

SUPPORT 360

Information, Advice & Guidance –
Burnley & Pendle

Changing the Landscape – Project Evaluation of the “Reaching Communities Support 360 Project.”

Final Report.

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November 2022

Acknowledgements

We would like to thank Lancashire BME Network and The National Lottery for funding and supporting this evaluation. We would also like to acknowledge the contribution of the four partner agencies; the project officers; volunteers and participants who have contributed to the final report. Their expertise, knowledge and support has been vital to its compilation. We'd finally like to acknowledge the communities of Burnley and Pendle¹. The Support 360 Project has brought about real and long-lasting change for these communities.

¹ Quotes that appear throughout the evaluation report are taken from consultation with former participants. Minor corrections have been made to spelling to aid clarity. Or at the request of LBN to remove organisational names.

Glossary of Terms

BAME	Black Asian and Minority Ethnic
BWA	Bangladeshi Welfare Association
CRM	Customer Relationship Management
GRACE	Global Race Centre for Equality
IAG	Information, Advice and Guidance
ITHAAD	ITHAAD Advisory Service
LBN	Lancashire BME Network
NCN	Northern Communities Network
PEEF	People's Enterprise and Empowerment Forum
IEWS	CRM Software

Executive Summary

Introduction.

The final project evaluation report of the National Lottery funded IAG Support 360 Project builds on the interim report (submitted June 2021). This report highlighted the effectiveness of the partnership – led by Lancashire BME Network and comprising four partners – Bangladeshi Welfare Association, ITHAAD, Northern Community Network and the People’s Enterprise and Empowerment Forum).

The current report continues to explore the main themes previously highlighted – namely how the partnership was working to provide Information, Advice and Guidance to vulnerable communities in addition to looking at the impact on social capital and community connectivity. It also seeks to explore:

1. The reasons that beneficiaries chose to access one of the partner organisations rather than established employment, advice or statutory services.
2. How the service was impacted by the Covid-19 pandemic and Brexit
3. How could service delivery be improved.
4. Was there a legacy element left by the project?

Key Findings

1. The partnership worked effectively to deliver on the project aims - significantly exceeding the targets (1083 against a total target of 540)
2. The majority of clients that accessed the service were from South Asian (heritage) backgrounds – primarily Pakistani and Bangladeshi. However, the project also identified the presence of South Asian heritage communities that held citizenship of a European country (such as Italy, Poland and Romania) and had subsequently moved to the UK. These communities sought support to secure settled status following the United Kingdom’s departure from the European Union. Approximately a third of survey respondents felt that Brexit had had a negative impact on their lives.
3. In addition, the partners supported clients from Irish, Syrian, Afghani, Romanian, white British, and Moroccan backgrounds.
4. Approximately 50% of clients sought benefits advice during their first contact with the IAG service. Legal advice was another key area of support provided.
5. Postcode data highlights that most clients were resident within a 2km radius of the offices of the IAG support providing organisation. A significant number lived within a 1km radius.
6. Clients accessed the service due to high levels of trust in the organisations, and often came to them either through a personal recommendation, a referral by

another organisation, through prior knowledge of the organisation or due to proximity of residence.

7. Clients were generally aware of the existence of other services e.g., mental health services, law firms and advice services in addition to the IAG Support 360 service.
8. The use of female volunteers highlighted the demand for support by female members of the community.
9. Digital illiteracy rates are higher for communities in Pennine Lancashire than for other parts of the UK. This was highlighted during the pandemic.
10. The impact of Covid-19 led to an increase in demand for support. This was met with creative approaches to service delivery – such as the client using WhatsApp to take photos of letters which were then live-translated into a community language during a phone call between the advisor and client. Clients also reported feeling more anxious as a result of covid and felt as though they would need more support in future.
11. Participants identified a number of characteristics of an effective organisation – including locality, flexibility, confidentiality and responsiveness (see page 31 for complete list).
12. It was recommended that further funding be sought to continue the project as a need has been identified, and the model produced by LBN, and partners demonstrate that communities can become self-reliant when capacity and skill is developed. Further funding would relieve the burden on already overstretched public services.

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1. Introduction

This report follows from the interim “Evaluation of the Impact of the Lancashire BME Reaching Communities Support 360 Project” report delivered in June 2021. The report’s authors - Dr John Wainwright, Dr Julie Ridley, Ismail Karolia and Paul Hargreaves provided a preliminary evaluation of the IAG Support 360 Project, highlighting the work that the individual organisations had done and the projects wider impact on the communities of Burnley and Pendle.

The findings of that report demonstrated the partnership’s effectiveness in delivering the service – evidenced by the development new and enduring relationships between the project partners; the successful management of the project by LBN and the over-delivery by partners against the stated targets.

Key Findings

- LBN and the four partner agencies have worked effectively to provide a support service that has exceeded targets set for this project.
- The five agencies (LBN plus its four partners) have developed a flexible system of working that enables them to collaborate effectively and to offer a sustainable service.
- The Covid pandemic provided an unexpected challenge for LBN and the four agencies, but the project officers turned the crises into an opportunity to work flexibly and creatively with their clients.
- The welfare needs of the clients that accessed the Support 360 project have been met by IAGs and voluntary workers in the agencies.
- The project provided a vehicle for the project officers and volunteer workers to provide opportunities for women beyond the original service. Some women became volunteer IAGs, which led on to them accessing training, education, and employment services in the community.
- Through breaking down these barriers, the Support 360 project has already moved beyond welfare provision to that of catalyst for clients and communities to become socio-economically independent.
- The support project provided a service for the newly established Polish/Eastern European community, particularly regarding supporting the provision of school places for their children.

- The agencies in the support project were able to work with volunteers and clients to develop social and cultural capital through the training provided. This contributes to the service supporting the development of psycho-social resilience in many of the clients in the community.
- The covid crisis highlighted the need for digital training and support. Many clients are disconnected from wider society and further work needs to be done to enable widening digital access to increase participation in the community.
- While current monitoring systems provide a useful picture of the range, level, and quality of service provided by LBN and the four agencies, these systems would benefit from being improved to ensure that the excellent outcomes achieved are also evidenced alongside service outputs.
- LBN have led and co-ordinated the Support 360 service impressively. Through working in partnership with the four agencies they have been catalysts for improving the cultural psycho- social and economic wellbeing of all the clients that accessed the service

The purpose of this report is to further examine the impact of the IAG Support 360 Project and whether it has left a tangible legacy by focussing on the following questions:

- a. Why did participants choose to access one of the partner organisations rather than an established service – Such as long-established advice services, employment services, or statutory support?
- b. How was the service impacted by the Covid-19 pandemic and Brexit?
- c. How could service delivery be improved?
- d. Was there a legacy element left by the project?

2. Methodology

The methodology for both evaluations have drawn upon the connected communities approach used by the Centre for Citizenship and Community (Parsfield et al, 2015)². During the earlier phase of the project evaluation interviews were conducted with the project officers and the substantive Project Manager to understand their thoughts about the project's operation and effectiveness. Additional training was provided to the project officers by members of the GRACE team to help them complete semi-structured questionnaires with a selection of project participants (n=73).

3. Project background

The need for the Support 360 Project was originally identified by several organisations due to their concerns about the lack of bi-lingual culturally appropriate Information, Advice and Guidance (IAG) support that was available in the Burnley and Pendle areas of Lancashire. These organisations reported that they had received requests to provide IAG

² Parsfield, M., Morris, D., Bola, M., Knapp, M., et al (Eds) (2015) *Community Capital: The value of Connected Communities*. London: RSA.

for areas of work that other organisations (statutory and non-statutory) had been commissioned. Despite this, members of the community did not access the support for a number of complex reasons – including the lack of (convenient) appointments; the services were unable to meet their specific cultural needs or a lack of trust in the organisation. These community members chose to seek support from those organisations that they trusted; however, this support was unfunded.

Lancashire BME Network applied for and were successful in securing funding from the National Lottery. Lancashire BME Network also managed the project.

Lancashire BME Network identified 4 delivery partners from Burnley and Pendle located in the following areas:

Northern Community Network – (Formerly Jinnah) – Burnley

Bangladeshi Welfare Association (BWA) - Burnley

People's Enterprise and Empowerment Forum (PEEF) – Nelson

ITHAAD Community Development Trust (ITHAAD) – Nelson

Partners were chosen based upon

1. Their ability to provide support to community groups (existing infrastructure and expertise).
2. Previous experience of providing support to community groups.
3. Experience of providing bi-lingual support.
4. The ability to operate in the project areas.
5. Levels of trust / reputation within the community.
6. Their ability to collaborate and work together on the project.

4. Burnley and Nelson – Demographics

Figure 1: Maps of Burnley and Pendle

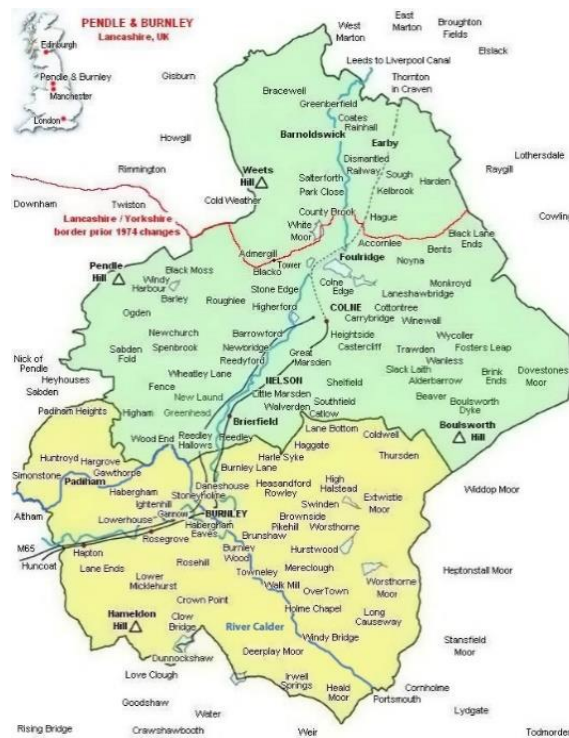
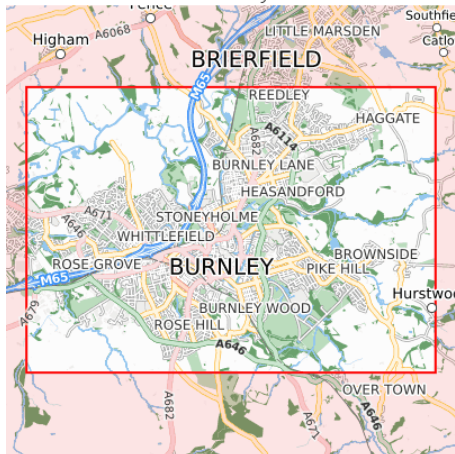


Figure 2 – Maps of Burnley and Nelson

Map showing the extent of Burnley



Contains OS data © Crown copyright and database right 2021

Map showing the extent of Nelson



Contains OS data © Crown copyright and database right 2021

Burnley and Nelson are located in East Lancashire - an area that witnessed tremendous growth and economic prosperity during the Industrial Revolution. It also saw the creation of hundreds of mill towns and collieries and thousands of jobs. The demand for labour continued well into the 1950s which led to the arrival of labourers from South Asia to fill these roles. These communities expanded during the 1960's due to chain migration, and the evolution of infrastructure able to meet the religious and cultural needs of communities. By the late 1960's an economic downturn and greater global competition led to prolonged economic decline across the industrial centres of the north with jobs in the manufacturing sector disappearing without comparable growth in alternative sectors. This resulted in towns moving to economic decline which they failed to recover from.

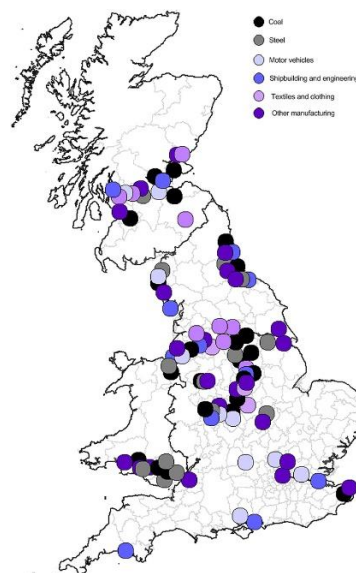


FIGURE 3. Major industrial job losses across Britain since the early 1970s. Source: [Beatty and Fothergill \(2017\)](#).³

4.1 Population

The 2021 census recorded the population of Burnley to be 94,700 an increase of 8.8%, from around 87,100 in 2011, this increase is significantly higher than the national population growth of 6.3% and higher than the regional growth of 5.2%⁴. Census data indicates that this is a result of an increase in the older population (+18.9%) and an increase in children under the age of 15 (+14%). This follows long recognised trends identified in the 2011 census – highlighting a significant youth population and those of late-working age.

Pendle has a similar demographic profile as the population has increased by 7.1%, from around 89,500 in 2011 to 95,800 in 2021. There has been an increase of 19.9% in people aged 65 years and over, an increase of 2.2% in people aged 15 to 64 years, and an increase of 12.3% in children aged under 15 years.

4.2 Ethnicity

Data on ethnicity has not been returned for the 2021 census, however the 2011 census shows the population of Burnley to be 87,100 of which 12.7% identify as not white-British background, whilst Pendle's population is 89,500 of which 20.1% identify as non-white British.

These two towns have a higher than national average population of Pakistani and Bangladeshi backgrounds. The communities are also amongst the deprived in the United Kingdom⁵ and are most likely to live in economically deprived neighbourhoods.

4.3 Social

Both Pakistani and Bangladeshi (origin) communities have historically strong networks of support - evidenced by the cohesiveness of the community. Kinship relationships are strong due to the patterns of migration which have taken place over time which reinforce and renew familial and cultural bonds. Similarly, religion plays an important role in strengthening common values held by the community with an emphasis placed on family,

³ Beatty, C and Fothergill S (2017) The Long Shadow of Job Loss: Britain's Older Industrial Towns in the 21st Century. <https://www.frontiersin.org/articles/10.3389/fsoc.2020.00054/full> Accessed 28/09/2022

⁴ <https://www.ons.gov.uk/visualisations/censuspopulationchange/E07000117/> Accessed 28/09/2022

⁵ <https://www.ethnicity-facts-figures.service.gov.uk/uk-population-by-ethnicity/demographics/people-living-in-deprived-neighbourhoods/latest> (Accessed 28/09/2022)

community, communal worship, and charitable work, which all leads to high levels of social capital and pro-social behaviour.⁶

4.4 Economic

Burnley and Pendle feature amongst the most deprived parts of the United Kingdom, based on the index of multiple deprivation⁷ and the recent Centre for Cities report 'Out of Pocket: The Places at the Sharp End of the Cost-of-Living Crisis'⁸

The unemployment rates within these communities are higher than the regional and national average⁹, it is however important to avoid essentialising these communities as more enterprising members of the community have been able to improve their economic circumstances.

5. Project Need

The need for this project arose out of reports received by Lancashire BME Network that services - such as conventional advice, employment and Immigration and services were failing to provide a service that met the needs of South Asian heritage communities due to concerns about language support or in the case of Immigration Advice services – high charges being made. Concerns were also raised about the lack of support for communities to help complete benefit forms. Shortly after the introduction of Universal Credit in 2013 it became clear that the only way in which this new benefit could be applied for was through an online portal. Evidence shows that digital literacy within these communities is poor, due to lack of digital skills or equipment – placing them at a disadvantage. Due to the nature and format of the forms, it wasn't always easy to complete them using a phone or tablet – particularly for the older / less technically able members of the community. These problems were further highlighted by the Covid-19 pandemic which saw an increasing number of services moving to online-only service provision. Whilst there has been an improvement in the digital literacy of communities across the UK – Pakistani and Bangladeshi communities still have poor levels of digital literacy – especially amongst women.¹⁰

⁶ Capstick, T (2016) Multilingual Literacies, Identities and Ideologies: Exploring Chain Migration from Pakistan to the UK, Basingstoke. Palgrave Macmillan.

⁷ <https://www.gov.uk/government/statistics/english-indices-of-deprivation> 2019 (Accessed 28/09/2022)
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/835115/loD2019_Statistical_Release.pdf p16. (Accessed 28/09/2022)

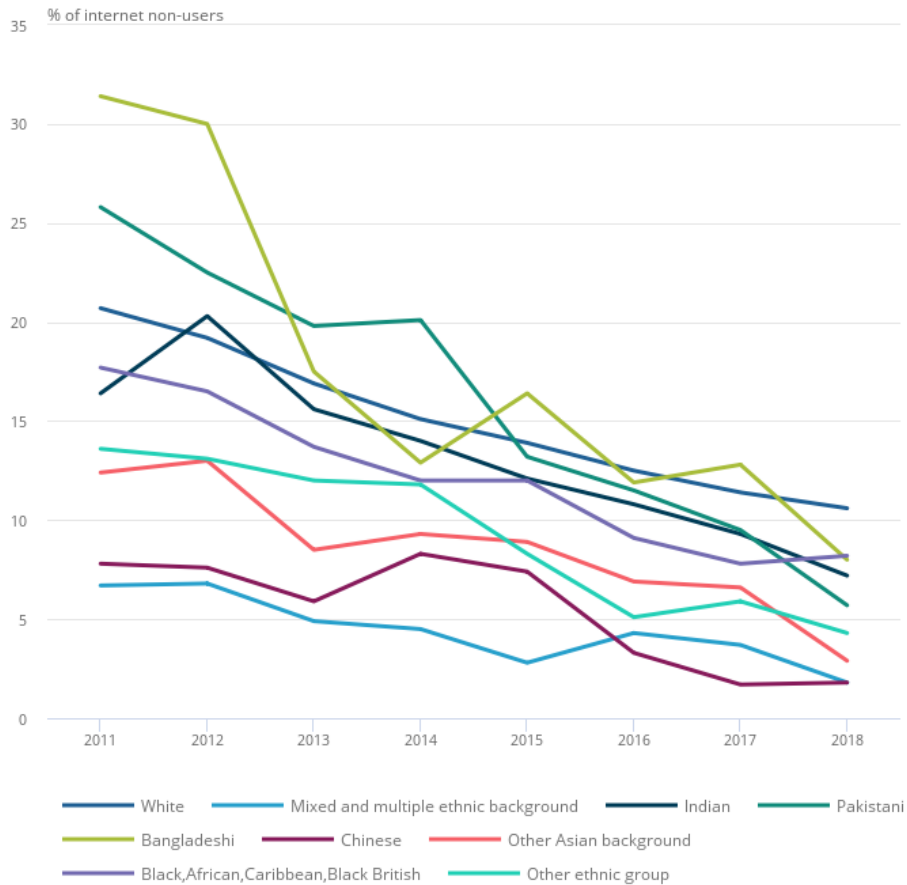
⁸ <https://www.centreforcities.org/wp-content/uploads/2022/07/Out-of-pocket.pdf> (Accessed 01/10/2022)

⁹ <https://www.lancashire.gov.uk/lancashire-insight/economy/unemployment/district-unemployment/> (Accessed 01/10/2022)

¹⁰ <https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/articles/exploringtheuksdigitaldivide/2019-03-04#the-scale-of-digital-exclusion-in-the-uk>

Figure 13: The ethnicity gap in internet usage has narrowed over time as the proportion of internet non-users has declined

Percentage of internet non-users by ethnic group, UK, 2011 to 2018



Source: Office for National Statistics - Internet Users, Labour Force Survey (LFS)

6. Context of the 360 Support Project

Whilst LBN oversaw the 360 Support Project management, it was delivered by four agencies. The staff at each of the delivery partners and volunteers were qualified to IAG level 2. The following provides a precis of the four agencies and their activities informed by LBN’s annual report on the 360 Support Project.

<https://www.lancashireskillshub.co.uk/wp-content/uploads/2020/09/Lancashire-Digital-Report-FINAL-FC.pdf> (P16) (Accessed 28/09/2022)

Bangladeshi Welfare Association (BWA) are based in Burnley and deliver a service to the Bengali speaking community. They have one project officer and five volunteer IAGs, two of these are men and three women. The delivery of the support 360 service commenced in 2018 and at this stage they ran both a drop in and appointment system. The service provided has focused on welfare benefits, particularly Disability Allowance, immigration and housing and negotiation/ translating on behalf their Bengali speaking clients with statutory sector.

ITHAAD are located in Nelson and have one male project officer delivering a service by appointment system. They also have a female project officer employed by PEEF (see below) to work with South Asian women who are reluctant to engage with male workers because of cultural barriers. ITHAAD have promoted their work through community venues and have delivered a service primarily addressing welfare benefits, immigration and child and maternity benefits. Although their client base is significantly South Asian, there has been an increase in Eastern European clients and to meet this demand they have employed a Polish speaking interpreter.

Northern Community Network- NCN are based in Burnley and employed a female project officer in the first year and recruited six female volunteers in the second year. The female volunteers have provided evidence that women from the community are engaging in the project and developing skills and qualifications that have provided them with the confidence to seek employment. Along with the project officer they have built strong relationships with male and female clients by using their first languages. This enables them to meet hard to reach communities that do not access other services. They have worked to challenge cultural barriers regarding women not having access to services and opportunities. NCN provided a counselling / befriending service and worked with survivors of domestic violence in partnership with another organisation. There was a particular need for these services during the covid crisis. The female volunteers have been offered training and gained confidence from this experience.

People's Enterprise and Empowerment Forum (PEEF) are based in Brierfield, Pendle and have three project officers, one female and two males along with several volunteers. They have supported clients with payment of bills and debt management. They provide open surgeries along with an appointment-based service. They have advertised through social media, community and statutory agencies and the local mosque. The impact of Covid resulted in the provision of service being remote and as with the other agencies there was a significant increase in requests for welfare, employment and immigration support. Again, the challenge of digital literacy has been exacerbated by Covid as there was a significant increase in clients requesting help submitting welfare application, particularly for universal credit.

The Project Steering group comprised members of the senior management team from each organisation and was essential for ensuring that the project remained on target.

They met quarterly in person, adapting to virtual meetings during the period when covid restrictions prohibited in-person meetings. Meetings were led by the project manager from Lancashire BME Network and provided a space for discussion during which issues of concern were raised and discussed (e.g., performance issues); emerging issues were identified and fed back to the wider group for discussion (e.g., the educational support needs of children whose parents had recently arrived from Eastern Europe). The steering group was effective at solving problems – for example they were able to negotiate referrals to ensure that support could be provided to female service users that preferred to be supported by female rather than male advisers. This also helped to develop stronger links and relationships between partners – some of whom hadn't previously worked together.

6.1 Staff Training and Volunteers

All the frontline staff employed on the project and volunteers were trained to Level 2 standard in Information, Advice and Guidance – This provided the skills required to support client's needs. This also has a legacy element in that it upskilled those staff members involved with the project.

The use of volunteers in the programme was essential to its success. Each volunteer was mentored by a member of the team and provided with skills that were transferrable to the labour market. The volunteers reported that they learnt skills for a customer-facing role as well as developing their confidence– especially for those with little or no job-related experience. This also created a legacy element as the volunteers became community assets able to offer support to friends and neighbours that may encounter problems.

6.2 The Impact of Covid:

The covid Pandemic interrupted the operation of the IAG Support 360 Programme in the following ways:

- (i) Following government guidelines on face-to-face contact all offices were closed. For some organisations that owned their own buildings they were able to reopen following the relaxation of these guidelines, however for those organisations that were housed in buildings owned by the local council, they were unable to reopen until the council properties were given permission to fully re-open.
- (ii) Project officers were no longer able to meet face-to-face with clients and so were forced to come up with alternative ways of dealing with queries. This included live translating of letters over the telephone, using WhatsApp to receive photos of correspondence.

- (iii) For those that were ineligible for furlough they were forced to seek universal credit. This meant providing support to those that hadn't previously claimed the benefit – and may also have poor digital literacy skills. Examples include public service vehicle operators and those working in restaurants (zero hours contracts):

We need more support especially my husband who is a taxi driver and has hardly any work, he is unable to claim the grants for self-employed people as he has no accounts due to starting self-employed work recently, therefore we need extra financial help to run our households and the pandemic has affected his line of work immensely, his monthly income dropped from approximately £1400 per month to £600 since covid-19 started. My husband will need help with learning new employment skills so that we can survive in the future.

- (iv) As the offices of statutory services were closed and reliant on a telephone service (often without the guarantee of bi-lingual support), the four partners found that there was a significant increase in the demand for support. This also increased the variety of issues that they were being asked to support with.
- (v) The project steering group was unable to meet in-person and so met online. This presented additional challenges as several of the steering group members were unable to operate the technology. This required rapid upskilling of the members to ensure that they were comfortable using online video communication platforms.

Clients report the vital service that the organisations provided:

Obviously during lockdown, I'm having quite a lot of difficulty as I am mixing my work and at the same time, I have a small child aged 5 who needs to be taken to school and needs picking up. I have to manage my time much better and it's having an effect on my mental health. I don't know what I would have done without your service.

- (vi) Clients had concerns about the long-term impact that covid would have on their emotional wellbeing:

Adults and children are suffering from anxiety/depression, I have children and they have hardly been outside the house over the past year, it is showing on their faces, they are very unhappy and have adapted to a life of being indoors and are suffering from depression and mental health problems. I really do hope that once everything

goes back to normal, they will adapt again to being happy and building on their social skills. But I can say covid lockdown has impacted many lives and people will need much more emotional support as well as support to get back to their normal lives again as and when lockdown is lifted.

7. Project Impact

7.1 Data Recording

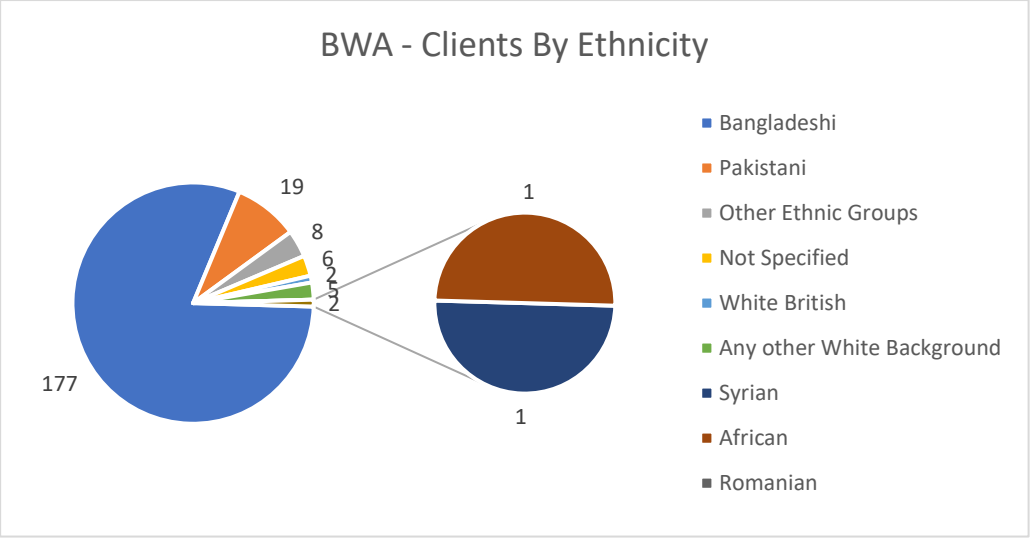
The project data was recorded using VIEWS a secure customer relationship management system and database. The first project manager worked with the CRM provider to develop a bespoke set of data fields for the management of the Support 360 project.

IAG advisors from the 4 partner organisations and Lancashire BME Network were trained on how to use the add data to the system, whilst Lancashire BME Network Project Managers were also trained on how to extract data from the system. The project managers reported that the system was initially unreliable, due to the complexity of the data extraction process, however it was subsequently refined and proved acceptable for managing the project.

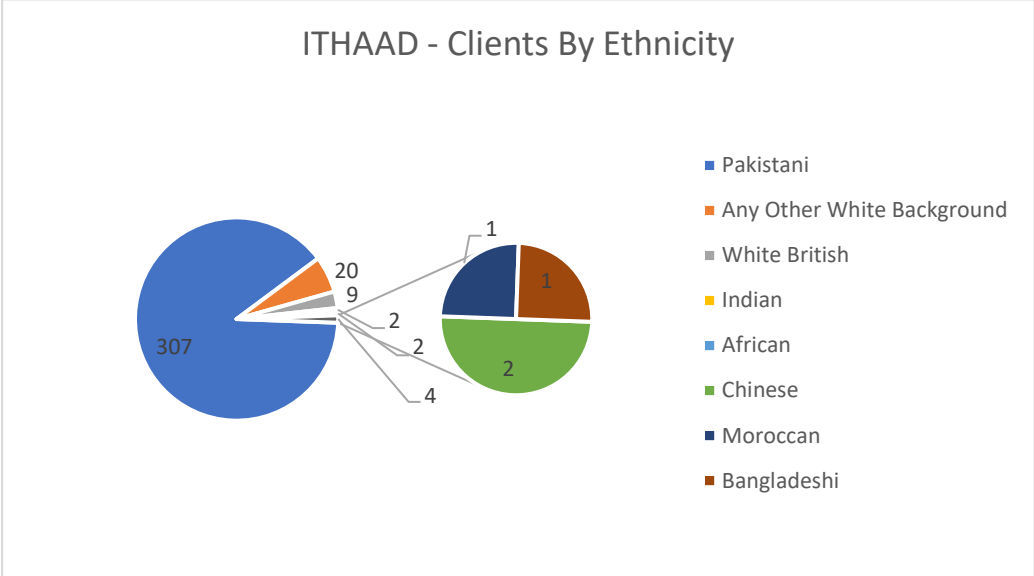
7.2 Participant Data: Ethnicity

The data recorded on VIEWS illustrates that most clients that accessed support from NCN, PEEF and ITHAAD were of Pakistani heritage whilst for BWA the majority of clients were from a Bangladeshi heritage background. This reflects the language support and expertise that was available from different organisations. It also highlights the most populous communities in the respective areas in Burnley – according to the 2011 Census those identifying as Asian / Asian British Pakistani were 20,985, whilst those identifying as Asian/British Asian Bangladeshi were 2789.¹¹ In Pendle those identifying as Asian / Asian British Pakistani were 15,320, whilst those identifying as Asian/British Asian Bangladeshi were 383. The data also highlights that client came from a variety of backgrounds as can be seen in the charts below (though in significantly smaller numbers). This highlights the rich diversity of communities in East Lancashire and changing demographics, it also highlights the effectiveness of the services to respond to their needs.

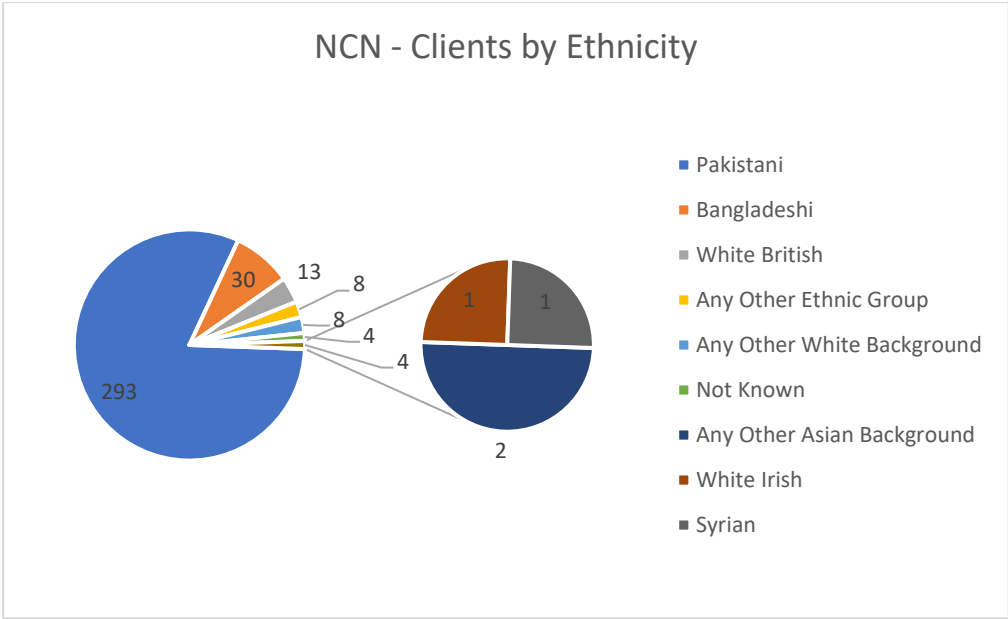
¹¹ Across enumerated census areas E00126259-E00126273
<https://www.nomisweb.co.uk/reports/localarea?compare=E05005155>



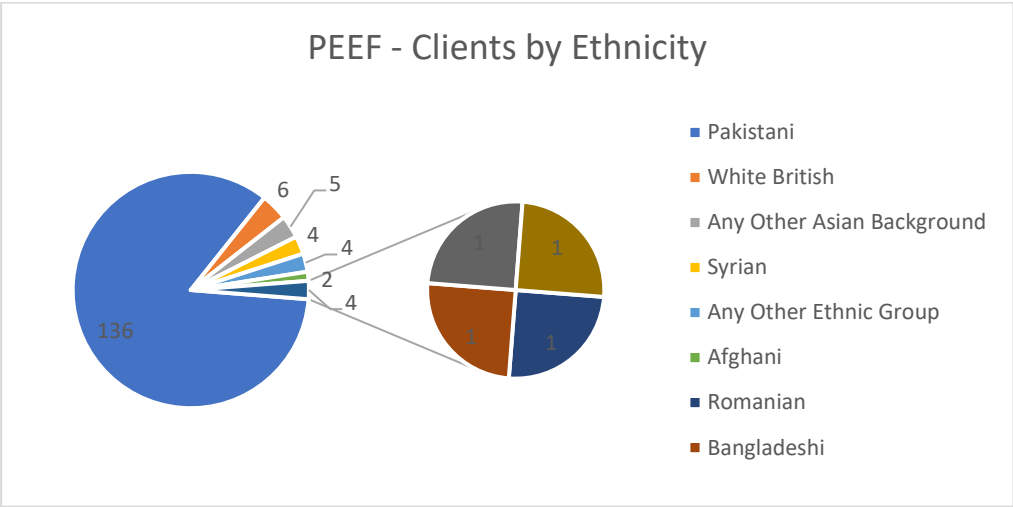
BWA – n=220



ITHAAD – n=344



NCN – n=360

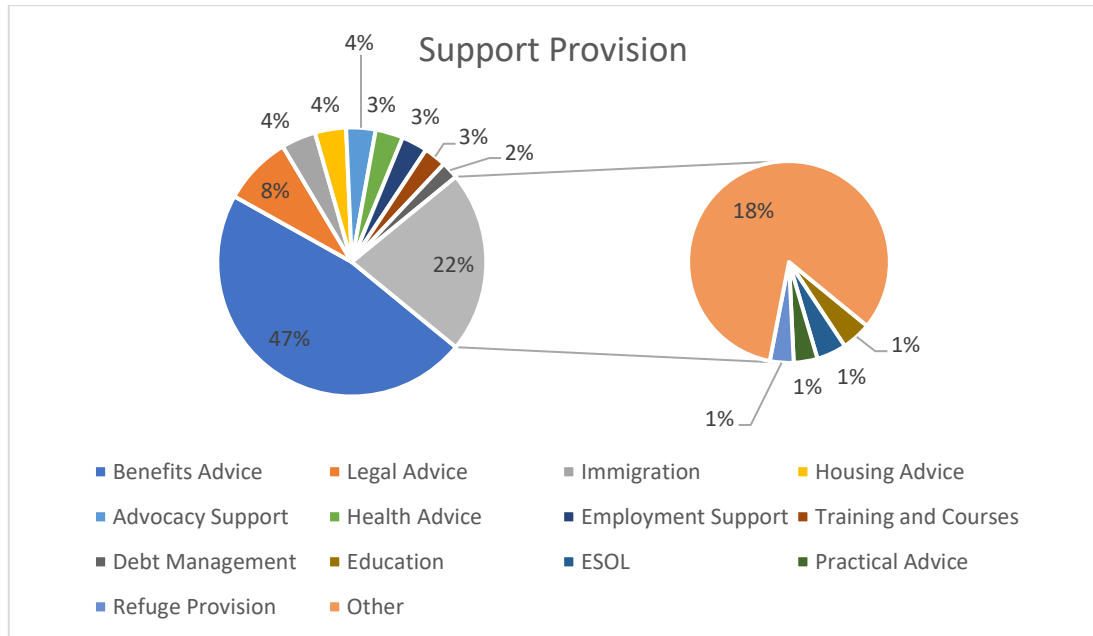


PEEF: n=159

7.3 Support Provision

The chart below illustrates the primary concern that clients raised during the first session. Almost half of the clients that accessed the service sought help with benefits advice. This reflects both the clients need for support completing online Universal Credit forms and the impact of the pandemic on new claims. Legal advice was another major area of support that was sought by clients – this was mainly due to concerns about the costs associated with visiting a solicitor. In some instances, the issue was able to be resolved without need for a referral to a specialist legal advisor. Where further technical support

was required, each organisation was able to refer to a reputable law firm. This also highlights that client sought help from one of the partner organisations rather than a specialist advice service – which was often the source of advice prior to the Support 360 Project.



However, feedback from former IAG clients suggest a lack of confidence in the advice provided by a specialist advice service:

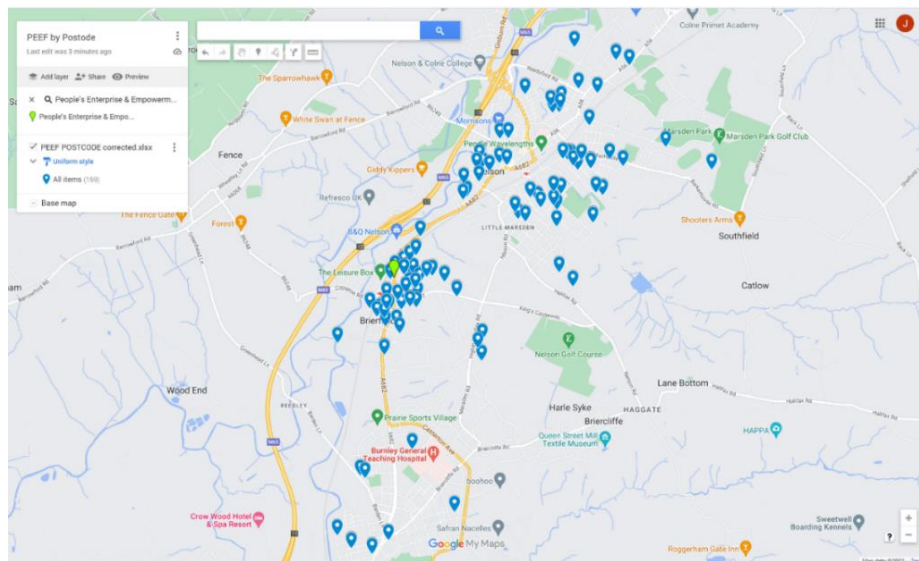
I did initially go to [ORGANISATION], but they were unable to support me with the help that I needed. I needed support with my wife’s settlement application but unfortunately, they were unable to help me with the application. I then went to ITHAAD who did everything from me, assured me and supported me throughout the whole process which was very lengthy in order to apply for my wife to join me in UK.

I have tried [ORGANISATION] but, in all honesty, they just fob you off, give you bits and bats of information but never give you full support like you have done for me

7.4 Clients by Area

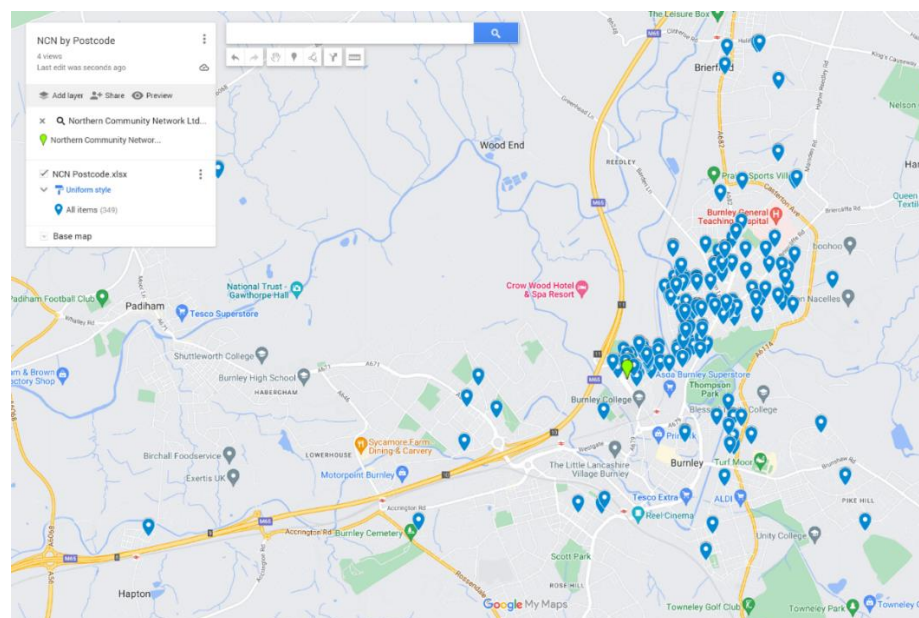
Analysis of the client’s postcode (in blue) and the proximity to the support organisation (in green) illustrates both the concentration of occupancy, and also their willingness to travel to access the service.

PEEF Clients by Postcode



We see clustering around the main advice hub where the 1:1 consultations were held (prior to covid). In the case of PEEF half of their clients came from within 0.5 km, whilst the remainder were within approx. 2.5km. We see similar patterns for ITHAAD and NCN.

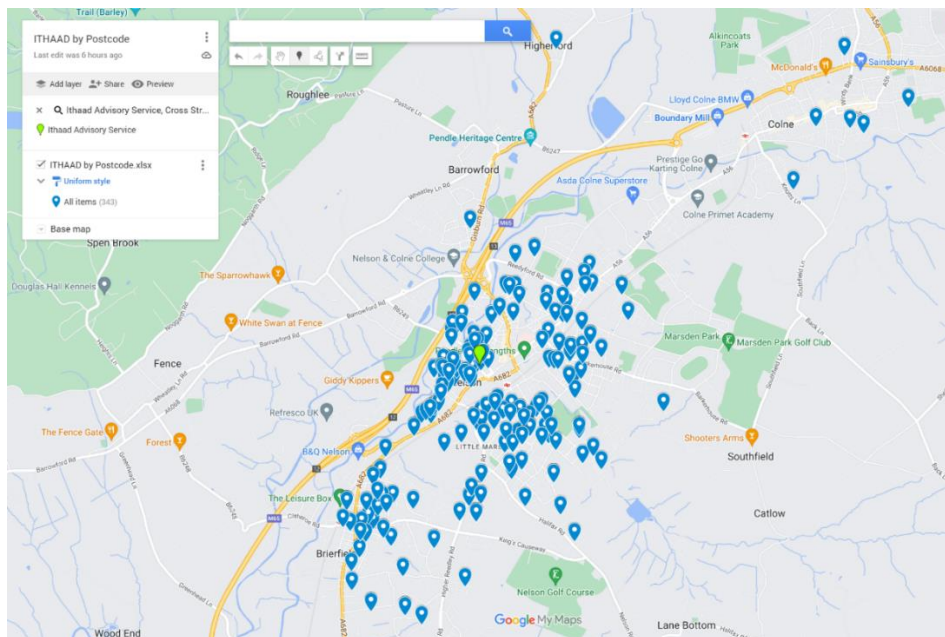
NCN Clients by postcode



NCN: n=349

For Northern Community Network, the pattern was the same with most clients visiting from within an approximate 2km radius with tight clustering around the main hub. There were also a handful of outliers from Blackburn and Barnoldswick.

ITHAAD Clients by Postcode



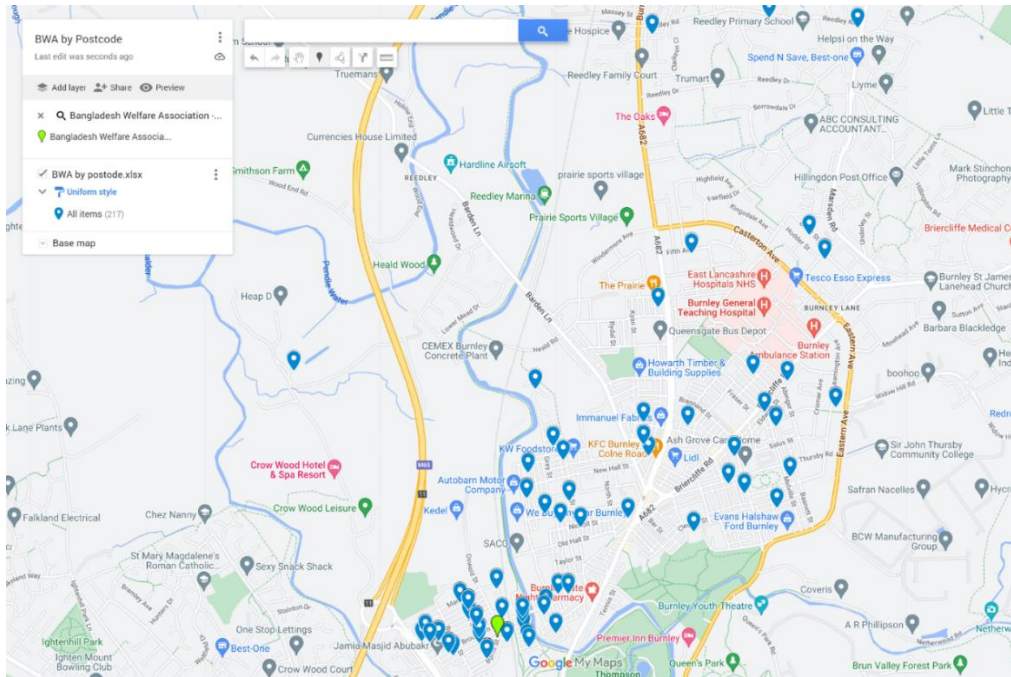
ITHAAD: n=34

Former clients of Ithaad reported their residential proximity to the service to be an important factor for them using it:

... Ithaad is very local to me, I am able to get there in very little time, they have been established for a long time and I checked the organisations details on google. Also, my friend recommended it to me, and she has used the service previously and worked there as a Translator.

“When I arrived from Spain to UK, I was very lucky to find a house only a few doors away from Ithaad, I used to see people going in and out of the office and enquired why people go there and was informed that it is a community office where people can go for any social and welfare support.”

BWA – Clients by Postcode



BWA- n=217

In the case of the BWA clients we see a two main clusters. The first is concentrated around the main hub- which highlights a concentration of families in the immediate area. We also see a more spread out grouping, indicating that the families are significantly more spread out (as they are less populous). There were also several outliers in Blackburn, Preston and Rochdale that accessed the service – indicating that clients were willing to travel for specialist IAG support in Bengali.

Overall, the patterns demonstrate that families accessed support from these organisations despite the availability of other organisations that were closer to their locations and arguably more suited to provide specialist information and support – e.g., a specialist advice service or statutory body. The local branch of a national advice service for each area is located close to each of the organisation – in the case of ITHAAD – less than 100m, NCN – less than 1 mile, PEEF – 1 mile and BWA, approx. 1 mile. Given the proximity to each organisation, it seems that clients made a conscious choice to go to the organisations as they felt more confident that their issue would be satisfactorily dealt with.

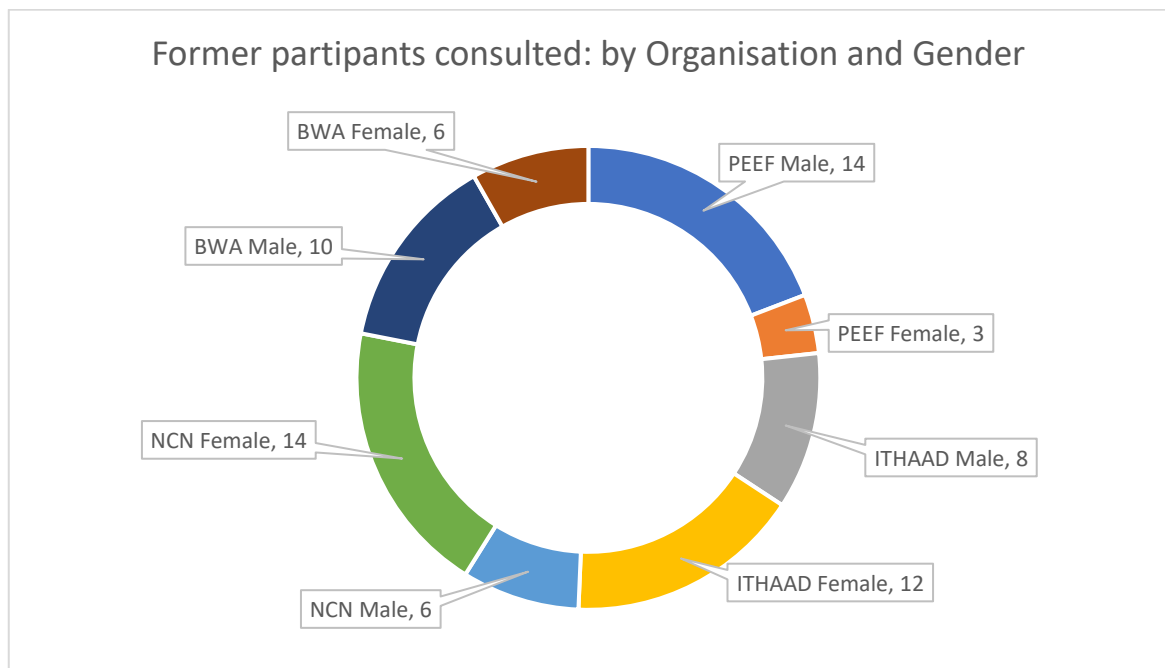
Another important factor is the convenience of accessing a local service that can be accessed without the need to drive. The areas surrounding each organisation has on

average lower rate of car ownership than the wider population.¹² A number of clients reported the importance of being able to walk to an organisation to 'drop off' a form or letter that was required as part of an application.

8. Feedback from participants

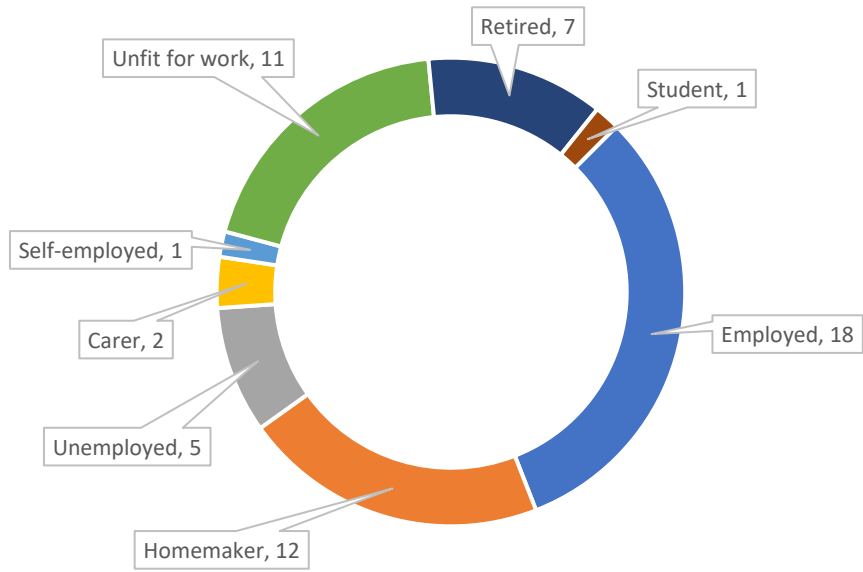
Due to the confidential nature of client data, we were unable to access client files as part of the evaluation. GRACE therefore launched an anonymised consultation exercise with former clients to better understand their needs and whether the service met their expectations. Training was provided by members of the GRACE team to IAG staff at the various organisations on how to conduct feedback sessions with project evaluation forms (appendix 1) being co-designed with members of the IAG staff. Collated results can be found in appendix 2). The feedback provided an in-depth understanding of how and why services were accessed.

A series of consultations were held with a selection of former service users from the IAG Support 360 project (n=73). This represents approx. 7% of all the participants that engaged with the project. The following charts provide demographic data on feedback participants.

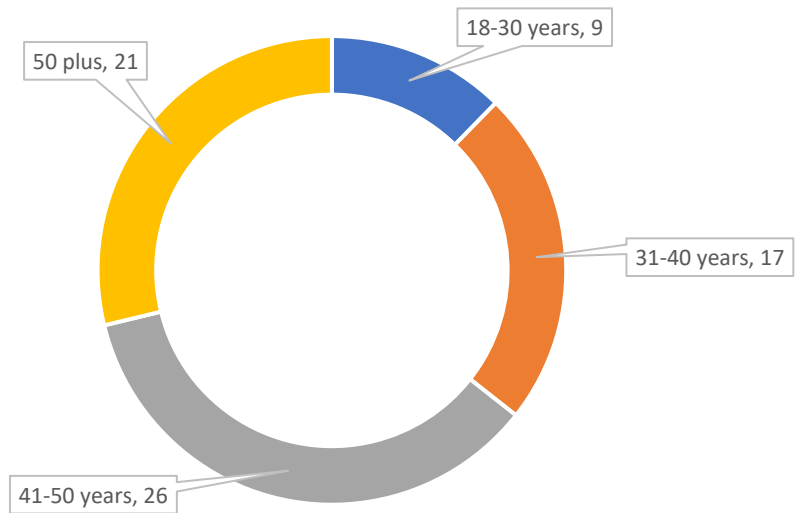


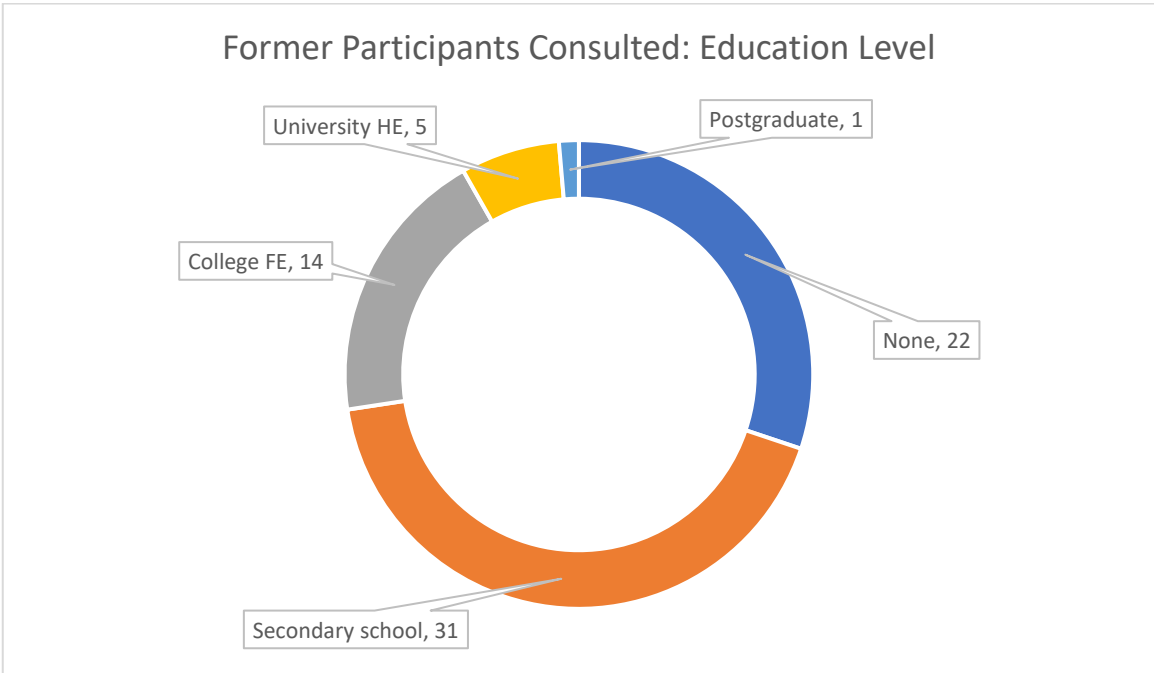
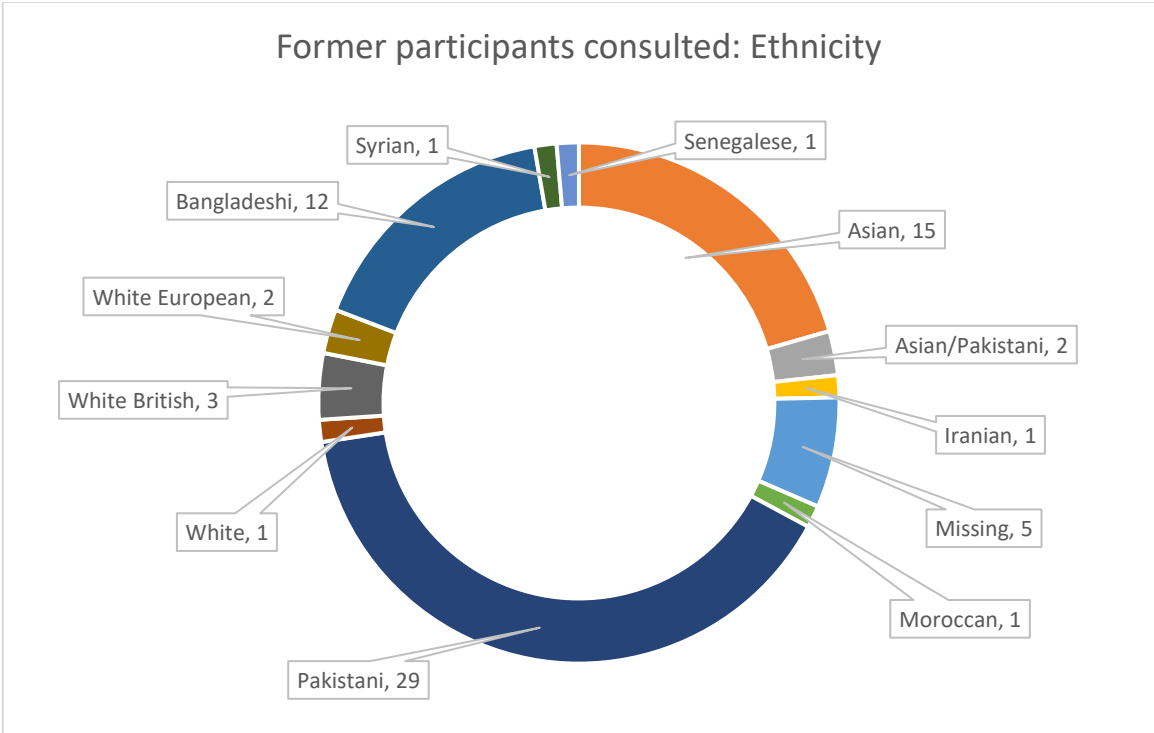
¹² <https://www.nomisweb.co.uk/reports/localarea?compare=E34004743> (Accessed 01/10/2022)
<https://www.nomisweb.co.uk/reports/localarea?compare=E07000122> (Accessed 01/10/2022)

Former participants consulted:Occupation Type



Former Participants Consulted:Age





When asked how they had heard or knew of an organisation and why they chose the host organisation rather than go elsewhere - previous experience of using the service or a recommendation by a family member was a common response:

I heard about ITHAAD as my father has also used the services in the past and they have supported him with everyday problems due to language barriers.

My late husband who died due to covid-19 used to use the service and even before he became ill, he mentioned that if ever anything would happen to him, then you can approach ITHAAD, and they will help you.

My husband told me about Ithaad and my family members (brothers) had previously used the services of Ithaad in the past, so I knew of its existence for quite some time as a place where members of the community can go to for help and support.

Referral by other services / individuals was also common:

My G.P referred me to the service as a place where I could go and get my application forms for PIP completed as well as to receive advice on other support that I may be entitled to, due to suffering from cancer.

We did not go anywhere else as it came highly recommended by County Councillor A. (name redacted)

Respondents also noted that the reliability and reputation of an organisation were important factors when accessing a service. This is crucial as clients often share personal and confidential information with the advisors. This highlights the professionalism demonstrated by the advisors:

They have a good reputation. They are very helpful, supportive

The advice is always TRUSTWORTHY

Whilst for some the ability to get a same-day appointment was a decisive factor to use a service:

Its very accessible, I can get the same day appointment and be seen in a matter of few hours and my problem can be dealt with sooner

Access to services is very easy as you can see an adviser the very same day by booking an appointment and it was less than 50 metres away from my house.

Some clients were willing to travel longer distances to access the service as they had heard positive things about the service:

We heard about ITHAAD from a staff member at [STATUTORY BODY] who provided their details, at the time we were living in Burnley and had to travel to Nelson to access the services.

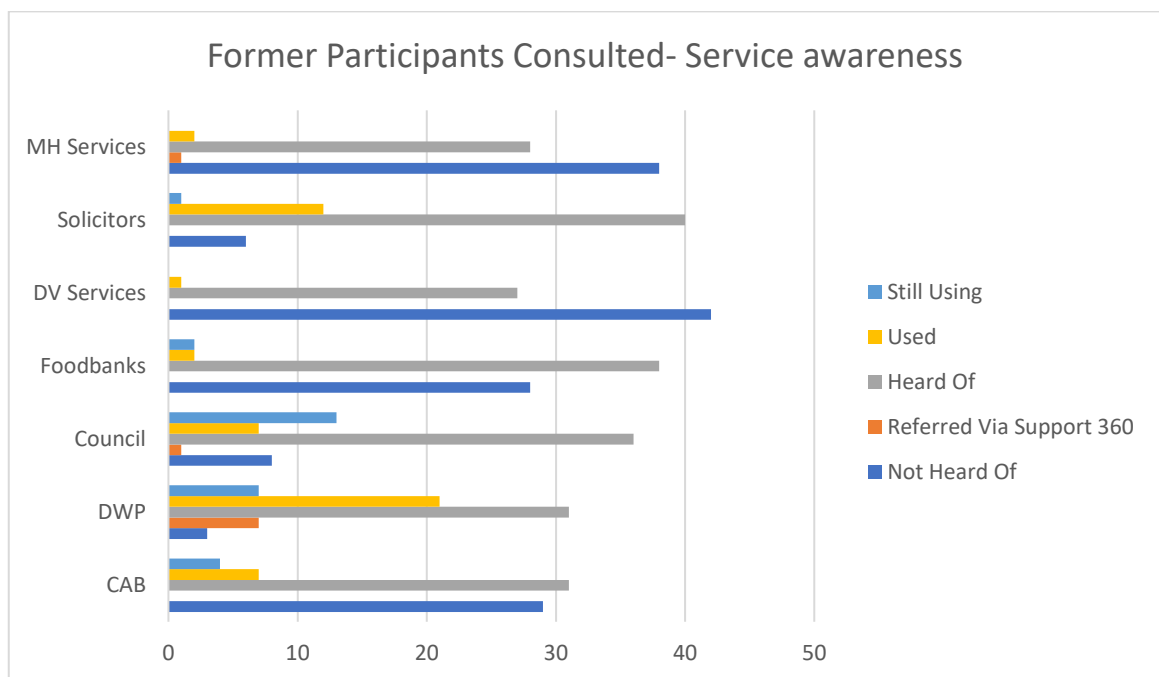
Several respondents reported that due to limited household budgets the cost of accessing support was an important factor. Clients were appreciative that IAG Support 360 was provided without cost as several clients reported that they had previously been charged significant fees for routine work:

I had been to two solicitors who gave me different information about divorce and the fees for their service was extremely high, I went to my local advice centre, and they were unable to provide me with the support that I needed.

I am so pleased that the service provided is absolutely free and benefits those people who have very little income and can rely upon free and confidential support from organisations like yourselves.

I initially went to [Advice centre] at the [Community Centre] Nelson, but unfortunately, they advised me to go to a solicitor as they are unable to help. I went to see a solicitor and she was charging in excess of £700 for her support and professional fees. I did not have that kind of extra money and thought surely there should be a place where someone can help me to apply as the Nationality application fees is in excess of £1000. My friend S suggested we visit Ithaad.

This highlights that client were aware of the service provision by other organisations – including Mental Health, Solicitors, Domestic Violence, Foodbanks and statutory bodies. The chart below cumulatively analyses the survey results and highlights that a significant number of respondents were aware of the services that were provided, but many were not currently accessing them:



The effectiveness of the support provided by the project is evidenced by the number of clients that returned to use it after their initial concern was dealt with. This demonstrates the effectiveness of relationship building following from the successful provision of support:

They have helped me in the past with the same issue so came back for support as I trust the service rather than going elsewhere

Trust along with privacy, confidentiality, and security were emphasised by several respondents who were especially concerned about these due to the potential for gossip and rumours to develop in close-knit communities, which are characteristic of some South Asian heritage communities – due in no small part to kinship ties and transnational relationships¹³:

Confidentiality, I believe it's a very confidential service and as I was suffering from a cancer, I don't want members of my community to know that I have cancer, or I have applied for a particular benefit to support me. Confidentiality is an integral reason as to why I chose to go to Ithaad instead of anywhere else.

Trust is further built by the client being able to communicate with an adviser directly in a language which they are comfortable. Bilingual support ensures that the nuance and subtleties of problems can be discussed and examined by the client and advising staff:

The adviser is fluent in Punjabi as well as other languages, as my main language in Punjabi, I am able to communicate effectively with him and he is able to understand my problem better as I am able to explain my problem easier to him as there is no language barrier

The experiences shared by former clients highlighted just how important a service IAG 360 was – especially during the period of covid:

"I believe that the care shown by the support worker was immense, he really proved that I could approach the adviser and it seemed like he was my own brother, I felt confident in knowing that there is some organisation out there who does really care about my situation due to losing my husband with covid-19, I was at the time hopeless and hardly anyone to turn to. Whenever I rang the office number and even out of hours, there was someone there who could listen to my concerns and gave me hope for the future. I cannot thank you enough for all the support that you provided to me and my family."

9. Project Effectiveness

The project significantly exceeded its target of 540 participants. By the end of the first year 486 clients were engaged with, the second year 248 clients and the third year 351¹⁴ It must be noted that this coincided with the period of covid-19 – during which time the service was delivered remotely due to social distancing rules which were in place for the United Kingdom at various points.

A key factor in the effectiveness of the Support 360 Project was that Lancashire BME Network and the four partner organisations were embedded and trusted by the communities in which they worked. It was also important that the advisers were embedded within the communities and were therefore able to develop significant

¹³ Ballard, R (2002) "The South Asian Presence in Britain and its Transnational Connections" and Singh, H. and Vertovec, S. (eds) Culture and Economy in the Indian Diaspora, London: Routledge, 2002

¹⁴ Numbers provided by Lancashire BME Network.

relationships with clients because they were already known to them – in one instance a client was a former school-friend of an adviser (this was declared by the adviser).

The data supports the widely held belief that grassroots organisations are lifelines for the communities they support. Former participants identified the following characteristics of effective organisations:

- a. Local
- b. Being embedded in the community
- c. A long history of providing support
- d. Cost-effectiveness
- e. Flexibility (e.g., appointments to suit the needs of clients – rather than the clients having to adapt to the opening hours of for example a local branch of a national advice service). This was essential for those with caring needs.
- f. Ease of Securing appointments
- g. Being responsive and working in a person-centred way.
- h. Adapting to change and continuing to provide a service which is responsive to community needs – even during a national crisis

The points identified in the interim report (p20-21) on gender parity have been borne out by this evaluation - namely that the project was effective in engaging South Asian heritage women:

although many were reticent and lacking in self-confidence initially, the agencies provided a service that empowered and enabled them to overcome these barriers.

This was a key aim of the project – reflected in the recruitment of female volunteers, who received full training to work alongside experienced advisors. This in turn increased their skill and confidence resulting in some of them being retained in paid employment after the project ended.

Asked whether they would know what to do if the same problem occurred again – numbers were split between those that would seek help from the same organisation and those that felt confident acting on their own behalf- and going for example directly to the government website or citizen’s advice to resolve the issue. This demonstrates some growth on the part of participants who had developed self-reliance skills through their engagement throughout the programme:

As a result of the support that I have received, I am now in a position to understand how the system works and may be able to do it myself as I have improved my language skills

As a result of the support that I received and having read how the mandatory reconsideration was written, I feel I am now in a position to ask my wife to write the mandatory reconsideration as I now understand how thoroughly the adviser explained my health problems and the way they affect me during the day and night. Unfortunately, due to lack of confidence at the time, I was very shy and could not explain myself to the assessment officer from [Statutory Body].

Whilst for others, they had developed skills, but still required limited support:

I have developed certain skills over the last year or so and can manage my benefits but will need support with complicated cases such as immigration.

I am able to do some of the tasks such as applying for disabled grant for my son, which I have done last year after the adviser showed me how the application is completed. The complicated tasks such as benefits forms, I would have difficulty with them as they are complicated.

9.1. The impact of Covid.

Feedback from clients presented a bleak and pessimistic view of the future in the aftermath of Covid and Brexit:

Several clients reflected that their physical and emotional health had deteriorated during the 18 months that covid-lockdown measures were in place

I'm mentally not too well as I have been housebound for most part of the year, I have had covid-19 back in October 2020 and still suffer from slight breathing problems and pains in my body. I suppose I will need to access NHS services and possibly more GP support.

Since covid has happened, I have very rarely been out of the house as I have been advised that I am in the most vulnerable category, my mental health has been affected very badly as I have mood swings and quite often prefer to be left alone all by myself. I think I will be needing more support from the NHS as well as GP services and other services so that my life can become better because at the moment everything seems doom and gloom.

Whilst the impact on the wider family – especially children was noted:

I need more support with benefits as my health is much worse mentally due to not being able to go down. I have been receiving letters from the government over the past 12 months saying I'm in the vulnerable category and I have not been able to go out. This has had an effect on my mental wellbeing, and I will need extra support from benefits agency as well as G.P whom I have not been able to see face to face for almost a year. My children's education has been very badly affected and they also are suffering mentally due to the pandemic and will need extra support to catch up to the level of education where they should be.

The feedback highlights the need to increase the capacity of emotional support and wellbeing services in Pennine Lancashire – particularly those offering bi-lingual, culturally sensitive support. Evidence from LBN demonstrates that if support is provided members of the community will access it.

9.2 The Impact of Brexit

The impact of Brexit has polarised the community with some fearing the implications for their family and living situations, whilst others felt that Brexit was positive as it limited the number of migrants able to settle in the United Kingdom.

We are looked down upon as immigrants and since Brexit has happened, we feel more like we are living here in UK on a temporary basis. I can understand and believe that we will be needing more support in future as the economy will be weaker as time goes by and we will need further help with job seeking and building and learning new skills.

Brexit has meant that I am unable to call my close family to be with me or to settle with me in U.K as previously whilst in the EU it would have been very straightforward to call a family member over to U.K to settle. Therefore, in my circumstances it is very sad that I will be alone in this country for quite a while.

I feel Brexit has impacted my life as before there was an opportunity if things do not work out well, in UK, I could have returned with my family back to Spain. It is very unfortunate now that the possibility of returning and settling back in UK is increasingly limited as children have settled here and have adapted to life in UK completely. Therefore, there is no chance of returning to Spain. If Brexit had not happened, then we could easily come and go as well as work in other EU countries freely. Unfortunately, the future is bleak with Brexit.

As the deadline for leaving the European Union drew closer several organisations said that they had received enquiries for support and help with immigration matters. Often these were straightforward to address, as it required documents to be submitted along with an application form, however for more complex cases, a referral had to be made to specialist immigration advice centres. One of the difficulties, as the latter quote states is that clients had to make a life altering choice without proper advice or support, especially as the deadline for completing paperwork and submitting paperwork for the EU Settlement scheme was June 2021, which was soon after the lifting of lockdown restrictions (third lockdown restrictions lifted between March and July 2021). The support provided by the IAG partners for these clients helped them to make an informed decision, based upon a presentation of all their options.

10. Areas for Improvement

Evaluation scoring reported favourably about the service received from each of the organisations. Each organisation received a maximum 5/5 across a range of measures for the service provided, however when pressed to identify changes that could be made to improve the service, the following were identified:

1. Ensuring that a female member of staff was available through all sites to ensure that women felt comfortable accessing the service.
2. Possible home visits – especially for those with a disability.
3. Operating weekend sessions for those that work during the week. Though it was noted that the services operate an out of hours service offering telephone support to ensure that they are fully accessible.
4. Developing satellite sites for consultations – one client travelled from Bamber Bridge (Preston) to access support – approx. 25 miles.
5. Improved staffing. It was noted that in the absence of reception support, clients at times had to wait outside the main office to collect forms whilst an advisor was dealing with clients. It was noted that this only applied to the covid period, during which social distancing measures were in place.

Lancashire BME Network also felt that the project could be improved in the following ways:

1. Improved emotional resilience support for communities – such as providing free counselling and wellbeing services.
2. The need for digital skills training and provision of community resources such as laptops and smartphones for those that are digitally excluded (and therefore disconnected from the world during a pandemic).
3. The need for a project such as Support 360 to provide reliable information in community languages in times of crisis. All the partners reported having to battle against misinformation spread on social media and WhatsApp about covid-19.

11. Conclusion

The support 360 project led by Lancashire BME Network exceeded the target outputs and more than doubled the number of people that were served. The partnership led by LBN demonstrated robustness, resilience and flexibility in providing outcomes for the communities of Burnley and Pendle as the IAG partners are embedded in the communities that they serve. The impact of Covid-19 was felt worst amongst the South Asian heritage communities of Pennine Lancashire – with infection and mortality rates significantly above the national average. Clients have repeatedly stated that the support provided by the IAG project helped them during this period of lockdown – with one person describing it as a ‘lifeline’ for her and her family when other services were not available. This demonstrates the resourcefulness and effectiveness of the organisations at responding to a challenging situation by utilising their knowledge of local communities to respond to their needs in a way that larger organisations were unable to:

The importance of providing a support service that is culturally, linguistically and ethnically sensitive contributes to developing the very fabric and resilience of communities. People feel that the Support 360 project has evidenced itself to be not only indispensable, but a catalyst for weaving the different threads of the local communities together¹⁵

Clients and partners have identified a continued need for the project to continue due to the unique access they have to support those clients that are reluctant to engage with mainstream statutory organisations and could be classified as hardest to reach. The IAG Support 360 project came to an end at the same time that covid restrictions were lifting and partners reported an increase in request for support. Without a project of this type, it is unlikely that the need will be met with the same level of cultural-sensitivity, care and attention to detail and those that are hardest to reach may not be provided with the support they need.

¹⁵ Wainwright et al (2020) "Evaluation of the Impact of the Lancashire BME Reaching Communities Support 360 Project Interim Report" – p20.

Appendix 1 – Form used for consultation with former participants



East Lancashire Support 360 Project Evaluation Survey

This survey is part of the evaluation of the Support 360 project, hosted by Lancashire BME Network with local community partners, including [local organisation]. The University of Central Lancashire is carrying out an evaluation of the project and this survey forms part of that. There will be a number of questions, including some which link to your personal difficulties that led to needing support. You can withdraw at any time by letting the interviewer know. All information will be kept securely and kept confidential.

Survey ID input numbers in the table below

Org (BWA=1, PEEF=2, Ithaad=3, Jinnah=4)	Survey Number

Personal Information

Ethnic Origin			Postcode (first three digits)	
Age (Must be over 18)	18-30	31-40	41-50	50+
<u>Gender</u>	M	E	Other	

Education	What is your highest level of qualification? None Secondary school College (FE)		University (HE) Postgraduate	
Are you currently engaged in any learning activities? No / Yes <u>If yes, please name</u>				
Occupation (tick all that apply)	Volunteering	Employed Full Time/ Part Time	Home Maker	Unemployed
	Carer	Self Employed Full Time/ Part Time	Ill or Unfit to Work	Retired
How Long Have You Lived in The Area	Less than 1 year	1-5 years	5-10 years	10+ years
	Spouse / Partner	Children	Parents	
<u>Do you currently live with (tick all that apply)</u>	<u>Spouse / Partner</u>	<u>Children</u>	<u>Parents</u>	
	<u>Grandparents</u>	<u>Grandchildren</u>	<u>Alone</u>	<u>Others – Please say who- e.g., friends</u>

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1. For what reason did you require support when accessing Support 360?

...

2. Have you heard of the following organisations?

	Not heard of	Referred to from s 360	Heard of	Still using	If used, what support was provided	Comments (include any comments about how useful they have found the service)
Citizens Advice Bureau						
DWP (Job Centre)						
Council Services						

Foodbanks						
Domestic Violence Services / Teams						
Solicitors						
Mental Health Services						
Others you can think of						

3. Where else do you get support from?

Who are the 3 main people or groups/orgs you would go to if you needed advice / support? Name 1. (First name only or organisation name)	Support they can provide Information Language support IT Social Support Emotional Support	How often?	Relationship Partner Family member Neighbour Friend Professional Colleague Community member Other	Same Street Local Not Local

Name 2	Support they can provide Information Language support IT Social Support Emotional Support	How often?	Relationship Partner Family member Neighbour Friend Professional Colleague Community member Other	Same Street Local Not Local
Name 3	Support they can provide Information Language support IT Social Support Emotional Support	How often?	Relationship Partner Family member Neighbour Friend Professional Colleague Community member Other	Same Street Local Not Local

4. How did you hear about / know about ... [host organisation]?

5. Why did you choose [host organisation] rather than go elsewhere?

6. What support did you receive from ...[organisation]? Tick all that apply and only rate those that apply)

Category of support	Rate support 1-5 (1=poor, 5 = excellent)	Outcome/comments [other]
Language support		

Benefits advice		
Residency advice Social wellbeing		
Health		
Others		

7. What was the one best thing about the support you received?

8. What one thing would make the service better?

9. Would you know what to do if you experienced similar issues again? Y / N

9a. If yes, what would you do?

10. Has the Coronavirus Pandemic lockdowns meant you're going to need more support? Y / N

10a. If yes, what kind of support?

11. Has Brexit had any impact on your life? Y/ N?

11a. If so, in what way?

12. How do you rate your health? Tick **ONE** option

Excellent		Good		Fair		Poor	
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13. I'm going to read out some statements and for each statement, please tell me if in the last two weeks you've experienced this- none of the time, rarely, some of the time, often, or all the time.

READ OUT EACH STATEMENT IN TURN AND TICK ONE BOX IN EACH ROW

STATEMENT	NONE OF THE TIME	RARELY	SOME OF THE TIME	OFTEN	RARELY
I've been feeling optimistic about the future					
I've been feeling useful					
I've been feeling relaxed					
I've been dealing with problems well					
I've been thinking clearly					
I've been feeling close to other people					
I've been able to make up my own mind about things					

14. Is there anything else you would like to add?

Thank you

Appendix 2.

Survey Data (Former Participants)

Total forms returned - 73

Table 1 Demographics

	All		PEEF		Ithaad		Jinnah		BWA	
	n	%	n	%	n	%	n	%	n	%
Gender										
Male	38	52.1%	14	82.4%	8	40.0%	6	30.0%	10	38.5%
Female	35	47.9%	3	17.6%	12	60.0%	14	70.0%	6	31.5%
Age										
18-30 years	9	12.3%	2	11.8%	3	15.0%	3	15.0%	1	6.3%
31-40 years	17	23.3%	3	17.6%	5	25.0%	7	35.0%	2	12.5%
41-50 years	26	35.6%	4	23.5%	8	40.0%	7	35.0%	7	43.8%
50 plus	21	28.8%	8	47.1%	4	20.0%	3	15.0%	6	37.5%
Ethnicity										
Asian	15	26.3%	0	0.0%	15	75.0%	0	0.0%	0	0.0%
Asian/Pakistani	2	3.5%	0	0.0%	2	10.0%	0	0.0%	0	0.0%
Iranian	1	1.8%	1	5.9%	0	0.0%	0	0.0%	0	0.0%
Missing	5	8.8%	0	0.0%	0	0.0%	5	25.0%	0	0.0%
Moroccan	1	1.8%	1	5.9%	0	0.0%	0	0.0%	0	0.0%
Pakistani	29	47.4%	12	70.6%	0	0.0%	15	75.0%	2	12.5%
White	1	1.8%	0	0.0%	1	5.0%	0	0.0%	0	0.0%
White British	3	5.3%	3	17.6%	0	0.0%	0	0.0%	0	0.0%
White European	2	3.5%	0	0.0%	2	10.0%	0	0.0%	0	0.0%
Bangladeshi	12	0.0%	0	0.0%	0	0.0%	0	0.0%	12	75%
Syrian	1	0.0%	0	0.0%	0	0.0%	0	0.0%	1	6.25%
Senegalese	1	0.0%	0	0.0%	0	0.0%	0	0.0%	1	6.25%
Education										
None	22	30.1%	5	29.4%	3	15.0%	6	30.0%	8	50%
Secondary school	31	42.5%	10	58.8%	8	40.0%	11	55.0%	2	12.5%
College FE	14	19.2%	2	11.8%	7	35.0%	2	10.0%	3	18.8
University HE	5	6.8%	0	0.0%	2	10.0%	1	5.0%	2	12.5%
Postgraduate	1	1.4	0	0.0%	0	0.0%	0	0.0%	1	6.25
Employment Status										
Volunteering	1	1.8%	0	0.0%	0	0.0%	1	5.0%	0	0.0%
Employed	18	31.6%	4	23.5%	8	40.0%	6	30.0%	8	50%
Homemaker	12	21.1%	2	11.8%	3	15.0%	7	35.0%	2	12.5%
Unemployed	5	8.8%	3	17.6%	0	0.0%	2	10.0%	2	12.5%
Carer	2	3.5%	0	0.0%	2	10.0%	0	0.0%	0	0.0%
Self-employed	1	1.8%	0	0.0%	1	5.0%	0	0.0%	0	0.0%
Unfit for work	11	19.3%	7	41.2%	3	15.0%	1	5.0%	0	0.0%
Retired	7	12.3%	1	5.9%	3	15.0%	3	15.0%	3	18.8%
Student	1	1.8%	0	0.0%	0	0.0%	0	0.0%	1	6.25%
Living with										
Spouse/partner	50	68.5%	10	58.8%	12	60.0%	17	85.0%	11	68.7%
Children	45	61.6%	7	41.2%	15	75.0%	15	75.0%	8	50.0%
Parents	6	8.2%	0	0.0%	2	10.0%	2	10.0%	2	12.5%

Grandchildren	1	1.4%	0	0.0%	1	5.0%	0	0.0%	0	0.0%
Alone	9	12.3%	5	29.4%	0	0.0%	1	5.0%	3	18.7%

Table 2 Service awareness

	Not heard of		Referred to from S360		Heard of		Used		Still using	
	n	%	n	%	n	%	n	%	n	%
CAB	29	39.7	-	-	31	42.5	7	12.3	4	7
DWP	3	4.1	7	9.6	31	42.5	21	28.8	7	12.3
Council	8	14.0	1	1.8	36	49.3	7	9.6	13	22.8
Foodbanks	28	38.3	-	-	38	52.0	2	2.7	2	3.5
DV Services	42	57.5	-	-	27	37.0	1	1.8	-	-
Solicitors	6	8.2	-	-	40	54.8	12	16.4	1	1.8
MH Services	38	47.9	1	1.8	28	38.4	2	3.5	-	-

Table 3 Sources of support

	Information		Language support		IT support		Social Support		Emotional Support	
	n	%	n	%	n	%	n	%	n	%
Partner	2	3.5	1	1.8	1	1.8	1	1.8	1	1.8
Family member	5	8.8	1	1.8	1	1.8	1	1.8	2	3.5
Neighbour	2	3.5	-	-	-	-	-	-	-	0.0
Friend	3	5.3	-	-	1	1.8	-	-	1	1.8
Professional	61	83.6	50	68.5	27	37.0	42	53.4	27	57.5
Community member	5	8.8	-	-	-	-	1	1.8	-	0.0
Other	1	1.8	-	-	-	-	-	0.0	-	0.0
Same street	4	5.5	3	4.1	-	0.0	-	0.0	-	0.0
Local Area	44	60.3	25	34.2	27	37.0	20	27.4	20	27.4
Not local	9	15.8	1	1.8	1	1.8	1	1.8	2	3.5

Table 4 Level of support rating

Type of support	1 poor to 5 excellent									
	1		2		3		4		5	
	n	%	n	%	n	%	n	%	n	%

Language Support	-	-	2	2.7	-	-	2	2.7	69	94.5
Benefits Advice	-	-	-	-	-	-	1	1.8	66	90.4
Residency Advice	-	-	-	-	-	-	4	7.0	33	45.2
Social Wellbeing	-	-	-	-	-	-	6	8.2	64	87.7
Health	-	-	-	-	-	-	3	5.3	37	50.7

	Yes		No		Not answered	
	n	%	n	%	n	%
Know what to do in similar situation?	61	83.6	8	10.9	4	5.5
Need more support following COVID restrictions?	46	63.0	27	37.0	-	-
Has Brexit impacted upon your life?	24	32.9	48	65.7	1	1.4

Table 5 Health Rating

Rating	n	%
Excellent	12	16.4
Good	25	34.3
Fair	16	21.9
Poor	20	27.4
Total	73	100.0

Table 6 Health and wellbeing scale responses

	None of the time		Rarely		Some of the time		Often		All of the time	
	n	%	n	%	n	%	n	%	n	%
In the previous 2 weeks										
I have been feeling optimistic about the future	1	1.37	10	13.7	27	41.1	22	32.9	13	14
I have been feeling useful	2	2.73	8	11.0	24	32.9	28	38.4	11	15.0
I have been feeling relaxed	1	1.37	14	19.1	30	41.0	22	30.1	6	8.2
I have been dealing with problems well	1	1.37	11	15.1	27	36.9	27	36.9	7	9.6
I have been thinking clearly	7	9.6	21	28.8	28	38.4	15	20.5	2	2.73
I have been feeling close to other people	1	1.37	15	20.5	25	34.2	21	28.8	11	15.0
I have been able to make up my own mind about things	1	1.37	4	5.5	23	31.5	35	47.9	10	13.7