resulting from using such services. For some this was due to concern over others' reactions to their sexual orientation, however for a few respondents it was a political issue, as services emphasising difference can lead to feelings of segregation.

Raising awareness is a priority for improving sexual healthy services, through greater publicity and advertising via LGBT venues.

Addressing issues of stigmatisation resulting from using LGBT services is a more complex task. For LGBT people who have experienced homophobic abuse or feel safer when people are not aware of their sexual orientation, the benefit of avoiding embarrassment through using LGBT services may be outweighed by anxiety over the potential consequences of being identified as an LGBT person. Hence changing attitudes through diversity education could be seen as being as pertinent to encouraging uptake of LGBT sexual health services as it is to improving feelings of safety.

8. Appendix 1

Quality checked		Inputted		Survey number	
Date:		Interviewer name:		Community/Group:	



Working in partnership for the people of Herefordshire



Herefordshire 100 – Safety and anti-social behaviour survey

Introduction

Herefordshire Council would like to find out the views of different communities in Herefordshire on safety and anti-social behaviour.

I am talking to X people who live in Herefordshire, to see what they think about this and if they have different opinions and experiences from other people or not. This will help the Council meet the needs of different communities in the area.

I have been trained as a volunteer community researcher by QA Research, the independent research agency supporting Herefordshire Council with this survey.

Everything you say will be confidential and your name will not be linked with your answers.

Have you got 30 minutes to talk to me?

Feelings of safety

1. How safe or unsafe do you feel when outside in your local area (within 15-20 minutes walking distance from your home) **during the day?** (PLEASE TICK ONE ONLY)

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="radio"/> O1	<input type="radio"/> O2	<input type="radio"/> O3	<input type="radio"/> O4	<input type="radio"/> O5	<input type="radio"/> O6

2. Why do you say that?

PROBE: *What/ who makes you feel safe/ unsafe?*

3. How safe or unsafe do you feel in your local area after dark?(PLEASE TICK ONE ONLY)

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="radio"/> O1	<input type="radio"/> O2	<input type="radio"/> O3	<input type="radio"/> O4	<input type="radio"/> O5	<input type="radio"/> O6

4. Why do you say that?

PROBE: *What/ who makes you feel safe/ unsafe?*

5. How safe or unsafe do you feel in other areas (in Herefordshire)?

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="radio"/> O1	<input type="radio"/> O2	<input type="radio"/> O3	<input type="radio"/> O4	<input type="radio"/> O5	<input type="radio"/> O6

6. Why do you say that?

PROBE: *What/ who/ where makes you feel safe/ unsafe?*

7. Have you ever felt unsafe walking around in your local area or other areas in Herefordshire because of the way other people react to your ethnic background, culture or colour?

Yes O ₁ Go to Q8	No O ₂ Go to Q9
-----------------------------------	----------------------------------

8. Please could you give an example (s)

PROBE: ***What background/ culture/ colour was the other person from?
What happened/ where did it happen?***

9. Overall, does feeling unsafe limit your activities in any way? How?

10. What would make you feel safer?

PROBE: ***Which area?***

11. How far do you agree or disagree that groups of young people (people who appear to be aged 18 years or under) in your local area make you feel unsafe?

Strongly agree O ₁ Go to Q12	Agree O ₂ Go to Q12	Neither/nor O ₃ Go to Q13	Disagree O ₄ Go to Q13	Strongly disagree O ₅ Go to Q13	Not applicable O ₆ Go to Q13
---	--------------------------------------	--	---	--	---

12. What is it about groups of young people in your neighbourhood that makes you feel unsafe? (TICK ALL THAT APPLY)

Size of the group O ₁	Fear of physical abuse O ₄
Noise O ₂	Other (<i>please state</i>) O ₅
Fear of verbal abuse O ₃

13. Have you seen or heard any stories or reports in the media that have influenced how safe you and people from your community feel?

Yes

O₁

Go to Q14

No

O₂

Go to Q15

14. What were they about?

(ASK Q15 & 16 IF NATIVE COUNTRY IS NOT THE UK. IF NATIVE COUNTRY IS THE UK, GO TO Q17)

15. How safe or unsafe do you feel in your native country/ local area compared to the UK?

Very
safeO₁Fairly
safeO₂Neither safe
nor unsafeO₃Fairly
unsafeO₄

Very unsafe

O₅

Don't know

O₆

16. How have your experiences outside the UK affected how you feel now?

17. What do you think would reduce the fear of crime in your neighbourhood?

Anti social behaviour

18. The phrase Anti-Social Behaviour is used to describe several different types of behaviour. In your opinion, in your local area, what things constitute anti-social behaviour?

19. Are there differences in what acceptable behaviour in your community/ culture is and what is acceptable in White British culture/ the UK? What are these differences?

No differences

20. In your experience, who is anti-social behaviour most usually caused by?
(TICK ONE ONLY)

- | | |
|--|--------------------------------------|
| Children under 14 | <input type="radio"/> O ₁ |
| Young people age 14 to 18 | <input type="radio"/> O ₂ |
| Young people age 19 to 24 | <input type="radio"/> O ₃ |
| Adults over 24 | <input type="radio"/> O ₄ |
| Young people and adults in equal measure | <input type="radio"/> O ₅ |
| Don't know | <input type="radio"/> O ₆ |

Reporting crime and antisocial behaviour

21. Do you feel you know where to report problems like crime or antisocial behaviour?

- | | |
|-----------------------|--------------------------------------|
| Yes, definitely | <input type="radio"/> O ₁ |
| Sometimes | <input type="radio"/> O ₂ |
| Almost never or never | <input type="radio"/> O ₃ |

(NOTE COMMENTS IF THEY GIVE DIFFERENT ANSWERS FOR DIFFERENT PROBLEMS)

22. Have you ever reported problems like crime or antisocial behaviour to the authorities?

- | | |
|-----------------------|----------------------|
| Yes
O ₁ | No
O ₂ |
| Go to Q23 | Go to Q24 |



23a. What did you report, and who did you report it to?

23b. Were you satisfied or dissatisfied with the way your report(s) were dealt with?

23c. Why?

a. What was reported	b. Who reported to	c. Satisfied/ dissatisfied and why

24. Have you actually experienced a problem and not reported it? What was the problem, and could you explain why you didn't report it?

<p>experienced <input type="checkbox"/> No problem</p>

(ASK Q25 IF NATIVE COUNTRY IS NOT THE UK)

25. Are the powers of the police and other authorities in the UK different from those in your native country? How are they different?

<p>The same <input type="checkbox"/></p>
--

26. What would encourage you to report problems to the UK police or other authorities?

--

Information

**27. How much knowledge of/ information about UK law do you feel you have?
(For example, about the powers of the UK police and other authorities)**

A great deal/a lot

 O₁

Quite a lot

 O₂

Some

 O₃

Very little

 O₄

28. Where has this knowledge come from?

IF THE INTERNET ASK *website name/ address*

29. If you had a problem with your employer and needed to know what your rights were, where would you go to seek help?

30. If you had a problem with your landlord and needed to know what your rights were, where would you go to seek help?

IF CITIZEN'S ADVICE BUREAU NOT MENTIONED AT Q29 OR Q30, ASK:

31. Did you know that you can get free legal advice on this sort of problem from the Citizen's Advice Bureau?

Yes

 1

No

 2**Other comments**

32. Do you have any other comments you would like to make?

About you - diversity questions

The following information is needed to help us ensure that Herefordshire Council services are accessible to all. Your answers will be treated in the strictest confidence and will not be used to identify you. You do not have to complete these questions, but it will help the Council to improve our services if you do. For further information, please call Carol Trachonitis, Equality and Diversity Team on **01432 260616** or e-mail ct1@herefordshire.gov.uk or refer to the 'Diversity Monitoring' pages on our website (www.herefordshire.gov.uk/diversity).

Data Protection Act 1998

The data collected in this form will only be used for the purpose of statistical monitoring. This information will only be retained for as long as is considered necessary for monitoring purposes and then it will be destroyed. At all times it will be kept in accordance with the Act.

33. What is your gender?

Male 1

Female 2

34. What is your age?

16-24 years 1

45-64 years 3

75 + years 5

25-44 years 2

65-74 years 4

35. How would you describe your national identity? (PLEASE TICK ✓ ONE BOX ONLY)

English 1

Scottish 3

British 5

Welsh 2

Northern Irish 4

Irish 6

Other (✓ AND WRITE IN):

7

--

36. How would you describe your ethnicity? (PLEASE TICK ✓ ONE BOX ONLY)

White:	British	<input type="checkbox"/> 1
	Irish Traveller	<input type="checkbox"/> 2
	Romany/Gypsy	<input type="checkbox"/> 3
	Other White background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 4
Black or Black British:	African	<input type="checkbox"/> 5
	Caribbean	<input type="checkbox"/> 6
	Other Black background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 7
Asian or Asian British	Indian	<input type="checkbox"/> 8
	Pakistani	<input type="checkbox"/> 9
	Bangladeshi	<input type="checkbox"/> 10
	Other Asian background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 11
Chinese or Chinese British:	Chinese	<input type="checkbox"/> 12
	Other Chinese background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 13
Mixed or Mixed British:	White and Black African	<input type="checkbox"/> 14
	White and Black Caribbean	<input type="checkbox"/> 15
	White and Asian	<input type="checkbox"/> 16
	White and Chinese	<input type="checkbox"/> 17
	Other Mixed background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 18
Other:	Any other background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 19



37. Which of the following best describes your current work situation? (PLEASE TICK ✓ ONE BOX ONLY)

Employee in full-time job (30 or more hours per week)	<input type="checkbox"/> 1	Unemployed and available for work	<input type="checkbox"/> 6
Employee in part-time job (less than 30 hours per week)	<input type="checkbox"/> 2	Permanently sick / disabled	<input type="checkbox"/> 7
Self-employed full or part-time	<input type="checkbox"/> 3	Wholly retired from work	<input type="checkbox"/> 8
On a government sponsored training scheme (e.g. Modern Apprenticeship, National Traineeship)	<input type="checkbox"/> 4	Looking after the home	<input type="checkbox"/> 9
Full-time education at school, college or university	<input type="checkbox"/> 5	Doing something else (PLEASE WRITE BELOW)	<input type="checkbox"/> 10

38. How long have you been living in the UK? (PLEASE TICK ✓ ONE BOX ONLY)

Less than 6 months	<input type="checkbox"/> 1	1-2 years	<input type="checkbox"/> 3	5+ years	<input type="checkbox"/> 5
6-12 months	<input type="checkbox"/> 2	3-5 years	<input type="checkbox"/> 4		

39. What is your postcode

40. What is your main spoken language?

41. How would you describe your knowledge of the English language? (PLEASE TICK ✓ ONE BOX ON EACH ROW)

	Fluent	Fair	No knowledge
a) Reading	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b) Writing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c) Speaking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

42. Have you studied, or are you currently studying for an English (ESOL) qualification?



43. What is the highest English (ESOL) qualification you already have?

--

44. How is your health in general? (PLEASE TICK ✓ ONE BOX ONLY)

Very good <input type="checkbox"/> 1	Good <input type="checkbox"/> 2	Fair <input type="checkbox"/> 3	Bad <input type="checkbox"/> 4	Very bad <input type="checkbox"/> 5
---	------------------------------------	------------------------------------	-----------------------------------	--

45. Do you have a long-term disability, long term illness or health problem (12 months or more) which limits daily activities or the work you can do? (PLEASE TICK ✓ ONE BOX ONLY)

Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2
--------------------------------	-------------------------------

46. What type of accommodation do you currently live in? (PLEASE TICK ✓ ONE BOX ONLY)

Bricks and mortar:	Detached House/bungalow <input type="checkbox"/> 1	Semi/terrace <input type="checkbox"/> 2	Flat/apartment <input type="checkbox"/> 3
Mobile/Temp:	Caravan (tourer) <input type="checkbox"/> 4	Caravan (static) <input type="checkbox"/> 5	Pod <input type="checkbox"/> 6
Other:	No fixed abode <input type="checkbox"/> 7	Staying with friends <input type="checkbox"/> 8	

Thank you for taking part in this survey



Research

Quality checked		Inputted		Survey number	
Date:		Interviewer name:		Community/Group:	



Working in partnership for the people of Herefordshire



Herefordshire 100 – Quality of life survey – seasonal workers

Introduction

Herefordshire Council recently carried out some research about services in the area, to find out if people find it difficult or easy to access and use services, and how they could be improved.

To make sure Herefordshire Council gets to hear the views of all communities, I am talking to seasonal workers in Herefordshire, to see what they think about this and if they have different opinions and experiences from other people or not. This will help the Council meet the needs of different communities in the area.

I have been trained as a volunteer community researcher by QA Research, the independent research agency supporting Herefordshire Council with this survey.

Everything you say will be confidential and your name will not be linked with your answers.

Have you got 30 minutes to talk to me?



Access to services

1. Which of the following services, if any, do you find it difficult to access? 'Accessing' a service could include getting there, convenience of opening hours, how easy it is to get an appointment etc. (PLEASE TICK AS MANY AS APPLY)

2. (ASK FOR ALL THOSE TICKED AS DIFFICULT TO ACCESS) Why do you find this service difficult to access? (PROMPT: e.g. language, lack of privacy, inapproachable staff, knowledge of service, other)

	tick if difficult	Why
Local shop	<input type="checkbox"/> 1	
Shopping centre or supermarket	<input type="checkbox"/> 2	
Post office	<input type="checkbox"/> 3	
GP	<input type="checkbox"/> 4	
Dentist	<input type="checkbox"/> 5	
Chemist or pharmacy	<input type="checkbox"/> 6	
Fresh fruit and vegetables	<input type="checkbox"/> 7	
Local hospital	<input type="checkbox"/> 8	
Publicly accessible green space e.g. parks	<input type="checkbox"/> 9	
Public transport facility e.g. bus stop, train station	<input type="checkbox"/> 10	
Library	<input type="checkbox"/> 11	
Sports/ leisure centre	<input type="checkbox"/> 12	
Cultural/recreational facility e.g. theatre, cinema	<input type="checkbox"/> 13	
Bank or cashpoint	<input type="checkbox"/> 14	
Council office or 'Info Centre'	<input type="checkbox"/> 15	
Solicitor, Citizens Advice Bureau or other advice service	<input type="checkbox"/> 16	
None of these	<input type="checkbox"/> 17	



3. What transport do you use/ how do you get to places? (TICK ALL THAT APPLY)

Walk	<input type="checkbox"/>	1
Cycle	<input type="checkbox"/>	2
Drive (own car)	<input type="checkbox"/>	3
Drive (hire car)	<input type="checkbox"/>	4
Passenger in a car	<input type="checkbox"/>	5
Taxi	<input type="checkbox"/>	6
Bus	<input type="checkbox"/>	7
Train	<input type="checkbox"/>	8
Other (WRITE IN)	<input type="checkbox"/>	9

4. Do you have any problems with transport/ getting to places?

Often	Sometimes	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3
Go to Q5	Go to Q5	Go to Q6

5. (IF OFTEN/SOMETIMES) What problems do you have with transport/getting to places?

PROBE: *Which places? Why do you need/ want to go there? What is the problem?*



Satisfaction with public services

6a. When using the following public services, do you feel you have been (or would be) treated differently (positively or negatively) because of your ethnicity or nationality?

6b. (IF YES) How?

	Yes	No	Don't know	How
a) Herefordshire Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	
b) West Mercia Constabulary (police)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	
c) Hereford and Worcester Fire and Rescue Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	
d) Your GP (family doctor)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	
e) Your local hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	
f) Your local dentist	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	

Safety

7. How safe or unsafe do you feel when outside in your local area during the day? (PLEASE TICK ONE ONLY)

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="radio"/> O1	<input type="radio"/> O2	<input type="radio"/> O3	<input type="radio"/> O4	<input type="radio"/> O5	<input type="radio"/> O6

8. Why do you say that?

PROBE: *What/ who makes you feel safe/ unsafe?*

9. How safe or unsafe do you feel in your local area after dark? (PLEASE TICK ONE ONLY)

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="radio"/> O1	<input type="radio"/> O2	<input type="radio"/> O3	<input type="radio"/> O4	<input type="radio"/> O5	<input type="radio"/> O6

10. Why do you say that?PROBE: *What/ who makes you feel safe/ unsafe?*

--

11. How safe or unsafe do you feel in other areas (in Herefordshire)?

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
O1	O2	O3	O4	O5	O6

12. Why do you say that?PROBE: *What/ who/ where makes you feel safe/ unsafe?*

--

13. Have you ever felt unsafe walking around in your local area or other places (in Herefordshire) because of the way other people react to your ethnic background, culture or colour?

Yes

No

O1

O2

Go to Q14

Go to Q15

14. Please could you give an example(s)PROBE: *What background/ culture/ colour was the other person from?
What happened/ where did it happen?*

--

15. Overall, does feeling unsafe limit your activities in any way? How?

--

16. What would make you feel safer?PROBE: *Which area?*

--

Local area and accommodation

17. Overall how satisfied or dissatisfied are you with your local area (within 15-20 minutes walking distance from your home) **as a place to live?** (PLEASE TICK ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

18. Why do you say this?

--

19. And how satisfied or dissatisfied are you with your home/ accommodation as a place to live? (PLEASE TICK ONE BOX ONLY)

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

20. Why do you say this?

--

21. To what extent do you agree or disagree that your local area (within 15-20 minutes walking distance from your home) **is a place where people from different backgrounds get on well together?** (PLEASE TICK ONE BOX ONLY)

Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Don't know	Too few people in local area	All the same background
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7



22. Why do you say this?

PROBE: *People from which backgrounds?*

Communication and information

23. Which if any, newspapers do you read, including non English newspapers?

TICK IF NONE 1

24. Which if any, local radio stations do you listen to?

TICK IF NONE 1

25. Which if any, community groups / societies / organisations do you belong to?

TICK IF NONE 1

26. Which, if any, people in the local community do you seek general advice or help from?

TICK IF NONE 1

27. If you had a problem with your employer and needed to know what your rights were, where would you go to seek help?

28. If you had a problem with your landlord and needed to know what your rights were, where would you go to seek help?

IF CITIZEN'S ADVICE BUREAU NOT MENTIONED AT Q27 OR Q28, ASK:

29. Did you know that you can get free legal advice on this sort of problem from the Citizen's Advice Bureau?

Yes

1

No 2

30. Which if any, internet sites for x people do you use? (write down address if known)

	TICK IF NONE <input type="checkbox"/> 1
--	---

31. Do you know about the 'welcome to Herefordshire.com' website?

Yes, and have looked at it	Yes, but have not looked at it	No	Not sure
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Go to Q32	Go to Q32	Go to Q35	Go to Q35

32. How did you find out about the welcome to Herefordshire site?

--

33. IF YES, AND HAVE LOOKED AT IT: How useful did you find the welcome to Herefordshire site?

Very useful	Fairly useful	Not very useful	Not useful at all	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

34. IF YES, AND HAVE LOOKED AT IT: How could the welcome to Herefordshire site be improved?

	Fine as it is <input type="checkbox"/> 1
--	--

35. How easy is it for you to find out about local public services (such as the council, police, fire and rescue, GP, hospital, dentist)?

Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

36. Why do you say that?

--

37. How would you like to find out information about local public services (such as the council, police, fire and rescue, GP, hospital, dentist)?

--



Other comments

38. Do you have any other comments you would like to make?

About you - diversity questions

The following information is needed to help us ensure that Herefordshire Council services are accessible to all. Your answers will be treated in the strictest confidence and will not be used to identify you. You do not have to complete these questions, but it will help the Council to improve our services if you do. For further information, please call Carol Trachonitis, Equality and Diversity Team on **01432 260616** or e-mail ct1@herefordshire.gov.uk or refer to the 'Diversity Monitoring' pages on our website (www.herefordshire.gov.uk/diversity).

Data Protection Act 1998

The data collected in this form will only be used for the purpose of statistical monitoring. This information will only be retained for as long as is considered necessary for monitoring purposes and then it will be destroyed. At all times it will be kept in accordance with the Act.

39. What is your gender?

Male 1

Female 2

40. What is your age?

16-24 years 1

45-64 years 3

75 + years 5

25-44 years 2

65-74 years 4

41. How would you describe your national identity? (PLEASE TICK ONE BOX ONLY)

English 1

Scottish 3

British 5

Welsh 2

Northern Irish 4

Irish 6

Other (• AND WRITE IN):

7



Research

42. How would you describe your ethnicity? (PLEASE TICK ONE BOX ONLY)

White:	British	<input type="checkbox"/> 1
	Irish Traveller	<input type="checkbox"/> 2
	Romany/Gypsy	<input type="checkbox"/> 3
	Other White background (PLEASE TICK AND WRITE IN)	<input type="checkbox"/> 4
Black or Black British:	African	<input type="checkbox"/> 5
	Caribbean	<input type="checkbox"/> 6
	Other Black background (PLEASE TICK AND WRITE IN)	<input type="checkbox"/> 7
Asian or Asian British	Indian	<input type="checkbox"/> 8
	Pakistani	<input type="checkbox"/> 9
	Bangladeshi	<input type="checkbox"/> 10
	Other Asian background (PLEASE TICK AND WRITE IN)	<input type="checkbox"/> 11
Chinese or Chinese British:	Chinese	<input type="checkbox"/> 12
	Other Chinese background (PLEASE TICK AND WRITE IN)	<input type="checkbox"/> 13
Mixed or Mixed British:	White and Black African	<input type="checkbox"/> 14
	White and Black Caribbean	<input type="checkbox"/> 15
	White and Asian	<input type="checkbox"/> 16
	White and Chinese	<input type="checkbox"/> 17
	Other Mixed background (PLEASE TICK AND WRITE IN)	<input type="checkbox"/> 18
Other:	Any other background (PLEASE TICK AND WRITE IN)	<input type="checkbox"/> 19



43. Which of the following best describes your current work situation? (PLEASE TICK ONE BOX ONLY)

Employee in full-time job (30 or more hours per week)	<input type="checkbox"/> 1	Unemployed and available for work	<input type="checkbox"/> 6
Employee in part-time job (less than 30 hours per week)	<input type="checkbox"/> 2	Permanently sick / disabled	<input type="checkbox"/> 7
Self-employed full or part-time	<input type="checkbox"/> 3	Wholly retired from work	<input type="checkbox"/> 8
On a government sponsored training scheme (e.g. Modern Apprenticeship, National Traineeship)	<input type="checkbox"/> 4	Looking after the home	<input type="checkbox"/> 9
Full-time education at school, college or university	<input type="checkbox"/> 5	Doing something else (PLEASE WRITE BELOW)	<input type="checkbox"/> 10

44. How long have you been living in the UK? (PLEASE TICK ONE BOX ONLY)

Less than 6 months	<input type="checkbox"/> 1	1-2 years	<input type="checkbox"/> 3	5+ years	<input type="checkbox"/> 5
6-12 months	<input type="checkbox"/> 2	3-5 years	<input type="checkbox"/> 4		

45. When you came to the UK this season, did you intend to come to Herefordshire?

Yes 1 No 2

46. And did you come straight here, or work elsewhere first?

Came straight here 1 Worked elsewhere first 2

47. Is this the first time you have worked in Herefordshire?

Yes, it's the first time 1 Second time 2 Third time or more 3

48. (IF THE FIRST TIME) What, if anything, did you know about Herefordshire before you came?

Probe: *Where did you get this information from?*

Tick if nothing at all

49. Where are you staying in Herefordshire?

50. What is your main spoken language?

51. How would you describe your knowledge of the English language? (PLEASE TICK ONE BOX ON EACH ROW)

	Fluent	Fair	No knowledge
a) Reading	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b) Writing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c) Speaking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

52. Have you studied, or are you currently studying for an English (ESOL) qualification?

53. What is the highest English (ESOL) qualification you already have?

54. How is your health in general? (PLEASE TICK ONE BOX ONLY)

Very good	Good	Fair	Bad	Very bad
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

55. Do you have a long-term disability, long term illness or health problem (12 months or more) which limits daily activities or the work you can do? (PLEASE TICK ONE BOX ONLY)

Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2
--------------------------------	-------------------------------

56. What type of accommodation do you currently live in? (PLEASE TICK ONE BOX ONLY)

Bricks and mortar:	Detached House/bungalow <input type="checkbox"/> 1	Semi/terrace <input type="checkbox"/> 2	Flat/apartment <input type="checkbox"/> 3
Mobile/Temp:	Caravan (tourer) <input type="checkbox"/> 4	Caravan (static) <input type="checkbox"/> 5	Pod <input type="checkbox"/> 6
Other:	No fixed abode <input type="checkbox"/> 7	Staying with friends <input type="checkbox"/> 8	

Thank you for taking part in this survey

Quality checked		Inputted		Survey number	
Date:		Interviewer name:		Community/Group:	



Working in partnership for the people of Herefordshire



Herefordshire 100 – Safety and Health Survey

Introduction

Herefordshire Council would like to find out the views of different communities in Herefordshire on two topics; safety and anti-social behaviour, and health.

To make sure Herefordshire Council gets to hear the views of all communities, I am talking to LGBT people in Herefordshire, to see what they think about this and if they have different opinions and experiences from other people or not. This will help the Council meet the needs of different communities in the area.

I have been trained as a volunteer community researcher by QA Research, the independent research agency supporting Herefordshire Council with this survey.

Everything you say will be confidential and your name will not be linked with your answers.

Have you got 30 minutes to talk to me?

Safety

1. How safe or unsafe do you feel when outside in your local area during the day? (PLEASE TICK ONE ONLY)

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="radio"/> O1	<input type="radio"/> O2	<input type="radio"/> O3	<input type="radio"/> O4	<input type="radio"/> O5	<input type="radio"/> O6

2. Why do you say that?

PROBE: *What/ who makes you feel safe/ unsafe?*

3. How safe or unsafe do you feel in your local area after dark? (PLEASE TICK ONE ONLY)

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="radio"/> O1	<input type="radio"/> O2	<input type="radio"/> O3	<input type="radio"/> O4	<input type="radio"/> O5	<input type="radio"/> O6

4. Why do you say that?

PROBE: *What/ who makes you feel safe/ unsafe?*

5. How safe or unsafe do you feel in other areas (in Herefordshire)?

Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
<input type="radio"/> O1	<input type="radio"/> O2	<input type="radio"/> O3	<input type="radio"/> O4	<input type="radio"/> O5	<input type="radio"/> O6

6. Why do you say that?

PROBE: *What/ who/ where makes you feel safe/ unsafe?*

7. Have you ever felt unsafe walking around in your local area or other places (in Herefordshire) because of the way other people react to your sexual orientation?

Yes	No
<input type="radio"/> O1	<input type="radio"/> O2
Go to Q8	Go to Q9

8. Please could you give an example(s)

PROBE: *What background was the other person from?
What happened/ where did it happen?*

9. Overall, does feeling unsafe limit your activities in any way? How?

10. What would make you feel safer?

PROBE: *Which area?*

11. How far do you agree or disagree that groups of young people (people who appear to be aged 18 years or under) in your local area make you feel unsafe?

Strongly agree	Agree	Neither/nor	Disagree	Strongly disagree	Not applicable
<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₆
Go to Q12	Go to Q12	Go to Q13	Go to Q13	Go to Q13	Go to Q13

12. What is it about groups of young people in your neighbourhood that makes you feel unsafe? (TICK ALL THAT APPLY)

Size of the group	<input type="radio"/> O ₁	Fear of physical abuse	<input type="radio"/> O ₄
Noise	<input type="radio"/> O ₂	Other (<i>please state</i>)	<input type="radio"/> O ₅
Fear of verbal abuse	<input type="radio"/> O ₃

13. Have you seen or heard any stories or reports in the media that have influenced how safe you and LGBT people feel?

Yes	No
<input type="radio"/> O ₁	<input type="radio"/> O ₂
Go to Q14	Go to Q15

14. What were they about?

15. What do you think would reduce the fear of crime in your neighbourhood?

Anti social behaviour

16. The phrase Anti-Social Behaviour is used to describe several different types of behaviour. In your opinion, in your local area, what things constitute anti-social behaviour?

--

17. In your experience, who is anti-social behaviour most usually caused by?
(TICK ONE ONLY)

- | | | |
|--|-----------------------|----------------|
| Children under 14 | <input type="radio"/> | O ₁ |
| Young people age 14 to 18 | <input type="radio"/> | O ₂ |
| Young people age 19 to 24 | <input type="radio"/> | O ₃ |
| Adults over 24 | <input type="radio"/> | O ₄ |
| Young people and adults in equal measure | <input type="radio"/> | O ₅ |
| Don't know | <input type="radio"/> | O ₆ |

Reporting crime and antisocial behaviour

18. Do you feel you know where to report problems like crime or antisocial behaviour?

- | | | |
|-----------------------|-----------------------|----------------|
| Yes, definitely | <input type="radio"/> | O ₁ |
| Sometimes | <input type="radio"/> | O ₂ |
| Almost never or never | <input type="radio"/> | O ₃ |

(NOTE COMMENTS IF THEY GIVE DIFFERENT ANSWERS FOR DIFFERENT PROBLEMS)

--

19. Have you ever reported problems like crime or antisocial behaviour to the authorities?

Yes
 O₁
Go to Q20

No
 O₂
Go to Q21

20a. What did you report, and who did you report it to?

20b. Were you satisfied or dissatisfied with the way your report(s) were dealt with?

20.c Why?

a. What was reported	b. Who reported to	c. Satisfied dissatisfied and why

21. Have you actually experienced a problem and not reported it? What was the problem, and could you explain why you didn't report it?

No problem experienced <input type="checkbox"/>

Health services

22. Are you aware of the following sexual health services in Herefordshire?

Weekly LGBT drop in at Gaol Street, Hereford	O ₁	Go to Q24
Student drop at Student Services Block behind the Tech College	O ₂	
Clinical services, such as testing for Chlamydia, HIV etc. at Gaol Street Clinic, Hereford	O ₃	
Other sexual health service (PLEASE WRITE IN NAME AND WHERE SERVICE IS BELOW)	O ₄	
I am not aware of any sexual health services in Herefordshire	O ₅	Go to Q23

23. Where do you think you would go if you were to have a sexual health problem?

(DO NOT READ OUT LIST)

GP	O ₁
Other (PLEASE WRITE IN NAME AND WHERE SERVICE IS BELOW)	O ₂

24. Have you or any of your friends used any of the following services in Herefordshire in the last 12 months?

Weekly LGBT drop in at Gaol Street, Hereford	O ₁	Go to Q25
Student drop in at Student Services Block behind the Tech College	O ₂	
Clinical services, such as testing for Chlamydia, HIV etc. at Gaol Street Clinic, Hereford	O ₃	
I/ my friends have used another service for a sexual health problem or sexual health advice/ information/ safer sex supplies (PLEASE WRITE IN NAME AND WHERE SERVICE IS BELOW)	O ₄	
I/ my friends have not used any services in Herefordshire for a sexual health problem	O ₅	Go to Q27

25. What do you think of the services offered? (ASK FOR EACH SERVICE USED)

		Comments
a	Weekly LGBT drop in at Gaol Street, Hereford	Tick if don't know <input type="checkbox"/>
b	Student drop at Student Services Block, behind the Tech College	Tick if don't know <input type="checkbox"/>
c	Clinical services, such as testing for Chlamydia, HIV etc. at Gaol Street Clinic, Hereford	Tick if don't know <input type="checkbox"/>
d	Other services (WRITE IN NAME AND WHERE SERVICE IS BELOW)	Tick if don't know <input type="checkbox"/>

26. Would you recommend any of these services to your friends? (ASK FOR EACH SERVICE USED)

		Yes	No
a	Weekly LGBT drop in at Gaol Street, Hereford	O ₁	O ₂
b	Student drop at Student Services Block behind the Tech College	O ₁	O ₂
c	Clinical services, such as testing for Chlamydia, HIV etc. at Gaol Street Clinic, Hereford	O ₁	O ₂
d	Other services (PLEASE WRITE IN NAME AND WHERE SERVICE IS BELOW)	O ₁	O ₂

27. While you have lived in Herefordshire, have you ever felt the need to access sexual health services outside of Herefordshire?

Yes	No
O ₁	O ₂
Go to Q28	Go to Q29

28. Where did you go to access services, and why?

At the moment, drop in sessions are run by Health Promotion Worker Jeff Newsome and LGBT Worker Steven Davies. These include the weekly LGBT drop in sessions in Gaol Street and the student drop in sessions at the Technical college. These provide advice, information and some safer sex supplies.

29. Would drop in sessions be more useful if...

	Yes	No	Don't know
a ... A nurse, clinician or GP was available at a drop in for screenings and HIV testing	<input type="radio"/> O1	<input type="radio"/> O2	<input type="radio"/> O3
b ... Clinic appointments could be made at a drop in	<input type="radio"/> O1	<input type="radio"/> O2	<input type="radio"/> O3

30. Is there anything else that would improve sexual health services in Herefordshire, if so what?

Other comments

31. Do you have any other comments you would like to make?

About you - diversity questions

The following information is needed to help us ensure that Herefordshire Council services are accessible to all. Your answers will be treated in the strictest confidence and will not be used to identify you. You do not have to complete these questions, but it will help the Council to improve our services if you do. For further information, please call Carol Trachonitis, Equality and Diversity Team on **01432 260616** or e-mail ct1@herefordshire.gov.uk or refer to the 'Diversity Monitoring' pages on our website (www.herefordshire.gov.uk/diversity).

Data Protection Act 1998

The data collected in this form will only be used for the purpose of statistical monitoring. This information will only be retained for as long as is considered necessary for monitoring purposes and then it will be destroyed. At all times it will be kept in accordance with the Act.

32. What is your gender?

Male O1

Female O2

Trans O3

33. What is your age?

16-24 years	<input type="checkbox"/> 1	45-64 years	<input type="checkbox"/> 3	75 + years	<input type="checkbox"/> 5
25-44 years	<input type="checkbox"/> 2	65-74 years	<input type="checkbox"/> 4		

34. Please specify your sexual orientation (PLEASE TICK ✓ ONE BOX ONLY)

Heterosexual	<input type="checkbox"/> 1	Gay	<input type="checkbox"/> 3	Prefer not to say	<input type="checkbox"/> 5
Bisexual	<input type="checkbox"/> 2	Lesbian	<input type="checkbox"/> 4		

35. How would you describe your national identity? (PLEASE TICK ✓ ONE BOX ONLY)

English	<input type="checkbox"/> 1	Scottish	<input type="checkbox"/> 4	British	<input type="checkbox"/> 6
Welsh	<input type="checkbox"/> 2	Northern Irish	<input type="checkbox"/> 5	Irish	<input type="checkbox"/> 7
Other (✓ AND WRITE IN BELOW):					<input type="checkbox"/> 3



36. How would you describe your ethnicity? (PLEASE TICK ✓ ONE BOX ONLY)

White:	British	<input type="checkbox"/> 1
	Irish Traveller	<input type="checkbox"/> 2
	Romany/Gypsy	<input type="checkbox"/> 3
	Other White background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 4
	<input type="text"/>	
Black or Black British:	African	<input type="checkbox"/> 5
	Caribbean	<input type="checkbox"/> 6
	Other Black background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 7
	<input type="text"/>	
Asian or Asian British	Indian	<input type="checkbox"/> 8
	Pakistani	<input type="checkbox"/> 9
	Bangladeshi	<input type="checkbox"/> 10
	Other Asian background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 11
	<input type="text"/>	
Chinese or Chinese British:	Chinese	<input type="checkbox"/> 12
	Other Chinese background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 13
	<input type="text"/>	
Mixed or Mixed British:	White and Black African	<input type="checkbox"/> 14
	White and Black Caribbean	<input type="checkbox"/> 15
	White and Asian	<input type="checkbox"/> 16
	White and Chinese	<input type="checkbox"/> 17
	Other Mixed background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 18
	<input type="text"/>	
Other:	Any other background (PLEASE TICK ✓AND WRITE IN)	<input type="checkbox"/> 19
	<input type="text"/>	

37. Please specify your religion/belief? (PLEASE TICK ✓ ONE BOX ONLY)

Christian	<input type="checkbox"/> 1	Muslim	<input type="checkbox"/> 4	Jewish	<input type="checkbox"/> 6
Hindu	<input type="checkbox"/> 2	Sikh	<input type="checkbox"/> 5	Buddist	<input type="checkbox"/> 7
Other	<input type="checkbox"/> 3	(PLEASE TICK ✓ AND WRITE IN BELOW):			
<input type="text"/>					



38. Which of the following best describes your current work situation? (PLEASE TICK ✓ ONE BOX ONLY)

Employee in full-time job (30 or more hours per week)	<input type="checkbox"/> 1	Unemployed and available for work	<input type="checkbox"/> 6
Employee in part-time job (less than 30 hours per week)	<input type="checkbox"/> 2	Permanently sick / disabled	<input type="checkbox"/> 7
Self-employed full or part-time	<input type="checkbox"/> 3	Wholly retired from work	<input type="checkbox"/> 8
On a government sponsored training scheme (e.g. Modern Apprenticeship, National Traineeship)	<input type="checkbox"/> 4	Looking after the home	<input type="checkbox"/> 9
Full-time education at school, college or university	<input type="checkbox"/> 5	Doing something else (PLEASE WRITE IN BELOW)	<input type="checkbox"/> 10

39. What is your postcode? (please ask for first 4 digits or town/village name if respondent does not want to give full post code)

40. How is your health in general? (PLEASE TICK ✓ ONE BOX ONLY)

Very good	Good	Fair	Bad	Very bad
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

41. Do you have a long-term disability, long term illness or health problem (12 months or more) which limits daily activities or the work you can do? (PLEASE TICK ✓ ONE BOX ONLY)

Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2
--------------------------------	-------------------------------

42. What type of accommodation do you currently live in? (PLEASE TICK ✓ ONE BOX ONLY)

Bricks and mortar:	Detached House/bungalow <input type="checkbox"/> 1	Semi/terrace <input type="checkbox"/> 2	Flat/apartment <input type="checkbox"/> 3
Mobile/Temp:	Caravan(tourer) <input type="checkbox"/> 4	Caravan (static) <input type="checkbox"/> 5	Pod <input type="checkbox"/> 6
Other:	No fixed abode <input type="checkbox"/> 7	Staying with friends <input type="checkbox"/> 8	

Thank you for taking part in this survey



Research

Feedback script – Settled migrants/ BME – safety and antisocial behaviour

Introduction – 5 mins

When we write a research report, we identify key themes, or main findings to come out of the research. We sort through all the data (or information) you have collected, to work out what the main story is. This is what we do to analyse and interpret the data, to find out what it all means. We also look for differences in how people feel – for example, does one community have different views from another? Do men and women, or people of different ages have different views?

We would like you to help us do this, using these tiles to write your ideas on, then grouping similar ideas together. (SHOW TILES). We'll show you what to do as we go along.

The overall story we want to tell is how people feel about safety, antisocial behaviour and crime.

LVT – themes – 60 mins

Introduce LVT

We would like you to think about what people talked about in the interviews, using the tiles to help you:

- The technique we will use is known as LVT. It allows you to capture all the issues surrounding any topic and helps you organise the issues to better understand them.
- It is very useful when different communities work together – LVT helps show what issues are common and which are different to different groups. (Use one colour sticky dot or number for each nationality)
- No right or wrong answers – every idea counts
- Think about your research findings – you will be summing up the key issues that you discovered when you interviewed people in your community.

FLIPCHART PAPER:

How do people from your community feel about safety, antisocial behaviour and crime now and what would need to happen to make them feel more positive in future?

LVT stage 1 – writing (20 mins) individual ideas

Work quickly, without talking to anyone, and write down as many things as you can think of; one thing per tile. Even if it seems obvious, write it down, it might not be obvious to other people. Write the reasons why as well as facts. Think about what most people said – but if a few people said something different, write that down too.

SWITCH ON RECORDER IF ONE GROUP, TAKE NOTES IF MORE THAN ONE

FACILITATOR TO CHECK:

- Write one thing per tile
- *Write the reasons why, not just facts - probe*
- Use plus or minus sign for positive and negative
- Facilitator to put sticky dots/ numbers onto tiles

SUGGESTED PROBING QUESTIONS:

To clarify/ remind researchers to think about interviews

What did people say about:

- Safety - why
- Antisocial behaviour - why
- Reporting crime - why
- Information - why

To encourage focus on solutions:

Imagine it is 2012 – people from your community now feel:

- Completely safe
- There is no anti-social behaviour
- Satisfied with how problems are reported
- Comfortable with reporting things to the authorities

Who could help make this happen?

What role should the authorities play?

- Council
- Police
- Other

LVT stage 2 – clustering (10 mins) - work as two groups if enough participants

Now we are going to put similar ideas together.

- Place the tiles on the board – take care not to smudge the writing
- Work together as a team to group them together, so that similar issues or ideas go together. This may need some careful thought about what each issue is about. Rewrite your thoughts if you need to do that – sometimes changing one word helps an issue make more sense.
- Start by pairing up ideas that clearly belong together – do the easy bits first!
- You will probably end up with four to seven clusters; one tile on its own is OK!

FACILITATOR TO CHECK/ TAKE NOTES

- *Can you explain what this means?*
- *Does this mean the same thing, or is it a bit different? How would you explain it?*
- *Did anyone give examples of this?*

LVT stage 3 – titling the clusters (10 mins) - work as two groups if enough participants

- When you have clustered ALL your tiles, take a green tile for each one, to write titles on.
- You need to give each cluster an overall title that sums up what each individual issue is about. Take a minute to think carefully. You need a title that gets to the heart of the matter for each cluster.
- Make sure everyone is happy with the final titles.

SWITCH ON RECORDER FOR STAGE 4

LVT stage 4 – presenting back to the room (20 mins)

Volunteering time! Each group needs someone to give a very short description of the final board – just to read out each cluster’s title, and a couple of examples of the issues in each cluster. This is so we can see if the two groups have common issues or different ones.

FACILITATOR

- *Probe for examples/ clarify*

- 1) What issue do you feel the people you interviewed felt most strongly about?**
- 2) Are there any differences between communities’ experiences?**
- 3) What should we recommend that the authorities do as a result of the research?**

Aspects of questionnaire not covered

ASK ABOUT ANY ISSUES NOT ALREADY COVERED DURING GROUP WORK/ LVT.

Summarising questions – 5 mins

Thinking about the clusters and the different topics covered in the interviews:

- 4) Do you have any other comments you would like to make?**

Thank and close

Feedback script – Seasonal workers – quality of life

Introduction – 5 mins

When we write a research report, we identify key themes, or main findings to come out of the research. We sort through all the data (or information) you have collected, to work out what the main story is. This is what we do to analyse and interpret the data, to find out what it all means. We also look for differences in how people feel – for example, do Bulgarians have different views from Romanians? Do people here for their first season think differently to people who have been here before?

We would like you to help us do this, using these tiles to write your ideas on, then grouping similar ideas together. (SHOW TILES). We'll show you what to do as we go along.

The overall story we want to tell is about quality of life. We would like to understand how seasonal workers feel about this.

SWITCH ON RECORDER

LVT – themes – 60 mins

Just before we start, I'd like to ask:

1) What does 'quality of life' mean to you?

- *What kind of thing has an effect on quality of life?*

SWITCH OFF RECORDER

Introduce LVT

Now we would like you to think about what people talked about in the interviews, using the tiles help you:

- The technique we will use is known as LVT. It allows you to capture all the issues surrounding any topic and helps you organise the issues to better understand them.
- It is very useful when different communities work together – LVT helps show what issues are common and which are different to different groups. (Use one colour sticky dot for Romanians and one for Bulgarians)
- No right or wrong answers – every idea counts
- Think about your research findings – you will be summing up the key issues that you discovered when you interviewed people in your community.

FLIPCHART PAPER:

How do seasonal workers feel about their quality of life here now, and what would need to change to make it better in 2010?

LVT stage 1 – writing (20 mins) individual ideas

Work quickly, without talking to anyone, and write down as many things as you can think of; one thing per tile. Even if it seems obvious, write it down, it might not be obvious to other people. Write the reasons why as well as facts. Think about what most people said – but if a few people said something different, write that down too.

FACILITATOR TO CHECK:

- Write one thing per tile
- *Write the reasons why, not just facts - probe*
- Use plus or minus sign for positive and negative
- Facilitator to put sticky dots onto tiles

INTRODUCE LIST OF SURVEY TOPICS AFTER 5-10 MINUTES:

All of the topics on the survey are things that might have an impact on quality of life – here is a reminder about what the questions were about

How do seasonal workers feel about their quality of life here now, and what would need to change to make it better in 2010?

- Access to services
- Satisfaction with public services
- Safety
- Local area and accommodation
- Communication and information

LVT stage 2 – clustering (10 mins) - work as two groups if enough participants

Now we are going to put similar ideas together.

- Place the tiles on the board – take care not to smudge the writing
- Work together as a team to group them together, so that similar issues or ideas go together. This may need some careful thought about what each issue is about. Rewrite your thoughts if you need to do that – sometimes changing one word helps an issue make more sense.
- Start by pairing up ideas that clearly belong together – do the easy bits first!
- You will probably end up with four to seven clusters; one tile on its own is OK!

FACILITATOR TO CHECK/ TAKE NOTES

- *Can you explain what this means?*
- *Does this mean the same thing, or is it a bit different? How would you explain it?*
- *Did anyone give examples of this?*

LVT stage 3 – titling the clusters (10 mins) - work as two groups if enough participants

- When you have clustered ALL your tiles, take a green tile for each one, to write titles on.
- You need to give each cluster an overall title that sums up what each individual issue is about. Take a minute to think carefully. You need a title that gets to the heart of the matter for each cluster.



- Make sure everyone is happy with the final titles.

LVT stage 4 – presenting back to the room (20 mins)

SWITCH ON RECORDER

Volunteering time! Each group needs someone to give a very short description of the final board – just to read out each cluster’s title, and a couple of examples of the issues in each cluster. This is so we can see if the two groups have common issues or different ones.

FACILITATOR

- *Probe for examples/ clarify*

2) What do you think has the most impact on seasonal workers quality of life?

- *What did people feel most strongly about?*

Clarification of survey data – 20 mins

ASK ABOUT ANY ISSUES NOT ALREADY COVERED DURING GROUP WORK/ LVT.

Summarising questions – 5 mins

Thinking about the clusters and the different topics covered in the interviews:

24) Overall, how happy or unhappy would you say people are with their quality of life?

25) If you could change one thing about quality of life here as a seasonal worker, what would it be?

Research report – 5 mins

The research report will be made available on the Council’s website when it is finished, so your employer will be able to see it along with everyone else. We always take care to make sure that people can’t be identified in the research report, however, we do make a note to say whether a quote is from someone you interviewed (survey respondent) or whether it was said in the feedback meeting (researcher).

26) Is there anything sensitive we have talked about that you think we should take special care with when we write the report?

27) Do you have any questions for us?

9. Appendix 2

LVT data Migrant worker/ BME (group one)

Bad habits

- Lots of drink people on street Saturday (P)
- Tackle drugs (R)
- Tackle alcohol abuse (R)

Education

- Antisocial behaviour because of background (I-M)
- Educate people about other backgrounds (I-M)
- Education social moral (R)

Increasing security

- CCTV cameras (R)
- More police presence (P)
- Police presence (R)
- Gangs of teenagers (R)
- Not feel very safe (I-M)
- Neighbourhood watch (P)
- Physical abuse (I-M)
- Safety ?park well light up (?)
- Reporting crime not comfortable (R)

Increasing knowledge of law and where to get advice

- More info about the law UK (P)
- No knowledge of the UK law (R)
- They haven't heard about CAB (R)
- People know about CAB (I-M)
- Polish interpreter work in police or special ??? line (P)
- Phone line to ring in own language (P)
- Info on taxes to new household - council (P)
- Forms should be regulated (R)
- People happy with police (I-M)
- People have some knowledge of law (I-M)
- Council working with employers (P)
- Info with payslip on card (P)
- Info prior to coming to UK (not specified)
- Scared to report because of consequence (I-M)



LVT data Migrant worker/ BME (group two)

Feel safe

- Quite safe (T)
- Feel safe compared to South Africa (SA)
- Felt they were street wise so feel safe (SA)
- Stay/ live in good areas – avoid trouble (SA)
- One in army base feel very safe (SA)
- Feel relatively safe in the local area (P)
- Those who live in bigger cities (in Poland) feel safer now (P)
- Crime rise after recession (B)

Attitudes make people feel unsafe

- Hereford a bit behind and not multi cultural (T)
- Attacks on people from the same nationality (P)
- Change of attitude in the place of work (P)
- After the death of Darren (B)
- Attitude to ethnic minorities or seasonal workers (T)
- Mostly afraid of verbal attack on racist grounds (P)
- Fight a war, why they're living here (SA)
- Family background influences crime/? (T)

Lack of respect/ parental control cultural difference

- More disincline, too relaxed (B)
- Drunk teenagers the main problem (P)
- Guns mentioned – some negative unsafe feelings (SA)

Conflict between different nationalities

- Polish ppl don't help one another (P)

Perception that we are here to take people's jobs

- Benefits encourage people not to work (SA) people in general, e.g teenage mothers
- More positive about south Africans (SA)
- South Africans have more right here than 'others' from British (SA)

Sense of identity

- People feel British – P, B, SA
- Polish want to retain culture -0 Polish school being set up, good (P)
- Don't feel British, just want acceptance (T)

Reporting crime

Police aren't allowed to do anything (SA)

- Nothing will be done (T)
- Slow response
- Knew where to report it but sometime afraid to do it (P) - Nervous. Lots of questions, not dealt with



Future/ improvements

Campaigns

- Campaigns advertising positive things about different nationalities (P)
- Posters also – showing different communities (T)

Education

- Development of young people (T)
- School won't change parent's views
- Children have an effect on parents (B)
- Educating young people from early years and teaching about tolerance (P)

Activities for young people

- Trips to other places – cheap
- More activities for young people (T)
- There should be done something to deal with group of wandering teenagers (P)

Learn English

Shift workers need lighting

- More lighting (B)
- More afraid at night than during the day (P)
- However their activities weren't limited by the concern (P)

More policing

- More walking police patrols at weekends (P)
- Visible police (SA)
- Police authority need more control (SA)
- Policing in certain areas and time (B)



LVT data – seasonal workers, Marden

+ve about local area

Feel safe

Like English people

Like nice places

Transport is a problem

Taxi expensive - £8-10

Bus 2-3 times a week better

Work related issues

Not enough work – 3-4 hours per day

Too many people (workers)

Not enough money

People are unhappy,

Some unhappy with the UK, not aware that they could be happy in other place/ with another employer

Accommodation could be improved

Better bathroom in pod

Caravans cold

Expensive accommodation

-ive - Access to facilities on site

Internet connection slow – critique - Herefordshire too far

Better to have wireless connection

+ive - Access to services

Supermarket okay

Dr – someone from office helps



H Diagram data – Seasonal workers Newent

Positives

- The minimum wage is enough for people compared to Bulgaria
- Lots of information about the farm
- If they have a problem someone can help them
- National insurance is good – pay nothing in hospital, in Bulgaria, have to pay
- Emergency phone to hospital
- Employer protects them – accommodation, shops, trip to Weston Super Mare, organise transport to hospital

Negatives

- Main issue is accommodation and overcrowding
- Accommodation five people in a room
- Friends and family can stay with permission, but have to ask and it takes time
- For foreign people, the available jobs are in the field, difficult to find other jobs – need another work permit if you want to change job
- One toilet for 60 people, difficult in morning, brush teeth at same time
- Not allowed to buy a car/ no space to keep them on the farm
- Lack of personal space
- One fridge for 5 people
- Lack of transport in the evening to go out – can't go out clubbing - Bus through to Hereford, for personal things have to use public transport or taxi
- Lack of personal space - Very repetitive days, need personal space

Change

- Information on getting to places and finding services. E.g police/ GP where is it?
- English courses in Glos and Ledbury difficult to get there. Church/ need them in Newent - Courses needed here, one at church in area, or here at farm or in Newent
- More personal space, but cost is a problem!
- What the council does and what they can offer, e.g. help and services
- Missing from our employer – first aid training – plan to do this next year