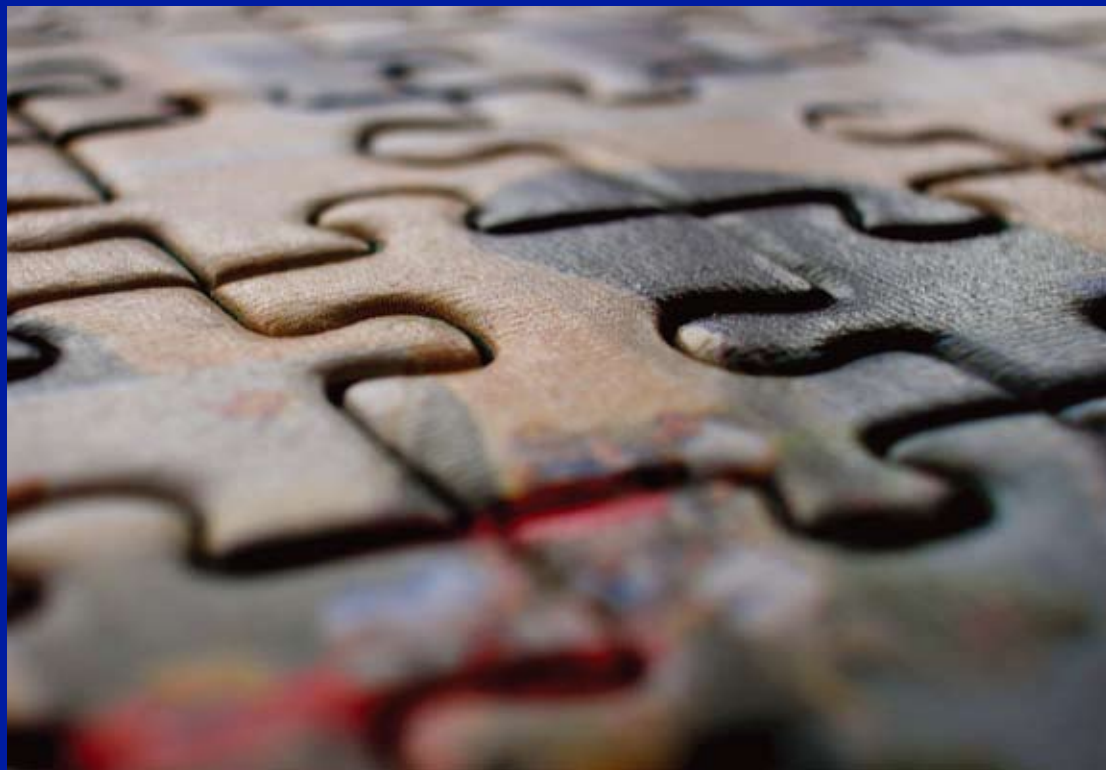


The Information Needs of Migrant Workers in County Tipperary

Report on the Migrant Workers in County Tipperary Information Project



**The Information Needs of Migrant Workers in County Tipperary
Report on the 'Migrant Workers in County Tipperary Information Project'**

written by
Antje Hogan

Researchers:
Antje Hogan
Johanna Gilbertson
Mary Foxton

Funded by the Department of Community, Rural and Gaeltacht Affairs under the
2006 Programme of Grants for Locally Based Community & Voluntary Organisations

Editorial: Johanna Gilbertson, County Tipperary Information Service
Design: Antje Hogan, County Tipperary Information Service
Cover Photo by: Arvydas (morguefile.com)
Printed by: Modern Printers, Kilkenny

© 2007 by County Tipperary Information Service
34/35 Croke Street
Thurles
Co. Tipperary
Tel.: (0504) 22399
Fax: (0504) 22488
E-mail: tippinfo@eircom.net

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| List of Abbreviations

CIC	Citizens' Information Centre
RAPID	Revitalising Areas by Planning Investment and Development
HSE	Health Service Executive
CDB	County Development Board
VEC	Vocational Education Committee
LEADER	"Links between Actions for the Development of Rural Economy" (French: Liason Entre Actions pour le Development de l'Economic Rurale)
CSO	Central Statistics Office
PPS	Personal Public Service
DETE	Department of Enterprise, Trade and Employment
DSFA	Department of Social and Family Affairs
EU10	Accession States who joined the European Union on 1 May 2004, i.e. Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, Slovenia
EU15	The member countries in the European Union prior to the accession of ten candidate countries on 1 May 2004, i.e. Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden, United Kingdom
EEA	European Economic Area: links Iceland, Norway and Liechtenstein to the European Union Internal Market
RoW	Rest of World
ESOL	English as a Second Language
NACE	The general classification of economic activities in the EU (French: Nomenclature Generale des Activites Economique dans l'Union Europeene)
HRC	Habitual Residence Condition

| Acknowledgements

On behalf of County Tipperary Information Service I would like to thank the many individuals and organisations who provided invaluable support and assistance during the course of this project, particularly the members, staff and volunteers of the following organisations:

- DCU (Dublin City University) Language Services for their translation services
- County Tipperary Citizens’ Information Service for initially identifying the need for this research and for supporting the project throughout all stages, particularly during the pilot survey
- Local Social Welfare offices for helping to distribute questionnaires
- The Department of Social and Family Affairs for making available data used for statistical purposes
- FÁS offices for distributing questionnaires
- Local employers who granted us access to participants in the survey
- The South and North Tipperary VEC’s and facilitators of various English language classes in the county who distributed questionnaires
- The voluntary, community and state/semi-state organisations who participated in the preliminary survey thereby helping us shape the research
- North Tipperary County Childcare Committee who put us in contact with local childminders that helped identify potential respondents
- The newspapers “The Nationalist” and “Tipperary Star” who publicised the survey
- All community based organisations in County Tipperary who distributed questionnaires (for a complete list, please see Appendix)

We are particularly thankful to the following individuals for their special efforts: Julia Tarrant and Mary Purcell (Social Welfare), Deirdre Hennessy (Independent Research Consultant), Jennifer McKenna of AIBP Meats, Marie Breen (Glanbia Meats) and Tom Power of Stapleton’s Bakery.

We are grateful to the Department of Community, Rural and Gaeltacht Affairs for funding this research under the 2006 Programme of Grants for Locally Based Community and Voluntary Organisations, particularly to Susan Yeates and Adele O’Byrne who coordinate the programme and showed special consideration for our project.

Further thanks goes to Sinead McGinley on behalf of Tipperary Institute, who provided the training module that was part of this research project and who also assisted in the analysis of the survey data.

We would also like to thank the people who took part in our survey and whose answers gave us insights into their experiences in Ireland and into their information needs. We found many of the participants particularly interested and open about this project.

Last, but not least, I am personally indebted to Johanna Gilbertson, Mary Foxton and Mary Plunkett assisted by Sarah Power for progressing the project internally during my absence. Their work has made this project a particular team effort ensuring that the research remained true to our objectives and could be completed successfully.

Antje Hogan

Manager
Co. Tipperary Information Service

| Background

County Tipperary Information Service is an organisation operating under the Community Services Programme which is funded by the Department of Community, Rural and Gaeltacht Affairs. The organisation was established by, but is legally separate from the County Tipperary Citizens Information Service.

Our primary objective is to provide an independent, free, comprehensive, courteous and confidential information, advice and advocacy service to the general public aimed at informing, educating and empowering all citizens in the county by helping them to become aware of their civil and social rights, entitlements, civic duties and the social services that exist in County Tipperary to support them.

The secondary objective is to establish Co. Tipperary Information Service as a reliable partner for state and semi-state agencies, community groups and voluntary organisations, ensuring that good quality information is available to all the citizens in the county and that specific marginalised groups including lone parents, people with disabilities, migrant workers, the traveller community, the elderly, and young people living in isolated rural areas, are targeted with the provision of community education and a professional advocacy service regarding rights and entitlements. This work includes carrying out research on identified needs and gaps in service provision and publishing and promoting literature to meet these needs.

Migrant Workers in County Tipperary Information Project: Our motivation to undertake research into the information needs of migrant workers in County Tipperary dates back to early 2005 when frontline staff from County Tipperary Citizens' Information Service noted a sharp increase in the numbers of migrant workers (particularly from the 2004 accession states) looking for information and advice in the local Citizens' Information Centres. Moreover, the type of queries received from this customer group suggested an urgent need of information provision in specific areas. Patterns quickly emerged that suggested a number of difficulties (i.e. the lack of knowledge about rights and entitlements, deficiencies in language and communication skills resulting in limited access to information etc.) which in turn placed some migrant workers in a particularly vulnerable economic and social situation.

Anecdotal evidence gathered in the CICs was largely underpinned by the experiences of other service providers in the county from both the statutory and

voluntary sectors. At the same time, migrant workers were increasingly recognised by service providers as a relatively new target group at risk of social exclusion which, despite its diversity, has common needs and issues.

While perhaps this process of needs recognition was well underway at a national level following the reverse of the migratory trends in the 1990s, it did not gain significance for County Tipperary until recently. Migrant workers did not constitute a large part of the population of the county until the 2004 enlargement of the European Union and the subsequent geographically dispersed influx of labour from some of the new accession states. Prior to 2004 the county had experienced a relatively insignificant inflow of labour migration, possibly due to its largely rural character and infrastructure and the under-representation of large scale industries. In all, larger numbers of migrant workers presented a relatively new phenomenon for the county. For migrant workers arriving in Tipperary, a lack of migrant networks and local supports made the process of settling into their host communities more difficult. Service providers, on the other hand, found (and still find) it difficult to provide adequate services to migrant workers without basic knowledge on the profile and needs of the migrant population in the county.

In the absence of a dedicated local body that would have been in a position to commission research into the needs of migrant workers and in line with our objective to support the service provision to various target groups at risk of social exclusion, County Tipperary Information Service initiated the "Migrant Workers in County Tipperary Information Project" with a view to making all findings available to interested parties from the community, voluntary and statutory sectors. Funds for the project were received from the Department of Community, Rural and Gaeltacht Affairs under the 2006 Programme of Grants for Locally Based Community and Voluntary Organisations.

This research forms part of a series of studies initiated and conducted by County Tipperary Information Service into the information needs of specific target groups, which provide supportive data for a wide range of county-based social inclusion measures. The emphasis on information needs is based on our belief that the availability and accessibility of adequate information is imperative for individuals to educate themselves about and subsequently avail of supports that exist for them.

| Executive Summary

Particularly since the enlargement of the European Union, which came into effect on 1 May 2004, the number of migrant workers from the accession states who come to live and work in County Tipperary has increased noticeably. This has contributed to the fact that migrant workers as a whole are viewed as a group of the population with distinct needs. While this group is diverse in origin and ethnic background, individuals often face similar barriers in accessing information about social, cultural and economic issues and services. A limited knowledge of the English language and a different cultural understanding can make the processes of obtaining and comprehending information even more difficult. This in turn may lead to disadvantages and social exclusion.

While many local service providers have recognised the fact that migrant workers have distinct needs and form a group of the population that is at risk of social exclusion, the development of adequate services to meet their needs has been rather slow. This is no surprise. The rapid growth of and changes within the migrant population stand in sharp contrast to the time consuming processes of developing services based on the findings of needs analyses. The latter are slowly emerging in the national context, but little research has been done at a local level to inform the strategies developed by the community, voluntary and statutory agencies in County Tipperary that work with migrant workers. It is evident, that needs and issues must be identified to some degree before engaging in activities that promote equality and social inclusion. Although County Tipperary Information Service cannot fulfil expectations of being able to provide a detailed needs analysis for the migrant worker population in County Tipperary, the findings of this research do represent a first and urgently needed profile of them and some evidence of their information needs. In this sense, this report hopes to form the starting point for many service providers in the development of needs-oriented services and for community groups that are engaging with and supporting migrant workers in the enhancement of their activities.

Despite its focus on local needs, this report needs to be seen in the context of a number of studies that have examined the features of migration to Ireland and the needs and experiences of migrant workers living in this country. Traditionally, Ireland has been an emigrant country and did not experience positive net migration until the mid-1990s. Since then, in-migration has been very strong in a relatively short space of time due to the favourable situation in

the Irish labour market and economy. In recent years, Eastern and Central Europeans, particularly those from the accession states, have dominated the migrant population although generally, it is considered to be quite diverse. Among other nationalities most common in Ireland are Indians who represent the fastest growing migrant population in the country and Filipinos who have led the work permit statistics for the last three years. Inflows of migrants from English-speaking countries such as the UK, the US, Australia, New Zealand, Canada and South Africa have been consistent since the late 1990s.

Most of the information about the profile of the migrant population in Ireland is derived from CSO publications and statistics kept by the Departments of Enterprise, Trade & Employment and for Social & Family Affairs. Precise figures are available for 2002 from the Census report. These are likely to have significantly changed since. Data from the 2006 Census is not yet available. In the absence of this information, it was one of the objectives of this study to profile the migrant population in County Tipperary. The findings showed that the numbers of migrant workers living in the county is likely to have at least doubled in the last five years. As elsewhere in the country, Tipperary’s migrant population consists of large numbers of EU10 nationals, particularly from Poland, Lithuania, Latvia, Slovakia and Hungary. Within this group, Poles form the largest group. It is estimated that one in three migrant workers in the county is Polish. UK nationals, who formed the majority of migrants in 2002, have come to the county at a more or less consistent rate, but have been outnumbered by migrants from the new EU countries and now form only 10 per cent of the EU/EEA population. In the non-EU/EEA group, County Tipperary is host to a wide variety of nationalities, whereby Indians dominate the group of recently-arrived migrants. Interestingly, Filipinos who form one of the largest groups of migrant workers in the national context, live in County Tipperary in insignificant numbers. Egyptians, Moldovans, Pakistanis and Romanians on the other hand represent groups in the foreign-born population of the county, whose numbers are clearly above the national average. County Tipperary has also above-average numbers of migrants from countries that traditionally generate refugees and asylum seekers for Ireland, such as Nigeria and Zimbabwe.

Besides establishing the composition of the current foreign-born population of County Tipperary, this survey sought to profile migrants in respect of

gender, age, family status, employment, education, religious background, language-speaking abilities and the length of residence. Additional objectives included to identify the information needs and gaps of migrant workers and to identify the barriers that may exist for them in accessing information about civil and public services. A survey of approximately 200 respondents was carried out to this end with the aim of presenting the findings to the county's community, voluntary and statutory organisations in the form of this report.

The research commenced in four phases, including

- a consultation phase with service providers to ensure that the research objectives meet their needs
- a literature review to provide the national context
- desktop research on the composition of the migrant worker population in the county
- and the above mentioned survey to establish additional profiling aspects and information needs.

The project faced a number of conceptual difficulties, some of which emerged only in the analysis of the raw data. In contrast to previous research into the information needs of specific groups of the population at risk of social exclusion, this study uncovered a distinctive and problematic overlap of 'material needs' as we call them and 'information needs'. This may be the case because service provision in the county is still in the early stages and services that meet the needs of migrant workers are not yet established in many areas. The lack of services evidently effects the perception of information needs.

In terms of the survey that formed the core of this study, a methodological preference was given to the form of the questionnaire. This questionnaire included 24 questions with various sub-questions in relation to general information, information needs and social, economic and cultural needs. The (English) questionnaire was translated into Polish, Russian and Hungarian based on preliminary estimates of the most common nationalities in the county and distributed randomly to over 2,000 migrant workers through employers known to employ foreign nationals and to community, voluntary and statutory organisations. In all, 219 respondents completed and returned the questionnaire which represents a response rate of 11 per cent. The final respondent group represented a suitable sample in respect of general diversity, although it did not match the estimated diversity in terms of nationalities. The vast majority of respondents were

citizens of the EU accession states.

The answers from the general section of the questionnaire gave valuable insights into the profile of the migrant workers in County Tipperary other than their ethnic backgrounds. More than two thirds of the migrant workers who took part in the survey were married or partnered, with approximately one quarter of them being separated between countries (i.e. one spouse living in Ireland with the other living in the home country). The majority of migrant workers are in their twenties, thirties or forties with only 3 per cent younger than 20 or older than 54. Approximately half of the respondents had children in the various age groups, although not all children live with their parent(s) in Ireland. Geographically, the migrant workers are dispersed equally between the county's towns. The majority of migrant workers are Catholic which was anticipated in view of the large numbers of Polish migrants, although a wide range of other religions are also present. Almost one in ten migrants is likely to be atheist. Over half of the respondents in this survey stated that they had arrived in Ireland in the last year; a further 40 per cent have lived here for between one and five years. In all, this would confirm the suggestion that migration has increased greatly in the last five years.

The language skills, employment situations and educational levels of migrant workers were of particular interest to many service providers. The findings from this survey suggest that there is a generally high number of migrant workers who speak English as a second language. However, a closer look at the levels of English that are spoken reveals that only one in ten perceive themselves as fluent speakers. More than half of the recently-arrived migrant workers must be considered to speak little English. Overall, there was a high interest in improving English language skills that is not currently met by the level of ESOL provision in the county.

The suggestion that many migrant workers are employed below their educational levels and professional qualifications must be considered valid for the migrant workers in County Tipperary. In our sample, 40 per cent of respondents with technical or vocational qualifications (the largest group in terms of educational levels) corresponded to almost 80 per cent of workers providing skilled manual, semi-skilled or unskilled labour. The manufacturing, retail and catering trades represent the sectors that show the highest rates of employment of non-nationals in County Tipperary. Non-EU/EEA nationals are, in addition, largely employed in the agricultural sector.

The information needs of migrant workers in County Tipperary broadly correspond with those identified by

other research for the national context. From a local perspective, it could be stated that approximately three quarters of the information that is provided to migrant workers meets their quality expectations. Among the negative quality aspects cited by the remaining respondents were access barriers and deficiencies in the accuracy and comprehensiveness of information. Migrant workers are most likely to consult friends and family for information in relation to accommodation, childcare, education, employment, transport and English lessons, whereas service providers are contacted directly for legal and health services, financial advice and social welfare issues. Restrictions in the knowledge of English and the ability to speak it represent the greatest barrier experienced by migrant workers to obtaining the appropriate information. Many expressed the need for publications in their native languages. Time restrictions resulting from the work reality many migrants find themselves in and confidence issues were also quite common.

In relation to information on employment rights and legislation – which is often cited as being the most urgent of all information needs of migrant workers in light of reported incidents of exploitation and illegal conduct on the part of the employer – continues to be a basic need. However, this study also registered an increasing level of awareness of employee rights among the migrant workers. Rather it is information on how to act upon the realisation of misconduct by an employer that presents the greater need at the present time. When providing information to migrant workers on the various bodies that exist in Ireland to assist employees in enforcing their employment rights, it should be highlighted that such appeals’ processes are free of charge in Ireland as this may not necessarily be the case in their country of origin.

The survey showed a low participation rate of migrant workers in social and cultural activities in their host communities. The preferred leisure activities evolved around hobbies and pastimes that do not encourage social mixing. Again, language barriers were cited as the biggest obstacle in engaging with the community. An unawareness of existing opportunities in the communities, however, was also identified.

The investigation into the information needs of the migrant workers in County Tipperary incidentally uncovered a number of issues and needs that are not currently being addressed. In some instances it appeared difficult to distinguish between the lack of a service and the lack of information about it. This would require further investigation that exceeds the scope of this study.

What can be said in summary is that opportunities to improve English language skills and a more adequate and strategic provision of information present the most urgent requirements by migrant workers that would reduce their risk of social exclusion and greatly improve integration experiences. These two aspects could be combined, for example, in the development of ESOL curricula that are based on the experiences and needs of the ‘newly-arrived’ migrant. In terms of information provision, it means that translations into the main languages (Polish, Russian, Hungarian) should be made available where resources permit. English publications that are still required in some areas (i.e. health services, childcare, taxation) should consist of basic language and should include direct links to local services. Publications on the internet may offer suitable means to easily adjust contents and languages to the rapidly changing needs of migrant workers. The use of informal networks and the establishment of formal networks and centres can be essential for disseminating information efficiently and strategically.

| Aims & Objectives

With the “Migrant Workers in County Tipperary Information Project”, County Tipperary Information Service set itself a number of objectives, namely to:

- Establish a profile of the migrant population in County Tipperary in respect of gender, age, family status, employment, education, religious and ethnic background, linguistic abilities and the length of residence
- Identify the information needs and gaps of migrant workers in the county
- Identify the barriers that may exist for them in accessing information about civil and public services

with the aim to provide the data gathered in a survey of approximately 200 respondents in Co. Tipperary about the specific information needs of migrant workers to community, voluntary and statutory organisations in the form of a report.

| Methodology

In order to meet the aim and objectives of the “Migrant Workers in County Tipperary Information Project”, work commenced in four phases as follows:

1. Consultation with Service Providers
2. Literature review to provide the national context for this study
3. Desktop research on the profile of migrant workers in County Tipperary
4. Survey of over 200 migrant workers in County Tipperary to establish their information needs

Consultation with Service Providers: The findings of this study will be made available to voluntary, community and statutory organisations in County Tipperary to serve as a basis for informed strategies that may be developed in relation to service delivery and support infrastructures to meet the needs of migrant workers.

It was therefore imperative to ensure that the survey carried out in Phase 4 of the project is in line with the information required by voluntary, community and statutory organisations for their work with migrant workers. For this reason, a preliminary survey was undertaken that included the following organisations:

- Carrick-on-Suir RAPID Programme
- Department of Social and Family Affairs (Thurles)
- FÁS (Local Offices based in Waterford and Limerick)
- HSE Community Welfare (Clonmel)
- HSE North Tipperary Community Services
- HSE South Tipperary Community Services
- North Tipperary County Childcare Committee
- North Tipperary County Council/CDB
- North Tipperary VEC
- Social Welfare Office (Clonmel)
- South Tipperary County Council (Community & Enterprise Section)
- South Tipperary County Council (Housing Section)
- South Tipperary VEC
- Thurles Action for Community Development
- Tipperary Excel Heritage Centre
- Tipperary LEADER
- Tipperary Libraries
- Tipperary Regional Youth Service

This preliminary survey confirmed the urgent need for research into the needs of migrant workers. All of the above organisations stated that they would potentially benefit from the findings of this survey. Seventy nine per cent of the organisations that took part in the survey provide services specifically, but not exclusively to foreign nationals/migrant workers. The majority of these organisations operate at county level in either North or South Tipperary or both (73 per cent) or are town-based (13.5 per cent). Just over half of the organisations are involved in the provision of information, advice and/or advocacy.

In relation to the profile of migrant workers in County Tipperary, the organisations were asked to identify what type of information would be most relevant to them. This question showed that there is a genuine need for the most basic statistical data on the population of migrant workers for the county, i.e. the age, gender and nationality of non-nationals. Although not mentioned specifically, the actual numbers and locations of migrant workers in the county are understood to be part of the basic statistics that are needed.

Depending on the specific brief of the organisation, other information was required, such as for example, cultural diversity and the childcare needs of migrant workers and their families.

In terms of the details that form part of the profiling exercise of this study, County Tipperary Information Service chose to focus on the top six categories identified by the service providers (compare Table 1) combined with standard categories usually contained in statistical surveys (i.e. marital status, religion).

Age	84.2%
Gender	79.0%
Nationality	79.0%
Level of Education/Qualifications	73.7%
Status of Employment	68.4%
Linguistic Abilities (English)	57.9%
Level of Integration	52.6%
Income	47.4%
Permanence of Residency	47.4%
Length of Residency in Ireland	42.1%
Marital Status	36.8%
Type/Standard of Accommodation	36.8%
Motives for Migration	5.3%
Religion	5.3%

Table 1: Profiling Information on Migrant Workers Required by Service Providers

Some categories were perceived as too subjective (i.e. the self-perceived level of integration), unpredictable (i.e. future plans that impact on the length of residency) or too personal (i.e. motives for migration). Those areas of interest that include childcare or accommodation needs require more detailed, topic-focussed research to reflect accurate data for use by the relevant agencies.

In respect of the information needs of migrant workers, most service provider organisations were interested in learning about specific access barriers that migrant workers may experience, the general level of accessibility of information, the importance of various types of information and the knowledge about services (see Table 2).

Again, in terms of what was reflected in the final questionnaire, similar modes of selection were applied as in the case of the profiling information. For example, the nature of this research prevented speculative measures, i.e. in respect of the information needs of future immigrants. Other aspect such as the modes of communication and efforts made by migrant workers to obtain information were not included in the final version of the questionnaire as they are implied in the general mechanisms and patterns applied by migrant workers in sourcing information.

Finally, the survey provided an opportunity for different organisations to identify means of accessing migrant workers (i.e. employers known to employ a large number of migrant workers, possible migrant workers’ groups and networks, etc.) and to list activities that are currently undertaken for supporting migrant workers. At the time of the

preliminary survey (February 2006) these activities mainly comprised of the planned provision of ESOL (English as a Second Language) classes and the ad hoc formation of fora and networks for migrant workers (i.e. a group called “Integrate Tipperary” which operates in Tipperary Town).

In addition to identifying the needs of service providers, this preliminary survey verified that the “Migrant Workers in County Tipperary Information Project” provides information for, and thereby feeds into the County Development Plans of both North and South Tipperary. It does so by helping to identify the training, education and general support needs of non-nationals with a focus on recently-arrived economic migrants.¹

Literature Review to Provide the National Context for this Study:

This phase of the project consisted of an extensive review of literature in relation to migrant workers and immigration to Ireland in order to allow for the study to be placed in a national context. Particularly in the last two years, a number of relevant research projects came to fruition providing a better understanding of the recent changes in the population of Ireland in general and the diversity and needs of immigrants in particular.

The review of literature noted two recent developments in the study of migration to Ireland. Firstly, a shift of focus has occurred from refugees and asylum seekers to migrant workers, in particular those outside the labour market restrictions. Secondly, there have been a number of local studies highlighting the differences in the geographical dispersion of the migrant population in Ireland. A comparison of studies conducted in Westmeath and West Limerick illustrate those local differences and the subsequent need to address identified needs differently at local level.²

Access Barriers	94.1%
Accessibility of information as experienced by migrant workers	88.2%
Importance of information for migrant workers by topic	82.4%
Level of knowledge about specific services	82.4%
Formal and informal communication patterns and networks	76.5%
Preferred modes of communication	70.6%
Information needs of future migrants	64.7%
Level of activity shown by migrant workers to obtain information	64.7%
Quality of information as perceived by migrant workers	64.7%

Table 2: Aspects of Information Needs Most Relevant to Service Providers

Desktop Research on the Profile of Migrant Workers in County Tipperary:

To bring light to the issue of current numbers and features of the migrant worker population in County Tipperary, a review of national statistical data was undertaken with a view to extracting the relevant data for the county. This process was accompanied by a number of circumstantial difficulties.

Midway through this phase, on 23 April 2006, the 2006 Census was carried out by the Central Statistics Office (CSO). Unfortunately, the publication of data relating to migration that would include a breakdown of the nationalities of the people usually resident in County Tipperary on Census night, falls outside the time frame of this research. It is anticipated, however, that Volume 4 of the Census Report which contains this data will be published on 5 July 2007. County Tipperary Information Service will endeavour to review the Census Report when it becomes available and forward all relevant findings to service providers in County Tipperary as an addition/update to this report.

Meanwhile, Phase 2 comprised of an examination of data available from the 2002 Census and from statistical information regularly published by the Department of Enterprise, Trade and Employment (in relation to the number of Work Permits issued) and by the Department of Social and Family Affairs (in relation to the PPS Numbers issued to foreign nationals).

In all, statistical information necessary to profile the migrant population in County Tipperary was difficult to access. The data collated by the different agencies is ambiguous for our purposes and cannot be seen in isolation from each other. However, the information available from a number of research publications has made it possible to draw a number of conclusions on the profile of migrant workers in the county. Together with the results from the 2006 Census these should establish a more precise picture.

Survey of over 200 Migrant Workers in County Tipperary to Establish their Information Needs:

A more central objective of the research, of course, was to identify the information needs of migrant workers in County Tipperary, and as such establish possible knowledge gaps and barriers that may exist for non-nationals in accessing information about services and supports. Included in the questionnaire were questions on the social, economic and cultural needs of migrant workers, even though these remained rather general considering this was not an initial objective of the research. Nevertheless, the answers to this part of the questionnaire may serve as motivators for further research.

Based on the objectives, the survey sought to find answers to the following questions:

- What type of information do migrant workers require most?
- How did migrant workers obtain this information in the past?
- What was the quality of the information received?
- Was access to information perceived as difficult? If so, why?
- What type of leisure activities do migrant workers engage in? If any, do these include membership in social, cultural or religious groups?
- How was the support of the community perceived in relation to social, cultural and religious needs?
- How satisfied are migrant workers with their economic situation?
- What is the level of interest of migrant workers in further education and training?

A questionnaire was developed in English and following preliminary estimates of the nationalities dominating the migrant population of County Tipperary translated into Polish, Russian and Hungarian. The questionnaire comprised of three sections that were informed by the findings of the preliminary survey carried out with the service providers:

1. General Information
2. Information Needs
3. Social, Cultural and Economic Needs

A successful pilot study with 15 respondents who were accessed via the five Citizens' Information Centres in the county was carried out prior to the distribution of the questionnaire. Between November and December 2006, over 2000 questionnaires were distributed across the county to businesses that employ migrant workers, to community and voluntary organisations that have access to migrants and to state agencies that also provide services to non-nationals. The 219 respondents who completed and returned the questionnaire represent a response rate of 11 per cent which is indeed satisfactory.

Ideally, the size of the migrant worker population in Co. Tipperary would have been quantified and this would have formed the basis of an accurate assessment of information needs. However, in the absence of such data (which is not expected until July 2007 as outlined above), the study depended on accessible migrant workers, i.e. those known to or within reach of service providers and communities and an anticipated snowball effect.

The feasibility of this approach may be questionable in light of the large percentage of EU10 nationals in the respondent group. However, it was felt that the nature and scope of this project did not allow for a more targeted approach. The lack of a support infrastructure for migrant workers in County Tipperary posed an additional obstacle. The dominance of EU10 nationals in the respondent group satisfied the objectives of this study in the end, as these were perceived as the group most in need of social inclusion measures. Other migrant worker groups, it was felt, either experienced a higher level of integration (i.e. EU15 and EEA nationals) or were part of work restriction measures which usually coincide with a higher awareness of rights and entitlements due to the nature of the rules and regulations (i.e. RoW nationals).

Instead, sampling focused on achieving a diversity of ages, an equal spread of gender and a variety of personal and economic circumstances (marital status, children, and employment status). With this strategy, the study achieved a relatively comprehensive coverage of individual circumstances among the more recently-arrived migrant workers in County Tipperary. Refugees and asylum seekers, UK nationals, American nationals and illegal immigrants fall outside the scope of this study. Included in the sample are nationals of 15 countries whose distribution is spread evenly across the county, with various personal backgrounds, age ranges, educational levels and employment status.

All respondents completed the survey on a self-completion basis with some respondents receiving clarification on some of the questions. Most respondents completed the questionnaire in their mother tongue. Where translations in their mother tongue were not available, respondents were asked to complete the questionnaire in any of the other available languages provided their level of language competency satisfied the necessary level of comprehension of the questionnaire.

Respondents were accessed randomly through service providers from the community, statutory and voluntary sectors and through businesses that were identified as employers of migrant workers and that agreed to the process. In addition, the availability of the questionnaire was publicised in the local newspapers. While the majority of the questionnaires were distributed by hand, respondents were asked to return their completed questionnaire in a supplied pre-paid envelope to ensure anonymity. The response rate, as stated, was 11 per cent and satisfied our expectations.

Prior to analysis, the data from the returned ques-

tionnaires was adjusted in line with best practice in statistical surveys. Accordingly, the logical composition of the questionnaire was adhered to ensuring more precise conclusions. The need to adjust data may have followed from a number of typical scenarios which range from misunderstandings that can be identified from the answers given elsewhere in the questionnaire to involuntary/accidental omissions. In each case, careful evaluations were carried out before adjusting any data to ensure any corrections were in line with the conclusive intentions of the respondent.

All percentages appearing in the analysis of the data represent so-called “valid percentages” and as such refer to valid answers only, which excludes missing replies and non-applicable questions based on the structure of the questionnaire.

Before proceeding to give details on the survey participants/sampling group, it is necessary to point out a number of conceptual issues.

The term “migrant worker” is used in this study in the context of the definition prepared by the UN Office of the High Commissioner for Human Rights. Accordingly, a migrant worker is understood to be a person “who is to be engaged, is engaged or has been engaged in a remunerated activity in a state of which he or she is not a national”.³ While excluding students, trainees, refugees, undocumented migrants and perhaps foreign investors, this definition refers to all immigrants residing in Ireland in pursuit of or in employment. The term “worker” already implies a particular focus on employment issues in the context of an analysis of information needs. Other more pragmatic concerns such as accommodation, childcare, skills training and education also become more relevant in the course of employment or economically-driven migration. This study does not intend to examine the needs of other groups within the Irish foreign population.

It is also worth noting that the public use of the term “migrant worker” bears with it connotations that do not necessarily reflect the diversity of the working migrant population in Ireland. Associations of migrant workers with low-skilled labour and Eastern European descent are certainly inadequate generalisations, although a certain predominance of these features cannot be denied for large proportions of the migrant worker population, particularly in County Tipperary.

In terms of the accessibility of migrant workers, it has been the experience of this project that it is particularly newly-arrived migrant workers and as such those from some of the EU10 countries who formed the most responsive group. There are a number of

reasons for this and they unfortunately prevent the sample of this study from reflecting the true diversity of migrant workers in County Tipperary. For the purpose of this study however, this inadequacy is inconsequential because many factors other than nationality have a greater influence on information needs and knowledge gaps.

One of the reasons that EU10 nationals form the most accessible group of migrant workers in County Tipperary is clearly their dominance in numbers and the short time space during which most of them arrived (i.e. after May 2004). The large numbers of some of the nationalities (Polish, Lithuanian, Latvian) in turn facilitate the development of internal networks, exchanges and communication amongst those of the same nationality. In the case of this survey, the distribution of questionnaires benefited from a snowball effect among the ethnic communities. Another aspect contributing to the predominance of EU10 nationals in our sample is the practice of cluster-hiring of nationals from the same country, particularly where recruitment takes place outside of Ireland. Lastly, a large number of EU10 nationals are employed in low-skills jobs (despite perhaps having higher qualifications) and are as such considerably more vulnerable to become victims of breaches in employment legislation and of social disadvantage. In general, those affected appear to have a high level of awareness of the context of their situation and are proactive in addressing their issues and searching for more information. Participating in a survey provides an ideal opportunity for this group to voice their concerns.

For these reasons and the fact that respondents were accessed through service providers and employers, it was not surprising to find that EU10 nationals and particularly Polish citizens (who make up the largest proportion of migrant workers in County Tipperary and indeed nationwide) were represented disproportionately. While acknowledging this fact, its impact on the accurate analysis of information needs is minor.

Survey Participants

Of the 219 individuals who responded to the survey, 89.9 per cent were EU10 nationals of which Polish citizens formed the single largest nationality represented (see Table 3).

Category	Nationality	Percentage	Total
EU10	Polish	65.1%	89.9%
	Hungarian	14.2%	
	Slovakian	5.5%	
	Lithuanian	3.2%	
	Latvian	1.8%	
EU15	German	0.5%	0.5%
EEA	Norwegian	0.9%	0.9%
Rest of Europe	Moldovan	2.3%	6.8%
	Russian	1.8%	
	Belarusian	0.9%	
	Ukrainian	0.9%	
	Romanian	0.9%	
Rest of World	Brazilian	0.5%	1.9%
	Nigerian	0.9%	
	Thai	0.5%	

Table 3: Sampling Group by Nationality

59.7 per cent of those who took part in the survey were male and 40.3 per cent female. The biggest age group represented was 25-34 year olds (47.2 per cent); only 3.2 per cent of the respondents were younger than 20 or older than 54 (see Table 4.)

15-19 years	1.8%
20-24 years	18.8%
25-34 years	47.2%
35-44 years	18.3%
45-54 years	12.4%
55-59 years	0.9%
60-64 years	0.5%

Table 4: Sampling Group by Age Range

Geographic Location, Marital and Family Status:

Geographically (i.e. place of residence), the respondent group was split equally into North and South Tipperary with the largest group (33.2 per cent) residing in Clonmel. The majority of respondents (67.3 per cent) stated that they were either married or partnered. Approximately one in four married couples live in separate countries (for instance in Ireland and in the home country). Just over half of those surveyed (53.5 per cent) stated

¹ See North Tipperary County Development Board (2002): *Economic, Social and Cultural Strategy 2002-2012*, p. 54 and South Tipperary County Development Board (2002): *South Tipperary County Strategy for Economic, Social and Cultural Development 2002-2011*, pp 7-9.

² The studies referred to are: *Building an Inclusive and Diverse Westmeath* (Westmeath EQUAL Development Partnership 2005) and *Migrant Workers in West Limerick* (West Limerick Resources 2004).

³ See: Office of the High Commissioner for Human Rights: *International Convention on the Protection of the Rights of All Migrant Workers and Members of their Families*, Article 2 (available at www.ohchr.org/English/law/cmw.htm)

they had children of whom 49.1 per cent live in Ireland and 50.9 per cent abroad. The age of the children is almost evenly distributed in the age ranges relevant for childcare and education purposes with 17.7 per cent at a preschool age, 22 per cent primary school and 22.9 per cent secondary school age. In the case where a migrant worker has more than one child, which applies to just under two thirds of our sample (62.9 per cent), it remains unclear whether all children live in Ireland or abroad. A number of individual responses suggest that siblings are separated between Ireland and their home country depending on their age and the location of residence of the parents.

Roughly one third (32.7 per cent) of the sampling group were single or separated/divorced. Interestingly, one in 20 of the married respondents were married after their arrival in Ireland (Respondents, however, were not asked to identify the nationality of their spouses so that conclusions about bi-national marriages are not possible in this context).

Language Skills: Nine out of ten of the migrant workers who participated in the survey (90.4 per cent) were bi- or multi-lingual, the majority of whom classed their fluency in a foreign language as that of a beginner (see Table 5).

Beginner's	Intermediate	Fluent
48.2%	34.3%	17.5%

Table 5: Level of Fluency of Foreign Languages among Respondents

The level of fluency in second and subsequent languages other than English gain significance in the context of providing translation services for those whose mother tongue does not form one of the main languages spoken among the migrant population. In this respect, it is worth noting that German, Polish and Russian were identified as the three languages in addition to English that most respondents had learned. The fluency level of Russian as a second language among the former USSR nationals was naturally high with approximately two thirds of the relevant respondents being able to speak it fluently (These nationals would include Latvians, Lithuanians, Ukrainians, Moldovans and Belarusians). Approximately one fifth of Polish nationals were also able to speak Russian, however, mostly at beginner's level.

In terms of *English* language skills, there was a generally high rate of ESOL (English as a Second Language) speakers, only one tenth of whom,

As spoken by	Beginner's	Inter-mediate	Fluent
Russians	50.0%	25.0%	25.0%
Poles	55.5%	35.3%	9.2%
Latvians & Lithuanians	71.4%	28.6%	0.0%
Ukrainians, Belarusians, Moldovans	60.0%	20.0%	20.0%
Hungarians	77.8%	22.2%	0.0%
Average	62.9%	26.2%	10.9%

Table 6: Level of English Language Skills by Nationality Groups

however, are able to speak fluently. From the 88.9 per cent of respondents who named English as one or the only of their foreign languages, just over half (55.7 per cent) were beginners, 35.1 per cent intermediate and 9.2 per cent fluent.

Table 6 breaks down the level of English spoken by the different nationalities. The noticeably greater proportion of Hungarians and Latvians/Lithuanians speaking English at beginner's level in comparison to Russians and Poles is significant. The average numbers summarised at the end of this table correspond to the overall level of ESOL speakers above.

Religion: As anticipated by the large proportion of Polish nationals among the respondents, Catholicism formed the predominant religion in our survey with 69.8 per cent. This was followed by non-specified Christians (denomination was not stated) and the Orthodox faith (7.9 per cent). Other religions and denominations included in the sample were Buddhism, Calvinism, Lutheranism, Jehovah's Witnesses, Reformism. 8.4 per cent of respondents were atheist.

Length of Residence in Ireland: Approximately half of the respondents (52.1 per cent) have recently arrived in Ireland (less than one year ago), with a further 43.8 per cent having lived here for between 1 and 5 years. This is in line with the statistics on larger scale immigration from EU10 countries in the post-enlargement period.

Education and Qualifications: The largest proportion of respondents (42.7 per cent) stated a technical or vocational qualification as their highest level of education, closely followed by 1/3 of respondents who had further qualifications. One in ten respondents had attained a professional qualification. When cross-referenced with the current employment situation, the trend of migrant workers being employed in jobs below their level of qualification was validated.

Sector ¹	Frequency	Valid Percent
Agriculture, hunting and forestry	4	2.6%
Manufacturing	46	29.5%
Construction	15	9.6%
Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods	30	19.2%
Hotels and restaurants	19	12.2%
Transport, storage and communication	14	9.0%
Real estate, renting and business activities	9	5.8%
Health and social work	8	5.1%
Other community, social and personal service activities	3	1.9%
Activities of households	8	5.1%

Table 7: Employment Sectors for Sample Group

Employment: As the majority of the respondents are EU nationals and do not require work permits or work authorisation, the proportions of respondents who do fall into work restriction schemes was evidently quite low. The latter formed only 3.6 per cent of the sample group with the remaining 96.4 per cent free to move within the labour market.

The study's approach to access respondents through employers resulted in the dominance of certain sub-sectors of the industry (i.e. a large proportion of employees from the meat processing industry).

The respondent group nevertheless represents suitable diversity in respect of Sectors (see Table 7) and socio-economic classes. The high percentage of employees in the manufacturing, retail and catering sectors correspond with national statistics on the employment of particularly EU10 migrant workers. The large proportion of respondents in the skilled manual group (50.6 per cent, see Table 8) bears similar significance in relation to labour integration.

Socioeconomic Class	Frequency	Valid Percent
Professional Workers	1	0.6%
Managerial and Technical	8	5.1%
Non-Manual	23	14.8%
Skilled Manual	79	50.6%
Semi-Skilled	28	18.0%
Unskilled	17	10.9%
		100.0%

Table 8: Categorisation of Respondents into Social Class Groups

For the reasons stated above, the respondent group cannot be viewed as a micro-sample of the entire migrant worker population in County Tipperary. While this has little impact on the validity of the information needs analysis that forms part of this research, it does mean that conclusions on the make-up, language skills and labour integration of migrant workers in County Tipperary cannot be made without considering statistical data that is available for County Tipperary and without placing all findings in the context of existing research. The following chapters on migration in Ireland and Migrant Workers in County Tipperary will therefore refer to the sampling group with these aspects in mind.

¹ Based on NACE codes - the classification of economic activities within the European Union which serves as a basis for compiling statistics.

| Migrants in Ireland - The Context

Immigration to Ireland did not become significant in the form of positive net migration¹ until the mid 1990s when economic growth and an expansion of the labour market demanded a greater workforce than was available in Ireland to fill new and existing vacancies.² Until recently, the work authorisation scheme for international workers which is implemented by the Work Permits Section of the Department of Enterprise, Trade and Employment³ clearly illustrated a labour-demand driven and employer-led approach to the hiring of foreign labour. Since February 2007, new schemes have been introduced extending the right to apply for a work authorisation to the employee while requiring strengthened labour market tests from employers for the grant of permits.⁴ This very much illustrates that Ireland is still in the process of developing adequate immigration and integration policies in light of the rapid changes in relation to migration.

The demand-driven migration to Ireland that occurred over the last decade reversed the migratory trends of the 1980s and represents quite a new experience for the country. Statistical information suggests a positive net migration for Ireland of over 340,000 persons between 1996 and 2006 (see Table 9).⁵ In comparison, between 1987 and 1990, Ireland experienced a negative net migration, with an average of 33,000 more persons emigrating than migrating to Ireland.⁶

The year 2004 set another benchmark in the recent history of migration to Ireland. On 1 May 2004, the “2003 Treaty of Accession” came into force, enlarging the European Union by ten new member states. Prior to this, Ireland, along with the other 14 existing EU members, had engaged in complex debates about the possible effects of the EU enlargement on labour markets and migration. Ultimately, the EU15 split into four groups restricting the free movement of labour from the EU10 countries in varying degrees.⁷ Only Sweden granted EU10 migrants full rights as per the EU rules on the free movement of workers. Both Ireland and the UK applied European Community Rules, but restricted access to social benefits. All other existing member states either introduced quotas for EU10 nationals or granted them no more rights than EEA nationals.⁸ In an attempt to protect the social welfare system from so-called “welfare tourism”, the Irish government introduced the Habitual Residence Condition (HRC) in May 2004, restricting access to social welfare payments to persons who are “continuously present in Ireland or elsewhere in the Common Travel Area for two years”.⁹

Year	Immigration	Emigration	Net Migration
1996	39,200	31,200	8,000
1997	44,500	20,300	19,200
1998	46,000	28,600	17,400
1999	48,900	31,500	17,300
2000	52,600	26,600	26,000
2001	59,000	26,200	32,800
2002	66,900	25,600	35,000
2003	50,500	20,700	29,800
2004	50,100	18,500	31,600
2005	70,000	16,600	53,400
2006	86,900	17,000	69,900

Table 9: Immigration, Emigration and Net Migration 1996-2006 (Sources: Table A.2.11 in Doyle et al. [2006], p. 105 and CSO [2006], p. 6)

In general, immigration from the accession states (i.e. Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia) was much higher than expected in Ireland due to the strong position in which the country was at the time of EU enlargement and because of a number of other pull factors.¹⁰ EU10 nationals represented a large proportion of the migrant workforce in Ireland even prior to EU enlargement. In 2003, almost 50 per cent of the 47,500 work permits granted by the Department of Enterprise, Trade and Employment went to citizens of the accession states.

The large influx of labour from Eastern and Central Europeans migrating to Ireland from the EU10 countries in the past few years has greatly helped to push migrant workers and immigrants in general, their issues and experiences into the public eye. At national level, Ireland has faced great difficulties in establishing immigration policies in a relatively short space of time and against its long-standing mono-cultural tradition.¹¹ While organisations like the Migrants Rights Centre Ireland (MRCI) and the Immigrant Council of Ireland (both established in 2001) have been active for a number of years in supporting migrants on a national level, the need for local supports was only recognised by authorities and service provider organisations in the post-2004 period.

The literature on migration to Ireland and studies on the diversity of the migrant population have shifted in focus in recent years. While precise statistical data on the number and characteristics of migrant workers is still difficult to ascertain, there

has been recognition of the latest migratory trend and the changing needs of the migrant population. Most noticeably, there has been a shift in focus by researchers away from refugees and asylum seekers to migrant workers and their role in the Irish economy. Studies on the most recently arrived groups of migrant workers (i.e. those from Eastern and Central Europe) are slowly emerging and these identify their needs and the resultant necessary policy changes that would otherwise only have been supported by anecdotal evidence.

These studies centre on various issues including: economic aspects, the diversity of migrant workers and specifically, the impact of Irish policies in relation to the enlargement of the EU. In all, they confirm that the migrant worker population forms a vital part of the Irish economy and that there is an imminent need to address social and economic disadvantages experienced by members of the migrant population.

The literature on migrant workers in Ireland also presents various perspectives including the experiences of migrant workers, the needs to be addressed at local level, different nationalities and recommendations for policy change at national level. A small number of studies have been carried out at a local level examining geographical differences in the profile and needs of migrant workers.¹² In this regard, the report “The Information Needs of Migrant Workers in County Tipperary” continues this thread in published research and reiterates the need for the recognition of local variables in the characteristics and needs of migrant workers.

The following pages provide a short overview of some of the findings of the most recent and relevant studies in the context of this research.

Features of Recent Migration:¹³ What is most characteristic about migration to Ireland is the rate at which the non-national percentage of the population has risen in recent years and with which Ireland turned from being a country of out-migration to being a country of in-migration.¹⁴ At present, for instance, the rate of immigration per capita is double that of the United States.¹⁵ Migration to Ireland since the 1990s has been ethnically diverse with a broad range of source countries. Some estimates suggest that approximately 165 different nationalities are represented in the Irish labour force.¹⁶ It is nevertheless true that Central and Eastern European countries of origin predominate. It is interesting that most of the source countries have little political and cultural connections with Ireland. From an internal perspective, immigration is geographically dispersed all over the country.

Overall, migration to Ireland is very much labour-driven. Although there has been a strong demand for high-skilled labour, a significant number of migrants do in fact fill the demand for unskilled labour. The finding that immigrants tend to have a higher level of education than the domestic population¹⁷ therefore suggests a discrepancy for many between their actual skills level and those required in their job.

Migrant Workers as Part of the Labour Force:

It is evident that migrant workers form an increasing part of the Irish labour force. A study conducted in 2004 by the Chambers of Commerce of Ireland¹⁸ showed that more than one fifth of Irish businesses employ non-nationals. The study also underpinned the dominance of EU10 nationals within the migrant worker population: it found that one third of all non-nationals in employment originated from the accession states. Combined with migrant workers from the EU applicant countries Romania, Bulgaria and Turkey this figure rose by a further 5 per cent. The majority of businesses employing non-nationals (64 per cent) stated in this survey that they had not experienced any problems in recruiting migrant workers. However, four out of five businesses emphasised the temporary nature of their foreign employees’ stay: 26 per cent of those businesses surveyed stated their non-national employees stayed less than one year, 37 per cent stated they stayed one to two years and 21 per cent said they stayed three to five years. Only 4 per cent of businesses stated that their foreign employees stayed with them for more than five years.

This survey by the Chambers of Commerce is a valuable source of information as it reflects both the employers’ and the employees’ perspectives. From the employer’s point of view, language and practical arrangements such as opening a bank account remained an issue for approximately one in five businesses that employ migrant workers. The processing of work permits was perceived as problematic by 24 per cent. This figure is likely to have decreased with the changes in labour legislation and the procedures for issuing work permits introduced earlier this year. A significant finding of the survey was that two thirds of employers had not introduced a specific policy to address the integration and retention of non-nationals, although 24 per cent stated that they support the integration of non-nationals through social events. With regard to recruitment experiences and procedures, half of the employers maintained they had an excellent or very good experience in hiring non-nationals while only 8 per cent stated they had a negative experience. Relevant qualifications and skills sets as well as linguistic ability remained the key factors in the decision to recruit non-nationals. Nineteen per

cent of businesses identified additional support for language training as an important requirement for change in government policy.

The Experiences of Migrant Workers: In respect of the employees’/migrant workers’ perspective, the Chambers of Commerce study found that many non-nationals had positive integration experiences, referring to the friendliness of Irish people, the support they receive from employers and co-workers, better opportunities for training and education, a positive cultural exchange and overall a better quality of life.¹⁹ Interestingly, a number of migrant workers said it was difficult to make close friends with Irish people despite their general friendliness. The fact that a lot of Irish people have little knowledge about contrasts between the cultures that make up the migrant worker population was also noted.

Access to information was perceived as one of the greatest difficulties. Many migrant workers were apprehensive about obtaining information from government bodies and officials and suggested poor service levels. The general consensus was that information should be more easily available. In relation to the workplace, language and communication difficulties were an issue for many while the recognition of qualifications and work experience remained difficult. Some cases of discrimination where the granting of promotion was concerned were cited.

A study conducted by the Centre for Innovation and Structural Change attributed some of the difficulties experienced by migrant workers to misplaced expectations, suggesting that “most migrant workers [are] not aware of what their situation would be in Ireland or underestimated the difficulties of their experience abroad before undertaking migration. There [are] also significant differences in migration goals and their relative fulfilment”.²⁰

These examples show the different approaches taken by researchers when looking at the experiences of migrant workers in relation to the integration process into Irish host communities. While false presumptions and expectations about life in Ireland can be a great obstacle to settling in a new environment, there is certainly an onus on the host country and communities to offer a support infrastructure for the integration of non-nationals. What seems to be undervalued in Irish migration studies is a true understanding of the cultural origins of various parts of the migrant population and a hesitation to embrace multi-culturalism as the “new face” of Ireland.

Hence it is no surprise that there has been little research into the different ethnic backgrounds and nationalities of migrants. An exception is a series of publications initiated by the National Consultative Committee on Racism and Interculturalism that centres on the specific nationalities that predominate within the Irish foreign population.

The first (and so far only) publication in the series focuses on Polish migrant workers in Ireland and gives invaluable insights into the perspective and experiences of Polish nationals who form the single largest nationality of migrant workers in Ireland.²¹ Among the most interesting findings of this study is the observation that Polish workers are unlikely to complain about any disadvantages due to “a lack of information about rights, inadequate English skills and fear of losing their job”²² and that Polish migrant workers are generally devoted to maintaining their native language and culture.

According to the author Katarzyna Kropiwek Polish migration to Ireland can be characterised as the “classical chain migration” with most migrants having been encouraged to migrate by family or friends who are already staying in the country. Although Ireland and Poland represent the two European countries with the highest proportion of Catholics in the population, religion is seldom a key factor in the decision of Poles to come to Ireland.²³ The main attraction can rather be seen in the free labour movement that is available to EU10 nationals in Ireland. This seems to confirm that the majority of Polish migrants have economic motives in that they arrive with the goal of earning and saving money for a better future.²⁴ Described by Kropiwek as “target earners”, these Polish migrants are also however, keen to improve their language skills and gain professional experience during their stay in Ireland. Those who are under-employed are eager to find a job that matches their educational and professional qualifications.²⁵ Interestingly, their “decision to return to Poland seems less likely the longer [they] stayed in Ireland”.²⁶

This, together with the above mentioned finding that it is important for them to maintain their language and culture, provides important clues for the integration of not only this, but also second generations of Polish migrants. Like many other reports, the study concludes by highlighting the need for English classes (particularly for those Poles who experience social isolation because of poor language skills) and by stressing the need for accessible information on rights and entitlements specifically in relation to employment.

| Did you know?

- Approx. 73,000 EU10 nationals (aged 15 and over) were living in Ireland in the fourth quarter (Q4) of 2005
- The number of EU10 nationals in employment in Ireland has increased from 19,500 in Q3/2004 to 61,600 in Q4/2005
- The majority of EU10 workers are in the construction and manufacturing sectors. They employ more than half of the EU10 workforce.
- Other sectors employing large numbers of EU10 workers are the wholesale and retail trade as well as hotels and restaurants (Hotels and restaurants have the highest share of EU10 nationals as a proportion of the total workforce in Ireland)
- Between 2004 and 2005, the number of PPS numbers issued to EU10 nationals almost doubled from 59,000 to 112,000
- More than half of the PPS numbers issued to EU10 nationals between May 2004 and February 2006 went to Polish citizens
- Less than 1,000 EU10 nationals were registered as unemployed in March 2006
- In 2005, EU10 nationals accounted for almost 75% of immigrants from the Rest of the World (“Rest of World” excludes EU15 and US citizens)
- In 2005, the gross inflow of immigrants reached its peak at 53,400 since annual estimates began in 1987
- In 2005, almost 40% of immigrants were EU10 nationals, with 20% from Poland and 10% from Lithuania

Inclusion Measures at Local Level: In addition to focusing on migratory trends, labour force participation by migrant workers, policy issues in relation to migration and the experience of migrant workers themselves, a small amount of research has been undertaken to date in respect of social inclusion of migrant workers at local levels. A report called “An Exploration of Local Strategies for the Integration of Migrant Workers and their Families”, which was published by Pobal last year, largely represents the current status of research in this area and provides a number of suggestions and recommendations particularly aimed at Local Authorities and Community Partnerships.²⁷ Other studies, such as the Chambers of Commerce report provide recommendations to local voluntary and community groups and outline barriers that preclude the successful integration of migrant workers and their host communities.

Both of these example studies emphasise the need for information (booklets) on basic national and local services, employment rights and social protection as well as stressing the importance of accessible ESOL classes for non-nationals to support cultural adjustment, social and economic inclusion. The recommendation of integration measures that should be developed by local communities include the facilitation of support groups, providing opportunities for meetings between Irish and/or non-nationals, educating communities on multi-cultural issues and designating specific contact persons to provide

information and support for non-nationals. The suggestions for Local Authorities and Partnerships steer in the same direction, but also highlight the need to acknowledge the diversity of the migrant population whilst providing specific support services such as translation and interpretation services, the creation of opportunities for social interaction, improving access for migrant workers to childcare, public transport and training/education and encouraging them to participate in decision-making processes. There is a special onus on the community, voluntary and statutory sectors at local level to avoid duplication in the production of information and to collate, categorise and make available the existing information.

Summary: Overall, the research into the needs of migrant workers highlights a wide range of issues, which may vary depending on the intended recipient of the respective study and the focus of the researcher. However, there are a number of conclusions that are common to and can be deduced from most studies in relation to equity issues and the integration of migrant workers in the workplace and community. These can be summarised as follows.

- *Language:* There is a genuine need for English language education among migrant workers. A number of studies have shown that poor English acts as a barrier to participation, promotion and conflict resolution. In fact, migrant workers show a high level of interest in further education

including English language classes but there is a lack of availability and accessibility of such classes in many areas.

- **Social Integration:** There is little evidence of social mixing between migrant workers and Irish people. Many non-nationals perceive the Irish as very friendly on a superficial level but nevertheless find them difficult to truly befriend. The majority of migrant workers remain within their own communities. Yet paradoxically, there is also a lack of formal opportunities for migrant workers to share their experiences.
- **Information:** There is still a need for information on national and local services as some studies found that few migrant workers avail of public services. Awareness of employment rights and obligations is very poor, with many migrant workers depending on the limited (or biased) information given by employers. In general, access to and availability of information was perceived as one of the biggest concerns. In other instances, information is available, but not easily accessible or duplicated by organisations, not sufficiently categorised or publicised.
- **Employment:** Instances of non- or delayed payment of wages, excessive working hours particularly for manual labourers, pay below the minimum wage, poor implementation of health and safety procedures and discrimination in terms of promotion are widely known. Other problems include the recognition of qualifications and work experience. Many migrant workers from the EU10 countries are employed in positions below their actual skills and qualification level. Poor language skills may account for this in some cases.
- **Multi-Culturalism:** There is a general lack of understanding about the differences in cultural origins of the migrant worker population, while their diversity is only slowly being recognised. A study of Polish migrant workers found that they are eager to maintain their cultural identity and language, an aspiration doubtless shared by other sections of the migrant worker population. The Irish are perceived as friendly, but difficult to get close to.

¹ Meaning that immigration figures exceeded emigration figures.

² Mac Éinrí mentions the following examples of inward migration prior to 1990, which can however be deemed insignificant: immigrants with Irish or British background, “counter-cultural” continental Europeans who wished to live in rural Ireland, non-EU immigration in the multinational sector and modest numbers of refugees from Hungary (1956), Chile (1973), Vietnam (1979) Iran (mid 1980s), Bosnia (early 1990s) and Kosovo (late 1990s). Comp. Mac Éinrí, Piaras: *Current Immigration Debates in Europe: Ireland*. Migration Policy Group: Brussels/Dublin 2005, p. 2

³ The relevant legislation setting out the procedures relating to the application, granting and refusal of work permits for foreign workers are the *Employment Permit Acts 2003* and *2006*.

⁴ New Schemes include the Green Card Permit, Intra-Company Transfer Permits, Spousal/Dependent Permits and a Graduate Scheme in addition to the existing Work Permit Scheme. For more information see www.entemp.ie/labour/workpermits/

⁵ These figures are derived from various CSO publications. See Doyle, Nicola et al: *Freedom of Movement for Workers from Central and Eastern Europe*. Stockholm: Swedish Institute for European Policy Studies 2006, table A.2.11 p. 105.

⁶ Ibid.

⁷ The treaty provided for EU15 states to restrict access to the labour market for up to 7 years.

⁸ Comp. table 2.2 in Doyle, Nicola et al: *Freedom of Movement for Workers from Central and Eastern Europe*, p. 26.

⁹ For details see: www.welfare.ie/publications/hrc.html

¹⁰ These include continuing strong labour demand and open access to and flexibility of the labour market as well as the main English language of the country.

¹¹ Comp. Mac Éinrí, Piaras: *Current Immigration Debates in Europe: Ireland*, p. 2.

¹² See for example: “Building an Inclusive and Diverse Westmeath” and “Migrant Workers in West Limerick”.

¹³ Compare Mac Éinrí, Piaras: *Current Immigration Debates in Europe: Ireland*, p. 3.

¹⁴ Barrett, Alan and Yvonne McCarthy: *Immigrants in a Booming Economy: Analysing their Earnings and Welfare Dependence*. Bonn: IZA 2006, p. 1.

¹⁵ Gonzales-Perez, Maria-Alejandra et al.: *Labour Relations Practices and Migrant Workers in Ireland*. Galway: CISC 2005, p 3.

¹⁶ Ibid.

¹⁷ Barrett, Alan and Yvonne McCarthy: *Immigrants in a Booming Economy: Analysing their Earnings and Welfare Dependence*, p. 2.

¹⁸ *Labour Force 2004*. Dublin: The Chambers of Commerce of Ireland 2004, p. 4 and Section B.

¹⁹ Ibid.

²⁰ Gonzales-Perez, Maria-Alejandra et al.: *Labour Relations Practices and Migrant Workers in Ireland*, p. 7.

²¹ The Polish Embassy in Dublin estimated in March 2006 that approximately 120,000 Polish migrants were staying in Ireland at that time (See: Kropiwić, Katarzyna: *Polish Migrant Workers in Ireland*. Dublin/Maynooth: NCCRI 2006, p. 21).

²² Kropiwić, Katarzyna: *Polish Migrant Workers in Ireland*, p. 6.

²³ Ibid, p. 31.

²⁴ Another group of Poles arriving in Ireland is motivated by a sense of adventure and the search for a cosmopolitan experience according to Kropiwić.

²⁵ Kropiwić, Katarzyna: *Polish Migrant Workers in Ireland*, p. 33.

²⁶ Ibid, p. 34.

²⁷ *An Exploration of Local Strategies for the Integration of Migrant Workers and their Families*. Dublin: Pobal 2006.

| Migrants Workers in County Tipperary

As outlined above¹ there are no statistics available on the number and nationalities of migrant workers in County Tipperary. The most reliable source of such data would clearly be the Census which is held on a four-yearly basis. Relevant data from the 1996, 2002 and 2006 Census reports would ideally provide the information required for our purposes enabling us to draw conclusions about the profile and composition of migrant workers in the county. Unfortunately, in 1996 the nationality of residents was not included as a criterion in the Census. While this was included in 2002 so that figures are available for this year, the final report from the 2006 Census will not be available until later this year. Regrettably, the preliminary Census Report and the individual volumes of the final report that were released by the CSO to date do not include any data on the Irish foreign population by county.

In the absence of any appropriate data, estimates are being made in the following on the basis of information that has been gleaned from various sources, although none of these can provide reliable statistics when viewed in isolation. The principal sources of information for the estimation of the size and composition of the migrant worker population in County Tipperary are:

- The Population and Migration Estimates published by the CSO in September 2006
- Data available from the Department of Social and Family Affairs on the PPS Numbers issued to foreign nationals in County Tipperary between 2004 and 2006
- Data available from the Department of Enterprise, Trade and Employment on the number of work permits issued to employers in County Tipperary in 2006

County Tipperary has traditionally played a secondary role as a host county to migrant workers when put

in the national context. During the initial period of positive net migration in the late 1990s, the foreign-born population in the county was almost insignificant when compared to that of other counties. In 2002, Tipperary's Irish population made up 94.4 per cent of the total population in the county. This put Tipperary amongst the eight counties with the lowest foreign-born population in the country.² The majority of the circa 8,000 non-nationals resident in County Tipperary in 2002 was largely made up of UK and other EU citizens (see Table 10). In fact, UK nationals represented more than half of the county's non-Irish population with 53.8 per cent. EU citizens made up 6.5 per cent while Americans, Africans, Asians and non-EU Europeans formed 17.6 per cent of the foreign-born residents. 'Other nationalities' constituted a further 3.1 per cent.³ In terms of language this meant that less than 2.2 per cent of the residents in County Tipperary were not native English speakers.

To call the proportion of migrant workers in County Tipperary 'insignificant' today could probably not be further from the truth. Anybody living in the county will have noticed foreign languages being spoken on the streets; schools are reporting an increasing number of non-English speaking children particularly in Tipperary's primary schools and service providers face new challenges in adjusting to the increasing number of foreign nationals availing of their services.

Of the approximately 220,000 migrants who arrived in Ireland since the beginning of 2002,⁴ even a conservative estimate would place between 6,500 and 10,000 "new" non-nationals in County Tipperary. The data available on the allocation of PPS Numbers by the Social Welfare Offices in County Tipperary offers an insight into the background of the foreign-born population in the county. However, these figures do not provide information on the actual number of migrant workers in the county. PPS numbers are

	Total Population	Irish	EU 15 (incl. UK)	Other European	American (US)	African	Asian
Number	139,441	131,635	4,709	566	249	248	313
Percentage of total population		94.4%	3.4%	0.4%	0.2%	0.2%	0.2%
Percentage of non-Irish population			60.3%	7.3%	3.2%	3.2%	4.0%

Table 10: Persons Usually Resident in County Tipperary by Nationality 2002 (Source: CSO 2002)

Category	Nationality	2004		2005	2006	Total	%	
		< 1 st May	> 1 st May					Total
EU10	Czech Republic	5	71	76	105	100	281	73.7%
	Cyprus	0	0	0	0	0	0	
	Estonia	5	49	54	63	35	152	
	Hungary	1	62	63	140	171	374	
	Latvia	19	268	287	464	401	1152	
	Lithuania	20	423	443	506	489	1438	
	Malta	0	1	1	1	1	3	
	Poland	67	604	671	1420	2443	4534	
	Slovakia	0	77	77	177	292	546	
	Slovenia	0	4	4	0	5	9	
EU15	Austria			14	13	28	55	15.8%
	Belgium			8	2	5	15	
	Denmark			1	1	3	5	
	Finland			3	0	2	5	
	France			29	46	29	104	
	Germany			39	54	49	142	
	Greece			0	1	2	3	
	Italy			12	11	14	37	
	Luxembourg			0	0	0	0	
	Netherlands			10	8	14	32	
	Portugal			3	5	2	10	
	Spain			9	10	16	35	
	Sweden			10	5	15	30	
	UK			407	416	515	1338	
EU (2007)	Bulgaria			7	1	3	11	0.5%
	Romania			42	3	7	52	
EEA	Iceland			1	0	1	2	0.1%
	Liechtenstein			0	1	0	1	
	Norway			1	2	2	5	
	(Switzerland)			1	2	2	5	
Rest of Europe	Belarus			6	1	7	14	1.5%
	Russia			9	5	10	24	
	Ukraine			45	15	26	86	
	Moldova			11	2	12	25	
	Other Former Russian			2	1	2	5	
	Bosnia			2	0	0	2	
	Serbia			0	0	1	1	
	Turkey			5	2	4	11	
Rest of World	US			32	40	58	130	3.8%
	Canada			12	5	5	22	
	Australia			9	19	24	52	
	New Zealand			24	16	14	54	
	China			19	10	4	33	
	Japan			4	6	6	16	
	India			36	65	126	227	
	Pakistan			22	22	22	66	
	Nepal			8	1	0	9	
	Bangladesh			5	2	11	18	
	Sri Lanka			3	3	0	6	
	Thailand			6	3	0	9	
	Philippines			10	6	8	24	
	Malaysia			4	8	6	18	
	Other Asian			0	3	6	9	
	Argentina			1	0	1	2	
	Brazil			8	7	2	17	
	Venezuela			2	0	0	2	
	Other South American			4	2	4	10	
	Angola			1	0	0	1	
	Egypt			3	11	11	25	
	Ghana			2	0	0	2	
	Nigeria			7	4	4	15	
	South Africa			29	24	44	97	
	Zambia			3	0	0	3	
	Zimbabwe			2	4	5	11	
	Other African			4	6	6	16	
Other RoW			23	33	17	73	1.5%	
Annual Total				2636	3783	5092	11511	0.6%
Increase to previous year					43.5%	34.6%		

Table 11: Allocation of PPS Numbers in Co. Tipperary 2004-2006 by Nationality and Category (Source: DSFA)

allocated on arrival and therefore also to short-term migrant workers (i.e. students working in Ireland during the summer). No information is available on how many of those who were allocated a PPS number are actually staying in the county and/or country.

Table 11 shows clearly that the citizens of the EU10 countries form the largest proportion of non-Irish citizens who were issued PPS Numbers between 2004 and 2006. What can also be concluded from the data is that the number of EU10 migrants increased sharply in the post-accession period, i.e. after 1st May 2004. Although caution is required deducing estimates on the actual migrant population from PPS Number allocation figures, it can safely be said that the information for the last three years should broadly reflect the proportions of the non-Irish population of County Tipperary. It was stated above that in 2002, UK nationals formed the largest group of non-Irish residents. While UK citizens are still issued PPS numbers at a fairly consistent rate that is significantly higher than that of any other EU15 country, it is evident that Polish nationals now form the largest foreign nationality in County Tipperary as one of a number of EU10 countries that dominate the foreign-born population in the county (see Table 12).

Although non-European migrant workers do not seem to form a large proportion of the foreign-born population in County Tipperary with only 8.4 per cent of the total PPS numbers allocated in the 2004-2006 period, there are some nationalities which appear to be represented in the county in larger numbers. Indians and Pakistanis certainly dominate the migration from Asian countries, while South Africans form a prevailing group of African immigrants.

Country	2004	2005	2006	Total	% of all PPS No.s
Poland	671	1420	2443	4534	39.4%
Lithuania	443	506	489	1438	12.5%
UK	407	416	515	1338	11.6%
Latvia	287	464	401	1152	10.0%
Slovakia	77	177	292	546	4.7%
Hungary	63	140	171	374	3.2%
Czech Republic	76	105	100	281	2.4%
India	36	65	126	227	2.0%
Estonia	54	63	35	152	1.3%
Germany	39	54	49	142	1.2%

Table 12: Most common Nationalities issued with PPS Numbers 2004-2006 in County Tipperary (Source: DSFA)

Year	Work Permits Nationally	Work Permits Co. Tipperary	%
2002	40,321	1,376	3.4%
2003	No data available		
2004	34,067	1,154	3.4%
2005	27,136	854	3.2%
2006	21,395	639	3.0%

Table 13: Work Permits issued 2002-2006 Nationwide and Co. Tipperary (Source: DETE)

The allocation figures for PPS Numbers in County Tipperary 2004 to 2006 suggest that approximately 90 per cent of the recently-arrived migrant workers are actually citizens of European Union member states. As employees, they enjoy freedom of labour movement and are not subject to work permit/authorisation schemes. This makes it quite difficult to draw conclusions about their work reality.

Non-EU/EAA Migrant Workers: Assuming that the remaining circa 10 per cent of the migrant population does require work permits, visas etc. an examination of work permit statistics published by the Department of Enterprise, Trade and Employment is likely to provide information about this type of migrant workers.

Work permit statistics are available for the country as a whole, for the individual counties and as a list of employers that applied for work permits for their foreign-born employees who fall into the group that required work authorisations. As 2004 data is not broken down into pre- and post-accession categories, it becomes ambiguous, so that only 2005 and 2006 figures shall be examined more closely.

Employers in County Tipperary have been awarded between 3 and 3.4 per cent of the work permits issued nationwide in recent years (see Table 13).

The records published by the Department of Enterprise, Trade and Employment for the period January 2005 to February 2007 list a total of 276 employers in County Tipperary that have been or currently are employing non-nationals who require work permits. These employers range from self-employed individuals and small-/medium-sized businesses to large multi-nationals. They reflect a broad variety of sectors and industries, although some sectors predominate. Most businesses that employ authorised migrant workers from a non-EU/EAA background operate in the manufacturing sector, in hotels/restaurants and in the agricultural/forestry sector (see Table 14).

Sector	2005		2006	
	No. of Companies	%	No. of Companies	%
Agriculture, hunting and forestry	138	16.2%	121	20.4%
Mining and quarrying	61	7.2%	23	3.9%
Manufacturing	227	26.6%	162	27.3%
Construction	35	4.1%	19	3.2%
Wholesale and Retail Trade	47	5.5%	34	5.7%
Hotels and Restaurants	126	14.8%	87	14.7%
Transport, Storage and Communication	15	1.8%	18	3.0%
Real Estate, Renting and Business Activities	39	4.6%	4	0.7%
Education	5	0.6%	2	0.3%
Health and Social Work	25	2.8%	21	3.5%
Other Community, Social and Personal Service Activities	24	2.8%	24	4.0%
(Individuals as Employers)	111	13.0%	79	13.3%
Total	853	100.0%	594	100.0%

Table 14: Sectors in County Tipperary Employing Non-Nationals who Require Work Permits (Source: DETE)

Traditionally, the principal industries of County Tipperary have been in these sectors so that it is not surprising to find a larger proportion of migrant workers here. Food and drinks manufacturing and farming are as equally important to the county's economy as healthcare, electronics, precision engineering, pharmaceuticals and the equine industry. Among the employers listed by the DETE in the Work Permit statistics are 65 hotels and restaurants, 18 equine businesses, 15 retail outlets, 12 meat-processing companies, 10 mushroom farms, nine construction businesses and eight nursing homes.

Unfortunately, the employer listing does not provide information on the nationalities contributing to the different sectors. However, a cross-reference of PPS Numbers allocated in County Tipperary in the three-year period 2004-2006 and the work permits issued to relevant nationalities for all Ireland provide a foundation for such estimates. There are a number of variables that make the comparison of work permit and PPS number allocations difficult and that attribute a certain degree of vagueness to any conclusions. Firstly, they only give information about non-EU/EEA migrant workers who arrived after 1 January 2004. Migrants who resided in County Tipperary prior to this date are excluded. Secondly, the correlation between PPS Numbers and Work Permits is ambiguous in some cases. For example, asylum seekers and refugees may be awarded PPS Numbers depending on the processing status of their application, but may not receive a work permit for

an extended period of time. Also, foreign nationals may receive Irish citizenship following which they disappear from work permit statistics (although the short period of time being examined here and the fact that only newly issued work permits are taken into consideration reduces such incidents greatly). Thirdly, there may be a time delay between receiving a PPS Number and being permitted to work. A PPS Number allocation in 2004 may, for example refer to the issuing of a work permit in 2005. Finally, it is rather unconventional to compare national and regional statistics without a defined correlation between them.

However, despite these conceptual difficulties, the cross-reference of PPS Numbers and Work Permits allows us to examine the proportions of different nationalities in the migrant population of County Tipperary, particularly in the national context. Table 15 lists the main nationalities applicable both nationally and for County Tipperary in the order of their relevance for County Tipperary. Bearing in mind that County Tipperary receives an average 3.25 per cent of work permits issued annually in the Republic, the proportions of some of the nationalities listed in Table 15 appear considerably below or above this figure. This allows for a number of conclusions regarding the composition of the migrant worker population in County Tipperary. We have seen above that certain industries are more likely to employ non-EU/EEA nationals (or migrant workers in general) than others. There is also an emerging correlation between such industries and

the nationalities of the foreign-born employees. A standard example, which is often quoted, is the large proportion of Filipino nurses and other medical professionals in the Irish Health Sector. It is precisely this example that seemingly does not apply to the health services in County Tipperary. With only 1 per cent of the recently arrived migrants from the Philippines, this nationality is visibly under-represented in County Tipperary when put in the national context. Even more evident is the fact that Turkish citizens who arrived in Ireland in 2004 or thereafter are not attracted to the county. In contrast, there is a considerably large proportion of Egyptian nationals residing in the county (almost five times the expected average). There is a possibility that this figure relates to the large number of equine businesses in the county as there are traditionally strong links between the two countries in this area.

Table 15 also shows an above-average proportion of Nigerian and Zimbabwean citizens in County Tipperary and indicates a larger share of the refugee and asylum seeker population.⁵ Among the most common countries of origin of those seeking asylum are Nigeria and Zimbabwe. It can also be assumed that a proportion of the Russian, Romanian and Ukrainian nationals in County Tipperary fall into the category of asylum seekers.⁶

Indians, Pakistanis, South Africans, Brazilians, US Americans and Australians have all been the source of the most work permit applications since 2004. In fact, Indians have been the single fastest-growing nationality represented in the migrant worker population in recent years. The number of Indian citizens awarded Irish work permits has risen by 5 per cent between January 2004 and December 2006. Anecdotal evidence suggests that a considerable proportion of the Indians residing in County Tipperary are employed in the health services and catering industry. The Irish Filipino population has grown by 3.1 per cent in the same period, but as Tipperary does not have a large share of these nationals, this is of little significance for the composition of the county's foreign-born population.

Summary: The above reflections allow for some general conclusions about the profile and composition of migrant workers in County Tipperary despite the absence of precise data at the present time.

There has been a significant shift in the size and composition of the foreign-born population in the county since 2002. Whereas five years ago more than half of the non-Irish people living in the county were UK citizens, these now form only an estimated 10 per cent. Poles now represent the largest group of

Nationality	Number of New Work Permits Issued for Ireland	Number of PPS No. issued in County Tipperary	Percentage
Egypt	149	25	16.8%
Nigeria	116	15	12.9%
Moldova	207	25	12.1%
Pakistan	607	66	10.9%
Zimbabwe	106	11	10.3%
India	2413	227	9.4%
Romania	585	52	8.9%
USA	1605	130	8.1%
Belarus	176	14	8.0%
Russia	302	24	7.9%
New Zealand	719	54	7.5%
Ukraine	1156	86	7.4%
Sri Lanka	142	9	6.3%
Japan	262	16	6.1%
Bulgaria	203	11	5.4%
South Africa	2026	97	4.8%
Canada	475	22	4.6%
China	722	33	4.6%
Bangladesh	400	18	4.5%
Australia	1388	52	3.7%
Brazil	592	17	2.8%
Thailand	353	9	2.5%
Malaysia	745	18	2.4%
Philippines	2525	24	1.0%
Turkey	1125	11	0.1%

Table 15: National Work Permits in Comparison to PPS Numbers issued in County Tipperary 2004-2006

nationals and are estimated to form approximately one third of the non-Irish population in Tipperary. Lithuanians and Latvians also form significant proportions, each representing 10 per cent of the whole non-Irish population. From the EU10 countries, only Cyprus, Malta and Slovenia contribute insignificant migrant numbers.

The influx of migrants from the EU15 countries appears to continue at a considerably lower, but consistent rate whereby German and French nationals are most likely to have recently arrived in the county. Overall, EU/EEA nationals constitute an estimated 90 per cent of Tipperary's migrant population which represents an increase of almost 30 per cent since 2002. This sharp increase is to be explained by the considerably high proportion of EU10 nationals which is made up of a combination of the small number of migrant workers who would

| Did you know?

The share of foreign-born people living in Ireland was estimated at over 10 per cent in 2002 and is likely to have risen since then. The Central Statistics Office (CSO) estimated in 2005 that 8 per cent of immigrants are nationals from Central/Eastern European countries. More recent estimates by the CSO show that over 63,000 immigrants arrived from the EU10 countries in the two-year period 2005/2006 which represents over 40 per cent of the entire immigration flow during this period (see Table 16)

Nationality	2001	2002	2003	2004	2005	2006
UK	20,600	19,100	13,500	13,000	13,800	15,500
EU15	10,300	11,300	9,700	12,600	8,900	10,700
EU10					26,200	37,400
USA	6,700	6,600	4,700	4,800	4,300	3,500
RoW	21,500	29,900	22,500	19,700	16,800	19,800

Table 16: Immigration to Ireland Classified by Region (Source: CSO 2006)

Only a very small number (18 per cent) of immigrants who arrived in 2006 were estimated to be younger than 15 or older than 44 years of age. More than half (54 per cent) of those who migrated to Ireland last year were between 25 and 44 years old, while one in three migrants (28 per cent) were between the ages of 15 and 24 years.

The CSO estimates that the population of the South East will be boosted by between 19,000 and 35,000 immigrants in the period 2002 to 2021 assuming that immigration continues at moderate to high levels. This represents a 6.9 per cent share of the country’s predicted in-migration for this period.

Sources:

“Background Information and Statistics on Immigration to Ireland.” Immigrant Council of Ireland: June 2005.

“Population and Migration Estimates (April 2006).” Central Statistics Office: September 2006.

“Regional Population Projections 2006-2021.” Central Statistics Office: May 2005.

have lived in Ireland prior to EU enlargement and a notably high number of migrants who arrived in the post-accession period, particularly from Poland, Lithuania, Latvia, Slovakia and Hungary.

Non-EU/EEA nationals who require work permits form the remaining 10 per cent of the migrant population. Although Filipinos have been the nationality most frequently granted work permits in Ireland in the last three years, they form an almost insignificant proportion of the migrant population in County Tipperary. Turks who arrived in Ireland since 2004 did not settle in noteworthy numbers in the county either. County Tipperary has a noticeably greater proportion of nationals of countries more traditionally associated with refugees, namely Nigeria, Zimbabwe, Romania, Russia and Sudan. It is suggested that the reason for this is the designated settlement location ‘Bridgewater House’ in Carrick-on-Suir.

Other predominant nationalities in County Tipperary’s non-EU/EEA foreign-born population are Indians and Pakistanis who are thought to be employed largely in the health sector and catering industry. Indians represent the fastest growing foreign population in Ireland that is regulated through work authorisation schemes.

Migrant workers from English-speaking countries such as the USA and Canada, Australia and New Zealand and South African are established foreign communities in Tipperary. A substantial proportion of these migrant workers are believed to be linked to the large international companies that are located in the county.

The most challenging aspect in the rapid change of the migrant population in County Tipperary over

the past five years is clearly the major increase in the number of people who are not native English speakers. Whereas in 2002 an estimated two in three non-Irish nationals in the county were native English speakers (or just over 60 per cent), this number has drastically decreased to less than 15 per cent.

In addition, the majority of foreign-born people living in the county today must be considered 'newly-arrived'. In 2002, the non-Irish population in the county had a size of just under 8,000 (or 5.6 per cent of the total population of County Tipperary). Conservative estimates suggest that the proportion of foreign nationals that have taken up residence in the county has at least doubled since then. This would mean that at least five in ten non-nationals have settled in Tipperary in the last five years, more likely in the last three years.

The economic participation of non-EU/EEA nationals is fairly well documented through the statistics that are available from the Department of Enterprise, Trade and Employment on the number of work permits issued to employers. In County Tipperary, these contribute mostly to manufacturing industries and the agricultural and hospitality sectors.

The economic participation of EU nationals, particularly of EU10 nationals are presumed to correspond with the trends that were identified in various studies at national level. The information, social, cultural and economic needs of EU10 nationals will be further explored in the next chapter as these formed the largest respondent group in our survey.

¹ Comp. the chapter "Methodology" in this report.

² Comp. table 36A in the *Census 2002* report, pp. 136-137.

³ 18.9 per cent did not state their nationality, had no nationality or had multiple nationalities.

⁴ 220,000 represents the combined net migration estimates for the years 2002, 2003, 2004, 2005 and 2006 (comp. *Population and Migration Estimates April 2006*. CSO: September 2006).

⁵ Bridgewater House, Carrick-on-Suir is the only place in County Tipperary designated by the Reception and Integration Agency as a location for resettlement.

⁶ The following countries rank highly among the countries of origin of asylum seekers in Ireland: Nigeria, Romania, Somalia, Sudan, Afghanistan, Zimbabwe, Russia, Ukraine, Congo and China. For more information see the statistics available at www.ria.gov.ie and www.

| The Information Needs of Tipperary’s Migrants Workers

While an individual who chooses to live and work in Ireland may have very specific information needs depending on the level of knowledge he or she has gained previously, it is essential, from the perspective of those who are providing the information, to identify what areas present particular and perhaps recurring difficulties for the wider migrant worker population.

In order to identify potential and existing difficulties of this kind it is necessary to differentiate topical categories from qualitative aspects of information and the methods by which it is provided. The questionnaire which was completed by more than 200 respondents for this survey reflects this approach and combines a variety of open and closed questions.¹ Together these questions allow us to highlight specific, perhaps even local issues as well as broader trends that are largely reinforced by other research.

Finally, it is worth noting that many of the findings presented in this chapter are not necessarily true for all migrant workers. Rather they relate to specific features that a migrant worker may share with others and that make him or her more likely to have a particular experience. Although in the following the respondents will be generally referred to as a sample of the “migrant workers in County Tipperary as a group”, it is evident that this group is not homogenous by any standards.

In general, non-Irish workers from English-speaking countries are less likely to encounter barriers in accessing information than those whose mother tongue is not English. ESOL speakers will experience varying degrees of difficulty depending on their linguistic abilities. A national of any of the countries that dominate the migrant worker population in the county is more likely to benefit from informal exchanges with others and from the availability of information in his or her native language. An employee in a low-skills job may not have the freedom to access information at the time it is most available. Employees with a very restricted social life and few opportunities for exchange with others may not be aware of the disadvantages they may experience or of the supports and information that are available. A young single person will have quite different information needs from migrant workers that have a spouse and perhaps children. These are only some examples that illustrate the variety of

experiences that may exist. When trying to identify the information needs it is imperative to bear this diversity in mind.

Information on Public and other Services:

Information is a prerequisite for settling in a foreign country in that it paves the way for integration in the workplace as well as in the culture and social structures of the host community. Information can also protect from inequalities: rights and responsibilities vary from country to country and knowing the specifics of the country of residence is essential. While there is an onus on the individual to try and obtain such information, the statutory sector has a responsibility to provide information on public services in a manner that is accessible to all residents of the country so that they can comply with rules and regulations and avail of supports that they are entitled to. Migrant workers are no exception. On the contrary, due to the overwhelming amount of new information needed on arrival in a different country in order to successfully function there as well as the sheer novelty of this situation, they require a much broader range of information than long-term or indigenous residents in any chosen location. This is endorsed by the large number of respondents in this survey (83.3 per cent) who required information on any combination of the following topics/services:

- Accommodation
- Childcare
- Education
- Employment
- English Language Lessons
- Financial Advice/Taxation
- Foreign Minority Groups
- Health Services
- Legal Services
- Social Welfare
- Transport

Some areas are more relevant than others: information on employment ranked highest with 16.9 per cent, followed by 12.8 per cent who sought information on English language lessons, 12.0 per cent who required assistance with accommodation and 10.4 per cent who wanted to find out about health services.

Migrant workers are most likely to obtain information from friends and families already resident here.

One in three respondents consulted family members or friends for information on the above services. One in four respondents contacted the service provider directly and only one in ten contacted an information centre (such as, for example, the Citizens Information Centre). Almost 15 per cent used the internet to obtain information.

Table 16 shows a summary of the most likely sources of information for the different services. It illustrates the strengths of different media and points of call depending on the type of information that is required. The internet, for example, is most likely to be used to gain knowledge about education opportunities and for travel/transport requirements. As might be expected, friends and family represent a frequent source of information, but they are not the primary source, for instance, when it comes to financial advice, health services, legal services and social welfare matters. In these areas, the majority of respondents chose to contact the service providers directly (i.e. financial institutions and taxation office for financial advice, HSE and medical professionals for health services, FLAC and legal professionals for legal services and the Social Welfare Office for Social Welfare matters). Libraries are only considered as an information source for educational information and to find out about English language lessons. 'Other media', which includes written publications, gain particular importance for accommodation and employment-related information. The fact that friends and family are consulted by almost half of the respondents for information on accommodation appears to confirm the "chain migration" pattern identified by Kropiwiec particularly for Poles, whereby people are encouraged to come to Ireland by someone who has been staying here for some time.² The higher percentage of respondents who availed of the services of an information centre in

relation to legal services, financial advice and social welfare seems to illustrate the complex nature of these topics, particularly for non-Irish nationals. Those who cannot avail of childcare supports and information from family and friends are most likely to contact service providers or information centres for advice. For a service provider in any one of these areas, table 16 may provide valuable suggestions as to where and how best to distribute information.

Quality of Public Service Information: Asked about the quality of information received, 82.6 per cent of respondents pointed out positive and 17.4 per cent negative attributes. This, however, does not necessarily mean that in 8 out of 10 cases, the information received was of the desired quality as additional comments made by the respondents in relation to this question must also be taken into consideration. Conceptually, this question bore the difficulty that not all respondents who answered it commented on all aspects of quality. Rather 'yes' and 'no' replies represent those qualities that stood out particularly. Table 17 shows a summary of the quantitative analysis of this question. Despite a generally high level of satisfaction, it indicates that the information received by migrant workers was likely to be difficult to obtain, not comprehensive and/or inaccurate in at least one out of three instances.

A cross-reference by services (Table 18) shows that information on transport was most likely to satisfy the quality expectations of the respondents, whereas financial advice, legal services and health services were least likely to please.

The additional comments received from respondents in relation to the quality of information and that of the information provision in County Tipperary also

Service \ Source	Service Provider	Friends/ Family	Work- place	Info Centre	Library	Internet	Other Media
Accommodation	20.1%	45.3%	5.8%	4.3%	0.7%	10.1%	13.7%
Childcare	22.0%	35.6%	3.4%	18.6%	(0.0%)	13.6%	6.8%
Education	17.4%	27.2%	8.7%	9.7%	2.9%	24.3%	9.7%
Employment	17.3%	36.2%	13.3%	7.7%	(0.0%)	14.8%	10.7%
English Lessons	23.0%	34.5%	8.8%	8.8%	4.0%	12.1%	8.8%
Financial Advice	38.3%	24.4%	2.3%	16.3%	0.0%	14.0%	4.7%
Health Services	32.5%	28.3%	12.5%	12.5%	(0.0%)	10.0%	4.2%
Legal Services	33.8%	23.9%	4.2%	19.7%	(0.0%)	9.9%	8.5%
Social Welfare	35.2%	20.0%	6.7%	19.0%	0.0%	12.4%	6.7%
Transport	25.4%	39.5%	3.5%	7.9%	(0.0%)	20.2%	3.5%

Table 16: Most Popular Sources of Information by Service

Quality Aspect	Yes	No
Easy to understand	84.1%	15.9%
Useful	95.7%	4.3%
In the right format	78.1%	21.9%
Easy to obtain	69.7%	30.3%
Up to date	85.4%	14.6%
Accurate	73.7%	26.3%
Comprehensive	67.8%	32.5%

Table 17: Quality of the Received Information by Aspects

represent a mix of satisfaction and dissatisfaction by migrant workers as the following quotes demonstrate:

“The information received is of very good quality but my limited knowledge of English makes communication difficult” (*Latvian General Worker, Female from Roscrea*)

“[I am] very pleased with all information services.” (*Polish Worker, Male from Thurles*)

“The information was very precise and helpful.” (*Polish Assistant Nurse, Female from Cashel*)

“We need more information about taxes and rights at work!” (*Polish Sales Assistant, Female from Thurles*)

“There is very little information on the rights of foreign workers.” (*Moldovan Meat Processor, Male from Nenagh*)

“Most information [is] not available in [the] Polish language.” (*Polish Carpenter, Male from Cashel*)

“No information [is] available in Hungarian. We are not aware of our rights at work [or] as a patient.” (*Hungarian Boner, Male from Roscrea*)

Besides the expressed need for more information on rights preferably in their native languages, a number of respondents also highlighted time issues in trying to obtain information (long waiting periods, access restrictions due to work). Some migrants prefer to source information on national services in their home country (via the internet for example), while others stressed the support they have received from co-nationals living here. Two service providers were criticised explicitly, one for the quality of their information and the other for their poor attitude toward non-national customers which was perceived as being “not nice” and “not helpful”.

Accessibility of Public Service Information:

One third of the respondents stated that they had experienced difficulties in accessing the information they required. Among those difficulties mentioned were:

- Uncertainty as to which service is most suited to provide the required information
- A lack of *clear* and *obtainable* information
- Time issues
- Language barriers
- Lack of confidence that prohibits them from approaching services for information and support
- Lack of a support framework from third parties (i.e. employers not supporting ESOL learners)
- Lack of confidence in service and information providers (i.e. because of experiences of having received wrong information in the past)

In some instances, difficulties related to particular services. Respondents stated for example that:

- There is a lack of information about grant aid and course availability in adult education
- There are difficulties in obtaining information about the enrolling of a child in primary or secondary school
- They did not know where to go for information on ESOL classes (or they had received the wrong information)
- There are time pressures to find and accept accommodation before being fully informed about contract conditions
- It is difficult to understand different childcare options and the differences in childcare providers
- There are difficulties in finding information on specialist medical services, the service hours of medical practices including alternative evening/

Service	Positive Attributes of Quality of Information
Transport	92.5%
Accommodation	88.8%
English Language Lessons	88.1%
Education	87.4%
Childcare	79.1%
Employment	78.9%
Social Welfare	76.3%
Financial Advice	75.2%
Legal Services	74.7%
Health Services	71.6%

Table 18: Positive Quality Aspects Perceived by Respondents by Service Topic

weekend services

- Complex issues, such as Social Welfare matters and taxation regulations are difficult to comprehend
- There was room for improvement in some services (waiting times, customer-friendliness, accuracy of information, length of processing times, complexity of rules and regulations)
- A huge amount of time is required to obtain information on financial advice and the satisfaction rate is general low
- There is a perception that legal services are difficult to avail of
- There is lack of information on public transport and
- It is particularly difficult to obtain information as a non-EU/EEA national

Information on Social, Cultural and Religious Issues:

Almost three quarters of respondents agreed that better information should be provided on existing social, cultural or religious groups and clubs in their (host) communities. The level of participation of migrant workers in social activities is distinctly low which may be the case for a number of different reasons. In order to provide the context for any information needs in respect of social activities, respondents were asked to state their pastime and leisure activities as well as any membership of voluntary and community groups in their host communities. Two thirds of respondents said that they do have time for leisure activities. Table 19 shows the most popular leisure activities that were listed by those respondents. What is very distinct about this list is the high number of pastimes that do not necessarily require interaction with others and as such do not encourage social mixing.

It was not surprising therefore to find that only one in every ten respondents belong to a social, cultural or religious group, of which church/religious groups with 47.8 per cent and sports clubs with

Reading	21.6%
Swimming	18.4%
Computer/Internet	17.6%
Football	16.8%
Gym	15.2%
Watching TV	11.2%
Sports in General	9.6%
Movies/Cinema	8.8%
Fishing	8.8%
Walking	8.0%

Table 19: Favourite Pastimes

43.5 per cent form the predominant organisations. Charitable associations accounted for 21.7 per cent of the membership of any groups. Respondents were likely to be members in more than one group. When those who were not involved with any community or voluntary organisations were asked why this is so, approximately half (48.4 per cent) cited lack of time, 25 per cent lack of interest and 19 per cent lack of money. Nineteen per cent said there were no such groups available in their communities, although a significant number of respondents stated in addition that they had simply not been aware of such groups or that they did not know how to access them. Language barriers, childcare responsibilities and the nature of their jobs were also mentioned as obstacles to participating in community and voluntary groups.

It is also important to mention that a number of responses highlighted the isolation experienced by some migrant workers. A Polish builder from Roscrea describes this in his own words: "I am a loner. Sometimes I like talking to people, but I have nobody to talk to."

Taking into account experiences of isolation, the obstacle of language barriers, an unawareness of the existence of social groups, different work realities and financial restrictions, the low level of social mixing in the host communities is not an unsurprising finding. Whereas most obstacles listed relate to personal circumstances, there is also an expressed need for better information about opportunities for social interaction.

Information on Employment Rights: The need for more information on employment rights and legislation has been a recurring finding in almost all studies examining the needs of migrant workers in Ireland. This survey is no exception. Information on employment services ranked highest among the list of public services for which information is required. In fact, it is in their employment situations that migrant workers are most vulnerable to experiencing disadvantage. In many cases, this takes the form of illegal conduct on the part of the employer, i.e. pay below the minimum wage, the denial of statutory entitlements like paid annual leave, discrimination on the grounds of nationality or equity issues in relation to the treatment of Irish and non-Irish employees.

The majority of the respondents in this survey (83 per cent) stated that they were 'very satisfied' or 'satisfied' with their earning potential. What must be taken into consideration, however, when looking at this high figure of satisfaction with the earning potential is the fact that many recently-arrived migrant workers use the economic situation and the earning potential in their home countries as

basis for the evaluation of their situation in Ireland. The 17 per cent who were ‘unsatisfied’ or ‘very unsatisfied’ did report instances of pay below the minimum wage, discrimination, difficulties in gaining access to better employment and excessive amounts of overtime. This would indicate that there is a certain awareness of basic employment rights and the greater difficulty is actually to demand one’s rights and entitlements. Information is therefore not only required on employment legislation and rights per se (as repeatedly identified by the respondents throughout the questionnaire) but also on appeals’ procedures and the legal mechanisms that exist to protect employees. In addition, the need for ESOL education was reiterated by the 76.8 per cent of respondents who believed that their restricted language abilities were preventing them from improving their earning potential. The recognition of qualifications, discrimination and the nature of job application processes were also identified as obstacles to achieving better earnings. Interestingly, the rural character of the county and the lack of transport provided an additional barrier for one in ten respondents to improve their economic situation. Lastly, a Polish Sales Assistant from Roscrea thought there were not enough employment opportunities in the town.

Information on Further Education: Eight out of ten respondents stated they were interested in further education opportunities, but experienced difficulties in availing of education and training opportunities. Again, the lack of information about such courses and the education providers was a key obstacle. A number of respondents (23 per cent) said that the courses they had considered to take were not available. Language difficulties presented the biggest barrier with 58.6 per cent, followed by financial restrictions (34.9 per cent) and the lack of time mainly because of work demands (34.2 per cent).

Summary: Investigating information needs bears a number of conceptual difficulties. It is apparent from the responses to the questionnaire that the distinction between a need for something and a need for information about it, is not always clear. In fact, the reality is that the two often go hand in hand. When a certain percentage of respondents state for example, that they did not avail of services because they do not exist in their area, another may know that the services actually exist, but that information about them is scarce. In this sense, the findings that were formulated from the analysis of the survey can on the one hand only be viewed as indications. On the other hand the analysis of information needs can be used to identify the actual need for a service or the improvement of a service in a prescribed

direction.

In our survey, this overlap of ‘material need’ and ‘information need’ is the case in respect of the provision of English language (ESOL) lessons for migrant workers in County Tipperary. It has been noted in the previous chapter, that there has been a significant change in the linguistic abilities of the migrant population since 2002 when more than half of the non-Irish residents were nevertheless native English speakers. As outlined, the sampling group in this survey is particularly representative for EU10 nationals who are also thought to form the large majority of recently-arrived migrant workers in the county. Almost 2 in 3 migrant workers from this group are thought to speak English at beginner’s level. The motivation to improve English language skills is quite high among this group with little difference between nationalities. Based on their nationality, between 45 and 75 per cent of respondents stated that they had sought information about English language lessons in the past. This means that approximately every second migrant from the EU10 group, or every third migrant worker in County Tipperary is in need of ESOL classes (irrespective of the likelihood that they can actually combine such classes with their work reality). In addition to providing more language courses to fill this gap, there is also a need to publicise existing ESOL opportunities in order to maximise effectiveness and efficiency for all parties involved. As seen above, there is genuinely an unawareness of the extent of the ESOL provision in the county with some instances of incorrect information being circulated. It is also important to promote among migrant workers in the county ESOL providers such as the VEC’s as specific and distinct service providers in this area.

The information needs in relation to employment are existent on two separate levels. On the one hand there is a genuine need for information provision on employment rights, entitlements and legislation in general. This has been identified by many studies in the national context and can be confirmed for County Tipperary. The survey noted a considerable number of incidents of exploitation of migrant workers and illegal actions on the part of some employers. These include pay below the minimum wage, excessive overtime and discrimination. Migrant workers who are lucky enough to not experience these disadvantages are nevertheless aware of them and demand clearer information on their rights as employees. On the other hand, there is an increasing level of awareness of employment rights even among the group that are the victims of illegal conduct by the employer. However, they lack the knowledge and tools to act on this realisation. For newly-arrived migrant workers who do not fulfil the HRC requirements, fear of losing their job might be a serious factor in their decision

not to take action. But information on appeals procedures, legal supports and organisations that exist to support employees is a pressing need in this context.

Information about health, legal and financial advice services form areas that are perceived by migrant workers as particularly inadequate in terms of accuracy, comprehensiveness, accessibility and availability. There seems to be a presumption that legal services and supports are not available or as easily accessible for migrant workers. The complex nature of the law and finance areas probably contributes to the difficulties. In respect of health services, the greatest need seems to be for basic information about access, i.e. where to go, when the standard and after-hours services are available and how to access specialist services. With its distinction of public and private health care, the health system in Ireland may be particularly difficult for migrant workers to understand initially and certainly poses a barrier to accessing services for fear of financial obligations arising. Language problems, of course, also contribute to the difficulties in accessing health services.

Information about transport represents the category that ranked highest in the qualitative aspects. On the other hand, transport itself (and the lack thereof) was perceived by one in ten respondents as an obstacle in trying to attain better employment and economic circumstances. Most migrant workers therefore reside in the towns in County Tipperary and in the absence of privately owned vehicles often depend on limited public transport and carpooling or are restricted to travelling short distances on foot or by bicycle.

There is a high interest in further education among migrant workers, particularly those from the EU10 countries. Not surprisingly, the lack of information about courses and financial supports available to adult students are key barriers to availing of existing opportunities.

The high number of respondents who stated they should have more information on social, cultural and religious activities uncovered a number of underlying issues. In general, the participation of migrant workers in the activities in their host communities is considerably low with only one in ten stating membership in a community, voluntary or religious group. While most migrants have the time to pursue leisure activities in their spare time, the most popular of them require no or little social mixing. Targeting these migrant workers to encourage them to participate in other activities may be a way of engaging them in better social interaction

with their host communities. Providing information about existing groups and promoting access and membership in them for migrant workers may be a less direct, but equally efficient way to encourage social mixing.

Information on Social Welfare issues is highly important for the migrant community. Many respondents stated that they had experienced difficulty in understanding the complexity of the social welfare system, getting accurate information that was appropriate to their needs and being clear on the implications for their personal circumstances.

In respect of the quality of information that has been received by migrant workers, there is a generally high level of satisfaction with three out of four respondents stating they had obtained the information they had required and were happy with its quality. For at least one in four migrant workers, obtaining information about a public or other service presents a difficulty or does not lead to satisfactory results. Among the difficulties that were identified, language barriers represent the greatest obstacle to obtaining and using information. Many migrant workers regret that information is not available in their mother tongue. Others find it impossible to obtain information from information centres and service providers during office hours as, more often than not, these do not suit their working hours. Either that or long waiting periods represent a very inefficient use of the little time available to migrant workers. Where information is not available through third parties or in their mother tongue, language barriers are seen as the greatest obstacle to obtaining information. The correlation between the information that is required and most appropriate source of that information is also often unclear. It is therefore necessary for service providers to clearly state their role and capacities and promote these among the migrant population.

¹ Open questions allow the respondent to choose the wording, length and contents of their answer whereas closed questions provide a prescribed structure for an answer (i.e. multiple choice). A copy of the questionnaire complete with answer percentages can be found in the appendix of this report.

² Kropiwiec, Katarzyna: *Polish Migrant Workers in Ireland*, p. 29.

| Conclusions & Recommendations

Ireland has seen rapid demographic changes over the last decade in, particularly since the mid-1990s when the country first experienced positive net migration. The early influx of migrant workers had little effect for County Tipperary. Traditionally, the county has only had a small share of non-Irish residents. In 2002, it ranked in the bottom third of all counties as regards the numbers of non-nationals who lived in the county. Other estimates suggest that the county hosted in or around three per cent of the total foreign population in Ireland up to that point. The almost 8,000 non-Irish persons that were enumerated in the 2002 Census largely comprised of English-speaking and/or EU nationals. In fact, more than half of the non-Irish population at that time were UK nationals. Non-EU/EEA nationals accounted for fewer than 18 per cent of the foreign-born people living in the county.

The situation has changed drastically since then and, in the last five years County Tipperary has experienced a similarly significant inflow of non-Irish migrants to the rest of the country. It is thought that over 220,000 migrant workers have arrived in Ireland since the beginning of 2002 and conservative estimates would suggest that the foreign-born population in Tipperary has at least doubled in the last five years. More importantly, the composition of the migrant population has changed considerably. Although UK and EU15 nationals still show consistent rates of migration to Ireland, their numbers have been greatly surpassed by nationals of seven of the EU10 countries, namely Poland, Lithuania, Latvia, Slovakia, Hungary, the Czech Republic and Estonia. Cyprus, Malta and Slovenia contributed insignificant numbers to this new migratory trend. In County Tipperary, it is believed that almost nine in every ten migrants who arrived after January 2004 were EU citizens, with EU10 nationals clearly forming the majority. Among the remaining 10 per cent of the foreign-born population in the county are noteworthy numbers of Indian, Pakistani, Romanian and Ukrainian citizens alongside the migrants from English-speaking countries such as the United States, Australia, New Zealand and South Africa.

In the national context, citizens from the Philippines have consistently received the highest numbers of work permits in the last three years. They do, however, play only a minor role in the composition of Tipperary’s migrant population. A cross-reference with PPS Numbers allocated to Filipinos in County Tipperary since 2004 showed that only 0.1 per cent of those who were allocated a work permit in that

period claimed their PPS Number from a Social Welfare Office in this county. India is the fastest growing source country of immigrants to Ireland. They also form a significant part of the foreign-born population in County Tipperary. In fact, Tipperary’s share of Indian nationals is above the average reported for other nationalities from the non-EU/EEA category. Egyptians are even more likely than other migrants to settle in this rather than in any other county, as are Moldovans and Pakistanis. There is also an above average proportion of migrants from those countries who traditionally generate large numbers of refugees and asylum seekers in the Irish context. This is believed to be the case because Carrick-on-Suir is one of few designated resettlement locations in the country.

In respect of the EU10 share of migrant workers in County Tipperary, Poles form the single largest nationality, followed by Lithuanians and Latvians. In fact, almost one in three foreign-born persons in the county are likely to be Polish. Whereas nationality-proportions and participation in the labour force can be considered county-specific to some degree, the characteristics of migrant workers in respect of motivations, expectations and actual experiences in Ireland are no different in County Tipperary.

A large proportion of EU10 migrants have been described as target earners or ‘cosmopolitans’ who intend to stay in Ireland for a limited period and uphold close connections with home. It is important to many of them to maintain their language and culture. Migration largely takes place as ‘chain migration’ whereby new migrants have been encouraged to migrate by others who have been in Ireland for some time. Some researchers suggest that the intention of many of these migrants to return home becomes weaker the longer the stay in Ireland. Evidence of social mixing with the Irish is nevertheless considered to exist at a very low level. Experiences of isolation are therefore quite common, particularly among nationals of those countries that do not dominate the migrant population in Ireland.

Among the greatest difficulties faced by migrants who do not speak English as their mother tongue are evidently language barriers that affect almost every aspect of living. Poor linguistic abilities have been identified by the majority of the respondents in this survey to be responsible for hindering professional advancement and enhancement of their personal circumstances. Although there is generally a high level of bi- and multi-lingualism among newly

arrived migrant workers, their fluency in the English language is most likely to be at a beginner's level (this is true for approximately 50 per cent of them) or intermediate. Even those who consider their English-speaking to be fluent report difficulties in understanding the language beyond everyday use.

The work reality of many migrant workers further restricts their ability to integrate into Irish society and to avail of services. In County Tipperary, most non-EU/EEA migrants work in the agricultural, manufacturing and catering industries. The dominant sectors in which EU nationals are employed are also manufacturing and catering, but also the retail sector. The majority of them provide skilled and semi-skilled labour, although national research suggests that particularly EU10 nationals tend to be underemployed. Being employed in these sectors and in lower-skilled jobs often restricts the freedom migrants have to access services at standard hours. Many also work a large amount of overtime or cannot access services due to a lack of transport.

There is a genuine need to provide information specifically addressed at migrant workers on rights, entitlements and services that are available. The survey conducted for County Tipperary supports many of the findings from the national context, but also gave an opportunity to identify local needs. Overall, the survey found a general satisfaction by migrant workers with the information they needed in respect of accommodation, childcare, education, employment, English language lessons, financial advice/taxation, health services, legal services, social welfare and transport. Employment was confirmed to be the area most in need of quality information. The survey found, however, that information is not only needed on basic employment rights and legislation. In fact, there is a good level of awareness of 'what is right or wrong'. More importantly, information is necessary on how to act on the realisation that the rights one has as an employee have been infringed. Many migrant workers were conscious of their vulnerable situation in the labour context, but did not know how to best change this situation.

Migrant workers are likely to first contact their family or friends for information and advice, before approaching service or information providers. Health, legal and social welfare issues are the only exception to this observation. Most migrants regret the lack of information that is available in their native language. In some instances, migrant workers found it difficult to identify the relevant provider for their needs. This was particular the case in relation to English language classes and information about childcare. Approximately one in ten obtain information from

the internet in the first instance (some even from websites about Ireland that exist in their home countries), although the proportion of migrants using the internet to communicate with relatives at home is thought to be significantly higher. Lack of access to the internet may prevent some migrants from using this resource.

This survey found a close link between service provision and the provision of information about these services - at least from the perspective of the migrant workers themselves. In some instances, it was difficult to distinguish whether a lack of a service had been identified or whether knowledge about an existing service was simply amiss. Nevertheless, we were able to draw a few conclusions about 'material' needs in addition to the 'information needs' we set out to investigate. English language lessons are an illustrative example in this respect: Migrant workers reported a strong demand for English language classes that they felt was not being matched in the form of accessible and affordable language learning opportunities. At the same time, many stated that they did not know how to obtain information about such classes. Such discrepancies in experience clearly point to the need for (a) an expansion of the classes offered, (b) a better promotion of current programmes and (c) the development of courses better matched to the means that migrant workers have to take such classes.

Examples like this could be found in almost all areas that were part of the survey. It highlights the importance of publicising and strategically promoting existing services among the target group to enable them to overcome knowledge gaps. In delivering services it is necessary for agencies to acknowledge the work realities and circumstances that many migrant workers (particularly those who come to Ireland with the intention of returning home in due course) find themselves in. Limited service hours and the lack of a variety of information access channels can seriously restrict this group from obtaining information and availing of services.

It was the intention of this study to investigate the information needs of migrant workers in County Tipperary and to provide recommendations to service providers how best to provide information with a view to enabling migrant workers to educate themselves about and avail of services and supports that exist for them. In light of the conceptual difficulty of differentiating between actual needs and requirements in relation to the provision of information to migrant workers and the wealth of service areas covered, this study chooses not to conclude with the conventional set of recommendations. In addition, migrant workers

form a group of service users that is particularly characterised by rapid growth and internal changes. It would be specious to expect that a list of recommendations can truly inform the work of service providers.

Instead, it is recommended that readers reflect on the aspects most relevant to them and to their work based on the reported needs that have been outlined in detail throughout the report. In terms of meeting the information needs of migrant workers, it is worth noting that providers should be conscious of the language barriers and time restrictions experienced by many as well as the lack, in some instances, of means to access information. Service providers should therefore ensure that information is provided in as accessible a format as possible. Depending on capacities: translations, the publication of information in various media and the exploitation of different communication channels should be taken into consideration.

In County Tipperary, the process of adapting to demographic changes is still in its infancy and networking between migrant workers and representatives from the public sector is urgently required to shape this process in a meaningful way. It is therefore hoped that this report can contribute to the discourse between all relevant parties and that detailed recommendations will be found as the result of such a combined effort.

| Questionnaire with Answer Percentages

General Information

1. Are you male or female?

		Frequency	Valid Percent
Valid	Male	129	59.7%
	Female	87	40.3%
	Total	216	100.0%
Missing		3	
Total		219	

2. Which age range best represents your age?

		Frequency	Valid Percent
Valid	15-19 years	4	1.8%
	20-24 years	41	18.8%
	25-34 years	103	47.2%
	35-44 years	40	18.3%
	45-54 years	27	12.4%
	55-59 years	2	0.9%
	60-64 years	1	0.5%
	Total	218	100.0%
Missing		1	
Total		219	

3. What is your nationality?

		Frequency	Valid Percent
Valid	Belarusian	2	0.9%
	Brazilian	1	0.5%
	German	1	0.5%
	Hungarian	31	14.2%
	Latvian	4	1.8%
	Lithuanian	7	3.2%
	Moldovan	5	2.3%
	Nigerian	2	0.9%
	Norwegian	2	0.9%
	Polish	142	65.1%
	Romanian	2	0.9%
	Russian	4	1.8%
	Slovakian	12	5.5%
	Thai	1	0.5%
	Ukrainian	2	0.9%
	Total	218	100.0%
Missing		1	
Total		219	

4. Which of the following towns do you live nearest?

		Frequency	Valid Percent
Valid	Nenagh	28	13.1%
	Roscrea	45	21.0%
	Templemore	5	2.3%
	Thurles	29	13.6%
	Clonmel	71	33.2%
	Carrick-on-Suir	2	0.9%
	Cahir	8	3.7%
	Cashel	26	12.1%
	Total	214	100.0%
Missing		5	
Total		219	

5. What is your family status?

		Frequency	Valid Percent
Valid	Married or Partnered	146	67.3%
	Single	67	30.9%
	Separated or Divorced	4	1.8%
	Total	217	100.0%
Missing		2	
Total		219	

Of those married or partnered

		Frequency	Valid Percent
Valid	Married since arrival	6	4.1%
	Married prior to arrival	140	95.9%
	Total	146	100.0%

		Frequency	Valid Percent
Valid	Spouse/Partner living in home country	39	27.1%
	Spouse/Partner not living in home country	105	72.9%
	Total	144	100.0%
Missing		2	
Total		146	

6a: Do you have children?

		Frequency	Valid Percent
Valid	Yes	116	53.5%
	No	101	46.5%
	Total	217	100.0%
Missing		2	
Total		219	

6b: If yes, how many children do you have?

		Frequency	Valid Percent
Valid	1	43	37.1%
	2	51	44.0%
	3	12	10.3%
	4	6	5.2%
	5	2	1.7%
	7	1	0.9%
	8	1	0.9%
	Total	116	100.0%

6c: If yes, what age are your children?

		Frequency	Valid Percent
Valid	Under 1	7	3.3%
	1	10	4.7%
	2	8	3.7%
	3	8	3.7%
	4	12	5.6%
	5	9	4.2%
	6	11	5.1%
	7	4	1.9%
	8	11	5.1%
	9	3	1.4%
	10	4	1.9%
	11	5	2.3%
	12	12	5.6%
	13	7	3.3%
	14	6	2.8%
	15	10	4.7%
	16	4	1.9%
	17	4	1.9%
	18	6	2.8%
	19	10	4.7%
	20	8	3.7%
	21	4	1.9%
	Over 21	51	23.8%
	Total	214	100.0%
Missing		16	
Total		230	

7. Where do your children live?

		Frequency	Valid Percent
Valid	In Ireland	57	49.1%
	In another country	59	50.9%
Total		116	100.0%

8. What is your first language?

		Frequency	Valid Percent
Valid	English	2	0.9%
	German	1	0.5%
	Hungarian	31	14.3%
	Latvian	1	0.5%
	Lithuanian	5	2.3%
	Moldovan	3	1.4%
	Norwegian	2	0.9%
	Polish	140	64.5%
	Portuguese	1	0.5%
	Romanian	4	1.8%
	Russian	11	5.1%
	Slovakian	12	5.5%
	Thai	1	0.5%
	Ukrainian	3	1.4%
	Total	217	100.0%
Missing		2	
Total		219	

9. What other languages can you speak and how would you rate your level of competency?

		Frequency	Valid Percent*
Valid	Danish	1	0.5%
	English	176	88.9%
	French	9	4.5%
	German	40	20.2%
	Greek	3	1.5%
	Italian	5	2.5%
	Lithuanian	2	1.0%
	Romanian	1	0.5%
	Polish	23	11.6%
	Romanian	2	1.0%
	Russian	59	29.8%
	Latvian	2	1.0%
	Moldovan	1	0.5%
	Norwegian	2	1.0%
	Spanish	2	1.0%
	Czech	1	0.5%
	Dutch	1	0.5%
	Serbo-Croat	1	0.5%
	Ukrainian	1	0.5%

* Valid percentage based on the 198 respondents who stated they spoke an additional language.

English as a Second Language

		Frequency	Valid Percent
Valid	Beginner's Level	97	55.7%
	Intermediate	61	35.1%
	Fluent	16	9.2%
	Total	174	100.0%
Missing		2	
Total		176	

Russian as a Second Language

		Frequency	Valid Percent
Valid	Beginner's Level	28	47.5%
	Intermediate	20	33.9%
	Fluent	11	18.6%
Total		59	100.0%

German as a Second Language

		Frequency	Valid Percent
Valid	Beginner's Level	23	57.5%
	Intermediate	13	32.5%
	Fluent	4	10.0%
Total		40	100.0%

Polish as a Second Language

		Frequency	Valid Percent
Valid	Beginner's Level	3	30.0%
	Intermediate	6	60.0%
	Fluent	1	10.0%
	Total	10	100.0%
Missing		13	
Total		23	

10: What is your religion?

		Frequency	Valid Percent
Valid	Buddhist	1	0.5%
	Calvinist	6	3.0%
	Christian (not specified)	17	8.4%
	Evangelical/Lutheran	2	1.0%
	Jehovah's Witness	1	0.5%
	Orthodox	16	7.9%
	Reformed	1	0.5%
	Roman Catholic	141	69.8%
	No religion	17	8.4%
	Total	202	100.0%
Missing		17	
Total		219	

11: What is the highest level of education which you have completed to date?

		Frequency	Valid Percent
Valid	No formal education	1	0.5%
	Primary school level	6	2.8%
	Second level education	43	19.7%
	Technical/Vocational	93	42.7%
	Non-degree (e.g. diploma)	23	10.6%
	Degree	14	6.4%
	Professional qualification	23	10.6%
	Post-graduate	14	6.4%
	Doctorate	1	0.5%
	Total	218	100.0%
Missing		1	
Total		219	

12: How long have you been in this country?

		Frequency	Valid Percent
Valid	Less than 1 year	114	52.1%
	1-5 years	96	43.8%
	More than 5 years	9	4.1%
	Total	219	100.0%

13: How would you describe your current position?

		Frequency	Valid Percent
Valid	Employed	171	79.5%
	Employed, but seeking (new) employment	2	0.9%
	Unemployed	13	6.0%
	Seeking Employment	20	9.3%
	Unemployed & seeking employment	4	1.9%
	Employed & Student	1	0.5%
	Student, Trainee, Apprentice	1	0.5%
	Other (Housewife, Maternity Leave, not working due to disability)	3	1.4%
	Total	215	100.0%
Missing		4	
Total		219	

If employed, please specify job title:

		Frequency	Valid Percent
Valid	Accountant	1	0.6%
	Assistant Nurse	3	1.9%
	Baker	1	0.6%
	Bar Staff	3	1.9%
	Boner (Meat Industry)	3	1.9%
	Brick- and Block layer	2	1.3%
	Builder	4	2.6%
	Butcher	12	7.7%
	CAD Technician	1	0.6%
	Care Assistant/Carer	2	1.2%
	Carpenter	2	1.3%
	Carpet-Fitter	1	0.6%
	Chef	6	3.8%
	Chef and Waitress	1	0.6%
	Childminder	2	1.3%
	Cleaner	5	3.2%
	Construction Worker	1	0.6%
	Dental Technician	1	0.6%
	Dicer (Meat Industry)	1	0.6%
	Dispatch Officer	1	0.6%
	Driver	10	6.4%
	Duty Manager	1	0.6%
	Farm Worker	1	0.6%
	Fireplace Fitter	1	0.6%
	Gardener	1	0.6%
	General Kitchen Staff	1	0.6%
	General Operative/Worker	9	5.8%

	Hair Stylist	1	0.6%
	Horse Carer	2	1.3%
	Housekeeper	3	1.9%
	Leisure Attendant	1	0.6%
	Locksmith	2	1.3%
	Manager	1	0.6%
	Meat Carver	1	0.6%
	Meat Processor	9	5.8%
	Mechanic	9	5.8%
	Museum Conservator	1	0.6%
	Nurse	1	0.6%
	Office Assistant	1	0.6%
	Packer	6	3.8%
	Panel beater	1	0.6%
	Plasterer	3	1.9%
	Plumber	1	0.6%
	Production Operator	2	1.3%
	Project Officer	1	0.6%
	Sales Assistant	15	9.6%
	Saw-Operator	1	0.6%
	Secretary	1	0.6%
	Security	1	0.6%
	Service Man	1	0.6%
	SHO	1	0.6%
	Slabber	1	0.6%
	Supplies Coordinator	1	0.6%
	Waitress	8	5.1%
	Warehouse Operator	2	1.3%
	Welder	1	0.6%
	Total	156	100.0%
Missing		23	
Not applicable		40	
Total		219	

14: If employed, what is your employment status?

		Frequency	Valid Percent
Valid	Free to work in Ireland without a permit	163	96.4%
	Work permit	3	1.8%
	Work authorisation	2	1.2%
	Work visa	1	0.6%
	Working without permission	0	0.0%
	Total	169	100.0%
Missing		2	
Total		171	

Information Needs

15a: Have you needed information on the services listed in the table below?

		Frequency	Valid Percent
Valid	Yes	174	83.3%
	No	35	16.7%
	Total	209	100.0%
Missing		10	
Total		219	

Split by services

		Frequency	Valid Percent
Valid	Education	103	8.9%
	Employment	196	16.9%
	English Language Lessons	148	12.8%
	Accommodation	139	12.0%
	Childcare	59	5.1%
	Health Services	120	10.4%
	Social Welfare	105	9.1%
	Financial Advice	86	7.4%
	Legal Services	71	6.1%
	Transport	114	9.8%
	Others (Taxation, Polish Community Group)	17	1.5%
Total		1158	100.0%

Split by Information Source (all services)

		Frequency	Valid Percent
Valid	Direct from service provider	295	25.5%
	Friends/family	377	32.6%
	Workplace	89	7.7%
	Information Centre	128	11.0%
	Library	10	0.9%
	Internet	165	14.2%
	Media (incl. publications)	94	8.1%
Total		1158	100.0%

15b: If yes, where did you get the information on the relevant service?

Education

		Frequency	Valid Percent
Valid	Direct from service provider	18	17.5%
	Friends/Family	28	27.2%
	Workplace	9	8.7%
	Information Centre	10	9.7%
	Library	3	2.9%
	Internet	25	24.3%
	Media (incl. publications)	10	9.7%
Total		103	100.0%

Employment

		Frequency	Valid Percent
Valid	Direct from service provider	34	17.3%
	Friends/Family	71	36.2%
	Workplace	26	13.3%
	Information Centre	15	7.7%
	Library	0	0.0%
	Internet	29	14.8%
	Media (incl. publications)	21	10.7%
Total		196	100.0%

Social Welfare

		Frequency	Valid Percent
Valid	Direct from service provider	37	35.2%
	Friends/Family	21	20.0%
	Workplace	7	6.7%
	Information Centre	20	19.0%
	Library	0	0.0%
	Internet	13	12.4%
	Media (incl. publications)	7	6.7%
Total		105	100.0%

English Language Classes

		Frequency	Valid Percent
Valid	Direct from service provider	34	23.0%
	Friends/Family	51	34.5%
	Workplace	13	8.8%
	Information Centre	13	8.8%
	Library	6	4.0%
	Internet	18	12.1%
	Media (incl. publications)	13	8.8%
Total		148	100.0%

Financial Advice

		Frequency	Valid Percent
Valid	Direct from service provider	33	38.3%
	Friends/Family	21	24.4%
	Workplace	2	2.3%
	Information Centre	14	16.3%
	Library	0	0.0%
	Internet	12	14.0%
	Media (incl. publications)	4	4.7%
Total		86	100.0%

Accommodation

		Frequency	Valid Percent
Valid	Direct from service provider	28	20.1%
	Friends/Family	63	45.3%
	Workplace	8	5.8%
	Information Centre	6	4.3%
	Library	1	0.7%
	Internet	14	10.1%
	Media (incl. publications)	19	13.7%
Total		139	100.0%

Legal Services

		Frequency	Valid Percent
Valid	Direct from service provider	24	33.8%
	Friends/Family	17	23.9%
	Workplace	3	4.2%
	Information Centre	14	19.7%
	Library	0	0.0%
	Internet	7	9.9%
	Media (incl. publications)	6	8.5%
Total		71	100.0%

Childcare

		Frequency	Valid Percent
Valid	Direct from service provider	13	22.0%
	Friends/Family	21	35.6%
	Workplace	2	3.4%
	Information Centre	11	18.6%
	Library	0	0.0%
	Internet	8	13.6%
	Media (incl. publications)	4	6.8%
Total		59	100.0%

Transport

		Frequency	Valid Percent
Valid	Direct from service provider	29	25.4%
	Friends/Family	45	39.5%
	Workplace	4	3.5%
	Information Centre	9	7.9%
	Library	0	0.0%
	Internet	23	20.2%
	Media (incl. publications)	4	3.5%
Total		114	100.0%

Health Services

		Frequency	Valid Percent
Valid	Direct from service provider	39	32.5%
	Friends/Family	34	28.3%
	Workplace	15	12.5%
	Information Centre	15	12.5%
	Library	0	0.0%
	Internet	12	10.0%
	Media (incl. publications)	5	4.2%
Total		120	100.0%

Others

		Frequency	Valid Percent
Valid	Direct from service provider	6	35.3%
	Friends/Family	5	29.4%
	Workplace	0	0.0%
	Information Centre	1	5.9%
	Library	0	0.0%
	Internet	4	23.5%
	Media (incl. publications)	1	5.9%
Total		17	100.0%

16: What was the quality of the information you received?

Overall attributes

		Frequency	Valid Percent
Valid	Positive	1268	82.6%
	Negative	286	17.4%
Total		1554	100.0%

Split by attributes

		Frequency	Valid Percent
Valid	Easy to understand	302	84.1%
	Not easy to understand	57	15.9%
	Total	359	100.0%
	Useful	331	95.7%
	Not useful	15	4.3%
	Total	346	100.0%
	Right format	139	78.1%
	Not in the right format	39	21.9%
	Total	178	100.0%
	Easy to obtain	136	69.7%
	Not easy to obtain	59	30.3%
	Total	195	100.0%
	Up to date	140	85.4%
	Not up to date	24	14.6%
	Total	164	100.0%
	Accurate	112	73.7%
	Not accurate	40	26.3%
	Total	152	100.0%
	Comprehensive	108	67.8%
	Not comprehensive	52	32.5%
	Total	160	100.0%
Total		1554	

Split by services

	Service		Frequency	Valid Percent
Valid	Education	Positive	118	87.4%
		Negative	17	12.6%
	Total		135	100.0%
	Employment	Positive	209	78.9%
		Negative	56	21.1%
	Total		265	100.0%
	English Language Lessons	Positive	171	88.1%
		Negative	23	11.9%
	Total		194	100.0%
	Accommodation	Positive	175	88.8%
		Negative	22	11.2%
	Total		197	100.0%
	Childcare	Positive	34	79.1%
		Negative	9	20.9%
	Total		43	100.0%
	Health Services	Positive	126	71.6%
		Negative	50	28.4%
	Total		176	100.0%

	Social Welfare	Positive	129	76.3%
		Negative	40	23.7%
	Total		169	100.0%
	Financial Advice	Positive	94	75.2%
		Negative	31	24.8%
	Total		125	100.0%
	Legal Services	Positive	62	74.7%
		Negative	21	25.3%
	Total		83	100.0%
	Transport	Positive	135	92.5%
		Negative	11	7.5%
	Total		146	100.0%
	Others	Positive	15	71.4%
		Negative	6	28.6%
	Total		21	100.0%

16b: Have you any further comment on the quality of the information you received?¹

- “People [...] don’t always provide the comprehensive and useful service. They don’t ask the questions, because they don’t know the law procedures or information about the places solving problems.”
- “The biggest problem is to find information about help care services and rights what you have.”
- “I am very happy with my conditions of work. I like my accommodation.”
- “Transport - No information on public transport.”
- “Family helped me, nobody else.”
- “Racism”
- “Lack of information”
- “Is not given in clients’ language.”
- “The information received is of very good quality but my limited knowledge of English makes communication difficult.”
- “No information available in Hungarian. We are not aware of our rights (at work, as a patient).”
- “Everybody is very helpful.”
- “Very pleased with all information services.”
- “The information was very precise and helpful.”
- “Most information not available in Polish language.”
- “We need more information about taxes and rights at work!”
- “In some offices we need to wait long to get some information e.g. tax office.”
- “There is no information how to get a job.”
- “There is very little information on the rights of foreign workers.”
- “I used Internet and Polish paper.”
- “Accommodation arranged by my friend prior to coming to Ireland. Only in Ireland for 2 months.”
- “It is very difficult to receive the correct information I want because I’m a foreigner.”
- “Employment: From agency in Thailand. Health Services: Not good. Legal Services: Would appreciate more advice.”

17: Did you have difficulties in accessing information on any of these services?

		Frequency	Valid Percent
Valid	Yes	51	30.4%
	No	117	69.6%
	Total	168	100.0%
Missing		51	
Total		219	

17b: If yes, please specify these difficulties.¹

Education:

- "I would like to get professional training, but I don't know anything e.g. which colleges offer which courses."
- "High level"
- "Good"
- "Third level grant aid"
- "Problem with enrolling a child to school."
- "Lack of English"

Employment:

- "It's difficult to find an office that is looking after employment issues."
- "Lack of clear information - job advertisements, payments, holidays."
- "Language barrier and ignorance"
- "It takes a lot of time and often with no result."
- "I don't know the laws and regulations."
- "Poor knowledge of the English language"
- "Language difficulties"
- "We don't know what rights we have, how many hours is allowed by law, minimum wage."
- "It was difficult for me to obtain information due to language difficulties, but the family helped."
- "Specialists are not valued"
- "Problematic"

English Language Lessons:

- "I was looking for few days for my friend and it was hard to find a school."
- "I really want to know English."
- "I want to perfect my English but I don't know where."
- "I was not informed about the courses on time."
- "Absence of courses. Lack of interest on the part of employers."
- "There is no teaching through Hungarian, therefore it's difficult."
- "There are no Hungarian teachers."
- "Good"
- "Lack of professional classes."
- "I would like to start English, but I still don't know where to find this place."

Accommodation:

- "Problems with obtaining a good contract from the landlord and not keeping promises."
- "No time to find it, 6 days work."
- "Lack of time to sign all the documents, the family helped me to arrange and find accommodation."

- "Lack of detailed information."
- "Problem with finding a flat."

Childcare:

- "Not easy to obtain overview of providers and options available."
- "Yes, there is very little information about child care and not always they are clear to understand."

Health Services:

- "I still do not know how to obtain some specific medical help for example from an ophthalmologist."
- "Lack of, or wrong information."
- "Language barrier and lack of medical card."
- "Excellent"
- "The place and time of surgery hours is not indicated."
- "I don't know where to go."
- "Bad"
- "Getting a PPS No. and medical card."
- "Inconvenient working hours."
- "Problematic."

Social Welfare:

- "There is a lot of services provides from social welfare but it is hard to understand them all."
- "It's difficult to find an office and it's not clear what needs to be done."
- "Lack of information"
- "Hard to get any information."
- "In this area everything was good."
- "Incomplete information from officer."
- "Lack of information in Polish language"

Financial Advice:

- "It takes a lot of time and the required result is not obtained."
- "Tax office, medical card."
- "Incomplete information from employee of bank."

Legal Services:

- "How to get residency and a residence permit."
- "Not available in Hungarian."
- "Perfect"
- "I don't know anything about the law in Ireland."

Transport:

- "Public - No service provider and no information easy to understand."
- "Good"
- "Lack of information (Timetable)"
- "Learning to drive on other side of the road."

Other:

- "Rights as a foreign national- Almost impossible to get any information on families, visas exc. As a national of a non-EU country."
- "Tax Office - Very unclear!!! I mean the tax rules are very complicate. I know something but I'm still learning - from internet and from my friend's experience."

Social, Cultural and Economic Needs

18: Do you have spare time for leisure activities?

		Frequency	Valid Percent
Valid	Yes	147	68.7%
	No	67	31.3%
	Total	214	100.0%
Missing		5	
Total		219	

19: What activities, sports, hobbies etc. do you do in your spare time?

		Frequency	Valid Percent*
Valid	Cinema/Film	11	8.8%
	Computer/Internet	22	17.6%
	Cooking	5	4.0%
	Cycling	7	5.6%
	Fishing	11	8.8%
	Football	21	16.8%
	Gym	19	15.2%
	Listening to Music	8	6.4%
	Reading	27	21.6%
	Sports	12	9.6%
	Swimming	23	18.4%
	Tennis	5	4.0%
	Travelling	8	6.4%
	Walking	10	8.0%
	Watching TV	14	11.2%
Missing		22	

*Based on 125 respondents who stated their leisure activities

20. Do you or a family member belong to any social, cultural or religious group?

		Frequency	Valid Percent
Valid	Yes	23	11.1%
	No	184	88.9%
	Total	207	100.0%
Missing		12	
Total		219	

20b: If yes, please specify group type:

		Frequency	Valid Percent*
Valid	Sports club or group	10	43.5%
	Youth club	0	0.0%
	Cultural/hobby group	4	17.4%
	Ethnic association	2	8.7%
	Religious group	11	47.8%
	Job related association	4	17.4%
	Charitable associations	5	21.7%
	Other	1	4.3%

* Multiple memberships possible. Percent based on 23 stating membership in Q20

21: If you are not involved in any social, cultural or religious group, please indicate the reasons why:¹

		Frequency	Valid Percent*
Valid	Lack of time	89	48.4%
	Lack of money	35	19.0%
	Lack of interest	46	25.0%
	Not available locally	35	19.0%
	Fear of discrimination	5	2.7%
	Other (see below)	14	7.6%

* Multiple reasons possible. Percentage based on 184 stating non-membership in 20 above.

- “New arrived/I just 1 week live here”
- “I didn’t know that these groups existing”
- “We don’t know anything about these groups.”
- “I have never heard about them.”
- “The type of job I have – I am always on the road.”
- “I have a full-time job”
- “My husband only works. Living expensive here.”
- “None of the above exists and in other options the company is not suitable or I simply don’t wish to be beholden to someone or something. I have enough personal acquaintances.”
- “I don’t know where to find them.”
- “Language difficulties”
- “Looking after a child”
- “Polish people living abroad are very cruel and Irish people are very friendly.”
- “Non-systematic”

22: Do you think the community you now live in could respond better to your social, cultural and religious needs by doing the following?¹

		Frequency	Valid Percent
Valid	Providing information on existing groups/clubs in the community	108	77.7%
	Providing resources to set up new groups	41	29.5%
	Other	21	15.1%
Missing		80	

* Percentage based on 139 respondents who answered this question. Multiple answers allowed.

- “I am a loner. Sometimes I like talking to people, but I have nobody to talk to.”
- “Going to the gym is too expensive for, for instance, Polish people.”
- “Information - Very important to us”
- “English courses/Language”
- “Cinema”
- “Would like to access swimming pool Garda college”
- “Free access to Garda college gym”
- “Information in relation to family, child and accommodation benefits”
- “There is no community.”
- “Set up a club for foreigners”
- “And make some information in my language”

- “Notice in newspapers”
- “Neither of these are provided for and is desirable.”

23: How satisfied are you with your earning potential?

		Frequency	Valid Percent
Valid	Very satisfied	16	8.0%
	Satisfied	150	75.0%
	Unsatisfied	30	15.0%
	Very unsatisfied	4	2.0%
	Total	200	100.0%
Missing		19	
Total		219	

23b: If unsatisfied or very unsatisfied how do you think your earning potential could be improved?¹

- “I would like to get a job.”
- “Stick to the rules and do not discriminate Polish people.”
- “Minimum wage rates apply to foreigners.”
- “My earning potential could be improved by changing job which I’m not allowed to do. There is a list of positions that people with work permits cannot do because these positions have to be filled by Irish or EU-nationals.”
- “For the time being I am only working 2 hours a day. I have to change this.”
- “Work and pay the same as in case of Irish people.”
- “By changing to a more professionally-paid job.”
- “Payment for work done.”
- “Working longer hours.”
- “Improve working and pay conditions.”
- “If there was realistic payment for work done (then illegible).”
- “If we were paid the same as Irish people for the same volume and quality of work.”
- “Tax reduction”
- “More overtime and more many of hour”
- “More money per hours, more overtime”
- “Correct regulation of wages”
- “Less exploitation”
- “Because my fiancée is paid €7.07 per hour and I am paid less than €8”
- “By determining the qualifications of workers (by giving qualifications).”
- “It’s good everywhere else, except with us. The Mr. Director swindles it away and doesn’t give us our due.”
- “Only part-time work.”
- “Unbiased management.”
- “More money”
- “I must improve my English”
- “By learning English”
- “My employer paid me too small (7.65) p/h”

23c: What do you feel prevents you from improving your earning potential?¹

		Frequency	Valid Percent*
Valid	Job application process	22	13.1%
	Language difficulties	129	76.8%
	Qualification recognition	31	18.5%
	Discrimination	31	18.5%
	Childcare	15	8.9%
	Transport	21	12.5%
	Others (see below)	4	2.4%
Missing		51	

* Percentage based on 168 respondents who answered this question. Multiple answers allowed.

- “It is profitable to have a cheap workforce. Better work by the trade union”
- “There are many illegals with fake passports.”
- “There are not too many employment possibilities in this area.”
- “Work permits – which I consider as a kind of discrimination.”

24a: Are you interested in undertaking additional education or training in Ireland?

		Frequency	Valid Percent
Valid	Yes	169	80.9%
	No	40	19.1%
	Total	209	100.0%
Missing		10	
Total		219	

24b: If yes, would any of the following prevent you from doing so?¹

		Frequency	Valid Percent*
Valid	Course not available	35	23.0%
	Lack of time	52	34.2%
	Lack of transport	35	23.0%
	Lack of money	53	34.9%
	Lack of childcare	13	8.6%
	Language difficulties	89	58.6%
	Others (see below)	5	3.3%
Missing		17	

* Percentage based on 152 respondents who answered this question. Multiple answers allowed.

- “I enrolled to a computer course, but due to discrimination and a general negative approach towards me, my application was rejected.”
- “Lack of information about such courses”
- “No information about it”
- “The course I would like to do is close to my specialisation that I got at home. This course is not available as part-time. Unfortunately, I cannot afford a full-time course.”
- “The type of job I have – always on the road”

¹ The list of comments reprinted in this section serve illustrative purposes and represent exact quotations of the replies given in the questionnaires. Direct references to individuals or organisations have been omitted for legal reasons.

| Questionnaire Distribution List

The questionnaire was distributed to migrant workers in County Tipperary through the following organisations.

Employers:

AIBP Meats, Nenagh
Glanbia Meats, Roscrea
Stapleton’s Bakery, Roscrea
Clearpoint Ltd., Carrick-on-Suir

Community-based Organisations:

Clonmel Community Partnership
Thurles Action for Community Development
Roscrea 2000
Social Services, Thurles
Foreign Minority Association, Clonmel
Nenagh Jobs Club
Nenagh Community Network
Cahir Development Association

State Agencies:

Social Welfare
FÁS
South Tipperary VEC
North Tipperary VEC
North Tipperary County Childcare Committee (via
childminders Cordelia Cormack, Majella Gleeson,
Maria Buckley, Noreen Fogarty)

List of Co. Tipperary Companies in Receipt of Work Permits 2005-2007

	2005			2006			< 28/02/2007		
	New	Renewal	Total	New	Renewal	Total	New	Renewal	Total
Abbott	2	3	5	0	0	0			
Abdul Rauf	1	0	1	0	0	0			
Abdur Rahman t/a Peppers Indian Restaurant	2	0	2	2	0	2			
Abrakebabra (Cashel)	0	1	1	0	1	1			
Aherlow House Hotel	0	1	1	0	1	1			
AIBP (Ardee)	0	4	4	0	5	5			
AIBP (Cahir)	2	52	54	0	40	40	0	6	6
AIBP (Nenagh)	1	54	55	1	45	46			
AIBP (Waterford)	0	2	2	0	1	1			
AIBP t/a Munster Proteins	0	2	2	0	0	0			
Aidan Farrell t/a Farrell International	0	1	1	0	1	1			
Anglo Base Metals Ireland Limited	0	2	2	0	1	1	2	0	2
Anglo Irish Beef Processors (Nenagh)	0	24	24	0	16	16	0	1	1
Annebrook Restaurants Ltd	0	1	1	0	1	1			
Annes Hair Fashions	0	1	1	0	0	0			
Ashbourne Meat Processors Ltd	0	1	1	0	1	1			
Ashbourne Meats (Roscrea)	6	7	13	0	7	7	0	1	1
Ashlawn House Nursing Home	0	1	1	1	1	2			
Atview Ltd t/a Lyons Takeaway	3	2	5	0	2	2			
Autha Bakth t/a Shimla Restaurant	0	1	1	0	0	0			
Babington Invest. t/a Bell & Salmon Arms Hotel	0	1	1	0	1	1			
Baileys of Cashel	0	1	1	0	0	0			
Ballinalard Transport Ltd	2	2	4	2	2	4			
Ballydoyle Racing (Golden Dale) Ltd	0	2	2	0	2	2			
Beechfield Products Ltd t/a Beechfield Transport Ltd	0	2	2	0	0	0			
Befanis Ltd	0	0	0	1	0	1			
Boston Scientific	0	0	0	0	3	3	0	1	1
Brendan Lyons	0	1	1	0	1	1			
Brian O'Reilly	1	2	3	0	3	3			
Bridget Curran t/a Spring House Cleaning Services	0	0	0	0	1	1			
Bright Look t/a Shaukat Ali	0	3	3	0	2	2			
Bushy Park Nursing Home Ltd.	1	0	1	0	1	1			
Cahir House Hotel	1	0	1	0	0	0			
Caitriona Mc Donagh	0	1	1	0	1	1			
Camas Park Stud	0	5	5	0	2	2	0	1	1
Camida Ltd	1	0	1	0	0	0			
Campion Mechanical & Electrical Engineering Ltd	1	0	1	0	0	0			
Carmelina Cafe & Restaurant	0	0	0	2	0	2			
Castlehyde Stud	0	0	0	1	0	1			
Cedarway Ltd t/a Abbey Court Hotel	2	2	4	1	1	2			
Chameleon	1	0	1	0	0	0			
Charleville Foods Ltd	0	7	7	0	4	4			
Charlie Swan Racing Stables	2	2	4	0	4	4			
Chia Cherme Intl. Ltd t/a Jagwire	0	2	2	0	0	0			
Chow Choh Seong t/a Weng Garden	0	0	0	2	0	2			
Chrissies Bar & Restaurant	0	1	1	0	1	1			
Cian O'Carroll	0	0	0	0	1	1			
Ciaran Murphy	0	1	1	0	0	0			
Cistercian College Roscrea	1	1	2	0	0	0			
City Major Ltd	1	0	1	0	0	0			
Claxby Ltd	1	0	1	1	0	1			
Clonmel Junction Festival	2	0	2	1	0	1			
Clune Mushrooms Ltd	4	5	9	0	9	9	1	0	1
Clunedarby Mushrooms	0	3	3	0	4	4			
Conor Gleeson	1	0	1	0	1	1			

Coolmore Stud	1	11	12	0	7	7			
D&M Building Services Ltd t/a DDP Building Services	0	0	0	1	0	1			
Daverns Bar Restaurant t/a Daverns Lounge Bar	1	0	1	0	0	0			
David & Eileen Fryday	0	2	2	0	1	1			
David John Marnane	1	0	1	0	1	1			
David Wachman t/a South Lodge	2	8	10	4	3	7	1	0	1
Dawn Fresh Foods Ltd	1	0	1	0	0	0	1	0	1
Delhi Darbar	0	7	7	0	3	3	0	2	2
Denis Bergin	1	0	1	0	1	1			
Denis Fogarty Service Station	0	1	1	0	1	1			
Denis Mullally Haulage	0	1	1	0	1	1			
Dennis O'Dwyer t/a Killeen Ard Maol	0	1	1	0	0	0			
Dereenatra Holdings Ltd t/a Tipperary Co-Op	2	0	2	0	1	1			
Dew Valley Foods Ltd.	0	17	17	0	11	11			
Doaba t/a Shane-E-Punjab	0	3	3	0	2	2	0	1	1
Donal Walsh	3	14	17	2	5	7	0	3	3
Dougan and Maguire Opticians Ltd t/a Specsavers	1	0	1	0	1	1			
Dr John Sazenski Chiropractic Clinic	1	0	1	0	0	0			
Dragon Inn (Roscrea)	1	3	4	0	4	4			
Drumfern Ltd	14	0	14	0	1	1			
Drumgem Ltd	0	1	1	0	1	1			
Dumar Teleservices Ltd t/a Momentum Marketing	0	1	1	0	0	0			
Dundrum Nurseries	1	7	8	4	9	13			
Edward O'Grady	2	5	7	0	6	6	0	1	1
Elaine O'Donnell	1	0	1	0	0	0			
Elizabeth Flynn t/a Indian Ocean	3	0	3	1	3	4			
Emerald Gardens	0	2	2	0	0	0			
Enzo Iaconelli t/a Mac Friar	0	0	0	1	0	1			
Eupride Ltd t/a Taj Tandoori	0	2	2	0	1	1			
Euro Farm Foods	0	2	2	0	2	2			
Exel Meats	0	12	12	0	6	6			
Far East Restaurant	0	1	1	0	0	0			
Fee Brothers	0	0	0	1	0	1			
Finbar McLoughlin	0	5	5	0	2	2	0	1	1
Foxberry Ltd t/a Silverstream Healthcare Nenagh	2	0	2	1	2	3			
Foxridge Taverns Ltd t/a The White House	0	0	0	1	1	2			
Fu Xin	0	0	0	1	1	2			
Galileo Cafe	0	2	2	0	0	0			
Galtee Meats (Charleville) Ltd	0	2	2	0	1	1			
Garvey's Supervalu	0	0	0	1	0	1			
Gerard McGrath	0	0	0	2	0	2			
Gladsted Properties Ltd t/a Coolbawn Quay	1	0	1	0	0	0			
Glen of Aherlow Pig Producers Co-Op Soc. Ltd	0	3	3	0	1	1			
Golden Dale T/A Ballydoyle Farm	15	4	19	4	11	15			
Golden Dale T/A Ballydoyle Racing	0	0	0	3	3	6			
Golden Star	1	2	3	0	1	1			
Grainne Ryan	1	0	1	0	1	1			
Grangebarry Stables	1	1	2	3	1	4	1	0	1
Guidant Ireland (Clonmel)	4	7	11	2	2	4			
Harman Grisewood	0	3	3	1	0	1			
Hayes Hotel	0	1	1	0	1	1			
Hennessy Engineering	0	4	4	0	0	0			
Hennessy Environmental Services Ltd	0	0	0	0	2	2			
Hickey's Bakery Ltd	0	1	1	0	0	0			
Hotel Minella Limited	0	8	8	2	5	7			
Indo Irish Punjab Land Ltd t/a Indospice	1	0	1	0	0	0	1	1	2
Ivan Dowley	0	2	2	0	1	1			
J. Fitzgibbon Engineering Ltd	0	1	1	0	0	0			
J.L. Noonan (Clonmel) Ltd	0	2	2	0	0	0			
J.T.E. Ltd t/a Supermacs Thurles	1	2	3	0	3	3	2	0	2
Jade Court Chinese Restaurant.	0	2	2	0	2	2			
Jade Garden (Tipperary)	0	2	2	0	0	0	2	0	2
James Quinn	3	8	11	0	1	1	0	1	1
Jessica Wilkinson & Gurteen Trust Co. Ltd	0	1	1	0	0	0			

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Jimmy Tang (Tang Chiu Yuen) t/a Swans Restaurant	0	1	1	0	0	0			
John English Transport	2	0	2	1	1	2			
John Guiry	2	0	2	0	2	2			
John O'Donnell	0	2	2	1	1	2			
John Ronan	0	0	0	0	1	1			
Joseph G Murphy	0	0	0	2	0	2			
Joseph King	2	3	5	0	0	0			
Joseph O'Connor Nenagh Ltd.	0	2	2	0	1	1			
Jumbo Chinese Restaurant (Thurles)	0	5	5	0	3	3			
Kambo	0	3	3	0	3	3			
Kayjay Hotels & Resorts (Ballykisteen) Ltd	2	0	2	0	0	0			
KCD Forestry	0	4	4	0	2	2			
Kedrah Veterinary Hospital Ltd	1	1	2	0	1	1			
Ken's Chinese Restaurant	0	1	1	0	1	1			
Kian Yit Tan	0	0	0	1	0	1			
Kilsheelan Stud	1	0	1	0	0	0			
Kimlar t/a Abrakebabra Thurles	0	4	4	0	4	4			
Knockbrack Bloodstock Ltd	1	0	1	0	1	1	1	1	2
Kyle International Transport Ltd	0	0	0	5	0	5	2	0	2
Kylemore Private Nursing & Convalescent Home Ltd.	0	1	1	0	1	1			
Liam Carroll Refrigerated & Dry Freight Haulage Ltd	1	4	5	2	2	4			
Liam Corbett	0	1	1	0	1	1			
Lim's Chinese Takeaway	0	2	2	0	2	2			
Lissava Stud	1	0	1	0	0	0			
LM Personal Services Inc	0	5	5	0	0	0			
Louis Ronan	0	2	2	0	1	1			
Luke Leonard	0	0	0	1	0	1			
Lyons Tyre & Battery Ltd	0	1	1	1	0	1			
Mackey Plant Construction	0	2	2	0	2	2			
Mairead Gill (t/a The Pepper Mill)	0	1	1	0	1	1	1	0	1
Managh International Transport Ltd.	1	2	3	0	2	2			
Marcus Fogarty Joinery Works	0	2	2	0	2	2			
Maria Anderton	0	0	0	0	1	1			
Maria O'Grady	0	1	1	0	0	0			
Mark Foley Mushroom Farm	0	1	1	0	1	1			
Martin Moloney	0	0	0	1	0	1			
Mary Hannas Cafe	0	1	1	0	1	1			
Mary Street Medical Centre	1	2	3	0	1	1			
Matt The Threshers	0	3	3	0	5	5	1	0	1
McHale Plant Sales Ltd.	0	3	3	2	1	3			
Merck Sharp & Dohme	2	0	2	0	2	2			
Michael Bergin	0	5	5	0	2	2			
Michael Byrne (Racehorse Trainer)	0	0	0	2	0	2			
Michael Cronin T/A Cronins Londis Topshop	0	1	1	0	0	0			
Michael Ramsden	1	2	3	0	1	1			
Michael Ryan Mushrooms	1	0	1	1	0	1			
Millbrae Lodge Nursing Home	5	2	7	1	3	4			
Minorco Lisheen Mining Ltd	54	5	59	0	20	20			
Mocklerstown Estates t/a Ronan Farms Pig	0	0	0	0	1	1			
Morecome Partnership t/a Rivervale Nursing Home	0	0	0	1	0	1			
Morgan Cahalan	0	1	1	0	1	1			
Mount St. Joseph Abbey	0	2	2	0	2	2			
Mulcahy's Ltd	0	1	1	0	0	0			
Mushroom Management Services	0	1	1	0	0	0			
National BY Products	0	3	3	0	0	0			
Nell Plate Ltd T/A Noble House Restaurant	0	2	2	0	2	2			
Newport Motors Ltd	1	0	1	0	1	1			
Nino's Take Away	0	1	1	0	1	1			
Noel Killeen	0	1	1	0	1	1			
Nursing Homes Management Services Limited	3	0	3	0	2	2			
Nutrigrow Ltd	0	1	1	0	0	0			
O'Dwyer Steel	1	0	1	0	1	1			
Olivia Harty t/a Salvage Direct Southern Ireland	1	0	1	0	1	1			
Orchid Garden Chinese Restaurant,	0	3	3	0	0	0			

Oriental Catering Ltd t/a Shimla (Thurles)	0	4	4	0	0	0			
Overhead Door Company of Ireland Ltd	0	2	2	0	1	1			
Overseas Chinese Restaurant	1	1	2	0	1	1			
P.B. Joy & Co. Ltd	0	0	0	1	0	1			
P.J. Cussen	0	0	0	0	2	2			
Paddy Ryan & Sons Plant Hire Ltd	0	0	0	1	0	1			
Pagar Gardens	0	3	3	0	2	2			
Pat Doyle t/a Suir View Stables	2	1	3	3	0	3			
Pat Ely t/a Centra	1	0	1	0	0	0			
Patrick Heffernan	0	1	1	0	1	1			
Patrick J Colville	1	0	1	0	1	1			
Patrick Kirwin	0	1	1	0	0	0	0	1	1
Patrick Ryan (Co Tipp)	0	1	1	0	2	2			
Paul Bergin	0	1	1	0	1	1			
Phelan Ryan Trading Ltd	1	0	1	1	0	1			
Philip Fenton t/a Glenbower Stables	2	0	2	0	2	2			
Pin Lu t/a Rose Garden Chinese Restaurant	0	3	3	0	0	0			
Pinewood Healthcare Group	0	0	0	0	0	0	1	0	1
Pinnacle Homes Ltd	0	0	0	1	0	1			
Proctor & Gamble (Manufacturing) Ireland Ltd.	1	1	2	1	1	2	0	1	1
Quigleys Bakery	0	2	2	0	1	1			
R & M Gill Holdings Ltd	0	1	1	0	0	0			
Racket Hall Trading Ltd	0	8	8	1	0	1			
RanBaxy Ireland Ltd	0	4	4	1	3	4			
Robert & Louis Dowley	0	1	1	0	1	1			
Rockhart Trading Ltd t/a Marlhill House Stud	0	1	1	0	0	0			
Rockwell College	1	2	3	0	2	2			
Ronan Farms	0	3	3	0	4	4			
Rory O'Dwyer	0	1	1	0	1	1			
Ryan Bros. Fuel Merchants	0	2	2	0	1	1			
Ryan Insulation Ltd t/a Ryan Chilling Group	0	3	3	0	2	2			
Ryan Mushroom	0	3	3	0	2	2			
Ryans Cleaning Services	0	7	7	1	0	1			
S.M. Tajul Millat	0	1	1	0	1	1			
SAP Nurseries	0	3	3	0	2	2			
Schiele/ McDonald Mushrooms Ltd	0	33	33	2	31	33	0	2	2
Seamus O'Donnell	2	0	2	0	0	0			
Sepam Specialist Ltd	2	0	2	1	1	2			
Shah Tandoori	0	4	4	0	4	4			
Sheahan's Hardware	0	2	2	0	1	1			
Sheamus Coonan t/a Coonan Engineering & Agric	0	1	1	0	0	0			
Sheedy Stores Ltd t/a Centra	0	3	3	0	3	3			
Shimla Tandoori	3	0	3	1	1	2			
Silkestan Ltd t/a Cashel Palace Hotel	0	1	1	0	1	1			
Silverfort Mushrooms	0	4	4	0	3	3			
Singh Boora Limited t/a Turban Indian Restaurant	0	3	3	0	3	3			
Site Work Contractors Ltd	0	5	5	0	4	4			
Skeelan Farms	0	1	1	0	0	0			
Sky Aviation Solutions Ltd	0	0	0	0	0	0	1	0	1
South Tipperary Arts Centre Ltd	0	0	0	1	0	1			
Southern 4x4 Sales Ltd	1	0	1	0	0	0			
St. Annes Nursing Home	1	0	1	2	2	4			
St. Kierans Nursing Home Ltd	0	1	1	0	1	1			
Stapeltons Mushrooms	0	2	2	0	0	0			
STT Risk Management Limited	0	1	1	0	0	0	2	0	2
Suirview Physiotherapy Clinic	0	1	1	0	0	0			
Suirview Stables	0	0	0	1	3	4			
Taro Pharmaceuticals Ireland Ltd	0	1	1	0	1	1			
Taste of Asia Tandoori Restaurant	0	0	0	2	0	2			
Teddy O'Brien Contracting Ltd	2	0	2	0	2	2			
Tesco Ireland	0	0	0	1	0	1			
The Derg Inn	2	0	2	0	1	1			
The Honey Pot Healthfood Store Ltd	0	0	0	1	0	1	0	1	1
The Lantern Take Away	1	0	1	0	1	1			

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The Lisheen Mine	0	0	0	2	0	2			
The Music Store t/a Tom Stapleton	1	0	1	0	0	0			
The Tipperary Cheese Company Limited	0	2	2	0	0	0			
The Tower	2	2	4	1	2	3			
Thomand O'Mara	2	0	2	0	0	0	0	1	1
Thomas & Patrick Carroll t/a Sargeant Peppers	0	1	1	0	0	0			
Thomas Hogan Racing	0	0	0	2	0	2			
Thomastown Training Centre t/a Thomastown Stud	1	0	1	0	1	1			
Thomond O'Mara	4	0	4	2	2	4			
Tim Gleeson Machinery Ltd	0	0	0	1	0	1			
Tipperary Rural & Business Development Institute Ltd	0	1	1	0	1	1			
Tipperary Take-Away Ltd.	0	1	1	0	1	1			
Tom Breedy	0	1	1	0	1	1			
Tom Sweeny Mushrooms	0	5	5	0	2	2			
Trilmen Services (IRL) Limited	0	1	1	0	0	0			
Unicorn Engineering Ltd	5	23	28	0	0	0			
Upride Ltd t/a Taj Tandoori	1	0	1	0	1	1			
Victor Stud Bloodstock Ltd	0	1	1	0	0	0			
Wallace Recycling Ltd	0	1	1	0	0	0			
Wax Hill Ltd t/a Kilcoran Lodge Hotel	1	0	1	1	0	1			
Westhill Holdings Ltd	2	0	2	0	2	2			
Whitehall Stables Ltd	0	1	1	0	1	1			
William & Breda Delahunty	0	1	1	0	1	1			
William Browne	0	1	1	0	0	0			
William Carroll	0	1	1	0	1	1			
William Kennedy	0	0	0	1	0	1			
William Naylor	0	0	0	1	0	1			
Willie Browne	1	1	2	1	0	1			
Wolfgang Stroms t/a Mikey Ryan's Bar	0	0	0	1	0	1			

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| Further Resources

Immigrant/Immigration Organisations

(General):

Equality Authority
Clonmel Street
Dublin 2
Tel: (01) 4173333
Fax: (01) 4173366
E-mail: info@equality.ie
Web: www.equality.ie

Immigrant Council of Ireland
2 St. Andrew Street
Dublin 2
Tel: (01) 6740202
Fax: (01) 6458031
E-mail: info@immigrantcouncil.ie
Web: www.immigrantcouncil.ie

Immigration Control Platform
P.O. Box 6469
Dublin 2
E-mail: icp@iol.ie
Web: www.immigrationcontrol.org

Integrating Ireland
c/o Comhlámh
10 Upper Camden Street
Dublin 2
Tel: (01) 4783490
Fax: (01) 4783738
E-mail: info@integratingireland.ie
Web: www.integratingireland.ie

International Organisation for Migration
7 Hill Street
Dublin 1
Tel: (01) 8787900
Fax: (01) 8787901
E-mail: info@iomdublin.org
Web: www.iom.int & www.iomdublin.org

Irish Immigrant Support Group (NASC)
St. Marie's of the Isle
Sharman Crawford Street
Cork
Tel: (021) 4317411
Fax: (021) 4317402
E-mail: iisc@eircom.net
Web: <http://nasc.ucc.ie/index.html>

Know Racism
The National Racism Awareness Programme
Department of Justice, Equality & Law Reform
Bishop's Square
Redmond's Hill
Dublin 2
Tel: (01) 4790272
Fax: (01) 4790201
E-mail: info@antiracism.gov.ie
Web: www.knowracism.ie

Migrant Rights Centre
3 Beresford Place
Dublin 1
Tel: (01) 8881355
Fax: (01) 8881086
E-mail: mic@colomban.com
Web: www.mrci.ie

National Consultative Committee on Racism and Interculturalism
Third Floor, Jervis House
Jervis Street
Dublin 1
Tel: (01) 4785777
Fax: (01) 4785778
E-mail: nccri@eircom.net
Web: www.nccri.com

Ethnic Associations and Support Groups

Africa Centre
9c Abbey Street Lower
Dublin 1
Tel: (01) 8656951
E-mail: info@africacentre.ie
Web: www.africacentre.ie

Brazil for All
56 Waterville Row
Blanchardstown
Dublin 15
Tel: (01) 8119559
Fax: (01) 8119559
E-mail: mcchaves@brasilforall.com
Web: www.brasilforall.com

Eastern European Association of Ireland
5 Innishmore Square
Ballincollig
Co. Cork
Tel: (021) 4823 937
E-mail: eeai@eircom.net
Web: www.easterneuropean.org

Ireland-India Council
9 Russell Crescent
Russell Square
Tallaght
Dublin 24
Tel: (01) 4131241
E-mail: iicdublin@eircom.net

Latvian Society in Ireland
48 Rosebank Place
Nangor Road
Clondalkin
Dublin 22
Tel: (01) 4584136
E-mail: janiskargins@yahoo.co.uk

Lithuanian Association in Ireland
17 John's Bridge Walk
Lucan
Co. Dublin
Tel: (087) 9171245
E-mail: linasj@gmail.com
Web: www.langas.net/airija

Polish Centre Cork
115 Elm Park
Wilton
Cork
Tel: (085) 7482720
E-mail: plesiak@tlen.pl
Web: www.pccork.org

Polish Information and Culture Centre
56-57 Gardiner Street Lower
Dublin 1
Tel: (01) 8196535
Fax: (01) 8196536
E-mail: info@polishcentre.ie
Web: www.polishcentre.ie

Polish Social and Cultural Association
(& Irish Polish Society)
20 Fitzwilliam Place
Dublin 2
Tel: (01) 6762515
E-mail: info@poskdublin.org
Web: www.polish-sca.ie

Romanian Community of Ireland
c/o Cairde
19 Belvedere Place
Dublin 1
Tel: (01) 8552111
E-mail: info@romiancommunity.net
Web: www.romaniancommunity.net

Romanian Society of Ireland
90 Meath Street
Dublin 8
Tel: (01) 453 6098
E-mail: info@romaniansociety.ie
Web: www.romaniansociety.ie

Local Organisations:

Foreign Minority Association
Erik Rosenfeld (Chairperson)
1 Bianconi Drive
Clonmel
Co. Tipperary
Tel: (085) 7353031
E-mail: mleczarnia@interia.pl

For a Directory of Migrant Led Community Organisations in Ireland, please go to www.immigrantcouncil.ie/mlco.htm

This report entitled “The Information Needs of Migrant Workers in County Tipperary” represents a research account of the “Migrant Workers in County Tipperary Information Project” which was carried out by County Tipperary Information Service Ltd. between January 2006 and March 2007.

As part of this project County Tipperary Information Service sought to establish a profile of the migrant population in both North and South Tipperary following a large-scale influx of migrant labour to the county in recent years, particularly after the enlargement of the EU in May 2004. At its core, the research investigated the information needs of a sampling group of over 200 migrant workers by way of a postal survey/questionnaire. Respondents were asked what information they had needed in the past, how it was obtained and what the quality of the received information was. Based on the belief that access to information about such issues as the labour market, legislation, financial supports, living arrangements etc. in a host country is crucial for the integration and equal treatment of migrant workers, the survey also sought to establish the barriers that migrants may encounter in trying to obtain information.

As the names suggests, the “Migrant Workers in County Tipperary Information Project” is very much a local research project. County Tipperary is characterised by rural areas and small towns and prior to 2004 did not see an immigration flow on the scale experienced now. Migrant networks which may have operated in larger Irish towns and cities since the late 1990’s, did not exist locally at the start of this project. It was therefore deemed important to focus on the specific context of this county and to present the findings to service providers who in turn will be enabled to improve services to migrant workers strategically at a local level.