



Annual Report

2021/2022

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Our Vision is a world where children, young people and adults with disabilities can reach their full potential with love and care, free from any kind of discrimination and deprivation.

Our Mission is to enhance the quality of life - and create opportunities for South Asian children, young people and adults who have a disability, life limiting or life-threatening condition by providing a range of quality care and support services.

<i>Our Board of Trustees</i>	
Jatinder Kaur - Chairperson	Raksha Patel – Treasurer
Baljit Kaur	Sanjiv Verma
Diane Rai	Dave Sandhu
Parpinder Dhatt (CEO)	Rajbir Somal

We will be happy to translate any information for you and/or provide copies in: Braille, Large Print and Audio

Tape. If you require this service please contact: - 0121 558 2198.

Bengali

আপনাদের জন্য যেকোন তথ্য আমরা আনন্দের সাথে ভাষান্তরিত করতে পারবো এবং/বা ভাষান্তরিত কপিগুলোকে অন্ধদের জন্য স্পর্শ মুদ্রনে, বড় প্রিন্টে, অডিও ক্যাসেটে যোগাতে পারি। আপনার এই সেবার প্রয়োজন হলে দয়াকরে যোগাযোগ করুন : 0121 558 2198”

Gujarati

“અમે તમારા માટે કોઈ પણ માહિતીને ટ્રાન્સલેઈટ કરી આપીશું અથવા તો જરૂર હોય તો બ્રાઈલ, મોટા અક્ષરો કે સાંભળી શકાઈ તેવી ટેઈપની નકલ આપીશું. જો તમને આ સેવાની જરૂર હોય તો ફોન કરો: - 0121 558 2198”

Hindi

“हमें आपके लिए किसी भी सूचना का अनुवाद करने और/अथवा इसे ब्रेल, बड़े अक्षरों, ऑडियो टेप में उपलब्ध कराने में खुशी होगी। अगर आप यह सेवा चाहते हैं तो कृपया:- 0121 558 2198 पर सम्पर्क करें”

Punjabi

“ਸਾਨੂੰ ਤੁਹਾਡੇ ਲਈ ਕਿਸੇ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉਣ ਅਤੇ/ਜਾਂ ਇਹਨਾਂ ਵਿਚ ਕਾਪੀਆਂ ਮੁਹਈਆ ਕਰਾਉਣ ਵਿੱਚ ਖੁਸ਼ੀ ਮਹਿਸੂਸ ਹੋਏਗੀ: ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰ, ਆਡੀਓ ਟੇਪ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਸੇਵਾ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:- 0121 558 2198 ”

Urdu

ہم آپ کے لیے ہر قسم کی معلومات کا ترجمہ کر کے یا اس کی نقل بریل ، بڑی چھپائی اور سننے والی کیسٹ کی صورت میں مہیا کر کے خوشی محسوس کریں گے اگر آپ کو ان خدمات کی ضرورت ہو تو برائے مہربانی اس نمبر پر رابطہ کریں
0121 558 2198

A Message from the Chairperson of SAFS

This year has been another kind of different year, with adjustments and various challenges faced by each and every one of us.

SAFS has maintained its care services to as many families who have needed it and guided other families where they were still unsure about resuming services. With various methods of continued communication and support families were reassured about the safeguarding of their loved ones whilst they received our services.

SAFS has continued to become paperless and utilised their various systems to their maximum potential and working towards maintaining all records as cloud based in line with GDPR and more secure.

I would like to take this opportunity to thank our CEO Poppy and the staff team who continue to work hard throughout the year. Staff who were affected personally by the pandemic, were still dedicated in providing support to our families. This shows dedication and a commitment in caring effortlessly.

SAFS resumed its care and support services to families in line with the department of health and social care guidance. Our Community Centre also opened its doors to the centre user groups and the local residents with the guidance of the local council and Public Health Team. We still maintained social distancing and PPE measures.



I would like to take this opportunity to thank my fellow trustees for their continued guidance and support in the management of SAFS and the WCC.

As the Chairperson I am always amazed at the resilience of the voluntary and community sector; Charities like SAFS who are a business with a heart always look forward and focus on our mission; to enhance the quality of life - and create opportunities for South Asian children, young people and adults who have a disability, life limiting or life-threatening condition by providing a range of quality care and support services.

Jatinder Kaur - Chairperson of SAFS



Chief Executive Officer report

It's that time of year again where we reflect and plan ahead, whilst looking back at what we have achieved. It has been another year of hard work, commitment and dedication of staff in providing good quality services.

The restoration and resuming of services has had its own challenges, with safeguarding and risk assessments at the forefront together with local council and public health guidances and safety measures.

I say this most years that when I read back through the annual report as it's an amazing read.... it always gives me a sense of pride and achievement and this year has been no different.



We close this year with a financial loss, which unfortunately is a little unexpected but no real surprise. We braced the pandemic, built resilience, and stood tall and faced whatever came our way. We were continued to deliver services and maintained financial support to all our staff as we were not able to furlough the majority of our staff team. Although the Council our funders were financially very supportive, we still faced the loss of some care packages as we came out of the pandemic, and this has impacted on our financial position. However, we have always maintained a healthy reserve of 6 months running costs and we will aim to close the gap and increase and diversify our income stream.

Throughout the year and more so throughout difficult times that we may have faced it is important that we pause; and remember family, friends and colleagues. Our thoughts and prayers are with everyone who have faced challenges and especially for those who have lost a loved one.

We have a few developments in place in the forthcoming year, which provides new opportunities for our young people and adults and their families. The commonwealth games have enabled us as a community partner to work on an exciting legacy project 'All roads lead to Alexander' with Caudwell Children. The Queen's Platinum Jubilee is enabling us to celebrate and take part in tree planting another legacy opportunity. The Holiday Activity and Food Programme (HAF) has given us the opportunity to work in collaboration with our tenants and centre user groups namely, St Michaels Nursery, Warley Community Gym and Cape Care. The HAF programme met an unmet local need for many children and families and has now put us on the map with local families and schools.

SAFS@WCC has become a 'focal space' for many residents from diverse backgrounds and from existing and emerging communities, enabling us to work towards creating a community wellbeing hub.

I would like to thank my Trustees for all their care and support first and foremost and for always believing and having trust in myself and the team in everything we have done. The foundation built, and the leadership provided, has enabled SAFS to grow and to be sustainable.

Parpinder K Dhatt (Poppy)
Chief Executive Officer





SAFS RESUMED
CARE AND
SUPPORT SERVICES
TO THE FAMILIES
OF OUR CHILDREN
AND ADULTS

Services

This year has been challenging to say the least yet as a team, we became more resilient. The office team continued to work remotely until May 2021 and thereafter hybrid working was introduced. This was to ensure that services continued to be provided within the home and the community with the least amount of disruption.



Government guidelines were closely observed throughout the year, with staff isolating when they displayed Coronavirus symptoms, and Personal Protective Equipment (PPE) being issued to all staff to ensure not only their safety but also the safety of our service users. The PPE included disposable gloves, aprons, and shoe covers. Also, all staff continued testing on a regular basis – with LFT test twice a week and PCR tests once a week. Furthermore, supported families were able to request additional PPE and test and collect them from reception. Orders for PPE were placed weekly and test kits were ordered every three weeks.

The impact of Coronavirus was very apparent, as the number of adults we work with reduced to 10 and the remaining 30 families unfortunately cancelled

care services during this period. There was a variety of factors which led to SAFS services being cancelled – one adult stated he was happy staying at home with family members. Also, the removal of transport (which was provided by SAFS) proved to be a barrier. Regardless of this, SAFS still strived to provide support and care in the best way possible.

Additionally, during the lockdown, our service team maintained communication with the families of service users through weekly phone calls. This service supported the welfare of the family and the individual cared for and it allowed an opportunity to ask families what care visits they wanted for that week. This service continued after April 2021 and families really appreciated the extra support.

“Despite the impact of the COVID-19 pandemic restrictions, SAFS were very supportive throughout. This reassured our families and enabled the best support for our service users.”

In addition, during the lockdown we were not able to provide our full range of services and only offer 1 hour of outdoor exercise – this proved to be a huge change to the families. However, for some families, domiciliary care was still available, but at a reduced rate. In the Spring of 2022, families started to take up their full domiciliary care.

In comparison, day centre services resumed in August 2021, with service users who were usually centre based were now transitioning to community-based care. This was supported by the NHS vaccine program and improved weather conditions; this encouraged our adults to interact with others in the community.



During this year, our services team has grown, with an Activities and Lifestyles Co-Ordinator being recruited. Their role involved creating activity plans for the day centre and planning events. In September 2021, a new Care Manager was appointed, and a Service Support Officer was appointed.

There were many key events and celebrations held throughout the year. In November, we held a socially distanced Diwali Party, where young adults and care staff came together to enjoy food and drinks. Then, in December an award ceremony was organised in Warley gym to celebrate the service user's progression. Also, weekly SAFL classes are provided every academic year, for parents and carers and service users. These art and craft activities provided a chance for everyone to share their experiences.

Additionally, in February a 'Cuppa with a Coppa' meeting was held, where families were invited to share their concerns with community officers. A community walk also took place, to show unity and appreciation.

SAFS tendered and were successful in 7 new contracts as part of the Short Breaks Programme. This was significant for SAFS we were awarded with 2 age groups (4- to 11-year-olds and 11- to 18-year-olds). Preparations for the Short Breaks services began in March, with the services team with registration with Ofsted, setting up activities, and recruitment for Playworkers and Playworker Leads. The Short Breaks programme is due to commence in April 2022.

We are looking forward to the year ahead, providing additional services to children, young people, adults, and their families!



**“FAMILIES REALLY
APPREICATED THE
WEEKLY WELFARE CALL
DURING AND AFTER
LOCKDOWN”**

The Windmill Community Centre

SAFS maintained our commitment to managing the Windmill Community Centre, following COVID-19 guidelines and risk assessments to ensure the safety of all our staff and visitors after re-opening in April 2021. Rooms were kept ventilated, cleaning supplies provided with cleaning increased around the Centre. Private parties were welcomed back to the Centre in July 2021.

SAFS have worked with the local NHS and Public Health team to host pop up clinics at the WCC and promoted the 'take up' of the vaccine to the local community by sharing information on social media and displaying posters and banners around the Windmill Community Centre

Quarterly Windmill Centre User Group meetings have been continued to be held online, giving WCC User Groups the opportunity to come together and share ideas, discuss funding and any other issues. Information regarding funding and events are shared regularly via the Windmill Centre WhatsApp Group.

I would also like to take this opportunity to thank all the Windmill Community Centre User Groups for your continued support in ensuring the safety of visitors to the Centre and choosing the Windmill Centre as your venue for your services.

In May 2021 we worked with the local Princes Trust team on a project to improve the green spaces around the Windmill Community Centre. The volunteers fundraised for equipment including seeds and plants which were placed around the car park area making the centre more inviting. We then



held a presentation for the volunteers to thank them for their time and effort spent at the Windmill Community Centre.

During 2021, Sandwell and Birmingham were preparing for the Commonwealth Games being hosted in Birmingham during summer 2022 and the Windmill Community Centres Windmill Boxing Clubs very own Haseeba Abdullah, England's first hijab-wearing boxing coach, was chosen to be a "Hometown Hero" for the Commonwealth Games. Haseeba, is an amazing ambassador for women's sport.

Work began on the refurbishment of the Ladies Changing room in July 2021 by the construction company Vinci, who did this work free of charge as part of their Social Action Project, giving back to the local community. They have installed a new disabled toilet which includes an electric changing bed, toilet, and washbasin.

During August 2021 SAFS supported St Michaels with their HAF (Holiday Activities and Food) Project where funding was made available from SMBC for children in Sandwell or attending a Sandwell school to access free activities with a hot meal to who are in receipt of benefit-related free school meals.



During 2021-2022 SAFS welcomed new groups to the Centre such as – the local Girl Guides group, Midlands Cameroonian Association, Cape Community Care, Ileys Community Association and Groundworks after school club.

SAFS also welcomed a Communications Assistant to the team from November 2021 – March 2022 who supported in managing social media accounts, sharing information, creating flyers and promoting SAFS services and the windmill Community Centre.

Organisations using the Windmill Community Centre from 01.04.21 – 31.03.22

Current Groups

- African Rainbow Family
- AFSCS
- Cape Care - Youth Creation
- Caudwell Arts and Crafts
- Centre Spot
- Divine Blessing
- 4First Class Tuition
- Four Square Church
- Ileys - Football
- Midlands Cameroonian Haut-Nkam
- National Teaching Association
- SENSE
- SMBC Youth Service
- Sur Sagnam Music

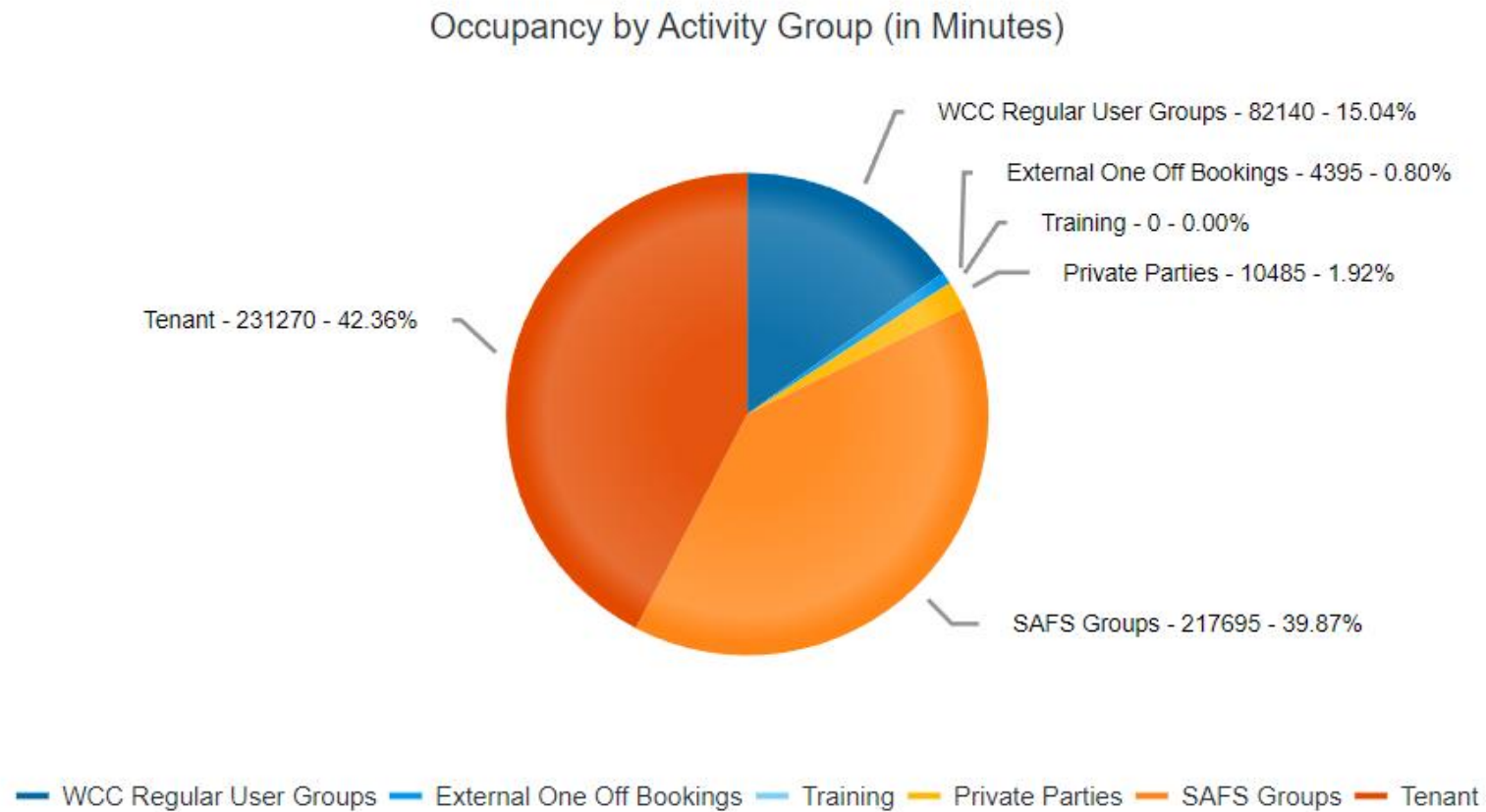
Tenants

- SAFS
- St Michaels Nursery
- Windmill Boxing Club
- Warley Gym

"Thank you for all your support during Covid, and thank you for always being very accommodating and managing the centre" ~ Sam, St Michaels Nursery

"We have enjoyed our time at the centre and feel part of the SAFS team" ~ Debbie, Warley Gym

Pie Chart showing occupancy at SAFS Windmill Community CENTRE April 2021 – March 2022



Parents and Carers

This year has been equally challenging for parents and carers; pressing the reset button has not been as straight forward. The pandemic created a level of uncertainty and cautiousness. Parents and Carers have been very resilient and creative in supporting and caring for their loved ones. However, they were also keen for services to resume as quickly and safely as possible.

The main priority for SAFS was to support the Parents and Carers and their 'cared for'.

The Coordinator continued to support all carers during and after the pandemic. Welfare phone calls and text messages continued, and doorstep visits were reduced once parents and carers were comfortable to come back to the centre.

" Thank you for the weekly welfare text messages it means a lot to us".

Peer support within carers became more important as they were all able to share their experiences during lockdown, the pandemic and Covid -19 and the impact on their lives as a Carer.

We maintained our links and continued to work closely with organisations such as CAB, Sandwell Autism Group and Sandwell parents for Disabled Children. All of whom were at the end of a phone call or email in assisting with information and supporting the parents and carers. Once face to face contact was possible; carers were able to take up some of the services as and when they needed them.

"It is good to know that apart from our own family someone else is asking about our welfare".

The Carers Strategy states:

Carer's contribution to the sustainability of health and care services is immense, but their own wellbeing can be affected by their caring role, so there is a vital need for early identification and an offer of support to meet their needs, which will also contribute to a more effective and joined up care system.

At SAFS we offer and provide emotional support to all our parents and carers whilst providing a service to their loved one, this goes hand in hand with all our care and support services to children, young people and adults. The wellbeing of our parents and carers is at the forefront, they are the foundation that the care stems from and is built on, this was proven more so during the pandemic and the lockdown. All carers went into 'auto pilot' and as parents first - they did everything to safeguard their family, in many cases this impacted on their own wellbeing along the way.

The Carers strategy also states:

This strategy has been developed during a particularly difficult time for Carers. Carers UK (December 2020) found that 81% of carer's had been taking on more care since the start of the pandemic.

In Sandwell, Healthwatch found carer's have taken on additional caring responsibilities, had less access to support, and normal functions, such as food shopping, have become a burden as carers have tried to protect the people they are caring for. Carer's lifestyles and wellbeing have been impacted by these experiences and need support to restore and recover from the impacts of the pandemic.

SAFS staff found that siblings of the child or adult had to take on additional caring responsibilities to support the parents who were the main carers, when they became ill during the pandemic, thus identifying them as becoming main carers. Some siblings and other family members maintained this care after the pandemic due to either supporting the whole family as the main carer was no longer able to do this or being made redundant or sharing the care with the main carer.

Hence, we aim to support the whole family when we provide our care and support services as some family members who work or have worked do not identify themselves as carers, they become hidden carers. We have encouraged all carers to register themselves as Carers with their GP and with other professional individuals and with their Employer, so their wellbeing is not wholly affected.



Business Support

Since the pandemic we have continued to utilise all our systems fully and become more and more paperless.

We have several cloud-based systems in place now for the smooth running of SAFS as a care provider and the running of the community centre. Staff are able to hybrid work, be more efficient and save time.

We operate a seamless HR and Health and Safety Management in one platform. We are able to carry out all our Inductions and training via this platform. We are able to communicate on all HR issues with our staff and they are able to complete and return documentation to us which makes all our processes more efficient. We are able to carry out all risk assessments across all our service provision ranging on people risk assessments and building risk assessments. These are accessible by all our staff online ensuring all information is always at hand

Our work scheduling system enables us to bring together employee management, service user and funder management, planning and rostering. We also use the system for real time monitoring and reconciliation, finance and pay roll, this saves us time, reduces cost and minimises errors.

Our Care Planning App replaces paper processes and enables staff to access all data and records immediately when providing/delivering care to children and adults with disabilities. Staff are able to log on and off and record all their information when care has been provided. This digital social care record system is real time and secure and enables staff and the office to view all data and raise alerts or incidents at any time.

Our centre booking and reservation system enables us to manage all the space/rooms within the centre and manage all invoices.

We have a number of other systems that our regulators can access during inspections. These systems replace paper processes. These systems enable us to record staff qualifications and training and services we have provided.

Overall, the systems are very effective and efficient and regular webinars and tutorials are provided to keep all staff up to date. These cloud base systems can be accessed from any device and are protected by unique usernames and passwords.

Staff are able to work on documents together enabling them to complete a process more efficiently thus saving time and duplication.

What Our Staff Told Us

At SAFS the opinions of our staff are vitally important, as they build and maintain personal relationships with service users and the wider community. Despite the demanding nature of their role, they ensure the highest level of care is provided. Communication with our staff is essential and senior management are always ready to listen to the views and concerns staff members may have. We asked staff to fill out a questionnaire, to gain an enhanced insight into their experience over the past 12 months.

The care and support staff reported enjoying carrying out activities with the service users, specifically the activities out in the community (trips to Sandwell Valley Park, bowling, parks, and Birmingham City Centre, etc).



In addition, the everyday services SAFS provides – such as personal assistants, domiciliary care, short breaks project – was also mentioned when asked what they enjoyed about their role. They agreed that these activities positively encouraged services users, and they found a sense of fulfilment in their joy.

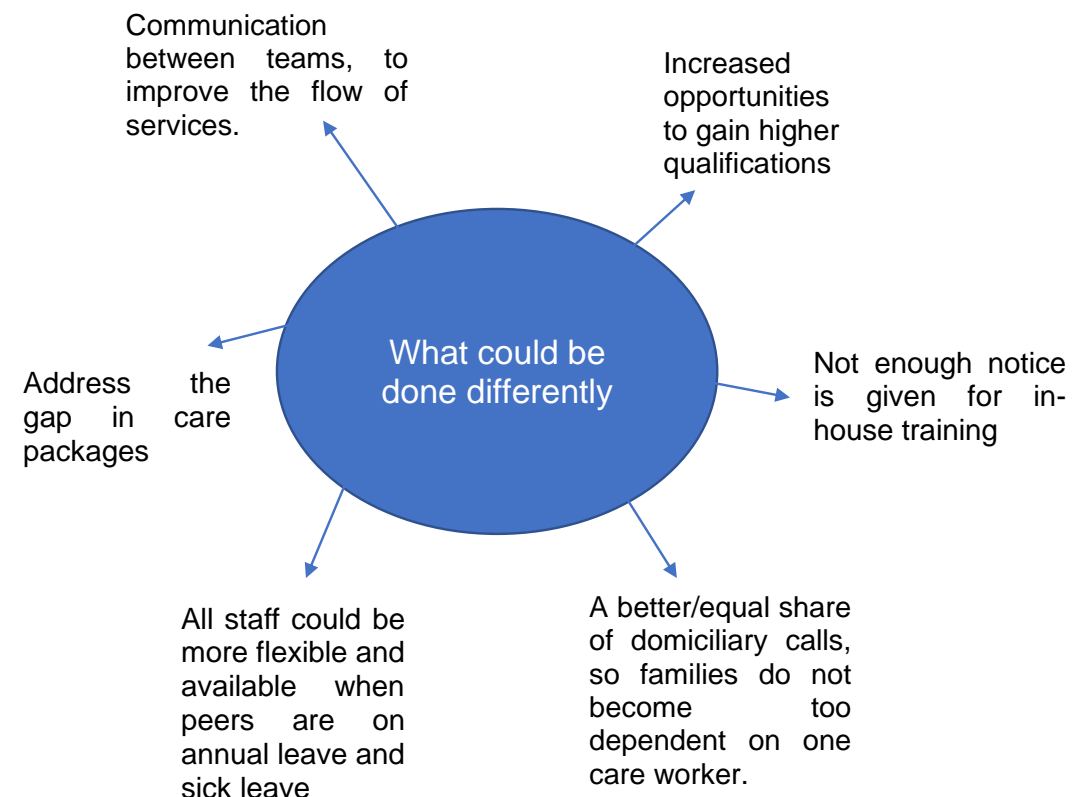
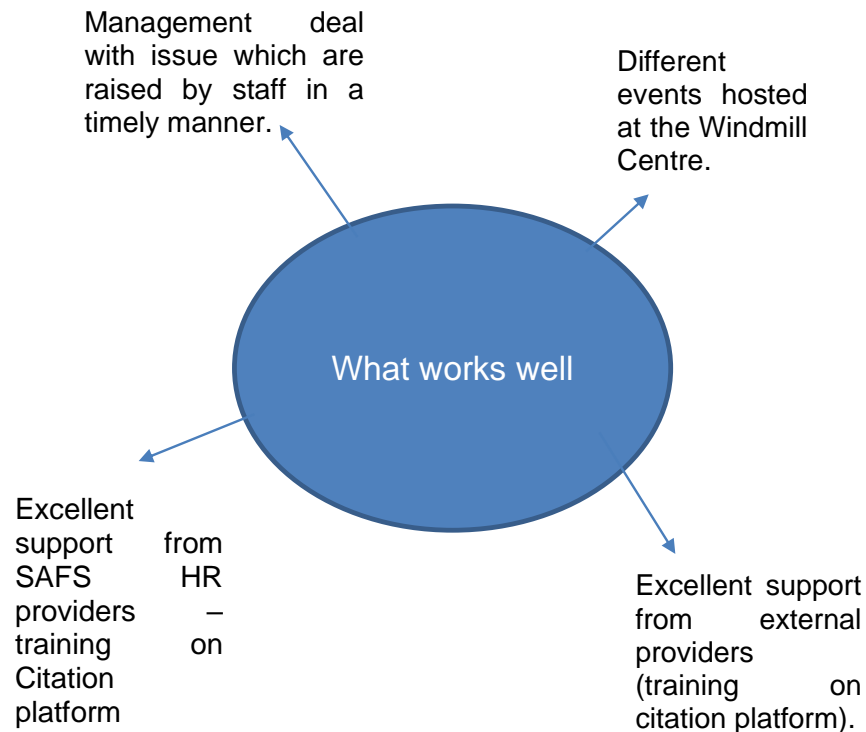
Care and support staff were also encouraged to share areas of their role in which they felt improvements could be made. It was



noticed that the opportunities to go on day trips outside of the centre were something they wished for more

When asked about how they felt as part of the SAFS team, all staff responded with high praises, the most mentioned phrases include – ‘quite proud’, ‘a good team’, and ‘happy’. There were also mentions of how staff are supportive and how valued staff felt amongst their peers. Overall, SAFS was seen to be a ‘friendly environment’.

Staff also had the opportunity to discuss what they thought were already working well at SAFS. They were also encouraged to share areas in which they felt improvements could be made – see the mind maps below.



On the scale of 1-5, how supported do you feel at SAFS?



■ 1 - little support ■ 2 - some support ■ 3 - adequately supported
■ 4 - very supported ■ 5 - extremely supported

When discussing how supported staff members felt at SAFS, majority of those interviewed, mentioned how personal issues were dealt with respectfully and taken into consideration when requesting annual leave.

On the scale of 1-5, how efficient do/ you think the training you receive is



■ 1 - little efficiency ■ 2 - some-what efficient ■ 3 - adequately efficient
■ 4 - very efficient ■ 5 - extremely efficient

It was noted that the annual refresher training was positively received, as it was useful to keep up to date with changes and requirements for the job role.

On the scale of 1-5, how valuable do you think your feedback is to SAFS?



- 1 - a little valued
- 2 - some-what support
- 3 - adequately valuable
- 4 - very valuable
- 5 - extremely valuable

When approached staff members were welcoming and happy to discuss the questionnaire.

Financial Report

Overview

This report identifies what we are worth at 31st March 2022.

Item	Amount (£)
Computers, technical and furniture equipment worth	36,340.00
Money in the bank and in cash	373,374.00
We were owed money worth	110,535.00
Total	520,249.00
But we have to take off money that we owed which was	23,943.00
So, the total value of our charity was	496,306.00

- These accounts are a summary of financial information for the year ending 31st March 2022.
- The trustees ensure that adequate accounting records are kept and that full disclosure is provided to the independent examiner.
- The full accounts and annual report may be obtained by contacting Sandwell Asian Family Support Service (SAFS).
- The annual accounts were approved by the members of the board and are signed on their behalf.

Income

Money, we have received in the year – 2021/2022

	Amount (£)
Between 1st April 2021 and 31st March 2022, we raised	590,050.00
This is where the money came from:	
Grants from Local Governments	389,933.00
Grants/Direct payments, foundations and similar	144,337.00
Bank Interest Received	138.00
Income from other activities	55,642.00
TOTAL INCOME	590,050.00

Expenditure

Money, we spent between the 1st April 2021 and 31st March 2022.

Resources Expended	Amount (£)
Employment Costs	540,013.00
Travel Costs	2,488.00
Activities and Consumables	18,936.00
Premises	94,315.00
Professional Fees	34,269.00
IT and Communications	16,781.00
Depreciation	8,796.00
TOTAL EXPENDITURE	715,598

Carry Forward

	Amount (£)
At the beginning of the year as at 1st April 2021 we had:	621,854.00
We received in the year ended 31st March 2022:	590,050.00
We have spent in the year ended 31st March 2022:	715,598.00
This leaves us with funds carried forward of	496,306.00

Contacts

Why not visit our 'Just Giving' page to donate to our wonderful organisation, please visit:
<https://www.justgiving.com/safss/>

Please follow us on Social Media to keep up to date with everything going on at SAFS:

Like our Facebook page: SAFS

Follow us on Twitter: @safscare

Follow us on Instagram: @safscare

Sign up to Flickr to see the photos of all of our activities follow: safscare

Visit our Website and read our blogs: www.safscare.org

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