



Community Empowerment and  
Support Initiatives (CESI)-UK



LOTTERY FUNDED

# Housing and Welfare Benefits Event Report



**July 20, 2013**

London College of Engineering and Management  
Woolwich



## **Section 1 Introduction**

### **1.1 Background**

Community Empowerment and Support Initiatives (CESI) is a Charity Organisation working for Improving the quality of life of the Nepalese community in the UK and particularly in the London Borough of Greenwich and raising awareness of the issues faced by the Nepalese community. CESI aims to achieve this by providing information, advice and signposting to enable the community to access a wide range of services available by statutory and voluntary service providers specifically for older people, young people and women. CESI organised this community event especially for the Nepalese Gurkha people, as part of "Greenwich Nepalese Integration project" awarded by Big Lottery Fund - Reaching Communities.

The community event was organised to provide Nepalese people with an opportunity to discuss issues related to Housing and Welfare Benefits with the Statutory and Voluntary organisation officials. The main speakers were Ms Caz Colclough and Jane Hayball from Royal Borough of Greenwich.

This report highlights the response of the Nepalese people attending the event on Saturday 20<sup>th</sup> July 2013. It draws together the key messages and analyses the issues raised during the discussion at the event.

### **1.2 Event Aims and Approach to Consultation**

In preparing for the community event and to deliver them in the most effective manner, CESI sought to:

- provide a forum for Nepalese people to air their views on the issues related to Housing and Welfare Rights;
- provide service of translator/interpreter to make participants fully understand their queries and concerns over issues raised;
- encourage discussion and consideration of all viewpoints;
- accurately record the response of event participants.

## **Section 2**

## **Methodology and Overview**

### **2.1 Venue and Attendance**

The event was held on Saturday 20<sup>th</sup> July 2013 at London College of Engineering and Management, Woolwich. The event lasted from 11:00am till 3.00 pm, with 60 Nepalese people ( male 35 and female 25) attending over the course of the day.

### **2.2 Promotion and Publicity**

The event was promoted using several tools. The aim was to encourage as many people as possible to attend the event. This included:

#### **2.2.1 Posters/Leaflets**

- Distributed to local libraries, sports centres and community centres and on display in shop fronts in Plumstead, Woolwich and Charlton.

#### **2.2.2 Letters/E-mail**

- To local community groups and stakeholders
- To specific forum/groups identified as having an interest in the Community event

#### **2.2.3 Telephone/Individual contact**

- To friends and community people

## Section 3

## Community Event Programme

Agenda for the community event was prepared taking in to account that effective consultation/discussion should recognise that individuals will have different interests and concerns which they will want to explore and everyone should have the opportunity to express their views and have these recorded.

This open approach to discussion was reflected in a flexible community event agenda, where elements could be extended, re-arranged or curtailed to suit the needs of participants.

### 3.1 Registration, Tea & Coffee

During registration participants were given a pack which consisted of a set of event agenda, copy of handouts of presentation and event evaluation form. Refreshments were served.

### 3.2 Introduction

Project Administrator gave an overview of the background to this event and explained agenda for the event. It was also explained that a Question and Answer session would take place at the end of the presentation.

### 3.3 Presentation session

Ms Caz Colclough and Jane Hayball from Royal Borough of Greenwich were the main speaker of this community event. They talked about areas of Housing and Welfare benefits. In their presentation they also briefly talked about the types of benefits they can get depending up on their situation and circumstances. They gave some examples which included the following: The details of his presentation are attached in Appendix -4

### ***What benefits can you get?***

- **If you are not working:**
  - *Jobseekers Allowance?*
  - *Income Support?*
  - *Employment Support Allowance?*
  - *Child Tax Credit?*
  
- **If you are retired:**
  - *State Pension?*
  - *Pension Credit?*
  
- **If you are working but on a low income:**
  - *Working & Child Tax Credit?*
  
- **To help pay the rent and Council Tax:**
  - *Housing Benefit?*
  - *Council Tax Benefit?*

- **If you are unable to work because of health problems:**
  - *Statutory Sick Pay?*
  - *Income Support?*
  - *Employment Support Allowance?*
  
- **If you have a baby:**
  - *Child Benefit?*
  - *Statutory Maternity Pay or Maternity Allowance?*
  
- **If you are disabled:**
  - *Disability Living Allowance (under 65)*
  - *Attendance Allowance (if over 65)*
  
- **If you are caring for a disabled person:**
  - *Carers Allowance?*

### **3.4 Question and Answer (Q&A) Session**

A 30 minutes Q&A session took place at the end of the presentation. Most of the participants raised their issues and concerns related to Housing and Welfare benefits. One of the main focuses of discussion was to get support for older people as they feel very isolated and there are no elderly support centres nearby where they can go and meet with other people and pass time. Responding to the issue, Mr. Arka Raj Timsina, Project Administration told them that CESI has got 10 computer in its meeting hall where they can come and learn how to use computer to talk to their families who are abroad and also listen to music and read and listen to updated news and events.

## **Section 4                      Participant's Views - Feedback and Analysis**

This section records the results of participant's views and feed back of the event.

As noted in question and answer session, there was a good deal of discussion particularly during the discussion sessions and it was very encouraging to see so many points of view aired, reflecting different opinions of the local community.

At the end of the event a feedback form was distributed to participants, 50 of which were returned.

In general most of participants found the event interesting and useful. Some remarked on the lack of time and the need for more detailed information on a variety of issues.

### **4.1      General comments:**

"I am encouraged that you are working towards building a better community -keep going"

"This is the first event of this kind organised for Nepalese Community- very useful"

"We need to have such kind of event organised on a regular basis"

"CESI should do some programmes/activities to improve the life of Nepalese elderly and also for youth and women"

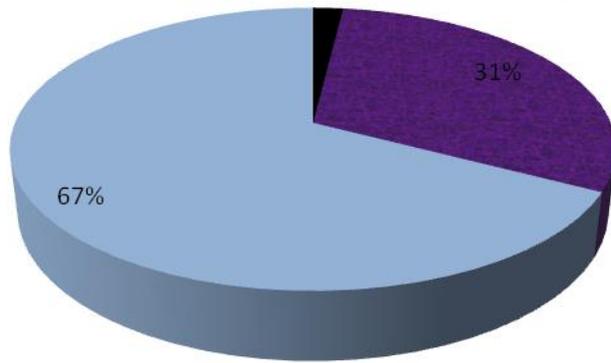
### **4.2      How did participants rate the day?**

From the feedback forms received, the majority of attendants rated the event as "very useful" (68%) while a 30% considered it "*useful*". The rate of less useful was quite low at 2%. Similarly the majority of participants (72%) rated that they have very well understood the event, while a 26 % considered it understood well. The rate of less understanding was quite low at 2 %.

Similarly the most of the participants (22%) have recommended that similar type of programme should be organised regularly in the future. They have also recommended that programme such as information on state benefit system, programme related to culture, women, elderly and youth should be organised in the future.

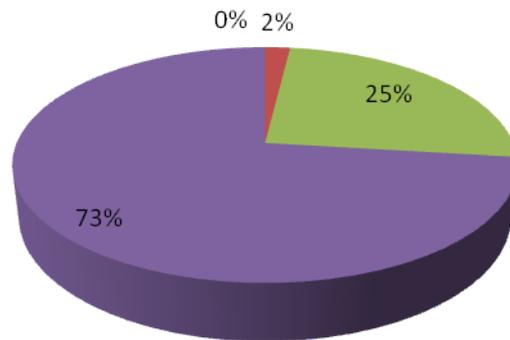
## Usefulness of the interaction programme

■ Not useful at all 0% ■ Less Usefull 2% ■ Usefull 31% ■ Very Usefull 67%



## Level of understanding of the interaction programme

■ Very Low 0% ■ Low 2% ■ Fair 25% ■ Very Good 73%



# Event Photographs



**Figure 1** Participants Registration on the event



**Figure 2 Participants of the Programme listening to presentation**



**Figure 3 Project Administrator briefing about the event**

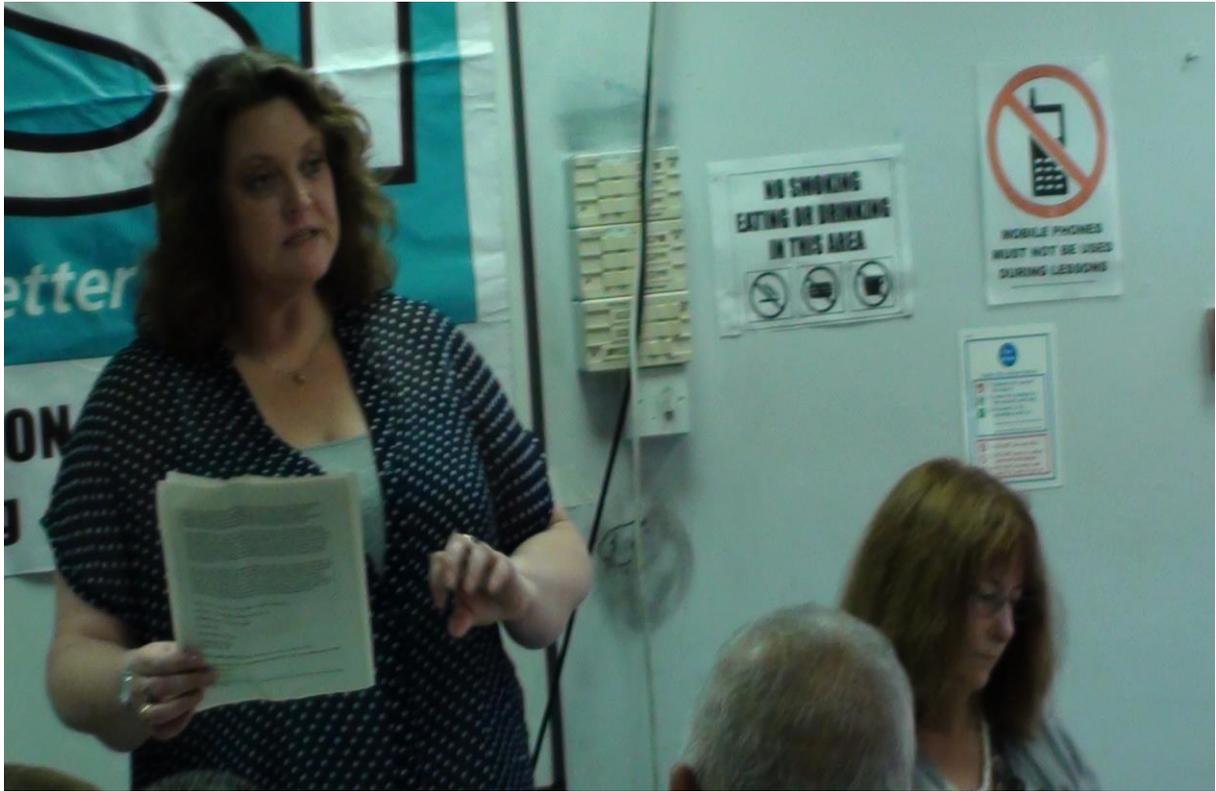


Figure 4 Caz from Royal Borough of Greenwich presenting on Housing option



**Figure 5** Participants discussing their Housing issues

## ***Event Schedule***

July 20, 2013

### **“Housing and Welfare Benefits”**

## **Programme**

<b>11.00 - 11.30</b>	<b>Participants Registration and Tea/Coffee</b>
<b>11.30 - 11.35</b>	<b>Welcome to the participants and Objectives of the programme– Mr. Laxman Sah</b>
<b>11.35 - 12.05</b>	<b>Presentation by – Ms. Caz Colclough, Department of Housing, Royal Borough of Greenwich</b>
<b>12.05 - 12.35</b>	<b>Open Discussion</b>
<b>12.35 - 13.10</b>	<b>Presentation by Hayball, Department of Welfare benefits, Royal Borough of Greenwich</b>
<b>13.10 - 13.40</b>	<b>Open Discussion</b>
<b>13.40 -14.10</b>	<b>Programme Evaluation</b>
<b>14.10</b>	<b>Lunch</b>