

Leeds Refugee and Asylum Service Integration Customer Survey

Please would you take the time to complete this survey and return it to us as soon as you complete it.

Integration is a two-way process. Your views are vital in helping us to improve services in the city. Without this input we would have only a limited indication of how services could be improved.

Please could you help us to review services by giving us feedback on both the assistance that we provided, and your general progress, in the period following the receipt of your positive decision.

YOUR VIEWS ARE CONFIDENTIAL. WE DO NOT REQUIRE YOUR NAME.

Date:

For sampling purposes [only] please could you let us know:

Nationality:

Language:

Albanian	<input type="checkbox"/>	Amharic	<input type="checkbox"/>	Arabic	<input type="checkbox"/>	English	<input type="checkbox"/>
Farsi	<input type="checkbox"/>	French	<input type="checkbox"/>	Kurdish	<input type="checkbox"/>	Portuguese	<input type="checkbox"/>
Pushtu	<input type="checkbox"/>	Somali	<input type="checkbox"/>	Urdu	<input type="checkbox"/>		
Other	<input type="checkbox"/> (Please state)						

Gender:

Male Female

Age:

Post Code:

LS

Family Structure:

Single person	<input type="checkbox"/>	Couple	<input type="checkbox"/>
Couple with children	<input type="checkbox"/>	Other

If you have children, please state the number of children you have in each age range:
0-5 years _____ 5-11 _____ 11-16 _____ 16-18 _____

Housing provider:

Local Authority Provider Private Provider

Status: Approximate date given status:

If your status is time limited, how long for?

1. Did anyone explain clearly what was going to happen following the positive asylum decision?

Yes No

2. How do you rate the assistance given before your move out date?

Excellent Good Satisfactory Poor

3. Were you given a "Move On" pack in your own language?

Yes No

4. On leaving your dispersed property, were you informed of what you had to do next regarding accommodation?

Yes No

5. How well was the housing application process (the occupancy agreement) explained?

Excellent Good Satisfactory Poor

6. Was any assistance given to you in setting up gas / electricity / water suppliers?

Yes No

7. Was an interpreter provided for you when attending appointments (housing application, benefits interview etc)?

Always Sometimes Never

8. How would you rate the written information about local resources / support agencies that you have been given?

Excellent Good Satisfactory Poor

9. Have you had difficulty in access to education (including moving schools or colleges) since receiving a positive decision?

Yes No

10. Are you still registered with the same doctor as when you were awaiting a decision?

Yes No

10 (a). If "No", was it difficult to find a new doctor?

Yes No

11. How do you rate the assistance given to you whilst trying to find employment?

Excellent Good Satisfactory Poor

12. Do you feel that you received continuous support from your support-worker throughout the transition process?

Yes No

13. Have you ever felt threatened, or at risk of harassment or violence from other persons in your accommodation?

Yes No

13 (a). If "Yes", did you report this?

Yes No

14. Have you ever felt threatened, or at risk of harassment or violence from members of the public?

Yes No

14 (a). If "Yes", did you report this?

Yes No

15. How do you think that being classed as a 'refugee' has affected the integration process for you?

Helped Hindered Don't know

16. Do you or anyone in your family, have a disability?

Yes No

16 (a). If "yes", how do you rate the additional support and facilities to account for this?

Excellent Good Satisfactory Poor

Please let us have your views on the integration processes and how things can be improved.

Thank you for completing this survey. Your views will remain confidential.

Please return this form, in the envelope provided, to:

**Casey Morrison
Leeds Refugee & Asylum Service
155 Kirkstall Road
Leeds LS4 2EG**

For more information, please telephone: 0113 247 8474 or email asylum@leeds.gov.uk