

# **Ambition for Ageing**

## **“Our Elders, Our Salford”**

**What makes an age-friendly neighbourhood for  
older refugees in Salford**

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**Visible Outcomes Social Enterprise**

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*This research is funded by the National Lottery Communities Fund through the Ambition for Ageing Equalities Board. Ambition for Ageing is a Greater Manchester wide cross-sector partnership, led by GMCVO and funded by the National Lottery Community Fund, aimed at creating more age friendly places by connecting communities and people through the creation of relationships, development of existing assets and putting older people at the heart of designing the places they live.*

*Ambition for Ageing is part of Ageing Better, a programme set up by The National Lottery Community Fund, the largest funder of community activity in the UK. Ageing Better aims to develop creative ways for people aged over 50 to be actively involved in their local communities, helping to combat social isolation and loneliness. It is one of five major programmes set up by The National Lottery Community Fund to test and learn from new approaches to designing services which aim to make people's lives healthier and happier.*



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## **1.Executive Summary**

The research model focused on face-to-face interviews with people from refugee backgrounds who are over 50 years of age. Due to the scope of this study and limitations the research interviewed twenty-two people from mixed ethnic backgrounds, sex, religion and living in different locations across Salford.

The research attempted to reach out asylum seekers to get a diversified view in line with the aim of this project but could not interview any. We have amended the report to focus on refugees only.

It covered a wide range of issues and revealed a lot of interesting findings. The research compared lived experiences of the targeted group living in Eccles area and compared to those who live in other parts of Salford in view of testing out ageing friendly in different areas of how respondents feel living in their respective areas.

Generally, the findings show that respondents from Eccles showed a good level of satisfaction in the area when it comes to safety, tailored services to their needs including health services, an area that meets their religious needs. However, the findings from respondents who are from other areas showed a link between their residence location and dissatisfaction sentiments in the area of sense of belonging and community safety. It was not apparent or clear to understand why people from Muslim background particularly from emerging communities did not want to attend mosque in Eccles. Those who are culturally isolated without immediate family or friendship networks did not show any difference between Eccles and other areas.

### **1. Introduction and Background**

Visible Outcomes (Social Enterprise) was commissioned by LGBT Foundation Equalities Board to engage with asylum seekers and refugees aged over 50 living in Salford to research what makes an age-friendly community for them. Visible Outcomes is a Salford based organisation set up to benefit local communities.

The organisation has history and expertise of conducting community-based research and consultation with this service user profile which has informed policy and practice in the fields of housing, employment, education, health and wellbeing, community cohesion and integration.

The National Census 2011 gives the most accurate account of the size and distribution of different ethnic groups in Salford. However, it does not make a distinction between refugees, asylum seekers and settled communities. According to the 2011 census the National Office of Statistics indicates that there are significant emerging and growing BAME communities in Salford. In 2011 there were 36,488 people in Salford from BAME background, which makes 15.6% of the total population. (*The BAME Health Needs Report published in 2016*)

Furthermore, the census revealed that 16,085 people in Salford do not speak English as their main language with over 70 languages being spoken in total. In fact, BAME population grew by 20,728 (132%) between 2001-2011 compared to 68% increase seen nationally (*Population density of ethnic groups across Salford council (2011 census)*)

The BAME Salford Health Needs Report published in 2016 indicated that based on projected trends, by 2051 in Salford it is estimated that the BAME population will have increased to approximately 90,000 people (31,7% of the population) and subsequently a particularly noticeable increase in the elderly BAME population. (*The BAME Health Needs Report (2016)*).

There is a current high-profile debate with regards to austerity measures faced by local authorities. It has been reported that since 2010 Salford local authority has been forced to make 198 million in savings which have caused damages to community services and has refrained the authority from developing new services that address emerging local people needs<sup>1</sup>.

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<sup>1</sup> [https://www.salford.gov.uk/media/388062/index\\_of\\_multiple\\_deprivation\\_report\\_2015](https://www.salford.gov.uk/media/388062/index_of_multiple_deprivation_report_2015)

The purpose of the research was to carry out interviews to seek the views of older refugees and asylum seekers. We were not able to recruit asylum seekers to participate, so have amended the report to focus on refugees only. The research compared lived experiences of those living in an area (Eccles) with settled communities from the same or similar countries with shared language or religion, to experiences in areas where people from emerging communities have little in common with the settled communities. Interestingly, it will analyse how of austerity measures have played out in the design of these services given the fact that Salford is ranked as 22<sup>nd</sup> most deprived local authority in the country. The results are presented in the context of austerity measure

Finally, as part of this research the author will critically discuss findings and summarise them, then will make key recommendations that should be taken into account to address issues raised throughout the research project.

### Terminologies

**BME/BAME:** Black and Minority Ethnic or Black, Asians and Minority Ethnic are the terminology normally used in the UK to describe people of non-white descent. Also sometimes include European Nationals

**Refugee:** A person given refugee status is normally granted leave to remain in the UK for 5 years and at the end of that period can apply for Indefinite Leave to remain.

**Person Seeking Asylum:** A person who has fled her/his own country and applies to the government of another country for protection.

### 3. Research methods

The research was conducted by experienced community researchers who speak a range of different languages to facilitate the interview process. Posters advertising the research project were visibly displayed in different locations. The interview questions were reviewed by the Equalities Board team before starting to pilot them with potential interview respondents and subsequent amendments were appropriately made.

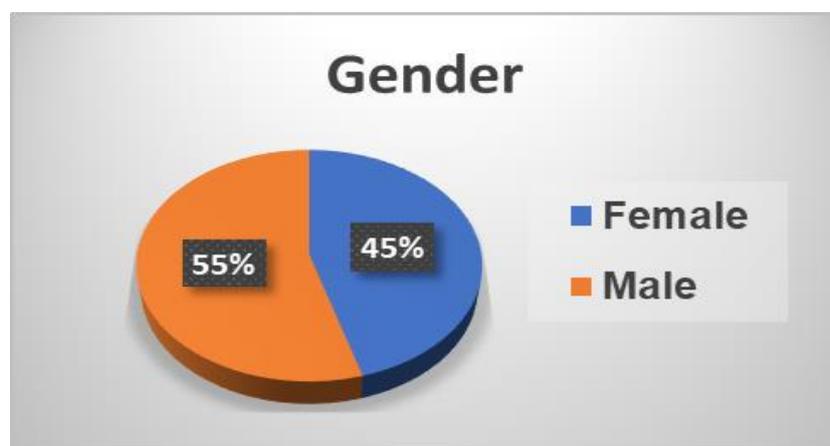
The research was based on one-to-one structured interview focusing on people from a refugee background with a cross analysis depending on which area they live in.

A questionnaire with closed and open questions was used.

### **Research sample demographics**

The total sample was 22 participants (Male: 12, Female: 10). There were slightly more males than females who took part in interviews.

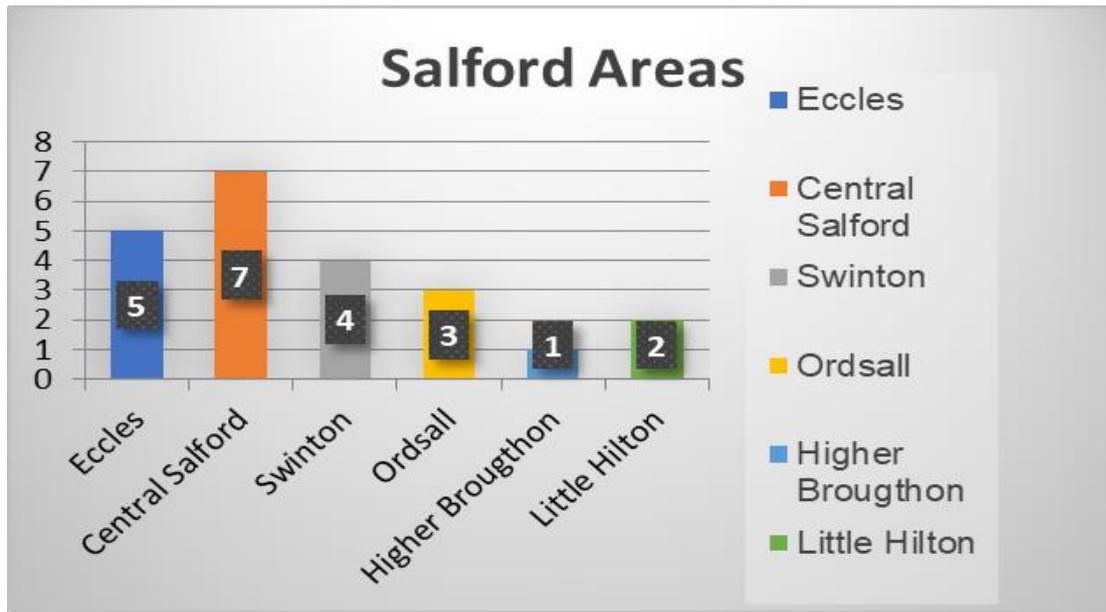
**Figure 1: Gender**



We interviewed 22 participants who live in the following areas: Eccles area:23%; Central Salford: 32%; Swinton: 18%; Ordsall:14%: Higher Broughton: 5% and Little Hulton:9%

**Figure 2: Interview respondents by geographical areas**

Ward	Number	% of sample
Central Salford	7	32
Eccles	5	23
Swinton	4	18
Ordsall	3	14
Little Hulton	2	9
Higher Broughton	1	5



The community research team **interviewed 9** people who identified themselves as non-refugees because they have been granted British Citizenship while **13 participants** identified themselves as Refugees in the United Kingdom. Eighteen or (82%) of the sample had lived in Salford for 6-15 years; 14% for between 16 years and 25 years and 5% less than 6 years.

**Figure 3: Length in the UK**

Length in the UK	Number of participants	%
Less than 6 years	1	5
6 – 15 years	18	82
16 – 25 years	3	14

**Figure 4: Interview respondents by Religion:**

Religion	Eccles	Other areas
Muslim	4	7
Christians	1	9
Sikh	0	1
Others	0	0

## **4. The Findings**

### **4.1 Community belonging**

There were positive responses when respondents were asked about their sense of community belonging. All five respondents from the Eccles area agreed or strongly agreed that they felt that they belong in the community, while other areas respondents had a mix of sentiments including a feeling of not belonging in their community due to diverse reasons. Starting with Eccles respondents:

*“I am happy with my neighbours”*

*“We have a very diverse community however due to lack of funding a lot of community support services have closed down”*

*“Nice people around here”*

*“I can speak my language with friends at Asians shops and Mosque”*

Respondents from other areas had a mix of feelings in connection with the sense of belonging:

*“I do not know who my next-door neighbour is they never say hello as we are the only Asian family in this area.”*

*“Boring here no friends and no mosque I have to go to Manchester to interact with friends”*

*“Agree because there is home improvement in neighbourhood, and community is becoming diverse*

*“No one talks to me. I feel as if I am not from this world “*

*“Not feeling safe in the evening walking on the street with hijab on”*

### **4.2 Neighbourhood as a place to live while ageing**

Respondents were questioned to rate their neighbourhood as a place to live as they get older. Two respondents in Eccles agreed that the area was excellent to live in as you get older while the remaining three respondents rated Eccles as “very good”.

People from other areas recorded their area as “very good”, “good”, or “fair” except for two respondents from Central Salford and Lower who felt theirs was very poor area to live in as you get older.

<b>Rating</b>	<b>Eccles</b>	<b>Other areas</b>
Excellent	2	0
Very Good	3	5
Good	0	7
Fair	0	3
Poor	0	2

#### **4.3 Respondent ere asked if there have been any situations in which respondents didn’t feel confident communicating in English.**

Overall majority 69% responded that they have no issues communicating in English. The remaining 31% respondents came from came from non-English speaking countries and had a very low education or no schooling at all.

#### **4.4 Respondents were asked if they agreed that their neighbourhood is safe and secure for them.**

Overall all respondents from Eccles area agreed or strongly agreed that the neighbourhood is safe and secure as you get older, against three out of 17 respondents from other areas who- disagreed with the statement, particularly respondents from Central Salford.

<b>Safe and secure neighbourhood</b>	<b>Eccles</b>	<b>Other areas</b>
Strongly agree	3	2
Very Good	0	3
Agree	2	9
Disagree	0	3
Prefer not to say	0	0

### 4.5 When asked if the neighbourhood meets their religious needs

All respondents from Eccles who are Muslim and the one Christian respondent in an agreement that the areas fulfils their religious needs that it did:

*“We have a mosque in the area, we pray together and make new friends”*

*“Eccles Mosque only place we can meet with others and also Yemeni youth centre but Link Project has now closed because of lack of funding”*

*“Yes, I meet my religious need here in our church”*

*“There are many churches in my neighbourhood that meet my religious need”*

Nine respondents identified themselves as Christians (40%)

12 Respondents Identified themselves as a Muslim ( 54%)

One respondent identified himself as Sikh (5%).

The research recognises that there is contrast between Christians, Muslim in Eccles and Muslim living in other area culturally as well as religious differences between East and North Africans Muslims and Asian mean that even where there is established Muslim population an individual's needs may not be met locally.

**4.6** In terms of the use of other services, Salford Link in Eccles has closed down due to austerity measures but it is still an area well served when it comes to supporting Black Asian and Ethnic Minorities. They have the Yemeni Community Association which is funded to support leisure activities for elderly people, and acts as a meeting place. In addition to this Salford Unemployment and Community Resources Centre provides a range of support services for the community including older people with disabilities, and advice and representation for people facing a wide range of problems.

*“Different Churches around”*

*“I go to Manchester sometimes because I can afford to go every Friday”*

*“Nothing here it is very lonely place I cannot go out, no money for bus”*

*“Yes, I meet my religious need here in our church”*

*“There are many churches in my neighbourhood that meet my religious need”*

*“Just feels lonely at sometimes I have no friends or family here “*

*“I live in Higher Broughton I go to Cheetham hill has few mosque and diverse communities*

**4.7** There was no difference of geographical location to determine the frequency of interacting with family, friends and neighbours. 40% of respondents said that they interact with family, friends and neighbours several times per week. There were mixtures of findings where respondents said that they interact once every two or three weeks, or once a day. Some of these interactions are via social media especially WhatsApp. However, it important to highlight that 13% of respondents expressed that they neither had local interactions nor used social media to keep in touch with people at a distance nor used social media to keep in touch with people at a distance.

**4.8 Neighbourhood amenities and services**

People were asked to say which of the following existed in their neighbourhood:

	ECCLES	Yes	No	Not sure	OTHER AREAS	Yes	No	Not Sure
a) Health and wellness programs and classes e.g. nutrition, smoking cession, weight control	5	4	1		17	4	12	1
b) Healthcare professionals who speak different languages	5	4	1		17	3	14	0
c) A service that helps seniors find and access health and supportive services	5	1	4		17	3	12	2
d) Conveniently located venue for entertainment	5	3	2		17	5	12	0
e) Activities which involve both young and older people	5	1	4		17	3	14	0
f) Community information that is available in different languages	5	1	4		17	3	14	0

Although the sample is small these results indicate that those respondents who lived in Eccles were more aware of health provision that could meet their needs than in other areas. There was generally low awareness about any services for older people, or community information in different languages.

### **5. Commentary and making sense of the results**

This small sample raises a number of issues. One is to do with location. The experience of the location where people live has a correlation with sense of belonging and safety. It was apparent that that some areas were perceived as more hostile and less welcoming and some people have suffered abuse, criminal and anti-social behaviour.

The experience of migration is not a homogenous one and ultimately the cultural infrastructures influence wellbeing and feeling welcome in the community. Places of worship are particularly an issue for emerging communities who live in areas other than Eccles. They ultimately felt a sense of isolation and not belonging into the community where they live. Respondents from areas other than Eccles preferred to travel to Cheetham Hill or other parts of Manchester for their religious needs.

Emerging communities felt that in areas other than Eccles services are not tailored to their needs. This has generated a discussion around the theme of geographical inequalities where in Eccles cultural community support infrastructures are well developed compared to other areas within Salford where the interviewers engaged with emerging communities. For instance, Citizen Advice Bureau does not provide interpreters for those who are struggling with English language. In Eccles there are well-established second and third generation BAME communities so older people with family connections can be supported by their relatives. However, the lack of second generation connections can be problematic for refugees in services where interpretation has never been provided or has been cut due to austerity measures.

It can be deduced from this analysis that a lack of effective cultural, linguistic and economic integration of emerging migrants' communities has negative implications for both community wellbeing, engagement and community cohesion. Evidently, the Public Sector Equality Duty 2011 requires public bodies to have due regards to the need to advance equality opportunity between people who share a protected characteristic and those who do not. It is clear that there are a number of issues raised by the interview respondents that need to be addressed.

## 6. Recommendations

The recommendations have been written in the context of other reports looking at the needs local BAME communities in Salford. In other words, the findings coming from the one-to-one interviews have been considered in the wider context of other local research.

A number of Salford focused research reports acknowledge that Salford's population is changing and older population getting more diverse as older migrants' communities age and new emerging communities settle in the area<sup>2</sup>. Added to this, life expectancy in older ages has shown an improving trend for both Salford and England over the last 10 years. People are living longer than ever before due to improvements in health care and living standards<sup>3</sup>

As the population increases it will require the capacity of all services to increase and to be more responsive to local needs. Furthermore, these trends may also require new services and additional resources to be designed in a way meets the needs of the communities included in this research as follows:

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<sup>2</sup> e.g. *Joint Salford Needs Assessment Residential Care Report 2016*

<sup>3</sup> Latest report published by PHE (<https://www.gov.uk/government/publications/life-expectancy-recent-trends-in-older-ages>), Feb 2016

### **1. A dedicated Refugee and Asylum seekers liaison officer from local voluntary sector.**

Due to austerity measures the group has been disproportionately hit by a lack of funding. The officer will play a role of key contact to support different communities and advocate for an equal distribution and coordination of resources in the community.

### **2. Interpreter and Translation provision:**

Refugees and asylum seekers in areas where they count as first generation are more likely to require interpreters to provide an equal access to mainstream services.

Under the Equality Act 2010 Services should consider to provide interpreters to facilitate a friendly access to services. Interpreting provision needs to be better regulated and more widely disseminated.

### **3. Providing mental health services that recognises isolation and trauma.**

It is evidenced by research that people from BAME/Refugees /Asylum seekers communities are more likely to be affected by dementia. Strategic planning should be put in place to ensure that capacity and expertise is in place to accommodate a projected increasing number from refugees/ asylum seekers/BAME communities some of whom may speak English as a second language. Work with communities to identify different ways of commissioning local services on health education/ care homes in culturally sensitive environment.

### **4. Improving community safety in the area:**

There is a strong perception by BAME/Asylum Seekers and refugees in regards to how they are well perceived in the local area. They have raised concerns in relation to high level of anti-social behaviour, hate crime incidents and personal safety. They advocate for more police presence in the area to reassure safety of local residents as well as encouraging tenants to report it.

### **5. A need of better engagement with refugees and asylum seekers:**

Research respondents have expressed their concern in regards to engagement in key strategic plan of the city and subsequently that specific needs encountered by these communities are missed out or ignored. Respondents acknowledged that isolation is a big issue and community activities could be a solution to fight against isolation and to improve wellbeing. Commissioners and other service providers should ensure BAME/Asylum Seekers/Refugees are actively engaged in all services developments to meet Legal public duties.

### **6. Information, Advice and Guidance provision:**

Refugees, Asylum seekers and BAME communities felt that there is a growing need to have a dedicated outreach services engage with isolated individuals in view of encouraging them to access required services or facilities that meet their needs.

### **7. Family friendly prayer rooms/place:**

There is a growing community from Muslim faith backgrounds. Refugees /Asylum Seekers and BAME research respondents from this particular faith group have expressed a need for family and culturally friendly prayer rooms in the area which they can use to observe Friday prayer every week. The Eccles and Salford Islamic Society have a mosque in the area of Eccles but emerging communities who live in different areas have to travel to Manchester and Rusholme to address their cultural and religious needs.