

APDA

ASIAN PEOPLE'S DISABILITY ALLIANCE



ANNUAL REPORT 2017-18

*Providing culturally sensitive support and services to the disabled,
elderly and lonely in London's Asian communities*

*NGO with special consultative status with the Economic and
Social Council of the United Nations*

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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 South 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 available at that time.

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

OUR AIMS AND OBJECTIVES

- 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 through lack of expertise and understanding of disabled people, their carers and families.
- Help incorporate the particular 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 PROVISION

DAY CARE

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

- Accredited with local authorities
- Fully accessible and fully equipped for users with mixed disabilities
- The only local centre specifically supporting Asian service users
- Highly popular.

HOME AND RESPITE CARE

Our services are:

- Both efficient and effective
- Regulated by the Care Quality Commission
- Designed to meet the needs and concerns of both users and purchasers
- User-centred and totally needs-led, and
- Enable users to continue to live in the community
- Reduce inappropriate hospitalisation
- Give equal priority to the needs of carers, a group that is usually poorly supported.

OUR OTHER SERVICES

- Befriending – a growing need as increasing numbers of elderly and disabled Asian people find themselves isolated within both their own and the wider

community. Befriending enables them to retain their independence and identity.

- Information, advice and guidance – many of our service users and their families need help to access the support that is available. We provide a multi-lingual service.
- Advocacy – we support our service users to make representations about their social care support, housing needs or medical care and manage their cases if asked to do so.
- Independent living skills – with training, help and encouragement, people with disabilities can often live independently.
- Cultural events and outings – we help provide the social contact that our service users need.
- Exercise/yoga sessions, Asian music therapy – beneficial and fun.
- Craft activities – all about developing skills and achieving.
- Multisport sessions for Asian youngsters and their families – a chance to have fun with friends and family, quite apart from the real health benefits.
- ICT skilling – links with families and friends and a gateway into a world beyond their front doors.
- Campaigns and Policy – We work with external organisations and agencies to raise issues in a sensitive and appropriate manner to break social and cultural barriers for Asian disabled people in the UK and overseas.

CHAIRPERSON'S REPORT



I am pleased to share with you the details of our support activities offered to disabled people in 2018.

Our strategic policy level activities included joining in solidarity with other DDPOs to campaign against government cuts that continue to drastically affect the quality of life of our vulnerable users.

We have made preparations to attend the 57th Session of the UN Commission for Social Development session to share information about the predicaments faced by disabled people in the UK. As you may know, the UK government is the subject of a scathing report by the UN about its poor treatment of disabled people in the UK.

Regarding our support services, in addition to our life line services to our disabled users here at home in the UK, we also deployed APDA's experts to offer advice, information, guidance to disabled people, their carers and families in South and South East Asian countries. In addition to giving them life-saving advice and information support, APDA donated disability aids and equipment including hearing aids, and wheelchairs.

At the East London extension of APDA's direct services, we are piloting a mental health and wellbeing programme for Asian women living in Tower Hamlets.

At our Harlesden Day Care Centre, we have catered for more elderly people with Dementia and we now need, more than ever, additional space in order to address this major health issue. We would hope for co-operation from local and health authorities and others to enable us to effectively address this matter of concern.

I would like to thank the management committee members who have served with me on the management committee for their contributions and efforts.

Lastly, I would also like to thank our dedicated staff members, volunteers, our users, their carers and families for making APDA the success that it is.

Pradip Shah

CHIEF EXECUTIVE'S REVIEW



It has been a very good year for APDA with an increased number of service users in both our bespoke Homecare and our Developmental Day Care services.

We were able to launch and fund pilot services supporting the Mental Health and Wellbeing of Asian women in Tower Hamlets this year. These have been a great success, with numbers increasing week on week. We have even had women attending our sessions of arts, craft, keep fit and mental wellbeing from as far away as Kent. We are grateful to both Spitalfields Housing Association and Tower Hamlets Community Housing for enabling this to happen by making available their Community Centres.

We were also able to start providing a one day a week advice session in East London in collaboration with Tower Hamlets Homes at their new Financial Advice Centre in Bethnal Green.

Major staffing changes gave us an opportunity to review our internal monitoring and evaluation systems. I'm pleased to say we have now implemented new systems to ensure that we are operating both more efficiently and effectively to meet the changing environment whilst continuing to meeting the needs of Social Care professionals and service users.

Our advocacy service continues to grow, with the demand for support and advocacy needed more than ever with the decreasing budgets of local authorities and pressures to make cuts to service provision paid from the public purse.

We have continued to be the ever-present voice of the Asian Disabled person, and have taken part in many campaigns and appeals on behalf of vulnerable disabled people against very poor decisions made about their Service and Care needs.

Overall, we have enjoyed delivering our services. Through the storms of financial and the ever-changing face of social care we have stood strong like an aged oak tree. A few branches may have fallen off, but the trunk stands firm and a pillar of support for those vulnerable in society.

Thank you! We look forward to another year of continuing to support our services users and fellow disabled persons.

Zeenat Jeewa, Joint CEO

DAY CARE AND DEVELOPMENT

APDA provides culturally appropriate day care activities and support five days a week to service users with a wide range of disabilities. Activities include: life skills training, music therapy, memory games, seated yoga and physical exercise, art and craft sessions, shopping and outings.

This year we have introduced cookery sessions, laughing therapy and musical instruments and, in particular, working with specialists we have developed appropriate physical exercise sessions that help with both physical and mental health conditions.

We also provide awareness sessions on health issues and signposting including diabetes, strokes, bowel cancer, nutrition and regular health checks.

We celebrate cultural, national and international event such as Diwali, Eid, the

International day for People's with Disability and many more. These reflect the diverse heritage of our service users and provide a focus for the creative and developmental activities that are central to day care provision.

The most obvious outcomes of our activities are that clients are very positive in their mood and are visibly pleased to be part of a peer group. Feedback from our clients and their families continues to be very positive.

Our staff are all appropriately trained and receive on-going training on topics such as dementia awareness, food & hygiene, safeguarding, moving & handling, and autism. We regularly host medical students from University College, London as part of their studies in community-based care.



HEMOCARE

OUR AIMS

The aims of our homecare services are four-fold. First, to deliver bespoke services that are an integrated mixture of personal/domiciliary care and befriending. Personal care services include assisting with the hygiene of clients and their environment, preparing meals, assisting with food; kitchen tidy and clean up.

Befriending services includes both outdoor and indoor activities, such as swimming, yoga and trips to museums. Younger clients are helped with homework, engaged in play and encouraged to learn living skills and gain confidence in engaging in activities outside the home, e.g. traveling on public transport, making best choices when shopping, handling money and shopping and using health and safety procedures from and to places of interest.

Whether the care package is home care or befriending, both services are delivered according to the personalised care plans of service users.

Second, to send trained, culturally sensitive, reliable care workers to visit to provide care inside and outside the home. Care that is safe, caring, responsive to individual care needs, effective, and well-managed.

Third, to co-design home care. This covers the referral request, the manager selecting the home care worker that is most appropriate to meet the client's needs, collecting regular feedback on the service provided by the home care worker and reviewing that service to ensure the delivery of care is excellent at all times.

Fourth, to provide monitoring and evaluation as and when required to the London Boroughs of Brent, Harrow and Ealing, in addition to our own monitoring and evaluation process.

CO-DESIGNED CARE

Co-designed care is a continuous journey beginning at the point of first contact, be it word of mouth, email, phone call, referral from Brent, Ealing and Harrow Social services. Following referral potential care plan needs are assessed and confirmed with the prospective client. These are then discussed with the appropriate home care worker. On the carer's agreement the family are informed that a care worker has been selected to provide the services and a mutually convenient time and date set for a carer introduction.

A carer introduction is a meeting with the client in person to confirm the care package details and whether the carer and the family believe the home care worker can deliver the package. Once there is agreement that the client is happy with the home care worker, a contract is agreed. This contract establishes the date of the meeting, the name of the client, delivery times, the content of the care plan, the start and review date and the signatures of the home care worker, client and family. Care workers have time sheets, weekly logs and monthly summaries. As the family carer/client signs the time sheet; this establishes the time of arrival and departure of the home care worker. Co-designed care is important at every step of the home care service.

We currently provide bespoke home care services to 44 families.

OUR STAFF

We currently have 22 staff. They can communicate in Gujarati, Hindi, Arabic and English. All have DBS clearance and are trained at a minimum in health and safety, safeguarding of vulnerable adults & children, food & hygiene, manual handling and moving, mental health capacity. A programme of continuing in-house training is provided.

WHY ARE WE DIFFERENT

We are different to other carer organisations because our whole operation is based on cultural sensitivity; all our clients have a disability; and we provide a minimum of one-hour support per visit. We do not believe that worthwhile care and support can be delivered in a lesser period.

CLIENT FEEDBACK

We welcome client feedback, whether compliments or complaints. Feedback is important to the growth and continuous professional development of the organisation, and in the delivery of co-designed care.

As in previous years, APDA home care services has received positive feedback from service users, referrers.

In 2017 we delivered approximately 13,800 hours of homecare support and in 2018 12,700, the reduction mainly attributable to the cuts in local authority funding.



ADVICE AND ADVOCACY

APDA's advocacy and advice service started over two years ago. It remains a much-needed lifeline for those most vulnerable in society who face situations that they are not well equipped to understand or deal with.

We were sad to say goodbye to our previous advice worker, Marufa Chowdhury, who had to leave the post mid-year due to personal commitments. However, we are pleased to say Sana Nizam took over as our Advice and Advocacy Worker in October 2018 and she has already made a real impact and difference for our clients.

We currently only support clients who are a part of APDA but we are working towards opening this service to more individuals who are not clients of our organisation. We hope to offer this service by the summer.

In order for us to do this, APDA has been working towards BCAN's Quality First accreditation. We have already achieved Level 1, and we are now waiting to start our Level 2. This is our next necessary stepping stone to opening up our services.

OPERATIONS

TIME FOR A CHANGE

This summer saw a watershed in how APDA is run. New staff were appointed to head Day Care, Homecare and Operations and new system tools have been developed to manage operations, particularly the collection, presentation and analysis of data that is vital to good management. For example, we now have a very visual display of our service users' attendance that not only collects attendance data but also enables us to see patterns of attendance and respond accordingly. Absences can be easily be identified and investigated as part of our wider duty towards our service users, their families and local authority adult social service teams.

Technically, we have a good grip on our quantitative (numerical) data and we will be able to switch our emphasis to using that data as a basis for strategic decisions, also

using this data as a basis for qualitative (professional) judgments.

To securely store and centralise our data we have subscribed to 'Dropbox', a hack-proof 'cloud-based' data store that serves the needs of the whole organisation and meets the data security requirements of the EU's GDPR (General Data Protection Regulation), a regulation that which will continue to apply irrespective of Brexit.

TRANSPORT

We also decided last summer that we were spending too much time operating two buses and we asked Brent Community Service to provide our bus service. We are undecided as to whether we will stay with BCT or recommission our buses. Transport is incredibly expensive and while we subsidise both our transport and our lunch provision, we need to make a judgment on the level of those subsidies.

DEVELOPMENT

A SUSTAINABLE ORGANISATION

APDA is fortunate in comparison to many other service-providing charities in that we do not have to constantly seek funding to remain in business. We are financially sustainable through our contract work with local authorities. We look for funding only where it would enhance our provision. For example, in the summer we concluded a major community research project funded by the Big Lottery/Disability Rights UK into the barriers to independent living faced by disabled Asian women. In the Spring we hope to launch the research report at a prestigious venue that will secure wide dissemination of the report's findings. A theme that emerged was that it was the first time our research subjects had been asked for their views and the valuable 'lived experience' of disability that they all had.

NEW VENTURES

Historically, APDA has provided its services in NW London but there are other large, disadvantaged, Asian communities in other parts of London. One such is in Tower Hamlets where the incidence of disability, particularly mental health related disability amongst the female Asian population is high. Having engaged successfully with local



Asian women as part of our research project, we have funded pilot support groups in the Borough. These have been successful but the necessary next step is for APDA to secure funding to put these services on a permanent basis.

UNITED NATIONS

APDA continues to contribute its experience and expertise internationally. In mid-February 2019 our Chair will be attending the 57th Session of the UN Commission for Social Development at the UN in New York where APDA will continue to use its experience and voice to influence policy and decision-making.

LONDON ASIAN BUSINESS AWARDS

In the late summer of 2018, we won the London Asian Business Award in the community business category.

We were able to demonstrate that not only do we support the individual with the disability, whatever that may be, but also his or her family, enabling the family to pursue careers and run businesses and look after other family members. At the same time, we also demonstrated that we are a successful, sustainable not-for-profit business ourselves.



OUR FINANCES

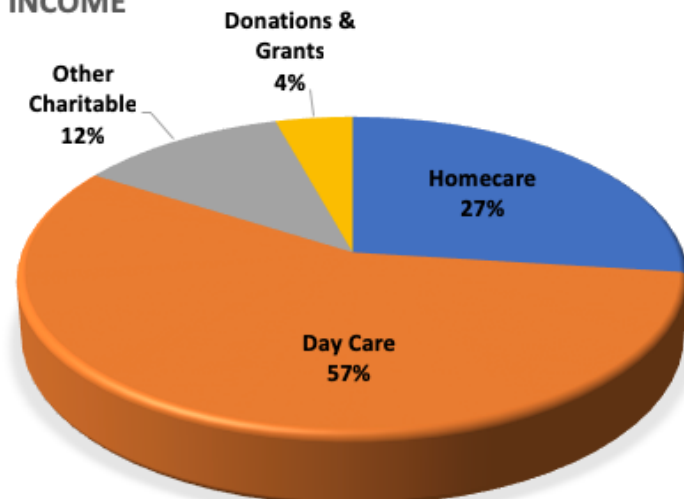
INCOME

		£
Homecare	27.00%	177,388
Day Care	57%	374,755
Other Charitable		
Activities	11.70%	76,908
Donations & Grants	4.30%	<u>28,295</u>
Total income		<u>657,346</u>

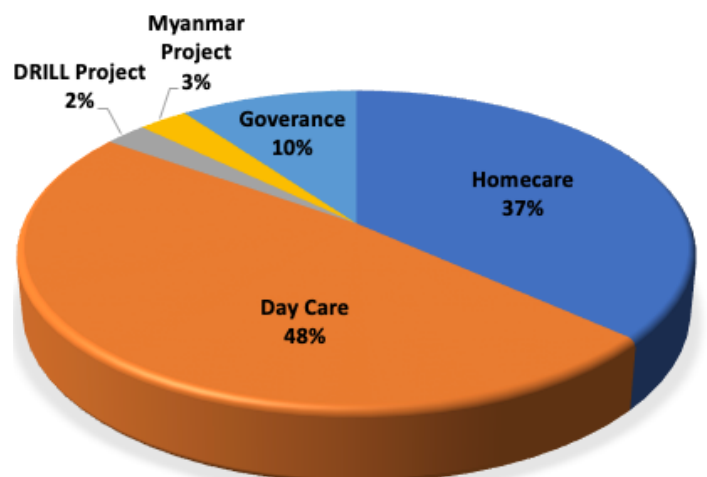
EXPENDITURE

		£
Homecare	36.65%	230,485
Day Care	48.21%	303,172
DRILL Project	2.38%	14,988
Myanmar Project	2.80%	17,298
Governance	10%	<u>62,882</u>
Total expenditure		<u>628,825</u>

INCOME



EXPENDITURE



PATRONS

The RH Lord Paul Boateng

Prof Lord Desai of St. Clements of Danes

The Lord Dholakia of Waltham Brooks OBE

Baroness Flather

Baroness Wilkins

The Lord Kamlesh Patel

Rachel Hurst OBE

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

Ms 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: July 2018 onward

Sheila Karania – Homecare Manager: Retired June 2018

Saira Nawaz-Homecare Team Leader: July 2018 onward

Fareeda Issace – Finance / HR

Marufa Chowdhury – Advice & Advocacy: Until May 2018

Sana Nizam – Advice & Advocacy: October 2018 onwards

David Palfreman – Business Development

DAY CARE TEAM

Sunder Kabariya

Alpa Patel

Jasmine Akhtar

Hasina Ahmed

Monica Dobrican

Hitesh Jagda

ACKNOWLEDGEMENTS

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London Borough of Brent

London Borough of Harrow

London Borough of Ealing

London Borough of Hounslow

Cllr Harbhajan Singh and Mrs Singh

Kate Lawson & Element Law Limited

All our wonderful volunteers who have helped us skilfully and with commitment throughout the year

BANKERS

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