



**Annual Report - 2013/14**

**1. Introduction**

The Drop-in Service was initiated by SDS and funded by Leicester City council (and other sources of funding sometimes) on three years basis with an annual income of £45,400, to work with mainly disadvantaged Somali community and improve their integration into the city's life.

Although the LCC funded mainly the drop-in service, this report aims to provide an overview of the on-going progress and overall achievement of SDS and will reflect briefly on the services delivered in the above period, how it has been delivered, people who used the services with case studies examples and data analysis, organisations worked with and other activities that SDS has engaged during this period.

**2. Overall aims of SDS:**

1. Improve quality of life of Somali community and other local disadvantaged people by providing culturally sensitive services and support social cohesion
2. Achieve economic and social inclusion for disadvantaged people.

**3. Objectives of the LCC's funded service:**

- a. Provide appropriate support services which assist the integration of the Somali community in Leicester
- b. To communicate and engage with the Somali Community and maintain good communication with the City Council in order to ensure on-going and constructive dialogue between the Somali community and the Council.

In order to achieve above objectives SDS has planned and delivered a range of services and activities for Somali community and other disadvantaged local people.

**4. Key Achievements**

**Services:**

- a. Drop-in-session:

The aim of this service is to reduce inequality and isolation of Somali community and other new arrivals and promote social inclusion and integration through practical and emotional support. The service is open 5 days a week from 9.00 to 14.00 without appointment and through these sessions 1,986 people have been supported. Within that total 772 cases dealt with benefit issues because of the changes in the benefit system, loss of jobs due to economic downturn and changes in the family circumstance.

## SOMALI DEVELOPMENT SERVICES LTD



The Benefit caps introduced last year has affected many disadvantaged people resulting in increase in demand of clients asking for extra help to find other source of financial support including Housing & Council Tax Discretionary, emergency funds, charity support, etc.

Additionally, the new Benefit system requires from JSA claimants to show that they have made at least 15 job applications which puts additional pressure to many vulnerable people who cannot speak proper English and don't have ICT skills to help them use the internet.

Housing issues, debts and financial issues were other issues dealt with in the drop-in sessions and provided support for. The service users come from different neighbourhoods including Highfields, St Matthews, Charnwood, Beaumont Leys, Saffron, Belgrave, etc.

SDS is a member of Advice Leicester Partnership which brings together the majority of advice providers of the city and helped to increase the collaboration between the advice providers as well as referral process between members. This has enabled SDS to refer some specialised cases to partners and vice-versa.

### **Outcomes/Impact:**

- Increased community's access to appropriate services at SDS and other local services
- Reduced beneficiaries' social isolation and improved integration
- Reduced inequality and promoted the wellbeing of beneficiaries
- Reduced likelihood of homelessness
- Reduced financial hardship and debts of beneficiaries
- Increased collaborative work between SDS and local organisations

### **b. Family Support service:**

This service intends to strengthen the Somali families and their children through education, training/seminars/workshops, awareness raising, outreach and providing culturally sensitive and appropriate support. Mostly people make appointment with the family support worker and also it delivers monthly awareness workshops/seminars. Eight awareness raising workshops have been organised to increase the knowledge and confidence of families in relation to FGM and its impacts, general safeguarding, mental health, sexual transmissible diseases and other health problems. The service has supported over 200 families and their children last year with different needs. It has seen an increase of the number of cases of domestic violence, mental health illness, and safeguarding issues in contact with child protection services and it has worked with other local organisations to address these issues.

## SOMALI DEVELOPMENT SERVICES LTD



Furthermore, SDS is part of national Female Genital Mutilation campaign which aims to support women who have already undergone FGM and are suffering its impact and safeguard girls that might be at risk of FGM practice. The service has done a lot of work to educate and raise awareness about this cruel practice within the community, education institutions, health professionals and other local service providers through outreach work, and engagement of key stakeholders including mosque leaders, youth, schools, colleges, universities, health professionals and other relevant agencies. Additionally, the service has recruited 15 volunteers and community champions that help the promotion of the campaign and awareness raising. As part of the campaign, the project has engaged a number of key people including Cllr Vi Dempster, Assistant Mayor who is also the Lead for Children and Young People Services, Haseeb Ahmed, Equality Lead of Leicester City Clinical Commissioning Group and Jo Ryder, Engagement Manager of Leicester City Clinical Commissioning Group who all indicated their support to the FGM campaign. Furthermore SDS has participated in an event co-hosted by Department for International Development, The Foreign and Commonwealth Office and the Home Office which focused on a range of issues facing Somali women, like: women's social, political and economic empowerment including combating sexual violence against women and female genital mutilation and forced marriage.

This year the FSS has also worked in partnership with Youth Offending Service and Leicestershire Police to provide one-to-one intensive intervention support for families and young people that have been in contact with police, and CJS. It has been challenging to get the co-operation of some families as this was a voluntary option. Additionally, the referral process from the partners didn't happen as anticipated which hampered the potential to reach out to more vulnerable families and young people. Having said that, the families who have been engaged and supported were satisfied with the service and they were happy to receive support from an independent and neutral community organisation. As a result, families and young people could speak out and air their concerns with SDS's outreach workers which has made easier to provide an appropriate support.

### **Outcomes/Impact:**

- Increased community's access to appropriate services at SDS and other local services
- Increased awareness and knowledge of the community through different awareness raising
- Reduced their social isolation
- Empowered families and women and gave them a voice



- Reduced (re)offending behaviour
- Improved participants integration and social position
- Increased awareness of the community and mainstream services about FGM
- Reduced children who are at risk of FGM and promoted the safeguarding of children
- Increased collaborative work between SDS and local organisations

**c. Employment/Learning/Training:**

The aim of the service is to promote economic independence of the community and improve their employability skills. The service is delivered through individual appointments and group sessions. ESOL classes run 4 times a week and consists three classes per day with different levels and it is delivered by Leicester College at SDS Centre and over 50 learners accessed these courses. Through the employment & training service, 45 clients have been helped with their employability needs. The support provided includes job searches, filing applications, enhancing CVs, building confidence, preparing interviews through mock interviews, and assisting to access appropriate learning and training courses at SDS or through other local learning providers. Majority of these clients have been experiencing pressure from the JCPs as they needed to fill JSA booklets in and do online job search due to the new benefit system. However as these people have little or no ICT skills, it was very challenging for them to comply with the JCPs' demands and they were coming to SDS's drop-in service to get some help with this. SDS's advisors have been able to provide assistance as well as confidence building and communication with employers' workshops which has helped service users to increase their job search and ICT skills.

Additionally, 10 women have completed an ICT introductory and employability skills training for 13 weeks through Neighbourhood Learning Deprived Community where two of them got paid jobs and 4 of them went further learning at Leicester College. It helped them to increase their employability, ICT skills, and it was first time for them to participate and learn such skills. They got support from qualified Tutor who helped them to learn the basic ICT skills and how to search jobs on online which increased their chance to find a job because of the new skills they have learnt. This project reduced also the isolation of these participants as many of these women were lonely in their homes and it gave them sense of usefulness which increased their confidence. Since the participants are from ethnic minority communities, it was an occasion for them to improve their communication skills, expand their network and it gave them sense of hope as it proved that they can achieve something.

**Outcomes/Impact:**



- Increased community's access to appropriate services at SDS and other local services
- Increased number of enrolling to ESOL classes and are helped to get qualifications.
- Improved employability skills of 45 people
- Increased their confidence, self-esteem and motivation
- improved their motivation and aspirations
- improved their communication and social skills
- improved their job-search skills
- increased their work skills
- Reduced their social isolation
- Improved their economic and social position

**d. Early Years' Service:**

The aim of the service is to promote children's wellbeing, safeguarding and provide opportunity for disadvantaged parents to participate in learning, training and employment support programmes. It offers full-time & part-time day care, sessional and crèche facility which gives local parents flexibility to use the service as it suits them. Also, it has been provided toddler and parents sessions where parents were able to enjoy a range of activities with their children. Last year, it has been supported 43 children in full day care, 25 pre-school children and 15 in sessional/crèche basis care. The setting provides a range of developmental activities that meets the learning needs of the children and it provides support for pre-school children to get ready for going to school which helps them through the transition period. In addition, the setting creates a work placement opportunity for students who are studying childcare courses as well as young people who would like to do work experience or apprenticeships in this field. In total, there were 19 people who accessed work placement /apprenticeships opportunities within the provision who have improved their skills and experiences as well as developing soft skills such as confidence and self-esteem building in a childcare setting which has increased their employability opportunities.

**Outcomes/Impact:**

- Increased parents' access to appropriate childcare
- Improved children's learning development through variety of activities
- Improved parents' understanding of children's developmental needs through toddler and parents' sessions
- Increased parents opportunities to participate learning and training support

## SOMALI DEVELOPMENT SERVICES LTD



- Increased 19 young people's skills and experiencing through work placement/ apprenticeships

### e. Meetings/Partnerships:

As part of SDS's strategic plan in relation to promoting collaborative and partnership approach, SDS is member of a range of consortia, forums, and partnerships including Talent Match Consortium, Youth Consortium of Leicester, Adult Health and Social Care Forum, Advice Leicester Partnership, Independent Advisory Group for Leicestershire Police, Children, Young People & Families Forum, and Voluntary Community Sector Economic Forum. In addition, SDS has attended many local, national and international meetings, conferences, etc. Key meetings attended include:

- Hate Crime within Muslim Community which seemed increasing after the Murder of Lee Digby in London organised by Leicestershire Police at Mansfield Station. It was an opportunity to discuss issues concerning Muslim community and how the hate crime issues can be tackled together particularly reporting hate crime which was suspected to be low. Also, SDS has organised a hate crime awareness raising session for the Somali community at SDS centre in partnership with the police.
- SDS has organised and facilitated visit of Cllr Sarah Russell, Assistant Mayor and Lead of Neighbourhood Services to SDS's Centre to see first-hand SDS services and meet with community members. Majority of the attendants were female who appreciated the visit of the Councillor and shared with her many issues that matters to them.
- SDS representatives attended the solidarity evening event held at Al-Falah Mosque for the murder of sports coach, Antoin Akpom and the Family of Dr Taufiq who died all as a result of a house fire that was deliberately started. The aim was to stand together with Leicester communities and show our solidarity to both families and demonstrate that they are not alone in this difficult time. This was a true reflection of 'One Leicester' as all Leicester communities from all background have come together united in solidarity of the families affected. Also, SDS organised a briefing session for the Somali Community in partnership with the police about the murder investigation at SDS Centre.
- SDS met with Miranda Cannon, Strategic Director of delivery communication and political Governance, George M. Ballantyne, Voluntary and Community Sector Engagement Manager and Assistant Mayor, Manjula Sood at SDS Centre in relation to VCS support review and the termination of SDS Corporate Fund. The aim of the meeting was to get more information about the review and its process and share SDS's concerns of cutting the drop-in services financial support.

## SOMALI DEVELOPMENT SERVICES LTD



- Representative of SDS attended the Voluntary Community Sector (VCS) Economic Forum Launch at Voluntary Action Leicester.
- Representative from SDS attended the 17th annual Ethnic Minorities Business Conference held at Birmingham organised by Birmingham University and CREME. It was presented how the ethnic minorities business is developing in East and West midlands, their contribution to the society and how can be supported their growth.
- Participated in a meeting with representative from the Home Office and some of the Somali leaders in Leicester in order to discuss the future of Somalia. The aim was to get views, comments and suggestions from the Somali community in Leicester on what the British government could do to help Somalia rebuild itself. Also, representative from SDS attended meeting with Security Minister at Home Office, discussed about the security and Al-Shabab problems in Somalia and in the UK and how we can work together to reduce their risks.
- Different Swedish delegations who came from different Cities from Sweden visited SDS Centre to learn more about SDS services and they wanted to learn more of how SDS works with different communities in order to explore possibility of having similar Community Centre in Swedish Cities. They also invited SDS Managing Director to Sweden. She visited four different Cities where she gave them presentation on how can be empowered the community and can be created community services run by community members.
- Participated in event co-hosted by Department for International Development, The Foreign and Commonwealth Office and the Home Office. This event focused on a range of issues facing Somali women, such as women's social, political and economic empowerment, combating sexual violence against women and female genital mutilation and forced marriage.
- Emma Borrow from ITV interviewed one of SDS's staff about SDS services, particularly FGM project and its impact on the Somali community.
- SDS's Managing Director has been interviewed by Universal TV, a Somali TV based in London about SDS Services and Open Society Foundation -Somalis in Europe research
- Participated in an Event about Tackling FGM in the UK what works in community based prevention work has been held at the UK Parliament. The speakers of this event include Jane Ellison MP, Founder of the All Party Parliamentary Group on FGM and Jeremy Browne MP, Minister of State for Crime Prevention. They explained the government policy regarding the campaign against FGM. SDS has shared its experience and expertise in this field with the attendees.

## SOMALI DEVELOPMENT SERVICES LTD



- Also, SDS's representative attended an Eidul-Fitr Reception organised by the USA Ambassador at its house in London. It was an occasion to meet with key governmental and non-governmental organisations and network in a festival and relaxed environment.

### **Outcomes/Impact:**

- Increased awareness of the community and police about hate crime within the community
- Improved communication between the Council and the community
- Contributed to the social cohesion of the city
- Increased awareness of Leicester mainstream services about FGM and Somali women's needs.
- Increased awareness of UK Government about FGM and Somali women's needs.
- Increased understanding of VAL about the needs of Somali community's organisations
- Increased understanding of key Swedish cities about the needs of Somali community's organisations
- Increased understanding of local, regional and Somali media about issues concerning to the Somali community.
- Increased SDS's network in local, regional, national and international level

### **5. Monitoring and evaluation:**

Currently, there are a range of methods we employ to collect information in relation to effectiveness of our services and how it meets the needs of our services users and how to improve them continuously. The methods we use include feedback forms, questionnaires or surveys, interviews, focus groups, etc. For example, Advisors record people who have been supported through the drop-in sessions by using simple form which captures their names, contact details, gender, age, ethnicity, any disability issues, marital status and if they have children, faith, etc. also it captures what kind of help they require, any support that they have received and the outcome of the intervention. Then they will be provided a feedback form which captures whether their needs have been met, if they are satisfied with the service they have received and/or have any complaints, concerns, compliments or suggestions. Additionally at the reception there is a suggestion box which provides opportunity to post anonymously in any concerns, complaints, comments or suggestion as part of our continuous services improvement. This information is collated together and reported to the Management Committee on a monthly basis where appropriate decisions taken place. Through this process we have

## SOMALI DEVELOPMENT SERVICES LTD

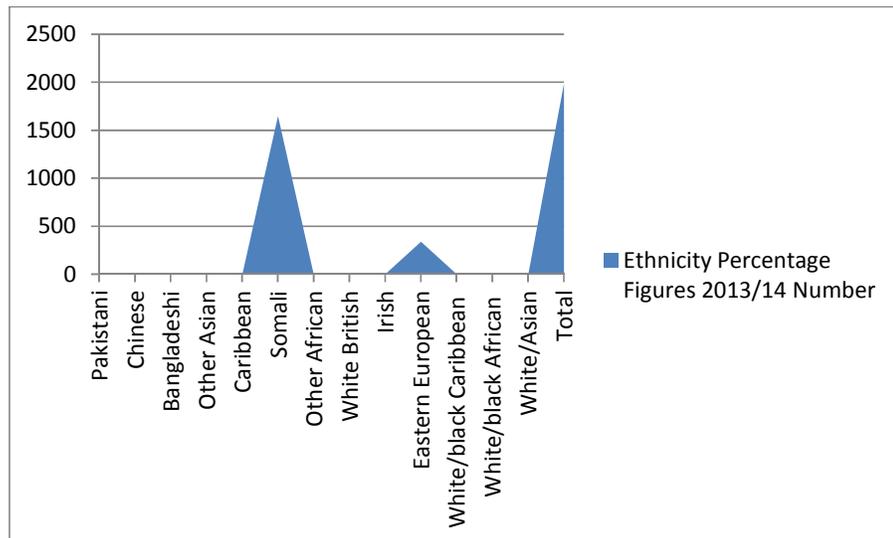


created a dedicated notice board for the feedback of our services users where we display their positive outcomes/success stories, suggestions, complaints and what actions SDS has taken accordingly. Two examples from this are the concerns raised by the services users about drop-in sessions hours and waiting time for seeing an advisor. To improve this we have extended the drop-in session's hours from 9 hours to 25 hours and we introduced a numbering system which has improved the waiting time and crowdedness at the reception. People know when their turn is to see an advisor and everyone can be seen at most of the sessions.

The qualitative and quantitative data collected are very important for SDS as they provide the number of people supported in different services, their backgrounds, what support they have received, whether their needs have been met and their satisfaction as well as improving the services each year. The relationship build with the services users is essential as this enables us to get an honest and open response.

### a. Data Analysis:

#### Ethnicity Percentage Figures 2013/14



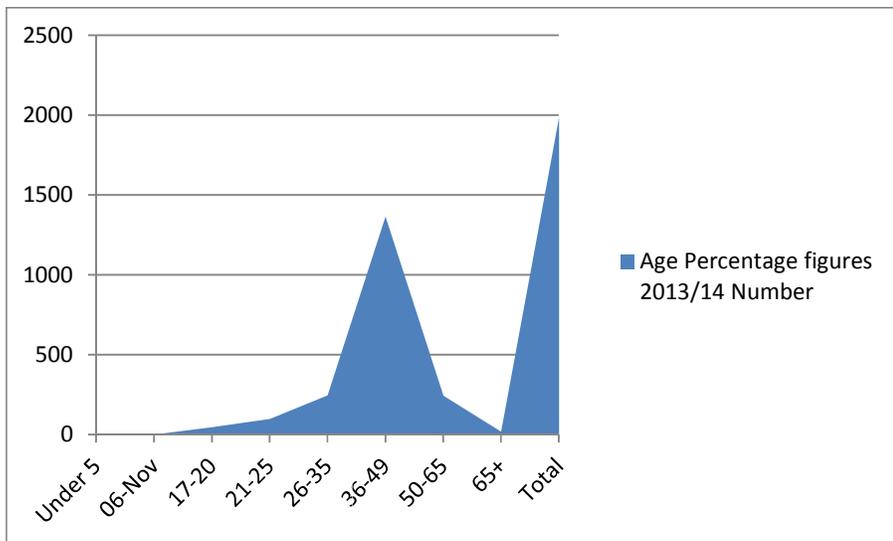
The number of service users from Eastern European backgrounds has increased from 15% in 2012/13 to 17% in 2013/14, highlighting that the drop-in sessions are becoming known for

## SOMALI DEVELOPMENT SERVICES LTD



helping newcomers from various backgrounds. The number of Somali service users, which the service has traditionally supported, has decreased from 85% to 83%. The figure is still quite high and indicates the need for the continuation of the service but the decline shows that the Somali community is becoming more settled and able to help themselves.

### Age Percentage figures 2013/14:

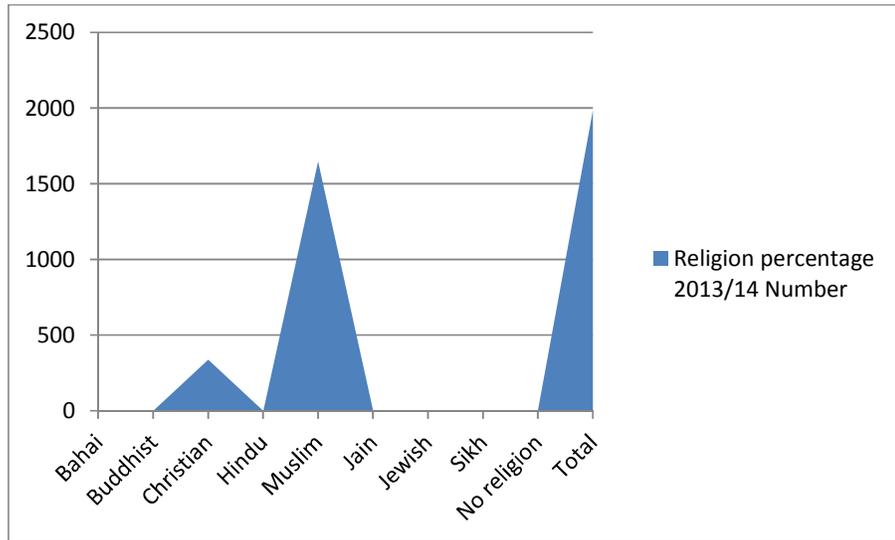


The 36-49 age groups still remain the largest volume of service users and the percentage has not changed from the previous financial year. Neither has the percentage for the 26-35 year olds, who make up the second largest group of service users. The 50-65 age groups have gone up from 11% to 12%. The 17-20 age groups have also gone up from 1% in 2012/13 to 2% in 2013/14. These increasing numbers demonstrate the need local community members have for the drop-in sessions. Where an improvement that perhaps indicates a move towards more independence is seen is in the 21-25 years olds. Their percentage has gone down from 6% to 5%. The 65+ category has also gone down from 2% to 1% which could indicate the possibility of more elderly people becoming less able to seek help on their own.

## SOMALI DEVELOPMENT SERVICES LTD



### Religion percentage 2013/14:

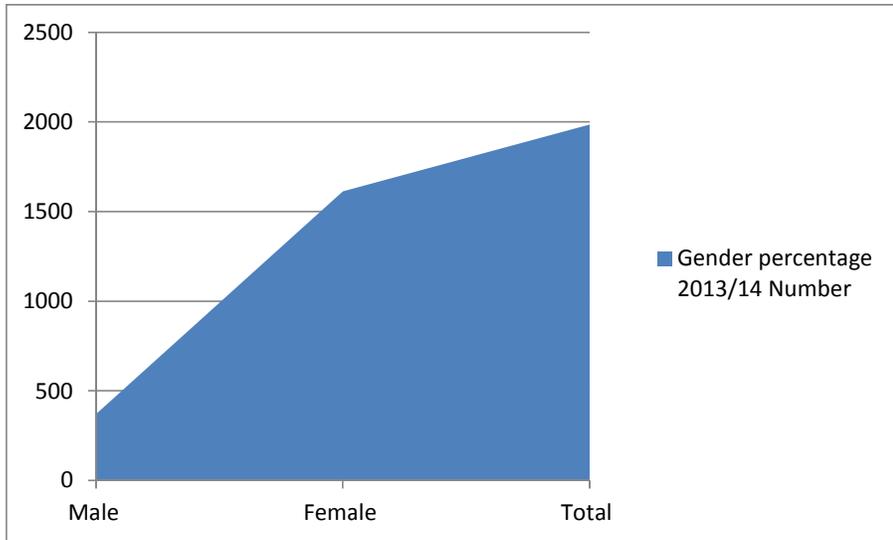


The number of drop-in service users from Muslim backgrounds has decreased in the 2013/14 financial year with their figure going down from 85% in 2012/13 to 83% and there is an increase in the number of users from Christian backgrounds. This figure has gone up from 15% to 17%. This is an indication that SDS drop-in session as a service is attracting more users from the Christian faith and the users from Muslim backgrounds that the service has traditionally supported are becoming more able to help themselves.

## SOMALI DEVELOPMENT SERVICES LTD



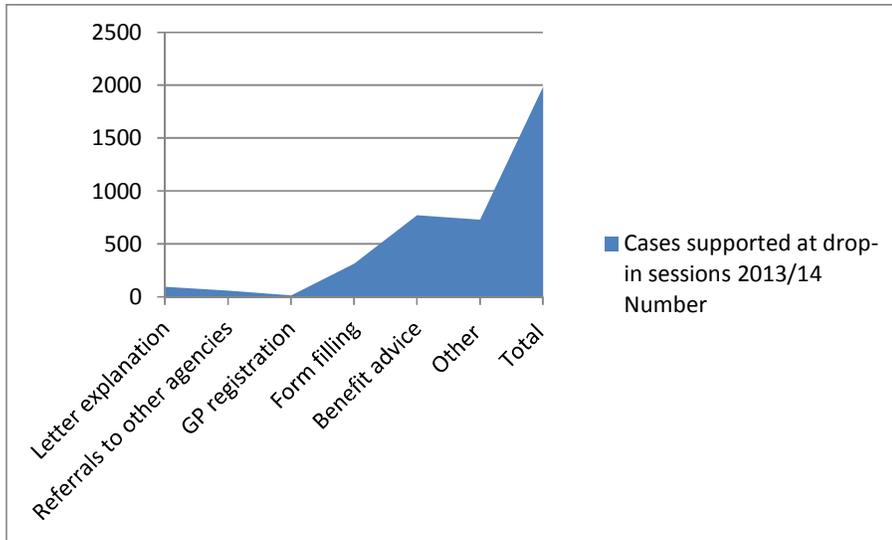
### Gender percentage 2013/14:



The number of women using the drop-in sessions has increased from 70% in the previous financial year to 81% this year. This is partially due to the growing number of newcomers to the city from eastern European backgrounds and many of them using the service being women. The number of men has seen a significant decrease declining from 30% in 2012/13 to 19%. This can perhaps be attributed to them becoming employed and more integrated and therefore less in need of the service.



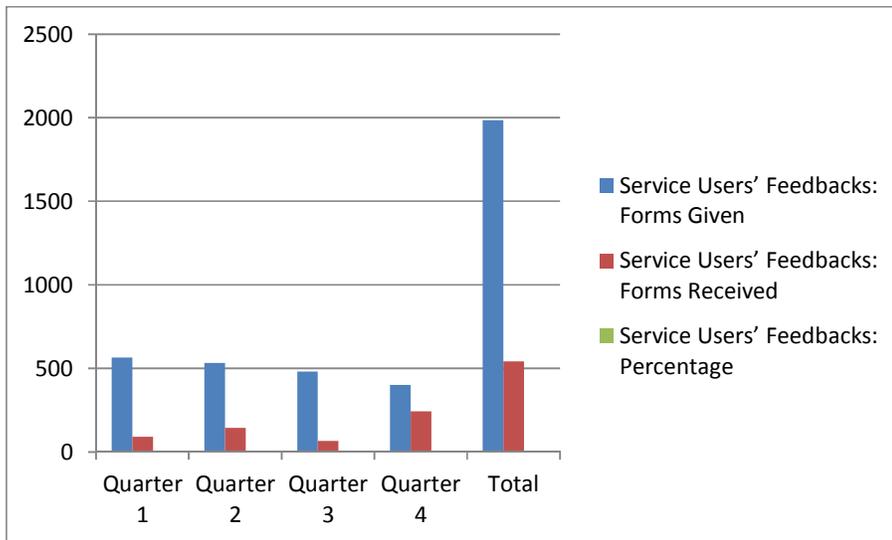
**Cases supported at drop-in sessions 2013/14:**



In comparison to the 2012/13 financial year, there has been an increase in the number of drop-in service users that have been registered with a GP. That figure has gone up from 0% to 1% which indicates an expansion in the health service requirements of the drop-in users. What has also gone up is the number of service users that have been referred to other agencies, which has increased from 1% to 3%. Service users that need explanation of various letters received has also saw an increase rising from 3% to 5%. One of the services provided that has gone down is form fillings which has decreased from 18% to 16%. This is likely an indication that service users are becoming more familiar with the forms they have to fill out due to the regular assistance they have previously been given by SDS in this regard and encouragement to enrol ESOL course which helps increase their communication skills. Benefit advice has also decreased from 41% to 39%, which shows a probability that service users (particularly Somalis) are becoming more knowledgeable on how the benefit system works and therefore less in need of advice although the demand in benefit issues is still the highest from all other areas.



**Services Users Feedbacks:**



The data demonstrates that the return of feedback forms was very poor last year and even lower than 2012/13 despite SDS's improvement plan in this area. Although quarter 4 demonstrates a significant improvement, it is clear still that this requires another review to identify other ways of improving this area as the current method is not working. The fact the feedback is anonymous and provided voluntarily means SDS's Advisors have no control over who return his/her feedback form. However, this needs strong action and regular monitoring to ensure service users provide feedback and this might require exploring alternative ways of giving feedback. Additionally, it is important to know that majority of services users give verbal feedback always after each intervention that shows their satisfaction and gratitude of the service received. Therefore, the poor return of feedback forms doesn't mean dissatisfaction with the service received. We have to also keep in mind that many services users have language or literacy issues as well as community's oral tradition where the verbal feedback is mainly the preferred method.



**b. Case Studies:**

**Case Study, Immigration 1:**

A lady came to the Centre seeking advice. She came initially from America and she was an American Citizen. When she came to the United Kingdom she asked for asylum and received refugee status. After a few years the Home Office find out that she was not telling the truth and they ask her to leave the Country immediately.

She realised that what she has done was wrong and she explained the reason behind her circumstance.

She said: "I was very depressed and mentally affected when my husband married another wife. I wanted to go far away from him. And the United Kingdom was the best option for me". She asked for forgiveness and decided to go back to America. The Home Office accepted her situation and ask her to leave without prosecution.

Unfortunately the lady had a baby who was born in the United Kingdom and didn't have American citizenship, which meant he could not go with her. It was a dilemma.

SDS supported the lady during this process until the child's American status' process was completed. SDS made a huge effort to manage the case through contacting different agencies and making many connections from USA Embassy to Home Office until the lady and her child left the Country safely.

*We can learn from this that the asylum process is a very complex issue and that asylum seekers have different circumstances. SDS's advisors have helped this client to reflect on her circumstance and to be honest with the government in order to make her case easier which resulted in avoiding prosecution which would have had a negative impact on her and would have made the case more complicated. It has saved her from the government to take further action and instead got a compassionate outcome which helped her to sort out the documentation of her child for a safe departure.*

**Case Study, Benefit 2:**

A client applied Disability Living Allowance because of his illness. He has been rejected a couple of times. SDS advisors supported him with filling the appeal forms in, providing appropriate advices and referring him to suitable legal advisors. He eventually, after a long time of support of both emotionally and physically, received his disability living



Allowance payments with backdated payments from the start of his first application. He received £7,000.

He came to the centre informing the good news and sharing his happiness with us.

*There is a lesson that you can learn from each case. This client was denied his benefit rights for several times, but he has been supported to be determined to get his rights and to receive his DLA benefit; he refused to give up until he won. If he would have accepted the first rejection he would have never received his benefit which he was entitled to. You can see that the benefit officers are not always right and they are human being that can make mistakes. However, SDS's Advisors has given the strength the client needed which was appropriate advice, information, and guidance that has helped the client to get his rights back.*

### **Case Study, Health 3:**

A client had an operation date, but she didn't know what would happen during the operation. What are the consequences? How long it will take, how painful it could be, are they removing something or putting something in her body? She had many questions and she couldn't decide whether she would go for this operation or not although she was waiting it for a long time.

The doctor asked her to bring an interpreter but sometimes for the clients it is not easy to get one. The client came to the centre very worried asking for urgent help. SDS advisor contacted the hospital, spoke to the assigned doctor and requested to provide answers for her questions, which he did. She was relieved and very happy when she got her answers and left the centre being more confident on her case.

*Lack of the right information can put a pressure on individuals who don't understand the language and the system and the support she has received put a smile on her face which makes a huge difference to client's situation.*

*We learn from here that the language barrier is an enormous challenge to people's daily life and can sometime have a great consequence if one doesn't succeed to get an intervention. Hospitals and doctors need to meet patients' language needs and ask them whether they need an interpreter and instead of asking them to bring them their own as firstly isn't easy to get someone and secondly sometimes can be even dangerous to have a relative or friend who knows very little English and cannot convey the message adequately to the patient.*



**Case Study, ElderlyBenefit 4:**

A client came to the centre, very concerned about her situation. She is caring for her elderly mother who had a kidney failure who receives 3 days dialysis. She couldn't leave her mother on her own therefore she applied attendance allowance for her mother. It has been rejected and she appealed against the decision. She is now waiting for the tribunal.

The client is receiving jobseekers allowance and has to look for work. She had moral and practical difficulties to do so because if she finds a job, she wouldn't be able to look after her mother and there was no one else who could do it.

SDS advisor contacted the Adult Social care in order to have consultation about this situation. After explaining the situation they took the case in, assessed her situation and gave her the support that she was eligible for. Although the support that she received was not enough for her but it has reduced the pressure.

*From this case SDS's advisor has learnt about what kind of support that Social Care can provide for such situation and it will be used for future similar cases.*

*Additionally, the client may have saved lot of money for the Government because if she couldn't care for her mother, she might be admitted to the Hospital which would have meant more costs for Health services.*

**Case Study, Housing 5:**

A client moved into a new property after the contract with the landlord was finalised but she didn't contact the energy suppliers. They sent many letters with estimation bills but she didn't respond to any letters sent to the occupier because her name was not on it. After a year of not receiving any response, the energy supplier had no choice but cut the gas and electricity. Then the customer woke up and tried to find out what has happened. She came to SDS centre saying that she didn't have any gas or electricity.

After asking her questions the advisor found out what the problem was. She said: 'I was waiting a letter addressed with my name because the Landlord said I will give your details to the energy supplier'.

SDS contacted the energy supplier and discussed the issue. They said she has an outstanding balance of £1,500 gas and £360 of electricity and we do not know who is living in this property.

SDS advisor confirmed the clients' details and gave the current meter reading and explained the misunderstanding that happened as she didn't know the process. The customer couldn't afford to pay this entire amount in a short period. The advisor discussed with the energy supplier the easiest way for the client to pay this bill. A pre-

## SOMALI DEVELOPMENT SERVICES LTD



payment meter was the best option for her to pay whatever she can afford. Consequently, SDS advisor advised the client to consider this option, so that she can pay a small amount whenever she puts a credit in the meter. She was happy to accept that option and both parties came to an agreement which solved the problem.

*The SDS's Advisor has negotiated with the energy supplier on behalf of the client to have a positive outcome without jeopardising the interest of the energy supplier. Without the intervention of SDS things might escalated into a more costly process which has been avoided by mediating both parties.*

### **c. Services Users Quotes:**

*"You saved my business and I would not able to pay my bills without your intervention. Thank you" Fadumo*

*"Your help was very useful". Hawo*

*"This is the only centre that is responsive to our needs". Sahara*

*"We cannot repay what you have done for our community." Faysal*

*"Thank you very much for helping me". Layla*

*"The letter you wrote for me has helped my case at the court. I am so grateful to you". Mulki*

*"It has been agreed that you are the only centre which gives a helping hand to everyone. God Bless you". Mukhtar*

*"I" am grateful for the job application that you helped with my son. The outcome was positive and he got the job." Safiyo*



**6. Conclusion:**

It is evidence from the report that SDS has met the aims and the outcomes of the funded service. The expected outcomes were:

1. Leicester Somali community are better able to access mainstream services in the city
2. Key agencies in the city have a good understanding of the needs of the Somali community generally, and in terms of requirements relating to the services they provide to this community
3. The Somali community and its organisations are integrated into life in Leicester

All above mentioned services have provided greater opportunities for the services users to access mainstream services in the city which has widened their economic and social position in the city. The drop-in service sessions have facilitated reduction of inequality and barriers faced by the service users and helped them to access local services providers.

SDS's engagement with the Council, Police, Health and other key organisations and stakeholders have made possible to increase the understanding of these agencies about the needs of the community.

Meetings between the community organisations, members and representatives from key organisations in the city have helped to facilitate dialogue and understanding between them which contributed to the integration of the community into the wider society.