



Folkestone Nepalese Community (FNC)
FNC Centre, Baker Road, Folkestone, CT19 4QF

03 July 2025

Executive Summary

The Folkestone Nepalese Community (FNC) Centre is regularly contacted by Health and Social Care professionals, who call or email us when they are supporting Gurkha veterans, their families, or Nepalese-heritage patients and beneficiaries who require culturally appropriate assistance. These professionals often seek support that the FNC Centre can directly provide—such as advice, translation, welfare navigation, and help accessing essential services—as well as guidance on other support options available locally. This positions the FNC Centre as a trusted cultural and community support hub for agencies working with our community.

This report summarises 1,662 cases of support delivered solely from the FNC Centre over a 12-month period from Jul2024 – Jun2025. It focuses exclusively on in-Centre services, and does not include social events, community outreach activities, or wider engagement programmes undertaken by FNC.

Support was categorised into **12 service areas**, providing a clear and structured understanding of community needs and service utilisation. **Health & Wellbeing** emerged as the most frequently accessed category, representing **33.03%** of all cases and covering chronic condition support, blood pressure checks, translation for medical appointments, digital referrals, and health promotion activities.

UK Visas and Immigration support (17.15%), GP-related requests, and Department for Work and Pensions assistance (each around 12%) also demonstrated high demand, highlighting the significant reliance of Gurkha veterans and Nepalese families on trusted, culturally aware support. Additional services—including Council Services Support, Gurkha Welfare Trust UK, NHS Services Support, and SSAFA—addressed housing, welfare, veteran-related issues, and access to healthcare.

Smaller service areas such as banking, education, passport assistance, and SSAFA collectively accounted for less than 12% of cases, offering insight into potential areas for increased community engagement.

Overall, this improved classification system enables a more precise and meaningful analysis of community needs, reinforcing the essential role of the FNC Centre in delivering health, immigration, welfare, and cultural support to the Nepalese community in Folkestone & Hythe.



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FNC Centre Community Support Activity Report 2024–2025: Analysis of 1,662 In-Centre Support Cases Across 12 Service Areas

This report presents a comprehensive summary of daily service activities, as documented in the official service log over a 12-month period from 01 JULY 2024 TO 30 JUNE 2025. The analysis encompasses a total of 1,662 recorded cases, systematically categorised to reflect the range and distribution of community service needs.

Each service category included in this report is accompanied by a brief description outlining the type of support provided. These descriptions help clarify the purpose of each category and how it contributes to addressing community needs. The report covers 12 categories in total, including areas such as banking support, education assistance, GP-related services, NHS support, and general health and wellbeing. Together, these categories reflect the broad range of services delivered throughout the year. The brief descriptions for each category are outlined below.

- **Banking Assistance** – Support with the **opening of new bank accounts**, particularly for newly arrived individuals or those unfamiliar with the UK banking system. This also includes helping those who already have a bank account to understand how to set up and manage **direct debits**, and to pay their **utility and rent bills** via phone and online.
- **Education Support** – Includes help with enrolling in **ESOL (English for Speakers of Other Languages)**, **Digital Skills**, and **Maths** classes. These classes are run at the Centre in collaboration with **Kent Adult Education**. We support learners not only with the **enrolment process**, but also by helping them with their **homework and learning tasks**, especially those who require additional language or digital support.
- **Council Services Support** – Assisting individuals in applying for **Housing Benefit** and **Council Tax Reduction** and liaising with local authority services.
- **DWP (Department for Work and Pensions)** – Help with accessing DWP services, including applications for **Universal Credit**, **Pension Credit**, and **Carer's Allowance**.



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- **GP (General Practice) Related Support** – Includes **eConsult** submissions, **appointment booking**, **language translation** during consultations, and, in some cases, **collecting prescribed medications**.
- **Gurkha Welfare Trust UK** – Assistance for **British Gurkha veterans and their families**, especially elderly pensioners recently arrived in the UK, to **register with the Trust**, access **advice services**, and maintain their connection with the **British Pension Paying Office in Nepal**.
- **NHS Services Support** – Support includes **booking and explaining NHS appointments**, **translating healthcare instructions**, and **accompanying clients to appointments in urgent situations**.
- **Health & Wellbeing Support** – Focuses on **chronic condition support** (e.g. **hypertension**), including **language translation**, **health promotion**, and **digital referral support** for schemes such as the **Household Support Fund**. As part of this service, we also run **weekly hypertension (blood pressure) checks every Tuesday** at the Centre, supporting early detection and community health awareness.
- **SSAFA Service Support** – We assist **newly arrived elderly Gurkha veterans and their families** to connect with **SSAFA (Soldiers, Sailors, Airmen and Families Association)**. This early support helps them while they await the processing of **Pension Credit, Housing Benefit**, and other entitlements, ensuring their basic needs are met during the transition period.
- **UKVI (UK Visas and Immigration) Related Support** – We support all **veterans and their families** with their **eVisa applications** and help them obtain their **share code** for travel and work in the UK. This includes providing guidance through the visa application process and ensuring all the necessary documentation is in order.
- **Passport Related Services** – We assist **veterans and their families** in **renewing their passports** with the **Nepal Embassy in London**, ensuring they have the correct documentation to travel and live in the UK without issues.
- **Projects Related Support** – At the Centre, we deliver a wide range of **health and wellbeing projects** where we encourage and support beneficiaries to take part



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in **workshops, community-based research, and surveys**. These projects aim to amplify community voices, inform policy, and improve local service delivery through active engagement.

Data Overview

The table below outlines the number of cases recorded in each service category, along with the corresponding percentage of the overall total (1,662 cases). This breakdown provides a clear and accessible overview of service utilisation across all areas:

Service Category	Number of Cases	Percentage of Total (%)
Health & Wellbeing Support	549	33.03%
UKVI (UK Visas and Immigration) Related Support	285	17.15%
GP	197	11.85%
DWP	195	11.73%
Council Services Support	117	7.04%
Gurkha Welfare Trust UK	87	5.23%
NHS Services Support	86	5.17%
Project Related Support	49	2.95%
Education Support	39	2.35%
Banking Assistance	37	2.23%
Passport Related Services	14	0.84%
SSAFA Service Support	7	0.42%
Total	1662	100.00%

The data indicates that **Health & Wellbeing Support** is the most frequently accessed service, comprising 33.03% of all cases. This category encompasses assistance with chronic conditions, language translation, health promotion, and digital referrals, including weekly blood pressure checks.

Smaller categories such as **Project Related Support, Education Support, Banking Assistance, Passport Related Services, and SSAFA Service Support** collectively account for the remaining 8.03% of cases.

Dataset

Description:

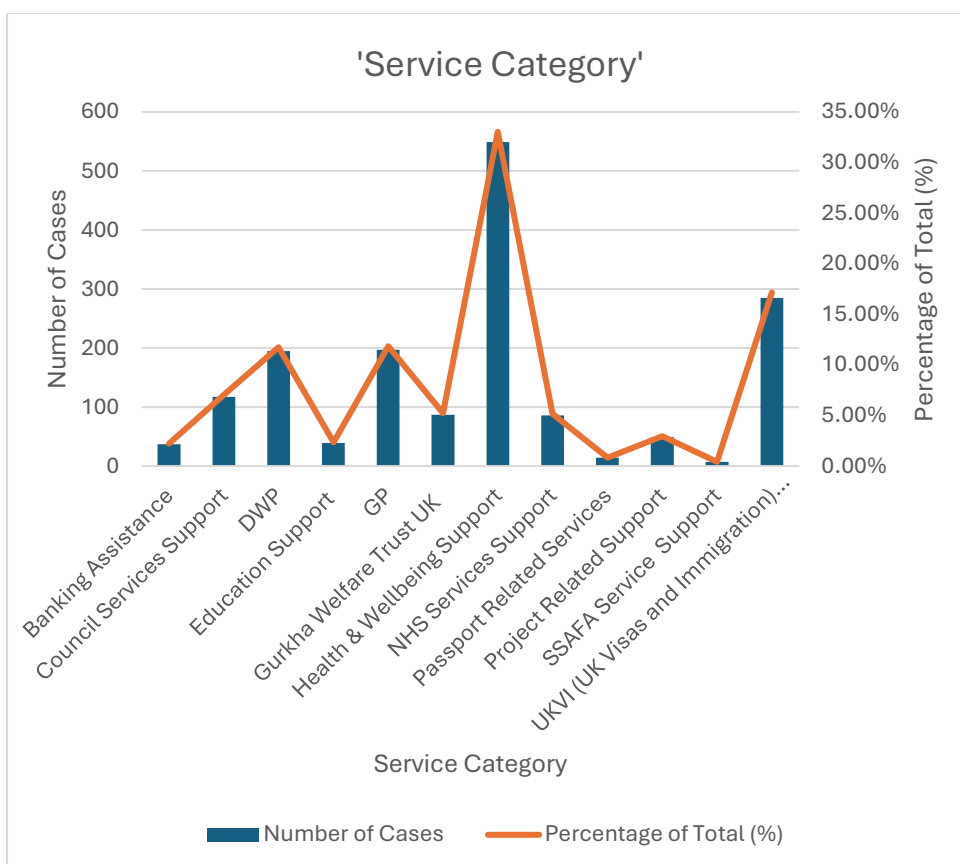
This dataset reflects the number of cases managed or requests processed by various service



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providers across health, immigration, welfare, and related sectors. Key categories include Health & Wellbeing Support, UK Visas and Immigration (UKVI), GP services, Department for Work and Pensions (DWP), NHS services, and welfare organizations such as the Gurkha Welfare Trust and SSAFA.



Data Summary:

- The dataset includes **1,662 cases** recorded over a 12-month period.
- Cases are divided into **12 service categories** reflecting a broad range of community support needs.
- *Health & Wellbeing Support* represents the largest category, accounting for **33.03%** of total cases.
- *UK Visas and Immigration (UKVI) Related Support* is the second largest, with **17.15%** of cases.



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- *GP services* and *Department for Work and Pensions (DWP)* support each make up approximately **11-12%** of the total cases.
- Other notable categories include *Council Services Support* (7.04%), *Gurkha Welfare Trust UK* (5.23%), and *NHS Services Support* (5.17%).
- Smaller categories such as *Project Related Support*, *Education Support*, *Banking Assistance*, *Passport Related Services*, and *SSAFA Service Support* collectively account for less than 12% of cases.
- The distribution of cases highlights the diverse range of services accessed by the community, with a significant focus on health, immigration, and welfare support.

Overall, the data indicates that the organisation provided elevated levels of support in areas such as health and wellbeing support, immigration, and healthcare. It also highlights an opportunity for the organisation to improve awareness, access, and engagement with more specialised or lesser-used services.

Implications:

The data clearly highlights that the Folkestone Nepalese Community has provided vital support to its members in the areas where it is most needed. The organisation has offered thoughtful guidance, planning, and care to address key concerns. A noticeable focus on healthcare, welfare, immigration services, and health and welfare service reflect the genuine and ongoing importance of these areas to the community.

Conclusion:

This year's data reveals a significant improvement in the classification of service categories, with the previously ambiguous "Others" category now fully delineated into specific areas of support. This enhancement allows for a more precise understanding of community needs and service utilization.

The data underscores the diverse and evolving needs of the community, with a significant emphasis on health, immigration, and welfare services. *Health & Wellbeing Support* emerges as the predominant category, highlighting the community's focus on managing chronic conditions, accessing health information, and utilizing digital referral systems. Equally notable



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is the demand for support related to UK Visas and Immigration (UKVI), GP services, and the Department for Work and Pensions (DWP), reflecting the complexities of navigating healthcare and social services. Additionally, the involvement of organizations such as the Gurkha Welfare Trust UK and SSAFA indicates a strong community network addressing specific welfare needs. The distribution of cases across these categories illustrates a comprehensive service framework, responsive to the multifaceted requirements of the community.

Compiled and reported by Swechha Rai (Community Researcher)

For further discussion about this report, please contact maha.raai@fncuk.org