

APDA

Asian People's Disability Alliance

Annual Report 2019-2020



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OUR AIMS AND OBJECTIVES

APDA was founded in London 30 years ago, as a Pan-Disability Organisation (DPO) to provide culturally specific care for the Asian elderly and disabled community.

It was set up by those who had themselves an in-depth knowledge and personal experience of disability and care. There was very little appropriate support at that time.

APDA is a non-governmental and non-denominational organisation.

Our aims are:

- To provide a needs and user-led culturally appropriate service.
- To collaborate and work in partnership with service planners and mainstream support bodies.
- To act as a resource for disabled people, their carers and their families.
- To work with our disabled peers in the developing world.

WHY WE HAVE THESE AIMS AND OBJECTIVES

We have these aims and objectives so that we can:

- Reach out where mainstream services cannot reach due to lack of expertise and understanding of disabled people, their carers and families.
- Help incorporate the specific needs of APDA's client group in relation to service planning and areas that affect their lives.
- Provide consultation, peer support and facilitate their social development.
- Link with the Developing World allowing us to share knowledge, experience and disability attributes that assist and enrich socio-economic development.

OUR CURRENT PROVISIONS

DAYCARE

We provide participative activities aimed at improving existing skills, developing new skills, and promoting social development.

Our Day Care Centre is:

- Accredited with local authorities
- Fully accessible and fully equipped for users with mixed disabilities
- The only centre with in the locality supporting Asian service users
- Our service is very popular in the local community

HOME AND RESPITE CARE

Our services are:

- Efficient and effective
- Regulated by the Care Quality Commission (CQC)
- Designed to meet the needs and concerns of both users and purchasers
- User-centered and completely needs-led

Our services enable users to:

- Continue to live in the community
- Reduce inappropriate hospitalization
- Give priority to the needs of carers and their families, who are usually poorly supported

OTHER SERVICES

- Befriending- as a growing number of elderly and disabled Asian people find themselves isolated at home and in the community, Befriending enables them to retain their independence and identity
- Information, advice, and guidance- Many of our service users and their families need assistance accessing the support that is available in a multi-lingual format
- Advocacy- A support service to provide representation if needed in matters related to care support, housing needs and medical care
- Independent living skills- With support, help and encouragement we help service users with disabilities to continue living independently at home
- Cultural events and outings- We help provide social contact our service users need
- Various Therapies- We engage our users through various therapies including exercise, yoga, multi-sport sessions, Asian music therapy, and arts and crafts
- ICT Skilling- Provide support in understanding technology to give service users and their families a gateway into the world beyond their homes
- Campaigns and Policy- Collaborating with external organisations and agencies to raise awareness about barriers for Asian disabled people in the UK and the developing world.

CHAIRPERSON'S REPORT



This year has been quite eventful, and we have been very fortunate to have received many invitations to many interesting and senior level meetings, and so were able to speak to senior people in positions to influence our country's decision makers in the right directions with regards to the Rights and support for Disabled People.

In spite of the Pandemic and the Resulting Lockdown at the end of this reporting year, we in APDA have continued to influence "The Powers that be" Striving to Champion the Underdogs cause and endeavored to make our VOICE heard.

Among the many successes of our involvement during this Year's Rounding Up the following are a few of my favorite example of our successes.

- 1 Mansion House Talks with Lord Blunket & Lord Pickles and also met with UK Reporter Andrew Neil.
2. Meeting up for the second time with the U N Rapporteur on Poverty, Professor Philip Allston this time in Islington, London talking on his review of Poverty in the UK.
3. Invited and attended The Centenary celebration of NCVO, event held by Her Majesty The Queen at Windsor Castle.
4. Michael Jeewa being awarded The British Community Award at the House of Lords.

We hope the above are a good taster of our reflections of the Year, and how we have fared during the year. There are more details with which Zeenat will elaborate on in her report and also great pictures at the end of our report reflecting the years' activities and events.

I conclude this report with an Upbeat message to us all to keep on shouldering on in the trials and tribulations that we have to face in the difficult year to come.

Pradip Shah
Chairperson

CHIEF EXECUTIVES REVIEW



I am so pleased to present my report after another eventful and successful year in the implementation of our holistic approach in providing services to Asian disabled adults, children and their Carers.

In keeping with our firm aims and objectives, we have continued to help in the empowerment of Asian disabled people by the consideration of their coordinated social, cultural, and environmental needs. It has been very interesting to observe the general consensus in health and social care this year moving towards Co-production & Collaboration, which is the involvement of all stakeholders in the development and provision of Social Care and Health

services.

This idea, of course is in line with our original ideals, as APDA was set up by Asian disabled people themselves and is managed and overseen by disabled people who are always aware of the extent of the real needs.

We are still very much a user-led organization and therefore are a resource body in the principles of application for the provision of services to disabled people based on cultural and community needs. There are always so many important concepts developing in the area of Care services such as those of personalization, co-production, independent living, collaboration, and we will work hard to continue to be very much in the forefront in the area of a systems approach based on health and well-being, welfare, education and training, employment and creativity, to work with government strategies in the years ahead of us.

There are rapid and considerable changes going on at the policy levels and infrastructure in society and APDA has been careful in creating the balance between the achievement of its ideals of its services and the practical challenges which have to be faced with increasing pressures within the Care sector.

Over this past year of 2019-20, we have had many achievements and enjoyable events, of which the greatest has been our celebrations for our 30th Anniversary. The photos in our events page will show how wonderful and momentous the evening was for us all as staff, management committee, service users and all stakeholders that have worked and been associated with APDA in the past 30 years.

We are always pleased to host our annual celebrations of the major Asian Cultural festivals, which are always popular and well attended, and this year was no different, with the celebrations of Holi, Water Festival, Easter, Vesak, Eid Al Fitr, Diwali, Vaisakhi, and Christmas for 2019.

We launched our Research Paper, “Humare Avaaz (Our Voices)” as part a larger UK wide Project for all DDPO’s, DRILL (Disability research into Independent Living), alongside our annual marking of National Mental Health Awareness Week, UK’s Black History Month, UK’s Disability Month, National Refugee Week, World Mental Health Day, UK’s Remembrance Day, International Women’s Day, The United Nations International Day for Older Persons.

Of course the one most close to all our Hearts, The United Nations International Day for Persons with Disabilities 2019 was marked jointly with our 30th Anniversary celebrations on 30th November 2019.

I would also like to take this opportunity to express my sincere appreciation to all those who have given funding, advice and support, that is central and regional government, local authorities, our clients and other stakeholders. Of course, the continuity of the services has been possible through the dedication and commitment of the Service users, APDA Committee Members, Staff and Volunteers.

The year ahead, with the emergence of the Global Health Crisis which clearly looms before us, will inevitably present a whole new set of challenges for APDA, but as always we will rise to these new challenges that we have yet to meet and we will endeavor to ensure our aims and objectives will reflect the needs and wants of our service users and their Carers.

Zeenat Jeewa
Joint CEO

DAY CARE AND DEVELOPMENT

I am excited to share the news from the past year and how fortunate I feel to be part of such a great organization that is loved and supported by not only clients but many other organisations.

2019 was an amazing year for APDA. As we look back on 2019 a great highlight was the 30th Anniversary Party for APDA. It was a huge success and emphasises the support of clients and their families, surrounding community, staff, Local Authority and MPs and Mayors.

This year we refurbished our Day Care Centre with new décor, some sport equipment and new games and activities for all our clients to enjoy. The newly painted centre brought that extra sparkle, and we were happy to introduce a Learning Disability and Older Persons support area for new clients.

We exceeded goals during 2019 providing a good quality service. This year kicked off to a healthy and positive start largely down to various therapeutic services and providing Independent Learning Skills as well as many other fun filled activities. We continually maintained and promoted services with respect to cultural and religious needs, independence, autonomy, choices, and dignity.

Our aims are to support families and offer them respite whilst giving clients full support to continue socializing within the community. We pride ourselves in keeping our clients safe and warm as well as provide access to valuable skills and activities which include Art & Crafts, Independent Learning Skills, Horticulture, Cookery sessions, Sewing, games etc. As part of our Therapy sessions we enjoyed Yoga, Aerobics, Bollywood Dance and Live Bollywood music and Karaoke. The celebrations this year at APDA were celebrated grandly as always. We hosted many cultural festivals and International days including Holi, Vaisakhi, Eid, Diwali, Christmas, UN Day for Older Persons, UN Day for Persons with Disabilities and International Women's Day.



Every year we welcome medical students from University College of London Hospital who are working towards their Medical degree. We were able to welcome them this year also and gave them an opportunity to understand disability and build case studies on community-based care.

We are a proud organisation in creating awareness on disability and medical issues and held sessions in health and wellbeing issues such as Diabetes Awareness, Dementia Awareness, Personal Safety, and workshops with Optician Paragh Udani who supports our services and clients of OPTOM-LINK.

Our team of 7 staff are continuing to effectively deliver their commitment of support to our services and clients, overcoming language barriers. They continue receiving training in essential areas such as First Aid, Health and Safety as well as Dementia, Diabetes, Food Hygiene and Social Care.

As you all know APDA has been delivering transport services for 30 years. From July 2019, we moved from BCT service to use our own accessible minibuses. We also welcomed 2 drivers to the team who provide regular help transporting vulnerable and isolated disabled clients with pick up and drop off from our day care centre.

We are always excited to learn new skills to better the service to our clients and their families and look for opportunities to expand our services to more users. We continue to expand programs and provide diversity. I want to maintain this level of success for many years to come and with support we know this is possible.

Our door is always open for a tour of the facilities and we would welcome families, Local authorities, and people in the community to explore our services. Our Day Care team is ready for the coming challenges to provide the best service possible and deliver a better result. We are ready.

Mrs Nouria Yahi
Day Care Team Leader



HEMOCARE

Homecare is one of the key services we provide at APDA, giving clients and their families the essential support they need to continue their day to day lives. Like previous years homecare at APDA has gone from strength to strength, with success in many areas.

We have seen a growing demand for homecare services. Unlike previous years, there has been an increase in demand for personal care support vs befriending services. Many of the referrals and requests for care we have received have been for 30-minute sessions. APDA can now easily be found on internet searches through Google, Yahoo and Bing and have seen clients contact us for services after reading reviews about us online.

The main services we provide within our homecare services are Personal Care and Befriending Services. Both services are not only essential, but also differ from one and another. Where personal care focuses on assistance in getting out of bed, bathing/showering, dressing, preparing meals and essential household chores. Befriending is focused on teaching and supporting life skills and companionships. Befriending services take place not only in the home but also outdoors and provide clients the opportunity to learn things that include Daily life skills, Healthy living tips, Assisting with homework, Shopping, Managing finances, and independently using public transport.

At APDA this year we continued our tradition of providing outstanding quality care. Our staff only sent out to support clients after being vetted against suitability for the role, DBS checked and clearances, employment reference verified, and successfully passing core competence training requirements.

By listening to our clients, we have continued to work to develop tailor made care packages. As homecare leader, I regularly met and followed up with all families to see how APDA could further improve and provide families with the much-needed respite. Our regular undertaking of homecare visits, risk assessments, care plan reviews and staff supervisions mean we can amend and manage the changing demands of client's care support needs.

Our clients come from diverse cultural backgrounds and this year we continued to match our staff to cater for the diversity in our client backgrounds. Our clients fed back their sense of security and satisfaction in our care team and how comfortable they are with our homecare staff.

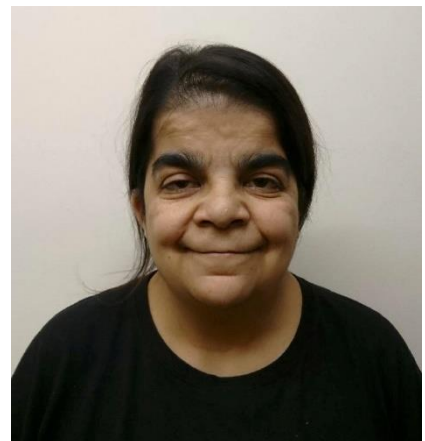
The table below shows a breakdown of the number of clients we support and the local authority they fall under.

	Personal care	Befriending	Personal Care & Befriending
Brent Council	21	3	2
Ealing Council	0		
Harrow Council	2		
Total	23	3	2

We have always encouraged good record keeping in our homecare department and regularly monitor care team worker logs, daily work logs and incident reporting documentation. All the homecare team continually follow safeguarding protocols and I as homecare leader, personally follow up all the team with spot checks and follow up any concerns from families and carers. To maintain the high quality of care all homecare staff are required to complete on-line or in-house Refresher training on a regular basis on areas such as First aid, Safeguarding, Risk assessment, Manual handling, Food Hygiene, Mental Capacity, Dementia, Challenging behaviour, and various other health care subjects.

We received many requests and referrals for care from various channels and some new channels including verbal referral and recommendations of our services. Our clients have left us some great feedback on the carers, praising them on their friendliness, professionalism, caring manner, helpfulness, and the gratitude they share for being able to continue life at home with their support. Finally, I would like to thank all our carers and home care team, for their dedication, professionalism, and commitment. Without them we could not continue to deliver such a vital service at such high standards. I would also like to thank our CEO Michael and Director Zeenat for their support, guidance, mentoring and valuable insights in successfully delivering APDA Homecare Services. We hope to take the APDA tradition of values and commitment to delivering high quality care into 2020-2021 and will aim to make APDA the best care provider for our local communities.

Saira Nawaz
Homecare Team Leader



ADVICE AND ADVOCACY

At APDA we have always provided our Advice and Advocacy as a natural extension of our other delivery services. This year we have worked hard to try and consolidate this service to transition into its own stand-alone delivery arm and have started the process for acquiring the “Quality First” standard for our advice services.

We felt this was most needed as the natural next steps of APDA’s advocacy and advice service; which remains very much a lifeline for those most vulnerable in society, and those who face traumatic or difficult situations that they are not well equipped to understand or deal with. As we well know, the language used by government and local authority departments is always difficult and not accessible or understood by the many who require that extra support in society.

We have been working with “The Disability Law Service”, a charity funded to provide specialist professional legal advice and representation to the disabled community in the UK, and who have been incredibly supportive and helpful in providing the advanced legal support that many of our service users needed.

As our services are currently not directly funded, we have been triaging and signposting service users to other funded services where we did not have the capacity or expertise to assist the Service users. However, the smaller cohorts that we were able to assist were provided with a quality and supporting hand that comes with APDA’s holistic services provision.

We look forward to continuing our journey to develop this service into a more tangible and quality assessed delivery arm of APDA in the year to come.

EAST LONDON ACTIVITIES

2019-2020 has seen us build on the success of the great work we started in East London. We have continued to fund well-being sessions Bangladeshi women at the Minerva and Spitalfields Community Centres. The great variety of activities in Arts and Crafts, exercise sessions and group talking therapy has seen increases the number of women who regularly attend both centres.

With the Bengali community being close knit, we can only put our success down to the great response and word of mouth of users to promote APDA in the community. The feedback we have received is that our sessions have had a great impact on their health and mental well-being and given women the confidence to try new things they may never had tried previously. Some of our users have said the sessions have given them new skills that they have taken away to put into practice at home. Some of the new skills they have learnt include knitting and stitching, origami, art skills, massage, recycling-upcycle and food presentation skills.

Our service users are enthusiastic about the opportunity to sit with different people and enjoy chat sessions, allowing them to open-up about topics they normally would not. They can expressively enjoy music in our centre and sometimes quietly enjoy a sing along.

We would like to share an example of a case study of a user who attended our Spitalfields Centre.

Mrs X comes from the Bangladeshi community and has been a housewife most of her adult life. Her life typically would revolve round household chores, raising her children and cooking. The lack of social enrichment in her life had left her very isolated at home and this took an effect on her mental well-being. When she started attending the Spitalfields Centre, she was apprehensive on whether attending would create a positive impact on her life and seemed very withdrawn. With regular attendance Mrs X developed a keen liking to arts and crafts sessions and more surprisingly she found herself more interested in Dance and Music sessions. Before Mrs X knew, she found herself mentally more positive and felt like she had something of her own to enjoy. The music and dance were something she took home with her and shared with her family. Mrs X's passion for the sessions meant she started recommending the service to relatives, friends, and neighbors. We have seen Mrs X get involved in setting up at the centre and actively make suggestions of what sessions would be enjoyed by the users and how services could be improved. This input has shown us how confident and self-assured Mrs X has become. The centre is a place she is excited to come to. This is just one of many examples of the changes we have seen in our service users. As we look to move into 2020-2021 we will continue with the work we have started in East London, and hope to expand and welcome more service users into our centre and transform the lives of many more women in the local community.



OPERATIONAL & DEVELOPMENT SECTION REPORT

This has been a very busy and productive year for the Operational and Development Team of APDA. Having now embedded our new online & cloud systems of recording and monitoring, I'm pleased to say this is working well and ensures we are documenting, evaluating and improving our services on a regular basis.

In the past 12 months, APDA has continued to maintain a solid financial and operational base. Without this as our base, our objectives would become more aspirational and more difficult to measure.

Staff have all been very proactive in learning the new systems and online monitoring processes to help make the newer version2 of our systems work effectively for APDA. This has enabled us this year to hold up to date Information and this has been useful with local authority commissioners increasingly requesting service user information during the year. The information also ensures that we are being correctly paid and invoicing the services we provide and are able to pass on any subsidies or add-on services and support onto our service users wherever possible.

We finished our exciting Peer led research on the Barriers into Independent living for Asian Disabled Women, and we were pleased to have launched the Final report this year also, and this is available to download the report, executive summary and the easy read versions on our Website.

We were very pleased to be asked to hold an information stand, and our wonderful Muskaan Wheelchair dancers to perform at, the First ever London-wide Carers Festival to mark and appreciate the hard work carried out by Informal and Formal Carers across London. Pictures can be seen within our Daycare report.

Of course the most important event this year for APDA was the marking of our 30th Year Anniversary celebrations held at Brent Civic Centre, with many of friends old and new, service users old and new, staff old and new and of course key dignitaries attending our Gala Dinner on 30th November 2019. We have some wonderful pictures in our Events page and we are thankful to all our Volunteer performers who were wonderful on the evening.

TRANSPORT

We are very pleased that this year we were able to reintroduce our minibuses back to service after being out of commission for 12 months previously. The return of our own buses were very well received by our service users as our surveys of the transport service experience showed us that they required a more flexible transportation service than the local large provider was able to deliver for them.

We are also pleased to announce that we replaced an older vehicle from our modest fleet for a nearly new Ford Transit, and the service users have enjoyed using this new vehicle on a daily basis. Pictures of our service users welcoming the new vehicle to our APDA family can be seen in the events page.

WEBSITE AND FACEBOOK

This year has indeed been very active with lots of service user outings, activities, trainings and events celebrated and held at our centre, of which our Facebook & Website page has helped us to highlight these over the months. Our service users and their Carers were able to share the memories with each other and their family members through the social media platform. They could even join in on the day through out Facebook Live recordings of our events to share with anyone who were not able to make the day itself at our centre.

We look forward to many more events and celebrations in the year to come and will continue to share the joy and fun to all our friends, colleagues in social care and of course all our wonderful service users.

INTERNATIONAL

We continued our efforts to carry out our overseas development activities in Bangladesh, the country where we conducted a recent Scoping and Outreach project. The project looked into matters regarding the situation of disabled people in Bangladesh, which included the situation of the forcibly displaced disabled refugees in the biggest refugee camp situated at Cox' Bazaar in Bangladesh.

Together with our local NGO partner, we planned an introductory sports project to keep the young refugees engaged in healthy and active sporting activities to help prevent the young people slipping into socially unacceptable problems. During our visit to the refugee camps, we witnessed young refugees aimlessly roaming around in the camps and ripe for exploitation by unscrupulous people and this was an area we were keen to have positive input in.

Another project planned were for a women's vocational training programme. Along with other plans to address the needs of Bangladeshi disabled people from the host country were also in the pipeline. However, initial approaches for resources were not conducive and unfortunately our further plans were halted and thwarted by the early onset of the pestilence and its associated implications.

As we move into 2020-2021 we have aspirations to continue our collaborations with other global NGO's to better the lives of disabled people for the better.

Michael Jeewa Joint CEO

EVENTS, OUTINGS AND CELEBRATION



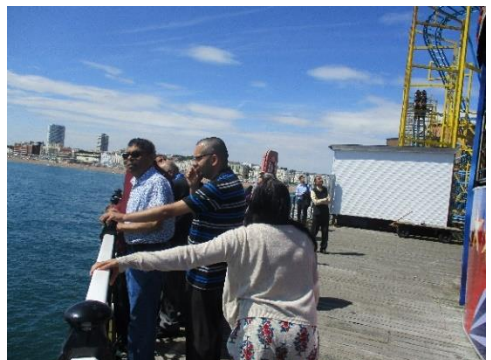
APDA Celebration of Eid-UI-Fitr June 2019, attended by Honorable Mayors of Brent and Harrow



APDA new minibus launch June 2019



Day trip to Brighton Beach August 2019



Day Care Trip to The Savill Gardens



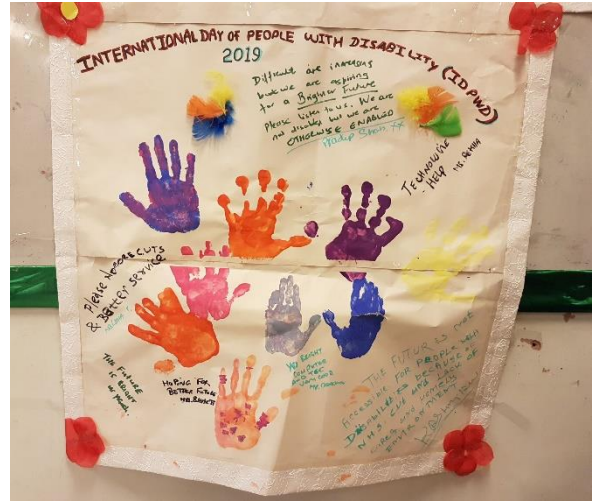
Day trip to Paradise Wildlife Park



Diwali 2019 attended by Honorable Mayors of Brent and Harrow Council



UN International Day for Persons with Disabilities



APDA 30th Anniversary



Christmas Party 2019



International Women's Day



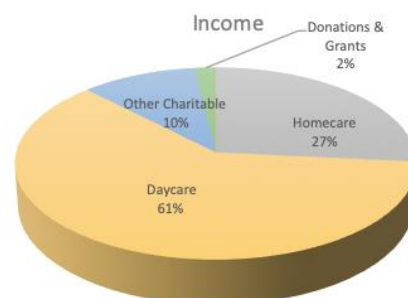
Holi Festival



OUR FINANCES

INCOME

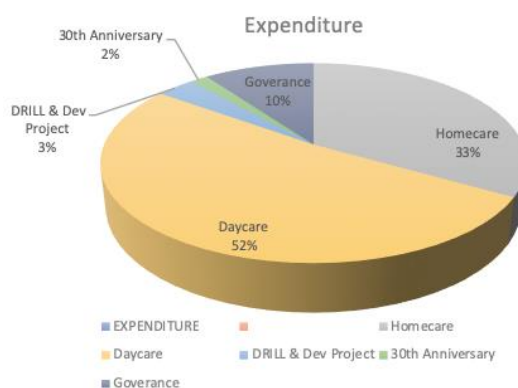
	£
Homecare	167138
Day care	385169
Other Charitable	65902
Donations & Grants	11718
Investment income	172
Total income	630099



■ INCOME ■ Homecare ■ Daycare ■ Other Charitable ■ Donations & Grants

EXPENDITURE

	£
Homecare	211587
Day care	328600
DRILL & Dev Project	21820
30th Anniversary	10251
Goverance	63583
Total Expenditure	635841



■ EXPENDITURE ■ Homecare ■ Daycare ■ DRILL & Dev Project ■ 30th Anniversary ■ Goverance

PATRONS

MANAGEMENT COMMITTEE

Office Holders

Mr Pradip Shah – Chairperson
Mr Ashok Chabria – Secretary
Miss Rekha Mehta – Joint Treasurer
Miss Jyoti Raja – Joint Treasurer

Other Committee Members

Miss Anna Felice
Mr Azahim Mohamed
Mr Jazal Marzook
Mr Daya Lekamwattage

STAFF MEMBERS

Management Team

Michael Jeewa – Joint CEO
Zeenat Jeewa – Joint CEO

Operations Team

Nouria Yahi – Day Care Team Leader
Saira Nawaaz – Homecare Team Leader
Fareeda Issace – Finance/HR
David Palfreman – Operations/Development
Silva Lau – Support Worker

Day Care Team

Alpa Patel
20
Sunder Kabaria
Hasina Ahmed
Rung Arung-O'Donell (Noo)

Jasmin Akhtar
Monica Dobrican
Hitesh Jagda
Bryant Robinson
Kanji Barot Sept 19-Jan

ACKNOWLEDGMENTS

We appreciate all the organisations and individuals who support our work and would like to thank them for all the valuable assistance and grant funding through 2019-2020.

London Borough of Brent	Spitalfields Housing Association
Hon. Mayor of Brent	Mr Harbajan Singh & Mrs Singh OBE
London Borough of Harrow	Kate Lawson & Element Law Limited
Hon. Mayor of Harrow	Narayanan PN (Music Therapist)
London Borough of Ealing	Krupa Patel (Yoga Instructor)
London Borough of Hounslow	Binal Trivedy (Dance Teacher)
Tower Hamlets Community Housing	Jalaram (Caterers)
Brent Community Transport (BCT)	Kall Kwik Wembley
Prontaprint Borehamwood	DASA Consultancy
Addictive TV	Ghow Ratnarajah

Special Thanks to The Brent Council Team for supporting APDA to hold our event at The Drum @ Brent Civic Centre

Also a massive Thank you to all our wonderful volunteers who have supported us with commitment and skill throughout the year.

DONATIONS

Thank you to all the kind and wonderful small and large donations made by friends, old and new, that allowed APDA to hold our 30th Anniversary Gala Dinner Celebrations.

BANKERS

HSBC Bank PLC
Welwyn Garden City
Howardsgate
Hertfordshire
AL8 6BH

ACCOUNTANT

ACE Accountants
44 Hartford Avenue
Kenton
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HA3 8SY

AUDITORS

Chapmans Chartered
Accountants
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NW10 0EB

LEGAL ADVISORS

Element Law Limited
Calverley House
55 Calverley House
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Kent TN1 2TU



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Registered Charity Number: 114009

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