

# Networking Key Services

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



## Annual Report 2021/2022

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

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*Charity Number SC000697 / Company Number 226920*





NKS AGM ~ November 2021.

*It has been another successful year for Networking Key Services (NKS). There were many challenges as people were still dealing with the aftermath of the pandemic, but NKS continued to grow to serve the community. At NKS the staff tried their utmost to support the service users and to encourage them to return to a normal way of life.*

*Despite the many challenges, NKS successfully delivered a wide range of projects to encourage, support and empower the service users. You can read all about them in this annual report. There was something for everyone from the youngest to the eldest and for women, men and children. It is wonderful to see NKS returning to life with the service users joining in the activities.*

*Everyone was very pleased to see other members of the community in person and be with people at the Annual General Meeting (AGM) in November 2021 at Lauriston Hall, enjoying the cultural programme and catching up with each other over lunch. I believe we have slowly but surely moved to normality to an extent that while dealing with the disproportionate physical and financial impact of Covid-19 on ethnic minority communities, we have consistently delivered our services to clients.*

*I would like to take this opportunity to thank NKS Director, Naina Minhas, for her hard work in securing funding for new and continuation of existing projects and her commitment, dedication, and leadership in making NKS a successful organisation. I would also like to thank all the staff for their hard work over the year in supporting their clients. My big thanks to all the volunteers who have supported the work of NKS by working hard and giving their time. Their contributions are very much valued and appreciated.*

*I would also like to thank all our funders, who have given us funding to be able to deliver the*

*projects and support our service users in these difficult times.*

*Finally, a huge thanks to my fellow committee members for all their support, contributions, and advice, during the year. We were a good team.*

*Naina Minhas - NKS Director*

*The year 2021/2022 was an exceptional success, full of achievements with noteworthy projects introduced by NKS, benefiting local communities; post COVID-19 in several different ways. The intense community engagement via the much-needed service provision for grassroots brought us further closer to the local South Asian and other ethnic minority communities in Edinburgh. Our phone helpline introduced last year in different South Asian languages hit the nail where it was desperately needed. The phone calls for help crossed the count of 100 where most callers needed urgent advice. It clearly evidences the negative impact that the pandemic had on people's lives.*

*We started the year 2021 with many hopes and fears. The hope of getting back to normal functioning of the organisation and strengthening the very foundations that were shaken by the public health crisis and further getting over the fear of financial crisis compounded by increased inflation that acted as the main constraint in providing effective services to communities already facing widening inequalities.*

*I would applaud the NKS staff team and our management committee who all joined hands determined to build organisational capacity and work towards addressing increased inequalities for marginalised communities.*

*The highlights of the significant achievements are summarised below:*



NKS Men's Support Group Dementia Session ~ January 2022.

*Self-managing the long-term health conditions in*

South Asian communities is a pressing need. Some of the health conditions such as diabetes, heart disease, arthritis and to some extent cancer are more prevalent in South Asian communities. NKS supported over 100 individuals with long-term health conditions and advocated for their carers last year to access health and welfare services.



Autism Staff Training ~ January 2022.

Autism training for the NKS staff team and raising awareness in South Asian communities via group activities and information sharing sessions was one of the significant highlights of the NKS work. The short-term Autism Project brought on board many concerns, due to the number of cases identified in communities compounded by the lack of resources to support ethnic minority families in this area. Currently, NKS is urgently seeking to identify funding channels to reintroduce the Autism Project for South Asians to ensure inclusive services for them.

The Carers' Forum and one to one support service to carers continued from the previous year and further addition to the service was made; empowering communities where families falling into low-income categories are also supported with an array of challenges facing them. Every week 4 to 5 families received support using a person-centred approach.

Domestic violence was on the increase within the South Asian communities during the pandemic lockdown. The public health crisis had a negative impact on women and children isolated due to the lockdown. Some of the main causes for domestic violence were deteriorating socio-economic conditions of families and poor mental and physical wellbeing. NKS supported not only women and children, but also some men facing domestic violence issues. Most of the phone line queries for help were in relation to domestic abuse and poor financial status.

Over 300 appointments were taken up in 2021

to support people facing financial crisis due to unemployment and under-employment.

Eight groups ran online in 2021 and some face to face – mainly outdoors to ensure that individuals and families are connected to the outside world. A range of health and recreational activities were provided – either online or outdoors.

Enhancing digital literacy skills was a big challenge to connect people; especially women at grass root level and older people. The majority of them did not have access to digital devices either. Through the Connecting Scotland Programme, NKS managed to distribute over 80 digital devices and supported women and older people to connect with others through the digital learning programme started by NKS. Sixty individuals – men and women gained basic skills to operate a digital device, and as a result, NKS managed to engage with most of them through the online group work.

The widening inequalities due to the pandemic increased our workload for our Health and Social Inequalities' Project. Extension of funding to take the work forward in the current year has helped NKS to support more and more families facing increased socio-economic inequalities.

As part of the Health and Social Inequalities Project and our Carers' Forum, NKS devised a volunteers' programme, identified, and trained 10 volunteers to take up fieldwork and support isolated grass root families and older people in accessing services in Edinburgh.

NKS had also managed to identify volunteers to teach basic conversational English skills to men and women. The English conversation sessions ran for the whole year with more than 15 women and men online.



NKS Service Users ~ January 2022.

Older people's groups ran throughout the year and further, on demand from the Indian community new, additional mixed older people's group – men and

women has been set up to meet once a month. The group has been well received and running successfully engaging the group members in a range of educational and cultural activities. Currently, we have three different older people's groups running at NKS catering for the various needs of people from diverse communities.

The Carers' Forum meeting once a month has given a voice to the unpaid carers to share information and learn about their rights as well as services available for carers in Edinburgh. The majority of them have been encouraged and supported to access VOCAL services – a carers' organisation in Edinburgh providing a range of facilities for carers.



NKS Climate Action Fund Project ~ August 2021.

The NKS waste reduction project leading to reducing CO2 in communities has been running successfully; providing an array of activities to reduce waste that includes – redesigning of old dresses, swapping household items through swap shops, reusing leftover cooked food, gardening and composting. Sewing and cooking are becoming very popular with women.

As part of climate change, we have worked intensively in the area of energy efficiency where a great deal of field work has been carried out to educate over 200 older people about the importance of smart meters that could help to reduce energy consumption and contribute to a greener environment.

NKS contribution to reduced carbon footprints also includes a gardening project in collaboration with the Edinburgh Garden Partners Project and educational sessions with the Royal Botanic Garden Edinburgh.

NKS also collaborated with the National Museum of Scotland to help engage South Asians in reviewing objects/artefacts secured from South Asian countries during the colonial times. A group of

South Asian people worked together and brainstormed to write a label for an object obtained from India in the early 18<sup>th</sup> century. The activity was thoroughly enjoyed by the group that led to collaborating for another project with the Museum in the current year – Discoveries Project; collecting people's stories around the objects displayed in the National Museum of Scotland.

Last year was the final year of the NKS Oral Health Project. The project managed to raise awareness of the importance of good oral hygiene among South Asian families through several innovative activities and information sessions. The emphasis of the project was mainly on early years of children that led to effective interaction with the mothers of young children. Over the three years project a significant gap in dentist services for communities was identified and reported to the funders via our three yearly report.



Snack time in NKS Nursery ~ March 2022.

The NKS Nursery remained closed during the lockdown for most communities that led to a reduced number of children registered and attending the childcare facility. It took some time, but finally, the childcare facility has picked up and, currently there are 27 children attending the NKS Nursery. Childcare is an integral part of the NKS service provision, as the majority of the NKS service users are women, and childcare services are an essential part of community engagement.

The year also saw NKS engaging with communities and organising cultural events and outings providing opportunities for people to get together and interact. Christmas celebrations funded by Age Scotland, Burns Night funded by BEMIS and summer outings funded through Edinburgh Pact were all a welcome change for the communities after the lockdown.

The NKS After School/Homework Club restarted when the schools reopened. Currently there are 12

children attending regularly each week and they are benefitting from the support offered with their studies.



NKS service users Christmas Lunch ~ December 2021.

In conclusion, although last year was a busy period for the organisation, it was an uphill task to shift to a hybrid way of working. Health and safety was of prime importance and it was pertinent to have safety guidelines in place along with masks, screens and sterilising products for staff and service users. The staff team and volunteers had to re-organise themselves to come back to work and provide services face to face. No staff or volunteer remained untouched by the virus due to the nature of the community work. The management of the organisation was always struggling to balance out the service provision with the constant staff shortage. The community lacked confidence to come out and engage with others face to face. A lot of time was spent outreaching and visiting families to understand the challenges faced by them. The post-pandemic survey study was carried out to assess widened inequalities experienced by the marginalised families.



Smart Meters GB Session ~ September 2021.

The organisation, in other words had to rebuild its services and finances that led to increased workload for the staff team. The organisation

struggled with time and resources. Currently, NKS is identifying funding sources to support families and address the negative impact of COVID-19.

I would like to end by saying a big thank you to: NKS staff for all their hard work; the management committee for their valuable contribution, commitment and support to run NKS and the funders for 2021/2022 who have financially supported us to do the excellent work that has been done.

*Jack Marshall - Treasurer*

The environment that NKS operates in remained extremely challenging during 2021/22 significantly due to the ongoing impact of the Coronavirus pandemic. Demand for the type of services NKS provides continued to grow during the year and fortunately NKS (through the significant efforts of our Director 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 and beyond, despite overall income reducing as some projects and funding reached the end of their planned activity.

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 2021/22 are as follows:

Total income for the year - £315k, a reduction of £85k on the previous year's income of £400k as a result of some income streams reaching the end of their programmed operating period.

This funding is comprised of the following main components:

- City of Edinburgh Council funding - £12k
- Health & Social Care Alliance Scotland - £29k
- The Scottish Government - £117k
- The National Lottery Community Fund - £64k

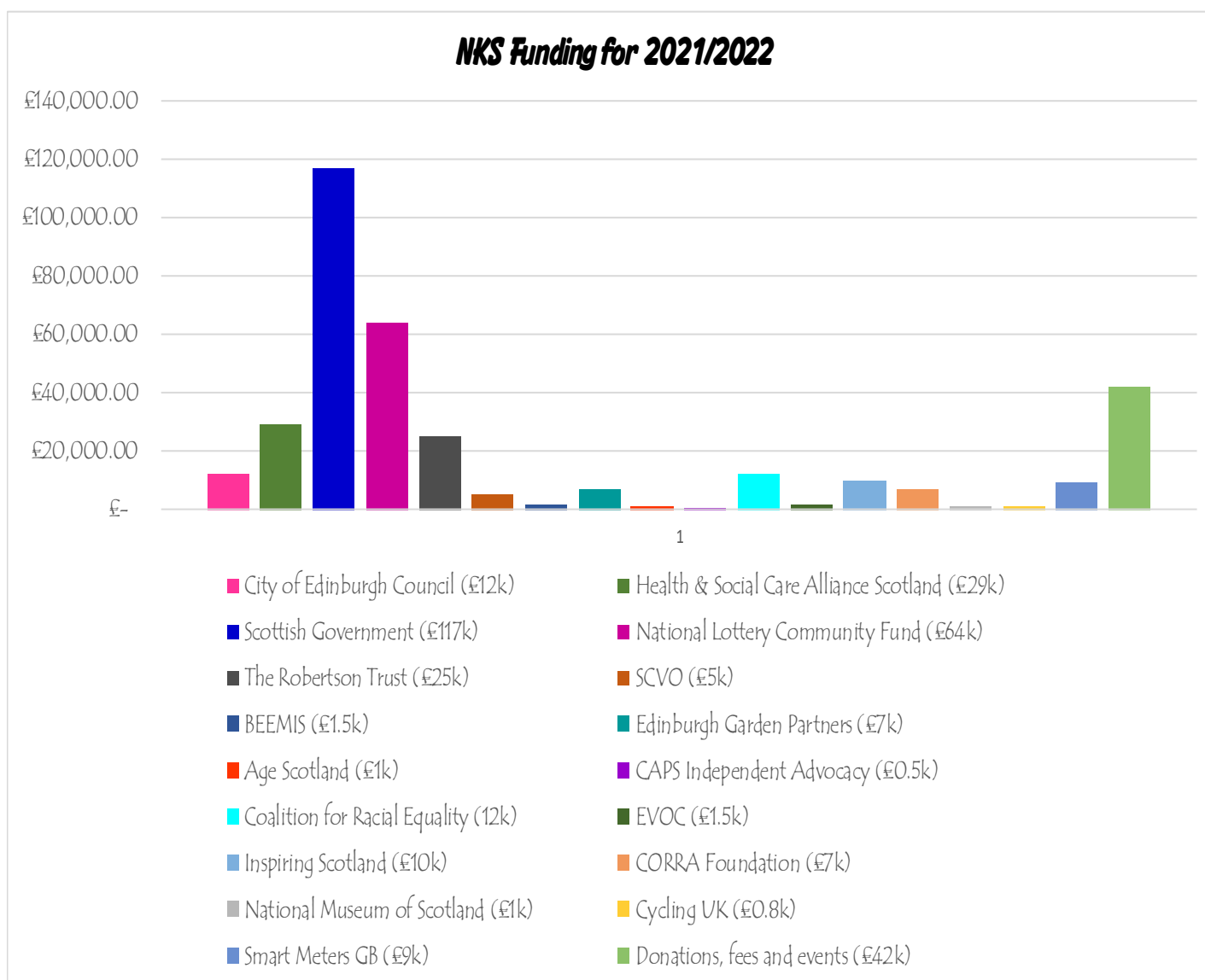
The Robertson Trust - £25k  
 SCVO - £5k  
 BEMIS - £1.5k  
 Edinburgh Garden Partners - £7k  
 Age Scotland - £1k  
 CAPS Independent Advocacy – 0.5k  
 Coalition for Racial Equality - £12k  
 EVOC - £1.5k  
 Inspiring Scotland - £10k  
 CORRA Foundation - £7k  
 National Museum of Scotland - £1k  
 Cycling UK - £0.8k  
 Smart Meters GB - £9k  
 Donations, fees and events - £42k

have reduced from £165k to £140k. Restricted funds have reduced from £71k to £31k and unrestricted funds have increased from £93k to £109k.

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 2021/22 made positive progress and exceeded this target, achieving £106k.

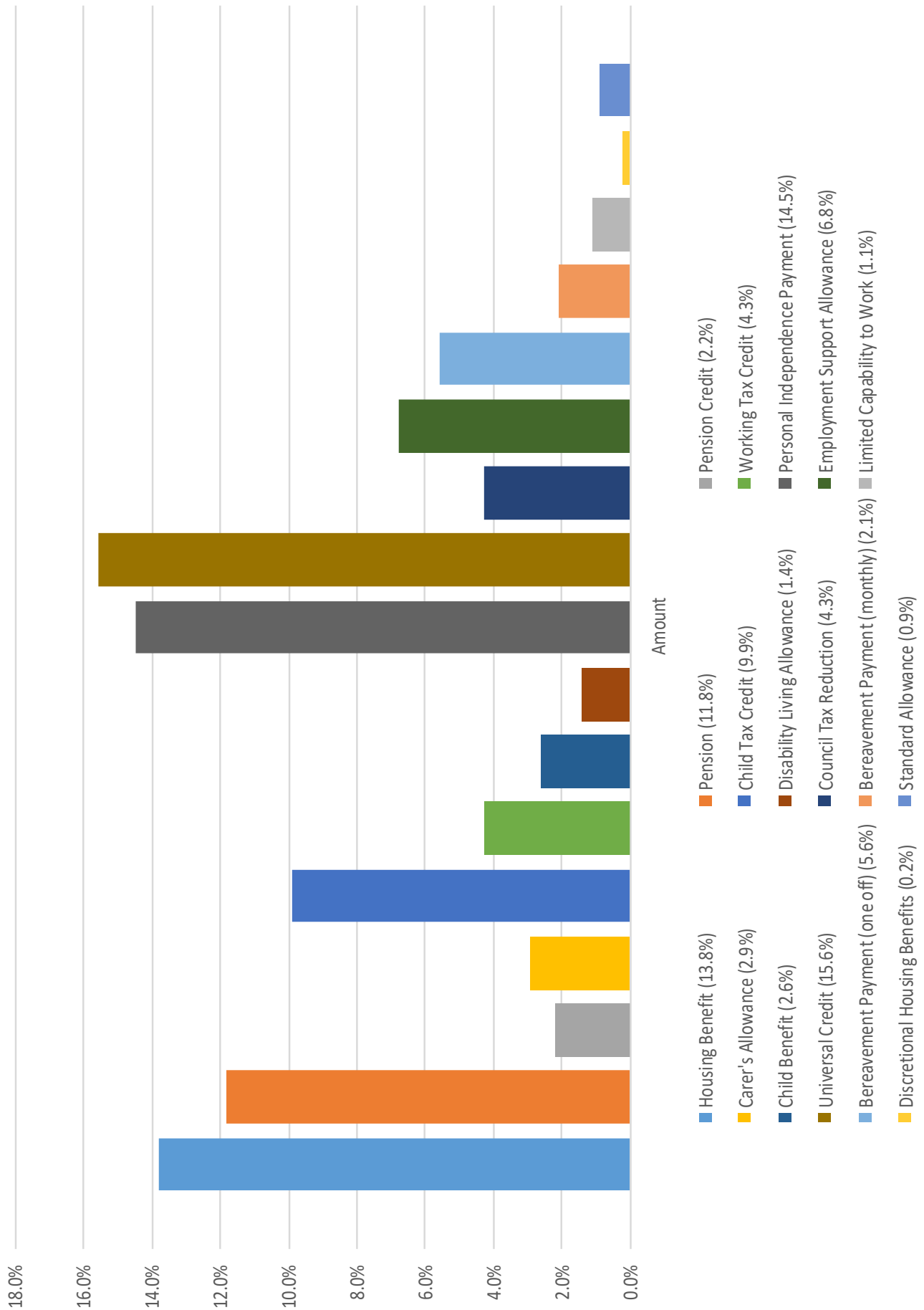
In summary, NKS has continued to perform well, to manage budgets well and has the strength to face the financial challenges ahead.

**Year End Reserves – Total Reserve Fund balances**



*Health and Welfare Project Enriching Communities – Winner of:  
 Integration Partnership of the Year Award for 2017*

Income Maximization for 2021/2022



**Naina Minhas** ~ NKS Director

**Humera Adnan/Khalda Y Jamil** ~ NKS Administrators

**Rukhsana Hussain** – NKS Nursery Manager

**NKS Project Coordinators:**

**Manjari Singh** - Edinburgh Garden Partners Project

**Neeru Bhatnagar** - Health and Social Inequalities Project

**Nazia Majid** - Health & Wellbeing Project and Helpline Project

**Samra Ahmed** - Empowering Communities Project

**Tatheer Fatima** - Climate Action Fund Project and Smart Meters GB Project

**NKS Project Community Development Officers:**

**Manjari Singh** - Climate Action Fund Project Officer and Smart Meters GB Project Officer

**Naseem Suleman** - Family Support Officer & Long Term Health Conditions Project Officer

**Nasima Zaman** - Long Term Health Conditions Project Officer

**Nazia Majid** - Long Term Health Conditions Project Officer

**Nazma Rahman** - Climate Action Fund Project Officer and Smart Meters GB Project Officer

**Neena Agarwal** - Long Term Health Conditions Project Officer

**Neeru Bhatnagar** - Community Development Officer

**Rohina Hussain** - Health and Social Inequalities Project Officer

**NKS Community Engagement Officers:**

**Neeru Bhatnagar & Rana Shams**

**NKS Childcare Practitioners:**

**Amina Rahman; Fauzia Ahmed; Kaniza Rahman;**

**Nazish Raza & Rezwana Khan**

**Tahira Ali** ~ In Charge of Cleaning

**Rohini Sharma Joshi OBE** ~ Director (Chair)

**Sugantha Ravindran** ~ Director (Vice Chair)

**Jack Marshall** ~ Director (Treasurer)

**Jabeen Munir** ~ Director (Joint Treasurer)

**Yasmin Ahmad** ~ Director (Secretary)

**Mussarat Ahmed Kaneez** ~ Director (Joint Secretary)

**Shaheen Ahmed** ~ Director

**Alison Conroy** ~ Director

**Honor Loudon** ~ Director

**Lesley Hinds** ~ Director

**Indumati Pandya** ~ Director (resigned 10/10/2021)

**Kiren Zubairi** ~ Director (resigned 18/06/2021)

**NKS Volunteers**

We value and appreciate the following people who gave up their time to volunteer with us: **Hamza Raza, Honor Loudon, Rachel Clegg, Saba Ahmed, Sonali Gupta and Tashfeen Amber.** 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 or 0131 659 7837 for more details about our wonderful nursery.

Thank you!



**NKS Funders for 2021/2022 ~ Thank you for your support!**

