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**Saroj Lal**  
**Chairperson**

It gives me great pleasure to present my first report as Chairperson of Nari Kallyan Shangho (NKS). Naina Minhas, our Co-ordinator, has done an excellent job of documenting the year's activities in her report. I would therefore like to focus on more general concerns and an overview of the organisation.

This year – amazingly – NKS successfully achieved most of its targets, despite limited resources and the constant threat posed by insecure funding. Much of the credit for this must go to efficient and professional forward planning by the Co-ordinator, coupled with the ongoing commitment and dedication of the staff. Our staff, like those in so many other voluntary organisations, are one of our biggest assets: they work well as a team and are always willing to lend a hand, whether during staff absences or in an emergency. My special recognition goes to Naina and Khalda who are mainly shouldering the work of NKS over and above their assigned duties. We value and appreciate the contributions from all NKS staff who are working under pressure and have shown great commitment and sensitivity in working with women who come from different cultural, social and religious backgrounds.

A lack of adequate premises to meet our needs continues to be one of the central concerns expressed in evaluation exercises. Our current premises are simply not big enough to run all of our groups effectively – particularly the exercise class, which is one of the most popular activities for our 50+ group. We have expressed our concerns on this matter, and underlined our need to have bigger premises, in the course of several meetings with local councillors – Reverend Ewan Aitken, Dougie Kerr and Shammi Khan, Dixon Clark from Community Education and Sarah Boyack MSP. Their response has been positive, and our hope is that these assurances of support will develop into reality. Larger premises would not only be more conducive to existing NKS groups, but would also help us realise our future plans to meet other needs which cannot be catered for in our present surroundings. In the meantime, we would like to express our thanks to Viewforth Parish Church letting us use their premises for certain activities.

At NKS we believe firmly in working in partnership. Over the past year we have worked closely with a number of partners, including the NHS Lothian, Shakti, Khush Dil Healthy Heart Project, Minority Ethnic Health Inclusion Project, local schools and many others. We have engaged in very useful and constructive dialogue with George

Denholm from Lothian and Borders Police, and this is a relationship that we are keen to foster and develop in working towards our common objectives. Drawing on past experience when working with Lothian Racial Equality Council (LREC), I am convinced that good race relations simply cannot be achieved in isolation: goodwill and commitment are needed on all fronts, both from the voluntary and the public sectors.

Funding, as mentioned above, remains a key issue. The inescapable fact is that we need resources to achieve our goals, and these resources are becoming increasingly scarce. A great deal of the Co-ordinators time and effort is spent on funding applications. This time and effort could be gainfully spent on networking, management and development of the project. In the current climate the voluntary sector has to compete alongside many other deserving organisations to gain a decent share of very limited funds – funds without which the continuing development of our projects (and our aim to work more with youth and the elderly) would become impossible. My perspective is that the future survival and viability of NKS is dependent on realistic and secure core funding to provide and sustain its services.

I have talked elsewhere about our staff's commitment and dedication to the organisation. However, we

have to face the reality of the marketplace: staff are bound to leave in search of better opportunities, and our only consolation is that training and experience gained at NKS is put to good use elsewhere in the community. This year we have lost Aisha, our Family Support Worker, who is now a Youth Worker at LREC – although all is not lost, as she is carrying on as a sessional worker with our young girls' group on Fridays. Perhaps this is the beginning of more partnership working of this kind? We wish her well for her future, and in her place welcome Samra, who has fitted in very well, on a temporary basis until the Family Support Work post is advertised. Congratulations are due to Khalda, our Administrative Worker, and Trum, one of our Childcare Workers, who have both been blessed with baby boys and our thanks to Sasha for stepping in during Khalda's maternity leave.

My thanks and appreciation go to Naina, Shamsad, Rohina, Khalda, Asma, Amina, Trum and Samra for their untiring efforts to develop NKS and its groups under Naina's very able leadership. My thanks, too, go to Minoo Das for compiling and editing very informative and imaginative newsletters, which have served as an excellent vehicle for communicating with the wider community. And lest we forget: NKS depends heavily on volunteers e.g. Sughra A Kassim (too many others to be named) and

sessional workers e.g. Samina Elahi, who does the sewing classes and Monti Rahman who keeps our premises spick and span. My profound thanks go to them, and to the NKS Management Board for their ongoing advice, guidance and commitment.

Finally, our recognition and thanks to our funding bodies. Without them, NKS would not be the valued asset to the community that it has become. We look forward to your continued support and commitment in the months to come.

Anne Munro  
Treasurer

The financial year 2003/2004 presented Nari Kallyan Shangho (NKS) with a range of financial and budgetary challenges.

We would like to thank our core funders, City of Edinburgh Council (Corporate Services, Community Education and Social Work Departments) and NHS Lothian for their continued support.

We are in the last year of funding from the Big Lottery Fund (Community Fund) and BBC Children In Need and are extremely grateful to them and Lloyd's TSB Foundation for Scotland and the Scottish Community Foundation. They have played a crucial part in helping NKS to continue to consolidate and develop its work.

We are currently facing an extremely worrying time as we are in the final year of all funding for our much-needed childcare service and other Lottery funded work.

We are working hard to try to achieve alternative funding to enable NKS services to continue to be provided. Securing adequate levels of future funding and longer-term financial sustainability is a top priority for NKS now and in the forthcoming year.

We look forward to working with our core funders and others to

hopefully find ways in which funding solutions can be found.

Finally, on a personal note, I would like to thank everyone on the Finance Sub Group who has given so much of their time to NKS financial matters over the last twelve months, our Auditors and of course, Khalda and Naina for all their hard work and expertise in dealing with the day to day finance matters of the Project.

**Naina Minhas**  
**Co-ordinator**

Nari Kallyan Shangho (NKS) is well into its second decade and with a clear vision to improve the quality of life for the South Asian communities in Edinburgh it is fully committed to serving the grass roots. Although voluntary sector is a growing industry, the economic climate is not favourable. The ever tightening budgets for the voluntary sector is making applying for grants a very competitive and time consuming task. The voluntary organisations are increasingly dependent on short-term grants from various trusts that make it harder to reach the goal posts posted by them. It blurs the vision to some degree, as short-term funding means short-term projects undertaken by the organisations.

However, despite many constraints, NKS managed to achieve its objectives for the year 2003/2004 with remarkable success. As other years, the organisation worked hard to achieve its eight strategic aims set out in the last year of the three-year Business Plan. The principles and milestones of Local Authority and NHS Lothian inform the aims and objectives as well as action plan at NKS. The aims ranged from one to one advice and information to provision of information and activities in a group setting to children's work for pre-school children in the South Asian communities.

With the financial support from its core funding bodies - The City of Edinburgh Council (CEC) and Lothian Health (LH) and other channels - Big Lottery Fund (BLF), BBC Children In Need (BBCCIN) and the Scottish Community Foundation (SCF) - NKS provided many crucial services - group work to engage women in community activities, one to one health advocacy service to help women access health services in Edinburgh, family support in the form of one to one advice and information in accessing various services in Edinburgh, newsletter as a medium for women to voice their opinions, pre-school children's services in the form of full day childcare at NKS, and various training and courses for the users of the project.

Last year saw some changes in some of the services provided by NKS. The Bangladeshi Group that ran every Thursday at St. Bride's Community Centre is no longer running due to various reasons, the major one being drop in the number of women attending the group. At the same time a new group has been set up at NKS as support group for Bangladeshi women every Monday. The group was set up with support from Fulmaya Lama, the Minority Ethnic Health Inclusion Project (MEHIP) worker who works for the Bangladeshi community in Edinburgh. The group is developing successfully as the activities provided are crucial and

of interest to women in the group. NKS is hoping to develop more work in order to support Bangladeshi women on one to one basis in the current year and this will be done with financial support from the Lloyds TSB Foundation for Scotland. As part of the health and fitness programme at NKS aerobic sessions were started last year that are still continuing as women find these sessions very helpful. Advocacy sessions in a group are very popular with women and are seen as a useful way of sharing information with service providers.

Last year NKS received grant award from SCF to produce a new reviewed version of NKS newsletter. That enabled the project to introduce a page each for the young people and older women at NKS. A beauty corner has been added to keep updating women of beauty tips!! The NKS newsletter is something that majority of the users look forward to. At times women phone to enquire about when they will receive a copy of the next issue.

There have been some major changes in the childcare service provision at NKS. The structure of service provision has changed as the Board of Directors took decision to divide the day into two sessions – 9.00 am to 11.45 am and 12 noon to 2.45 pm. This, it felt was needed to give parents more choice in the number of hours they wanted to leave their children in the childcare provision and also

to accommodate greater number of children in the nursery. The fee that is charged has been raised from £3.00 a day to £6.00 a day - £3.00 per session. The service is much needed and very much in demand as a community service. The project gets referrals from various professionals such as Health Visitors, Social Workers and community activists. The financial support from BLF and BBCCJN is highly appreciated by NKS. The support has allowed NKS to strengthen its capacity as a service provider and contribute towards development of multicultural environment. NKS is in the third and last year of its grant award from both funding bodies and is urgently seeking funds for the much-needed childcare service.

NKS has started piloting the appraisal system set up. Although it is time consuming, the system is proving to be very effective in identifying the strengths and weaknesses of the project and project workers. The project has also reviewed its monitoring and evaluation methods to be more accountable as well as to ensure that NKS is providing appropriate services that are effective and useful for its users.

In the current year, NKS is mainly engaged in identifying funds for the next year. If successful in securing funds, the project is looking forward to developing work with the older women and South Asian youth at NKS.

However, with the expansion and development of NKS, premises are becoming a major issue that need to be addressed by the management of the project. The core funding for staffing purposes is another issue that is becoming a barrier in sustaining services provided. NKS needs to prioritise such major issues to sustain the project services.

Finally, I would like to thank all members of staff and NKS management committee for working hard as a team to take the project forward. The committed members of NKS staff are its main strength.

**Khalda Y Jamil**  
**Administrative Worker**

It has been a busy year for me, as usual. My duties have remained the same, such as: computerised book keeping, all aspects of banking and cashing, general office duties and too many small day to day tasks to name here! On paper it does not look that much but in reality it is and some of the tasks are complex and time consuming. Being pregnant and constantly wanting to throw up for the first few months did not help either. It was a good job that I was working, which helped to take my mind off things.

I have learnt a great deal at NKS over the years, especially about how to do my job better. Sometimes it is very hard to prioritise my work, as everything seems to be important. I feel that I work better under pressure – but that is not good for anyone! I have been keeping a list of “*things to do each week*”, which helps. It feels good when I cross something off the list.

I knew that I would be going on maternity leave half way through the year, therefore I raced against time to link together the book keeping excel files to make it easier for who ever was going to provide the maternity cover. Linking the files was really good because when the expenditure is logged into the correct budget heading under the appropriate month, it will be linked to the

monthly and quarterly statements. The idea is that all that has to be done is to update the linked monthly and quarterly statements, thus taking out the time consuming manual changes. The linked book keeping is a lot easier to do. Sometimes it is very hard to concentrate to do this kind of work, especially when the place is very busy.

I still feel that Sage Line 50 will take a lot more of the hard work out of doing the book keeping. However, getting there is a bit of a “catch 22” situation. I will keep on working towards setting this up for NKS. I strongly feel that it will make life easier.

Sasha Macfarlane covered for me while I was away on maternity leave. I would like to thank her for doing a really good job. It did not help that she was the third person to come into the post and was thrown in at the deep end, never having done the job before. It could not have been easy for Naina either. I had asked to be contacted via telephone if any help was needed.

During my maternity leave, I popped in to NKS, as often as I could, on a voluntary basis, to help out. This was not just helpful to Naina and Sasha but also to myself. When I came back from maternity leave I was more prepared and was quite up-to-date with what was going on.

As always, I enjoy being creative and artistic when working on the annual report, newsletter, quarterly programmes of activities, flyers and invitation cards. I find it to be a lot of fun and exciting. I am only limited by the budget for printing the final items!

On a personal note it has been a very rewarding year with the birth of my much-wanted second child – a beautiful baby boy. Mohammad Mohsin has brought such joy in to our lives. My maternity leave was exhausting, especially since my son was born by caesarean section. However it was great to be with my family at home. It was good to keep in touch with NKS and I felt quite ready to return when I did.

I would like to thank my family and friends for their support during the past year. As always, I would like to thank all of my colleagues for their love and support, especially Naina who is always there to guide me in the right direction. I am looking forward to what the future may bring.

## Shamsad Rahim Health Worker

With a lot of hard work and effort I have successfully completed another year. I have been working for NKS ever since it was founded seventeen years ago. I have gained a lot of experience working with an extremely disadvantaged community. I have learnt a lot during this time. One of the things I have learnt is to take difficult situations easily. I provide services to the community according to their needs and therefore, I have gained trust within this community, moreover the community has accepted me as a person they can rely on for help and support. This has been one of my greatest achievements since joining NKS.

### Home Visits

I find home visits one of the most essential and beneficial services that we provide. This is the only way we can maintain relationships within the community and find out their needs. Every week I try to complete two home visits.

Most of the families I visit speak very little English so NKS befriending workers are the only resource they have. They require language, moral and necessary support at home e.g. reading their appointment cards, paying any existing bills and making appointments with doctors.

Women who suffer from postnatal depression benefit enormously when I arrange joint visit with the Health Visitor. Through these visits women have a better understanding of language and gain confidence. During this year I made a number of joint visits with the Minority Ethnic Health Inclusion Project (MEHIP) Worker, Fulmaya Lama, in special cases, as during these cases it is easier to consult and get a second opinion.

In some cases the situation is so precarious that I need to visit the women every week for some time e.g. domestic violence cases.

Recently I visited a number of Bangladeshi clients, who are suffering from mental health problems, with the Royal Edinburgh Hospital (REH) link worker, Rashpal Nottay.

Whilst undertaking home visits I have learnt that the Bangladeshi elderly are the most vulnerable and isolated group in the community. It is very easy for them to be ignored by the rest of the family because of their lifestyle e.g. sleeping during the day and working during the night. This results in the elderly missing hospital or clinic visits.

### Advocacy

Like home visits I keep two advocacy appointments per week. I make most of the appointments on behalf of my clients, as in many

of the cases the client has little understanding of what is being said on the other end of the telephone. In addition to this vulnerability and low self-esteem leads to them becoming very isolated. In many of the cases the women complain that they do not receive appointments quick enough, though the fact is that their problem is not as urgent as they think it is, moreover they find it difficult to ask for a female doctor.

Advocacy work is essential for my client group due to the fact that language barriers and little understanding of procedures prevent them from accessing the services, which they are entitled to. In many cases without my support these women would not be able to access the relevant health services at all, especially the elderly group.

The majority of the Bangladeshi elderly suffer from high blood pressure, diabetes and arthritis. During the winter months I took six Bangladeshi elderly for their flu vaccination in three appointments. They are familiar with this routine treatment now.

One elderly woman in the Bangladeshi community keeps throwing away the letter she receives from the breast-screening clinic. In the letter they are trying to ask her to go back to the clinic for a re-scan. However she does not understand and keeps telling me that she has already been to the clinic. She does not know how

important it is to go back to the clinic for a re-scan.

Most of my visits were to follow up continuing treatment e.g. if anybody is diagnosed with diabetes, then I have to take them to the hospital to have their follow up treatment, then I have to organise for them to have an eye examination, chiropodist appointment and organise a meeting with the dietician. At the end I ask them to come to NKS to join exercise classes, diabetic health information sessions and healthy cooking session, to make them fully aware of how to live with diabetes as a healthy person.

Most of the time I visit Springwell House clinic where the majority of the Bangladeshi community are registered. I also visit the following hospitals and clinics on a regular basis: Chester Street Clinic, Tollcross Medical Practice, Annadale Street Medical Practice, Firhill Medical Centre, Bruntsfield Medical Centre, Western General Hospital, Eastern General Hospital, Royal Edinburgh Hospital, Eye Pavilion and the New Royal Infirmary of Edinburgh.

### Group Work

At the beginning of the year I stopped running the Bangladeshi women's group at St Bride's Community Centre, which took place every Thursday. From October last year to January only

five group meetings were held there. Altogether thirty women were involved in these sessions and the activities included sewing and alternative therapies. Unfortunately over the past two years a number of Bangladeshi families have moved from the Dalry area, which has made it increasingly difficult for them to attend this group.

Now I am concentrating on the Monday Bangladeshi Women's Support Group, which takes place at NKS. Day-by-day I am getting good response from this group. Up to fifteen women come to this group from various parts of Edinburgh. I find this group easy to run as it is in NKS premises. I find it particularly secure and stress free as the kitchen, office and nursery are in the same premises.

Out of all the activities provided for the Monday group, sewing seems to be the most popular. Apart from this the other activities we provided were health sessions, healthy cooking and alternative therapies. Most of the women who attend this group are quite young.

Three to five Bangladeshi women come to the Friday elderly group, where they enjoy participating in light exercise and lunch. I enjoy working with the elderly, whichever community they are from.

Throughout the year, I have worked closely with MEHJP,

Khush Dil Healthy Heart Project (KDHP), the Council of British Pakistanis, Shakti and REH. I have meetings with them from time-to-time regarding group work or individual clients.

I have also attended a few meetings for Multicultural Health Awareness Action Group and Discharge Planning Group (Sub-Group).

I worked with KDHP to organise a seminar where twenty-five Bangladeshi men and women participated.

Recently I received two days training about awareness of alcohol and drug issues in the community, which took place at REH.

In March we organised International Women's Day which took place at Gillis Centre. Thirty Bangladeshi women came to the event and thoroughly enjoyed the activities such as singing, dancing, henna hand painting and alternative therapy. They also got the opportunity to do some shopping and buy many saris and material. We all finished the day with some delicious hot food.

In February 2004 I was involved in the youth work residential weekend at Dalhousie Castle. I had the responsibility of looking after and working with three Bangladeshi girls. It was a new and challenging experience for me to do this kind of work. The

residential weekend went really well and we finished it off with a disco.

### Outings

One outing was done jointly with the Wednesday group. This was a seventy-seater coach to Culzean Castle in Ayrshire. Twenty-five Bangladeshi women and children took part. The weather was not great, though everyone managed to enjoy the outing nevertheless.

Another outing that I was jointly involved in was to see the Falkirk Wheel. Thirty members of the Friday older women's group visited. The pace of this outing was leisurely and the group enjoyed eating their lunch outside.

Overall my work during this past year has been consistently progressive, as the Bangladeshi community are more responsive than ever before. I believe that the service we provide is to a high standard, and the work I produce is to a high quality. I am looking forward to another year with exciting new challenges to face.

I would like to take the opportunity to thank my Co-ordinator and my fellow colleagues for their support.

Rohina Hussain  
NKS Health Worker

Every year my work at NKS has been very busy, exhausting and challenging though the outcome has been extremely fulfilling and rewarding when I see a big smile on my clients face after I get their problems solved. As usual I have been actively involved in various kinds of activities.

I assisted Naina in arranging a two-day Leicester and Birmingham trip in which some of my women participated and greatly enjoyed. It was a big change, as they do not leave their houses very much. We visited all the sites together, shopped together and they enjoyed themselves so much that they did not want to come back!

I arranged two trips to Glasgow, leading to another joint trip of Pakistani and Bangladeshi women with their children, to Culzean Castle and Country Park.

Aisha and I arranged a day-trip for young South Asian girls to London, which they enjoyed very much. As I am very well known in the South Asian community and the parents knew that I was going along on the trip, they were very pleased and let their daughters go. It also became an enlightening experience for myself to travel on the London Underground across the city. We will try to arrange another trip in the near future to

London, as this was such an enjoyable experience.

I helped to arrange two Eid parties, one was at NKS premises for twenty-five women and the other one was held at Viewforth Parish Church for one hundred women and children. I was also involved in the celebrations for International Women's Day and took part in the Khush Dil Healthy Heart Project (KD+HP) seminar.

On Wednesdays I run many activities, which include:

- Healthy Cooking Workshops co-ordinated by Gill Alexander:

The women enjoy healthy culinary delights, taking these recipes home to share with their close friends and family. This has led them to losing weight and living healthier lives. These workshops have helped many people reduce their chances of contracting diseases such as Coronary Heart Disease (CHD), diabetes, hypertension and high cholesterol.

- Facials:

This is something which all the women enjoy, most of all because they learn new tips to boost their appearance.

- Aromatherapy:

Aromatherapy is very popular in eastern cultures. These sessions lead women to learn about both Eastern

and Western oils and how they are used to enhance each other. I use aromatherapy oils to cure aches and pains, including such things as migraines and headaches, caused from stress in today's society. This practice is also believed to aid in menopause.

- Sewing:

The women enjoy this class very much as they learn new skills such as stitching new outfits. They do not get enough time in their homes because they perform many household duties. They find it very beneficial and rewarding, as they are not paying someone else to sew these outfits. During the class they also get the chance to socialise with others.

- Housing and Social Benefits:

Women found these surgeries very helpful. Professionals working in these fields were invited to give their expertise to the women and these women were able to raise problems with them.

The aforementioned activities help to relieve the stress of many women, who take part in these classes.

In health sessions I have covered areas of mental health, menopause, premenstrual tension and pelvic floor exercises

especially the importance of doing them before and after pregnancy. I make the women aware of the positive aspects of using such exercises.

Diabetes is one of the main issues of concern to my women. I have continuously made them aware of the importance of preparing healthier meals. I have made them aware of the consequences of having high sugar levels therefore helping them to balance their sugar levels. I have invited health professionals to give talks to the women to give further help and recent information.

I took a group of women to a beginner's course in basic computer usage. I arranged an eight-week reflexology course for my women, which will give them a certificate from NKS.

I lead a one-hour walk on Mondays for women. It helps their cardiovascular exercises, leading to a healthier body. I arranged for eight weeks of aerobic classes to take place every Thursday at Viewforth Parish Church with KDHP worker, Dalbir Singh. In the first week we measured the body fat of all the women in the class. We had a competition thereafter where the person who lost the most body fat would win a prize. The prize was then split between three women leading them to win £18.00 each. Due to popular demand these classes are still ongoing.

I have been working in NKS for many years and have built up a relationship of trust and confidence with my clientele. The Wednesday group is very rewarding to run even though it requires a tremendous amount of time and effort.

I offer advocacy skills to my clients, as the Indian and Pakistani clients require one to one support. I find myself having to advocate with many members of the family who are receiving treatment. Many of my women cannot attend their hospital appointments due to the language barriers. Many of the women I deal with cannot speak English and this leads them to contact me to help them communicate with others such as schools, nurseries or even doctors. I have been working very closely with Balgreen Nursery.

The hospitals and surgeries that I regularly liaise with are: New Royal Infirmary of Edinburgh, Western General Hospital, Royal Edinburgh Hospital, Oxbang Surgery, Tollcross Medical Centre, Tollcross Physiotherapy Department, Liberton Medical Group, Saughton Surgery, Polwarth Surgery, Polwarth Dental Practice, Marchmont Surgery, Marchmont Dental Surgery and Bangholm Surgery.

As I am very close to my clients they feel very special to be visited by me. I have built links with other organisations towards raising

awareness of my client's well being. I am currently looking in to other aspects of NHS health schemes.

I have arranged sessions with Dean Terrace Clinic who specialise in menopause, as many women are unaware of the effects of menopause. I was very disappointed that two of my clients were not informed about this clinic by their respective GPs. I am still arranging appointments for my clients to be seen by the clinic. I will speak to both the GP's and enquire as to why they failed to give the appropriate information to my clients.

### Case Study

Over the last year a few cases have stood out for me in particular. The cases were not only demanding and time consuming but they proved to stretch NKS resources beyond limits.

During the initial stages the cases seemed to be straight forward, however as the support became more thorough so did the pressure of the issues involved causing the cases to become highly complicated and sensitive. Police, Social Services and other voluntary organisations were contacted and consulted for advice. They were approached to aid in taking the cases over as it was felt that NKS was not equipped with the proper resources. It was very disappointing to learn the serious

lack of support made available to South Asian women especially when they need it most.

Service providers, statutory and voluntary organisations did not respond to the sensitivity of the cases as was needed. The lack of work put towards these cases was too much for my self, causing me to enlist two other members of NKS staff who then became heavily involved.

In such cases the demands made on NKS resources exceeded limits. The lack of suitable provision for the clients needs in particular cultural requirements and circumstances were unbelievable.

NKS health work is the only space where these women could find respite and begin to address their difficulties. However cases become increasingly demanding and get out of our range to deal with, particularly when intense issues are involved. This means that cases get farther away from being resolved.

I have sometimes worked closely with the clients, all day, five days a week, alongside providing both physical and mental support. I did my day-to-day work as well, which impacted my own life greatly. I dealt with this with the highest degree of professionalism.

But after a while it became apparent that I needed to change my method of working as my

mental health was deteriorating. Added to this, much negotiation and support was provided during the weekend and evening times, which was over and above my normal working hours.

These examples illustrate the demands made on the service provider and the awful lack of provisions from sectors that we take for granted to deal with this nature of work.

The harsh reality is that if NKS health work did not exist, then these women would have had a far worse experience than they had already been subjected to.

My work is specific, in that I liaise with other health professionals, fill in gaps where language is a specific barrier and aid in working towards raising awareness of the needs of South Asian women living in Edinburgh.

Although my work at NKS is very challenging and my clients can be very demanding, I still enjoy doing my work. As long as I am still working as a health worker, I will aid those women who are isolated and vulnerable and build their confidence whilst maintaining confidentiality at all times.

Finally I would like to thank all of the women who attend my group. They are very helpful and make running the group very rewarding. I would also like to thank my colleagues for their help and support during the past year. I

am looking forward to building on  
the work that I have already  
done.

**Samra Ahmed**  
**Temporary Family Support Work**

I joined NKS on the 20<sup>th</sup> of July 2004 as the temporary Family Support Worker. On my arrival I was introduced to all NKS staff and briefed about the tasks and nature of the job.

I studied all the client's files thoroughly and picked up the work from where the previous Family Support Worker had left off.

I had a long list of appointments, of which most were to do with welfare benefits, a couple to do with school admissions, which involved writing to the City of Edinburgh Council (CEC).

I have had a couple of meetings with the Manager of housing option teams at CEC regarding a few of my clients progress on the Edindex System which at present is still being looked into. From time to time I make enquiries about this to keep my self up-to-date.

I had a very busy spell during August and September 2004 as a lot of the older ethnic minority elderly from the Bangladeshi, Pakistani and Indian communities were registered on the list of Lorne Area Housing Association (LAHA), who were doing a development of twenty-one flats in Leith, specifically for the elderly from the above communities.

When they were re-housed by LAHA I had to do many pieces

of work for them relating to benefits and housing. However, at the end it gave me great pleasure to see lovely smiles on their faces.

At the moment I continue to do my work and I am also finding out about how to work better with organisations that I deal with on a daily basis. I am also looking for easier ways to deal with enquiries and to cut down on the amount of time that clients have to wait for a response.

In the future I would like to look into the possibility of any other housing organisations setting up a similar project as LAHA did for the ethnic minority elderly. I would like to help to alleviate as much of homelessness as I can amongst the South Asian communities, which can only be done with the help of mainstream organisations.

I would also like to try to make the welfare benefit system more accessible and look for quicker ways of dealing with things. I still have a lot of work to do which I will hopefully complete successfully.

I would like to thank the NKS staff members, who have been very helpful and kind enough to help me settle in to this temporary post. I am hoping that I will be selected once the post is advertised. In the mean time I am happily getting on with the work.

## Family Support Work Analysis

Month →	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
	2003	03	03	2004	04	04	04	04	04	04	04	04	Totals
Type of Case ↓													
Education	2	0	1	3	1	2	7	5	0	0	2	0	23
Housing	1	5	2	12	15	15	5	16	4	5	10	1	91
Council Tax	10	4	7	1	4	13	7	10	4	3	0	0	63
Benefit	9	4	4	8	8	17	10	4	0	11	13	2	90
Debt Related	5	2	7	0	0	6	2	3	0	4	0	0	29
Other	11	6	3	13	9	12	4	10	6	7	5	8	94

Month →	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
	2003	03	03	2004	04	04	04	04	04	04	04	04	Totals
Clients ↓													
1 to 1 in office	6	3	7	17	12	21	27	24	7	20	30	15	189
1 to 1 out of office	2	1	2	3	5	4	5	1	1	7	5	3	39
Calls Made	13	27	24	27	25	42	22	23	8	24	30	21	286
Calls Received	19	26	15	31	26	36	41	30	16	30	36	21	327
Forms Completed	4	2	3	15	6	8	3	3	0	5	5	2	56
Letters Written	3	2	4	2	3	2	4	1	1	7	8	5	42

Month →	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
	2003	03	03	2004	04	04	04	04	04	04	04	04	Totals
Agencies ↓													
Calls Made	15	24	16	32	26	51	38	45	15	20	28	28	338
Calls Received	23	18	13	19	16	22	29	25	7	17	17	13	219
Formal Meetings Attended	4	1	4	0	0	0	4	3	1	3	3	3	26
Meetings Attended With Clients	6	3	1	2	1	5	2	1	0	4	6	3	34
Letters Received	8	4	3	1	2	2	6	3	1	5	4	4	43

Month →	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
	2003	03	03	2004	04	04	04	04	04	04	04	04	Totals
Other ↓													
Surgeries Held	2	1	1	0	0	2	1	1	0	0	0	0	8
Tribunals Attended	0	0	0	2	0	0	0	0	0	0	0	0	2
New Cases	2	5	1	0	0	0	3	4	0	3	2	1	21
Referrals Made	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0

**Asma A Kassim**  
**Childcare Facility Manager**

The Nari Kallyan Shangho (NKS) Childcare Facility is multicultural. NKS accepts children for the childcare facility between the ages of two and five. Approximately ten to twelve children attend the childcare facility. We run two sessions a day, morning session 9.00 am-11.45 am and afternoon session 12.15 pm- 2.45 pm. Full day places are also provided from 9.00 am to 2.45 pm. The staff members of the childcare facility (myself, Amina Rahman and Jrum R Ashfaq) ensure that all children are made welcome and actively promote the development of positive self-image within the children. Our daily routine includes facilitating the children with stimulating play according to their needs as well as the theme of each month. Themes are based on seasonal changes, celebration of various festivals, colours, shapes and numbers.

With consideration to the social, emotional, physical and intellectual needs of the children we carefully plan all the activities to provide them with an opportunity to develop a positive self-image within a comfortable environment.

In our recent evaluation of the childcare facility users it has come up that the main source of publicity of NKS Childcare Facility is through word of mouth. The parents who had used the facility in the past or currently using it

recommend it to the other parents, which is reflective on the good practice of our childcare facility. Parents felt that NKS Childcare Facility is convenient, practical and cost bearable. They felt that it's a very good childcare facility, which their children enjoy in the safe, friendly, multicultural environment.

We have started a mother and toddler group in partnership with South Central Sure Start, which is based at Cowgate Nursery, and Rukhsana Hussain and Ali Conroy come to NKS to run the group. We hope that this is useful for mothers who would like to use group activities. Most mothers had said that they would like to use group activities, which can cater for their needs as young mothers.

Currently, we are also looking in to organising some short courses and exercise sessions for young mothers. Hopefully in the near future we will be able to provide these activities with crèche facilities for young mothers.

Parents are very helpful and playing a good role by giving feed back on the NKS childcare service. Some of the parents are actively involved in the newsletter group and happy to share their experiences with people from other communities, which is quite beneficial.

In the summer, the children from the childcare facility, their mums and childcare facility staff went for

day trips to Edinburgh Zoo and Dalkeith Country Park. The days turned out to be very enjoyable and the weather was quite sunny and bright and everyone had good fun.

The children were very excited to see all the different animals in real life at the zoo, which they had read, seen on TV and heard about.

At Dalkeith Country Park the children had enjoyed playing in the adventure park, seeing horses and every one enjoyed the barbecue.

Parents had fully participated and enjoyed the day out. Children had also enjoyed small outings to the local shops, parks, library and Brewster Fun Factory.

We would like to thank all the parents, who have been very helpful and pleased to participate in all activities.

Aisha Sohail  
Youth Worker

Young Awaz means Young Voice. This title is very appropriate as the group acts as a means for the members to express what is important to them in an environment that reflects their needs. I have been involved in the group for more than four years and continue to enjoy every week it runs.

The group is for young South Asian women aged from twelve to twenty-one years of age. However, the average age tends to be between fourteen and sixteen. Young Awaz meets once a week, usually on a Friday afternoon. I believe there is much scope to develop youth work in NKS. There are many aspects to youth work, which are not explored, but clearly need resources and support to carry it forward.

The members of the group participate in the planning of the group as they determine what activities to take part in and they express issues that they want to explore. Issue based work is done mainly through workshops and activities range from physical activity i.e. badminton, callanetics to art projects.

The average number of members is ten in the group. But it varies as sometimes more girls come to the group when something of particular interest is going on. I

run the group with Rohina Hussain. Our time is divided up by one hour for planning and preparation and two hours for the actual group time. More often than not the group runs on longer than the allocated two hours. This is because the members look forward to the group every week and really enjoy their time when there!

I spoke with some of the girls and gathered their comments on the group. When asked what do you think of Young Awaz? Some girls answered:

*"It's wicked; you can do what you really want"*

*"It's good for young Asian people to have this group because you can do allsorts of stuff, instead of sitting at home. And learn new things"*

*"I think it's a really good social group 'cos you see your friends and learn things at the same time. Even though it's run by grown ups we get to decide what we want to do, instead of being told what we are going to be doing in the group"*

I asked some girls how have you benefited from Young Awaz? They replied:

*"It is an opportunity to do stuff you wouldn't normally do. And meet new people"*

*"Through the trips I met new people and gained more confidence to speak to them"*

*"I think if it wasn't for Young Awaz I would only see all my friends like once a year at an event like the Mela. Its keeping me in touch with my friends otherwise I wouldn't see them"*

It is clear to conclude that the Young Awaz youth group is a great success with real gains and benefits for the young people involved. I hope that more resources can be put towards developing this nature of work in the future.

I really enjoy running the group and in particular it is a plus to see young people develop and move on in their lives.

## **Minoo Das** **Newsletter Editor**

The NKS newsletter is in to its sixth volume and looking back at the very first issue we seem to have come a long way.

We are constantly striving to improve through changes and make the newsletter an interesting read for all ages. Several areas of interest are covered with an aim to make newsletter informative and an effective medium to give voice to women at NKS.

As NKS Newsletter Editor, I aspire to involve users of the project services by engaging them either through editorial team or by encouraging them to contribute articles for the newsletter.

The newsletter team has met recently and decided to come up with a few changes – so look out for something different in the next issues.

We are trying to make it more local with more news about Edinburgh and the local communities.

The newsletter is reaching far and wide with copies getting passed around! Currently we circulate over three hundred copies of newsletter issues. Users and other agencies are showing interest exceedingly to obtain a copy and in future we may have to look into increasing the circulation.

I would like to welcome your suggestions, articles, recipes and any other contributions for future issues. You could advertise your business in the newsletter for a small donation. Either contact myself, or Khalda, if you are interested in doing this.

This is also an opportunity to thank everyone for contributions and support, especially Naina and Khalda who help to format and complete each issue. We look forward to your continued involvement.

## Quantative and Qualitative Analysis

Month	Telephone Enquiries	Monday Bangladeshi women's Support Group	Wednesday Group at NKS	Thursday Bangladeshi Women's Group	Aerobic Exercise Classes	Friday Older Women's Group	Young Awaz Group	Saturday Group	NKS Events/ Functions	Big/ Small Outings	Totals
October-03	194	25	48	17	46	25	49	20	60	50	340
November	241	8	0	6	12	0	36	25	0	0	87
December	107	0	25	0	0	22	39	15	155	0	256
January-04	185	11	21	7	26	23	58	15	0	0	161
February	193	21	54	0	32	34	47	20	0	0	208
March	237	17	35	0	14	40	48	0	125	0	279
April	207	18	74	0	24	36	12	11	0	0	175
May	173	43	74	0	27	49	22	16	0	16	247
June	207	31	119	0	53	53	33	27	0	0	316
July	165	16	52	0	57	56	43	0	0	136	360
August	218	19	32	0	23	45	38	8	0	0	165
September-04	217	0	22	0	13	63	29	12	0	0	139
Total	2344										
Total Attendance		209	556	30	327	446	454	169	340	202	2733

### Notes

- Each woman is counted as a separate woman each time she attends a group/activity.
- Not all telephone calls have been recorded due to a heavy workload.
- Eleven women had applied for places in the English as a Second Language class. There are eleven women registered in the class, run at NKS on Mondays and Tuesdays by Stevenson College, and an average of nine women attend each week.
- An average of ten women attend the sewing class each week, which is held on Thursdays.

### Outings

Glasgow  
Birmingham and Leicester  
London  
Strawberry Farm  
Dalkeith Country Park  
Falkirk Wheel

## Visual Record of NKS Work



International Women's Day – music workshop



Friday Group – Lunch Club



ESL Class – hard at work



Saturday Group – discussion session



NKS Childcare Facility



Youth Work in action



Young Mother's Group – health session



NKS Childcare Facility outing – Dalkeith Country Park

# Extract from Audited Accounts

5.

## NARI KALLYAN SHANGHO (A COMPANY LIMITED BY GUARANTEE) INCOME AND EXPENDITURE ACCOUNT AND STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2004

	Unrestricted Funds	Restricted Funds	Total 2004	Total 2003
	£	£	£	£
<b>INCOME</b>				
Donations	4,500		4,500	-
<b>Activities in furtherance of the charity's objects</b>				
<b>Grants receivable</b>				
City of Edinburgh Council	-	49,827	49,827	52,194
Lothian Health	-	23,272	23,272	21,141
Edinburgh Youth Social Inclusion Partnership	-	8,750	8,750	2,550
Childcare Strategy	-	2,500	2,500	-
Grants from Community Fund	-	51,436	51,436	54,934
Scottish Community Foundation	-	4,496	4,496	-
Health Inequalities Fund	-	2,720	2,720	-
SWD Playgroup Grant	-	2,171	2,171	-
Lloyds TSB Foundation	-	-	-	9,000
BBC Children in Need	-	12,000	12,000	12,000
Welfare & Food Reimbursement Unit	-	135	135	248
	4,500	157,307	161,807	152,067
<b>Activities for generating funds</b>				
Income from fundraising	2,187	-	2,187	1,531
Creche fees	7,371	-	7,371	4,674
	9,558	-	9,558	6,205
<b>Investment income - Bank interest</b>	711	-	711	599
<b>TOTAL INCOMING RESOURCES</b>	14,769	157,307	172,076	158,871
<b>Cost of generating funds</b>	(362)	-	(362)	-
<b>Net incoming resources available for charitable application</b>	14,407	157,307	171,714	158,871
<b>EXPENDITURE</b>				
<b>Relating to charitable activity</b>				
Salaries, sessional fees and pension contributions	-	114,391	114,391	118,912
Subscriptions	-	448	448	444
Rent, rates and insurance	-	1,532	1,532	1,748
Heat and light	-	1,331	1,331	1,381
Telephone	-	2,026	2,026	2,608
Repairs and renewals	-	3,227	3,227	3,237
Post, printing, stationery and advertising	-	5,940	5,940	5,532
Travel expenses	-	823	823	855
Outings and group events	-	9,667	9,667	7,463
Training & events	-	2,238	2,238	2,041
Evaluation	-	-	-	200
Small Equipment	-	-	-	2,245
Miscellaneous expenditure	-	1,566	1,566	773
	-	143,189	143,189	147,439

*Extract from Audited Accounts*

6.

**NARI KALLYAN SHANGHO**  
(A COMPANY LIMITED BY GUARANTEE)  
**INCOME AND EXPENDITURE ACCOUNT AND STATEMENT OF  
FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2004**

<b>Fundraising expenses</b>				
Fundraising and publicity	-	995	995	165
<b>Administrative costs</b>				
Payroll and other fees	-	435	435	436
Bank charges and interest	-	28	28	59
Audit fee	-	1,238	1,238	1,028
Incorporation fee		-	-	901
	-	1,701	1,701	2,424
<b>Depreciation</b>	-	6,696	6,696	8,437
	-	152,581	152,581	158,465
<b>SURPLUS FOR THE YEAR</b>	14,407	4,726	19,133	406
<b>FUNDS AT 1 APRIL 2003</b>	19,849	20,918	40,767	40,361
<b>FUNDS AT 31 MARCH 2004</b>	34,256	25,644	59,900	40,767

# Extract from Audited Accounts

7.

## NARI KALLYAN SHANGHO

### BALANCE SHEET AS AT 31 MARCH 2004

	Note	2004 £	2,003 £
<b>FIXED ASSETS</b>	3	12,895	18,921
<b>CURRENT ASSETS</b>			
Debtors and Prepayments	4	1,294	1,160
Cash at bank		46,725	33,499
Cash in hand		136	-
		<u>48,155</u>	<u>34,659</u>
<b>CURRENT LIABILITIES</b>			
Creditors and accruals	5	1,150	12,813
		<u>1,150</u>	<u>12,813</u>
<b>NET CURRENT ASSETS</b>		47,005	21,846
		<u>59,900</u>	<u>40,767</u>
<b>REPRESENTED BY:</b>			
<b>UNRESTRICTED FUND</b>		34,256	19,849
<b>RESTRICTED REVENUE FUNDS</b>	6	14,884	4,778
<b>RESTRICTED CAPITAL FUND</b>	6	10,760	16,140
		<u>59,900</u>	<u>40,767</u>

This is an extract from the audited accounts, which were signed on 4<sup>th</sup> of October 2004. The audit report is unqualified. The full statutory accounts may be obtained from Nari Kallyan Shangho, Darroch Annexe, 7 Gillespie Street, Edinburgh, EH3 9NH.

## List of Directors/Members of Nari Kallyan Shangho for 2003/2004

Name	Director/Member	Office
Saroj Lal	Director	Chairperson
Jabeen Munir	Director	Vice Chairperson
Rashpal Nottay	Company Secretary	
Anne Munro	Director	Treasurer
Jndra Shishodia	Director	Vice Treasurer
Girijamba Polubothu	Director	
Jffat Aziz	Member	
Megan Mackenzie	Member	
Jahanara Habib	Member	
Sughra A Kassim	Member	
Nasima Begum	Member	
Naveed Kosar	Member	
Sadia Sadaf	Member	

## Main Funders of Nari Kallyan Shangho for 2003/2004

The City of Edinburgh Council  
Big Lottery Fund (Community Fund)  
Lothian Health  
BBC Children In Need  
Edinburgh Youth Social Inclusion Partnership  
Scottish Community Foundation