

A survey of refugees living in London

Report for the Greater London Authority

23rd September 2010

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Executive summary

Executive summary

Background and objectives

In 2009, the Greater London Authority (GLA) commissioned Ipsos MORI to conduct a survey of refugees living in London. The purpose of the survey was to measure refugees' experiences in relation to a number of different indicators that are seen to have an impact upon their integration. This report discusses the survey findings and will inform the implementation of the GLA's refugee integration strategy.

Fieldwork was conducted between 8th February and 6th August 2010 and used a face-to-face CAPI (computer assisted personal interviewing) technology in respondents' homes and in refugee community organisations (RCOs). In total, 1,007 refugees were interviewed for the survey: 611 in-home and 396 in-centre.

Throughout the report, when referring to “refugees”, we are representing the views of refugee respondents to this survey and not all refugees living in London. While the achieved sample profile reflects a broad range of refugees, it was not possible to weight the data given a lack of profile information. The majority of interviews were conducted in English (96%), meaning that the survey does not fully capture the views of refugees who do not speak English. Furthermore, only refugees willing to allow a Market Research Society interviewer into their homes or be interviewed by them at an RCO were interviewed for this study.

Sample profile

Respondents had to be aged 18 years or older, granted refugee status in the UK from 1990 onwards, and currently living in London. The aim of the survey was to interview a broad range of refugees with the intention of capturing the diversity of characteristics such as age, region of origin and the time spent in the UK. Of those interviewed for this survey:

- Around one third has been granted status in the UK since 2005 (34%), while slightly more gained asylum between 2000 and 2005 (37%). One in five received status between 1995 and 1999 (19%) with one in ten achieving it between 1990 and 1994 (10%).
- Somalia and Sri Lanka were the two most frequently cited countries of origin for respondents, reflecting the relative population size estimates taken from the Labour Force Survey.¹ Around one third of refugees originate from North East Africa (29%), one

¹ London Enriched, reference document, p.12

quarter from Other Africa, while around one fifth are from South Asia (20%) and a similar proportion from the Middle East (18%). Fewer respondents originate from Europe or South America.

- 88% of the refugees granted status in the early 1990s (1990-1995) have taken British citizenship. This is higher than the proportion of those granted status more recently (32% of those granted status since 2005), though a large proportion of the more recent refugees will not yet be eligible for citizenship.
- Nearly half of the refugees interviewed are married (45%), while just under two in five are single (38%). Compared with ONS 2008 population estimates, 39% of the British population are married and 47% are single.²
- The age profile of the refugees is younger than the general population of London. Just 1 in 20 (5%) of those interviewed were aged over 60, compared with around a fifth of the general London population (19%). This has important implications for how health questions in particular are interpreted.
- The age profile of female respondents is slightly younger than male. The women are more likely than the men to be from North/East Africa (37% compared with 19%). The men are more likely than the women to be from the Middle East (21% compared with 15%) and South Asia (26% compared with 15%). The men are more likely than the women to be in paid work (48% compared with 17%); and over two-thirds of the women have children under 16 (68%), compared with less than half of the men (47%). A clear gender divide is visible in the findings with women appearing less well equipped to face all the challenges of living in London.

English language

Ninety six percent of the interviews were carried out in English. Hence the results provide an indicator of English language capabilities and views on ESOL training among those with some level of spoken English skill. Nevertheless, the findings of this survey still demonstrate a correlation between English language and successful integration of the refugees. The refugees who report good English speaking skills are more likely to find it easy to find information about accommodation, more likely to be in work and more likely to feel able to

² Office for National Statistics (2008) www.statistics.gov.uk

influence decisions in their local area, compared with those refugees who rate their English as poor. Reporting good English writing and/or speaking skills also correlates with positive attitudes towards community cohesion and levels of safety in the local area.

- The refugees are more likely to regard their English speaking ability as good than their English writing ability (65% compared with 58%). This gap between good speaking and good writing skills remains even for the refugees that have been in the UK for a longer period.
- Two-thirds of the refugees have taken part in ESOL training (66%), although 10% do not complete these courses. A total of 14% are currently taking formal English language training. However, it has taken over half of the refugees more than one year to access ESOL training, with more women than men reporting waiting over a year (56% compared with 44%). Work and family commitments are the most common barriers to accessing ESOL.
- Groups noted for facing greater challenges to integration, women and those with low or no qualifications, are more likely to have attended or be attending formal English language training. However, they are also less likely to report good English speaking or writing skills.

Housing

The refugees appear to face a number of challenges related to housing. A sizeable proportion took a year or more to find accommodation to meet the basic needs of themselves and their family and an estimation of overcrowding suggests that 18% currently live in overcrowded accommodation.

- The refugees are as likely to say finding information on housing is easy as it is difficult (42% felt it was easy, 42% felt it was difficult). The majority of the refugees used personal contacts (friends, family or someone else in the community) as their main source of information on housing when they came to the UK (59%), which is twice as many as the second most used source, the local authority (30%).
- Three in ten of the refugees took one year or more to find accommodation which meets their basic needs (29%). Over one quarter took between 3 and 11 months (26%). One in ten refugees took only one week to find suitable accommodation (10%).

- Approximately half of the refugees live in households comprising four or more people including themselves and any children (53%). Almost one in every five of the refugees is living in overcrowded accommodation (18%).

Education and employment

The current employment level of the refugees is half that of the population of London overall (31% compared with 61%). Furthermore, of those in employment, a sizeable proportion has a social grade lower than they had in their country of origin.

- One in six of the refugees have obtained university entrance level qualifications (17%) and a fifth possess a university undergraduate or postgraduate degree (19%). These education levels are slightly below those of the general London and black and minority ethnic (BME) population in London of which around a third report having a degree-level qualification.
- Since moving to the UK fewer of the refugees are in work than were in their country of origin: 10% who were in full-time paid work in their country of origin are no longer working full-time. The refugees are now more likely to be unemployed or occupied in the household. The number in education or training is also significantly lower than in their country of origin.
- The majority of the refugees have taken over a year to find a job since they started looking for one, or have not found a job at all. Only one in seven of the refugees found work within three months of gaining refugee status.

Health

On the surface it seems that the refugees report a similar level of health to the general London population, with the refugees just as likely to say that their health is good as the population of London overall, although the younger age profile of refugees means they should be reporting better standards of health. Further inspection reveals that there may be a minority that suffer significantly worse health and a significant proportion feels a disability limits their activities. Seven per cent of the refugees have not received any treatment for the mental or emotional health problems they have experienced.

- Around eight in every ten of the refugees (79%) report their health as very good or good, which is very similar to the London population as a whole. However, the refugees are more likely to say that their health is poor (12% compared with 5% of the general London

population) and, taken in the context of their age profiles, numbers reporting poor health are high.

- Just over a fifth of respondents say they have a long-standing illness or disability (22%), broadly in line with London's population as a whole, but whilst 62% of these Londoners feel it limits their activities, as many as 87% of those refugees with a long-standing illness or disability feel it limits their activities.³
- Around one fifth of the refugees have experienced an emotional or mental health problem (19%), which appears to be in line with the rest of the country's population. Of those people who say they have or have had a mental or emotional health problem, around two thirds state they have received treatment for it (59%). The remaining 40% have not received treatment, which represents one out of every fourteen refugees who took part in the survey (7%).
- Nearly all of the refugees interviewed for the survey are registered with a GP (98%) and the GP surgery/doctor is the most preferred service for treatment of illness by 88% of respondents.

Community safety

Some of the most positive findings relate to community safety. The refugees are as likely as all London residents overall to feel safe in their neighbourhood after dark (63% compared with 66%) and also appear slightly more confident in the police (although caution is advised here due to differences in question wording).⁴

Refugee children and young people

The refugees were asked about the experience of their dependent children. Findings suggest that they are just as likely to participate in activities as young people in London overall.

- Almost six in every ten of the refugees have children under the age of 16 living in the UK (58%). One in six has one child under 16 (17%), one in five has two (21%) and one in ten has three (11%) of this age.

³ Citizenship Study 2008-09, <http://nesstar.esds.ac.uk> [Accessed 25/08/10]

⁴ GLA (2010), Annual London Survey 2010, <http://www.london.gov.uk/getinvolved/consultations/annual-london-survey/2010>

- On the whole, the children of the refugees tend to participate in the same activities as young people across London.⁵

Community development and participation

Despite holding positive views about their local area – believing that people from different backgrounds get on well, that they feel a part of their area, and describing friendships that combine people from their home country and from Britain – the refugees are marginally less likely to feel they are in a position to participate in local decision-making.

- The proportion of the refugees who think their area is a place where people from different backgrounds get on well together is high although slightly lower than the proportion of London's population overall (77% compared with 86%). The refugees, however, are slightly more likely to feel they belong to their local area: 75% of those interviewed say they feel part of their local area, compared with 70% of residents of London as a whole.⁶
- However, the refugees are slightly less likely to feel they can influence decisions in their local area compared with the general public in London according to Citizenship Survey data from 2008/09 (39% compared with 47%).
- Most of the refugees have friends from different backgrounds (54%), while around one in three say most of their friends are from their home country (32%). Just under half of respondents never attend activities at refugee or community-led organisations (47%), with one in six attending at least once a week (16%).

⁵ GLA (2009), Young Londoners Survey 2010, <http://www.london.gov.uk/who-runs-london/mayor/publications/society/young-londoners-survey>

⁶ Citizenship Study 2008-09 <http://nesstar.esds.ac.uk> [Accessed 25/08/10]

Introduction

Introduction

Background and objectives

In December 2009 the Greater London Authority (GLA) commissioned Ipsos MORI to conduct a survey of refugees currently living in London. The purpose of the survey was to measure refugees' experiences in relation to a number of key indicators that are seen to have an impact on integration. The seven key areas for exploration identified by the GLA in the Mayor's refugee integration strategy, *London Enriched*, are as follows:

- English language
- Housing
- Education and employment
- Health
- Community safety
- Children and young people
- Community development and participation

The findings from this survey will provide the GLA with a baseline of key integration indicators, highlighting areas that may be impeding refugee integration in London.

Fieldwork was conducted from 8th February to 6th August 2010. In total 1,007 face-to-face interviews were undertaken with refugees using computer aided personal interviewing (CAPI) technology. A mixed methodology was employed whereby 611 interviews were conducted in the homes of refugees and 396 interviews were conducted with refugees at refugee community organisations (RCOs) across London. Further information on the methodology used can be found in Appendix 1.

Interpretation of the data

Throughout the report, when referring to “refugees”, we are representing the views of refugee respondents to this survey and not all refugees living in London. While the achieved sample profile reflects a broad range of refugees, it was not possible to weight the data given a lack of profile information. The majority of interviews were conducted in English (96%), meaning that the survey does not fully capture the views of refugees who do not speak English. Furthermore, only refugees willing to allow a Market Research Society

interviewer into their homes or be interviewed by them at an RCO were interviewed for this study. While this is a drawback of all face-to-face quantitative surveys, refugees in particular may be more anxious of undertaking an interview with someone presenting themselves in an official capacity.

All results are subject to sampling tolerances, meaning that not all differences are statistically significant. Crudely speaking, overall results are accurate to +/- 2 to 3 percentage points at the 95% confidence level, but this assumes a perfect random sample has been achieved, which is not the case with this survey. Hence, in practice, margins of error are likely to be larger and the findings presented throughout the report should be read as indicative. Further information on this and a full guide to statistical reliability is provided in Appendix 2.

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of "don't know" categories, or multiple answers. Throughout the report an asterisk (*) denotes any value less than half a per cent, but greater than zero. Where combined scores are used, these may also differ from the sum of individual codes (answers) by one per cent due to rounding.

Results are shown for key demographic and attitudinal sub-groups, where appropriate. Where possible and relevant, benchmark data have been used to contextualise the survey findings. Whilst benchmarks provide a useful means of comparison between the target audience and the wider population, in most instances direct comparisons should be made with caution due to differences in question wording, question structure or methodology.

Where net figures are discussed this is expressed in plus (+) or minus (-) and this refers to the two most favourable ratings minus the two least favourable ratings.

Publication of the data

As with all of Ipsos MORI's studies, the results presented here are subject to our Standard Terms and Conditions of Contract. Any press or publication of the findings of this survey requires the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misinterpretation of the findings.

Acknowledgements

Ipsos MORI would like to thank William Victor and Roudy Shafie from the GLA for their input and support throughout the course of the study, as well as Dr. Lisa Doyle from the Refugee

Council who provided valuable support in establishing contact with Refugee Community Organisations (RCOs) across London.

Ipsos MORI would also like to thank the following nineteen RCOs who gave permission for interviewers to use their premises and speak to their clients:

Ahead (*Harriet Kyalimpa*)

Help Somalia Foundation (*Harbi Farah*)

Community of Congolese Refugees in the UK (*Dr Pambu*)

Haringey Somali Community (*Mohamed Maigag*)

Lewisham Refugee Network (*Rita Chadha-Bolt*)

Refugee and Migrant Forum of East London (*Rita Chadha-Bolt*)

Westminster Refugee Consortium (*Jocelyn Disler*)

Notre Dame Refugee Centre (*Christine Diaz*)

Southwark Somali Refugee Council (*Abdiakrim Ali*)

Southwark Refugee Project (*Abdul Malik*)

Zimbabwe Women's Network UK (*Teresa Ndwalu*)

Tamil Community Centre (*Nagul Rani*)

Refugee Project Croydon (*Anna Salamanca*)

Tamil Relief Centre (*Kotahi*)

Centre for Armenian Information and Advice (*Misak Ohanian*)

Hammersmith and Fulham Refugee Forum (*Emad Al-Hamadan*)

Southwark Day Centre for Asylum Seekers (*Bettina Dreier*)

Southwark Asylum Seekers Project (*Bettina Dreier*)

Refugee Council (*Dolly Galvis and Rosa Barugh*)

Finally, we owe special thanks to the 1,007 refugees living in London who took the time to participate in the research.

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Sample profile

Sample profile

Introduction

To be eligible for interview, the respondents had to meet the following criteria: aged 18 years or older, granted refugee status in the UK from 1990 onwards, and currently living in London.

A lack of data about refugee numbers in the UK makes estimating the exact size and demographic profile of this population in London very difficult. This survey does not, therefore, claim to be representative of London's refugee population. Nevertheless, the sample of 1,007 refugees interviewed does present the views and experiences of a broad range of refugees living in London including those groups we know to be key in terms of prevalence.

A particular limitation is that the vast majority of interviews were conducted in English (96%); non-English speaking refugees are therefore likely to be under-represented in the survey. Furthermore, only refugees with the confidence and willingness to be interviewed by a Market Research Society interviewer at a refugee community organisation (RCO) or in their home took part in the survey. It is therefore plausible that the sample reflects a greater proportion of refugees who have had better experiences of integration in London. Clearly this is a drawback of all face-to-face quantitative surveys, however general population quota surveys are reliant on weighting to correct potential differences between respondents and non-respondents, which has not been possible here (please refer to Appendix 1 for more details on sampling and fieldwork methods).

This chapter provides a descriptive profile of the sample of refugees interviewed for this survey. The purpose of this chapter is to illustrate the characteristics of the sample and in doing so provide evidence of the range of refugees included in the survey. Many of these characteristics are also used as sub-groups for analysis purposes and are referred to throughout the report; introducing them at this early stage provides greater understanding of what constitutes these sub-groups.

The refugees in London by borough

Before exploring the characteristics in detail, Figure 1 shows the residential distribution of refugees interviewed for this survey across London's boroughs.

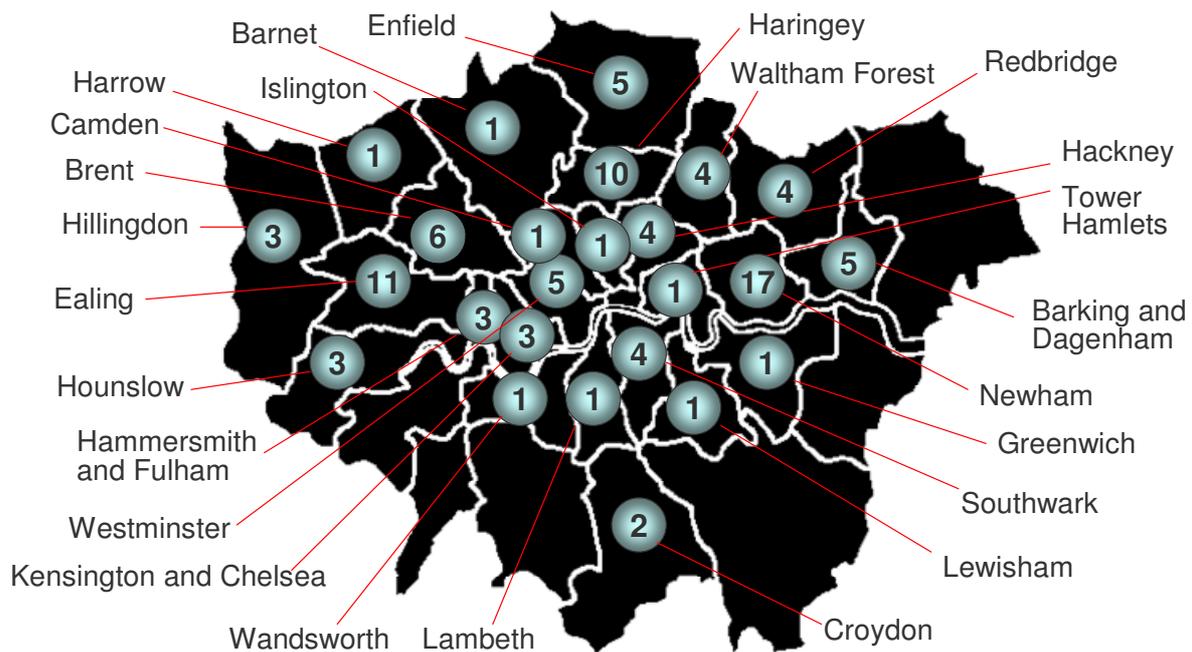
The London Borough of Newham is home to the highest proportion of refugees in the sample (17%), followed by Ealing (11%) and then Haringey (10%). The only boroughs in London

where none of the sample currently lives largely reflects the lower levels of estimated refugee concentration in these areas derived from the sampling process. The two boroughs where none of the refugees currently live are Bromley and Havering.

Figure 1: Refugees in London by borough

Please note: the chart only shows percentages for those boroughs where 1% or more of the sample currently live.

Refugees in London



Ipsos MORI Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010. Chart shows only those boroughs in which 1% or over of interviews were conducted. Source: Ipsos MORI

Countries and regions of origin

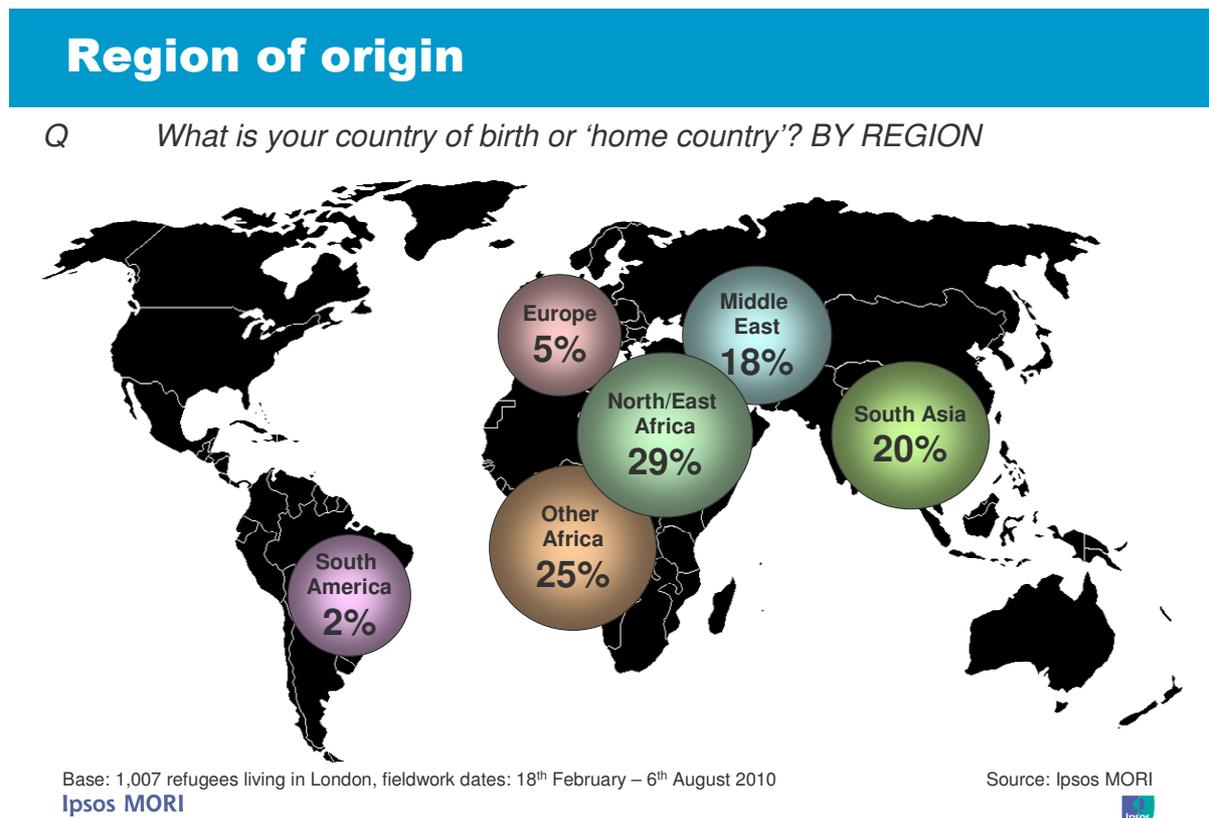
Around one-fifth of the refugees say Somalia is their country of origin (21%), with Sri Lanka the second most frequently cited country (16%). This reflects the relative population size estimates reported in the Labour Force Survey in 2008.⁷ The third most frequently named country of origin is the Democratic Republic of Congo (15%).

The various countries of origin are grouped into six regions: Europe (Eastern Europe and the Balkans), North/East Africa, Other Africa, the Middle East, South Asia, and Central/South America, the full details of which are provided in Appendix 3.

⁷ GLA (2009) *London Enriched, Reference document*, GLA, p.12

Figure 2 illustrates the regions of origin and as shown, around three in ten of the refugees (29%) originate from North/East Africa, while one quarter (25%) originates from Other Africa. Around two in ten originate from South Asia and the Middle East (20% and 18% respectively). These relative regional proportions broadly reflect Home Office statistics for refugees granted asylum in the UK between 1990 and 2009.⁸

Figure 2: Region of origin

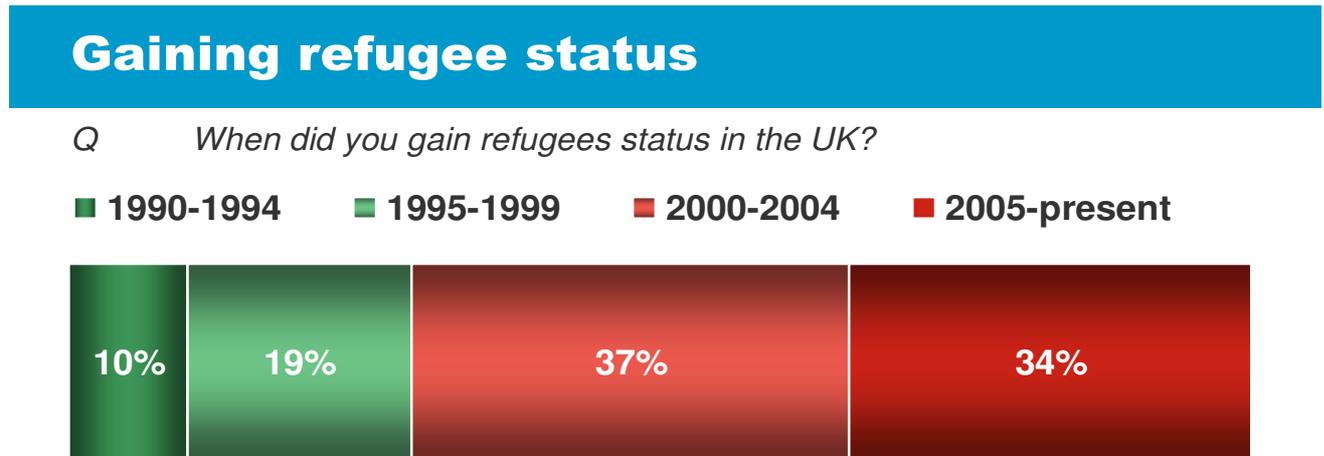


Gaining refugee status

Almost three-quarters of the refugees (71%) gained refugee status in the UK from the year 2000 onwards. The largest proportion gained status between 2000 and 2004 (37%). Only one in ten (10%) gained status between 1990 and 1994, as shown in Figure 3.

⁸ Asylum statistics, 1990-2009 (Home Office), <http://rds.homeoffice.gov.uk/rds/immigration-asylum-stats.html> [Accessed 3/11/10]. Between 1990 and 2009, 20% of refugees granted asylum in the UK were from Europe, 1% were from the Americas, 52% were from Sub-Saharan Africa, 14% were from North Africa and the Middle East, and 12% were from Asia. Please note the slight difference in regional categorisation. Refugees from the Middle East and North East Africa are slightly over-represented in this survey, while refugees from Europe and Other Africa are slightly under-represented. This is likely to be due to a higher proportion of refugees from the Middle East and North Africa being granted status in the last ten years compared with refugees from Europe and sub-Saharan Africa, according to Home Office statistics.

Figure 3: Date of gaining refugee status

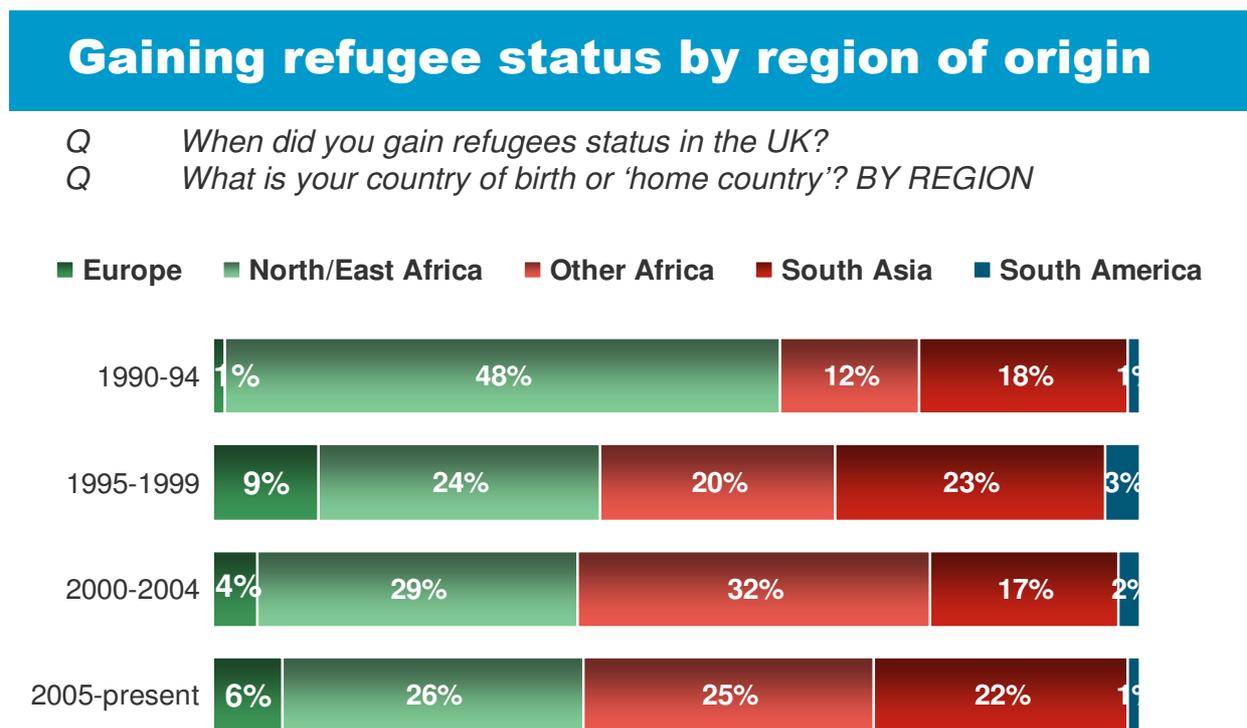


Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010

Source: Ipsos MORI

As shown in Figure 4, those granted refugee status between 1990 and 1999 are more likely to originate from the North/East Africa region, while those granted status between 2000 and 2004 are more likely to be from Other Africa.

Figure 4: Date of refugee status by region of origin



Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010
Ipsos MORI

Source: Ipsos MORI
Ipsos

These findings reflect patterns in applications for asylum over the last twenty years. UK Border Agency asylum statistics show that 51% of the asylum applications to the UK between 1990 and 1994 were made by people from Africa. They also show that applications

from Europe peaked from 1995-1999. Similarly, while applications from South America have tended to only make up a small proportion of applications overall, they also peaked between 1995 and 1999, which reflects this survey's findings. Asylum statistics also show that over the period of the last two decades applications from South Asia have remained fairly stable, which, again, reflects the findings for this survey.⁹

Citizenship

Just over half the refugees (55%) possess a British passport. The date the refugees were granted status in the UK is correlated with citizenship. Almost nine in ten of the refugees who gained refugee status from 1990 to 1994 have a British passport (88%), compared with just over three in ten who gained refugee status in 2005 or later (32%). A large proportion of those granted status from 2005 will not yet be eligible for citizenship.

Refugees' marital status

Table 1 presents the profile of the refugees' marital status compared with ONS mid-2008 population estimates and as shown, the refugees appear more likely to be married than the population average.¹⁰

Table 1: Marital status

Marital status	Refugees	ONS mid-year estimates (2008)
	%	%
Married	45	39
Living together	2	-
Single	38	47
Widowed	3	-
Divorced	3	8
Separated	8	-

South Asian refugees are more likely to be married compared with refugees overall (71% compared with 45%), while refugees from Other Africa are on average more likely to be single (55% compared with 38% overall).

⁹ Asylum statistics 1990-2009 (Home Office), <http://rds.homeoffice.gov.uk/rds/immigration-asylum-publications.html> [Date accessed: 22/09/10]

¹⁰ Please note, however, that ONS data do not include the categories 'Living together' and 'Separated'; this refugee survey does include these categories. If those stating 'Living together' were included in 'Single' this would bring the total 'Single' figure to 40%, still some way below the national figure of 47%. If 'Separated' were included in 'Married' this would bring the total 'Married' figure to 53%, some fourteen percentage points above the national figure of 39%. Source: Office for National Statistics (2008) www.statistics.gov.uk

Age and gender

Just less than half the refugees are men (46% men, 54% women) and the largest age group, for men and women, is 25-39 years old (48% overall). Table 2 details the age and gender composition of the refugees, showing that the male refugees have a slightly older age profile than the female refugees. Using 2009 ONS mid-year population estimates, it also shows that the age profile of the refugees interviewed is much younger than the age profile of London's residents overall.¹¹

Table 2: Sample profile, age by gender

Age	Men	Women	Total	ONS mid-year estimates for London (2009)
	%	%	%	%
18-24	9	13	11	12
25-39	47	50	48	36
40-59	37	35	36	32
60+	7	3	5	19

Source: Ipsos MORI

Larger proportions of the refugees from the Europe, South Asia and Middle East regions are male (men comprise 60%, 61% and 54% of these regions respectively). Conversely, larger proportions of those from the African regions are female; as many as 69% of all North/East African and 54% of Other African refugees are women.

¹¹ Percentages are based on London's population aged 18 and above. Source: Office for National Statistics (2008) www.statistics.gov.uk

English language

English language

Summary of key findings

- The refugees who have been in the UK for a longer period of time report similar levels of speaking skills to London residents, but there is still a sizeable gap between written skills. Fewer women than men report good English writing or speaking skills.
- The majority of refugees have taken part in ESOL training, although half took over a year to access this training. Women and those with low or no qualifications are more likely to be attending courses. Those refugees with poor English speaking ability are more likely to have started a course *but not* completed it, compared with the refugees who say they have good English. Evidence suggests, albeit for a minority of the refugees, that attendance at ESOL training has not instilled confidence in their ability to speak English.
- For a minority of women and people with low or no qualifications, work, and more likely, family commitments are said to be a barrier to accessing ESOL training. Both groups are also more likely to have taken longer to attend ESOL training for the first time.
- A majority of the refugees have taken part in an ESOL course that has lasted at least six months and most attend classes more often than once a week.

Introduction

Research indicates fluency in the English language to be the single most important factor affecting refugees' ability to find work, their type of employment, and their future employment prospects.¹² In addition, English language ability is likely to affect other integration factors such as community cohesion. As a result, a central objective of this survey was to measure refugees' written and oral English language capability and to examine access to appropriate tuition in English for Speakers of Other Languages (ESOL) to which refugees are entitled.

Of the 1,007 interviews conducted for this survey, only 40 (four per cent) were carried out in a language other than English. The potential limitation of this for self-reported findings concerning English language ability is self-evident. Hence the results provide an indicator of English language capabilities and views on ESOL training among those with some level of

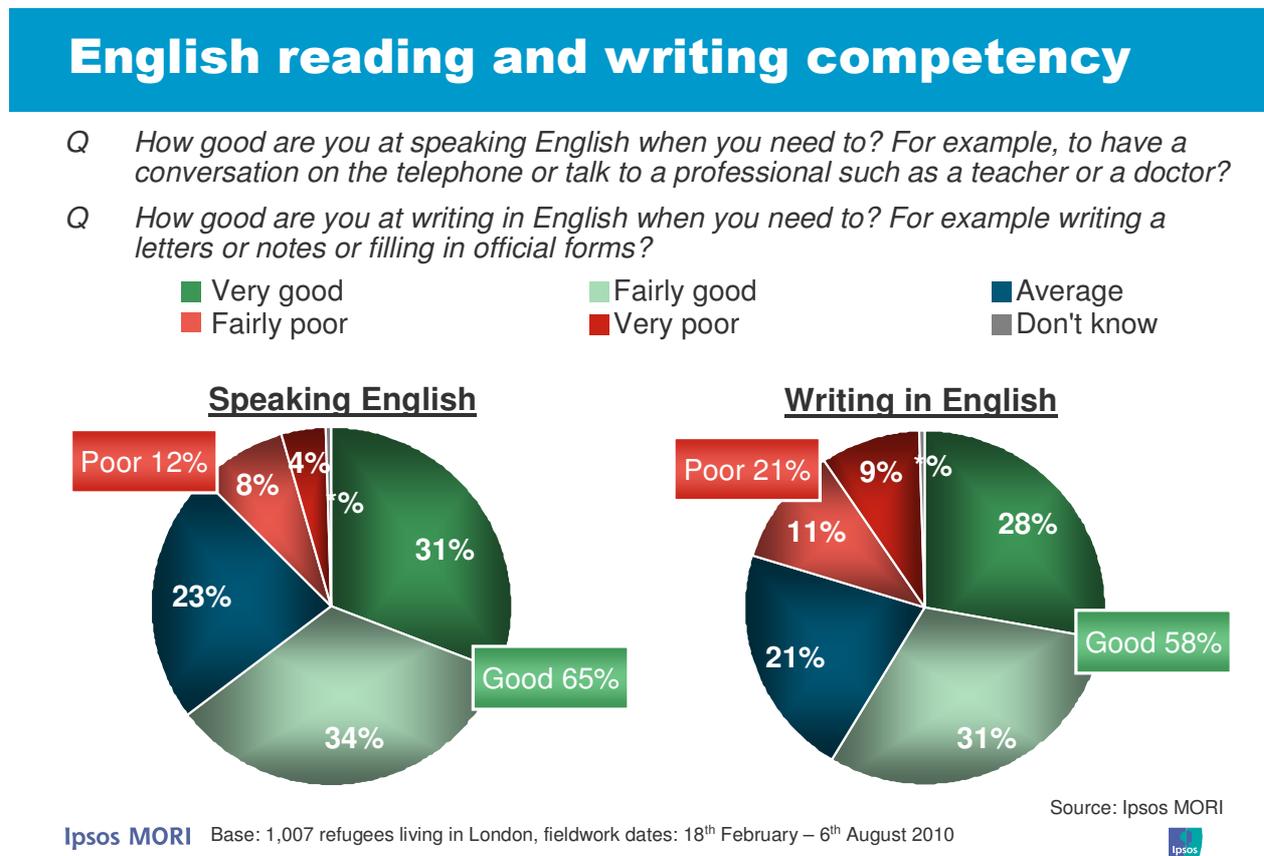
¹² D. Griffiths (2003) *English language training for refugees in London and the regions* Home Office

spoken English skill. This does not however impact on our propensity to show how differing levels of English skill impacts on respondents' experiences of London throughout the survey questions.

English language competency (self-reported)

Overall 65% of the refugees report their English *speaking* ability to be good, with 12% reporting it to be poor. As Figure 5 shows, fewer are confident in their English *writing* ability, with 58% saying they are good at writing in English and 21% saying they are poor.

Figure 5: Self-reported English competency



As Table 3 details, the refugees report lower English language competency than the general population in London, particularly in relation to written skills. General public findings for London are extracted from the Citizenship Survey 2008/09.¹³ It is also worth noting that the reported English language abilities of the London BME population¹⁴ are in line with the general London population.

¹³ Citizenship Study 2008-09, <http://nesstar.esds.ac.uk> [Accessed 25/08/10]

¹⁴ 76% and 87% of BME Londoners rate their spoken and written English as 'good' respectively, Citizenship Study 2008-09, <http://nesstar.esds.ac.uk> [Accessed 14/10/10]

Table 3: Refugee English language competency compared to the general public

	Level of competency	Refugees living in London	General public living in London	Refugees difference in percentage points
		%	%	
Speaking English	Good	65	77	-12
	Poor	12	23	+11
Writing English	Good	58	92	-34
	Poor	21	7	+14

A smaller proportion of women refugees in London, compared to men, report good English language skills. The proportion of women refugees reporting good English speaking skills is ten percentage points fewer than men (48% compared with 58% respectively) while the proportion of women reporting good English writing skills is nine percentage points fewer than men (34% compared with 43% respectively). This reflects other research findings among migrants, which have shown there is a gender difference in relation to English language skills on arrival in the UK, with migrant women from many countries being less likely to speak English.¹⁵

Other sub-group differences include when refugee status was achieved and region of origin. The refugees granted status in the early 1990s are more positive about their English speaking and writing skills (74% and 68% respectively) than those granted status since 1995 (61% and 55% respectively). Indeed, the speaking skills of these earlier refugees are similar to that of the general public in London. Writing skills of this earlier group, however, remain considerably lower than the general public in London. This finding suggests perhaps improvement has come from informal learning and use of English rather than structured learning.

Those refugees from Europe and Other Africa are more likely than Middle Eastern and South Asian refugees to report good English speaking skills (both 75% compared with 54% and 53% respectively). Other Africa refugees are also more likely than all others to report good English writing skills (72% compared to 58% overall).

Findings suggest a relationship between English language competencies and wider issues about community life. It appears that reporting good English writing and/or speaking skills strongly relates to positive attitudes towards community cohesion and levels of safety in the

¹⁵ GLA (2009) *London Enriched, Reference document*, GLA, p.25

local area. For example the refugees who rate their English writing skills as good are 24 percentage points more likely to feel confident in reporting crime to a police officer than those who report it as poor (63% compared with 39%). Furthermore, those refugees who do not feel able to influence decisions locally are more than twice as likely to report poor writing skills as those who do feel able to influence decisions (27% compared with 11%). This also applies in relation to feeling part of the local area: 31% of the refugees who do not feel part of their local area report poor writing skills compared with 16% who do feel part of their local area.

Importantly, because it **indicates a relationship between English language skills and employment**, a larger proportion of those reporting good spoken language skills are in paid employment (73%) compared to those who are not in work (60%) or are looking after the home (56%). Similarly, a larger proportion of those reporting good written language skills are in paid employment (67%) compared to those who are not in work (54%) or are looking after the home (48%).

Attending ESOL training

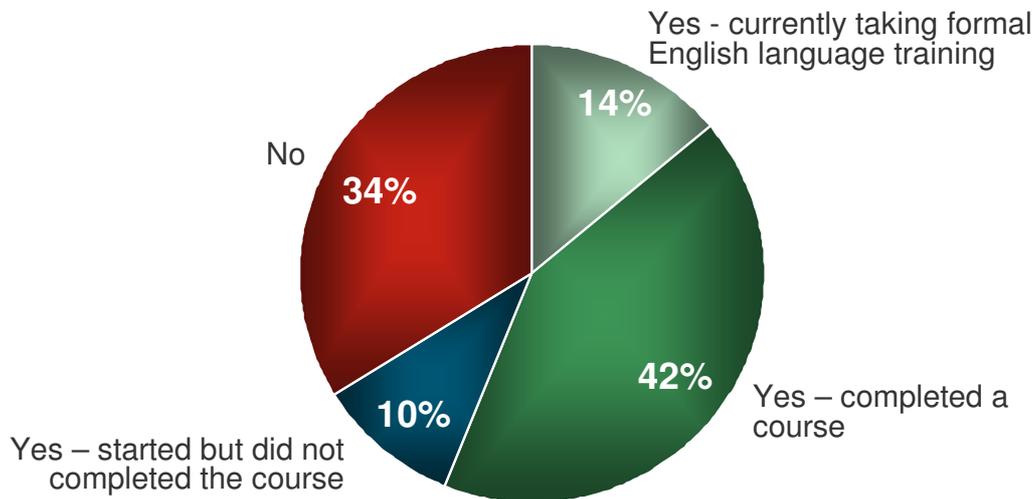
Access to English for Speakers of Other Languages (ESOL) for all refugees in London is a key priority for the GLA given the essential value of being able to speak and understand English to all aspects of integration. A number of questions were asked to measure the refugees' access to, and attendance of, ESOL training.

As Figure 6 illustrates, the findings on attendance of ESOL training reflect that the majority, two-thirds, of refugees have started at least one ESOL course (66%). It must be remembered, however, that this survey only captured a very small number of refugees who cannot speak English (four per cent of the sample) and it is reasonable to assume that those capable of conducting an interview in English are more likely to have attended ESOL training than those who are not capable of doing so.

Figure 6: Taking part in ESOL training

Taking part in ESOL training

Q Have you taken part in any formal English language training eg ESOL, in the UK?



Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010
Ipsos MORI

Source: Ipsos MORI
Ipsos

Of possible concern is the finding that as many as one in ten of the refugees started but did not complete their course. Completion of courses, rather than just starting them but later dropping out, appears to have a positive relationship on English speaking competency.

- *Started but did not complete the course*

Of those refugees who report their spoken English as poor, almost one in four (24%) started but did not finish a course. This compares with around one in seven (14%) who report their spoken English as average and around one in twenty (6%) who report their spoken English as good.

- *Completed the course*

Conversely, of those refugees who report their spoken English as good, almost half (47%) completed a course, compared to just over one in seven (15%) who report their spoken English as poor.

Reviewing participation in ESOL training by reported spoken English language skills provides a rather mixed picture. As noted above, completion of a course appears to have a positive impact on spoken skills, and in addition, of those refugees reporting average or poor English speaking and poor English writing ability (14%), around half have not taken part in any formal

ESOL training in the UK (seven per cent of the total sample) and a similar proportion have completed just one course (six per cent of the total sample). However, these findings also show that a sizeable minority of the refugees that have attended ESOL still report their skills as poor (seven per cent of the total sample). Quality of ESOL training may of course vary; this was not measured in the survey.

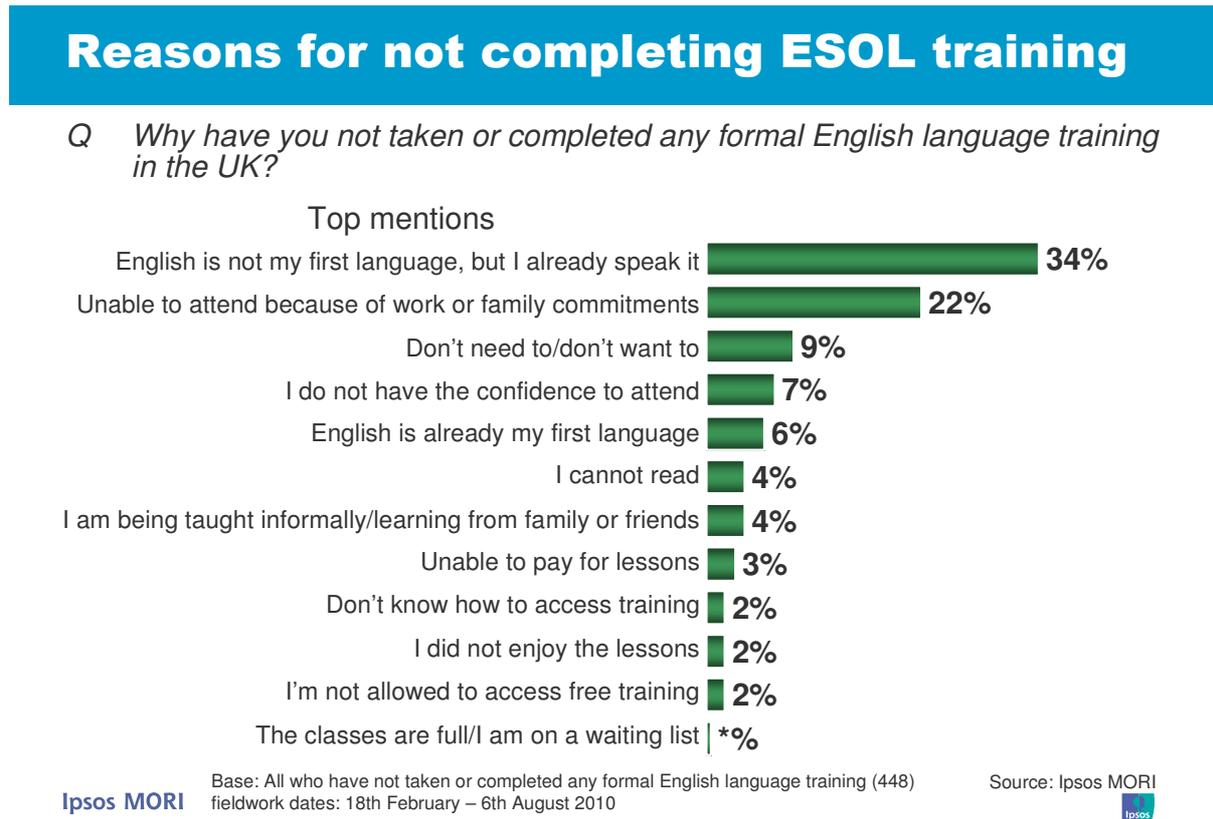
Women appear to be in greater need of English language training given their relatively lower self-reported skill and, encouragingly, the proportion of women currently taking formal English training is twice that of men (18% compared with 9%). This suggests that training is, to an extent, reaching those most in need. However, women are just as likely as men to have completed a course and yet a larger proportion consider their skills as poor. It may be that women are more prone to under-representing their skills; however, even if this is the case, the fact that women *perceive* their skills to be poor may have negative impacts on their confidence in the community and in the workplace.

Reasons for not completing ESOL training

Those refugees who have not attended ESOL training or who attended training but did not complete it (44% of the sample) were asked why this was the case. The most frequently cited reason, stated by four in ten of this group, is that the respondent already speaks English: 34% speaks English though not as a first language and 6% speaks English as a first language. Approximately one in ten (9%) says they do not need or want to attend training.

Whilst this means that around half of those who did not complete or attend ESOL training because they already possessed English skills, the remaining half lists barriers to attendance. The most frequently cited barrier is that non-attendance or non-completion is due to work or family commitments (22%). A range of other reasons are cited including issues about confidence, literacy and ability to pay. Figure 7 presents the full list of reasons for not taking or completing ESOL training.

Figure 7: Reasons for not completing ESOL training



Around a quarter of women (26%) felt unable to attend because of work or family commitments (eight percentage points higher than men); this constitutes 11% of all the women who took part in the survey. It may be considered more likely that family is the main issue here as more women are not working than working (82% not working compared to 19% working), yet having children does not always appear to be a barrier to attending classes. The proportion of refugees who have children under 5 and have attended an ESOL class is seven percentage points greater than those without children (70% compared with 63%). What appears more of a barrier is that household duties and carer responsibilities are predominantly the responsibility of women refugees.

South Asian refugees are the most likely of the regional sub-groups to say they are unable to attend due to work or family commitments (30% compared with 22% overall).

Length of time spent in the UK before attending ESOL training

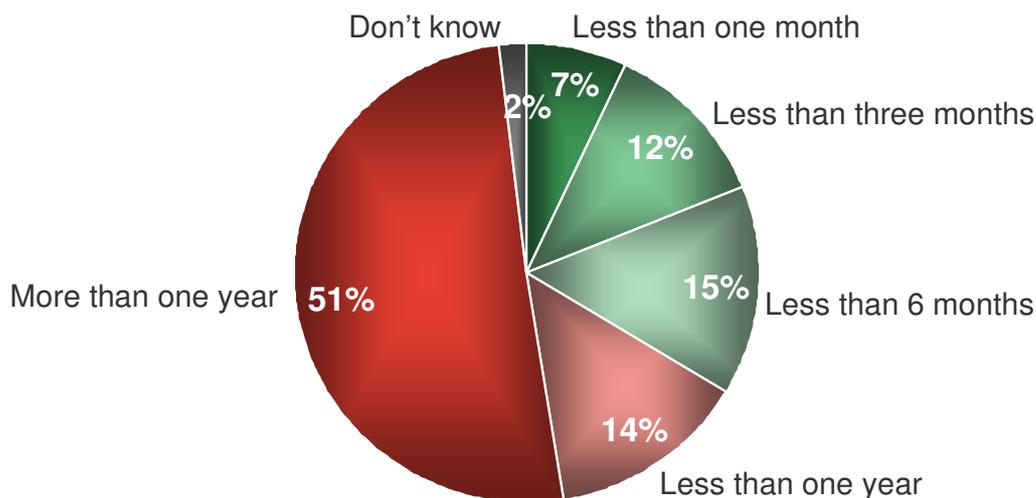
Those refugees who have taken part in formal English language training were asked how long they had been in the UK before they attended a course. As Figure 8 shows, half the refugees (51%) had been in the country more than a year before attending ESOL training.

This may be due to difficulties refugees have in accessing ESOL training while they are waiting for refugee status to be granted.

Figure 8: Length of stay in the UK before attending ESOL training

Length of stay in the UK before attending ESOL training

Q How long were you in the UK before you attended formal English language training?



Source: Ipsos MORI

Ipsos MORI Base: All valid responses who have taken part in formal English language training in the UK (660), fieldwork dates: 18th February – 6th August 2010



Women and those with no formal qualifications are likely to have been in the UK for a longer period before attending ESOL training. More than half of women (56%) waited more than one year before attending training; this is twelve percentage points higher than men (44%). 58% of those with no formal qualification also took more than one year to access training. The fact that women make up 61% of those with no formal qualification, and as we've seen above are more likely to answer that they can't attend ESOL training because of work or family commitments, makes them a key target group with which to improve accessibility.

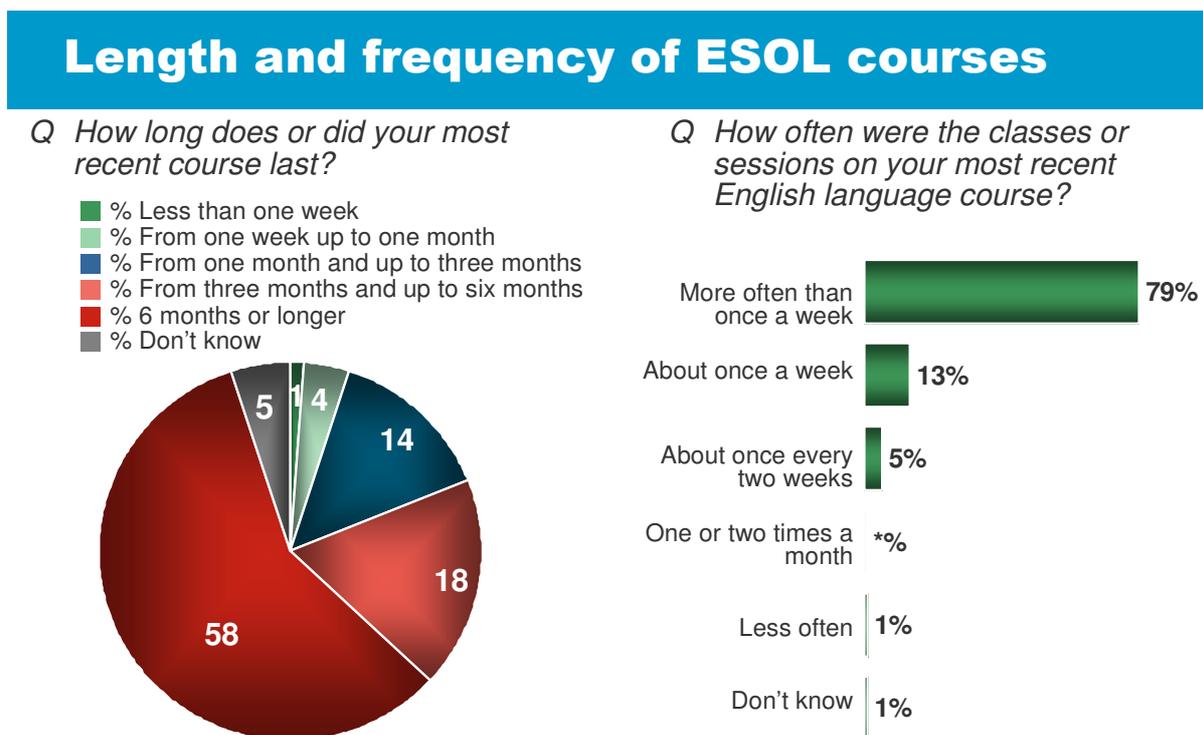
There is no evidence to suggest that access to courses has changed over time as those who were granted refugee status in the early 1990s are no more or less likely to have waited any longer than those who arrived since 2005.

Number, duration and frequency of ESOL courses

Of those refugees who have taken part in ESOL training, half (50%) say they attended one course, 22% have attended two courses, 17 per cent have attended three courses and the remainder has attended four or more courses.

Most of the refugees who have taken part in ESOL have attended courses running over a significant number of months and comprising frequent classes. As Figure 9 shows, for the majority of refugees (58%), their most recent course lasted six months or longer. For around one fifth of the refugees, their most recent course lasted between three and six months (18%). Also shown in Figure 9, the vast majority (90%) were attending classes at least once a week. As many as almost eight in ten (79%) attended classes that were ‘more often than once a week’.

Figure 9: Length and frequency of ESOL courses



Base: All valid responses who have taken part in formal English language training in the UK and give a positive answer or 'don't know' at Q4(632). Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010

Source: Ipsos MORI

Housing

Housing

Summary of key findings

- Three out of every ten of the refugees took a year or more to find housing that met their basic needs. Women are more likely to say it took a year or more compared with men.
- Just over four out of every ten of the refugees reported difficulty in finding information on housing. Women are more likely to think it difficult to find information than men.
- The refugees are much more likely to use personal contacts (family, friends or someone else in the community) to obtain information about housing than use their local authority. Only 8% mentioned using refugee community organisations.
- The majority of the refugees rent their accommodation. Of these, a slim majority rents their accommodation from the local authority or council, while a third rents from a private landlord. The South Asian refugees are the most likely to own their own property or rent privately.
- The South Asian refugees and North/East African refugees tend to live in households comprising more people than refugees from other regions. However, South Asian refugees are more likely to live in households comprising only adults while North/East African refugees are more likely to live in homes comprising three or more children.
- Applying a formula to estimate overcrowding, findings show that at least 18% of the refugees are living in overcrowded accommodation.

Introduction

Good quality, stable accommodation is thought to be essential to general wellbeing and the feeling of security.¹⁶ A core objective of the GLA's Refugee Integration Strategy is to ensure that refugees have suitable access to channels for housing provision.

¹⁶ GLA (2009) *London Enriched, The Mayor's refugee integration strategy*, GLA, p.14

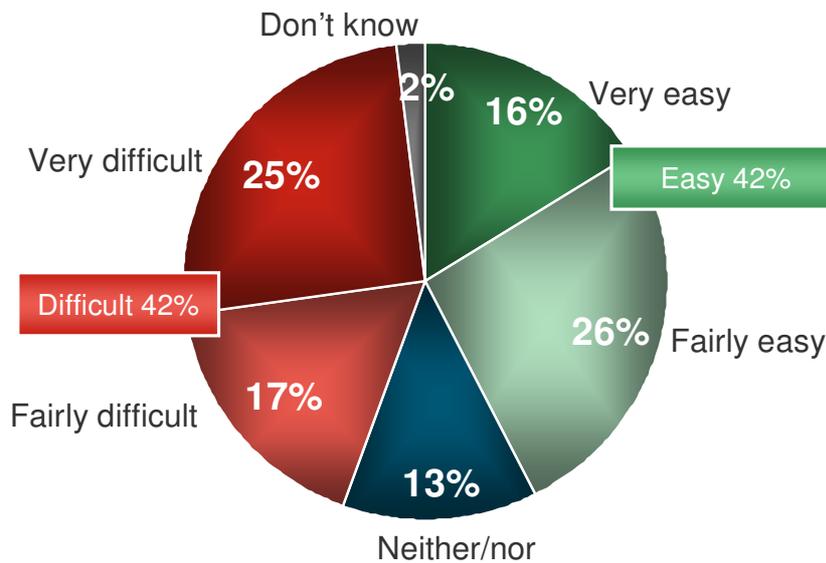
Finding information on housing

When asked how easy or difficult it was to find the information about getting the accommodation that they needed when they arrived in London, the refugees give a very mixed picture. Equal proportions say it was easy and it was difficult (42% each), with 13% stating that it was neither easy nor difficult (see Figure 10). The strength of feeling does differ to some extent, with 25% reporting it as very difficult, compared to 16% that reported it as very easy.

Figure 10: Ease/difficulty of finding information about housing

Ease/difficulty of finding information about housing

Q How easy or difficult was it for you to find the information you needed about how to get accommodation when you arrived in London?



Base: All who looked for information about housing when they came to the UK (990), fieldwork dates: 18th February – 6th August 2010

Source: Ipsos MORI

Ipsos MORI

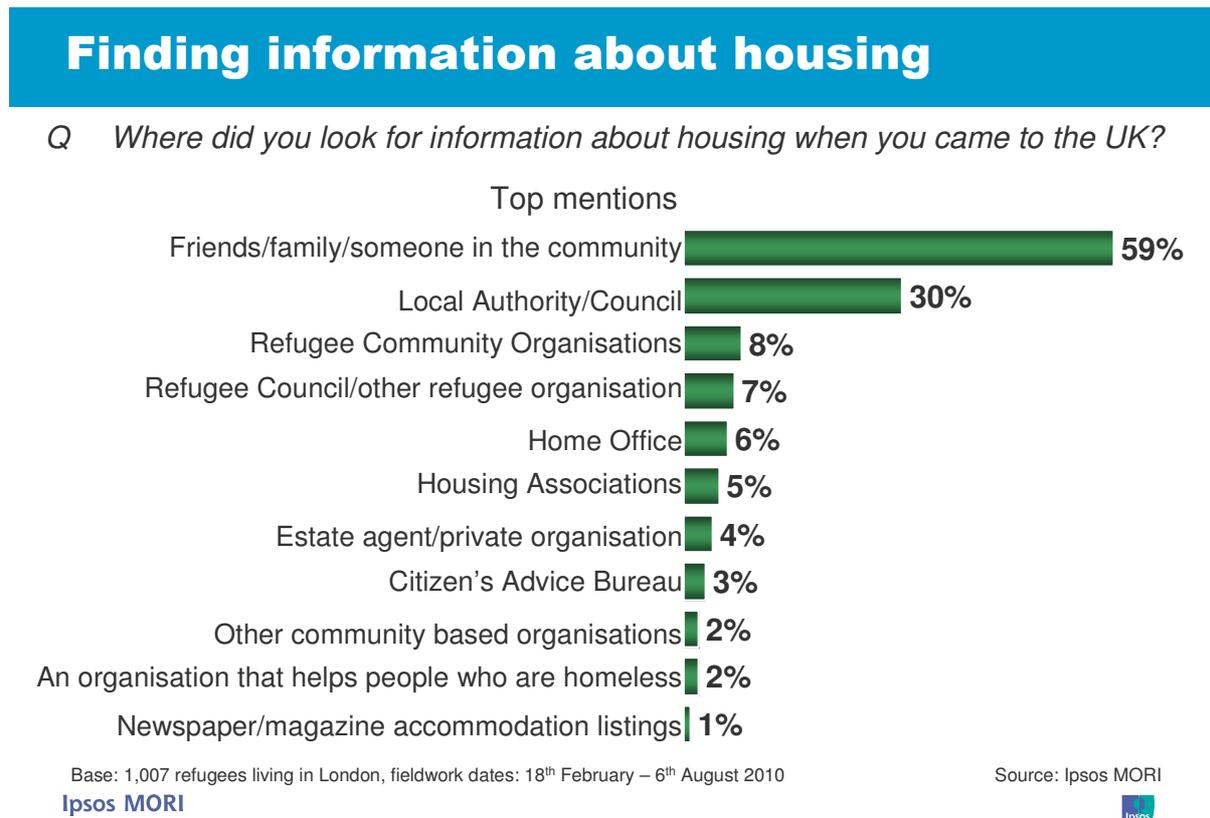


Women are more likely to report difficulties, stating to a greater degree than men that it was difficult to find information on accommodation (45% compared with 39%). The refugees who were granted status in the 1990s report that finding information on housing was easy in comparison with refugees given asylum in the 2000s (50% compared with 38%); however, this should be interpreted with an element of caution. This difference may reflect a reality that accessing information is more difficult for today's refugees but may also reflect issues of recall. Those granted status over ten years ago may be less likely to remember how difficult it was for them to access information at that time.

Sources used to find information on housing

Personal contacts (friends, family or someone in the community) were the sources most used by the refugees to find information about housing when they arrived in the UK (59%). Half as many sought information from the local authority (30%) and half again (15%), used the Refugee Council or other refugee community organisations to source of information about housing. Figure 11 presents all sources used to find information about housing when the refugees arrived in the UK.

Figure 11: Sources of information about housing



Whilst most of the refugees state that information on housing was sourced from personal contacts, a greater proportion of South Asian refugees (84%) sought information in this way compared with other sub-groups, where typically around half (46%-55%) used personal contacts.

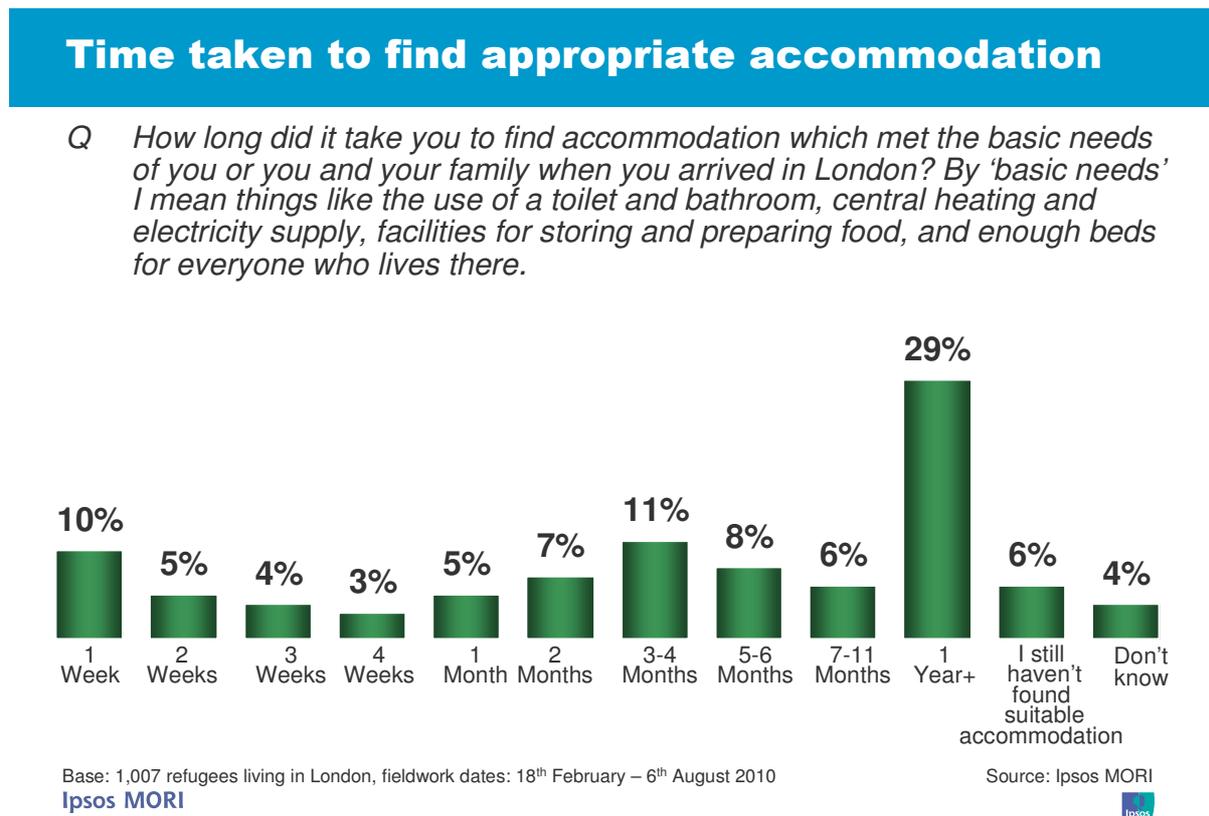
Finding suitable accommodation

The refugees were asked how long it took them to find accommodation that met their basic needs, and those of their family where relevant. 'Basic needs' were defined as 'things like the

use of a toilet and bathroom, central heating and electricity supply, facilities for storing and preparing food, and enough beds for everyone who lives at the property’.

Around three in ten report that it took one year or more to find accommodation that met their basic needs (29%). Fifteen per cent report that it took between five and eleven months, while 11% report that it took between three and four months. Figure 12 presents the full range of results and as shown, six per cent say they have still not found suitable accommodation.

Figure 12: Time taken to find appropriate accommodation



Women are more likely to report difficulties finding suitable accommodation; compared to men, women are nine percentage points more likely to say it took a year or more to find suitable accommodation for them and their family (33% compared with 24%). Those refugees who are not working also experience a similar level of difficulty: 32% of the refugees not working took more than a year to find suitable accommodation compared with 23% of those in paid employment. Again, it must be noted that these groups may overlap given the large proportion of women in the sample who do not work.

While a sizeable proportion of the refugees arriving in the UK since 2005 report that it took a year or more to find suitable accommodation (24%), it is perhaps a sign of improvement that this is much lower than those who arrived in earlier years, particularly in the period 1990 to

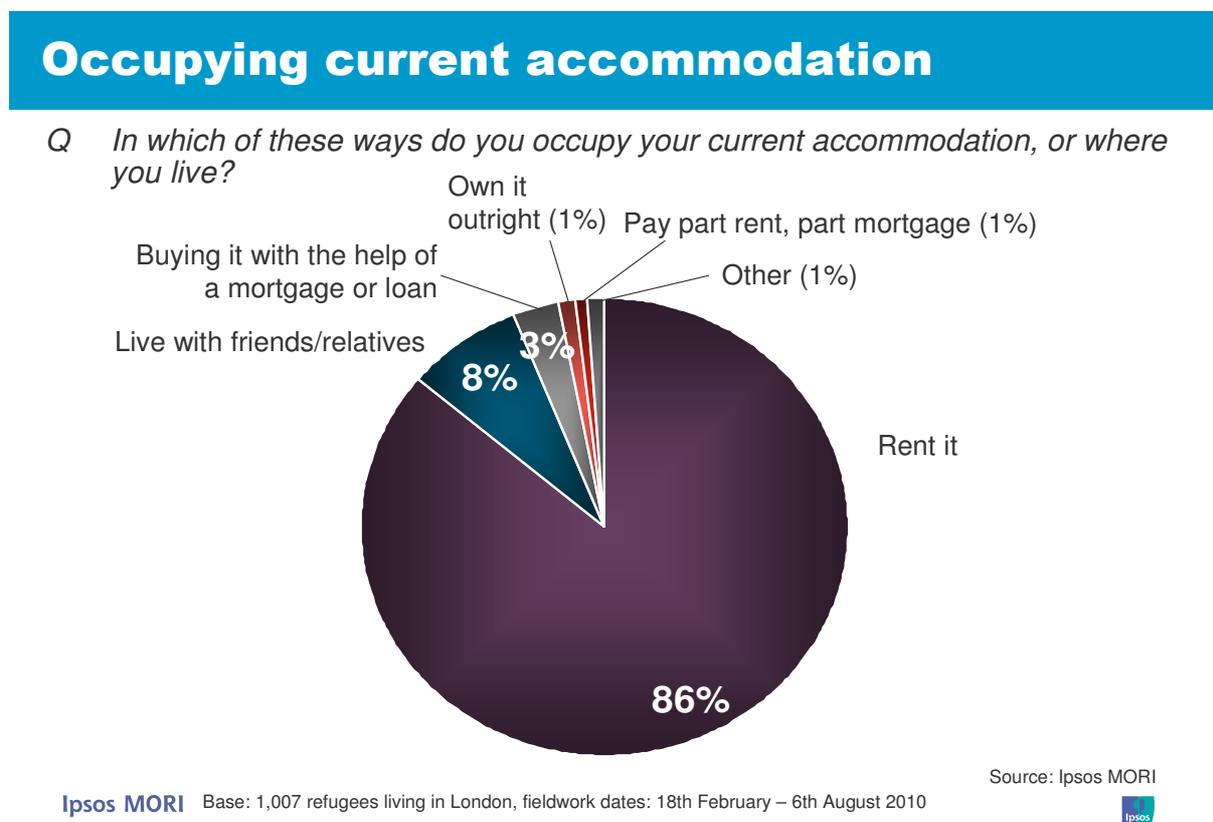
1994. Almost four in ten (39%) of the refugees granted status in this early 1990s period say it took them a year or more to find suitable accommodation.

Whilst it may be considered that refugees are waiting a long time for housing that meets their basic needs, this should be interpreted within the context of London.

Occupying current accommodation

The vast majority of the refugees (86%) rent their current accommodation, while a small minority (8%) live with friends or relatives and only 4% own their home (see Figure 13).

Figure 13: Occupying current accommodation



Whilst only four per cent of the refugees own their homes or are buying them with the help of a mortgage, this group of home-owners is predominantly of South Asian origin. Of all home-owners, two thirds (64%) are South Asian refugees. Other African refugees are nearly twice as likely to live rent free compared with refugees overall (15% compared with 8%). This can perhaps be explained by the fact that refugees from this region are likely to have arrived in the UK more recently than refugees from other regions and are more likely to still be trying to find appropriate long-term accommodation.

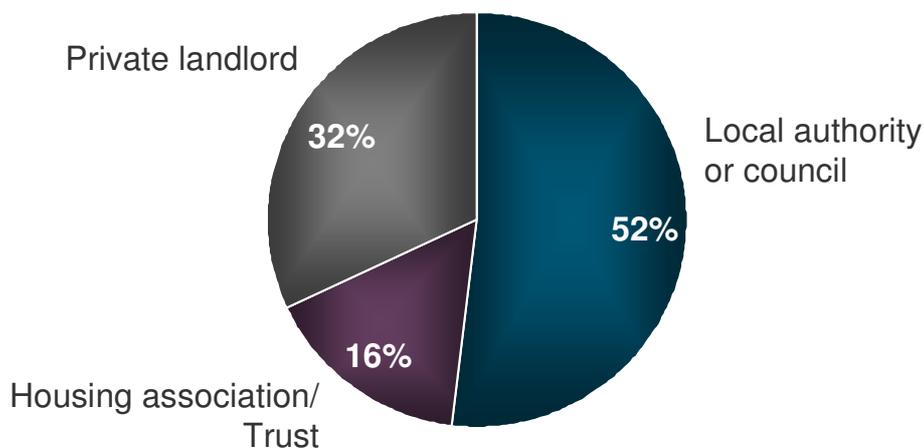
Renting property

Refugees are one of the very few categories of migrants entitled to access social housing. As Figure 14 shows, of those who rent their current property, just over half (52%) rents from the local authority or council. It must be noted that the in-home methodological approach required selecting sampling points in areas of high BME concentration. These higher concentration areas tend to be more socio-economically deprived and composed of a higher proportion of social housing than other less concentrated areas. Whilst necessary for efficient sampling, it is arguably a methodological drawback of the study that refugees living in social housing were more likely to be selected for this study than refugees living in privately rented or owned accommodation. Almost one-third of the refugees currently rent from a private landlord (32%), while around one in six (16%) rents from a Housing Association or Trust.

Figure 14: Renting property

Renting property

Q Who is your property rented from?



Ipsos MORI Base: All who looked are renting (878), fieldwork dates: 18th February – 6th August 2010

Source: Ipsos MORI



It appears that those refugees who have been granted status more recently are less likely to rent social housing and more likely to rent from a private landlord. This fits with existing information that indicates newly arrived refugees, like other migrants, live predominantly in private rented accommodation and, over time, proportionally more become social tenants than owner occupiers.¹⁷ Around seven in ten (71%) of the refugees granted status from 1990 to 1994 currently rent from their council, nineteen percentage points higher than the average

(52%). At the same time, around four in ten (41%) of those granted status in 2005 or since rent privately, nine percentage points higher than overall (32%) and thirty-two percentage points higher than those gaining refugee status between 1990 and 1994.

As well as being the most likely to own their property, the South Asian refugees are also more than twice as likely as the refugees overall to rent privately (69% compared with 32% overall).

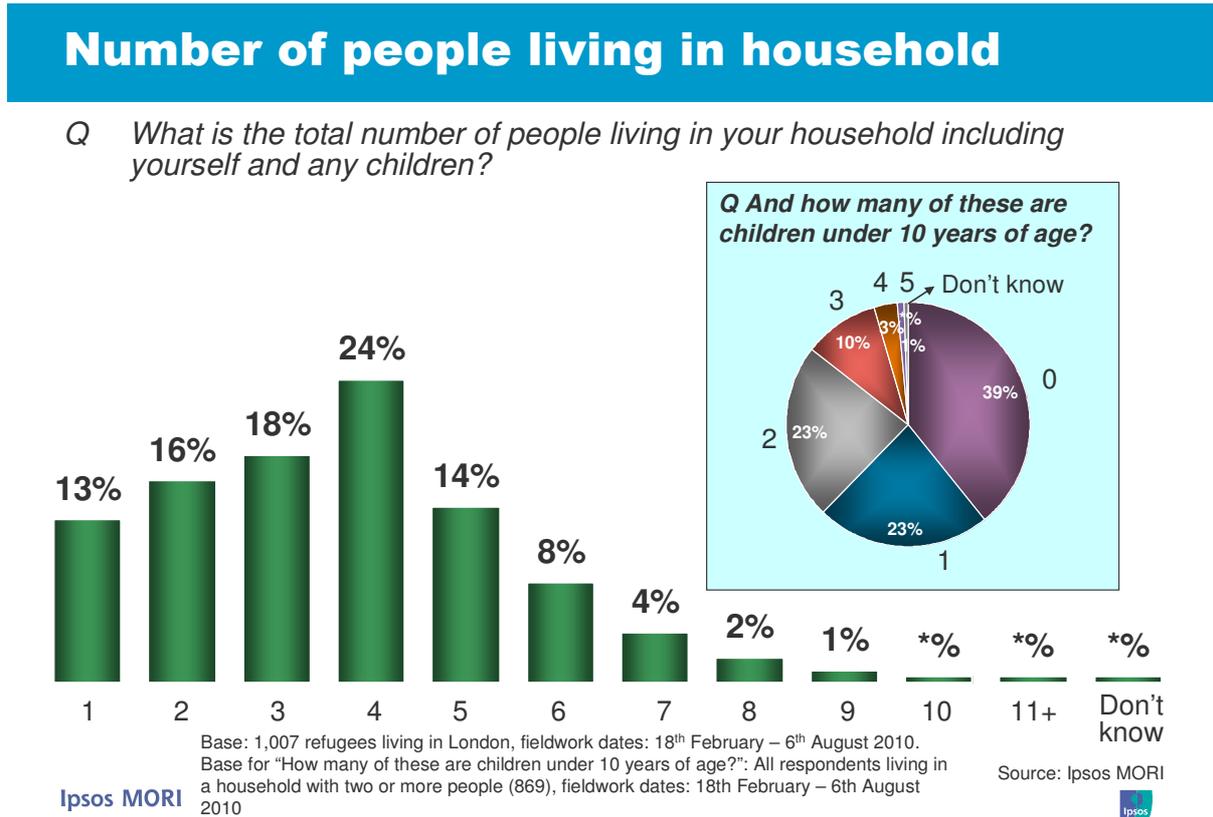
Those refugees currently living in social housing share a number of characteristics and attitudes: larger proportions of refugees reporting being in poor health (61% compared with 52% overall), feeling unsafe outside in the evening and feeling less confident in reporting a crime (60% and 72% respectively) currently live in social housing.

Current household composition

Approximately one half of the refugees (53%) live in households composed of four or more people including themselves and children. Thirteen per cent live alone and around one third (33%) lives in households of two or three people. Figure 15 presents the full range of responses alongside the number of children in the home.

¹⁷ GLA (2009) *London Enriched, The Mayor's refugee integration strategy*, GLA, p.14.

Figure 15: Number of people living in the household



There is little variation across most of the demographic sub-groups when it comes to household size and composition, the exception being region of origin. The South Asian refugees are nearly twice as likely as refugees overall to live in homes comprising four or more people (65% compared with 38% overall). That said, a sizeable proportion of the North/East African refugees live in even bigger household sizes: Around one quarter of this group (24%) live in households comprising six or more people.

Children in the household

Of those living in households of two or more people, almost one quarter (23%) has one child living with them, a similar proportion has two children in their household (23%) and one in ten has three children in their household (10%). The previous Figure 15 presents the proportion of households with children aged under 10 years.

The North/East African refugees are those most likely to live in homes comprising a large number of children. For this sub-group, over a quarter (27%) lives in a household comprising at least three children under the age of 10 (compared with 14% overall). At the other end of the spectrum, almost half of the South Asian (47%) refugees live with no children under the age of 10 compared with an average of 39%.

The refugees granted status in the early part of the 1990s (1990-1994) are also more likely to live in households with no children under 10 years (55% compared with 39% overall). This may be due to the fact that these refugees have an older profile than refugees who arrived more recently: 68% of those granted status in the early 1990s are aged 40 or over compared to 68% of those granted status since 2005 who are aged 39 or younger.

Estimates on overcrowding

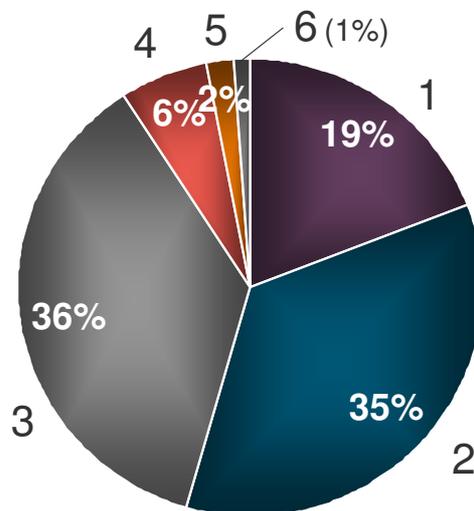
Measuring the number of bedrooms in each refugee's household permits an estimation of overcrowding.

More than half of all of the refugees are living in two to three bedroom properties. Just over a third lives in a home with three bedrooms (36%), similar to those living in a home with two bedrooms (35%) and, as Figure 16 shows, almost one fifth lives in a home with one bedroom (19%).

Figure 16: Number of bedrooms in current household

Bedrooms in current household

Q How many bedrooms are there in this property? Include all the rooms built or converted for use as bedrooms, even if they are not currently used as bedrooms.



Ipsos MORI

Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010

Source: Ipsos MORI



Given that the South Asian and North/East African refugees tend to be the sub-groups that live in larger multi-person households, it could be expected that these households have a greater number of bedrooms in their homes. This is indeed the case: 57% of the South Asian refugees live in homes with three bedrooms, which is significantly higher than overall (36% of

the total sample lives in homes with three bedrooms) and the North/East African refugees are more likely than refugees overall to live in households of four or more bedrooms (14% compared with 8%).

Table 5 below presents the proportion of residents *estimated* as living in overcrowded accommodation. There are limitations with this estimation: a comprehensive measure of overcrowding could not be formulated because of limited space in the questionnaire; however, the estimation using available findings presents a best-case scenario calculated on the following assumptions:

- If a respondent lives in a household of two or more persons aged 10 years or over, it is assumed that these persons live as a couple/couples (i.e. has a partner or spouse living with them and shares a room). For example, where 5 such persons occupy a household, 3 bedrooms will be needed: two double rooms and one single.
- If a respondent lives in a house of three or more people including themselves and any children aged under 10 years, it is assumed that if they have two or more children then these pairs of children will share a room. For example, in a home of 2 adults and 3 children a minimum of 3 bedrooms are needed: a double bedroom for the adults, a double bedroom for two of the children and a single bedroom for the remaining child.

This approach provides an *approximate* measure of overcrowded accommodation for the refugees. It is described as a best-case scenario as it assumes that in all circumstances, adults or children can share bedrooms in multiples of two.

Table 5 shows that at least 18%, almost one in every five refugees are living in accommodation that is classified by this survey as overcrowded.

Table 5: Estimated overcrowding – best-case scenario

Number of bedrooms in the property	Refugees living in suitable accommodation assuming every two adults require one room and assuming two children aged under 10 years share a bedroom (where relevant)	Refugees living in overcrowded accommodation
0	0.0%	0.4%
1	14.1%	5.0%
2	28.2%	7.0%
3	31.7%	4.7%
4	5.1%	1.0%
5	1.5%	0.1%
6	0.5%	0.0%
7+	0.1%	0.0%
Represents :	81.1%	18.1%

Education and employment

Education and employment

Summary of key findings

- Despite being seemingly well qualified (although less so than London's general population) the proportion of refugees interviewed in paid employment is only half that of the general population suggesting barriers other than educational attainment at work.
- The refugees interviewed for this survey are less likely to be in paid work now they are in the UK than when they were in their home country. Levels of employment are also significantly below those of the wider London population.
- One fifth of the refugees' occupations have changed out of the need to take any available job. For around one in seven (15%), their status has changed from employed to unemployed because they are now not working at this point in time.
- The majority of the refugees have taken over a year to find a job since they started looking for one, or have not found a job at all. Only one in seven of the refugees found work within three months of gaining refugee status.
- One third of the refugees who worked in their home country and in the UK have a lower social grade since moving to Britain, while nine per cent have a higher social grade. Nevertheless, there are more who feel that their current job is more skilled than the work they did in their home country. A majority of the refugees say they have not received employability or enterprise support.

Introduction

"Employment is a key factor in successful integration, central to the fulfilment of personal aspirations and the ability to contribute to the economy and the community."¹⁸ Previous research has suggested that while a large proportion of refugees possess numerous qualifications and vocational skills, employment levels are often a lot lower among refugees when compared with the general population.¹⁹

¹⁸ GLA (2009) *London Enriched, The Mayor's refugee integration strategy*, GLA, p.16

¹⁹ LORECA (2006), *Mapping Exercise: Examining the numbers, locations, and employment, training and enterprise needs of London's refugee and asylum seeker communities*; and GLA (2009) *London Enriched, The Mayor's refugee integration strategy*, GLA, p.16

To measure the extent to which refugees face barriers when trying to enter the workplace, a number of questions were asked of the refugees relating to their level of education and their present and current employment status.

Qualifications

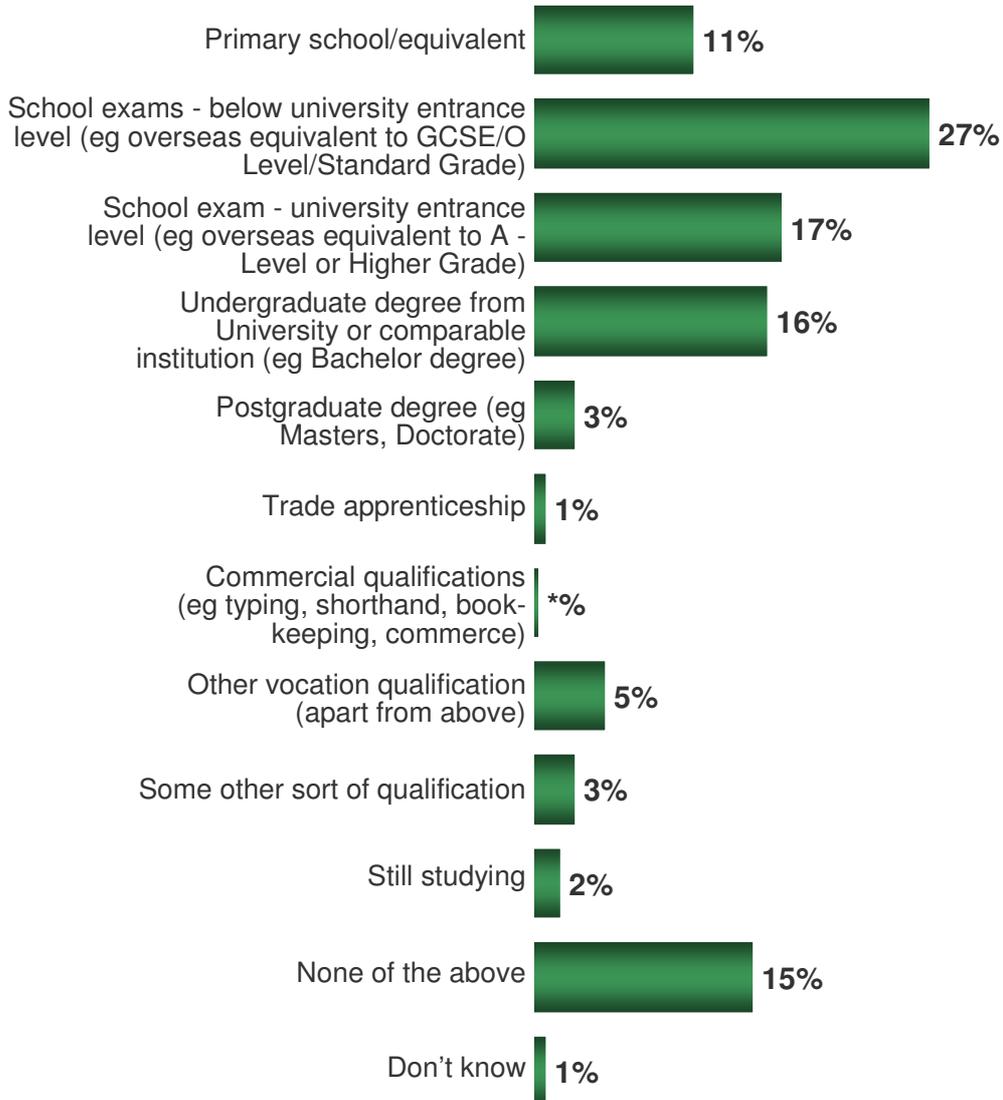
As shown in Figure 17, almost one in five of the refugees (19%) have achieved a university postgraduate or undergraduate degree. Around one in six (17%) has obtained university entrance level qualifications (17%) while just over one quarter (27%) has completed school exams below university entrance level.

Fifteen per cent of the refugees report having no qualifications at all; these refugees are more likely to be women than men (18% compared with 12%), and North/East African refugees are proportionally more likely to have no qualifications than the refugees overall (22% compared with 15%).

Figure 17: Qualifications

Educational and professional qualifications

Q Which, if any, is the highest educational or professional qualification you have obtained?



Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010

Source: Ipsos MORI

Ipsos MORI



Compared with the 2009 Annual Population Survey data, it appears that the refugees interviewed for this survey are on average less qualified than the general public in London

(around 3 in 10 (31%) of the general population²⁰ possess a first degree or higher degree, compared with around 2 in 10 of surveyed refugees).

The refugees aged 18-24 are most likely to have been educated to undergraduate degree level compared with older refugees (26% compared with 16% overall), as are Other African refugees (24%).

Of those with qualifications, most achieved them in their country of origin (72%), although one quarter (25%) gained them in the UK. As you might expect amongst 18-24 the reverse is true: 73% of 18-24 year olds interviewed have achieved their qualifications in the UK, while 24% gained them in their home country. The refugees in this age group are also more likely to hold a degree-level qualification (26%).

African refugees are also more likely than the average to gain their qualifications in the UK (North/East Africa 33% and Other Africa 31%, compared with 25% overall).

Previous and current occupations

To measure changes in occupation level since coming to the UK, the refugees were asked what they did prior to coming to the UK and what they do now. Figure 18 presents previous and current occupation.

One-third of the refugees (33%) were in full-time paid employment before coming to the UK (33%), while just over one-fifth were in full time education and training (22%). Fifteen per cent of the refugees were occupied in the household before moving to the UK.

Since moving to the UK, fewer of the refugees are in full-time work (23%) – this is ten percentage points lower than the proportion working full time prior to coming to the UK. Fewer of the refugees are in full time education. Seven per cent are currently in full time education compared with 22% before coming to Britain and the majority of those in education are 18-24 years old (54%). The proportion doing household work has increased from 15% to 19% overall (and from 28% to 35% amongst women) as has the proportion who is unemployed, which has more than doubled from 8% to 17% overall, and from 10% to 25% amongst men. This compares with a 9% unemployment rate in London.²¹

²⁰ 2009 Annual Population Survey: Office of National Statistics

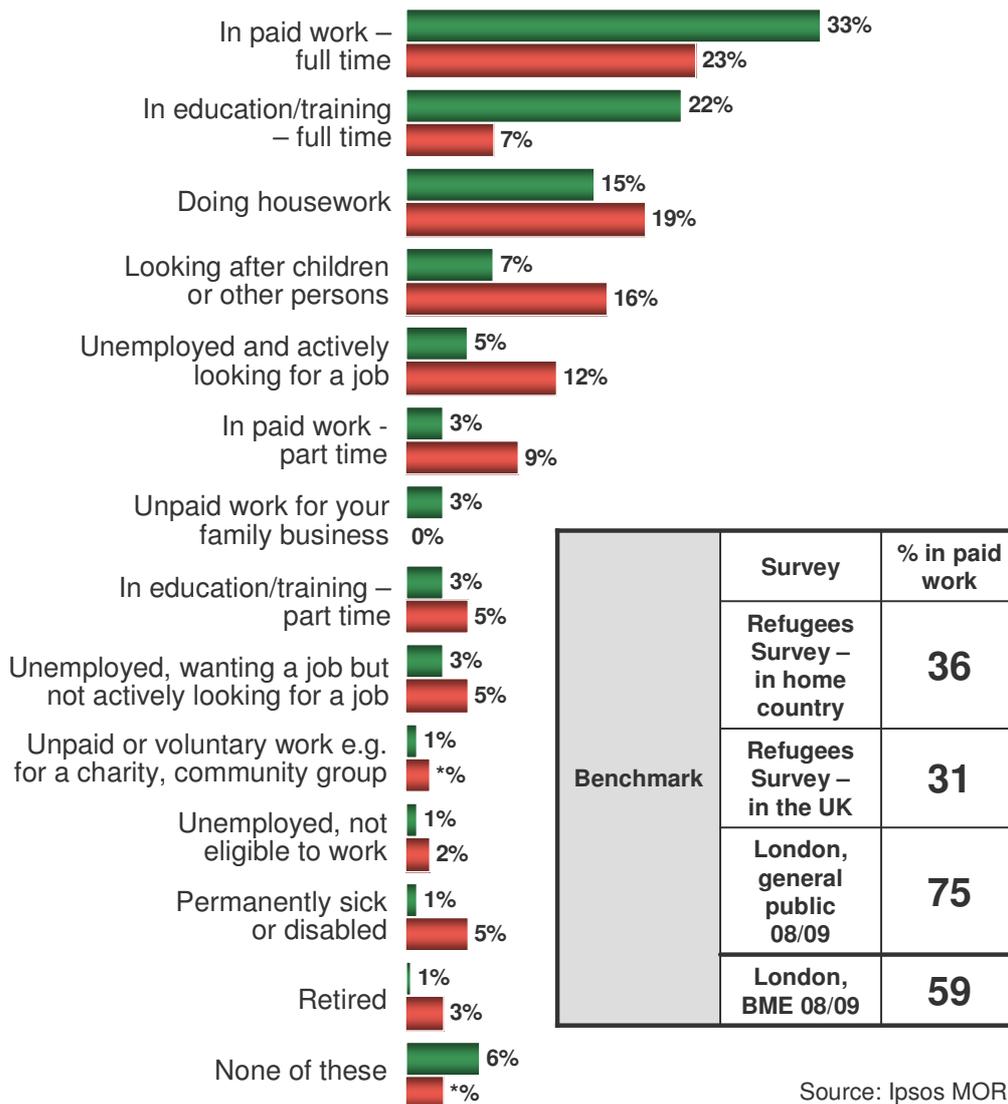
²¹ Unemployment rate of Londoners aged 16 and over: Office of National Statistics
<https://www.nomisweb.co.uk/articles/news/files/LFS%20headline%20indicators.xls>

Figure 18: Work status

Work status

Q Which of the following best describes what you usually did before you moved to the UK?

Q Which of these descriptions applies to what you are doing at the moment? ■ Before you moved to the UK ■ Doing at the moment



Source: Ipsos MORI

Only includes mentions above 2% for either in the UK or in home country. Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010. London general public and BME figures are % of the working age population in employment, based on the APS, 2008-9

Ipsos MORI



Of those occupied in the household before coming to the UK, 98% were women, which constitutes 28% of all female refugees. Over half of the male refugees (55%) were working either in paid or unpaid employment, including full or part time work, before coming to the UK, while 26% were in full or part time education or training. Ten per cent of male refugees interviewed were unemployed before they arrived in the UK.

The proportion in paid employment is not only slightly lower now than before coming to the UK (31% in London compared with 36% in their home country). It is however substantially lower than London's general and BME populations. Against the average for London as reported in the Annual Population Survey (APS) 2008/09, current paid employment amongst refugees is half what it is amongst the **general** and BME London population (31% compared with 61% and 59%).

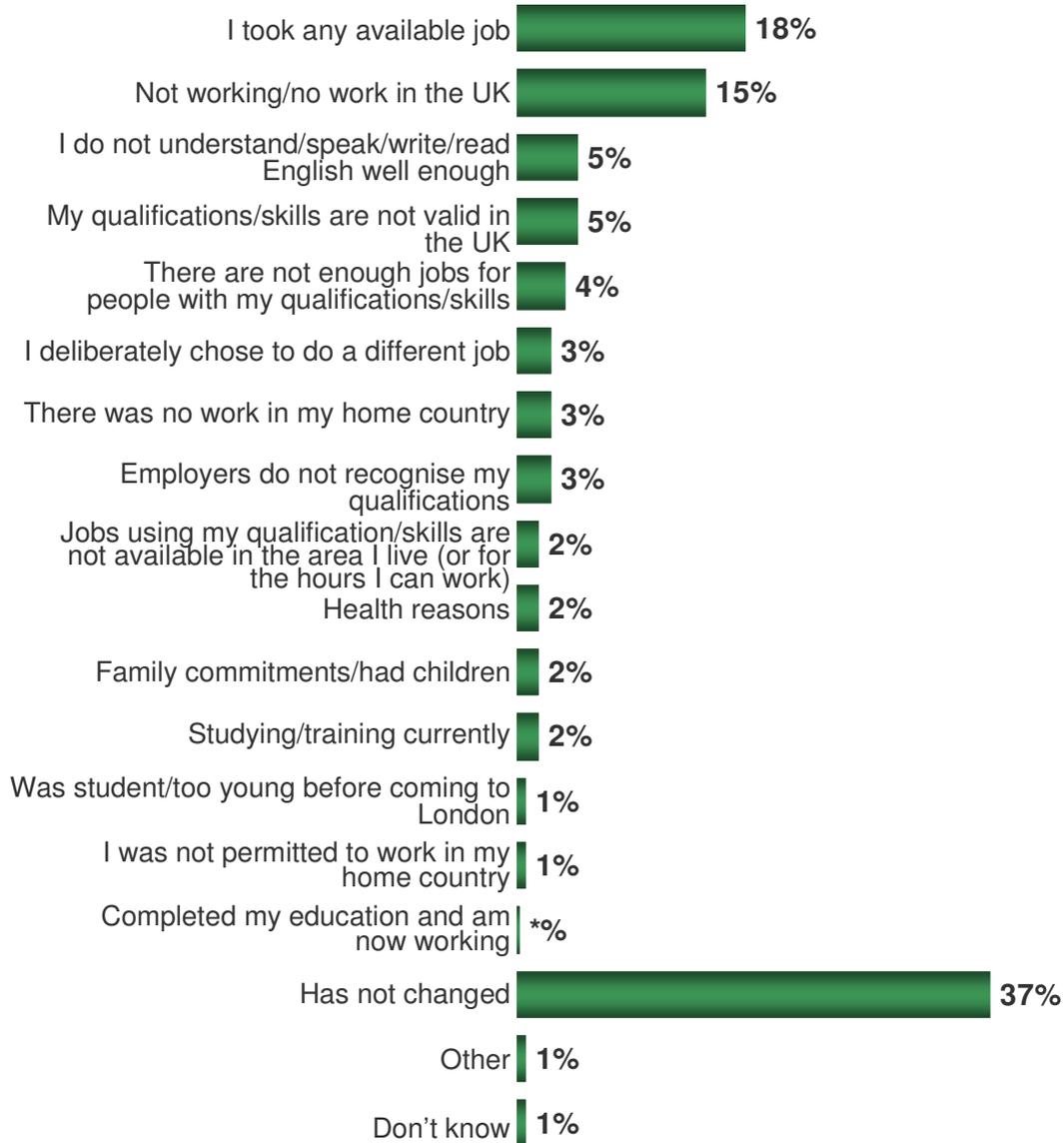
Changes in occupation

Refugees who had experienced change in their occupation status provided reasons for this change. Almost one in five (18%) explain that they simply took any available job in the UK. Around one in seven (15%) say a change from employed to unemployed has been brought about by the fact that they are simply not working at this time or that there is no work in the UK. Almost one in four refugees (37%) believes that their occupation status has not changed (37%), nearly two-thirds of whom are women (63%) and are likely to have continued to be occupied in the household. Figure 19 presents the full range of results.

Figure 19: Changes in occupation status

Changes in occupation

Q If your occupation has changed since moving to London, can you tell us why?



Ipsos MORI

Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010

Source: Ipsos MORI



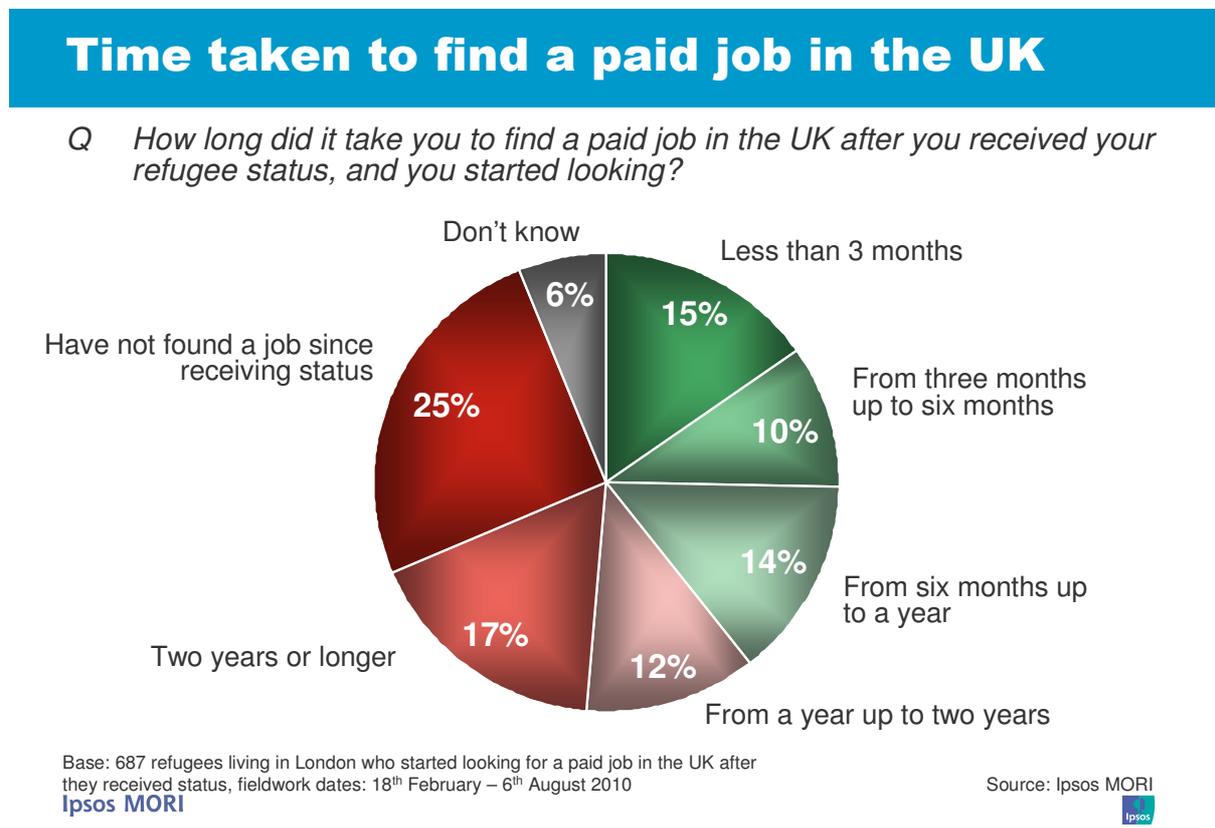
Those refugees with poor English speaking skills are more likely to say they are not working or say there is no work in the UK than refugees overall (26% compared with 15%) and are also more likely to say their occupation has not changed (45% compared with 37%).

Amongst the regional sub-groups, the proportion of South Asian refugees who took any available job is nearly double that of refugees overall (32% compared with 18%), while Middle Eastern and North/East African refugees are more likely to say they are not working in the UK or there is no work here (22% and 21% respectively, compared with 15% on average).

Time taken to find a paid job in the UK

Among the refugees who started looking for a paid job in the UK after they received status, a quarter have still not found a job (25%). Almost one in six (17%) took two years or more to find a paid job and just over one in ten took between one and two years (12%). Around one in seven, however, took less than three months (15%), see Figure 20.

Figure 20: Time taken to find a paid job in the UK



Social grade changes amongst working refugees

Those refugees who stated they had worked in their country of origin *and* now work here in the UK were asked a number of questions to estimate their individual social grade in their country of origin (applying UK criteria) and their social grade in the UK. This establishes whether the refugees' social status has changed since they moved to the UK. Social grading

is a method of demographic classification which ranks a person's socio-economic (or class) status.

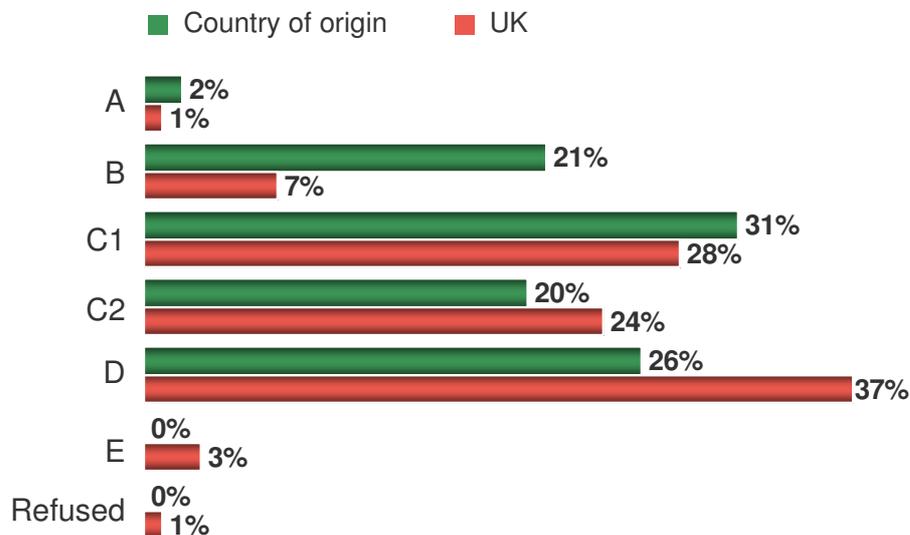
The series of questions ask about their former and new position within their organisation, their industry, their level of responsibility within the organisation and their level of education. Those in Grade A will be in higher managerial, administrative or professional occupations, those in Grade B will be in these positions at an intermediate level, and those in Grade C1 will be in these positions at a supervisory or junior level. Those in social grade C2 will be skilled manual workers, those in Grade D will be semi and unskilled manual workers, and those in Grade E will be casual or low grade workers, pensioners and others who depend on the welfare state for their income.

As Figure 21 shows, a greater proportion of refugees now have a social grade of C2, D or E, with fewer refugees now in the A, B (in particular) or C1 social grade categories.

Figure 21: Social grade in home country and UK

Social grade in home country and UK

Q Social grade in country of origin and the UK



Base: All employed both in UK and in home country (176), fieldwork dates: 18th February – 6th August 2010

Source: Ipsos MORI

Ipsos MORI



Further analysis shows that the individual social grade for over half of refugees has stayed the same since coming to the UK (56%), while for around a third (35%), their social grade has fallen. Nine per cent of refugees have increased their social grade. Those with a university education are much more likely to have fallen social grades compared with those who have no formal qualifications (44% compared with 18%).

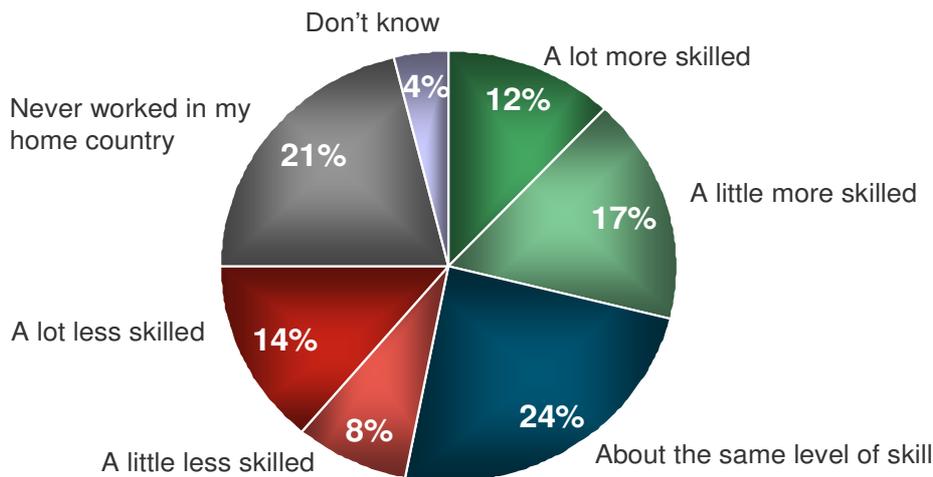
Feelings about skill level of current occupation

Those refugees who are currently working were asked whether they felt their job in the UK was more or less skilled than the job they did in their home country. Despite the fact that only around one in ten (9%), who worked in both their country of origin and now work in the UK, has increased their social grade, and somewhat conflicting with this finding, around one in three working refugees (29%) feels the job they do in the UK is more skilled than the job they last had in their country of origin.²² Figure 22 shows that around one quarter (24%) believes their job is at about the same level of skill, and a similar proportion (22%) believes their job in the UK is a little or a lot less skilled. Around one in five (21%) refugees asked this question had never worked in their country of origin.

Figure 22: Comparing skill levels

Skill of current occupation vs. skill of occupation in home country

Q To what extent would you say that your job in the UK is more or less skilled than the job you did in your home country?



Base: All who are currently in paid or unpaid work (336), fieldwork dates: 18th February – 6th August 2010

Ipsos MORI

Source: Ipsos MORI



²² It should be noted that the base sizes for the questions on social grade and on comparing skill level of occupations are different. While social grade questions were asked only of respondents working in their home country and in the UK, the question on comparing occupational skill level was asked of all those currently in paid or unpaid work, regardless of what they did in their home country.

Employability or enterprise support

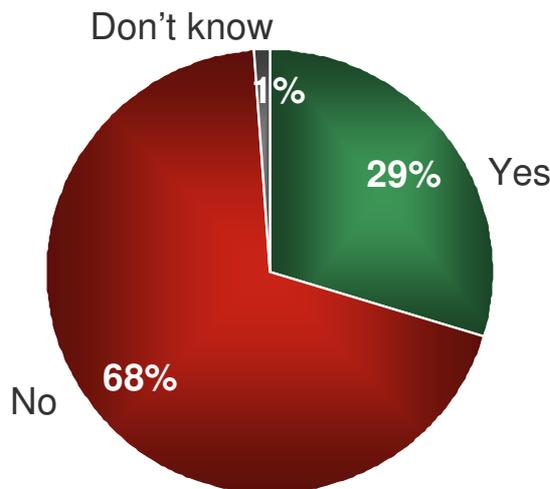
Assistance with overcoming barriers to employment for refugees is provided by employment advice and support offered by public or voluntary sector organisations or mainstream providers such as Jobcentre Plus. The refugees were asked whether they had ever received any employability or enterprise support of this nature.

Three in ten of the refugees report having received employability or enterprise support from a public sector or voluntary organisation (29%) as Figure 23 illustrates. The majority has not received support (68%).

Figure 23: Employability or enterprise support

Employability or enterprise support

Q Have you ever received any employability or enterprise support from a public sector or voluntary organisation, such as Jobcentre Plus, an educational establishment or Business Link? For example help with CV writing, interview practice or business planning.



Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010
Ipsos MORI

Source: Ipsos MORI
Ipsos

The proportion of refugees interviewed in-centre and who have received support is eight percentage points greater than refugees interviewed in-home (34% compared with 26%). This is to be expected given that in-centre refugees were interviewed in refugee community organisations where this form of employability support may have been provided and promoted.

Other African refugees are nine percentage points more likely to mention having received this support (38% compared with 29% overall), while refugees from the regional group with the highest level of current paid employment, South Asia, are ten percentage points more

likely than refugees overall *not* to have received this form of support (78% compared with 68%). Those refugees with no qualifications and those with poor English speaking ability are also less likely than the refugees overall to have received employability or enterprise support (73% and 79% respectively, compared with 68% overall). With the impact English speaking skills have on employability, this finding suggests that perhaps the support is not reaching those most in need.

Health

Health

Summary of key findings

- The refugees appear more likely to report poor health compared to the general population in London, although a similar proportion to the general population in London reports good health. However, the refugees interviewed for this survey have a younger profile than Londoners in general, meaning they should be reporting better levels of health.
- Those refugees with no formal qualifications and poor English speaking ability report poor health to a greater extent than refugees with higher qualifications and good English language ability.
- The proportion of the refugees reporting a long-term disability is in line with London's population overall, although those who feel this disability limits their activity is higher.
- Almost all of the refugees are registered with a GP, with a very small number of refugees reporting barriers to GP access.
- The proportion of the refugees who report emotional or mental health problems appears to be in line with the general UK population. Of those who report suffering from such a problem, the majority has received treatment for it. Notwithstanding, a sizeable minority has not received any treatment.

Introduction

Questions around the health of refugees were a prerequisite for this survey given the impact good or poor health can have upon a person's likelihood of successful settlement and integration.²³ Access to appropriate healthcare is often one of the multiple challenges facing refugees in London and the following chapter will seek to test this hypothesis.

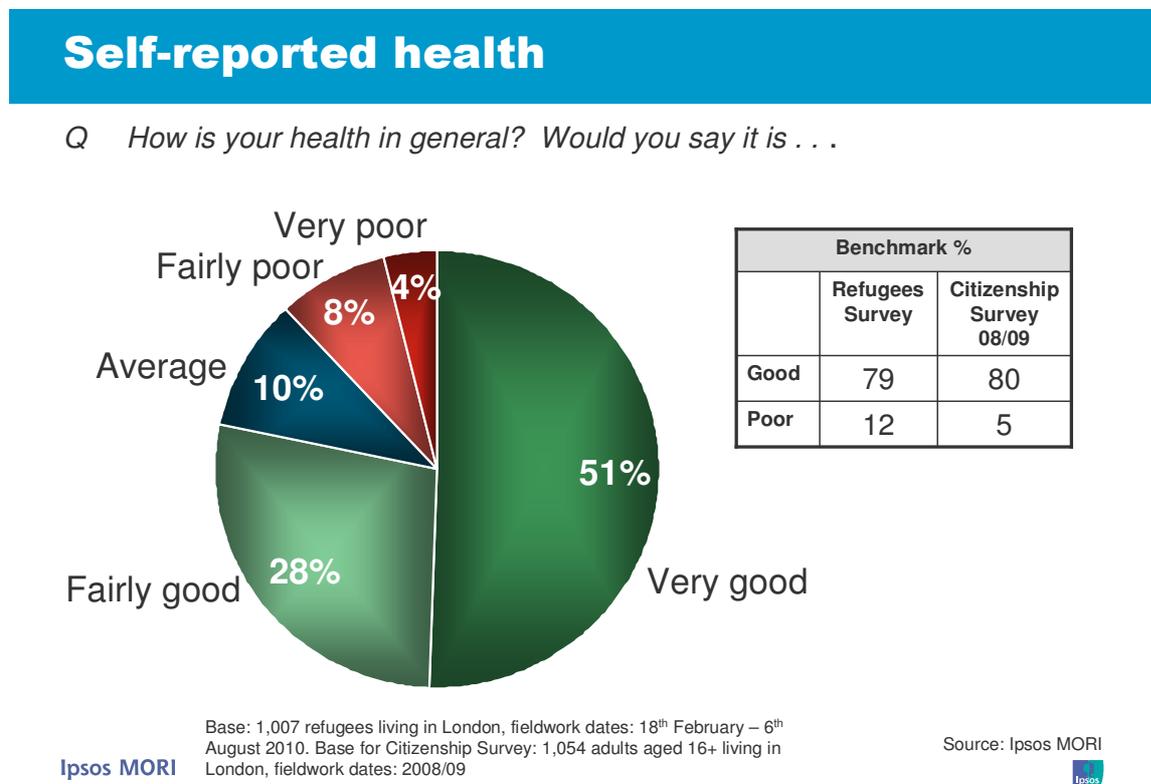
²³ GLA (2009) *London Enriched, The Mayor's refugee integration strategy*, GLA, p.19

Health in general

The refugees were asked to rate their health in general. Around half of refugees (51%) report their health is very good, and a further 28% report it as fairly good. One in ten (10%) regards their health as average (10%), while slightly more regard it as either fairly or very poor (12%).

Compared with the general London population, as reported in the Citizenship Survey 2008/09²⁴, refugees appear just as likely as residents of London overall to say that their health is good (79% compared with 80%). Residents of London, however, are more likely than refugees to say that their health is average (14% compared with 10%), while refugees are more likely to say their health is poor (12% compared with 5%) as can be seen in the following Figure 24. These findings should be interpreted with caution given the different age profiles of the two populations – while 5% of refugees are over 60, this applies to 19% of the general London population; as such you might expect comparable surveys to show the general population to report worse health than the refugees we surveyed. This is not the case. The BME London population reports the same levels of health as the general population.

Figure 24: Self-reported health



²⁴ Citizenship Study 2008-09, <http://nesstar.esds.ac.uk/> [Accessed 25/08/10]

Looking at demographic sub-groups, it is apparent that poor health has a relationship with other disadvantages. The refugees who have no formal qualifications and those who report having poor English speaking ability are more likely to report poor health compared with refugees overall (17% and 20% respectively, compared with 12% overall). There are no differences in health based on social grade; however, those who are in paid work are more likely to have good health (91%), and those who are in unpaid work or are not working at all are more likely to have poor health (18% and 16% respectively).

Examining region of origin reveals that refugees from the Middle East are almost twice as likely to report having poor health compared with refugees overall (21% compared with 12% on average).

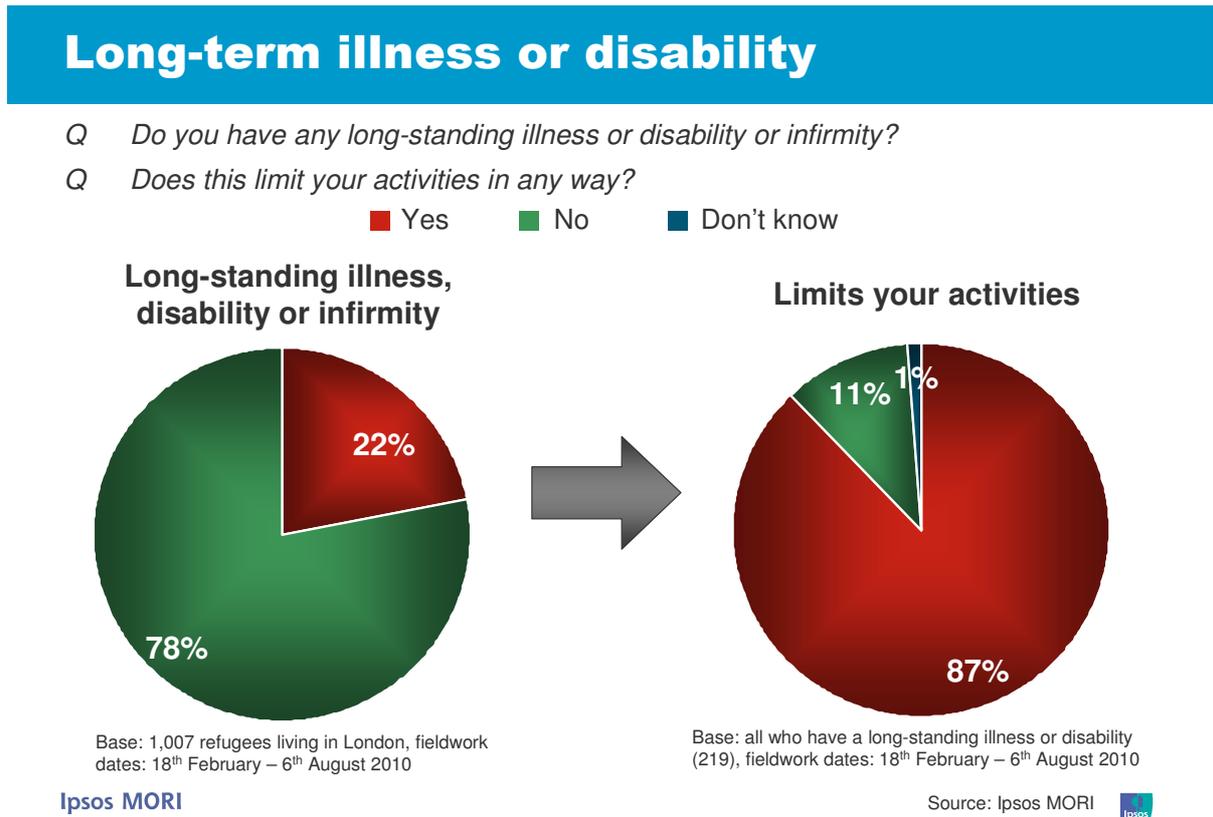
Long-term illness or disability

Just over one-fifth of the refugees say they have a long-term illness or disability (22%). This is very similar to London's population overall: 25% of London's residents reported having a long-term illness or disability in the 2008/09 Citizenship Survey.²⁵

Of those who report having a long-standing illness or disability, the vast majority (87%) report that it limits their activities. This is much higher, 25 percentage points, than London's population overall (62%) and may reflect the longer-term experiences of the refugees in their home country. Figure 25 presents findings in relation to long-standing illness or disability.

²⁵ Citizenship Study 2008-09, <http://nesstar.esds.ac.uk/> [Accessed 25/08/10]

Figure 25: Long-term illness or disability



Service preference and registering with a GP

The refugees were asked which service they would prefer to use first if they were ill or needed treatment. A large majority of the refugees (88%) would prefer to go to a GP with Accident and Emergency/hospital the second most preferred service (7%) and walk-in centres the third most preferred service (3%).

Almost all of the refugees say they are registered with a GP (98%). Of the very small number who are not registered, only six respondents report barriers such as not having the correct documents and not knowing how to register (the full list of reasons is provided at Q31 of Appendix 3).

Experience of emotional or mental health problems

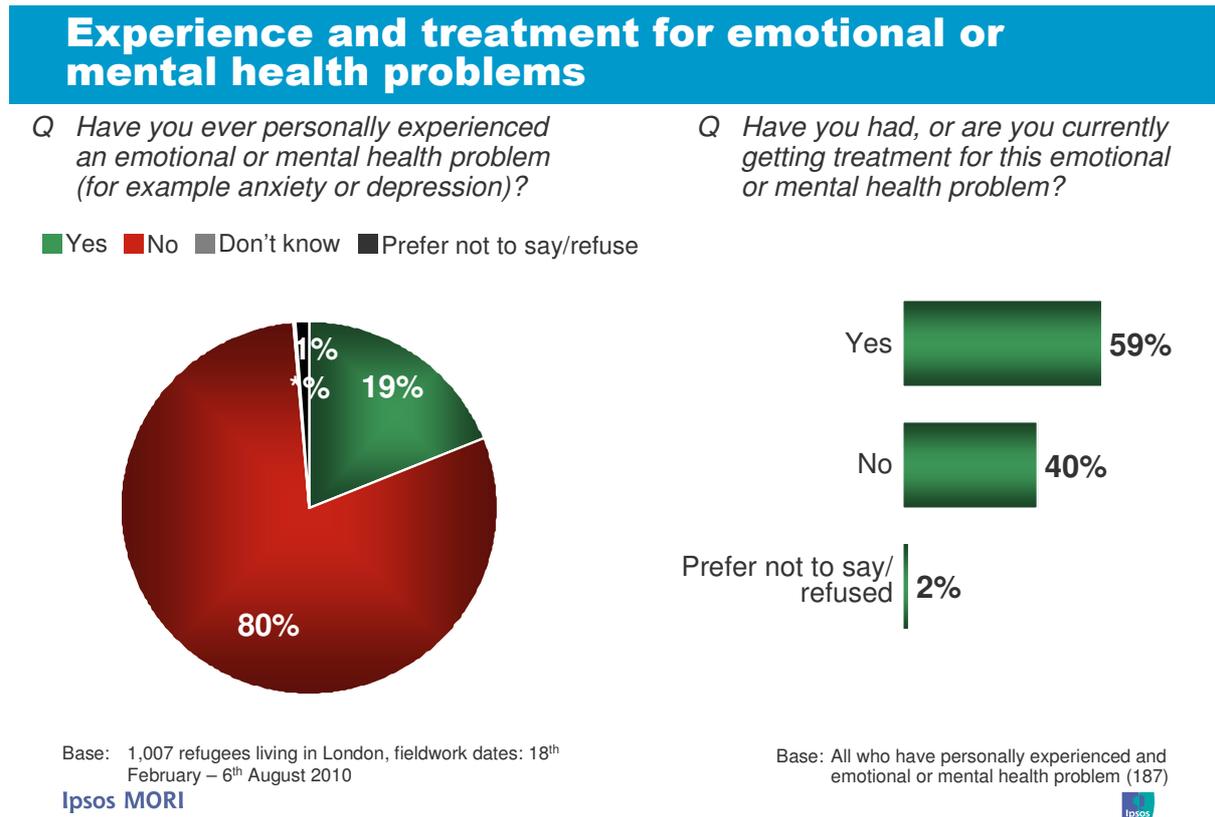
Faced with the trauma of fleeing persecution in one's home country can induce special health needs. The refugees were asked if they had ever experienced an emotional or mental health problem, such as depression or anxiety.

As Figure 26 illustrates, almost one-fifth of the refugees (19%) reports an experience of emotional or mental health problems. The Office for National Statistics Psychiatric Morbidity report published in 2001 states that one in four British adults experience at least one diagnosable mental health problem in any one year, and one in six experiences a mental health problem at any given time.²⁶ It does not appear, therefore, that the incidence of mental or emotional ill-health reported for this survey is dissimilar from the incidence at a wider national level, although the types of problems experienced by refugees are likely to be different from the population as a whole.²⁷

²⁶ Mental Health Foundation (September 2009), <http://www.mentalhealth.org.uk/information/mental-health-overview/statistics/#howmany>

²⁷ It is important to note that due to the sensitive nature of these questions, interviewers were asked not to probe on the answers.

Figure 26: Emotional or mental health problems



Those refugees who live with friends or relatives, those who have no formal qualifications and those who either live alone or with one other person are all more likely to have experienced mental or emotional ill-health compared with refugees overall (30%, 23% and 28% respectively, compared with 19% overall). The older refugees also appear more susceptible to emotional or mental health problems: 23% of those aged 40 or over have experienced such a problem compared with 16% of refugees aged 39 or younger.

Regionally, European and Middle Eastern refugees are more likely to report having had a mental health problem compared with the refugees overall (29% and 27% respectively, compared with 19% on average), while South Asian refugees are most likely to say they have not experienced a problem of this kind (88% compared with an average of 80%).

Please note, response to both questions relating to mental or emotional ill-health are a subjective assessment and are likely to be heavily influenced by individual and cultural beliefs, as well as social desirability bias.

Receiving treatment for mental or emotional ill-health

Of those who have, or have had, a mental or emotional health problem, almost six in ten (59%) state they have received treatment for this problem. A significant four in ten of the refugees (40%) have not received treatment for their emotional or mental health problems, which represents one in every fourteen who took part in this survey (7%).

Community Safety

Community Safety

Summary of key findings

- The proportion of the refugees' who say they feel safe in their local area is very similar to residents of London as a whole, although fewer of the refugees feel safe than BME Londoners. South Asian refugees are the most likely to feel safe.
 - The longer the refugees have been in the UK, the less likely they are to say they feel safe in their local area.
 - Feelings of safety tend to correlate with other positive attitudes about the local area and relationships within the community, as does confidence in reporting crime to a police officer.
 - The top four measures the refugees say would make them feel safer are the same measures cited by the population of London in general. Although more police on foot is a slightly greater priority for Londoners overall.
 - Most of the refugees say they would feel confident reporting a crime to a police officer.
 - Most men and women believe women should report to the police experiences of domestic violence.
-

Introduction

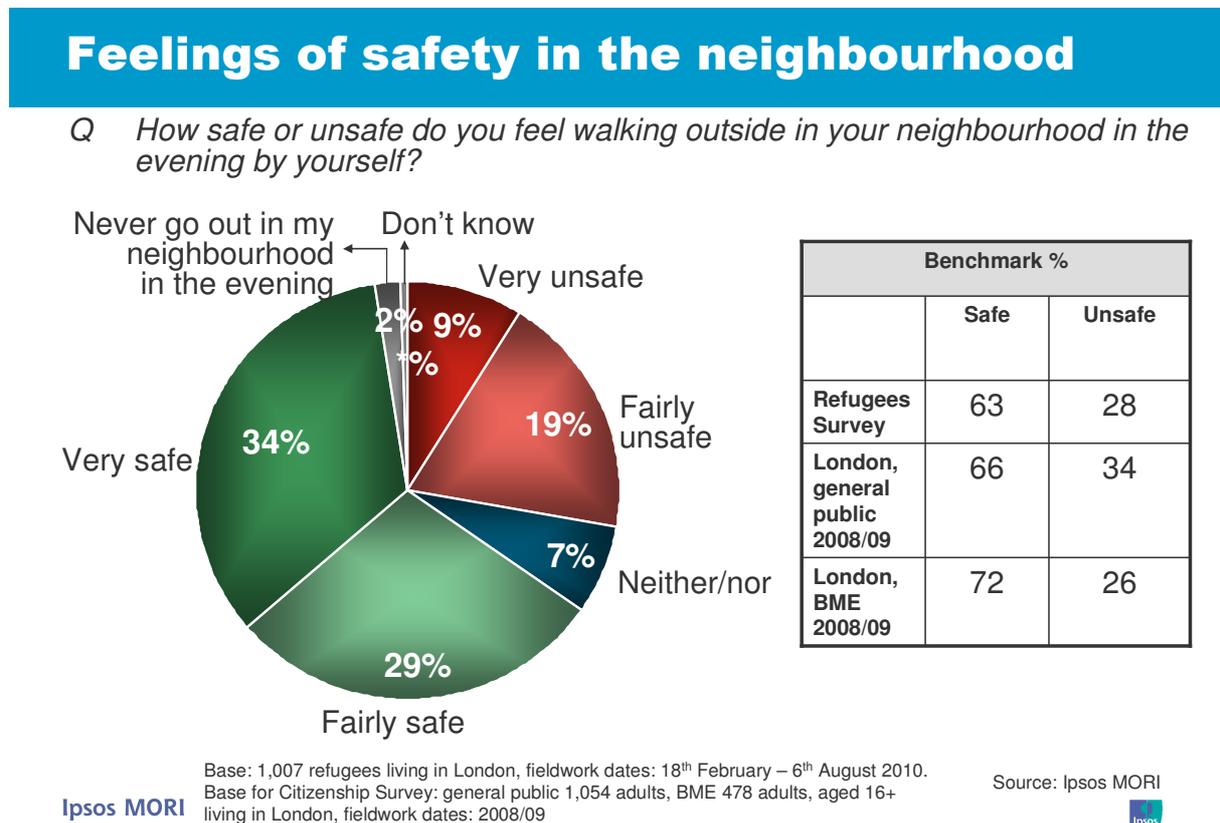
For refugees who have escaped persecution in their home country, being able to settle and build a life in the UK may be reliant upon feeling safe and secure. A key priority of this survey was to establish whether refugees feel safe in their local neighbourhoods and are confident in policing.

Safety in the local area

When asked how safe or unsafe they feel when walking in their neighbourhood in the evening on their own, almost two-thirds of the refugees say they feel safe (63%), with 34% saying they feel very safe. Fewer than three (28%) in ten feel unsafe (see Figure 27).

Refugees feel as safe as residents of London overall, comparing views of the wider London population reported in the Citizenship Survey 2008/09²⁸, but less safe than BME Londoners. The Citizenship Survey reports that 66% of Londoners, and 72% of BME Londoners, feel safe when walking in their neighbourhood outside alone after dark, and 34% and 26% respectively say they feel unsafe. Given that the refugees interviewed for this survey are proportionally more likely to live in deprived areas than residents of London overall, it is perhaps encouraging that refugees generally feel as safe on this measure. Yet, it must also be borne in mind that, firstly, BME Londoners too tend to live in more deprived areas, and are even more likely to feel safe, and hence on reflection these differences may reflect perceptions among the more affluent public of a threat to their safety. Secondly, the refugees are likely to have faced far greater security concerns in their home countries and hence in context should be more likely to regard London as a safe place to live.

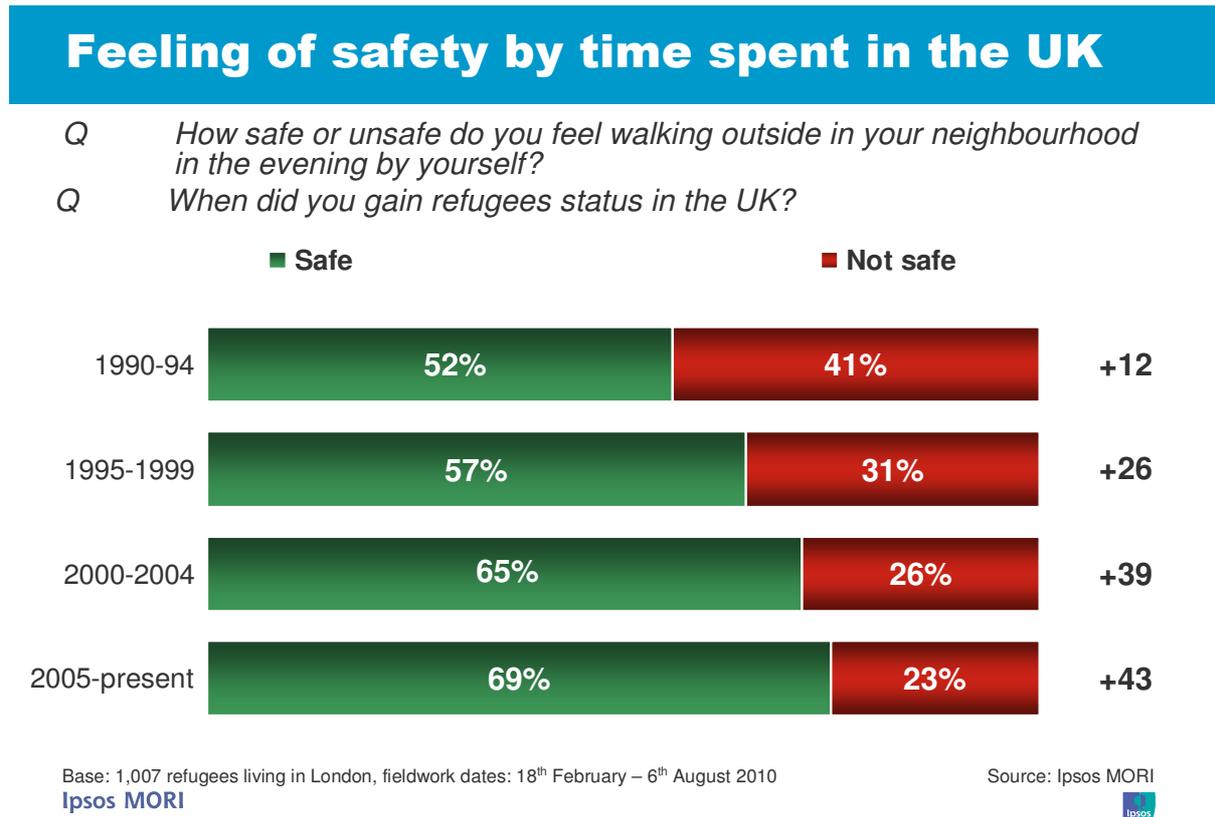
Figure 27: Feelings of safety in the neighbourhood



Those refugees who gained refugee status in the UK more recently tend to be more likely to report feeling safe. The more time the refugees have been in the country, the less likely they are to feel safe, as illustrated in Figure 28.

²⁸ Citizenship Study 2008-09, <http://nesstar.esds.ac.uk> [Accessed 25/08/10]

Figure 28: Feelings of safety in the neighbourhood by time spent in the UK



South Asian refugees and those from Other Africa are more likely to report feeling safe than the refugees overall (67% and 72% compared with 63%). European and Middle Eastern refugees feel least safe (42% and 35% respectively, compared with 28% overall).

Feelings of safety in the local area appear to correlate with more positive attitudes about the refugees' local area more generally. For example, 68% of refugees who feel people in their local area from different backgrounds get on well together feel safe outside in the evening on their own, compared with only 44% of people who are more negative about this measure of local community cohesion.

Policing and safety

The refugees were presented with a list of measures and asked to select which measures would make them feel safer in their area. As Figure 29 shows, almost half of all of the refugees are of the view that if there were more police on foot they would feel safer (45%), while just over one-third feels that more security cameras would make a positive difference (35%). The third most mentioned item that would make refugees feel safer is providing young people with more things to do (19%). A similar proportion feels that improved street lighting would make them feel safer (17%).

These top four measures are also those most mentioned amongst Londoners overall in the Annual London Survey for 2010.²⁹ Overall, residents of London are much more likely to advocate having more police on foot than refugees with as many as two-thirds of the general London population selecting this measure.

Middle Eastern refugees are more likely than refugees as a whole to want a greater police presence to improve feelings of safety (55% compared with 45%) and more CCTV (42% compared with 35%). The demand for more officers on foot and more CCTV is also greater among refugees who are less positive about community relations in their local area: 58% of the refugees who do not think people in their local area get on well together want more on foot police officers, compared with 43% who are positive about community cohesion in their area. Similarly, those who do not feel safe in the neighbourhood on their own in the evening are more likely to want CCTV than refugees who feel safe in those circumstances (41% compared with 31%).

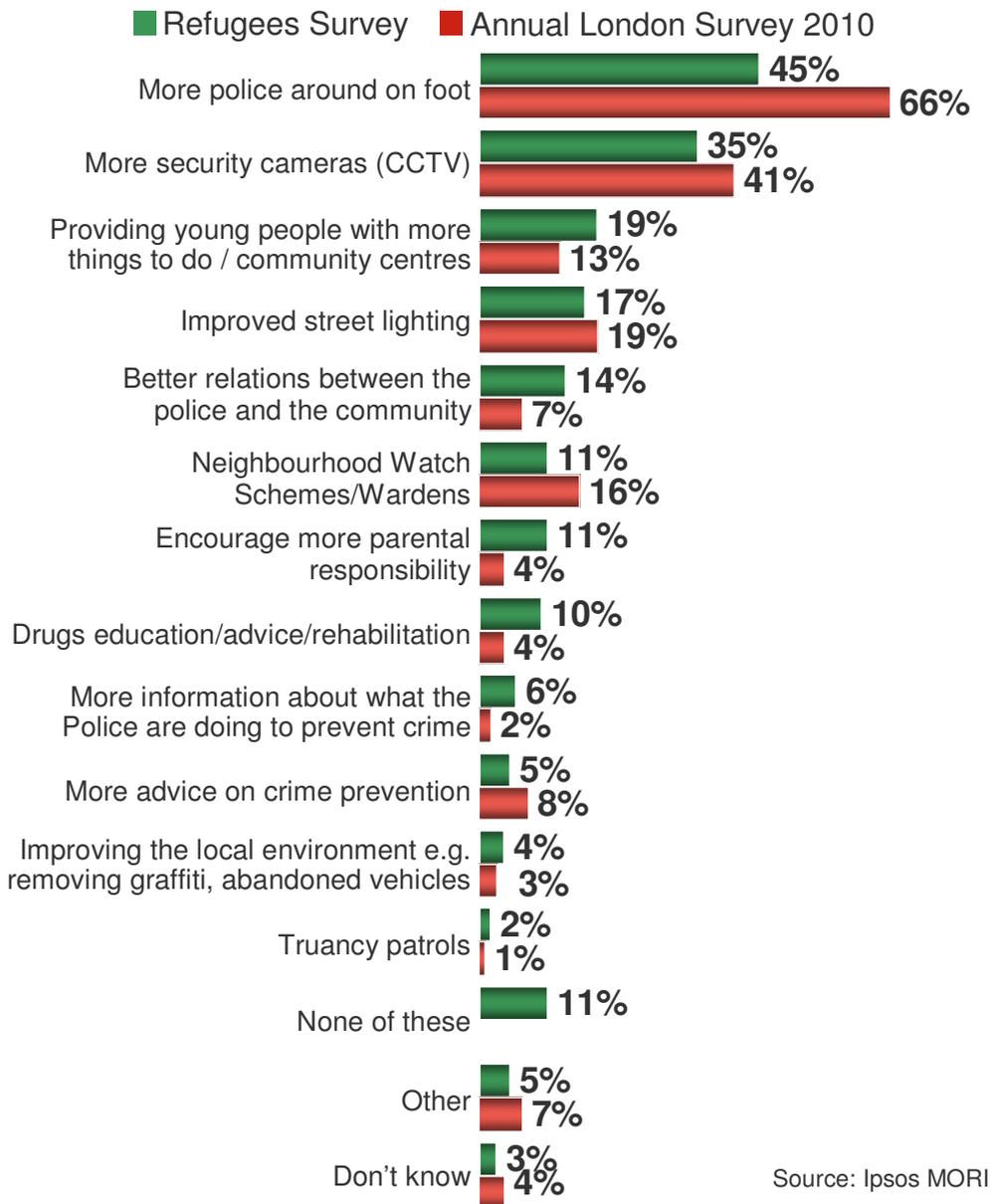
South Asian refugees are more likely than refugees as a whole to view better relations between the police and the community as a measure to improve safety (21% compared with 14% overall).

²⁹ GLA (2010), Annual London Survey 2010, <http://www.london.gov.uk/getinvolved/consultations/annual-london-survey/2010>

Figure 29: Measures to make the area feel safer

Measures to make area feel safer

Q Which two or three things would make you feel safer in general in this area?



Source: Ipsos MORI

Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010. Base for Annual London Survey: 1,490 adults living in London, fieldwork dates: January – February 2010

Confidence in reporting crime

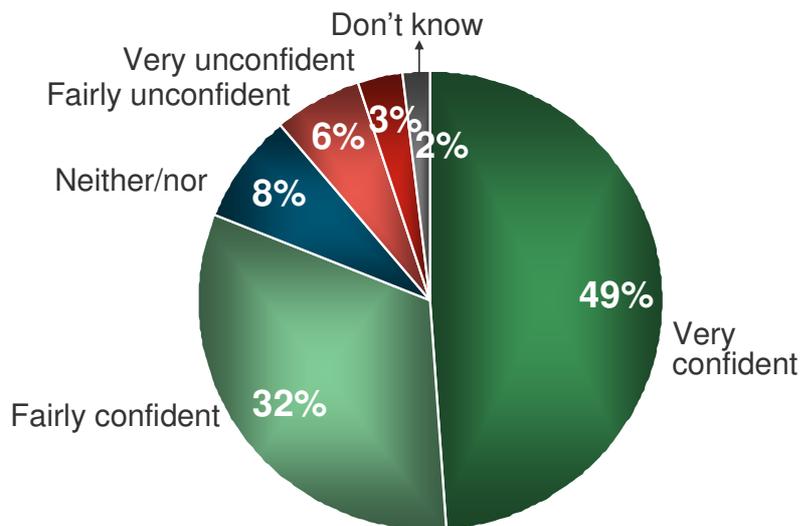
Overall, refugees appear confident in reporting crime to a police officer. Around half say they would feel very confident reporting a crime (49%), while a third would feel fairly confident (32%). Only eight per cent would feel either fairly or very unconfident.

A similar question has been asked on the Annual London Survey 2010, but this is a broader measure of confidence in policing that asks “How much confidence, if any, do you have in uniformed police officers in your local neighbourhood?”³⁰ Seventy-seven per cent of London residents reply that they are confident, while 19% say they are not confident. This indicates that there is perhaps a similar level of confidence in policing among refugees interviewed for the survey and London’s population as a whole, although comparisons are difficult given differences in question wording.

Figure 30: Confidence measure

Confidence in reporting crime

Q To what extent would you feel confident reporting a crime to a police officer?



Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010.
Ipsos MORI

Source: Ipsos MORI
Ipsos

Refugees from Other Africa feel the most positive, with 89% confident in reporting a crime to the police (compared with 81% in total). Refugees possessing good English speaking ability are also more confident (87%).

³⁰ GLA (2010), Annual London Survey 2010, <http://www.london.gov.uk/getinvolved/consultations/annual-london-survey/2010>

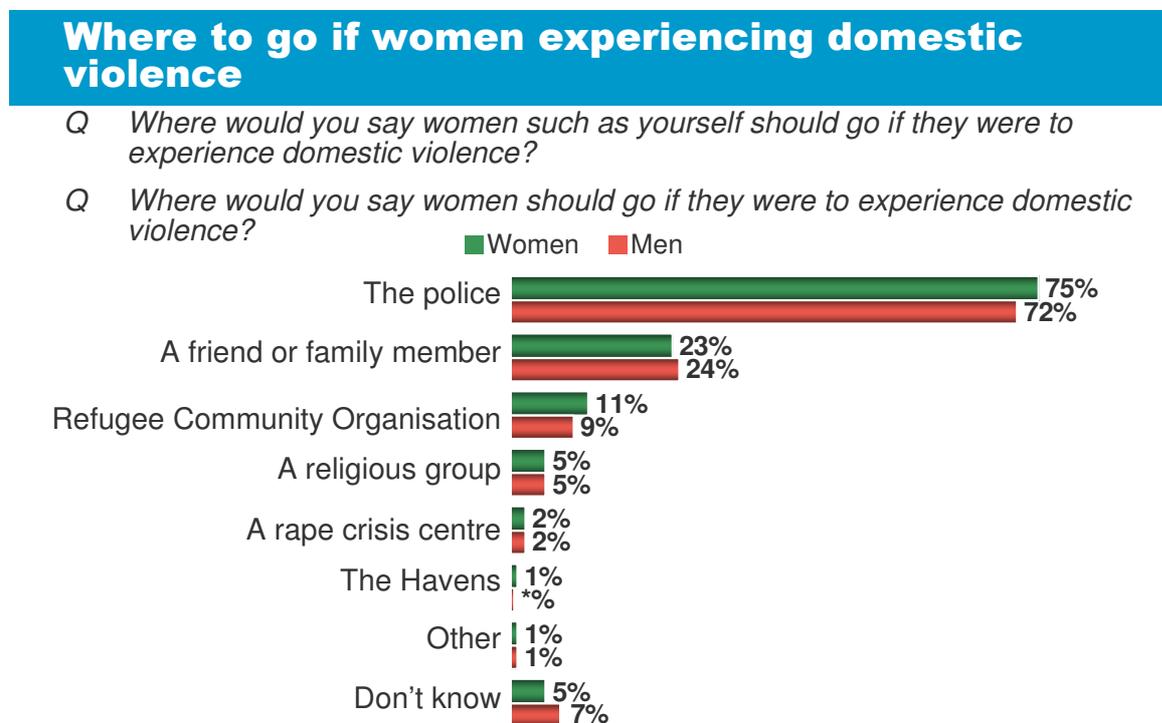
Confidence in policing correlates with positive feelings towards participation in the local area. In this instance 90% of the refugees who feel they can influence decisions affecting their local area are confident in reporting crime compared with 69% of the refugees who feel they cannot influence decisions.

Experiencing domestic violence

There is evidence that migrant women, among them refugees, sometimes find it harder than women in the general population to get help when they are subjected to domestic violence.³¹ The question 'Where would you say women should go if they were to experience domestic violence?' was asked to both women and men as an attempt to help us understand whether views on access to domestic violence support services differed by gender.

The responses for men and women are very similar. As Figure 31 shows, three quarters of women think a woman *should* go to the police if they are experiencing domestic violence (75%), which is very similar to male refugees (72%). Twenty-three per cent of women also say the woman should go to friends or family, which, again, is a very similar response to male refugees (24%).

Figure 31: Where women should go if experiencing domestic violence



Source: Ipsos MORI

Ipsos MORI Base: Women only (539), Men only (468), fieldwork dates: 18th February – 6th August 2010



³¹ Victims of Domestic Violence: Accessing Legal and Social Welfare Assistance under EU and UK, Joint Council for the Welfare of Immigrants, 2004; also see London Enriched, p21.

These findings must be treated with caution, however, due to the nature of the question wording. It is possible that refugees may have interpreted 'domestic violence' in a number of ways and so not all are necessarily framing the question in the same way.

Refugee children and young people

Refugee children and young people

Summary of key findings

- Ninety-four per cent of the refugees interviewed reported that all of their school-age children are in full-time education.
 - Approximately six in every ten of the refugees interviewed have children aged under 16 years living in the UK (58%), double the London household level.
 - For approximately six in every ten of the refugees with children living in the UK, these children are under the age of 5 years (57%).
 - On the whole, the children of the refugees tend to take part in the same type of recreational activities as other young people living in London.
-

Introduction

Overcoming the specific challenges faced by refugee children and young people in London is a core objective of *London Enriched* and questions relating to these groups formed an important part of this survey.

This chapter reports on the refugee children and young people living in Britain. In addition to reporting the prevalence and education of young people, the chapter includes findings about the activities of children and young people. The survey did not interview children directly about this measure; information was provided by the responding adult. As such, findings should be viewed with caution – they represent what the adult believes are the activities of their child.

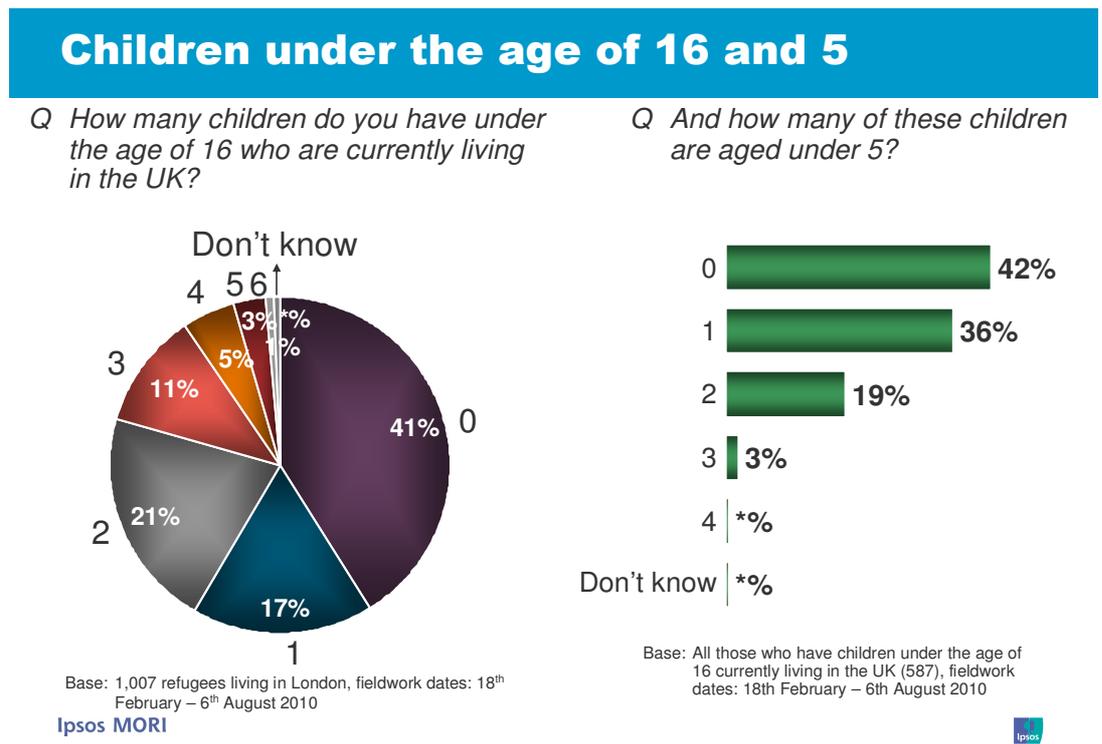
Prevalence of young people

Around six in every ten of the refugees (58%) have children under the age of 16 currently living in the UK (41%). Most commonly, the refugees have one or two children under the age of 16 living in the UK (17% and 21% respectively). Around one in five of the refugees have more than three children under 16 living in the UK, as shown in Figure 32. The refugees are both more likely to have children than the general population of London, and to have greater numbers of children. Census 2001 figures show that 29% of London households had any

dependent children, with 12% with one child, 11% with two, and 6% with three or more. Amongst households with children, 20% of London households with children have three or more, whereas for refugees this applies to 34% of the refugees.

Of those refugees that do have children living in the UK, 36% have one child under the age of 5 years, 19% have two children and two per cent have three children under the age of 5 years. North African refugees, who are more likely to live in households with more children, are likely to have more children under the age of 5.

Figure 32: Prevalence of children under the age of 16 and 5 years old



Young people and education

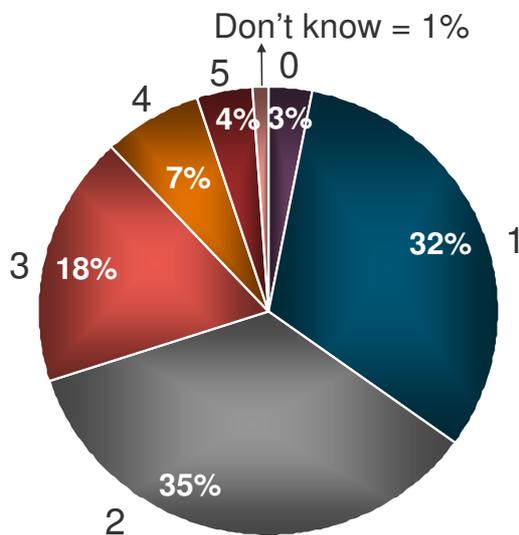
The refugees were asked how many of their children aged under 16 years are currently in full-time education. Figure 33 presents the responses.

Ninety-four per cent of the refugees with children between the ages of 5 and 16 report that all of their eligible children are in full-time education. This appears to be a relatively strong response, but still suggests a significant number of refugee children that aren't receiving a full education – a legal requirement. As such work needs to be undertaken to understand the underlying reasons for this in order to move towards a situation where all refugee children of school-age are in full-time education.

Figure 33: Children reported as being in full-time education

Children in full-time education

Q How many of your children aged under 16 are currently in full-time education, such as at school or college?



Ipsos MORI

Base: All those who have children between 5 and 16 currently living in the UK (449), fieldwork dates: 18th February – 6th August 2010

Source: Ipsos MORI



Young people and recreation

To measure the types of recreational activities refugee children and young people engage in, the refugees were asked how often their children take part in a number of different activities. This question was also asked on the Young Londoners Survey 2009³² and data from that survey can, to an extent, be used to benchmark findings. It should be noted, however, that while the question for the Refugees Survey was asked of all refugees who have children under 16, the Young Londoners Survey was asked directly to young people between the ages of 11 and 16. Even with these limitations, findings can be used to indicate the type of activities in which refugee young people and young people across London are engaged.

As Figure 34 shows, for many of the activities listed, the refugee young people take part as frequently as young people across London. For a small number of activities – hanging out with friends and going to youth clubs – differences could be attributable to the fact that these activities appeal to different age groups, or to parents’ understanding of the terminology.

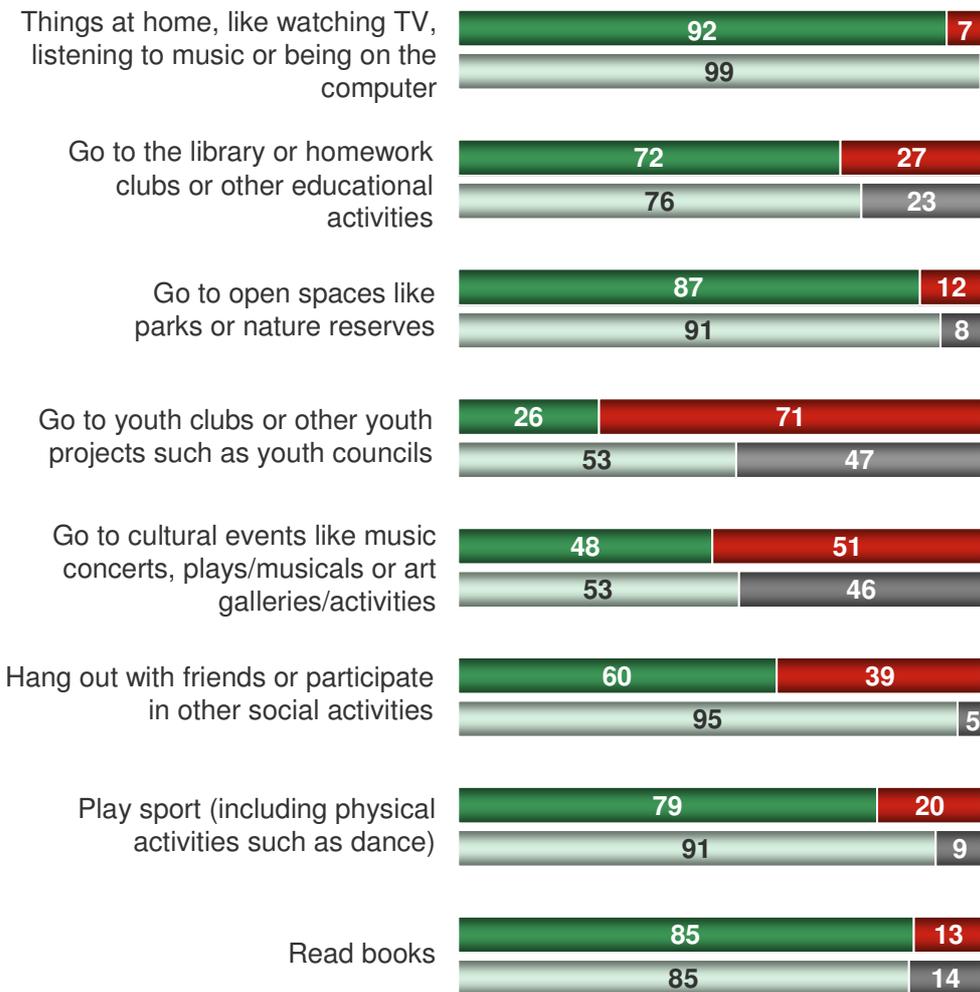
³² GLA (2009), Young Londoners Survey 2010, <http://www.london.gov.uk/who-runs-london/mayor/publications/society/young-londoners-survey>

Figure 34: Activities of refugee children

Activities of refugee children

Q How often do your children who are under the age of 16 do each of the following?

Refugees Survey ■ Very often/Sometimes ■ Not very often/Never
Young Londoners Survey ■ Very often/Sometimes ■ Not very often/Never



Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010, Base for Young Londoners Survey: 1,025 young Londoners aged 11-16, fieldwork dates: March – April 2009

Community development and participation

Community development and participation

Summary of key findings

- The refugees feel positive about community cohesion (that people in their local area get on well together) though this is lower than the population of London generally.
 - The extent to which refugees feel a part of their local area is in line with BME Londoners.
 - Over half of the refugees report that their friends are from their home country or the UK, while around one-third reports they are mostly from their home country. Refugees with no formal qualifications and poor English language skills are more likely to have friends who are only from their home country.
 - South Asian refugees feel most positive about the level of community cohesion in their local area, but are also least likely to have friends from other backgrounds.
 - The proportion of the refugees who feel that they can influence local decisions appear similar to those of BME London residents, and are higher among those who have been in the UK longer.
 - Just over half of the refugees have attended activities at refugee or community-led organisations.
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Introduction

London Enriched defines community development as: “the process by which refugee communities build the relationships, resources and confidence they need to play their full part in collective action to secure equality of opportunity for the city’s refugees.”³³ Community development and participation is thus seen as a central element in refugee integration. A number of questions were asked to gauge refugees’ feelings of engagement with their local community.

³³ GLA (2009) *London Enriched, The Mayor’s refugee integration strategy*, GLA, p.27.

Attitudes towards their local area

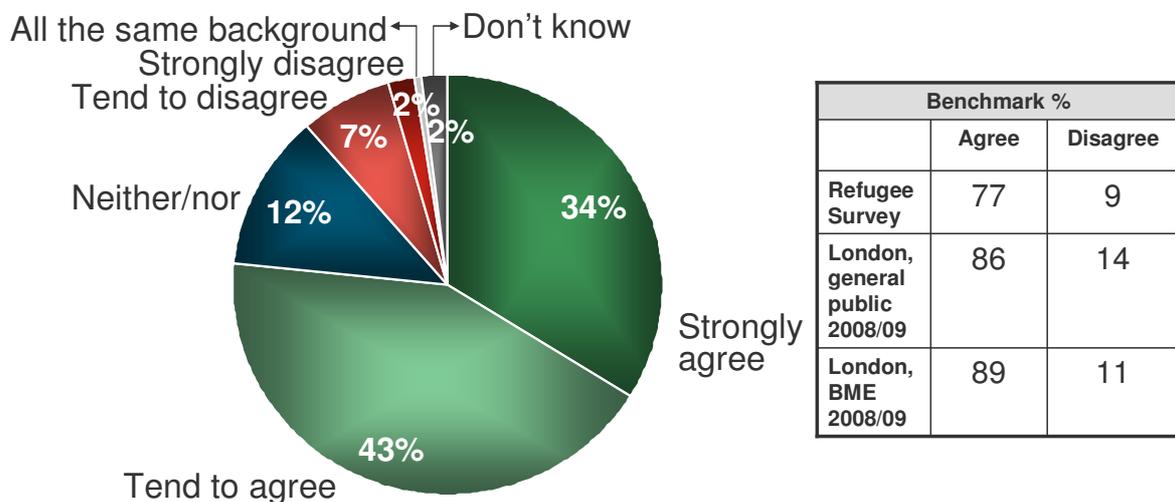
The refugees were asked the extent to which they agree or disagree that their local area is a place where people from different backgrounds get on well together. The local area was defined as the area within 15-20 minutes walking distance from their home. Over three-quarters of refugees (77%) agree with this statement with 34% of refugees strongly agreeing. Only nine per cent disagree that they live in an area where people from different backgrounds get on well together.

Findings from the Citizenship Survey 2008/09 show that across London, 86% of the general public and 89% of the BME public agree their area is a place where people from different backgrounds get on well together.³⁴ Findings suggest, therefore, that while the refugees feel positively about community cohesion, fewer do so than Londoners more broadly (see Figure 35).

Figure 35: Community cohesion

People from different backgrounds getting on well together

Q To what extent do you agree or disagree that your local area, that is the area 15-20 minutes walking distance from your home, is a place where people from different backgrounds get on well together?



Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010.
 Base for Citizenship Survey: 1,054 (general public) or 478 (BME) adults aged 16+ living in London, fieldwork dates: 2008-9

Source: Ipsos MORI

Ipsos MORI



³⁴ Citizenship Study 2008-09, <http://nesstar.esds.ac.uk/> [Accessed 25/08/10]. It must be noted that the Citizenship questionnaire does not have a 'Neither agree nor disagree' response option for this question.

The South Asian refugees are most positive about the level of cohesion in their community: 83% agree that people from different backgrounds get on well together compared with an average of 77% across all refugees

Good English language ability also appears to be correlated with positive feelings about cohesion locally: 79% compared with 71% who regard their English speaking as poor.

Agreeing that people get on well together in the local area appears to be linked with other positive feelings about the local area. For example, the refugees who feel able to influence decisions locally are 28 percentage points more likely to agree that local people get on well together than those who feel they cannot influence decisions (87% compared with 59%). There are no significant differences by length of stay on this question.

Feeling part of the local area

Feeling part of the local area was also a key measure for this survey in its attempt to gauge the level of attachment and belonging refugees have with their local area and community.

Three quarters of the refugees say they feel part of their local area (75%), as Figure 36 shows, with around one third agreeing strongly that they feel part of their local area (30%). Just over one fifth does not feel part of their local area (22%).

Compared with findings for the general population in London, taken from the Citizenship Survey 2008/09³⁵, these results appear positive: 70% of Londoners feel that they belong to their local area, while 3% feel that they do not belong.³⁶ However the refugees' views here are no different to those of BME Londoners.

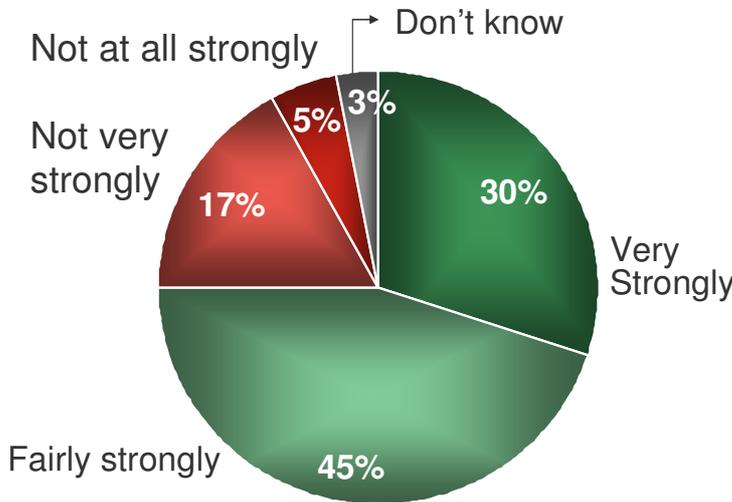
³⁵ Citizenship Study 2008-09, <http://nesstar.esds.ac.uk> [Accessed 25/08/10]

³⁶ Please note that the question wording for the Citizenship Survey is slightly different: "How strongly do you feel you belong...". The wording was changed for this survey as previous cognitive testing by Ipsos MORI shows that the term 'part of' is better understood by survey respondents.

Table 36: Feeling part of the local area

Feeling part of the local area

Q How strongly do you feel part of your local area?



	Benchmark %	
	Strongly	Not strongly
Refugees Survey	75	22
London, general public 2008/09	70	30
London, BME 2008/09	76	24

Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010.
 Base for Citizenship Survey: 1,054 (general public) or 478 (BME) adults aged 16+ living in London, fieldwork dates: 2008-9

Ipsos MORI

Source: Ipsos MORI



The refugees granted status more recently are less likely to feel part of their local area (29% compared with 22% overall), as are European refugees; this group is more than twice as likely not to feel part of their local area than refugees as a whole (48% compared with 22% in total).

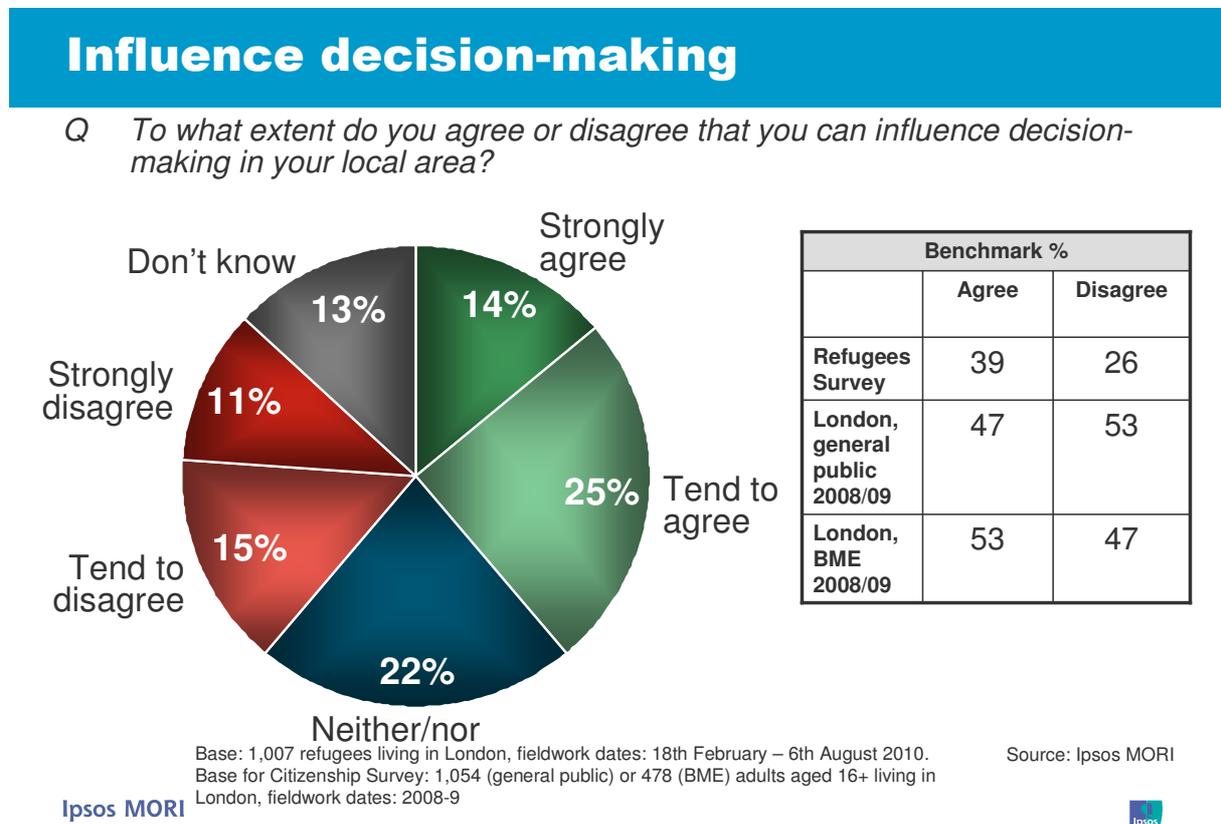
Again, those refugees who report good English speaking ability are more likely to feel part of their local area compared with the refugees who say they have poor English speaking skills (80% compared with 59%), which indicates the significance of good English skills on successful integration.

Influencing decisions locally

To measure the extent to which refugees living in London feel empowered and engaged in their local community, the refugees were asked to what extent they agree or disagree that they can influence decision-making in their local area.

Almost four in ten of the refugees (39%) feel they can influence local decisions, which at first appears to fall below the results for the Citizenship Survey³⁷, which reports that 47% and 53% of London’s general and BME populations respectively feel they can influence decisions in their locality. However, the balance between the agree/disagree positions is a better gauge of the differences here, as the Citizenship Survey i) does not offer a middle alternative, and ii) reports results re-based to exclude ‘don’t know’ responses; both of which are prominent responses to this question. On balance, the views of the refugees are fairly similar to BME Londoners, with a greater proportion agreeing than disagreeing with this assertion. Greater levels of agreement can be seen amongst those who have been in the UK longest (61% of those granted status between 1990 and 1994 agree; 50% for 1995-1999; 36% for 2000-2004; and 29% for 2005 to the present).

Figure 37: Influencing decision-making



Older refugees tend to feel a greater degree of influence over local decision-making than younger residents. Forty-six per cent of the refugees aged 40 or over agree they can influence decisions compared with 35% of refugees under 40. Those in paid work are ten percentage points more likely to agree than those not working (46% compared with 36%).

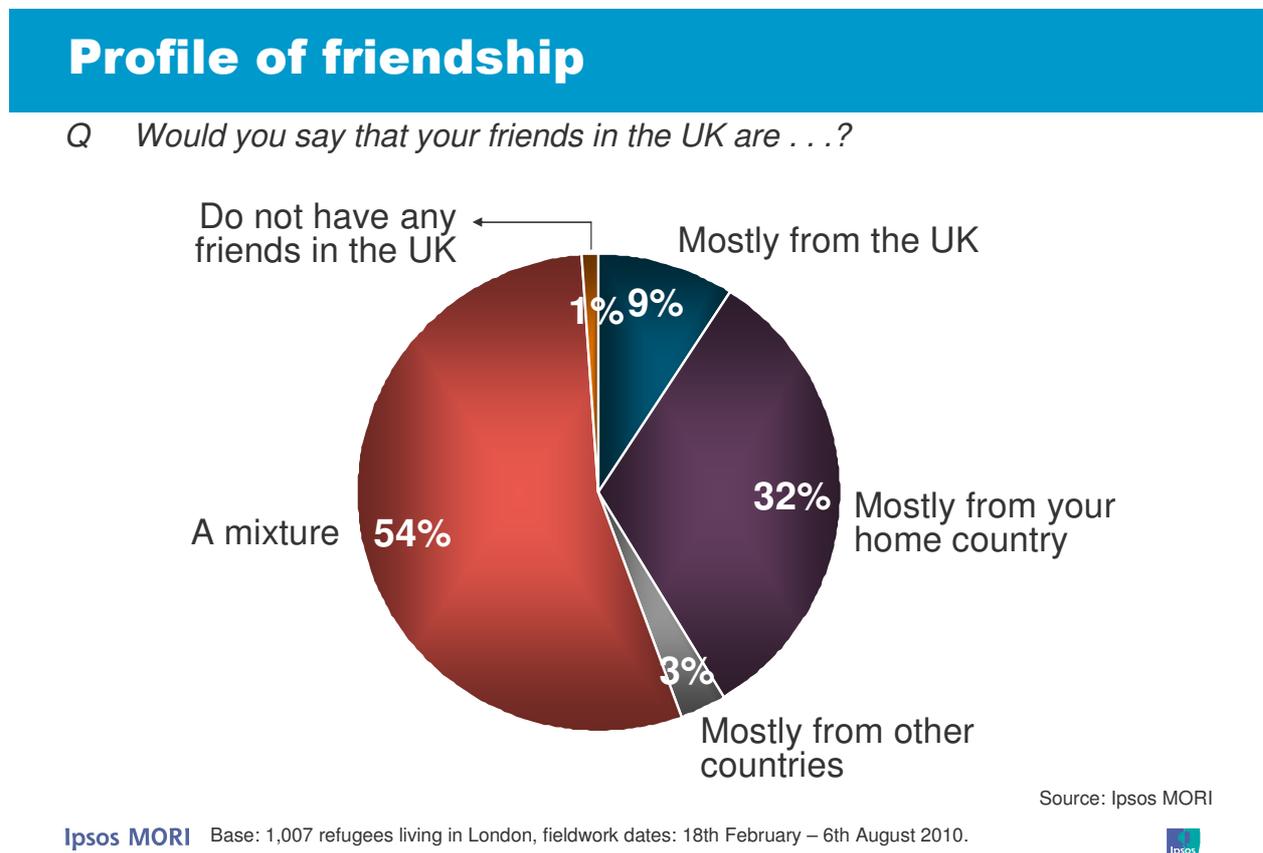
³⁷ Citizenship Study 2008-09, <http://nesstar.esds.ac.uk/>. s [Accessed 25/08/10]

Furthermore, those refugees who have higher educational or professional qualifications, those of a higher social grade and those who speak English well all feel better able to influence decisions than their refugee counterparts. For example, while over a third of the refugees (36%) who describe their English speaking as poor disagree that they can influence decisions, this is only 22% among those refugees who feel their English is good.

Profile of refugee friendships

Over half of the refugees (54%) say their friends are from a combination of their home country and the UK, which is unsurprising in a diverse city like London. Around a third (32%) say their friends are mostly from their home country and only one in ten (9%) say they are mostly from the UK (see Figure 38).

Figure 38: Friends



South Asian refugees are much more likely than refugees to say their friends are mostly from their home country (51% compared with 32% overall). Refugees from Other Africa, tend to say, to a greater degree than everyone else, that they have a mixture of friends (69% compared with 54% overall). The refugees granted status from 2005 to the present are more likely to say they have friends who are mostly from their home country (39% compared with 32% overall).

The proportion of refugees reporting that their friends are mostly from their home country is also higher among refugees who have no formal qualifications and poor English speaking skills (40% and 55% respectively, compared with 32% overall). Ability to communicate will of course influence interaction.

Feeling less engaged with the local area also has a relationship with the origin of friends. Not feeling part of the local area and feeling unable to influence local decision-making tends to correlate with having friends who are mostly from refugees' home countries (44% for both, compared with 28% who feel part of the local area and 21% of those who feel they can influence decisions).

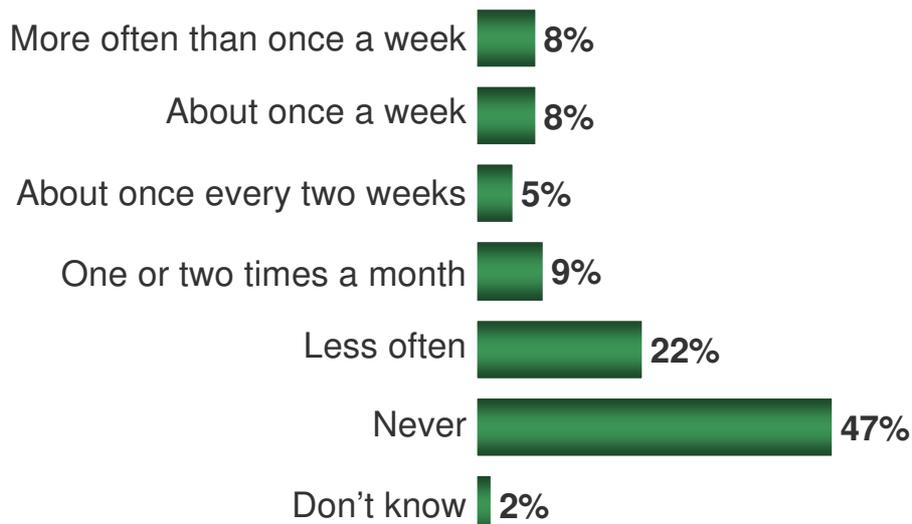
Attending activities at refugee or community-led organisations

The refugees were also asked how often they attend activities at a refugee or community-led organisation. Almost half of all the refugees say they never attend such activities (47%) while 22% attend them less often than once a month. Only 16% attend community-led organisations at least once a week as Figure 39 shows.

Figure 39: Attending activities at RCOs

Attending activities at RCOs

Q How often, if at all, do you attend activities at a refugee or community-led organisation?



Base: 1,007 refugees living in London, fieldwork dates: 18th February – 6th August 2010
Ipsos MORI

Source: Ipsos MORI



The refugees aged 18-24 years are most likely never to attend activities at refugee or community-led organisations (60% compared with 47% on average). European refugees are also less likely to attend activities (67%), while the proportion of Middle Eastern refugees attending such activities at least once a week is higher than any of the other regional groups (21% compared with 16%).

Those refugees who have an undergraduate or postgraduate degree and those who feel able to influence decisions are also more likely to attend activities at refugee or community-led organisations at least once a week (23% and 22% respectively, compared with 16% overall).

Conclusions

Conclusions

The findings for the survey produce a complex picture of a sample of refugees' experience of living in London. Attitudinally, the refugees interviewed for this survey have given positive responses on many measures relating to community development and participation, as well as community safety. However, with regards to issues such as housing and employment, many refugees appear to face quite significant challenges.

The findings of the survey reinforce the belief that English language is the single most important factor when it comes to successful integration for refugees. Those refugees who report good English speaking ability are more likely to find it easy to find information about accommodation when they arrived in London, they are more likely to be currently in work and also more likely to feel able to influence decisions in their local area, compared with the refugees who rate their English as poor.

This being the case, it is perhaps encouraging that approximately two thirds of the refugees report having attended ESOL, however, half had been in the country more than a year before accessing ESOL. Groups reporting poorer English speaking ability overall – women and those with low or no qualifications – are more likely to have attended or be attending English language classes. However, a sizeable minority have attended ESOL training and still report poor language skills. The refugees who report poor English speaking ability are more likely to have started but not completed a course; suggesting that focus should be made on ensuring that participants complete, rather than just start an ESOL course. For a minority of the refugees, work and, more likely, family commitments remain a barrier to attending English-language courses. This survey did not measure the quality of the courses attended.

The refugees appear to face a number of challenges related to housing. A sizeable proportion of the refugees (29%) report taking a year or more to find accommodation to meet the basic needs of themselves and their family. Moreover, only a minority of the refugees use a source other than personal contacts (friends, family or other people in the community) for information about housing; this indicates that many find it challenging to access information in ways other than via word of mouth. These challenges are likely to be exacerbated for those who are new to a community or who are not confident in their English skills.

The employment rate among the refugees is far lower than the proportion of London's overall population, or BME population, engaged in paid work. The proportion of refugees who are

either unemployed, doing housework or looking after children or other persons has in fact risen since coming to the UK from their home country. The majority of the refugees who have looked for work since being granted refugee status either took over a year to find a job or have not found one at all. Furthermore, for those who have been able to find paid work in London, a third now work in jobs with equivalent lower social grades than the jobs they conducted in their country of origin. This may be linked to the reported need of some to find any available job and the greater proportion of refugees who now work part time than the number who did so in their home country.

Alongside good English ability, being in work often correlates with a greater feeling of influence over decision making in the local area and is more likely to lead to refugees having a mixture of friends, compared with refugees who are doing housework or looking after children or others. Hence a respondent's employment status has a crucial role to play in determining their ability to mix and participate in their local community.

A clear gender divide is visible in the findings. Repeatedly, women appear to be less well equipped to face all the challenges of living in London. Women are less likely than men to report good English speaking and writing ability and are much less likely to currently be in work. They are also less likely to possess higher level qualifications such as an undergraduate or postgraduate degree. Finding information on housing is reported to be difficult by a greater proportion of women than men, and the women are less likely to feel they can influence local decision-making compared with men. However, on a number of other measures such as feeling part of the local area, feeling as if people get along well in the local area, and the national background of the respondent's friends, there are no clear differences between men and women. This perhaps indicates that while refugee women may face uneven disadvantages in relation to their employment and education prospects, this does not necessarily lead to lesser feelings of positivity towards their communities on the whole.

Some of the most positive findings are in community safety and community development and participation. Refugees appear not only to consider London as safer than Londoners overall and display more confidence with the police, they are also more likely to feel that people in their local area get on well together and feel part of their local community. The majority of refugees also have a mixture of friends from their home country and the UK. The refugees also appear as likely to feel they can influence local decisions, compared with BME London residents, although a sizeable proportion are ambivalent.

Other demographic factors that appear to have an impact upon the full range of indicators are the length of time refugees have spent in the UK since being granted refugee status, as well as refugees' region of origin. It is perhaps unsurprising to find that refugees who have been in the UK longer are more likely to be in paid work, have good English language skills and are much more likely to feel able to influence local decision-making. This finding in particular suggests that those refugees who have been in the UK longer have made progress in being able to participate actively in their local communities. With regards to region of origin, South Asian refugees and refugees from Other Africa tend to be more positive about life in the city compared with refugees from other parts of the world. Middle Eastern refugees, however, are those most likely to face barriers to integration.

Appendices

Appendices

Appendix 1: Methodology

Research design

A survey of a sample of refugees drawn from London's refugee communities was conducted between 8th February and the 6th August 2010. In total, 1007 interviews were conducted using a mixture of methodologies - 611 interviews were conducted in-home, and 396 interviews were conducted at refugee community organisations (RCOs), referred to as 'in-centre' interviews from here onwards.

Given the fluidity of London's migrant population overall and the lack of accurate and reliable data on the residency of London's refugee population in particular, gaining access to the target population posed a challenge to this research.

A face-to-face methodology was employed for the survey, as it was felt this was the only viable method of accessing and interviewing refugees living in London, given that no sample frame of addresses or list of phone numbers exists as a basis for sampling refugees via other means. Interviews were conducted using CAPI (computer-aided personal interviewing).

As a result of the difficulty of finding reliable data detailing the areas of London where refugee populations are resident, it was decided to conduct the survey by using a hybrid approach, which employed two different face-to-face methodologies.

The two methodologies used were a standard in-home approach using loose quotas, discussed below, and an in-centre approach involving accessing and interviewing refugees via refugee community organisations (RCOs).

In-centre approach

The in-centre methodology was conducted by partnering with RCOs located throughout London. Interviewers were sent to RCO offices or centres to conduct interviews with their clients. Interviews were sometimes arranged in advance by the RCO, or otherwise the interviewer would attempt to speak to clients arriving at the RCO throughout the day. In total, interviews with refugees were conducted at 19 centres across London.

Given the challenges of finding refugees in residential accommodation without a sample frame of addresses, the in-centre methodology provided an efficient means of identifying refugees to interview. It was anticipated that the cost of the survey would be reduced through

interviewing via RCOs, and participation rates would be higher as potential refugees would feel reassured by the RCOs endorsement of the survey – this proved to be true, as interviewer shifts yielded more interviews on average than in-home shifts.

Given that many RCOs provide services that are directed towards refugee communities of a particular nationality or ethnicity, by ensuring we partnered with a range of RCOs we were also able to make sure that the variety of refugee communities in London were represented in the survey. However, due to the fact that not all refugees attend RCOs and that those who visit the RCOs are more likely to be newer, poorer groups, a purely in-centre approach would not have covered much of the survey population, and was therefore employed alongside the in-home methodology.

In conducting the in-centre approach, Dr. Lisa Doyle, Research Manager at the Refugee Council, was employed as a consultant in the early stages of the project. Through her contact with many RCOs throughout London, Dr. Doyle spread information about the survey and put Ipsos MORI in touch with a number of organisations. Additional desk research was conducted to generate a list of RCOs that not only reflected the spread of different refugee communities living in London but also covered a broad range of London boroughs. A list of the RCOs Ipsos MORI partnered with can be found in the Acknowledgements section of this report. Promotional material was also produced by Ipsos MORI and used by many of the RCOs to promote the survey and encourage participation. Some RCOs offered translation services and a number of interviews were conducted via a translator.

In-home approach

Conducting a large proportion of the interviews for the survey in-home was essential to ensuring the survey covered a larger proportion of London's refugee community. However, without a reliable, accurate and up-to-date data source capable of locating areas in which refugee groups reside, an approach to estimating refugee numbers at a low geographical level was required.

To select sampling points for inclusion in the survey, the likely penetration of refugees in London areas needed to be determined. A combination of available data was used in the absence of a comprehensive dataset. As a starting point, estimated refugee population sizes at borough level undertaken in 2000 was used to provide an approximate size of the refugee population at the end of the 1990s, prior to the advent of dispersal.³⁸ To bring these figures up to date, Home Office Borough figures on asylum seekers in receipt of accommodation or

³⁸ Bardsley, M. and Storkey, M. Estimating the numbers of refugees in London, *Journal of Public Health Medicine*, 2000.

subsistence only support were used to inflate the Borough figures. Home Office data was based on annual figures by Borough from December 31st 2002 to December 31st 2008.

However a Borough is too large an area for a survey sampling point. Census 2001 country of birth (COB) data and GLA London Enriched information was used to ascertain which people, based on their country of birth, were assumed to be refugees, for example Sri Lankans, Somalis, and former Yugoslavians. The data for 2001 was adjusted using GLA mid-2009 population estimates. An OA level 2009 estimate of the number of refugees in each OA was then obtained by summing the OA counts for the main refugee countries of birth (using the 28 countries listed in the GLA London Enriched evidence), with these figures adjusted so that a proportion of each country of birth were assumed to be refugees (so that the overall totals summed to GLA refugee figures).³⁹ Finally, the OA-level data was adjusted at Borough level so that the totals of the two sources were brought into line.

LSOAs (Lower Super Output Areas – each LSOA is the size of five OAs) were used as sampling points to ensure sufficient numbers of refugees would be picked up in each point. LSOAs were ranked on penetration level (the estimated number of refugees in the LSOA divided by the total GLA-updated population of the LSOA), with those with an assumed penetration level of below 5% excluded from the sample. The number of LSOAs retained in the sample gave an assumed coverage level of 68% of the total refugee population. These LSOAs were then stratified by Borough and index of multiple deprivation (IMD) and the sample was drawn using probability proportional to size (expected number of refugees in an LSOA) methods.

Loose quotas were set on gender, age, work status and region to ensure a spread of refugees, but accurate quotas could not be set due to the lack of available data. The quotas used were simply to ensure that interviewers interviewed a range of refugees. Interviewer selection within sample points was therefore relatively uncontrolled compared to general public quota sample surveys, relying on snowballing to some extent. Furthermore, a number of sampling points were replaced during the survey, as the areas were found to contain insufficient or no refugees – highlighting issues with accuracy of the Census-based methods (described above) used for identifying refugee areas.

Important caveats

While this survey aims to present the views and experiences of a broad range of refugees living in London, it does not claim to be representative of London's refugee population. While the achieved sample profile reflects a broad range of refugees, the results are not

representative as it was not possible to set tight quotas or to weight the data given a lack of profile information. In addition, the majority of interviews were conducted in English (96%), meaning that the survey does not fully capture the views of refugees who do not speak English. Furthermore, only refugees willing to allow a Market Research Society interviewer into their homes or be interviewed by them at a refugee community organisation (RCO) were interviewed for this study. While this is a drawback of all face-to-face quantitative surveys, refugees in particular may be more anxious of undertaking an interview with someone presenting themselves in an official capacity. These limitations of the survey should be borne in mind when interpreting the survey findings.

³⁹ London Enriched, reference document, p.12.

Appendix 2: Guide to statistical reliability

When results are compared between separate groups within a sample (for example males versus females) or between two surveys, different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant" - we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we once again assume a "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the following table:

Size of sample on which survey result is based	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	\pm	\pm	\pm
100 vs. 100	8	13	14
500 vs. 500	4	6	6
468 males vs. 539 females	4	6	6

It is important to note that, strictly speaking, the above confidence intervals relate only to samples that have been selected using strict probability sampling methods. In practice it is often assumed that random probability confidence intervals give a good indication of the confidence intervals of quota surveys, however, general public quota surveys rely heavily on detailed profile information of the survey population for setting quotas and weighting. As neither of these have been possible on this survey **the confidence intervals presented above should be used for guidance only and are likely to differ substantially for many of the findings presented in this report.**

Appendix 3: Topline results

Survey of Refugees Final Topline

16th August 2010

- Unless otherwise stated, the combined results are based on 1007 responses to a face-to-face survey conducted with refugees in London. The in-home results are based on 611 responses and the in-centre on 396 responses.
- Fieldwork for the study started on 18th February 2010 and was completed on 6th August 2010.
- Where results do not sum to 100 this may be due to multiple responses, computer rounding or the exclusion of don't knows/not stated.
- Results are based on all respondents unless otherwise stated.
- An asterisk (*) represents a value of less than one half or one percent, but not zero.

S1 When did you gain refugee status in the UK?

	Combined %	In-home %	In-centre %
1990-1994	10	12	7
1995-1999	19	24	11
2000-2004	37	37	38
2005-present	34	27	43

S2 Gender

	Combined %	In-home %	In-centre %
Male	46	47	46
Female	54	53	54

S3 What is your country of birth or 'home country'?

	Combined %	In-home %	In-centre %
Somalia	21	25	15
Sri Lanka	16	17	14
Congo (DRC)	15	3	33
Iraq	5	6	3
Turkey	4	7	1
Eritrea	4	3	5
Afghanistan	4	6	1
Kosovo	3	4	*
Angola	3	1	5
Sudan	2	2	2
Pakistan	2	3	1
Iran	2	1	3
Armenia	1	-	4
Nigeria	1	2	1
Sierra Leone	1	1	1
Zimbabwe	1	1	2
Uganda	1	1	2
Poland	1	2	-
Ethiopia	1	*	2
India	1	1	-
Ghana	1	1	1
Colombia	1	1	1
Bangladesh	1	1	*
Rwanda	*	1	*
Jamaica	*	*	1
Algeria	*	*	1
Kurdistan	*	1	-
Romania	*	*	1
Lebanon	*	1	-
Cameroon	*	-	1
Ivory Coast	*	*	1
Albania	*	*	-
Morocco	*	*	-
Croatia	*	*	-
Philippines	*	*	-
Indonesia	*	*	-
Cyprus	*	*	-
Gambia	*	*	*
Syria	*	-	1
Palestine	*	*	-
Peru	*	*	*
Other	2	3	1
No answer	1	1	1

S3 **What is your country of birth or 'home country'? BY REGION⁴⁰**

	Combined %	In-home %	In-centre %
North/East Africa	29	32	24
Other Africa	25	12	46
South Asia	20	23	15
Middle East	18	22	11
Eastern Europe/Balkans	5	8	1
South America	2	2	2

S4 **For which countries do you currently hold a passport?**

	Combined %	In-home %	In-centre %
United Kingdom	55	64	41
Somalia	5	7	2
Sri Lanka	5	5	5
Congo (DRC)	3	1	5
Turkey	2	4	-
Pakistan	2	2	1
Afghanistan	2	2	1
Eritrea	1	1	2
Iraq	1	1	1
Iran	1	*	2
Nigeria	1	2	-
Uganda	1	1	1
Kosovo	1	1	-
Zimbabwe	1	*	2
Ethiopia	1	-	2
Ghana	1	1	1
Poland	1	1	-
Sierra Leone	1	1	1
Bangladesh	1	1	*
Colombia	*	1	*
Angola	*	*	1
Sudan	*	*	1
India	*	1	-
Jamaica	*	*	*
Lebanon	*	*	
Ivory Coast	*	*	
Algeria	*	*	
Philippines	*	*	
Armenia	*	-	1
Romania	*	*	*
Kurdistan	*	*	-
Indonesia	*	*	-
Morocco	*	*	-
Other	17	11	27
None	2	1	3
No answer	3	2	5

⁴⁰ Please see appendix for how countries have been grouped.

S4 **For which countries do you currently hold a passport? BY REGION**

	Combined %	In-home %	In-centre %
United Kingdom	55	64	41
South Asia	8	10	6
North/East Africa	8	9	7
Other Africa	8	6	10
Middle East	7	9	4
Eastern Europe/Balkans	2	3	*
South America	1	1	1

S5 **What age were you on your last birthday?**

	Combined %	In-home %	In-centre %
18-24	11	12	10
25-39	48	51	44
40-59	36	33	40
60+	5	4	6

1. ENGLISH LANGUAGEQ1. **Have you taken part in any formal English language training e.g. ESOL, in the UK?**

	Combined %	In-home %	In-centre %
Yes – currently taking formal English language training	14	10	20
Yes – completed a course	42	43	40
Yes – started but did not complete the course	10	10	10
No	34	37	30
Yes	66	63	70
No	34	37	30

Base: All who have not taken or completed any formal English language training

Q2. **Why have you not taken or completed any formal English language training in the UK?**

	Combined (448) %	In-home (289) %	In-centre (159) %
English is not my first language, but I already speak it	34	35	32
Unable to attend because of work or family commitments	22	25	18
Don't need to/don't want to	9	6	14
I do not have the confidence to attend	7	9	3
English is already my first language	6	7	4
I cannot read	4	4	4
I am being taught informally/learning from family or friends	4	6	1
Unable to pay for lesson	3	3	3
Don't know how to access training	2	2	2
I did not enjoy the lessons	2	2	1
I'm not allowed to access free training	2	1	2
The classes are full/I am on a waiting list	*	*	1
Unable to attend because of location/ability to travel	*	1	-
Other	12	11	14
Don't know	1	1	1

Base: All valid responses who have taken part in formal English language training in the UK

Q3. **How long were you in the UK before you attended formal English language training?**

	Combined (660) %	In-home (382) %	In-centre (278) %
Less than one month	7	7	6
Less than three months	12	13	10
Less than 6 months	15	16	13
Less than one year	14	15	11
More than one year	51	46	58
Don't know	2	2	2

Base: All valid responses who have taken part in formal English language training in the UK
 Q4. **How many formal English language courses have you attended in the UK?**

	Combined (660) %	In-home (382) %	In-centre (278) %
1	50	57	41
2	22	21	22
3	17	12	23
4	5	4	5
5	1	1	*
6+	1	*	2
Don't know	1	2	*
Not stated	4	2	7

Base: All valid responses who have taken part in formal English language training in the UK
 and give a positive answer or 'don't know' at Q4

Q5. **How long does or did your most recent course last?**

	Combined (632) %	In-home (374) %	In-centre (258) %
Less than one week	1	*	2
From one week up to one month	4	4	3
From one month and up to three months	14	13	16
From three months and up to six months	18	18	19
6 months or longer	58	59	57
Don't know	5	6	4

Base: All valid responses who have taken part in formal English language training in the UK
 and give a positive answer or 'don't know' at Q4

Q6. **How often were the classes or sessions on your most recent English language course?**

	Combined (632) %	In-home (374) %	In-centre (258) %
More often than once a week	79	76	83
About once a week	13	17	9
About once every two weeks	5	4	6
One or two times a month	*	*	1
Less often	1	1	1
Don't know	1	2	*

Base: All valid responses who have taken part in formal English language training in the UK and give a positive answer or 'don't know' at Q4

Q7. **How long does or did each lesson last? Please just think about your most recent course.**

	Combined (632) %	In-home (374) %	In-centre (258) %
Less than an hour	2	2	*
From 1 hour up to 2 hours	26	31	19
From 2 hours up to 3 hours	36	35	37
From 3 up to 4 hours	21	15	29
4 hours or longer	14	14	14
Lesson times vary	1	1	*
Don't know	1	1	*

Q8. **Can I just check, in day-to-day life, how good are you at speaking English when you need to? For example, to have a conversation on the telephone or talk to a professional such as a teacher or a doctor? Would you say you are...**

	Combined %	In-home %	In-centre %
Very good	31	35	24
Fairly good	34	33	35
Average	23	21	27
Fairly poor	8	8	9
Very poor	4	3	5
Don't know	*	*	-

Q9. **And, can I just check, in day-to-day life, how good are you at writing in English when you need to? For example writing letters or notes or filling in official forms? Would you say you are...**

	Combined %	In-home %	In-centre %
Very good	28	31	23
Fairly good	31	29	34
Average	21	19	24
Fairly poor	11	11	12
Very poor	9	11	7
Don't know	*	*	-

2. HOUSING

Q10. Where are you currently living in London?

	Combined %	In-home %	In-centre %
Newham	17	19	15
Ealing	11	15	5
Haringey	10	15	3
Brent	6	8	3
Barking and Dagenham	5	1	12
Enfield	5	6	4
Westminster	5	6	4
Southwark	4	*	11
Redbridge	4	2	8
Waltham Forest	4	5	4
Hackney	4	5	3
Hounslow	3	-	7
Hillingdon	3	3	2
Hammersmith and Fulham	3	4	1
Kensington and Chelsea	3	4	1
Croydon	2	-	4
Islington	1	1	2
Greenwich	1	1	2
Lewisham	1	1	2
Tower Hamlets	1	1	2
Camden	1	2	-
Harrow	1	*	2
Barnet	1	1	1
Lambeth	1	-	2
Wandsworth	1	1	1
Bexley	*	-	1
Sutton	*	-	1
Richmond upon Thames	*	-	1
Merton	*	-	*
City of London	*	*	-
Kingston upon Thames	*	-	*
Havering	-	-	-
Bromley	-	-	-
Don't know	*	*	-

Q11. **In which of these ways do you occupy your current accommodation, or where you live?**

	Combined %	In-home %	In-centre %
Rent it	86	90	81
Live here rent free (including rent free in relative's/friend's property; excluding squatting)	8	3	15
Buying it with the help of a mortgage or loan	3	3	2
Own in outright	1	1	1
Pay part rent and part mortgage (shared ownership)	1	1	*
Squatting – living in an abandoned or unoccupied property	*	-	*
Other	1	1	1
Not stated/Refused	*	*	*

Base: All who are renting

Q12. **Who is your property rented from?**

	Combined (878) %	In-home (567) %	In-centre (321) %
Local Authority or council	52	54	50
Housing association/Trust	16	16	15
Private landlord	32	29	36
Employer of household member	*	*	-
Other	*	*	-

Q13. **What is the total number of people living in your household including yourself and any children?**

	Combined %	In-home %	In-centre %
1	13	11	17
2	16	14	19
3	18	19	15
4	24	26	22
5	14	14	14
6	8	8	7
7	4	5	3
8	2	2	1
9	1	1	-
10	*	-	*
11+	*	*	-
Don't know	*	-	1

Base: All living in household with two or more people

Q13a. **And how many of these are children under 10 years of age?**

	Combined (869) %	In-home (545) %	In-centre (324) %
0	39	39	40
1	23	21	25
2	23	23	24
3	10	12	8
4	3	3	2
5	1	2	*
Don't know	*	-	*

Q14. **How many bedrooms are there in this property? Include all the rooms built or converted for use as bedrooms, even if they are not currently used as bedrooms.**

	Combined %	In-home %	In-centre %
0	*	*	1
1	19	14	27
2	35	38	31
3	36	39	32
4	6	6	6
5	2	2	1
6+	1	-	2
Don't know	*	-	1
Not applicable	*	-	1

Q15. **Where did you look for information about housing when you came to the UK?**

	Combined %	In-home %	In-centre %
Friends/family/someone in the community	59	63	52
Local Authority/Council	30	37	20
Refugee Community Organisations	8	8	8
Refugee Council/other refugee organisation	7	4	12
Home Office	6	5	7
Housing associations	5	7	3
Estate agent/private organisation	4	6	1
Citizen's Advice Bureau	3	3	2
Other community based organisations	2	3	1
An organisation that helps people who are homeless	2	2	2
Newspaper/magazine accommodation listings	1	2	1
Your church, mosque, temple or other religious organisation	1	1	1
Law centres	1	1	*
Didn't look for information on housing	1	1	2
Other	3	3	5
Don't know	1	1	*
Not applicable	*	-	1

Base: All who looked for information about housing when they came to the UK

Q16. **How easy or difficult was it for you to find the information you needed about how to get accommodation when you arrived in London?**

	Combined (990) %	In-home (604) %	In-centre (386) %
Very easy	16	13	20
Fairly easy	26	26	26
Neither easy nor difficult	13	16	8
Fairly difficult	17	21	11
Very difficult	25	20	33
Don't know	2	2	1
Not applicable	1	1	2
Easy	42	39	46
Difficult	42	41	44

- Q17. **How long did it take you to find accommodation which met the basic needs of you or you and your family when you arrived in London? By 'basic needs' I mean things like the use of a toilet and bathroom, central heating and electricity supply, facilities for storing and preparing food, and enough beds for everyone who lives there.**

	Combined %	In-home %	In-centre %
1 Week	10	8	14
2 Weeks	5	4	6
3 Weeks	4	4	4
4 Weeks	3	3	2
1 Month	5	5	5
2 Months	7	7	7
3-4 Months	11	13	9
5-6 Months	8	8	8
7-11 Months	6	6	7
1 Year +	29	32	26
I still haven't found suitable accommodation	6	3	11
Don't know	4	6	2

3. EDUCATION AND TRAINING

- Q18. **Using this card, please tell me which, if any, is the highest educational or professional qualification you have obtained.**

	Combined %	In-home %	In-centre %
Primary school/equivalent	11	12	11
School exams – below university entrance level (e.g. overseas equivalent to GCSE/O Level/Standard Grade)	27	28	24
School exam – university entrance level (e.g. overseas equivalent to A-Level or Higher Grade)	17	20	12
Undergraduate degree from University or comparable institution (e.g. Bachelor degree)	16	14	17
Postgraduate degree (e.g. Masters, Doctorate)	3	2	4
Trade apprenticeship	1	1	1
Commercial qualifications (e.g. typing, shorthand, book-keeping, commerce)	*	*	1
Other vocation qualification (apart from above)	5	4	7
Some other sort of qualification	3	2	3
Still studying	2	2	2
None of the above	15	13	17
Don't know	1	1	1

Base: All who have a qualification

Q19. Did you get this qualification in the UK, your home country or another Country?

	Combined (831) %	In-home (514) %	In-centre (317) %
UK	25	24	26
Home country	72	71	74
Other country	1	2	-
Not applicable	2	3	-

4. EMPLOYMENT

Q20. Which of the following best describes what you usually did before you moved to the UK?

	Combined %	In-home %	In-centre %
In paid work – employee, self-employed – full time (30hrs a week+)	33	29	38
In education/training (even if on vacation) – full time (30hrs a week+)	22	27	16
Doing housework	15	18	12
Looking after children or other persons	7	8	5
Unemployed and actively looking for a job	5	5	5
In paid work – employee, self-employed – part time (8-29 hrs a week)	3	4	2
In education/training (even if on vacation) – part time (8-29 hrs a week)	3	4	3
Unpaid work for your family business	3	2	5
Unemployed, wanting a job but not actively looking for a job	3	2	6
Unpaid or voluntary work e.g. for a charity, community group	1	*	1
Unemployed, not eligible to work	1	*	1
Permanently sick or disabled	1	*	1
In community or military service	1	1	1
Informally learning English	1	*	1
Unpaid work in kind, e.g. in return for accommodation	*	1	*
Attending formal English Language courses	*	*	1
Retired	*	*	-
None of these	6	6	5
Not stated/refused	*	*	-
Working	40	37	46
Not working	61	64	55

Q21. **Using this card, which of these descriptions applies to what you are doing at the moment?**

	Combined %	In-home %	In-centre %
In paid work – employee, self-employed – full time (30hrs a week+)	23	26	18
Doing housework	19	23	12
Looking after children or other persons	16	20	10
Unemployed and actively looking for a job	12	9	17
In paid work – employee, self-employed – part time (8-29 hrs a week)	9	9	8
In education/training (even if on vacation) – full time (30 hrs a week+)	7	7	6
Permanently sick or disabled	5	5	6
In education/training (even if on vacation) – part time (8-29 hours per week)	5	5	5
Unemployed, wanting a job but not actively looking for a job	5	3	8
Retired	3	3	3
Unpaid or voluntary work e.g. for a charity, community group	2	1	4
Unemployed, not eligible to work	2	1	3
Attending formal English Language courses	1	1	1
Informally learning English	*	*	1
In community or military service	*	*	-
Unpaid work in kind e.g. in return for accommodation	*	*	-
Unpaid work for your family business	-	-	*
None of these	3	2	3
Not stated/refused	*	*	*
Working	33	36	29
Not working	68	65	72

Base: All employed both in UK and in home country (* indicates very small base size)

Q24. **Social grade in country of origin**

	Combined (176) %	In-home (108) %	In-centre (68*) %
A	2	2	3
B	21	14	32
C1	31	33	26
C2	20	26	10
D	26	25	28
E	-	-	-
Not stated/refused	-	-	-

Base: All employed both in UK and in home country (* indicates very small base size)

Q25. **Social grade in UK**

	Combined (176) %	In-home (108) %	In-centre (68*) %
A	1	1	-
B	7	6	7
C1	28	28	28
C2	24	26	22
D	37	36	38
E	3	2	4
Not stated/refused	1	1	-

Base: All employed both in UK and in home country (* indicates very small base size)

Q24- **Social grade change**

Q25.

	Combined (176) %	In-home (108) %	In-centre (68*) %
Respondents who have risen social grade	9	11	6
Respondents whose social grade has stayed the same	56	59	50
Respondents who have fallen social grades	35	29	44
Not stated/refused	1	1	-

Q26. **If your occupation has changed since moving to London, can you tell us why?**

	Combined %	In-home %	In-centre %
I took any available job	18	19	16
Not working/no work in the UK	15	16	13
I do not understand/speak/write/read English well enough	5	5	6
My qualifications/skills are not valid in the UK I need to do a conversion course before my qualifications/skills can be used	5	4	5
There are not enough jobs for people with my qualifications/skills	4	4	5
I deliberately chose to do a different job	3	4	3
There was no work in my home country	3	3	3
Employers do not recognise my qualifications	3	2	3
Jobs using my qualifications/skills are not available in the area I live (or for the hours I can work)	2	3	1
Health reasons	2	2	2
Family commitments/had children	2	2	1
Studying/training currently	1	2	-
Was student/too young to work before coming to London	1	2	*
I was not permitted to work in my home country	1	1	*
Completed my education and am now working	*	*	*
Has not changed	37	33	44
Other	1	1	2
Don't know	1	1	1
No answer	*	*	1

Base: All who are currently in paid or unpaid work

Q27. **To what extent would you say that your job in the UK is more or less skilled than the job you did in your home country?**

	Combined (336) %	In-home (222) %	In-centre (114) %
A lot more skilled	12	12	13
A little more skilled	17	18	16
About the same level of skill	24	23	28
A little less skilled	8	9	7
A lot less skilled	14	13	16
Never worked in home country	21	23	15
Don't know	4	3	5
More skilled	29	30	29
Less skilled	22	22	23

Q28. **Have you ever received any employability or enterprise support from a public sector or voluntary organisation, such as Jobcentre Plus, an educational establishment or Business Link? For example help with CV writing, interview practice or business planning.**

	Combined %	In-home %	In-centre %
Yes	29	26	34
No	68	71	63
Don't know	1	1	1
Not applicable	2	2	3

Q29. **How long did it take you to find a paid job in the UK after you received your refugee status, and you started looking?**

	Combined %	In-home %	In-centre %
Less than 3 months	10	13	7
From three months up to six months	7	9	5
From six months up to a year	10	10	10
From a year up to two years	8	9	8
Two years or longer	12	11	13
Have not found a job since receiving status	17	14	22
Have not looked for a job in the UK	32	32	32
Don't know	3	3	4
Refused	*	*	1

5. HEALTH

Q29a. **If you were ill or needed treatment, which of these services would you prefer to go to first?**

	Combined %	In-home %	In-centre %
GP surgery / doctor	88	87	91
Accident and Emergency/hospital	7	8	6
NHS Walk-in centre	3	4	2
Phone NHS Direct	1	1	*
Pharmacist	*	*	1
Use the NHS website	*	*	-
Minor Injuries Unit	-	-	-
Other	*	*	1
Don't know	*	-	*

Q30. **Are you currently registered with a GP or family doctor in the UK?**

	Combined %	In-home %	In-centre %
Yes	98	99	98
No	1	1	2
Don't know	*	*	-
Not applicable	*	*	*

Base: All who are not currently registered with a GP or family doctor in the UK (due to low base, figures are in numbers rather than percentages)

Q31. Why are you not currently registered with a GP or family doctor in the UK

	Combined N	In-home N	In-centre N
Haven't needed to/no health problems	3	3	-
No time/haven't got around to it yet	3	1	2
Haven't got the correct documents/Home Office paper/passport	2	-	2
Don't know how to	2	1	1
None available/no GP will take me	2	1	1
Other	2	1	1

Q32. How is your health in general? Would you say it is...

	Combined %	In-home %	In-centre %
Very good	51	52	49
Fairly good	28	28	27
Average	10	9	11
Fairly poor	8	7	9
Very poor	4	4	4

Q33. Do you have any long-standing illness or disability or infirmity? By 'long-standing' I mean anything that has troubled you over a period of at least 12 months or that is likely to affect you over a period of at least 12 months.

	Combined %	In-home %	In-centre %
Yes	22	19	27
No	78	81	73
Don't know	*	*	-

Base: All who have a long-standing illness or disability

Q34. Does this limit your activities in any way?

	Combined (219) %	In-home (114) %	In-centre (105) %
Yes	87	84	90
No	11	13	10
Don't know	1	-	1
Prefer not to say/refused	*	3	-

Q35. Have you ever personally experienced an emotional or mental health problem (for example anxiety or depression)?

	Combined %	In-home %	In-centre %
Yes	19	16	23
No	80	82	76
Don't know	*	1	-
Prefer not to say/refused	1	1	1

Base: All who have personally experienced an emotional or mental health problem (* indicates small base size)

Q36. **Have you had, or are you currently getting treatment for this emotional or mental health problem?**

	Combined (187) %	In-home (95*) %	In-centre (92*) %
Yes	59	58	60
No	40	41	38
Prefer not to say/refused	2	1	2

6. COMMUNITY SAFETY

Q38. **How safe or unsafe do you feel walking outside in your neighbourhood in the evening by yourself?**

	Combined %	In-home %	In-centre %
Very unsafe	9	10	7
Fairly unsafe	19	19	19
Neither safe nor unsafe	7	9	4
Fairly safe	29	30	27
Very safe	34	29	41
Never go out in my neighbourhood in the evening	2	2	3
Don't know	*	*	*
Safe	63	59	68
Unsafe	28	29	26

Q39. **From this list, which two or three things would make you feel safer in general in this area?**

	Combined %	In-home %	In-centre %
More police around on foot	45	48	41
More security cameras (CCTV)	35	34	36
Providing young people with more things to do/community centres	19	21	15
Improved street lighting	17	19	15
Better relations between the police and the community	14	12	17
Neighbourhood Watch Schemes/Wardens	11	12	9
Encourage more parental responsibility	11	13	8
Drugs education/advice/rehabilitation	10	12	7
More information about what the Police are doing to prevent crime	6	7	4
More advice on crime prevention	5	5	3
Improving the local environment e.g. removing graffiti, abandoned vehicles	4	5	2
Truancy patrols	2	3	2
None of these	11	8	15
Other	5	7	2
Don't know	3	3	5

Q40. **To what extent would you feel confident reporting a crime to a police officer?**

	Combined %	In-home %	In-centre %
Very confident	49	50	48
Fairly confident	32	32	32
Neither confident nor unconfident	8	6	10
Fairly unconfident	6	6	5
Very unconfident	3	3	3
Don't know	2	3	2
Confident	81	82	80
Unconfident	8	9	8

*Base: Women only***Q41. Where would you say women such as yourself should go if they were to experience domestic violence?'**

	Combined (539) %	In-home (326) %	In-centre (213) %
The police	75	74	76
A friend or family member	23	28	16
Refugee Community Organisations	11	6	20
A religious group	5	4	7
A rape crisis centre	2	2	1
The Havens	1	*	1
Other	1	1	3
Refused/not stated	1	1	1
Don't know	5	6	3

*Base: Men only***Q42. Where would you say women should go if they were to experience domestic violence?**

	Combined (468) %	In-home (285) %	In-centre (183) %
The police	72	72	73
A friend or family member	24	28	19
Refugee Community Organisations	9	5	15
A religious group	5	5	5
A rape crisis centre	2	3	1
The Havens	*	*	1
Other	1	1	2
Refused/not stated	*	*	1
Don't know	7	10	3

7. REFUGEE CHILDREN AND YOUNG PEOPLE**Q43. How many children do you have under the age of 16 who are currently living in the UK?**

	Combined %	In-home %	In-centre %
0	41	40	43
1	17	15	19
2	21	22	20
3	11	12	9
4	5	4	6
5	3	4	2
6	1	1	1
7	*	1	-
8	*	*	-
Don't know	*	-	-
Refused	*	*	*

Base: All those who have children under the age of 16 currently living in the UK

Q44. **And how many of these children are aged under 5?**

	Combined (587) %	In-home (362) %	In-centre (225) %
0	42	43	40
1	36	34	40
2	19	19	19
3	2	3	1
4	*	*	-
Don't know	*	*	*
Refused	*	1	-

Base: All those who have children under the age of 16 currently living in the UK

Q45. **How often do your children who are under the age of 16 do each of the following?**

		Very often %	Sometime s/Occasio nally %	Not very often %	Never %	Don't know %
Things at home, like watching TV, listening to music or being on the computer	Combined (587)	75	17	2	5	1
	In-home (362)	76	17	3	4	1
	In-centre (225)	74	17	1	7	1
Go to the library or homework clubs or other educational activities	Combined (587)	37	35	9	18	2
	In-home (362)	35	35	12	17	1
	In-centre (225)	41	34	4	19	2
Go to open spaces like parks or nature reserves	Combined (587)	47	40	5	6	1
	In-home (362)	42	45	6	6	1
	In-centre (225)	54	32	4	8	1
Go to youth clubs or other youth projects such as youth councils	Combined (587)	10	16	10	61	3
	In-home (362)	8	16	10	64	2
	In-centre (225)	13	16	9	57	5
Go to cultural events like music concerts, plays/musicals or art galleries/activities	Combined (587)	15	32	15	36	1
	In-home (362)	12	30	19	38	2
	In-centre (225)	21	36	9	33	1
Hang out with friends or participate in other social	Combined (587)	20	39	14	25	1
	In-home (362)	22	41	14	23	1

activities	In-centre (225)	18	37	14	29	2
Play sport (including physical activities such as dance)	Combined (587)	48	32	7	13	1
	In-home (362)	45	33	9	11	1
	In-centre (225)	52	28	3	16	1
Read books	Combined (587)	62	23	3	10	2
	In-home (362)	59	25	5	9	2
	In-centre (225)	68	20	1	11	1
Attend uniformed children's activities such as the Junior Red Cross or Air Training Cadets	Combined (587)	3	6	7	80	5
	In-home (362)	2	7	7	81	2
	In-centre (225)	4	4	5	78	8
Work as a volunteer or give unpaid help to any groups, clubs or organisations	Combined (587)	4	8	6	78	4
	In-home (362)	5	10	7	76	3
	In-centre (225)	3	5	4	81	6

Base: All those who have children under the age of 16 currently living in the UK

Q46. **How many of your children aged under 16 are currently in full-time education, such as at school or college?**

	Combined (449) %	In-home (285) %	In-centre (164) %
0	3	5	1
1	32	31	33
2	35	34	35
3	18	18	19
4	7	6	9
5	4	6	2
6	*	*	-
7	*	*	-
Don't know	1	-	1

Q47. Which of the following describes your current situation?

	Combined %	In-home %	In-centre %
Married	45	49	39
Living together	2	2	4
Single	38	33	45
Widowed	3	4	2
Divorced	3	4	1
Separated	8	8	9
Refused	*	*	-

8. COMMUNITY DEVELOPMENT AND PARTICIPATION

Q48. To what extent do you agree or disagree that your local area, that is the area 15-20 minutes walking distance from your home, is a place where people from different backgrounds get on well together?

	Combined %	In-home %	In-centre %
Strongly agree	34	32	37
Tend to agree	43	44	41
Neither agree nor disagree	12	12	11
Tend to disagree	7	7	6
Strongly disagree	2	2	2
All the same background	*	*	-
Don't know	2	1	4

Q49. Would you say that your friends in the UK are...?

	Combined %	In-home %	In-centre %
Mostly from the UK	9	7	12
Mostly from your home country	32	34	30
Mostly from other countries	3	4	2
A mixture	54	55	53
Do not have any friends in the UK	1	1	2
Don't know	*	*	1

Q50. How strongly do you feel a part of your local area?

	Combined %	In-home %	In-centre %
Very strongly	30	28	32
Fairly strongly	45	47	43
Not very strongly	17	18	15
Not at all strongly	5	4	7
Don't know	3	3	3

Q51. **To what extent do you agree or disagree that you can influence decision-making in your local area?**

	Combined %	In-home %	In-centre %
Strongly agree	14	13	16
Tend to agree	25	26	23
Neither agree nor disagree	22	23	20
Tend to disagree	15	15	15
Strongly disagree	11	9	13
Don't know	13	13	13

Q52. **How often, if at all, do you attend activities at a refugee or community-led organisation?**

	Combined %	In-home %	In-centre %
More than once a week	8	2	16
About once a week	8	5	13
About once every two weeks	5	3	7
One or two times a month	9	8	10
Less often	22	24	19
Never	47	56	34
Don't know	2	2	1

Home country combinations	
North/East Africa	South Asia
Algeria	Bangladesh
Djibouti	Burma
Egypt	China
Ethiopia	India
Eritrea	Indonesia
Libya	Pakistan
Morocco	Philippines
Somalia	Sri Lanka
Sudan	Vietnam
Tunisia	
Other Africa	European (Eastern Europe/Balkans)
Angola	Albania
Cameroon	Bulgaria
Congo (DRC)	Croatia
Gambia	Georgia
Ghana	Kosovo
Guinea	Poland
Guinea – Bissau	Romania
Guyana	Ukraine
Ivory Coast	
Kenya	
Mozambique	
Nigeria	
Rwanda	
Sierra Leone	
Uganda	
Zimbabwe	
Middle East	Central and South America
Afghanistan	Colombia
Armenia	Ecuador
Azerbaijan	Guyana
Bahrain	Jamaica
Cyprus	Peru
Iran	
Iraq	
Kurdistan	
Kuwait	
Lebanon	
Palestine	
Syria	
Turkey - Cyprus	
Turkey	