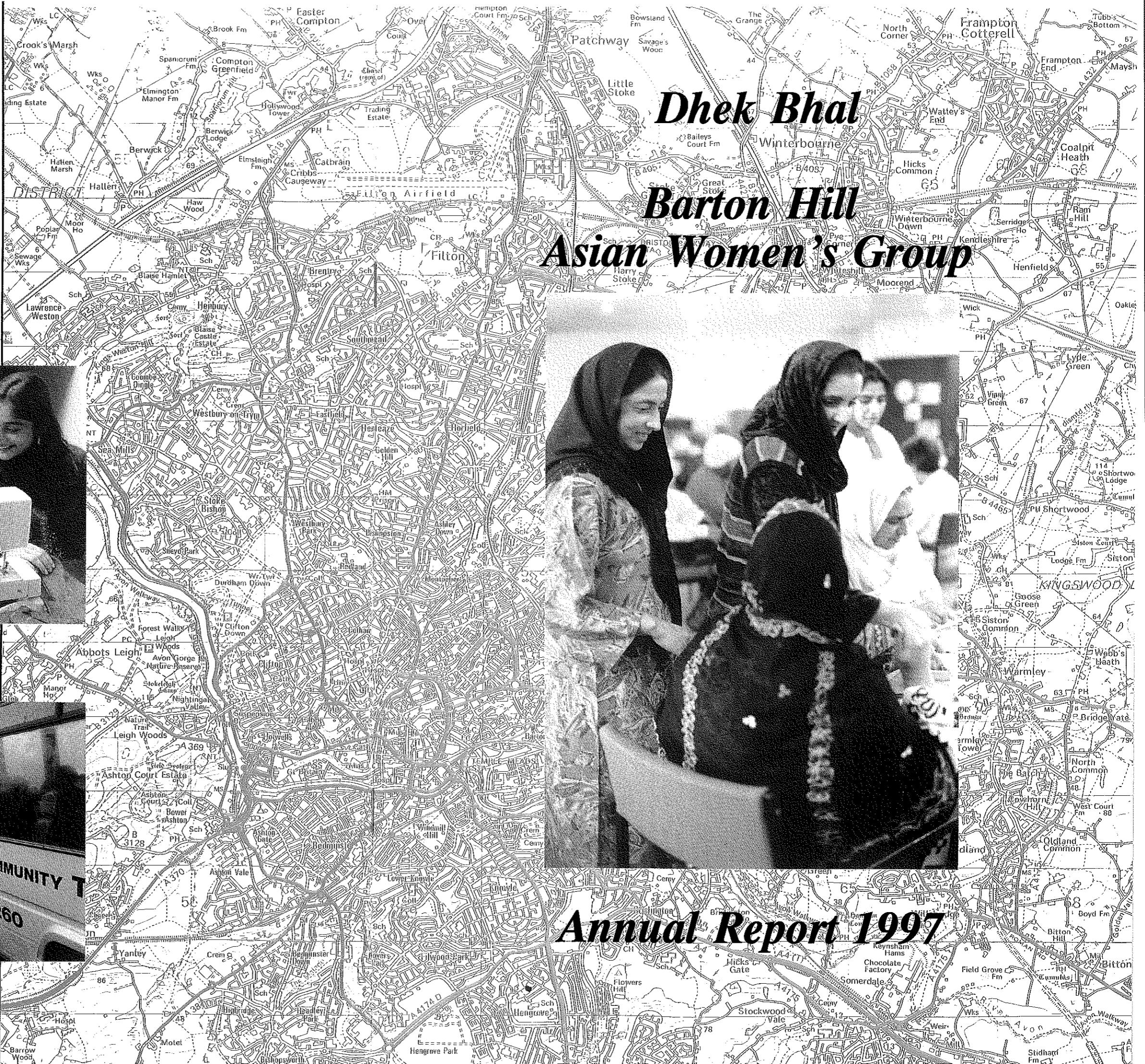


Dhek Bhal
Barton Hill Asian Women's Group
Barton Hill Settlement
43 Ducie Road
Barton Hill
Bristol BS5 0AX
Tel: (0117) 9556971

Dhek Bhal *Barton Hill Asian Women's Group*



Annual Report 1997

CHAIRPERSON'S REPORT

We look back on the past ten years as being full of achievements - and worries - and look forward to the next period. Three very significant events in the past year have pointed the way forward for our organisation. Firstly, the appointment of the post of Outreach/Development Organiser, funded by the Lottery's Board, will ensure that most cases referred to by our organisation from outside our immediate area will now be accepted. Therefore, the more frail, vulnerable and housebound users will be able to access the help, support and advice they so desperately need. This post, together with that of the Finance Officer and Administrator post, will strengthen our Management structure and relieve the pressure on Mr Ikram Ul Haq who, for the past ten years, has volunteered his time and expertise to keep our finances in good order. We would not have survived without his invaluable support. I, therefore, take this occasion to thank him on behalf of the organisation.

Secondly, as I write, confirmation that Barton Hill Asian Women's Group has been registered as 'DHEKBHAL' has been received from Company House. This means our organisation is now registered as a private company limited by guarantee. The change to Dhekbhal means the services provided are no longer limited to local areas and now cover all of Bristol and extend to users in South Gloucestershire.

Although the organisation, as part of the way forward, has taken on a new status and identity through its expansion beyond Barton Hill and Bristol and its support of male carers through its Sitting Service Project, its commitment to Asian women of all ages remains unchanged. These women are and will always be our priority.

Thirdly, the change from Barton Hill Asian Women's Group to Dhekbhal creates a new and exciting vision for us all. However, the way to realise this vision will be decided through a training and development programme for staff, volunteers and Management Committee in the near future. I look forward to this since it will bring the team even closer and enable us to pool our ideas, expertise and skills in more effective ways.

In this my first year as Chair, I have found my Management Committee to be a supportive and friendly team. I am proud of their commitment to the organisation.

Finally, I take this opportunity to thank all staff, volunteers, users and funders for their invaluable support to the organisation.

I look forward to the future, confident in the knowledge that it will bring hard work but also many rewards.

Faiza Malik
Chairperson

Co-ordinator Zehra Haq with a Day Centre user



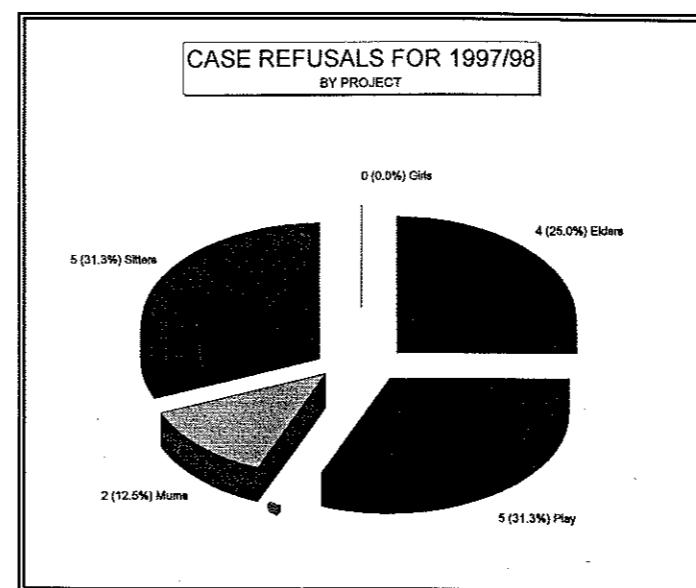
CO-ORDINATOR'S REPORT

This year has seen more partnership work with other service providers in both the statutory and voluntary sectors. More and more, our organisation has been adopting a multi-agency approach to its service provision. Therefore, it often acts in an advisory capacity to users and often takes on an advocacy role whenever this is considered appropriate.

Given the needs profile of many of our users, counselling skills are being used more and more to support them. Often they need only a listening ear and a cup of tea, which we provide. At the other end of the spectrum of needs there are clients with chronic physical or depressive conditions whose needs cannot be met by our existing services alone. However, through our information sources and inter-agency networking, we are able to advise and support them in the most appropriate ways.

In community care, one daily comes across clients with complex and varied needs. Single parents, those on very low income, the multiply disadvantaged and dispossessed always manage to live with their difficulties and find something worthwhile in their situation when they are given appropriate support. They benefit from the project, as evidenced by the responses to our in-depth questionnaire (see report on page 8). However, one aspect of community work which I find disconcerting is the problem of domestic violence, which is rife in all the communities. It is usually well hidden and unacknowledged. However, the group is pleased to state that it helped three abused women from outside Bristol to begin to regain their self esteem and self confidence. These women have found a lot of comfort and security within the group. They have begun to realise that they can give and receive love. Two of these women have since, with the help of the organisation, settled in Bristol and are working as volunteers in the group. They are now developing new skills through training courses. These skills will enable them to secure employment and become more independent.

Throughout the year the organisation has received many case referrals from beyond Bristol. Unfortunately, these referrals cannot be taken on due to restricted funding. However, we keep a record of unmet needs and continue to apply for funding to meet them. This year saw a total of thirty three such referrals to our organisation and we could accept only seventeen. The total number and percentage of referrals across the projects is given below:



Throughout the year we continue to help and support women who are seeking to develop new skills and find opportunities to get back to work. I am pleased to report that this task has been made easier by our relocation to bigger and better resourced offices. This means that clients are now welcomed in a more appropriate environment. Our relocation has also ensured that clients are given more privacy to discuss their needs and problems.

This year's Annual Report has been user-led. We have spent a number of months talking with and interviewing users to find out their feelings and opinions of our organisation. Our intention is to let you hear them voicing their thoughts about their experiences of the group and its services. The pages will speak for themselves. What is pleasing is the fact that the users interviewed, as well as those who responded to our questionnaire, have all agreed that the organisation has touched their lives in positive ways.

This year ended on a happy note when we learned that we had been awarded a grant from the National Lottery Charities Board which will help to put in place a proper management structure and reach out to the disabled, housebound and vulnerable clients.

Finally, I take this opportunity to show my appreciation to all the staff, volunteers and users. Barton Hill Asian Women's Group has not only survived but also gone from strength to strength due to their commitment, positive and trusting relationship between the staff and Committee Members and, of course, the generous support of our funders.

Zehra Haq
Group Co-ordinator



Day Centre volunteer



THE MUMS' AND TODDLERS PROJECT: A WINDOW FOR OPPORTUNITIES

The Young Mums' Project supports lonely and isolated women like new arrivals from the Sub-Continent, such as nineteen year old Ayesha who arrived in this country to be with her new husband. The project offers opportunities for women like Meena, aged 27, a mother of three young children, to get together to learn, develop skills and confidence in a supportive and culturally familiar environment. The project further offers courses in social and life skills, health, basic literacy and IT. It also encourages and provides access to vocational training and up to date information about local vacancies and training opportunities. Quality care creche facilities provided by the Settlement are available on site while mums are in the project.

CASE STUDY

"I first attended the group eleven months ago with a friend. I was very shy, depressed and frightened at the time. I did not know what to expect. I had completed my matriculation exams in Pakistan and then got married very soon afterwards. I had ambition and was unhappy that I could not pursue my education. However, the project introduced me to health courses and English literacy. The literacy tutor was very helpful, friendly and patient. This has made me more confident and I want to work hard to develop a career and settle well in England. I have settled well in the project and feel very happy. Everyone is so supportive of each other here and I am now able to support and encourage women in a similar situation to me."

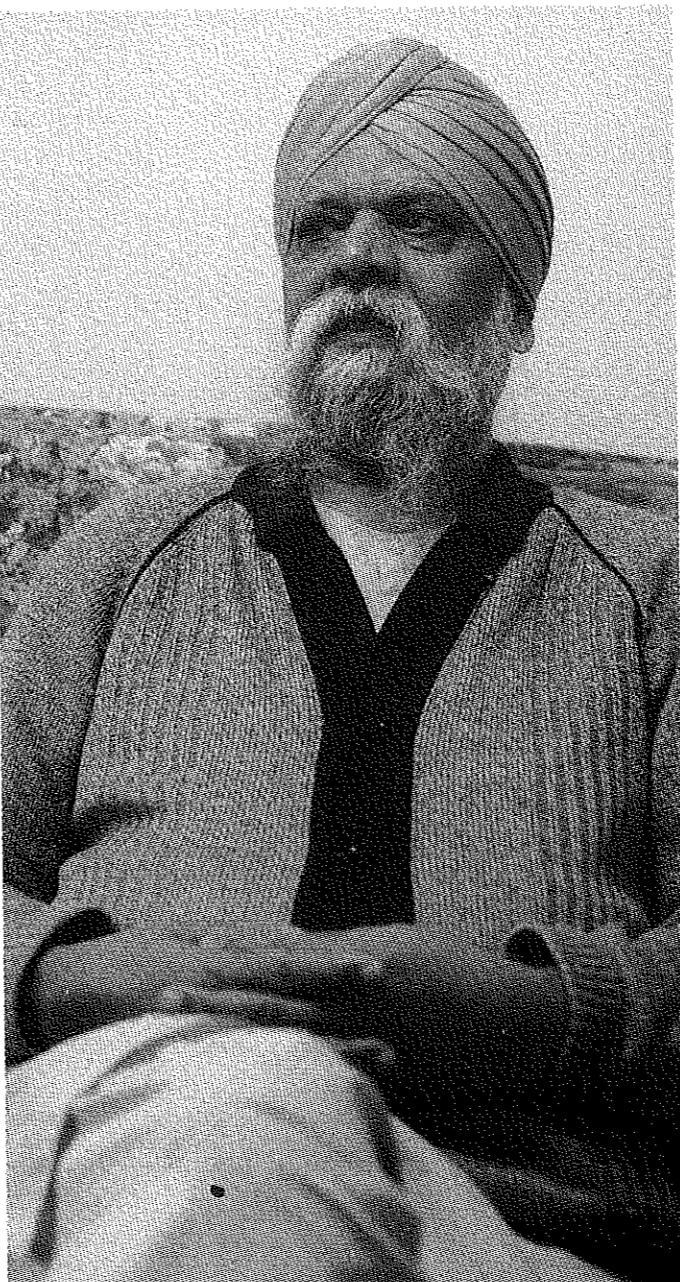
Ayesha



THE SITTING SERVICE PROJECT

This project continues to provide direct sitting service support to carers of elderly and frail men and women. It still remains the only black project of its kind in Bristol. The sitters meet the needs of the elderly, infirm and lonely in a variety of ways:

- * They offer a befriending service to give carers respite from the burdens of care.
- * They support and counsel the elders as well as provide practical support and a listening ear.
- * They are a means of social contact to those who are suffering from depression, are housebound or very infirm.
- * They provide respite for carers who are often themselves elderly and frail and may even be in need of support.



CASE STUDY

Mr Kamal Bharoot is in his early seventies. His children are married and living in Leeds and Manchester. His wife, Rita, is in her late sixties but is totally disabled as the result of two very severe strokes seven years ago. She is totally paralysed and therefore wheelchair bound.

Rita is totally dependent on her husband in every way. He has to wash, dress, feed and provide her with everything she needs in the home. She is becoming heavier and he is finding it more and more difficult and stressful to lift her. He himself is diabetic and has recently strained his back in attempting to lift Rita into bed by himself.

Rita comes to the Women's Day once a week for day care and gives Mr Bharoot respite from 10.30 am until 3.00 pm when he picks her up. During her stay at the centre, he is able to unwind a little, collect his pension, pay the bills and do the shopping.

When the sitter from the Sitting Service Project goes into their home for three hours a week, Mr Bharoot is able to get away to meet friends and relax a little in a much deserved atmosphere of friendship. Meeting social needs are as important as meeting caring needs.

Rita Bharoot says:

"I look forward to the sitter's visit. In fact, my husband looks forward to her coming even more than I do because he can enjoy his break and feel less stressed. I feel less of a burden to him and what's more I get to see a different, caring woman's face."

Kamal Bharoot adds:

"It's good to communicate with workers from our own cultural background who not only speak our language but understand our traditions, and what we are going through and know how best to meet our needs. I am so grateful to Barton Hill Asian Women's Group and don't know what would have happened to us without their kind support."

THE DAY CENTRE PROJECT

This once weekly service continues to offer Asian women of fifty five and above opportunities to meet in an environment provided by Women's Only Day. It serves to alleviate their loneliness and isolation. It fosters in them feelings of independence and self-worth by offering them good company, a range of activities, hot Asian vegetarian and 'halal' meals, trips and courses on health and personal welfare, and so on.

It also caters for the very frail and disabled elders who would be otherwise cut off and stranded within the four walls of their homes. The day centre provides the hustle and bustle and liveliness which people need to feel alive. It is an environment in which women of all cultures, faiths and language backgrounds come together for mutual support and care.



"I am a widow in my late sixties. I am in a wheelchair as the result of my stroke two years ago. I have no feeling in one side of my body. I live in Bedminster with my son and his wife. I look forward to coming to the project every Monday and wait anxiously by the window, like a child, for the minibus transport to arrive with the happy smiling face of the escort to take me to the centre. The area in which I live is very cut off from the community and this increases my feelings of loneliness and isolation. I am mostly on my own in the house because my son and daughter-in-law both work full time. So the project provides me with a lifeline and I am determined to hang on to it. I feel really at home in the centre because I am supported by the helpful and friendly staff and volunteers whom I regard as my family. My health is improving with the gentle exercise I get at the centre and I really love to take part in all the discussions, talks and other things that go on. I love the project because it gets me out of myself and it gives me pleasure to think about it when I am stuck at home. I really enjoy and look forward to going there."

THE YOUTH PROJECT

The girls' project has grown in strength since last year. Many girls went directly into full and part time employment. However, their places were quickly filled by eager new members who enjoyed their exciting first year with the group.

The girls enjoyed the activities planned such as badminton, bowling, ice skating and going out to the cinema and restaurant. Every event was fully subscribed to. Moreover, the trips to Southall, Wembley and Birmingham were eventful and great fun.

The project offers a caring, welcoming and dynamic environment for the girls to come and be themselves. They share their experiences and build trust and good relationships in an atmosphere of friendship. Discussions were encouraged in order for the girls to share ideas and listen to other points of view. They were given the opportunity to develop new skills as a way of making the transition from adolescence to womanhood.

This is regrettably the last year of the Youth Worker, Farhana Yasmin, who has been with the project ever since it began ten years ago. Farhana leaves behind a thriving project who wish her every success in her new post in caring.



CASE STUDY

Sabrina is fifteen years old and attends one of the local comprehensive schools where she is a Year Ten student. She has to look after her menopausal mother who has bouts of severe depression. Sabrina has in her care four younger brothers and sisters for whom she takes total responsibility since her father works a night shift in the bakery and is seldom at home.

Sabrina clearly has her own needs and has had to become grown up pretty quickly. She welcomes attending the group with others of her own age and culture. Here she can have a laugh, share her emotional problems and be herself again. Sabrina knows she is lucky because she has somewhere to go on a Sunday and is able to go only because of the extended family support she gets. This support comes from her mother's family.

"I'm really grateful for this opportunity to be able to be with the girls my own age and have fun. I don't know what I'd do if the girls' project wasn't there. Life at home gets me down sometimes, especially when mum gets one of her turns. I try not to show my feelings because of my younger brothers and sisters. All I know is that the project really sets me up for the week and it gives me the opportunity to go to places with friends. I really enjoyed our last get together at Pizza Hut and the visit to Southall was great fun. What I really enjoyed most of all was meeting with other Asian girls in Birmingham and it was reassuring to learn we mostly face similar problems in our lives."



THE HOLIDAY PLAYSHEME

The scheme was run during the Easter and Summer holidays for children between five and eleven years. This year's Summer scheme ran particularly successful activities because of the additional grant we managed to raise. We were able to offer a greater range of leisure activities such as face painting, crafts, cooking, drama, outside games. These proved to be very enjoyable and great fun.

The scheme attracted not only local children but also children from the St Anne's and Broomhill areas of Bristol. These children are usually cut off from their own community and tend to feel isolated as a result. It was therefore an opportunity for them to enjoy themselves with other Asian children of their own age in an atmosphere of fun and friendship.

The playscheme therefore enabled hard pressed mums to have time to themselves during the long school holidays, knowing that their children were being cared for in a secure and stimulating environment.

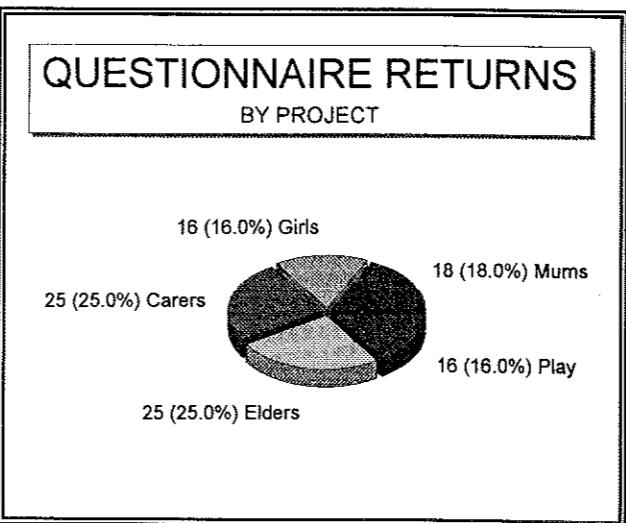


AN ANALYSIS OF OUR USERS' RESPONSES TO THE QUESTIONNAIRE

In order to evaluate the effectiveness and quality of our services to users, an indepth questionnaire was devised and then distributed to random samples of thirty users in each of the five projects in the organisation. In all, one hundred and thirty service evaluation questionnaires were sent out.

BREAKDOWN OF RETURNS

Of the one hundred and thirty questionnaires distributed, a total of eighty three were returned; a response of 55% The Elders' Project and the Carers' Project together provided 50% of the responses (see chart below).



ELDERS' PROJECT RESPONSES

The majority of the elders who responded were very satisfied with their current level of service provision. Nevertheless, many requested another day in addition to their one day a week in the Day Centre. Many expressed that the group alleviated their depression and feelings of isolation. They all welcomed the social contacts provided by the group and looked forward to the activities and social events, such as shopping trips and outings, that the project organised.

YOUNG MUMS' PROJECT RESPONSES

Most mothers who returned the questionnaire were by and large satisfied with the level and quality of service provision available to them and their children.

A majority of the sample considered that the Project had eased their loneliness, frustration and isolation. Three respondents stressed the following:

- * They had developed practical skills.
- * They were happy because their children were benefitting from the creche facilities and were thriving and contented as a result of this.
- * They had made good, longlasting friendships with women in similar situations to themselves.
- * They had improved their English.

There was, however, a demand from all respondents for more access to vocational courses and talks on health.

There was also emphasis on the fact that they had gained more confidence in speaking and were able to support each other within the group.

SITTING SERVICE PROJECT RESPONSES

The majority of respondents felt that without this service they would be pressured with burdens of care twenty four hours a day without respite. The service had given them the opportunity to be themselves for a few hours a week. One respondent stated that he was able to go to the Day Centre, visit friends, or simply relax, once a week. Another respondent replied that her frail mother was overjoyed to see another face and looked forward to the arrival of the carer. All respondents expressed satisfaction with the service and requested increased hours. Three respondents asked for the service to be extended to weekends.

YOUTH PROJECT RESPONSES

The respondents replied that they had had a varied and enjoyable year that was packed with fun and exciting activities. They all considered that the highlight of their Project activities was their day trip to Southall. They felt that the activities on offer were excellent and encouraged them to attend. The respondents had introduced a friend to the Project.

PLAY SCHEME

The respondents stated that this Summer's play scheme was very enjoyable and fun because there was a wider range of activities and more workers to help them. They noticed that the Summer Project was open for more days than in previous years, so it gave them a lot more to do and made their holidays more lively and interesting.

BARTON HILL ASIAN WOMEN'S GROUP

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDING 31 MARCH 1997

	Notes	Young Mums	Elderly Women	Young Women	Sitting Service	Total 1997	Total 1996
INCOME							
Total Grants	1.	14131	3080	2271	22463	41945	46322
Cafe Sales		0	573	0	0	573	499
Fundraising/Other Income		437	90	834	0	1361	1895
Bank Interest		164	0	0	100	264	279
TOTAL INCOME		14732	3743	3105	22563	44143	48995
EXPENDITURE							
Salaries & Wages		9161	1846	2642	17405	31054	33311
Staff & Volunt.Expenses		361	295	129	1055	1840	1848
Training		0	0	0	100	100	135
Print/Stat/Post/Phone		619	200	150	1183	2152	1706
Advertising		0	0	0	70	70	40
Subscriptions		91	0	0	0	91	72
Insurance		80	40	40	112	272	272
Publication & Publicity		45	0	0	128	173	380
Rent		558	1000	232	1771	3561	4532
Transport		755	1359	658	196	2968	3470
Food & Provisions		216	906	50	0	1172	877
Repairs/Replacements		0	0	0	121	121	331
Special Projects		2317	0	0	0	2317	2259
Activities		46	0	105	0	151	109
Accountancy & Audit fee		150	75	75	350	650	650
Bank Charges		30	25	25	51	131	122
Sundries		37	0	0	21	58	269
TOTAL EXPENDITURE		14466	5746	4106	22563	46881	50383
NET SURPLUS(DEFICIT) FOR THE YEAR		266	(2003)	(1001)	0	(2738)	(1388)
SURPLUS BROUGHT FOREWARD					73	1461	
SURPLUS CARRIED FOREWARD					(2665)	73	
REPRESENTED BY :							
2. Cash and Bank Balance					3450	3171	
3. Debtors and Prepayments					765	693	
Sub Total					4215	3864	
4. Less Creditors and Accruals					6880	3791	
Net Assets					(2665)	73	

We take this opportunity to thank Mr Fred Davies, who has been our Auditor for the past ten years. We wish him good health and every success in his life.

STATEMENT OF AIMS AND OBJECTIVES

The Barton Hill Asian Women's Group was set up in the summer of 1986. It was set up to promote the health and well being of Asian women in Bristol through services, self help and advocacy activities which build on the strength of our cultural identity. Our current programme includes:

- i) respite services for carer's of Asian elders (disabled and able bodied) through a sitting service.
- ii) a day care service for frail disabled elderly women.
- iii) a young mums group with provision for toddlers.
- iv) a youth project for young Asian women and girls.
- v) a holiday play scheme for young Asian children (mixed gender) aged 5-11 years.

THE BARTON HILL ASIAN WOMEN'S GROUP / DHEK BHAL STAFF TEAM

	MANAGEMENT COMMITTEE
Group Co-ordinator	Zia Rehman
Zehra Haq	Bhavna Adalja
Sitting Service Co-ordinator	Sajda Hussain
Parveen Akhtar	Arshad Ali (resigned)
Finance Officer	Farzana Sahi
Jo Cownie (from 3.8.97)	Nilufer Begum
Administrative Worker	Asghari Rasul
Shaheen Ishaq (from 3.8.97)	Tabassam Aziz
Outreach/Development Organiser	In addition, unpaid volunteers who work with the regular employees to provide the necessary staffing to run our many activities. Their contributions are much appreciated.
Nazlin Nathoo (from 1.12.97)	
Youth Worker	
Farhana Yasmin	
Day Centre Workers	Volunteers
Sajida Hussain	Ravinder Kaur
Rukhiya Saleem (temp)	Waheeda Begum
Gulnar Rafiq	Kuldip Kaur
	Nazmin Rana
Sitters	Louise Way
Mamoonah Janjua	Sadia Ashfaq
Bharti Mehta (resigned)	Azmeena Haq
Khrishna Kaur	Shamim Akhtar
Rifat Nisa (resigned)	Ishrat Parveen
Rezina Rehman	Razia Yaqub
Shahina Hamid	Khrisna Kaur
	Nagina Singh
Banker	
National Westminster Bank, Redfield Branch	
Auditor	
Fred Davies FCA	14 Ralph Road
	Horfield
	Bristol
	BS7 9QP

THANK YOU'S

We are deeply grateful to all the people who have helped and supported the work of Barton Hill Asian Women's Group and its projects.

We would like to extend our special thanks to the following for their funding:

Bristol City Council Social Services Committee
Bristol City Council Equalities and Community Development Committee
Greater Bristol Foundation
Community Education Central and East
Bristol City Council Leisure Services Committee
BBC Children in Need
Bristol Holiday Play Scheme
The National Lottery Charities Board
Photos and Annual Report Layout - Carrie Hitchcock