



Folkestone Nepalese Community (FNC) Centre Survey Summary Dec 2024

According to surveys conducted in December 2024, some beneficiaries experience loneliness and apprehension, and require assistance and support from the FNC Centre. The survey results indicate that the FNC Centre has had a significant impact on the lives of the beneficiaries, who have expressed high satisfaction with the activities and services provided by the Centre. There were both genders that took part in the survey with 25 males and 50 females:

- 36 - 45 years: 3 people (4.00%)
- 46 - 55 years: 3 people (4.00%)
- 56 - 65 years: 3 people (4.00%)
- Over 65 years: 65 people (86.67%)

There were a significant number of widows (34.67%), 6.6% widower, 4.00% single and 54.67% were still married. Nearly two-thirds (65.33%) of the beneficiaries consider themselves disabled or have health problems.

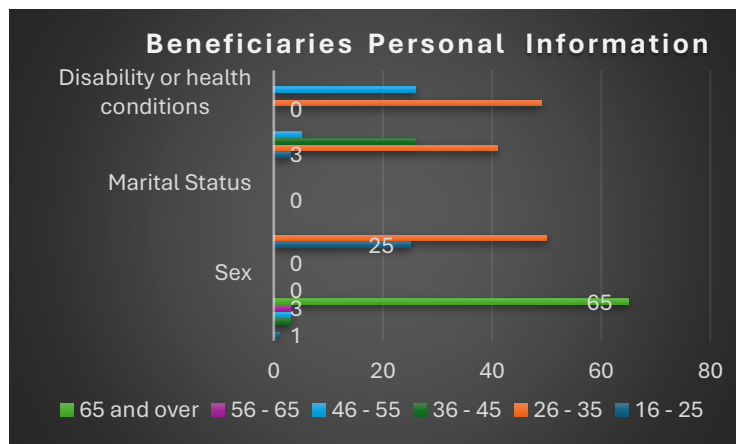


Figure 1

The survey aims to understand the experiences, need, and suggestions regarding the services provided by FNC Centre. The survey aligns with previous reports on loneliness, as it shows that beneficiaries are actively participating in the activities offered by the FNC Centre. All reports suggest that the Centre has effectively identified activities and services that meet the needs and interests of the beneficiaries.

Education skills programs

1. Have you participated in any education programs at the centre?				
Yes	40	No	45	
2. If yes, which programs did you attend? (Tick all that apply)				
Literacy Classes	15			
Digital Skills Training	22			
Vocational Training	7			
Language Classes	15			
Other:	Math x 7 and English x 5			

Table 1

Overall, feedback from the lessons and workshops has been positive, with participants finding the sessions highly informative. Among the beneficiaries, 26.67% are very satisfied, 70.00% are satisfied, and 3.33% are neutral. This is a promising sign for the FNC Centre, as it suggests that the teachers selected are well-suited to their roles. Out of 75 beneficiaries, 5 people (6.67%) participated in IT Skills training, 11 people (14.67%) took part in Creative Skills training (such as Art, Music, and Stitching), 7 people (9.33%) engaged in Tai Chi, and 6 people (8.00%) participated in Leadership Training. They are eager to participate in upcoming educational and skills programs.

Out of 75 beneficiaries, an impressive 73 people (97.33%) have accessed welfare or health support services at the centre, demonstrating high engagement with the available services. Among those, 54 people (73.97%) benefited from Benefits Support, 50 people (68.49%) received Housing Support, 67 people (91.78%) took advantage of Food/Fuel Vouchers, 61 people (83.56%) accessed Healthcare Support (including GP and hospital services), and 42 people (57.53%) received Financial Advice. These positive figures highlight the centre's strong role in meeting the needs of its beneficiaries.

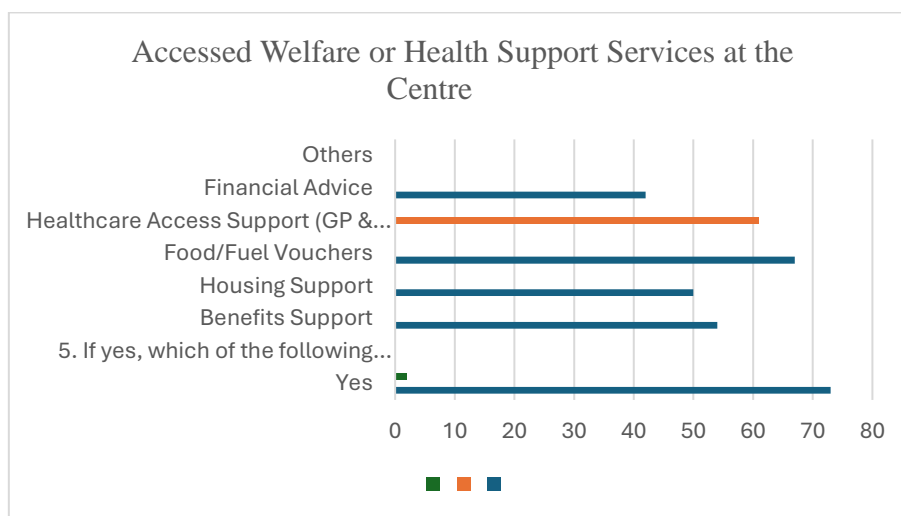


Figure 2

Overall experience and suggestions indicate that 28 people (37.33%) have had a very positive experience, 43 people (57.33%) have had a positive experience, and 4 people (5.33%) were neutral. No one reported a negative or very negative impact. Most beneficiaries have reported a positive impact from the centre's support, with 94.66% expressing satisfaction with the services provided.

Beneficiaries have suggested a variety of programs, with the most common requests including continued satisfaction with the current services and programs, as indicated by 30 people (40.00%). Additionally, 14 people (18.67%) expressed a need for interpreter services, while many beneficiaries also called for more educational classes, particularly English language programs. There was a strong demand for social programs, such as singing, dancing, and entertainment activities, as well as opportunities to learn musical instruments, art and craft, and even basic literacy classes focused on alphabet teaching. Furthermore, a smaller group requested more benefits and social events. These suggestions reflect a clear desire for the expansion of educational, social, and cultural programs, alongside an enhancement of existing services to better meet the diverse needs of the beneficiaries.

Here's the breakdown of the challenges faced by beneficiaries in chart format:

Challenge	Number of People	Percentage
Language	42	56.00%
Financial	3	4.00%
Information about bringing children to the UK	Few requests (not quantified)	-
Adjusting to life in the UK / Job search challenges	Mentioned by several beneficiaries	-
GP appointments	2	2.67%
Physical health issues / Requests for wheelchairs	Not quantified	-
Extension of stay in Nepal	9	12.00%

Table 2

This chart outlines the key challenges faced by beneficiaries, with the most common being the need for translator services and extension of stay in Nepal. Other challenges such as housing support, healthcare access, and job search difficulties were also mentioned.

Feedback from beneficiaries has been largely positive, with several valuable suggestions for improvement. Food vouchers were highly appreciated by many beneficiaries, with 48 people (64.00%) expressing their satisfaction. However, some have requested clarification of eligibility for those who do not meet the criteria. Additionally, care for disabled individuals

was identified as a priority by some respondents. Program improvement was also suggested by 6 people (8.00%), emphasizing the need to enhance existing services.

Interpreter services were another key suggestion, with 8 people (10.67%) requesting more translator support. There was also a call for more language classes and social events, highlighting the importance of language learning and community engagement. Additionally, a few beneficiaries suggested increasing the availability of physical activities to promote overall well-being.

Overall, while the feedback reflects satisfaction with the services provided, beneficiaries indicated that the centre could further benefit from improved accessibility, expanded language support, and increased social and physical activities to better meet the diverse needs of the community.