

## Helping new refugees integrate into the UK: baseline data analysis from the Survey of New Refugees

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Refugees have a diverse range of experiences and skills which may be of benefit to the UK. Variation in the education and skills of refugees upon arrival in the UK is closely linked to their country of origin.

English language ability varied by country of origin and length of time in the UK. Demand for English language training and interpretation services may increase as asylum cases are concluded more quickly through the New Asylum Model (NAM +). Changes in key countries of origin may be useful in forecasting trends in the demand/need for language services and training.

Some refugees, such as those from Somalia and Afghanistan, may need help improving their English language so they can gain employment appropriate to their qualifications.

Whilst many refugees come equipped with a variety of skills, a substantial proportion of new refugees had spent no years in education (14%) or had relatively limited education (13% spent six or less years in education) before coming to the UK. They may find it difficult to gain employment and may need extra help to develop basic numeracy and literacy skills.

Refugees from some countries, for example Eritrea and Somalia (which together made up one-third of the sample), are likely to need more assistance in finding employment than others.

Refugees who did not have experience of employment before coming to the UK, such as those who had been students (16%) or looking after home or family (16%), may need support to study and develop the skills needed for employment.

Some groups of refugees are likely to experience multiple barriers to integration in the UK. For example those from Eritrea and Somalia are likely to have low English language ability and no qualifications on arrival in the UK. Older refugees are more likely to have a low level of English language ability and to experience poorer health than younger refugees. These groups may require additional support.

Almost two-thirds of refugees who lived with children had at least one child under the age of five in their care. Education and language training opportunities for parents or guardians should continue to take into account the need for childcare and flexible attendance.

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### Keywords

Refugee  
Integration  
Education  
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Employment  
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The Research, Development and Statistics Directorate exists to improve policy making, decision taking and practice in support of the Home Office purpose and aims, to provide the public and Parliament with information necessary for informed debate and to publish information for future use.

Refugees have poorer general and emotional health than the general population. The poorer health of some refugees may need to be addressed before other integration objectives, such as employment, can be achieved. Service providers may need to be aware of the implications of this for resource management.

Refugees may gain help or support from different types of groups or organisations in the UK, such as groups set up for their national or ethnic community or place of worship. The majority of refugees appear to be receiving good support from these groups. However, one in five refugees reported that the help they received from these groups or organisations in the UK was not beneficial.

Seventeen per cent of refugees reported having no friends or relatives in the UK. This group is likely to be particularly vulnerable and may benefit from additional support.

Cross-departmental working, for example with Communities and Local Government, Department for Children, Schools and Families, the National Health Service (NHS) and local authorities aids the development of effective support services for refugees.

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This report presents findings from the Survey of New Refugees. A questionnaire was distributed on a weekly basis, by post, to all people over the age of 18 who were granted asylum, humanitarian protection or discretionary leave to remain between 1 December 2005 and 25 March 2007. Data were collected on the general characteristics of refugees, their education and employment before coming to the UK, English language ability, health and support needs. Questionnaires were sent within a week of the asylum decision (the baseline) and followed up 8, 15 and 21 months later. A total of 5,678 baseline questionnaires were analysed (response rate 70%). Responses were weighted so that results are representative of the whole cohort of new refugees who entered the UK in this time period.

The majority of refugees in this time period were men (63%) and aged under 35 (70%). The largest proportions were from Eritrea (17%) and Somalia (16%). Almost a third (31%) had spent less than six months in the UK before gaining their status. Nearly half of refugees held qualifications and had been in employment before they came to the UK, and were able to understand, speak, read or write English well. The health of refugees was generally poorer than the health of the general UK population and refugees reported needing a variety of types of help and support from community organisations.

### Implications for the employment of refugees

Refugees were found to have a diverse range of experiences and skills which could be of benefit to the UK, and which could help them gain employment. Variation in the education and skills of refugees was closely linked to their country of origin. Changes in the key countries of origin of refugees over time may therefore provide a better indication of employment trends and support needs than absolute numbers of refugees.

Almost half of refugees had a qualification when they came to the UK (45%) and had been employed or self-employed before they came to the UK (49%). Refugees who held qualifications before coming to the UK were more likely than those who did not hold any qualifications to be able to speak English well. It may be easier for these refugees to gain employment in the UK, due to their previous knowledge, skills and English language ability. However, it may take time for these refugees to find a job which is appropriate to their skill level, particularly if they need to develop better language skills. There is a relatively small group of refugees with A Level or higher qualifications who will continue to need help to improve their English language ability if they are to reach their full potential in the employment market (i.e. able to gain employment appropriate to their level of qualification).

Refugees with previous qualifications may need support to get their qualifications recognised in the UK in order to gain employment suited to their level of education. The time taken to gain accreditation for qualifications should be factored into expectations of the length of time it should take refugees to find employment, both from the perspective of service providers and of refugees themselves. Employers should also be made aware of the processes available for refugee job applicants to have their qualifications recognised and accredited.

Knowledge of the industry and occupations refugees had previously been employed in is useful in allowing service providers to target employment opportunities and opportunities for self-employment appropriately for the age, sex and country of origin of the refugee groups they work with. For example, the majority of refugees from Zimbabwe were employed or self-employed before coming to the UK. This previous experience may make them easier to employ, especially as they may also have reduced language barriers to obtaining employment as English is an official language in Zimbabwe. With a large proportion working in the education

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industry before coming to the UK, refugees from Zimbabwe would benefit from being made aware of methods for getting their qualifications recognised in the UK.

Conversely, more than half of refugees (55%) did not have any qualifications, 14 per cent of refugees had received no years in education and 13 per cent had received six or less years in education before coming to the UK. These refugees may find it difficult to gain employment and as such may be at risk of poverty and exclusion. They may need considerable extra help to develop basic numeracy and literacy skills, and may need support adjusting to a classroom environment.

Refugees without qualifications may be doubly disadvantaged when looking for employment because they often have lower levels of English language ability. For example, refugees from Somalia were more likely than refugees from other countries of origin to have spent less than six years in education, to have no qualifications and no English language skills at all. These refugees may need extra help with English language training before being able to find sustainable employment.

Refugees who had been students before coming to the UK (16%) may need support to complete their studies and gain qualifications before they find suitable employment. Those who had been looking after their home and family before coming to the UK (16%) may also need additional help to develop the skills and qualifications needed for employment, and to prepare them for the working environment and culture. Refugees who are looking after young children should continue to be given help and support to find childcare before they can gain employment.

## Support with English language

Almost half of refugees reported not being able to understand or read English very well or not being able to understand or read English at all. This suggests that the continued provision of information, where possible, in refugees' own languages and the provision of interpreters is useful. The need for help with language translation or interpretation varied by country of origin, by time spent in the UK before grant (with those who had spent less time in the UK having a greater need) and by whether the refugees had friends or relatives in the UK (those without having the greater need). There is also a role for friends and relatives in the UK to provide help with language interpretation and translation, as well as more general social support.

Many refugees reported being able to read English better than they could understand spoken English. Writing information down may be an alternative strategy to improve communication. Refugees were least able in writing English and may need extra support when writing is required (e.g. filling out forms). Completion of benefit forms often takes place over the telephone and this may be particularly difficult for many refugees. Service providers may want to consider reviewing their standard procedures for dealing with refugees or other clients with poorer levels of English language ability.

Women were more likely than men to report that they did not have any English language ability at all. Women refugees may have a greater need for basic level English language training than men, particularly those from certain countries. Women refugees were also more likely than men to have children living with them. Although those with children appear to have better English language ability in terms of speaking and understanding they may need extra help with reading and writing. Support with finding suitable child care may be necessary to facilitate attendance of English language classes.

Only two per cent of new refugees in this time period were aged 65 or over. However, lower levels of English language ability of older refugees may make them vulnerable, and they may need more help and support (e.g. interpreters, information in their own language). It may be useful to explore what learning techniques work well with older people to inform the development/improvement of English language training courses. Older refugees may need help equally with all four English language skills (understanding, speaking, reading and writing).

Refugees from Somalia and Afghanistan may also need extra support due to their lower English language ability and due to the other disadvantages they face. These refugees were more likely than those from other countries of origin to have had no education before coming to the UK, and were less likely to have been previously employed or self-employed (along with those from Eritrea). Refugees from Somalia were also more likely than refugees from other countries of origin to be in the UK without a partner/spouse and to have spent less than six months in the UK before grant. The absence of social support networks may make this group of refugees particularly vulnerable. In 2007, Somalia and Afghanistan were among the top three countries of origin (in terms of numbers granted refugees status, discretionary leave or humanitarian protection). This reinforces the need for service providers to continue to be responsive to changes in the key countries of origin of refugees over time.

Information about the English language ability of refugees from different countries of origin and information about the flow and dispersal of refugees in the UK could be used to help plan English language classes and forecast peaks in demand. The New Asylum Model + is likely to increase the number of refugees who have spent less than a year in the UK and the demand or need for English language training may increase as a result.

## The poorer health of refugees

Health may be a barrier to integration for a significant proportion of refugees. Service providers should be aware that refugees (especially those aged 65 or over) appear to have poorer health than the general UK population, and that refugees' needs may be different to those of the general population. The poorer health of some refugees, such as women and those aged over 65, may have implications for integration, including finding a job and learning English.

Refugees should continue to be made aware of healthcare services and how to access them at an early stage. They should also be informed of their right to request same-sex healthcare practitioners, as this matter may otherwise deter some refugees from seeking healthcare when they need it.

Refugees may require substantial levels of emotional support and should be made aware services available for individuals with emotional problems. They may be particularly vulnerable in the period of time following the resolution of their asylum claim when refugees may need to find accommodation and when Asylum Support comes to an end.

## Other support needs

Refugees reported needing a variety of types of help or support, and many were in regular contact with non-governmental groups or organisations. Places of worship and groups set up for national or ethnic communities may be the most obvious source of support for refugees when they first arrive in the UK. However, there may be other 'non-traditional' infrastructures which also provide social support. The increased contact with 'other' types of groups or organisations amongst refugees who had spent longer in the UK before their grant may be due to refugees becoming aware of the existence of these groups over time. Providing information to refugees about the groups and organisations in their area at an early stage may increase awareness of the options for gaining help or support and making friends.

The majority of refugees appear to be receiving good support from the groups and organisations they are in contact with. However, community groups and organisations do not appear to be providing the support needed for about one in five refugees.

Refugees in contact with friends and/or relatives in the UK were more likely than those who were not to have reported needing help or support with information, legal advice, emotional issues and meeting people. These people may be more aware of what they are entitled to or can access than those who do not have friends or relatives in the UK. This finding also suggests that contact with groups or organisations may have helped new refugees make friends in the UK (i.e. the refugees contacted the groups/organisations to meet people). Partners/spouses also appeared to be an important source of support for refugees.

Just under a fifth (17%) of refugees reported they had no friends or relatives in the UK. Contact with friends or relatives in the UK increased with time spent in the UK before grant. Younger refugees are likely to have spent less time in the UK before grant than older refugees and have had less time to build up friendship networks. Refugees from Eritrea were also less likely than refugees from other countries of origin (except Ethiopia) to have been in contact with friends or relatives in the UK. These refugees (younger, with less time in the UK before grant or from Eritrea) may need extra help or support from groups or organisations or from public services and may be at the greatest risk of isolation and social exclusion.

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### I. Introduction

Analysis, Research and Knowledge Management (ARK) within the UK Border Agency commissioned the Survey of New Refugees to look at the integration of new refugees in the UK. The survey collected data on refugees at the time of asylum decision (baseline) and on integration outcomes 8, 15 and 21 months later. This report presents findings from the baseline survey on the general characteristics of new refugees, their education and qualifications before coming to the UK, previous economic status and employment, English language ability, physical and emotional health, and their social support and service/information needs in the UK at the time of asylum decision.

### Aims

The overall aim of the Survey of New Refugees (SNR) was to provide data on the integration of new refugees over time. This was based on an assessment of refugees' English language skills, employment and housing experiences.

The survey also planned to examine the impact of the Strategic Upgrade of National Refugee Integration Services (SUNRISE) pilot. However, due to the small number of SUNRISE participants who responded to the SNR the research team were unable to assess the effectiveness of this pilot programme over time.

### Methods<sup>1</sup>

A questionnaire was distributed on a weekly basis, by post, to all asylum applicants granted asylum, humanitarian protection or discretionary leave to remain between 1 December 2005 and 25 March 2007. The refugees were identified from the UK Border Agency Caseworker Information Database. The survey was distributed to all new refugees aged 18 and over with a verifiable address.

The original questionnaires were sent one week after the asylum decision (baseline) and follow-up questionnaires were sent 8, 15 and 21 months later. Although the questionnaires were addressed to principal applicants, it should be noted that anyone in the household could have completed them. Those aged under 18 were excluded from this analysis because they are considered as dependants by the agency.

Responses to the baseline survey were weighted by the National Centre for Social Research (NatCen) to represent all refugees granted asylum, humanitarian protection or discretionary leave during the survey period (i.e. to be representative of all refugees, including those without verifiable addresses, non-respondents and so on). Analysis was carried out by ARK using basic descriptive statistical techniques. Only statistically significant differences (at the 95% level of significance) are reported.

### Response

In total, 8,254 baseline questionnaires were distributed. A baseline response rate of 70 per cent (5,742 respondents) was achieved. Of the questionnaires returned, some were received too late to be analysed (12 weeks or more after being disseminated). A total of 5,678 baseline questionnaires were analysed.

<sup>1</sup> Further details of the methodology are available from ARK on request ([megan.daniel@homeoffice.gsi.gov.uk](mailto:megan.daniel@homeoffice.gsi.gov.uk))

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## 2. Survey findings

### Demographics

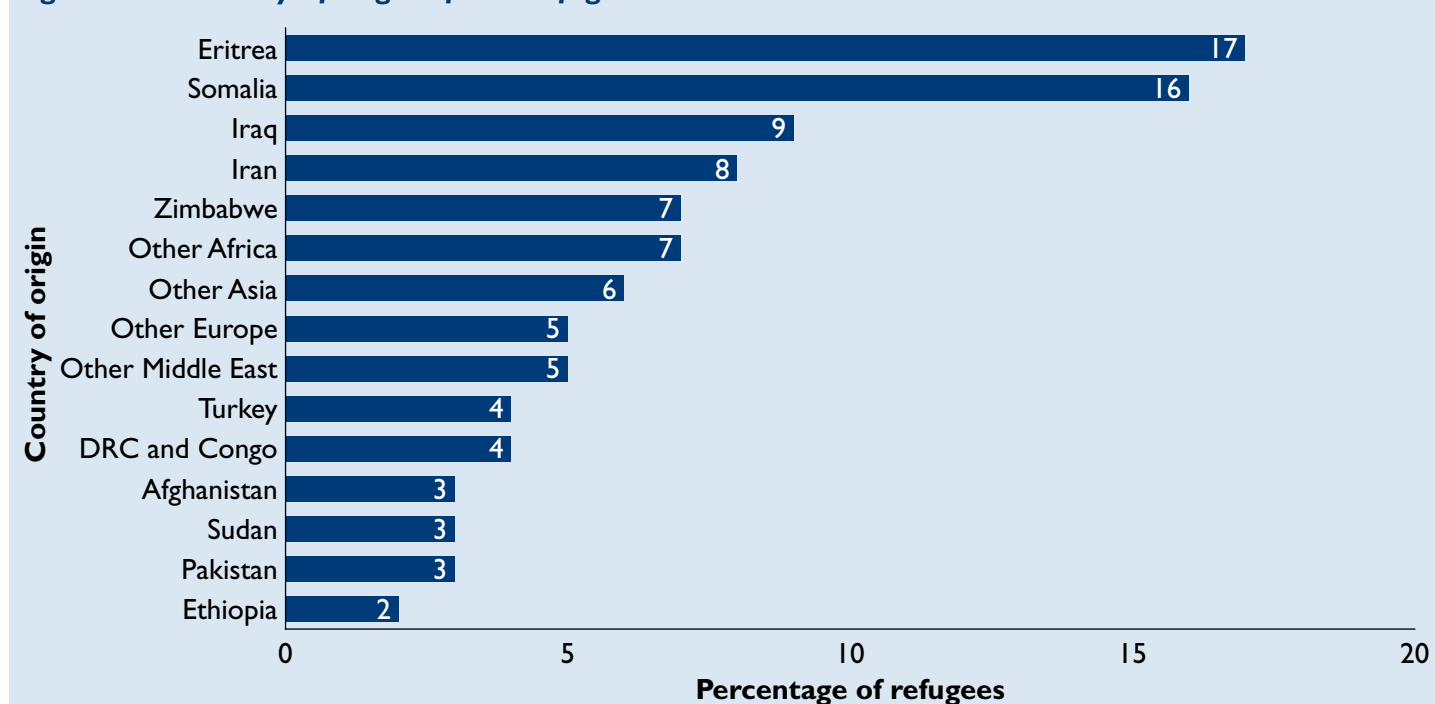
The majority of refugees who entered the UK during this time period were men (63%) and aged under 35 (70%) (Table 1).

**Table 1** Age and sex of new refugees in the UK (1 December 2005 – 25 March 2007)

|                       | Men         | Women       | All   |
|-----------------------|-------------|-------------|-------|
|                       | Percentage  |             |       |
| 18-24 years           | 22          | 26          | 23    |
| 25-34 years           | 49          | 43          | 47    |
| 35-44 years           | 20          | 18          | 19    |
| 45-64 years           | 8           | 9           | 8     |
| 65 years or older     | 1           | 3           | 2     |
| Total (%)             | 100         | 100         | 100   |
| Number of respondents | 3,575 (63%) | 1,975 (37%) | 5,559 |

The total number of respondents (men and women) does not add up across the columns as some respondents did not report their age or sex. Weighted percentages and unweighted base numbers are presented. Percentages may not add to 100 due to rounding.

**Figure 1** Country of origin of new refugees



Respondents: 5,631.

Americas not shown due to small numbers.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.

New refugees in this time period came from over 100 different countries. The greatest proportions were from Eritrea (17%) and Somalia (16%). Nine per cent of refugees were from Iraq, eight per cent from Iran and seven per cent from Zimbabwe (Figure 1).

Overall the majority of refugees were men, but among refugees from Zimbabwe and Pakistan there were more women than men (Table A1). Almost half (49%) of refugees declared themselves to be Muslim and two-fifths (40%) Christian.

Almost a third (31%) of refugees had spent less than six months living in the UK before their grant of asylum, humanitarian protection or discretionary leave to remain. Almost a fifth (19%) of refugees had spent from two years up to five years living in the UK and more than a fifth (22%) had spent five years or more living in the UK before gaining their status <sup>2</sup>(Table 2).

Men were more likely than women to have spent five years or more living in the UK before being granted protection (Table A2) and older refugees (aged 35 years or over) were more likely than younger refugees (aged from 18 to 24) to have spent a longer period of time living in the UK before gaining their status (Table 2). It was not possible to differentiate between those people who had previously been in the UK on other visas from refugees who had waited a long time for their decision to be made. Some asylum applicants may also have been through the whole appeals process, which may explain a longer length of time in the UK before gaining their status.

**Table 2 Length of time spent in the UK before grant, by age group**

|                            | 18-24 years | 25-34 years | 35-44 years | 45 years or over | All   |
|----------------------------|-------------|-------------|-------------|------------------|-------|
|                            | Percentage  |             |             |                  |       |
| Less than 6 months         | 41          | 31          | 24          | 24               | 31    |
| From 6 months up to 1 year | 21          | 18          | 15          | 17               | 18    |
| From 1 year up to 2 years  | 10          | 9           | 10          | 9                | 10    |
| From 2 years up to 5 years | 18          | 19          | 22          | 22               | 19    |
| 5 years or more            | 10          | 23          | 30          | 28               | 22    |
| Total (%)                  | 100         | 100         | 100         | 100              | 100   |
| Number of respondents      | 1,238       | 2,650       | 1,071       | 550              | 5,614 |

The total number of respondents does not add up across the columns as some respondents did not report their age or length of time in the UK. Weighted percentages and unweighted base numbers are presented. Percentages may not add to 100 due to rounding.

Refugees from Eritrea and Somalia were most likely to have spent less than six months living in the UK before gaining their status (Table A3). Time spent in the UK may have implications for the availability of social networks and support. Refugees who have been in the UK for a shorter time before their grant, such as those from Eritrea and Somalia, may be at greatest risk of isolation.

Just over a fifth (21%) of refugees lived with a partner or spouse in the UK at the time of grant. Refugees from 'other' European countries<sup>3</sup> were most likely to have been living with a partner or spouse in the UK at the time of grant. Refugees from Eritrea, Sudan, Somalia and Ethiopia were least likely to have been living with a partner or spouse in the UK at the time of grant (Figure 2), reinforcing the risk of isolation and need for increased support amongst these groups.

A quarter of refugees (25%) lived with children (aged under 18) in the UK at the time of grant. Refugees from Eritrea were least likely to have a child living with them and refugees from Pakistan were most likely to have a child living with them in the UK at the time of grant.

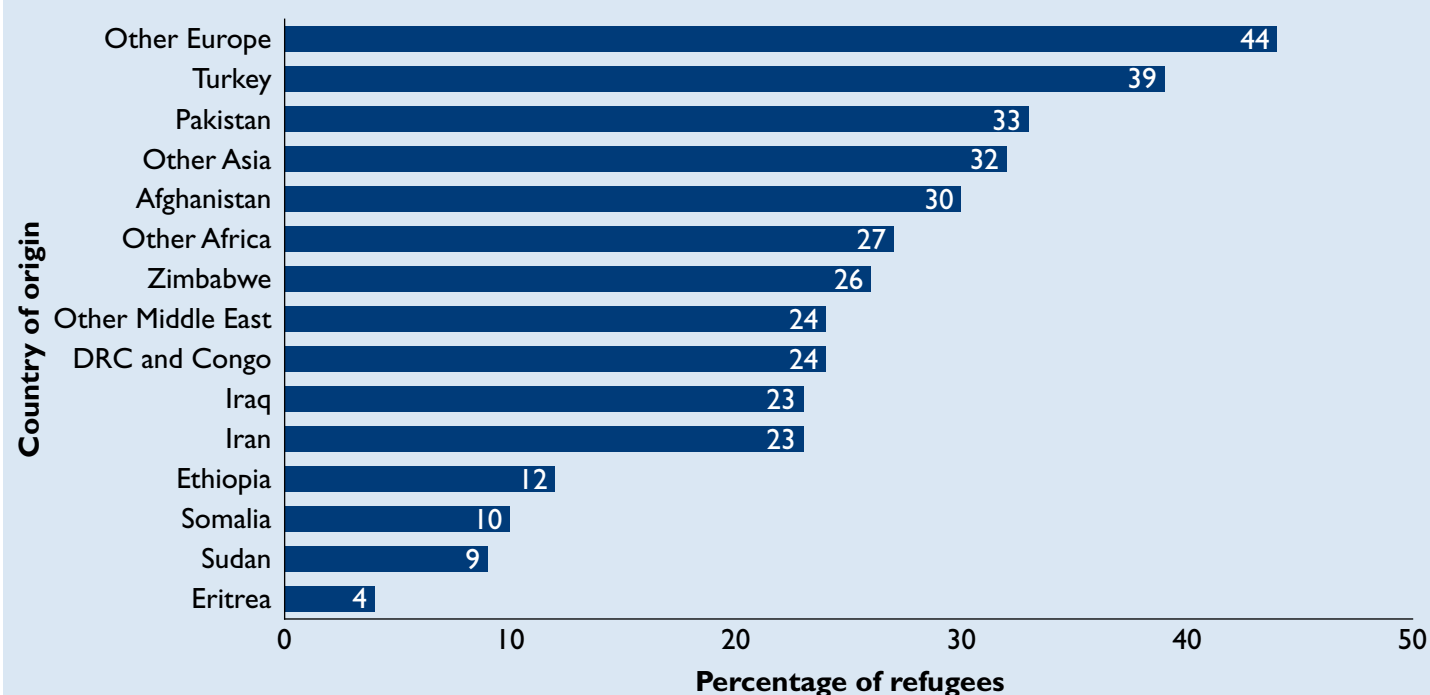
Of the quarter of refugees who lived with children, the majority (51%) lived with just one child, almost a third (32%) lived with two children and 11 per cent with three children. Almost two thirds (63%) of the refugees who had children living with them had at least one child aged under five (Table A5).

<sup>2</sup> The survey took place before the implementation of the New Asylum Model (NAM+) which aims to deliver faster outcomes and manage cases to their conclusion in a quicker time frame.

<sup>3</sup> See Explanatory Notes for definition of 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.



**Figure 2** Refugees living with a partner or spouse in the UK at the time of grant, by country of origin



Respondents: 5,488.

Americas not shown due to small numbers.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.

## Education and qualifications

Refugees were asked how many years of education they received before coming to the UK and whether they had any qualifications before coming to the UK. Details of the highest qualification were collected and were translated by the National Recognition Information Centre for the UK (UK NARIC)<sup>4</sup> into UK National Qualification Framework (NQF) equivalents (Qualifications and Curriculum Development Agency, 2006). It is important to note that differences in the education system and qualification syllabuses in other countries may affect the level a qualification has been coded to. For example, a qualification gained on completing full-time education in another country may be at a lower level than a UK General Certificate of Secondary Education (GCSE) (which would be gained from completing full-time education in the UK) and will have been coded as 'below GCSE' level. Similarly, a degree gained in another country may only be equivalent to a diploma, foundation degree or higher education certificate in the UK.

Refugees who entered the UK within this time period had a wide range of years of education before coming to the UK. The largest proportion (30%) of refugees had received ten years or more education before they came to the UK. However, years in education in the refugees' countries of origin may not be equivalent to years spent in education in the UK as respondents may have skipped years or attended school part-time or intermittently. Cultural differences in education and gender roles and the effect of conflict on the education system in different countries of origin should be taken into account when considering variation in education and qualifications.

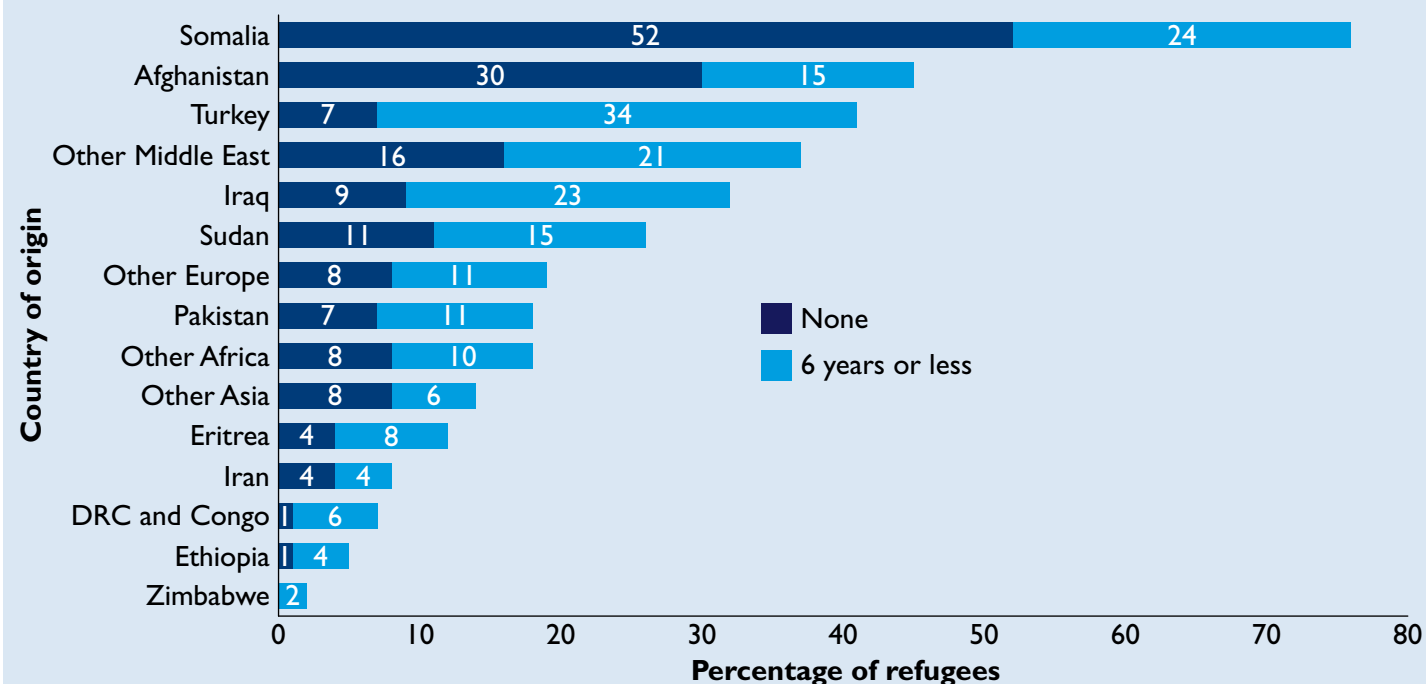
Fourteen per cent of refugees had spent no years in formal education before they came to the UK. They were more likely to be women than men. A further 13 per cent reported receiving six years or less in education, and these were more likely to have been men than women.

Refugees from Somalia, Afghanistan, Turkey, 'other' Middle Eastern countries,<sup>5</sup> Iraq and Sudan were more likely than refugees from other countries of origin to have received no education or six years or less education before coming to the UK (Figure 3).

<sup>4</sup> UK NARIC is the national agency responsible for providing information and advice on international vocational, academic and professional skills and qualifications.

<sup>5</sup> See Explanatory Notes for definition of 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.

**Figure 3** Refugees reporting no years or less than six years in education before coming to the UK, by country of origin



Respondents: 5,586.

Americas not shown due to small numbers.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.

Forty-five per cent of refugees reported having a qualification before they came to the UK (Table 3). Men were slightly more likely than women to have had qualifications before they came to the UK. Specifically, men were more likely than women to have a diploma, foundation degree or higher education certificate: seven per cent of men had a diploma, foundation degree or higher education certificate compared with four per cent of women.

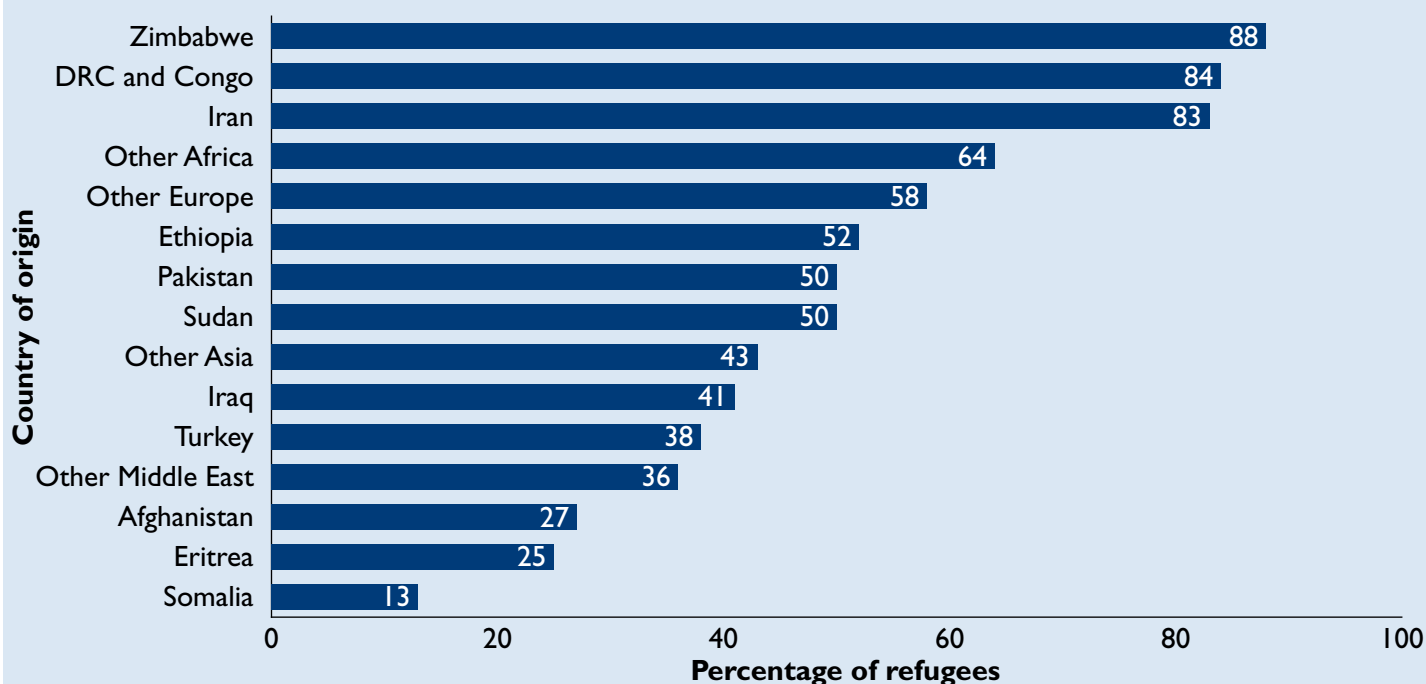
Refugees from Zimbabwe, the Democratic Republic of Congo (DRC)/ Congo and Iran were more likely than refugees from other countries of origin to have qualifications before they came to the UK. In contrast, only 13 per cent of refugees from Somalia, 27 per cent of refugees from Afghanistan and a quarter of refugees from Eritrea had any qualifications before coming to the UK (Figure 4). Refugees from Somalia and Afghanistan were also likely to have particularly low English language ability (Figure 11), making them doubly disadvantaged in the search for employment.

**Table 3** Highest qualification<sup>a</sup> held by refugees before coming to the UK

|  | Men        | Women | All   |
|--|------------|-------|-------|
|  | Percentage |       |       |
| No qualifications  | 54         | 57    | 55    |
| Below GCSE   | 3          | 2     | 2     |
| GCSE   | 15         | 16    | 15    |
| A level  | 8          | 9     | 8     |
| Diploma, foundation degree or higher education certificate | 7          | 4     | 6     |
| Undergraduate and postgraduate qualifications              | 7          | 6     | 7     |
| Not transferable to UK equivalent (not enough information) | 6          | 6     | 6     |
| Total (%)  | 100        | 100   | 100   |
| Number of respondents                                      | 3,559      | 1,956 | 5,562 |

<sup>a</sup> Qualifications coded to National Qualification Framework equivalents.

The total number of respondents does not add up across the columns as some respondents did not report their sex or whether they had qualifications. Weighted percentages and unweighted base numbers are presented. Percentages may not add to 100 due to rounding.

**Figure 4 Refugees with qualifications, by country of origin**


Respondents: 5,586.

Americas not shown due to small numbers.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.

Refugees aged 35 or over were more likely than younger refugees to have a highest qualification at diploma, foundation degree and higher education certificate level, as well as at undergraduate and postgraduate level (Table 4). Refugees aged from 18 to 24 were more likely than those aged 35 to 44 to have a highest qualification below GCSE level. The lower level of education of refugees aged from 18 to 24 may be due to displacement during their schooling years, and a lack of opportunity to reach the minimum level of schooling required to gain a qualification. Older refugees would have had more time to reach higher levels of education and their education may have taken place at a time of greater stability in their country of origin.

**Table 4 Highest qualification<sup>a</sup> held by refugees before coming to the UK, by age group**

|  | 18-24 | 25-34 | 35-44 | 45 years | All   |
|--|-------|-------|-------|----------|-------|
|  | years | years | years | or over  |       |
| Percentage   |       |       |       |          |       |
| No qualifications  | 73    | 55    | 41    | 43       | 55    |
| Below GCSE   | 3     | 2     | 1     | 2        | 2     |
| GCSE   | 13    | 17    | 15    | 16       | 15    |
| A level  | 4     | 8     | 13    | 10       | 8     |
| Diploma, foundation degree or higher education certificate | 1     | 7     | 9     | 10       | 6     |
| Undergraduate and post graduate qualifications             | 1     | 6     | 13    | 14       | 7     |
| Not transferable to UK equivalent (not enough information) | 5     | 6     | 8     | 5        | 6     |
| Total (%)  | 100   | 100   | 100   | 100      | 100   |
| Number of respondents                                      | 1,223 | 2,625 | 1,066 | 541      | 5,562 |

<sup>a</sup> Qualifications coded to National Qualification Framework equivalents.

The total number of respondents does not add up across the columns as some respondents did not report their age or whether they had qualifications. Weighted percentages and unweighted base numbers are presented. Percentages may not add to 100 due to rounding.

## Employment and occupation

Previously employed refugees were asked what industry they worked in and what job they did before they came to the UK. This information was coded to the *UK Standard Industrial Classification of Economic Activity 2007 (SIC2007)* (Office for National Statistics, 2008a) and *UK Standard Occupational Classification 2000 (SOC2000)* (Office for National Statistics, 2008b).

Almost half of refugees (49%) were employed or self-employed before coming to the UK. Sixteen per cent were students and a further 16 per cent had been looking after their home and family. Eight per cent of refugees were engaged in military or national service activities, six per cent were unemployed and looking for work and five per cent were involved in other activities or were retired before coming to the UK (Table 5).

Men were much more likely than women to have been self-employed before coming to the UK and women were more likely than men to have been looking after home and family. Men and women were equally likely to have been students (Table 5).

Refugees aged 35 or over were more likely than younger refugees to have been employed or self-employed before they came to the UK (Table A5). As would be expected, younger refugees were more likely than older refugees to have been students; 38 per cent of 18 to 24-year-olds had been students before coming to the UK.

Zimbabwean refugees were more likely than refugees from other countries to have been employed before coming to the UK, while those from Iran were more likely than others to have been self-employed (Figure 5). Refugees from Eritrea were most likely to have been involved in military or national service activities before coming to the UK (Table A6). This may be related to the political situation in this particular country at the time of the survey.

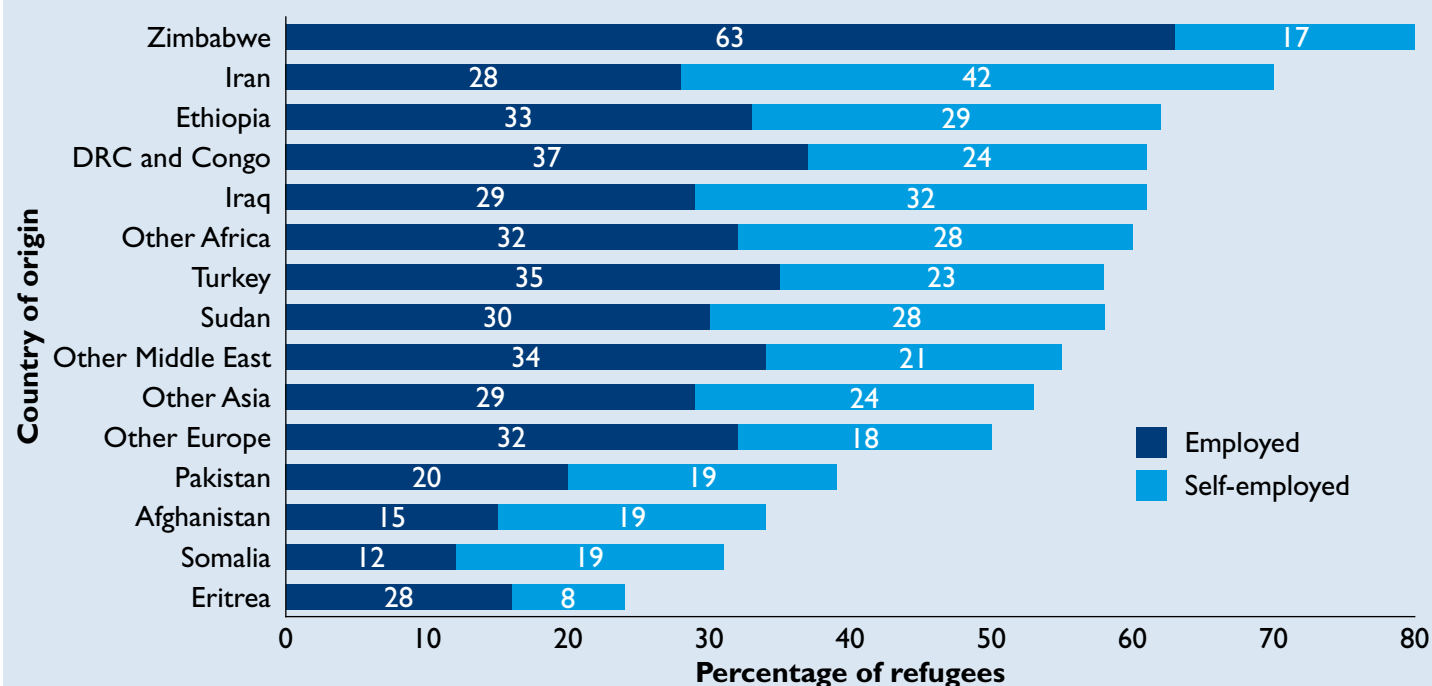
Overall, younger refugees, along with those from Eritrea, Somalia, Afghanistan and Pakistan, were less likely than older refugees and refugees from other countries of origin to have been employed or self-employed before they came to the UK. This is important since refugees from Eritrea and Somalia made up one-third of refugees in the sample, and these are amongst the top countries of origin of refugees coming to the UK. These groups may require additional support to prepare for work in the UK.

**Table 5 Economic activity of refugees before they came to the UK, by sex**

|                                 | Men        | Women | All   |
|---------------------------------|------------|-------|-------|
|                                 | Percentage |       |       |
| Employed                        | 29         | 25    | 27    |
| Self-employed                   | 27         | 12    | 22    |
| Unemployed and looking for work | 7          | 5     | 6     |
| Student                         | 16         | 16    | 16    |
| Looking after home and family   | 6          | 34    | 16    |
| Military                        | 10         | 3     | 8     |
| Other                           | 5          | 5     | 5     |
| Total (%)                       | 100        | 100   | 100   |
| Number of respondents           | 3,564      | 1,960 | 5,576 |

Total number of respondents does not add up across the columns as some respondents did not report their sex or their economic status. Weighted percentages and unweighted bases are presented. Percentages may not add to 100 due to rounding.

**Figure 5** Refugees who were employed or self-employed before coming to the UK, by country of origin



Respondents: 5,586.

Americas not shown due to small numbers.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.

Of the 49 per cent of refugees who were employed or self-employed before coming to the UK (Table 6):

- twenty-three per cent had been involved in wholesale and retail trade (including repair of motor vehicles and motor cycles);
- eleven per cent had been involved in agriculture, forestry and fishing industries (including crop and animal production, logging and aquaculture);
- ten per cent had been involved in public administration and defence; compulsory social security industries; and
- ten per cent had been involved in education (which includes driving school activities and educational support activities).

**Table 6** Previous industry (SIC2007)<sup>a</sup> of refugees who were employed and self-employed before coming to the UK, by sex

|  | Men        | Women | All   |
|--|------------|-------|-------|
|  | Percentage |       |       |
| Agriculture, forestry and fishing  | 13         | 5     | 11    |
| Manufacturing  | 8          | 6     | 8     |
| Construction   | 6          | 1     | 5     |
| Wholesale and retail trade: repair of motor vehicles and motorcycles     | 25         | 20    | 23    |
| Accommodation and food service activities                                | 4          | 4     | 4     |
| Information and communication  | 3          | 3     | 3     |
| Transportation and storage   | 6          | 1     | 5     |
| Financial and insurance activities                                       | 1          | 2     | 2     |
| Professional, scientific and technical activities                        | 6          | 6     | 6     |
| Administrative and support service activities                            | 2          | 2     | 2     |
| Public administration and defence: compulsory social security activities | 11         | 8     | 10    |
| Education  | 7          | 21    | 10    |
| Human health and social work activities                                  | 4          | 9     | 6     |
| Other service activities   | 2          | 8     | 4     |
| Other  | 3          | 3     | 3     |
| Total (%)  | 100        | 100   | 100   |
| Number of respondents  | 1,798      | 668   | 2,490 |

a UK Standard Industrial Classification of Economic Activity 2007 (Office for National Statistics, 2008a).

The total number of respondents does not add up across the columns as some respondents did not report their sex or their previous industry. Weighted percentages and unweighted base numbers are presented. Percentages may not add to 100 due to rounding.

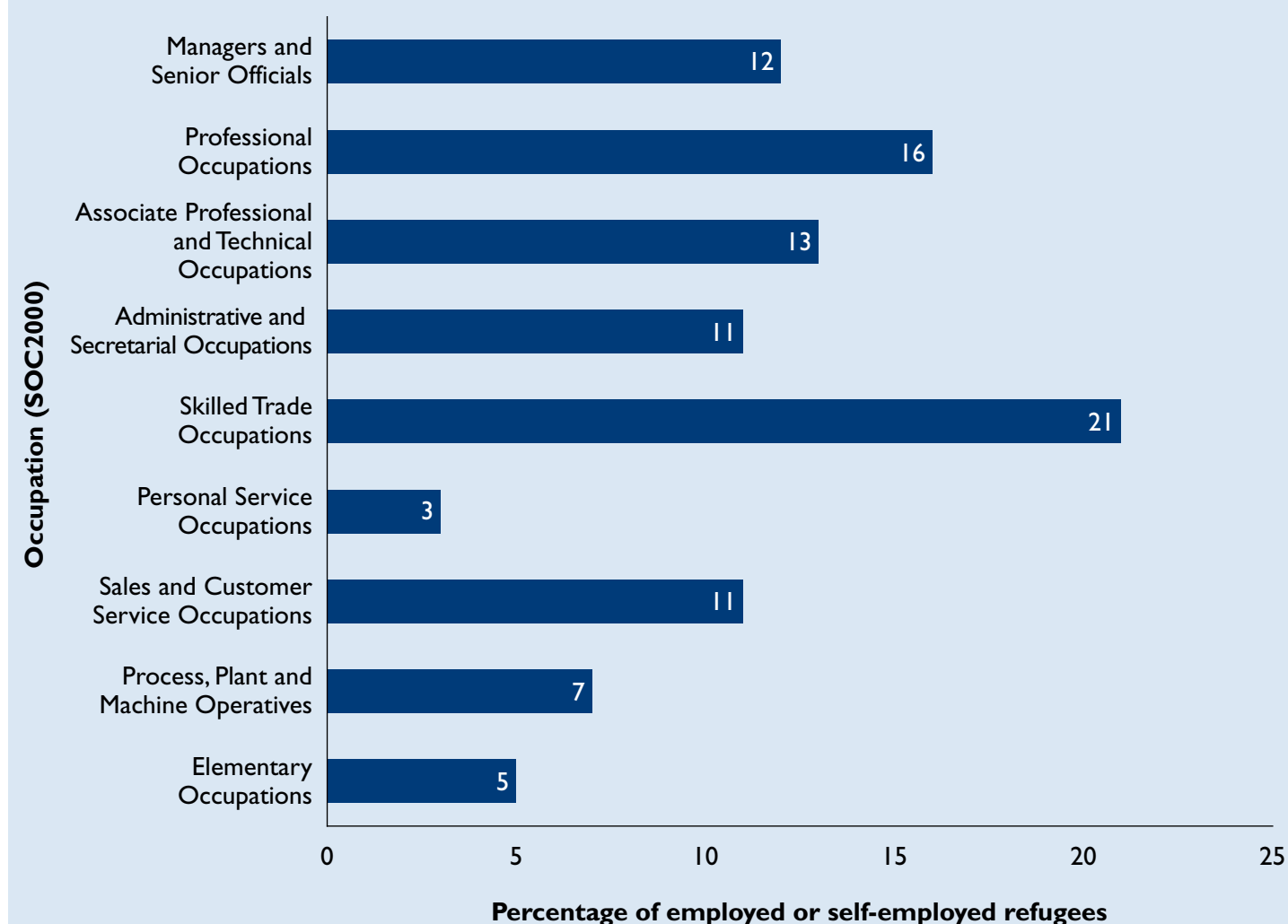
Of those who were employed or self-employed before coming to the UK, 18 to 34-year-olds were more likely than older refugees to have been working in the wholesale and retail trade. Refugees aged 35 or over were more likely than younger refugees to have been working in professional, scientific and technical industries and education before coming to the UK (Table A7).

Refugees from Turkey were more likely than refugees from other countries of origin to have been working in manufacturing industries before coming to the UK (Table 7). Refugees from Somalia were more likely than refugees from other countries of origin to have been employed or self-employed in the agriculture, forestry and fishing industries before coming to the UK, while those from Zimbabwe were more likely than others to have worked in education. Knowledge of the previous industrial experience of refugees, for example those from particular countries of origin, will be useful in targeting employment opportunities within the UK.

Of the half of the refugees (49%) who were employed or self-employed before coming to the UK (Figure 6):

- twenty-one per cent had been working in skilled trade occupations (e.g. builder, mechanic, carpenter, dress maker, farmer, tailor, welder);
- sixteen per cent in professional occupations (e.g. teacher, lecturer, doctor, dentist, lawyer, accountant);
- thirteen per cent in associate professional and technical occupations (e.g. trader, salesman, computer operator, journalist, musician, fireman);
- five per cent in elementary occupations (e.g. waitress/waiter, bar tender, hotel worker, security guard, cleaner, labourer, porter); and
- three per cent in personal service occupations (e.g. hairdresser, barber, beautician, travel guide).

**Figure 6** Previous occupation (SOC2000<sup>6</sup>) of refugees who were employed or self-employed before coming to the UK



Respondents: 2,298.

UK Standard Occupational Classification 2000.

6 Office for National Statistics, 2008b.

**Table 7 Previous industry (SIC2007)<sup>a</sup> of refugees who were employed and self-employed before coming to the UK, by country of origin**

|  | Europe |              | Africa        |         |          |         |       |          |              | Middle East |      |                   |             | Asia     |            |            |
|--|--------|--------------|---------------|---------|----------|---------|-------|----------|--------------|-------------|------|-------------------|-------------|----------|------------|------------|
|  | Turkey | Other Europe | DRC and Congo | Eritrea | Ethiopia | Somalia | Sudan | Zimbabwe | Other Africa | Iran        | Iraq | Other Middle East | Afghanistan | Pakistan | Other Asia |            |
|  |        |              |               |         |          |         |       |          |              |             |      |                   |             |          |            | Percentage |
| Agriculture, forestry and fishing  | 22     | 9            | 2             | 5       | 6        | 38      | 26    | 4        | 6            | 4           | 9    | 11                | 14          | 5        | 19         |            |
| Manufacturing  | 24     | 7            | 5             | 7       | 2        | 8       | 2     | 4        | 2            | 10          | 8    | 10                | 3           | 16       | 9          |            |
| Construction   | 13     | 9            | 3             | 3       | -        | 2       | 4     | 3        | 2            | 9           | 3    | 4                 | 2           | 7        | 5          |            |
| Wholesale and retail trade; repair of motor vehicles and motorcycles     | 13     | 15           | 19            | 21      | 38       | 27      | 35    | 12       | 29           | 23          | 33   | 29                | 33          | 22       | 22         |            |
| Accommodation and food service activities                                | 8      | 4            | 1             | 5       | 4        | 4       | 1     | 2        | 6            | -           | 7    | 3                 | -           | -        | 6          |            |
| Transportation and storage   | 2      | 4            | 2             | 5       | 2        | 4       | 5     | 5        | 6            | 6           | 5    | 5                 | 2           | 2        | 4          |            |
| Information and communication  | 1      | 3            | 3             | 1       | 8        | 2       | -     | 4        | 5            | 4           | 4    | 5                 | 2           | 3        | 1          |            |
| Financial and insurance activities                                       | 1      | 1            | 2             | -       | -        | -       | 2     | 4        | 3            | 2           | -    | 2                 | 2           | 3        | 1          |            |
| Professional, scientific and technical activities                        | 7      | 12           | 8             | 3       | -        | 1       | 7     | 8        | 3            | 11          | 9    | 4                 | 3           | 7        | 4          |            |
| Administrative and support service activities                            | 3      | 1            | 3             | 1       | 4        | 1       | -     | 3        | 1            | 1           | 1    | 3                 | 2           | 2        | 1          |            |
| Public administration and defence: compulsory social security activities | -      | 12           | 17            | 28      | 17       | 2       | 3     | 12       | 12           | 8           | 5    | 8                 | 7           | 9        | 8          |            |
| Education  | 3      | 13           | 13            | 8       | 10       | 2       | 7     | 26       | 11           | 9           | 7    | 6                 | 10          | 12       | 10         |            |
| Human health and social work activities                                  | 1      | 5            | 10            | 6       | 6        | 5       | 8     | 5        | 5            | 7           | 5    | 5                 | 14          | 9        | 4          |            |
| Other service activities   | 1      | 1            | 10            | 7       | -        | 1       | -     | 4        | 7            | 3           | 3    | 3                 | 2           | 2        | 3          |            |
| Other  | 2      | 3            | 3             | 2       | 4        | 3       | -     | 3        | 1            | 4           | 2    | 3                 | 5           | 2        | 2          |            |
| Total (%)  | 100    | 100          | 100           | 100     | 100      | 100     | 100   | 100      | 100          | 100         | 100  | 100               | 100         | 100      | 100        |            |
| Number of respondents  | 99     | 129          | 127           | 235     | 54       | 168     | 108   | 334      | 206          | 309         | 277  | 137               | 50          | 57       | 150        |            |

<sup>a</sup> UK Standard Industrial Classification of Economic Activity 2007 (Office for National Statistics, 2008a).

Americas not shown due to small numbers; - represents nil values.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'. Weighted percentages and unweighted base numbers are presented. Percentages may not add to 100 due to rounding.

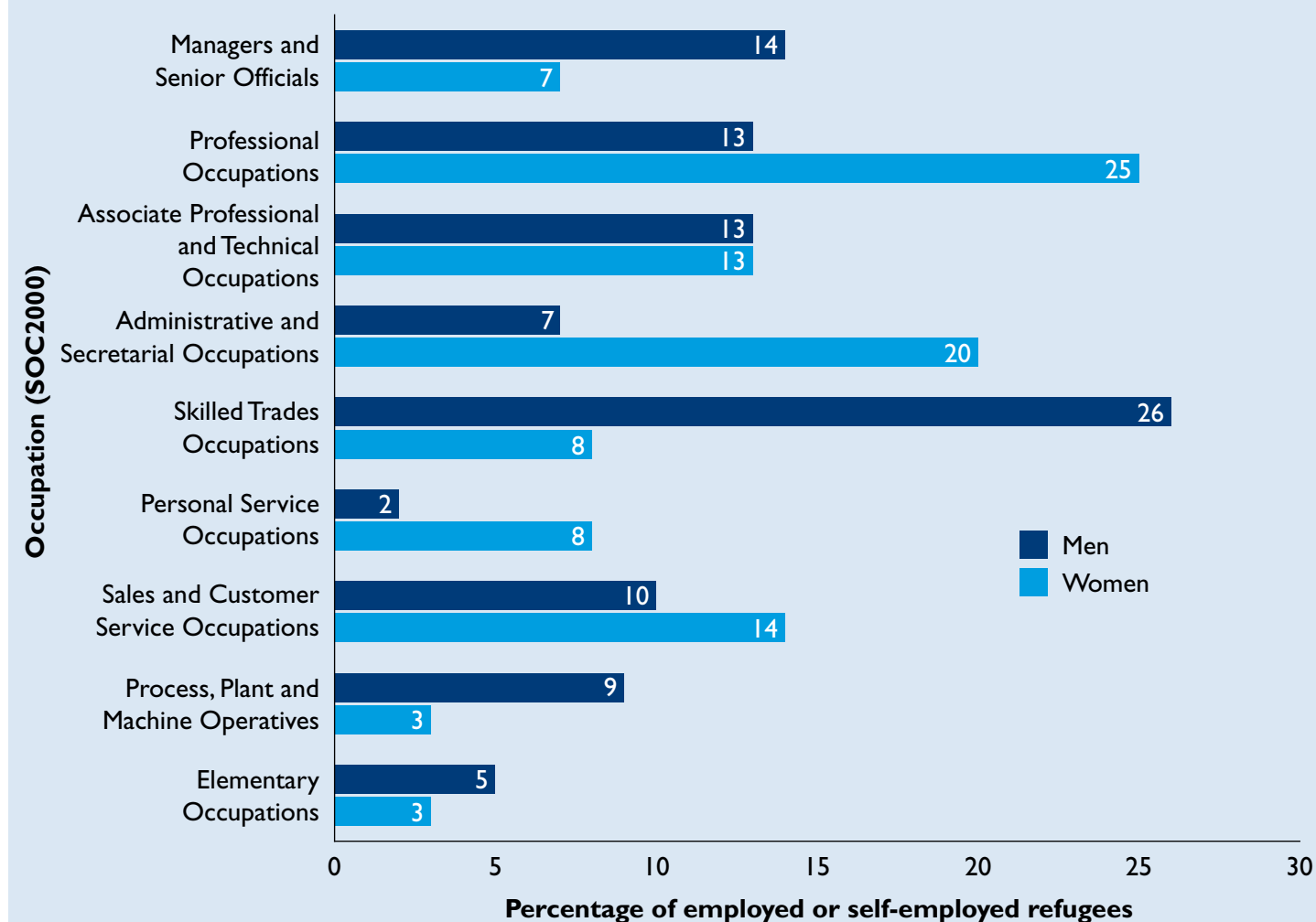


Men were more likely than women to have been working as managers and senior officials, in skilled trade occupations, as process plant and machine operatives and in elementary occupations before coming to the UK. Women were more likely than men to have been working in professional occupations; administrative and secretarial occupations; personal service occupations and sales and customer service occupations, before coming to the UK (Figure 7).

Older refugees were more likely than younger refugees to have been working in professional occupations before coming to the UK (Table A8). This is likely to be a reflection of older refugees having spent longer in education and being more likely to have qualifications. Younger refugees were more likely than older refugees to have been working in skilled trade occupations, in sales and customer service occupations and in elementary occupations.

Refugees from Turkey and Somalia were more likely than refugees from other countries of origin to have been working in skilled trade occupations before coming to the UK (Table A9).<sup>7</sup>

**Figure 7 Previous occupation (SOC2000<sup>7</sup>) of refugees who were employed or self-employed before coming to the UK, by sex**



Respondents: 2,298.  
UK Standard Occupational Classification 2000.

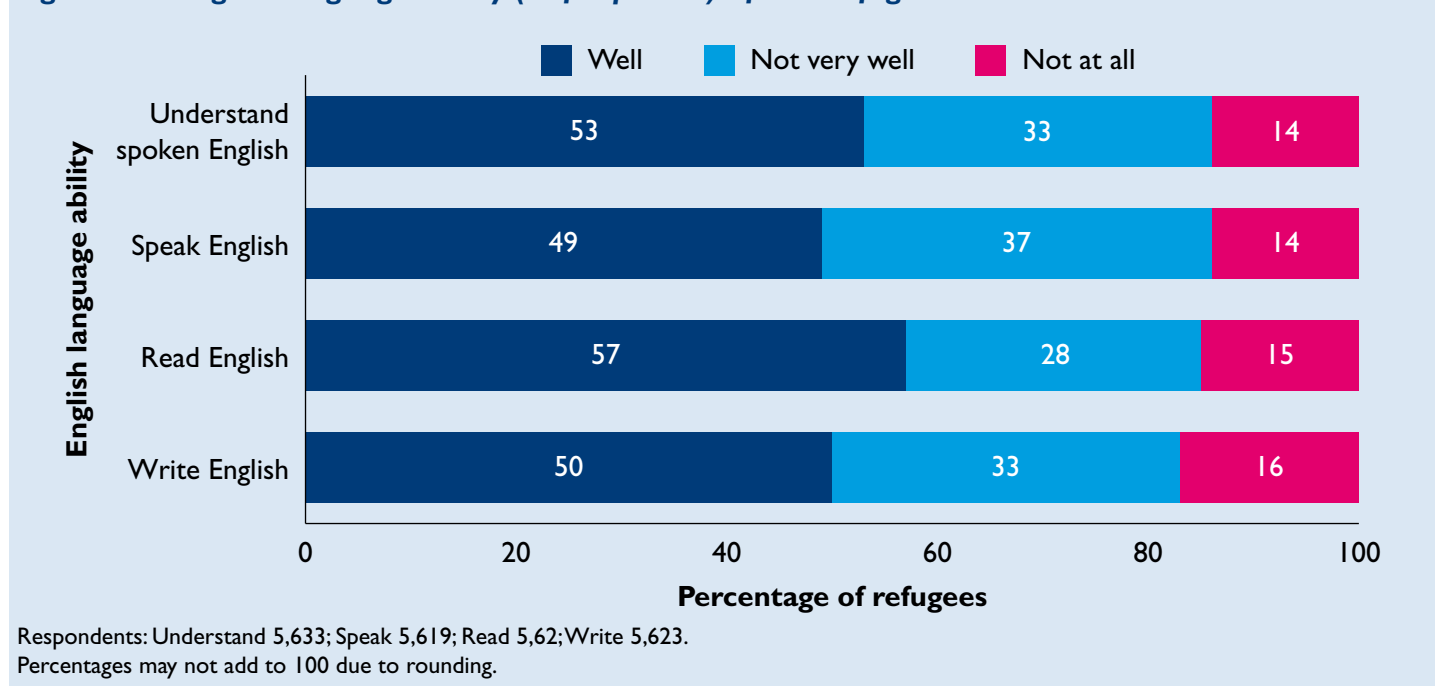
7 Office for National Statistics, 2008b.

## English language ability

Refugees were asked how well, in their opinion, they understood, spoke, read and wrote English upon arrival in the UK. The questionnaire asked participants to assess their language ability ‘compared to a native English speaker’. This was a crude measure which reflected an individual’s own assessment of his/her ability.

Around half of new refugees (range 49% to 57%) reported that they understood, spoke, read or wrote English well at the time of grant (Figure 8). Refugees considered themselves to be slightly more able in reading English compared to writing, speaking and understanding spoken English, with 57 per cent reporting that they were able to read English well. Around one in ten refugees reported having no English language ability at all in all four of the language skill areas

**Figure 8 English language ability (self-reported) of new refugees**

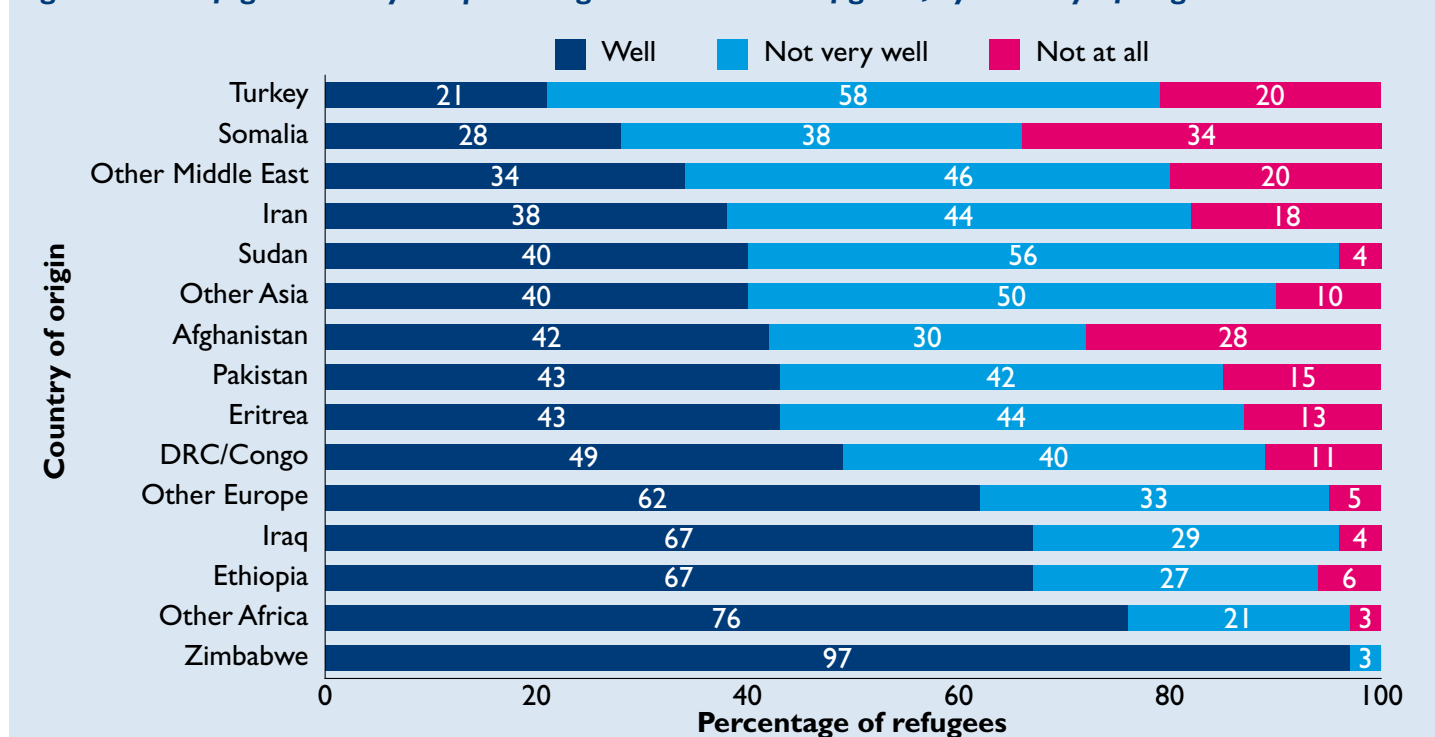


Men were more likely than women to report speaking English well, and women more likely than men to report not speaking English at all. This pattern was apparent across all four of the language abilities (understanding, speaking, reading and writing). Women refugees may need particular support with improving their English language ability.

Refugees aged 64 or under were more likely than older refugees to report being able to speak English well. The majority of refugees aged 65 or over reported that they did not speak English at all. This pattern was also apparent across all four of the language abilities (understanding, speaking, reading and writing) (Table A10). Only two per cent of refugees in this time period were aged 65 or over; however, their lower levels of English language ability may make this group particularly vulnerable and in need of support.

The English language ability of refugees varied by country of origin. Refugees from Zimbabwe were more likely than refugees from other countries of origin to report being able to speak English well (Figure 9). This is likely to reflect the use of English as an official language in Zimbabwe. However, more than a third (34%) of refugees from Somalia reported not being able to speak English at all. This was a higher proportion than from any other country of origin, except Afghanistan (Figure 9). These refugees may experience multiple disadvantages in finding employment since they are also more likely to have received no education (or less than six years education), and to have fewer qualifications than refugees from other countries.

**Figure 9 Refugees' ability to speak English at the time of grant, by country of origin**



Respondents: 5,581.

Percentages may not add to 100 due to rounding.

Americas not shown due to small numbers.

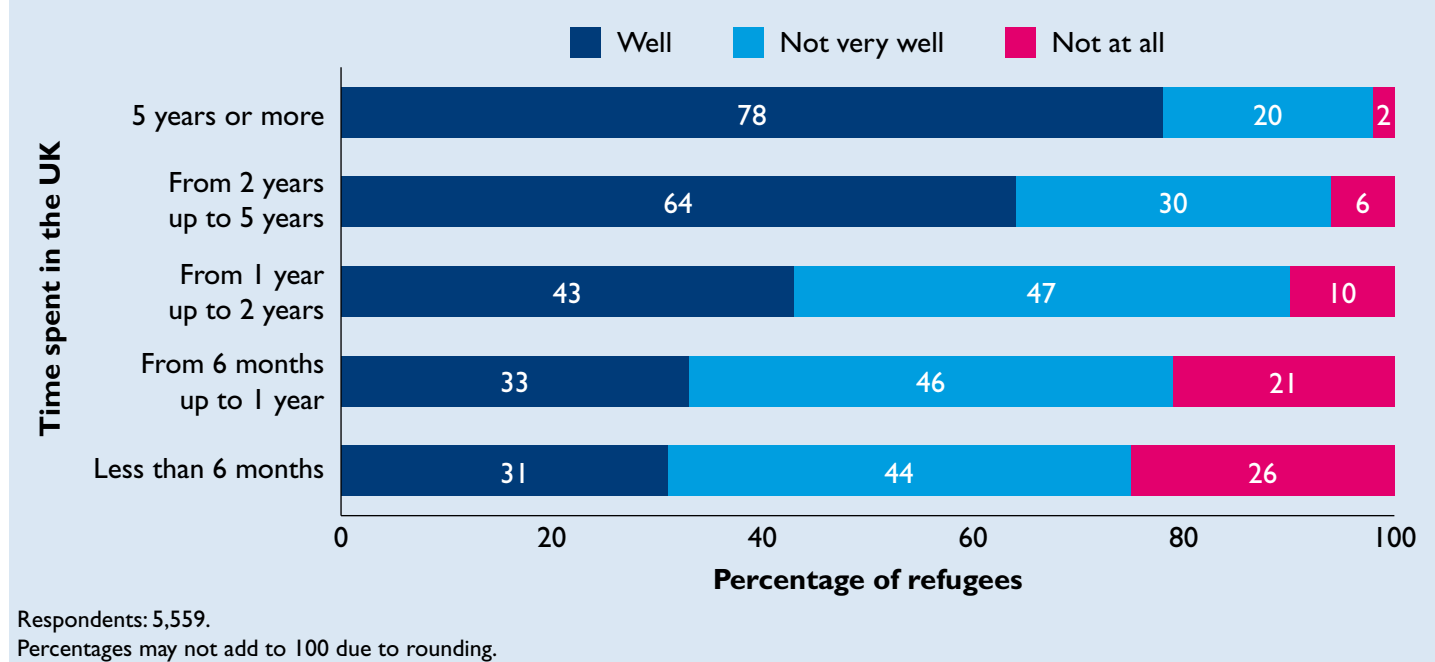
See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.

Refugees living with children (aged under 18) at the time of grant were more likely than those who were not living with children to report being able to speak English well. A similar pattern was seen for understanding spoken English, but there was no difference when looking at ability to read or write English. The difference in speaking English for those living with or without children was true for men and for women.

Refugees who had spent longer in the UK before their asylum decision reported better English language ability than those who had spent less time in the UK. There was no difference in ability to speak English among refugees who had spent less than six months in the UK before grant and between six months and one year in the UK before grant (around one-third could speak English well). However, marked improvements over time were seen amongst those who had been in the UK for more than a year. Of the 546 respondents who had been in the UK for more than one year but less than two years, 43 per cent reported being able to speak English well. Of those who had spent more than two years but less than five years in the UK (1061 respondents), 64 per cent reported speaking English well. Seventy-eight per cent of refugees who had spent five years or more in the UK before grant reported this same level of language ability (Figure 10). The pattern was similar for understanding English. For reading and writing, those who had spent two years or more in the UK before grant also reported a higher level of skill than those who had been in the UK for a shorter period. Unsurprisingly, this picture suggests that the language skills of refugees increased with time spent in the UK. Refugees who have been in the UK for the shortest amount of time are likely to need the most help in improving their language skills.

Refugees who held qualifications before coming to the UK were more likely than those who did not to report being able to speak English well. Those without qualifications were more likely than those with qualifications to report not being able to speak English at all (Table A11). The association between qualifications and language ability is important since both of these characteristics will affect refugees' chances of gaining employment. Those who have few (or no) qualifications and poor language skills, for example Somali refugees, will be doubly disadvantaged in the search for employment and are therefore likely to need greater support in developing language and work-related skills.

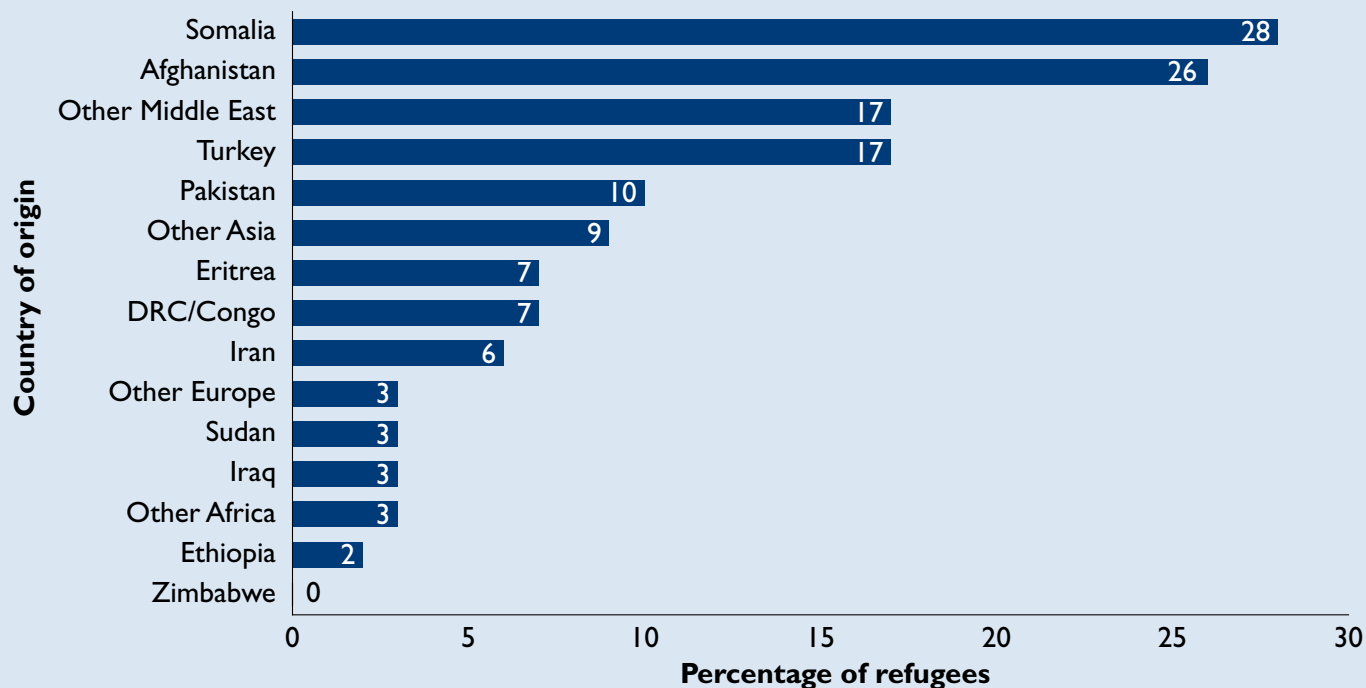
**Figure 10** Refugees' ability to speak English at the time of grant, by time spent in the UK before grant



English language ability was highest among those with A Level or higher qualifications. Of those refugees who held qualifications at GCSE level or below, 59 per cent reported being able to speak English well compared with 76 per cent of those with A Level qualifications and 72 per cent of those with higher education, graduate or postgraduate level qualifications. This pattern was visible across all four of the language abilities (understanding, speaking, reading and writing).

Ten per cent of refugees reported that they did not understand, speak, read or write English at all at the time of grant (responding 'not at all' to all four English language questions). More than half (55%) of those aged 65 or over reported having no English language ability at all compared with between 8 per cent and 11 per cent of refugees aged from 18 to 64. Women were more likely than men, and refugees from Somalia and Afghanistan more likely than refugees from other countries of origin, to report not having any English language ability at all (Figure 11).

**Figure 11** Refugees who did not understand, speak, read or write English at the time of grant, by country of origin



Respondents: 5,605.

Americas not shown due to small numbers.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.

## Health

Refugees were asked about their health in general, their emotional health and whether their daily activities were limited by physical health or emotional problems. Just under two-thirds (64%) of refugees reported being in good or very good health. A quarter (25%) of refugees reported being in fair health, and 11 per cent reported being in bad or very bad health.

The health of refugees was found to be poorer than the health of the general UK population. Seventy-four per cent of the general population of England (NHS Information Centre, 2008) and 75 per cent of the general population of Scotland (Scottish Executive, 2005) reported being in good or very good health, compared with 64 per cent of refugees. Seven per cent of the general population of England and eight per cent of the general population of Scotland reported being in bad or very bad health compared with 11 per cent of refugees.

Self-reported health varied with sex, country of origin and age. Men were more likely than women to report being in good or very good health, and women were more likely than men to report being in fair or bad or very bad health (Figure 12). Refugees from Zimbabwe were more likely than refugees from other countries of origin to report being in good health.

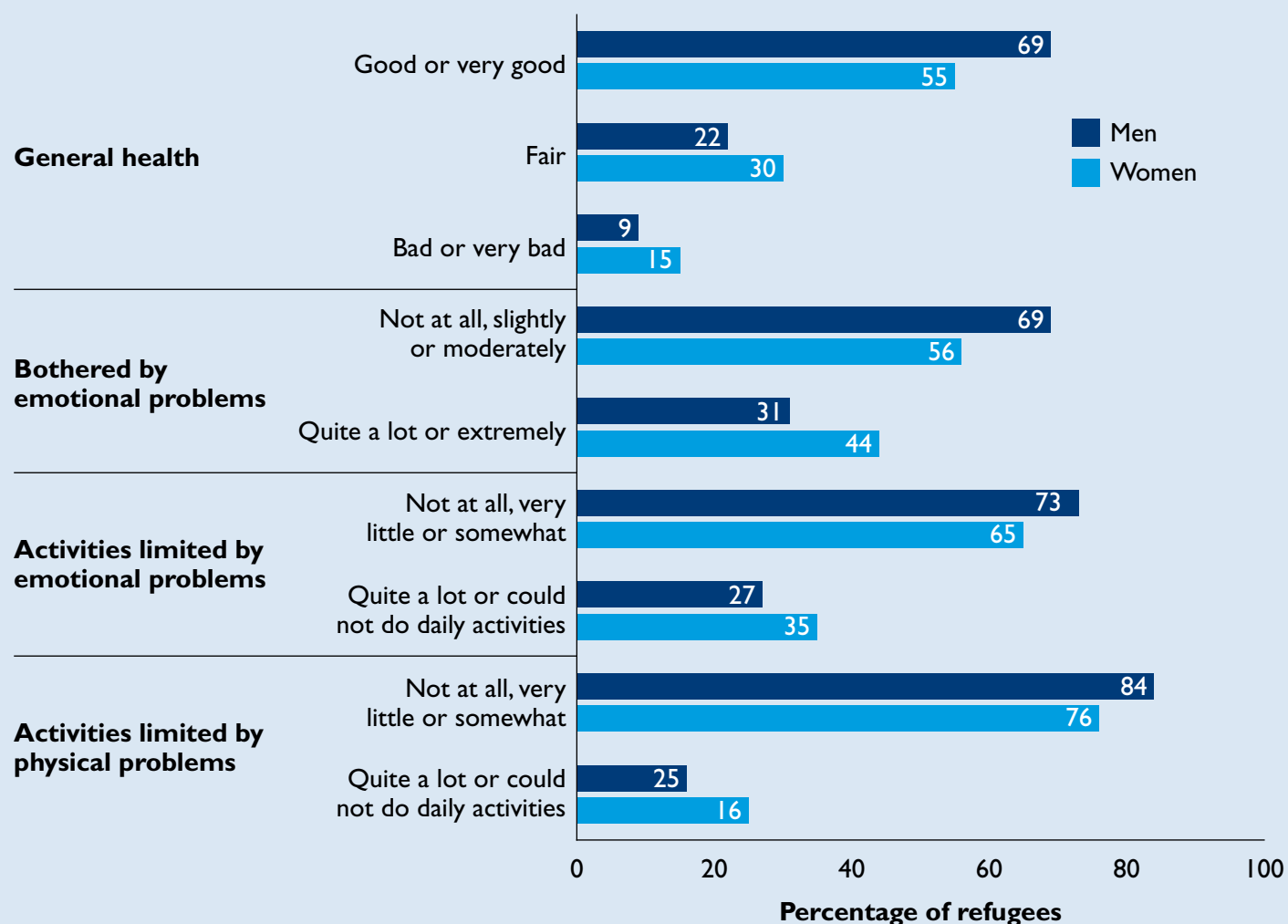
Unsurprisingly, the health of refugees decreased with age (Table 8). Almost three-quarters (71%) of 18 to 24-year-olds and 67 per cent of 25 to 34-year-olds reported being in good or very good health, compared with 58 per cent of 35 to 44-year-olds, 46 per cent of 45 to 64-year-olds and 19 per cent of refugees aged 65 years or over. Older refugees were more likely to report poor general health: over two-fifths (44%) of refugees aged 65 years or over reported being in bad or very bad health. Service providers should be aware of the significant healthcare needs of older refugees.

**Table 8 General health of refugees, by age group**

| General health        | 18-24 years | 25-34 years | 35-44 years | 45-64 years | 65 years or over | All   |
|-----------------------|-------------|-------------|-------------|-------------|------------------|-------|
|                       | Percentage  |             |             |             |                  |       |
| Good or very good     | 71          | 67          | 58          | 46          | 19               | 64    |
| Fair                  | 22          | 24          | 27          | 32          | 38               | 25    |
| Bad or very bad       | 7           | 9           | 15          | 22          | 44               | 11    |
| Total (%)             | 100         | 100         | 100         | 100         | 100              | 100   |
| Number of respondents | 1,237       | 2,649       | 1,066       | 440         | 107              | 5,610 |

The total number of respondents does not add up across the columns as some respondents did not report their age or their health. Weighted percentages and unweighted base numbers are presented. Percentages may not add to 100 due to rounding.

**Figure 12 Health of refugees (all measures), by sex**



Respondents: General health 5,561; Bothered by emotional problems 5,533; Activities limited by emotional problems 5,501; Activities limited by physical problems 5,480.

Refugees were asked how much they had been bothered by emotional problems (such as feeling worried, depressed or stressed) in the past four weeks. Refugees answered this question at or near to the time of resolution of their asylum claim. It is important to note that the four-week reference period could span the last three weeks before the refugees received the decision on their asylum claim and the time period when the refugees were leaving Asylum Support (formerly National Asylum Support Service). Consequentially, this may have been a time of particular anxiety, stress and disruption. Alternatively, having received a positive decision, some refugees may have been experiencing more positive emotions.

Just under two-thirds of refugees (64%) reported being bothered by emotional problems not at all, or only slightly or moderately. Thirty-six per cent of refugees reported being quite a lot or extremely bothered by emotional problems during the time period specified (Table 9). This substantial group of refugees may need additional levels of emotional support, which could be provided by both mental health services and informal social networks.

Women refugees reported poorer emotional health than men. Women were more likely than men to report being quite a lot or extremely bothered by emotional problems in the previous four weeks, while men were more likely to report being not at all, slightly or moderately bothered by emotional problems (Figure 12). Younger refugees were also less bothered by emotional problems. Refugees aged 18 to 34 were more likely than older refugees to report being not at all, slightly or moderately bothered by emotional problems and were less likely to report being quite a lot or extremely bothered by emotional problems in the previous four weeks (Table 9). Refugees from Eritrea were more likely than refugees from other countries of origin to report not being bothered by emotional problems (Table A12).

**Table 9. Emotional health of refugees, by age group**

| Bothered by emotional problems in the past four weeks: | 18-24 years | 25-34 years | 35-44 years | 45-64 years | 65 years or over | All   |
|--|-------------|-------------|-------------|-------------|------------------|-------|
|  | Percentage  |             |             |             |                  |       |
| Not at all, slightly or moderately                     | 71          | 66          | 57          | 54          | 52               | 64    |
| Quite a lot or extremely                               | 29          | 34          | 43          | 46          | 48               | 36    |
| Total (%)  | 100         | 100         | 100         | 100         | 100              | 100   |
| Number of respondents                                  | 1,229       | 2,633       | 1,058       | 446         | 106              | 5,581 |

The total number of respondents does not add up across the columns as some respondents did not report their sex or emotional health. Weighted percentages and unweighted base numbers are presented. Percentages may not add to 100 due to rounding

Refugees were also asked to what degree emotional problems had limited what they usually did each day ('daily activities') during the past four weeks e.g. finding work/housing, attending school, socialising with friends and so on. Just over two-thirds of refugees (70%) reported being limited in their daily activities not at all, very little or somewhat during the time period specified. However, almost a third of refugees (30%) reported being limited by emotional problems quite a lot or described themselves as being unable to do their daily activities (Table 10).

Men and younger refugees were less limited in their daily activities as a result of emotional problems than women or older refugees. (Figure 12, Table 10). Unsurprisingly, refugees aged 18 to 24 were more likely than other age groups to report being not at all, very little or somewhat limited by emotional problems, and less likely to report being limited quite a lot or unable to do daily activities (Table 10). Again, refugees from Eritrea were more likely than refugees from other countries of origin to report being not at all, slightly or moderately limited by emotional problems (Table A13).

**Table 10** *Limit on daily activities<sup>a</sup> as a result of emotional problems, by age group*

| Activities limited by emotional problems in the past four weeks: | 18-24 years | 25-34 years | 35-44 years | 45-64 years | 65 years or over | All   |
|--|-------------|-------------|-------------|-------------|------------------|-------|
|  | Percentage  |             |             |             |                  |       |
| Not at all, very little or somewhat                              | 75          | 71          | 67          | 62          | 60               | 70    |
| Quite a lot or could not do daily activities                     | 25          | 29          | 33          | 38          | 40               | 30    |
| Total (%)  | 100         | 100         | 100         | 100         | 100              | 100   |
| Number of respondents  | 1,229       | 2,623       | 1,047       | 438         | 106              | 5,550 |

The total number of respondents does not add up across the columns as some respondents did not report their age or limitation. Weighted percentages and unweighted base numbers are presented. Percentages may not add to 100 due to rounding.

a Daily activities included finding work/housing, attending school, socialising with friends and so on.

Finally, refugees were asked how much physical health problems had limited what they usually did each day during the past four weeks. Over 80 per cent of refugees reported being limited in their daily activities not at all, or only very little of somewhat. Just under one-fifth of refugees reported being limited quite a lot, or were unable to do their daily activities due to physical health problems (Table 11). This suggests that problems with emotional health were more prevalent amongst refugees in this time period than problems with physical health.

When answering this question, refugees may be comparing their conditions in the UK to those in their country of origin. Their health and daily activities may be limited but they may consider the UK to be a safer and more comfortable environment to live in and any difficulties may not be perceived as such. Alternatively, it may be that any problems become more pronounced as refugees have high expectations of their life in the UK and of the facilities and support on offer.

Men and those aged 18 to 34 were more likely than women and older refugees to report being not at all, slightly or moderately limited in their daily activities by physical health problems (Figure 12, Table 11). Refugees from Eritrea were more likely than those from other countries of origin (except Ethiopia) to be slightly, moderately or not limited in their daily activities as a result of physical health problems (Table A14).

**Table 11** *Limit on daily activities<sup>a</sup> as a result of physical health problems, by age group*

| Activities limited by physical health problems in the past four weeks: | 18-24 years | 25-34 years | 35-44 years | 45-64 years | 65 years or over | All   |
|--|-------------|-------------|-------------|-------------|------------------|-------|
|  | Percentage  |             |             |             |                  |       |
| Not at all, very little or somewhat                                    | 85          | 83          | 78          | 72          | 53               | 81    |
| Quite a lot or could not do daily activities                           | 15          | 17          | 22          | 28          | 47               | 19    |
| Total (%)  | 100         | 100         | 100         | 100         | 100              | 100   |
| Number of respondents  | 1,219       | 2,613       | 1,045       | 438         | 106              | 5,528 |

The total number of respondents does not add up across the columns as some respondents did not report their age or limitation. Weighted percentages and unweighted base numbers are presented. Percentages may not add to 100 due to rounding.

a Daily activities included finding work/housing, attending school, socialising with friends etc.

In general, women and older refugees reported more health-related problems than men and younger refugees. In each question on health women refugees and those aged 65 or over were more likely to report poor health or limitation of their daily activities. Public services may like to target support at these vulnerable groups of refugees.

It should be noted that cultural aspects of health may need to be taken into consideration in this discussion. In some cultures, there may be a reluctance to admit to emotional problems and limitations caused by them. People from some cultures are more likely to experience mental stress in the form of physical symptoms, and those from some cultures have their own mechanisms for dealing with difficulties. For example, Ethiopians may describe 'active forgetting' as their usual means of coping (Ward and Palmer, 2005) which may result in under-reporting of problems.



## Contact with groups and organisations

The majority of refugees (81%) had been in contact with a group or organisation set up for their national or ethnic community, a place of worship or an 'other' type of group or organisation (Table 12).

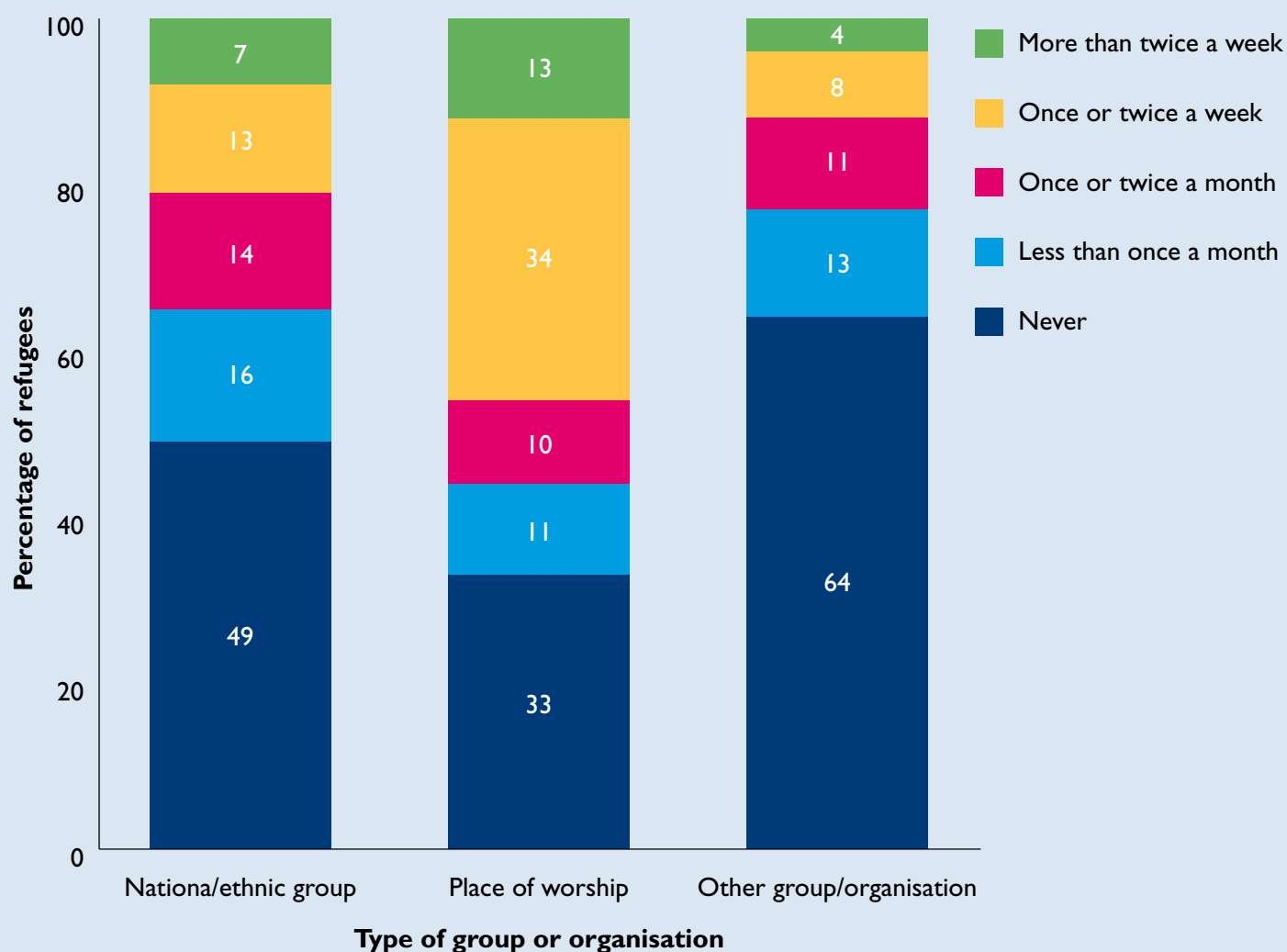
Refugees were most commonly in contact with places of worship. Just under half (47%) of refugees were in contact with a place of worship at least once a week. A fifth of refugees (20%) were in contact with a group or organisation set up for their national or ethnic community at least once a week (Figure 13). Refugees aged 35 to 64 were more likely than younger refugees (aged 18 to 34) to have been in contact with a group or organisation set up for their national or ethnic community (Table A15).

**Table 12 Contact with groups and organisations, by length of time spent in the UK before grant**

|   | Less than 6 months | From 6 months up to 1 year | From 1 year up to 2 years | From 2 years up to 5 years | 5 years or more | All          |
|---|--------------------|----------------------------|---------------------------|----------------------------|-----------------|--------------|
|   | Percentage         |                            |                           |                            |                 |              |
| Groups/organisations for national or ethnic community | 43                 | 52                         | 56                        | 56                         | 53              | 51           |
| <i>Number of respondents</i>                          | <i>1,756</i>       | <i>1,010</i>               | <i>541</i>                | <i>1,055</i>               | <i>1,150</i>    | <i>5,570</i> |
| Places of worship                                     | 73                 | 67                         | 67                        | 66                         | 61              | 67           |
| <i>Number of respondents</i>                          | <i>1,776</i>       | <i>1,024</i>               | <i>543</i>                | <i>1,061</i>               | <i>1,148</i>    | <i>5,611</i> |
| Other group or organisation                           | 28                 | 36                         | 43                        | 44                         | 36              | 36           |
| <i>Number of respondents</i>                          | <i>1,746</i>       | <i>1,007</i>               | <i>541</i>                | <i>1,047</i>               | <i>1,130</i>    | <i>5,528</i> |
| Any of the above                                      | 83                 | 82                         | 81                        | 83                         | 76              | 81           |
| <i>Number of respondents</i>                          | <i>1,778</i>       | <i>1,023</i>               | <i>545</i>                | <i>1,062</i>               | <i>1,151</i>    | <i>5,618</i> |

The total number of respondents does not add up across the columns as some respondents did not report their contact with groups or their time spent in the UK. Weighted percentages and unweighted base numbers are provided.

**Figure 13 Frequency of contact with groups and organisations**



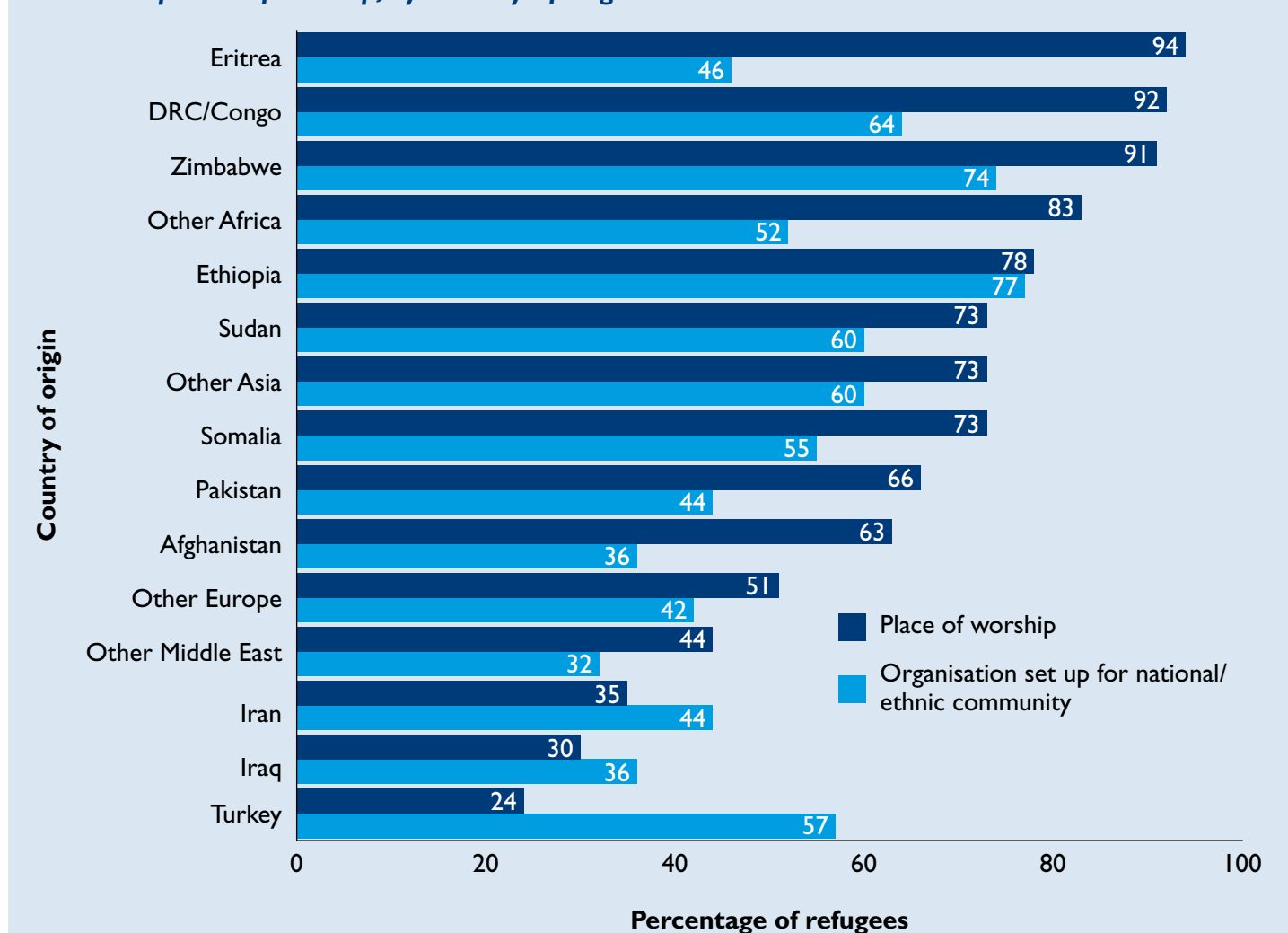
Respondents: National/ethnic group 5,570; Place of worship 5,611; Other group/organisation 5,528. Percentages may not add to 100 due to rounding.

Refugees who had spent less than six months in the UK were the least likely to have been in contact with a group or organisation set up for their national or ethnic community or an ‘other’ type of group or organisation, but were most likely to have been in contact with a place of worship. Conversely, refugees who had spent five years or more in the UK were less likely to have been in contact with a place of worship (Table 12). Places of worship may be the most obvious source of support for refugees when they first arrive in the UK, while those who have spent longer in the UK before their grant may be aware of different types of community groups available. Providing information on the types of groups available may help refugees to find support and make friends in the local area.

More than half of refugees from Turkey, DRC/Congo, Ethiopia, Somalia, Sudan, Zimbabwe and ‘other’ Asian countries<sup>8</sup> were in contact with a group or organisation set up for their national or ethnic community and over 90 per cent of refugees from Eritrea, DRC/Congo and Zimbabwe had been in contact with a place of worship. Refugees from Turkey, Iraq and Iran were least likely to have been in contact with a place of worship (Figure 14).

<sup>8</sup> See Explanatory Notes for definition of ‘Other Africa’, ‘Other Asia’, ‘Other Europe’ and ‘Other Middle East’.

**Figure 14** Contact with groups and organisations set up for national or ethnic communities, or places of worship, by country of origin



Respondents: Place of worship: 5,567; National/ethnic community organisation: 5,526.

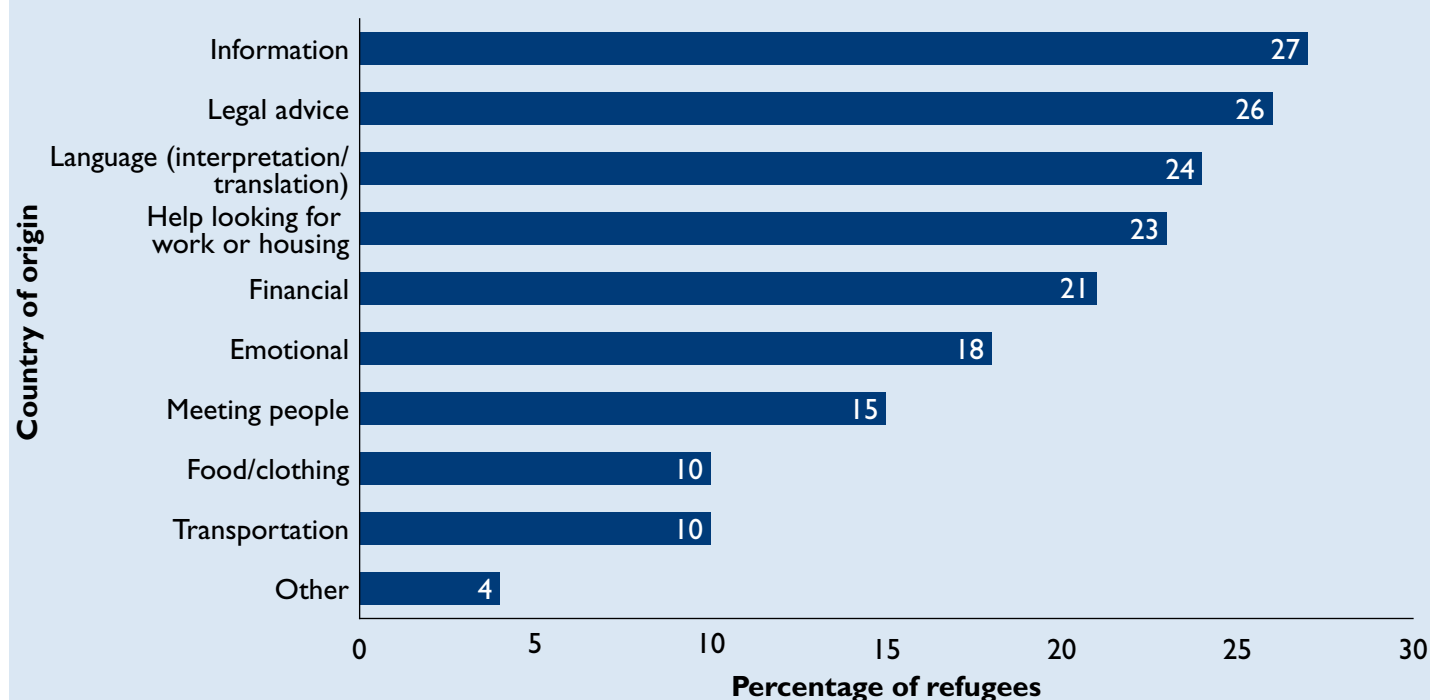
Americas not shown due to small numbers.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.

## Types of help or support needed by new refugees

Refugees were asked what kind of help or support, if any, they had needed from the groups or organisations they had been in contact with. Nineteen per cent of refugees had not contacted any groups or organisations and were not asked about the type of help or support they needed. The levels of help or support required are therefore likely to be underestimates. In addition, the question did not give a measure of the types of support actually received, and could have been understood to mean the types of support which were available (rather than needed). However, these results give an idea of the type of help or support refugees needed up to or shortly after the time of grant.

Refugees reported needing a variety of kinds of help or support from the groups and organisations they had been in contact with. Over a quarter of refugees reported needing information (27%) or legal advice (26%). Just under a quarter reported needing help with language interpretation or translation (24%), help looking for work or housing (23%) or financial help or support (21%). Almost one in five refugees (18%) reported needing emotional help or support (Figure 15). Service providers should be aware of the types of help that refugees need, and what help is already available from groups and organisations in the local community.

**Figure 15** *Types of help or support needed by new refugees*

Respondents: 5,590.

Women refugees were more likely than men to report needing help or support with many of the specified issues (Table A16). Refugees aged 65 or over were more likely than younger refugees (aged 18 to 64) to have reported needing financial help or support, or help or support with food and clothing. Those aged 35 to 64 were more likely than younger refugees (aged 18 to 34) to have required help or support with meeting people and emotional support (Table A17).

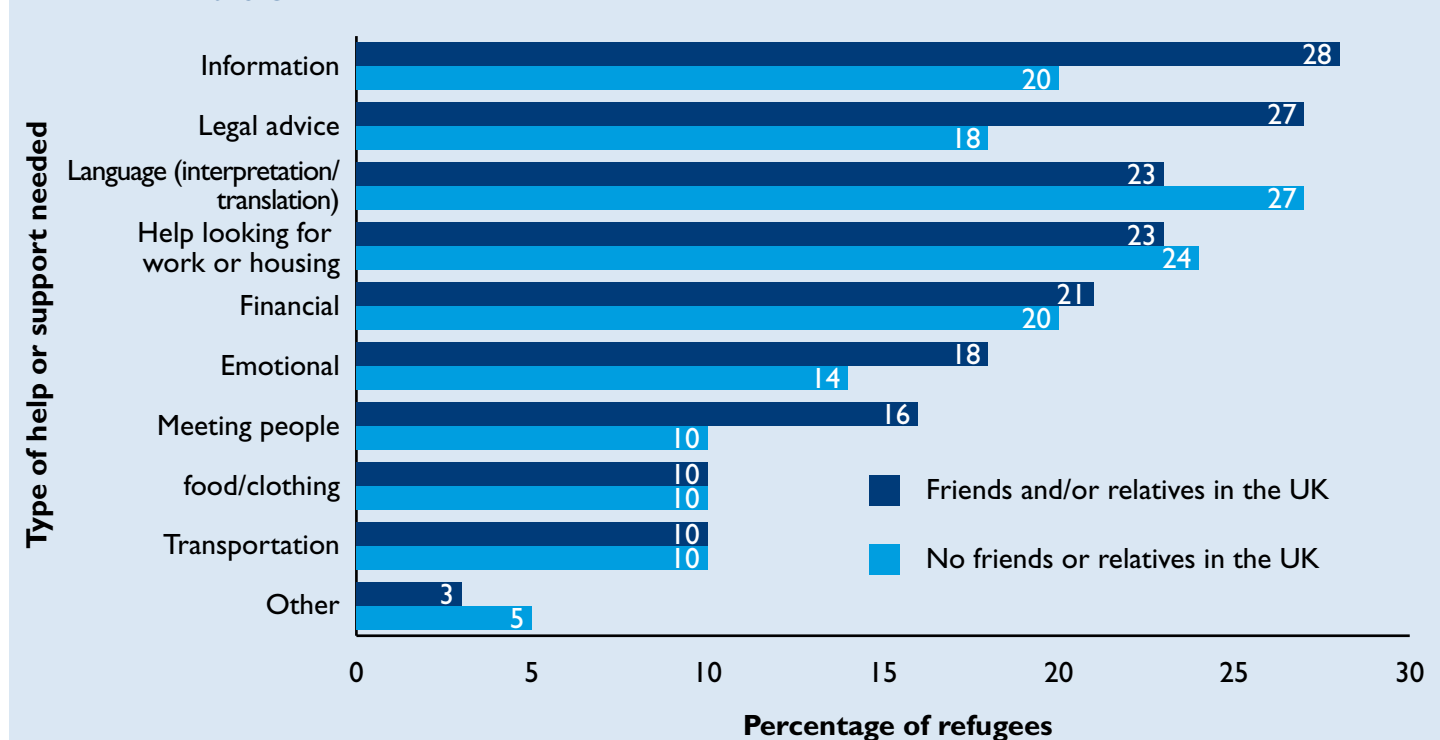
Refugees who had spent more than a year in the UK before grant were more likely than those who had spent less than one year in the UK to have reported needing emotional help or support. Similarly those who had spent less than six months in the UK before gaining refugee status were less likely than refugees who had spent longer in the UK to have needed legal advice or help meeting people. This may be due to increased awareness of the types of support available over time.

Refugees who had spent less than two years in the UK before grant, or who were from Turkey, Somalia or Iran were more likely than those who had spent longer in the UK or were from other countries of origin to report needing help or support with language interpretation or translation. Refugees from Iran were most likely to have reported needing help or support with financial issues (Table A18).

Refugees who lived with a partner or spouse were less likely than those who did not to need help or support with language interpretation or translation, looking for work or housing, food and clothing, transport and 'other' types of help or support. This suggests that having a partner or spouse is an important source of support, both in terms of language use and domestic arrangements. Refugees from Eritrea, Sudan, Somalia and Ethiopia were least likely to have been living with a partner or spouse in the UK at the time of grant, and may therefore need more support from other services.

Refugees who reported having friends and/or relatives in the UK were less likely than those who did not to have needed help or support with language interpretation or translation. But they were more likely than those who did not have friends and/or relatives in the UK to have reported needing help or support with information, legal advice, emotional issues and meeting people (Figure 16). This suggests that those with friends and/or relatives in the UK may be more aware of what they are entitled to or can access than those who do not have friends or relatives in the UK, and that friends/relatives appear to ease the language difficulties experienced by new refugees.

**Figure 16** Types of help or support needed by new refugees, by whether have friends and/or relatives in the UK



Respondents: With friends/family in UK 4,593; No friends/family in UK 945.

Refugees who were living with children (aged under 18) were more likely than those living without children to have reported needing help or support with information, legal advice, emotional issues and meeting people.

The majority of refugees (70%) reported that the groups or organisations set up for their national or ethnic community, ‘other’ type of group or organisation, or the places of worship they had been in contact with, had provided the support they needed very or quite well. However, almost a fifth (19%) of refugees reported that these non-governmental groups or organisations had not provided the support they needed very well or had not provided it at all.

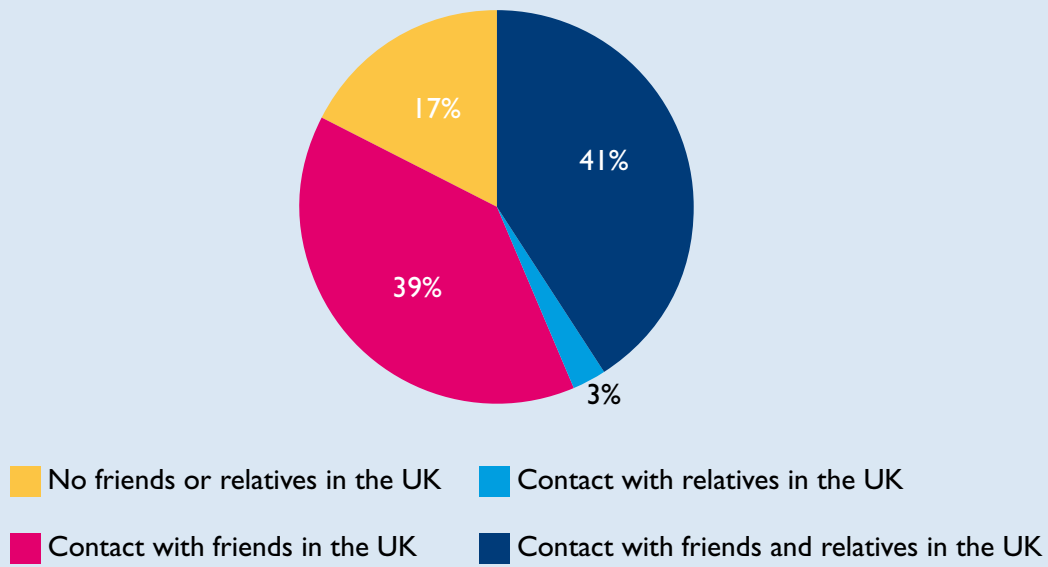
### Contact with friends and relatives in the UK

The majority of new refugees (83%) were in contact with friends or relatives in the UK. Just over two-fifths (41%) of refugees were in contact with both friends and relatives in the UK, 39 per cent with just friends and three per cent with just relatives in the UK (Figure 17). Over half of refugees who had friends or relatives in the UK were in contact with these individuals at least once a month (Figure 18). Refugees were more frequently in contact with their friends and relatives by telephone than meeting up. Seventeen per cent of refugees reported that they had no friends or relatives in the UK (Figure 17). This group of refugees may need additional advice and support.

Younger refugees (aged 18 to 34) were less likely than older refugees (aged 35 to 64) to be in contact with friends or relatives in the UK. About a fifth of 18 to 24-year-olds (21%) and 25 to 34-year-olds (18%) and between 12 per cent and 14 per cent of those aged 35 to 64 did not have any friends or relatives in the UK (Table A19). Young refugees may be particularly vulnerable to isolation, and may be influenced by new friends and social networks. There were no differences in contact with friends or relatives in the UK by sex.

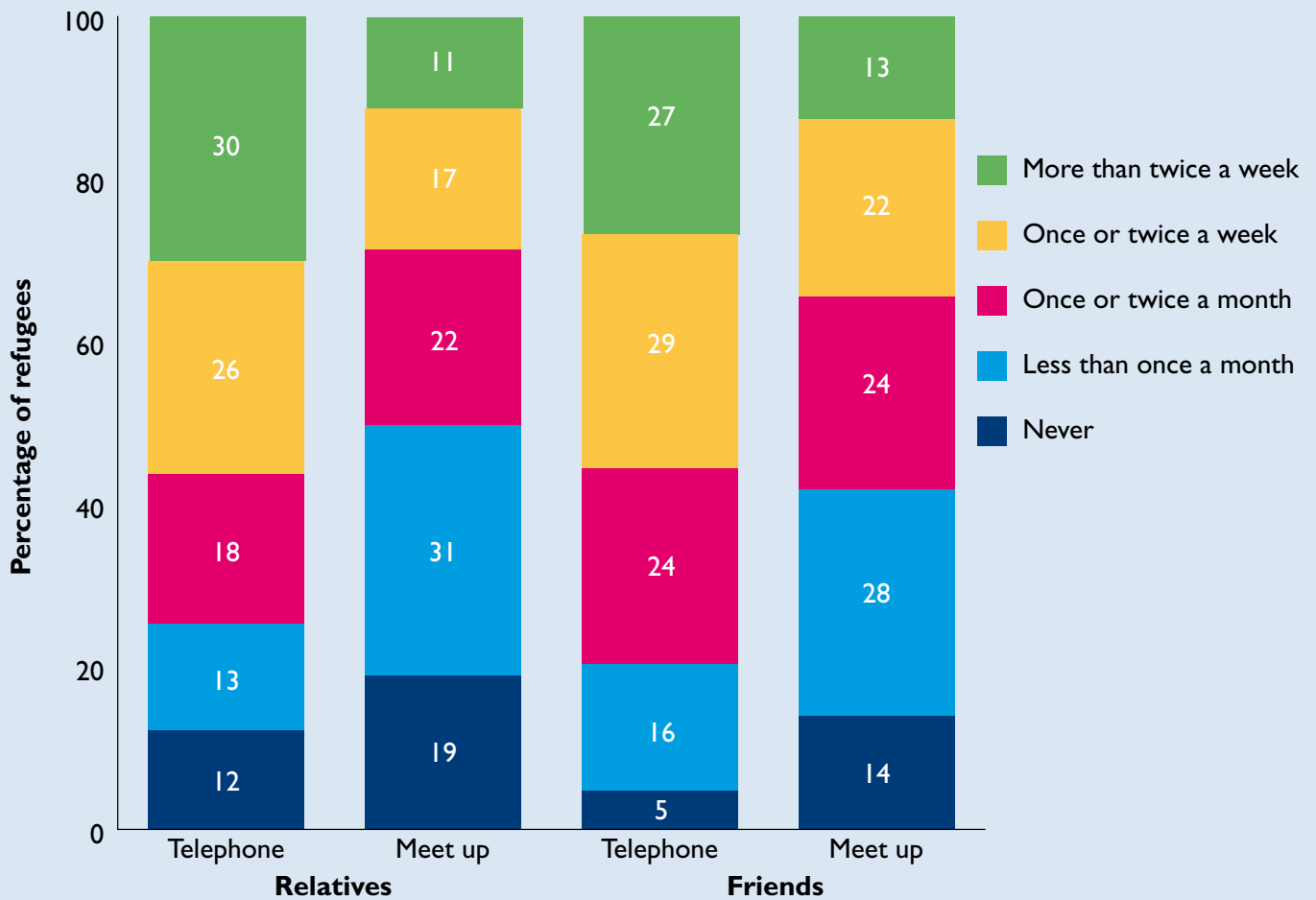
Refugees from Eritrea were less likely than refugees from other countries of origin (except Ethiopia) to have been in contact with friends or relatives in the UK. This may compound the disadvantage that Eritrean refugees experience with respect to education, qualifications and English language ability.

**Figure 17 Contact with friends and relatives in the UK**



Respondents: 5,558.

**Figure 18 Frequency of contact with friends and relatives in the UK**



Respondents: All refugees with relatives or friends in the UK.  
 Relatives 2,274 (Telephone), 2,274 (Meet up); Friends 4,440 (Telephone), 4,429 (Meet up).  
 Percentages may not add to 100 due to rounding.

Contact with friends or relatives in the UK increased with time spent in the UK before grant. Two-thirds (66%) of those who had spent less than six months in the UK before grant were in contact with friends or relatives in the UK compared with 98 per cent of those who had spent five years or more in the UK before grant (Table 13). Refugees who have been in the UK for a shorter time may require more support from refugee services than others who may be more able to draw on informal support networks.

**Table 13** *Contact with friends and relatives in the UK, by length of time spent in the UK before grant*

|                                | Less than 6 months | From 6 months up to 1 year | From 1 year up to 2 years | From 2 years up to 5 years | 5 years or more | All   |
|--------------------------------|--------------------|----------------------------|---------------------------|----------------------------|-----------------|-------|
|                                | Percentage         |                            |                           |                            |                 |       |
| Friends or relatives in the UK | 66                 | 81                         | 88                        | 94                         | 98              | 83    |
| No friends or relatives in UK  | 34                 | 19                         | 12                        | 6                          | 2               | 17    |
| Number of respondents          | 1,766              | 1,027                      | 542                       | 1,066                      | 1,150           | 5,609 |

The total number of respondents does not add up across the columns as some respondents did not report their length of time in the UK or their contact with friends or relatives. Weighted percentages and unweighted base numbers are provided.

## Explanatory Notes

‘Other Africa’ includes: Algeria, Angola, Burundi, Cameroon, Central African Republic, Chad, Cote D’Ivoire, Djibouti, The Gambia, Ghana, Guinea, Guinea- Bissau, Kenya, Liberia, Malawi, Mauritius, Morocco, Niger, Nigeria, Rwanda, Seychelles, Sierra Leone, South Africa, Swaziland, Tanzania, Togo, Uganda and Zambia.

‘Other Asia’ includes: Bangladesh, Bhutan, Burma/Myanmar, China, India, Indonesia, Japan, Mongolia, Nepal, Philippines, Sri Lanka, Thailand and Vietnam.

‘Other Europe’ includes: Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, France, Georgia, Kosovo, Kyrgyzstan, Moldova, Poland, Romania, Russia, Serbia and Montenegro, Turkmenistan, Ukraine, Uzbekistan and Yugoslavia.

‘Other Middle East’ includes: Bahrain, Egypt, Jordan, Kuwait, Lebanon, Libya, Oman, Palestine, Syria, Tunisia, United Arab Emirates and Yemen.

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## Appendix A Additional tables

**Table A1. Country of origin of refugees, by sex**

|                       | Europe |              | Africa        |         |          |         |       |          |              | Middle East |      |                   | Asia        |          |            |
|-----------------------|--------|--------------|---------------|---------|----------|---------|-------|----------|--------------|-------------|------|-------------------|-------------|----------|------------|
|                       | Turkey | Other Europe | DRC and Congo | Eritrea | Ethiopia | Somalia | Sudan | Zimbabwe | Other Africa | Iran        | Iraq | Other Middle East | Afghanistan | Pakistan | Other Asia |
|                       |        |              |               |         |          |         |       |          |              |             |      |                   |             |          |            |
| Men                   | 75     | 57           | 55            | 67      | 48       | 54      | 87    | 45       | 52           | 69          | 85   | 81                | 59          | 44       | 63         |
| Women                 | 25     | 43           | 45            | 33      | 52       | 46      | 13    | 55       | 48           | 31          | 15   | 19                | 41          | 56       | 37         |
| Total (%)             | 100    | 100          | 100           | 100     | 100      | 100     | 100   | 100      | 100          | 100         | 100  | 100               | 100         | 100      | 100        |
| Number of respondents | 183    | 259          | 236           | 1,131   | 102      | 754     | 194   | 454      | 366          | 478         | 500  | 263               | 155         | 151      | 6          |

Americas not shown due to small numbers.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'. Percentages may not add to 100 due to rounding.

**Table A2 Length of time spent in the UK before grant, by sex**

|                            | Men        |  | Women |  | All   |
|----------------------------|------------|--|-------|--|-------|
|                            | Percentage |  |       |  |       |
| Less than 6 months         | 32         |  | 29    |  | 31    |
| From 6 months up to 1 year | 17         |  | 19    |  | 18    |
| From 1 year up to 2 years  | 9          |  | 11    |  | 10    |
| From 2 years up to 5 years | 18         |  | 22    |  | 19    |
| 5 years or more            | 25         |  | 17    |  | 22    |
| Total (%)                  | 100        |  | 100   |  | 100   |
| Number of respondents      | 3,578      |  | 1,992 |  | 5,614 |

The total number of respondents does not add up across the columns as some respondents did not report their sex or length of time in the UK. Percentages may not add to 100 due to rounding.



**Table A3 Length of time spent in the UK before grant, by country of origin**

|                            | Europe |              | Africa        |         |          |         |       |          |              | Middle East |      |                   | Asia        |          |            |
|----------------------------|--------|--------------|---------------|---------|----------|---------|-------|----------|--------------|-------------|------|-------------------|-------------|----------|------------|
|                            | Turkey | Other Europe | DRC and Congo | Eritrea | Ethiopia | Somalia | Sudan | Zimbabwe | Other Africa | Iran        | Iraq | Other Middle East | Afghanistan | Pakistan | Other Asia |
|                            |        |              |               |         |          |         |       |          |              |             |      |                   |             |          |            |
| Less than 6 months         | 6      | 10           | 22            | 70      | 23       | 51      | 26    | 7        | 9            | 24          | 8    | 34                | 18          | 17       | 24         |
| From 6 months up to 1 year | 10     | 10           | 32            | 17      | 26       | 23      | 34    | 10       | 12           | 32          | 9    | 26                | 14          | 18       | 10         |
| From 1 year up to 2 years  | 22     | 6            | 9             | 5       | 16       | 7       | 18    | 14       | 14           | 12          | 3    | 15                | 12          | 18       | 10         |
| From 2 years up to 5 years | 21     | 21           | 20            | 4       | 21       | 14      | 16    | 44       | 25           | 18          | 30   | 12                | 31          | 25       | 18         |
| 5 years or more            | 41     | 52           | 17            | 3       | 15       | 5       | 6     | 25       | 40           | 14          | 49   | 12                | 25          | 21       | 38         |
| Total (%)                  | 100    | 100          | 100           | 100     | 100      | 100     | 100   | 100      | 100          | 100         | 100  | 100               | 100         | 100      | 100        |
| Number of respondents      | 183    | 261          | 234           | 1,128   | 102      | 735     | 196   | 454      | 367          | 482         | 500  | 264               | 155         | 151      | 310        |

Americas not shown due to small numbers.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'. Percentages may not add to 100 due to rounding.

**Table A4** Number of children aged under five (those with children only)

| Number of children aged under five | Percentage |
|------------------------------------|------------|
| 0                                  | 37         |
| 1                                  | 47         |
| 2 or more                          | 15         |
| Total (%)                          | 100        |
| Number of respondents              | 1,265      |

Percentages may not add to 100 due to rounding.

**Table A5. Economic activity of refugees before coming to the UK, by age group**

|                                 | 18-24 years | 25-34 years | 35-44 years | 45 years or over | All   |
|---------------------------------|-------------|-------------|-------------|------------------|-------|
|                                 | Percentage  |             |             |                  |       |
| Employed                        | 13          | 28          | 38          | 37               | 27    |
| Self-employed                   | 9           | 23          | 31          | 27               | 22    |
| Unemployed and looking for work | 8           | 6           | 4           | 4                | 6     |
| Student                         | 38          | 14          | 4           | 1                | 16    |
| Looking after home and family   | 17          | 14          | 17          | 20               | 16    |
| Military                        | 9           | 11          | 3           | 1                | 8     |
| Other                           | 7           | 4           | 5           | 11               | 5     |
| Total (%)                       | 100         | 100         | 100         | 100              | 100   |
| Number of respondents           | 1,221       | 2,632       | 1,062       | 551              | 5,576 |

The total number of respondents does not add up across the columns as some respondents did not report their age or economic activity. Percentages may not add to 100 due to rounding.

**Table A6 Economic activity of refugees before coming to the UK, by country of origin**

|                                 | Europe |              | Africa        |         |          |         |       |          |              | Middle East |      |                   | Asia        |          |            |
|---------------------------------|--------|--------------|---------------|---------|----------|---------|-------|----------|--------------|-------------|------|-------------------|-------------|----------|------------|
|                                 | Turkey | Other Europe | DRC and Congo | Eritrea | Ethiopia | Somalia | Sudan | Zimbabwe | Other Africa | Iran        | Iraq | Other Middle East | Afghanistan | Pakistan | Other Asia |
|                                 |        |              |               |         |          |         |       |          |              |             |      |                   |             |          |            |
| Employed                        | 35     | 32           | 37            | 16      | 33       | 12      | 30    | 63       | 32           | 28          | 29   | 34                | 15          | 20       | 29         |
| Self-employed                   | 23     | 18           | 24            | 8       | 29       | 19      | 28    | 17       | 28           | 42          | 32   | 21                | 19          | 19       | 24         |
| Unemployed and looking for work | 2      | 7            | 3             | 4       | 3        | 15      | 1     | 4        | 4            | 3           | 4    | 9                 | 4           | 1        | 6          |
| Student                         | 17     | 17           | 23            | 20      | 19       | 8       | 25    | 11       | 20           | 14          | 18   | 12                | 20          | 14       | 18         |
| Looking after home and family   | 16     | 21           | 5             | 8       | 7        | 37      | 11    | 2        | 9            | 11          | 12   | 16                | 34          | 42       | 13         |
| Military                        | -      | -            | -             | 42      | 2        | -       | -     | -        | 1            | -           | -    | 1                 | 2           | -        | 1          |
| Other                           | 6      | 4            | 8             | 3       | 6        | 10      | 5     | 3        | 6            | 3           | 4    | 5                 | 6           | 3        | 9          |
| Total (%)                       | 100    | 100          | 100           | 100     | 100      | 100     | 100   | 100      | 100          | 100         | 100  | 100               | 100         | 100      | 100        |
| Number of respondents           | 182    | 258          | 231           | 1,116   | 100      | 735     | 195   | 454      | 364          | 476         | 500  | 265               | 154         | 148      | 307        |

Americas not shown due to small numbers; - represents nil values.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'. Percentages may not add to 100 due to rounding.

**Table A7 Previous industry (SIC2007)<sup>a</sup> of refugees employed and self-employed before coming to the UK, by age group**

|  | 18-24 years | 25-34 years | 35-44 years | 45 years or over | All   |
|--|-------------|-------------|-------------|------------------|-------|
|  | Percentage  |             |             |                  |       |
| Agriculture, forestry and fishing  | 17          | 12          | 8           | 11               | 11    |
| Manufacturing  | 9           | 9           | 7           | 5                | 8     |
| Construction   | 4           | 6           | 4           | 4                | 5     |
| Wholesale and retail trade; repair of motor vehicles and motorcycles     | 29          | 25          | 21          | 18               | 23    |
| Accommodation and food service activities                                | 7           | 4           | 2           | 3                | 4     |
| Transportation and storage   | 2           | 5           | 5           | 6                | 5     |
| Financial and insurance activities                                       | 0           | 1           | 3           | 3                | 2     |
| Professional, scientific and technical activities                        | 4           | 6           | 7           | 6                | 6     |
| Administrative and support service activities                            | 1           | 2           | 2           | 2                | 2     |
| Public administration and defence; compulsory social security activities | 10          | 8           | 12          | 15               | 10    |
| Education  | 5           | 9           | 14          | 12               | 10    |
| Human health and social work activities                                  | 2           | 5           | 7           | 7                | 6     |
| Other service activities   | 5           | 4           | 4           | 3                | 4     |
| Information and communication  | 2           | 3           | 3           | 4                | 3     |
| Other  | 3           | 3           | 2           | 2                | 3     |
| Total (%)  | 100         | 100         | 100         | 100              | 100   |
| Number of respondents  | 227         | 1,218       | 681         | 324              | 2,490 |

a UK Standard Industrial Classification of Economic Activity 2007 (Office for National Statistics, 2008a).

The total number of respondents does not add up across the columns as some respondents did not report their age or previous industry. Percentages may not add to 100 due to rounding.

**Table A8 Previous occupation (SOC2000)<sup>a</sup> of refugees employed and self-employed before coming to the UK, by age group**

|  | 18-24 years | 25-34 years | 35-44 years | 45 years or over | All   |
|--|-------------|-------------|-------------|------------------|-------|
|  | Percentage  |             |             |                  |       |
| Managers and Senior Officials                    | 12          | 11          | 14          | 16               | 12    |
| Professional Occupations                         | 6           | 13          | 21          | 22               | 16    |
| Associate Professional and Technical Occupations | 15          | 12          | 14          | 14               | 13    |
| Administrative and Secretarial Occupations       | 7           | 9           | 13          | 12               | 11    |
| Skilled Trades Occupations                       | 27          | 23          | 17          | 17               | 21    |
| Personal Service Occupations                     | 5           | 4           | 3           | 2                | 3     |
| Sales and Customer Service Occupations           | 14          | 13          | 8           | 8                | 11    |
| Process, Plant and Machine Operatives            | 3           | 8           | 9           | 7                | 7     |
| Elementary Occupations                           | 11          | 5           | 2           | 2                | 5     |
| Total (%)  | 100         | 100         | 100         | 100              | 100   |
| Number of respondents                            | 215         | 1,133       | 638         | 298              | 2,319 |

a UK Standard Occupational Classification 2000 (Office for National Statistics, 2008b).

The total number of respondents does not add up across the columns as some respondents did not report their age or previous occupation. Percentages may not add to 100 due to rounding.

**Table A9 Previous occupation (SOC2000a) of refugees employed and self-employed before coming to the UK, by country of origin**

|  | Europe |              | Africa        |         |          |         |       |          | Middle East  |      |      | Asia              |          |            |
|--|--------|--------------|---------------|---------|----------|---------|-------|----------|--------------|------|------|-------------------|----------|------------|
|  | Turkey | Other Europe | DRC and Congo | Eritrea | Ethiopia | Somalia | Sudan | Zimbabwe | Other Africa | Iran | Iraq | Other Middle East | Pakistan | Other Asia |
|  |        |              |               |         |          |         |       |          |              |      |      |                   |          |            |
| Managers and Senior Officials                    | 8      | 11           | 12            | 5       | 9        | 10      | 5     | 10       | 17           | 11   | 22   | 10                | 29       | 15         |
| Professional Occupations                         | 3      | 19           | 27            | 17      | 15       | 4       | 23    | 29       | 10           | 13   | 15   | 12                | 16       | 17         |
| Associate Professional and Technical Occupations | 10     | 13           | 12            | 21      | 19       | 6       | 9     | 16       | 18           | 21   | 7    | 11                | 9        | 5          |
| Administrative and Secretarial Occupations       | 4      | 9            | 17            | 6       | 13       | 4       | 4     | 19       | 19           | 10   | 6    | 10                | 11       | 6          |
| Skilled Trades Occupations                       | 47     | 23           | 10            | 17      | 6        | 45      | 31    | 9        | 8            | 21   | 24   | 19                | 13       | 30         |
| Personal Service Occupations                     | 1      | 1            | 4             | 7       | 4        | 2       | -     | 5        | 4            | 2    | 2    | 2                 | 7        | 3          |
| Sales and Customer Service Occupations           | 8      | 10           | 10            | 13      | 30       | 13      | 19    | 6        | 17           | 11   | 9    | 17                | 5        | 11         |
| Process, Plant and Machine Operatives            | 10     | 8            | 6             | 8       | 6        | 7       | 4     | 5        | 4            | 9    | 9    | 6                 | 7        | 8          |
| Elementary Occupations                           | 10     | 5            | 3             | 6       | -        | 10      | 4     | 1        | 3            | 2    | 5    | 11                | 2        | 5          |
| Total (%)  | 100    | 100          | 100           | 100     | 100      | 100     | 100   | 100      | 100          | 100  | 100  | 100               | 100      | 100        |
| Number of respondents                            | 87     | 123          | 124           | 195     | 55       | 149     | 103   | 334      | 193          | 293  | 255  | 128               | 54       | 136        |

<sup>a</sup> UK Standard Occupational Classification 2000 (Office for National Statistics, 2008b).

Americas and Afghanistan not shown due to small numbers.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'. Percentages may not add to 100 due to rounding.

**Table A10 Refugees' ability to speak English language at time of grant, by age group**

| Speak English:        | 18-24 years | 25-34 years | 35-44 years | 45-64 years | 65 years or over | All   |
|-----------------------|-------------|-------------|-------------|-------------|------------------|-------|
|                       | Percentage  |             |             |             |                  |       |
| Well                  | 46          | 50          | 54          | 49          | 24               | 49    |
| Not very well         | 39          | 38          | 33          | 34          | 17               | 37    |
| Not at all            | 16          | 12          | 13          | 17          | 59               | 14    |
| Total (%)             | 100         | 100         | 100         | 100         | 100              | 100   |
| Number of respondents | 1,240       | 2,650       | 1,072       | 442         | 106              | 5,619 |

The total number of respondents does not add up across the columns as some respondents did not report their age. Percentages may not add to 100 due to rounding.

**Table A11 Refugees' ability to speak English at the time of grant, by whether they had qualifications before coming to the UK**

| Speak English:        | Qualifications | No qualifications | All   |
|-----------------------|----------------|-------------------|-------|
|                       | Percentage     |                   |       |
| Well                  | 66             | 36                | 49    |
| Not very well         | 29             | 43                | 37    |
| Not at all            | 6              | 21                | 14    |
| Total (%)             | 100            | 100               | 100   |
| Number of respondents | 2,559          | 2,955             | 5,619 |

The total number of respondents does not add up across the columns as some respondents did not report whether or not they had qualifications or how well they spoke English. Percentages may not add to 100 due to rounding.

**Table A12 Emotional health of refugees, by country of origin**

| Bothered by emotional problems in the past four weeks: | Europe |              | Africa        |         |          |         |       |          | Middle East  |      |      | Asia              |             |          |            |
|--|--------|--------------|---------------|---------|----------|---------|-------|----------|--------------|------|------|-------------------|-------------|----------|------------|
|  | Turkey | Other Europe | DRC and Congo | Eritrea | Ethiopia | Somalia | Sudan | Zimbabwe | Other Africa | Iran | Iraq | Other Middle East | Afghanistan | Pakistan | Other Asia |
|  |        |              |               |         |          |         |       |          |              |      |      |                   |             |          |            |
| Not at all, slightly or moderately                     | 69     | 52           | 59            | 87      | 74       | 62      | 67    | 52       | 55           | 43   | 68   | 64                | 58          | 51       | 69         |
| Quite a lot or extremely                               | 31     | 48           | 41            | 13      | 26       | 38      | 34    | 48       | 46           | 57   | 32   | 37                | 42          | 49       | 31         |
| Total (%)  | 100    | 100          | 100           | 100     | 100      | 100     | 100   | 100      | 100          | 100  | 100  | 100               | 100         | 100      | 100        |
| Number of respondents                                  | 183    | 259          | 233           | 1,120   | 101      | 734     | 195   | 451      | 368          | 474  | 501  | 262               | 153         | 151      | 306        |

Americas not shown due to small numbers. See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'. Percentages may not add to 100 due to rounding.

**Table A13 Limit on daily activities as a result of emotional problems, by country of origin**

| Activities limited by emotional problems in the past four weeks: | Europe |              | Africa        |         |          |         |       |          | Middle East  |      |      | Asia              |             |          |            |
|--|--------|--------------|---------------|---------|----------|---------|-------|----------|--------------|------|------|-------------------|-------------|----------|------------|
|  | Turkey | Other Europe | DRC and Congo | Eritrea | Ethiopia | Somalia | Sudan | Zimbabwe | Other Africa | Iran | Iraq | Other Middle East | Afghanistan | Pakistan | Other Asia |
|  |        |              |               |         |          |         |       |          |              |      |      |                   |             |          |            |
| Not at all, very little or somewhat                              | 70     | 66           | 65            | 86      | 77       | 68      | 78    | 61       | 67           | 52   | 74   | 72                | 64          | 66       | 70         |
| Quite a lot or could not do daily activities                     | 30     | 34           | 36            | 14      | 23       | 32      | 22    | 39       | 33           | 49   | 26   | 28                | 36          | 34       | 30         |
| Total (%)  | 100    | 100          | 100           | 100     | 100      | 100     | 100   | 100      | 100          | 100  | 100  | 100               | 100         | 100      | 100        |
| Number of respondents  | 182    | 261          | 231           | 1,113   | 96       | 732     | 193   | 447      | 360          | 475  | 500  | 261               | 152         | 151      | 307        |

Americas not shown due to small numbers. See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'. Percentages may not add to 100 due to rounding.

**Table A14 Limit on daily activities as a result of physical health problems, by country of origin**

| Activities limited by physical health problems in the past four weeks: | Europe |              | Africa        |         |          |         |       |          |              | Middle East |      |                   | Asia        |          |            |
|--|--------|--------------|---------------|---------|----------|---------|-------|----------|--------------|-------------|------|-------------------|-------------|----------|------------|
|  | Turkey | Other Europe | DRC and Congo | Eritrea | Ethiopia | Somalia | Sudan | Zimbabwe | Other Africa | Iran        | Iraq | Other Middle East | Afghanistan | Pakistan | Other Asia |
|  |        |              |               |         |          |         |       |          |              |             |      |                   |             |          |            |
| Not at all, very little or somewhat                                    | 80     | 75           | 74            | 91      | 85       | 77      | 86    | 84       | 80           | 67          | 84   | 85                | 74          | 75       | 81         |
| Quite a lot or could not do daily activities                           | 20     | 25           | 27            | 9       | 16       | 23      | 14    | 16       | 20           | 33          | 16   | 16                | 26          | 25       | 19         |
| Total (%)  | 100    | 100          | 100           | 100     | 100      | 100     | 100   | 100      | 100          | 100         | 100  | 100               | 100         | 100      | 100        |
| Number of respondents  | 182    | 260          | 230           | 1,113   | 98       | 723     | 190   | 443      | 360          | 476         | 500  | 263               | 150         | 147      | 304        |

Americas not shown due to small numbers.  
See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.  
Percentages may not add to 100 due to rounding.

**Table A15 Contact with groups and organisations, by age group**

|   | Percentage  |             |             |             |                  | All   |
|---|-------------|-------------|-------------|-------------|------------------|-------|
|   | 18-24 years | 25-34 years | 35-44 years | 45-64 years | 65 years or over |       |
| Groups/organisations for national or ethnic community | 46          | 50          | 55          | 55          | 54               | 51    |
| Number of respondents                                 | 1,219       | 2,633       | 1,058       | 444         | 102              | 5,570 |
| Places of worship                                     | 68          | 66          | 70          | 69          | 68               | 67    |
| Number of respondents                                 | 1,236       | 2,646       | 1,064       | 447         | 106              | 5,611 |
| Other group or organisation                           | 35          | 35          | 40          | 37          | 28               | 36    |
| Number of respondents                                 | 1,219       | 2,609       | 1,053       | 433         | 105              | 5,528 |
| Any of the above                                      | 80          | 81          | 82          | 81          | 84               | 81    |
| Number of respondents                                 | 1,237       | 2,652       | 1,065       | 446         | 105              | 5,618 |

The total number of respondents does not add up across the columns as some respondents did not report their contact with groups or their age.



**Table A15 Contact with groups and organisations, by age group**

|   | 18-24 years | 25-34 years | 35-44 years | 45-64 years | 65 years or over | All   |
|---|-------------|-------------|-------------|-------------|------------------|-------|
|   | Percentage  |             |             |             |                  |       |
| Groups/organisations for national or ethnic community | 46          | 50          | 55          | 55          | 54               | 51    |
| Number of respondents                                 | 1,219       | 2,633       | 1,058       | 444         | 102              | 5,570 |
| Places of worship                                     | 68          | 66          | 70          | 69          | 68               | 67    |
| Number of respondents                                 | 1,236       | 2,646       | 1,064       | 447         | 106              | 5,611 |
| Other group or organisation                           | 35          | 35          | 40          | 37          | 28               | 36    |
| Number of respondents                                 | 1,219       | 2,609       | 1,053       | 433         | 105              | 5,528 |
| Any of the above                                      | 80          | 81          | 82          | 81          | 84               | 81    |
| Number of respondents                                 | 1,237       | 2,652       | 1,065       | 446         | 105              | 5,618 |

The total number of respondents does not add up across the columns as some respondents did not report their contact with groups or their age.

**Table A16 Types of help or support needed by new refugees, by sex**

|                                       | Men        | Women | All   |
|---------------------------------------|------------|-------|-------|
|                                       | Percentage |       |       |
| Information                           | 26         | 28    | 27    |
| Legal advice                          | 25         | 27    | 26    |
| Language (interpretation/translation) | 22         | 26    | 24    |
| Help looking for work or housing      | 23         | 23    | 23    |
| Financial                             | 19         | 24    | 21    |
| Emotional                             | 15         | 23    | 18    |
| Meeting people                        | 14         | 17    | 15    |
| Food/clothing                         | 9          | 13    | 10    |
| Transportation                        | 9          | 12    | 10    |
| Other                                 | 3          | 4     | 4     |
| Number of respondents                 | 3,562      | 1,975 | 5,590 |

The total number of respondents does not add up across the columns as some respondents did not report their sex or types of help or support needed.

**Table A17 Types of help or support needed by new refugees, by age group**

|                                       | 18-24 years  | 25-34 years  | 35-44 years  | 45-64 years | 65 years or over | All          |
|---------------------------------------|--------------|--------------|--------------|-------------|------------------|--------------|
|                                       | Percentage   |              |              |             |                  |              |
| Information                           | 25           | 26           | 30           | 30          | 28               | 27           |
| Legal advice                          | 24           | 24           | 31           | 27          | 27               | 26           |
| Language (interpretation/translation) | 24           | 23           | 23           | 24          | 25               | 24           |
| Help looking for work or housing      | 24           | 22           | 24           | 27          | 23               | 23           |
| Financial                             | 21           | 19           | 22           | 21          | 38               | 21           |
| Emotional                             | 14           | 17           | 21           | 25          | 19               | 18           |
| Meeting people                        | 12           | 14           | 18           | 20          | 16               | 15           |
| Food/clothing                         | 10           | 9            | 11           | 13          | 22               | 10           |
| Transportation                        | 11           | 8            | 10           | 12          | 15               | 10           |
| Other                                 | 4            | 3            | 4            | 5           | 3                | 4            |
| <i>Number of respondents</i>          | <i>1,221</i> | <i>2,635</i> | <i>1,064</i> | <i>448</i>  | <i>107</i>       | <i>5,590</i> |

The total number of respondents does not add up across the columns as some respondents did not report their age or types of help or support needed.

**Table A18 Types of help or support needed by new refugees, by country of origin**

|                                       | Europe     |              | Africa     |             |            |            |            |            |              | Middle East |            |                   | Asia        |            |            |
|---------------------------------------|------------|--------------|------------|-------------|------------|------------|------------|------------|--------------|-------------|------------|-------------------|-------------|------------|------------|
|                                       | Turkey     | Other Europe | DRC/Congo  | Eritrea     | Ethiopia   | Somalia    | Sudan      | Zimbabwe   | Other Africa | Iran        | Iraq       | Other Middle East | Afghanistan | Pakistan   | Other Asia |
|                                       |            |              |            |             |            |            |            |            |              |             |            |                   |             |            |            |
| Information                           | 29         | 30           | 39         | 19          | 29         | 24         | 22         | 32         | 33           | 39          | 25         | 20                | 19          | 24         | 30         |
| Legal advice                          | 28         | 29           | 32         | 14          | 24         | 28         | 21         | 31         | 34           | 31          | 27         | 22                | 22          | 21         | 28         |
| Language (interpretation/translation) | 44         | 22           | 29         | 17          | 13         | 37         | 22         | 1          | 12           | 38          | 22         | 21                | 22          | 15         | 27         |
| Help looking for work or housing      | 16         | 22           | 26         | 16          | 25         | 33         | 19         | 19         | 25           | 34          | 18         | 14                | 26          | 12         | 31         |
| Financial                             | 21         | 24           | 20         | 12          | 14         | 27         | 16         | 23         | 22           | 35          | 16         | 14                | 27          | 19         | 23         |
| Emotional                             | 24         | 24           | 32         | 6           | 18         | 12         | 9          | 33         | 33           | 36          | 9          | 11                | 12          | 8          | 13         |
| Meeting people                        | 19         | 15           | 26         | 8           | 19         | 14         | 14         | 19         | 25           | 16          | 9          | 15                | 10          | 10         | 20         |
| Good/clothing                         | 11         | 8            | 13         | 4           | 3          | 15         | 9          | 13         | 13           | 16          | 8          | 7                 | 12          | 6          | 11         |
| Transportation                        | 8          | 6            | 9          | 5           | 8          | 13         | 6          | 11         | 14           | 19          | 7          | 8                 | 11          | 8          | 10         |
| Other                                 | -          | 2            | 6          | 5           | 7          | 4          | 4          | 4          | 3            | 4           | 1          | 5                 | 4           | 1          | 3          |
| <b>Number of respondents</b>          | <b>184</b> | <b>261</b>   | <b>236</b> | <b>1108</b> | <b>100</b> | <b>746</b> | <b>195</b> | <b>454</b> | <b>368</b>   | <b>479</b>  | <b>497</b> | <b>259</b>        | <b>152</b>  | <b>150</b> | <b>309</b> |

Americas not shown due to small numbers.

- Represents nil values.

See Explanatory Notes for countries included in 'Other Africa', 'Other Asia', 'Other Europe' and 'Other Middle East'.

**Table A19 Contact with friends or relatives in the UK, by age group**

|                                | 18-24 years  | 25-34 years  | 35-44 years  | 45-64 years | 65 years or over | All          |
|--------------------------------|--------------|--------------|--------------|-------------|------------------|--------------|
|                                | Percentage   |              |              |             |                  |              |
| Friends or relatives in the UK | 79           | 82           | 88           | 86          | 85               | 83           |
| No friends or relatives in UK  | 21           | 18           | 12           | 14          | 15               | 17           |
| <i>Number of respondents</i>   | <i>1,233</i> | <i>2,644</i> | <i>1,066</i> | <i>446</i>  | <i>107</i>       | <i>5,609</i> |

The total number of respondents does not add up across the columns as some respondents did not report their age or contact with friends or relatives.

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