



LOTTERY FUNDED

**COMMUNITY EMPOWERMENT AND SUPPORT INITIATIVES (CESI)-UK
GREENWICH NEPALESE/GURKHA INTEGRATION PROJECT**

THE BIG LOTTERY FUND-REACHING COMMUNITIES

REF:RCP/5/010431497

A SELF EVALUATION REPORT



Elderly Nepalese/ Gurkhas Excursion programme 2015

PREPARED BY

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Top Left – alcohol awareness programme

Top Right – housing and welfare benefits consultation

Adjacent – welfare and benefits support



excursion 2014



yoga/keep fit exercise

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COMMUNITY EMPOWERMENT AND SUPPORT INITIATIVES (CESI) -UK**NEPALESE/GURKHA INTEGRATION PROJECT****1. SUMMARY AND RECOMMENDATIONS**

The project has continued to meet its aims and objectives and has laid firm foundations for extending its work in the Nepalese/Gurkha community in the future. The target groups indicated constitute a discrete community which has continued to grow and expand since the start of the project. Feedback from beneficiaries continue to confirm a high level of satisfaction with the support services provided. The project has met and overcome challenges, given the wide range of educational and language skills of the target group.

A wide range of support activities have been provided that include information, advice and signposting, consultation events, training, excursions, computer learning and communications, health improvement and they have proved to be both popular and effective. This report is based on the analysis of the project progress reports produced so far and the outcomes of my consultation meeting with different stakeholders including project beneficiaries, staff and volunteers, CESI management committee members as well as feedback from the local voluntary and statutory organisations.

As the project continues until March 2016 it would be more difficult to discuss all the full implications of outcomes at this time. However, future work will have to determine short, medium and long term outcomes that would be desirable in such a project. Outcomes focus on mainly short/medium term results; increase in confidence, attainment of knowledge, access to health and well-being support and services and first steps to integration.

The project has performed particularly well in these areas considering the significant barriers to learning experienced by the target group especially given their lack of English skills. Although beneficiaries also attend ESOL classes provided by community education providers, these are generic in nature and more practical and specific support should be considered from bi-lingual Nepalese teachers.

The project continues to provide added value to the specification and additionality in the area. The project maintains close relationships with local and regional providers and has the added benefit of recruiting through both informal and formally constituted community groups and networks. The project benefits greatly from being embedded in the community which it serves and its governance and management have successfully reflected and captured the needs and aspirations of participants. Further discussion will be needed to broaden the depth and geographic/demographic reach of the project. It is heartening to see the positive outcomes for young women in the project and further coordination with women's community groups may result in the recruitment of more women in the project. It should be understood that the target population consists of more men than women given the historic and legal reasons why Gurkhas have been given the rights to citizenship in the UK since 2008.

The project carefully monitors activities and outcomes for all outputs and utilizes a database to record and compare results. The 'Project Monitoring Report' [March 2015]

Appendix 1 to this report constitutes a robust and in depth assessment of progress from the baseline data and provides useful confirmation of progress against outcomes. Previous evaluations have suggested measures to maximise the potential, and the impact of the project.

The report contains feedback from managers, administrator and key stakeholders concerning the management of the project. A high level of accountability, trust and compliance is indicated. Management have demonstrated flexibility to meet the needs of participants in governance roles and reporting and monitoring systems are effective and robust. Managers should also seek to implement systems to appraise longer term outcomes through participant tracking. This will also inform them of the needs of future participants and capture longer term impact. Management of volunteers will be key to the recruitment process and training should be sought to ensure community champions secure added benefits from their service.

Given that this community is relatively new to the UK – the project is having significant impact with beneficiaries and the wider community. It has sought to engage, support and integrate a community characterized by low levels of educational attainment and poor English skills. Employment levels are also extremely low and work with young Nepalese men and women has been particularly useful. It should be noted that the activities organized add social value to the wider community and that the health and well-being of individuals and their access to information services secure the alleviation of public funding in other areas.

Recommendations

- Future work with the target group identifies longer term goals resulting from the project.
 - A range of measurements are sought to aid the quantification of distance travelled from the base line including a range of recording strategies including computer and visual capture strategies.
 - Project should expand the co-operation and joint working of other organisations/individuals that can add value to the outcomes of the project. These could include language and communication specialists, the arts and heritage and reminiscence providers.
 - Closer collaboration should be sought with Job Centre Plus and potential employers/ businesses to maximise the impact of employment related events and services.
 - Strategies for integration with the wider community should be considered including liaison with Nepalese Gurkha ethnic community organisations given that the target groups are predominately Hindu or Buddhists.
 - The recruitment of more women in the project is indicated and the project should investigate a range of strategies to maximise their involvement with the project.
 - Future work should consider increasing the geographical/ demographic depth and width of the project to include other beneficiaries in the South London area.
 - The project has delivered information and support services in collaboration with the local authority – which include Housing, Benefits and welfare rights. Further investigation and liaison should determine if there are other areas that could benefit participants.
 - Tracking of first year participants would contribute towards longer term outcomes for the project and inform future work.
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2. Introduction-About CESI

CESI is a charitable organisation established in 2007 in response to the needs of the Nepalese Community within the Royal Borough of Greenwich, London. The objective is to facilitate the integration and wellbeing of the ethnic minority groups in general and Nepalese community groups in particular into the broader community within the Royal Borough of Greenwich.

3. Brief introduction to current Project

3.1. Aims and objectives

The current Greenwich Nepalese/ Gurkha Integration Project (GNIP) funded by the Big Lottery Fund, Reaching Community aims to facilitate the integration and wellbeing of the Gurkha veterans and their families into the Royal Borough of Greenwich broader community through targeted facilitation to access employment, training and health services and services from statutory and voluntary organisations.

3.2 Outcomes

Followings are the outcomes of the project

Outcome1. 75 Youths of Gurkha families, both male and female, per year will have increased employability opportunities through training support provided by the project.

Outcome2. 150 Gurkha Elderly people, both men and women, per year will have reported improvement in their health through specialised health and healthier consultations provided by the project

Outcome3. 150 Gurkha families per year will have demonstrated their increased confidence to access local level services through specialised thematic consultation support provided by the project.

Outcome4. 75 Gurkha families per year will have reported reduced isolation and are able to participate in wider community activities per year.

3.3 Beneficiaries of the Project

The beneficiaries of this project are Nepalese/Gurkha people, both male and female, living in the Royal Borough of Greenwich.

CESI's working relation with other Nepalese ethnic groups:

CESI has links and working relationship with the following Nepalese ethnic community groups representing the target group in this area.

1. Action for Community Support, Plumstead
2. Charlton Samaj, UK
3. Chhetry Samaj, UK
4. Greenwich Gurkha Ex-Servicemen Association(GGESA), Plumstead
5. Gulmi Samaj, UK,
6. Kapilbastu Samaj, UK
7. Nepal Forum Greenwich, UK
8. Nepali Temple cum community centre
9. Nepali Women's Development Group, Plumstead
10. Pasa Pucha Guthi, South-East London, UK
11. Plumstead UK Magar Association, UK
12. Society of Highly Skilled Nepalese Professionals, UK
13. South East Regional Tamudhi, London, UK
14. Thakali Society, South-East, London, UK
15. Welling Nepali Samaj, UK

The objective of these groups is mainly to preserve and promote their culture, tradition and religion. However, these informal groups have been very useful for CESI to implement its activities in the Nepalese community.

We organise periodic coordination meetings with the chairpersons of these groups and share project information and good practices. We seek their advice and support to implement project activities. The members of such groups are, in fact, the target beneficiaries of the project. Our volunteers come from among them and are also represented in CESI management including the Project Steering Committee. CESI invites them in the events organised by CESI including its Annual General Meeting. CESI also supports them in organising their social, cultural activities. CESI's volunteers and community champions also help support their group activities.

3.4 Activities of the project

The main activities of the project include:

- Recruit and orient four staff and two volunteers on the project
- Disseminate information about the project to 7000 Nepalese Gurkha living in the Royal Borough of Greenwich
- Develop Database of all the Statutory and Voluntary service providing organisations and key contacts in the Royal Borough of Greenwich.
- Train 225 youths, male and female, on job search skills including CV writing, job application writing and Interview facing skills.
- Organise consultation events for 450 Elderly Nepalese Gurkha on welfare/ housing benefits and health and healthier living;
- Organise 3 Excursion visits for 225 Elderly Gurkhas.
- Collect feedback from 150 youths, male and female, who have demonstrated confidence on job search skills for employment through making job applications.

- Collect feedback from 300 Elderly Nepalese Gurkha who have exhibited improvement in their health through Yoga and keep fit exercise classes and healthier food.
- Collect feedback from 300 Elderly Nepalese Gurkha who have exhibited their confidence to have benefitted by solving their welfare and housing issues.
- Collect feedback from 150 Elderly Gurkha who have visited places of community interests and have demonstrated their confidence to take part in social activities in the community.
- Document, publish and distribute success stories of 100 youths on job search skills at open day event, community events and social clubs.
- Document, publish and distribute success stories of 200 Elderly Gurkha on improvement in their health at open day event, community events and social clubs.
- Document, publish and distribute success stories of 200 Elderly Gurkha on confidently solving their welfare and housing issues at open day event, community events and social clubs.
- Document, publish and distribute success stories of 100 Elderly Gurkha, confidently playing catalyst role in community at open day event, community events and social clubs.

4. Self Evaluation of Current Project-

Aims and objectives of the self evaluation

The aim of this evaluation is to analyse the achievements made by the project and the changes it has brought to the lives of the beneficiaries including the learning from this project. The objectives are:

- to measure the scale of the current project work,
- to work out the number of people benefitting and the difference this project is making in their lives
- to work out learning from this project by identifying best practices and areas for improvements that could help to progress towards the current project and be considered while developing new project.

5. Scope of the Evaluation

This summative [concluding] evaluation marks the culmination of the 3 year Integration project and is informed by a range of cumulative quantitative and qualitative data. The depth and breadth of work carried out is governed by the 7 key principles of social return on investment [SROI] which include:

- Involving stakeholders
- Understanding changes
- Valuing what matters
- Including what is material
- Avoiding over-claiming
- Ensuring transparency
- Verifying results

Although the range of enquiries undertaken to complete this evaluation are inclusive and well managed, any scientific approach to assumptions have to relate to the timing and resources available to the project. However, an objective analysis has been achieved by the examination of the key strategies of assessment for evaluations. In this context, an appraisal of the following has taken into consideration:

- **Additionality** – the changes that result in an area only as a result of the project
- **Deadweight** – Changes that would have happened in the area with or without the project
- **Innovation** – new ways to deliver the project
- **Non attributable outcomes** – Results/ impacts that could be shared by a number of different organisations
- **Distance travelled** – qualitative changes in learning over and beyond the project
- **Added value** – Outcomes /outputs that exceed project specifications
- **Multiplier effect** – Impact of a project has knock on effects to wider demographic or geographic communities.

6. Evaluation Methodology

Key strategies that inform the Evaluator's methodology include:

- SROI – Social Return on Investment [Cabinet Office and Social Value]
- Logic Models – University of Wisconsin
- Handbook for Theory of Change – International Network for Strategic Philanthropy.
- A guide for projects supported by the Big Lottery Fund-understanding self evaluation.

The evaluation methodology used includes the followings:

- Review of the project quarterly reports, events reports, focus group discussion reports, events feedback reports,
- Interview with project staff, stakeholders including CESI project management and Project Steering Committee and volunteers.
- Analysis of the responses of the beneficiary monitoring survey carried out by project staff.
- Analysis of the responses of the beneficiary opinion survey carried out by project staff.

- Interviews with the selected beneficiaries.
- Analysis of the feedback from the Statutory and Voluntary organisations and stakeholders
- Review of case studies.

Key Documents Reviewed:

1. Application to Reaching Communities
2. 2nd Quarter year 3 Update report
3. Reports and feedback from Stakeholders
4. Feedback from Local Statutory and Voluntary service providers
5. Project Monitoring report 2015
6. Quarterly monitoring reports 2014-15
7. Employability training Report Aug2013
8. Employability training report Dec2013
9. Youth(employability) Focus Group Discussion report March2014
10. Health Awareness report- August2013
11. Report on Drugs Awareness Workshop at Woolwich 13Dec 2013
12. Report on health and Healthier living Workshops Sept and Oct 2013
13. Report on healthy eating workshop March 2014
14. Housing and Welfare benefit Event Report 20July2013
15. Housing and Welfare benefit Event Report 25October 2013
16. Housing and Welfare benefit Event Report 13Nov2013
17. Housing and welfare benefit event Report Feb 2014
18. RC Quarterly Progress report April–June2013
19. RC Quarterly Progress report July -Sept 2013
20. RC Quarterly Progress Report October-Dec2013
21. Report on Beneficiaries Focus Group Discussion on Housing and welfare benefits, Health and Healthier living and reducing Isolation March2014
22. Annual progress monitoring form Beneficiaries survey(sample)
23. Event wise feedback form
24. Feedback from statutory and voluntary service providers
25. Video clips on event and beneficiaries feedbacks
26. Event photographs Report on baseline analysis

7. Findings and analysis

The information /reports forwarded to the evaluator for activities including and up to October 2015 reveal a high level of engagement and action against the targets. In most cases, activities have resulted in positive feedback on the content and context of the well planned events. The reports forwarded reveal a high level of satisfaction with the learning and activities organised.

The project is well managed and is on course to meet its intended measurable output results as detailed in monitoring reports. Activities as described in the activity reports are clearly appropriate, well organised and well received by beneficiaries.

The project has chosen to measure impact through quantitative forecasting – dealing with the number/volume of instances against a desirable outcome. Qualitative outcomes are being assessed against the comprehensive baseline being recorded and analysed.

7.1. Quantitative Analysis of project outcomes, indicators and activities:

Project reports were analyzed to look at the quantitative progress made by the project. The following figures indicate the progress made against the set targets under each outcome.

Outcome 1: 75 Youths of Gurkha families, both male and female, per year will have increased employability opportunities through training support provided by the project

Indicators	Total Project Target	Achievements		
		Male	Female	Total
The number of Nepalese/Gurkha Youths identified and registered who take part in the project to improve job search skills.	225	147	80	227
Number of youths who have demonstrated their increased skills in job search for employment through making job applications	150	90	62	152
The number of youths who have demonstrated their successful job search skills by publicly sharing their success stories.	100	53	48	101

From the above table it is clear that the project has been successful to achieve its set targets. However, the ratio of female to male seems low. It suggests that the project needs to put more efforts to bring in female participants in the programme.

Outcome 2: 150 Gurkha Elderly people, both men and women, per year will have reported improvement in their health through specialised health and healthier consultations provided by the project.

Indicators	Total Project Target	Achievements		
		Male	Female	Total
The number of Gurkha Elderly people identified and seeking support to deal with their health and healthier living issues	450	403	354	757
The number of Gurkha Elderly who have demonstrated their confidence to have accessed health services through visits made to GPs, Hospitals and health centres.	300	175	147	322
The number of Gurkha Elderly who have exhibited improvement in their health by publicly sharing their stories.	200	124	86	210

The project has achieved its targets in each indicator. The project has been able to cover more people in terms of providing information to access health and healthier living services to 757 elderly people against the set target of 450. However, in all three indicators the participation of women has been lower compared to men. This issue of low women participation needs to be improved through more efforts to bring women to work as volunteers.

Outcome 3: 150 Gurkha families per year will have demonstrated their increased confidence to access local level services through specialised thematic consultation support provided by the project

Indicators	Total Project Target	Achievements		
		Male	Female	Total
The number of Gurkha families identified and taking part in the project to have increased access to services provided by Statutory and Voluntary organisations.	450	354	300	654
The number of Gurkha families who have demonstrated their confidence to have accessed services through the support provided by the project.	300	196	120	316
The number of Gurkha families who have benefited to have accessed services by publicly sharing their stories.	200	143	89	232

In this outcome also the project has achieved its targets in each indicator. Again the project has been able to cover more people in terms of providing information to access housing and welfare benefits to 654 elderly people against the set target of 450. However, in all three indicators the participation of women has been lower compared to men. This issue of low women participation needs to be improved through involving more women in feedback session.

Outcome 4: 75 Gurkha families per year will have reported reduced isolation and are able to participate in wider community activities per year

Indicators	Total Project Target	Achievements		
		Male	Female	Total
The number of Gurkha families identified and taking part in the project to have increased confidence in mixing with other communities.	225	203	152	355
The number of Gurkha families who have demonstrated their confidence to take part in social activities in the community.	150	105	96	201
The number of Gurkha families who have exhibited their confidence as an active member of society by playing catalyst role.	100	76	56	132

The above table shows that 355 elderly people have participated in different activities against the project target of 225 in reducing their isolation. In all three indicators the participation of women was low and needs to be improved.

7.1.1 Impact of the project.

This section compares the achievements this project has made against Baseline information of the project beneficiaries. A beneficiary monitoring survey was conducted to measure the impact of the project on the lives of beneficiaries. This summary compares baseline and beneficiary survey data and presents the major findings in figures for each of the four outcomes.

Outcome 1: 75 Youths of Gurkha families, both male and female, per year will have increased employability opportunities through training support provided by the project.

Knowledge/skill level of beneficiaries was found at a very low level in 65 % youth in the baseline survey whereas beneficiary survey shows 55% of them have increased level of knowledge/skills in CV writing, job search, application preparation and interview facing techniques .

The baseline shows 40% youth was not confident in making job application. The beneficiary survey reveals only 10% of them are still not confident. This clearly indicates an increased confidence in making job application resulting into increased level of job offer.

Outcome 2: 150 Gurkha Elderly people, both men and women, per year will have reported improvement in their health through specialised health and healthier consultations provided by the project.

As per the beneficiary survey, self-rated general health condition of beneficiaries has improved a lot compared to the baseline data. Those (55%) who rated as having bad condition in the baseline have changed to good condition (34) . This shows that the project intervention has played a significant role in improving the health condition of the beneficiaries. The improvement in their health has occurred due to change in their food and drink habit as well as physical exercises including yoga and keep fit exercises.

Outcome 3: 150 Gurkha families per year will have demonstrated their increased confidence to access local level services through specialised thematic consultation support provided by the project.

Beneficiary survey revealed that confidence level of beneficiaries to access services has been increased significantly after the project intervention. In baseline survey 86% of beneficiaries had reported lower level of confidence to access services whereas the beneficiary survey shows that 90% of them had higher level of confidence.

Before project starting around 60% people have access in pension credit but after project intervention around 85% people reported to have access on it.

Similarly, access to housing benefit has also increased significantly after project intervention. Earlier, only 40% people had access on housing benefit but after project intervention it has increased to 90%.

Outcome 4: 75 Gurkha families per year will have reported reduced isolation and are able to participate in wider community activities per year.

Beneficiary survey shows that project intervention has reduced isolation significantly. In the baseline survey, it was reported that 95% of beneficiaries had not participated in any community meeting/events or cultural programmes. But the beneficiary survey reveals that almost all people who have been surveyed have participated one or other type of community events.

Because of isolated situation around 60% beneficiaries had reported sad/loneliness in the baseline but around 65% reported happy feeling after project intervention as per beneficiary survey.

7.2. Qualitative analysis of the project achievements

A number of methods were used to seek and analyse information about the qualitative aspect of the project to draw up lessons learnt. This included feedback from stakeholders, interview with project staff, volunteers, selected beneficiaries, CESI Management Committee members, analysis of the feedbacks from the local service providers. Project monitoring reports including beneficiaries opinion surveys were also analysed. Beneficiaries success stories were also taken into account.

The primary stakeholders of the project are its beneficiaries including the Nepalese ethnic groups in the community. The secondary stakeholders include local statutory and voluntary service providers including the Royal Borough of Greenwich, Greenwich Housing Allocations, Greenwich Housing Rights, Greenwich Healthy Living Services, Greenwich Cooperative Development Agency, and Social Action for Health, Diabetes UK, LifeLine BaSIS Woolwich, Life Changers Foundation Woolwich, Greenwich Action for Voluntary Services (GAVS) and Greenwich Local Labour and Business (GLLaB).

Getting feedback on the effectiveness of the project from the stakeholders has been a continuous process since the beginning of the project. Nonetheless, in the course of this self-evaluation of the project, I have collected feedback through telephone conversations, meetings and questionnaires. These were discussed and analysed in a meeting of the project staff, project steering committee as well as CESI management committee members.

7.2.1 Feedback from Project beneficiaries – the primary stakeholders.

The following is a summary of the feedbacks from the beneficiaries about the effectiveness of the project.

Beneficiaries said that they were very much satisfied with the services provided by the project. With the support from the project, they were able to solve their problems regarding housing and welfare benefits and their access to these services had increased.

They said that they had benefitted from the health related training and information such as training on Healthy Eating, Yoga and keep fit, Diabetes awareness and Self-Management of Long Term Health Conditions. They said that these training and the information provided had greatly helped improve their health condition. They further suggested to continue such trainings.

The elderly people have commended project activities such as excursions and the opportunity given to them to learn basic computer skills. They have clearly expressed that these activities had, to a greater extent, helped to reduce their isolation and was an opportunity to mix with other people as well.

The employability enhancement training has been appreciated by the youths. However, they had mixed feelings about the timings of the training; some suggesting only the weekends and others indicating some kind of financial incentives.

The community leaders including the chairpersons of the Nepalese ethnic groups expressed their opinion about the positive impact the project had made in the lives of the community people. They further strongly said that there was a need to continue the services of the project considering the vast majority of the Nepalese people who were not covered by the project as yet.

7.2.2 Feedback from local statutory and voluntary service providers.

Some of their feedbacks are presented in their words, as follows:

"We 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".

"The works that CESI is doing has given us an insight into the needs of the Nepalese community in the borough".

"We believe that it will take some time for the Nepalese community at large to be able to access mainstream services, which is why CESI's ongoing work is so important."

"We suggest that those in attendance at the CESI's organised events will still need a high level of further support to access mainstream services from Statutory and Voluntary organisations.

"We strongly suggest that involving youths helping elderly people to ensure that they can access online services because of the Government's 'digital by default' agenda. This could mean developing community-based youth mentors or 'champions' to support their fellow community members in digital literacy."

"We support CESI's plan to continue to engage with the Nepalese community and raise awareness about issues and accessing local services."

"We have attended CESI's organised project events on a more regular and formalised basis and learned that there are vast majority of people who needed our services to solve their issues and problems"

7.2.3 Volunteering & Other Partnership Work

- Participation of volunteers and stakeholders from the Gurkha and Nepalese community has been an integral feature of the project. Partnership working has also been integral to the development of the project in the first two years. This has been achieved by:
 - representation of participants and community representatives on the steering group
 - participation in the monitoring process including active participation through feedback surveys and focus groups providing qualitative information and data on the communities and individuals' perception of the quality of the services
 - involvement of 22 participants as project volunteers to support the activities of the project
 - 12 volunteers acting as project champions currently assisting project beneficiaries to attend meetings at the council, general practitioners, hospitals and supporting their mobility
 - Two volunteers are assisting elderly people to learn computer skills on a daily basis with 25-30 beneficiaries at the CESI Training Hall. This venue which has now become a place for elderly participants to socialize and learn computer skills. This has proved a productive way to help reduce their isolation by enabling them to communicate with their families abroad.
 - CESI has also consulted statutory and voluntary partners widely, to get their feedback with regard to improving their access to local services.
 - The participation of partnership organisations in the development of the project has provided significant added value.
 - Support by partners to access mainstream services, including housing benefit, pension credit, health services and employment and training services
 - Partner organisations have included, Royal Borough of Greenwich, Greenwich Housing Rights, Social Action for Health, GP's and other community groups, to support training and development. Local councillors and other community leaders.
 - Further support and information, advice and guidance from partner organisations, has improved the knowledge and skills of CESI staff and volunteers with regard to local services and education, employment and training opportunities.

8. Success Stories

The following case studies are presented as an example on the success of the project.

Youth Employability Skills Enhancement Training

Youth-Case study 1

A full time student, 23 years of age, lives with his parents in Plumstead. His mother is a house wife. His father, a security officer, had a limited income hardly enough to pay mortgage and the utility bills. They had a very tight budget. So, he wanted to take up a part time job. But due to lack of proper job search skills and the knowledge of developing a good CV he could not find a job.

One day, while he was watching Nepali TV, he came across an advert from CESI. Through this advert, he came to know that CESI was organizing free training courses for youths to increase their employability opportunities. He, then, registered with CESI and attended a three days training in August 2013.

From this training, this young man not only learnt job searching skills but also the essentials of writing a good CV. He also had an opportunity to know and practice some of the interview techniques. This training helped him to increase his confidence as well. As a result, he got a part time job with the local Morrison's.

This young man was proud to share his success with others during a follow up session organized by CESI. In his own words, "The training was really useful for me. I knew how to write a short but complete CV. Also the interview techniques were helpful."

Youth- Case study 2

A dependent of a fulltime overseas student from Nepal did not know how to write a good CV. Job searching was another problem. Due to lack of basic knowledge and skills she could not find a job even though she was allowed to work fulltime.

In one of the high street shops window in Plumstead she saw a leaflet which was posted by CESI in forming about the training programme for the Nepali youths. She contacted CESI and eventually she attended the training.

From this training, this young lady gained basic knowledge and skills required for writing good CV and job searching. She also prepared her CV during the training. She also learnt how to tailor-made the CV as per the requirement of different employers. With the help of this training she finally got a cleaning job, two hours a week at a local accountant's firm.

She shared her success with others in a meeting organized by CESI. In her own words, "I was hopeless but this training helped me to get a job. This is only two hours in a week. But this experience will help to get, may be a full time job."

Health and Healthier living

Case study -1

A 63 years old lady, with multiple chronic illnesses, lives with her husband in Woolwich. She is suffering from diabetes, high blood pressure as well as arthritis. Even though she was taking medicine as prescribed by her doctor, she was very much worried and always stressed. Her condition was made worse because of arthritis. She had severe joint pain, swelling and stiffness. Even the medicine was not helping so much. She was living a miserable life.

One day, through a friend, she heard about the Yoga and keep fit classes organized by CESI. She decided to join the free classes. After attending couple of classes she started feeling better. So, she attended the classes regularly. She continued the Yoga and keep fit exercise at home regularly.

She realized that this type of exercise was useful and very much relaxing for her health. Now the swelling and stiffness in her joints has disappeared. Now, she feel better even with her blood pressure and diabetes.

This lady shared her story in a feedback session organized by CESI. In her own words, "The Yoga and keep fit classes have helped me a lot to reduce my pain. I will practice the exercises regularly at home and will suggest others as well to join the Yoga class."

Case study -2

A 74 years old, housewife, from SE18 Plumstead area had a very good health until 2001. Since then, she started developing different chronic diseases including high blood pressure and diabetes. Stomach disorder was an additional problem. She was advised by her doctor to change her dietary habits and to eat a balanced diet. Despite many advices, she could not figure out the types of food, varieties and the right amount needed for her health.

She participated in a 'Healthy Eating Workshop' organized by CESI in March 2014. This workshop was facilitated by the experts from Greenwich Healthier Living Services. The main objective of this workshop was to give the participants a clear idea of the type of food, variety and the right balance. The experts used the NHS Eat well Plate that highlighted the different types of food making up the diet, and showed the proportions people should eat them into have a well-balanced and healthy diet. This was demonstrated clearly and was explained in Nepali language by the translator. This workshop was followed by a cookery class where participants, under the guidance of the expert, cooked their food and ate.

This lady, for the first time in her life, got a clear idea on what to eat, how to cook, how much to eat and when to eat etc. She followed this at home regularly. Now, she knows what to eat and what not to eat. As a result, not only her health but her husband's health also improved a lot.

This lady shared her success story in a feedback session organized by CESI. She said, "Due to the knowledge and information that I got in the health workshop, my health has improved a lot. Now, I know about the balance diet. I can teach other people as well"

Increased access to housing and welfare benefits

Case study -1

74 years old beneficiary lives with his wife in SE18 Woolwich/Plumstead area. On his arrival, he started living with his friend in a privately rented house. He had heard that the local government provides some benefits but had no knowledge and information about it. He did not know anything about the different benefits. Accessing the benefits was a remote thing for him. His poor English was another problem.

While he was struggling to access the benefits, his friend helped him to go to the CESI office. He then, explained his problems to staff. He was advised to attend the forthcoming Housing and Welfare consultation to be facilitated by the council officers. He attended the meeting and raised his issues before the council officer. The council officer gave him all the information and explained the process of accessing the benefits.

CESI helped him to make an appointment to see the council officer on the following Monday in the afternoon.

CESI's project staff accompanied him to the council and helped him by translating his issues to the council officer as well as in preparing the paper works. The council officer made a note of his case.

After about 10 days, he received a letter from the council confirming his housing and pension credit benefits.

This gentleman shared his success story in a feedback session organized by CESI. In his own words, "CESI helped me a lot in getting my housing as well as pension credit benefit. CESI not only gave me information but also helped me to go to the council and deal with the council officer. I am very happy."

Case study -2

A 76 years old illiterate widow from SE2 Abbey Wood area did not know anything about housing benefits or other welfare benefits. She did not know where to go and who to speak to for help. To communicate in English and to fill in the forms in English language to claim benefits was impossible for her.

It was in the mean time she came to know about CESI. She came to the CESI office and explained her problems in tears. Next day, CESI staff took her to the council office and booked an appointment to see an officer the same day after noon. During the meeting with the officer, CESI staff helped her with translation. Her case was recorded by the officer. The council officer also asked for some other documents to submit. The following day, CESI staff again helped her to submit the required documents to the council.

In two weeks' time this lady got letter from the council confirming her weekly house rent as well as pension credit. This lady shared her success story

In a feedback session organized by CESI, She said," CESI people helped me to get the benefits. If I have any problems I will again consult the CESI people. I will suggest other people the same."



Expert patient programme [EPP] for people with long term health conditions

Reducing Isolation

Case study -1

A 79 year old elderly Gurkha lives with his wife in SE2 Abbeywood. His grown up children are all settled in Nepal. He has five grand children and all of them are well settled in Nepal. When he came to the UK, he started to feel very isolated. He was not very much familiar to the area and poor English made him more vulnerable and prevented him to enjoy his life. He used to spend most of his time at home and sometimes go around local shopping. In a sense he was living a miserable life. Some of his friends told him about computer class at the CESI office. Immediately he came to the CESI office and asked if he could join the computer class. CESI staff welcomed him and taught him how to open computer and use internet to have access to Nepalese news, songs and videos. He started to come every day where he used to meet with other Nepalese friends. He was able to learn basics of computer.



Elderly beneficiaries using computers, meeting friends

He used to read Nepalese news, listen to the songs and videos of his choice and keep himself updated with the recent news. He opened his own e-mail and facebook account and use Skype to speak and chat with their children and grand children in Nepal. Now he is passing his time in a more productive way. He was also one of the participants in the excursion visits.

Now the 79 year old elderly Gurkha is very happy as he keeps himself busy. In his words "Now a days I am a changed man. Due to CESI and this project my life has changed. I do not feel isolated anymore and I do not feel like going back to Nepal. I have made a lot of friends and now feel confident that I can help other friends and engage with CESI activities"

He very confidently shared his story in Focus Group discussion session and expressed his interest to work as a CESI volunteer. He is now one of the community catalysts and helping his peers to get involved in social activities.

Case study -2

A 64 year old elderly widow female lives in SE18 in Plumstead. Her husband served in British army. After retirement, he died in Nepal due to sever health complications. This lady came to the UK with a view to settle down here. Her two grown up children are in Nepal. She was feeling very isolated as she was away from her children. She was new to the area and did not know what to do to pass her time. Due to her poor English, she was unable to go around, so most of the time she was confined in her house. Thus she was in a distressed situation and even thinking to go back to her country, Nepal.

Some of her friends told her about CESI and about its activities to support elderly people. She came to the CESI office and discussed about her situation. CESI staff told her how CESI can help her to make her active and get engaged in social activities. She showed her interest and started to participate in consultation events organised by CESI. She started to come to the CESI office and keep herself updated about the forthcoming events. She did not miss any events organized by CESI.

Now the 64 year old elderly widow is one of the active members of the Nepalese community and passing her time in a more productive way. She also participated in the excursion visits which she described very good as she enjoyed the whole day with her friends in a sea beach. In her own words - "Now I am very happy and keep myself busy. I do not feel like going back to Nepal. It was all because of CESI and the project that I have been able to lead active life. I feel confident and I can help other friends to get engaged in the community activities."

She shared her story in one of the consultation events and appealed all the female participants to lead an active life by keeping themselves busy by taking part in the social activities. She is now one of the community catalysts.

9. Volunteering & Other Partnership Work

Participation of volunteers and stakeholders from the Gurkha and Nepalese community has been an integral feature of the project. Partnership working has also been integral to the development of the project in the first two years. This has been achieved by:

- Representation of participants and community representatives on the steering group
- Participation in the monitoring process including active participation through feedback surveys and focus groups providing qualitative information and data on the communities and individuals' perception of the quality of the services
- involvement of 22 participants as project volunteers to support the activities of the project
- 12 volunteers acting as project champions currently assisting project beneficiaries to attend meetings at the council, general practitioners, hospitals and supporting their mobility
- Two volunteer are assisting elderly people to learn computer skills on daily basis with 25-30 beneficiaries at the CESI Training Hall. This venue which has now become a place for elderly participants to socialize and learn computer skills. This has proved a productive way to help reduce their isolation by enabling them to communicate with their families abroad.
- CESI has also consulted statutory and voluntary partners widely, to get their feedback with regard to improving their access to local services.
- The participation of partnership organization in the development of the project has provided significant added value.

- Support by partners to access mainstream services, including housing benefit, pension credit, health services and employment and training services
- Partner organisations have included, Royal Borough of Greenwich, Greenwich Housing Rights, Social Action for Health, GP's and clinical commissioning groups, other community groups, to support training and development. Local councilors and other community leaders.
- Further support and information, advice and guidance from partner organisations, has improved the knowledge and skills of CESI staff and volunteers with regard to local services and education, employment and training opportunities.

10. Learning from the project

- The project had planned to conduct Management /Steering Group Committee meetings during office hours in the week days. But this was not conducive to beneficiaries who were involved in such committees. So, the project realised to be flexible and organise meetings in the evenings or in the weekends.
- The project has realised that involvement of the community representatives in the project management is vital in two ways. Firstly, this helps to disseminate information to the beneficiaries easily and quickly. Secondly, involvement of community people in project management helps to increase beneficiaries' ownership of the project.
- Recruiting volunteers from among the beneficiaries and putting them in the front line in the delivery of the project builds trust with beneficiaries.
- The project has learnt that good rapport building, frequent interaction and close coordination with the stakeholders such as the local statutory and voluntary service providers is important. This not only helps to bring transparency about the project but also helps them to bring on board. Setting aside every Monday afternoon by Royal Borough of Greenwich to deal with the housing and welfare issues of the Nepalese people is an example of this.
- Information, advice and signposting to the beneficiaries is important. However, to increase their level of confidence in accessing services and for sustainability direct interaction between local service providers and the beneficiaries through organising consultation meetings has played a vital role.
- Issue based (common interest) community groups (such as Diabetes, Arthritis, housing, welfare benefits) have been more active as opposed to area wise general groups.
- Use of Audio visual aids has been found effective while giving information and advice to the beneficiaries.
- Computer classes were not thought of for the elderly people in the original plan, also because of their age and language barrier. Our assumption has been proved wrong. Many elderly people, both male and female, are turning up in the CESI computer room to learn computer basics. This has been really a very good place for them to mix up with other people and reduce their isolation.
- The project's experience with the youth programme has been challenging. Project found that most of the youths were mostly busy either with their studies or part time work to earn 'pocket money' when they are not on study. So, it hasd been realised that the best time for them to attend training programmes is when they are on term

breaks or on vacations. The project has also got feedbacks that some kind of incentives (e.g. pocket money) would increase their participation.

- It has been found that training courses/ workshops on Healthy Eating, Expert Patient Programme and Yoga and fitness have been very useful and effective to improve the health conditions of our elderly people. This suggests to have more training activities in future.
- Elderly people have proved that they can take part in social activities in the community if they are given the opportunity, encouragement and support.
- It has been found that participatory approach where beneficiary groups are able to participate throughout the project cycle and have a say right from planning to implementation, monitoring and evaluation process has been instrumental in the success of the project.

11. Conclusions

The project is providing a unique service to the Nepalese and Gurkha community in Greenwich which experiences marginalisation and isolation. The project has achieved a great deal in providing services that can enable a springboard for participants to greater and wider integration within the diverse society and communities within the borough.

The CESI project is well managed and embedded into the community in which it serves. Participants, staff and volunteers show a high level of commitment and strive to add value to the activities of the project.

The challenge is still to promote more engagement and to increase opportunities for the Gurkha/Nepalese community to access mainstream services and improve levels of integration through wider community engagement. In addition, continuation of the services and sustaining the achievements after the life time of this project is an issue requiring action and attention. Clearly there is a 'multiplier effect' that can reach dependents and enable the recruitment of new arrivals who can benefit from this initiative.

The project continues to perform well and has shown flexibility in meeting challenges it faced in the first year of delivery. Outputs and outcomes reveal that women participants are engaging and achieving well and the project should focus on enhancing its recruitment strategies in this area.

Work with partner organizations will be crucial in the achievement of this aim and the project has already developed and built on existing links it has with other partner organisations, including the Royal Borough of Greenwich, the NHS, local elected Councillors and others who are influential in the community. They are also seeking to develop their links with other community organisations, who have already supported the project and others in the community who can aid its development.