

Health and Welfare Project Enriching  
Communities

Winner of:

CNF Scottish Charity Awards 2009  
The Scottish Asian Business Awards 2009  
Scottish Empowerment Awards 2005  
Contribution to Others Finalist 2005

Empowering Women and Families  
Since 1987



Integration Partnership of the  
Year Award for 2017

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

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

# Networking Key Services



# Annual Report 2020/2021

Networking Key Services Ltd (NKS) / Darroch Annexe / 7 Gillespie Street / Edinburgh / EH3 9NH /  
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Charity Number SC000697 / Company Number 226920

# *Rohini Sharma Joshi FCIH FRSA - Chair*



*NKS Committee Meeting ~ January 2021*

We had hoped that the Annual General Meeting would be back to normal in 2021. Well, here we are again, but hopefully with the worst of the pandemic behind us. I know some meetings are now being held in person again, but there are a significant number of people who would rather leave it a little longer.

There is still much uncertainty as to the long-term economic impact of the pandemic and its associated lockdown restrictions on day-to-day business. NKS is to be commended for the way in which it has admirably responded and adapted to the pressures of new ways of working from within the office and from home. NKS' work remains of high quality and is valued by our users and partners. NKS turned the challenge into an opportunity and introduced new initiatives and projects involving staff and volunteers which resulted in a great success.

The last two years have seen extraordinary change in all of our lives. There is no doubt that many of us will have experienced deeply challenging circumstances, but NKS has striven to adapt to meet the current circumstances as best it could.

Despite the enormous challenges, this has been a busy year. Because of Covid restrictions, the Committee has not been able to meet in person, but we have maintained communication via emails and WhatsApp.

I would like to extend my sincere thanks to Naina Minhas, NKS Manager, for her energy, leadership and hard work in securing funding for new projects. Huge thanks also to all the staff for their dedication and commitment to delivering successful projects and supporting the service users during these challenging times. My heartfelt gratitude to all the volunteers for their contributions to making a difference.

I would like to thank everyone on the Committee for all their support. We were all very saddened by the passing of long-standing committee member and dedicated volunteer, Mrs Indumati Pandya, whose

valuable contributions will be sorely missed.

I would like to thank all of the funders for their financial support during the past year which has been greatly appreciated by NKS.

I remain hopeful that next year we will be able to get together in person and this pandemic will be a distant memory.

## *Naina Minhas - NKS Manager*

The coronavirus pandemic hit us all globally. No one was untouched, bringing massive changes to people's lives in 2020 which carried forward to 2021. We are all learning to live with the 'New Normal'.

The voluntary sector too has been impacted, and Networking Key Services (NKS) Ltd. is no exception. The years 2020/21 and 2021/22 have tested our resilience to the core. NKS paused many services and cancelled some to focus on urgent needs of communities in the emergency of public health crisis. Since BAME communities have been impacted disproportionately by COVID-19, it has put immense pressure on organisations working with these communities in terms of time and resources. Although NKS managed to survive the pandemic, the post COVID-19 recovery and, confidence to build the future of the organisation for long-term sustainability is of prime importance in the current environment. Considerable support from relevant stakeholders is required to work towards sustainable service provision.



*NKS Food Delivery Project ~ May 2020*

The year 2020/21 kept NKS extremely busy supporting communities impacted by the pandemic and lockdown that had added to the existing challenges of the already marginalised grass root families. Inequalities in all areas for BAME communities widened and the workload increased. NKS staff team and volunteers outreached and worked to help isolated and housebound people under extreme risky circumstances. We all went beyond our job description boundaries. In fact all staff team were responding to

community needs irrespective of their position or work remit within the organisation. The commitment of the NKS staff and volunteers during the pandemic is commendable and they deserve a huge applaud.

Food and essentials were the immediate needs of the communities. Older people, women and children were most affected. NKS staff and volunteers worked tirelessly on the Food Delivery Project to deliver fresh hot food and essential items to the elderly and vulnerable people during the lockdown. This was much needed help as most of them had no other support due to the COVID-19 restrictions and the lockdown. Funds were immediately raised through donations from the communities and by applying to emergency funding provided by the Scottish Government.

Socio-economic circumstances of families with children and young people deteriorated and domestic violence cases shot up. Mental and physical wellbeing of people suffered due to isolation and poor socio-economic circumstances. NKS set up a special service to provide one to one support to families with urgent issues presented by them. The Family Support Work Service at NKS saw a huge rise in the number of families seeking help as the lockdown continued. More families sought help for welfare benefits and some wanted to know how they could be furloughed as their employers were not doing this. There was a rise in domestic violence issues and individuals who were dealing with depression due to the lockdown.



NKS Annual General Meeting Online ~ December 2020

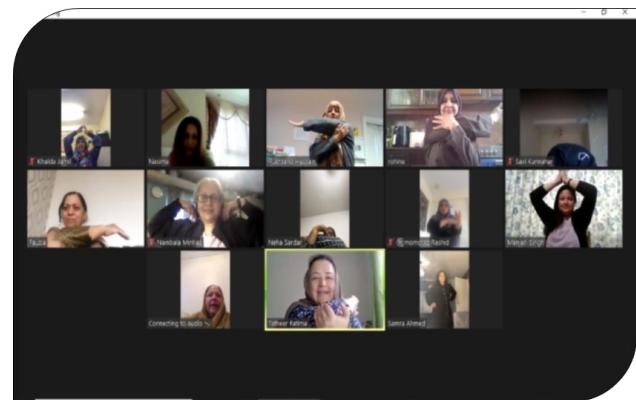
Connecting with the communities became a big hurdle and a major issue for the organisation as well as users of services. All communication and advice was taking place via phone or online. Although work phones and laptops were organised for the staff team working from home, we faced a huge barrier with the grass root families due to low digital literacy and non-availability of digital devices among BAME people. Digital exclusion of BAME grass roots is still a huge barrier that needs to be addressed. NKS set up digital literacy sessions for families, outreaching people on

their doorsteps to teach them Zoom and Microsoft Teams skills that enabled them to connect with the outside world.

NKS secured funding to provide vulnerable and isolated users with iPads and Chromebooks so that they could get online and not only take part in the online Zoom sessions at NKS but also keep in touch with family members and loved ones. They were supported by the NKS Digital Literacy Project to set up their devices, learn how to use them and with help if there were any issues.

People with long-term health conditions experienced complex escalated issues due to limited access to health services and support at home; especially for those living alone. NKS identified and outreachted them to provide much needed support as most were housebound. The support was highly appreciated by all, as it was felt that the support offered reduced the risk of isolation and poor life circumstances.

The NKS Self-management of Long-Term Health Conditions Project provided regular health sessions, such as stress management, bereavement and diabetes through Zoom and one to one support as and when urgently needed whilst following the latest COVID-19 guidelines. It was very difficult to access GP and other health services due to the lockdown.



Gentle Exercise Session ~ March 2020

NKS survey with 115 people to identify how COVID-19 affected them, revealed many experiencing low mental and physical well-being. Carers reported increased stress and pressure as their caring duties increased compounded by reduced support in general. The NKS Carer's Project was proactive throughout last year in supporting carers in these difficult times. One to one support was offered where required and relevant information was provided through carers' forum that is running successfully for the last three years. A number of carers have been connected with agencies such as VOCAL that is further benefitting them in receiving appropriate services. The NKS Carers' Project also supported the carers with online sessions to do with

their health such as improving immunity; coping skills for stress and anxiety; mindfulness; yoga and healthy cooking. They needed to look after themselves before they could look after their loved ones.



*Online Gardening Session with RBGE ~ May 2020*

The Low Carbon Communities Initiative provided regular Zoom sessions on: gardening at home and gardening at the Royal Botanic Garden Edinburgh (RBGE); upcycling of food; sewing; recycling; smart meters and swap shops etc. Sessions took place with all of the groups that run at NKS.

The Investing in Communities Fund Project continued to address the health and socio-economic inequalities for South Asian women in Edinburgh through online activities twice a week and covered wide ranging activities of interest to the users. The project also liaised with the other projects running at NKS and the users took part in their activities too.



*NKS Users at the Hindu Mandir ~ September 2020*

The Heritage Lottery Project progressed well with online sessions to educate the users about the history of religious buildings and to collate the information to go in to the final banners and panels. Work continued on these and preparations were being done for the exhibition due to be held in June 2021.

The NKS Oral Health Project held oral health sessions online in the groups. It was very important that users continued to look after their oral hygiene as, like everything else, dental surgeries had also closed in

the lockdown. More work was done with the nursery and After School/Homework Club (ASHC) children as they were home from school. The staff supported users who needed urgent dental treatment during the lockdown too.

The NKS Edinburgh Garden Partners Project worked with elderly and infirm users to provide them with volunteers to come and look after their gardens. Gardening is one of the best ways to combat loneliness and isolation. Having a lovely garden is also good for your mental health.



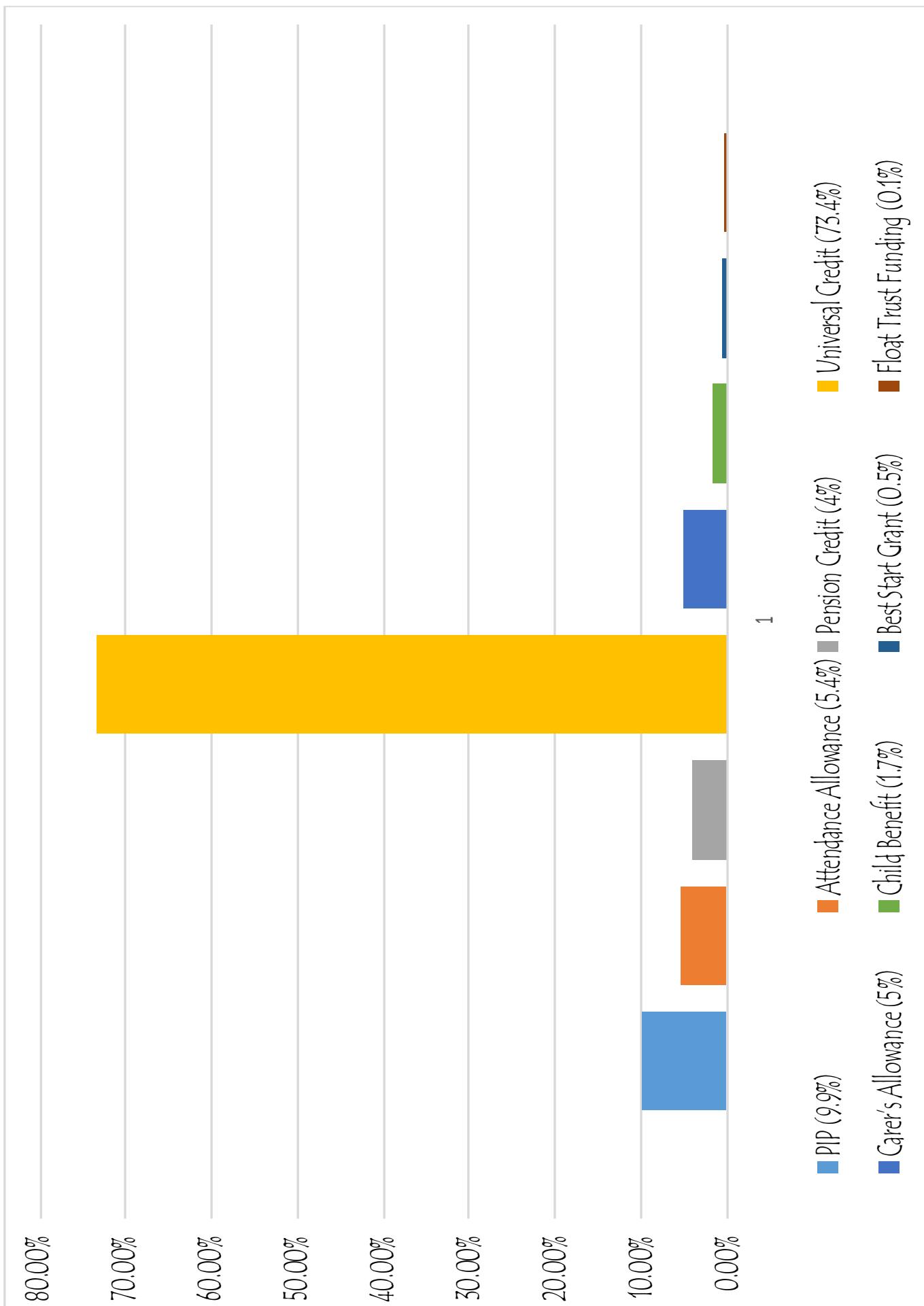
*NKS Nursery Diwali Celebrations ~ November 2020*

The NKS Nursery had to close temporarily due to the lockdown. This was very difficult for NKS, the children and their parents. The nursery staff was furloughed. Other staff and volunteers provided regular online interactive sessions to the children and their parents. Oral health sessions were done online too to remind the children about looking after their teeth. The NKS ASHC had to close temporarily too. The children were not at school and had no homework to do. The classes restarted once the children went back to school.

The lockdown was very difficult for everyone involved. Despite the logistics of it all, NKS successfully delivered the planned activities, with the full support of the funders, and was able to help and support a lot of women and their families to get through the pandemic.

In the current year, as a way forward, we are focusing more on post recovery strategy for the organisation as well as BAME communities to build resilience to strengthen the foundations of NKS and for long-term sustainability of support services provided.

# NKS Family Support Work Service Income Maximization for Clients for 2020/2021



# NKS Work in Photographs



*Outdoor Session ~ October 2020*

**How Many Calories Should I Consume?**

- Daily guidelines for women and men? 2000 kcal / 2500 kcal
- My weight (71kg) x 22 (24 for men) = 1704 kcal (this is my 'basal metabolic rate' – what my body needs just to exist)
- But I also move & exercise a bit, so we multiply 1704 by

1.2	Mostly sitting
1.3	Fairly active (walk/exercise 2 days/week)
1.4	Moderately active (walk/exercise 3 days/week)
1.5	Active (exercise hard 3 days/week)
1.7	Very active (exercise hard daily)

**1704 x 1.2 = 2044 kcal**

So I should consume 2044 kcal/day to maintain my weight

However, of course I do move and exercise a bit, so we multiply this 1704 by one of these numbers here in grey.

*Health Talk & Exercise Session ~ March 2021*

**Carbohydrates – Refined**

What's wrong with refining?

Refined carbohydrates (white rice/pasta/bread/cereals/sugar)

- Very low levels of vitamins, minerals, good fats, fibre
- Easy to digest: blood sugar ↑ & satiety ↓
- Can cause weight gain
- Risk factor for Diabetes
- Refined carbs do not feed gut bacteria
- Bad for teeth

But it means that they're not terribly filling  
They can cause weight gain so they will make us

*Food Nutrition Session ~ April 2021*

*COVID-19 Vaccine Information Session ~ April 2021*

**Deaf Action's Services**

- Social Work
- Support Services
- Specialist Equipment
- Befriending Service
- Communication Interpreting Agency
- British Sign Language classes
- Multimedia Service
- Projects – befriending, Youth Service
- Advice Line

*Health Session ~ May 2021*



*Digital Literacy Support ~ June 2021*



*NKS Outing to Cairnie Fruit Farm in Cupar ~ July 2021*



*Saturday Group Outing ~ June 2021*

## *Jack Marshall - Treasurer*

The environment that NKS operates in remained extremely challenging during 2020/21 significantly due to the impact of the Coronavirus pandemic. Demand for the type of services that NKS provides grew during the year and fortunately NKS (through the significant efforts of our manager Naina Minhas) has been successful in gaining funding from a number of funding providers for new services and activities that support NKS' core aims and objectives and which have enabled NKS to provide additional support to NKS clients throughout the pandemic.

Despite the extremely difficult environment created by the pandemic 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.

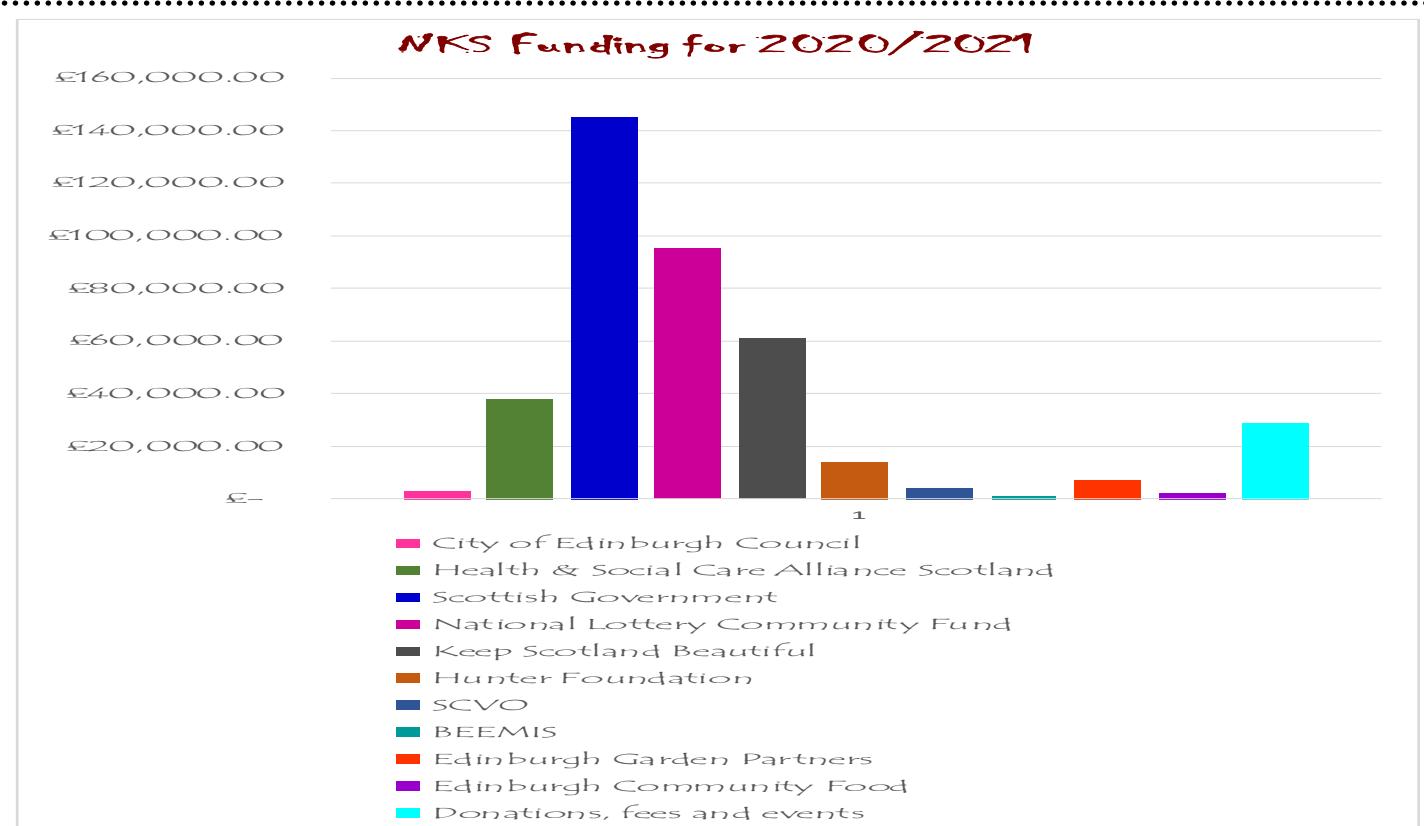
These activities and actions have had a very positive impact on the lives and wellbeing of NKS clients.

The key financial indicators for 2020/21 are as follows:

Total income for the year - £400k, an increase on the previous year's income of £35k equal to almost 10%.

This funding is comprised of the following main components:

City of Edinburgh Council funding - £3k



Health & Social Care Alliance Scotland - £38k  
Scottish Government - £145k  
National Lottery Community Fund - £95k  
Keep Scotland Beautiful - £61k  
Hunter Foundation - £14k  
SCVO - £4k  
BEMIS - £1k  
Edinburgh Garden Partners - £7k  
Edinburgh Community Food - £2k  
Donations, fees and events - £29k

Year End Reserves - Total Reserve Fund balances have increased from £125k to £165k. Restricted funds have increased from £48k to £71k and unrestricted funds have increased from £77k to £93k.

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 £90k) and the good performance in 2020/21 makes positive progress towards this target, achieving £87k.

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 (LTHCs) Worker  
 Neena Agarwal ~ LTHCs Worker  
 Nasima Zaman ~ LTHCs Worker  
 Nazia Majid ~ LTHCs Worker  
 Neeru Bhatnagar ~ Health and Social Inequalities Project (HSIP) Coordinator & COVID Support Project Worker  
 Rohina Hussain ~ HSIP Worker  
 Samina Fayyaz ~ Oral Health Project (OHP) Worker  
 Tatheer Fatima ~ Climate Challenge Initiative Project (CCIP) Coordinator  
 Manjari Singh ~ CCIP Worker & Edinburgh Garden Partners Project Worker  
 Nazma Rahman ~ CCIP Worker & OHP Sessional Worker  
 Samra Ahmed ~ Carers' Project (CP) Coordinator  
 Humera Adnan ~ CP Administrator  
 Rukhsana Hussain ~ NKS Nursery Manager  
 Amina Rahman ~ Senior Childcare Practitioner  
 Fauzia Ahmed ~ Childcare Practitioner  
 Kaniza Rahman ~ Childcare Practitioner  
 Rezwana Khan ~ Childcare Practitioner  
 Nazish Raza ~ Childcare Practitioner  
 Tahira Ali ~ In Charge of Cleaning

## *NKS Management Committee for 2020/2021*

Rohini Sharma Joshi ~ Director (Chair)  
 Sugantha Ravindran ~ Director (Vice Chair)  
 Jack Marshall ~ Director (Treasurer)  
 Indumati Pandya ~ Director (Joint Treasurer)  
 Yasmin Ahmad ~ Director (Secretary)  
 Mussarat Ahmed Kaneez ~ Director (Joint Secretary)  
 Jabeen Munir ~ Director  
 Shaheen Ahmed ~ Director  
 Alison Conroy ~ Director  
 Honor Loudon ~ Director  
 Lesley Hinds ~ Director  
 Kiren Zubairi ~ Director

## *NKS Volunteers*

We value and appreciate the following people who gave up their time to volunteer with us: Honor Loudon 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 on [nks@nkshealth.co.uk](mailto:nks@nkshealth.co.uk) or call us on 0131 221 1915 for more details about our wonderful nursery.

Thank you!



## *NKS Funders for 2020/2021*



*Thank you  
for your  
support!*