



**Community Empowerment and Support Initiatives (CESI)- UK**

**Greenwich Nepalese Integration Project**

**Feedback from local Statutory and voluntary service providers**

**Name of the Service provider: Royal Greenwich Revenues and Benefits Dept**

**Address:**

**1. What do you know about this project?**

I and my colleagues have been asked on a number of occasions to attend public meetings organised by CESI. The meetings usually attract people mostly from the local Nepalese community. The purpose of the meetings is to deliver information about a range of Local Authority services such as Housing Benefit

**2. How was your organisation involved working with this project?**

I was initially contacted several years ago by the organising committee of CESI to deliver information on Housing Benefit

**3. Have you experienced any increase in accessing your services from Nepali communities compared to the past. If so; which were the major issues you had to deal with?.**

I have attended meetings on a more regular and formalised basis since my initial involvement. However I am unable to identify whether there has been an increase in accessing the service as a result of CESI's involvement as this is not information collected by Royal Greenwich

**4. Has the project activities helped you in delivering the services more effectively. If yes. How?. Please give your views.**

CESI has given me the opportunity to invite speakers from other areas of the Royal Borough of Greenwich who have delivered important information about services which are provided

**5. What other measures do you suggest to help the Nepalese communities access the quality services.**

**6. How confident did you find the Nepalese community in dealing with their issues to access the services provided by your organisation?**

**7. Do you think that the Nepalese community is being able to benefit from the services you provide? If yes, how?**

I believe that the Nepalese community has benefited from greater access to information on services provided by the Local Authority especially new arrivals from Nepal who may have little knowledge of what services are available and may find it difficult to access information because of age, ill health or language difficulties

**Any other comments.....**

**Thank you very much for your time**