

নারী কালিয়ান ইহাংগেহ



MOVING FURTHER AHEAD

Evaluation Report of NKS Services from
April 2002 to March 2005

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1. Executive Summary

This report evaluates the work undertaken by Nari Kallyan Shangho (NKS) over the three year period - April 2002 to March 2005.

During this period NKS was funded through a partnership between the National Lottery Charities Board Community Fund (now known as The Big Lottery Fund), BBC Children In Need, City of Edinburgh Council and NHS Lothian. This funding enabled the development of a range of exciting new services for South Asian women in Edinburgh. These included, befriending, advocacy, one-to-one support, health promotion, childcare and a range of group work activities.

Over 400 South Asian women and children took part in activities and received a variety of services from NKS during April 2002 to March 2005.

As part of this work an independent evaluation was commissioned and the results of this are contained in this report. Altogether 60 South Asian women were interviewed via questionnaires and took part in focus groups. There were a further 10 individual in-depth interviews and case studies.

The findings in this report highlight issues including the need to target mental and physical health care, advocacy and support to access health and social care services and the need to assist highly disadvantaged Bangladeshi women.

NKS recognises that the health and welfare of minority ethnic communities is crucial in society. NKS is concerned throughout its service provision, with accessing and evaluating services and increasing awareness of these services amongst South Asian women, young people and children.

A number of recommendations have been made and are detailed on pages 23 – 24 and ways are currently being sought to sustain and develop this work further.

2. Introduction

Nari Kallyan Shangho (NKS) is a non-profit organisation working in the field of health, welfare and capacity building with South Asian communities in Edinburgh. In little more than seventeen years, NKS has built a strong reputation as a respected, trustworthy and beneficial source of providing support services to minority ethnic communities - mainly Bangladeshi, Indian and Pakistani (See Appendix 1 for further information).

There are many reasons which prevent South Asian women from accessing many of the services provided by mainstream organisations. These include: lack of knowledge, lack of understanding, language barriers, lack of childcare, their other commitments, and lack of confidence - often because of previous failure to access services.

NKS helps to deal with these barriers by providing a range of information and services to South Asian women and children. NKS also provides training and access to community resources which can provide support. As well as the commitment to improving the lives of South Asian communities in Edinburgh, NKS brings a wealth of variety through its direct service provision which includes health promotion, befriending/outreach services, advocacy services and support work. This enables NKS to build a relationship of trust and respect amongst service providers and service users alike.

NKS has developed specific projects focused on alleviating isolation and depression, difficulties in settlement and friendship systems locally. NKS has sought to raise service standards through the proper evaluation of services which, in turn, inform policy and practice.

Since 1987 NKS has produced regular annual reports and evaluations of its health and welfare services involving South Asian communities in Edinburgh. These services have been supported by a range of funding bodies which include the City of Edinburgh Council, Lothian Health, the National Lottery Charities Board Community Fund, Scottish Executive Ethnic Minority Grant Scheme, BBC Children In Need and other trusts and funding bodies.

During the period of April 2002 to March 2005 NKS was funded through a partnership between the National Lottery Charities Board Community Fund, BBC Children In Need, City of Edinburgh Council and NHS Lothian. The costs met by the National Lottery Charities Board Community Fund were on a three year tapering grant which ended in March 2005. Ways are currently being sought to sustain and develop this work further.

An integral part of the NKS monitoring and evaluation strategy for this work was to produce an evaluation report for work undertaken during the funding period of April 2002 to March 2005.

3. Evaluation Report Aims and Objectives

The aim of this evaluation report is to identify whether South Asian women in Edinburgh have fair and equitable access to Nari Kallyan Shangho (NKS) and other service provision in targeted areas, and to identify if there are any gaps in service provision.

anecdotal information, reviewing NKS three year aims, objectives and proposed outcomes and relevant baseline data.

The objectives of the evaluation and this report are as follows:

1. Evaluation of current provision and use of NKS health and welfare services by users.
2. Collection of data from women belonging to South Asian groups who have used NKS health and welfare services and their experiences of these services.
3. To raise awareness to empower these communities to access appropriate services that are available.
4. To provide a baseline of evidence to identify, monitor, and address health inequalities.
5. To make recommendations and suggestions for a collaborative multi-professional/multi-agency practice framework which will provide appropriate advocacy, health and welfare, befriending/outreach services for South Asian women and children in Edinburgh.

Evaluation Process

The evaluation process in this report included reviewing current NKS provision, conducting a survey using a questionnaire, focus groups, case studies, as well as gathering informal,

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Nari Kallyan Shangho Services and Activities

Nari Kallyan Shangho (NKS) has made successful efforts towards race equality and harmony among minority ethnic communities in society by sharing information about culture and life style. It provides a range of services and undertakes many activities specifically designed to meet the needs of South Asian women and their families in Edinburgh. The community development approach is used to enable women to engage in useful activities in a non-threatening environment.

Over 400 South Asian women and children took part in activities and received a variety of services from NKS during the three year period of April 2002 to March 2005.

Areas of work and services provided include:

a) Facilitating Access to Health Care Services

NKS is a health and welfare organisation which provides community based services for South Asian communities. Although a primary concern was the problem of deprivation and isolation among South Asian women and children, NKS also targeted the health inequalities and health care services. There is a strong belief that South Asian communities are not receiving adequate health care services. This is due to many reasons. Sometimes there are cultural and religious differences that prevent South Asian women, in particular, to deal with their health problems. NKS recognised this and set up an outreach service to facilitate access to health care services.

b) Befriending/Outreach Service

Befriending is a means of supporting people with mental and physical health problems. It can play a vital role in helping to improve women's quality of life both emotionally and practically. The befriending service takes account of the following factors:

- Local needs.
- How service effectiveness can be enhanced.
- How the access to appropriate health-care can be improved.
- How the quality of the environment within which women interact and socialise can be improved.
- How the standard and level of services with service-users can be improved.

The main aims underpinning the service are to:

- Build relationships with South Asian women and children who use welfare and health services.
- Build social support networks within the various minority ethnic communities.
- Support women to access services.

NKS has made a crucial contribution in the last six years and through the provision of services has supported women at home and encouraged them to come out of their home for socialisation.

Outreach work is part of visits made by support workers to clients in their own homes. When a client first contacts NKS, they receive an initial visit. If clients have stopped calling or using services for whatever reason, NKS

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staff try to maintain a relationship/contact with them.

c) Advocacy and Support Work

Advocacy is ongoing and this has been an integral part of NKS work for a number of years. The advocacy service is principally provided through a referral system. However, NKS staff are also constantly being called upon to provide additional advocacy services on behalf of clients on health, benefits and housing issues in particular.

d) Case Management Advocacy

Case management advocacy involves assisting clients to access and deal with more complex problems involving services such as housing, benefits agency, medical and psychiatric services, education, literacy and child care.

e) Group Activities

NKS group activities provide a home like atmosphere in which to heal and establish self-reliance and dignity. Supervision and care is taken to maintain a culturally appropriate environment for group activities and services in a safe welcoming environment.

f) Supervised Childcare Facility/ Crèche

This provision offers a safe, well-equipped and comfortable setting for children who are under supervision by specially trained staff and sessional workers. It enables women to

participate in NKS activities, go to work, or simply have a well earned break. The child-care provision at NKS is to combat isolation among disadvantaged pre-school children by providing multicultural play activities over five days a week from 9.00 am to 3.00 pm. The provision is also for mothers who are in low paid jobs, are planning further education or are referred by a professional.

g) Courses and Training

NKS works with housewives, mothers, older women and young people to provide training programmes to develop various skills and to enable greater involvement of women from disadvantaged communities. Training is often done in partnership with other agencies. The focus of training is to raise community awareness of the effects of isolation, the poor socio-economic status of the entire community, specific health issues and to direct people to available resources. All courses and training are organised in line with the needs of women following consultation and discussion. Training is an essential part of NKS as it encourages women to communicate, and voice their own opinions as well as leading to increased confidence and skills acquisition.

NKS also provides training inputs to a range of statutory and voluntary agencies on issues such as racial discrimination and provision of culturally appropriate services.

h) Health Education and Public Awareness

NKS provides timely and accurate information about health issues to community groups, schools, and social services agencies through

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presentations, seminars, conferences, information days, and newsletters/publications.

i) Research, Seminars, Open/Information Days

NKS organises and participates in events at which community members can gather to discuss issues such as healthcare, lower socio-economic status, pre-school children training and isolation. NKS has also worked with agencies such as the City of Edinburgh Council, Lothian Health, and Stevenson College towards the development of welfare and health promotion within South Asian communities in Edinburgh.

j) Networking

NKS has developed a wide range of useful networks with health care agencies, social service agencies, courts, community and neighbourhood organisations which provide services to minority ethnic communities in Edinburgh.

Achievements and Outcomes of NKS Services and Activities Undertaken Between April 2002 and March 2005

a) Facilitating Access to Health Care Services

Target:

- i)** Six appointments per week.

Outcomes:

NKS enabled access to a more effective delivery of health services. It provided a platform

for the representation of South Asian communities' needs and problems and also helped to build the capacity and increase the level of expertise within a range of agencies to give them the necessary experience and training, which will hopefully help them to provide more culturally appropriate services in future. Over 150 women have been provided with support on a one-to-one basis during a three-year period to access health services in Edinburgh. Each woman has been supported more than once and over 800 appointments have been taken up over three years.

Recommendations were also made by NKS staff on behalf of South Asian women to hospitals and clinics. It was found that services were not always appropriate or sensitive to the needs of South Asian communities. There is often a lack of support following hospital discharge, for example, which then leads to re-admission. It was found that needs are overlooked and that this is often due to ignorance or lack of awareness by health care workers. If the services provided within the hospital and in the community are to improve, awareness of these issues need to be raised.

b) Befriending/Outreach Service

Target:

- i)** Four home visits per week.

Outcome:

NKS has made a crucial contribution towards developing services that provide support to women at home and encourage them to come out of their home. The initial contact is made either by women themselves, by an NKS worker phoning women at home or

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through referrals from a professional. The home visits have been divided into three categories of: visiting women who do not come to NKS, women referred to NKS by professionals and those women who come to NKS irregularly. Approximately 500 visits were made by workers in a three-year period. The process has been effective in building relationship with women, encouraging them to come out of their homes and attend NKS activities thus combating isolation and increasing self confidence through learning new skills.

c) Advocacy and Support Work

Target:

- i)** Six group advocacy sessions per year.
- ii)** Ten appointments per week.

Outcomes:

South Asian families in Edinburgh suffer from many problems due to low socio-economic status. NKS aims to provide family support so that they can improve their condition. Though the language barrier is the main problem, there are other issues, such as the lack of information and support to South Asian women and children which increase inaccessibility of services to them. In three years NKS took up over 1500 appointments with over 350 families.

NKS was actively involved in organising six group advocacy work sessions and providing one-to-one support and advocacy. This area of work has successfully grown to the extent that South Asian communities (especially the Bangladeshi community) in Edinburgh are more aware of services and they are very happy to receive help and support from NKS.

This is demonstrated in the current independent evaluation, carried out by NKS, as well as the previous independent evaluation - *"Moving Ahead"*, also carried out by NKS.

Advocacy work has proved to be very important for Bangladeshi women as they often require significantly higher levels of one-to-one support to deal with their daily routine. Many find it difficult to make and attend various appointments by themselves since she, or sometimes the whole family, speak very little English. Low self-esteem and little understanding can lead to their becoming even more vulnerable and isolated.

The benefits of NKS advocacy and support services were that tangible improvements to Asian women's lives were achieved, by working together to develop good practice and improving awareness and communication between NKS users and service providers.

d) Case Management Advocacy

Case management advocacy involved assisting NKS users to access and deal with more complex problems involving services such as housing, benefits agency, medical and psychiatric services, education, literacy and child-care.

NKS staff were responsible for assessing women and children's needs, providing advice and assistance, and establishing whether they were entitled to receive help. If someone was entitled to help, staff worked with them to set up or provide the appropriate assistance required.

NKS Advocacy workers also had an important role in protecting vulnerable older women

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from South Asian communities. Many of the services NKS provides are designed to help minority ethnic older women to live at home and retain their independence for as long as possible.

Many users have expressed their appreciation for the assistance and empowerment that NKS has provided.

e) Group Activities

NKS group activities which were developed over the three-year period included, health promotion, support groups, parenting skills groups, communication training, art therapy, mother-child groups as well as a range of cultural and recreational activities. During 2004/2005 alone, over 100 women and children participated in NKS group activities.

As it was essential to draw women out of their shells so that they could gain from NKS services, an open day event was organised, which offered women the opportunity to voice their needs. This gave NKS an insight into the kind of activities that would be appropriate to meet their needs.

Whilst NKS group work concentrated mainly on activities that were planned by the women themselves, special courses were also organised to assist them in acquiring new skills (See also g) Courses and Training).

As some Bangladeshi women living in Edinburgh were struggling to attend mainstream NKS group activities, NKS tackled the situation by providing services solely for them and two Bangladeshi women's groups were initiated, operating on Mondays and Thursdays attended by 10 –12 women every week.

The Wednesday women's group organised a range of activities based on women's interests. Sessions on mental health surgeries, breast cancer, asthma, diabetes and bedwetting were held through the year to meet these women's demands. The group was attended by over 15 women every week.

An older women's group was also started and the women attending this engaged themselves in yoga/gentle exercise and massage therapy session with a delicious lunch every Friday. The group is very popular with older women and is attended by 15 women every week.

In addition to all of this, a women's group ran once a month on Saturday's. Over 20 to 25 women attended the group each time, participating in activities such as discussion sessions, going to museums and cookery.

The youth group for young South Asian girls has been very popular and very well established at NKS. Two youth workers managed to develop the work over a few years. A residential weekend was organised in 2003 for South Asian girls that helped to identify many issues for them through many discussion sessions. The group membership is over 50 girls, although ten to twelve girls attend the group at any one time.

Many South Asian women living in Edinburgh also expressed the need to participate in some of the services offered by NKS over weekends (as they could not attend NKS activities on weekdays). Many South Asian women in Edinburgh experience isolation within their work environment and they expressed a need to associate with members of their own community. A special weekend

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mother and toddler's group was organised which enabled them to become involved in a range of culturally appropriate activities.

The formation of so many groups led to an increase in the number of users at NKS. Over 100 women regularly engaged themselves in activities that were spread over the whole week.

The provision of group activities gave women the impetus to come out of their homes and involve themselves with members of their own community which helped them not only to combat the isolation they felt, but also to grow into more confident, skillful and better informed individuals.

Cultural events, training courses and newsletter group were also developed. Discussion and activities on relevant cultural issues were organised during the second and third years. Several attempts were also made to raise the awareness of different South Asian cultures through a variety of programmes arranged by NKS. These included cultural events and fairs that displayed different South Asian customs and traditions. Special information days, festival events and leisure outings are also arranged from time to time.

The activities are both recreational and educational and have adopted a community development approach to allow women and children to integrate in more effective ways within the wider community. These cultural events and activities have greatly helped to break down the sense of isolation that many South Asian women experience.

A lot of the success of this work was due to NKS outreach/befriending and advocacy work. As a result of contact with NKS as an

organisation, which was sensitive to their needs, and shared the same cultural frame of reference, language etc many more South Asian women participated in these events.

Group activities principally concerned with skills training, courses and advocacy were more difficult to implement. NKS was able to develop activities and training opportunities that were not only appropriate to their needs, interests and abilities but also accessible and available to all South Asian women.

Achievements and Outcomes of NKS Group Activity

The range of activities provided in NKS groups has increased considerably during the three-year period. There are currently 10 different groups operating weekly, which involve women of different ages and multi-cultural backgrounds (See Appendix 3 for details of groups and areas of work).

Nearly all of the NKS groups are still functioning, except for the computer, swimming classes and pulse centre sessions, which had to be discontinued because of limited resources.

The lessons learned so far from these group activities services include:

- Take time out to listen to people.
- Develop projects or activities from the results of what people have asked for.
- Recognise the experiences and needs of the community as a whole.
- Make all activities and events accessible.
- Do not classify all South Asian groups together – they may have different

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cultural or language needs. Some people feel quite put out when classed as 'a group'.

- Different incentives should be offered to encourage people to get involved in community activities. Support worker and other agencies should encourage women to get involved with these activities.
- 3 years is not enough.

There is a noticeable increase in the number of women attending the groups from previous years, with each group indicating a membership of at least 45 – 50 women.

A definite change has been observed in the attitude of many women now. They have indicated a growing interest in activities that are different and more challenging than at the outset of this work. As a result of this, a range of new activities like art therapy, craft sessions and beauty sessions were introduced in 2005.

It is clear that NKS women's groups have moved forward. However, in spite of their many achievements it has been observed that due to the ever increasing membership and demand from women, it is fast becoming difficult to sustain services within the current level of resources available to NKS.

f) Supervised Childcare Facility/ Crèche

Targets:

To provide full day care service at NKS.

Outcome:

A full day childcare service was developed, at NKS, on demand from the South Asian community. Mothers of children who came to NKS for different group activities such as English as a Second Language classes (ESL) and other group activities were also supported with childcare and the Mother and Toddlers group. Particular support was offered to mothers identified as suffering from isolation and depression. The childcare facility has taken up to 12 children at one time for full day care. It runs five days a week, Monday to Friday from 9.00 am to 3.00 pm.

NKS has provided support to mothers in their own homes and work places by offering multicultural and supervised day care centre for their pre-school children. NKS childcare facilities helped women with their childcare arrangements, sometimes through links with other NKS group activities.

NKS childcare facility workers emphasised the value of positive play between young children and their mothers during the three-year project. It successfully promoted the value of children's basic needs and adequate nutrition.

Furthermore, childcare facility workers found that they were providing care which compared more favourably with the care provided in other centres serving low-income ethnic minority families. The Social Work Department and childcare course tutors rated NKS childcare as being of good quality. Insufficient funding for this facility has meant that this service was unable to be developed as much as NKS would have liked.

g) Courses and Training

NKS developed specialised small, intensive

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structured parenting skills programmes for South Asian women identified as vulnerable, (e.g. parents with low socio-economic status and language difficulty).

Specialised training sessions on domestic violence from Shakti Women's Aid project were attended by NKS staff and feedback was incorporated into various NKS areas of work.

NKS also organised appraisal training for the staff with a view to introducing appraisal system at NKS. The planning of project training was organised in 2003 for all staff.

In addition, several local and mainstream agencies have received cultural sensitivity training from NKS.

h) Health Education and Public Awareness

Targets:

- i) Health education and promotion models will be piloted at NKS within the given time and resources.
- ii) To apply health promotion models identified in group settings through workshops at NKS.
- iii) The work in the third year will be evaluated to see if this has influenced changes in the health and well-being of clients.

Achievements and Outcomes of NKS Health Education and Public Awareness Work

The strategic NKS Plan proposed that within the first year a multi-agency group developed

and refined proposals for support for health inequalities.

In an effort to improve the South Asian women's health NKS designed strategies and action plans to address a range of health issues. Successful interventions that targeted these issues were integral to improving the quality of life and reducing the incidence of the leading causes of diseases for minority ethnic communities.

Specifically, the initiatives targeted Bangladeshi women, with a special emphasis on six of the leading health issues:

- Lack of physical activity.
- Obesity and overweight issues.
- Tobacco or 'Paan' use.
- Coronary Heart Disease (CHD).
- Breast Cancer.
- Diabetes.

It is well noted that many of the disparities in health are related to a variety of lifestyle factors and may be reduced by preventive measures.

Physical Activity, CHD, Obesity and Overweight Issues

Physical activity aids in preventing CHD; physically inactive people are almost twice as likely to develop CHD. Regular physical activity is also noted to enhance muscle function and physical performance. South Asian women are less likely to engage in physical and social activities and a higher percentage of Bangladeshi and older South Asian women at NKS reported that they had no leisure-time physical activity at all.

NKS provided opportunities for healthy activities including outdoor events, exercise ses-

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sions, physical activities in form of exercise and aerobic sessions for women, as well as providing information on ways to overcome overweight and obesity issues, which are major contributors to a number of preventable illnesses.

Tobacco or 'Paan' Use/Paan Cessation Group

At the beginning of 2005 NKS and the Minority Ethnic Health Inclusion Project (MEHIP) set up a Paan cessation and support group for Bangladeshi women. A cancer specialist from the Royal Infirmary of Edinburgh was invited to sessions to talk about the causes and treatment of mouth cancer. The outcome of the eight week programme was that it had proved to be a very useful and rewarding activity amongst the Bangladeshi women who attended. In addition to this one of the women stopped chewing Paan altogether and the others reduced the frequency of Paan chewing. The course ended with an aromatherapy session and 'delicious food' which was much appreciated by participants. Tobacco and 'Paan' use has declined among Bangladeshi women due to the proper organised campaign of NKS against 'Paan' tobacco.

Health Screening

NKS worked in partnership with Khush Dil Healthy Heart Project (KDHP) to provide health screening of women at NKS. The result of this health screening project was very effective as two women were diagnosed with diabetes and a further one with liver problems.

Breast Cancer

A flexible screening programme was also de-

vised in partnership with the Breast Screening Clinic at Ardmillan Terrace for breast cancer screening for women at NKS during the second year of the project.

Health Information

In addition there were a number of health seminars and talks, group advocacy work and dissemination of health promotion information/leaflets about various health issues in community languages.

Several key informants indicated that while multilingual information (brochures, leaflets, etc.) was available in abundance, they were not reaching minority ethnic women properly. NKS further noted that existing outreach and distribution measures do not result in the provision of information about health care, the effects of diseases, or even rudimentary information on how to find a GP. Such materials do exist, but again, its strategic dissemination is absent.

Comprehensive strategies by which to implement information dissemination were lacking. This was especially relevant when considering that most South Asian women are dependent on their spouses, and hence, in a critical situation, their knowledge and ability to contact the right places is limited. Language barriers increase the isolation, thus making it difficult for women to know where to turn to for help.

NKS also provided information on health issues to community groups, schools, and social services agencies through presentations, seminars, conferences, information days, and newsletters/publications. NKS has a distribution of over 300 copies of its newsletter in Edinburgh. NKS organised a health informa-

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tion day in 2002 and also a seminar in 2003 to explore various health promotion strategies to promote positive health among South Asian communities.

Other Health Issues

It was evident that women from minority ethnic communities preferred to deal with their problems within their own communities.

It was also observed that doctors and GPs were reluctant to explore health issues in any depth because of their ignorance about particular cultures. There were also a lot of stereotypes about different diseases within South Asian communities and immigrant women circulating amongst health professionals. As a result, the women felt that their health problems were less likely to be taken seriously. NKS staff provided full support to these women from arranging appointments with surgeries, clinics, or hospitals. They also accompanied patients to these places in an advocacy role where required.

Summary of Achievements and Outcomes of NKS Health Education and Public Awareness Work (April 2002 to March 2005)

- Communication of health related information through NKS multicultural group activities.
- NKS has ensured information is available in multilingual formats.
- Development of useful health seminars and talks to women (especially older South Asian women).
- Group advocacy sessions that can provide assistance about issues have been organised.
- Communication of information through

ethnic media and NKS newsletter.

- Daytime group activities developed at times the women are most likely to be free.
- Introduction of health promotion information in ESL classes, places of worship, settlement agencies, ethnic grocery stores, community centres, neighbourhood houses and local libraries.
- Distribution of information through public services and events that are family oriented.
- Development of work with NKS and health care providers to raise awareness and to work towards the elimination of everyday racism.
- Training and empowerment of individual women within different minority ethnic communities to take health promoting information to their communities.
- Delivery of health related information in settings which are neutral and safe for South Asian women.
- Creation of NKS group activities and other events where women can come together to network and support each other.
- Communication of information in ways that women can remember (i.e. an easy telephone number so that they do not have to take pamphlets home).
- Distribution of information and posters in women-only spaces, such as women's centres.

Overall, the three-year programme has been successfully completed with the aim of promotion of health issues of women from minority ethnic communities (Bangladeshi, Indian and Pakistani). Over its first three years many South Asian women have attended a

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wide range of health sessions, workshops and seminars about different health issues.

i) Research, Seminars, Open/Information Days

NKS organised and participated in events which enabled community members to discuss issues such as health care, low socio-economic status, childcare training and isolation.

An example of this was a Health Promotion Day organised by NKS and held in 2003. This was organised in partnership with Lothian Health. Speakers were invited to come and talk about health issues of particular relevance to South Asian women and children. Over 80 South Asian women attended and evaluations indicated that they had found the event to be of great value.

j) Networking

NKS developed a wide range of useful networks with health care agencies, social service agencies, courts, community and neighbourhood organisations which provide services to minority ethnic communities in Edinburgh. In three years the project networked with over 30 agencies to increase access to their services by South Asian women.

Close links were developed over the three year period with MEHIP and KDHP regarding the planning and setting up of groups and activities in conjunction with them.

5. Collection of Data From NKS Service Users

Evaluation

Although records of Nari Kallyan Shangho (NKS) do indicate how the services have evolved over the last three years it was not possible to get a complete picture without feedback from the women who have been directly involved at NKS.

It was hoped that this evaluation report would help to gain an insight into the extent to which South Asian women may have developed through their association with NKS, as well as helping to understand the significance of NKS services and its impact on their daily lives.

Methodology

It was determined that such an assessment would best be done by means of a survey, an informal focus group and individual case studies.

The survey was conducted by using three methods:

- i. Individual interviews based on pre-determined questionnaire.
- ii. Focus group using semi-structured questionnaire.
- iii. A series of case studies to evaluate the services.

Survey questions were asked in one-to-one interviews and groups. The questionnaire was semi-structured and an informal interview style was used. Data was gathered about the bilingual and bicultural service provisions for South Asian women and children at NKS.

Sampling Strategy

A total of 60 women were interviewed through pre-determined questionnaire and case studies were undertaken by random sampling. Variables taken into account as part of the sampling process included:

- Age.
- Occupation.
- Ethnic background.
- Marital status.

As it was essential to obtain a balanced perspective on information relating to women's groups, newsletter services and childcare etc, the questionnaire was equally distributed between the different services to cover a range of women whose opinions were varied enough to provide an impartial and unbiased view. NKS services and groups who participated included:

- Wednesday group (mainly Pakistani women).
- Saturday group (mainly Indian women).
- Monday group (mainly Bangladeshi women).
- Friday 50+ older women's group (mixed).
- Mother and Toddler group (Thursday).
- Asian girls group (Friday).
- Childcare services (Monday-Friday).

Individual Interviews/Case Studies

In order to supplement the questionnaire data an additional 10 individual interviews and case studies with South Asian women were conducted.

5. Collection of Data From NKS Service Users

Data Analysis

Data obtained from the interviews, questionnaire and consultations were collated and analysed.

Analysis of the questionnaire

Age Breakdown and Marital Status

Of those interviewed the majority - 75% were aged between 20-50 years old and 25% were aged between 50-60 years old and above.

The marital status of those interviewed was as follows:

Married	51%
Single	39%
Widowed	6%
Divorced	3%
Separated	1%

Ethnicity and Language Needs

Participants were from the following ethnic backgrounds:

Bangladeshi	20%
Pakistani	60%
Indian	18%
Chinese	2%

There was a range of language needs. Interviewees were Bengali, Urdu/Punjabi and Hindi speakers.

Numbers Attending/Using NKS Services

The data indicated that a significant number of South Asian women and children use NKS

services and activities each week (about 200).

Of those interviewed, 60 women attended or used one or more NKS service per week. The open and flexible nature of sessions meant that some women could attend 2 or 3 times a week for different activities.

Services Used

A total of 42 women of those interviewed had used one or more of NKS services. A total of 20 women were mothers and the majority of the respondents had or were receiving NKS advocacy and befriending support. Women used different services and participated in activities linked to their interests. A total of 47 women had attended day trips organised by NKS.

Reasons for Service Use

When asked what the main reason/motivation was for using NKS services the majority of users said group activities. Others said that they wanted to have '*more insight into health advocacy*', '*education reasons*', '*to attend training courses*', '*to find out more about support work*', '*socialisation*', '*learning more about South Asian culture and events*', '*advocacy and support*' and '*more about health issues*'.

Knowledge and Understanding of Services

The highest level of learning related to information and training provided by NKS as mentioned by 89% of service users. Research participants also highlighted increased knowledge and understanding of NKS befriending, advocacy and support services.

5. Collection of Data From NKS Service Users

Evaluation of the Quality of NKS Services

A total of 60 respondents were asked to rate the quality of NKS services on a scale as follows:

Very Bad	Do not Know	Average
Good	Very good	Excellent

The overall quality of NKS services was deemed to be good to excellent.

Quality of group activities:

Very good - 60

Quality of health issues/promotion work:

Good - 60

Quality of advocacy work:

Average - 1

Very good – 58

Excellent - 1

Quality of cultural/social events:

Excellent – 60

None of the participants felt NKS services were very bad.

Key Issues of Concern

When asked how well NKS addressed key issues of concern to South Asian women in Edinburgh the following answers were given:

Excellent	18%
Good	78%
Satisfactory	3%
No answer	1%

Future Priority Areas for NKS Services

When 60 women were asked what they felt the priority areas for NKS work should be in the future, the majority of interviewees felt that there should be more advocacy and befriending services:

Advocacy & Befriending Services	57
Support Services	30
Training	30
Confidence building	19
Seminars/Conferences	19
Childcare	40

In addition, there were a range of responses to the open-ended question - Is there something you would like to change about the services you use or that NKS provides, to make them meet your children's or your own needs better? Answers included:

- *"Advice and information, particularly in own language."*
- *"Need to communicate with older women to motivate and generate their interest."*
- *"Not yet sure about available services."*
- *"Home visits for mothers with newborn babies to tell them about services in the area."*
- *"More publicity about the services in the area."*
- *"Leaflet in own language."*
- *"Importance of encouraging Bangladeshi communities into socialisation and health issues."*
- *"I don't know about the services for under fives; it would be useful if it was translated in my own language."*
- *"To know more about the services in the area; sign posting, bulletin boards in each block."*
- *"Any information regarding the under fives, please translate into Bengali so that I can understand."*
- *"I am new in this area, I want to go to*

5. Collection of Data From NKS Service Users

English class, could you please send me some information about the English class; Information about the nursery and drop-in in this area in my own language."

Focus Group

Although women participated in the survey, in proportion to the general population ratio of the South Asian community, the Bangladeshi community needs did stand out in relation to their use of services.

It was decided therefore to hold an additional focus group with members of the Bangladeshi community in order to give them an opportunity to elaborate on their experiences, in their own language. Bengali speaking women, who had completed questionnaires, were invited to a focus group.

The focus group discussions were based on the survey findings.

MU has a child in nursery and explained that she spends time there. Others referred to spending time with relatives locally. The women talked of going shopping with their husbands; sometimes they visited friends, or went to the park.

The majority of the women go to the clinic with a NKS support worker as most of them felt they could not make themselves understood with professionals.

Bangladeshi women often have to look after other people in the family such as older relatives. No one in this group had to do this, but they were aware of other women who had this problem, often looking after mother-in-

law, and this can stop them coming to meetings or using local services.

Ra meets other women when taking her child to nursery school or during group activities at NKS. She does not socialise with them any more than this, as her experience at NKS is quite new. **J** described how she meets other mothers and they go to each others' homes. **F** too said she sometimes meets other Bangladeshi women.

Most of the women preferred going to NKS. **MU** said this means she has somewhere to go every morning, which she likes and it also means she can meet other people there. **J** too said she liked the group activities, because the children can get nursery over there, and there is something for them to do there.

S talked about going to groups between 9.00 am and 11.30 am every week with her son. She described how hard it had been to participate in any activities when she was in temporary accommodation; she had felt that she could not go anywhere. She explained that when her son was a year old, she had tried the drop-in, but he could not speak or understand English so did not like it. Now he is better at English, he goes to school and he likes it. They often go to NKS for socialisation and to the drop-in there. She mixes sometimes with other mothers while she is there.

The women acknowledged the importance of learning English. **F** talked about going to the doctor or hospital, or when someone calls at the house, or if there are issues to do with housing, you need to understand English, but learning is not so easy. She has been learning English for more than 12 years, and she

5. Collection of Data From NKS Service Users

still feels she cannot speak it very well; her main language is still Bengali. She had been to English as a Second Language (ESL) classes, at NKS which had helped. She also practices by reading books or magazines, writing and watching television.

J said that she had not been to classes, her husband does most things that require English so she has not needed to learn and she is not so interested in doing so. She felt she has enough people to talk to in her own language. She has lived in England for 8 years and though she still does not speak the language, she considers she does not have trouble with communication.

S, on the other hand, was brought up here, so is fluent in English. **D** explained that she was aware of the importance of English, and she had learned some when she first came to this country. She has been here for 11 years now and manages to get by. **L** was learning English through the ESL classes at NKS after having lived here for four years.

The focus group and discussions also highlighted a number of issues around user involvement/feedback and a number of recommendations were made:

- The provision of services must start from what South Asian women say themselves about their needs.
- Service users and NKS staff must take a leading role in re-designing services to meet their needs.
- Setting up new processes and systems must be done in consultation with the women and children who will ultimately use NKS services.
- Action should be taken to address these priorities.

Case Studies

A number of women were willing to be interviewed at more length as case studies, which highlight their problems and concerns and how NKS has helped them.

Case Study 1

Safia Rizvi's (not real name) portrait is particularly inspiring.

She was born and raised in Pakistan as the fifth of seven children, who realised that she always cooked and served meals to her father and brothers, but her male relatives did not have to serve her meals. Reflecting back on her early years, she realises that *"I love my brother, and I would certainly do it out of love. But to do it because he was a boy and I a girl was something else."* When she was growing up, she was deeply embedded in this Pakistani culture, and when she married, and was an immigrant in the United Kingdom, and was raising her daughter by herself, she found life overwhelming.

Eventually, she divorced her husband, joined ESL classes and computer training course at NKS and now is a full-time administrative assistant in an office and also a full-time mother. Rizvi is simultaneously adapting to multiple cultures, is dedicated to her profession and takes her responsibilities as a mother seriously. She says, *"When I participate in group activities at Nari Kallyan Shangho I forget all my grief and sorrow. The cultural events at NKS bring a change in me that when I think of my country now, I think*

5. Collection of Data From NKS Service Users

of India, Pakistan, and Bangladesh, even though I have not lived in Bangladesh." She identifies with all the women from these countries and wants to "help these women".

Case Study 2

A Bangladeshi woman said...

"I raised two sons as a single mother and now have three grandchildren. I work as a carer in the community for £5.25 per hour. I visit people in their homes mornings, afternoons and evenings 7 days a week. Starting 8.00 am and finally finishing at 9.00 pm. My work includes personal care, cooking meals, "light" house work, shopping and also emotional care – which is always draining and never visible or valued.

Some people that I visit live in squalor, in isolation, with no support from family or neighbours or friends. Sometimes the only person they see is the carer, who's rarely got time to give them any real care/support.

Some people are angry at the lack of time they get. But they blame the asylum seekers, immigrants "for taking all the benefits", they insist it's all true; they've read it in the papers and seen it on the news. When I try to point out that the government is spending our money on attacking the countries these people come from I'm at risk of losing my visit to them and my £5!

So I live with the struggle, keep smiling and shut my mouth knowing that once again I've let someone rant on with their racism without challenging them.

And then I visit NKS where I get advocacy and support about my benefits and now my

case is properly registered with staff worker. I am quite satisfied and happy with my family."

Case Study 3

Pakistani woman living in Edinburgh said.....

"I'm an immigrant and a mother, exhausted trying to care for and raise a child in an unfamiliar, unhelpful society; to hold down a job and other responsibilities, but joining group activities at NKS lifts me up. It gives hope to women by showing the importance of self and be friendly. In my country 65% of the budget goes to military expenditure, very little is left for women, children, health, and education. Women's health is always at risk; literacy is very low for women and girls, and access to clean water, housing and other resources, very difficult. Most resources go to the military, which is very deeply established so other institutions do not grow."

Case Study 4

Indian single mother said.....

"I'm from India, and it is good for women in the whole world, not just one community, to take a break together . . . I have had to deal with abuse and violence in the family. My husband is back in India and I am now raising two children on my own while fighting for the right to stay in England. We women are often used as slaves, trapped in the home. We are prevented from seeing what is going on outside. But after attending the group session and socialising with other women at NKS I felt that the group keeps every woman away from depression and isolation. I have attended many trips for which I can't afford myself."

5. Collection of Data From NKS Service Users

Evaluation Conclusion

The evaluation work undertaken clearly indicates the substantial success and effectiveness of the services and activities developed by NKS over the three-year period April 2002 to March 2005. Participants felt that they had developed a broader knowledge on how to access health services and felt more confident to take part in social and cultural events and seminars. They felt that NKS had provided them with an important vehicle to voice their own opinions. The ongoing effectiveness and usefulness of NKS services and activities were particularly valued by the women. All respondents indicated their intentions to continue to refer and make use of NKS support and services in the future.

The data analysis also highlighted the following:

- Unanimous support for agencies such as NKS which enabled South Asian women to access information about health and other services.
- High levels of learning about health and other services and how to access them.
- Positive responses to the provision of information in community languages.
- Unanimous support for opportunities to socialise within multicultural settings.

6. Provision of Baseline Evidence to Identify, Monitor and Address Health Inequalities

Nari Kallyan Shangho (NKS) achieves direction for its service provision through the development of business planning and performance monitoring/evaluation of its service provision. This work also provides baseline information, against which progress in the development of services provided by NKS can be measured. It also provides information which can be used to identify, monitor, and address health inequalities.

NKS Strategic Aims, Objectives and Priorities (April 2002 to March 2005)

In 2002, NKS identified six strategic aims for the three-year period from April 2002 to March 2005 which were:

1. To increase South Asian women's accessibility to health services and address the issue of inequalities in health for them.
2. To develop work in a group-setting using a community development approach and to engage women in community-based activities.
3. To develop a medium for women through which they can voice their opinions and enable their voices to be heard.
4. To provide opportunities to pre-school children for their positive development and to give them a good start in life.
5. To provide courses and training opportunities to South Asian women and staff towards enhancing their careers and personal development.
6. To develop effective partnerships with other agencies and organisations.

The strategic aims were developed in line with the identified needs of South Asian women and children. NKS annually reviews its work and sets its priorities for the next year. As it can take time to achieve major changes, some priorities may stay the same for a number of years.

Priorities originally identified for 2002/2003 and continued for 2004/2005 were to:

- Strengthen health and welfare services.
- Allocate resources to develop support and advocacy work.
- Address health inequalities issues in respect of ethnic and cultural diversity.
- Enhance and improve partnership working with users and families.
- Develop further South Asian women and children support work.
- Promote befriending and group activities for women and children.
- Ensure consistency and equity within and across service provision.

Underpinning these priorities, was a major emphasis on listening to service users and taking action on the basis of what they said, wherever possible.

In addition to this, specific objectives for the three-year period were also developed and are detailed in Appendix 2.

7. Conclusion and Recommendations

NKS plays a unique role. There is no other organisation working solely for South Asian women and children in Edinburgh, which can bring together such a diverse range of agencies and stakeholders. It is extremely well placed to raise awareness to empower South Asian community members to access appropriate services.

NKS provides a unique opportunity to build on its experience and achieve real strategic impact.

This can be done by:

- Further development of community-based activities and services at all levels.
- Influencing policy and practice through community development.
- Acting as focal point, bringing together different approaches towards the improvement of minority ethnic communities.

Of course, this requires adequate funding levels and resources to sustain and develop what has been done to date. Whilst a great deal has been achieved, it is vital that ongoing sustainability and growth is achieved in order that equity and an improved quality of life for South Asian women and their families in Edinburgh become a reality.

Recommendations

Policy/Strategic

1. Health services should work closely with community-based organisations to formulate the health education

strategies for the South Asian communities.

2. Strategies for information dissemination need to be developed in order that multilingual information (brochures, leaflets, etc.) actually reaches minority ethnic women.

Communication/Partnership

3. There should be a strong partnership between statutory agencies and minority ethnic organisations for the development of health services for South Asian communities.

4. Communication between NKS and health service providers should commence before the start of any new initiative and should be an ongoing and integral part of the programme.

5. In promoting the existing and any new programmes there is a need to mobilise key people and resources to ensure that women are aware both of the existence and the value of the information sessions (e.g. managers, reception staff and in information booklets on health issues etc).

Training/Education

6. There is a need for extensive health education/training on pre-school children's health for South Asian mothers.

7. Need for ongoing training for NKS staff, in particular, information on any changes/developments in Health Board or City of Edinburgh Council policy

7. Conclusion and Recommendations

related to minority ethnic issues.

8. The need to introduce cultural awareness training as part of induction for NHS staff.
9. Training packages should be available in a multilingual format and should identify all the relevant services that are available.

Advocacy

10. The need for bilingual independent advocates for South Asian women.

Older Women

11. There is a need to look at cultural issues for tackling mental health issues within that culture specifically for older women.

Sustainability

12. Realistic funding levels/resources must be identified and secured from relevant statutory agencies that will benefit from the provision of health and welfare services and information to South Asian Women.

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Appendix One History of Nari Kallyan Shangho (NKS)

The idea of establishing a transitional walk-in-social service agency was first conceived in 1987 by a group of South Asian women who were committed to serving the South Asian immigrant women and children. It was evident that due to cultural differences such as language, dress, food, religion, family structure and values, that South Asian women and families were reluctant to avail themselves of the services offered by mainstream existing agencies and other organisations. Women and children were suffering from isolation and deprivation rather than seeking help.

Existing agencies and service providers, not familiar with the South Asian culture, family system and religious values needed a South Asian Social service organisation to provide befriending, health care and support services especially to the most isolated, Bangladeshi community women. NKS was originally founded to meet the expressed need for appropriate cultural social services for women and children who came from the Indian Sub-continent country of Bangladesh. Today, all services are open to women and children irrespective of ethnic origins, socio-economic status, and racial identity.

The purpose of NKS is to promote the health and well-being of South Asian communities and the advancement of women and children. NKS seeks to provide a forum for dialogue and resource-sharing to service providers working with South Asian communities. It also helps to raise awareness of health risks; it encourages healthy behaviour amongst

South Asian women and children and encourages an increase in awareness of the value of culturally-appropriate services for South Asians in Scotland.

NKS Mission

The mission of the organisation is to provide a platform for South Asian women to act together to raise health and welfare issues of relevance to them.

NKS Vision

The vision of NKS is to improve the quality of life for South Asian communities in Edinburgh.

Management

A dedicated Board of Directors and Members support the work of NKS. The Board of Directors and Members consists of twelve individuals who are a mix of professionals as well as users. The Board of Directors and Members has 3 sub groups - Finance, Development and Personnel. The Board of Directors and Members meet six weekly to review progress. The resources required to maintain NKS is a constant cause for concern. Three- year development plans are jointly produced by staff in association with the Board of Directors and Members.

Members of staff

There are 10 members of staff - 3 are full-time and 7 are part-time/sessional

- Administrative staff
- Development workers
- Support workers
- Childcare staff

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Appendix Two NKS Three Year Objectives (April 2002 to March 2005)

Year One Objectives (2002/2003)

- Provision of one-to-one support and advocacy work. The project workers will continue to provide one-to-one support to access health services in Edinburgh.
- Support South Asian women of low socio-economic status to access health and welfare services in Edinburgh on one-to-one basis. The casework will be taken up and supported on a long-term basis.
- Parenting/children health promotion.
- To provide training opportunities to staff and the Board of Directors and Members for the smooth running of the organisation.

Year Two Objectives (2003/2004)

- Group advocacy sessions will be developed and evaluation of the effectiveness of these sessions will be obtained through discussion with women and service providers.
- Continuation of befriending/outreach service.
- To evaluate the effectiveness of strategies used to influence change in health and welfare service provision.

- To continue providing activities in a group setting and further strengthen the platform created for South Asian women in order to empower them.
- To organise three cultural events over the year.
- To evaluate the effectiveness of development work undertaken within NKS.
- To produce three newsletter issues over the year, evaluate and make any changes required.
- To continue to provide childcare services at NKS, including full day care and in year 2 to continue to encourage women to use childcare services.
- To continue to provide training opportunities will be a continuous process at NKS to help workers enhance their skills and enable them to provide quality services to the users of NKS.
- To produce health promotion information in culturally appropriate format and language e.g. Dealing with Depression and Preventing Heart Disease booklets in English, Hindi, Bengali and Urdu.

Year Three Objectives (2004/2005)

- To assess the effectiveness of the services provided by NKS workers and obtain qualitative feedback through questionnaires and informal feedback mechanisms.
- To work in partnership with relevant forums and raise their awareness of the

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need to address health and welfare issues of South Asian women.

at NKS and present the results in the form of an annual report.

- To work directly with other agencies to provide community-based services to South Asian women.
- To develop group work within NKS using a community development approach.
- To provide a platform for South Asian women where they can raise the issues related to their health and welfare.
- To identify funding to sustain the work around producing NKS newsletter.
- To provide one-to-one advice, information and support to South Asian families in Edinburgh.
- To work closely with service providers to increase future accessibility to their services.
- To identify financial resources to provide NKS services to pre-school children.
- To identify funds to develop specialist work with South Asian young girls and 50+ older women in Edinburgh.
- To provide South Asian women over 50 years of age a platform to address issues of relevance to them.
- To provide a platform to young South Asian girls to give them a voice.
- To develop NKS staff appraisal systems and to identify staff training needs.
- To monitor and evaluate services provided

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Group Name	Description
ESL Classes (English as Second Language)	Classes run twice a week, in collaboration with Stevenson College Community-based services.
Sewing Classes	To provide women the opportunity to use these skills as a source of additional income and to help them design and create their own traditional clothes, which are not easily available in Edinburgh.
Exercise Classes	Health and fitness sessions are held to promote positive healthy habits amongst women.
Sakhi Women's Group	Women involve themselves in pre-decided activities that are of interest to them.
Young Awaz Group	Young girls from the South Asian community are brought together to learn through various organised activities in this group.
Elderly Women's Group	Older women (50+) are encouraged to come together for companionship and to spend some quality time together.
Bangladeshi Women's Group	Two separate groups ran for a while in different locations to allow easy access for Bangladeshi women. Now the group runs only on Mondays and the women concentrate on activities that appeal to their needs and interests.
Saturday Women's Group	Women who are busy working through the week get a chance to meet members of their own community at a mutually convenient time.
Newsletter Service	This works towards providing a medium that women are able to voice their opinion on issues relevant to them.
Cultural Events	A range of cultural events are held each year.
Training	A wide range of training and awareness raising sessions form key parts of NKS activities programmes.

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Appendix Four Questionnaire

Evaluation of the services provided by NKS (Nari Kallyan Shangho)

Interview Schedule

Name:.....

Age:

- a) 14-20
- b) 20-50
- c) 50 and above

Marital Status:

- a) Single
- b) Married
- c) Divorced
- d) Separated
- e) Widowed

Ethnic Origin:

- a) Bangladeshi
- b) Indian
- c) Pakistani
- d) Other.....

Number of children:.....

Occupation:.....
(e.g. housewife, doctor, shopkeeper, childcare worker etc.)

Instructions:

You are asked to evaluate the services provided by NKS for the last three years. Please tick one or more appropriate box. If you need more space to write, please use additional paper.

Q.1 How did you find out about NKS services?

- a) Friend/neighbour, relative
- b) Staff member
- c) NKS social and cultural functions/events, seminars
- d) Newsletter/vacancies/adverts
- e) Referrals from voluntary and statutory bodies
- f) Other

Q.2 How often have you used the services offered by NKS?

- a) Once a week
- b) More than once a week
- c) Once a month
- d) Even less frequently

Q.3 Did you get your required support from NKS?

- a) Yes
- b) No
- c) Don't know

If you have answered no, please specify here why.....
.....

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Q. 4 What were the best impacts of NKS as an organisation? (tick all that apply)

- a) Self confidence
- b) Socialization
- c) Combat isolation/depression
- d) Friendship
- e) Information e.g. health, jobs etc
- f) Support and advocacy
- g) Development of creative skills e.g., newsletter, focus groups, training

Q. 5 How useful were NKS services?

- a) Very useful
- b) Useful
- c) Not very useful
- d) Not sure

Q. 6 During the last three years NKS most important preferences were to provide facilities for women's groups, training sessions/courses, advocacy work, family support work, childcare, befriending, home visiting, and newsletter. Do you agree?

- a) Yes
- b) No
- c) Don't know

If you have answered no, please specify here why.....
.....

Q. 7 Which activities/services were you most interested in at NKS? (tick all that apply)

- a) Group activities e.g. Elderly people, Bangladeshi
- b) Outings/educational trips
- c) Childcare service
- d) Advocacy work
- e) Family support work
- f) Training and information sessions/courses
- g) Befriending and social interaction
- h) Home visit
- i) Newsletter
- j) Social and cultural events

Q.8 Which of the following services/activities at NKS were you satisfied with during the last three years? Please tick all that apply.

- a) Group activities e.g. Elderly people, Bangladeshi
- b) Outings/educational trips
- c) Childcare service
- d) Advocacy work
- e) Family support work
- f) Training and information sessions/courses
- g) Befriending and social interaction

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- h) Home visit
- i) Newsletter
- j) Social and cultural events

Q.9 Would you consider using NKS services and activities in future?

- a) Yes
- b) No
- c) Not sure

If you have answered no, please specify here why.....
.....

Q. 10 What specific issues are of particular interest to you and your family? (tick all that apply)

- a) Health
- b) Gender
- c) Childcare
- d) Employment/unemployment
- e) Community development
- f) Housing
- g) Welfare
- h) Racism
- i) Poverty
- j) Equal opportunities
- k) Language
- l) Identity

Q. 11 Which additional services would you like to add for future progress and improvement? For example: counselling, day care, services for special needs etc etc.

Thank you for your time. Please feel free to use the space below to add any further comments that may enable NKS to improve the services offered to you.

Main Funders of NKS:
The City of Edinburgh Council
The Big Lottery Fund
Lothian Health
BBC Children In Need

nari kalyan shangho

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