

Older Refugees Programme

Promoting the interests of older refugees and asylum seekers

Report of a Survey conducted with Community
Organisations and Refugee Community
Organisations from London,
West Midlands, Yorkshire and Humber

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Contents	Page
1 Introduction	1
2 Survey Methodology	1
3 Organisational Profile	2
4 Geographical Distribution	3
5 Organisational Size	4
6 Length of Time in Operation	5
7 Target Groups	5
8 Older Users	6
9 Services Available	8
10 Gender	9
11 Communities	10
12 Capacity Building	11
13 Funding	12
Conclusions	15
Appendix 1: Questionnaire for Organisations	17
Appendix 2: Case Studies	21

1 Introduction

The Older Refugees Programme is a two-year partnership between Age Concern England, the Refugee Council, Age Concern London and the Association of Greater London Older Women (AGLOW). The programme includes a first phase of research followed by awareness-raising and influencing activities. A set of individual interviews were conducted with a small sample of older refugees, and a literature review on older refugees has already been produced and can be downloaded from the website of the Refugee Council at www.refugeecouncil.org.uk.

Implementation of the awareness-raising and influencing phase is now well under way. A London 'Listening Event' took place on the 15th November 2006, hosted by the Greater London Authority at City Hall. The event was well supported by 20 Refugee Community Organisations and attended by 115 participants, of whom approximately 70 were older refugees. It brought together older refugees and key service providers, so that they could hear directly from refugees about the issues and barriers they encounter in their daily lives.

Older refugees from a wide range of ethnic communities and languages became socially visible for one day and through focused workshops articulated their claims to appropriate housing, health care, access to information, education, training and employment. Participants at the meeting were invited to get involved in the London Older People's Strategy Group, and in the Mayor's Board for Refugee Integration in London – both of which acknowledge that there are gaps in representation of older refugees.

As part of the Older Refugees programme, a survey was conducted in June 2006, through a questionnaire distributed to Community Organisations (COs), Refugee Community Organisations (RCOs) and Age Concern organisations and groups that work with refugees in selected areas of the UK. The aim was to identify as many organisations that work with older refugees as possible and to find out more about the activities and services carried out with and for this vulnerable group, analysing both the context and the interventions.

2 Survey Methodology

Through a shared mailing list available to the Refugee Council and Age Concern England, a total of approximately 1,500 organisations were targeted in London, the West Midlands, Yorkshire & Humber and other parts of the United Kingdom. A further 250 surveys were distributed electronically via the Medact health professionals database. The number of responses was low, a total of 115 organisations returned the questionnaire completed. However, this was not unexpected, as the refugee field is over-researched and saturated with surveys, also much of the survey was directed through the post.

The exercise was an unprecedented attempt to map out work with older refugees. Moreover, the information provided has been key in helping to build a picture of the activities conducted by Community Organisations and Refugee Community

Organisations, and to identify gaps in service provision. The research conclusions constitute a good start in assessing the level of response to older refugee needs by the UK voluntary sector that goes well beyond anecdotal evidence. This report will be circulated to all those organisations that submitted the questionnaire, in order to assist them in their work with older refugees.

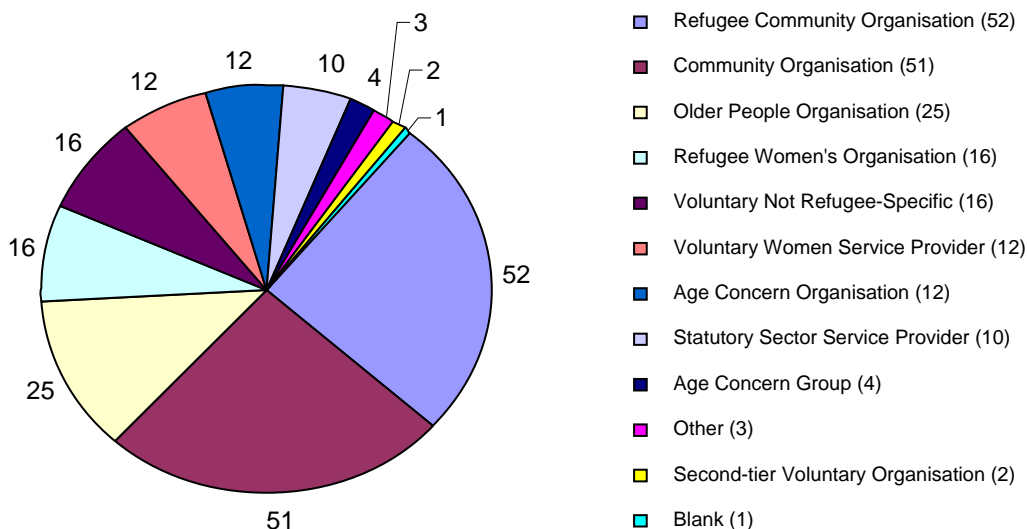
The research teams at the Refugee Council and Age Concern England jointly designed the questionnaire, which was divided into two parts. The first section concentrates on organisational profiles, providing information on geographical area of operation, number of staff and volunteers, target groups and length of time in activity. The second part focuses on activities and services, monitoring and needs.

Data collection and analysis sought to identify common characteristics suggesting patterns, flagging up gaps and key issues on which further research is needed. The analysis was as much transversal as vertical, looking into specific groups of answers to assess organisational capacity, intervention approaches and delivery. The research team sought to compare and contrast principally Age Concerns with RCOs. The key objectives were 1) to find out more on the systems in place at local Age Concerns for monitoring the client base and mainstream them into their work; and, 2) map out the needs and service provision by RCOs.

3 Organisational Profile

The target audience was given twelve choices and asked to tick the profile that best defined their organisation. Of the 115 organisations that responded to the questionnaire, 47 chose more than one category and only one chose not to answer the question. The pie chart below shows all accumulated responses. Half of the responses show definitions as *Community Organisations* and *Refugee Community Organisations (RCOs)*, while the other half show a more targeted and specialised field. Significantly the third group and fourth preferences chosen are ‘*Older People*’ organisation and ‘*Refugee Women’s Organisation*’.

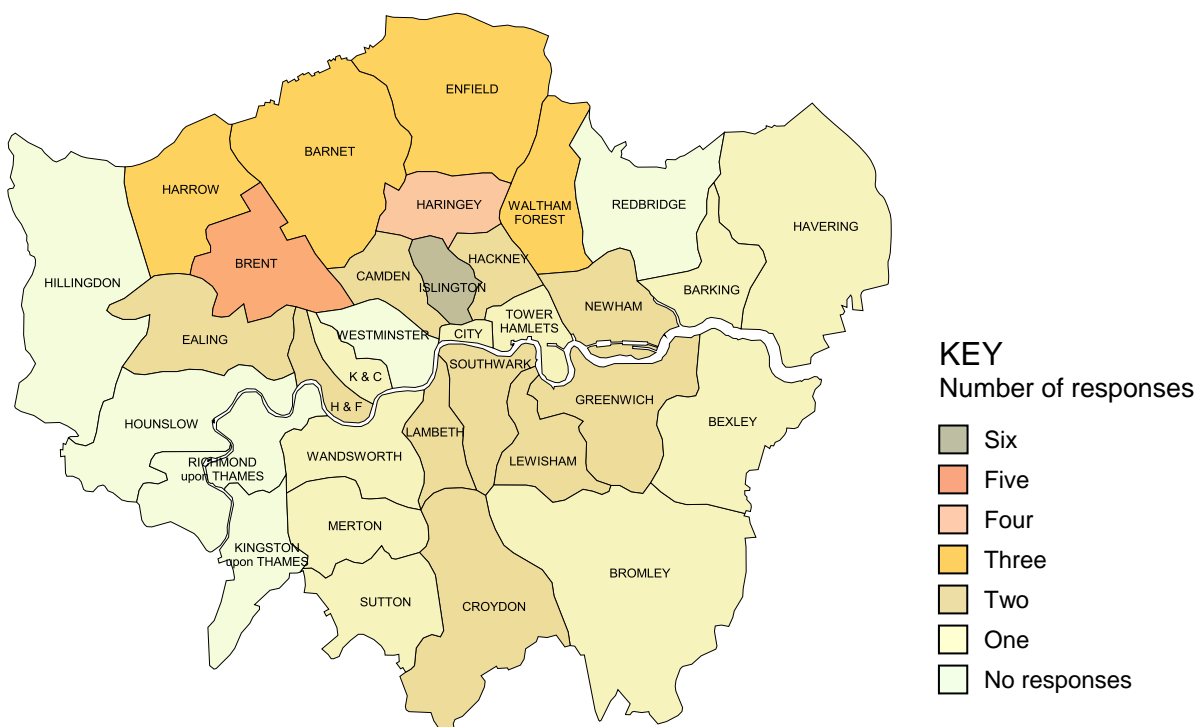
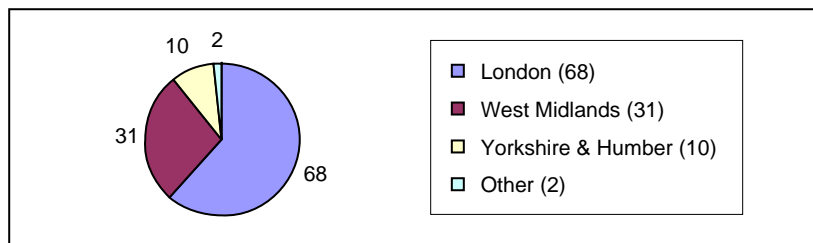
Fig. 1 Type of organisation



4 Geographical Distribution*

The questionnaire also sought to locate geographical areas of operation, by grouping organisations in the following four categories: London, West Midlands, Yorkshire & Humber, Other. Those based in London were asked to specify the borough where they were located. As shown in the pie chart below, well over half of all organisations that responded to the questionnaires are London-based, which is consistent with the geographical audience targeted by the survey. Apart from the higher number of refugees based in London, both Refugee Council and Age Concern organisations have a better knowledge of and more resources devoted to the capital. Of the 68 London responses, 58 specified the borough they covered. The borough with the most responses was Islington with six, followed by Brent with five, four in Haringey, and three per borough in Enfield, Waltham Forest, Harrow and Barnet.

Fig. 2 Geographical location



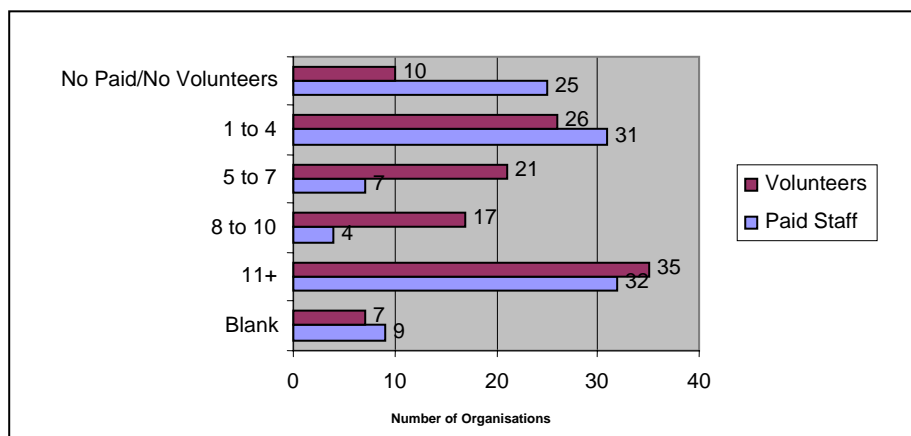
* The responses from the West Midlands came from Birmingham (10), Coventry (3), Walsall (3), Stoke on Trent (2), West Bromwich, Handsworth, Wolverhampton, West Bromwich and Dudley. The responses from Yorkshire and Humber came from Leeds (2), Sheffield (2), York, Barnsley, Beverley, Wakefield and Grimsby.

5 Organisational Size

The questionnaire also sought to measure capacity based on organisational size, by providing data on the number of staff and volunteers, giving five choices ranging from 0 staff/volunteers to over 11. With regard to staff, most organisations are at either end of the range, that is, small community organisations with one to four staff and larger ones with over 11 staff. Interestingly, the third group is made up of organisations with no paid staff relying on volunteer work. This reveals three distinct groups of organisations:

- organisations with limited capacity (employing from 0 to 4 staff), the largest group numbering 56 in total
- larger and well established organisations (employing over 11 staff), numbering 32 in total
- a third group (employing from 5 to 10 staff) with medium capacity and numbering 11 in total

Fig. 3 Staff and volunteers

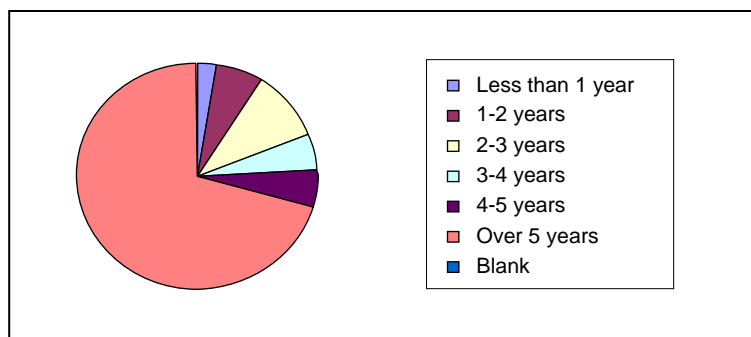


There is a correlation between staff employed and the number of volunteers. In the chart above, the bars for volunteers follow a relatively similar pattern to those for staff. Most organisations employ over 11 staff and volunteers, but it is relevant to point out that within these, all 14 Age Concern organisations employ over 11 volunteers and 12 Age Concern organisations employ over 11 staff. Excluding Age Concerns, the highest number of organisations would be those with a number of volunteers/employees ranging from one to four. Very interestingly also, of the 25 organisations that do not employ any paid staff, 11 said they had from five to seven volunteers. Illustrative examples of organisational capacity can be found in Appendix 2.

6 Length of Time in Operation

Organisations were given six choices, as shown in the pie chart below. The data collected shows that a significant majority of organisations have been operating for over 5 years, suggesting that they are well established. Only one organisation did not answer the question set. As might be expected, data collected suggests a direct link between length of time in activity and organisational capacity (see Fig. 3). Of the 21 organisations in operation from zero to four years, 18 have staff numbers ranging from zero to four. Equally, of the 79 that declared more than five years in operation, 43 have over five paid members of staff, indicating greater organisational capacity.

Fig. 4 Length of time in activity

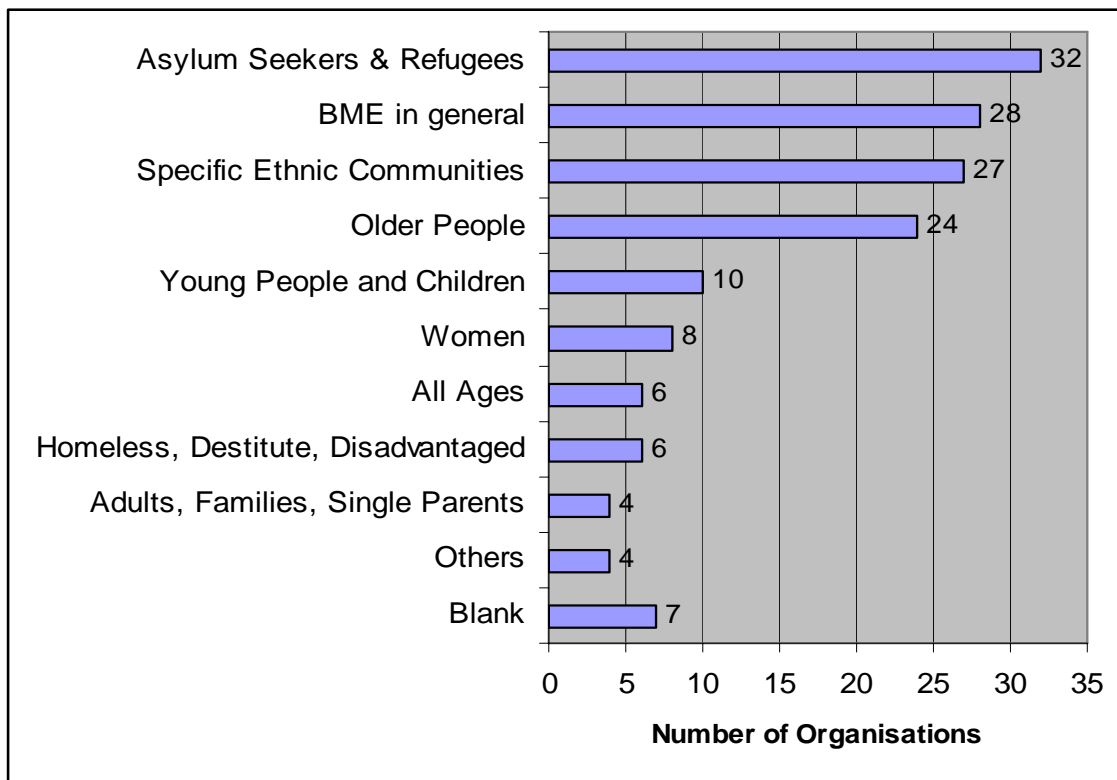


7 Target Groups

In order to establish the priority target group, the questionnaire formulated the following question: 'which group or groups of people was your organisation set up to work with?' It gave as examples '*young people, BME communities*'.

Data collected shows asylum seekers and refugees as the main target group, followed by BME groups, specific communities and older people, followed by a more highly fragmented range of topics and groups. Other distinct groups identified on the basis of age, gender and living conditions are: women, young people and children, adults, all ages, families and single parents, disadvantaged, homeless and destitute people, carers, ex-prisoners, the disabled. Ethnic communities mentioned by the COs and RCOs include: Vietnamese speakers, Somali, Iranian and Farsi speakers, Africans, Bosnians, Latin Americans, Turkish speakers, Afghans, Alevi speakers, Chinese, Angolan, Swahili, French-speaking Africans, Congolese, Kurds, Armenians and Sri Lankans.

Fig. 5 Priority groups



8 Older Users

The questionnaire asked whether organisations monitored service use by age and kept records on service users so as to identify ‘number and mix’ of older refugees, in order to determine capacity to provide support and services, and whether older refugees use the services provided by the organisation. A very significant majority of organisations that replied to the questionnaire said that they collected this information, as the table below shows. Very interestingly, four Age Concern organisations stated that they did not have these monitoring systems in place, although they are able to identify a precise number of older refugee users.

Table 1. Records on the age of service users

Yes	87
No	16
Do Not Know	5
Blank	4

Respondents were also asked to specify the number of refugees identified within 8 given age ranges. As the following table shows, most organisations identified older refugees within a given range from 0 to 10.

Table 2. Numbers of older refugees seen per week

From 0 to 10	54
From 11 to 20	17
From 21 to 30	4
From 31 to 40	3
From 41 to 50	4
From 51 to 75	3
From 76 to 100	2
More than 100	2
Do Not Know	9
Blank	12

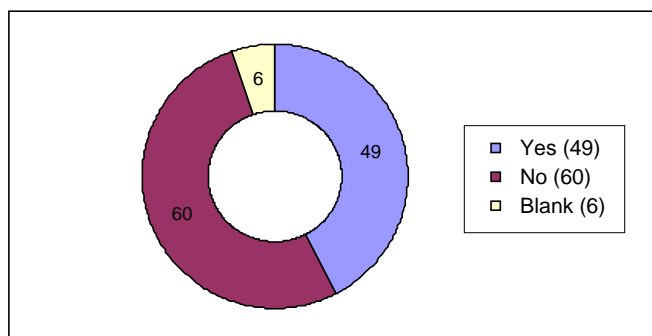
Of the total responses, 35 organisations see ‘over 10’ older refugees each week, thus corroborating the previous conclusion that approximately one third of organisations that responded to the questionnaire have a significant capacity to provide services.

The questionnaire did not extract precise information from smaller organisations, as it did not discriminate between categories ‘0’ and ‘1 or more’, or make ‘from 0 to 5’ an extra category. However, of the 54 organisations that stated that they assist ‘from 0 to 10’ older refugees, 28 of them employ ‘from 0 to 4’ staff, thus suggesting that they are small organisations with limited capacity. In a context of reduced social visibility of older refugees, it seems logical to assume that their ability to identify any older refugees is indeed very limited. Moreover, 21 organisations either do not know or have left the question blank, thus indicating the possibility that no older refugees are identified. This suggests that the number of older refugees seen decreases according to lower organisational capacity, and that the number of older refugees unidentified is much larger than the table suggests.

9 Services available

The questionnaire formulated the following question: 'does your organisation currently provide any services or activities specifically for older refugees?' Well over half of the organisations responded 'No' or left the question blank, as the graph below shows, including 13 Age Concern organisations (out of the 14 that replied to the questionnaire).

Fig. 6 Older refugee-specific services?

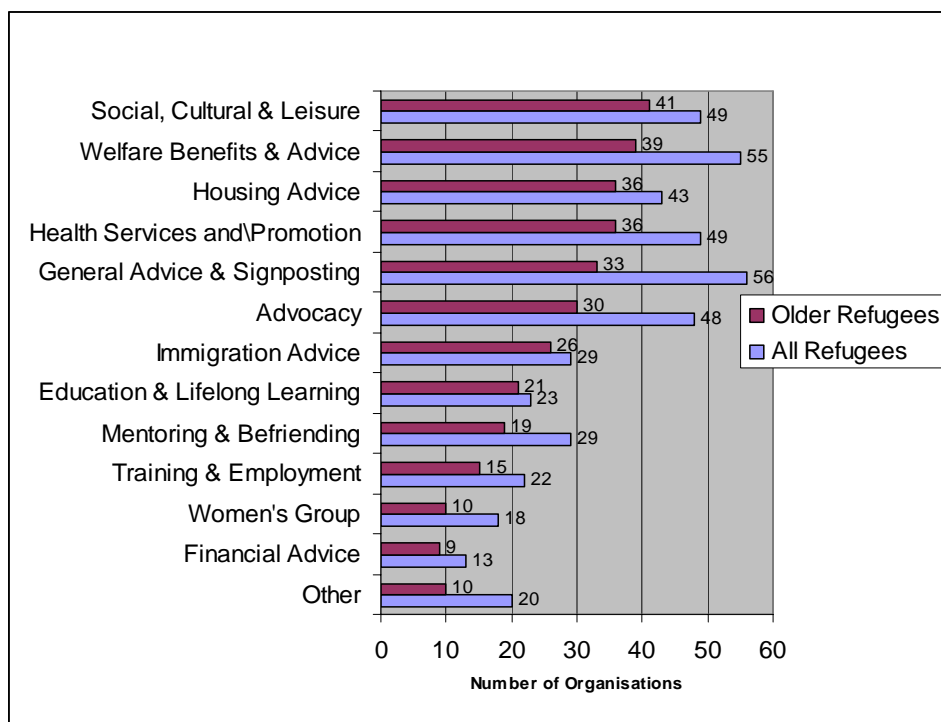


Data collected on services available was based on multiple-choice answers on services specific and non-specific to older refugees. The responses provide a good basis for contrasting priorities and preferences between services for older refugees and all refugees. A detailed comparison of the two groups shows higher values for every single category of the 'all refugees' group, reflecting the fact that most services are available to all refugees rather than to specific age groups. However, it still provides a good indication of how priorities vary according to different groups.

For older refugees, the focus is on leisure, welfare, housing and health (in this order). These areas all reflect older people's basic needs. Older refugees put leisure and social activities at the top of the list (priority number four for non older refugees), followed by welfare advice (equally number 2 priority for all refugees) and housing (number 5 priority for all refugees). The pattern shows a more targeted type of service in the case of older refugees. Unexpectedly, health services and promotion comes third in the all refugees group, but this might reveal a lack of capacity to advise and support the specific health needs of older refugees.

Other activities provided for older refugees are: lunch clubs, home care, training on rights, language classes, day centre services, visiting and counselling, transport, personal safety and crime awareness and prevention. Activities indicated as available to all refugees irrespective of their age include accommodation, newsletters, parenting and family, mediation and advice on the National Asylum Support Service (NASS).

Fig. 7 All refugees and older refugees services compared



10 Gender

As the table below shows, a large number of blank answers were obtained in response to questions about the gender focus of organisations and of activities carried out by, with or for older refugees. Only four organisations declared themselves to be women-only.

Table 3. Gender-specific organisations and services compared

GENDER-SPECIFIC ORGANISATIONS		GENDER-SPECIFIC ACTIVITIES FOR OLDER REFUGEES	
Only Women	4	Mainly Women	9
Mainly Men	0	Mainly Men	3
Mixed	37	Mixed	59
Blank	70	Blank	41

Equally, only 9 organisations reported providing services mainly to older refugee women. This data might suggest that gender remains a hidden issue for older people and perhaps that there is a need for greater gender awareness training across the organised refugee community. It might also be appropriate to conclude that not enough gender-specific interventions are conducted with older refugees by COs and RCOs.

11 Communities

The table below shows interventions by ethnic communities. Column 1 shows number of organisations by community target group, column 2 shows number of organisations providing services to older refugee service users of that community. Although it identifies communities covered, unfortunately the data cannot be regarded as very significant, given the high number of blank responses.

Table 4. Ethnic community-specific organisations and services compared

<i>Community-based organisations</i>		<i>Provide services to Older Refugees of that community</i>	
Vietnamese	5	Vietnamese	4
Somali	2	Somali	9
French-speaking Africa	2	French-speaking Africa	2
Chinese	2	Chinese	1
Iranian/Farsi	2	Iranian/Farsi	4
Afghan	2	Afghan	2
Kurdish	2	Kurdish	1
Bosnian	1	Bosnian	1
Angolan	1	Angolan	0
Swahili	1	Swahili	0
Indo-Chinese	1	Indo-Chinese	1
Muslim	1	Muslim	1
Ethiopian	1	Ethiopian	1
Congolese	1	Congolese	0
Armenian	1	Armenian	1
Sri Lankan	1	Sri Lankan	1
Latin American	1	Latin American	1
Liberian/Sierra Leonean	1	Sierra Leonean/Liberian	1
Bangladeshi	0	Bangladeshi	1
East European	0	East European	1
Iraqi	0	Iraqi	1
African	0	African	1
African-Caribbean	0	African-Caribbean	1
Tamil	0	Tamil	1
BME	0	BME	1
Blank	87	Blank	77

12 Capacity Building

The questionnaire asked whether organisations provide capacity building for users. Most of the organisations responded negatively. This question sought to identify needs, so as to compare them with previous data gathered.

Table 5. Capacity building provided?

Yes	22
No	76
Do Not Know	11
Blank	3

What follows is the accumulated responses from 10 organisations, a very small sample, as most responses left the answer to this question blank.

Table 6. Types of capacity building activities

Training	9
Management and Finance	6
Fundraising	4
Volunteers	3
Health Promotion	2
Planning	1
Equal Opportunities	1
Child protection	1
Staff	1
Women	1
Surgeries for Ethnic groups	1
None	1
Blank	95

It also asked if there were other ways in which organisations worked with refugees.

Table 7. Other work with refugees

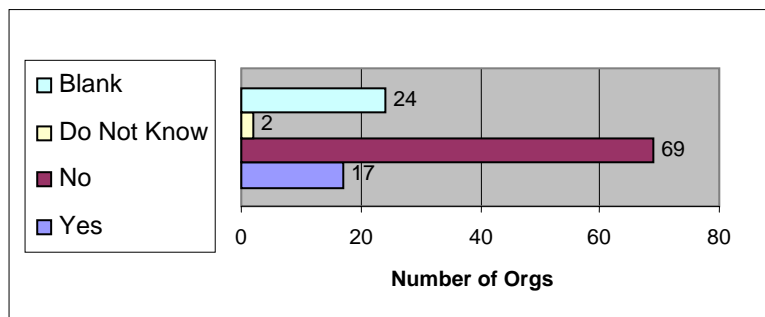
Signposting	5	Day Care	1
Older Refugees	5	Services	1
Careers	3	Welfare Benefits	1
Outreach	3	BME Elders	1
Volunteer activities	3	Interpreting	1
Advice	3	Other Community Activities	12
Advocacy	3	None	1
Socio Cultural	3	Do Not Know	0
Health	2	Blank	53

13 Funding

Data on funding specific for older refugee issues is set out in the graph below. Most organisations do not have a financial budget line specifically for older refugees; of the relatively high number of blank responses, it is reasonable to assume that neither have they secured external financial support specific to older refugee activities.

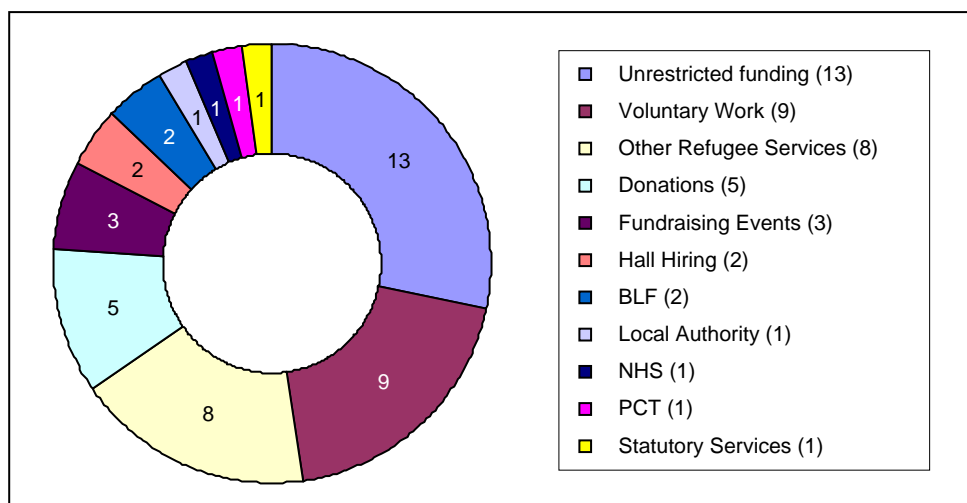
Only about 15% of the organisations targeted with the questionnaire confirmed that they had received funding specifically for older refugees. This might be indicative of serious under funding for interventions involving older refugees.

Fig. 8 Funding allocated specifically to older refugees



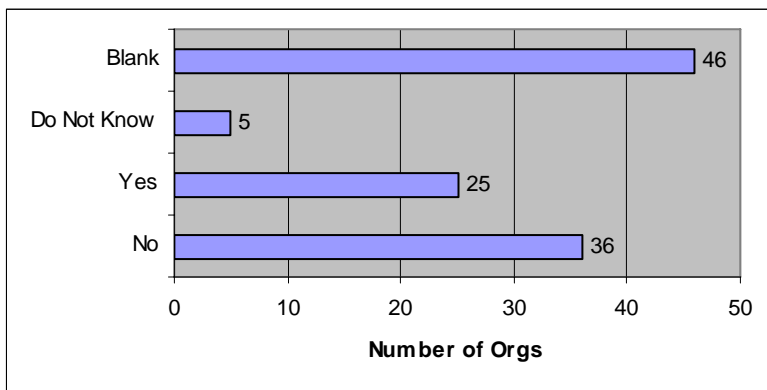
Even though there was a low level of responses to this question, more than the 17 organisations (those that stated that they had funding specifically for older refugees) disclosed their fundraising methods and funding sources, 35 in total. As shown below, two thirds of support comes from unrestricted funding within the organisations, voluntary work and their own refugee services. The second area of sources of funding is activities such as donations, fundraising events and hiring premises. Support is also channelled through specific grants made by donors. Only a few identify the donor, but this might be due to a general reluctance to disclose sources of funding in the voluntary sector.

Fig. 9 Fundraising



The graph below shows those organisations which, although not working with older refugees at present, have done so in the past. Almost half of all organisations left the question blank. Of those that replied, 36 said that they had never worked with older refugees. Only about one out of five organisations said that they had been involved in work with older refugees.

Fig. 10 Previous work with older refugees

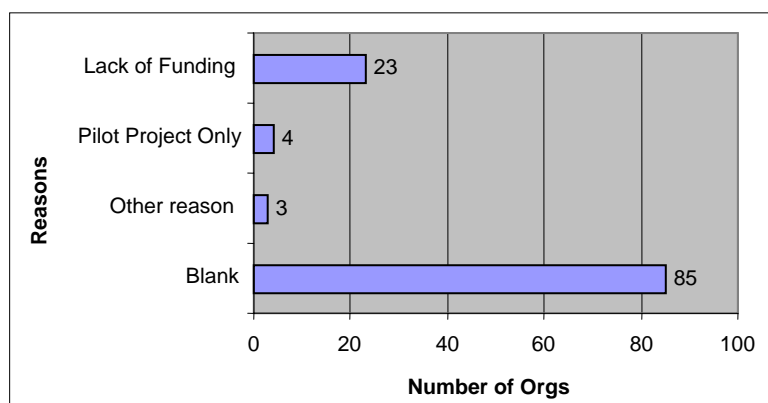


The questionnaire sought to address the reasons why the services came to an end. Organisations were given five options to tick one of them:

- a) Lack of funding
- b) Pilot project only
- c) Services were under-used
- d) Alternative services provided elsewhere
- e) Other reason.

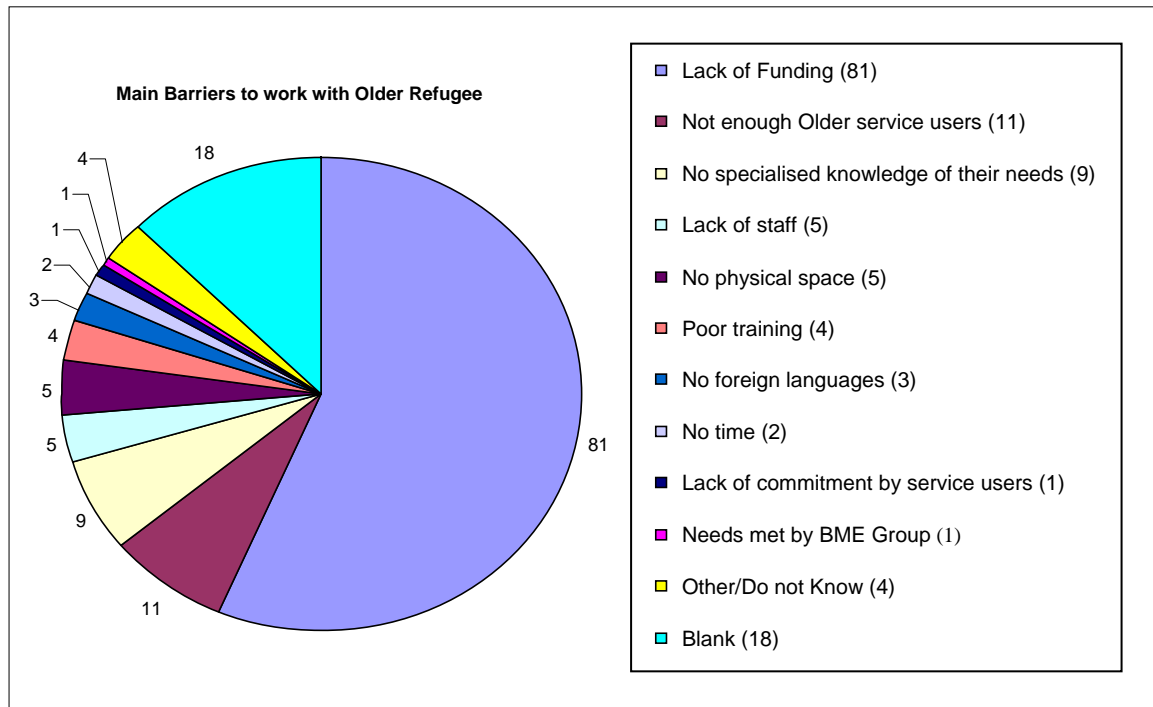
Of the ones that responded yes to the previous question, the majority of organisations adduced 'lack of funding' for the termination of work with Older Refugees. One organisation declared that Older Refugee services were underused (under 'other' on the graph) and, interestingly, none stated that there were alternative services provided elsewhere.

Fig. 11 Why did services for older refugees stop?



Unsurprisingly, the data shows that most community interventions with older refugees come to an end due to the unpredictability of the donor environment and the limited lifespan of externally funded projects. More interestingly, only one organisation claims not to have enough demand from older refugees.

Fig. 12 Main barriers to older refugee work



The immense majority of replies identify lack of financial support as the main obstacle to the provision of services. But very interestingly, the second preference, that of not enough older service users, emphasises the lack of visibility of, and perhaps empowered responses and initiatives by, older refugees. These are followed by lack of specialist knowledge of the subject area, insufficient resources and training.

Conclusions

- The number of questionnaires completed by small COs and RCOs is relatively high, compared to that of medium and large organisations working with older refugees;
- Collecting information is probably best done through ongoing and long-term engagement with COs and RCOs – as evidenced by the very low level of response to this postal survey;
- Medium sized organisations have better capacity to identify and work with older refugees; 35 of the organisations which responded to the survey see ‘over 10’ older refugees each week, indicating that approximately one-third of the responding organisations have a significant capacity to provide services;
- There is a need to support the organisational development of smaller organisations to support them in initiating grassroots work with older refugees;
- The three targeted regions – the West Midlands, Yorkshire & Humber, and London, where older refugees are more visible, can provide a useful pilot for the rest of the country;
- Several of the COs and RCOs which responded to the survey work with refugees within specific ethnic communities. It is suggested that one of the most effective ways of identifying and reaching older refugees would be through proactive support of grassroots approaches by community organisations working with specific ethnic communities;
- Volunteering by established older refugees is an unexplored area that could potentially form the basis of a strategy for promoting social involvement of older refugees;
- Only 9 of the responding organisations reported providing services mainly to older refugee women. This data suggests that gender issues are relatively under-explored in relation to work with older refugees, and that there may be a need for more gender awareness training with COs and RCOs working with older refugees;
- The survey showed that fundraising capacity, particularly with regards to older refugees, is limited. Only about 15% of the responding organisations confirmed that they had received funding specifically for work with older refugees. Additionally, lack of funding was cited by a majority of the responding organisations as one of the major reasons for cessation of any previous activities or services for older refugees.

Appendix 1: Questionnaire for Organisations

A. YOU AND YOUR ORGANISATION	
ALL RESPONDENTS PLEASE COMPLETE THIS SECTION	
A1. Name: [optional]	
A2. Position in organisation: [optional]	
A3. Name of organisation: [optional]	
A4. Contact details: Address, telephone no. and E-mail [optional]	
A5. How do you identify your organisation? Please tick all that apply	
Community organisation	<input type="checkbox"/>
Refugee community organisation	<input type="checkbox"/>
Refugee women's organisation	<input type="checkbox"/>
Voluntary sector service provider for women	<input type="checkbox"/>
Voluntary sector refugee-specific service provider	<input type="checkbox"/>
Voluntary sector not refugee-specific service provider	<input type="checkbox"/>
Voluntary sector service provider to older people [not Age Concern]	<input type="checkbox"/>
Age Concern Organisation <input type="checkbox"/>	Age Concern Group <input type="checkbox"/>
2nd-tier voluntary sector organisation	<input type="checkbox"/>
Statutory sector service provider	<input type="checkbox"/>
Other <input type="checkbox"/> [please say what] _____	
A6. Where are you based?	London <input type="checkbox"/> Which borough? _____ West Midlands <input type="checkbox"/> Yorkshire & Humberside <input type="checkbox"/> Other [please say where] _____
A7. How many staff do you have?	Volunteers 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-7 <input type="checkbox"/> 8-10 <input type="checkbox"/> 11+ <input type="checkbox"/> Paid staff 0 <input type="checkbox"/> 1-4 <input type="checkbox"/> 5-7 <input type="checkbox"/> 8-10 <input type="checkbox"/> 11+ <input type="checkbox"/>
A8. Which groups of people does your organisation work with? [e.g. young people, BME communities etc.] _____ _____	
A9. How long has your organisation been running?	Less than 1 year <input type="checkbox"/> 1 - 2 years <input type="checkbox"/> 2 - 3 years <input type="checkbox"/> 3 - 4 years <input type="checkbox"/> 4 - 5 years <input type="checkbox"/> Over 5 years <input type="checkbox"/>

B. SERVICES AND ACTIVITIES

ALL RESPONDENTS PLEASE COMPLETE THIS SECTION

For the purposes of this questionnaire, the term 'older' means aged 50 or above and the term 'refugee' refers to: asylum seekers; refugees; and people with limited forms of protection, such as Exceptional Leave to Remain, Humanitarian Protection and Discretionary Leave.

B1. Does your organisation keep any records about who uses services, so that the number and mix of older refugees can be identified?	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Don't know	<input type="checkbox"/>

B2. If you know how many older refugees use your organisation per week, even if you do not keep monitoring information, please give details.
Number of older refugees seen per week on average.

0-10 11-20 21-30 31-40 41-50
 51-75 76-100 100 or more Don't know

B3. If your organisation currently provides services or activities specifically for older refugees, please give details. [Please tick all that apply.]
If not, or if you don't know, go to B5.

a. Social, cultural or leisure activities	<input type="checkbox"/>	b. Health services or health information	<input type="checkbox"/>
c. Advocacy	<input type="checkbox"/>	d. Women's group/ women only service	<input type="checkbox"/>
e. Immigration advice	<input type="checkbox"/>	f. Training and employment services	<input type="checkbox"/>
g. General advice & signposting	<input type="checkbox"/>	h. Education or life-long learning	<input type="checkbox"/>
i. Housing advice	<input type="checkbox"/>	j. Mentoring or befriending	<input type="checkbox"/>
k. Welfare benefits advice	<input type="checkbox"/>	l. Money advice	<input type="checkbox"/>
m. Other <input type="checkbox"/> Please state: <input style="width: 200px;" type="text"/>			

B4. Which older refugees use these services? [Please tick all that apply]

Mainly men Mainly women Men and women
 All older refugees Mainly people from a particular community
 [Which one?]

B5. If older refugees use services (not specifically for older refugees) provided by your organisation, please give details. [Please tick all that apply.]

If not, or if you don't know, go to B7.

- | | | | |
|-------------------------------------------|------------------------------------|------------------------------------------|--------------------------|
| a. Social, cultural or leisure activities | <input type="checkbox"/> | b. Health services or health information | <input type="checkbox"/> |
| c. Advocacy | <input type="checkbox"/> | d. Women's group/ women only service | <input type="checkbox"/> |
| e. Immigration advice | <input type="checkbox"/> | f. Training and employment services | <input type="checkbox"/> |
| g. General advice & signposting | <input type="checkbox"/> | h. Education or life-long learning | <input type="checkbox"/> |
| i. Housing advice | <input type="checkbox"/> | j. Mentoring or befriending | <input type="checkbox"/> |
| k. Welfare benefits advice | <input type="checkbox"/> | l. Money advice | <input type="checkbox"/> |
| m. Other <input type="checkbox"/> | Please state: <input type="text"/> | | |

B6. Which older refugees use these services? [Please tick all that apply]

- Mainly men Mainly women Men and women
 All older refugees Mainly people from a particular community
 [Which one?]

B7. If you receive funding to undertake work with/for older refugees, please give details.

Who gives the funds?
 What do they fund?
 How long is the funding for?

B8. If you do not receive any specific funding, how do you fund your work with older refugees?

B9. If your organisation does not currently provide services used by older refugees, but did so in the past, why did these services come to an end?

- Lack of funding Pilot project only Services were under-used
 Alternative services provided elsewhere Where?
 Other reason [Please state]

B10. If your organisation gives capacity building support to Refugee Community Organisations, to assist them to provide services for older refugees, please give details. If not, or if you don't know the details, please go to B13.

B11. Are there any other ways that your organisation works with older refugees, or would like to work with older refugees?

[Redacted]

[Redacted]

B12. What are the main barriers preventing your organisation from developing work with older refugees?

[Redacted]

[Redacted]

Thank you for taking the time to complete this survey

If you would like to be added to the project mailing list and receive further information about the Older Refugees Programme, please write your contact details here or email liz.walker@ace.org.uk

Name: [Redacted] Tel no: [Redacted]

Address: [Redacted]

[Redacted]

[Redacted]

E-mail: [Redacted]

Appendix 2: Case Studies

Case Study 1

London

Name of the Organisation:	SORAG
Number of Staff:	Over 11
Area of Specialisation:	RCO, Voluntary Sector service provider specific to refugees, voluntary sector service provider to older people (not AC)
Geographical area:	London (Based in Greenwich)
Target group:	BME groups and Somali community
Activities with older refugees:	More than 100 older refugees, leisure, advocacy, welfare, other (homecare)
Barriers to work with older refugees:	Lack of external support for this activity
Contact person:	Ibrahim Ahmed, Support Services Manager
Telephone:	020 8317 3447
Email:	services@somalicareagency.org.uk
Address:	Royal Sovereign House, 40 Beresford Street SE18 6BF

Case Study 2

London

Name of the Organisation:	An Viet Foundation
Number of Staff:	from 5 to 7
Area of Specialisation:	Community Organisation, RCO, Voluntary sector service provider specific to refugees
Geographical area:	London (based in Islington)
Target group:	BME Communities, Vietnamese, Chinese
Activities with older refugees:	Between 21 and 30 older refugees, leisure, health, information, immigration, training/employment, signposting, housing
Barriers to work with older refugees:	Lack of external support for these specific activities
Contact person:	Lam Oanh
Telephone:	020 7275 7780
Email:	library@anvietuk.org
Address:	12-14 Englefield Road N1 4LS

Case Study 3

West Midlands

Name of the Organisation:	Birmingham Great Lakes Community Association
Number of Staff:	Volunteer work
Area of Specialisation:	Refugee Community Organisation
Geographical area:	Birmingham (Rednal)
Target group:	All refugees of all ages
Activities with older refugees:	No activities specific to them, no older refugees identified
Barriers to work with older refugees:	Lack of external support for this specific activity
Contact person:	Remy Balemba
Telephone:	07951 670765
Email:	balemba@hotmail.co.uk
Address:	37 Oberon Close B45 0EG

Case Study 4

London

Name of the Organisation:	Age Concern Tower Hamlets
Number of Staff:	11+
Area of Specialisation:	Age Concern Organisation
Geographical area:	London (based in Tower Hamlets)
Target group:	Older people
Activities with older refugees:	No activities specific to older refugees, although some Bangladeshi and Somali elders participate
Barriers to work with older refugees:	Older refugee needs already met by local BME network, but it aspires to build up an advocacy portfolio including refugee issues
Contact person:	Phyl Jones, Manager – Partnerships and Community Development
Telephone:	020 8981 7124
Email:	phylj@acth.org.uk
Address:	82 Russia Lane, E2 9LU