

Chairperson's Report



The year certainly had its share of challenges with an increase in demand for our community based services, including care and support for the older and disabled people in their own homes. This was clearly demonstrated by our activity levels and reach within this reporting period. During the 12 years I have been a Trustee of Dhek Bhal and this year as Chairman, I have seen the services flourish and the organization growing significantly in terms of its workload, staffing and financial revenue. This reporting year has seen our domiciliary care services increase - we have delivered circa 15,488 hours to our clients and their families as compared to 8,372 in 13/14 & 3,328 in 12/13. Despite the significant economic recession and political change in the funding and delivery of personal care services we have continued to flourish.

The most significant achievement in 2014 was successfully raising £33,840 to purchase the new 17-seater minibus to replace the 12-year old depleted one. I would like to thank all the members, staff and friends of Dhek Bhal who worked tirelessly to raise the amount. We would like to acknowledge the generous contribution of John James, who gave us £19,500, which facilitated the securing of the minibus and the Big Lottery who gave us £10,000. The outstanding effort shown by members in fundraising is a demonstration of their sense of belonging and commitment to the organisation. The constant anxiety and frustration of vehicle breakdown, hopefully is behind us and we can feel secure whilst we plan more trips now for the next decade for the vulnerable clients.



We have moved from the world of block Local Authority Grants to spot grants as well as competitive tenders. This requires an even more rigorous approach in order to prepare successful bids that compete with larger private sector social care providers. This year, Bristol City Council has reduced the number of care provider agencies and awarded contracts to big care providers. Dhek Bhal will be bidding to become a secondary provider of specialist services to the South Asian community; this process was delayed until 2015. I have every confidence that we will continue to be successful as we provide quality services delivered by committed staff to a community that are reliant on our specialist service which caters for their diverse needs. I continue to be amazed by the commitment of all our staff to the organization and to our clients. However, there is much work to be undertaken in the future to expand our care services to meet the need and to provide services to support many older people and their carers.

I would like to thank our CEO Zehra Haq for her professionalism and zeal in offering leadership to her team, and all staff and volunteers of the organisation for their enthusiasm in making a real difference to the lives of older people and their families.



JANUARY 2016

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

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PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN
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Partnership with the Fire Service

Working together to reduce the risk of fire



Avon Fire & Rescue Service is working with Dhek Bhal to provide fire safety advice and information to its members. Under a new partnership, fire fighters will visit homes to carry out Home Fire Safety Visits offering advice and fitting free smoke alarms if required. Members of the community can request this service themselves via Dhek Bhal's office at the Barton Hill Settlement, or by contacting Avon Fire & Rescue Service directly.

We have also trained Dhek Bhal's careworkers to carry out an initial assessment of safety in the homes of their clients and, if required, they can then do a referral on the client's behalf. We can also offer fire safety advice leaflets in various languages, including Urdu, Bengali, and Gujarati and these are available at Dhek Bhal's office.

Smoke alarms can activate at the first sign of fire providing occupants with the chance to vacate the premises. Just two or three breaths of toxic smoke can make you lose consciousness. Fit a smoke alarm and make sure the batteries are working regularly.

To book a Home Fire Safety Visit call 0117 926 2061 or for more fire safety advice visit www.avonfire.gov.uk



Member receiving home safety advice from the Fire Service



FEBRUARY 2016

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8  Chinese New Year	9  Shrove Tuesday	10  Ash Wednesday	11	12	13	14  St. Valentine's Day
15  Nirvana day	16	17	18	19	20	21
22	23	24	25	26	27	28
29						

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Partnership with City of Bristol College

Nasra's Placement at Dhek Bhal from February – June 2015



Dhek Bhal have offered the ideal environment for Nasra to carry out her placement. She has given them youthful enthusiasm and a willingness to do whatever is asked of her, whilst they have supervised her in such a way as to develop the skills that she needs to work with older people long term, and have encouraged her to take up more responsibility.

The management team at Dhek Bhal and City of Bristol College's work placement officer have worked closely together to help Nasra to understand the need for personal and other's health and safety whilst working with the elderly clients. It is hoped that the partnership can and will continue next year.

Linda Baker -Work Placement Officer

*Linda Baker - Bristol City College Advisor
seeking views on the performance of her
student on placement at Dhek Bhal*

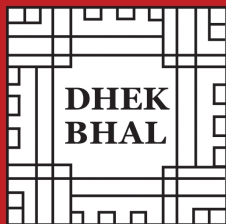


MARCH 2016

MON	TUE	WED	THU	FRI	SAT	SUN
	1 † St. David's Day	2 ☼ Nineteen Day Fast (start)	3	4	5	6 † Mothering Sunday
7	8	9	10	11	12	13
14	15	16	17 † St. Patrick's Day	18	19	20 † Palm Sunday
21 ☼ Now-Ruz	22	23 ॐ Holi	24 ☸ Hola Mohalla	25 † Good Friday	26	27 † Easter Sunday
28 † Easter Monday (Public Holiday)	29	30	31			

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Partnership with the Golden Oldies Project

100th Celebration Event



Autumn 2014 saw the beginning of an exciting partnership between the Golden-Oldies Charity and Dhek Bhal. Golden-Oldies affectionately known as 'Goldies' has been relieving isolation and increasing happiness in older people in the UK since its inception 7 years ago through its regular singing sessions.

The Charity founded by Grenville Jones, started in the South West and is now operating in several regions in England and Wales. The women's group in Dhek Bhal have dubbed themselves the Bollywood Goldies and have been meeting monthly to enjoy their favourite songs of yesteryear such as 'Khabbi Khabbi' and 'Aye Mausam' under the melodic guidance of their singing session leader Dildar Singh.

The singing sessions, funded by Golden-Oldies is part of its established work in diverse communities and has been a welcome addition to Dhek Bhal's regular provision for Asian elders. The Bollywood Goldies enjoyed a fantastic launch event in March 2015, which also celebrated Goldies 100th group location, where they were joined by other Goldies groups from Pill and Cardiff to enjoy singing Bollywood greats and an array of Asian snacks. The Bollywood Goldies are destined to go from strength to strength with invitations for performances coming in.

For further information on Goldies the 'Sing and Smile' charity, please visit:
www.golden-oldies.org.uk



Sing along session



APRIL 2016

MON	TUE	WED	THU	FRI	SAT	SUN
				1	2	3
4	5	6	7	8  Hindi New Year	9	10
11	12	13	14  Vaisakhi	15	16	17
18  Birthday of Guru Angad Dev	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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Partnership with the Mother in the Mother Project

2015 Exhibition



Mother in the Mother is a creative project for Bristol mothers, exploring themes of maternal lineage. Funded by the Arts Council and Bristol City Council, we worked with 200 local mothers over the course of two years, collecting personal stories and working creatively with these. We searched for families with four or more generations of women, to take part in portrait photography sessions. These images now form a key part of our exhibition showing at Southmead Hospital.

We were keen to have a diverse representation of women and contacted Dhek Bhal to help us make contact with a local South Asian family. They very quickly put us in touch with Krishna, one of their members, who took part with her family. Liaising with Dhek Bhal made this connection and subsequent communication much easier than if we had gone directly to the family, and we are very thankful for their support in this. Working together like this has enabled an increased awareness of the diversity of cultures and people and greatly enriched our exhibition.



Pippa Robinson - Project Manager

Three Generations © Pippa Robinson



MAY 2016

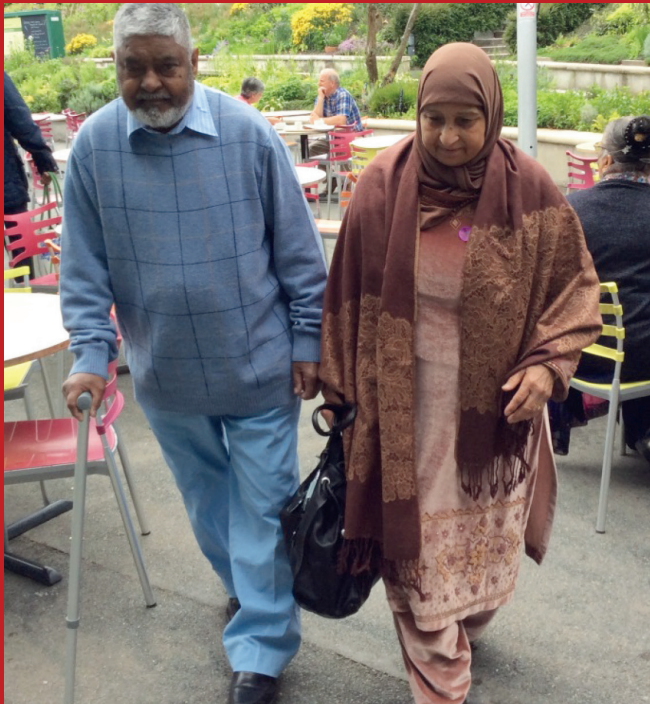
MON	TUE	WED	THU	FRI	SAT	SUN
						1
2 May Day (Public Holiday)  Ridvan (twelfth day)	3  Birthday of Guru Amar Das (Nanakshahi calendar)	4	5  Lailat al Miraj	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21  Lailat al Bara'ah	22
23  Declaration of the Bab	24	25	26	27	28	29  Ascension of Baha'u'llah
30 Spring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



Dhek Bhal Carers Project



We also provide a sitting service for carers in need of a short break from their caring roles to pursue their interests and recharge their energies for their taxing role in providing care to a family member.



Husband and wife (carers for each other) enjoying a well deserved respite break!



Two carers relaxing over a nice cup of tea

A relief carer is sent to the home whilst the carer enjoys the respite. The carer support group offers carers an opportunity to meet once bi monthly for peer support and access information and training.



JUNE 2016

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

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Dhek Bhal Trips & Outings



The CEO relaxing on the job with a client in Newquay



Family Trip to Drayton Manor



Exploring the outdoors



Enjoying a picnic in the picturesque setting of the Forest of Dean

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 Drayton Manor, the Forest of Dean and Newquay. Enjoyed by all ages these excursions form great memories and cement valuable friendships.



JULY 2016

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

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Dhek Bhal Domiciliary Care Service



Carer Kuldeep attending to client

Our multi lingual care workers are from diverse backgrounds – South Asian, Somalian, and Caucasian. To ensure they deliver a high quality service, they are provided with continuous training to upgrade their skills and knowledge.

Dhek Bhal Domiciliary Care service provides a range of services to the South Asian community such as assistance with housework, shopping, and personal care. There is an increase in demand for culturally specific services from the aging population. The success of our service delivery has led us to open our doors to the Somalian and Middle Eastern community.



Manager Parveen being updated by staff Jenny



AUGUST 2016

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  Raksha Bandhan	19	20	21
22	23	24	25	26	27	28
29 Summer Bank Holiday (Public Holiday)	30	31				

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Partnership with St Monica's Trust Staff Training



For the past few years St Monica Trust training department has been delivering training for Dhek Bhal. We have covered a variety of subjects from safeguarding to sensory loss, moving and handling to first aid. Dhek Bhal staff are always courteous, engaged and eager to learn. We deliver the training using a wide variety of training strategies and the sessions are conducted in English with the help of a translator for those who speak English as a second language.



Care workers during question time with their tutor



Staff on a training workshop

Dhek Bhal is a committed and professional organisation which is continually striving to improve the way it does things for the benefit of its staff and service users. As it gradually expands its range of services and takes on service users with more complex needs, it continues to place a high priority on training. We hope that our association with Dhek Bhal will continue for many years to come.

Sheena Helyer: Training and development officer BA. RN. DN. PGCE.

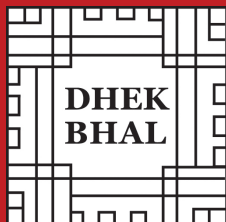


SEPTEMBER 2016

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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Dhek Bhal Older Womens Project



Our daycentre which runs on Monday and Tuesday aims to reduce social isolation and loneliness for South Asian women age 55 and over and encourage them to actively participate in activities that promote their physical health, mental, emotional health and social well being.

Activities such as light seated exercise, art and crafts, shopping and excursion trips in the UK are organised. Presentation and talks are conducted on various health related topics such as healthy eating, heart and stroke, diabetes, depression and anxiety, dementia, breast cancer, Alzheimer disease etc.

The centre is a lifeline for the older people as it also provides a gateway to other services that would not otherwise be possible due to language and cultural barriers. Nutritious South Asian vegetarian and 'halal' lunch is prepared on site. Clients are transported with an escort on Dhek Bhal owned minibus from home to the daycentre.



All smiles in the daycentre



Chit-chat session with a friend



Enjoying a drumming session organised in partnership with WECIL



OCTOBER 2016

MON	TUE	WED	THU	FRI	SAT	SUN
					1 ॐ Navaratri (start)	2
3 ☾ Muharram (start)	4	5	6	7	8	9
10 ॐ Navaratri (end)	11	12 ☾ Ashura	13	14	15	16
17	18	19	20 ☼ Birth of the Bab	21	22	23
24	25	26	27	28	29	30 ॐ ☪ Diwali
31 ☾ Muharram (end) ✝ Hallowe'en (All Hallows' Eve)	DHEK BHAL WORKS AND CAMPAIGNS WITH AND FOR SOUTH ASIAN PEOPLE TO PROMOTE THEIR HEALTH AND SOCIAL WELLBEING IN BRISTOL AND SOUTH GLOUCESTERSHIRE. 					



Dhek Bhal Older Mens Project



On the first and third Wednesday of the month around 15 South Asian older men aged 55 to 80 meet at Barton Hill Settlement to interact and engage in mind stimulating activities, including physical exercises that aims to enhance their well being.

They are taught skills such as photography and computer whilst enjoying a short break from their caring roles.



Men's group – perusing their upcoming programme of activities!



Members enjoying the delicious food in the day centre

Whilst socially engaging with others, they derive emotional support from a similar cohort around well-being, shared challenges and life transitions that include post retirement, bereavement, caring for spouses and mobility issues due to ill health.

Feedback acknowledges a sense of social connectedness and privacy in a male-only space to discuss personal issues such as depression, stress, etc.

They enjoy excursions in company-owned minibus within Bristol and South Gloucestershire, and interstate sightseeing tours. They are addressed by guest speakers on health-related topics and enjoy South Asian vegetarian and 'halal' food prepared on site.



NOVEMBER 2016

MON	TUE	WED	THU	FRI	SAT	SUN
	1 † All Saints' Day	2	3	4	5 Guy Fawkes Day	6
7	8	9	10	11	12 ★ Birth of Baha'u'llah	13 Remembrance Sunday
14 ☞ Birthday of Guru Nanak Dev	15	16	17	18	19	20
21	22	23	24 ☞ Martyrdom of Guru Tegh Bahadur	25	26 ★ Day of the Covenant	27
28 ★ Ascension of Abdu'l-Baha	29	30 † St Andrew's Day				

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Partnership with Healthwatch Care Forum

Healthwatch Bristol, provided by The Care Forum, is a strong voice for anyone to speak to us about their experiences of health or social care services. Healthwatch then ensure that service providers and commissioners hear this feedback and make changes to their services.

With the language barriers faced by Dhek Bhal users, it is only by working together, both organisations have ensured that the voice of South Asian older people/carers has been heard.

Well Aware is our signposting service, a database of over 6,000 organisations. The Care Forum have enjoyed Dhek Bhal lunch at many of our events and attendees never fail to comment on how delicious the food is!



Healthwatch rep briefing South Glos carers on the new Care Act 2014



Morgan Daly Healthwatch consulting service user on her hospital experience.

To find out more about Healthwatch Bristol or to volunteer with us, visit our website, email us or call us. See more at: www.healthwatchbristol.co.uk / www.wellaware.org.uk

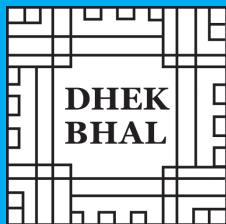


DECEMBER 2016

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

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





Thank You To Our Staff



Chief Executive:
Finance Manager:
Domiciliary Care and Sitting Services Manager:
Daycentre Manager:
Administration/ Personnel Manager:
Assistant Support Manager :
Finance Officer:
Administration Assistant:

Zehra Haq
Ron Skudra (retired December 2014)
Parveen Akhtar
Daisy Rajput
Naheed Kausar
Seima Rafique
Mudassar Siddique
Rehana Lodhi

Affana Zaheer
Aisha Mohammed
Amidabai Alimamode
Aqeedat Sheikh
Arfon Ali
Asma Ajaz
Asma Perveen
Asma Rasheed
Devbrota Chowdhury
Fahmeeda Ahmed
Farhana Yasmin
Fartun Ali Kadir
Faruk Adamo
Faruque Morshad
Farzana Ahmed
Farzana Kausar
Farzana Sahi
Gulnar Rafique

Happy Chowdhury
Harchan Kasbia
Harvinder Singh
Hawa Ali
Ibado Ali Mohamed
Karen Yamumo
Khalida Bi
Kuldeep Kaur
Liala Akhtar
Mahmooda Arshad
Manazzar Siddique
Maureen Doran
Mohammed Arif
Munir Din
Naseem Firdous
Nasim Unar
Nasreen Malik
Nazmin Begum

Parveen Akbar
Preeti Roka
Rana Begum
Rizwana Akhlaq
Rukhsana Kausar
Rukhshanda Iqbal
Saeeda Begum
Samina Faruk
Samsam Adan
Satnam Kaur
Shahab Uddin
Shahina Hamid
Shakeel Anjum
Shanaz Mohammed
Sobia Shaffi
Tasneem Haque
Varsha Jaishin
Zahida Hanif



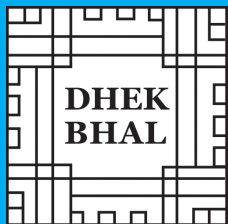
Volunteers

Nasra Mohamed
Douglas Ellis

Students

Charlotte Nevitt
Rudo Mudarikwa





Thank You



To our Trustees

Chairperson:	Zafar Iqbal
Treasurer:	Shamim Sajid
Secretary:	Adeela Cheema
Womens Project Rep.:	Salma Akhtar
Womens Project Rep.:	Maqsuda Salam
Mens Project Rep.:	Abdul Razzak Memon
Mens Project Rep.:	Mohammed Y Ghauri
Mens Project Rep.:	Tariq Khan (resigned January 2015)
Sitting/ Carers/ Dom Care Rep.:	Shakila Mahmood
Sitting/ Carers/ Dom Care Rep.:	Shabir Osman
Independent:	Tabassam Aziz
Independent:	Yasmin Ahmed
Independent:	Jatinder Potiwal

Dhek Bhal Consultant

Mohammed Ikram-ul Haq

To our Funders and support organisations



FINANCIAL SUMMARY

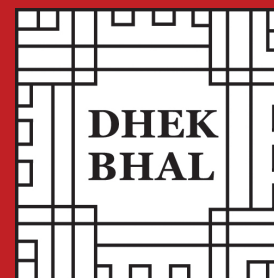
Statement of Financial Activities for period ended 31st March 2015

	Unrestricted Fund £	Restricted Fund £	Total Funds 2015 £	Total Funds 2014 £
Income Resources				
Total Grants	-	20,119	20,119	19,210
Spot Commissioning	415,999	-	415,999	328,717
Café Sales	4,935	-	4,935	2,509
Other Income/Fundraising	10,209	7,986	18,195	16,405
Capital - Minibus		30,356	30,356	3,484
BME Social Isolation Project	-	23,000	23,000	-
Bank Interest	1,473	-	1,473	2,566
Total Incoming Resources	432,616	81,461	514,077	372,891
Resources Expended				
Direct Charitable Expenditure	385,623	8,305	393,928	345,127
Fundraising & Publicity	9,291	735	10,026	7,835
Management & Administration of the Charity	29,806	14,604	44,410	33,502
BME Social Isolation Project	-	6,606	6,606	-
Total Resources Expended	424,720	30,250	454,970	386,464
Net Movement in Funds	7,896	51,211	59,107	(13,573)
Fund Balances at 31 March 2014	123,973	1,232	125,205	138,778
Fund Balances at 31 March 2015	131,869	52,443	184,312	125,205



BALANCE SHEET AT 31ST MARCH 2015

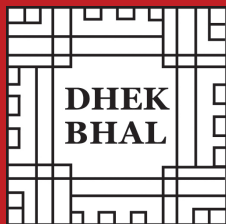
	2015 £		2014 £
Fixed Assets			
Tangible	36,133		2,608
Current Assets			
Debtors	70,909		36,469
Cash at Bank and in Hand	122,687		119,835
	193,596		156,304
Creditors: amount falling due within one year	(45,417)		(33,707)
Net Current Assets	148,179		122,597
Total assets less current liabilities	184,312		125,205
Creditors: amounts falling due after one year	-		-
	184,312		125,205
Funds			
Unrestricted Funds	131,869		123,973
Restricted Funds	52,443		1,232
	184,312		125,205



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 24th November 2015. 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 is a voluntary organisation that has been supporting the South Asian community in Bristol and South Gloucestershire for over 28 years



Useful Contacts:

Age UK	0117 9545585 / 9281555
Avon & Bristol Law Centre	0117 9248662
Bristol Care Direct	0117 9222700
Bristol City Council main line	0117 9222000
Care & Repair	0117 9542222
Carers Centre	0117 9652200
Healthwatch Bristol	0117 2690400
Linkage	0117 3533042
Rethink	0117 9031801
South Gloucestershire Care Dept.	01454 868007
Welfare Rights & Money Advice Service (WRAMAS)	0117 3521512 / 3521888
Wellaware	0808 808 5252

Auditors

Roberts & Co.
Chartered Accountants

Designed by: Seema Bowers

Printed by: Aspect Print Solutions Ltd Tel: 0117 955 6869

If you would like to donate or contribute to the work of Dhek Bhal please contact Zehra Haq - Chief Executive at:

Dhek Bhal

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Tel: 0117 9146671 / 9146672

E-mail: dhekbhal@yahoo.co.uk
Website: www.dhekbhal.org.uk

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Registered Charity no: 1070015
Registered Company no: 3472146

