

APDA
Asian People's
Disability Alliance
Annual Report
2021 - 2022

Contents	Pages
Our aims and objectives	1
Our current provisions	1 - 2
Chairperson's Report	3
Chief Executive's Review	4 - 6
Day Care and Development	7 - 9
Homecare	9 - 11
Advice and Advocacy	11 - 12
East London Project	12 - 13
International	13
Finances	14
Management Committee	15
Acknowledgement	16

OUR AIMS AND OBJECTIVES

APDA was founded in London 30 plus 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 within the locality supporting Asian service users
- Our service is very popular in the local community
- The four-strand provision
 - i) Home Support: Within the service user's home;

- telephone contact; face to face activities and support
- ii) Virtual: Online activities, learning and support, and virtual meetings
- iii) Community: Within safe spaces in the local community and outings to places of interest
- iv) Centre: Activities delivered safely in each organization's buildings

Home care and Respite

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



Pradip Shah Chairperson

We have a very upbeat team at APDA. Our resilience is clear for all to see, we survived THROUGH adversity while facing all that the pandemic had to throw at us.

Then the economic downturn as a result of the Pandemic hit us all badly. We were shaken, but once again we came out on top with our resilience and team efforts. So, well done to our CEO and all the staff team at APDA in ensuring that we are stronger by working with Brent and other organisations. We are always happy to help wherever and who ever needs our assistance. We strive in putting in the hard work this year, we have managed to organise events on Zoom when clients were not able to gather in person, most activities continued, even improved. Why? Because of the very pro-active actions taken at APDA under the leadership of our trusted CEO. All of our management team are very proud and lucky to have our fantastic

executive management team who have pulled out all the stops and managed to re-assure clients who felt afraid to venture out (fear of pandemic).

We were so pleased that this year we were able to slowly return our daycare services back safely to our centre based delivery model.

Myself, Vijay and my wife, Rashmi had the pleasure of attending the Annual Parliamentary Review Dinner in March 22, and we have some pictures in our events page.

We at APDA have a very strong Survival MOTO, while other sister organisations have folded or are struggling with changes, we continue to survive for our users, in the face of adversity during the last 33 years.

I Look forward to continuing down this Highway of success "in spite of many difficulties"



L to R: Pradip Shah(front), Vijay Amin(back), Rashmi Shah and Lord Blunkett at the Parliamentary Review Reception 2021

CHIEF EXECUTIVES REVIEW



Zeenat Jeewa CEO

I am pleased to state that all our activities, which are based on our aims and objects, continue to be of great benefit to the disabled public, and in particular, our culturally tailored support services helped in the mental and physical development of vulnerable elderly and disabled people, including those with learning difficulties and their Families.

APDA is a Disabled People's Organization (DDPO) set up, managed, and run by disabled people themselves. All our services are user-led and needs-led. Always keeping in the forefront of social care development, APDA continued to be innovative and involving and supporting clients, users and carers with advice and support through this difficult transitional period after the pandemic, always ensuring the voices of disabled people count and are heard.

We continue to proudly deliver our specialist, bespoke services to Asian disabled & elderly people and their Carers and families as a whole. Our culturally tailored user-led and needs-led support services have been provided throughout this year regardless of all the new challenges Covid has brought, and these are popularly taken up by disabled public from several London boroughs, and we have provided the advice and consultation input to help the lives of further disabled people around the UK and the globe affected by Covid-19 virus.

Day Care and Development Services:

APDA in 2021-22 has experienced a steady year coming slowly out of the shadows of the Global pandemic. We have had great learning from our time in lock down, which has ensured we take a more accessible approach in all areas of our services and back office too. We took the best of both worlds, digital and face-to-face, and combined them to create an even more unique and bespoke support service for all our service users and their families. Whilst, of course, keeping our culturally appropriate and specialist service methods blended into the mix, we ensured we continued to safely provide our much-needed services in the best interests of both our staff and service users alike.

Daycare and development services have been a vital tool in ensuring APDA was able to support families to stay

upbeat, amongst all the negative communications, media, and feelings in the community about life chances for Elderly and Disabled people in London. They stated how our support and engagement during these difficult times had allowed their moods to be lifted and to feel valued within their communities. We were also able to provide the respite services back at our centre which created a much-needed break from both sides from having been together often 24/7 for the last 19 months. We have ensured we continued our blended model, but also slowly returned our service users back to a centre-based service in safe incremental steps through the year.

This year we were extremely fortunate by way of funding opportunities given to us, of which one was for our women's health sessions in East London. Under the Covid-19 Emergency London Response Fund, support from the Big Lottery Community Funds assisted us to deliver a 12month extension of our work to reengage and deliver much needed support to isolated and vulnerable women in the borough of Tower Hamlets. Exciting and innovative sessions assisted women to talk, share their experiences of lockdown and learn new skills to boost their confidence and identify the negative effects of social isolation from 2020. We thank The Big Lottery for their commitment to local community groups like ours.

Home Respite and Personal Care services:

This year has continued to be a great reflection of reason APDA was set up,

and our homecare services is clearly a testimony to this, and we are so proud and grateful to our staff team who have continued to work tirelessly throughout this financial year.

APDA has again continued to safely deliver services throughout the year, we continue to carry out covid-19 friendly risk assessments for each service user and provide full PPE for our staff.

Our bespoke homecare provision prides itself on quality of service over quantity and we continue to ensure that the service we provide within people's homes far exceeds the often-basic personal care from other providers. Where others may focus on time driven tasks, we believe in quality care and delivering the tasks needed rather than time allocated. Our focus is on the support disabled people need during these difficult times, especially those later in life who have a difficult time coming to terms with the limitations in their cognitive or physical abilities.

Our homecare service continues to enable Carers their much-needed respite and peace of mind for the quality of personal care and purposeful 'befriending' support that we provide to their loved ones, elderly and disabled family member in their homes.

We also pride ourselves on our abilities to match service users to carers based on their holistic needs. We focus our services to ensure that only the minimal number of carers are provided wherever possible to reduce the possibility of cross contamination and maintain good infection control measures. This also ensures that the staff and service users are able to build

a strong, stable relationship and gain trust between them, as it is very important to us to ensure the service user's best interest and choice is at the heart of our services.

Advocacy and Advice Services:

Our Advocacy and Advice Service has been increasing its reach and formalizing our offer with a great achievement this year in successfully acquiring the AQS quality mark in January 2022 for Advice level work. We have been finding a steady increase back in the demand of our advice and advocacy support to disabled people and their Carers, and the clear deterioration in people's health after Covid infections over the past 2 years. We have inputted into many research and consultation of the impact the pandemic has played on the lives of disabled Asian people and their carers here in the UK.

Our services have been ever more relevant and vital given the nature of the Pandemic's damage to those already most vulnerable in our societies. Any support has been greatly appreciated and relevant to ensuring people's rights and entitlements and care support packages being provided are correct and essential to improving the quality of their lives. We are very grateful to Brent CVS & Brent Council for the funding in which we could achieve this.

Overseas Development:

APDA was very pleased to have celebrated the United Nations International Day of Persons with Disabilities 2021 on Thursday 2nd

December 2021. The event was a special day for us all as we were able to celebrate this with more of us together after the previous year's restrictions due to the Covid.

This year's theme of the United Nations Day was "Leadership and participation of persons with disability towards an inclusive, accessible and sustainable post Covid-19 World."

We also celebrated UN International Day for Older Persons on 1st October 2021, with the Theme "Digital Equality for All Ages".

DAY CARE AND DEVELOPMENT



L-R: Chairperson Pradip Shah and Co-Founder member Michael Jeewa welcoming Service User's back to the Centre

APDA's Day Care services have managed to meet the various challenges put up by the Pandemic very successfully by modifying and rearranging our services in line with Covid-19 safety measures. We are so pleased with our new 6 Strand Day care delivery model and have been able to offer our vital and innovative day care support to all our service users.

Our Music, Dance and Yoga therapists and care staff members have continued to offer support to users via our daily on-line zoom sessions throughout this year. Our users and staff members celebrated Eid-ul-Fitr, however because of restrictions, this was done via Zoom.

Our Day care staff also carried out visits to users' homes where appropriate to provide one to one Daycare engagement and to check in the wellbeing of those clients socially isolated.



Service User's at the local park

We were also able to restart the community outreach visits to places such as the local sports centre, the Library, Garden Centre, and other places of interest.



Service Users at the garden centre planting seeds

When lockdown restrictions were lifted, we were delighted to be able to once again hold our care support services from our own Centre.

In September 21, we were very excited to hold 2 Trial days back at our own Centre for eight users. They were able to again enjoy music and dance sessions which they had been missing for a long time because of the pandemic restrictions. For safety reasons, we took a measured approach in reopening our centre, and thus staggering the attendee numbers over the first 4 months, ensuring safety was paramount in delivery and all in accordance with the government guidelines, etc.

We have continued our purposeful work of serving short term community placements to UCL Medical School. This programme gives the medical students insight to the

particular needs of the section of the community which would have a positive impact in the longer term. This was paused for the summer and restarted back in the Autumn for

more engagement. Like many other years we welcomed medical students from UCL. The program was successfully run through Zoom from January till the beginning of March where the students joined us to take part in Yoga and group discussions with clients about how disability affects their lives.

We ensured that our services via Zoom facilities were continued to be provided to all service users throughout the year, and we also continue with some 'Home Befriending' visits and kept up our regular welfare calls to those Users still choosing to isolate at home.

Celebrations have always been enjoyed by our clients, friends, family, and staff, and like every other year we have celebrated these key days in the centre and via Zoom to ensure everyone could join in and enjoy the festivities.

In November 21, we were able to celebrate Diwali in the Centre with limited capacity and majority of our guests online.



Diwali Celebrations: Service Users dancing with the Mayor and Mayoress of Harrow

We were delighted to be joined by The Hon. Mayor of Harrow Cllr Ghazanfar Ali and the Mayoress attended in person

for the first time and joined in the dancing and singing and spoke admirably about APDA and the celebrations of Diwali. We were also joined by Leader of Brent Council Cllr Muhammed Butt and Cllr Bhagwanji Chohan (Brent) online.



Diwali Celebrations: Mayor of Harrow Cllr Ghazanfar Ali, Mayoress meeting and Greeting APDA Service Users

All staff have been continuously trained and supported with up-to-date information and PPE following the England Health Guidelines.

In addition to our regular activities, we have included new sessions in the Centre this year with Painting Therapy and Hand and Eye coordination. Some of our Service Users made a trip to the Emirates Air Line Cable Car in Greenwich. New Service Users have joined this Autumn and we are happy to welcome them to our APDA family.



Trip to the Emirates Air Line Cable Car in Greenwich

We also held a successful International Day of Persons with Disabilities 2021 with many special guests joining us in person and online.

The Deputy Mayor of Harrow Cllr Sasi Suresh and her husband Former Mayor of Harrow Cllr Krishna Suresh attended our event in person and made a generous speech to our Service Users and Guests.



*L to R - Jyoti Raja (APDA Treasurer),
Zeenat Jeewa (APDA Joint CEO), Deputy
Mayor of Harrow Cllr Sasi Suresh, Cllr
Krishna Suresh*

We enjoyed their dancing and involvement in our celebrations. We recently celebrated International Women's Day in March 22.



*International Women's Day: Service
User's enjoying a dance session*

Our sessions continue to be run daily Monday to Friday, with a wide variety of activities and singing and dance, arts and crafts, and puzzles and games. We are happy that we have been able to stay engaged with our clients throughout this year via weekly calls, and door-step welfare checks, in-home and in centre services.

HEMOCARE AND RESPITE



Rajia Begum Homecare Leader

Since joining APDA's Homecare Department, I have seen the service make positive growth. Homecare is one of the most vital services that are provided to disabled Asian people in the community. The support received by our service users and their families give them much needed stimulation, promote independence whilst remaining at home and essential respite to their carers and families. Following the pandemic, we have seen a rise in requests for care at home services for a wide range of support including befriending, personal care assistance, cooking and domestic support. Local Authorities have been extremely engaging and where possible provided vital funding to train and retain care workers. APDA has maintained its CQC Inspection rating of Good.

The aims of our homecare services are to:

- Provide a safe and appropriate service that meets the individual needs of our service users.
- Our services are bespoke and culturally tailored to our service users' preferences.

- We have a holistic approach to provide support that looks at the whole person and not just their mental or physical health needs.
- Person centred care is always first priority.
- The objective of our homecare service is to maintain and promote the independence of our service users.

About our services:

We provide a wide variety of services that are available both indoors and outdoors. Our tailor-made care plans reflect the needs and much required physical and mental stimulation, suited individually to our service user's needs.

Types of care we provide:

- Personal Care – Staff visit service users at home and support their hygiene and nutritional needs.
- Befriending Services – Staff provide support and companionship to service users both indoors and outdoors.
- Domestic Support – Staff provide support for domestic tasks such as meal preparation, shopping and household chore support.
- Community Access – Staff support our service users to continue to access the community and do the things they enjoy best.
- Medical appointment escorting – Staff attend medical appointments with service users to keep them safe and maintain the service user's independence.

Upon assessment APDA develop bespoke care plans by listening to our service users. Each service users journey starts with assessment at home, followed by service delivery and follow ups to amend care plans depending on the service users' needs.



APDA Carer taking out Service User to do shopping

COVID-19 Updates

As COVID restrictions started to ease, we have had to adapt to a new way of life and working. We continued the use of PPE when attending all our service users' at home. We have seen a return to service for most of our service users following the lockdowns and shielding. Our client and staff vaccination rates remain at 100% despite the government U-turn on mandatory vaccination for Health and Social Care sector. We have seen continuous compliance in carrying out asymptomatic testing as set out by DHSC. Following the pandemic, we were able to secure funding from Brent Council to train, develop and retain our current workforce. The NHS has also continued to supply all domiciliary care agencies with PPE to protect our service users', their families, and their staff.

Staff Updates

In this year we have provided support to 26 families from our team of multi-lingual staff. We have welcomed on board 2 new staff members and 1 returning staff member bringing staff total to 21 care workers, speaking a variety of languages including Gujarati, English, Hindi, Punjabi, Arabic and Somali. All staff have been DBS cleared, provided all relevant training, and have successfully delivered service to our service users. We were also able to carry out First Aid and Manual Handling training with homecare staff at the centre under government guidelines and with COVID-19 safety measures being followed. To further this training all staff also completed online refresher training in the core topics which include Health & Safety, Food Hygiene, Moving & Handling, First Aid Awareness, Mental Capacity, Dementia and Safeguarding. APDA has delivered a total of 8716 hours of care in the community, this financial year, totalling an average support of 23.8 hours daily. Our commitment to delivering safe, well led and bespoke services will continue into the next financial year and hope that our homecare department will go from strength to strength.

Below is a table with a breakdown of numbers of clients we have supported along with the local authority area they live in.

Local Authority	Personal Care	Befriending	Personal Care & Befriending
Brent Council	7	10	8
Harrow Council	0	0	1
Ealing Council	0	0	0
Total	7	10	9

I would like to conclude by thanking everyone at APDA for the support and guidance they have provided me in the short period that I have been here and look forward to achieving great things for and with APDA.

ADVICE AND ADVOCACY

Many people require adequate assistance with housing, welfare benefits, and health and community care issues that are ignored or underappreciated by councils or social workers due to a lack of comprehension, disparities caused by language barriers, or an unwillingness to express their concerns. APDA is bridging the gap between these local governments and the people who need help during these tough times. Our service concentrates on situations where discriminatory practises have resulted in poor outcomes, and where users have tried other avenues but have not received the desired result. As a result of the impact of Covid-19, our Advice team is now working on an increasing number of cases.

Following the Long pandemic and the isolation of the majority of our users and vulnerable adults, APDA resumed all services, including advice and advocacy, to assist those in dire need of our assistance and guidance.

Especially during times of lockdown, APDA was actively assisting and advising those vulnerable adults via phone calls and other electronic means. We dealt with a significant increase in concerns from Asian communities with disabilities or Older Disabled people, as

well as those who were less socialising due to the pandemic and were unable to obtain assistance from local authorities. APDA actively aids and advocates for those young and older who are unable to contact or appeal to local authorities.

Beginning in 2022, APDA obtained AQS accreditation and is accepting cases from anyone who believes they have been discriminated against or are not getting sufficient support/services from local authorities. Our service is designed for more difficult circumstances when all other options have been exhausted.

EAST LONDON PROJECT

We introduced and launched our new project Women's Community Happy Health, which is funded by the National Lottery Community Fund, with Eid Celebrations on the 20th May 2021. The ladies worked together to design and sew 2 banners to mark the occasion. The aim of the project is to improve the mental well-being and promote community cohesion to those hit hardest by the pandemic. We have weekly sessions that cover health and wellbeing talks, exercise and movement sessions, arts and crafts, origami (paper



Banner made by Women who attended the Centre

folding crafts), sewing, dance and many other fun-filled activities.

- Henna – giving the ladies the opportunity to experience and impress their family and friends with decorative traditional designs.
- Small cooking activities – cooking includes making sandwiches and desserts, enjoying the fruits of their labour during breaks and lunches.
- Group talking sessions – sharing stories, experiences, and cooking recipes.
- Drawing, Arts and Crafts – the ladies can get creative and draw with enjoyment, express their artistic side, and learn how to recycle material that they would normally throw away and make use of them in their arts and crafts.
- Exercises with Noo (Staff) including Thai dance and yoga.
- Mini-gardening – a great way for the ladies to socialise and bond with each other, while they enjoy maintaining and growing plants.



We had subject matter experts come in and give talks to the ladies in areas such as pharmaceutical/ health concerns and advice about benefits. From the start of September, we had a self-defence teacher come in to give lessons to the ladies for 4 weeks. Following that we had 5 weeks of Bollywood dance lessons which we carried on with

throughout the year. The ladies had received first aid training which they had received a certificate for (02-12-2021), they also provided crochet gifts to the Neurodiversity Learning CIC team who took part in the King's College London Civic challenge (14-10-2021), they are a London based social enterprise who provide services for young people with special educational needs.

We were able to take our service users on



East London ladies' trip to the London Eye

various trips around London giving them the opportunity to explore areas that they might not have had the chance to see, such as a trip to the London eye (24-02-2022) and to Sealife (20-01-2022) and we are planning to go to more places.

Throughout the year we have celebrated multiple special days, such as International Women's Day (10-03-2022), UN International day of Older Persons (30-09-2021) and various religious holidays such as Eid, Christmas, Diwali.



Celebration of UN International Day of Older Persons

INTERNATIONAL



Michael Jeewa Co-Founder

APDA, like many INGOs, is still having to limit its International Development support activities due to the after-effects of the pandemic which incurred a heavier impact and took a greater toll on our network organisations in developing countries of South and Southeast Asia.

However, we continue to support them in their efforts at 'Localisation' of their humanitarian activities by providing them with Advice and Guidance over the Internet mode of communications and also with some adaptive equipment like Hearing Aids.

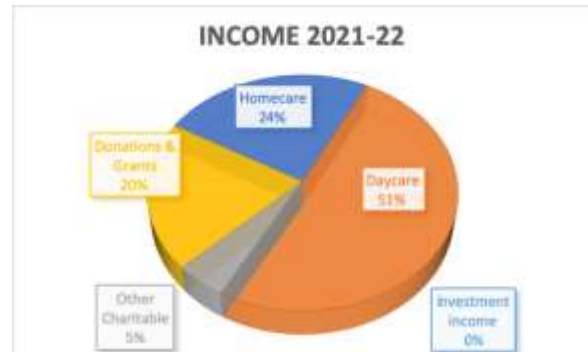
We at APDA greatly miss our hands-on direct support activities and involvements and, in order to cherish those wonderful moments of the past, we have printed here some pictures of those very satisfying moments of our past activities.

APDA working the Pakistan's CAA to undertake an Access Audit of Karachi Airport. The Audit included buildings, environment and Services to both the public and staff.

OUR FINANCES

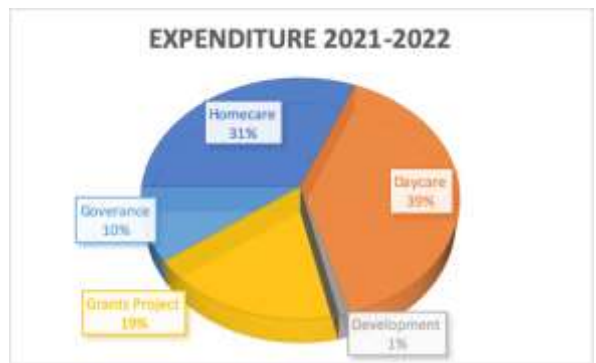
INCOME

Homecare	£134,835
Daycare	£281,497
Other Charitable	£27,460
Donations & Grants	£113,566
Investment income	£31
Total income	£557,389



EXPENDITURE

Homecare	£156,495
Daycare	£196,987
Development	5150
Grants Project	£93,348
Goverance	£50,220
Total Expenditure	£502,200



Full independently examined and signed accounts are available to view upon request or online via our Charities page on the Charities Commission Website.

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
Rajia Begum – Homecare Team
Leader (from Sept 21)
Fareeda Issace – Finance/HR
Vacant - Operations Manager
Silva Lau – Executive PA Support
to Michael Jeewa (up to Dec 21)
Silva Lau – Accounts
Officer/Operations (from Jan 22)
Yasmin Rahman – Outreach
Officer (East London)

Day Care Team

Alpa Patel
Arif Sheikh
Hasina Ahmed
Hitesh Jagda

Jasmin Akhtar (left Oct 21)
Monica Dobrican
Rung Arung-O'Donell (Noo)

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 2021-2022.

London Borough of Brent	Spitalfields Housing Association
Hon. Mayor of Brent	Big Lottery Community Funds
London Borough of Harrow	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)
Kall Kwik Wembley	Race Equality Foundation
Prontaprint Borehamwood	Addictive TV
Sports England & Disability Rights UK	

Also, a huge thank you to all our wonderful volunteers who have supported us with their commitment and skills throughout the year.

BANKERS

HSBC Bank PLC
Welwyn Garden City
Howardsgate
Hertfordshire
AL8 6BH

ACCOUNTANT

ACE Accountants
44 Hartford Avenue
Kenton
HA3 8SY

AUDITORS

Chapmans Associates
Limited
9 Churchill Court
58 Station Road
North Harrow
HA2 7SA

LEGAL ADVISORS

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



Day Care & Development Resource Centre
Alric Avenue
London
NW10 8RA
www.apda.org.uk

Registered Charity Number: 114009

Contact Us

Day Care

t 020 8459 1030

e daycare@apda.org.uk

Home & Respite Care

t 020 8830 4880

e homecare@apda.org.uk

General Enquiries

t 020 8830 4220

e director@apda.org.uk