



Executive Summary

The Folkestone Nepalese Community (FNC) Centre provides practical support, advice, advocacy, translation and assistance to members of the Nepalese community, Gurkha veterans and their families. The Centre works closely with local authorities, healthcare providers, the Department for Work and Pensions (DWP), educational institutions, the Gurkha Welfare Trust (GWT), and other statutory and voluntary organisations to help ensure that community members receive timely, appropriate and culturally sensitive support.

This report summarises 3,149 support interventions delivered by the FNC Centre during the 12-month period from 1 July 2025 to 30 June 2026. It focuses on support provided through the Centre and does not include wider community events, general outreach activities or other forms of community engagement unless recorded as an individual Centre support intervention.

Support was recorded across 15 service categories, providing a clear picture of community needs and patterns of service use. The highest levels of demand were for Council Services Support (409 interventions; 13.0%), Digital Support (356; 11.3%), and Centre Support (326; 10.4%). These figures demonstrate the continuing need for assistance with accessing public services, overcoming digital barriers, and obtaining general advice, guidance and referrals.

Demand also remained significant for Health & Wellbeing Support (254; 8.1%), Translation Support (239; 7.6%), Universal Credit Support (228; 7.2%), GP Support (225; 7.1%), NHS Services Support (222; 7.0%), and UK Visas and Immigration Support (214; 6.8%).

Welfare-related assistance represented a particularly important area of work. Universal Credit and DWP support together accounted for 417 interventions, equivalent to 13.2% of all recorded support activity. This demonstrates the important role of the FNC Centre in helping community members understand and navigate welfare systems and maintain access to essential financial support.

The findings highlight the important role of the FNC Centre as an accessible and trusted source of culturally appropriate, person-centred assistance. Through partnership working, advocacy and tailored support, FNC helps community members access essential services, address practical barriers, improve wellbeing and strengthen their independence..



This report provides an overview of the community support activities delivered by the Folkestone Nepalese Community (FNC) Centre during the 12-month period from 01 July 2025 to 30 June 2026. The analysis is based on official service records maintained by the Centre and covers 3,149 in-Centre support interventions provided to Gurkha veterans, their families, and members of the wider Nepalese community.

The report examines support delivered across 15 service areas, reflecting the diverse and evolving needs of the community. Each category includes a brief description of the support provided and its contribution towards helping members access essential services, improve wellbeing, and overcome practical challenges.

The service areas cover a wide range of support, including welfare benefits, healthcare, digital inclusion, immigration, translation, council services, education, banking assistance, veteran support, and general community advice. Together, these services demonstrate the broad role of FNC in providing accessible, culturally appropriate, and person-centred support to the community.

The support delivered by FNC has been organised into 15 service areas. These categories reflect the practical, welfare, health, and advisory needs of the community and provide a structured understanding of the services delivered through the Centre.

1. **Banking Assistance** – Support with opening bank accounts, understanding the UK banking system, setting up direct debits, and managing household payments such as rent and utility bills.
2. **Centre Support** – General advice, information, referrals, appointment assistance, and guidance to help members access appropriate services.
3. **Council Services Support** – Assistance with housing-related matters, council tax support, local authority applications, and communication with council services.
4. **Digital Support** – Support with online applications, digital skills development, accessing government services, email use, and improving digital confidence.
5. **Department for Work and Pensions (DWP) Support** – Assistance with accessing DWP services, including benefit enquiries, applications, and communication regarding welfare support.
6. **Educational Support** – Support with ESOL classes, digital skills, learning opportunities, course enrolment, and education-related guidance.
7. **GP Support** – Assistance with GP registration, appointment bookings, eConsult submissions, translation during consultations, and communication with healthcare providers.



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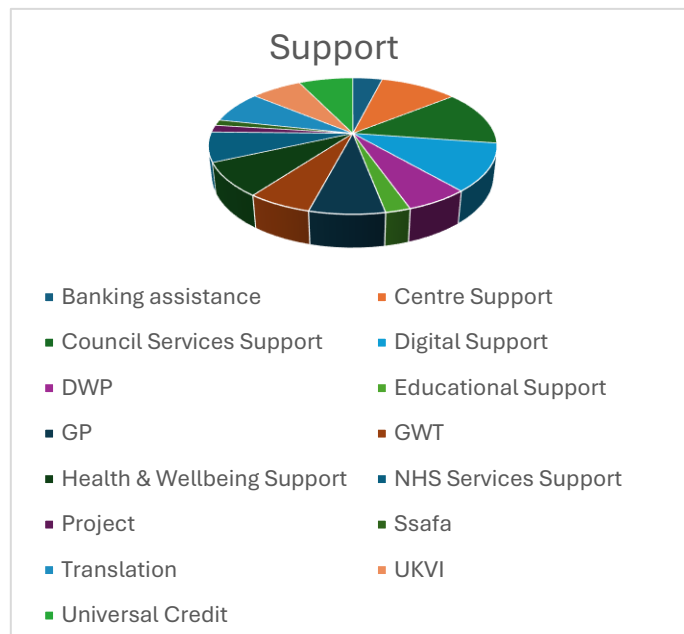
8. **Gurkha Welfare Trust (GWT) Support** – Support for Gurkha veterans and their families, including access to GWT services, welfare advice, and veteran-related assistance.
9. **Health & Wellbeing Support** – Support with health promotion, wellbeing activities, chronic health conditions, health checks, and referrals to appropriate services.
10. **NHS Services Support** – Assistance with NHS appointments, understanding healthcare information, translation, and accessing medical services.
11. **Project Support** – Support provided through FNC projects, workshops, community activities, surveys, and engagement programmes.
12. **SSAFA Support** – Assistance connecting veterans and their families with SSAFA services and appropriate support pathways.
13. **Translation Support** – Language support to help members communicate effectively with healthcare providers, government departments, and other organisations.
14. **UK Visas and Immigration (UKVI) Support** – Assistance with visa processes, eVisa applications, share codes, immigration documentation, and related enquiries.
15. **Universal Credit Support** – Support with Universal Credit applications, journal updates, evidence submission, appointments, and claim-related issues.



Data Overview

The table below presents the number of support interventions recorded across each service category, together with the percentage share of the overall total (3,149 Support). This breakdown provides a clear overview of service demand and the distribution of support delivered by FNC during the reporting period.

Count of Remarks	OVERALL
Banking assistance	124
Centre Support	326
Council Services Support	409
Digital Support	356
DWP	189
Educational Support	75
GP	225
GWT	192
Health & Wellbeing Support	254
NHS Services Support	222
Project	53
Saffa	43
Translation	239
UKVI	214
Universal Credit	228
Grand Total	3149



The data shows that Council Services Support was the most frequently accessed service area, accounting for 409 interventions (13.0%), followed by Digital Support (356 interventions; 11.3%) and Centre Support (326 interventions; 10.4%). Other significant areas of support included Translation, Health & Wellbeing, GP Services, NHS Services, UK Visas and Immigration (UKVI), Universal Credit, and DWP support, reflecting the continued need for assistance with welfare, healthcare, immigration, and access to essential services.

The remaining categories, including Banking Assistance, Educational Support, Project Support, and SSAFA Support, provided valuable specialist assistance and contributed to FNC's wider holistic support offer.



Dataset Description

The dataset provides a record of the support activity delivered through the FNC Centre during the reporting period **July 2025 to June 2026**. It captures the range of assistance provided to members and records each intervention according to the relevant service category.

The information has been organised into **15 service areas** to support analysis of service usage, identify areas of demand, and understand the types of assistance most frequently required by the community. The categories cover a broad range of support, including welfare, healthcare, immigration, digital access, translation, and general advice services.

This dataset provides the foundation for analysing service trends, resource needs, and the overall contribution of FNC's support activities throughout the year.

Data Summary

- 1. The dataset includes 3,149 support interventions recorded over a 12-month period.*
- 2. Support has been categorised into 15 service areas, reflecting the wide range of assistance provided by FNC.*
- 3. Council Services Support was the highest service category, accounting for 13.0% of all interventions.*
- 4. Digital Support (11.3%) and Centre Support (10.4%) were the next most frequently accessed services.*
- 5. Other significant areas included Translation (8.2%), Health & Wellbeing Support (8.1%), GP Services (7.1%), NHS Services (7.1%), and UK Visas and Immigration (6.8%).*
- 6. Welfare-related support, including Universal Credit and DWP assistance, continued to represent an important area of demand within the community.*
- 7. Smaller service categories, including Banking Assistance, Educational Support, Project Support, and SSAFA Support, provided specialist assistance to members with specific needs.*

Overall, the distribution of support demonstrates the diverse and evolving needs of the Nepalese community. The data highlights FNC's important role in providing practical assistance, improving access to essential services, and supporting members through culturally appropriate and person-centred approaches.



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Monthly activity ranged from 189 interventions in October 2025 to 346 in March 2026, with an average of approximately 262 interventions per month. This demonstrates sustained year-round demand while also showing periods of substantially increased service pressure.

Implications

The findings demonstrate the continuing importance of the FNC Centre in supporting Gurkha veterans, their families, and the wider Nepalese community. The breadth of services delivered reflects the diverse challenges faced by members and highlights the need for accessible, culturally appropriate support. The data will help FNC identify service priorities, inform future planning, strengthen partnership working, and ensure resources are directed towards areas of greatest need.

Conclusion

During the period July 2025 to June 2026, FNC delivered 3,149 individual support interventions, reflecting the organisation's continued commitment to supporting members through a wide range of essential services.

The consistently high demand across all service areas demonstrates the importance of FNC within the community and the trust placed in its staff and volunteers. By providing responsive, inclusive, and person-centred support, FNC continues to make a measurable difference to the lives of its members and remains committed to promoting equality, wellbeing, and community resilience.



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Appendix A

Monthly Service Activity Data (July 2025 – June 2026)

This appendix presents the monthly breakdown of support interventions delivered by the Folkestone Nepalese Community (FNC) Centre during the reporting period. The data provides the detailed figures used to support the analysis and findings presented in this report.

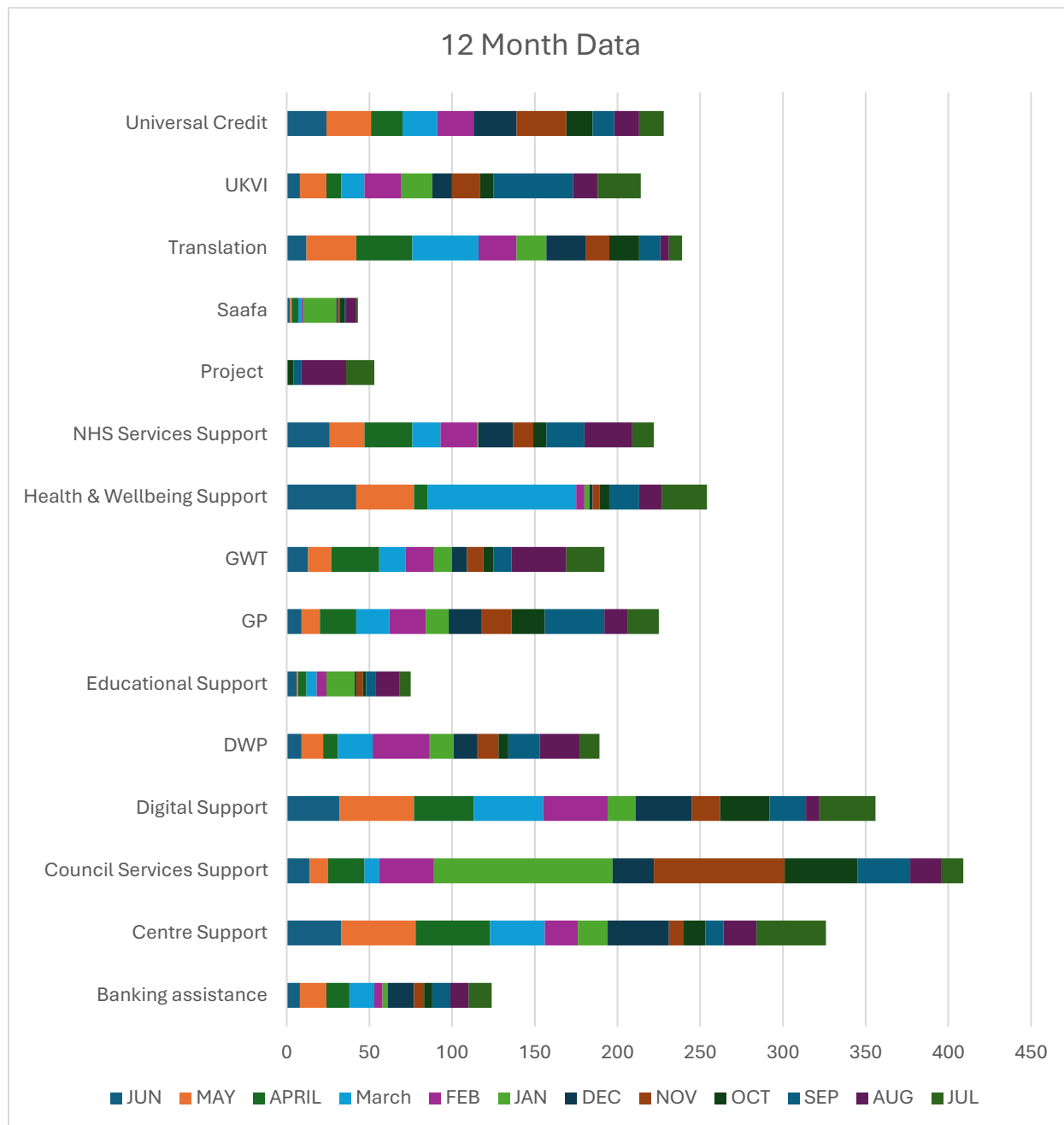
The table below summarises the number of interventions recorded across each of the 15 service categories from **July 2025 to June 2026**.

Count of Remarks	JUN	MAY	APRIL	March	FEB	JAN	DEC	NOV	OCT	SEP	AUG	JUL	OVERALL
Banking assistance	8	16	14	15	5	3	16	6	5	11	11	14	124
Centre Support	33	45	45	33	20	18	37	9	13	11	20	42	326
Council Services Support	14	11	22	9	33	108	25	79	44	32	19	13	409
Digital Support	32	45	36	42	39	17	34	17	30	22	8	34	356
DWP	9	13	9	21	34	15	14	13	6	19	24	12	189
Educational Support	6	1	5	6	6	17	1	4	2	6	14	7	75
GP	9	11	22	20	22	14	20	18	20	36	14	19	225
GWT	13	14	29	16	17	11	9	10	6	11	33	23	192
Health & Wellbeing Support	42	35	8	90	5	3	2	4	6	18	14	27	254
NHS Services Support	26	21	29	17	22	1	21	12	8	23	29	13	222
Project	0	0	0	0	0	0	0	0	4	5	27	17	53
Ssafo	2	1	4	2	1	20	1	1	3	1	6	1	43
Translation	12	30	34	40	23	18	24	14	18	13	5	8	239
UKVI	8	16	9	14	22	19	12	17	8	48	15	26	214
Universal Credit	24	27	19	21	22		26	30	16	13	15	15	228
Grand Total	238	286	285	346	271	264	242	234	189	269	254	271	3149

Source: Folkestone Nepalese Community Centre service records, July 2025 – June 2026.



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