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Ealing Borough's Hong Kong BN(O) Community 2023

A foundational Understanding

STRATEGY & CHANGE

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Introduction

“Ealing Borough’s Hong Kong BN(O) Community 2023 — a foundational Understanding” is a community needs analysis of the new Hong Kong BN(O) community in the borough of Ealing. The report provides insight into how council officers can best support this community through four key sections:

1. What have we learnt so far?
2. Preferred types of support
3. Potential solutions and opportunities
4. Next steps

From August 2023 to March 2024, Ealing Council partnered with the Ealing and Northfields Hong Kong Club, to conduct research to inform the contents of this report. This work was supported by funding from the Mayor of London.

Conducting research directly with the Hong Kong BN(O) community has been useful in making small but critical changes to help them feel more welcome. For example, Chinese (Traditional) is now one of the available languages on the council’s website for Cantonese-speaking Hongkongers to ensure that they can engage with council updates, online surveys, and general resources.

This report aims to provide understanding of the levels of migration from Hong Kong to Ealing, the areas of location and settlement within the borough, how and where they currently receive information, and identifying the essential needs to successfully settle in the UK.

These insights will be used to help the council and its partners to shape services that best support the needs and aspirations of the new Hong Kong BN(O) community. By drawing attention to the experiences of the Hong Kong BN(O) Community, this report hopes its learnings can be easily shared and applied across council departments in order to offer a positive welcome to individuals and communities who choose, or find themselves as refugees and asylum seekers, settling in the borough of Ealing.

What is a Hong Kong BN(O) holder?

The 1985 Hong Kong Act enabled people, who were originally British dependent territories citizens, to maintain their connection with the UK by a new form of British Nationality — British National (Overseas) — but they had no right to abode in the UK. Individuals who have this status can apply for a BN(O) visa, providing they applied for a BN(O) passport before 30 June 1997. The BN(O) status cannot be inherited.

Following its transfer to Chinese sovereignty on 1 July 1997, Hong Kong was removed from the list of British Overseas Territories. As a result, former residents of Hong Kong do not automatically qualify as Commonwealth citizens.

Only previous residents of Hong Kong who hold a British Overseas Territories passport, a British Nationals (Overseas) passport, or a British Overseas passport meet the nationality criterion for all elections in the UK. Any previous resident of Hong Kong who has a Chinese Special Administrative Region (SAR) passport is considered Chinese and may not register.

For a Hong Kong citizen resident in the UK to be considered a Commonwealth citizen in law they would have to hold one of the following:

- British National (Overseas) passport
- British Overseas Territories Citizen passport

Additionally, a Hong Kong citizen must reside lawfully in the UK. To 'qualify' means that an individual must either hold leave to enter or remain (of any type) or not require such leave.

Background

On 1 July 2020, in response to the enactment of the National Security Law (NSL)¹ in Hong Kong, the Prime Minister announced a new route for British Citizenship for British National (Overseas) status holders.

In early 2021, the Migration Observatory conducted a survey in Hong Kong about the migration intentions of British National (Overseas) (BN(O)) status holders living in Hong Kong. Out of the 1,000 Hongkongers surveyed, 6% were **planning** to come to the UK via the BN(O) route, and 36% were **considering** coming to the UK. The assumed population of Hongkongers with BN(O) status is 2.6 million, which thereby suggests that that **186,000 people were planning** to come to the UK, and a further **936,000 people were considering** applying.

Visa conditions include: an international health surcharge, financial proof that they had sufficient funds for the first 6 months of their stay, a right to vote, and a right to work and study. Between 31 January 2021 to 30 September 2021 there were **88,800 applications** of which **76,176 were approved**.

As part of the national policy of welcoming people from Hong Kong, in April 2021, the Ministry of Housing, Communities and Local Government announced a £43.1 million programme to welcome Hongkongers to the UK. The aim of this programme has the view to support Hong Kong BN(O)s and their families to:

- fully contribute to life in the UK economically and socially
- feel safe and welcome and ensuring any hate crime is tackled timely
- feel fully part of British society able to mix confidently with people of all backgrounds and provide a positive contribution to the UK and the areas in which they settle
- minimise and address any instances of destitution and under employment.

When moving to the UK, Hong Kong BN(O)s are most likely to gravitate to London, and in particular to areas with good school districts, such as Ealing.

According to the 2011 ONS data, Ealing is the 3rd most diverse borough in England and Wales. It also projected a 27% increase, between 2020 and 2050, for the Chinese population. Typically, communities that are frequently migrating gravitate toward regions with higher concentrations of members of their own community.

¹NSL is deemed as a violation of the Sino-British Joint Declaration.

Hong Kong BN(O) Ealing Statistics (Over 18s only)

- 2021 register 170
- 2022 register 417
- 2024 register (current) 787 (8 October 2024)



The new Hong Kong diaspora

The Migration Observatory's data suggests that the new Hong Kong diaspora are permanently moving to the UK as opposed to seeking temporary sanctuary. Due to the BN(O) visa conditions, they are not moving for economic benefits and therefore feel like political refugees.

The Hong Kong diaspora have been traumatised by political suppression, fear, sudden loss of freedoms in their home country since 2019. Many experience feelings of helplessness as they are unable to change the situation in Hong Kong. They have profound worries for the future of their children, and within a very short period, they have had to make difficult life choices for their families; the COVID-19 pandemic and the lockdowns, and then uprooting their lives in Hong Kong. Many feel guilty about leaving family and friends behind.

Most Hong Kong BN(O) are in their late 30s to 40s, arriving as a family with their children. The majority (60-85%) are educated to university degree level or above. Many have work experience of 11 years or more and assets of 100,000 or more. 9% of Hong Kong BN(O)s live in self-owned properties and 68% will buy within two years. Most of the families prefer moving with their children before the school year or a new term starts.

Their hopes are to live in a free society, especially for their children, that align with their broad values and beliefs.



What did we do to find out about Hongkongers in Ealing?

Ealing council supported two grassroots organisations: the Ealing and Northfields Hong Kong Club — a community group that has well-established ties to the Hong Kong community, and Light Foundation — a local charity that also supports Hongkongers. Both grassroots organisations used their contacts to find participants to take part in an online survey on the council's website from August 2023 until January 2024.

In addition, Participatory Action Research Group (PARG) was piloted in March 2024. The PARG pilot invited and introduced Hongkongers to each other and build connections. Using data from the online survey, participatory action research techniques were then used to gather, test, and obtain further collective insights.

The online survey

The online survey was developed with grassroots organisations who liaised with Ealing council's Performance and Policy team. They employed their established networks to contact the local Hong Kong community — using their existing contacts and word-of-mouth communication. These local groups were able to support engagement to overcome language and digital challenges, and to grasp the political intricacies that can often jeopardise collaboration.

The online survey focused on:

- understanding how the Hong Kong community in Ealing borough is growing — to establish what level of need is required.
- which part of the borough the Hong Kong community is settling in — to determine where services should be based.
- how the Hong Kong community currently accesses information and what are the preferred formats.
- the main barriers newcomers encounter when integrating with focus on employment, private housing, education, and health care.

There were 178 respondents during the 6-month time frame, and 96 had left contact details to participate in a focus group or interview about their experience of moving to Ealing. These 96 volunteers were invited to take part in the Participatory Action Research Group (PARG), an innovative pilot to enable the council to engage more effectively with Hongkongers. The full sets of questions and results are in Appendix 1.

The initial findings from the online survey were analysed to design three 90-minute PARG sessions with Hongkongers and council officers, held on

Saturdays — 2nd, 9th, and 16th March 2024. You can read about the engagement sessions and our findings in Appendix 2.

The Ealing and Northfields Hong Kong Club worked with the council to create an appealing pilot for local Hongkongers by selecting the dates, times, venue, and session duration, as well as designing and translating the invitation in Cantonese and English. Food (dim sum) and a popular UK soft drink favoured in Hong Kong were carefully chosen to encourage participants to feel comfortable in a semi-social setting, build connection and relationships.

Using the survey data, Participatory Action Research techniques were applied to gather further insights on priority areas. Council officers ensured that insights from the sessions were captured, with a commitment to involve the newly formed group in collaborative co-design efforts with key stakeholders to develop solutions.

The invitation email and invitation designed by ENHK in Cantonese and English can be seen in Appendix 3.

Group identity summary

Most participants arrived in the UK for socio-political reasons, with 77% citing confidence in the UK's legal system and trust in the country. Many were driven by political factors, such as restrictions on freedoms and China's influence in Hong Kong. A small group came to assess the UK for permanent residence (7%) or for family, education, or employment opportunities (3% each). A few were motivated by economic prospects or health-related reasons (2% each). One individual cited both a job offer and socio-political factors.

Insights gathered during the Participatory Action Research Group (PARG) revealed a desire for greater understanding of historical and political ties between the UK and Hong Kong, with one participant mentioning restrictions on personal expression in Hong Kong (e.g., not being able to wear certain clothing).

Regarding visas, 85% held a British National Overseas (BNO) visa, 11% were British citizens, and smaller numbers held work-related (1%) or family visas (1%). Some also mentioned dependant or EU settlement visas.

The majority (96%) were of working age (18-64), with 4% aged 65 or older. Over a third were in their late 30s to 40s. Two-thirds of participants were female, one-third male, with 1% preferring not to specify. More than 80% held a bachelor's degree or higher, with some citing diplomas or certificates in specific fields like visual arts.

In terms of self-identification, 96% identified as Hongkongers, 17% as British, 13% as Asian, 5% as Eastern Asian, and 5% as Chinese. A small percentage (1%) identified as 'Other', such as 'British Hong Konger' or 'Hong Konger/British to be'.

Location and settlement patterns

Participants were relatively new to the UK, with over one-third living here for 6 months to 1 year, and just under a third between 1 and 2 years. Around 30% have been here for 2 to 5 years, and 4% for more than 5 years.

69% had settled in Ealing Town and surrounding areas, including West Ealing and Northfields. Smaller percentages lived in Acton (12%), Hanwell (6%), Greenford (3%), Northolt (2%), Perivale (2%), and Southall (0%). There were also some participants living outside Ealing in areas such as Brentford, Hammersmith, and Tower Hamlets.

This group is a small sample of the 178 survey respondents.



What have we learnt so far?

The Hong Kong community in Ealing has demonstrated a strong desire to engage with the local culture whilst maintaining connections with their heritage. However, barriers such as language, lack of familiarity with UK systems, and limited access to key services pose challenges to integration. With targeted support —ranging from language services to cultural events and practical guides — Ealing can create a more inclusive environment that supports the well-being and success of the Hong Kong community.

Language and communication

Language proficiency: the vast majority (99%) of Hongkongers in Ealing speak Cantonese and read Traditional Chinese. Whilst almost half can communicate confidently in English, a significant portion struggle with complex topics. 12% of the community feels insecure about their English skills, which presents a barrier, particularly in healthcare where language barriers with medical terminology are common.

Healthcare: there is a noticeable gap in access to healthcare services due to language barriers. A GP in Ealing who speaks Cantonese is notably popular among the community. One participant mentioned that their parents avoid seeing the GP because of the language difficulties.

Cultural and social engagement

Community engagement: Hongkongers in Ealing are very interested in cultural and community events such as tree planting, artisan fairs, and celebrations like Lunar New Year. They expressed curiosity about events and activities similar to those they experienced in Hong Kong, particularly in places like Southall and West Ealing, with their diverse cultural landmarks, including temples and mosques.

Volunteering and socialising: many community members are keen to participate in local volunteering opportunities and to engage in social gatherings to connect with both the local and Hong Kong community. There's a strong interest in joining clubs, setting up sports teams, and organising events. About 55% of participants want more information about local volunteer opportunities.

Local services and support systems

Awareness of services: There is limited awareness of existing local services, especially around health care and council services. Ealing's library hubs and other service points remain underutilised.

Access to information: Participants are confident using online platforms such as Facebook, Instagram, and other social media (Facebook being the most popular) to access information about local services, although face-to-face communication is still highly preferred for important issues (86% prefer face-to-face contact, 79% prefer email).

Community identity and migration motivations

Migration motivations: The majority (77%) came to the UK for social-political reasons, primarily due to issues in Hong Kong following increased Chinese control. Many express a strong sense of trust in the UK's legal system and governance.

Identity: Most participants (96%) identify as Hongkongers, with smaller percentages also identifying as British (17%) or Asian (13%). While the community values their Hong Kong roots, they are also exploring their new identities within the UK context.

Length of stay: Over one-third (37%) of the respondents have been in the UK for less than two years, with most settling in Ealing Town (69%).

Key challenges

Language barriers: over 20% struggle with English, which affects their ability to navigate services and interact socially.

Cultural and practical challenges: there's a demand for guidance on cultural differences, particularly with parenting and integrating into UK society. Comments also pointed to specific gaps, such as a lack of Cantonese-speaking staff at schools and limited information on services in accessible languages.

Social isolation: a significant number of respondents (40%) report feelings of isolation, compounded by language barriers. There's a demand for more bilingual support services to bridge communication gaps.

Understanding UK services: many participants struggle to navigate UK systems, particularly regarding housing, taxes, and healthcare. Over half of the respondents would like more information on these topics.

Economic barriers: financial challenges remain a concern for nearly 20% of participants, particularly around settling costs, housing affordability, and employment.

Information gaps:

Services and resources: over half of respondents want more information on community support, including access to language courses, employment opportunities, and adult education (43%, 38%, 32%, 27%, respectively).

Cultural engagement: three-quarters of participants are keen to learn more about cultural activities in their area (70%), followed by parks, outdoor spaces, and leisure activities (38%).

Local events and volunteering: there is high interest in volunteering and community activities, especially those centered on Hong Kong culture (66%). Many also expressed a desire for programs promoting cultural exchange, such as events that connect Hongkongers with local British or other Asian communities.



Preferred types of support

Employment & entrepreneurship: a significant portion (39%) of participants is interested in support for finding employment, with particular mention of challenges such as regional accents and job reference issues from Hong Kong employers.

Education: whilst the community is well-educated (81% hold at least a bachelor's degree), they face challenges in having their qualifications recognised in the UK, alongside barriers to accessing professional development and English proficiency training.

Practical support: there's a clear demand for practical assistance, including help with understanding rental agreements, buying homes, and finding reliable tradespeople for home repairs. Additionally, 30% want support with financial advice, including tax guidance and welfare benefits.

Social and cultural activities: many community members are interested in outdoor activities (67%), cultural events (66%), and volunteering opportunities (60%).

Educational support: English language classes (36%) and mindfulness or stress management programs (29%) are also seen as important.

Practical support: participants expressed interest in financial management advice, DIY home repair classes, and guidance on navigating UK systems such as taxation and welfare (26%).

Potential solutions and opportunities

Language support: providing bilingual support for key services, especially healthcare, housing, and education, would significantly improve access and reduce isolation.

Community engagement: leveraging existing networks, such as the Ealing Hong Kong Community Facebook group, can foster more social and cultural exchanges. Organising regular community events (e.g., Lunar New Year celebrations, cultural fairs) would enhance the sense of belonging.

Practical help: information hubs or “welcome packs” in Cantonese and Traditional Chinese, available in public spaces such as libraries, restaurants, and shops, would be a great step forward in improving access to vital services.

Employment and education support: there’s a strong desire for professional development opportunities, particularly in aligning Hong Kong qualifications with UK standards. Offering job fairs, networking events, and career consultancy services would help bridge this gap.

Awareness and promotion: a significant challenge is the low awareness of local services, particularly council services and healthcare. Effective communication strategies in Cantonese, alongside multilingual promotional materials, could raise awareness.

Healthcare access: there is an ongoing need for Cantonese-speaking healthcare professionals to ease the communication barriers faced by Hongkongers when accessing medical services.

Next steps

The participatory approach has not only provided invaluable data but has also laid the foundation for a sustainable, community-driven model of support. By continuing to engage, empower, and connect the Hong Kong community, we hope to create a legacy that helps future generations feel truly at home in Ealing.

1. Sharing the learning and empowering the community

Through our engagement with the Hong Kong community in Ealing, especially via the Participatory Action Research Group (PARG), we have developed a successful approach that not only gathers rich qualitative data but also empowers the participants by connecting them with one another, boosting their confidence, and giving them the tools to co-design solutions with relevant stakeholders.

The feedback from our first session strongly affirmed the effectiveness of this approach. Participants expressed that they felt listened to, supported, and appreciated the opportunity to think about future solutions. The participatory method created a positive space where individuals could connect on a personal level and discuss issues that mattered most to them.

One participant commented:

- "Good to be listened to + think about something + plan for the future."

Twelve other participants gave full marks (3 ticks) and shared their enthusiasm:

- "Thanks, council, for listening to us."
- "Very helpful and patient."
- "I am happy to see the council wants to engage with us."

This overwhelming feedback is evidence that the participatory approach is the right track, providing not just data but also a sense of community and belonging for those involved.

2. Creating a legacy for Hongkongers coming to Ealing

The impact of this research will continue beyond the current participants. The group of Hongkongers, many of whom have been in the UK for under two and a half years, are already able to pass on their learnings and help guide future arrivals. The connections made through this research will likely evolve into informal mentoring networks where individuals share their experiences, advice, and resources.

Some participants particularly valued the mapping exercise in the first session, where they reflected on which areas of the borough felt like "home" and explored places they were curious to visit. They found the activity broadened their perspective, encouraging them to think not only about their own needs but also about those of others.

They also appreciated the second session's exercise, which asked participants to imagine someone who was not present and consider how to help them. This sparked empathy and a broader vision of community support:

- "It made me think about others, not just ourselves."

The sessions were also valuable for personal growth. Participants felt more open to contributing and participating in future projects after engaging with others and receiving direct input from the council:

- "I feel free after these sessions. I will contribute more and think about which projects I can participate in."

Participants also came away with a deeper sense of responsibility and connection. They were inspired by the idea of supporting others and exploring the various volunteering opportunities available. Participants suggested that activities be moved outdoors in the future to further mobilise the community, offering new ways to engage:

- "I think it would be good to do activities outside of the room to mobilise people to do other things."

These reflections highlight the shift from passive participation to active contribution, a key aspect of this approach. Through these sessions, participants not only learned more about life in Ealing but also grew more connected to their new community, and now feel more empowered to engage in ongoing initiatives.

3. Expanding community engagement

We plan to continue facilitating opportunities for the community to connect and build on the momentum established by these sessions. This includes:

- Regular community gatherings: based on the positive feedback, we will organise more community sessions, particularly ones that mix educational content with social activities, such as outdoor events or cultural exchanges. These sessions will also aim to bridge any remaining gaps in social connections, fostering a supportive network for newcomers.
- Volunteering and local involvement: we aim to expand awareness of volunteering opportunities and local organisations. Many participants expressed interest in these, not only to help but as a

means to overcome language barriers and build confidence. Volunteers can be key in shaping the future of the community by actively participating in decision-making processes and supporting newcomers.

- Information hubs: we will work to create information hubs and resource guides that answer the common questions raised in the sessions, such as navigating healthcare, understanding housing regulations, and accessing community services. The success of these discussions points to the need for more accessible, centralised sources of information tailored to the Hong Kong community.

4. Building stronger connections with the council and VCS groups

The trust and engagement built through the PARG has created a unique opportunity to strengthen the relationship between the Hong Kong community and local service providers, including Ealing Council.

As highlighted in the feedback, participants appreciated the opportunity to speak directly with council officers, which gave them hope for the future: "It gave me hope that the community can work to make an area better, not just that the council does all the work."

We propose to expand this partnership by:

- Facilitating more face-to-face meetings between council officers and community members to address specific concerns and share updates on progress.
- Improving communication channels for ongoing feedback from the community, ensuring that they remain involved in shaping decisions that impact their lives.
- Developing a formal framework for collaboration that allows the Hong Kong community to have a consistent voice in local planning and decision-making processes.

5. Documenting and sharing the impact

The success of the ENHK (Ealing and Northfields Hong Kong Club) team in raising awareness and contributing to community cohesion can serve as a model for future initiatives. As highlighted in a video by Helen of ENHK, they now have a stronger voice within the community, one that is valued by the council:

- "We have received a warm welcome from the council... learning more about Ealing life and now have a voice so we can say what we want."

We will document the impact of this approach through stories, testimonials, and quantitative data to:

- Showcase the value of participatory research in creating lasting community change.
- Share lessons learned with other local authorities or organisations looking to engage migrant communities effectively.
- Expanding the scope of research and further action

Building on the current research, we aim to:

- Extend the research to reach more Hongkongers in the borough, ensuring the diversity of voices is captured, particularly from groups who were not represented as fully in the first phase.
- Use the insights gathered to refine services and outreach efforts, improving the integration process for Hongkongers and other migrant communities.

Appendix 1

The full sets of questions and results from the **Hong Kong Community Needs On-line Survey 2023-4 Preliminary Results** are available upon request – please email Kashi Syal (syalk@ealing.gov.uk) or Evelyn Gloyn (gloyn@ealing.gov.uk).

Appendix 2

The overview for the three engagement sessions held on 3 consecutive Saturday mornings during March 2024 were:

Engagement Session One: Welcome and networking

Our objectives were to welcome participants, set an inclusive tone, introduce the session's purpose, present key survey findings, capture experiences through interactive activities, and foster networking and community-building.

Engagement Session Two: Becoming Changemakers

The focus was on empowering participants to identify and take action on priority issues like employment, community connection, volunteering, and relationships with systems. Activities encouraged participants to consider others' perspectives by creating personas.

Engagement Session Three: Reflecting, Acknowledging, and Envisioning the Future

This session reflected on progress, acknowledged benefits, and collectively envisioned future goals. Participants shared personal highlights and growth, learned about council initiatives like Community Champions and Your Voice Your Town, and took part in a vision board activity. They were also introduced to upcoming participatory design workshops led by ENHK-affiliated practitioners.

All sessions were supported by Ealing officers who ensured insights were captured and a commitment was made to engage the new participatory action group in co-design efforts with key stakeholders to find solutions.

By sharing findings from this pilot, we aim to enhance the council's understanding of the Hong Kong diaspora and build trust with the community, using innovative engagement to connect with new

changemakers. This approach has since been applied to other communities, including Ukrainians.

The purpose of the pilot was to build trust, gain insights, and shape services for the local Hong Kong community in accessible formats and spaces. The lessons learned will inform the council's ongoing work with asylum seeker and refugee communities.

Findings

In the first PARG session, participants marked places on maps with coloured dots to denote locations of interest, such as places they were curious about (red), visited weekly (blue), went for information (yellow), or felt at home (green).

Below are our findings for each town:

Acton



Acton is the second most likely place for Hongkongers to live, with 12% behind Ealing with over 70%. The map of Acton highlights key patterns in community engagement and sentiment.

Regular visits to Acton High Street, Acton Central, Springfield Gardens, Layer Gardens, Acton Town, and South Acton are evidenced by the blue dots, indicating that these locations are central to residents' weekly routines. These areas serve as crucial community hubs where participants frequently go, shaping their daily lives.

In contrast, the red dots at Acton Central and East Acton reveal a sense of curiosity about these areas. These locations are of interest to residents but remain less explored, suggesting opportunities for further engagement and discovery.

There were also post-it notes with 'Tell me more about Acton' and 'Interested in Acton! Any recommendations to visit?'

The map identifies Layer Gardens and Chiswick Park as significant sources of information, marked by yellow dots. This indicates that these areas are valued for their informational resources, playing a key role in community knowledge-sharing.

Layer Gardens and South Acton are noted as places where residents feel particularly at home. The marks in these areas reflect a strong sense of belonging and comfort, underscoring their importance in fostering community connections.

Additionally, feedback from residents highlights the impact of local businesses on their sense of home. For instance, TK Trading, a Japanese supermarket, is specifically mentioned as a place that contributes to feelings of familiarity and community. This emphasises how local establishments can enhance residents' connection to their neighbourhood.

Ealing Town



Ealing was the town where most Hongkongers live (more than 70%). The map of Ealing had the highest number of blue dots than any other of the seven towns.

These were mainly clustered around Ealing Broadway, West Ealing, and Northfields. There were also markers for Stanway Gardens, Bruton Way, on the Uxbridge Road near Japanese restaurants, and by the Savers pharmacist, as well as South Ealing, Lammas Park, St Stephen's Road (towards Castle Bar Road), and near the border with Hanwell showing

these are places that participants visit weekly, indicating that these locations are central to residents' weekly routines.

There was also a post-it with "IKEA, frequently visit". These areas serve as crucial community hubs where participants frequently go, shaping their daily lives.

In contrast, the red dots at Ealing Broadway, Montpelier Road, and the centre of Woodfield Road, Pitshanger Ln and Woodfield Avenue reveal a sense of curiosity about these areas. One person was 'Keen to visit religious sites in West Ealing (churches / mosques)'. These locations are of interest to residents but remain less explored, suggesting opportunities for further engagement and discovery.

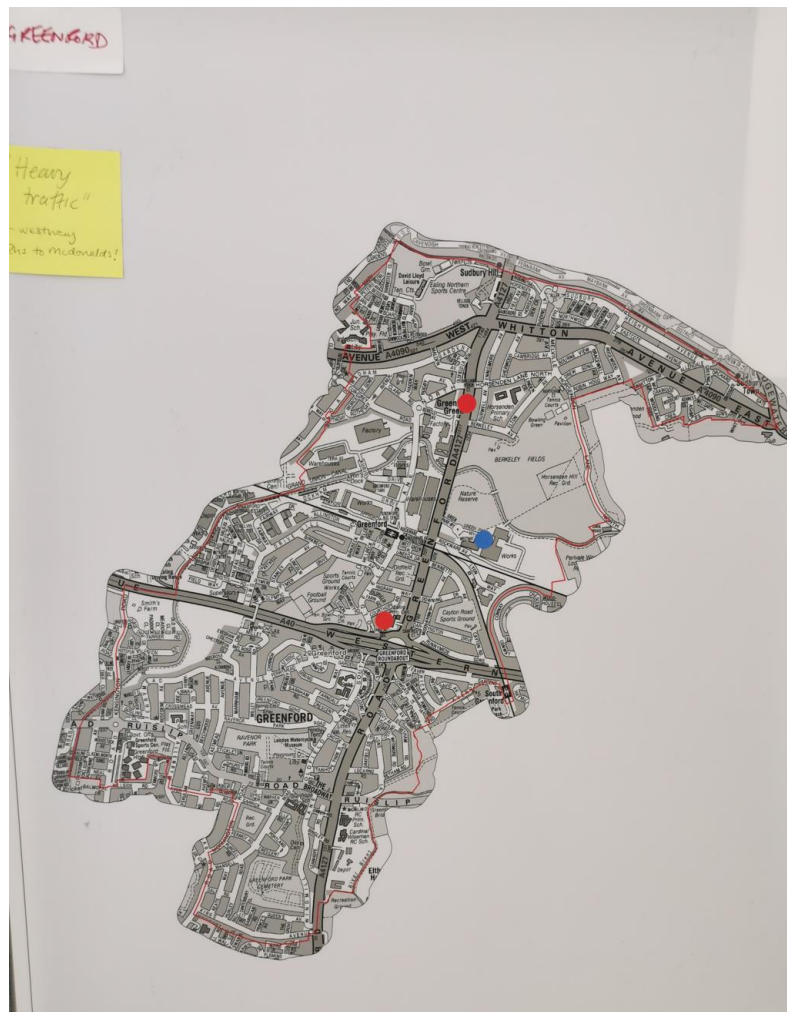
The map also identifies Haven Green Baptist Church, Ealing Council, Savers (Pharmacist), Northfields as significant sources of information, marked by yellow dots. Additionally, feedback from residents mention 'mainly online (for translation)', 'visit Council website for information', 'from ENHK gathering, Haven Green Church' and 'Savers (Pharmacist)'. This indicates that these areas are valued for their informational resources, playing a key role in community knowledge-sharing.

There was one comment that was unclear if it was a source for information or what information was required: Ealing Contact; Mencap for SEN.

Ealing Broadway, and the Uxbridge Road, especially near Japanese restaurants, and West Ealing are frequently noted as places where residents feel particularly at home. These reflect a strong sense of belonging and comfort, underscoring their importance in fostering community connections.

Additionally, feedback from residents highlights the impact of local businesses on their sense of home. For instance, Tian Tian Supermarket & dim sum restaurant brings back the home feeling and one person commented "Japanese restaurants make us feel like home". This emphasises how local establishments contribute to feelings of familiarity and community and in turn, those feelings can enhance residents' connections to their neighbourhood.

Greenford



There is a smaller number of people living in Greenford (3%) compared to Acton and Ealing. The map of Greenford highlights awareness of West Cross Retail Park as a place that is visited weekly with only 2 participants. There was also feedback about heavy traffic along Westway resulting in it taking 2 hours to get to McDonalds. This comment suggests that this global brand was familiar to participants and that the sentiment about heavy traffic is also shared by these participants as well as local residents in Greenford.

There were two red dots, one by Greenford Green station and another northwest of the Greenford roundabout. These reveal a sense of curiosity about these areas. These locations are of interest to residents but remain less explored, suggesting opportunities for further engagement and discovery.

Hanwell



About 6% of participants live in Hanwell. In contrast to Acton and Ealing, the map of Hanwell highlights awareness of Hanwell Station only as a place that is visited weekly by one participant.

There were, however, two participants that were curious about Hanwell Station and one about Hanwell Broadway.

There did not seem to be any awareness of Ealing hospital, Hanwell library, Hanwell Zoo, or Hanwell Community Centre, although this may reflect the way the questions were phrased.

There is also a lack of cultural capital in terms of services and facilities that are promoted and signposted to newcomers to the area, including the new Hong Kong diaspora.

Northolt



There is 2% of participants that live in Northolt. This map of Northolt highlights key patterns in community engagement and sentiment. Regular weekly visits include Northolt Leisure Centre, West London Academy, Rectory Park, Lidl, and along the Old Ruislip Road, indicating that these locations are central to residents' weekly routines. These areas serve as crucial community hubs where participants frequently go, shaping their daily lives. There was a comment that "Not many participants from Hong Kong/Asian".

In contrast, there are red dots at Avenue Wood, Northala Fields, Lime Trees Park Golf Course and West London Shooting Grounds, revealing a sense of curiosity about these areas. It is notable that these are locations for leisure and sport. These locations are of interest to residents but remain less explored, suggesting opportunities for further engagement and discovery. Interestingly, one participant commented about "Car park changes suddenly in Northala fields."

Although it is no surprise that one of the places where they go for information include Northolt Library, and also the internet/online, the RAF base was an unexpected source for information.

Participants also commented about a "Flooded Subway" and "Lots of rubbish — roundabouts".

Perivale



Perivale is the sixth most likely place for Hongkongers to live, with 2%. The map of Perivale highlights key patterns in community engagement and sentiment. Regular visits to the tennis courts are evidenced by the blue dots, indicating that these locations are central to residents' weekly routines. These areas serve as crucial community hubs where participants frequently go, shaping their daily lives.

In contrast, the red dots by Perivale Library, and the old Ealing Golf Course show places participants were curious about. Since the PARG was conducted in March 2024, the participants may not yet be aware that at the beginning of August 2024 this space was re-opened as Pear Tree Park opens in Perivale - Around Ealing

These locations, and perhaps others such as Horsenden Hill and Farm and the Gruffalo trail, all within close walking distance of Perivale Community Centre, are of interest to residents but remain less explored, suggesting opportunities for further engagement and discovery.

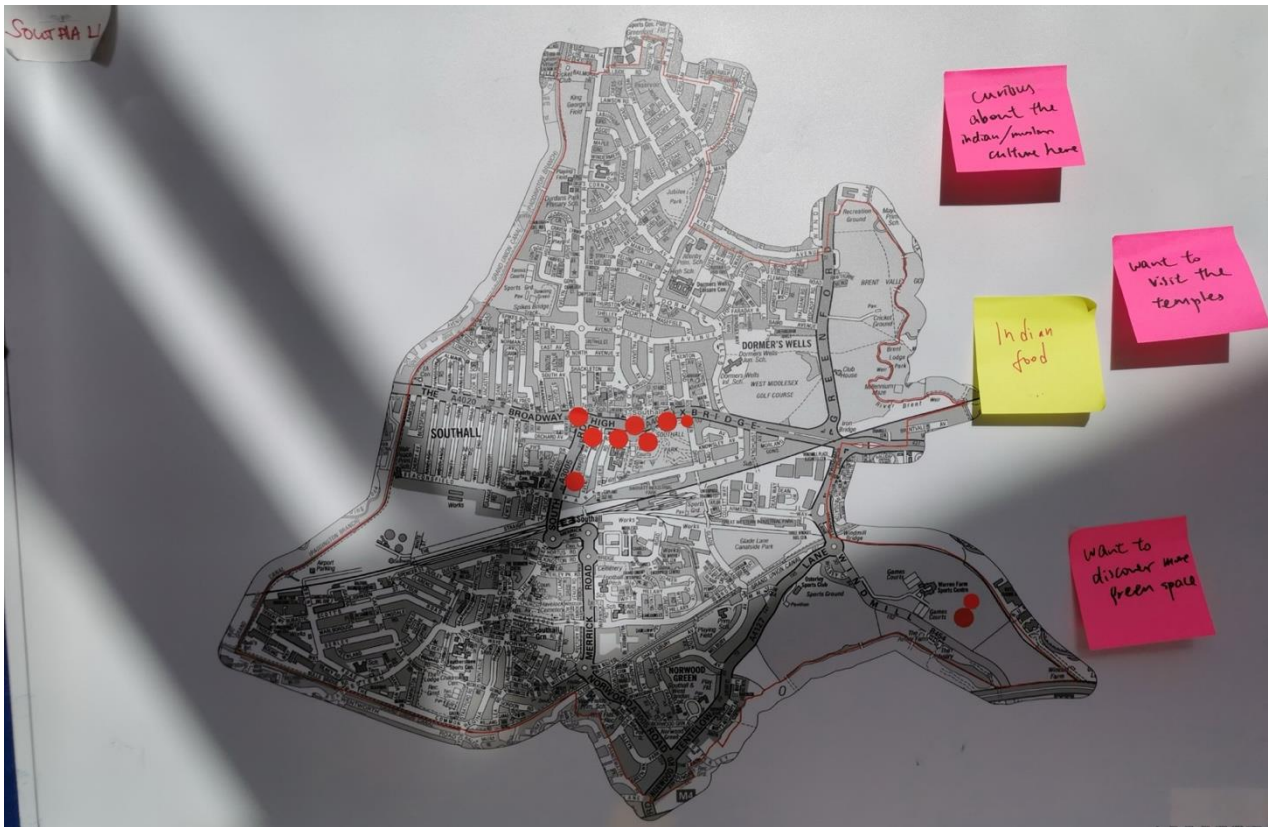
Interestingly, a green dot by Perivale Wood Local Nature Reserve is a place where they feel at home. Similarly to the tennis courts and Pear Tree Park, this is another outdoor venue.

Additionally, feedback from residents highlights the impact of local businesses on their sense of home. For instance, the Cantonese post-it translates to 'Loon Fung Supermarket' the Chinese supermarket in Alperton, is specifically mentioned as a place that contributes to feelings

of familiarity and community. This emphasises how local establishments can enhance residents' connection to their neighbourhood.

Other feedback mention 'Playing tennis', 'word of mouth', hard copy newsletter, and their experience of a 'website not up to date, tennis closed, emailed officer and no response'.

Southall



Interestingly, none of the participants live in Southall. However, this town generated a large number of red dots particularly along the High Street, South Road, and by outside locations such as Southall Park and Warren Farm Sports Centre, supported by a comment “want to discover more green spaces”, revealing a sense of curiosity about these areas. These locations are of interest to residents but remain less explored, suggesting opportunities for further engagement and discovery.

Additionally, feedback from residents highlights an interest in Indian food which would suggest a willingness to explore local businesses, and “want to visit the temples” which also suggests they are curious and drawn by the diversity of culture visible across this town.

Appendix 3

The invitation email and invitation designed by ENHK in Cantonese and English is below:

From: Evelyn Gloyn <GloynE@ealing.gov.uk>
Sent on: Thursday, March 7, 2024 4:12:18 PM
To: Evelyn Gloyn <GloynE@ealing.gov.uk>
BCC:

Subject: Your invitation to join the Ealing HKers Participatory Action Research Group - Saturday 9 March and 16 March 2024 - there's still time to sign up
Attachments: Ealing_PARG_Eng.png (601.19 KB), Ealing_PARG_Chi.png (599.63 KB)

Hope those of you that joined us last week have already booked your place for this Saturday's session.

There's still time to sign up even if you were not able to join us last week.

您收到此邀請是因為您在 2023 年 8 月至 2024 年 1 月期間參加了伊靈議會的香港社區需求調查，並對這個問題回答“是”。

伊靈市議會希望組織一個「焦點小組」*或訪問一些香港人，了解他們來到伊靈的經歷。您有興趣參加嗎？

*「焦點小組」現稱為 - 伊靈港人「參與行動研究小組」。

這裡有更多關於 3 月 2 日（星期六）的活動資訊。

我們的目標是：

- 用點心、茶和熱情 - 歡迎我們伊靈區內香港人 BN(O) 社群
- 簡介當天將要進行的活動的背景及目標
- 與您討論「香港社區需求調查」問卷調查所得的資料分析及發現
- 透過互動活動記錄您在伊靈的經歷，無論好壞，以及您的偏好
- 促進、建立參與者、伊靈議會代表之間的聯繫網絡

90 分鐘的活動內容非常豐富，我們期待在 Christ the Saviour Parish Church（地址：W5 2XA）見到您！

請即登記參加伊靈港人「參與行動研究小組」，請點擊此連結 <https://forms.gle/zbAasJyW6L3ofcaZ7> 或掃描二維碼。

請加入我們
伊靈港人「參與行動研究小組」

第一節 計劃介紹和聯繫
3月2日 (星期六) 中午 12:00 - 下午 1:30
地點: Christ the Saviour Parish Church, W5 2XA

第二節 成為改革者 (1)
3月9日 (星期六) 中午 12:00 - 下午 1:30
地點: OPEN Ealing Arts, W5 2TD

第三節 成為改革者 (2)
3月16日 (星期六) 中午 12:00 - 下午 1:30
地點: OPEN Ealing Arts, W5 2TD

伊靈議會及ENHK誠意邀請伊靈的香港人社區加入創新的「參與性行動研究小組」。將於3月舉行的一系列三場互動會議，讓伊靈市議會更深入地了解我們社區的移民經歷和面臨的關鍵問題。

報名參加:
<https://forms.gle/zGy3gwSDVWvqrcs8>

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Ealing
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You are receiving this invitation as you took part in Ealing Council's Hong Kong Community Needs Survey between August 2023 and January 2024 and answered "Yes" to this question. **Ealing Council would like to organise a focus group* or to interview a few Hongkongers on their experience of coming to Ealing. Would you be interested in taking part?** The *focus group is now being called the Ealing HKers Participatory Action Research Group

Here is a bit more information about what to expect if you come along this Saturday 2 March.

Our objectives are to:

- Give a warm and inclusive welcome our local Hong Kong BNO community with dimsum and tea
- Give you some context for the activities we will be doing on the day
- Discuss key findings from the online survey with you
- Capture your experiences, whether good or bad, and your preferences through interactive activities
- Facilitate networking and community-building among the participants – from the community and from the council

That's a lot to cover in 90 mins and we are looking forward to seeing you at Christ the Saviour Parish Church, W5 2XA

To sign up please click on this link Google form <https://forms.gle/zbAasJyW6L3ofcaZ7> or use the QR code



COME AND JOIN US
Ealing HKers Participatory Action Research Group

1. Introductions and Connections
Saturday, 2nd March, 12:00 pm - 1:30 pm
Venue: Christ the Saviour Parish Church, W5 2XA

2. Becoming Changemakers Part 1
Saturday, 9th March, 12:00 pm - 1:30 pm
Venue: OPEN Ealing Arts, W5 2TD

3. Becoming Changemakers Part 2
Saturday, 16th March, 12:00 am - 1:30 pm
Venue: OPEN Ealing Arts, W5 2TD

The Ealing Council and ENHK warmly invite the Hongkonger community in Ealing to join an innovative Participatory Action Research Group. This initiative seeks to provide Ealing Council with deeper insights into the migration experiences and critical issues faced by our community through a series of three dynamic sessions scheduled to take place by the end of March.

Sign up Here:
<https://forms.gle/zGy3gwSDVWwqrcrCS8>

ENHK **Ealing** **SUPPORTED BY** **MAYOR OF LONDON**

Best wishes,

Evelyn Gloyn
Community Engagement Manager
Tel 020 8825 8021
Mobile 07525 893579
1st Floor Perceval House (1/NE/4)
14-16 Uxbridge Road,
Ealing W5 2HL

If you're looking to fund a community project, register on [Ealing4Fundraising](#), designed to help put you in touch with the right funders for your project.

If your first language is not English then you can use an on-line translator such as google translate to help you check your understanding.

