



APDA

Asian People's Disability Alliance



Annual Report 2018–19

એ.પી.ડી.એ — “દિ.પી.ડી.એ.” — એપિડિએ — APDA — એ.પી.ડી.એ. — એ.પી.ડી.એ.

CONTENTS

Our aims and objectives	1
Our current provision	2
Chairperson's report	3
Chief Executive's review	5
Day Care and Development	6
Homecare	8
Advice and advocacy	10
Operations and Development	11
Events	13
Our finances	15

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 available at that time.

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

- 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 because of 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
- Very popular.

HOME AND RESPITE CARE

Our services are:

- 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

They:

- 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.

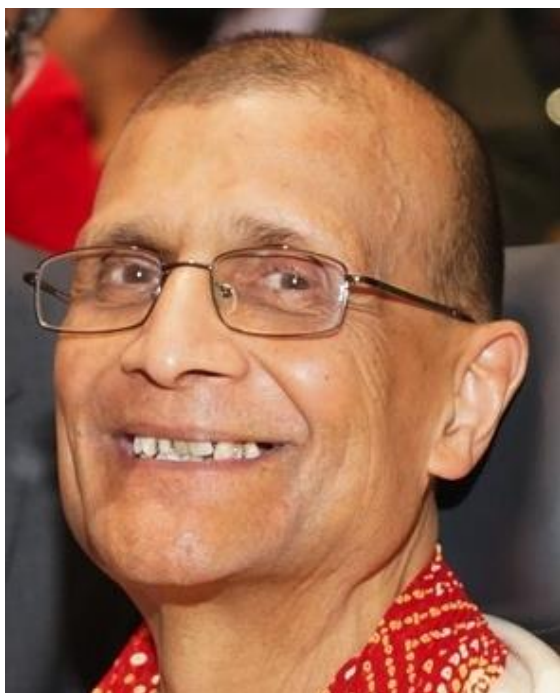
OUR OTHER SERVICES

- 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 also 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. We manage their cases if asked.
- 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



Like the rest of the world, we at APDA have had to face the fallout from severe economic downturn.

Being so accustomed to belt tightening, it has become second nature to all of us to manage as best as we can within restrictive budget constraints.

Therefore, it is with genuine pride I can report that all departments have done well despite numerous difficulties and the limited resources available to them. We have supported each other no matter what we have had to face.

Congratulations, one and all for achieving such an outstanding result. Well done to our teams: Homecare, Day care, International and Local domestic.

Although there are too many to name individually, I must take this opportunity to thank each and every member of our paid staff, our volunteers and other well-wishers holding prominent public office for our success, particularly our resounding

success in the disability awareness campaign. Specifically,

1 We were publicly acknowledged in the summer of 2018 when we were awarded The London Asian Business Award in the Community Business category at the South Kensington Hotel.

2 Her Majesty the Queen honoured Michael Jeewa by awarding him the British Empire Medal (BEM). Congratulations Michael Jeewa, BEM for the deserved recognition of your hard work to meet the needs of disabled people in the UK and around the World!

3 In addition, Michael's work was recognised by a British Community Honours Award (BCHA).

4 APDA was honoured by being recognised for its contribution to the Voluntary Sector by being invited by HM the Queen to Windsor Castle.

5 In February 2019, representing APDA, I was invited to address the 57th Session of the UN's Commission for Social Development in New York USA, which focused on Social Inclusion.

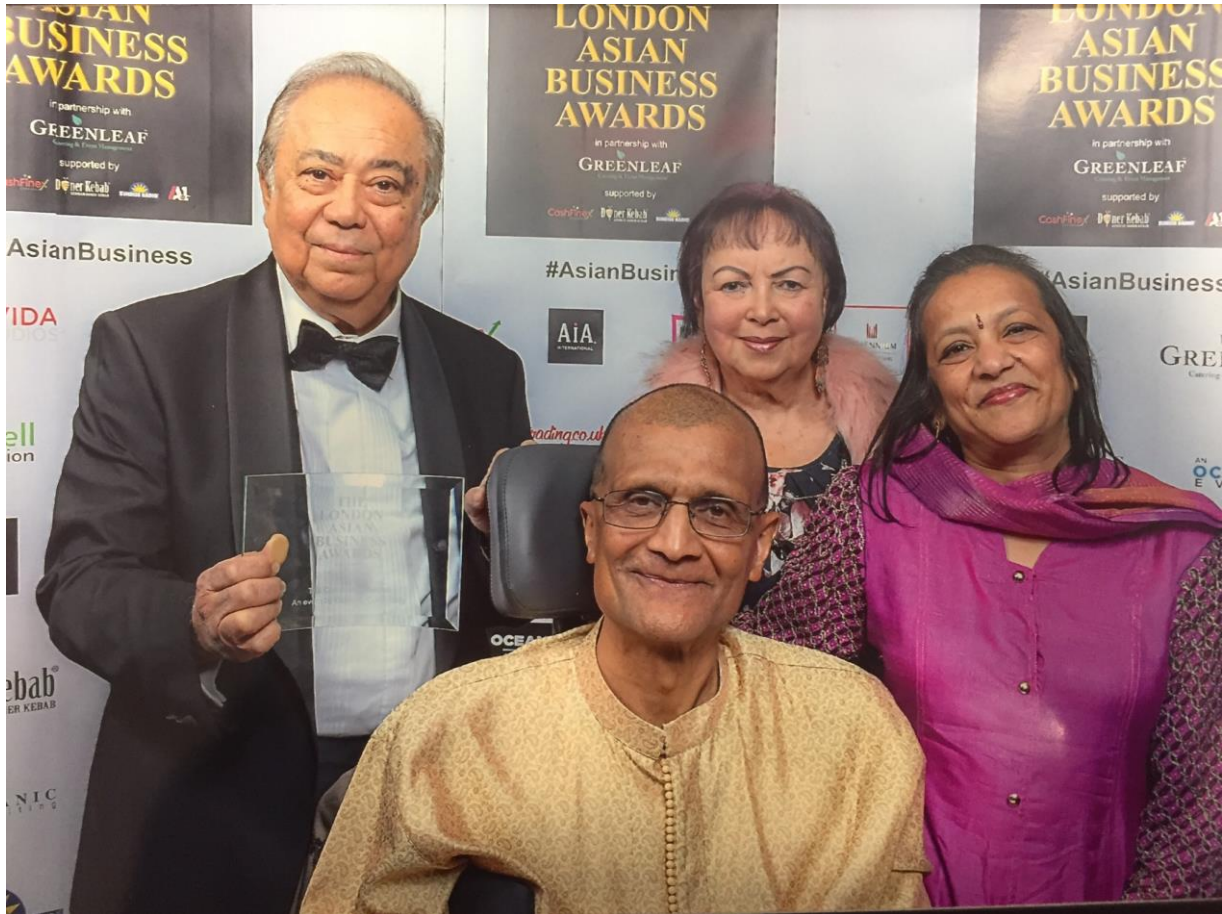
On a personal note, both Rashmi and I have been extremely fortunate for the help and support that we continue to receive from APDA. We are also truly grateful for being given access to a public platform that we can use to repay, however little, the kindness and generosity that has been afforded to us.

Congratulations to APDA, our combined team effort has paid dividends.

So, onwards and upwards. Let us adopt as our motto for next year 'To continue to

work as one united team because 'Unity is Strength'.

Pradip Shah, Chairperson



The London Asian Business Awards October 2018, accepting the award on behalf of APDA (left to right) is Michael Jeewa (Joint CEO), Pradip Shah (Chairperson), Anna Felice (MC Member) and Rashmi Shah (Chairperson's wife)

CHIEF EXECUTIVE'S REVIEW



It is with pleasure that I write this review of the year that has passed well for APDA.

As the financial crisis continues to affect us all, and like everyone in the voluntary sector, we are being asked to do more with less resources. So, we have been working hard to improve our working methods to meet this difficult challenge. We strive to provide the best level of care and support to our Clients and Users, whilst ensuring quality of service is not compromised by the increasing need to be cost focused.

I am delighted to say that we have successfully continued to provide our much-needed advice, advocacy and direct delivery services and support to and for Asian disabled people and their carers.

Our services include our much-praised Development and Disability Resources services at our Harlesden Centre, our dedicated women's health and mental well-being support services in East London, our bespoke home and domiciliary care services, our advocacy and advice services, and our effective campaigning for better treatment and policies for disabled people and their carers.

Our staff have settled well into their new roles and we have again built a strong and effective work force to continue the good work that has been set by their

predecessors. Effective and regular training of our staff has been key in ensuring a smooth transition over for the new workforce.

Each section head will be detailing the full year's activities and we have highlighted APDA's landmark moments during the year. We have documented the colourful personalities that have been part of this journey and those dignitaries that have attended the cultural festivities at our Harlesden Centre.

In June 18 we held a successful 'Open Day' of our Development and Disability Centre, where we showcased the various and innovative activities that we provide. We are pleased with the launch of our new website and Facebook page. Both have proved popular and effective in sharing, APDA's work, campaigns and events. We encourage anyone reading this report to visit the website (www.apda.org.uk).

We are thankful for the support and joint working with friends and colleagues in the Voluntary Sector and local authorities. Their ability to understand and work with us towards meeting the needs of disabled people and their carers gives us hope that the aim for equality and empowerment of all disabled people is still achievable.

We look forward to the New Year ahead, continuing to find ways in providing more innovative services, that we have built our reputation on. We will deliver the high level of care, quality services and campaigning that comes from being a unique and holistic BAME Deaf and Disabled People's Organisation (DDPO).

Zeenat Jeewa, Joint CEO

DAY CARE AND DEVELOPMENT

I am pleased to be presenting my first report as Day Care Team Leader for APDA.

Our day care and development services provide a wide range of support, engaging social activities, quality care and enriching interaction with clients. Person-centred care means our clients can choose to get involve as much or as little as they want to and they are always involved in making decisions.

Our services promote and maintain independence, autonomy and choice. We put great effort into ensuring that we always provide our services in a way that respects lifestyle, religion and cultural needs, as well as personal privacy and dignity.

HEALTH & WELL-BEING AND SKILLS

Our aims are to reduce the stress on carers by giving them respite from their caring role, also importantly to provide person-centred care and support to our clients to continue living within the community, provide stimulating and enjoyable activities within a safe environment. This past year we continue to provide these valuable activities, which include yoga and exercise sessions, Music therapy, arts and crafts, gardening at our allotment and horticulture at our centre, board and group accessible games. We also have provided external visits to other organisations and places of interest, the following are a few to name; Legoland Windsor, Holders Hill Park, Osterley House, Seaside Town of Margate, Barbeque Site at Highgate Hill.

We also pride ourselves on celebrating the many cultural festivals and International

Days that take place around the year, to include Holi, Eid, Diwali, Vaisakhi, Christmas, UN Day for Older Persons, UN Day for Persons with Disabilities and International Women's Day. We have been very blessed to welcome many new visitors and guests and old friends back to our events, and the back page of this report shows you the celebrations that have taken place in the past 12 months at our Harlesden Centre.

HEALTH AWARENESS

We were also pleased to have organised awareness sessions on major health and wellbeing issues ensuring that these sessions were accessible to all our clients. Topics this year have included: diabetic eye screening from the NHS, dementia awareness and recognising early symptoms, safeguarding and personal safety from the British Transport Police, and an important workshop on understanding the condition of Parkinson's. We are pleased and thankful that our local Opticians, Mr Paragh Udani of Optom-Link Opticians in Stanmore, comes every 6 months to provide free eye checks and glasses fittings for our centre users who require this service.

We also continue to host Years 1 – 3 medical students from University College London Hospital as part of their four-year study in community-based medicine and working towards their Medical Degree.

STAFF TRAINING

APDA has organised ongoing training for staff on topics such as Moving Handling,

Food & Hygiene, First Aid, Health & Safety, Dementia. Challenging Behaviour and Safeguarding, often combining with our Homecare colleagues.

Our Staff are linguistically talented, and they cover a range of the major South Asian languages and more. These languages include, English, Hindi, Gujarati, Punjabi, Bengali, Swahili, French, Arabic, Romanian, and we are proud to have many years' experience and continue to be able to understand the cultural needs of each of our clients.

TRANSPORT

Accessible transport is traditionally problematic and certainly expensive, but APDA has 30 years of experience in safely transporting our clients and balancing the needs to be economical with ensuring our clients are provided with the accessible transport regularly. Transport vehicles are always difficult to maintain, so we have been utilising the services of Brent Community Transport (BCT) to provide the very valuable and essential service to our clients. We currently run two minibuses from BCT daily for the pickups and drop offs from client homes to the centre and back. The much-needed subsidy funding from the Local authority helps each client who is eligible with the costs of their daily transport. We are grateful that London Borough of Brent has been supportive of our clients with this very essential service, the difference between total social isolation and much needed social interaction of the very vulnerable and isolated disabled people we support.

SERVICE OUTCOMES

The service aims to support our clients to feel less anxious or depressed, reduce their social isolation, mitigate any symptoms of mental health issues, improve their physical health, improve their confidence and skills, and generally improve their wellbeing. Feedback indicates that we have again this year been successful in doing these things.

My colleagues and I in the Day Care team look forward to the next 12 months and will strive to meet the challenges that may present to us in the positive and friendly way we provide all our services.

Mrs Nouria Yahia, Day Care Team Leader (2018-19)



HEMOCARE

The aims of homecare services are to provide bespoke services that are an integrated combination of personal care, domiciliary care and befriending that can be rated outstanding.

Personal care services include assisting with homecare service user's hygiene, environment, nutrition and domestic chores. Befriending services includes both indoor and outdoor activities; walks or using public transport to places of interest and building on personal interests; gaining confidence in making informed decisions when shopping, handling finances and understanding health and safety when being escorted to and from outdoors.

Whether the care package involves homecare or befriending, both services are delivered according to the service users' personalised care plans.

One of the main responsibilities of our service is ensuring the care workers who visit the service users in their homes are caring, competent, responsive; effective and well-led to an outstanding level.

At the time of writing this report 20 staff are members of the homecare team. There are 18 female homecare workers and 2 male homecare workers. The homecare workers speak many languages, including English, Gujarati, Arabic, Hindi and Somali.

The homecare team understand the difficulties faced by disabled people. They demonstrate a commitment to delivering care that empowers and maintains their allocated respective services users to reach their potential, by building on their strengths and interests.



They have a good understanding of spoken and written English, which enables the respective homecare workers to complete their monthly summary, time sheet, and care worker weekly logs and above all their induction training which includes Core modules as required for the Care Certificate.

Any new homecare workers who do find difficulty understanding and writing English, are provided with additional support in Gujarati, Hindi via drop-in sessions.

Additional continuous professional and personal development training is provided via social care certificate online training, that enables the homecare workers to build on the theoretical and practical knowledge they have accumulated. This is reflected in the critical appraisal which is regularly received from service users; monitoring from Brent, Ealing and Harrow local authorities, as well as by the Care Quality Commission (CQC) which take place as and when required.

The homecare workers deliver person-centred care which is culturally appropriate and sensitive to the families'/service users'

	Personal care	Befriending	Homecare
Adults		1	1
Adults with complex needs	8		
Children with complex needs	3		
Adults with dementia	1	1	
Adults with learning difficulties	3	6	
Children with learning difficulties		4	
	15	12	1

requests, which are recorded and kept in the APDA homecare folder in the service user's home.

At the time of writing this report there are twenty-eight families who are using the homecare service.

All homecare service users are very happy with the standard of delivery that is being provided by the homecare workers.

I would like to thank all the members of the homecare team for their professionalism; the development and operations manager, the finance and human resource department; trustees/management for support as & when required and above all the CEO who inspires all the team including myself to be part of a caring, effective, responsive and well-led team.

Saira Nawaaz, Homecare Team Leader, (2018-19)



ADVICE AND ADVOCACY

APDA's advocacy and advice service 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 provide this service to disabled peers once they have exhausted all other formal advice avenues.

We were sorry to say goodbye to Marufa Chowdhury during this year, we wish her well and thank her for all her input and work.

We welcomed Sana Nizam in October as she has made good progress since taking over.

We have been working hard towards the Quality first certificate in advice, and we have successfully passed the first stage. We thank Brent CVS for the BCAN Brent funding in order to achieved this.

EAST LONDON ACTIVITIES

We have continued to fund well-being sessions for Bangladeshi women at the Minerva and Spitalfields Community Centres in Tower Hamlets. We have a regular attendance of around 20 women at both centres. We provide a mix of arts and

crafts, keep fit and group talking therapy. The regular attendance and the photos (*below*) show that the women enjoy the craft sessions and benefit from the structured discussions for their health and wellbeing.



OPERATIONS AND DEVELOPMENT

A YEAR OF CONSOLIDATION

Operationally, this year has been about bedding in new systems and consolidating our key provision. At a time when many charities and organisations supporting disadvantaged groups are struggling even to remain in existence, APDA has maintained a solid financial and operational base. Without such a base, everything becomes less possible and more aspirational.

Staff have been on steep learning curves but the systems are working, being refined and version 2 will be operational when the next annual report is written.

The aim is to have a back-office system that completely underpins the delivery of our support, whether it be day care, homecare, or advice and advocacy. Information is key to a successful organisation and local authority commissioners are increasingly demanding in the information they require.

Social care should always be evidenced based but aligned to this is an increasing emphasis on 'outcome-based' and 'community-based' provision. Both these drivers are totally valid but both present challenges. It is often difficult to frame measurable outcomes applicable to our users. What we can measure, however, is wider 'well-being'. This will be a focus for our delivery next year.

Our Day care provision is both 'building based' and 'community based'. Our building-based provision, unique in London, compares favourably with all similar provision we are aware of. We are not, for example, a 'lunch club' and our day centre

users do not sit and watch 'the telly'. We are willing and able to increase our community-based day care provision, we have the staff and three accessible minibuses, however, local authorities have to recognise the true cost.

A somewhat similar financial position exists with our homecare provision. Most of our users receive a 'direct payment' from their local authority and then are free to purchase the homecare support they want with that payment. The complex issue is that the DP hourly rate paid to our users is substantially below that paid by the local authority for homecare that it commissions directly.

TRANSPORT

Transport is not only a major barrier to disabled people living their lives to the fullest, it is also incredibly expensive. For most of the last year Brent Community Transport has provided transport to and from our Centre for our users. However, at the time of writing we are actively looking to recommission our own buses and most probably lease a new one. We know this will further cut operational costs and, more importantly, give us the flexibility in use that is required.

WEBSITE AND FACEBOOK

Since October 2018 our Facebook page has been more active with regular updates on activities and events with numerous pictures and videos uploaded to show our Facebook friends and the public what we do. Take a look:

www.facebook.com/profile.php?id=100010859800057

Our friends list is growing and we get regular comments and 'likes' from them. People are looking at our page!

Our new website was launched in March 2019 and is now regularly updated. This allows our service users, their families and the public to check what is regularly happening in the Day Care centre.

INTERNATIONAL

APDA AT THE UNITED NATIONS

For many years APDA has had special consultative status with the Economic and Social Council of the United Nations. In February our Chair and Operations Manager attended the 57th Session of the Council at the UN in New York.

Our Chair made his mark! He contributed actively to several of the main sessions and discussed personally the frequently dire position of disabled people in the UK with UN's Special Rapporteur on Extreme Poverty, Prof Philip Alston. (We are due to meet up with him again in London in April.)

What surprised us all was the relative inaccessibility of the UN building. Relatively

Search engines – if you type 'APDA' into Google, we appear first and second. This is a tremendous improvement as we did not appear at a significant place before the new website. We have received a 5* review on google from Cllr Muhammed Butt (Brent Council).

old though it is, it was difficult to find a suitably accessible bathroom. The assumption seemed to be that a disabled male would be supported by a male carer and therefore could use a communal bathroom. We're not sure the building conforms to any access standards. Having said, UN staff, especially its security staff were immensely helpful and friendly.

BANGLADESH

APDA carried out disability research in the refugee camps at Cox's Bazaar, Chittagong in Bangladesh working with medical staff, an International NGO and alongside disabled peers. We also donated hearing aids to children with hearing impairments.



EVENTS, OUTINGS AND CELEBRATIONS



Michael Jeewa, our Joint CEO, receiving his British Community Honours Award and British Empire Medal



Pradip and Rashmi Shah meeting the Queen during NCVO's 100th Anniversary Celebration Event



Open Day at APDA Day Care Centre June 2018



APDA Celebrated International Day for Persons with Disabilities 3rd December 2018



APDA Celebrations of Eid June 2018, attended by Honourable Mayors of Brent and Harrow and Cllr Muhammed Butt (Leader of Brent Council)



APDA Celebrations of Diwali October 2018, attended by Honourable Mayors of Brent and Harrow



Outing to Winter Wonderland in Hyde Park December 2018

International Women's Day Celebrations 8th March 2019



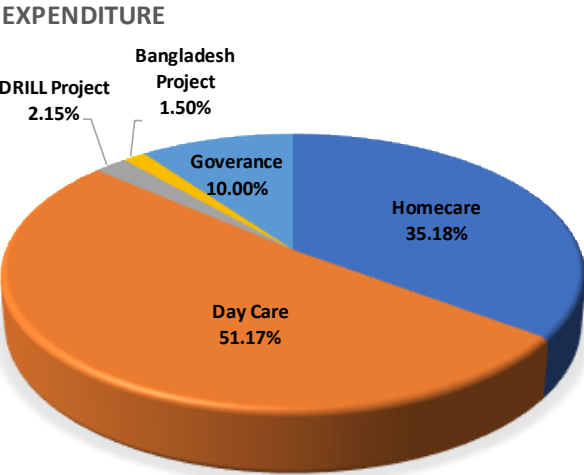
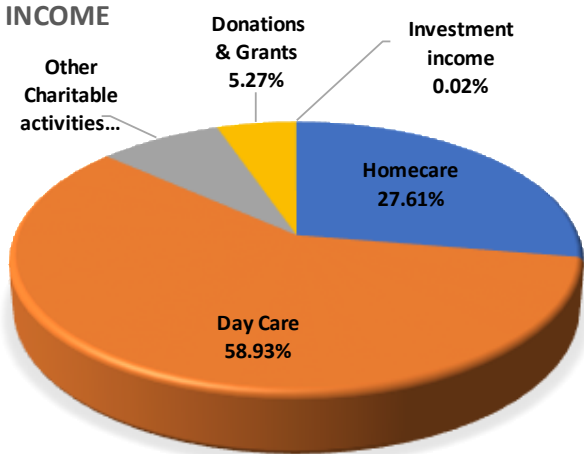
OUR FINANCES

INCOME

		£
Homecare	29.15%	183,406
Day Care	62.21%	391,385
Other Charitable Activities	8.62%	54,261
Donations & Grants	5.56%	3,542
Investment income	0.02%	119
Total income		632,713

EXPENDITURE

		£
Homecare	35.18%	231,219
Day Care	51.17%	336,266
DRILL Project	2.15%	14,132
Bangladesh Project	1.50%	9,854
Governance	10%	65,719
Total expenditure		657,190



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 - current

Sheila Karania – Homecare Manager: Retired June 2018

Saira Nawaz-Homecare Team Leader: July 2018 - current

Fareeda Issace – Finance / HR

Marufa Chowdhury – Advice & Advocacy: Until May 2018

Sana Nizam – Advice & Advocacy: October 18 – April 19

David Palfreman – Operations & Development Manager

Silva Lau – Support Worker: From September 2018

DAY CARE TEAM

Sunder Kabariya

Alpa Patel

Hasina Ahmed

Monica Dobrican

Jasmine Akhtar

Hitesh Jagda

ACKNOWLEDGEMENTS

Our appreciation and thanks are due to the following organisations and individuals for supporting our work with grant funds and other valuable assistance during 2018–19.

London Borough of Brent	Spitalfields Housing Association
Mayor of Brent	Mr. Harbhajan Singh and Mrs Singh, OBE
London Borough of Harrow	Kate Lawson & Element Law Limited
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)

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

BANKERS

HSBC Bank Plc
Welwyn Garden City
Howardsgate
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AL8 6B

ACCOUNTANTS

ACE Accountants
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AUDITORS

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LEGAL ADVISORS

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Day Care & Development Centre

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e daycare@apda.org.uk

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Home & Respite Care

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Contact us:

General enquiries

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e director@apda.org.uk