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*Registered Charity number 1070015*

*Photography and Annual Report Design and Production by Carrie Hitchcock*

# *Dhek Bhal*



## *Annual Report 2000*

# Chairperson's Report

## **AIM: To promote 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.**

This year Dhek Bhal continues to organise and manage its services efficiently and prudently according to its Organisational Development Plan.

Consequently, our standing within the community is second to none and continues to grow. Our users know they can rely on Dhek Bhal to go the extra mile to meet their needs. An example of this is our expansion of the Sitting Service to South Gloucestershire, despite the difficulties we faced in our negotiation. A splendid achievement!

Another example is the consistently high level and quality of training Dhek Bhal secured for its staff and volunteers across the projects. We now possess a highly skilled workforce and a Management Committee that supports the Projects at strategic level in a skilled and informed way.

Though the reasons that we are able to meet clients needs are manifold, the three that stand out for me from my strategic standpoint as chair of the Management Committee are:

- Dhek Bhal's Open Organisational Climate and its effective systems of communication to users, funders, friends, and the community at large.
- The quality of Dhek Bhal's communication.
- The work of our funders.

Firstly, Dhek Bhal has always sought to promote a climate wherein staff, users, volunteers, Trustees and the Management Committee are trained to be reflective about their roles and responsibilities and the effectiveness of what they do. The systematic use of training and target setting through supervision have ensured that our organisation is responsive to the individual and

collective needs of the South Asian community in user friendly and culturally sensitive ways.

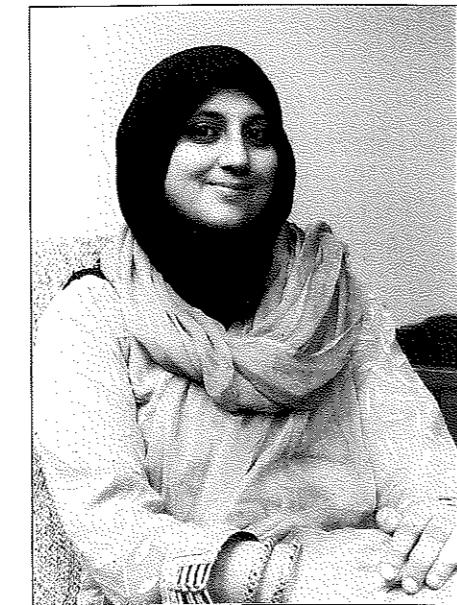
Secondly, Dhek Bhal has always communicated openly and effectively with users, funders, statutory and voluntary groups. It is pleasing, therefore, to see that the Newsletter has been so successful. Feedback about the Newsletter from users and other groups has been overwhelming. It is an asset because it keeps everyone informed and up to date about issues that are fundamental to the quality of their lives.

Thirdly, I take this opportunity to thank our funders for enabling the organisation to develop and to communicate to its needy clients.

The funding from the National Lottery Charities Board secured us larger premises. Bristol City Council ensured that we were able to provide the range of services we offered throughout the year. We thank all our other funding agencies great and small.

Finally, I take this opportunity to thank the Trustees, Management Committee, our highly committed staff and volunteers for their hard work and commitment to Dhek Bhal.

We look forward to another eventful and equally successful year.



# Co-ordinator's Report

Those of you on Dhek Bhal's Management Committee will know from my monthly reports to you what a busy and by many standards outstandingly successful year this has been for Dhek Bhal in terms of meeting its Organisational Development targets when providing services to users in the South Asian community. I now take this opportunity to extend to Dhek Bhal's funders, users, partners, friends, fellow organisations and members of the wider community an insight into our achievements in the past year in terms of targets that have been met within the year. This will have been set within the context of Dhek Bhal's Organisational Development Plan for the year as framed within its over all Five Year Plan.

The targets which were met are listed below:

- A Sitting Service Project for Carers was extended to South Gloucestershire and funded by their Social Services.
- Relocation to larger office premises within the Settlement was made and office space secured in Kingswood to house Dhek Bhal Sitting Service administration for South Gloucestershire. Relocation were required by expansion of services.
- Increased Partnership effected between Dhek Bhal and Statutory and Voluntary Service Providers.
- A very successful Newsletter was launched with two editions published in that year.
- Funding was secured from the National Lottery Charities Board for a holiday for elders to the Isle of Wight (A joint Settlement/ Dhek Bhal initiative).
- Six users obtained qualifications at NVQ 3 in Early Learning.
- Dhek Bhal established its own creche at the Settlement.
- All training targets were met across the projects.
- 200 families were supported in the year.
- The number of volunteers and sessional staff from diverse multi cultural backgrounds was increased by 15%.
- Funding from National Lottery Charities Board to set up Carers Support Group.

However, this is not the full picture. For every silver lining has a cloud if I may be permitted to invert the old saying. Our cloud last year were the dire problems encountered in our attempts to secure accommodation that would house our projects, administration and most of our services in one complex.

The partnership with Social Services to effect this ended in disappointment because of circumstances beyond their control. This wasted much time and energy and precious resources, particularly in funding applications for refurbishments, endless rounds of meetings and telephone calls which in the end yielded nothing but frustration.

A lesser difficulty occurred in the areas of funding. As good housekeepers we looked for funding and applied for it wherever we could. However, we were not successful in attracting funding from certain areas and this again resulted in disappointment, because we had to say no to needy and vulnerable clients who then had to be referred elsewhere for support.

Despite both disappointments, Dhek Bhal was on course to achieve its goals as laid out in the Five Year Plan. Certainly, the plan helped me as Group Co-ordinator to keep the organisation on track last year and kept me focused. Its purpose was to deliver quality services to South Asian users. I rose to the extra challenge of directing the organisation, whilst undertaking the 1<sup>st</sup> year of a DIPSW course at the UWE. I have been supported in my role by the Trustees and Management Committee and the Project Leaders. I extend my gratitude to them, and my thanks to all staff and volunteers who worked unstintingly through out the year.

A special thank you goes from me to Faiza Malik, Graham Partridge, Tamar Bloor, and Ikram Haq, who have all given of their time to support and guide me in navigating the organisation.





# Playscheme Project

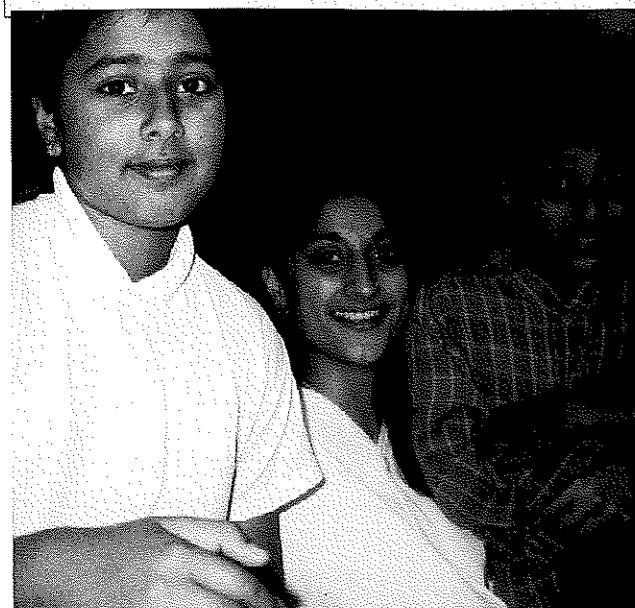
**AIM: To provide educational and social playscheme in a relaxed and culturally acceptable environment during the Easter, May and Summer School holidays for children between the ages of 5 – 11 years living in the inner city areas of Bristol.**

Much attention was focused on this project in the last year since the need for its existence continued to be critical. The demands on the inner city South Asian child were even greater at this time than ten years ago. Children are living in environments that are unsafe, unhealthy, impoverished, and stress inducing. They continue to be victims of urban pollution and family destabilisation.

Conditions in some homes verge on the traumatic for a significant number of children, many of whom have to assume burdens of care beyond their understanding and physical capabilities. For instance, some children have parents who have to go out to work leaving them to supervise brothers and sisters barely younger than themselves.

The Playscheme provided the opportunity for children who fit this profile to be themselves by creating a culturally secure environment wherein they learn to play, develop social skills and become more confident and courageous in their outlook and interpersonal relationships.

The outstanding achievement this year was the week long training in Child Development and the



Psychology of Play for all Play Leaders, Play Workers and volunteers. This was a major undertaking and was funded by BRP who also provided funding for the purchase of play equipment for children between 5 – 11 years. This enabled them to make choices from a range of activities and thereby become creative and cooperative in their approach to play.

Members of the course expressed their desire to build on their training by attending Take 5 and Take 10 courses to be organised by OSCAR and Childcare in the Inner Crescent to obtain nationally recognised accreditation.

Children enjoyed visits to Planet Kids, Avon Wildlife, Zoo, the Museum, Bowood, Thorpe Park and a variety of other places of interest. The playscheme provided children with opportunities to become more outward looking and informed by filling their holidays with a balanced programme of cultural and self-developing events and activities. By the end of the playscheme, the children's awareness of what they could do and what they may achieve in the future as a result of attending the playscheme was significantly raised.

# Youth Project

**AIM: To provide a meeting place for vulnerable young South Asian girls/ women to meet for mutual support, friendship and participate in activities that helps them during their transition from adolescence to adulthood.**



Over the past year, the Youth Project has helped many girls to feel valued through the provision of a safe, supportive and culturally sensitive situation in which they felt at ease when discussing the difficulties they faced at home and in schools.

The girls worked on a menu of activities including needlework/ sewing, cooking, creative writing and photography. They participated in sporting activities which included badminton and bowling, which they particularly enjoyed. The highlight of the year was the organisation of an outing to Clarks Village, Street, Somerset and a meal at the Pizza Hut.

The girls worked as a team to organise these events and bonded well. This binding enabled

them to become more confident, to create further opportunities, to develop their decision-making and organisational skills. As a result of their involvement in the group, three girls made representative to Dhek Bhal Management Committee on issues pertinent to the effective running of their project. Rozina Mukhtar, a user, was appointed to the position of Youth Worker. An excellent appointment!

The project, therefore, enabled girls from closed family situations to develop and flourish in a culturally safe and secure environment that is sensitive to their cultural heritage and needs as well as those of their parents.

# Mum's Project



**AIM:** To provide opportunities for South Asian Mothers who are isolated and disadvantaged to meet together to access vocational and literacy training skills in an informal, culturally friendly environment.



In the past year, the project has addressed the issue of users who though very intelligent and highly skilled, lacked the confidence and language skills required to access employment, further education, higher education and vocational training.

Consequently, the programmes of events and activities set for the year included initiatives that would enable these users to build the confidence to attend vocational courses. Links were forged with City of Bristol College, Open Learning Centre and Alexandra Park Education Centre to enable users to access further education on a full-time basis for more days than Dhek Bhal was able to provide.

Nevertheless, the key focus throughout the year was on these users who attended the Project for friendship, mutual reinforcement, respite from burdens of care, sharing of common experiences, support and a break from the isolation experienced at home. They used the time at the Project to express their creativity and competencies. For example, the Arts and Crafts courses produced stunning examples of their work. Women made picture frames and glass frames which they decorated and displayed in the Settlement Daycentre.

They also attended a 6 week Assertiveness and Confidence Building Course funded by Awaz Utaoh. This was a result of Dhek Bhal's on going and very successful partnership work with other groups.

The literacy course attracted not only new arrivals from the Indian Sub-Continent but women from Iraq and Iran. This demonstrated that the Mum's

Project is strong and continues to develop and outreach in an attractively effective way. It, moreover, underlines the fact that we are attracting these women because of our innovative and exciting ways of supporting users in their personal and professional development.

We are ever mindful that the project is being run to support Young South Asian Mothers. Therefore, our focus for them in the last year was the acquisition of skills to support their family units. Consequently, we ensured that funding was secured to establish Dhek Bhal's own creche facility to support the work of the project by relieving the mothers of the burdens of childcare whilst attending project based activities.

The group continues to strengthen, stabilise and grow. Referrals continued to be made to the group in the following ways:

Referral Agency	No.
Maternity Home Tuition Scheme	5
Self-Referral	8
Social Services	7
Healthcare Services	10
Others	17

The Health Promotion funding enabled users to attend a half-day workshop on Domestic Violence. (See the Autumn/ Winter Edition Newsletter No.2 1999). Eight participants shared their own experiences in the workshop and as a result became more empowered to deal with their own situations. At the workshop, the participants were provided with information about organisations such as Women's Aid Federation, Awaz Utaoh and Next Link who dealt with domestic violence issues.

# Sitting Service



**AIM:** To provide direct respite care support in the home for 2 to 3 hours weekly to Carers of older South Asian relatives through the provision of a paid Sitter.

The Project Co-ordinator, Parveen Akhtar, reported that the past year saw an increase in demand for this service. The ethnic origins of the users were as follows:

Pakistani	15
Gujrati	7
Sikh	10
Bengali	6

This was also the year in which service packages were customised to individual user requirement and the circumstances of each carer. Carers received between 2 and 4 hours of respite per week according to their needs. A scheme was developed whereby each carer was in receipt of practical help and emotional support from a trained Sitter. The Sitter was perceived as an independent, sympathetic ear. Clients could air problems and difficulties which could not be shared with family and friends without attendant conflict. The Sitter was also perceived as an agent who helped to lighten the burden of care by helping with household chores like cooking, light cleaning, ironing, vacuuming and general basic home care. The focus was on the vulnerable, elderly, frail, housebound clients who lived on their own. This focus has been imposed on the project through demographic trends which demonstrate an increasingly ageing population that is living longer. Many carers are themselves in need of care because they are often as vulnerable and frail as those they look after. Moreover, the reality is that children cannot be depended on or expected to look after aged relatives at home since they also have the right to their own independence. Clients were particularly complimentary about the service and looked forward to the Sitters arrival because this offered them the opportunity to pursue social and other activities and recharge their physical and emotional batteries; keeping stress levels down.

This year, therefore, saw Dhek Bhal making greater and more effective contributions to Care

Planning with Social and Health Services to ensure greater accountability to users. This year also witnessed the expansion of the service to South Gloucestershire in response to the needs of carers in areas such as Kingswood, Downend, Hanham, Bradley Stoke and Yate. South Gloucestershire Social Services provided adequate funding to set up and service the expansion, with the result that Dhek Bhal was able to acquire an office in Kingswood to provide easy access for local carers.

Despite these developments, existing clients continue to be heavily dependent on Dhek Bhal and require more hours to enable them to live in their own homes since mainstream service provision remains either in accessible or culturally inappropriate. Furthermore, the Carers' Workshop funded by Health Promotion, highlighted the need for carers to form a group both for mutual support and to voice their concerns on the problems of care. The workshop was well attended and exposed hidden and neglected issues of care and the problems encountered when dealing with mainstream service providers such as the Housing and Benefits Agencies. The outcome of the workshop was the urgent need to set up a Carers' Support Group to serve as a lobbying instrument. Establishing this will be one of Dhek Bhal's priorities in the forthcoming year and has been incorporated as an Organisational Development Plan for the next year.



# Daycentre Project



**AIM:** To provide a women only day which is open to women of all cultures who are isolated, frail, disabled, age 55+, to meet for friendship, mutual support, to share experiences and counteract isolation.



This project continues to be a lifeline for its users. Of all the projects, it is the most multicultural in flavour and outlook. Members were referred by the Sitting Service and Outreach Projects and the numbers remained stable at between 15 to 20. This was in some ways unfortunate since we had to turn away potential members because of lack of transport and sparse resources.

Nevertheless, the group itself remained upbeat and pursued a strenuous programme of activities throughout the year. (See the Spring/ Summer 1999, Edition Newsletter No.3).

This included a variety of trips to museums, buildings of local and national interest, outings to Wembley, Birmingham and so on.

An outstanding achievement was the users participation in the Social Services Best Value Review of Services to Older People. Elders were consulted as part of the Planning and Review Process. The Consultation exercise took place at

the Settlement and was attended by 36 users. It was led by the Social Services Care Review Team. The elders felt respected because their views and contributions have been sought and valued.

Our Asian and White Settlement Daycentre users developed a Project 'Apana Holidays', and successfully secured Lottery funding for a joint holiday in the summer to the Isle of Wight for 16 elders from a range of cultures and ethnic backgrounds. The holiday makers got on famously and enjoyed the comforts that The Bembridge Hotel had to offer. It provided 'Halal' food to all Muslim clients. Feedback was positive and invigorating.

Throughout the year the elders benefitted from regular visits from advisers from the Social and Health Care Services, Advice Centres, Disability Centre, Care and Repair, Wellwomen and so on. The service continued to enable elders to live independently in their own homes and to make informed choices about their health and lifestyles.

# Outreach Project



**AIM:** To offer support and a befriending service to South Asian elders and Carers who are housebound, disabled, isolated and disadvantaged by race, language, culture or religion.

This project funded by the National Lottery Charities Board entered its second year this year. Daisy Rajput and Naseem Akhtar took over its co-ordination after Nazlin Nathoo. They were able to recruit eight new volunteers, four for the Playscheme, three for the Daycentre and one for the Mums Project. The volunteers and Sitters completed training in the following:

- Child Development Part II
- Communication Skills
- Equalities Issues
- Bereavement Counselling
- Assertiveness Training
- Basic Counselling and Listening Skills
- Emergency Life Support

The last three courses were delivered in partnership with the Princess Royal Carers Trust.



This year demonstrated the rapid growth of the services and Dhek Bhal's response was to appoint new volunteers to work with the housebound. Outreach has supported forty families with Carers and housebound elders. They were given practical support with household chores, collecting pensions, visits to healthcare services and so on. They were also provided with information about benefits including housing and welfare rights, other mainstream and voluntary support services and entitlements.

This year saw the Outreach Project consolidating partnerships with Social Workers, Health Visitors, Home Care Schemes and so on. The Outreach Development Workers have advocated on behalf of 45% of its clients over the year in order to secure appropriate assessments of needs.

# Financial Report

# Financial Report

## Statement of Financial Activities for the Period Ended 31<sup>st</sup> March 2000

	Unrestricted Fund	Restricted Fund	Expendable Endowment Fund	Total Funds 2000	Total Funds 1999
<b>Income Resources</b>					
Total Grants	-	121,846	5,450	127,296	133,004
Café Sales	-	729	-	729	800
Other Income/Fundraising	4,719	9,793	-	14,512	14,153
Bank Interest	690	-	-	690	449
<b>Total Incoming Resources</b>	<b>£5,409</b>	<b>£132,368</b>	<b>£5,450</b>	<b>£143,227</b>	<b>£148,406</b>
<b>Resources Expended</b>					
Direct Charitable Expenditure	3,311	63,004	-	66,315	39,895
Fundraising & Publicity	200	1,094	-	1,294	547
Management & Administration of the Charity	781	49,113	-	49,894	91,633
<b>Total Resources Expended</b>	<b>£4,292</b>	<b>£113,211</b>	<b>£ -</b>	<b>£117,503</b>	<b>£132,075</b>
Net Incoming/(Outgoing) Resources before Transfers	1,117	19,157	5,450	25,724	16,331
Transfer between Funds	-	1,102	(1,102)	-	-
Net Movement in Funds	1,117	20,259	4,348	25,724	16,331
Fund Balances at 31 March 1999	(2,894)	20,012	2,476	19,594	3,263
<b>Fund Balances at 31 March 2000</b>	<b>£(1,777)</b>	<b>£40,271</b>	<b>£6,824</b>	<b>£45,318</b>	<b>£19,594</b>

## Accountants' Report to the Trustees of Dhek Bhal

In our opinion, the extracts above and on the following page are consistent with the financial statements of Dhek Bhal for the period ended 31 March 2000, on which we have issued an Accountants' Report confirming that, in our opinion, the accounts are in agreement with the accounting records maintained by the company.

ROBERTS & CO  
Chartered Accountants  
56 Chapel Lane  
Old Sodbury  
Bristol

28 August 2000

## Balance Sheet at 31st March 2000

	2000 £	1999 £
<b>Fixed Assets</b>		
Tangible	2,727	2,498
<b>Current Assets</b>		
Debtors	1,652	3,214
Cash at Bank and in Hand	58,463	30,708
	60,115	33,922
<b>Creditors: amounts falling due within one year</b>		
	(17,524)	(16,826)
Net Current Assets	42,591	17,096
Total assets less current liabilities	45,318	19,594
<b>Creditors: amounts falling due after one year</b>		
	-	-
	<u>£45,318</u>	<u>£19,594</u>
<b>Funds</b>		
Unrestricted Fund	(1,777)	(2,894)
Restricted Fund	40,271	20,012
Expendable Endowment Fund	6,824	2,476
	<u>£45,318</u>	<u>£19,594</u>

## Statement by the Trustees

These accounts are a summary of information extracted from Dhek Bhal's financial statements which were approved by the trustees on 28 August 2000. These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the full accounts, the Accountants' Report on those accounts and the Trustees Annual Report should be consulted. Copies of these can be obtained from Dhek Bhal on request.

Signed by

Faiza Malik  
Jatinder Potiwal

Mrs Faiza Malik  
Trustee  
Mrs Jatinder Potiwal  
Trustee

28 August 2000

# Who's Who at Dhek Bhal

Management Committee Members		Staff Team	Sitters
<b>Chair person</b>	-Faiza Malik	Zehra Haq Group Co-ordinator	Ashgari Rasul Mamoona Janjua
<b>Treasurer</b>	-Jatinder Pothiwal	Parveen Akhtar Sitting Service Co-ordinator	Rezina Rehman Shahina Hamid
<b>Secretary</b>	-Samina Iqbal	Nazlin Nathoo Outreach/Development Organiser (left Jan '00)	Zia Rehman Bhavana Adalja
<b>Young Women's Project</b>		Naseem Akhtar Outreach/ Development Organiser (jobshare)	Farzana Sahi Nilufer Begum
	Shabnam Baig Saira Iqbal Shazia Foroze	Daisy Rajput Outreach/ Development Organiser (jobshare)	Naheed Iqbal Rukshanda Iqbal
<b>Mums Project</b>	Naheed Kauser Asma Majid Mussrat Cheema	Jo Cownie Finance Officer	Sajida Hussain Gulnar Rafiq
<b>Daycentre Project</b>	Bushra Bibi Gafoora Begum Kalsoom Akhtar	Rozina Mukhtar Administrator	Jenny Kasbia Waheeda Ahmed
<b>Sitting Service</b>	Asiyah Jawaid Mohammad Walait Nagina Singh	Sajida Hussain Daycentre staff	Raj Rani Kaur Rokeya Islam
<b>Outreach Project</b>	Zeenat Rehman Mahmooda Arshad Mr Sumar	Gulnar Rafiq Daycentre staff	Tasneem Akhtar Ruby Khan
<b>Banker</b>	Natwest Redfield Branch Bristol	Farhana Yasmin Daycentre staff	Shameem Ahmed Zubia Kiran Akhtar
<b>Auditors</b>	Roberts & Co Chartered Accountants 56 Chapel Lane Old Sodbury Bristol	Rozina Mukhtar Assistant Youth Worker	<b>Volunteers</b>
		Karen Povey Creche Leader	Waheeda Ahmed Farhana Yasmin
		Sajida Hussain Creche Assistant	Rukshanda Iqbal Shaheena Hamid
		Melissa Cartmel Play Leader	Zubia Kiran Akhtar Sylvia Butterfield
		Azmeena Haq Play Assistant	Azmeena Haq Sahdia Hussain
		Sannah Akhtar Play Assistant	Naila Ashfaq Sunita Kaur
		Naila Ashfaq Play Assistant	Kamini Verma Krishna Kaur
		Parivarsh Mir Aftab ESOL Tutor	Naheed Iqbal Tabassum Malik
			Khalida Bibi
			<b>Drivers</b>
			Simon Hitchcock Kolwant Kaur
			Edward Trevaskiss Dave Thomson
			Ray Hilton Paul Parsons

# Acknowledgements

**Bristol City Council Social Services**  
**Bristol City Council Leisure Services**  
**South Gloucestershire Social Services**  
**Bristol Community Education Service**  
**Bristol City Community and Social Justice Committee**  
**National Lottery Charities Board**  
**Bristol Holiday Playschemes**  
**BBC Children In Need Appeal**  
**Fast Track Trust Limited**  
**Greater Bristol Foundation**  
**Bristol Regeneration Partnership Limited**  
**North Bristol NHS Trust**  
**Avon and Somerset Constabulary**  
**Health Promotion Service Avon**  
**Childcare in the Inner Crescent**  
**GWR Community Trust**  
**Barclays Wales & West**  
**NatWest Life Charitable Trust**

This list does not include the large number of individuals who generously gave their time, money and other forms of support during the year.

# *Dhek Bhal*



# *Day to Day*

