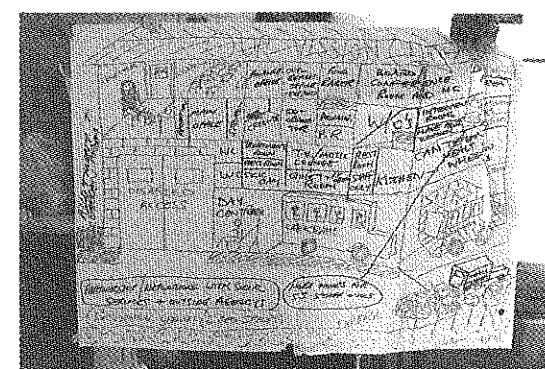
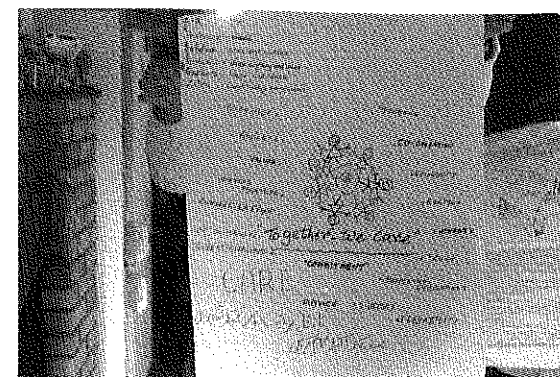
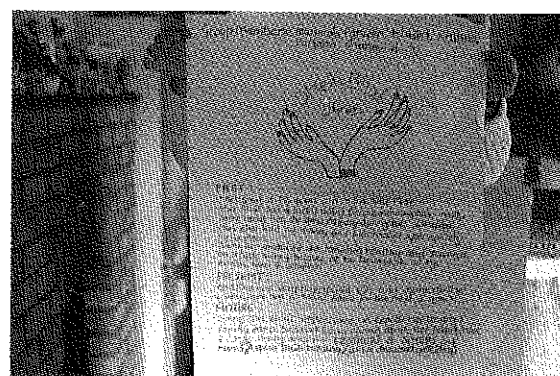
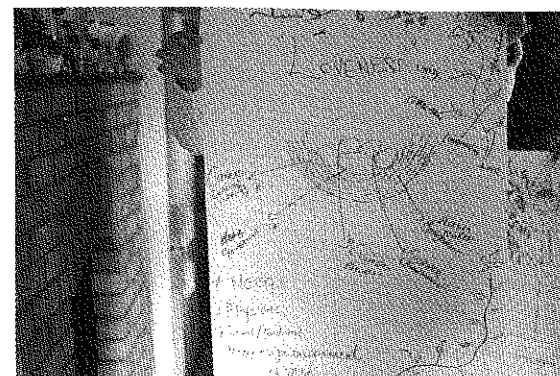
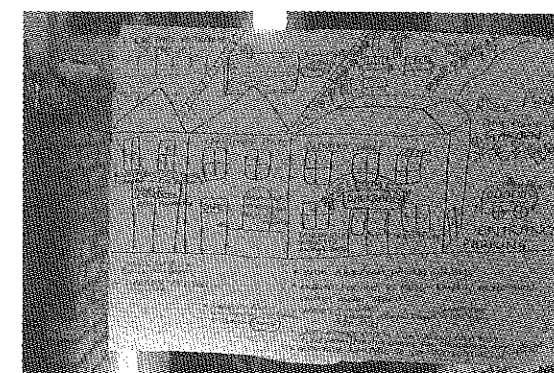
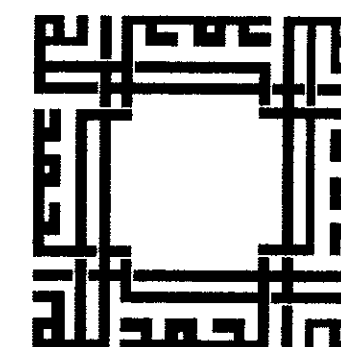
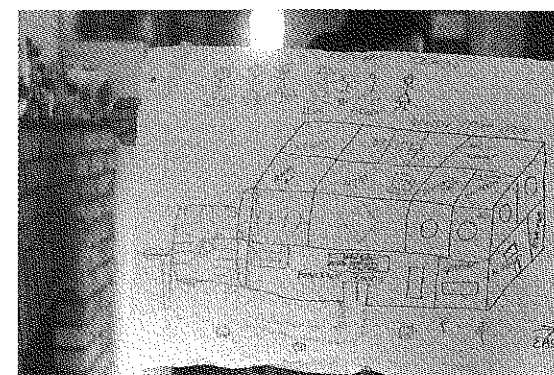


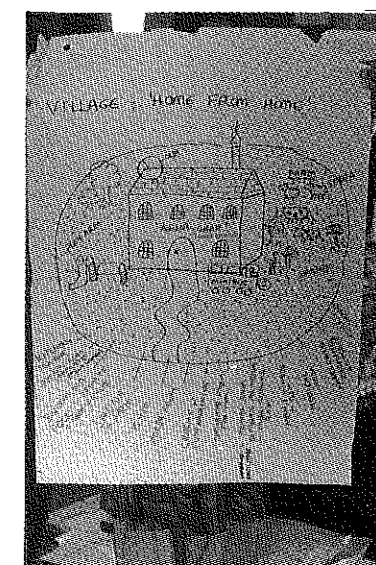
Dhek Bhal
Barton Hill Settlement
43 Ducie Road
Barton Hill
Bristol BS5 0AX
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Dhek Bhal



Annual Report
1998



CHAIRPERSON'S REPORT

With each passing year, a new project comes to life in our organisation and the first year of its life as Dhek Bhal proved to be no exception. In fact, it witnessed a greater number of clients, via the development of our new Outreach Project, coming forward to use our services. (It is important for me to stress that the need of each emerging project has been identified by the users themselves).

This past year has been very much a year of transitions. The changes have left no part of our organisation untouched. We have taken on a new identity and status and have thereby enhanced our standing in the community as a whole.

For me, the achievements this year may be measured in terms of the following:

Firstly, through the extension of our services to more male users. You may remember that for the past two years, through the Sitting Service Project for carers, male users have been benefiting from the service.

Secondly, through the development of our new Outreach Project for the housebound, frail and disabled elders in Bristol. We have recruited and trained a pool of volunteers from diverse South Asian cultures and language backgrounds to provide a befriending service to these clients in their home.

Thirdly, Dhek Bhal has extended its day care services to clients in South Gloucestershire in a particularly successful way, despite stringent funding. This gave hope to the South Asian needy of South Gloucestershire by providing them with an outlet that

alleviated depression caused through isolation and loneliness.

I am particularly gratified by the steps that Dhek Bhal has taken this year towards the establishment of a support group for carers. This is a most exciting venture since it once again demonstrates that the need for such a service was identified by the carers themselves. This self empowerment came as a direct result of a Carers and Cared For workshop which I, as a carer myself, attended in March 1998.

In writing my report, I have to be selective about the achievements to be mentioned. Nevertheless, I am mindful of the hard work and commitment of all our project workers, volunteers and users. I take this opportunity to commend them. The Management Committee have worked tirelessly as a team to manage the change within the organisation and have successfully adapted to their new role as trustees. They continue to support me, as do the staff, users, funders and volunteers.

I cannot conclude this report without thanking Zehra Haq for successfully navigating us through uncharted waters of change this year. With the rapid expansion of Dhek Bhal services, we hope to acquire new premises that will house adequately every one of our projects under one roof. This is a major undertaking but one which I believe is feasible with the support of our friends and funders. I look forward to reporting progress in this direction in the next Annual Report.

Faiza Malik

Difficulty has become easier and that's the difference this service has made to my life.
Bushra Bibi

Nazlin came and helped. For once, we didn't need to explain our culture and background because she understood.
Mr and Mrs Sumar

Your Sitting Service provides a good service to all South Asian clients in Bristol and it is my sincere hope that Bristol City Council and other funding bodies will support your good work.
Mr Rohit Barot & Mr Rahul Barot - carers

My independence is most important to me. I have heart trouble. I have been coming for eight months now and I enjoy the company, food and activities. The volunteers and staff are wonderful.
Mrs C Kaur



CO-ORDINATOR'S REPORT

In the Annual Report of 1996/97, I addressed the issue of transformations or changes in identity within the context of the development of our organisation. For me, the changes which Dhek Bhal has undergone in the past year have been as rapid as they have been far reaching. We are a rapidly evolving organisation and this year saw us planning to implement a strategic framework within which to cater for the needs of all our clients.

Given that for the past two years a number of our clients, particularly carers in the Sitting Service, have been male and that we have been hitherto an exclusively female organisation, it was crucial to heed the call and to acquire new perspectives on the delivery of services in ways that would accommodate both men and women.

The issues of service delivery, mainly through the Sitting Service and later the newly established Outreach Service headed by Nazlin Nathoo, as well as the accommodation of new members from South Gloucestershire, made it imperative to embark upon an audit of our organisational capacity in terms of its funding needs, human resource skills, assets and achievements. This audit was also to provide a framework for the strategic plan which was to be developed in the next year, within which to structure, direct and effectively manage Dhek Bhal's growth and change as it entered the 21st Century.

Resources

Over the year, Dhek Bhal continued to provide a high quality of service delivery due to the enhanced professionalism of all our staff. The National Lottery Board funding this year enabled the organisation to employ and train personnel of a very high calibre. For instance, the appointment in August 1997 of Finance Officer, Jo Cownie, and Shaheen Ishtiaq, the Administrator, ensured that the organisation was efficiently managed. This new administration tier enabled me to focus on other issues without worry. With the aid of the Finance Officer, I was able to apply for Company registration and charitable status.

By December 1997, we were able to appoint the Outreach Development Worker. Her role was to reach out to and support the housebound, frail, disabled and vulnerable clients that had already been identified by the organisation. Because of the high number of referrals and the pressing nature of the clients' needs, the service rapidly developed into a project with its own volunteers and training programmes. A volunteer policy was also produced to ensure consistency and appropriately high

standard of service delivery to users. This year, as in previous years, we were host to a social work student from the University of Bristol. We found her placement to be very beneficial in that she ably assisted us in the development of Dhek Bhal's Child Care Policy. The student, Kasha, gained experience and insight into the ways in which Dhek Bhal worked to combat critical issues of poverty, unemployment, isolation, racism and other difficulties encountered by our users in their everyday lives.

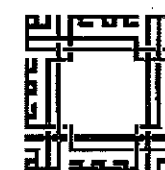
Securing funding for most of the projects continued to be a problem. Lack of funding created serious difficulties for our organisation, particularly in the area of planning and development. This continued to lead to instability and insecurity for staff, volunteers and users because of uncertainty as to whether project funding would be forthcoming from year to year. In contrast, the funding of the Sitting and Day Care Services by Bristol Social Services Committee was for a period of three years which enabled the organisation to plan more effectively for these projects.

This year, as always, we have stressed the importance of partnership with local communities and the involvement with local voluntary and statutory sector initiatives to ensure that Dhek Bhal reached out to all the vulnerable users in Bristol and South Gloucestershire. For instance, the Carers Line for Asian carers was set up this year in partnership with the Princess Royal Carers Trust Centre and a tape in Urdu/Punjabi was being produced for carers by our partnership.

As I have already stated, I am ever conscious of the difficulties we face, and this year was no exception. As we move towards the millennium, security of funding remains a critical issue for the voluntary sector as a whole. This is where the role of the volunteers is crucial to the lifeblood of the voluntary organisation. They enabled Dhek Bhal to flourish by their commitment to both the running and management of the organisation.

Finally, I take this opportunity to thank my colleagues, friends, funders, users and all well wishes, without whom our achievements would not have been possible.

Zehra Haq



MUMS PROJECT

Over one hundred women have been involved in the project this year. The project was organised around three aspects, namely literacy, vocational training and health, which included the impact of domestic violence on their mental health.

Literacy

The project continues to provide classes for mothers who want to learn or upgrade their skills in English. Women who attend the classes on a regular basis state that they have gained confidence and feel supported and encouraged in a secure and friendly environment. They feel less isolated and are able to share their problems with each other whilst developing basic skills in English. It is pleasing to note that several women have gone on to access further education or have gained employment in the areas of child care, interpretation and business administration as a direct result of their membership of this project. Well done to these users!

Vocational Courses

The following training courses were offered this year:

- * Assertiveness Training
- * Child Care / Play Work
- * Self Defence
- * IT
- * DIY in the Home
- * Health Workshops
- * Caring Skills

The courses were oversubscribed and enjoyed by the participants. As well as acquiring new skills, the women worked together in an atmosphere of

friendship. Each session created a learning environment in which each participant was encouraged to progress at her own pace. Tutors ensured that the materials and tasks were tailored to meet individual learning needs. The hallmark of each session was that the women appreciated the companionship offered. This was demonstrated by their personal contributions to discussions and their ready support of others.

Watching the women participate, it is easy to lose sight of the important fact that most of them come from disadvantaged backgrounds in which poor housing, unemployment and other negative structural factors dominate their lives. Moreover, many of the women attending are full time carers of elderly relatives as well as their own children and these sessions provide their only opportunity for respite from drudgery.

As well as structured activities, the women are given opportunities to meet in open forum to discuss issues close to them, ranging from post-natal depression, bereavement and arranged marriages to less serious topics such as television programmes, religious festivals and tastes in music. These sessions proved to be highly popular and therapeutic, and provide a contrast to the otherwise structured but equally popular training programmes.

Finally, despite the upbeat and optimistic tempo, there continues to be difficulties over the issue of accessing creche facilities for a number of women. This necessarily curtails their participation in the project and denies them their much needed respite. As a consequence of this, Dhek Bhal will be exploring ways to overcome what seems to be a perennial problem for this project.



Dhek Bhal helped to build up my confidence and restore my self-esteem, which has enabled me to recognise skills I have and to develop them further ... Without Dhek Bhal I don't know where I would be today.

Mrs Sugra Bibi

The atmosphere in the group is very relaxed and friendly. It's like a family - everyone supports each other. My son is very happy in the creche.

Mrs Khaldi Bibi

YOUTH PROJECT

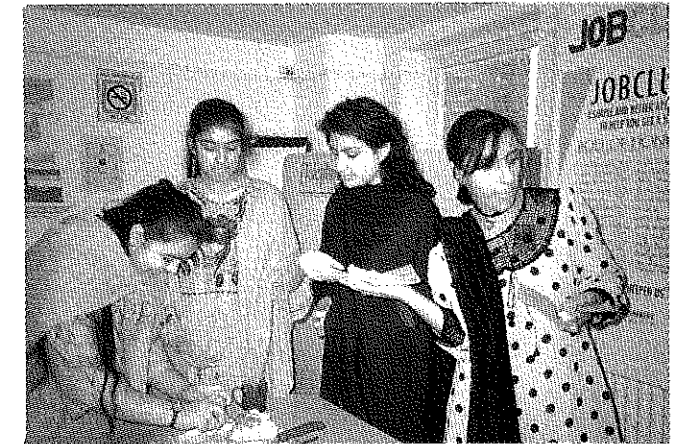
The difficulties with the appointment of a permanent Youth Worker did not affect the running of the project in any way. In fact, this temporary setback enabled the Management Committee of Dhek Bhal to manage, evaluate and review the project and its activities at first hand.

Faiza Malik, Dhek Bhal Chair, held the fort effectively by using her youth management and teaching experience to lead the project. The Group Co-ordinator herself had to become more involved in the actual sessions for a number of weeks.

It was a credit to the sixteen girls that they continued to support the activities and each other, maintaining an atmosphere of friendship and self-reliance which has characterised the project over the years.

The activities this year included photography, a course in journalistic skills, self defence, basketball, visits to cinema, cooking and discussions on issues relating to their everyday lives.

The girls considered that the project enabled them to acquire effective interpersonal skills and to bond together as a team. They really benefited from their visits to Southall and Birmingham where they were hosted by similar projects. They also had trips to Drayton Manor Park and the American Theme Park.



I have been on a self defence training course. I feel safer and, most important, I've made so many new friends.

Naila

The group is safe and supportive. I enjoy the discussions we have, especially on very sensitive issues, most often racism, race, culture, drugs and also our sexuality.

Azmeena

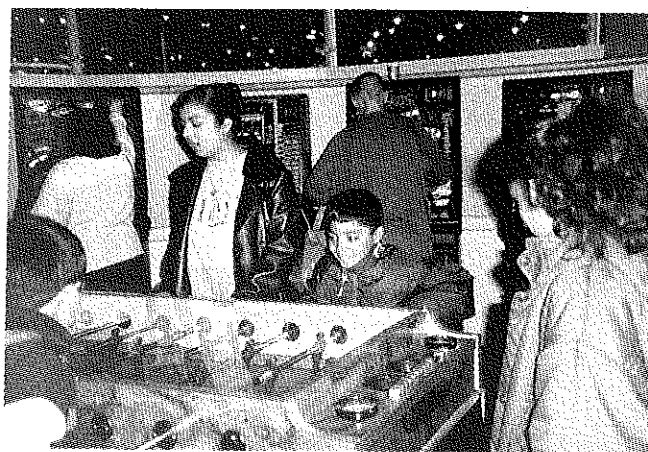


PLAY SCHEME PROJECT

The Play Scheme is now well established and continues to attract children between 5-11 years, mainly from the inner city areas such as St Pauls, Easton, Lawrence Hill, St Werburghs and Barton Hill. It is proving immensely popular and was over-subscribed, both at Easter and in the summer holiday. Its outstanding success this summer was due in part to the grant of £3,000 received from BBC Children In Need. This allowed the project to run for four weeks in the summer and ensured that activities were well resourced.

Activities ranged from away-day trips, arts and crafts, drama, face painting, collage making and swimming to outdoor games and a very successful visit to the Exploratory. More children this year were able to enjoy themselves with others of similar age and culture. This offered them the opportunity to make new friends and develop social and educational skills through play and experimental activities. The scheme also benefited parents because it offered them respite for four weeks of the six weeks summer holiday. Transport to and from the home was provided for the thirty children. The scheme was well staffed by paid workers and parents who took on the role of volunteers.

The grant of £250 from the Avon and Somerset Police was used to organise a trip to Bowood Adventure Park for children and their parents. The continued support from Bristol Holiday Play Scheme enabled the project both to employ play workers and to restock its depleted arts and crafts equipment and to purchase board games and outdoor games equipment.



You don't have to sit at home and watch TV. You can come here and play with new friends and make jewellery.

Rifat

I come to the scheme every Easter and Summer holidays. I do things I have never done before, like cooking. If I didn't go to the scheme I would be bored indoors.

Suman

THE DAY CENTRE PROJECT

Dhek Bhal Day Centre project welcomed 15-20 frail elderly women each week. For many of them, the day centre is a lifeline, providing care and good company, a hot vegetarian or 'halal' meal and a range of activities which they would otherwise be unable to experience or enjoy.

The emphasis was on the empowerment of elders. Users were encouraged to take control of aspects of their own lives by making decisions which pertained to developing their self-esteem and self worth.

The range of activities, which included DIY, painting, flower arranging, shopping trips, local outings and health workshops with videos in five different South Asian languages, enabled the women to grow in confidence and become more assertive and independent. The project attracted referrals from elders living in South Gloucestershire, offering them opportunities to develop friendships and attachment that enabled them to alleviate their isolation. This year saw two new members join the Management Committee.

The project is both dynamic and lively. It continues to attract referrals from Social Workers, Health Visitors, other agencies and potential users themselves.



SITTING SERVICE PROJECT

The Sitting Service is now in its fourth year and continues to grow rapidly due to referrals from many statutory and voluntary agencies. In the last year, thirty five carers benefited from the project which was an increase of nine from the previous year. Four new carers were referred from Totterdown. The carers derived maximum benefit from this service since it enabled them to put the burden of full time care for frail and elderly relatives, in need of constant attention, behind them for a few precious hours. This respite time gave carers the much needed break to attend to their own needs.

The project continued to extend its services Bristol-wide to carers of the elderly. Four new sitters were recruited, increasing our number to sixteen and plans were well underway towards recruiting two more sitters by the end of the year.

The number of carers using the service, together with their community background, was as follows:

Number Background

11	Pakistani
12	Sikh
4	Bengali
6	Gujrati
2	Other

This year highlighted that the burdens of care do not rest with physical frailty. Carers were increasingly looking after elderly relatives who suffered from many forms of dementia, such as Parkinson's disease and Alzheimer's disease as well as general forms of depression. The carers themselves identified their need to share their concerns about the apparent lack of understanding and sympathy for their plight. This led to a very informative and successful workshop on 'Carers and Cared For' funded by the Health Promotion Unit. Twelve carers attended with their relatives and the outcome of the workshop was that the carers themselves identified the need to establish a carers support group. The purpose of this group was for carers to meet for mutual support and to share experiences as well as to access information about services.



OUTREACH PROJECT

This year saw the Outreach Service develop into a busy and effective project which helped housebound, elderly, South Asian men and women and their carers to cope with being isolated, housebound or disabled.

The Lottery funding enabled the project to assist clients suffering from diabetes, heart disease, depression, different forms of arthritis including rheumatoid arthritis, strokes, hypertension, dementia and so on.

This year our Outreach Worker contacted and worked with thirty families. She made an assessment of their needs and matched them with the appropriate service providers. She gave help and advice on the following:

- * Form filling
- * Social Services provision
- * Health service provision (GP)

She ensured that all clients were given the benefits and provided with information and services to which they were entitled. She worked in partnership with the Barton Hill Advice Centre Outreach Worker to secure Attendance Allowance and Disability Living Allowance for nine clients.

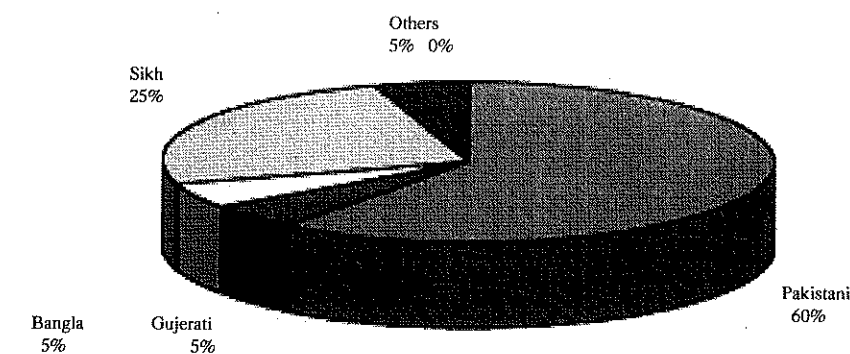
The project was successful in recruiting a pool of volunteers from diverse South Asian cultural, linguistic and religious backgrounds and matching them in accordance to the needs of the family. The Outreach volunteers were given appropriate training before visiting the homes of clients. A volunteer policy pack was also put in place and volunteer support meetings were made a regular feature of the project. The role of the volunteer was to provide practical and emotional support to the clients. This support was provided in many ways, including cooking, chatting, listening, reading, and so on.

Before I was lost and helpless, but now I am happier and content. The volunteer visits warm my world and make my life more worthwhile.

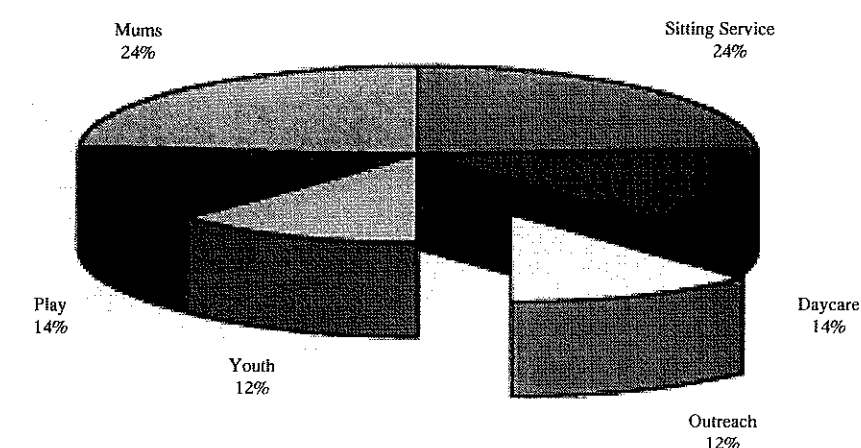
Kalsoom Begum

Nazlin came and helped. For once, we didn't need to explain our culture and background because she understood.

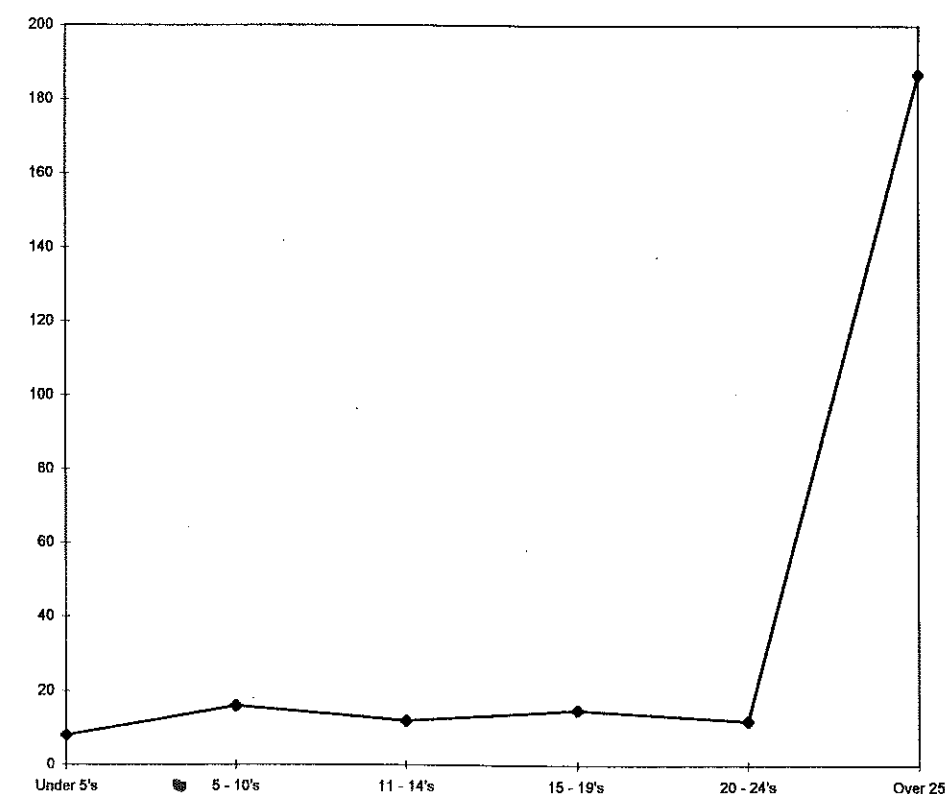
Mr and Mrs Sumar



This pie chart illustrates the percentage of users by ethnic origin.



This pie chart illustrates at a glance the percentage of Dhek Bhal users by project.



The number of users by age is indicated by the line graph. The over 25's include users of Mums Project, Sitting Service and Day Care Project, which includes users from South Gloucestershire.

Statement of Income and Expenditure for the year ended 31 March 1998

	1997/98 £	1996/97 £
Income		
Lottery Project	42,508	0
Young Mum's Project	17,789	14,732
Elderly Women's Project	6,908	3,743
Young Women's Project	4,599	3,105
Sitting Service Project	23,249	22,563
Total Income	95,053	44,143
Expenditure		
Lottery Project	32,248	0
Young Mum's Project	16,294	14,466
Elderly Women's Project	7,324	5,746
Young Women's Project	4,985	4,106
Sitting Service Project	22,816	22,563
Total Expenditure	83,667	46,881
Net Surplus / (Deficit)		
Lottery Project	10,260	0
Young Mum's Project	1,495	266
Elderly Women's Project	(416)	(2,003)
Young Women's Project	(386)	(1,001)
Sitting Service Project	433	0
Total Net Surplus / (Deficit)	11,386	(2,738)
Surplus / (Deficit) brought forward	(2,665)	73
Surplus / (Deficit) carried forward	8,721	(2,665)
Represented by:		
Fixed Assets	2,918	0
Current Assets		
Debtors	1,643	765
Cash at bank and in hand	22,340	3,450
	23,983	4,215
Creditors: amounts falling due within one year	(18,180)	(6,880)
Net Current Assets / Liabilities	5,803	(2,665)
Total Assets less Current Liabilities	8,721	(2,665)

Note: The Local Authority funded projects continued with levels of funding similar to those received in the financial year 1996/97. The Lottery funded project commenced during the year. The surplus of £10,260 shown against the Lottery project was largely expended by 31 July 1998, the end of the Lottery financing period. On the Local Authority funded projects, the accumulated deficit was reduced.

STATEMENT OF AIMS AND OBJECTIVES

Dhek Bhal promotes the health and social well being of South Asian people in Bristol and South Gloucestershire through a range of services which build on the strength of our cultural identity. Our project services include:

- i) respite services for carers 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.
- vi) an outreach service for housebound, frail, disabled elders and their carers.

DHEK BHAL STAFF TEAM

Group Co-ordinator
Zehra Haq

Sitting Service Co-ordinator
Parveen Akhtar

Finance Officer
Jo Cownie

Administrative Worker
Shaheen Ishtiaq

Outreach/Development Organiser
Nazlin Nathoo

Day Centre Workers
Sajida Hussain
Gulnar Rafiq
Farhana Yasmin

Sitters
Mamoonah Janjua
Khrishna Kaur
Rezina Rehman
Shahina Hamid
Zia Rehman
Bhavna Adalja
Sajda Parveen

Farzana Sahi
Nilufer Begum
Asghari Rasul
Tabassam Aziz

ESOL Tutor
Parivarsh Mir Aftab

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.

Volunteers
Sahdia Hussain
Krishna Kaur
Khalida Bibi
Sughra Bibi
Musumbal Bibi
Azmeena Haq
Katherine Charsley
Farhana Yasmin
Gurdeep Panesar
Rukshanda Iqbal
Naheed Iqbal
Neladur Rahman
Tabassum Malik
Kamini Varma
Simon Hitchcock

MANAGEMENT COMMITTEE

Chair
Faiza Malik

Treasurer
Massarat Zulfikaar

Nahid Kauser
Sadiah Hussain
Samina Yunus
Shakira Parveen
Asma Majid
Shabnam Baig
Mussarat Cheema
Bushra Bibi
Parveen Cheema
Gafoora Begum
Asia Naeem

Banker
National Westminster Bank,
Redfield Branch

Auditors
Roberts and Co

THANK YOU'S

We are deeply grateful to all the people who have helped and supported the work of Dhek Bhal 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
Community Education Central and East
Bristol City Council Leisure Services Committee
BBC Children In Need
Bristol Holiday Play Scheme
The National Lottery Charities Board
Avon and Somerset Police Authority

Dhek Bhal was previously known as Barton Hill Asian Women's Group until 1997