

## **DOSTI ASIAN WOMEN'S SUPPORT SERVICE STRATEGIC PLAN**

### **VISION**

Dosti to be a unique citywide mental well-being provider to support and empower Asian Women from diverse cultures.

### **AIMS**

To provide a holistic high quality support service to Asian women citywide

To regularly consult service users and carers in the development and delivery of our service.

To be flexible, person centred, responsive in our approach in order to meet the individual needs of our service users.

To provide a culturally appropriate intervention support for Asian women

To ensure that our services are accessible and available equally regardless of nationality, national origin, religion, sexuality, disability, age, marital status, and colour,

To provide an empowering service which allows women to move on to live independently and actively as volunteers or find employment.

### **OBJECTIVES**

We will achieve our aims by:

Developing and delivering innovative services to meet the needs of service users, by taking advantage of funding opportunities and establishing mutually beneficial partnerships.

Developing and promoting self-help initiatives and mutual support amongst service users and carers.

Promoting and delivering the work of Dosti in a planned and professional way

Dosti staff are central to the front line delivery and effectiveness of this high quality service. It is imperative that we commit to provide our staff with competent

leadership, supervision, training and guidance in order to enable our continuous development and enable the provision of service excellence.

## **ACHIEVEMENTS**

**BACKGROUND** -DOSTI is constituted as a registered charity, registration number 108485. Dosti began in 1995 as a small Asian Women's group at Stocks Hill Day Centre and has developed as a unique Asian Women's Support Service in citywide Leeds with a vision to deliver high quality service empowering women to enhance their mental health.

**THE ORGANISATION** – Dosti's Management structure is headed by the **Project Manager** who in partnership with her team is responsible to the Management Committee for the operation and development of the organisation and on advising the Committee on strategy and policy issues and fund raising.

**DOSTI SUPPORT SERVICE**- The Drop in Support Service, based at Stocks Hill Day Centre is run by **Project Workers**. This Support Service is culturally sensitive and is accessible to Asian women from Sikh, Muslim, Hindu, Bengali and Christian backgrounds, 18-75 years of age. The Drop in service has a core membership of 90. The Support Service entails therapeutic activities programme, and counselling, advocacy, housing; welfare benefits issues; Service Users Forum and a Case Management component. Crèche and Asian Cuisine are available.

**Outreach Support Team** - This service provides a holistic person centred support in different Asian languages by reaching out in the community. The outreach work enables the team to have a better understanding of the mental health issues relating to Asian women that are unable to access the various groups due to mobility problems, isolation, cultural and social issues. This service provides emotional, spiritual, and practical guidance with the aim of empowering women to take control of their mental health, by helping with family, social, and housing issues.

### **KUSHI Group (Happiness)**

This support group is run at Chapel town Sikh Centre House, launched on 11<sup>th</sup> Oct 06 is based in the heart of the Asian community making it accessible to Asian women that have found it difficult to travel to West Leeds. This group is led by service users taking the initiative for organising, planning activities that will empower their health with the support of staff.

### **MEL MI LAAP-(Gathering)**

This support group is run at Potterdale Centre, launched January 2007 is based in South Leeds and run on Saturdays making it accessible for Asian women who are isolated and need support on the weekends.

### **MULTI-CULTURAL Group for Women**

This group is jointly provided by Dosti and Stocks Hill Day Centre, based in West Leeds offering a multi-cultural awareness on mental health issues, breaking down barriers amongst service users and creating greater understanding and harmony,

### **SELF HELP Support Groups**

**Koshish** and **Vandan** are **self help groups** initiated and run by Dosti's service users. Dosti provides the backbone support where service users feel confident and supported in their roles enabling service users to run their own groups providing activities of their choice and in some cases even fund raising.

### **STRATEGIC ANALYSIS**

<b>Strengths</b>	<b>Weaknesses</b>
<p>Reputation –recognised locally and nationally</p> <p>Unique Service – culturally diverse Person centred and holistic</p> <p>Skilled staff –expertise</p> <p>Asian Women Specific</p> <p>Mental Health Specialists</p> <p>Preventative and Health promotion</p> <p>Evidence–Based Quality Assurance monitoring.</p> <p>Innovative Approaches – Person centred, outreach, and community based.</p> <p>Service User Initiatives – Koshish Vandan</p> <p>Relationship with Communities</p> <p>Partnerships with multi agencies</p>	<p>Funding</p> <p>Funding available for short term</p> <p>Finances not secure – constant struggle, short of resources</p> <p>No contracts / No Service level Agreement with Social Services</p> <p>Reliant on social services for infrastructure</p> <p>No increase in funding from Social Services</p> <p>Staffing Restraints</p> <p>High Turnover of staff Due to short term contracts</p> <p>Commissioning Procedures</p>
<b>Opportunities</b>	<b>Threats</b>
<p>VISION OF DOSTI</p> <p>Work Strategically and citywide -Use expertise to expand service</p> <p>Develop more links with other BME Services and other agencies</p> <p>Demand for this service – unmet needs, gaps in services</p>	<p>Increased scrutiny from funders</p> <p>Day service review – I3</p> <p>Recruitment/Retention</p> <p>No contracts/ No Service Level Agreement</p> <p>How information shared with</p>

Develop building schemes – e.g. Multi-Cultural Centre	Service Users Commissioning Procedures
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## STRATEGIC SUMMARY

**DOSTI** Asian Women’s Supportive Service’s focus for the next 5 years

**ENSURE** continued financial viability by delivering cost effective services, managing resources well and maximising income.

**OPTIMISE** Opportunities for development within the core business and competencies of the organisation in line with the local and national context.

**EXPLORE** opportunities and promote partnership working in order to develop the service.

**DELIVER** high quality holistic services in a consistent and transparent evidence based approach in line with the needs of service users and carers.

**RECOGNISE** and develop staff as a resource as they are essential partners in the delivery of quality service.

**INVOLVE** service users and carers in all aspects of service delivery and design

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**DOSTI** was mentioned in the ‘**Women in the Mainstream**’ **Department of Health Document 2003 for Good Practice**

Dosti has been actively involved in the **Women’s Mental Health Strategy**

Dosti works with **Leeds Metropolitan University** providing placements for Medical students every year.

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