



ANNUAL REPORT 2020/21 **CALENDAR 2022**



*Celebrating
resilience*

*Life doesn't get any easier or more forgiving
we get stronger and more resilient*

-Steve Maraboli-

2001Annual Report

This is our first joint report, highlighting Dhek Bhal's achievements, challenges and experience during uncharted times. To describe the past year as challenging is probably an understatement. The impact of the global pandemic COVID 19 has created unprecedented challenges for Dhek Bhal as well as the wider community. However, on reflecting the events in 2020/21, a notable outcome was the strength of our cooperation and support with the community to overcome the challenges posed by the pandemic.

Covid-19 dominated our lives like no other. It impacted our lifestyle, mode of work (work from home is fast becoming the norm where face to face contact is not required), and modus operandi of support services to the community. We had to quickly adapt to the situation as it developed and evolved, strictly following guidelines set by the authorities in order to remain relevant.

For many living in isolation became a norm out of safety consideration. Naturally, many experienced depression and fear. Despite this, it was heartening to witness Dhek Bhal and the community working together to assist those most affected. The strong collaborative efforts in facing the pandemic have resulted in a greater degree of resilience, and better equipped us to face tougher challenges in the future.

We put in place our Business Continuity Plan, which included risk assessment, providing staff with necessary support and resources to ensure they were all safe, investing and supplying them with adequate PPE, especially those who work remotely in service users' homes through our domiciliary care services. At the beginning of the pandemic, we confronted overwhelming problems, which included shortages of PPE supply, rapidly escalating costs, frequently changing government guidelines on care and employment, quarantine, testing and vaccinations. We successfully overcame our difficulties through sound financial investment and lobbying health and social care services. CQC Inspector had also been in constant contact with us to ensure that the services we delivered were safe. We launched several initiatives to ensure our most vulnerable service users did not succumb to fear, and that all home visits continued with utmost precaution on safety of all parties concerned. Our frontline staff have worked tirelessly and with remarkable dedication.

We are proud of the manner our staff have been supporting service users in their homes and the efforts put in to avoid unnecessary hospital admissions,

thus preventing further strain on our already heavily overstretched hospital system. This has been an integral part of our organisational culture, well documented in our 2022 calendar in which we had captured stories of service users and carers experience and journey. As a gesture of gratitude for their excellent performance, all the employees will be upgraded with increases of 4-8%, from October 2021, with the minimum hourly rate increased to £10.14.

Despite the closure of our daycentre services for the men and women, due to prohibition of face to face contacts, we managed to continue to support our beneficiaries in innovative ways by making twice/thrice weekly welfare telephone calls, WhatsApp video calls - explaining Government Covid-19 safe guidelines in the different South Asian languages, conducting gentle exercises through zoom for physical and mental stimulation. These weekly call sessions visibly reduced fear and anxiety in many, especially when our calls were injected with humour and words of solace and comfort. In the process, our staff picked up valuable new IT skills in telephone conferencing platforms, such as zoom whilst conducting trustee and other partner meetings. We all adapted well to the new contact techniques.

As the pandemic environment continue to evolve, we are constantly adapting and progressing in the new ways of work. We were very fortunate in Bristol where the community voluntary organisations rallied together to set up a Support HUB led by Age UK. We work alongside our partners by sharing enhanced resources to support our community.

We are also very grateful to the Government and other local councils for making funds available to us to ensure that we remain financially viable and continue supporting the most vulnerable during these difficult times.

Unfortunately, the end of Covid-19 is nowhere in sight. Despite easing of restrictions, there are some elderly who feel apprehensive and reluctant to leave home to access other support services. However, we need to forge ahead, by being agile, explore and adopt new safer ways of learning and supporting our community, gain strength from each other and become more resilient. As we overcome our difficulties and challenges, we gain more confidence to help us succeed in our delivery of support services in these uncertain times.

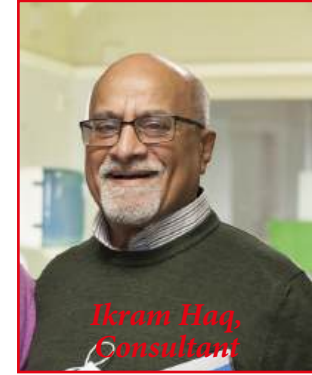
ZEHRA HAQ - CHIEF EXECUTIVE, TARIQ KHAN - CHAIRPERSON

welcome
جی آیاں نوں
स्वागत
ગુજરાતી
বাংলা লিপি
خوش آمدید

Dhek Bhal's TRUSTEES



*Tariq Khan
Chairperson*



*Ikram Haq,
Consultant*



Mahinder Singh



Shameem Suleman



Jatinder Kaur



Naveed Faqir



Shazia Yunus



*Mr Mohammed
Younis Ghauri*



Khateeja Bibi



Maqsuda Salam



Shamim Sajid



Dr. Mishell Sajid

Celebrating resilience finding ways to wellbeing

Dhek Bhal helped people stay connected and in contact with friends, family and their community during Corona virus

"I have been very lonely because of coronavirus, very frightened by the news on number of old people dying. Dhek Bhal would call to check if I was okay and need any help with shopping, cooking and getting my prescription. Long live Dhek Bhal." SM Men's Group

"We miss each other during lockdown, my friends in Dhek Bhal – for nearly 7 months. This is the terrible feeling. I'm 82 years lonely at home" MYG Men's Group



"Zehra encourages me to contact the other members and ask them how they are coping during this frightening times. I have done some training sessions with Oasis Talking Therapy on sleeplessness and how to overcome this. I did follow her advice and I call regularly six of the women and go through with them the learning."
AS Women's group

"Zehra ring me on video apps and joke with me, and Shela rang me regularly and I talked to them. I felt so happy when I talked to Zehra and Shela."
MS Women's group



JANUARY

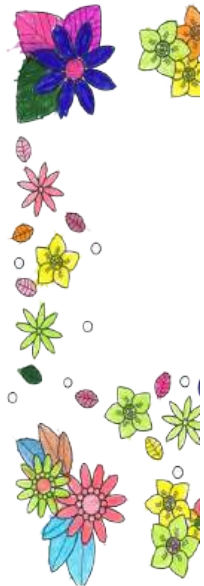
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					New Year's Day 1	2
New Year's Bank Holiday 3	New Year's Bank Holiday 4	5	† Epiphany 6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Celebrating resilience

Dhek Bhal helps people to stay positive by providing opportunities for learning and creativity.



Men's Group learning
how to use tablets



Women's Group
engaging in a
crafts session



FEBRUARY

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	Chinese New Year 1	2	3	4	5	6
7	8	9	10	11	12	13
 St Valentine's Day 14	 Nirvana Day 15	16	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.

Celebrating resilience finding ways to wellbeing

Dhek Bhal helped people to look after themselves and each other with welfare checks, skill sharing, and support for loss.



MARCH

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	 Shrove Tuesday  Lailat al Miraj 1	 Ash Wednesday Start of Lent 2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	 St Patrick's Day 17	 Holi  Lailat al Bara'ah 18	 Hola Mohalla 19	20
 Naw-Ruz 21	 Hindu New Year 22	23	24	25	26	Mothering Sunday Start of Daylight Saving 27
28	29	30	31			

WOMEN'S GROUP

*Day Care for Elderly Women
meets twice weekly on Mondays
and Tuesdays 10:00 - 2:00pm*



APRIL

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
 <i>Dheek Bhal</i>				1	 Start of Ramadan 2	3
4	5	6	7	8	9	10
11	12	13	 Vaisakhi  14	 Good Friday Public Holiday 15	16	 Easter Sunday 17
 Easter Monday Public Holiday 18	19	 First Day of Ridvan 20	21	22	23	24
 St George's Day 25	26	27	 Lailat Al Qadr 28	29	30	 <i>Dheek Bhal</i>

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MEN'S GROUP

*The men's group
enjoying the weather,
meeting for the first
time after lockdown*

*Day care for elderly men
every Tuesday
from 10:30 - 2:30*



MAY

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
May Day Bank Holiday 2	Eid Al Fitr 3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	Declaration of Bab 24	25	26	27	28	Ascension of Baha'u'llah 29
Spring Bank Holiday 30	31					



Training

First Aid training for home care staff



JUNE

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						
		1	2	Queen's Platinum Jubilee 3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	Father's Day 19
20	21	Windrush Day 22	23	24	25	26
27	28	29	30			

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Partnerships

"Thank you so much for taking the time to explain Dhek Bhal's history to me, it was so lovely to learn about your journey and about your special organisation. I managed to watch 'The Unbroken Thread' and read the 30th Anniversary Album and I was touched while learning about the way your organisation has touched the lives of so many, making them belong and keep up with their culture while so far away from home". Geesue Abrihami -Anthropology Student, Bristol University



Parkinsons Society presentation

JULY

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6	 First Day of Hajj	 Waqf Al Arafah Hajj Day	 Eid Al Adha	 Martyrdom of the Bab
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	 Hijra New Year	 Start of Muharram	31

Sitting Service and Domicilliary Care

"I did not know who to turn to when my mother became poorly and diagnosed with palliative care. I was emotionally affected and physically struggling. Zehra told me about CHC services and advised how to make the referral. The care package was in place within a short space of time and the carers were excellent. They cared for my mother like their own, going the extra mile to support me too."

Domicilliary Care service user

*Providing care seven
days a week
from 7 :00 am*



"I wish to take this opportunity to sincerely thank the Dhek Bhal team for all the support and care given to my mother and me during these very challenging times. In my view and experience, DB is outstanding in many areas- consistency, continuity and high standard of care provided."

Domicilliary Care service user

AUGUST

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Summer Bank Holiday 1	2	3	4	5	6	 Ashura 7
8	9	10	ॐ Raksha Bandhan 11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
Summer Bank Holiday 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.

Trips and Outings

Summer trips to Weymouth and Torquay



At Babbacombe Model Village in Torquay

SEPTEMBER

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
 Navaratri Starts 26	27	 End of Muharram 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.

Staff Team

Office Staff

Chief Executive – Zehra Haq
Administration / Personnel Manager – Naheed Kausar
Domiciliary Care and Sitting Services Manager – Parveen Akhtar
Daycentre Manager – Shela Ajaz
Senior Finance Officer - Payroll – Mudassar Siddique
Finance Officer – Shakeel Anjum
BME Project Health and Wellbeing Co-ordinator – Laura Hamilton
Administration Assistants – Rehana Lodhi and Nelema Miah
Projects Worker – Sahdia Hussain
Consultant - Mohammad Ikram-ul Haq

Daycentre & Domiciliary Staff

Abdul Raheem
Abida Matloob
Asma Ajaz
Fahmeeda Ahmed
Farhana Yasmin
Farzana A Sahi
Farzana Kausar
Fozia Noreen
Gulnar Rafique – Sheikh
Harchan Kasbia
Harvinder Singh
Jackie R Chowdhury
Jamila I Butt
Jumera K Chowdhury
Khalda Bi
Kuldeep Kaur
Mahmooda Arshad

Other Staff

Maureen Doran
Muhammad Arif
Munir Din
Najma Parveen
Naseem Akhtar
Naseem Firdous
Nasim Unar
Naureen Riaz
Nazmin Begum
Parveen Akbar
Rana Begum
Roqia Saleem
Rowshon Ara Begum
Rukhsana Kauser
Saeeda S Bano
Sahira Kalsoom
Samina Naseer

Samreen Zafar
Satnam Kaur Roud
Shafreen Riaz
Shaheda Khanom
Shahina K Hamid
Sidra Ahmad
Simran Kaur
Sobia Shaffi
Sultana Kousar
Uzma Khawaja
Varsha Jaishim
Shazia Noreen
Zahida Hanif

Volunteer Driver -
Doug Ellis



Staff bid goodbye to Parveen Aktar who has been with Dhek Bhal since our inception in 1987

OCTOBER

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3	ॐ Navaratri Ends 4	5	6	7	Milad Un Nabi (Birthday of Prophet Muhammad)  8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
ॐ  Diwali 24	25	 Birth of Bab 26	 Birth of Baha'u'llah 27	28	29	End of Daylight Saving 30
Hallowe'en 31						

Partnerships



Dhek Bhal and the Centre for Sustainable Energy (CSE) entered a research partnership. CSE is a charity in Bristol that offers advice and support for people who are struggling to pay for gas and electricity. The aim of the research is to understand how CSE can increase the reach of energy advice services and adapt provision to better meet the needs of older and multi-generational South Asian families living in Bristol. Dhek Bhal helped to plan the interviews and reach people to take part. The interviews took place at Dhek Bhal with translation from a member of staff when required. The partnership has helped to reach more people to take part and to build contact between Dhek Bhal and the Centre for Sustainable Energy.



NOVEMBER

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	 All Saints Day 1	2	3	4	Guy Fawkes Day 5	6
7	 Birthday of Guru Nanek 8	9	10	11	12	Remembrance Sunday 13
14	15	16	17	18	19	20
21	22	23	 Martyrdom of Guru Tegh Bahadur 24	25	 Day of the Covenant 26	27
28	29	30				

THANK YOU

*To all of our funders
and individuals for
their support:*

John James Bristol Foundation

Raj Kumar

St Monica Trust

Serco Foundation

Bristol City Council Voluntary
Charity Sector Funding

Bristol City Council -
Commissioning

South Gloucestershire Council -
Commissioning

Oasis Talking Therapies



Krishna explains the stories behind Diwali before
celebrating with the other women



DECEMBER

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	Christmas Eve	† Christmas Day 25
Boxing Day 26	Public Holiday 27	28	29	30	New Year's Eve 31	

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FINANCIAL SUMMARY

Statement of Financial Activities
(including income and expenditure account)
for Period ended 31st March 2021

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Income and endowments				
Donations and legacies	120,293	69,616	189,909	75,541
Charitable activities	568,125	—	568,125	628,274
Investment income	8,210	—	8,210	12,349
Total income	696,628	69,616	766,244	716,164
Expenditure				
Expenditure on raising funds:				
Costs of raising donations and legacies	(12,126)	(34,334)	(46,460)	(70,014)
Expenditure on charitable activities	(592,780)	(16,780)	(609,560)	(665,404)
Total expenditure	(604,906)	(51,114)	(656,020)	(735,418)
Net income and net movement in funds	91,722	18,502	110,224	(19,254)
Reconciliation of funds				
Total funds brought forward	209,575	16,916	226,491	245,745
Total funds carried forward	301,297	35,418	336,715	226,491



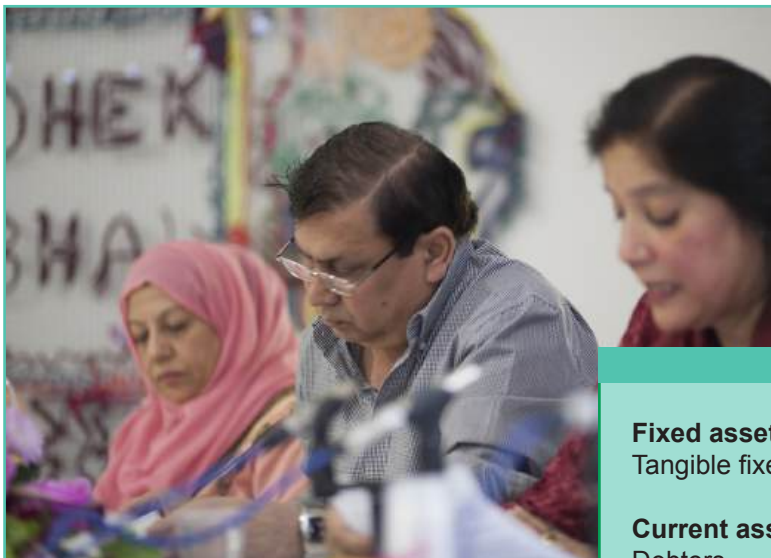
AUDITORS:
Roberts & Co.
Chartered Accountants

BANK DETAILS:
Bristol City Office (A) Branch
PO Box 238
32 Corn Street
Bristol
BS99 7UG

This statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

Statement of Financial Position

31st March 2021



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 the 1st of December 2021. This summarised account 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.



	2021 £	2020 £
Fixed assets		
Tangible fixed assets	3,237	4,058
Current assets		
Debtors	21,612	8,349
Cash at bank and in hand	387,070	269,495
	<u>408,682</u>	<u>277,844</u>
Creditors: amounts falling due within one year	<u>(75,204)</u>	<u>(55,411)</u>
Net current assets	333,478	222,433
Total assets less current liabilities	336,715	226,491
Funds of the charity		
Restricted funds	35,418	28,748
Unrestricted funds	301,297	197,743
Total charity funds	336,715	226,491



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



Six ways to wellbeing:

Connect

Learn

Be active

Take notice

Give to others

Look after yourself

