

*Health and Welfare Project Enriching
Communities*

Winner of:

GNF Scottish Charity Awards 2009

The Scottish Asian Business Awards 2009

Scottish Empowerment Awards 2005

Contribution to Others Finalist 2005

*"...a happy woman
is a
happy family..."*



*Integration Partnership of the
Year Award for 2017*

*Finalist in the Health and Social Care
Integration Award Category for The Herald
Society Awards 2017*

Annual Report

*Empowering Women and Families
Since 1987*



Networking Key Services Ltd

2019/2020

Networking Key Services Ltd (NKS) / Darroch Annexe / 7 Gillespie Street / Edinburgh / EH3 9NH /

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Charity Number SC000697 / Company Number 226920





The Saturday Group ~ July 2019.

I could never have imagined that I would one day have to write a report for an online Annual General Meeting (AGM). The AGM has always been an event in itself, with guest speakers, the introduction of the new committee, a delicious lunch and entertainment.

We have all experienced the unprecedented impact of Covid-19, something that no one could have ever imagined at the start of this year. Despite this, Networking Key Services (NKS) has continued to deliver and develop new initiatives to support its users. As an organisation, NKS is committed to supporting a community which has been disproportionately impacted by the pandemic.

The year ahead will obviously produce some challenges as NKS tries to ensure that groups get back to normal as effectively as possible. During the pandemic NKS paid for a Zoom account that has been used to hold information sessions and meetings. NKS makes the most of the technology to keep in touch but it hasn't replaced face to face interactions. We look forward to the end of the pandemic so that NKS can return to normality of having group meetings and gatherings.

We are extremely grateful to the NKS Manager, Naina Minhas, for her excellent efforts in securing funding to deliver services to the most vulnerable members of our society, which included NKS users and others who needed support. We continue to recognise and appreciate those staff members who worked throughout the pandemic to ensure users are not left without much needed help, including hot food for those who were shielding and those facing financial hardship.

A big thanks to our funders who enabled NKS to continue to deliver additional and specific services

to communities during these difficult and challenging times. It has made an enormous difference and provided a life line to many individuals who did not know where to go. Special thanks to the Scottish Government for very quickly providing food funding so that hot food and household essentials were delivered to those who were shielding.

I would like to express my thanks for the support of the committee, we make a good team.

Contributed by NKS Staff Team

NKS has gone from strength to strength working for women and their families living in Edinburgh by offering them a platform on which to come together and raise their common concerns and work towards making a difference. The organisation worked towards advancing their education and provided them with a programme of activities through several projects and services that ran throughout 2019/2020.

NKS has been very successful this year in regards to funding for the different projects that ran. However, securing fresh sources of funding is an ongoing task that is becoming more and more difficult as funding streams become more and more exhausted. The lockdown in March 2020 due to Covid-19 brought serious challenges to NKS but also opened the door to much needed financial help.



NKS at the ECCF ~ July 2019.

The Low Carbon Communities Initiative successfully engaged NKS users in wide ranging activities such as: gardening at the Royal Botanic Garden Edinburgh (RBGE), the Grove Community Garden and in the NKS Garden; cycling; walking; recycling; lowering carbon footprint activities; upcycling materials e.g. Remode Collective fashion show and sewing classes; upcycling of food at NKS and The Canal Shed; intergenerational workshops; wood work clas-

ses at North Edinburgh Arts; Edinburgh Climate Change Festival (ECCF) activities which included a puppet show and held several swap shops. This initiative raised awareness about climate change and helped users to see how they could make a difference in their community and in their own home with their family.



The Carers' Group at RBGE ~ July 2019.

The Self-management of Long Term Health Conditions Project and the Carers' Project (CP) ran support groups for women, men and carers through group work with activities such as: health sessions e.g. diabetes, asthma, autism, eating disorders, bereavement, healthy cooking and eating, learning disabilities and oral health. Other activities included: gardening; gentle exercise; yoga; social functions; Body Boosting Bingo; memory assessment sessions and trainings e.g. food hygiene and food nutrition.

Health and information sessions helped to raise awareness about how early intervention can help people to better cope with their long term health conditions. The CP held monthly forum meetings to provide the carers with: support; advice and activities such as stress management sessions and complementary therapies etc. NKS staff supported the users and advocated on their behalf at their health appointments. These projects provided much needed support and advice to their clients. Sometimes just having that one person there for help and advice makes all the difference.

The Cultural Bridging Project held joint sessions throughout the life of the project such as: arts and crafts; health and information sessions; gardening and cooking at RBGE; celebrated International Women's Day; celebrated Holi; had outings to places like the King's Theatre; knitting and health sessions. The Health and Social Inequalities Project continued the good work already done. This new project made

progress towards: improving health and wellbeing; tackling inequalities and poverty and increasing the employability of South Asian women. Women were offered help to write up their CV's and support to look for voluntary and paid work.



The Digital Literacy Project (DLP) ~ September 2019.

The Digital Literacy Project worked with a total of seventy five women with different levels of computer knowledge from beginner to higher level. They were assessed at the start of the project and at regular intervals as the project progressed. The classes were small consisting of up to four students and their tutor and were based around what suited them e.g. time, venue etc. The students worked very hard to complete the training and progressed really well. They learnt how to use smartphones, tablets and iPads. They learnt about MS Office and various applications such as WhatsApp and Facebook etc.

The students were very enthusiastic about their classes and made a great effort to attend and learn as much as possible. The video tutorials were a huge help to them as they could go over the lessons again if they were unsure about anything. This project had a big impact during the lockdown as the women were able to learn online and keep in touch with friends, family and other NKS users. The skills learnt will be long term and have had a positive impact on their confidence.

The Oral Health Project has worked towards understanding and better promoting oral health hygiene amongst NKS users and the NKS Nursery children and After School/Homework Club (ASHC) children. It is more than just looking after your teeth. Having good teeth is important as they allow us to smile, kiss, taste and eat. Different methods were used to raise awareness amongst the users such as a folder with photographs of good and bad teeth so that they could visually see these. The folder was

very effective. NKS users were supported with their dental and hygiene appointments.



The Heritage Lottery Project ~ August 2019.

The Heritage Lottery Project involved NKS staff and users exploring the heritage and history of religious buildings in Edinburgh in collaboration with: The National Museum of Scotland; The National Library of Scotland and other museums in Edinburgh. The work involved identifying ten religious buildings such as a church, a mosque, a temple, synagogue and/or an Orthodox Christian church. The users explored: Scotland's early religious history i.e. Romans, Picts, Celts and early Christians; religious buildings in Edinburgh and diversity through different religions. The participants got the opportunity to learn: researching skills; filming and photography; interviewing people, recording and transcribing. They also got the opportunity to go and explore landmarks such as Greyfriar's Bobby and learn about its history. The end product will be an exhibition and a short film which will be disseminated to a wider audience at the end of the project in 2022.

The Eat Well Age Well Project worked towards understanding the impact of malnutrition on health and wellbeing and what could be done to improve it. This was done by assessing elderly clients at NKS and then providing them with advice and support. NKS ran lunch clubs on Mondays and Thursdays, for elderly clients, and provided them with healthy and nutritious food. The lunch clubs also provided them with regular gentle exercise and interesting activities with the opportunity to socialise with their friends. These sessions were essential to combat the loneliness and isolation that some elderly users were dealing with.

The Edinburgh Leisure Community Access Programme enabled NKS staff to not only take NKS users for regular gym sessions but also to organise

Edinburgh Leisure access cards for some of them so that they could access this programme themselves to benefit from physical exercise. Exercise is very important as: it helps to reduce sugar levels in diabetic clients; it's a great way to boost your mental health and it's really good for your health and wellbeing in general.

Taking regular exercise doesn't mean that you have to go to the gym. NKS took women on regular walks in all of the groups and they enjoyed these and fresh air very much. Small outings were held throughout the year such as to a local farm where users picked fruit and vegetables. In August 2019 one large outing took users to the House of Bruar in Pitagowan, Perthshire. Outings are very popular as they bring a much needed change of environment.

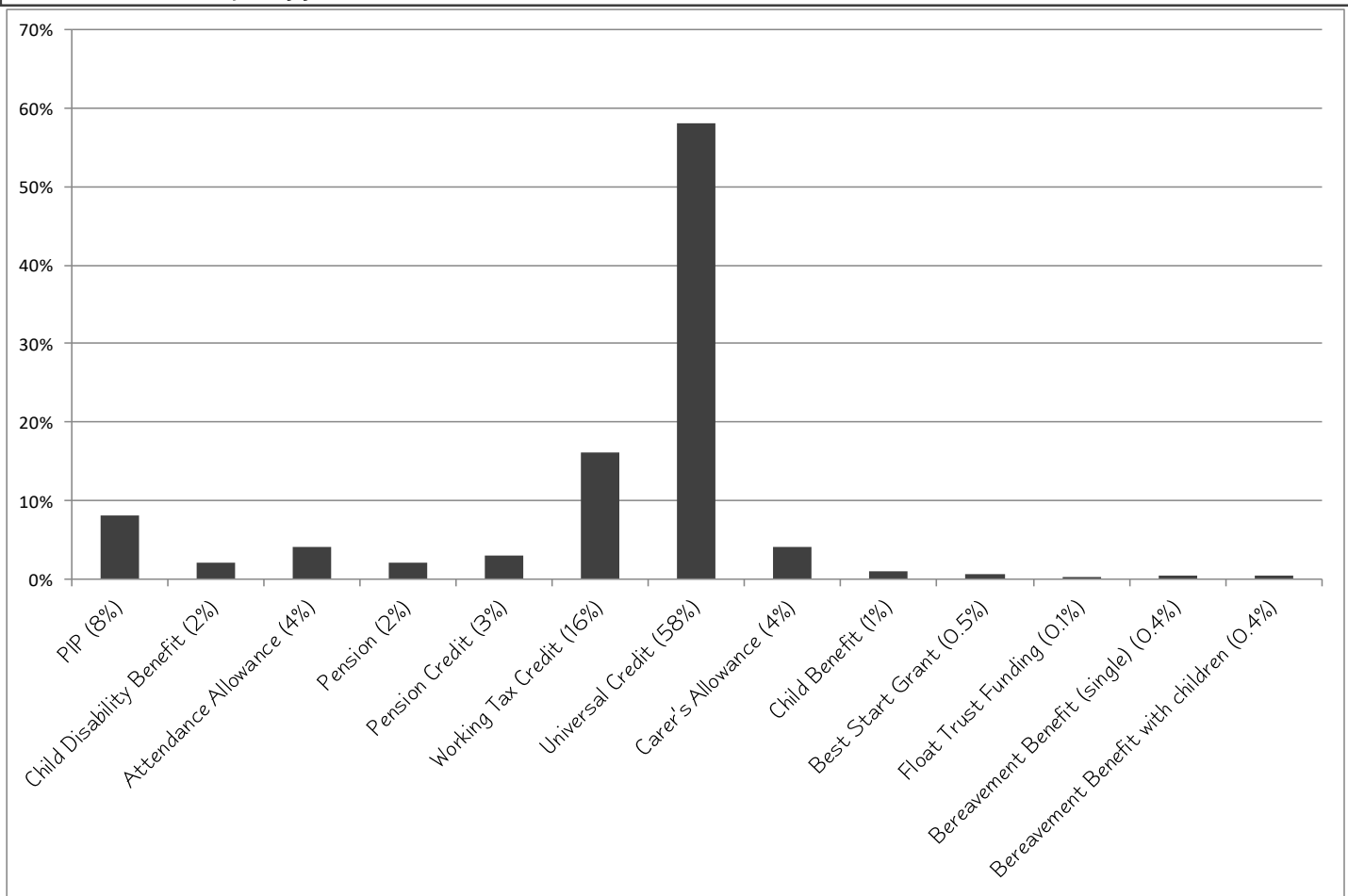


The outing to House of Bruar ~ August 2019.

The NKS Family Support Work Service (FSWS) provided one to one support to an ever increasing number of clients seeking help with benefits such as: Personal Independence Payment (PIP); Attendance Allowance; Pension Credit; Bereavement and Universal Credit. Applying for benefits like these became more complex as they all had to be done online which took a lot of time. The FSWS worked hard with NKS clients, a lot of whom had long term health conditions, to maximise their income. There is some information on this on page 5. The majority of the income maximized was from Universal Credit.

Regular focus group and information sessions were held with NKS users on relevant topics such as Carer's Allowance, Universal Credit, state pension, schooling, guardianship and making a will etc to better inform them. Brexit brought up many issues for those clients affected by it such as the EU Settlement Scheme. Awareness about this and the different benefits was raised regularly in the NKS newsletter.

NKS Family Support Work Service Income Maximization for Clients for 2019/2020



The NKS Nursery ~ February 2020.

The NKS Nursery offered a low cost childcare facility to parents who were working or studying further education etc. The nursery followed the same curriculum as the City of Edinburgh Council (CEC) nurseries and was open to children from three months old up to five years of age. A total of 34 children attended in 2019/2020. Activities included: learning about letters, numbers, reading and nursery rhymes; playing with lots of toys; role play; museum visits; library visits and celebrating festivals e.g. Halloween, Christmas, Eid, Diwali and Chinese New Year etc. The children took part in the Childsmile

Programme and the NKS Oral Health Project sessions where they learnt how to brush their teeth properly. The nursery also had regular Play Together on Pedals sessions where the children learnt how to ride their bicycles. It is wonderful to see how the children progress through the year and just how much they learn.



The ESOL class at NKS ~ September 2019.

English as a Second Language classes took place at NKS twice a week, thanks to Edinburgh College, with approximately 8/10 students attending each class. The students worked towards improving

their everyday spoken and written English language skills. Some of them also took part in the DLP where they learnt about digital devices and how to use them for their classes. This came in very handy once the lockdown happened. They were able to take part in online classes with their English teacher. Some of them worked towards improving their digital skills by using laptops from NKS.



NKS Men's Support Group ~ August 2019.

The After School/Homework Club (ASHC) supported the learning of a total of 17 primary and high school aged children with their: homework; projects; maths and English. The children were supervised by qualified and dedicated tutors. Both the tutors and the children worked very hard to make the ASHC successful. The children also enjoyed time where they got the opportunity to play with each other. The feedback from ASHC parents was very positive about how their children were getting on at school.



NKS health information session ~ June 2019.

All the above activities have successfully built capacity in the community and led to positive outcomes for the grass root families. The opportunities provided have helped beneficiaries to learn new skills and enhance the existing ones. However, the

year was not without challenges that made our work an uphill journey. The needs and issues to be addressed for the marginalised grass root communities always surpass the time and resources available. NKS, as many other voluntary sector organisations is always struggling with the borderline financial budget.

Unfortunately, Covid-19 happened in the middle of March 2020 and the whole country went in to lockdown and some of the funding proposals came to a halt due to the changed priorities of many funding bodies. NKS had to adapt to the changing needs of the community too. It was a difficult time for the NKS staff team. Along with the communities, the staff team needed support too. We are still looking into trainings and other facilities for the NKS staff so that they can respond to the community needs effectively.



NKS' Food Delivery Project ~ May 2020.

The pandemic meant NKS had to close its doors and all group work had to stop. The NKS Nursery and ASHC had to close until further notice. New ways and means had to be quickly sought to continue the good work done so far. It was a challenge but NKS rose to it, like always, with our first priority being our clients and their needs. NKS mobilised its' Food Delivery Project to support those clients who were most in need of aid during the unprecedented lockdown.

NKS would like to thank our funders for their financial support throughout 2019/2020 and for their understanding and support during the lockdown situation. Huge thanks to the Management Committee, staff and volunteers for all of their hard work and support to make the organisation the success that it is today.

The environment NKS operates in remained challenging during 2019/2020 and this was exacerbated by the impact of the early stages of the Coronavirus pandemic. Demand for the type of services NKS provides are growing but funding from traditional sources such as the Council and NHS have become increasingly constrained. NKS has however, been successful in gaining funding from alternative funding providers for new services and activities that support NKS' core aims and objectives. NKS has also continued to make up for the reduction in the funding of core services through surpluses generated in fund raising and fee generating activities.

Despite this difficult environment and significantly as a consequence of the fantastic commitment and dedication of NKS staff, NKS has continued to sustain service delivery and a high quality standard in a comprehensive and growing range of services with new funding streams being accessed and new services being delivered.

The key financial indicators for 2019/2020 are as follows:

Total income for the year - £365k, an increase on the previous year's income of £287k equal to almost 27%.

This funding is comprised of the following main

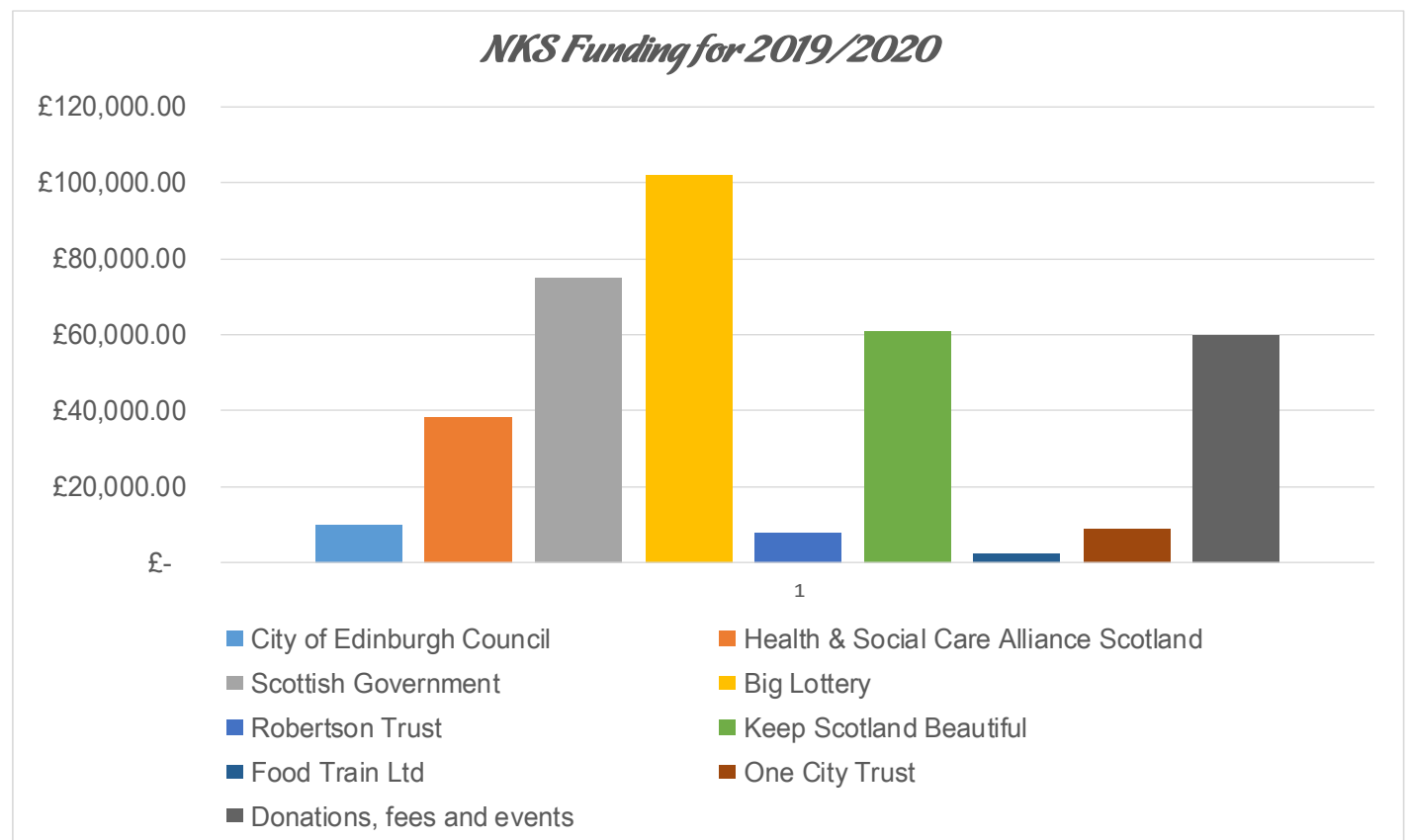
components:

- City of Edinburgh Council funding - £10k
- Health & Social Care Alliance Scotland - £38k
- Scottish Government - £75k
- Big Lottery - £102k
- Robertson Trust - £8k
- Keep Scotland Beautiful - £61k
- Food Train Ltd - £2.5k
- One City Trust - £9k
- Donations, fees and events - £60k

Year End Reserves – Total Reserve Fund balances have increased from £65k to £125k. Restricted funds have increased from £8k to £48k and unrestricted funds have increased from £57k to £77k.

It is important to note that it remains essential that NKS retains a reasonable level of unrestricted reserves to support continued service delivery over the coming years and as a contingency in the event of unanticipated difficulties. As such we are aiming for a reserve of approximately 3 months operating costs (approximately £76k) and the good performance in 2019/2020 makes positive progress towards this target.

In summary, NKS has continued to perform well, to manage budgets well and has the strength to face the financial challenges ahead.



Current NKS Staff

Naina Minhas ~ NKS Manager
Khalda Y Jamil ~ NKS Administrator
Naseem Suleman ~ Family Support Officer
& Long Term Health Conditions Worker
Neena Agarwal ~ Long Term Health Conditions Worker
Nasima Zaman ~ Long Term Health Conditions Worker
Nazia Majid ~ Long Term Health Conditions Worker & Heritage Project Worker
Neeru Bhatnagar ~ Heritage Project Coordinator & Health and Socio-economic Project Coordinator
Rohina Hussain ~ Health and Socio-economic Project Worker
Tatheer Fatima ~ Climate Challenge Initiative Project Coordinator
Manjari Singh ~ Climate Challenge Initiative Project Worker
Nazma Rahman ~ Climate Challenge Initiative Project Worker & Oral Health Project Sessional Worker
Meghna Saxena ~ Edinburgh Garden Partners Project Worker
Samra Ahmed ~ Care for Carers' Project Coordinator
Humera Adnan ~ Care for Carers' Project Administrator
Samina Fayyaz ~ Oral Health Project Worker
Rukhsana Hussain ~ Nursery Manager
Amina Rahman ~ Senior Childcare Practitioner
Sobia Shahzad ~ Childcare Practitioner
Fauzia Ahmed ~ Childcare Practitioner
Rezwana Khan ~ Childcare Practitioner
Tahira Ali ~ In Charge of Cleaning

NKS Management Committee for 2019/2020

Rohini Sharma Joshi ~ Director (Chair)
Sugantha Ravindran ~ Director (Vice Chair)
Jack Marshall ~ Director (Treasurer)
Indumati Pandya ~ Director (Joint Treasurer)
Yasmin Ahmed ~ Director (Secretary)
Mussarat Ahmed Kaneez ~ Director (Joint Secretary)
Ann Wigglesworth ~ Director (Resigned on 19/11/2019)
Jabeen Munir ~ Director
Shaheen Ahmed ~ Director
Allison Conroy ~ Director
Honor Loudon ~ Director
Lesley Hinds ~ Director
Grace Mackenzie ~ Director (Resigned on 24/09/2019)
Kiren Zubairi ~ Director

NKS Volunteers

We value and appreciate the following people who gave up their time to volunteer with us: Aishah R Jamil (student); Ellie Casson; Fariha Mosaddeque (student); Honor Loudon; Meenal Kulkarni; Naz Rathore; Nazima Ghanchi; Nighat Anwar and Rachel Clegg. Thank you!

NKS Nursery



The NKS Nursery is open five days a week from Monday to Friday from 8.30 am until 5.30 pm as following:

- 8.30 am to 1.00 pm for the morning session
- 1.00 pm to 5.30 pm for the afternoon session
- 8.30 am to 5.30 pm for the full day

Please contact us for more details about our wonderful nursery. Thank you!

Thank you to our Funders for 2019/2020 for their Financial Support

