

# UK NEPALI COMMUNITY ADVICE ACCESS PROJECT REPORT 2018

Findings & recommendations of a questionnaire-based multiple locations & national level initiative of the main and minor UK Nepali community organisations & groups on experience of community members accessing or seeking to access advice, from de-facto advice organisations, with emphasis on evidence or wont of accountability, transparency and communication helpfulness & effectiveness towards UK Nepali community members

Report compiled & related project facilitated by the UK Nepal Friendship Society in conjunction with UK Community organisations, in service of both the community and to assist advice providing entities



*Compiled by the UK Nepal Friendship Society in conjunction with and supportive to multiple UK Nepali community organisations [listed on Page 8] who provided community experiences related research content and review. This community collective effort is at the heart of the delivery of this report*



**Funded by Awards For All, the National Lottery**



**31<sup>st</sup> October 2018**

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## Preface:

**The UK Nepali community is a 100,000+ strong and contributes in unique ways to the nation. It is a distinct strand of its inclusive & diverse character, and therefore encounters issues and needs of a special kind of characteristic distinctly different from other and larger UK ethnic minority communities. This report provides an overview of these issues & needs with effective integration and satisfaction in the value of advice accessed, with an interventionist and solutions orientated purpose.**

**Advice-access experience constitutes the main indicator of successful or unsuccessful integration within the nation and its the effective cohesive services provision, that in turn affects positively or negatively community cohesion at national and local levels. This can be achieved through mutually assistive equal partnership-basis engagement of clearly defined Nepali community member and service providing organisations, with real life experience incorporating performance delivery contexts and passion to delivery successful outcomes.**

**The Report serves in practice as a valuable reference resource to all advice-dispensing organisations/agencies/entities in the public sector [local, regional, national] on what credible, successful results delivering service provider best practice looks like, with valuable insights to those advice-dispensing organisations/agencies/entities in the public sector that, from a Nepali community perspective, have less good, or very poor service delivery records.**

**In some cases in these latter the responses evidence an unfortunate perceived complacency and indifference, in some cases outright contempt for the concept of responding to information requests [the project questionnaire] on approaches to performance on communication and engagement,**

with the given/Nepali community, and in many cases a simple honest admission that the means of community engagement and response to community members experiences of their advice providing services are lacking through unintentional unawareness. On this, the matter of Census / ONS data on the Nepali community is particularly highlighted with no Nepali entry being provided by the latter the full effects of 'if not counted, you don't count' impacting injuriously on attempts to calculate needs in service provision: a point recorded in a UKNFS information document – based on the relevant examples in this report -- compiled at the request of UK Nepali community organisations, provided to the Census.

## Purpose & Mission Statement:

*To assist the UK Nepali community on integration, and improved/enhanced quality of life through the medium of accessing and experiencing of accessing a comprehensive range of national agencies to local area-level advice providing organisations, and assisting these agencies & organisations regarding practical-level effectiveness delivery at engaging with and supporting their services provision coverage for all sections of the UK Nepali community members at national & local levels.*

## Executive Summary:

The UK Nepali community advice project, funded by the Big Lottery, and facilitated by the UK Nepal Friendship Society [UKNFS] has involved the support and participation of all the main UK Nepali community organisations and supportively followed by the Nepali and UK Nepali news media.

The initiative came from community-level demand with the purpose of understanding at national and local levels how effective or ineffective advice provision (this includes information, such as particularly found online on organisations and agencies websites, that has advice/guidance purposes for making contact on questions, completing forms, etc.) to community members was, and what trends and issues may be revealed, as well as best practice and poor experiences. The resulting outcome of the initiative being intended to provide community members with need to know information on advice-seeking, and at the same time assist advice-providing organisations with the opportunity to demonstrate the effectiveness of communications and advice and related information provision to a specific ethnic minority community at national and local levels.

The advice information areas were chosen through the guidance of community members via the direct participating UK Nepali community organisations (listed below). The overarching criteria for those areas inclusion was determined on the basis of whether or not the type of advice-information sought/needed involved major support for quality of life of UK Nepali community members or was of kinds that it was mandatory/essential for community members to access of necessity.

Early in the community consultation stage of the questionnaire creation and development for advice providing organisations, agencies, entities, engagement, it was realised that the direct democratic processes [parliamentary and voting] needed to feature. This gave rise to a major community requested educational initiative that forms a distinct component of the advice project initiative, including a separate, yet related, parliamentary & democratic processes educational fact-finding initiative (and related report), that was proposed by a senior Gurkha community member, Mr Ekendra Gurung. Democratic processes are the ultimate area where advice is required for self-empowerment in terms of informed voting and involvement as potential parliamentary candidates, is of concerned where perceived failings of public services and other aspects of daily life, are highlighted.

The findings section of the report constitutes its main part and forms the context for a number of main recommendations that are solutions-intervention orientated, and of value equally to our UK Nepali community members, and to advice providing organisations, agencies & entities.

A leitmotiv running throughout the findings themselves is that there exists a division between those who are innovative, enthusiastic, and practical solutions orientated in terms of direct, and sought direct community engagement, and those who are de-facto revealed to be indifferent to or inimical towards finding credible solutions to the UK Nepali community's advice needs, and anything but enthusiastic about direct community engagement. The overarching themes emerging from the responses to the project questionnaire are seen to concern, accountability, transparency, and demonstrable inclusiveness and practical helpfulness, and the reverse of all of these, in regard to advice providing organisations, agencies, entities at national and regional & local levels interactions with the UK Nepali community. As such there are inspiring examples (some of those involved in responding to the questionnaire have taken already and are committed to actions that will see major aspects of the report recommendations be realised), and ones that should never be emulated or accepted as worthy of consideration [especially as the organisations/agencies/entities involved are funded by the British and UK Nepali taxpayer].

The final part of the project (not included in this report) involves creation – through community leaders and members guidance & consultation/liaison – of information resources [electronic, and to be available in hard-copy formats] in English & Nepali, to help UK Nepali community members, especially those only recently settled in the UK and with minimal English language skills, to access advice providing organisations services, more effectively and confidently.

## Report Introduction:

*'To be integrated in the mainstream society would take a lot of learning about systems of governance, knowledge of language, social systems and so on. Being the first generation, the Nepali community in the UK is still in its infancy. Learning and unlearning, and adopting and adapting new systems are not easy. Without understanding rights and responsibilities properly, people can end up being in the state of 'taxation without representation.'*

Page 142. *Nepalis in the United Kingdom: An Overview*. Editor, Dr Krishna Adhikari. Centre for Nepal Studies United Kingdom (CNSUK). January 2012

This observation of the challenges for UK Nepali community effective integration in the UK, from the CNSUK *'Nepalis in the United Kingdom: An Overview'* by Dr Adhikari sets the scene regarding the need for the UK Nepali community advice project, and for this report. Since its release in 2012, six years ago, no significant change has been seen in terms of solutions to the picture painted above. This UK Nepali advice access report significantly moves forward the situation of known needs, towards solutions of interventionist kinds both for our UK Nepali community and equally for advice providing organisations, agencies and entities. As noted above, the challenges on confident and effective advice related support are especially great, as the vast majority of UK Nepali community members are first generation (the mid 1990's seeing the first major rise in the population, with the second starting in the middle of the first decade of the 21<sup>st</sup> Century), with all of the attendant linguistic communication, cultural and social challenges, and most of all minimal knowledge of organisations and services structures and methods of service utilisation that attach to the day-to-day needs and experiences of first generation new community members.

The other context to the need for the project and the very beneficial impacts of the related questionnaire, whose findings form the core content of this report is highlighted by the Guardian article below (happily in our case the DWP Jobcentre Plus interaction at Wessex regional lead and national levels, has been the reverse, demonstrating a listening 'you said we did' approach which deserves, on delivery, commendation) which focuses on the disaster caused by such conduct, with a clear reference to the most harmful of impacts on communications with service users with limited English skills.

### **'I worked at a jobcentre – I'm so sorry for the way we treated you.'**

I was so embarrassed by our badly run service that I had to leave – the people who came in for help deserved better.

If you move to the UK and apply for a National Insurance number, it's likely that you'll need to go to a Jobcentre Plus for a face-to-face interview. Until recently, I was one of those interviewing officers. I was so embarrassed by how badly run our service is that I had to leave.

My bosses said I should be able to complete the interview in 25 minutes, but I had to collect lots of information from customers. Many of the people I saw only started to learn English and we also had to collect sensitive information, like the dates marriages ended or partners died. *I'm sorry that I politely moved you along to the next question while you cried, but I could see my manager listening to our conversation, while checking against the diary to see how we were doing for time. ..*

**Source:** <https://www.theguardian.com/public-leaders-network/2017/jul/08/dwp-jobcentre-sorry-treatment-national-insurance-benefits-work>

This example is symptomatic of the importance of advice provision impacts on quality of life for good or ill, and how important professional, customer-friendly advice provision is for those whose first language isn't English. The objective of the project and this report has been to assess the current needs

and experiences on advice across a range of essential domains in support of integration that is effective for both advice providers and those needing and accessing that advice.

A second example, relevant to the particular circumstances of not only the UK Nepali but all UK ethnic minority communities also comes from the DWP, in the form of an important adjustment to benefits eligibility, through a word change:

<https://www.thecanary.co/uk/analysis/2018/07/17/the-dwp-hoped-wed-miss-it-changing-the-rules-surrounding-a-crucial-benefit-wrong/>

In technical terms, in this case medical or mental health condition related, are of great importance in any service user - service provider interaction. This is especially the case when they involve a provision of benefits and the related phenomenon related to an individual in a position of extreme distress due to medical reasons. This is further pronounced in First Generation British citizens, such as the majority of the UK Nepali community. Key elements of the news piece (July 17<sup>th</sup> 2018) are provided below:

The DWP has issued an update for assessors of the Personal Independence Payment (PIP). It states that the update is for:

Part 2 [of the PIP assessment guide] – the term ‘**anxious**’ changed to ‘**panicked**’ in the illustrative example for descriptor B in activity 11 ‘planning and following journeys’.

The change forms part of the guidance for “Activity 11 – planning and following journeys”, an element within the PIP assessment on which assessors score claimants. ... Below is the DWP’s example of what a claimant would need to display to get the points for the descriptor:

The claimant becomes **panicked** before any journey and they are only able to get out of the door if someone provides encouragement and reassurance that there are no dangers or threats as a result of going outside.

This is instead of: “The claimant becomes **anxious** before any journey...”. The changing of one word may appear insignificant. But there’s a major reason why it’s not.

### **A professional speaks**

Clinical psychologist Dr Jay Watts explained the importance of the word change to *The Canary*:

It will essentially reduce the number of people who meet that part of the PIP criteria – saving the government money, yes. But this will be at the cost of the welfare of people with mental health conditions.

*‘Panicked’ implies experiences akin to a panic attack – things like heart palpitations, sweating, thinking one is about to die or have a heart attack etc. It carries with it the idea of a response with a sudden onset clearly linked to going outside. Only a small subsection of mental health patients experience panic attacks whilst anxiety is a core feature in nearly all mental health conditions.*

*The term ‘anxious’ was a far more inclusive (though still problematic) term. Feeling anxious is an experience common to nearly all mental health conditions and there is less need to link it to a stand-alone episode. Unlike the word ‘panicked’. This is important as concern about going out tends to bleed into other anxieties and can be difficult to delineate from other concerns. The more general term ‘anxious’ also incorporated different forms of reactions to going out. For example, someone with a diagnosis of depression or schizophrenia might feel a blanket dread, a profound physical exhaustion or thought disorder as a response to the idea of going outside. Claimants are unlikely to categorise this as ‘panicked’, meaning they lose out on the financial support so crucial to improving quality of life.*

Such changes enacted by UK Government departments & agencies rather than thought through and liaison with parliamentary processes have significance of the gravest kinds directly in real lives, but also has significant impact in the UK to be seen truly as an inclusive diverse nation in which minorities – including those whose first language is not necessarily English, as with our UK Nepali community –

and their particular linguistic and cultural interpretations of such changes aren't taken fully into account.

The accuracy of this conclusion of the significance difference in conduct and performance of **the highest-level officers** [Director Generals, regional heads, etc.] of UK government agencies/departments, who have and (with of course some exceptions which 'Prove the Rule,' as highlighted in this report) who will study it in detail, deserves serious attention to be applied to its details. This is a difficult task for those at lower levels in their agencies/departments who are disconnected from public accountability considerations that they are subject to.

**Through the UK Nepali community advice project and its questionnaire, in the case of the DWP & Jobcentre Plus at national and regional [Wessex] level, we have the most welcome evidence not only of public accountability and readiness to listen to concerns but also potentially make adjustments at an operational level in the important services they provide [this on Universal Credit Full Service].**

**The report provides more details in the relevant section of experience of Wessex area and national level DWP JCP enthusiastic and extensive participation in the advice project, indicating how needed and appreciated the project is at the time of Universal Credit Full Service being nationally implemented.**

Regarding the Wessex area, the DWP at time of issuing this report, has established a special advisory panel for the Wessex area Nepali community's community leads on DWP – Nepali community dialogue on aspects of Universal Credit Full Service with a view to improvements and adjustments were issues are identified. This following a major community engagement event for the DWP, organized by Maddhat Shamuha Samaj in Farnborough, initiated by the Greater Rushmoor Nepali Community [GRNC]; these developments as a direct outcome of the UKNFS facilitated UK Nepali community advice access Big Lottery (Awards 4 All) funded project, that in turn had resulted in the late summer of a meeting with Wessex area DWP leads and UKNFS CEO Alan Mercel-Sanca and NRNA UK Chief Patron Major Damar Ghale.

**There is great excitement and expectation as a result that the Wessex area DWP, listening and responding to Nepali community concerns [on UCFS] may have national and broader benefit to the UK as an inclusive multicultural nation, and public service organisations [ultimately accountable to the general public and taxpayers across all sections of society] demonstrating accountability not as onerous but a duty that assists effective delivery of services.**

In conclusion, the project involved extensive community groups & representational organisations, liaison. This included community leads and specialists discussing the various subject areas covered by the project (see Community questions & overview document [Appendix]) prior to, during and after community liaison, research was made online in regard to particular issues revealed by that liaison. The UK Nepali community organisations involved in the project helped shape and refine the questions to the advice providers (which included national and local area agencies and statutory & voluntary sector organisations dispensing advice and related information services, in addition to the Citizens Advice Bureau).



### List of main participating Nepali community organisations/societies\*:

\* NOTE: the order below includes no particular hierarchy of order and includes further community societies that joined in final stage of the initiative.

- Non Residential Nepali Association [NRNA]
- Tamu Dhee UK
- Sahara UK Association
- British Gurkha Welfare Society
- Magar Association UK
- Greater Rushmoor Nepali Community Association
- Maddhat Shamuha
- Pokhareli – Manch Association
- Lamjung UK Samaj
- Char Banjyang Tamu Samaj
- Sankhuwasabha Society
- UK Sherpa Association

#### Other:

- UK Nepal Friendship Society (Advice Access Project facilitating organization)
- Federation of Nepali Journalists UK [FNJUK]
- Dr Rajeeb Kumar Sah – Canterbury Christchurch University (provided guidance on final state advice questionnaire)

List of advice providing/dispensing organisations and agencies approached and/or taking part in the project:

**Project local area locations organisations\*:**

\*Most of the organisations below contacted at CEO and/or Equality lead / Customer Services lead levels.

- **Citizens Advice Bureaux:** Shepway, Woolwich-Greenwich, Dorset, Bournemouth & Poole, Rushmoor
- **Police Forces:** Kent Police, Hampshire Police, the Metropolitan Police, Dorset Police
- **Local authorities (general but with departments – housing, social services, electoral services, Anti-Social Behaviour, etc. – emphasis):** Rushmoor District Council, Greenwich & Woolwich Borough Council, Bournemouth Council, Dorset County Partnership / Dorset County Council
- **Adult Learning:** Skills & Learning (Bournemouth Dorset & Poole) -- Kent Adult Education & Hampshire Futures were also approached
- **Councils for Voluntary Service:** Rushmoor, Shepway, Poole, Bournemouth, Woolwich & Greenwich
- **Wessex Crown Prosecution Service**
- **DWP** -- Job Centre Plus Greater Wessex (covering Hants, Wiltshire, Dorset, IOW)
- **Other:** Greenwich Community Directory

**Advice providing/dispensing national organisations & agencies\*:**

\*The listed organisations contacted at CEO/Director General level.

- DWP / national Job Centre Plus
- HMRC
- Local Government Association (LGA) Independent Group
- Crown Prosecution Service (CPS)
- UKVI (Director General)
- HMCTS Immigration Tribunal (President / Lead)
- Westminster (Parliament) Community Outreach & Engagement Team
- National Assembly of Wales, Communications & Educational Team
- Equality & Human Rights Commission [EHRC]
- Hansard Society
- Runnymede Trust

- National Citizens Advice (CAB)
- Census / Office of National Statistics (ONS)
- National Council for Voluntary Organisations (NCVO)
- Banks: Lloyds Bank

#### Note on Selection & Exclusions:

The selection of local/regional and national organisations was on the basis of main areas of advice providing organisations affecting quality of life, including volunteering opportunities for their distinct life-enhancing, community cohesion and integration benefits.

Race relations dedicated/orientated organisations were excluded. This was because the purpose of the project was for Direct community connection/communication with advice providing statutory sector, national agencies and other entities, and empowerment through direct knowledge. As such awareness of the perspective that race equality per se has been increasingly in the past 20 – 10 years seen to be a ‘cul-de-sac’ effective direct ethnic minority communities de-facto disempowering direction, where major revealed needs that are culture/English as a second language/race related, have from many ethnic minority communities (as with other minorities) perspectives, been seen to not be dealt with except on a peripheral basis, in regard to statutory sector organisations and national agencies. This is particular seen in regard to equality officers limited powers and degrees of earnestness (some excellent, others not) in following up on issues. For instance a national racial equality organisation was contacted, but despite a follow-up, no response/indication of interest was returned by said organisation, whilst in a local authority instance, considerable time was wasted on follow-up communications, and an eventual email received effectively noting the community engagement advice project wasn’t of sufficient interest to warrant provision of responses to the questionnaire.

Health & healthcare / NHS & social care were excluded because, these constitute a separate subject so extensive, that they require separate treatment.

Our project has been based on the premise that inclusion & diversity are at the highest and broadest levels absolutely embedded in effective, professional good Human Resources (HR) and customer care.

#### **Outcomes:**

In addition to creation of this report, which will serve as a reference resource of quality for de-facto advice dispensing organisations/entities in regard to best practice and poor practice, and the preparations that relate to the main recommendations, some unlooked-for developments arose through the questionnaire dissemination.

Some of these take directly forward, in certain areas & ways, the realisation of the goals that the main recommendations collectively strive for – a knowledgeable [on advice] community and advice providing entities with clear comprehensible information and direct strong effective communications & engagement relations with the community. Of note, were the unlooked-for Census/ONS, HMRC, and DWP – Jobcentre Plus invitations to engage, and to a certain extent also the Crown Prosecution Service (CPS), and the readiness of other organisations and agencies to seek direct relations

establishment with Nepali community organisations leads and senior figures, and interest in cultural learning.

Beyond these, the report itself realises the exceptional outcome of being a by & for given UK ethnic minority community snapshot of effective & ineffective communications & engagement performance across a wide range of subjects covered by the respective advice providing organisations, agencies, entities. By extension, compared with academic research or in-house research by the latter, the involvement of organisations that cover the vast majority of the 100,000+ UK Nepali population, and that the initiative was requested and enabled by and through their support, with the joint goal to improve community members quality of life, and advise providers, their performance, accountability and communications strategies & skills.

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## Main thematic findings/revealed needs, trends, and Recommendations:

**Introductory note regarding the findings & recommendations below, on degrees of acknowledgement of receipt of advice project questions, and quality of responsiveness to same:**

This topic of proven effective Nepali [a given UK ethnic minority community] engagement, and good customer/service-user care, were the main research & revelation of performance foci of the UK Nepali advice project. The reasons for its importance being:

- Accountability to service users of advice-providing entities [national to local, from statutory to voluntary sectors]
- Demonstrable inclusiveness and diversity & inclusion respecting delivery of advice-providing services

The advice project provided a national and local/regional level 'snap shot' on these two-key indices of diverse communities engagement credibility.

- The need for national to local level high priority on clarity of advice and information communicated, improvement (a number of organisations and agencies in their responses have helpfully recognised this)
- Regarding the point above, improvement of communications with UK Nepali community members/voters/residents/workers/students/service users of national & local agencies/entities, and public services, in regard to explaining systems, processes, forms, and technical terms in English for those whose first language isn't English [most of the UK Nepali community is a comparatively new one]
- Advice providers and organisations/entities dispensing advice and receiving requests for information about their services, evolving more effective means of structured direct engagement with the UK Nepali community at national and local levels (not 'you can use Google translate' etc.), involving direct community co-production in these on an equal mutually assistive basis. This has to be community-led – not statutory sector and national organisations & agencies led -- for effectiveness, and the required centrally directed community member focused emphasis: the project that has enabled this report has at practical level coalesced and mobilised the necessary elements to make this practicable.
- To institute a national UK Nepali community advice & signposting officer, with development potential to an actual office and further, on demonstration of demand, additional officers. Funding to be provided by national government (Department for Communities?) and the private sector

- That, as expressed most clearly by Poole CVS, that for advice providing organisations (voluntary and statutory sector) agencies & entities to be effective in cases such as the Nepali community, a pro-active strategy for engaging is required
- That there is a highly mixed picture at national, and regional/local, levels of advice providing organisations agencies & entities in regard to effective engagement with UK Nepali users of their services
- First generation UK new community members (the vast majority of the UK Nepali community are first generation settlers) have particular additional communication needs (around translation, interpretation, and also education & being informed about agencies/organisations 'cultures' in regard to service user engagement)
- That there is urgent major need of an English-Nepali online information resource on, UK Nepali community members experiences based – preparedness on what to actually expect [what can happen] -- in accessing/seeking to access and use the services of advice providing organisations/agencies/entities, (the website article from the Guardian newspaper, in the introduction section of this report indicates why this is urgently required) in comparison to all of the latter's websites explanations about how their services are delivered and stated standards of customer care commitment. The UK immigration services UKVI-UKBA & HMCTS Immigration Tribunal are perhaps the most significant example of this need.

#### Some Common themes in the findings in regard to identified needs and issues

- Communication – linguistic/translation/interpretation needs & related issues
- Race relations / community cohesion support or indifference
- Comprehensibility of advice and related transparency technical needs and issues

#### Other findings -- often in many cases direct background contexts to 'the revealed needs to be addressed by the community-identified solutions above,' included:

That in many cases a different question was answered to that asked: generic policy, policy statement and revealed strategy dictated responses, NOT the answer to the given question in the very clear, specific UK Nepali community context that the question was grounded in. In some cases, this is understandable, but in others it constitutes a significant finding on communication & engagement approaches of kinds that simply ignore wilfully, by strategy, or by accident the community in question (we are sure it is far from alone in this).

### **Actions & Solutions: the final part of the advice project:**

Both of the solutions to revealed needs, given below, for equal advice dispensing organisations and Nepali community members (and organisations) benefit and mutual assistance:

- National & local levels Nepali community signposting mechanisms in English & Nepali
- Information on key communication subjects and technical terms in English & Nepali

The advice project recommendations above, combined, enable for the first time joined up information solutions, and could prefigure a national UK Nepali community advice officer being instituted that community members & community organisations could access in need.

### **National Parliamentary Democratic Processes component of the advice project:**

This major theme coalesces all others advice provision areas of the project. It emerged as such from Nepali community requests, since the topic appeared to be of unique importance to the latter. It was specifically proposed at the start of the advice project [September 2017] by a senior respected Nepali Gurkha community leader, Mr Ekendra Gurung, Advisor of Tamu Dhee Association UK [the largest Gurkha community organisation], as ‘a long-held wish for community members self-empowerment through knowledge’ of many different members of all sections of the UK Nepali population. This component of the project took place between November 2017 & May 2018, starting with a UKNFS facilitated bespoke educational programme of 4.5 hours at Westminster Palace, organised by the Parliament Outreach Team, whose lead personally undertook the programme.

This included on 23<sup>rd</sup> November a two & a half hour presentation with questions & answers, and the fully taken up opportunity to in particular ask about advice on community leads using parliamentary democratic processes to have a more effective voice on issues of particular concern to the community, such as on Gurkha pensions, settlement, public services access experience and especially having the community voice more effectively heard with Members of Parliament and on government policy and in parliamentary groups & committees. The parliament visit programme involved an accompanying set of questions developed by UK Nepali community leads and members across the preceding weeks, and used to assist in both asking the type of questions of the Parliament Outreach Team lead and others, such as Mr Virendra Sharma MP, All Party Parliamentary Group for Nepal (who took questions in the final part of the parliament visit programme), and in particular the community organisations leads consultations with their members in the weeks after the visit, where they made more research into the information they had received and the further topics this prompted.

A further, smaller scale educational visit was made in early March 2018 to the National Assembly for Wales, Cardiff, because of the interest in the devolved government democratic processes that affect community members.

The Report that resulted from the Parliamentary Democratic Processes learning dimension of the UK Nepali community advice project, is too large to include within this report, but is provided as an accompanying document. Here are two links to the extensive news coverage the visits and report generated: [LINKS HERE](#)

The type of advice sought was to assist in boosting community integration, feeling of empowerment by fuller understanding of the parliamentary voting system, voting numbers increase, standing as

candidates, knowledge about lobbying on issues and needs of the community, in parliament [and the Welsh Assembly].

Main findings were:

- Advice on the above was essential to understand how parliamentary democracy works
- Without the advice provided by the Parliament Outreach Team there was (and record of interactions particularly on UK Nepali Gurkha related topics of importance – pensions resolution, etc. – demonstrated this with what was learned) there was little ability to have the community's voice heard
- That – and this particularly relevant to almost all of the non-parliamentary democratic processes components of the advice project – the accountability of government departments/national agencies, local authorities and public service organisations on all of the latter's performances and any related defects and issues arising at voter/community level, to Parliament and Members of Parliament was much more limited than was originally believed\*

\* This being demonstrated in many different ways across most of the topics covered by the main non-parliamentary democratic processes part of the advice project.

The outcomes of the parliamentary democratic processes component of the advice project have been substantial and will continue to be so for not only the UK Nepali community but broader ethnic minority communities and for the nation in terms of building its inclusive diverse multicultural multiracial character.

Some example feedback comments on the need for and value of the advice project:

### **Community:**

*Many thanks for the initiative and hard work to write such a great report [parliamentary democratic processes]. This is certainly a valuable and useful report for Nepali diaspora in the UK.*

*Once again, many thanks.*

Kind regards,

Cllr Dr Bachchu Kailash Kaini

Sana Sherpa      8 Jun



*Dear Sir,*

*Thank you very much for your kind information hajur it is a very good plan which is a very effective way to have all Nepali population get counted.*

Regards

Sana

Dear Alan,

*... I am really grateful ... [this project showing] ... tireless work for the Nepali community.*

Hajurko subhachintak

Ekendra

Ekendra Gurung, Tamu Dhee Association UK, Advisor

### **Organisations / Agencies:**

*... [re parliamentary democratic processes report component of the advice project] We thank you for bringing this matter to our attention and we will give it due consideration when carrying out our functions.*

Yours sincerely

EHRC Corporate Correspondence Team

Speaker's Office 24 Apr

*Mr Speaker has asked me to thank you for your email and enclosed report, which Mr Speaker is very much looking forward to reading in due course ...*

Kind regards,

Kate

Kate Winterflood

Secretary to the Speaker's Secretary

0207 219 5302

*... Completing this questionnaire has prompted a debate here at Poole CVS. For example, staff do attend training and equality issues are discussed during staff and trustee's meetings. However, at the*

*moment we do not have a proactive policy of engaging with some of the specific communities locally, including the Nepali community. As a result, I will be contacting the UK Nepal Friendship Society to discuss whether we can promote volunteering opportunities in a more effective way and also what role we could play in working with the Nepali community over such issues as health and well-being. For example, we have good contacts with the NHS and many voluntary groups focusing on health and well-being, could we be making better use of these networks for the benefit of the Nepali community?*

Poole CVS CEO, Christopher Beale

*... Our Census 2021 teams will be happy to work closely with representatives of Nepali communities to consider methods of maximising the communities' response rates, including promotion of the write-in response option and helping with questionnaire completion.*

*I am passing your invitation to us to participate in your survey to our Census 2021 Stakeholder Engagement team who will shortly be in contact.*

*We look forward to working with you to make Census 2021 a success.*

Yours sincerely,

**John Pullinger**

**John Pullinger CB CStat | National Statistician**

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## Main Report:

Thematic topics and location findings -- responses and non-responses to the project questionnaire: Community engagement & communication Best Practice exemplars, and practices/community engagement and communications approaches to avoid

### Police forces/constabularies:

The project involved provision of the questionnaire to four different police constabularies: Hampshire, Kent, Dorset, London (the latter – the Metropolitan Police covering two areas; SE & West London – effectively making five geographical locations).

The highest concentration of our UK Nepali community being found in North Hampshire, and the smallest, Dorset: as such our project was able to cover the full gamut of South of England UK Nepali populations, from large to small, variations, and to in this way learn of degrees of effective engagement and communication across a number of constabularies in engaging with the crime prevention needs of the UK Nepali community.

### **Hampshire Constabulary:**

What **record** do you have of Nepalese community members **accessing** your services?

North Hants record access to our services through a number of systems including our Record Management System (RMS crime recording) and SafetyNet which is used to share information with partner agencies to provide a problem solving approach to neighbourhood ASB and monitor, support the most vulnerable in our communities.

If so, have you had any feedback from community members on your service? :

We have a number of ways to receive and record feedback, both Negative and Positive, from our communities, including a Call back survey to victims of crime, Community surgeries, a complaint process, and letters of thanks. And by attending at the station in person.

How do you **promote** your services/information about your services to the Nepalese community?

Our services are promoted to the Nepali community through a number of Media outlets such as Local Nepali Newspaper, Local Nepali radio station, Facebook, Community engagement meetings and distribution of leaflets in Nepali.

How do you **engage** and **communicate** with the Nepali community regarding your services?

We have a number of Nepalese officers and Police staff who assist with direct connection with Nepalese Chairs/Presidents and respected figures from such as Greater Rushmoor Nepali Community (GRNC), who are involved in twice a year information days organised by Rushmoor Borough Council. These members are invited to strategic meetings when force operations are being considered or consideration is required as to the community Impact certain actions would have within the Nepali Community. Our Nepalese officers will provide the community with Force update, Crime Prevention, and other safety advice through Local Nepali Newspaper EVEREST NEWS, Nepali Radio BFBS Gurkha Radio as well as Facebook group, Viber group and SafetyNet resource library tile, where anyone can gain access to crime prevention advice in Nepali.

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

I am unable to obtain this detail at this time.

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali? YES

How can the Nepali population access any translated material?

This material is accessible via Inter net, in leaflets and booklets and can be requested from the station.

How do you reach Nepali community members who do not have English language skills?

Our Nepali officers will reach these members of the community through the same media outlets as above

How do you integrate cultural appropriateness into your service?

We have run presentations by our Nepalese officers who provide information into the Nepalese History, culture and their community structure. Some officers have gone on to learn Nepalese and we have had at least one Neighbourhood Officer organised a visit to Nepal for Cultural Familiarisation.

#### Findings & related learning:

Community engagement strategy of Hampshire Constabulary represents the 'gold standard' and comes from a thoroughgoing listening to the community & coproduction with the community solid foundation. Communication and engagement is Direct to/with the community, including Nepali police officers and respected community leads, NOT indirect means. The methods of integrating cultural appropriateness into Hampshire Constabulary's policing not only deliver meaningful ability to engage with the community, but substantial social return diversity awareness kinds for police officers.

#### **Kent Constabulary:**

What **record** do you have of Nepalese community members **accessing** your services? DETAILS BELOW:

Ethnicity of victims of crime are recorded on all crime reports, custody records, stop/search and traffic collisions. It would be a substantial piece of work to obtain these details but if necessary could be accessed over time.

If so, have you had any feedback from community members on your service. Describe: None at this stage

How do you **promote** your services/information about your services to the Nepalese community? Describe:

We have members of the Nepalese community who are members of the Independent Police Advisory Groups in Kent. The aim of the I-PAG is to advise and work with the police as a genuine partner in driving service improvement. Members will be critical friends to the force, challenging conventional thinking and giving an independent perspective on issues through a process of open discussion and feedback. The term 'independent' therefore refers to the nature of the advisor and the advice they provide, rather than the relationship with the organisation. Improving our service delivery to everyone, regardless of her or his social identity is the focus each I-PAG member brings.

Community Liaison officers engage with the community and attend community events when invited. We have utilised British forces radio to send specific messages around Hate Crime and Gold Theft to the community.

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe:

The Community Liaison Team forms the bedrock of engagement with the Nepalese Community. The team comprises at Kent Police Headquarters of the Diversity and Inclusion Officer, Diversity and

Inclusion Assistant and ten Community Liaison Officers (CLOs) are based within Community Safety Units at District Level.

The core function of the Community Liaison Officer role is to develop, maintain and improve positive relationships between Kent Police and the diverse community. The CLO's engage with a significant amount of groups and individuals from all protected characteristics across all of Kent. The function also allows specialist tactical advice to officers and staff in relation to customs, cultures and diverse communities. It is also key to identifying and managing community tensions and providing reassurance where appropriate. This is achieved through specialised community knowledge and use of local contacts to ensure that Kent Police take a measured and understanding approach to dealing with sensitive issues. The CLOs will engage with Nepalese Community Leaders, attend events, visit victims of hate crime and encourage community members to become members of the Independent Police Advisory Groups.

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

None

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali? YES

We have two leaflets translated into Nepali and also a crime prevention video that was translated by a community member. We have direct access to 'The Big Word' translation service for Nepalese community members who may call in to us and need translation services.

How can the Nepali population access any translated material? Describe: Direct on the website, distributed by community members.

How do you reach Nepali community members who do not have English language skills? Describe:

We utilise other community members who may be able to translate for us and distribute our community liaison leaflet to communities.

How do you integrate cultural appropriateness into your service? Describe:

The CLOs provide tactical advice to officers and staff about customs / culture and community awareness. This information is provided to the CLOs direct from community members' so our response is appropriate. There is always room to improve our awareness and training is provided to specialist officers (such as family liaison officers) should there be specific issues on matters such as deaths in families.

**We would like to see community members become Independent Critical Incident Advisors (ICIA) in the future: The ICIA's can advise Kent Police on how to communicate effectively with their communities. Maintain transparency of decision-making, keeping processes open promoting honesty and fairness. They provide the police with the community perspective on how the incident, investigations are likely to be perceived by communities whilst providing an individual perception, as a person who is connected to a particular community, on how particular police activities are likely to be perceived by communities. They demonstrate their value by advising the police on cultural and other issues, specifically relevant to the community involved.**

NOTE: Referred to in Metropolitan Police [SE London] response: Burglary (*Asian Gold* Leaflet) has been translated into Nepali: Kent Police have led on this leaflet's creation and translation\*

In Poole there have been examples of spiritually important personal jewellery theft/burglary, with UK Keralan community victims targeted – it would be valuable to know what liaison has/hasn't taken place between Kent Police, the Met SE, and Dorset Police for use of the *Asian Gold* Leaflet

#### Finding & related learning:

The CLO mechanism is valuable, especially combined with the ICIA. If structure, based on thematic topics of particular importance to Nepali community members in regard to policing and crime prevention/reduction, on a mutually agreed basis between the two were to be instituted, core information would have maximum focused impact; this would also enable maximum clarity on police functions, and how to use/interact with police services.

#### **Metropolitan Police South East London:**

**What record** do you have of Nepalese community members **accessing** your services? DETAILS BELOW:

There is a monthly surgery at LSE college on a Friday hosted by local SNT officers. There is also a Hate crime reporting centre being set up there with one of the Nepalese staff members being trained to assist the Nepalese community.

If so, have you had any feedback from community members on your service?

Good feedback from Gurkha charity and SSAFA (Soldiers, Sailors, Airmen and Families Association).

How do you **promote** your services/information about your services to the Nepalese community?

Burglary leaflets translated into Nepali by one of the younger community. Monthly surgeries as outlined above. Bi Monthly meeting with SSAFA Greenwich.

How do you **engage** and **communicate** with the Nepali community regarding your services?

Engagement through Community leaders and SSAFA. Engagement via community meetings, community weapon sweeps and ward panel meetings.

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

Crime reports recorded.

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali?

YES Burglary (*Asian Gold* Leaflet) has been translated into Nepali\*. \* Kent Police have led on this leaflet's creation and translation

How can the Nepali population access any translated material?

Via local shops and Jewellers.

How do you reach Nepali community members who do not have English language skills?

Translators supplied by SSAFA and GGSA.

How do you integrate cultural appropriateness into your service?

Mandatory diversity and equality training.

#### Findings & related learning:

The findings detailed above are valuable in providing two instances of clear major cultural particulars awareness in regard to London's Nepali community, through the significance of the UK armed forces & Nepali Gurkha interrelationship, and the symbolic spiritual importance of personal jewellery (and that should this be stolen, that it has greater psychological importance beyond its pecuniary value). The Met SE responses indicate a contrast with the Met Western London one's, indicating that it is important for a given ethnic minority community to not in the eyes of a public agency, such as the police, be indistinct and part of a broader ethnic minority population: this appears to be the case in West London, but not in SE London.

The Met SE clearly from their responses have awareness of the capital's south eastern section, having a well-defined, distinct Nepali community and have taken care in cultivating engagement.

#### **Metropolitan Police West London:**

**What record** do you have of Nepalese community members **accessing** your services? **NONE**

If so, have you had any feedback from community members on your service. Describe: **N/A**

How do you **promote** your services/information about your services to the Nepalese community? Describe:

Normal corporate processes through social media, local engagement days with the community and through ward forums.

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe: **N/A**

What statistics do you have on Nepali community member cases undertaken by your organisation or agency? **None**

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali? **YES - use of language line and any locally developed information packs in Hindi**

How can the Nepali population access any translated material? Describe: **Through officers in direct contact or neighbourhood policing teams.**

How do you reach Nepali community members who do not have English language skills? Describe: **N/A**

How do you integrate cultural appropriateness into your service? Describe: **N/A**

#### Findings & related learning:

On use of translated material, and a non-applicable response regarding integration of cultural appropriateness into services we find the two responses are complimentary. Hindi NOT Nepali translation is used, which would never be the case if cultural appropriateness were integrated into service provision. The biggest cause for offence that can be offered to a UK Nepali community member is to be mistaken for Indian/Hindustani (there are historical and current affairs and cultural reasons for this), and to be communicated with in Hindi, NOT Nepali. This is why cultural appropriateness is core to effective community engagement, and not a luxury item to not be bothered with. In the case of West London [Southall & Ealing] where there have historically been numerically extensive Indian/Hindustani communities, the Nepali community is in comparison both much smaller and much newer: this in defence of the mistake. Nevertheless, in this case it is a little akin to old British Empire world views of one-size-fits-all kinds. NOTE: compare with the Hampshire Approach.

#### Dorset Constabulary:

How do you **promote** your services/information about your services to the Nepalese community? Describe:

Promotion of services and information is carried out both organisationally and locally through the Force website, Dorset Alert and by local Neighbourhood Policing Teams. Also through partners and partnership working e.g. Prejudice Free Dorset and the Dorset Race Equality Council.

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe:

Engagement is carried out at a local level through Neighbourhood Policing Teams and strategically through the Force Equality Team and through partnership work; Prejudice Free Dorset and Dorset Race Equality Council.

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

None available \*

\* Clearly these are not being recorded. The UK Nepal Friendship Society in 2012 received two reports by a respected Nepali restaurant owner on cases submitted under 999 to Dorset Police, in which his life and those of family members & colleagues were in danger. In one case an ASB, violent/risk to life incident was taking place in his restaurant – hours later the police switchboard operator asked the restaurant owner, who had had [with family members & employees] to flee his own restaurant for safety reasons, ‘oh is it still going on? ...’ The other incident involved a delivery van driver bullying and threatening the restaurant owner. In both cases this UK Nepali community member was left to fend for himself and had no police support at the time of crisis/danger, nor follow-up.

#### Findings & related learning:

Dorset was included in the advice project as the sample ‘small Nepali community’ area at one end of the scale with the large North Hampshire Nepali community being at the other end of that scale.



Responses to communication & engagement logistical challenges of a small diverse/minority community, therefore are highly valuable to consider. With poor or non-existent effective strategies for meaningful, effective engagement Directly with such relative micro-size diverse communities, exactly the type of incidents as highlighted above, must be looked for. In addition to the UK Nepal Friendship Society itself (that originated from Bournemouth) there ARE Nepali community organisations in Dorset, a Gurkha community in Bournemouth [some families of mainly retired Gurkhas], there are Bournemouth University student groups, and there is the main, historic Nepali-Gurkha community at Blandford, where the barracks are. The choice not to not establish direct Dorset Police relationships with the Community itself, and a repeated preference to instead cover Nepali engagement through statutory, and statutory sector funded non-Nepali organisations (the same two cited at least three times), leads exactly to the results highlighted (there are others).

We must, reasonably, note that if a decision is taken to Not engage directly with a given ethnic minority community, and the related strategy is a long-standing organisation-culture, embedded one, then the only possible motivation can be fear that direct community engagement could [and of course from time to time, would] involve engaging with criticism of performance and the given community advising solutions to the latter to help both community & the police constabulary. As such choosing to reach a given community indirectly through third-party statutory, and/or statutory sector funded entities can be understandably indicate a culture of risk-aversion, and containment. The benefits of the opposite, direct at all levels in all ways available, strategic approach are readily seen in the neighbouring Hampshire area. We believe that Dorset Police, embracement of direct community engagement will, if undertaken, deliver the type of benefits (and on a scale necessary) within Dorset Police, that key influencers within Dorset Police have long wanted to be seen made a reality.

### Department of Work & Pensions (DWP):

The project involved contacting national DWP / Jobcentre Plus (the questionnaire was provided to the DWP Director-General in March 2018) and the most appropriate in regard to UK Nepali community population [North Hants] – DWP / Jobcentre Plus Greater Wessex – regional level DWP section.

We had no responses from either DWP JCP Greater Wessex and national DWP at the time we were commencing completion of this report. However, at that point first DWP JCP Greater Wessex on receiving a further, final, request for providing response to our questionnaire, and then two to three weeks later national DWP [from Director-General level] contacted back.

Their degree of readiness to engage at that particular regional and subsequent national level was exceptional for a national UK agency (very different poor practice communication & engagement examples are, in contrast to the Best Practice of the DWP, found in other sections of this report).

### **Department of Work & Pensions (DWP) Jobcentre Plus Greater Wessex:**

What **record** do you have of Nepalese community members **accessing** your services? NONE / DETAILS BELOW:

Jobcentre Plus within Dorset, Wiltshire, Hampshire and Isle of White District have three sites who serve the local Nepali community; Aldershot, Salisbury and Farnborough. We are currently supporting

customers across the full range of DWP benefits including Jobseekers Allowance, Employment and Support Allowance and Income Support, as well as Pension Credits.

If so, have you had any feedback from community members on your service. Describe:

We have regular liaison meetings with the local Ghurkha Welfare groups, who have fed back to us their concerns around the accessibility of some of our services due to language barriers and literacy levels within the Nepali community. We are working closely with the local community to identify ways of supporting and overcoming the barriers, for both existing DWP benefits and also in readiness for Universal Credit going live later this year in Aldershot and Farnborough.

How do you **promote** your services/information about your services to the Nepalese community? Describe:

The leaders in Aldershot Jobcentre meet regularly with the Ghurkha Welfare, we also have a DWP Visiting Office who attends the Ghurkha Welfare premises every week to support with questions and queries. In addition all three offices have copies of DWP forms translated into Nepali, and we have access to a translation service when required.

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe:

We meet with members of local Nepali groups on a regular basis, and we are currently looking at different and innovative ways we can communicate with them for the launch of Universal Credit e.g. translating Group Information Sessions into Nepali and asking a representative from the local community to deliver the session for us, and also having recordings in Nepali explaining how to make a claim to Universal Credit.

Karen Taylor District Operations Manager for Wiltshire and North Hampshire has been in touch with Alan Mercel-Sanca, Chief Executive Officer of the UK Nepal Friendship Society to meet him and colleagues to see how we can work more effectively in support of the Nepali communities. We also have planned to invite local representatives into Aldershot Jobcentre Plus to take them through how Universal Credit works.

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali?

Yes, we have copies of DWP information translated into Nepali, and we are working with the local Ghurkha Welfare group to identify ways to overcome literacy challenges.

How can the Nepali population access any translated material? Describe:

All translated material is available in each of the three Jobcentres, and also advice and support is available if customers wish to call in.

How do you reach Nepali community members who do not have English language skills? Describe:

As described in above, however we are looking to find alternative ways of supporting our customers through use of funding streams available through Jobcentre Plus and DWP.

How do you integrate cultural appropriateness into your service? Describe:

Recently the staff from Aldershot Jobcentre visited a local Nepalese Temple and listened to a talk delivered by the monk in residence. In addition to the regular liaison meetings we have also offered the use of a desk to the Ghurkha Welfare community in Aldershot Jobcentre Plus to support with queries and questions for members of the Nepali community, and we continue to explore other ways we can support

#### Findings & related learning:

The demonstration of Nepali service user information & communication advice needs detailed in a number of the responses above is significant in indicating enthusiastic readiness to engage with the Wiltshire/Swindon/Nth Hants UK Nepali community in effective ways. The answer to the second to last question is important for showing a readiness to take engagement further at a more direct & substantial level, and resource this, building on work done to date [referred to].\*

The response to the final question indicates community and DWP Jobcentre Plus self-confidence & enthusiasm to meet halfway and effect a dynamic mutually supportive working relationship: this is true Best Practice in regard to community outreach and advice provision support, and it is hoped this project through a meeting between the region's community leads, with UKNFS in support, can realise the full potential for community & DWP Jobcentre Plus support signalled in this reply and the other responses to the questions.

\* This invitation and proposal raises the question for other regional (and of course national level) national agencies, and the statutory sector generally on readiness or indifference to strategically important funding direct to minority communities/minority community organisations. The symbolism of this approach is of even greater value than any funding support, as it shows a practical community-agency co-production approach to working together on community engagement and communication needs: it also reveals how the management and leadership of a given national government agency or statutory sector organisation [local authorities, public service organisations, etc.] can vary in regard to earnestness or even indifference at practical level, to ethnic and other minority communities with well-known/evidenced additional support needs are concerned.

The Wessex area DWP JCP response above, in turn led to exceptional highest level regional officers engagement through the advice project, with a meeting of leads / senior officers with Major Damar Ghale (NRNA UK Chief Patron) and UKNFS lead Alan Mercel-Sanca, to – at the DWP enthusiastic request – explore how JCP, particularly in the context of the rolling out of Universal Credit Full Service [UCFS], can engage directly with the Nepali community across the region. As a result a unique statutory sector – direct given ethnic minority community relationship has been established to deliver mutually assistive community & DWP JCP benefits, demonstrating the earnestness on accountability, transparency, and equal-footing dialogue with a given ethnic minority community, that exists in regard to the DWP in this particular region.



More details on the meeting with the DWP JCP leads on 22<sup>nd</sup> August at Aldershot are provided at: <https://uknfs.org/aldershot-witnesses-historic-meeting-of-uk-nepali-community-organisation-leads-with-senior-officer-of-the-uk-census/>

National level DWP also responded to us in the project report-writing phase, involving Folkestone & Shepway, Bracknell, and Warwickshire/Mercia DWP JCP's, in earnestness to ensure the UK Nepali community is involved in the first ever UK ethnic minority community DWP national-level engagement. The engagement is of such a scale and depth, to ensure a measurable improvement of minority community uptake and participation in DWP JCP services nationwide. This readiness for engagement deserves recognition, and the UK Nepali community are excited about how this engagement will deliver for both the benefit of the community & the DWP JCP.

### Wessex and National Crown Prosecution Services (CPS):

At the time the project questionnaire was provided to the head of the national CPS and the Wessex area CPS, the latter was for its own reasons of lead issues and change, not able to participate directly. However, Wessex CPS's lead Ms Joanne Jaymec provided a helpful reply, and also liaised with national CPS to enable in relevant sections of the responses provided by Wessex CPS to the questionnaire, to be represented too.

#### **Wessex CPS:**

What **record** do you have of Nepalese community members **accessing** your services? **NONE / DETAILS BELOW:**

Our records are provided by the police and we understand that the data is driven by a list of monitored groups identified by the Ministry of Justice, based on the Census. At this time, we understand that the Nepalese community is not on this list.

If so, have you had any feedback from community members on your service. Describe:

We are unable to capture feedback from the Nepalese community specifically for the reasons set out above. More generally, we do regularly undertake a national Victim and Witness Satisfaction Survey in order to capture feedback.

We also have a CPS Feedback and Complaints Policy which is administrated in CPS Wessex by the Victim Liaison Unit. All feedback (whether positive or negative) and complaints are considered in accordance with the policy, and wider learning outcomes are considered at Management Board level on a quarterly basis.

It is also the responsibility of all Inclusion and Community Engagement Managers in the CPS to engage with local communities in order to listen to feedback and respond to any concerns.

From a CPS Wessex point of view, we are aware that we have the opportunity to directly access the Nepalese Community through our relationship with Alan Mercel-Sanca [UK Nepal Friendship Society]; an opportunity that we would like to explore further to gain an understanding of what the CPS can do to engage more effectively with this community.

How do you **promote** your services/information about your services to the Nepalese community? Describe:

This question probably does not apply to the CPS because we are not a service provider which would seek to promote its services.

The CPS has Local Scrutiny and Involvement Panels in all areas and it is the intention of each panel to have membership which reflects the demographics of its local community. Panel members are given access to performance information, examples of successful prosecutions and learning outcomes from cases that have been independently scrutinised by the panel, with the expectation that panel members disseminate that information to their wider community.

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe:

CPS Wessex is an active member of multi-agency groups across Hampshire & IOW, Wiltshire and Dorset, but if there is the opportunity to communicate directly with the Nepali community, we would be very keen to support any initiatives that would help raise public confidence in the work of the CPS.

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

We do not have specific statistics available, as described above.

#### Findings & related learning:

The, in more than one place, responses indicate not only a readiness, but a very real and much valued enthusiasm, through the in practice, issuing of invitations by the CPS to establish direct connections with the UK and Wessex area Nepali community. To have that direct working relationship between the CPS with this given diverse/minority community is to be greatly welcomed. More, it belies the

‘through third parties / at arms-length [or further] way of engaging with specific ethnic minority [or other diverse minority communities]’ approach fails to deliver the self-evident benefits of direct relationship, direct engagement.

The response to the first question indicates the understandable dependency of the CPS on police constabularies in terms of records of services access. The response to the final question indicates the limitations of statutory multi-agency engagement & activity in lieu of direct community engagement, and clear desire to move towards ensuring the latter is put into effect. Advice about the CPS, what it is, how it works, why it matters, and how to relate to it effectively, is understandably of the greatest importance.

**The UKNFS with the UK Nepali community organisations (many of them based in the Wessex area) greatly appreciate the valuable and helpful response to the project questions, of Ms Joanne Jakymec, Chief Crown Prosecutor, CPS Wessex. We look forward to take forward this invitation for collaboration and establishing a substantial and enduring relationship with Wessex CPS and the UK CPS to serve both our Nepali community and the CPS.**

### Citizens Advice organisations:

Citizens Advice has been since the interwar years of the last century, a British institution, and THE go to organisation for advice on all manner of day to day circumstances, experiences, and advice needs.

However, as the responses received to distribution of the project questionnaire indicate – that include major as well as small Nepali community populations support – there exist major needs on transitioning from majority white [non-minorities] British organisation culture perspectives, to those of modern diverse & multicultural communities inclusive 21<sup>st</sup> Century Britain.

As such, the project questionnaire has, as demonstrated in the responses by the various Citizens Advice organisations below, contributed to important re-evaluations on developing credible outreach to UK Nepali [and by extension other minorities] community members.

### **Woolwich & Greenwich CAB:**

What record do you have of Nepalese community members accessing your services? NONE / DETAILS BELOW:

[No specific records kept.](#)

If so, have you had any feedback from community members on your service. Describe: NONE

How do you promote your services/information about your services to the Nepalese community? Describe:

[All services are promoted on the website, literature and by circulating to groups/agencies within the borough including faith groups.](#)

How do you engage and communicate with the Nepali community regarding your services? Describe:

By providing outreach services (Plumstead), website translation, Language Line, liaising with relevant agencies.

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

These records are not specific to the Nepalese community.

Use of translated materials: do you have information about your service in Nepali or a facility for translation of information into Nepali? YES - via website only and interpreting services available from Language Line.

How can the Nepali population access any translated material? Describe: Website translation, request.

How do you reach Nepali community members who do not have English language skills? Describe: All services are promoted on the website, literature and by circulating to groups/agencies within the borough including faith groups.

How do you integrate cultural appropriateness into your service? Describe: By ensuring that staff receive relevant training and by promoting the Aims and Principles of the service.

#### Findings & related Learning:

The responses indicate that it would be desirable for the Greenwich & Woolwich CAB, given the size of the CAB's Nepali population, to undertake approach to the Nepali community organisations leads in the area, to develop a dedicated outreach and engagement strategy, with Nepali community involvement on the latter's implementation and monitoring of its effectiveness.

#### **Dorset Citizens Advice:**

What **record** do you have of Nepalese community members **accessing** your services?

We do assist with this community however our case recording system does not have a specific category for Nepalese clients. We are currently having to use the term 'Asian' – even though our clients would most likely have categorised themselves when asked as Nepalese.

How can the Nepali population access any translated material? Describe

Currently on request although we would welcome access to suitable materials.

How do you reach Nepali community members who do not have English language skills? Describe:

We would welcome support to make contact with community members as we are aware that we can do more in this respect.

#### Findings & related learning:

The reference to lack of a Nepalese category for clients is valuable – this lack inhibiting targeting of DCA outreach to this particular community -- in further evidencing why the Census & ONS need to



institute this, or comparable recording mechanisms. The invitation to access suitable translated material, and enablement of establishing communication and engagement with community members, is important in indicating unmet yet important needs, and the welcome desire for these needs to be remedied by the Dorset area Nepali community: these needs and requests will be met by the legacy aspects of the advice project with reciprocal support from DCA being important from the Nepali community perspective.

### **Shepway Citizens Advice:**

How do you **promote** your services/information about your services to the Nepalese community? Describe:

We promote our services to all in the community but would be interested in greater contact with the Nepalese community as we would like to ensure that we serve and respond to any needs this community may have.

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe:

As above.

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

We do not hold specific information.

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali? **NO**

How can the Nepali population access any translated material? Describe: **N/A**

How do you reach Nepali community members who do not have English language skills? Describe:

How do you integrate cultural appropriateness into your service? Describe:

We regularly carry out community and client profiles to assess whether we are reaching different groups and whether the service we are providing is appropriate. We would be happy to look at this further.

### Findings & related learning:

The Shepway [Folkestone, Hythe, Romney Marsh] area has a demographically significant Nepali-Gurkha population, based originally from the Shorncliffe Barracks, and the UKNFS is aware of Nepali businesses in the Folkestone & Hythe area, so it is surprising that the responses reveal no local area Nepali community engagement by Citizens Advice. Shepway Citizens Advice participation in the UK Nepali community advice project is very welcomed, and especially in the final response the request for enabling local Nepali-Gurkha community engagement, which the UKNFS Nepali Gurkha community organisations will be pleased to assist on.



### **Bournemouth & Poole Citizens Advice:**

What **record** do you have of Nepalese community members **accessing** your services? NONE / DETAILS BELOW:

We are not aware of any of the Nepalese community accessing our services.

If so, have you had any feedback from community members on your service. Describe: N/A

How do you **promote** your services/information about your services to the Nepalese community? Describe:

We promote our services through a variety of channels but do not specifically target any community.

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe:

Left blank

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

0

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali? NO

How can the Nepali population access any translated material? Describe: Left blank

How do you reach Nepali community members who do not have English language skills? Describe: Left blank

How do you integrate cultural appropriateness into your service? Describe: Left blank

### Findings & related learning:

The Bournemouth & Poole Nepali community is about 300 strong, and the responses above indicate that no outreach and engagement with the community has taken place from the local Citizens Advice side (reconfirmed in the email from the CA lead below), as to date, de-facto, not a priority, possibly due to numbers involved. Immediately on receipt of Bournemouth & Poole CA responses to the questionnaire (these were provided after more than one follow-up request) the email by the CA CEO was received, indicating recognition of need to outreach to this community, which the project questionnaire prompted:

... I would like some stats from you regarding the number of people living in Bournemouth within the community.

Best wishes ...

The fact that despite provision of the information requested (that was precise and detailed) indicated that this particular CA bureau has still to embrace and develop an effective and enthusiastically

pursued policy & strategy of engaging with numerically small minority communities such as the Nepali one, its catchment area.

We understand that Bournemouth & Poole CA are currently undertaking a minorities community outreach initiative, which is to be commended, and through the questionnaire, the UKNFS looks forward to provide encouragement & input.

### Local authority organisations:

Local authorities are responsible for a wide range of essential services (and related ones in regard to policing and crime prevention) touching the day to day lives of voters, workers, residents in the locations they cover, through various services and departments, as well of course as through Council Tax and business taxes.

These services include, amongst others, social services [adult & children's], benefits, electoral services, etc.

We contacted a range of local authorities – and the Local Government Association Independent Group, which despite follow-ups, did not engage, disappointingly -- that had major, moderate scale, minor Nepali populations to gain knowledge of their approaches to engagement & communication with, and support to their respective Nepali community service users, and below we include local authorities' responses to the project questionnaire that indicate polar opposite approaches of local authorities (one, Rushmoor, has a substantial Nepali community, and another, Bournemouth & Poole, a small one: in terms of the latter the local authority engagement record is replicated by the Citizens Advice organisation [that it provides the majority of funding for] local Nepali community support & engagement record) towards their Nepali community service users, Council Tax payers, and voters.

#### **Rushmoor Borough Council:**

What **record** do you have of Nepalese community members **accessing** your services?

Data is captured for all Rushmoor citizens, which includes service data for housing, benefits and all frontline services. To understand how the Nepali community access and take up Council services there have been extrapolations of this generic data using common Nepali surnames (which were generated by working with a wide range of Nepali community groups and leaders). Additionally, a range of projects have taken place specifically aimed at supporting the Nepali community- for these projects, beneficiary monitoring has taken place. Additionally, the Council employ Nepali speaking workers in our customer services and benefits teams and data is captured in relation to customer contacts related to these roles.

If so, have you had any feedback from community members on your service. Describe:

We capture feedback from customers, including our Nepali customers, in a wide number of ways including: - customer feedback forms, surveys and consultation work and face to face feedback through resident and community engagement work. Additionally, we work with a wide range of Gurkha/Nepali community groups to understand and respond to the issues and needs presented by this community.

How do you **promote** your services/information about your services to the Nepalese community? Describe:

We have promoted services directly to the community through:

- Translated service information
- Large scale community events such as our “Life in the UK” new arrivals sessions (delivered in Nepali to around 200-300 community members per session)
- Partnership working with our cohesion forum members
- Citizens Advice (and their Nepali speaking staff and Nepali information drop in sessions)
- Council's own customer engagement activity (face to face, telephone, letters translated into Nepali, door knocking, forum and group work)

How do you **engage** and **communicate** with the Nepali community regarding your services?

A wealth of activity has taken place to support effective integration and cohesion work across Rushmoor. This work has been recognised as good practice nationally. Some examples of engagement and communication work with the Nepali community include the following methods:-

- Meeting and forums – including ESOL forum, cohesion forum, Nepali community leaders/Cabinet meetings, Greater Rushmoor Nepali Community meetings, Maddhat Shamuha meetings, Naya Yuva meetings, information sessions with community leaders and community members, e.g. landlords forum
- Direct contact - Nepali events, outreach work, volunteer and resident engagement, Nepali speaking workers
- Media outlets - Everest times, British Gurkha Welfare Society Radio (in Nepali)
- Publications - translated materials

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

Case related data is specific to individual departments across the Council. Where relevant, in response to either community or service issues identified, work has been undertaken to capture the take up of these specific services by the Nepali community. For Rushmoor this has included historical data in relation to housing allocations, benefits take up, substance misuse awareness and education and electoral registrations.

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali?

Yes

Front line service information that our Nepali customers have told us is most helpful has been translated into Nepali including some posters and information in Rushmoor Borough Council's reception area. Other documents can be translated by Rushmoor Borough Council's translation and interpretation service, The Big Word. In addition to

this Rushmoor Borough Council employs a Nepali speaking Benefits and Customer Service advisor.

How can the Nepali population access any translated material? Describe:

By request which would include the opportunity to speak in Nepali with someone in reception or over the phone. Additionally, certain documents are translated into Nepali (recycling leaflets) with others having "It is possible to provide the contents of this leaflet in your language, larger print, Braille or audio tape, although we will need 10 days notice for some versions" written in Nepali.

How do you reach Nepali community members who do not have English language skills? Describe:

Rushmoor Borough Council uses the following to support Nepali community members who do not have English language skills:

- Local Nepali media outlets (Everest Times, BGWS Radio)
- Community engagement and translation support from community groups and members as volunteers.
- Nepali speaking employees
- Translation and interpretation service

How do you integrate cultural appropriateness into your service? Describe:

Rushmoor Borough Council staff undergo equal opportunities training as part of their induction process.

To integrate cultural appropriateness into our services there have also been a range of internal training events with staff and elected members developing knowledge around Nepali (and other diverse) cultures.

Departments seek cultural awareness and engagement support from Rushmoor Borough Council's Community Development team, who have strong connections and relationships with diverse community groups and members and who have also facilitated engagement opportunities for services to directly engage with Rushmoor's diverse communities, including the Nepali community.

The type of activities that have taken place are workshops bringing together Nepali landlords/tenants/community leaders and the housing team, events to increase crime reporting, and many other information/integration events and opportunities. This work enables opportunities for the Council to gain feedback from community members (and for services to share any issues they may have too) to facilitate mutual understanding in relation to any cultural (and service) barriers and to develop work to overcome these barriers. Rushmoor Borough Council works closely with the Greater Rushmoor Nepali Community (GRNC), who are the umbrella organisation for Nepali's in Rushmoor, to access services, break down barriers, empower local communities and ensure work is relevant and required

#### Findings & related learning:

Rushmoor Borough Council, in its responses to the questions of the questionnaire is arguably perhaps the very best exemplar of direct Nepali community engagement & communication: this project will

enable this important community cohesion & integration work to be further consolidated in partnership between Rushmoor Council and the local Nepali community, that is the largest of any Nepali community in any given local authority in the UK. Rushmoor Council best practice on community engagement and effective communication to its Nepali community members is perhaps unequalled anywhere else in the UK in regard to given ethnic minority – local authority mutually assistive relationships.

Before the public release of this report, the Greater Rushmoor Nepali Community [GRNC] President arranged for a meeting of the UKNFS CEO with Cllr David Clifford, Leader of Rushmoor Borough Council. The exceptional work of the local authority in its close, very positive results-delivering relationship with the Nepali community, was commended by the UKNFS and thanks tendered to the GRNC for enabling the meeting.

As a result considerable areas of interaction on the UKNFS work on behalf of the local and national UK Nepali community enabled through the close relationship with the main UK Nepali community organisations (largely based in the Rushmoor, Aldershot – Farnborough area) was signaled to recognize and take further forward the outstanding record of the local authority working closely with the Nepali community through organisations, such as, in particular, locally, the GRNC, and local-based national organisations such as Tamu Dhee Association UK and Sahara UK Association.

The advice project outcomes and outputs will be therefore featuring strongly in consolidating and expanding Rushmoor Borough Council's exceptional work with the community, in well-defined areas and ways. Image below from UKNFS – Rushmoor based community leads, including Major Damar Ghale (NRNA UK Chief Patron) and GRNC President Jib Belbase ji.

### **Bournemouth & Poole Borough Council:**

Response to opportunity to participate in the project\*.

*Good Afternoon ... Please accept my apologies on behalf of Bournemouth and Poole Borough Council as I have not had the capacity to complete the questionnaire as requested ... I have had work that I must prioritise and am working to tight deadlines. I therefore do not have the time or the capacity at present within the team to complete the questionnaire and regretfully will not be able to do so on this occasion ...*

Policy & Performance Manager  
Insight, Policy and Performance Team

\* Communication date: 24<sup>th</sup> May – original questionnaire communication request sent on 21st March with a number of follow-up emails to solicit participation response. The excerpt from the email above was copied to the Bournemouth Council Equality & Inclusion Portfolio Holder, confirming this local authority's position on engagement with numerically small minority/diverse communities, action/engagement.

### Findings & related learning:

This particular local authority has a very small Nepali population (under 350-400, according to the local community's own estimates – for the local authority is not yet able to provide these figures),

which is why it was included in the project, to give balance from large to small/micro community sizes to see how local authorities & public service organisations responded to the voice and communications & engagement needs of UK Nepali communities of varied sizes. For this reason, we understand why for the local authority officer referred to above [actually the Equality Manager] completion of the questionnaire was not a priority matter, nevertheless, in the officer's role covering equality & inclusion matters & related responsibilities, the lack of response and still more leaving an ethnic minority community project/initiative in communications limbo, and after hope of participation and interest this being closed off by this officer representing Bournemouth Council is, to be polite, 'disappointing.' It is hoped after the Local Government Re-organisation may in the SE Dorset area bring forth those in the local authority that can take up the very important charge of effectively listening to, engaging with and supporting minority communities; until that time, Nepali and possibly broader minority community members can rely on the officer referred to above to support any issues and needs they have.

#### **Dorset County Council / Dorset County Partnership:**

The area covered by the council & partnership includes Blandford Forum, near to which Nepali Gurkha soldiers have been stationed for many decades and are an important part of the North Dorset area community.

**What record** do you have of Nepalese community members **accessing** your services? **NONE**

Some may have accessed services in Children's & Adults, but at present we are not able to share details.

If so, have you had any feedback from community members on your service. Describe:

How do you **promote** your services/information about your services to the Nepalese community? Describe:

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe:

What statistics do you have on Nepali community member cases undertaken by your organisation or agency? See attached sheet, which details information collated by our research team.

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali? We don't have information in Nepali, however, if someone needs to a translator for a meeting, this can be arranged.

How can the Nepali population access any translated material? Information on Dorset for You\* can be inputted into Google translate.

How do you reach Nepali community members who do not have English language skills? I have not yet had a response from services regarding this.

How do you integrate cultural appropriateness into your service? Officers undertake an Equality in the Workplace online course

\* A website

Findings & related learning:

The value of a county level local authority taking part in the project questionnaire, and that it is for a part of England with a small Nepali population, that is particularly based on the Blandford garrison Nepali Gurkha community, is considerable. The responses indicate how a multi-agency approach supporting direct Nepali community groups engagement & communication with the local authority will be very beneficial. DCC was the only local authority to attempt to include population statistics [through an Excel spreadsheet], with the details indicating further the need for Census / ONS working with the Nepali community directly, as has been proposed by the Census and facilitated by the UKNFS in conjunction with UK Nepali community organisation leads.

### Councils for Voluntary service, including National Council for Voluntary Service:

A number of local area councils for voluntary service as well as national council for voluntary service [NCVO] were provided with the project questionnaire and participated. The value of such councils inclusion was extensive on integration and quality of life fronts,

#### **National Council for Voluntary Organisations (NCVO):**

**What record** do you have of Nepalese community members **accessing** your services? **NONE:**

*We are the umbrella body for charities and voluntary organisations in the UK. We provide information and advice to community groups and organisations rather than individuals. We have contact details for several organisations that work with Nepalese community but not the nature of that contact.*

If so, have you had any feedback from community members on your service. Describe:

*No*

How do you **promote** your services/information about your services to the Nepalese community? Describe:

*We do not target Nepalese community organisations specifically. We generally use email newsletters on specific aspects of governance and management of voluntary and community organisations. We also use local Councils of Voluntary Service and other umbrella organisations to disseminate information. We also use social media to our followers that may include Nepalese community organisations.*

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe:

*As above*

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

*We do not provide individual casework services*

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali? *No*

How can the Nepali population access any translated material? Describe: *N/A*

How do you reach Nepali community members who do not have English language skills? Describe:

*Given we work with organisations rather than individuals in theory we would work through bilingual English speakers in Nepalese community organisations.*

How do you integrate cultural appropriateness into your service? Describe: *Staff training.*

#### Findings & related learning:

This national body's response was appreciated and valuable for indicating the need for an NCVO strategy on engaging & communicating with minority communities with additional communication needs, and much higher than average [for voluntary organisations] integration needs. Without such a strategy there will remain a considerable lag between majority population activity and success levels in the voluntary sector, and those of minorities, especially those of the latter that have English as their second language.

#### **Greenwich Community Directory organisation:**

What **record** do you have of Nepalese community members **accessing** your services? *NONE*

If so, have you had any feedback from community members on your service. Describe: *N/A*

How do you **promote** your services/information about your services to the Nepalese community? Describe:

*Posting listings of events and services on the [Greenwich Community Directory](#):*

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali? *YES*

*The Greenwich Community Directory uses Google translate which includes Nepali*

How can the Nepali population access any translated material? Describe:

*From the Home page of the Greenwich Community Directory select Nepali from the drop down box. The pages then automatically change to the Nepali language.*

ग्रीनविच समुदाय निर्देशिका  
आफ्नो अनलाइन स्वास्थ्य र सामाजिक हेरविचार निर्देशिका

Nepali  
Powered by Google Translate

पहुँच सहायता  
मेरो सर्चिस्ट 0

घर विभाग समाचार के छ बारेमा मदत सम्पर्क रजिस्टर साइन इन

विभाग Keyword(s) Location खोज

CESI - सामुदायिक सशक्तिकरण र समर्थन पहल

How do you reach Nepali community members who do not have English language skills? Describe: *NONE*

How do you integrate cultural appropriateness into your service? Describe: *NONE*



The Greenwich Community Directory is an online resource offering local residents access to information on social care, health, wellbeing and advice services in the Royal Borough of Greenwich. The integrated directory serves as a single point of information and advice on services to help people to live well in Greenwich.

The Directory is aimed at Greenwich residents who want to improve their own health, or who are isolated or vulnerable. It is also geared to anyone who wants advice on getting involved in activities to improve their wellbeing or to help them become more involved in their local community. It offers support to carers, family, friends and those acting on behalf of vulnerable people. Council and NHS services are listed alongside those provided by local voluntary organisations.

The Greenwich Community Directory has been developed in partnership with the Royal Borough of Greenwich, the Greenwich Clinical Commissioning Group, Greenwich Action on Voluntary Services, and a number of third sector and voluntary organisations. It has been designed to help both the public and professionals to access and understand health and social care support throughout the borough. It allows individuals, their families and their carers to find different ways to arrange their own support, regardless of eligibility criteria or their level of need.

#### Findings & related learning:

The Greenwich Community Directory due to the size of the local area Nepali community could benefit from developing a robust, dedicated Greenwich area Nepali community outreach strategy, co-produced with the community [through local area Nepali community organisations & associations] itself, and that Greenwich CCG and Greenwich Action on Voluntary Services involve in this in clear well-defined ways.

#### **Shepway Volunteer Centre:**

**What record** do you have of Nepalese community members **accessing** your services? NONE /  
DETAILS BELOW:

Signing in sheets

If so, have you had any feedback from community members on your service. Describe:

No

How do you **promote** your services/information about your services to the Nepalese community? Describe:

Through local welfare officer

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe:

As above and through existing service users

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

N/A

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali? NO

How can the Nepali population access any translated material? Describe: [Sometimes](#)

How do you reach Nepali community members who do not have English language skills? Describe: [As above](#)

How do you integrate cultural appropriateness into your service? Describe: [Led by Nepali participants](#)

#### Findings & related learning:

Shepway [Folkestone, Hythe, Romney Marsh] area has through the Shorncliffe Barracks a long established, substantial Nepali-Gurkha community. There are some good elements in the responses above, but the overall picture to emerge is one that indicates need for a strategic approach to Shepway Volunteer Centre engagement with the Nepali-Gurkha community, and that this should involve pro-active & enthusiastic delivery of that approach, particularly as the community is a historically established one through Gurkha soldiery who have dedicated and sacrificed their lives in defence of the UK and support of its influence overseas.

#### **Poole CVS:**

How do you integrate cultural appropriateness into your service? Describe:

*Completing this questionnaire has prompted a debate here at Poole CVS. For example, staff do attend training and equality issues are discussed during staff and trustee's meetings. However, at the moment we do not have a proactive policy of engaging with some of the specific communities locally, including the Nepali community. As a result, I will be contacting the UK Nepal Friendship Society to discuss whether we can promote volunteering opportunities in a more effective way and also what role we could play in working with the Nepali community over such issues as health and well-being. For example, we have good contacts with the NHS and many voluntary groups focusing on health and well-being, could we be making better use of these networks for the benefit of the Nepali community?*

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

*None, it could be that members of the community have received information about volunteering from us, but if we do not provide specific support to an individual seeking volunteering we do not record background information on them.*

#### Finding & related learning:

The conclusion reached that direct & proactive specific community engagement is not currently being undertaken, with consequent self-recognised inability to have in-reach to the area's Nepali community, is a significant and valuable one. It indicates both an identified problem and its solution. The second conclusion on the only way of knowing if information is being received by a community member, is if one of the latter approaches Poole CVS for volunteering opportunities, is valuable in indicating that a better method (suggested above) is required for meaningful, effective engagement.

## Adult Education:

Three adult education organisations (Hampshire Futures, Kent Adult Education, Skills & Learning Dorset) were approached to participate in the project by completing the questionnaire. At the time this report was being compiled, disappointingly from a race relations & integration supportive perspective, only one, Skills & Learning of Bournemouth Dorset & Poole, had acknowledged the participation request: their responses are included below.

However, Hampshire Futures contacted us at the point the report was being completed, their officer inquiring whom the original request had been addressed to: we informed contact was made through their main email address (and follow-up had been made by us in hearing nothing back, with still no reply). We believe this revelation highlights how easily important communications can be missed, or not considered worthy of reply (both of these only two possible explanations indicate much more needs to be done in terms of effective communications, especially on minority & diversity-inclusion matters, as minority communities have greater engagement & integration needs).

North Hampshire has a large Nepali-Gurkha community, so we are delighted that by good fortune a Hampshire Futures officer picking up on the questionnaire's value to the latter, that Hampshire Futures are able at the eleventh hour to valuably contribute.

**NOTE:** Adult learning organisations have a special, and important role in regard to integration & national community cohesion purposes, for – as is the case with our UK Nepali population – in particular new community members from first generation [settlement] ethnic minority communities.

### **Skills and Learning Adult education organisation Bournemouth Dorset Poole:**



What **record** do you have of Nepalese community members **accessing** your services? NONE /  
**DETAILS BELOW:**

We do not specifically collect data on Nepalese however participation from minority ethnic groups is over 18% of our total of over 5000 learners. We have good participation from the Gurkha community in Blandford.

If so, have you had any feedback from community members on your service. Describe:

"I hope you are well. I just want to extend our appreciation for organising brilliant courses for us this year.

"Food and Hygiene" course has been particularly very useful to our volunteer work. Our speciality is our cooking and we often sell food to raise funds for our charities. Just last weekend, in Georgian Fayre alone, we along with Gurkha soldiers were manage to set up a food stall where we sold our special foods and raised more than £1000 for our charity The Gurkha Welfare Trust. We were able to do similar programme throughout the year in Downland School, Mums and Tots etc. Without your support, this wouldn't have been possible!

First Aid course was a big eye opener for all of us. As a mum and a wife, I am always wary of my family's well being and I am sure rest of the ladies share the same feelings. This course really helped all of us to learn an important life skills. Thank you!

Bunch of us are now doing Cooking course and it is very interesting to learn to cook British cuisine. Especially now that my son demands to have British food, I can now gladly say that I can make them from scratch. I am very much looking forward to cupcake class next week. Hopefully, now I won't need to buy cupcakes for next cake sale in my son's school.

Also, thank you for initiating ESOL class for us. As a English is our second language, I just cannot explain how important this course is for us."

How do you **promote** your services/information about your services to the Nepalese community? Describe:

Brochure, website, Business outreach officer, partnerships

How do you reach Nepali community members who do not have English language skills? Describe:

Skills and Learning delivers over 40 courses for people with English as a second language from centres across Bournemouth, Dorset and Poole. In addition, we provide progression from these courses to GCSEs and vocational qualification courses. These are promoted through Partnership working, word of mouth and as above.

How do you integrate cultural appropriateness into your service? Describe: Fairness for All policy, staff training, resources, Fundamental British Values including respect and tolerance.

#### Findings & related learning:

The details provided by Skills & Learning Bournemouth Dorset & Poole, in their responses indicate a proactive, serious and earnest approach to engaging with the Dorset area Nepali community, which must be commended. The UKNFS with and through its Nepali & Nepali-Gurkha community partnering and collaborating organisations will assist Skills & Learning to further develop their engagement & outreach to the area's Nepali community, including in particular the cultural appropriateness [final question] area, as their organisation would substantially benefit from learning of the British – Nepali-Gurkha cultural & historical interconnections.

#### HMRC:

Her Majesty's Revenue & Customs [HMRC] covers a range of services on tax and also the related topic of tax & Companies House subjects, of fundamental importance to all UK Nepali community taxpayers and businesses. Below is included the HMRC response to the request to engage with the project: it is most valuable, indicating readiness and helpfulness to engage with UK Nepali community members and especially businesses.

UK Nepal Friendship Society

**Date** 16 April 2018

**Our Ref** CETO/19139/2018

Dear Mr Mercel-Sanca

Thank you for your email of 22 March 2018 to the Chief Executive. I have been asked to reply. I am sorry for missing your deadline of 15 April.

HM Revenue & Customs (HMRC) is not involved with any specific engagement work with the Nepalese/Nepali community, therefore the questions in your survey do not readily apply. However, the Voluntary and Community Sectors (VCS) are really important partners for HMRC when it comes to delivering services to our more vulnerable customers. We have a good working relationship with the VCS through our Customer Engagement Team and the Individuals Stakeholder Forum (ISF). We also fund a number of VCS organisations under our Grant Funding Programme. This funding supports advice to people who need extra help understanding and complying with their tax obligations and claiming their entitlements. I hope you find this reply helpful. If you need to contact us again, please quote our reference number above.

Yours sincerely

*Ellen Turner*

**Ellen Turner**  
**Ministerial Correspondence Unit**

HMRC  
S0842  
1st Floor Howard House  
Ministerial Correspondence  
Central Mail Unit  
Newcastle  
NE98 1ZZ

Findings & related learning:

The HMRC pragmatic approach to realisation of understanding about and complying with tax obligations, and that there is a Grant Funding Programme targeted at the voluntary & community sector, for those with particular additional needs on understanding about those obligations, is to be commended. This invitation, which the UKNFS will facilitate in assisting UK Nepali community organisations to take up, is one of the major positive outcomes, unlooked for of the advice project: we look forward to take up this opportunity and invitation forward, to with the input and guidance of the UK Nepali community organisations, develop Nepali-English information resources for the mutual assistive benefits of the community & HMRC.

Census / Office of National Statistics:

For many years, the UK Nepali community have sought more effective engagement with the Census and Office of National Statistics (ONS), for the reason that 'if you are not counted, you don't "Count".' This has meant as is demonstrated through many response-returns to our project questionnaire, that UK Nepali community [national & regional/local] statistics, and

related voice, are lacking. The letter from the National Statistician below indicates Census & ONS awareness on this want of UK Nepali community representation, and the opportunity to through collaboration and establishment of a direct relationship with the UK Nepali population at community level, for the first time, to explore how this can be remedied.

UK Nepal Friendship Society  
*by email*  
19 April 2018

Dear Mr Mercel-Sanca,

As National Statistician and Chief Executive of the UK Statistics Authority, I am responding to your recent correspondence regarding the inclusion, in Census 2021 and other surveys, of a distinct Nepali category for ethnic diversity monitoring, and your invitation to us to participate in your survey for service providing organisations.

Question development for Census 2021 started in June 2015 with the 2021 Census topic consultation<sup>1</sup>, asking stakeholders for views on our initial thoughts on which topics we should ask questions on in Census 2021. 460 stakeholders responded to the Ethnicity and National Identity topics and we published a specific report outlining our next steps for these topics<sup>2</sup>.

<sup>1</sup> 2021 Census Topic Consultation

<sup>2</sup> Ethnicity and National Identity topic report

<sup>3</sup> 2021 Census topic research: December 2017

<sup>4</sup> Small Population - 2011 Census

<sup>5</sup> Consultation: Initial View on Census 2021 Output Content Design

In response to the consultation, we conducted research into the need for additional response categories in the ethnic group question, over and above those used in the 2011 Census. A stakeholder follow-up survey identified a need for greater granularity of data and requests for 55 additional tick boxes were received. We conducted a prioritisation evaluation to consider the strength of need of these additional requests for tick boxes and identified four groups where we need to undertake further work before we can decide whether to recommend any new additional categories. Based on our research, we have decided not to recommend a Nepali ethnic group tick-box. Instead, we plan to recommend a write-in response option to the ethnic group question (as used in 2011) and this will enable all those who wish to identify themselves as Nepali to do so.

Our current position, on most of the topics the Office for National Statistics (ONS) will recommend for Census 2021, was published in an update in December last year<sup>3</sup>. ONS will make its final recommendations to government on Census 2021 content later this year and the final topics and questions to be included in Census 2021 will be put before Parliament for approval, in the form of a Census Order and the Census Regulations.

We recognise the continuing need for robust, accurate data on Nepali communities and, for Census 2021, we plan to publish detailed statistics (as in 2011) that will support Government and local bodies with policy development, service provision and planning, equality monitoring and resource allocation. We are currently reviewing the outputs we produced for the 2011 Census, which included bespoke statistics at small geographies for Nepali communities<sup>4</sup>. We are currently running a Census 2021 Output Content Design consultation<sup>5</sup> and should be grateful for your views to ensure our proposal will meet your needs.

Our Census 2021 teams will be happy to work closely with representatives of Nepali communities to consider methods of maximising the communities' response rates, including promotion of the write-in response option and helping with questionnaire completion.

I am passing your invitation to us to participate in your survey to our Census 2021 Stakeholder Engagement team who will shortly be in contact.

We look forward to working with you to make Census 2021 a success.

Yours sincerely,

**John Pullinger**

**John Pullinger CB CStat** | National Statistician

#### Findings & related learning:

As a result of the advice project response from Mr John Pullinger, the UK National Statistician, the UKNFS was introduced to Mr Neil Townsend, Census 2021 Head of Stakeholder Engagement and his colleagues. Valuable communications followed, with the outcome of what was a historically important presentation by Mr Townsend at the *Bhet Ghat Gurkha Nepalese Restaurant*, High Street, Aldershot, on the evening of 22<sup>nd</sup> August. The UKNFS initiated engagement was facilitated by Major Damar Ghale, NRNA – UK Chief Patron, and nationally respected Nepali community representative.

Link: <https://uknfs.org/aldershot-witnesses-historic-meeting-of-uk-nepali-community-organisation-leads-with-senior-officer-of-the-uk-census/>



The 30+ Nepali attendees of the presentation were all community organization leads or respected figures within the UK Nepali community, with a very successful outreach campaign to secure quality engagement from the community by Major Ghale in the days prior to the meeting. The UKNFS provided some pre-meeting notes to the Census, knowing that the meeting was the start of a bigger engagement where at last the UK Nepali community can have a real voice in regard to this essential matter of data collection, that informs policies and their implementation across a wide range of topics at national to local levels.

In particular a number of entries from the UK Nepali community advice access project, whose findings and recommendations comprise this report, noted the costs to community, effective planning & policies of want of effective engagement with the UK Nepali community, especially the need this report indicates on the necessity of including a Nepali entry on the Census 2021 form.

The need for that Nepali entry on the Census has long been a matter of great community focus and concern, and the questions from the audience to the Census officer and his team, repeatedly emphasized this, with in the days after the event a landslide of comments on social media, mobilizing for this to be remedied. This is one of the most important outcomes of the advice project, which has acted as a national UK Nepali community catalyst for much needed change and improvement on multiple fronts to enable the UK Nepali community voice to be heard clearly, effectively, and multiple areas where community members have felt disempowered by want of knowledge and effective direct engagement, to be remedied.

The event facilitated by Major Ghale, initiated through the UKNFS advice project, therefore counts rightly as of historic importance, with many more actions resulting. We conclude on one particular important element of the engagement & presentation. This concerns how the Census as with other UK Government departments and agencies decides on such questions of if and who amongst UK minority communities will have a chance of having a tick box on the Census 2021 form. But for the highly informative excellent presentation by Mr Townsend, and his most welcome readiness to field all questions, this critically important information on decision-making process & criteria would never have been known.

It emerged that there is NOT a numeric threshold at which new tick box entries on the Census will be considered (this greatly surprised all in the audience, as we had always assumed this as the basis for previous non-inclusion of the Nepali community, that of course at its heart in the UK includes the illustrious Gurkhas). The two means recognized by the Census, for making a new inclusion on the form were not numeric, but, it was stated on a number of occasions in the presentation event, to community members writing in / contacting the Census about representation, and also in particular, representations made through a host of different agencies and entities (public and private), for data on a given population.

The event organisers and members of the audience found this information very important and asked the Census team to provide more particulars on in particular the second group and how the Census instituted these criteria of sources that actually influence what minority communities can be added as new tick box entries on the currently being developed, Census 2021 form. In particular follow-up is being made to the Census ahead of the Census White Paper coming before Parliament in the autumn, by the community [NRNA lead, UKNFS in support] to find out more and make a representation for inclusion of a Nepali entry on the Census, including what representation is being made in parliament by Members of Parliament and particularly the All Party Parliamentary Group [APPG] for Nepal, on a Nepali entry.

Therefore, on this case the advice project has led to both a major community-led socio-political empowerment initiative. However, it in particular highlights in regard to decisions being made remotely and in which those [community members] affected had neither say nor presence, that certain particular UK Government agencies and departments are in organization-culture, shown to be extremely remote, and detached from public accountability (as they are all required to be under parliamentary democracy) and related transparency. The Home Office immigration agencies and Ministry of Justice' HMCTS Immigration Tribunal being revealed in their responses / non response, perhaps the worst, as evidenced by their responses to the advice project questionnaire [below] and



also referred to in the parliamentary democratic processes report that is essential reading for politicians. In the case of the Census, it was very clear to the community leads at the presentation that the Head of Stakeholder Engagement and his team were commendably enthusiastic in answering all questions, which indicated an unawareness of the democratic deficit on major quality of life-affecting decisions for UK citizens and residents, being made by unelected civil servants on the basis of criteria that had not until then, emerged clearly into the public domain.

The Census team offered to UK Nepali community members to help become fieldwork team members in the run up to the Census itself in 2021, which was an excellent outcome of the engagement, and in addition as a result of its success have been invited to give the presentation at other UK Nepali community hubs, such as for example, by NRNA Vice President Mrs Poonam Gurung, for the growing community at Basingstoke.

### UK Immigration Services (UKVI) and the UK Immigration Tribunal (HMCTS):

For reasons that will be apparent on reading, we have combined both UKVI and the Tribunal for their very close operational working relationship. Both the UKVI and HMCTS Immigration Tribunal have been included in the advice project, as they feature, especially the former, in affecting intermittently or on a standing/daily basis, the quality of life for many UK Nepali community members; these agencies do not feature in the lives of majority white / non-ethnic minority British society members.

As signaled in the UK Nepali community organisations parliamentary democratic processes component of the advice project, UK immigration services have had major impacts on some UK Nepali community members lives in regard to breaches of processes, negatively affecting their quality of life and human rights.

The advice project itself brought forward instances of these problems, of unsettling kinds. Regarding this, we cite the very recent [at time of finalizing compilation of the report] Gurkha DNA scandal, that the Home Secretary has formally apologized for to the victims:

*Home Secretary Sajid Javid has apologised to people who were wrongly forced to take DNA tests to prove they were entitled to settle in the UK. A Home Office review found there were at least 449 cases where letters had been sent with the demand. Mr Javid told the House of Commons that some relatives of Gurkhas .... Read the full news article at <https://www.bbc.co.uk/news/uk-45979359>*

**Below is the response we received from the UKVI to our advice project questionnaire**

**IRPublicCorrespondence <IRPublicCorrespondence@homeoffice.gsi.gov.uk>**

25  
Apr

Thank you for your email correspondence of 22 March to the Director General about our responding to your questionnaire. Your enquiry has been passed to me to reply.

We have provided responses below to your questions where possible:-

What record do you have of Nepalese community members accessing your services:- Gov.uk stats – Most of these tables let you filter by nationalities: <https://www.gov.uk/government/publications/immigration-statistics-october-to-december-2017/summary-of-latest-statistics>

If so, have you had any feedback from community members of your service:- <https://www.gov.uk/guidance/how-to-publish-on-gov-uk/feedback>

How do you promote your services/information about your services to the Nepalese community\*: Gov.UK <https://www.gov.uk/government/publications/information-for-those-of-nepalese-ethnic-origin>

\* The document does not provide an overview / route map, etc. of UK immigration services, only some examples of citizenship eligibility topics.

How do you engage and communicate with the Nepali community regarding your services:- Please note we have a specific Entry Clearance Office in Nepal which customers can access. <https://www.vfsglobal.co.uk/nepal/index.html> Our website Gov.uk will advise of any additional services we have. Our Visa Application Centre staff in Kathmandu includes Nepali speakers (**although they cannot provide immigration advice**)\*

\* This assumes an-out-of country audience: the advice project questionnaire responded to was Exclusively for UK Nepali community members, not Nepali nationals in Nepal.

What statistics do you have on **Nepali community member** cases undertaken by your organisation or agency? <https://www.gov.uk/government/publications/immigration-statistics-october-to-december-2017/summary-of-latest-statistics>

Use of translated materials: do you have information about your service in Nepali or a facility for translation of information into Nepali?

No, we don't have translators and applications need to be in English\*

How can the Nepali population access any translated material?

Currently our guidance is provided in English only\*, and as above we ask that applications be made in English. For our highest volume international visa application groups, our international contact centre does provide the following language options for enquiries. <https://www.gov.uk/contact-ukvi-inside-outside-uk/y/outside-the-uk>

\* Almost all major government departments and agencies, have the translation facility available in some form or another and often key information in other languages. Here it is revealed as de-facto policy, UKVI doesn't follow this customer care and transparency of process, protocol.

We believe we have addressed all the points you have raised. If you do have any further questions, please contact us at: [www.gov.uk/contact-ukvi-inside-outside-uk](http://www.gov.uk/contact-ukvi-inside-outside-uk)\*

Yours sincerely

J Nebel

Customer, Performance and Improvement

UK Visas and Immigration [www.gov.uk/ukvi](http://www.gov.uk/ukvi)

Please do not reply to this email address. This email account is used only for sending out replies to correspondence. Emails sent to it will not receive a reply. Contact us by email or phone at: [www.gov.uk/contact-ukvi-inside-outside-uk](http://www.gov.uk/contact-ukvi-inside-outside-uk)

**Concluding note:** happily the public release of the advice project report was not provided until further important information and responses were received including in the case of immigration (UKVI/UKBA – HMCTS Immigration Tribunal) some alarming details and cases: <https://uknfs.org/uknfs-open-letter-to-the-british-foreign-secretary-regarding-incidents-and-malpractice-with-uk-immigration-that-concern-nepali-friends-of-britain/>

Regarding the email above, for reasons best known to the communicant their response email chose to NOT give a personal/first name: this could have been through oversight, or be that the officer wasn't authorized from more senior levels in the UKVI/UKBA to communicate at a level where those senior officers authorized such subordinates to provide their personal/first names. This indicates disinterest in the context of direct Nepali-Gurkha UK community engagement. The accidental want of politeness in this UK civil servant/UK Immigration officer failing to provide a personal/first name could have been understood as a clerical oversight.

Unfortunately it is nothing of the kind but appears as unstated operational level policy from the UKVI and its overseas section/component under the Foreign & Commonwealth Office [FCO], as the UKNFS found a Mr/Ms/Mrs? J Yates (a Home Office UKVI Immigration official NOT an FCO officer of rank to respond officially on behalf of a British Foreign Secretary) responding directly on behalf of the British Foreign Secretary.

This regarding a formally addressed letter to the Foreign Secretary (see hyperlink to news article, above) on two cases where Nepali citizens that had experiences [evidence provided to and considered carefully by the UKNFS] of certain sections of the UK Immigration Services [UKVI/HMCTS Immigration Services officers, and their private sector associates, and also formal UK Government agencies such as UK police constabularies] that prove UK Immigration officers ready to put lives of Nepali citizens in danger.

The UKNFS cannot, for reference has NO association with the UK Immigration services and their associates [HMCTS Immigration Tribunal, UK Police constabularies and of course the different for-profit associate organisations / businesses that over recent years HM Government/Home Office has engaged to support its immigration policies.

### Findings & related learning:

The approach involved in the responses indicate a readiness to take the 'answer to a different question' approach through ignoring key words and contexts in the questions, so the valuable benefits that would have resulted from involvement in the project by answering directly the specific questions, was lost. We found on that accessing any Nepali statistics from the general link provided (good customer care, politeness, as with all other organisations/agencies/entities that took part and chose to answer the actual questions, would have involved the data itself being provided instead of a link so general) that it was not possible to readily find the Nepali data.

Of all government agencies and national UK entities, both the UKVI and Immigration Tribunal present the most formidable obstacles to clear and easy contact-ability. Our project involved contacts made to the leads (such as in the case of the UKVI it's Director General) for both these entities: the same level of contact (such as the Census/ONS, HMRC, etc.) was made with other UK national agencies giving a valuable insight into degrees of ease or difficulty of communication & access: for both the UKVI & Tribunal

In regard to a further important point, the link at the end of the email above takes one to the following (start of an internet page after page purchase) – Mr Nebel, on study of the questionnaire, it appears from his responses, chose to assume the questionnaire was solely about Nepal citizens, outside of the UK, seeking UK visas. Whereas, as all other organisations and agencies replying to the questionnaire participation request clearly understood that the latter involved UK Nepali residents/citizens, not overseas foreign nationals as it is inescapable to conclude from the response, the UKVI regards UK

Nepali / UK Nepali-Gurkha community members & British citizens. We do not know whether this was deliberate obfuscation [knowing the question and choosing to ignore it for reasons best known to those concerned] or simple incompetence.

*'Contact UK Visas and Immigration about your application  
You can contact UK Visas and Immigration from inside or **outside the UK**  
Contact centre staff cannot give you advice about your personal circumstances\*.'*

\* This assumes clear and comprehensive guidance notes easily accessed: the record of visa and LTR / citizenship applications indicates many areas of poor clarity or want of information.

In other words, the UKVI has no facility nor volition for contact on UK internal Nepali community-level, non-visa matters.

### **Regarding the Immigration Tribunal:**

No acknowledgement of the request to participate in the advice project through completion of the questionnaire, nor completion of the latter, was received. We ensured the questionnaire was received by HMCTS Immigration Tribunal, with the questionnaire kindly provided to Mr Judge Clements -- <https://www.ein.org.uk/news/mr-justice-lane-and-judge-michael-clements-review-2017-immigration-and-asylum-chamber> -- and even copying in a relevant government minister, but to no effect in terms of acknowledgment of receipt or response to questionnaire, contrasting with comparable lead officers of national and regional agencies/entities (as this report evidences).

With direct knowledge of elderly Nepali Gurkha community members facing deportation and experience of HMCTS Upper Tribunal functioning that included different appellants and their cases, being to the shock of all affected, being exposed to each other in what had been assumed to be the professional environment of an Upper Tribunal hearing setting in which service-users privacy and confidential details were respected, rather than a 'cattle-market' wholesale privacy and confidentially abusive courtroom/hearing context environment. It is to be regretted that the Tribunal and its leads chose to ignore the opportunity to engage and communicate with the UK Nepali community, that includes the substantial Nepali-Gurkha community whose heroism and valour has on countless occasions over the past 200 years defended and supported the UK, including its institutions and agencies such as HMCTS.

The community was particularly looking forward to Immigration Tribunal participation as the project had brought forth different examples of malpractice, abuse of process and perceived lack of independence from the UKVI & UKBA (police officers in some constabularies working with the latter and the Tribunal, closely at operational level with Immigration Compliance & Enforcement [ICE] teams, having a similar, on the basis of facts & performance, perception of non-independence).

The UKNFS learned of a Nepali asylum seeker visiting his police station for his regular sign-in, and being seized, transferred to a detention centre and deported: the issue was that he had not been told by the immigration tribunal that he had lost his appeal, and didn't provide the mandatory decision & reasons paper; instead the decision & paper were just sent to the Home Office [UKBA & UKVI] NOT to the asylum seeker [whose life was in real danger we learned on being provided with evidence that the Tribunal had]. In another case a UK Nepali community member was denied his human right [UKVI & the Immigration Tribunal assert they respect such rights] to visit Nepal for his father's funeral, which took place at the time he was appealing against a UKVI refusal to grant Leave-To-Remain status.

General conclusions on UKVI and HMCTS Immigration Tribunal, are that they represent the acme of **lack** of public accountability, and **lack** of transparency and related ability to be effectively communicated with (please see conclusion note at end of this section on the immigration services & tribunal).

As the following two links -- <https://www.theguardian.com/uk-news/2018/jun/29/mps-condemn-home-office-over-detained-windrush-pair> & <https://www.theguardian.com/uk-news/2018/jun/29/virgin-airlines-no-longer-help-deport-immigrants-lgbt-windrush> -- the UK immigration services have what amounts to a culture of systematic lack of transparency leading to comprehensive abuse of process, and given the UKVI & HMCTS Immigration Tribunal responses to the UK Nepali community advice project, it is clear that neither of these for reasons best known to themselves, have the volition to provide advice that is consistent, clear, and will not be subject to subversion by operatives and functionaries of the two.

The record and the approaches to the project questionnaire, solution to advice needs in these two areas therefore involves work to create an information resource based on actual real-life practice, cases treatment, and yes that it can include technical terms and essential information in Nepali as well as English. This is the information UK immigration services service users urgently need for the reasons mentioned, and those services as we have seen are not equipped or inclined to provide such need-to-know information.

Note on combined UK immigration, immigration control, and immigration tribunal services are provided in the following links which highlight incidents very detrimental to both the good name of UK human rights, and in regard to equitable mutually-respecting UK – Nepal friendly relations as they involve affronts to Nepali nationals of the most unacceptable kinds, which it is imagined would never be tolerated if the victims were British nationals: sadly to date these instances have received no resolution by the UK immigration services, showing lack of seriousness of the latter in regard to Nepali citizens and Nepal, which is a matter that Parliament and relevant ministers have enlightened self-interest reasons to resolve:

Pages 25 – 27 of the report: <https://uknfs.org/wp-content/uploads/2018/04/Parliamentary-Democratic-Processes-UK-Nepali-communities-Report.pdf>

<https://www.kantipurdaily.com/world/2018/08/14/153425086430813432.html>

<http://wenepali.com/2018/08/55442.html>

Regarding the Jet Airways incident and passport defacements, the UKNFS at the request of the community provided an Open Letter to the UK Foreign Secretary: <https://uknfs.org/uknfs-open-letter-to-the-british-foreign-secretary-regarding-incidents-and-malpractice-with-uk-immigration-that-concern-nepali-friends-of-britain/>

**The UKNFS enabled UK Nepali community advice access project of course has the dual objectives of identifying performance on advice providing national and local level government organisations/agencies/entities, and of helping the community and all of the latter what particular obstacles to that advice information provision, exist.**

In the case of the UK immigration authorities agencies and the immigration tribunal, we found from responses and non-response, allied to a number of real life cases (the Nepali Gurkha DNA scandal emerging in this time, with the Home Secretary apologizing to the victims for UKVI officers actions) the findings and learning outcomes came clearly as follows. That these are the worst agencies/entities regarding clear advice provision, with a culture of non-transparency, confusion, and non-accountability; this especially on the interfaces where UK immigration and the Tribunal interact with service users, with often conflicting and confusing advice on for example appeal submission deadlines, and extreme difficulty on advice online to help complete sections of forms. The UKNFS believes the only solution to this ahead of robust independent inquiry and scrutiny, is for online information to be provided for service users and potential service users of the UKVI and the Tribunal in a step by step clear manner, detailing not what is said is expected to happen, but what actually can happen, and that with this resource public policy statements are clearly set out. The UKNFS understands that various minority communities, human rights immigration related, and open government organisations have and are expressing support for such an information resource initiative; we will support this for the support of our UK Nepali community, to minimize the types of distress that the current regime in this area causes, as noted in the news on an almost daily basis, and which we have evidence that politicians and government ministers seek to see improved.

### Banks & Banking:

We approached two banks (HSBC and Lloyds Bank), including one (Lloyds) at national level. Neither in the event, participated, but originally signaled their interest (customer care team members in Westbourne and Bournemouth branches of the two banks) in the project through stating readiness and interest in completing the questionnaire.

### Findings & related learning:

Approaches had to be made for national email addresses at local branch level, as the two banks websites, even after judicious Google searches, lacked that information or any details regarding the questionnaire's topics.

Finally, Lloyds Bank was chosen as the test case, as they were able to after careful search on their intranet at their Bournemouth Branch, find two email addresses (we were cautioned one may no longer function, which was the case) that could be the best way to get someone at national headquarters to complete the questionnaire: the staff member was very helpful, and a further staff member in the follow-up made two weeks later, who promised to personally follow up to ensure the project questionnaire was responded too, and how this was progressing.

**In all cases we never heard anything back on email or call (the project team member also happened to bank with Lloyds), nor response to the questionnaire itself.** This shows as is not uncommon particularly in the statutory sector, including national agencies & entities (as we have seen above in regard to immigration entities) that inclusion & diversity are too often seen as not mainstream, main priority areas for delivery, so they stay at the level of striking good PR-orientated policy & position statements. The advice project questionnaire experience demonstrated this.

### Lloyds Bank: Our approach to diversity and inclusion

*Diversity and inclusion is central to our business success. Our customer base is very diverse and we need to ensure that we understand and can meet their needs if we are to be successful. Reflecting the diversity of the UK in our own workforce helps us to achieve that goal ...*

*Our commitment starts at the top of the organisation. Our Group Executives sponsor our diversity programme, taking the lead on initiatives that improve both the quality of our customer service and the working environment for our colleagues.*

*Through a range of initiatives and strategies we work hard to ensure Lloyds Bank is inclusive for all colleagues and customers.*

**Source:** <https://www.lloydsbank.com/banking-with-us/who-we-are/equality-and-diversity.asp>

Despite the Lloyds Bank Diversity & Inclusion statement (above) on the bank's website, this test case saw Lloyds selected as the representative UK high street bank to take part in this national context questionnaire-based project for a comparatively small but, due to the Nepali Gurkhas, ethnic minority community that has a uniquely important and special relationship with the UK for 200 years.

As such it was a litmus test to see how serious at real-life applied level UK banking actual care on ethnic minority community engagement, and therefore good customer care, was. The result was extremely disappointing as despite emails and follow-ups in person in more than one branch (results could have been different perhaps in a different geographical area, but the approach was a national level one, directed at national level and it appears with the non-response, response, that inclusion & diversity at least in the terms of effective customer care and communications response are wanting.

This demonstrated that equality is not regarded as a matter of seriousness, and by extension there is lack of readiness for meaningful customer care support to in this case bank service users from the UK Nepali community that have or may have less than complete mastery of spoken & written English. In effect this approach means continued varying degrees of disempowerment in using bank services, which necessarily involve technical terms and specialist concepts, that to be effectively conveyed, require translation and interpretation.

Questions & related solutions to needs, we were going to ask (if the promised response to the questionnaire had materialised), included the use of short information videos in Nepali and English to address clarity on technical subjects and how the bank structure works.

**NOTE: follow-up work of a more substantial nature, including building societies, is indicated as a priority as the project progresses to its next stage, where it is hoped Lloyds Bank can work with us / the UK Nepali community to help improve on the communications and degree of focused seriousness that the bank's inclusion & diversity statement implies.**

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## Appendices:

### 1. Advice providing organisations and agencies questionnaire:

The questions below are for your organisation, whether national or in one of the local area locations of the advice project (North Hants, Kent, Dorset/Bournemouth, London).

Please answer as fully as you can (it is okay to record no response or no knowledge on any of the questions if you aren't able to answer due to lack of knowledge or data).

In the case of larger organisations such as local authorities, please liaise with colleagues in the main departments (for example electoral services, housing, social services, etc.) as well to enable your responses to be as thorough as possible.

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What **record** do you have of Nepalese community members **accessing** your services? NONE / DETAILS BELOW:

If so, have you had any feedback from community members on your service. Describe:

How do you **promote** your services/information about your services to the Nepalese community? Describe:

How do you **engage** and **communicate** with the Nepali community regarding your services? Describe:

What statistics do you have on Nepali community member cases undertaken by your organisation or agency?

**Use of translated materials:** do you have information about your service in Nepali or a facility for translation of information into Nepali? YES / NO

How can the Nepali population access any translated material? Describe:

How do you reach Nepali community members who do not have English language skills? Describe:

How do you integrate cultural appropriateness into your service? Describe:

**NOTES:**

- Benefits of completing the questionnaire have been detailed in the associated covering email/letter, however in addition a valuable communications and information resource sharing aspects will have been created for you and a number of other organisations that you probably already partner and work with closely (this in the case of local organisations in the locations chosen to be included in this advice seeking and advice providing project). For example: local authority, CAB, Council for Voluntary Service, Police Force, etc.
- This means that in most cases, organisations that your own works and partners closely with (examples above) are also participating in this important given BME community inclusion and empowering advice project initiative, so that they as with your own organisation will be gaining the same Nepali – English information resources and signposting assistance.
- Where appropriate, In the case of local authorities and national organisations, an equality officer or customer information officer will be requested to liaise with colleagues to provide the information requested, and an organisation lead/CEO and/or equality portfolio holder, be copied in for their supportive awareness.



## 2. List of Advice Providing Organisations contacted for questionnaire completion

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### Project local area locations organisations\*:

\*Most of the organisations below contacted at CEO and/or Equality lead / Customer Services lead levels.

- **Citizens Advice Bureaux:** Shepway, Woolwich-Greenwich, Dorset, Bournemouth & Poole, Rushmoor
- **Police Forces:** Kent Police, Hampshire Police, the Metropolitan Police (SE & West Divisions), Dorset Police
- **Local authorities (general but with departments – housing, social services, electoral services, Anti-Social Behaviour, etc. – emphasis):** Shepway District Council, Rushmoor District Council, Ealing & Harrow, Greenwich & Woolwich, Bournemouth, Dorset County Partnership + Dorset County Council
- **Adult Learning:** Kent Adult Education (Canterbury / Shepway / Maidstone / Ashford), Hampshire Adult Learning (Hampshire Futures), Harrow, Skills & Learning (Poole)
- **Councils for Voluntary Service:** Rushmoor, Shepway, Poole & Bournemouth
- **Job Centre Plus Wessex area**
- **Other:** Greenwich Community Directory

### National organisations\*:

\*The listed organisations contacted at CEO/Director General level.

- DWP / national Job Centre Plus
- HMRC
- Local Government Association (LGA) Independent Group
- Crown Prosecution Service (CPS)
- UKVI (Director General)
- HMCTS Immigration Tribunal (President / Lead)
- Westminster (Parliament) Community Outreach & Engagement Team
- National Assembly of Wales, Communications & Educational Team
- Equality & Human Rights Commission [EHRC]
- Hansard Society
- Runnymede Trust

- National Citizens Advice (CAB)
- Census / Office of National Statistics (ONS)
- National Council for Voluntary Organisations (NCVO)
- Banks: Lloyds Bank

**NOTE:**

All participating organisations will be thanked for their support and completing the UK Nepali community advice project questionnaire. All these organisations, and also those that may not be able to respond but whom have been contacted for requested participation, will be referred to in the project report in regard to the information they provided; they will also all receive the Nepali – English information resources (PDFs & online links), and other outcome/legacy benefits referred to in email communication.

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**Provided separately due to documents size:**

- Questionnaire compilation of responses by agencies & organisations
- Parliamentary Democratic Processes Report