



Folkestone Nepalese Community (FNC)

FNC Centre Service Impact Survey Report

Confidence, Daily Life, Wellbeing, Independence and Community Support

Survey period: 29 June–5 July 2026

Report date: 24 July 2026

Executive Summary

Folkestone Nepalese Community Centre conducted its Service Impact Survey over one week, from 29 June to 5 July 2026, to assess how its services and activities affect confidence, independence, wellbeing, social connection and access to practical support. A total of 103 usable survey responses were analysed.

A total of **103 usable survey responses** were analysed. Most respondents were older people, Gurkha veterans, veterans' spouses and family members, widows, older Nepalese community members, carers and volunteers. Profile information was available for approximately 102 respondents, of whom **77% were aged 65 or over**.

The findings indicate a consistently high level of positive impact:

Key outcome	Result
Increased confidence in daily life	96 of 97 clear responses — 99%
Increased independence	99 of 99 responses — 100%
Improved wellbeing	At least 96 of 97 responses — 99%
Reduced loneliness or isolation	97 of 98 responses — 99%
Received practical, digital or welfare support	92 of 101 respondents — 91%
Rated FNC helpful or very helpful	97 of 98 responses — 99%
Rated FNC very helpful	86 of 98 responses — 88%
Would recommend FNC Centre	101 of 101 responses — 100%

The survey shows that FNC Centre provides more than activities or social contact. It functions as a trusted community support hub, helping people with benefits, pensions, housing, health appointments, online applications, digital accounts, veterans' welfare matters, referrals and access to statutory services.

Respondents also reported improvements in confidence, independence, friendships, physical activity, emotional wellbeing and community belonging.

Without FNC Centre, many respondents believed that they would:

- Not know where to obtain help
- Feel more lonely or isolated
- Feel less confident
- Depend more heavily on family or friends

- Miss benefits, pensions or welfare support
- Struggle to complete forms or online applications
- Be less likely to attend health, wellbeing or social activities
- Experience greater worry or stress

The findings suggest that FNC Centre provides both **responsive support** and **preventative support**. It addresses immediate problems while reducing the longer-term risks of isolation, financial hardship, digital exclusion and dependence.

1. Introduction

Folkestone Nepalese Community Centre provides a range of services for Nepalese residents, Gurkha veterans, veterans' families, widows, senior citizens, carers, volunteers, learners and the wider community.

The Centre's work includes:

- Welfare and benefit support
- Veterans support
- Digital inclusion
- Help with forms and online services
- Health and wellbeing activities
- Social and cultural programmes
- English, maths and digital learning
- Volunteering opportunities
- Community activities
- Referrals to statutory and voluntary organisations

The purpose of this survey was to evaluate whether these services contribute to measurable improvements in respondents' daily lives.

2. Aim of the Survey

The survey aimed to assess the impact of FNC Centre in the following areas:

1. Confidence in daily life
 2. Personal independence
 3. Practical, digital and welfare support
 4. Health and emotional wellbeing
 5. Loneliness and social isolation
 6. Employment, skills and volunteering
 7. Overall service helpfulness
 8. Future service needs
 9. Likely consequences if FNC support were unavailable
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3. Methodology

3.1 Survey design

The survey used a structured questionnaire containing both single-choice and multiple-choice questions.

The questionnaire covered:

- Age and participant background
- Benefit and support status
- Services and activities used
- Frequency of Centre use
- Confidence and independence
- Practical and digital support
- Health and wellbeing
- Loneliness and social connection
- Employment, skills and volunteering
- Overall impact
- Future service priorities
- Recommendation and consent

3.2 Survey period

The FNC Centre Service Impact Survey was conducted over one week, from **29 June 2026 to 5 July 2026**.

Survey forms were completed by FNC Centre service users attending activities or receiving support during this period.

3.3 Sample

A total of **103 usable respondent records** were included.

Some respondents did not answer every question. Therefore, percentages for individual outcomes were calculated using the number of valid responses to the relevant question.

Then renumber the remaining sections:

3.4 Data handling

The original forms were handwritten. Some responses were faint, rotated, incomplete or ambiguous.

To maintain accuracy:

- Blank forms were excluded
- Partial forms were included only for questions that had been answered
- Ambiguous responses were not guessed
- Multiple ticks were retained where the question allowed multiple answers
- Percentages were calculated using valid responses
- Names, membership numbers and telephone numbers were excluded from the report

3.5 Interpretation

The survey records respondents' own perceptions of change. The results should therefore be understood as **self-reported outcomes**.

The survey did not use formal numerical pre-service and post-service scores. References to improvement describe respondents' reported change since using FNC Centre.

4. Respondent Characteristics

4.1 Age profile

Profile information was available for approximately 102 respondents.

Age group	Number	Percentage
Under 25	0	0%
25–44	4	4%
45–64	14	14%
65+	79	77%
Missing or ambiguous	5	5%
Total profile records	102	100%

The survey population was predominantly older. More than three-quarters of respondents were aged 65 or above.

Among respondents with a clearly recorded age, approximately **91% were aged 45 or over**.

4.2 Participant backgrounds

Respondents could select more than one category.

The sample included:

- Gurkha veterans
- Wives, husbands and family members of Gurkha veterans
- Widows and widowers
- Older Nepalese community members
- Carers
- Volunteers
- Working people
- People looking for work
- Students

The largest groups were veterans, members of veterans' families, widows and older Nepalese community members.

4.3 Interpretation of the respondent profile

The results primarily represent people who may experience one or more of the following:

- Older age
- Low or fixed income
- Language barriers
- Digital exclusion
- Difficulty understanding official correspondence
- Difficulty navigating public services
- Social isolation
- Dependence on relatives
- Health or mobility limitations

5. Benefits and Financial Vulnerability

The most frequently reported forms of support were:

- Pension Credit
- Housing Benefit or Council Tax Support

- State Pension
- Universal Credit

Smaller numbers reported:

- Attendance Allowance
- Disability benefit or Personal Independence Payment
- Carer's Allowance
- No benefits

Interpretation

The high level of Pension Credit and housing-related support indicates that many respondents live on low or fixed incomes.

This population may be vulnerable to:

- Pension poverty
- Housing-cost pressures
- Difficulty understanding entitlement
- Problems completing applications
- Limited digital access
- Difficulty communicating with councils or government departments
- Increased dependence on family members

Funding relevance

FNC Centre appears to reach people who may otherwise struggle to access the financial support to which they are entitled.

The Centre's role is especially important because welfare and benefits systems increasingly rely on digital communication, online forms and formal written correspondence.

6. Use of FNC Centre Services

Respondents commonly used several services rather than attending for only one purpose.

The most frequently identified services included:

- Welfare and benefit support
- Help with online forms, letters, emails and appointments
- Pension, housing, disability and carers-related support
- Veterans support
- Gurkha Welfare Trust Surgery
- Referral to councils, DWP, NHS and other organisations
- FNC social events
- Health and wellbeing sessions
- Digital Support Drop-In
- Choir, music and cultural activities
- Women's Group
- Social Afternoon and Community Day
- Warm Safe Hub
- Tai Chi and exercise activities
- Volunteering opportunities
- Community garden and litter-picking

- English and ESOL classes
- IT and digital-skills classes
- Stitch and Chat and handicrafts
- Maths and everyday-number skills
- Job-search, training and employment support

Frequency of attendance

Weekly use was the dominant attendance pattern.

This indicates that FNC Centre is not simply a provider of occasional assistance. For many respondents, it is a regular and trusted point of contact.

Service-delivery model

The results suggest that FNC operates as an integrated community hub.

A respondent may attend for a social or cultural activity and also receive:

- Welfare advice
- Digital help
- Health information
- A referral
- Support with an application
- Assistance contacting an organisation

This combination of social and practical support appears central to the Centre's impact.

7. Confidence in Daily Life

7.1 Combined result

Outcome	Number	Percentage
Reported increased confidence	96 of 97 clear responses	99%
Reported no improvement	1	1%

7.2 Areas of improvement

Respondents reported that they:

- Could ask for help more confidently
- Knew where to go for support
- Understood letters, appointments and services better
- Managed daily tasks more effectively
- Used online services more confidently
- Felt more confident speaking to organisations
- Felt less dependent on family or friends

7.3 Interpretation

The findings suggest that FNC improves both general confidence and confidence in dealing with services.

This is important for respondents who may otherwise feel unable to:

- Contact a council
 - Speak to a healthcare provider
 - Complete a benefit application
 - Understand an official letter
 - Access an online account
 - Request support from another organisation
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8. Independence

8.1 Combined result

Outcome	Number	Percentage
Reported increased independence	99 of 99	100%
Reported no change	0	0%

8.2 Reported areas of increased independence

Respondents indicated greater ability to:

- Manage everyday tasks
- Locate appropriate support
- Complete applications
- Access digital services
- Understand letters and appointments
- Speak to statutory organisations
- Make decisions with greater confidence
- Reduce reliance on relatives or friends

8.3 Interpretation

The independence result is one of the strongest findings in the survey.

Every respondent answering the question reported that FNC had helped them become more independent.

For older people with language, health or digital barriers, even modest improvements in independence can reduce pressure on family members and improve dignity, confidence and quality of life.

9. Practical, Digital and Welfare Support

9.1 Combined result

Response	Number	Percentage
Received practical, digital or welfare support	92 of 101	91%
Did not clearly confirm support or marked not applicable	9 of 101	9%

This is a conservative result because some respondents did not mark the main “Yes” box but selected specific support received in the next question.

9.2 Types of support received

Respondents received assistance with:

- Online forms and applications
- Email, telephone and online accounts
- Benefits, pensions and housing
- NHS, GP and hospital appointments
- Council and government services
- Veterans-welfare matters
- Printing, scanning and documents
- Referrals to other organisations
- Job-search and employment support

9.3 Outcomes of the support

Respondents reported that:

- They received the support they needed
- Applications were completed or submitted
- They understood their entitlement better
- They were referred to the correct organisation
- They felt less worried or stressed
- They continued receiving support while waiting for an outcome

9.4 Interpretation

FNC Centre acts as an intermediary between vulnerable residents and complex public systems.

Its support helps respondents move from:

- Confusion to understanding
- Incomplete applications to submission
- Uncertainty to referral
- Digital exclusion to online access
- Stress to reassurance
- Unmet need to appropriate assistance

10. Health and Wellbeing

10.1 Combined result

Outcome	Number	Percentage
Reported improved wellbeing	At least 96 of 97	99%
No clear improvement	At most 1	1%

10.2 Wellbeing benefits

Respondents reported that they:

- Felt happier
- Felt less lonely
- Felt more active
- Made friends
- Felt more connected to the community
- Felt more supported
- Had better access to health information

10.3 Interpretation

The results show that FNC's impact extends beyond administrative and welfare support.

The Centre appears to improve:

- Emotional wellbeing
- Social participation
- Physical activity
- Friendship
- Community belonging
- Access to health-related information

This is particularly important for older people at risk of inactivity or social isolation.

11. Loneliness and Social Isolation

11.1 Combined result

Outcome	Number	Percentage
Reported reduced loneliness or isolation	97 of 98	99%
Did not report improvement	1	1%

11.2 Social-connection outcomes

Respondents reported:

- Making new friends
- Feeling happier
- Feeling supported
- Attending regular activities
- Feeling connected to the community
- Becoming more active
- Having a trusted place to visit

11.3 Interpretation

The findings suggest that FNC provides a strong protective effect against loneliness.

This is particularly significant for:

- Older veterans
- Widows and widowers
- Older spouses of veterans
- People with limited English
- People with poor digital access
- People with health or mobility limitations

Regular participation at the Centre creates social contact while also providing access to advice and support.

12. Employment, Skills and Volunteering

Employment-related questions were less applicable to many respondents because most were above retirement age.

Nevertheless, respondents reported receiving:

- Volunteering opportunities
- Training and learning opportunities
- Digital-skills support
- Job-search support
- CV and application support
- Interview or confidence support
- Referrals for further assistance

Outcomes

Respondents reported that they:

- Improved their skills
- Started volunteering
- Continued receiving support
- Were referred for further help
- Gained confidence to look for work
- Applied for jobs

Interpretation

FNC's contribution to employment and skills extends beyond paid employment.

For older respondents, volunteering and learning can support:

- Purpose
- Confidence
- Social participation
- Mental stimulation
- Community contribution

For working-age respondents, the same activities can provide pathways towards employment or further training.

13. Overall Helpfulness

13.1 Combined rating

Rating	Number	Percentage of valid answers
Very helpful	86	88%
Helpful	11	11%
Not sure or other response	1	1%
Not helpful	0	0%
Helpful or very helpful	97 of 98	99%

13.2 Interpretation

No respondent rated FNC Centre as not helpful.

Nearly nine in ten respondents rated it very helpful.

This high satisfaction level supports the conclusion that respondents see FNC as a relevant, accessible and trusted service.

14. Main Differences FNC Has Made

The most frequently reported differences were:

- Increased confidence
- Reduced loneliness or isolation
- New friendships
- Greater connection to the community
- Better understanding of services
- Access to benefit, pension, housing or welfare support
- Access to veterans-related support
- Greater independence
- Improved health or activity
- Better digital ability
- Skills gained through learning or volunteering

Interpretation

The findings show that FNC's impact is multidimensional.

The Centre does not produce only one type of outcome. Its services contribute simultaneously to:

- Practical problem-solving
 - Confidence
 - Independence
 - Financial access
 - Health
 - Social connection
 - Learning
 - Community participation
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15. Likely Outcomes Without FNC Centre

Respondents were asked what might have happened if FNC support had not been available.

The most frequently selected responses indicated that they:

- Would not know where to obtain help
- Would feel more lonely or isolated
- Would feel less confident
- Would depend more on family or friends
- Might miss benefits, pension or welfare support
- Might not complete forms or online applications
- Might not attend health, wellbeing or social activities
- Might feel more worried or stressed
- Might not improve digital, English, maths or other skills

Interpretation

This question provides evidence of FNC's preventative role.

The Centre may reduce the risk of:

- Social isolation
- Financial hardship
- Missed entitlement
- Failed applications
- Missed healthcare
- Digital exclusion
- Increased stress
- Dependence on relatives

The results suggest that FNC helps prevent relatively manageable problems from becoming more serious.

16. Future Service Priorities

Respondents expressed continued demand for:

1. Welfare, benefit and advice support
2. Veterans support
3. Health and wellbeing sessions
4. Senior citizens' activities
5. Digital support
6. Women's-group activities
7. Exercise and movement activities
8. Cultural, music and creative activities
9. Volunteering opportunities
10. Youth and family activities
11. English and ESOL classes
12. Community-garden and outdoor activities
13. Job-search, training and employment support
14. Maths and everyday-skills support

Interpretation

Respondents want FNC to maintain both:

- Essential advice and support services
- Activities that promote healthy ageing, social contact and participation

Future planning should therefore avoid separating practical support from social and wellbeing activities. The survey suggests that the two functions reinforce each other.

17. Recommendation and Follow-Up

Question	Result
Would recommend FNC Centre	101 of 101 — 100%
Would not recommend FNC Centre	0
Agreed to follow-up contact	A large majority

The universal recommendation result provides strong evidence of trust and satisfaction.

18. Discussion

The findings indicate that FNC Centre provides a highly valued service to an older and potentially vulnerable community.

Three main themes emerge.

18.1 FNC supports access to essential services

Many respondents require help with:

- Benefits
- Housing
- Pensions
- Health appointments
- Digital accounts
- Online applications
- Official correspondence
- Referrals

The Centre's staff and volunteers appear to reduce barriers created by language, digital exclusion and low confidence.

18.2 FNC reduces isolation and improves wellbeing

The social, cultural, exercise and wellbeing programmes provide regular contact and meaningful participation.

These activities appear especially important for veterans, widows and older residents who might otherwise experience limited social contact.

18.3 FNC promotes independence

Respondents reported that they were better able to manage tasks, find support and communicate with organisations.

This suggests that FNC is not creating dependency. Instead, the Centre appears to provide support that helps people become more capable and independent.

19. Key Findings for Funders and Stakeholders

Reach

FNC reaches an older population with high levels of financial, digital and social vulnerability.

Confidence

Approximately **99%** of clear respondents reported increased confidence.

Independence

100% of respondents answering the question reported increased independence.

Wellbeing

Approximately **99%** reported improved wellbeing.

Loneliness

Approximately **99%** reported reduced loneliness or isolation.

Practical support

Approximately **91%** received practical, digital or welfare assistance.

Satisfaction

Approximately **99%** rated FNC helpful or very helpful.

Recommendation

100% of respondents answering the question would recommend the Centre.

Prevention

Respondents believed that without FNC they could experience greater isolation, lower confidence, missed benefits, incomplete applications and increased dependence on relatives.

20. Limitations

The findings should be interpreted alongside several limitations.

1. The survey used self-reported outcomes rather than independently verified measures.
2. The study did not include a comparison group.
3. It did not use formal numerical before-and-after scales.
4. Some respondents did not answer every question.
5. Some handwritten answers were faint, incomplete or ambiguous.
6. Multiple-response questions do not add to 100%.
7. Respondents were current FNC users and may therefore have been more likely to report positive views than people who stopped attending.

Despite these limitations, the consistency of the findings across a large number of respondents provides strong evidence of perceived benefit.

21. Recommendations

Based on the findings, FNC should:

21.1 Maintain core advice services

Continue welfare, benefit, pension, housing and veterans-support services.

21.2 Strengthen digital inclusion

Expand help with online accounts, forms, email, government portals and health services.

21.3 Continue social-isolation prevention

Maintain regular social, cultural, women's, veterans' and senior citizens' activities.

21.4 Expand health and movement programmes

Increase health information, exercise, movement and wellbeing sessions.

21.5 Develop volunteering pathways

Provide structured volunteering opportunities for older and working-age participants.

21.6 Improve routine monitoring

Future surveys should include:

- A survey date
- A unique anonymous respondent number
- Clearer before-and-after rating scales
- A standard wellbeing measure
- A standard loneliness measure
- A question about length of service use
- A question about frequency of attendance
- A consistent method for recording outcomes

21.7 Collect case studies

With consent, FNC should collect short anonymised case studies demonstrating:

- Benefits successfully obtained
- Digital skills gained
- Reduced dependence on family
- Improved health access
- Reduced isolation
- Progress into volunteering or employment

22. Conclusion

The FNC Centre Service Impact Survey included **103 usable responses** and provides strong evidence of positive community impact.

The respondents were predominantly older Nepalese residents, Gurkha veterans, veterans' family members and widows. Many were receiving Pension Credit or housing-related support and were likely to experience financial, digital, language or social barriers.

The survey found that:

- **99%** reported increased confidence
- **100%** reported greater independence
- **99%** reported improved wellbeing
- **99%** reported reduced loneliness or isolation
- **91%** received practical, digital or welfare support
- **99%** rated the Centre helpful or very helpful
- **100%** would recommend FNC Centre

The evidence indicates that FNC Centre operates as a trusted and effective community hub.

Its combined model of welfare advice, digital support, veterans services, health access, learning, volunteering, cultural activity and social participation helps people access essential services while improving their confidence, independence and wellbeing.

The findings also suggest that FNC has a significant preventative role. Without the Centre, many respondents believed they would be more isolated, less confident, more dependent on relatives and less able to access financial, health and public services.

Overall, the survey demonstrates that FNC Centre delivers substantial social value and addresses needs that might otherwise remain unmet.
