



# New Hope Global

## ANNUAL REPORT

## & ACCOUNTS

## YEAR ENDING 31/03/2023



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# Annual Report & Accounts 2022

**New Hope Global**  
A Charity organisation registered in  
England and Wales



Registration number: 1158626

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## Chairman's Foreword



I am honoured to address once again as we reflect on the accomplishments and journey of New Hope Global in the year 2022/2023. As a chairman of this remarkable organisation, I am deeply proud of the progress we

have made, the challenges we have overcome and the promising future that lies ahead to serve the wider underrepresented BAME communities in Birmingham and surrounding areas. Our commitment to excellence, innovation and sustainability has been at the forefront of our endeavours. In the past year, New Hope Global has continued to strengthen its position as a leading charity delivering value to our beneficiaries, partners, stakeholders and making a positive impact on the society. We have successfully provided our services over 3,000 people, assisting vulnerable communities addressing and combating key issues such as poor physical health, mental health, loneliness, and isolation, enabling communities to bring about practical change that has made an immediate difference to the health of people.

### Navigating unprecedented Challenges

The past year was a year unlike any other, marked by unprecedented challenges, including the ongoing global pandemic and economic uncertainties. Our focus for 2022 has been to support our communities return to normality and help them to thrive, overcome mental health issues exacerbated from lockdowns, address inequalities, eliminate social isolation faced by the elderly and their carers and rebuild lives to make a stronger society. Our organisation demonstrated amazing resilience and adaptability.

### Sustainability: Our Guiding Principle

Sustainability is not just a buzzword for us; it is ingrained in the very fabric of our organization. We understand the urgent need to address environmental concerns, and we are committed to playing our part. Our sustainability initiatives have made substantial progress in reducing our environmental footprint, promoting responsible sourcing, and supporting causes that matter. We believe that responsible of the charity are not only essential for our planet but also for the long-term success of our charity.

### Innovation and Adaptation:

Innovation is the lifeblood of New Hope Global. We invested significantly in research and development to create innovative ideas and solutions that meet the evolving needs of our beneficiaries. Our ability to adapt to changing appropriate services, dynamics and embrace emerging digital positions us as a forward-looking organisation ready to seize new opportunities for New Hope Global clients.

I am extremely pleased that New Hope Global has immensely grown with many new projects developed and successfully delivered free to the members of West Midlands, in areas of Health and Wellbeing, Training and Employment, Arts and Heritage, Community Advice Support Services and Engagement despite the challenges. We understand the urgent need to address environmental concerns and we are committed to playing our part.

### Looking Forward with Confidence

As we move forward into the next financial year and beyond, we look forward to celebrating 10 years of serving the community. I am filled with optimism about the future. Our well-established team that consists of very talented, experienced, and skilled individuals. I would like to congratulate the dynamic staff team and our wonderful volunteers for their steadfast commitment, diligence and dedication to our core values and the unwavering support of our stakeholders and partners are the cornerstones of our success. Together, we will navigate the ever-changing new themes, priorities, pursue growth opportunities and build a sustainable, prosperous future for New Hope Global.

I would like to welcome new members of the team and congratulate them on joining New Hope Global family. Samsul Arefin joined in September 2022 as IT Support and Men Development Officer, Aisha Ghumra as Training and Employment Dev Officer and Fateha Hoque as Advice and Guidance Officer.

I would like to extend my heartfelt gratitude to the Board of Directors, the Executive leadership team, and every member of staff and volunteers of the New Hope family for their hard work and valuable contributions. It is their collective effort that has propelled us to where we stand today. I would like to welcome Angela

Heyden who joined us as member a Trustees/Director on the Board of Trustees.

In concluding, I want to express my sincere appreciation to all our funders, stakeholders, beneficiaries and partners for their trust and continued support, inspiration and motivation.

## Strategic Manager

The Year 2022 has been an exciting year for Birmingham, with the celebrations of Birmingham 2022 Commonwealth Games and easing of the pandemic and restrictions. Together as a team, we had some fantastic achievements as highlighted by this report regardless of the challenges faced. New Hope Global were delighted to welcome our past, present, and new beneficiaries to the face-to-face services. The trustees, management and service teams have responded to the pandemic, emerged to the challenge, and accomplished a great deal. I am tremendously proud of the team for their exceptional hard work empowering people and improving the lives of our beneficiaries of all age groups through influencing and advocacy, and through the services and programmes we and our network of local and national partners provide on the ground.

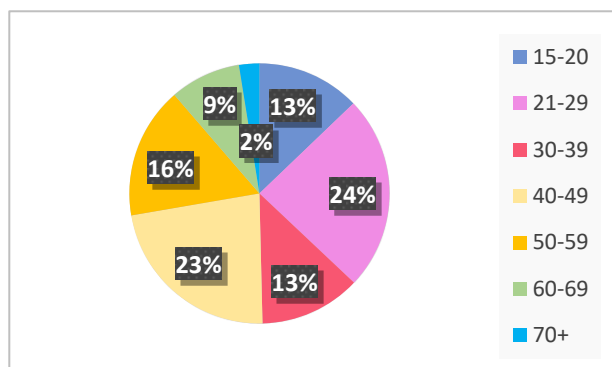
Our impact is far reaching, 2022 has seen an increase in the number of people connected with New Hope Global, an impressive 3,296 people supported and engaged across a wide range of services and activities provided. We're a trusted organisation amongst the communities of Birmingham and have built an excellent working relationship with individuals and our networks enabling people and their families to navigate through the system to find solutions to their problems.

New Hope Global went through a difficult period as the after-effects of COVID-19, and the cost-of-living squeeze have impacted our operations and of course the effect on our beneficiaries who suffered the issues surrounding mental health. We are pleased that our focus for the year 2022 was to prioritise tackling mental health and combat inequalities in services such as sports, health and employment, this helped NHG to highlight issues the mainstream services. We first hand experienced how people

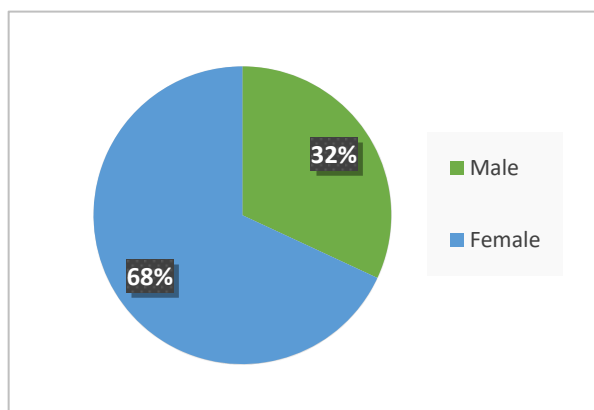
Your confidence in NHG fuels our determination to excel and we are committed to delivery on our promises with sincerity and efficiently.

**Mohammed Foiz Uddin MBE**  
**Chair of New Hope Global**

faced exclusion due to online provision, which Covid-19 forced us many services to closed face to face services and delivered via social media platforms.



We have been more determined than ever to do more to tackle inactivity to improve the lives of the people and their families we work with and increase our engagement with those that are isolated and lonely.



Also, our attention for the year has been to look at ways to make improvements to services and how we operate better and step up to the challenges of people who are vulnerable, emerging refugees and newly arrivals to the area and those that excluded by mainstream services who are experiencing inequalities and disadvantages in the support they desperately need. disadvantages in the support they desperately need.

This year we tried out activities to reduce inequalities faced by women in sports and

physical activities, cycling, badminton, cricket, bell-boating all helped to engage women and girls from inner-city Birmingham and surrounding areas to overcome barriers. It also challenged our service users to try out a different activity and learn new skills. The key lesson learnt was the need to tailor the activity programme to the needs of the women, for example the lack of female coaches from BAME communities and therefore an action for the community as a whole and mainstream services to recruit and deliver train women to train as

sports coaches.

From April 2022 to March 2023, our total income was £191,824 but the long-term consequences of the pandemic, unrelenting demand, and competition means we are facing more and more challenges with income generation, placing increasing pressures on our budgets due to the rise in the cost of living which we need to overcome if we are to meet the challenges ahead.

## Our Organisation

### New Hope Global Team



We welcome Samsul Arefin as IT Support cum Men's Development Officer, Aisha Ghumra and Fateha Hoque who joined as a part of our team as Training and Employment Development Officer.



# Board of Trustees / Management Committee



**Mohammed Foiz Uddin MBE MInstF (Trustee)**  
B.Com, M.Com PG Cert, M.Sc (UoB) ILGS  
**Chairman**



**Shahid Ahmed Khan (Trustee & Director)**  
HNC in Public Administration, BA (Hon) Government and Politics  
Former Local Authority Officer BCC



**Shahnaz Ahmed Minu (Trustee & Director)**  
BA, School Support Worker  
Birmingham Local Authority City Council



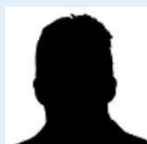
**Angela Heyden (Trustee & Director)**  
Certificate in Community & Advice Work (Birmingham City University), NEBS  
Management Certificate- (Birmingham City Council Action Learning)



**Asha Begum (Trustee)**  
NVQ in Information Technology (IT)  
Executive Committee Member



**Harold Mututa (Trustee)**  
BA Architecture (Hons), PG-Dip, General Secretary  
ERDF Black Country AIM Programme Manager at City of Wolverhampton Council



**Nigel Potter (Trustee)**  
BA Econs (hons) MBA, ACIM, ACSA, Executive Committee Member  
Former Business Development Manager for Birmingham City University, De Montfort  
University, and Inwards Investment Manager

## NHG's Vision Key Priorities

Over the last year, NHG have reviewed its key priority service areas with support from our focus groups and beneficiaries, we have decided our core areas as:

- **Health and Mental Health Well-being**

To tackle obesity, cardiovascular and respiratory issues a range of health promotion awareness programmes and healthy eating programmes are delivered by the health and wellbeing team, topics include diabetes, heart disease, asthma, stroke, and cancer prevention. Offering services as needed with the aims of combating stress, depression, anxiety, improve physical health and other mental health-related problems.

- **Training, Employment, and Education**

To alleviate unemployment and support people at risk of becoming NEET, on welfare, low paid income with Workshops on CV writing, Interview preparation, adult education training programmes such as IT, NVQ level 2 and 3 courses, construction, digital inclusion, customer services, Accounting, English as a Second Language (ESOL), safeguarding, food

hygiene training and gardening skills (Horticulture and sustainability training). Encourage youth who are not in employment, education, and training (NEET), to improve their access to employment and the labour market.

- **Advice and Guidance**

Support families access welfare benefits, help with cost of living, debt, housing and energy advice service as well as provide individuals with financial assessment of benefit entitlements and access to funds to help maximise household income.

- **Arts and Heritage**

Raising cultural awareness, maintaining cultural heritage and connecting young people and families to their heritage.

- **Social Inclusion and Community Cohesion**

We reach the most marginalised, disadvantaged, and vulnerable communities to engage them and empower them in decisions about own needs and the life of their families / communities ensuring access to mainstream services.

## New Hope Global Activities and Services

### Health and Wellbeing

Following a 3-year funding from the Lotteries Community Fund, New Hope were grateful to get another six months extension from National Lotteries Community Fund the 'Championing A Strong Community' project continued to deliver existing and new health and wellbeing projects. These included walking groups, men's yoga, healthy eating, badminton, Zumba, advice and guidance, coffee groups for men and women alongside various other activities and healthy workshops focussing on women's health, mental health issues, deliver basic counselling, diabetes and obesity prevention and management workshops. This helped NHG to look out for other funding to sustain existing projects and expand our services and teams.

### Let's Walk and Talk Together – Aston Park

The walking group was set up in partnership with the Active Wellbeing Society to get people out of their homes during the pandemic, to



Let's Walk Together Group held at Aston Park

combat tackle loneliness and isolation. The walking group has grown into a close-knit community of walkers who now also meet to socialise together combating isolation, progress has



been made and increased in numbers since it started during the pandemic. Our partnership with Evidence suggests that ethnic minorities are more likely to be in low-income households, living in overcrowded homes in densely populated areas. The less well-off ethnic minority households were impacted by Covid19 far more than their white counterpart, particularly the Bangladeshi and Pakistani communities. The group is a great partnership between New Hope Global and The Active Wellbeing Society,

the group meet every Tuesday at 9.15am and walk and exercise together, talking to each other, sharing healthy eating tips, and making lifelong friends.

We believe everyone should live and thrive in a society with no excuses to inequality and what better way to do that than to take up walking, which is one of the best forms of exercise.

#### Tackling Inequalities in Sports and Physical Activities – She Can!

#### Encouraging women from BAME communities to Cycle

In May 2022, New Hope Global were commenced its first cycling club for beginners at Hamstead Pavilion with 10 women who were all new to cycling. The aim of the project was to address the barriers to cycling such as stereotyping, inequality in sports and physical activities, lack of equipment, lack of confidence, improve mental health, social interaction, reduce loneliness and as well as getting BAME women to start to tackle health issues through regular exercise.

New Hope Global partnered with Cycling UK, Handsworth Cycling Club and Canal and River Trust. We soon established an overwhelming response for women to learn to cycle and fewer were interested in social cycling. Although the sessions were open to anyone living in Birmingham, the majority of our participants were from Ladywood, Perry Barr, Newtown, and Erdington Ward. More than 85% of our participants said that the last time they rode a bike was a child and had never been on a bike since and others said it was their first experience. The age group of women participants are from 18years to 72 years old. The following topic is covered in our sessions:

- How to cycle
- Road safety

- Bike maintenance; and
- Healthy eating hints and tips

#### Cycle Lead Volunteers Trained

There have been 6 people who received training to become Cycle Leads, 1 male and 5 female, they all received training on first aid course, risk assessment, road safety and route planning



Let's Cycle for Social Riders – Women's group.

enabling many women to learn to ride a bike and go form friends on the social ride group and enjoying the breathtaking views along Birmingham parks and the Canalside.

#### From Beginner to Cycle Lead, an incredible journey by Afsana Khan

Afsana Khan, a motivated and determined young woman with strong desire to contribute to society.



Family Cricket Day - Families have fun playing Cricket.

After a long gap in employment, Afsana began her career as a part-time Community Development Officer, utilising this role to enhance her interpersonal and communication skills while actively contributing to community engagement and social well-being. Afsana was presented with the opportunity to learn how to ride a bike and decided to take the challenge on. She dedicated her time to participating in cycling sessions for beginners organised by New Hope Global and Cycling UK despite it being something very daunting for her.

“While engaging in cycling sessions with New Hope, an organisation known for providing

training and empowerment programs I successfully transitioned into a qualified Cycling Instructor with the support of Cycling UK and achieved qualification to become a Cycle Lead, becoming an inspiration for personal and community development.

Through these sessions, I not only honed on my cycling skills but also established connections with like-minded individuals who formed a supportive network”.

Afsana's consistent participation and motivation contributed to her growth both as a cyclist and as a passionate Cycle Lead for her community and delivering successfully social ideas to women from Aston, Erdington, Perry Barr, Lozells, Handsworth, Hamstead, Great Barr and surrounding areas.

The training encompassed cycling techniques, safety protocols, and effective instructional methodologies, first aid, risk assessment providing her with the proficiency needed to lead cycling sessions with confidence.

Afsana's influence extended beyond her personal journey. She took the role of lead Cycling instructor and started delivering cycling sessions catering to individuals within community. These sessions not only promoted physical well-being but also fostered social interaction and contributed to mental health. Afsana's innate ability to connect with participants and create an inclusive and supportive atmosphere resulted in the popularity of her sessions among community members. Through these efforts have paved the way for healthier lifestyles and stronger social connections.

We would like to Thank our partners Cycling UK West Midlands, Canal & River Trust, Our Beginners session instructor and our beneficiaries that have helped us deliver this project successfully for the BAME women communities.

### **Badminton Programme for women and girls**

New Hope Global held separate badminton groups for men and women/girls only groups at Doug Ellis.

The Badminton sessions aimed to encourage more people to take up the sport to engage in physical activity for healthier lifestyle, it was also to reduce inequality in sports taken up by women from the BAME community and empowered participation by women in our

community and by providing a friendly, fun, safe and positive environment. What made the project so innovative is that it was beneficiary focussed, allowing New Hope to respond to the needs of the community in particular empowering the inactive women and girls from Bangladeshi community access a sport they wouldn't traditionally engage in due to it being male dominated.

The coach was recruited locally who delivered both men's and women's session accompanied by a Community Development Officer.



Women's Badminton programme

What we learnt from delivering badminton for women, is that in Birmingham there are very few women from BAME communities who are qualified trainers and a need to train more women is paramount. We have addressed this a seminar held by UK Badminton Association and Badminton England were present.

### **Family Cricket Day**

Like Badminton Family Cricket was a short project aimed at using sport and physical activities to bring BAME communities together and tackle inequalities in physical activities and sports, in particular those individuals who are generally less active and need encouragement to maintain a healthy level of fitness and as well have some fun, spend time together as families and meet new people. Bringing people together and working collaboratively was the essence of this project. The activity concentrated on celebrating the participation and taking advantage of this immensely popular sport.

Family Cricket project ended with a successful family friendly cricket match to celebrate the success and achievement which was well attended by families from Aston, Lozells, Perry Barr and Handsworth.

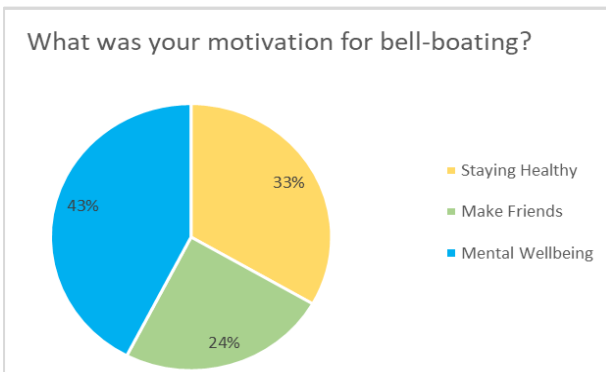
## Women's Regatta & Bell Boating



Women's Bell-Boating at Perry Locks with Canal & River Trust

Bell Boating is a popular health and mental well-being activity that has proven to be successful amongst our beneficiaries.

We delivered bell boating sessions in partnership with River Canal Trust at Perry Locks. We took a group of 15 women. This was very successful and proved to be an enjoyable activity for our beneficiaries. In reference to our most recent evaluation, statics show that 43%



on women part take in bell-boating for their mental well-being, 33% to stay healthy and 24% of the women hope to make friends.



*"I really enjoyed bell-boating, more than I thought I would. I have never heard about it before registering with New Hope Global, I didn't know we had beautiful canals and walkways in Aston and Great Barr, I didn't know what to expect but I'm glad I decided to take part because it gets me out the house, get some exercise in and have made a bunch of new friends. New Hope Global arranged a little picnic after which was a bonus. I would not have thought about going to the canals on my own, but I feel more confident now to take my children, I look forward to it and tell my family and friends all about it". Ruqiya, 42.*

When asked the question about what they wish to achieve from the session. 26% said it was for weight loss purpose, 31% to build confidence, 23% for mental and emotional resilience and 20% for self-awareness.

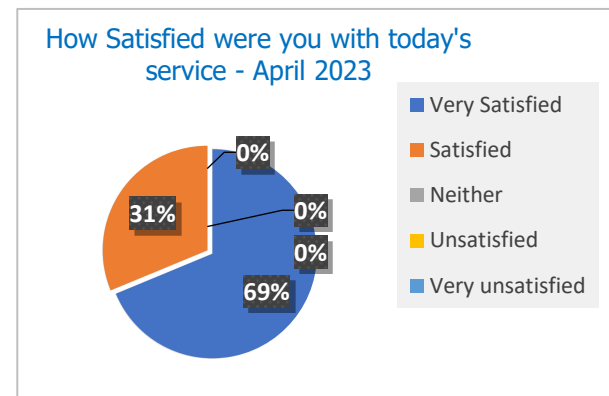
## Get Fit with Zumba

Zumba & Pilates sessions have been very popular since it started and thoroughly enjoyed by the ladies that attend every week. The age range of the participants are from 20yrs to 70yrs.

Zumba is a great way to get women out and enjoy some exercise, get fit and time for them to socialise and make new friends.

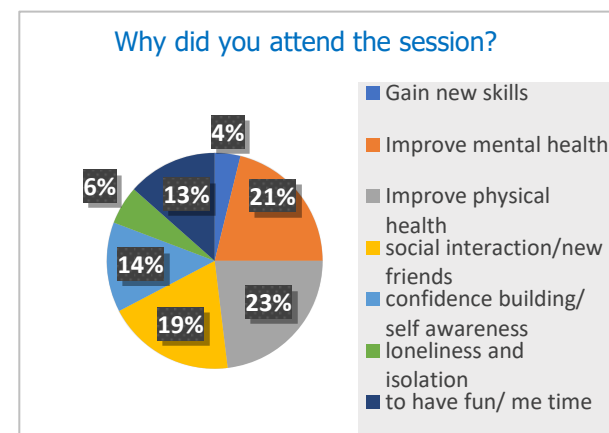
The ladies join the session for many different reasons. To mix the session and keep the ladies excited the instructor challenges the ladies and has added circuit training in between the Zumba session. This has made the ladies more excited to attend as they are learning different exercises, they can learn and benefit using at home.

Zumba has many benefits, not only it helps people to lose weight but there have been many other benefits that support the sessions such as gaining new skills, improve mental health, social



interaction, confidence, reduce loneliness.

We can see from our evaluation that people like



to come out to make friends and make social interaction with one another. It has made a huge difference in their social lives coming to the sessions has allowed them to come out and make new bonds.

Zumba has been a great help in improving mental health. We have had ladies come regularly to the sessions as it helps them have a routine and get out of the house to do a physical activity. With all the different health aspects supporting the ladies we have seen a boost of confidence with the ladies. This has encouraged them to go out and try different activities with their new friends /groups.

### Women's Chai, Chat & Yoga

Women's only Chai (Tea) & Chat group focussed on services aimed at women's mental health, our mission for this group: Stronger



Women's Only Zumba session

Together to support women and overcome mental health.

We are aware that our mental health is paramount to our overall well-being, and if it's not looked after, like our bodies, it can have detrimental consequences which we have seen firsthand through our work during the Covid-19.



Fruit picking

Over the last 12 months, we hosted a range of activities such as trips to park, picnic in the beautiful gardens of Birchfield Library, Fruit picking, Fun day at Aston Park, trips to theatres, nature walks.

Feel Good about Yourself in partnership with Birmingham Mind covered a range of topics to help with managing and coping with anxiety and stress, removing barriers to speaking out about mental health, menopause, postnatal

depression, loneliness, and social interaction, how to improve sleep and the importance, foods and moods.

Yoga is offered for an hour on a weekly basis, every Wednesday 1.00pm as part of the Women's Chai, Chat and Yoga Session.



Women's discussion session

### Diabetes and Obesity

We continued to see unprecedented need for delivering workshops around diabetes, as a furthermore, it helped with cohesion as the project result, we continued to deliver our annual workshops to both male and female beneficiaries, as always this was very successful. NHG recruited Dr Shakilur Rahman



Diabetes awareness session

to work with the Bangladeshi men's group to deliver more creative ways to deliver workshop to raise awareness of promote the impact of diabetes impacting on the Bangladeshi Community and tackle the challenges raised by coronavirus. National and regional evidence highlighted that the pandemic widened the existing health inequalities even further, the Bangladeshi community experienced the impacts of the virus, had around twice the risk of death than people of White British ethnicity.

People of Chinese, Indian, Pakistani, Other Asian, Caribbean and Other Black ethnicity had between 10 and 50% higher risk of death when compared to White British. It's important for me to raise awareness and let people know that it's possible to make lasting changes and prevent or delay type 2 diabetes.

## Partnership work with Flourish in West Birmingham

We are working with the Ladywood and Perry Barr Locality Partnership through the Flourish partnership. Flourish is a network of third sector organisations working closely with the NHS and other care providers to reduce health inequalities across Perry Barr and Ladywood. We are working together with a range of other third sector organisations, NHS care professionals, educational institutions all aiming to improve health and wellbeing, reduce obesity and prevention of diabetes, better access to primary care, support for expectant parents, new mums to provide 'Best start in Life'.

*'Through 'Best Start in Life', part of Flourish, our staff member is trained to deliver and support mums with infant feeding'.*

## Arts and Heritage –Embracing our Heritage

### Commonwealth Legacy - Aston Heritage Trail

New Hope Global were delighted to receive funding from the Birmingham City Council's



Participating in Heritage Trail project

Stronger Communities initiative to create and promote heritage tours around Birmingham.

Birmingham is home to many historical heritage sites and famous landmarks; Aston is recognized for its incredible Jacobean building known as Aston Hall and Park. Other well recognised landmarks include Aston Villa football grounds, Aston University, old Aston Library building, Church buildings, Spaghetti Junction, Aston reservoir, King Edward school, picturesque parks and range of canals and walkways.

The Heritage Trail project was supported by Commonwealth Legacy Fund, the project provided lots of exciting prospects for local

communities to connect with and introduced



Social Interaction - Picnic in the Garden

families with local heritage, sites, landmarks, and amenities to enjoy walks, days out, take picnics with family.

Participants learnt about different religion through the beautiful religious places such as churches, mosques, gurdwara, temples built social interactions and connecting interfaith communities. NHG built long term relationship with local mosques, churches, and temples to deliver project together to benefit the wider members of the community, furthermore, it helped with cohesion as the project attracted people from a range of ethnic minority groups and supported the newly arrived families to build a strong network.

The Heritage trail allowed local people to not only visit the beautiful and intriguing heritage landmarks but also engaged them in physical activities such as walking, exercising, and



Visiting Birmingham Central Library

helped with socialising with other families in the community.

Groups attended guided walks in Aston Park, Perry Locks Canal with Canal and River Trust, visited Aston Hall and Museum, visited Aston Hall and Museum, the former Aston Library,

Aston Fire Station, Aston reservoir as well the – –women navigated their way into the city centre to visit the New Library, Birmingham Museum, participated in Soul City Arts Heritage programme at Hippodrome.

The project was led by a Heritage Project Coordinator and worked to train two volunteers in leading the trails. They received first aid training, risk assessment, route planning, communication skills, gather information and presentation skills.

### Amal and New Hope - Our Stories Through Nakshi Kantha

The co-created arts and crafts project working in collaboration with the local community of ethnic minority women titled 'Our Journey through Nakshi Kantha' is going from strength to strength, using traditional embroidery that originates from rural Bangladesh, India, and West Bengal. Nakshi Kantha refers to an artistic



Nakshi Kantha workshop supported by Amal Foundation

pattern and uses mainly a running stitch. Traditionally these kanthas were made from recycling old sarees and fabrics into beautiful blankets to keep the less fortunate warm in winter months. Nakshi Kantha embroidery is now used to make sarees, scarves, garments, cushion covers and other household ornaments. These stitches would be passed down from generations with grandmothers to daughters to their children, however, the heritage is being lost amongst the South Asian communities in the UK.

The aim of the project is to revive part of this beautiful heritage from being at risk of elimination. The idea of 'Our Journey through Nakshi Kantha' project has been co-created with the support of women who have been involved from conception to launching the project.

### There are three parts to the project:

1. Encourage women to speak/act their journey and capture the stories of their parents' and grandparents' journeys from Bangladesh, Pakistan, and India to Birmingham through drama workshops.
2. Sketching the stories captured through drama workshops on canvasses and fabrics.
3. Using Nakshi Kantha embroidery to stitch individual book pages to form a 3D



Our journey to Nakshi Kantha Heritage

book, personalised frames, and patchwork saree.

The final part of the project will be to showcase all the artwork, the drama captured through videography, individual art pieces, the book, and the saree in various exhibition lead by the women engaged in this project.

Throughout the project the use of embroidery, drama, games, sketching, yoga, and food was vital to the development of the project enabling social interactions to combat mental health and wellbeing. We believe using arts and crafts tackle mental health issues reeling from the effects left from the Covid19 pandemic, also tackling social isolation and loneliness, bonding over memories, sharing stories and empowering women from ethnic minority to lead a creative project and enable participants to learn new skills and venture into a journey with lots of opportunities.

### Sharing our Bangladeshi Food Heritage

The staple of Bangladeshi Cuisine is its rice and fish, and it is arguably the most important part of any social occasion, food brings people together and gets people talking. Bangladeshi cuisine has a lot of similarities with cuisine of

the Indian subcontinent along with strong Persian influences of Mughlai cuisine and uses a lot of the same fragrant spices and aromatics



Food exhibition – A heritage of Bangladesh

such as 'Panch Poran', a mixture of spices and mustard oil is traditionally the choice of for many households. Fresh vegetables that are available in season are often incorporated in meat, chicken, and seafood dishes. Food is also an artistic skill, and its heritage and culture are passed down from generation to generations. Promoting health and well-being for Bangladeshi families using traditional food during the workshops was one of the keys aims of our healthy eating projects delivered by New Hope Global enabling Bangladeshi beneficiaries to take small steps to adopting healthy lifestyles to build on community knowledge and skills.

### Waswasa workshop

New Hope were extremely pleased to have been approached by Mohammed Ali, founder of Soul City Arts to work with him on the Waswasa Exhibition held at the Hippodrome Theatre, Birmingham. Waswasa – Whispers in Prayer. An immersive theatrical experience that

explores the act of Islamic prayer and what that means in a modern and secular society. The physical act of prayer now extends to beyond religious spaces and places such as the parks and city-squares; it spills over into our everyday worlds. It is even visible in sports arenas with athletes prostrating to the ground or raising hands to the sky in moments of triumph.



Waswasa – A spiritual journey

A group of 25 men and women took part from New Hope Global to talk about what they thought the whisper they had in prayer meant and reflect on what God meant to them. The group was asked to engage and work in groups to reflect on their spiritual journey of prayer and what they felt was important to change for them. The group went onto write their prayers on gratified prayer mats and were given the option to write in their own language (Bengali, Urdu, Arabic and in English), these were later chosen to be displayed in the 'prayer tunnel' which was part of the exhibition displayed in the exhibition.

## Men's Development Project

*"Our group felt very privileged to be a part of such a wonderful spiritual journey".  
"It was really exciting to be part of such a spiritual journey and such an innovative experience".*

Our organisation recognises that men are often underrepresented even though they are not classed as 'hard to reach' communities however we have evidence some sectors of this group are forgotten or are hard to engage with and often do not talk about how they are feeling or what support they require. After the Covid19 pandemic we knew the importance of supporting men from BAME communities, especially from Bangladeshi and Pakistani communities who suffered most with the illness due to their lifestyle, frontline jobs.



Connecting community together



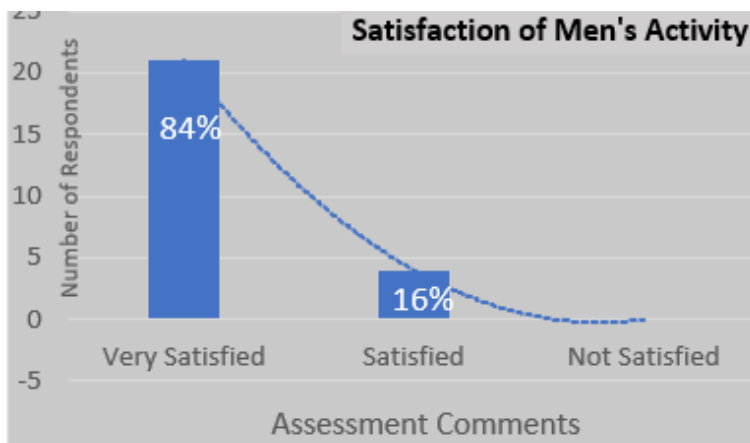
Men performing Yoga.

Therefore, it was our mission to make a change and we were successful in our endeavour through a new temporary post that was created by employment of a part-time Development Officer aiding in tackling health disparities and inequalities experienced by men. In addition, to connect with both young and elderly men's groups to help improve their physical, social mental and emotional health and wellbeing. Through our Xcite programme we have enabled young men to develop capacities and skill sets to improve and get back into employment, training, education, and volunteering creating space which enables lifelong learning, improve confidence and health.

The main programmes delivered as part of the Men's Development Programme include:

- Health and Wellbeing Coffee Morning
- Yoga and mindfulness
- Walking Group
- Bell-Boating
- Badminton
- Training & Employment Support

Men's Yoga Satisfaction from one session





## Employment & Training

### Xcite – Youth Employment Intervention

In an ever-evolving world, empowering the youth with the right skills and opportunities is crucial for ensuring a prosperous and sustainable future.

X-Cite - the Youth Employment and Training Programme is an initiative designed to address the challenges faced by young individuals entering the job market. Since its inception, X-Cite has been a cornerstone in equipping young adults with the necessary tools to secure



Xcite recruitment day

meaningful employment and training as well as positive contribution to society.

Additionally, the programme places a stronger emphasis on soft skills development, such as communication, teamwork, problem-solving, and adaptability. These skills are critical in building well-rounded individuals who can effectively navigate the challenges of the workplace while fostering personal growth.



Introduction to Women into Construction Work

NHG has strengthened its ties with local organisations in the charity and statutory sectors. This has led to the establishment of partnerships, allowing participants to gain practical experience and insights into their chosen fields. Moreover, the YETP has collaborated with prominent entrepreneurs and industry leaders to conduct motivational talks

and mentoring sessions. These interactions not only inspire participants but also provide them with invaluable guidance on career paths and entrepreneurial ventures.

Recognising that some youth face unique challenges in entering the job market, the X-Cite has implemented targeted support for vulnerable communities. Specialised workshops and mentoring sessions address the specific needs of marginalised youth, including those from BAME backgrounds, individuals with disabilities, and young parents. By creating a more inclusive environment, the programme aims to ensure equal opportunities for all and reduce unemployment disparities.

All our advisors are qualified to give advice and guidance and speak several community languages, ensuring that education and training remain accessible to all and over challenges and barriers.

The X-Cite programme has implemented rigorous monitoring and evaluation mechanisms to measure its impact accurately. Regular feedback from participants, employers, and trainers helps identify areas for improvement and ensures that the programme remains relevant and effective. Early indicators show increased employability rates among young graduates, with a significant number securing full-time employment or traineeships.

The X-Cite Programme continues to be a vital force in empowering young individuals to thrive in the workforce. Through an updated curriculum, industry collaboration, tailored support, digital accessibility, and impact assessment, the programme is making significant strides in addressing youth unemployment and fostering economic growth. As X-Cite continues to evolve and adapt, it reaffirms its commitment to shaping a brighter and more promising future for the next generation of youth.

Employability Support	107
Education & Training	27
Employment	53

### ESOL

In 2021, NHG held its first ESOL (English as a second Language) class funded by The National Lotteries Community Funded project 'Championing a Stronger Community'. Due to the demand and need we have increased number of sessions by 4 and a Health and Wellbeing Language Development Course.

We are running ESOL course for both men and women living in Birmingham.

It is a FREE course for anyone on benefits and it is open for those from ethnic minority, migrant and newly arrived communities living in Birmingham. The course is delivered in a relaxed and friendly atmosphere, it allows you to meet and get to know other people in the community and make friends.

The course aims, through increasing its participants' English language skills, to reduce social isolation in local communities in Birmingham. It is well known that lack of English language skills is a big barrier to community cohesion and leads to individuals becoming socially isolated and are missed by the mainstream service providers. This project will provide English speaking skills and confidence, enable individuals to gain recognised qualifications, signpost to other

*'I am forever grateful to New Hope Global as the organization provided me to get valuable work experience and help me get a job'.*

### Volunteers

We are privileged and thankful to the support provided by our volunteers, who provide support and service to by offering their time, We are privileged and thankful to the support provided by our volunteers, who provide skills and expertise. This is highly essential New Hope Global to fulfil our purpose in building communities and contributing to society. We are pleased to say 50% of our volunteers have successfully obtained employment opportunities.

Number of Volunteers	12
Number of volunteers into Employment	27

### Advice & Guidance Services

NHG is proud to reflect on another year of dedicated advice services to our community. We continue to be a trusted resource for welfare benefits advice, income maximisation, housing support, debt management, and energy efficiency guidance, ensuring that our community members can navigate life's challenges with confidence.

Our team of experienced advisors has remained committed to providing comprehensive welfare benefits advice to individuals and families in need. Whether it's helping with applications, advocating for appeals, or clarifying eligibility criteria, we ensure that our community members receive the assistance they are entitled to.

Understanding the importance of financial stability especially in the current cost of living crisis, we have focused on income maximisation strategies for our service users. Through personalised budgets and employment support, we empower individuals to explore opportunities for career advancement and additional income streams, fostering long-term financial well-being.

We have been busy assisting community members with housing-related issues. Form helping individuals find affordable rental properties to offering guidance on housing rights and eviction prevention, we work rights



ESOL Award Ceremony

training courses such as digital skills, functional skills Maths, English and increasing employment opportunities.

All our courses are delivered in partnership with Working Education Association, accredited and taught by qualified and experienced tutors and supported by our experienced volunteers, who are English native speakers and have experience in teaching to adults.

35 women received awards for completion and gaining accredited ESOL qualifications.

We delivered many other trainings for communities, staff and volunteers, including

*"Delivering events such as open days, beach trips, workshops and other activities are possible because of our volunteers and help from our community."*  
**Thanks to all our precious members of staff team.**

First Aid, Safeguarding, Health and Safety, Food Hygiene, Customer services.

and eviction prevention, we work tirelessly to ensure safe and stable housing for all.

Dealing with debt can be overwhelming, our advisors help to lighten the burden. They provide tailored solutions, including debt



Registering beneficiary for benefit guidance

consolidation plans, negotiation with creditors, and financial education to promote responsible financial practices. Through our Energy Redress Project, we educate individuals on the importance of sustainable living and cost-saving measures, NHG has expanded its focus on energy efficiency. We offer practical advice on reducing energy consumption, accessing energy-saving grants, and ensuring a warm and comfortable living environment for all, particularly during harsh weather conditions.



One to One Advice provided by Benefit advisor.

NHG remains committed to serving the most vulnerable members of our community. Our outreach efforts extend to collaborating with local schools, community centres, masjids, libraries, and job centres to ensure that our services reach those who need them most. Additionally, we have enhanced accessibility, resources to cater to diverse needs.

We take pride in our ability to measure the impact of our services continually. By collecting feedback from our clients and tracking

outcomes, we ensure that NHG remains responsive to the evolving needs of our community. Looking ahead, we are dedicated to expanding our partnerships with relevant organisations, including the Department for Work and Pensions, housing associations, and energy companies, to foster a more integrated and comprehensive support system for our community.

In conclusion, the NHG remains committed to uplifting our community members through welfare benefits advice, income maximisation, housing support, debt management, and energy efficiency guidance. As we move forward, our aim is to empower individuals and families towards financial stability and well-being will remain at the core of all our activities.

### Energy Redress Project

In response to the struggles of our community because of the ever-increasing cost of living, especially cost of fuel, we are on a journey to bring about positive change, where the pursuit of sustainable energy and social empowerment converge. In partnership between Witton Lodge and several other community organisations, we embark on a journey known as the "Energy Redress" project. This project is a response to the challenges of climate change, energy inequality and the cost-of-living crisis. It recognises that vulnerable communities often bear the brunt of environmental degradation and limited access to essential resources. Our commitment is to break down barriers, bridging the gap between energy accessibility and the well-being of the individuals and families we serve.

Type of Service	Number of beneficiaries	
Welfare Benefits Advice	573	
Housing	231	
Debt	35	£36,250 Debts managed
Face to face Advice sessions	468	
Telephone Advice Sessions	164	
Income Maximisation		£63,200 Income maximised
Fuel Grants Applied / Household Fund	132	
Food Vouchers	38	

With Witton Lodge Community Association leading the consortium, this collaborative effort unites community organisations, each contributing unique strengths. Together, we harness the power of collective wisdom, determination, and innovation, pooling resources to implement meaningful solutions.

The overarching goal is multifaceted, underlined by the desire to support energy-efficient initiatives, develop sustainable infrastructure, and advocate for policies that promote equitable distribution of resources. By



Discussion for energy cost reduction

channelling funds from energy companies' redress schemes, we direct much-needed financial backing towards projects that yield tangible benefits to the community.

The Energy Redress project embraces a holistic approach, empowering individuals to become advocates for change within their neighbourhoods. Through education and engagement programs, we hope to foster a sense of ownership and responsibility, ensuring that the impact ripples through generations to come.

## Case Studies

### Mr A: A Case Study

Mr A, a British Bangladeshi man with learning difficulties, who was facing financial distress and social isolation. By providing personalized support and implementing various strategies, Andrew was able to achieve financial stability and improve his overall wellbeing.

Andrew Miah is a 59-year-old man living alone in a flat in the Birchfield area of Birmingham. He has been facing significant challenges due to his learning difficulties, which affected his ability to manage his finances effectively. Accumulated rent, council tax, gas, and electricity arrears had plunged him into debt, leading to anxiety and mental stress. Additionally, Mr A's isolation further hindered his emotional and physical wellbeing.

New Hope Global (NHG) advisor identified Mr A as a person in need of assistance. We assessed his financial situation, living conditions, and overall mental and physical health.

NHG supported him by negotiating with relevant agencies to write off his outstanding

debts, including rent, council tax, and utility bills. The Advisor also conducted a detailed benefit calculation to identify all the available entitlements and government assistance programs that Mr A could qualify for.

To ensure Mr A's long-term financial stability, personalised financial management and budgeting sessions were provided. Mr A was guided on how to manage his finances more efficiently, including tips on tracking expenses, creating a budget plan, and saving for the future.

NHG advisor encouraged Andrew to participate in various community activities. He was invited to attend regular yoga sessions to enhance his mental and physical wellbeing. The yoga sessions provided a supportive and inclusive environment, helping Andrew build social connections and boost his confidence.

With the support of NHG, Andrew successfully cleared his debts and started managing his finances responsibly. The benefit calculation enabled him to access additional financial support, ensuring a stable income.

Regular participation in yoga sessions significantly contributed to Andrew's mental and physical wellbeing. The calming effects of yoga helped alleviate his anxiety and stress, while the sense of belonging to a community reduced his feelings of isolation.

Through personalised support and empowerment, Mr A gained confidence in managing his life independently. He learned valuable life skills, enabling him to make informed decisions and live a more fulfilling life.

## Community Engagement

### Communities asked and we listened - Family Trip to the Beach – Rhyl

The annual trips are very popular amongst New



Community trip to Rhyl

Hope beneficiaries, for majority it's an event families look forward to with excitement & exhilaration. Our trips are planned for people who are less fortunate and do not have the extra funds to take a day trip to beach or

adventure theme parks. Moreso, with the cost-of-living crisis families struggling financially, facing hardship, isolation and loneliness the trip provided an opportunity a break from their worries and enjoy a day out to the beach. This



Making Social Connections and Friends – Rhyl Trip

year families requested to go to Rhyl, the demand was doubled from previous year, as a result NHG took 140 people.

‘A trip to the UK beach is like winning a mini lottery for family like mine, if it wasn’t for community charities such as New Hope Global, it would not be possible for me to take my family of 6 on a day trip to the seaside like Rhyl because it very expensive. Both my husband and I don’t drive, my children are aged between 9yrs to 18years, I have low confidence so travelling by coach or train seems very hard and tickets are not affordable. We had a lot of fun and my children enjoyed the day swimming, making sandcastles, going to arcades, making friends on the coach with other families and enjoying the snacks and drinks provided by the organisation”.

Our annual trip is a wonderful way for NHG to engage with our beneficiaries in between travelling time, it allows us to speak to them about community issues, conduct surveys and help us to plan for future services.

### Trip to Birmingham Council House - Community Engagement

New Hope Global were invited by Aston Ward Councillors Mumtaz Hussain and Councillor Ayoub Khan to take groups of women from Aston to take a tour Birmingham Council House and join the councillors for lunch as part of a move towards stronger community



Community Engagement in Birmingham City Council House

engagement. The trip highlighted the importance of more female members of the ward to be involved in decision making and raising issues that concerned them. For majority of the 24 women that took part, it was the first time they had visited the historical heritage and get to know the roles of council members such as local councillors and lord mayor/mayoress. As NHG’s Fundraising Coordinator, I would like to express my gratitude to our funders and donors who have facilitated positive changes in lives of deprived and vulnerable people across communities in Birmingham and surrounding areas by offering financial support to NHG. They trusted us to tackle poor mental health, digital exclusion, social isolation and loneliness in the communities, which have been amongst the issues requiring urgent attention and action. NHG has delivered projects on helping young people face the future with confidence and be ready for the economic market.

### Thank you from New Hope Global!



Community Festival Gathering.

The financial support we received transformed our project ideas into reality and has enabled us to deliver vital services to the community for another year.

I would like to express my sincere gratitude to European Social Fund for funding our Xcite Project, helping the unemployed and inactive young people back to training, employment, and Education, thank you to People’s Health Trust for supporting us to help new arrivals (Bangladeshis) from other European countries, who are facing multiple challenges, ranging from social to economic challenges. Thank you to Positive Future for trusting us to deliver our project helping young people to navigate their way towards a brighter future, to The National Lotteries Community Fund for helping build a stronger community through a range of activities, and to Sport England and West Midlands Cycling UK for supporting us to implement our “Let’s Cycle” project, which engaged deprived/marginalized female members of BAME communities in physical

exercise. Similarly, I express my gratitude to the Eveson Trust, Comic relief, Health Exchange Together Fund, Ladywood NNS, Erdington NNS for offering us grant to engage socially isolated elderly members of the community. We improved mental and physical health of 85 deprived and marginalised Bangladeshi women in the inner-city areas of Birmingham by financial support of the May flex UK Community Fund. Hence, I sincerely say thank you to the

organisation. Indeed, we could not promote positive perceptions of community cohesion without getting financial support from Edward Cadbury Charitable Trust. NHG sincerely appreciate the funding from Erdington NNS, Ladywood NNS, National Grid and Energy Redress to provide benefits, welfare, energy, and housing to support the needs arise from the increase in cost of living.

## Our partners and supporters

Acting together Working in partnership is something we consider hugely important, New Hope Global would like to thank all our partners and consortium, without your support we would not have been able to assist our beneficiaries, they include:



Partners helped us to successfully deliver projects on helping elderly and socially deprived members of communities and for trusting us to deliver.

## Our next steps and priorities

Evidence gathered by New Hope Global through its current provisions for beneficiaries suggests that of all these unsettling events, the cost-of-living crisis and the scale of the energy prices has been the greatest concern of all. Together then Board of Trustees, the sterling team, volunteers, partners and funders we aim to raise funds and sponsorships to persist in bringing meaningful services to the community across West Midlands through the next stages of our journey, at a time when the needs of our beneficiaries have never been more pressing. Our unwavering focus on protecting our charitable activities to help our existing and new service users most in need to continue when the world is slowly, and for many of our beneficiaries, fearfully, emerging from the pandemic, and in the UK, it's coincided with a cost-of-living crisis that is having a real impact. As a charity we are facing a challenge to raise funding, however, our purpose is to be there for those communities and remain as strong as ever enabling to recover and rebuild communities and individual lives.

*Thank you to all our funders,  
supporters and partners!*

**New Hope Global** is a registered charity in England and Wales:

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