



Annual Report 2013/14

CALENDAR 2015



Dhek Bhal is a voluntary organisation that has been supporting the South Asian Community in Bristol and South Gloucestershire for over 27 years

Services

- Day Care
- Sitting Service
- Domiciliary Care
- Advocacy Services
- Celebrations & Cultural Programmes
- Carers Workshops & Meetings
- Trips & Excursions



The story so far...

From Chief Executive , Zehra Haq



As a young Mum residing in Barton Hill, whilst caring for my terminally ill mother-in-law, I realized that mainstream services lacked staff well versed in understanding the cultural and religious needs of residents of South Asian backgrounds. The South Asian Community comprised a diverse racial and cultural group from the Indian subcontinent including Nepal, Bhutan and Sri Lanka. For example, this group had special dietary requirements such as halal food and faced language difficulties.

In 1986, I decided to set up a self-help group and formed a committee of 7 volunteers, running it from home as we did not have any funding for an office.

With grants from the Bristol City Council Leisure Services the Young Mums group was established in 1987 followed by a total of eight needs-led projects that included the Older Women's group and Youth Projects for Girls.

Initially we targeted women living in Barton Hill, Easton and St Paul's area. As demands grew, in 1994, we expanded into a Bristol wide service, including South Gloucestershire and adopted the current name *Dhek Bhal* in the *lingua franca* of the subcontinent. Over the years the services have evolved to cater for the contemporary needs of the South Asian Community. They are described in the pages of the report and conclude with comments and views from some of our service users and staff as well as the vision and challenges for the future.

JANUARY 2015

MON	TUE	WED	THU	FRI	SAT	SUN
			1 New Year's Day (Public Holiday)	2	3 Milad un Nabi (Birthday of the Prophet Muhammad)	4
5	6 Epiphany	7	8 Milad un Nabi (Shia)	9	10	11
12	13 St. Hilary's Day	14 Makar Sankranti	15	16	17	18 Week of Prayer for Christian Unity (start)
19	20	21	22	23	24	25
26	27	28	29	30	31 Birthday of Guru Har Rai (Nanakshahi)	

**DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN
PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN
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Day Care Services

Dhek Bhal provides day care for men and women over the age of 55. The sessions provide the opportunity to engage in a range of activities that include fitness sessions, arts and crafts, and talks or workshops on a subject of interest to the group.

The women's group meets twice weekly on a Monday and Tuesday and the men's group meet every first and third Wednesday of the month.

Nutritious and affordable South Asian meals are provided and transport from home to the centre is available.

HEALTH, CARE, COMMUNITY AND WELL BEING



FEBRUARY 2015

MON	TUE	WED	THU	FRI	SAT	SUN
						1
2	3	4	5	6	7	8  Parinirvana (Nirvana day)
9	10	11	12	13	14 † St. Valentine's Day	15  Nirvana day (alternative date)
16	17	18	19 Chinese New Year	20	21	22
23 † Clean Monday Beginning of Lent	24	25	26	27	28	

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Sitting Service

Dhek Bhal's sitting service gives a break for South Asian carers who provide regular and substantial care to elderly or disabled relatives.

The sitters are matched to the families' needs and offer services that include companionship, reading to the service users, accompanying them for walks to the local parks, and any other task that has been agreed in their care plan.

The sitters undergo regular training and respect the privacy, dignity and wishes of the service user, and are sensitive to their religious, linguistic and cultural needs.

HEALTH, CARE, COMMUNITY AND WELL BEING



MARCH 2015

MON	TUE	WED	THU	FRI	SAT	SUN
						1 † St. David's Day
2  Nineteen Day Fast (start)	3	4	5	6  Hola Mohalla	7	8
9	10	11	12	13	14	15 † Mothering Sunday
16	17 † St. Patrick's Day	18	19	20	21  Now-Ruz	22
23	24	25	26	27	28	29 † Palm Sunday
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.				



Domiciliary Care

Dhek Bhal's domiciliary care service offers members practical support in their home.

This can be personal care (including manual lifting and handling, washing, dressing and feeding) and/or domestic care (including laundry, ironing, pension collecting, shopping and food preparation). It is regulated by the Care Quality Commission (CQC) and accredited by local authorities.

Dhek Bhal care staff are qualified and fully trained. Our multi lingual staff are well versed in the cultural needs of the community.

HEALTH, CARE, COMMUNITY AND WELL BEING



APRIL 2015

MON	TUE	WED	THU	FRI	SAT	SUN
		1	2	3 ✚ Good Friday (Public Holiday)	4	5 ✚ Easter Sunday
6 ✚ Easter Monday (Public Holiday)	7	8	9	10	11	12 ✚ Easter (Orthodox)
13 ☪ Baisakhi	14	15	16	17	18	19
20	21 ☼ Ridvan (First day)	22	23 ✚ St. George's Day	24	25	26
27	28	29 ☼ Ridvan (Ninth day)	30			

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Advocacy Services

Advice and advocacy support is available for people who experience language difficulties and can include the accompaniment of a member of staff on a hospital appointment or help with filling out paperwork, for example job applications.

It allows people of the South Asian Community to express their views and concerns and enables them to access information and services that they are entitled to in a safe and appropriate manner.

Dhek Bhal's advocacy service defends and promotes members rights and responsibilities.

HEALTH, CARE, COMMUNITY AND WELL BEING



MAY 2015

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2  Ridvan (Twelfth day)	3
4 May Day (Public Holiday)	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21  Declaration of the Bab	22	23  Birthday of Guru Amar Dasev	24
25 Spring Holiday (Public Holiday)	26	27	28	29  Ascension of Baha'u'llah	30	31

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Celebrations & Cultural Programmes

Dhek Bhal values the customs and traditions of its members and has regular cultural events and celebrations taking place throughout the year.

Events in the past year have included Bristol's Celebrating Age Festival, Fundraising/Open Day, Celebrating service users birthdays, Discover Festival with South Glos. Council, Celebrating Black History month with exhibition of Living Legacies, Celebrating Carers Events, Trips & outings to Southall, London and Birmingham, celebrating religious festivals e.g; Diwali, Eid and Christmas, and the Annual General Meeting (AGM). These events and celebrations are small tasters of what we organise annually.

HEALTH, CARE, COMMUNITY AND WELL BEING



JUNE 2015

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16  Martyrdom of Guru Arjan Dev	17	18  Start of Ramadan	19	20	21
22	23	24	25	26	27	28
29	30					

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Carers Groups and Workshops

Dhek Bhal offers support to Carers so they can have a better balance between their caring role and their life away from caring.

Regular meetings, trips and activities are organised for carer's to have their own free time and workshops are provided to offer practical advice on caring for themselves and for their loved ones.



HEALTH, CARE, COMMUNITY AND WELL BEING

JULY 2015

MON	TUE	WED	THU	FRI	SAT	SUN
		1	2	3	4	5  Birthday of Guru Hargobind
6	7	8	9  Martyrdom of the Bab	10	11	12
13  Lailat al Qadr	14	15	16	17  Eid-UL-Fitr	18	19
20	21	22	23  Birthday of Guru Har Krishen	24	25	26
27	28	29	30	31		

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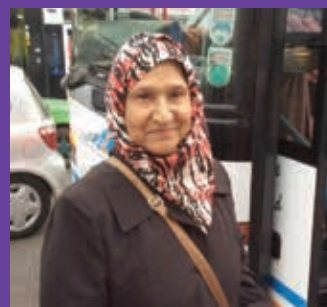
Trips & Excursions

Dhek Bhal encourage their members to get out and about and arrange trips and excursions to places far and wide suggested by the members.

These are popular trips and this year included visits to Lyme Regis, Weymouth, Barry Island and a shopping excursion to Birmingham.

Enjoyed by all ages these excursions form great memories and cement valuable friendships.

HEALTH, CARE, COMMUNITY AND WELL BEING



AUGUST 2015

MON	TUE	WED	THU	FRI	SAT	SUN
					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	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.					
Summer Bank Holiday (Public Holiday)						



Does Dhek Bhal really make a difference?

What our service users and staff have to say



"Dhek Bhal makes a big difference - I look after my wife 24/7 and so the sitting service allows me to take care of matters such as shopping or gives me the chance to come to the centre to talk to others or learn something new which I love. When I get back home my wife likes to listen about who I met and what I did – it benefits both of us!" **Gul Afzal** (Service User)

"I attend the men's project once a fortnight – it is a social group where we can exchange views and I get to learn a lot. There's a great variety of food and it is comforting for our children to know that we have a good support network" **Hans Nandwani** (Service User)

"I get domestic help from Dhek Bhal and also use the sitting service. They trust me and I trust them and it is an opportunity to see people that I have known for years. It is very friendly, just like an extended family" **Nagina Singh** (Service User)

"Dhek Bhal offers a good model for both domiciliary care and sitting services. I like that the same carers offer continuity and there is flexibility to accommodate the diverse cultural needs of the community. Dhek Bhal evolves, adapts and is a sustainable way of working" **Charlotte Nevitt** (Social Work Student)

"I am proud to be part of Dhek Bhal. Over the years they've done a great deal in educating people, getting people into jobs especially women and have changed conceptions" **Tariq Khan** (Trustee)

"Since working for Dhek Bhal life has become much easier and more meaningful. I like that we are given lots of training and it gives me confidence in doing my work. I enjoy working for Dhek Bhal, they really look after their people!" **Shanaz Mohammed** (Staff)

SEPTEMBER 2015

MON	TUE	WED	THU	FRI	SAT	SUN
	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	27
28	29	30				

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Our Vision for 2015

- Dhek Bhal to be an icon in the community and a role model for other community groups
- That the South Asian community propels itself towards self-reliance and minimises it's burden on public services to avoid strain on health and social care sectors
- For Dhek Bhal to become a self-funded organisation
- The provision of a competitive but quality service with highly skilled and competent staff
- Maintaining a Cohesive Community, for example by hosting events such as 'Getting to Know You' , 'Celebrating Together' , etc.
- Establishing a Neighbourhood Support group:
 - Community volunteers to call on those who are lonely/isolated
 - Neighbours encouraged to share meals with the vulnerable

OCTOBER 2015

MON	TUE	WED	THU	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9  Birthday of Guru Ram Das	10	11
12	13  Navaratri (start)	14  Al-Hijra	15	16	17	18
19	20  Birth of the Bab	21	22	23  Ashura	24	25
26	27	28	29	30	31  Hallowe'en (All Hallows' Eve)	

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Challenges Ahead From our Trustees



- Venturing into Domiciliary Care Services as a result of rising demand for different services due to increase in population of the aged. The Dom Care service is increasing annually and we expect this to double by 2015
- Retraining staff and recruiting skilled staff. A robust training regimen is being delivered by St Monica's Trust
- To confidently deliver an effective and high level of service, by ensuring the availability of competent and skilled staff from all cultural backgrounds
- Building and strengthening strategic relationships with our partners Bristol City Council, South Gloucestershire, and the voluntary and community sector. This is essential if we are to provide a competitive but quality service. Collaborative work will enable a better understanding of the needs of the service user and services being delivered in a 'person scentered' way
- Maintaining a Cohesive Community, for example by hosting events such as 'Getting to Know You', 'Celebrating Together', etc.
- Maintaining a strong financial position in face of funding cuts

NOVEMBER 2015

MON	TUE	WED	THU	FRI	SAT	SUN
						1 † All Saints' Day
2	3	4	5	6	7	8
9	10	11 ॐ Diwali Armistice Day	12 ✽ Birth of Baha'u'llah	13	14	15
16	17	18	19	20	21	22
23	24 ॐ Martyrdom of Guru Tegh Bahadur	25 ॐ Birthday of Guru Nanak	26 ✽ Day of the Covenant	27	28 ✽ Ascension of Abdu'l-Baha	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.					



Annual Report from Chairperson, Shabnam Baig



I joined Dhek Bhal as a member of the young girls group some 22 years ago! Over this time, first as a service user and then as a member of the Board of Trustees, I have seen the organisation evolve to meet the needs of the community. I am pleased and proud to say that Dhek Bhal has gone from strength to strength. It continues to grow and provide much needed services to the growing South Asian elderly population.

The much-needed Domiciliary Care service, accredited by Bristol City Council and South Gloucestershire Council, is now well established. We have also been able to offer this service to some members of the wider community. The positive reports from unannounced inspections by the Care Quality Commission and Bristol City Council Quality Assurance monitors attest to the high standards maintained by Dhek Bhal. Please have a look at the Dhek Bhal website, www.dhekbhal.org.uk to read the report and the comments made by our service users.

Our other projects are also running successfully. Both the Older Men and the Older Women Day Care services give members the opportunity to interact with their peers and combat feelings of isolation experienced in their day-to-day lives. While the respite, support and advice provided to carers through the Sitting service and the Carers group help them manage their caring responsibilities. In addition, Dhek Bhal has forged strong links with other organisations so older people in the Bristol and South Gloucestershire area can get a complete service. They can quickly be put in contact with appropriate agencies based on their needs, access information on health and well being and on other services available, have their voices heard as well as meet older people from other backgrounds.

It is the dedication, diligence and commitment of all the staff, volunteers, Trustees, our consultant Ikram-ul-Haq and especially our Chief Executive, Zehra Haq that has made the organisation a success story. I am sorry that I am stepping down as Chairperson at the end of 2014 for personal reasons. However, I wish Dhek Bhal all the best for the future and hope that it will continue to achieve success in serving the needs of the community.

DECEMBER 2015

MON	TUE	WED	THU	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21  Milad un Nabi	22	23	24  Christmas Eve	25  Christmas Day (Public Holiday)	26 Milad un Nabi (Shia)   Boxing Day	27
28 (Public Holiday)	29	30	31			

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Vote of thanks

To our staff

Chief Executive: Zehra Haq
Women's Day Centre Manager: Daisy Rajput
Sitting Service Manager Bristol: Parveen Akhtar
Sitting Service Manager South Gloucestershire: Rozina Mukhtar
Manager Administration and Personnel: Naheed Kausar
Finance Manager: Ronald Skudra
Trainee Manager: Mudassar Siddique

Affana Zaheer
Aisha Mohammed
Amidabai Alimamode
Aqeedat Sheikh
Asma Ajaz
Aznee Edwards
Devbrota Chowdhury
Fahmeeda Ahmed
Farhana Yasmin
Faruk Adamo

Faruque G Morshad
Farzana Sahi
Farzana Ahmed
Farzana Kausar
Gulnar Rafique - Sheikh
Happy Chowdhury
Harchan Kasbia
Imrana Ahmed
Karen Yamumo
Khalda Bi

Kuldeep Kaur
Mahmooda Arshad
Manazzar Siddique
Muhammad Arif
Munir Din
Naseem Firdous
Nasim Unar
Nasreen Malik
Nazmin Begum
Parveen Akbar
Parveen Akhtar
Rehana Kausar Lodhi
Rukhsana Kauser
Rukhshanda Iqbal
Samina Faruk
Satnam Kaur Roud
Seima Rafique
Shahab Uddin
Shahina K Hamid
Shanaz Mohammed

Sophia Parveen
Sultana Kousar
Tasneem Akhtar - Haque
Tmadour Saliem
Varsha Jaishim
Vineeta Arya
Zahida Hanif
Zainab Khushnood
Zatoon Kausar Hussain

Volunteers

Amish Aziz
Douglas Ellis
Preeti Roka
Moshin Pervaz

Consultant: Mohammed I Haq



Vote of thanks

To our trustees

Chairperson: Shabnam Baig

Treasurer: Shamim Sajid

Secretary: Adeela Cheema:

Women's Project Rep: Salma Akhtar

Women's Project Rep: Sindumati George

Men's Project Rep: Abdul Razzak Memon

Men's Project Rep: Mohammed Younas Ghauri

Men's Project Rep: Tariq Khan

Sitting/ Carers/ Dom Care Rep: Abdul Majid

Sitting/ Carers/ Dom Care Rep: Shabir Osman

Independent: Tabassam Aziz

Independent: Yasmin Ahmed

Independent: Zafar Iqbal



Special thanks to both Seema Bowers for her invaluable time and effort in the production of the annual report; Jonathan Hill for his assistance.

To our funders and support organisations



University of the
West of England



FINANCIAL SUMMARY

Statement of Financial Activities for period ended 31st March 2014

	Unrestricted Fund £	Restricted Fund £	Total Funds 2014 £	Total Funds 2013 £
Income Resources				
Total Grants	-	19,210	19,210	37,098
Spot Commissioning	328,717		328,717	325,733
Café Sales	2,509	-	2,509	2,260
Other Income/Fundraising	9,706	10,183	19,889	12,003
Bank Interest	2,566	-	2,566	969
Endowment Fund	-	-	-	-
Total Incoming Resources	343,498	29,393	372,891	378,063
Resources Expended				
Direct Charitable Expenditure	329,721	15,406	345,127	329,850
Fundraising & Publicity	7,266	569	7,835	7,962
Management & Administration of the Charity	19,009	14,493	33,502	4,402
Total Resources Expended	355,996	30,468	386,464	342,214
Net Incoming/(Outgoing)Resources	(12,498)	(1,075)	(13,573)	35,849
Fund Balances at 31 March 2013	136,471	2,307	138,778	102,929
Fund Balances at 31 March 2014	123,973	1,232	125,205	138,778

BALANCE SHEET AT 31ST MARCH 2014

	2014 £		2013 £
Fixed Assets			
Tangible	2,608		1,029
Current Assets			
Debitors	36,469		44,740
Cash at Bank and in Hand	119,835		152,067
	156,304		196,807
Creditors: amount falling due within one year	(33,707)		(59,058)
Net Current Assets	122,597		137,749
Total assets less current liabilities	125,205		138,778
Creditors: amounts falling due after one year	-		-
Funds			
Unrestricted Funds	123,973		136,471
Restricted Funds	1,232		2,307
	125,205		138,778



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 28th November 2014. 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.



Useful contacts:-

Age UK	0117 9545585 / 9281555
Avon & Bristol Law Centre	0117 9248662
Bristol Care Direct	0117 9222700
Care & Repair	0117 9542222
Carers Centre	0117 9652200
Citizens Advice Service	08444 111 444
Healthwatch Bristol	0117 2690400
Linkage	0117 955 5881 / 935 4471
South Gloucestershire Care Department	01454 868007
Talking Money – Energy Advice	0117 9543544
Welfare Rights & Money Advice Service (WRAMAS)	0117 3521512 / 3521888
West of England Centre for Inclusive Living (WECIL)	0117 9479911

Auditors
Roberts & Co.
Chartered Accountants

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If you would like to donate in any way
or form to the work of Dhek Bhal please
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9548885 / 9556971
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Bristol BS99 7UG



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