

Annual Report 2016- 2017



CALENDAR 2018

CHAIRPERSON'S REPORT

*D*hek Bhal has evolved over the years to become an integral part of the South Asian community of

Bristol and South Gloucestershire. We celebrated our 30th anniversary, recounting the multiple services we have provided over the years to meet changing needs.

These three decades have been a journey in developing our resources and reinforcing our aims and goals. Our strength has been harnessed in empowering the South Asian community of Bristol and South Gloucestershire.

Since our inception in May 1987, we have supported, at various stages of our growth, a total of approximately twenty thousand beneficiaries, with varying needs.

As we usher in the next phase of our journey, providing domiciliary care in addition to our existing daycare and sitting services, our support services must be fine-tuned to cater for those in dire need as they age and face multiple health issues in their twilight years. We have a duty of care to our clients, by ensuring that they and their families receive and understand the information provided to them, and that any advice offered is in their best interests.

We have formed partnerships with other agencies to enhance the work we do by enabling outreach activities to improve the effectiveness of our programs.

Dhek Bhal's core focus is promoting the health and social well-being of the community in Bristol and South Gloucestershire. Hence, our activities are geared towards battling social isolation and loneliness. By walking hand in hand with the community, we demonstrate our care and interest in their wellbeing. Our goal is to lower the dependence of our community on the country's already overstretched health services. Therefore, all our programs are tailored to enhance the quality of their lives by ensuring their physical and mental wellbeing. A happy person is a healthy mind is our motto.

To serve the community better, we need their input, and encourage active involvement with Dhek Bhal in shaping the next decade of our journey.

Finally, a big thank you to our Chief Executive Zehra Haq, her staff and volunteer team for leading Dhek Bhal to greater heights and making 2016/17 a milestone in our journey. Our appreciation to our Consultant, Ikram –UI- Haq for his contribution in making Dhek Bhal a financially sound organisation in the face of uncertainty and cutbacks and the constant challenges that confront us. Thanks to our Trustees for their time and commitment despite their busy schedule.

Thank You,

Dhek Bhal Chair

CEO'S REPORT

With great pride, we usher in the next phase of our development after having served the community in Bristol and South Gloucestershire for 30 years.

I would like to share some of the highlights of the 30-year celebration:

- Daytrips to London, Southall, Birmingham Drayton Manor Park, Bournemouth & Torquay enjoyed by a total of 420 persons.
- 5-day tour to Eastbourne with Majestic Tours for 11 older people and carers.
- Production of a commemorative album covering our 30-year history - our involvement from a small neighbourhood friendly group to what it is now.
- A 10-minute film in 5 different languages (Urdu, Punjabi, Gujarati, Bengali and English) depicting the struggle of 9 people in their journey with DB, and their achievements to date.
- Entertainment by a local Bhangra Band at our AGM.
- Board of trustees' visit to the Parliament House as guests of Sajid Javid, Business Secretary for the Government.

We acknowledge with deep gratitude and thanks to the Big Lottery and John James Foundation for sponsoring all the above events.

Dhek Bhal will continue to build on its strengths (especially in its core area of health & social care) to chart new grounds while remaining true to our direction and values. One of our priorities is assisting the elderly victims of loneliness. It is a disease that blights society and undermines the wellbeing of the elderly in profound ways. Dhek Bhal will reach out to and provide more holistic help to older people and families in need through group activities, training and programs to build skills and uplift their lives.

We are committed to actively recruit and develop our workforce capacity to meet the emerging needs of the community. We recruit people with appropriate skills and aptitude, motivate them with incentives and ensure that the bespoke training we offer is relevant to them.

We undertook an independent quality assurance survey with the support of UWE students in February 2017. The students interviewed our service users on their experience of using our services (Daycare and Domiciliary Care). 46 questionnaires were completed. The overall response was a positive one. However, there were areas for improvement which we need to concentrate on to increase the effectiveness of our services

Dhek Bhal will continue to help the South Asian community seize the many opportunities available. Over the years, we have built partnerships with the families to

ensure that our services are delivered in a person-centred way. We are providing a good standard of care to the most vulnerable people of our community. We will adapt, learn and upgrade ourselves so that we remain relevant to the community and continue to enjoy the respect and standing in our community.

We partnered with the local Tesco Store located in the Inner city of Bristol to access their community room for free for the third session of the Older Men's group from September 2016. This room is also available for older women to meet and relax after shopping.

We realise that those with complex health needs often require the services of more than one agency. Hence, the need to work with other agencies to ensure easy access of services.

The benefits of partnerships are manifold. An example is our partnership with Bristol Health & Social Care for the Carers Break Surgery held in Dhek Bhal office (in kind) for completing carers break assessments. So far ten carers have benefited from the service and the monies were granted towards payment for pampering and massage activities, transport to attend their group meetings, and help with a travel ticket to visit relatives abroad for a much needed respite break. The other is Oasis Talking therapy, taster sessions to introduce basic counselling sessions for older people and carers who experience loneliness, anxiety, stress and pain.

Dhek Bhal recognises that as people are living longer, they face complex health issues such as dementia, diabetes, and other long term illnesses where palliative care is required. We fill this need by providing culturally sensitive care. This is made possible only by working in partnership with the health and social care groups.

In partnership with Dementia Well Being Service, six short films on dementia, with dubbing in six languages, were produced to dispel myths and promote the support available for sufferers. The aim is to encourage early intervention.

We submitted a collaborative bid to Bristol City Council under the Bristol Impact Fund together with three other BME older groups (Evergreens, Golden Agers, Malcolm X Elders) to organize health and wellbeing activities, and invite professionals to their group settings, to help improve their quality of life and prevent duplication. This four-year funding of **£171,975** was successful and the project will commence in July 2017.

Dhek Bhal will continue to provide platforms such as dialogues, draw in new partners, and open days to reach out to the community and share relevant information and knowledge. Our community members are our greatest asset and we will work together to achieve our goal.

Finally, I would like to thank our wonderful staff, volunteers and trustees for their support in motivating me to advance the work of Dhek Bhal; all of our partners for their kindness and cooperation; and, last but not least, our service users for their trust and confidence in our capability to deliver.

Thank you,

Zehra Haq



Enjoying a day out at the Gower Coast

Members receive regular health checks

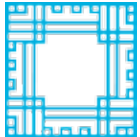
DAYCENTRE WOMEN'S GROUP





JANUARY 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1 New Year's Day	2	3	4	5	6 Epiphany	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.

DAYCENTRE MEN'S GROUP



At Bristol Archives discussing material for the 'Empire through the Lens' exhibition to be shown at Mshed

Learning Self Defence at local gym



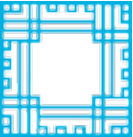
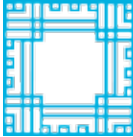
At Bristol harbourside, enjoying a day out on the ferry boat, funded by Health Watch





FEBRUARY 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1	2	3	4
5	6	7	8  Nirvana Day	9	10	11
12	13  Shrove Tuesday	14  St Valentine's Day Ash Wednesday Start of Lent	15  Nirvana Day	16 Chinese New Year	17	18
19	20	21	22	23	24	25
26	27	28				

DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.

INTERGENERATIONAL ACTIVITIES



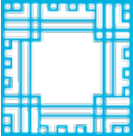
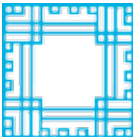
Families together at Chassington Park





MARCH 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1	2  Start of Nineteen Day Fast  Hola Mohalla	3  Holi	4
5	6	7	8	9	10	11 Mothering Sunday
12	13	14	15	16	17  St Patrick's Day	18  Hindu New Year
19	20	21  Maw-RUZ	22	23	24	25  Palm Sunday
26	27	28	29  Maundy Thursday	30  Good Friday Public Holiday	31	

DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.



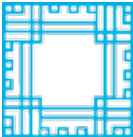
INTERGENERATIONAL ACTIVITIES





APRIL 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30						1
2  Easter Monday Public Holiday	3	4	5	6	7	8
9	10	11	12	13  Lailat Al Miraj	14  Vaisakhi 	15
16	17	18	19	20	21  First Day of Ridvan	22
23  St George's Day	24	25	26	27	28	29

**DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE
THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.**



LEARNING PROGRAMME

A Bristol Energy Advice session, and embroidery as part of our Learning Through Art Programme. (top left)

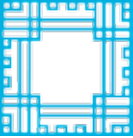
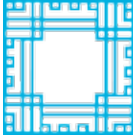
Muhammad Nazir tells his migration story





MAY 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	1  Lailat Al Bara'a	2	3	4	5	6
7 Early May Bank Holiday	8	9	10	11	12	13
14	15  Start of Ramadan	16	17	18	19	20
21	22	23  Declaration of Bab	24	25	26	27
28 Spring Bank Holiday	29  Ascension of Baha'u'llah	30	31			

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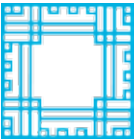
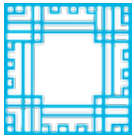


**HEALTH &
WELLBEING**



JUNE 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
				1	2	3
4	5	6	7	8	9	10
11  Lailat Al Qadr	12	13	14	15	16  Martydom of Guru Arjan Dev  Eid Al Fitr	17 Father's Day
18	19	20	21	22	23	24
25	26	27	28	29	30	

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THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.**

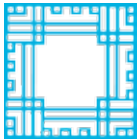
30th Dhek Bhal Anniversary





JULY 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
 Martyrdom of the Bab						
16	17	18	19	20	21	22
23	24	25	26	27	28	29

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DOMICILIARY CARE



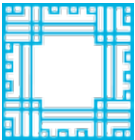
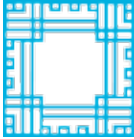
Employees working together on an Health and Safety Training course delivered by Southwest Training





AUGUST 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
 Waqf Al Arafah Hajj Day		 Eid Al Adha				 First Day of Hajj
27	28	29	30	31		
Summer Bank Holiday						

**DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE
THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.**

CARER'S GROUP



ACTIVITIES & SUPPORT

Carer's Break Assessment

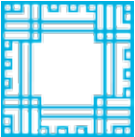
Carer's Break Holidays to the
Isle of White and a shopping
trip to Bath Spa





SEPTEMBER 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	 Hijra New Year	20	21	22	23
24	25	26	27	28	29	30

**DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE
THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.**

OFFICE STAFF

Chief Executive – Zehra Haq
Domiciliary Care and Sitting Services Manager – Parveen Akhtar
Administration / Personnel Manager – Naheed Kausar
Daycentre Manager – Shela Ajaz
Finance Payroll Officer – Mudassar Siddique
Finance Officer – Atif Mehmood
Assistant Support Manager – Seima Rafique
Administration Assistants – Rehana Lodhi and Yasmin Lodhi
Projects Worker – Sahdia Hussain
Apprentice Administrator - Lakhvinder Singh
Carer Support Worker - Manazzar Siddique



DHEK BHAL STAFF

OTHER STAFF

Affana Zaheer	Farzana A Sahi
Amidabai Alimamode	Farzana Ahmed
Aniisa Yussuf	Farzana Kausar
Aniqa Ali	Fatima Laaroussi
Aqeedat Sheikh	Gulnar Rafique - Sheikh
Arfon Ali	Happy Chowdhury
Asma Rasheed	Harcharan Kasbia
Asma Ajaz	Harvinder Singh
Azra Begum	Hawa Ali
Devika Vyas	Idil Osman
Fahmeeda Ahmed	Jamshade Zakria
Farhana Yasmin	Jumera K Chowdhury
	Khalda Bi

Kuldeep Kaur
Liala Akhtar
Mahmooda Arshad
Maureen Doran
Muhammad Arif
Munir Din
Naila Parvaiz
Naseem Firdous
Nasim Unar
Nazmin Begum
Nosheen Amin
Parveen Akbar
Phullan Bibi

Rana Begum
Rizwana Akhlaq
Rukhsana Kausar
Saeeda S Bano
Safiyo M Dhiblawe
Saida M Abdi
Samina Faruk
Samreen Zafar
Sarita Singh
Satnam Kaur Roud
Shahina K Hamid
Shanaz Mohammed
Shazia Noreen

Sobia Shaffi
Sultana Kousar
Sumaira Gulfraz
Talat Shereeen
Tasneem Akhtar - Haque
Varsha Jaishin
Zahida Hanif

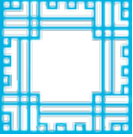
VOLUNTEERS

Doug Ellis
Mohsin Pervaiz
Claudia Armenta



OCTOBER 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
8	9  Navaratri Starts	10	11	12	13	14
15	16	17	18	19  End of Muharram	20  Birth of Bab	21
22	23	24	25	26	27	28
29	30	31  Hallowe'en				

DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.

OUR FUNDERS AND SUPPORT ORGANISATIONS:



THANK YOU

OUR TRUSTEES:

Zafar Iqbal – Chairperson

Shamim Sajid - Treasurer

Adeela Cheema - Secretary

Salma Akhtar - Womens Project Rep.

Maqsuda Salam- Womens Project Rep.

Nazmah Fazila Purmanan - Womens Project Rep.

Mohammed Younas Ghauri - Mens Project Rep.

Abdul Razzak Memon - Mens Project Rep.

Tariq Khan - Mens Project Rep.

Shabir Osman - Sitting/ Carers/ Dom Care Rep.

Shakila Mahmood - Sitting/ Carers/ Dom Care Rep.

Farah Rashid - Sitting/ Carers/ Dom Care Rep.

Yasmin Ahmed – Independent

Jatinder Kaur – Independent

Seema Bowers - Independent

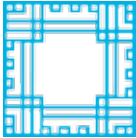
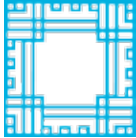
Consultant - Mohammad I Haq





NOVEMBER 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			1  All Saints Day	2	3	4
5 Guy Fawkes Day	6	7	8  Diwali 	9	10	11 Remembrance Sunday
12  Birth of Baha'u'llah	13	14	15	16	17	18
19	20  Milad Un Nabi (Birthday of Prophet Muhammad)	21	22	23  Birthday of Guru Nanek	24  Martyrdom of Guru Tegh Bahadur	25
26  Day of the Covenant	27	28	29	30  St Andrew's Day		

DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.



PARTNERSHIPS

Avon Fire & Rescue recruit a trustee as a Volunteer Champion

IMPORTANT NUMBERS

Healthwatch: (comments and complaints about Health Services) 0117 269 0400

Bristol City Council: (main switchboard for all council services) 9222000

South Gloucestershire Council: (making a referral) 01454 868007

Centre for Sustainable Energy, Energy Team: 0800 082 2234

Non Emergency numbers:
Fire & Rescue: 0117 926 2061

Out of hours GP service: 111

Police: 101

Bristol Care Direct: (making a referral) 0117 9222700

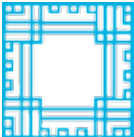
Emergency number for Police, Fire and Ambulance – 999





DECEMBER 2018



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
31 New Year's Eve					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24 Christmas Eve Public Holiday	 Christmas Day	Boxing Day Public Holiday				

DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE.

FINANCIAL SUMMARY

Statement of Financial Activities for Period ended 31st March 2017

	Unrestricted Fund £	Restricted Fund £	Total Funds 2017 £	Total Funds 2016 £
Income Resources				
Total Grants	-	32,246	32,246	22,300
Spot Commissioning	499,049	-	499,049	519,355
Café Sales	4,141	-	4,141	4,146
Other Income/Fundraising	5,308	5,018	10,326	11,589
BME Social Isolation Project	-	8,000	8,000	12,000
Bank Interest	76	-	76	499
Total Incoming Resources	508,574	45,264	553,838	569,889
Resources Expended				
Direct Charitable Expenditure	413,187	13,160	426,347	411,392
Fundraising & Publicity	12,556	9,986	22,542	11,556
Management & Administration of the Charity	80,247	22,024	102,271	82,766
BME Social Isolation Project	-	12,609	12,609	21,627
Total Resources Expended	505,990	57,779	563,769	527,341
Net Movement in Funds	2,584	(12,515)	(9,931)	42,548
Fund Balances at 31 March 2016	196,769	30,091	226,860	184,312
Fund Balances at 31 March 2017	199,353	17,576	216,929	226,860

BALANCE SHEET

Balance Sheet at
31st March 2017

2017
£

2016
£

Fixed Assets

Tangible 20,453 30,339

Current Assets

Debtors 25,881 47,255

Cash at Bank and in Hand 216,045 199,534

241,926 246,789

Creditors: amount falling due within one year (45,450) (50,268)

Net Current Assets 196,476 196,521

Total assets less current liabilities 216,929 226,860

Creditors: amounts falling due after one year - -

216,929 226,860

Funds

Unrestricted Funds 199,353 196,769

Restricted Funds 17,576 30,091

216,929 226,860

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 17th November 2017. 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 Auditors Report on these accounts and the Trustees Annual Report should be consulted. Copies of these can be obtained from Dhek Bhal on request.

DHEK BHAL

43 Ducie Road

Barton Hill

Bristol

BS5 0AX

Tel: 0117 9146671 / 9146672

E-mail: dhekbhal@yahoo.co.uk

Website: www.dhekbhal.org.uk



ANNUAL REPORT DESIGN:

Carrie Hitchcock

0117 924 3076

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www.yuzucreative.co.uk

BANK DETAILS:

Bristol City Office (A) Branch

PO Box 238

32 Corn Street

Bristol

BS99 7UG

AUDITORS:

Roberts & Co.

Chartered Accountants

Dhek Bhal is a voluntary organisation that has been supporting the South Asian community in Bristol and South Gloucester for 31 years