

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

Empowering Women and Families
Since 1987



Networking Key Services Ltd
(formerly known as Nari Kallyan Shangho)

"...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

NKS ANNUAL REPORT FOR 2022/2023



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Charity Number SC000697 Company Number 226920

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NKS Chair's Report

Rohini Sharma Joshi OBE

It gives me great pleasure to write yet another report for this amazing organisation, Networking Key Services (NKS). I have been chairing for several years and every year brings a new chapter of innovative projects and new ideas. Some of the projects continue to deliver for over a year but with new approaches to keep up with the change and demand from the community NKS serves.

NKS listens and pays attention to the needs of its community, which I believe is the core of the organisation.



*NKS Mixed Older Peoples Group ~
August 2023*



NKS Carers Group ~ January 2023

This year brought about significant partnerships with other organisations to deliver large-scale projects to achieve a common goal, which is to serve the community by providing information, raising awareness, and delivering successful projects. Details of these projects will be explained in detail in the Director's report.

On behalf of the management committee, this is also an opportunity for me to thank the staff for their hard work and all that they do by going beyond what is expected of them to deliver successful projects and never losing sight of what the community needs. It is difficult to put into words the unwavering determination and commitment of NKS' Director Naina Minhas to seek new funding opportunities, develop partnerships, and oversee successful delivery of projects. She continues to raise the bar of achievements every year!



NKS Cultural Event ~ June 2022

Finally, thanks to the committee members for their continued support and in making sure that NKS adheres to its strategic objectives. I'm sad about the departure of our Vice Chair, Jack Marshall, who has previously served as a treasurer for several years. Jack has been an asset to NKS in many ways and his valuable contributions will be missed by the committee members and the staff alike. Thank you, Jack!

Wishing NKS another successful year ahead!

NKS Annual Report ~ Empowering Communities

Naina Minhas ~ NKS Director

With the mission of empowering communities through a range of capacity building initiatives, NKS continued to engage with women and families last year, to build resilience and support the overall wellbeing of people. COVID19 brought unexpected challenges for communities and Post-pandemic issues for people escalated that prompted NKS to upscale its services to support communities in addressing these. Through meaningful engagement we promoted increased social capital, a healthier lifestyle, improved quality of life, and valuable as well as much needed contribution towards net zero transition. We used both face to face and hybrid formats of engaging with communities. The highlight achievements for 2022/23 are notable:

- A journey towards improved quality of life through our National Lottery Funded project; empowering communities post-pandemic, and through the project funded by the Scottish Government's investing in communities fund programme, was highly positive and successful. Over 150 people were supported one to one and in group settings to find recovery pathways for themselves. A wellbeing forum to discuss challenges and to support the collective voice of grassroots was an effective strategy to identify gaps and barriers to advocate for families experiencing widening health and socio-economic inequalities. Confidence building, improved mental and physical wellbeing and increased social networks were the focus of the work of NKS.
- Through the forum, a need for a confidential helpline was identified. The escalated challenges for women and children i.e. domestic violence and poor economic circumstances due to job losses were too personal to talk about in public. Due to the close knit nature of communities, women strongly felt the need to talk about their situation in confidence. A confidential helpline was the need of the day. NKS worked to set up a helpline in different South Asian languages. The Corra Foundation provided funding for three years. Last year, over 150 calls were received from South Asian people looking for help. Approximately 200 people received one to one support to access a range of services that they felt were otherwise inaccessible due to many barriers faced by them.
- The project to support South Asian people to self-manage their long term health conditions was effective with many successful outcomes. The support group for people with long term health conditions was well attended where 140 people received information about health and social care services and relevant health issues. Over 50 individuals received one to one support with the management of long term health conditions. With financial support from Health and Social Care Alliance Scotland, NKS has been engaging and supporting 60 people in group settings and on a one to one basis to upskill them digitally. The participants of the project are not only learning digital skills, but are learning to access health and social care services online with the help of the digital inclusion officer at NKS.



NKS Health Session on Cancer ~ November 2022



NKS Users on a Canal Boat ~ January 2023

- In the past year, we also set up a Wellbeing Support Group with the help of Scottish Government mental health funding to promote positive physical and mental health that offered opportunities of mindfulness activities for men and women. Once a month sessions, attended by 20 people on an average entailed information on stress management, exercises, and yoga, and many other mindfulness activities. The sessions in group settings were offered in various venues to increase accessibility for a wider audience.
- With some funding allocation from One City Trust, we were able to support 40 older people facing extreme isolation due to fear of COVID19 by bringing them out of the house and encouraging them to join support groups. We organised transport through Handicabs for many who were not confident to drive or use public transport. Eight women with complex challenges on a domestic front were provided with intense support that included addressing housing issues, and domestic violence issues that were compounded by mental health issues encountered due to their deteriorating circumstances.
- NKS collaborated with the National Museum of Scotland on a project documenting heritage stories based on South Asian objects displayed at the Museum. The project was an innovative way of telling stories from South Asian perspectives and was received enthusiastically by the community. Over 60 individuals participated in writing about the chosen objects and over 100 people attended celebrations at the end of the project. The project work will go live on the Museum website in November of this year.



NKS Users at the Museum ~ May 2023



NKS Users at a Recycling Centre ~ March 2023

- The one year Climate challenge development project funded by the National Lottery around waste reduction in partnership with ELREC has been successfully completed with over 1000 ethnic minority people participating in working towards net zero transition. The development project helped us to understand climate injustice and the needs of South Asian communities to adapt to an eco-friendly lifestyle. As a result we have been able to secure a five year grant award, again in collaboration with ELREC and Score Scotland, to work with communities towards zero waste transition. The partnership between three leading ethnic minority organisations in Edinburgh to mobilise the climate change cause is unique and a step towards a good practice model.
- NKS managed to obtain small grants to train the staff team in the area of Autism and associated arising issues, and further to organise sessions for South Asian communities to raise awareness of Autism. Eleven members of staff attended training over eight weeks to learn more about Autism. The staff team managed to engage with approximately 80 people in South Asian communities to talk about Autism.
- We highly appreciate and thank Age Scotland for supporting our older people by giving funds and gifts during the festive season in 2022. This was so helpful and cheered up our senior citizens during the dark month of December.

Network Key Services (NKS)

- We trained ten volunteers in 2022/23 and provided them with six month placements through funds received from the Southside Neighbourhood.
- Over 50 children attended the NKS Nursery during 2022/23. They benefitted from the educational and fun activities in the warm and caring atmosphere of the nursery.
- A total of 12 children attended the NKS After School Homework Club and benefitted from the extra support with their studies.
- Although we celebrate our achievements, the year 2022/23 was not without challenges; financial issues and inadequate funding has always been an issue we struggle with. The increased workload with no increase in hours for our staff team post-pandemic has been a huge struggle to maintain a balance of meeting community needs and staff workload.
- Nonetheless, we would like to heartily thank our funders who believed in us and supported NKS financially to build resilience in our communities. A big thanks goes to our management committee, who supported our work at all stages that helped staff morale. The NKS staff team truly deserve a huge round of applause for not giving up and tirelessly supporting families and being there for them when they needed us the most.

NKS Treasurer's Report Lyn Jones ~ NKS Treasurer

The environment that NKS operates within improved significantly during 2022/23 due to the waning impact of the Coronavirus pandemic. Demand for the type of services that NKS provides continues to be strong. Our Director Naina Minhas has once again been very successful in gaining funding from a variety of funding providers for new services and activities that support NKS' core aims and objectives.

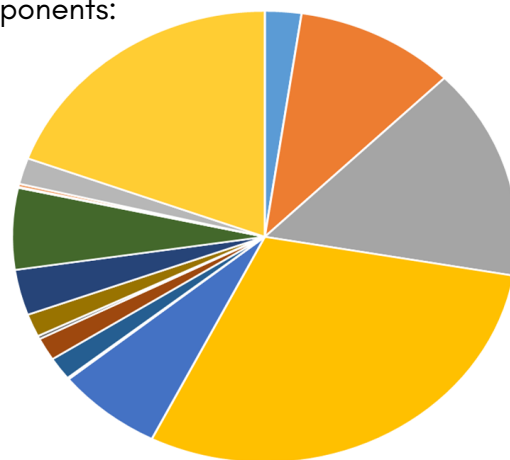
Through the continued commitment and dedication of NKS staff, NKS has once again sustained and increased service delivery of a high quality. It is heartening to see a comprehensive and growing range of services with new funding streams being accessed and new services being delivered.

The key financial indicators for 2022/23 are as follows:

Total income for the year - £428k, a substantial increase of £113k on the previous year's income of £315k as a result of the Director's excellent fundraising efforts, and of the continuing success of the NKS Nursery and other fundraising activities. Total expenditure for the year was £399k.

This funding is comprised of the following main components:

City of Edinburgh Council - £10k
Health & Social Care Alliance Scotland - £4
The Scottish Government - £65k
The National Lottery Community Fund - £127
The Robertson Trust - £29k
Stop Climate Chaos - £0.5k
Thrive Edinburgh - £7k
Edinburgh Garden Partners - £7k
Age Scotland - £1k
CORRA Foundation - £7k
National Museum of Scotland - £14k
Smart Meters GB - £25k
Lothian Health Board - £0.25k
Luminate - £1k
One City Trust - £8k
Donations, fees and events - £83k



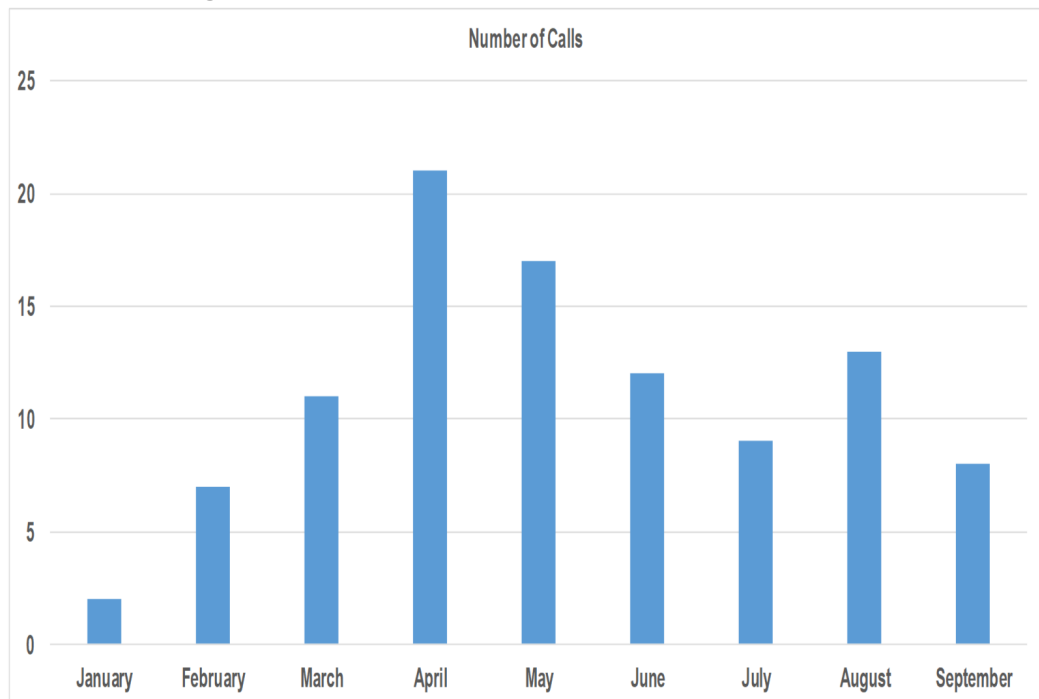
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National Museum of Scotland (£14k)	Smart Meters GB (£25k)
Lothian Health Board (£0.25k)	Luminate (£1k)
One City Trust (£8k)	Donations, fees and events (£83k)

Year End Reserves

Total Reserve Fund balances have increased from £140k to £170k. Restricted funds have increased from £31k to £56k and unrestricted funds have increased from £109k to £114k.

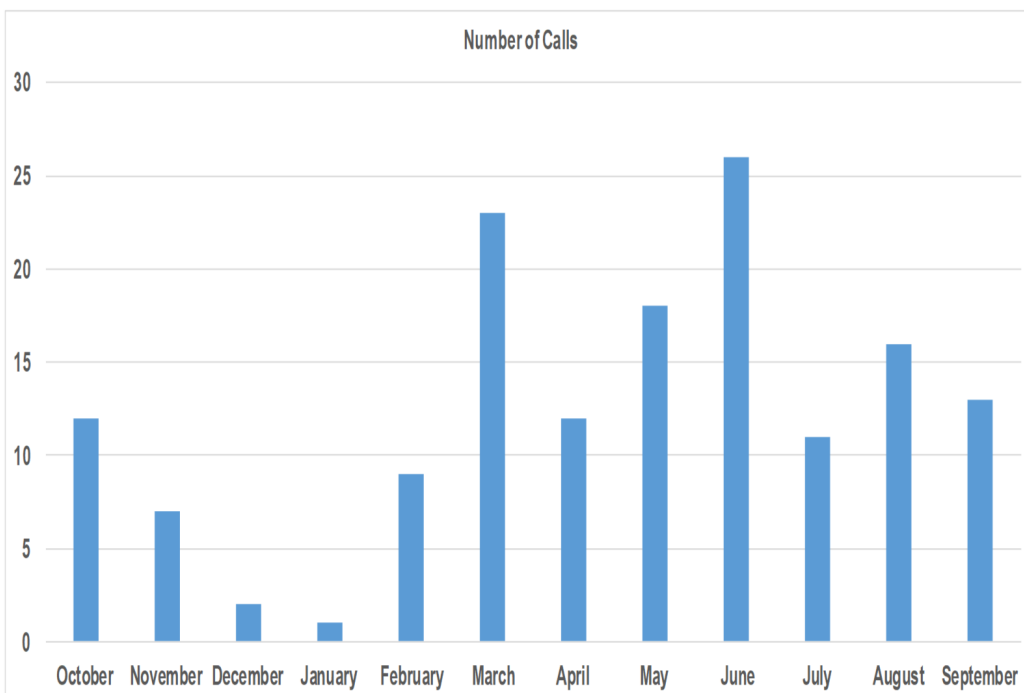
It is important to note that it remains essential that NKS retains a reasonable level of unrestricted reserves to support continued service delivery over the coming years and as a contingency in the event of unanticipated difficulties. As such we are aiming for a reserve of approximately 3 months operating costs (approximately £100k) and the good performance in 2022/23 made further positive progress and exceeded this target, achieving £109k. In summary, NKS has continued to perform well, manages its budgets well and has the strength to face the financial challenges ahead.

NKS Helpline Figures - January to September 2022



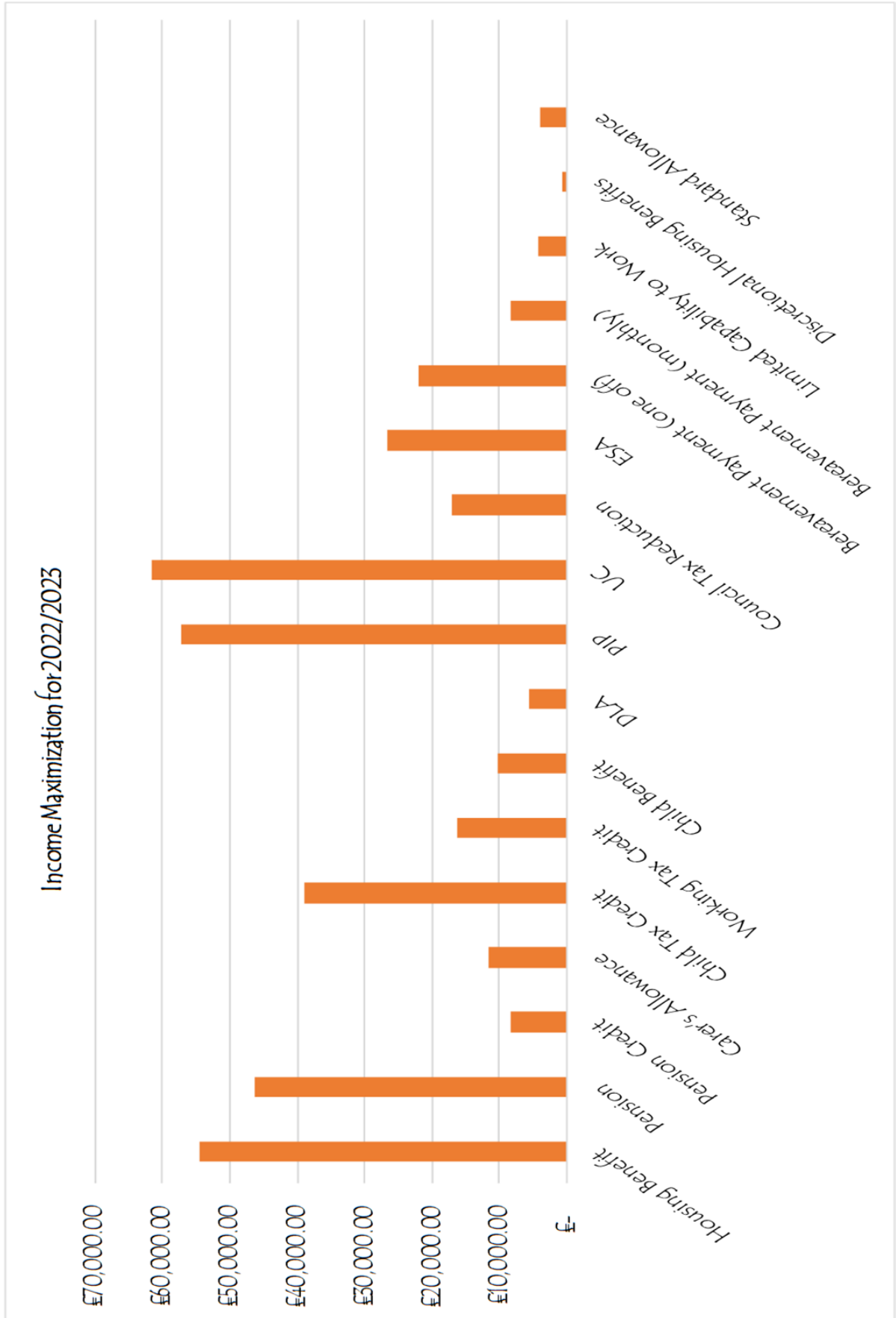
Percentage of calls in: Bengali 15%; English 37% and Urdu/Hindi/Potwari 48%.

NKS Helpline Figures - October 2022 to September 2023



Percentage of calls in: Bengali 13%; English 29% and Urdu/Hindi/Potwari 58%.

NKS Family Support Work Income Maximization for 2022/2023



Current NKS Staff

Naina Minhas ~ NKS Director

Humera Adnan/Khalda Y Jamil ~ NKS Administrators

Rukhsana Hussain ~ NKS Nursery Manager

NKS Project Coordinators:

Neeru Bhatnagar ~ Communities Empowered Project

Nazia Majid ~ Health & Wellbeing Project; Helpline Project and Autism Project

Samra Ahmed ~ Empowering Communities - Improving Lives 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

Nazma Rahman ~ Climate Action Fund Project Officer and Smart Meters GB Project Officer

Naseem Suleman ~ Family Support Officer & Long Term Health Conditions Project Officer

Nasima Hussain ~ Long Term Health Conditions Project Officer & Autism Project Officer

Nazia Majid ~ Long Term Health Conditions Project Officer

Neena Agarwal ~ Long Term Health Conditions Project Officer & Autism Project Officer

Neeru Bhatnagar ~ Community Development Officer

Rana Shams ~ Digital Inclusion Officer

Rohina Hussain ~ Communities Empowered Project Officer

NKS Childcare Practitioners:

Amina Rahman; Fauzia Ahmed; Kaniza Rahman & Rezwana Khan

Tahira Ali ~ In Charge of Cleaning

NKS Management Committee for 2022/2023

Rohini Sharma Joshi OBE ~ Director (Chair)

Jack Marshall ~ Director (Vice Chair)

Yasmin Ahmad ~ Director (Secretary)

Mussarat Ahmed Kaneez ~ Director (Joint Secretary)

Lyn Jones ~ Director (Treasurer)

Jabeen Munir ~ Director (Joint Treasurer)

Alison Conroy ~ Director

Lesley Hinds ~ Director

Sugantha Ravindran ~ Director

Shaheen Ahmed ~ Director

Lipy Rahman ~ Director

Nahid Aslam ~ Director

Honor Loudon ~ Director (resigned on 13/06/2023)

NKS Current Volunteers

We value and appreciate the following people who gave up their time to volunteer with us: Hamza Raza, Honor Loudon, Rachel Clegg and Sonali Gupta. 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 or call us on 0131 221 1915 or 0131 659 7837 for more details about our wonderful nursery.

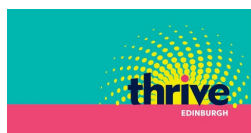
Thank you!



NKS Funders for 2022/2023



ALLIANCE
HEALTH AND SOCIAL CARE
ALLIANCE SCOTLAND
people at the centre



**Thank
you
for your
support!**