

Citizens Advice Bureau Rushmoor – Community Engagement Fund Reconnect, Reset, Rebuild Report

Community group or individual(s) engaged with and number of people in attendance:

12 residents of the hotel - asylum seekers

What was most important to participants about their health, care, and wellbeing?

Most of the participants discussed feeling they had limited opportunity to access physical/outdoor and social activities that would improve their physical and mental health. As a result, they didn't feel as if they were part of a community outside the accommodation and were feeling stressed and depressed due to their lack of exercise/leisure activities/socialising. The other main theme was that the food provided at Potters was not really balanced or varied enough, especially for children and those with allergies, etc, to maintain good health.

Top priorities identified for health and care in the community

- Improved access to sports/exercise facilities
- More opportunities for different communities to connect in social settings
- Improved access to healthy and affordable food/more opportunities to learn cooking skills

What barriers did participants highlight? (e.g., access to services, financial concerns, transportation)

- Limited access to sports and exercise facilities
- Expensive public transport
- Linguistic and cultural barriers

What improvements did participants feel would have the biggest impact?

Events/groups where they can mix with the local community to socialise, volunteer, improve their English, etc.

Spaces where they can play football or opportunities to play football with local teams/groups.

Your reflections - Key Takeaway(s) and next steps

Citizens Advice will continue trying to signpost/refer people at Potters to local opportunities for learning English, volunteering, exercising, making friends and connections, learning new skills.