

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

THE BIG LOTTERY FUND -REACHING COMMUNITIES

REF: RCP/5/010431497

**A FORMATIVE EVALUATION REPORT**

**PREPARED BY**



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## **CESI - GREENWICH NEPALESE/GURKHA INTEGRATION PROJECT**

### **EXECUTIVE SUMMARY**

This formative evaluation reflects the impact position at the end of the first year of the project. The evaluator received a range of reports detailing interventions that had been made to support beneficiaries.

These reports also reflect key training and support offered and feedback received from participants. The project is developing well and has good support from partners in the public and voluntary sector including the Royal Borough of Greenwich Council and health services.

Support for elderly residents and other target groups is particularly appropriate and feedback from participants show a high level of engagement and satisfaction with the project. The utilisation of volunteers provides significant added value especially for elderly participants and stakeholders.

Effective liaison with partners and stakeholders will aid the project in confirming the medium and long term impact of their interventions and the tracking of first year beneficiaries should help detail their individual progress and how the project has contributed towards their integration and progression. The project has developed good liaison and coordination with partners and stakeholders who include Borough of Greenwich, Greenwich Housing Rights, Community Law Centres, Life Changers Foundation Woolwich, GLLaB, Greenwich Gurkha Ex-Servicemen Association, and other local level community groups.

In order to maximise and capture the impact of the project at its summative stage and to provide sustainability for the community – CESI is developing a robust outcome monitoring system to supplement their quantitative output and financial monitoring systems. This includes beneficiary surveys, focus group discussions, beneficiary event feedback, statutory and voluntary organisation feedback, Video recordings, and still photographs. All these are guided by a progress tracking system informed by outcome monitoring guidelines.

To support the aims of CESI and the project, additional inter -community and cross cultural events will also contribute towards the wider aims of integration with the wider diverse community of the Borough of Greenwich.

## **1. Introduction- About CESI**

Community Empowerment and Support Initiative (CESI) is a charitable organisation established in 2006 in response to concerns raised by Nepalese Community living within the London Borough of Greenwich.

Initiated with funding support from Greenwich Councils Community Support Programme CESI concentrates on addressing the following needs of the local community:

- Information (sign posting to housing, social services, health, education, benefit and employment and specific information for people when they are first settling in the country)
  
- Older People Project - to address the needs of older people in the community
  
- Young People - integration projects, education, skill development or leisure activities.
  
- Support to people around reduction of isolation and overcoming language barriers and increase access to mainstream services.
  
- Encourage and support individuals to take part in Council and other voluntary organisations consultations influencing service development and delivery.

Since their inception, they have worked with more than a thousand members of the Nepalese community, volunteer organisation associated with BME Forum, Greenwich Council for Racial Equality (GCRE), Greenwich Action for Voluntary Services (GAVS), Greenwich Local Labour and Business (GLLAB) and volunteers.

They have completed 7 years working in empowering and supporting the Nepalese community in Greenwich Borough.

## **Mission**

Support for the development of capacity and skills for the Nepalese community; to be better able to identify and help meet their needs and to integrate more fully in local community and to share best practice with other communities.

**CESI aims** to achieve this by providing information, advice, signposting and implementing community development projects to enable the community to access a wide range of services available by statutory and voluntary service providers at different levels.

## **Funders:**

Over the last 7 years CESI have been funded by the following organisations

Big Lottery – Reaching Communities  
Heritage Lottery Fund  
Small Grant Funding from London Borough of Greenwich  
Capital Community Foundation  
Big Lottery- Awards for All  
Trust for London (TFL)  
Lloyds TSB Foundation



## **2. Purpose of the evaluation**

Evaluation aims to measure the impact of the project with the beneficiaries and communities involved. It deals with the effectiveness of project outcomes and activities and the change that results. This Formative evaluation appraises that impact at the end of the first year of this project and draws upon a broad range of information forwarded to the Evaluator by the project team.

These include:

Application to Reaching Communities  
Employability training Report Aug 2013  
Employability training report Dec 2013  
Youth (employability) Focus Group Discussion report March 2014  
Health Awareness report- August 2013  
Report on Drugs Awareness Workshop at Woolwich 13 Dec 2013  
Report on health and Healthier living Workshops Sept and Oct 2013  
Report on healthy eating workshop March 2014  
Housing and Welfare benefit Event Report 20 July 2013  
Housing and Welfare benefit Event Report 25 October 2013  
Housing and Welfare benefit Event Report 13 Nov 2013  
Housing and welfare benefit event Report Feb 2014  
RC Quarterly Progress report April –June 2013  
RC Quarterly Progress report July -Sept 2013  
RC Quarterly Progress Report October-Dec 2013  
Report on Beneficiaries Focus Group Discussion on Housing and welfare benefits, Health and Healthier living and reducing Isolation March 2014  
Annual progress monitoring form  
Quarterly progress monitoring form  
Beneficiaries survey (sample)  
Event wise feedback form  
Feedback from statutory and voluntary service providers  
Video clips on event and beneficiaries feedbacks  
Event photographs  
Report on baseline analysis

### **3. Evaluation Methodology**

The evaluation methodology utilised required us to appraise these reports, interview project staff and evaluate responses to surveys carried out by staff with beneficiaries and community organisations.

### **4. Project Background**

The CESI GNGIP project aims to facilitate the integration and wellbeing of Gurkha veterans and their families into the broader community [Royal Borough of Greenwich] through targeted facilitation to access employment, training and health services from statutory and voluntary organisations.

### **5. Aims of the project**

Key outcome in the first year include:

- 75 youths of Gurkha families will have increased employability opportunities through training support provided by the project.
- 150 elderly people will have reported improvement in their health through specialised health consultations
- 150 families will have demonstrated increased confidence to access local services
- 75 families will have reported reduced isolation and are able to participate in wider community activities



External monitoring of the project has included:

- Regular reports to the Big Lottery
- Regular reporting to the Project Advisory Committee
- An independent external evaluation carried by CNT Associates

The expected outcomes and impact of the project was described in the application as:

<b>Outcome 1</b>	The number of Nepalese/Gurkha Youths identified and registered who take part in the project to improve job search skills.	225	<b>By the end of the first quarter of year one.</b>
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	Number of youths who have demonstrated their increased skills in job search for employment through making job applications.	150	<b>By the end of year one and two second quarter of year three</b>
	The number of youths who have demonstrated their successful job search skills by publicly sharing their success stories.	100	<b><i>By the end of the project.</i></b>
<b>Outcome 2</b>	The number of Gurkha Elderly people identified and seeking support to deal with their health and healthier living issues.	450	<b>By the end of the first quarter of year one.</b>
	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	<b>By the end of year two and six month of year three.</b>
	The number of Gurkha Elderly who have exhibited improvement in their health by publicly sharing their stories.	200	<b><i>By the end of the project</i></b>
<b>Outcome 3</b>	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	<b>By the end of the second quarter of year one.</b>
	The number of Gurkha families who have demonstrated their confidence to have accessed services through the support provided by the project.	300	<b>By the end of year two and first six months of year three</b>
	The number of Ghurkha families who have benefited to have accessed services by publicly sharing their stories.	200	<b><i>By the end of the project</i></b>
<b>Outcome 4</b>	The number of Gurkha families identified and taking part in the project to have increased confidence in mixing with other communities.	225	<b>By the end of the second quarter of year one.</b>
	The number of Gurkha families who have demonstrated their confidence to take part in social activities in the community.	150	<b>By the end of year two and first six months of year three</b>
	The number of Gurkha families who have exhibited their confidence as an active member of society by playing catalyst role.	100	<b><i>By the end of the project</i></b>



## 6. Drawing qualitative results from the desk research

The reports forwarded to the evaluator for activities in the first year of this project 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.

Evidence will be recorded and detailed to enable robust qualitative analysis of the impact of activities and interventions. Outcomes as described are set to occur throughout the life of the project and the project is still in its initial stages. The end of the first year would therefore be a useful point in the project life cycle to ensure that base line data is captured in a way that will enable project staff to capture and record progress against the outcomes and aims over the lifetime of the project.

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 currently being recorded and analysed.



## **Synopsis of the Baseline assessment carried out by CESI**

### ***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.***

*The objective was to establish baseline information regarding the knowledge and skills of the youths in the areas of job search skills, CV writing, application preparation and interview facing techniques. A total of 225 youths, both male and female, were surveyed. A scoring scale of 1[low] to 5 [high] was used to measure their level of knowledge and skills.*

#### *Knowledge/skill level in employability opportunity*

- Approximately 2 thirds respondents scored 'one' in CV writing, application preparation and interview facing skills whereas only one third scored one in job search skills.*
- Approximately one third respondents scored 'two' in CV writing, application preparation and interview facing skills whereas nearly a half scored two in job search skills.*
- 10-15 percent participants responded that they fall under skill level scoring 'three' in CV writing, job search and application preparation whereas only 3 percent in interview facing. Scoring 4 was very nominal (only one percent) and no one was in skill level 5.*

### ***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.***

*To measure the improvement in health, three broad categories of data were collected which are presented as follows:*

*General Health Condition: (Total number of beneficiaries surveyed- 450 people)*

- 53% responded 'Bad health condition', 32% 'Fair', 10% 'Good', 3% 'Very Good' and 2 % 'Very Bad' health condition under the self-rated health condition, referencing last one year period.*
- Second category was to assess health condition having chronic illness (BP, Cholesterol, Asthma, Diabetes and Uric acid). In this category, 38% responded having at least two illnesses, 25% three illness, 19% one illness and 5% told they have four illness whereas 13% were found without having any chronic illness.*
- Questions in the third category were to find out the frequencies of the respondents visits to the local level service [GPs, Hospitals] during last*

one year period. The response was quite spread across frequencies 1-6 times. 21% and 20 % visited two and one times respectively in a year, similarly, 17 % visited 3 times whereas 6% visited 6 times. Five percent people did not visit even a single time.

#### *Healthy Eating Habit/life style:*

*Under this measure, what they eat and how much they eat was compared and contrasted with NHS recommended quantity.*

- *Alcohol consumption- Only 24% of both male and female were consuming up to 4 unit of alcohol per day which falls under the recommended quantity by the NHS/healthy food. 57% of female and 75% of male reported that they were consuming more than recommended quantity which is >4 units per day. 20 % of female and only 2% of male are not consuming any alcohol.*
- *Fruits & Vegetables- 46% of respondents reported that they consumed two portion of Fruit/Vegetable per day whereas 30% reported only one portion per day whereas three portion by 15% and four portion by 6%. The NHS recommended pattern is 5 portions per day.*
- *Meat/Fish/Egg/Pulse - 51% respondents reported that they consumed four portion a day whereas 31% reported 2-3 portion and 19% reported only one portion. Recommended quantity by NHS was 2-3 portion per day. Nepalese practice shows that people are consuming more red meat compared to fish and chicken. Data shows that the consumption pattern is more than the recommended quantity per day.*

#### *Keep Fit/Yoga:*

*Under this measure, the survey tried to measure time spent (in minutes) per week.*

*The responses are as follows:*

- *50% of the participants were not carrying out any exercises. 15% reported doing physical exercise from 31-60 minutes per week. Similarly another 15% said that they spent 61-90 minutes per week. 11% reported that they spent 91-120 minutes per week whereas only 2% reported spending 121-150 minutes. There were only 2% who spent more than 150 minutes per week. There is little difference in responses made by men and women.*

**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.**

Total number of beneficiaries surveyed- 450

- Of the total respondents, 69% reported having partial knowledge about housing and welfare benefits and the process to claim it whereas only 5 % knew about it fully. 26% did not know anything.
- 93% reported it was difficult to access benefit whereas only 7% felt it was easy.
- In response to the reason asked for being difficult, 42% said lack of information, 55% said language difficulty and 3% reported the complexity of the system.
- Confidence level of respondents: Respondents were given a scale measuring 1 to 5, 1 being lowest level and 5 highest, to indicate their level confidence in accessing the services. 28% indicated at the lowest level score one, 59% in score level two; 9% in score 3 and 4% in score level 4. None of the respondents were fully confident.
- 60% are receiving pension credit, 43% housing benefit whereas others are either have some issues outstanding to be resolved or under process.

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

Total number of beneficiaries surveyed- 225

Around 60% reported that they felt loneliness/stressful when they arrived in the UK whereas 30% reported being stressed and feeling isolated. Around 7% reported having mixed feeling and only 3% reported that they felt happy.

- In response to the reason asked for feeling lonely, 35% gave the reason being away from the family whereas 33% said being unaware of the local area the local environment. The remaining 32% said that they found no one to approach for help
- Only 5% of the respondents were attending some community level events whereas 95% did not. Lack of information and lack of opportunity were the main the reasons for not attending any community events for 64% and 36% respectively.
- The overall living condition of the respondents was found to be unsatisfactory. Only 3% reported that they were happy whereas 60% reported loneliness and resultant feelings of depression.

## **7. Feedback from beneficiaries**

### **What were your problems regarding housing and welfare benefits?**

*"In the beginning I could not understand and did not know anything about housing and welfare benefits. I did not know what I was supposed to and eligible to get. I could not get clear information. The only person I could speak to was my wife but she could not help me. Preparing documents was another challenge. Where to go and whom to speak to seek advice was the biggest problem."*

### **Are your problems solved now? If so, how?**

*"Now I understand my entitlements regarding Housing and Welfare benefits. Because of the consultation meetings and the support provided by this project, now I am getting my Housing benefit regularly. I am also getting my pension Credit regularly. The information and support provided by CESI has been very helpful in sorting out my problems."*

### **What were your health and related other issues?**

*"When I came to the UK, I was totally lost. I have many diseases - High Blood Pressure, Diabetes, Backache, Joint pain etc. I did not know where to go and what to say. I did not know the health system here. I am a widow and had no one to advise me and support me. The beginning days were horrible."*

*"My health was not good. I had knee pain as well as used to suffer a lot from hay fever frequently. I had registered with the GP but did not know other places where I could go and get services. So, the most serious issue was lack of information about various service providing organisations and the services they provided."*

### **How did you benefit from attending the health related programmes?**

*"First thing I got some useful information about healthy living. Secondly I have been benefitting a lot from the Yoga/Fitness classes. This has helped me to manage my chronic health condition. The healthy eating session has made me aware about my food habits."*

*"I have got a lot of useful information from the consultation meetings. Now I know about the various health service providers within the borough and the services they provide. The Yoga session and the healthy eating discussion sessions have been very beneficial for my health."*

### **Which health related programmes have you attended?**

*"When CESI started organising consultation meetings, I have not missed any of them. I have attended two programmes organised at the clock house which were about health. I have also attended the healthy eating meeting held at the Salvation Army hall. I have attended the Expert Patient Programme training. I attend Yoga classes regularly."*

## **8. Integration of volunteers into the programme**

Participation of volunteers and stakeholders from the Gurkha and Nepalese community has been an integral feature of the project. This has been achieved by:

- ✓ representation of participants and community representatives on the steering group
- ✓ participation in the monitoring process including active participation in feedback surveys and focus groups providing qualitative information and data on the communities and individuals' perception of the quality of the services
- ✓ involvement of 10 participants as project volunteers to support the activities of the project
- ✓ four volunteers acting as project champions currently assisting project beneficiaries to attend meetings at the council general practitioners, hospitals and supporting their mobility
- ✓ One volunteer is 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 as a place for elderly participants to come together, learn computer skills. This has proved a productive way to help reduce their isolation by enabling them to communicate with families abroad
- ✓ CESI has also consulted statutory and voluntary partners widely, to get their feedback with regard to improving their access to local services and a report of this should be included in the next evaluation.

## **9. Conclusions**

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

The actions, interventions and activities are entirely appropriate and may result in sustainable impact for direct beneficiaries and their community.

The Royal Borough of Greenwich and its housing and welfare; and health and healthier living departments act as resourceful and informed partners and are contributing significant value to beneficiaries and the wider community through training, advice, guidance and communication.

The project is on course to achieve its outputs and measurable results in the first year.

The baseline appraised by the evaluator provides a useful starting point to track and assess the 'distance travelled' by beneficiaries and the impact the project is having in the wider community.