



**APDA**

**Asian People's  
Disability Alliance**

**Annual Report**

**2022 - 2023**

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## OUR AIMS AND OBJECTIVES

Asian People's Disability Alliance (APDA) was established in London, UK over 30 years ago, as a Pan-Disability People's Organisation (DPO) to provide culturally specific care for the Asian elderly and disabled community.

It was set up by those who were themselves disabled and therefore had an in-depth knowledge and personal experience of disability and care. There was very little appropriate support and limited understanding of their needs 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 collaborate and 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 current disability attributes that assist and enrich socio-economic development.

## OUR CURRENT PROVISIONS

### Daycare

Inclusive 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**

I am very happy to be sharing my review of our year's activities and achievements at APDA.

We saw this year the world of social care being constantly challenged, with the lowest levels of care staff across the whole of the UK. This being due to the changes in Covid related work entitlements and the pressures in all aspects of the Care sector.

I know that Zeenat and her operational team have had an extremely busy this year to deliver the same levels of quality care with balancing an ever-increasing hike in the costs to do so. With these challenges, we continued working hard to bring our services with our core staff base back to full speed after the Covid fuelled adaptations to our delivery model that we had implemented to ensure continuity of services during the lockdowns.

This year has seen a great demand for APDA's input into research and commissions on the disproportionate impact of covid-19 on UK residents of Minority Ethnic backgrounds & those with Disabilities, impairments, and conditions. This is vital work that we have assisted in to enable government departments and policy makers to understand what people experienced through the pandemic and the after-affects this will have on their health and lives for the years to come.

We have really felt the cost-of-living crisis here at APDA, like everyone around the UK. But as an organisation we have an added requirement to not only assist our service users but as importantly to support our staff with giving them a good living hourly rate and ensuring we give them the employment and hours they need. Our staff are our backbone, and for us looking after them is as important as looking after our service users and their families.

The rest of our annual report will give you more detailed information on the activities from each service and areas of our work. For me, the main highlights for this year was my attendance for the inauguration of the Mayor of Harrow, Cllr. Janet Mote in May 22 where we again had the pleasure of meeting the Queen's Representative Deputy Lieutenant to the London Borough of Harrow, Simon Ovens DL FCMI.



The second favourite highlight was our input into Parliament Week, where myself and Zeenat attended a conference held at The House of Lords on Migrant Votes, and Zeenat gave a marvellous and rallying speech to raise the need and benefits that Migrant voting this brings to UK society.

The other highlight was our joyous celebrations in December to mark the UN International Day for Persons with Disabilities and jointly to mark a momentous milestone of the Platinum Jubilee of Her Majesty Queen Elizabeth II. The day was filled with fun and reverence.

We do hope you enjoy reading about all the wonderful things APDA has completed and achieved for the year, and we look forward to what the coming year will bring.

## CHIEF EXECUTIVES REVIEW



**Zeenat Jeewa CEO**

It is my pleasure to bring this annual review of APDA's activities for the year 2022-2023. We proudly continue to be of great benefit to disabled members of the public, and in particular, our culturally tailored support services have continued to help in the mental and physical development & sustaining wellbeing of vulnerable elderly, disabled people, their Carers and their wider families.

APDA, as a Disabled People's Organization (DDPO) was set up, managed and continues to be run by disabled people ourselves. All our services are user-led and needs-led, and always in keeping with social care developments. APDA proudly continues to be innovative and involving and supporting clients, users and carers with advice and support through difficult situations that they may face, and always ensuring the voices of disabled people count and are heard.

**Review of our direct holistic support services to elderly and disabled people and their carers and families.**

## Day Care and Development Services:

During 2022-23, we have seen the impact the Cost of Living Crisis has had on our service users, their families and our staff teams. We experienced a concerning 12 months, with the financial crisis that has affected the whole of the UK. Whilst still coming slowly out of the shadows of the Global pandemic, our service users and their families have had to cope with increased financial worries on top of the health implications after Covid.

This meant that for some users they had to choose between their loved ones attending social sessions or paying basic utility bills. We have had a steady stream of new referrals to our services this year, with an increasing number of people requiring complex support packages for their social care needs to be met.

We continue this year to take a cautious approach in our service delivery with staff and clients wearing PPE wherever possible to ensure all parties of our services stay well and healthy. We also continued our services using best of both worlds, digital and face-to-face delivery methods, and carried on creating our unique and bespoke support service for all our service users and their families.

East London Women's Well-Being sessions were more in demand this year given the issues of financial and emotional hardships being faced by families around London and the wider UK regions. The women told us how they were overwhelmed by the pressures of the cost of living has had on them and their families, with women often facing the brunt of this. They told us our sessions enabled them some respite from

the pressures, with the support from us and their peers and the specialist help and advice we provided at our sessions. This was evident when we saw our usual numbers double most weeks.

This shows us that a culturally appropriate and sensitive service is still something very much needed and still well utilised whether it is at our West London centre or our East London centres.

### **Home Respite and Personal Care services:**

Our bespoke and culturally tailored service for people in their homes is a great reflection of APDA and why we set up all those many years ago. Our homecare provision is clearly a testimony to this, and we are so happy to say that our core staff team has remained with us through what has been a tough year in responding to the overwhelming demand for our services. We are so grateful to them for staying loyal to our service users and our organisation and continuing to work tirelessly throughout this hard year with the cost of living affecting everyone in the UK this financial year.

APDA's homecare Team 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 to ensure they and our users remain safe and protected whilst delivering our high quality level service.

Our bespoke and culturally tailored 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 are now more focused on time driven tasks, we have continued to ensure our quality care is 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 focus on matching service users to carers based on their holistic needs. This ensures that our services are provided to each service user with the minimal change in carers wherever possible to reduce the possibility of cross contamination, maintain good infection control measures and always enabling trust and understanding to be established as we know the importance of maintaining the dignity and respect of each of our users when they are at their most vulnerable in life. This also ensures that the staff and service users are able to build a strong, stable relationship and gain respect 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 continuing to support people as part of our Advice level work as an AQS accredited organisation. Although 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, our services are limited due to the financial pressures of running the organisation that we have not been able to put any resources into a full time staff dedicated to this much needed service.

We have continued to input into many research requests on the health disparities & intersectional barriers faced by Asian people and other Ethnic minority groups in the UK. Alongside continuing to advocate on the dire situation that the impact of a Global pandemic has played on the lives of disabled Asian people and their carers here in the UK.

## Development

We believe it is important for organisations like ours to continue being innovative and inclusive, and this theme runs through all areas of our work, and especially so in the work we do to continually develop ourselves and the services we provide.

We continued to work hard this year to be involved in many areas of development, through our promotional work, research input and also supporting other organisations to better develop their service offer to meet the need of more disabled people in the UK.

As part of our international development work and our remit as an organisation holding Special consultative status with the for APDA was very pleased to have celebrated the United Nations International Day of Persons with

Disabilities 2022 on Thursday 1st December 2022. The event was indeed a special day for us all as we were able to celebrate this in great style by joining this special celebration along with the celebrations to mark the Platinum Jubilee of HRH Queen Elizabeth II. We were truly honoured to have so many dignitaries attending on the day, with a special visit by Her Majesty's Representative Deputy Lieutenant for the London Borough of Brent, Miss Mei Sim Lai, OBE, DL.

This year's theme of the United Nations Day was "Transformative solutions for inclusive development: the role of innovation in fuelling an accessible and equitable world."

We were pleased to have also celebrated UN International Day for Older Persons on 1st October 2022, with the Theme "Resilience of older people in a changing world." The pictures in our events page will show what a wonderful day it was with lots of activities and enjoyment by all and we were honoured to have The Hon. Mayor of Brent, Cllr Abdi join us in the celebrations. Finally, we really enjoyed our wonderful celebrations for United Nations International Women's Day in March 23 with special guests Hon. Mayor of Brent and Hon. Deputy Mayor of Harrow.



## DAY CARE

This year has been marked by significant achievements, including our events and achievements being featured in various Asian media sources, forging valuable collaborations. This report showcases the various activities and accomplishments that have shaped our daycare's journey over the past year. Some great pictures can be found in our Events Pages.

### Highlights of the Year

APDA continued to excel in providing a safe, nurturing, and enriching environment for our disabled and elderly service users. Our core values of care, diversity, and community engagement were at the forefront of our efforts.

### Cultural Celebrations

We believe in fostering an inclusive environment where our service users from diverse backgrounds can learn and grow together. Throughout the year, we celebrated various cultural festivals, including Diwali, Baisakhi, Eid al-Fitr, Christmas, Songkran, Rakshabandhan and many other culturally tailored festivals. These celebrations allowed our service users to learn about different traditions, share experiences, and embrace cultural diversity.

Starting with a bang at our extremely joyful celebration in which four Cultural New Year's were celebrated on the same day. Water festivals are held in Southeast Asian nations to mark the New Year. Vaisakhi the Harvest Festival. The Bangladesh New Year, as well as the Sri Lankan New Year. in April 2022, APDA and our service users were delighted to meet Leader of Brent

Council, Cllr Muhammed Butt, as well as Cllr Promise Knight, Cllr Abdi Aden, and Cllr Tony Ethapemi. The Councillors were able to visit and chat with Brent residents and service users at our event, learned about their experiences during the epidemic, and participate in the cultural activities and rituals given.

During our Eid 2022 celebration in May, APDA had a great time in the presence of the Honourable Mayor of Harrow, Cllr Ghazanfar Ali, and his beautiful wife, Mrs Ali, and we have a great deal of gratitude for Mr Baluji Shrivastav, OBE for fitting time in his busy schedule and performing especially for our service users and enlightening us with his talented skills as an artist of the Sitar.

### Summer Trips 2022-23

This year was indeed memorable as Covid restrictions were lifted, and we were able to go back to organising day trips to fantastic locations in and around London. Our support extends beyond regular daycare services, so were so pleased to be able to take APDA's Daycare service users on educational & fun trips to museums, parks, farms, and the seaside, giving them new experiences. These hands-on activity led trips sparked curiosity and creativity, providing memorable journeys to beautiful places for disabled and elderly users. The trips included visits to London Museum for a day of history and wonder, Hounslow Farm for a delightful countryside escape, Margate Seaside for relaxing under the sun and feeling the sea breeze,



Chessington Zoo for an up-close encounter with amazing wildlife and rides, and Hastings Seaside for a delightful coastal adventure.

### **Community Engagements**

APDA is a proud supporter of promoting care and assistance for the disabled and elderly in all areas of society, and as such we know it is important to forge relationships that support this work.

This year, we were actively visiting and supporting several organisations, such as Step Change Studios, which helps individuals with vision impairments participate in and perform Asian dances to Bollywood songs. The project named “Dosti Dance” was successful and APDA was one of the partner organisations where sessions were held in Brent.

It was also a pleasure and honour to meet and witness the project's other beneficiaries who performed unique showcase dances to celebrate their learning and development as part of the project, as well as to hear the renowned musician, Baluji Shrivastav OBE, perform alongside the dances.

APDA actively participates in the daycare Forums conducted by the local authorities of Brent & Harrow, which serves as a vital platform for engagement between social workers, local authorities, and other stakeholders within the community. It underscored the importance of collaboration and communication in addressing the needs of vulnerable populations, particularly in the context of daycare services. During the forums, the primary focus was on enhancing the quality of daycare services and support available to families and individuals in the Brent

community. It provided an invaluable opportunity to share knowledge, best practices, and innovative solutions aimed at improving the lives of those who rely on daycare facilities.

Get Yourself Active (GYA) is a programme run by DR UK and funded by Sports England. APDA was a recipient of the grant round, with a project focusing on using movement activities to assist people to manage their own pain. The project was a huge success, and we were able to ensure our service users engaged in movement and activities and identify which activities helped them manage their own pain experiences. APDA is proud to be the subject of one of Anna Denham's blogs on the DR UK website, where she recounted her experience with Our users and even participated in one of our most popular sessions, Dosti dance, when she visited us on April 19th, 2022.

In November 2022, APDA's Dance Team participated in the Active Westminster Awards 2022. This event celebrated fashion and inclusivity at the Porchester Hall. The highlight of the event was our group of our remarkable dancers, some in wheelchairs who showcased their exceptional style and grace on stage. These dancers showed how they not only overcame physical limitations but also challenged societal expectations of them to give an enrapturing performance. Their success at the prestigious awards demonstrated their resilience, talent, and the importance of inclusivity.

### **Jubilee event**

In celebration of Queen Elizabeth II's Platinum Jubilee, APDA created a special

video to congratulate Her Majesty. Our service users and staff joined together to send our well wishes to the Queen on this momentous occasion. We also commissioned the amazing Addictive TV to create a video that highlights the brilliant contributions of Asian communities to UK society during Her Majesty's 70-year reign.

### **Vallance Sports Day - June 2022**

APDA and our service users were delighted to have participated in Vallance Community Sports Association's 12th Annual Disability Sports Day Festival 2022 at Mile End Stadium/Leisure Centre. The event was a fun-filled day aimed for people with Special Educational Needs and Learning Disabilities. It was an enjoyable day for everyone involved, including those who volunteered at the APDA Stall, where we shared information about our work, outreach, and support for the Asian Disabled Communities of London. We had the pleasure of meeting The Mayor of Tower Hamlets, Mr Lutfur Rahman, Carers, colleagues in social care, Asian TV Channels, and some of our service users even won sports medals for their brilliant efforts on the day.



### **NHS Confed Expo - June 2022**

APDA was gratefully supplied with tickets to the NHS ConfedExpo 2022 as a result of our work with Race Equality Foundation. Our Daycare Manager got the chance to meet with the most innovative networks from throughout the UK in relation to NHS Confedexpo 2022. The two-day event

aimed to concentrate on concepts that can help ICSs and other sectors of the health and care business deliver, such as innovation and practical solutions.

APDA recognised and acknowledged our paid and unpaid carers and their enormous assistance and hard work at the end of June 2022. In addition, our Daycare Building was selected for You Decide NCIL Community Project money to make it more accessible to the local community, as well as a much-needed sensory space for those with advanced dementia. We asked the local community to show support for our initiative by inviting them to vote.

Asian people's Disability Alliance (APDA) and Access social care is also working together towards providing more advice to disabled service users who are facing problems or adversity with their health and social care needs.

APDA were happy to have visitors from Access Social Care, a UK based charity which provides free legal assistance to people with social care requirements, assisting them in achieving a higher quality of life outcomes and challenge decisions which may be discriminative and not meeting their Care needs.

### **Training and adaptations 2022**

In order to give the greatest service to our users and better understand their requirements and expectations, APDA is committed to continual training and adapting to new learning possibilities. APDA provides all necessary training as well as courses that go above and beyond the industry norm. We gave practical health and safety training to all our Daycare and office support personnel last

year. The workshops provided by Flexibee Training services was well received by our staff team. Below are the training services:

First Aid: July 2022

Health and Safety Staff Training: July 2022

Dementia awareness and learning disability

Training: Aug 2022

6 monthly Loler Testing and servicing of Hoist equipment.



### **Brent Sports Day 2022**

APDA's innovative vision became a reality when we initiated the first Joint Sports Day for Day centres in the borough of Brent. Working alongside with Brent Council and local daycare centres, hosted an enjoyable Sports Day at John Billam Sports Ground on 31<sup>st</sup> August. Activities included cricket, golf, football, races, relays, and relaxation activities. We were joined by Tiffany Adonis, the Head of Complex Care at Brent's Adult Services, and Councillor Neil Nerva, the Cabinet Member for Public Health & Adult Social Care in Brent. Participants received trophies, medals, and certificates for their efforts.



### **Eye Tests - March 23**

With the end of this year, we worked with a local supportive Opticians group, Optomlink Limited to provide much needed Eye tests for disabled and elderly service users which were conducted with extra care and consideration for their specific needs. As most of our users had been isolating over the past 2 years, these tests were much needed and provided in

our accessible centre which meant Carers were given the respite of not having to arrange and take their loved ones themselves. We managed this for them, and this was much appreciated by all. By keeping accessibility as the main player, we were mindful of sensory sensitivities and allowing extra time for the eye test, as some individuals may need breaks or rest periods during the examination and maintaining clear and detailed records of the eye test results and any special accommodations provided to ensure continuity of care.



## **DEVELOPMENT – UK & INTERNATIONAL**

### **Featured Publications**

APDA was honoured to be featured in several renowned publications such as Eastern Eye and Garvi Gujarat throughout the year. Our dedication to support and empower disabled and elderly, innovative training methods, and commitment to the well-being of disabled and elderly garnered recognition in both local and national media outlets. These features not only validated our efforts but also brought us increased visibility within the community.

APDA alongside other voluntary sector organisation, with Race Equality Foundation appeared in an article in the Guardian with a briefing on race and the Covid-19 probe. This included quotations from Zeenat Jeewa and the other Organisations.

APDA also joined the Race Equality Foundation and other organisations in

sending a letter to the government outlining the importance of racism as a specific programme of work within this inquiry, emphasising the importance of the experience of racism that increased the risks faced by Black, Asian, and minority ethnic communities during the Covid-19 pandemic.

APDA had the honour of appearing on the Leaders Council Podcast, where our CEO discussed the care industry. They discussed the hurdles, teamwork, and the significance of technology. It is critical to have continuing dialogues and advocate for the needs of the care sector. Being featured on the Leaders Council Podcast offered a forum to discuss crucial challenges within the care sector, and APDA is delighted to play a role in encouraging quality and innovation in this field. It was an excellent chance to exchange ideas, thoughts, and recommendations for enhancing the quality of care and assistance for those in need.

Sky News recently aired a heartwarming segment that showcased the perspectives and experiences of elderly and disabled individuals. The feature highlighted their lives, challenges, and successes, emphasizing the need for inclusivity and representation in media. Airing on 8<sup>th</sup> December 2022, this segment demonstrated the power of storytelling and the significance of providing a platform for underrepresented voices. It served as a reminder of the importance of empathy, understanding, and inclusivity in our



society, while also promoting social change.

### **Our Connections with Royal Family**

We were deeply saddened by the death of Her Majesty The Queen. Her passing had a profound impact on our members at APDA. Our members had always had a strong and loving relationship with Her Majesty and the Royal Family, who had continuously supported, inspired, and motivated us. We have been fortunate enough to meet Her Majesty and her family at Buckingham Palace, Windsor Castle, and other events. We have also been honoured to receive the Queen's Awards for our dedication to elderly and disabled individuals and their caregivers and families. Our thoughts and prayers are always with the Royal Family during their difficult time, and we extend our sincerest condolences and deepest sympathy to them.

We observed a two-minute tribute of a short memorial piece as a mark of respect towards Her Majesty The Queen.

### **UN International Day of Older Persons 2022**

APDA celebrated the UN International Day of Older Persons with joy. The Mayor of Brent, Councillor Abdi Aden, visited our Day Centre and David Truswell from Dementia Alliance for Culture and Ethnicity joined us on Zoom. They made our day very special. Our Service Users and staff performed a traditional dance called Garba, Ms. Noo did a beautiful dance, and some Service Users brought in childhood pictures for us to guess.

Additionally,



children from local schools wrote letters expressing gratitude to older people for their wisdom and knowledge.

### **UN International Day for Persons with Disability 2022 & Jubilee Celebrations**

The APDA marked UN International Day for Persons with Disabilities 2022 with a bang, with the day also serving to commemorate and honour (the late) Her Majesty Queen Elizabeth II's Platinum Jubilee in 2022.

We were immensely thrilled to have Miss Mei Sim Lei, OBE DL as our Special Guest. She is the King's Representative for the London Borough of Brent and the Deputy Lord Lieutenant of Greater London. We were also pleased to have the Honourable Mayors of Brent, Cllr Abdi Aden and Harrow, Cllr Janet Mote, as well as Mayoress Mrs. Anne Moore. Mr Barry Gardiner MP for Brent North, a long-time friend and supporter, also joined us. Cllr Muhammed Butt, the Leader of Brent Council, alongside Cllrs Arshad Mahmood & Cllr Bhagwanji Chohan also attended our event. To mark the Most Significant event APDA also created a video to Congratulate Her Majesty on her Platinum Jubilee. APDA Service Users and Staff created a video to give our well wishes to the Queen on this special occasion.

### **Funding Opportunities**

As part of Brent Council's "You Decide" voting process for local area funding within the borough, APDA submitted an interesting project concept for the benefit of Kingsbury and Kenton residents. The residents were excited to participate in the Council's new Participatory Budgeting initiative, held at Kingsbury High School

with the presence of Cllr Muhammed Butt, Assistant Chief Executive Shazia Hussain, and Cllr Kathleen Fraser, were treated to a fun and interactive presentation by APDA on community led exercising, movement & dance.

### **Donations**

Jaspar Foundation also acknowledged our efforts and generously donated towards APDA's new and much needed minibus. We were also very honoured to receive support from Mcvities, TKmaxx & Homesense who all supported APDA last year through their generous donation for our service users.

APDA celebrated Parliament Week 2022 with discussions on what democracy means to migrant populations, as well as other activities geared towards Service Users.

Our CEO, Zeenat Jeewa, delivered a speech on valuing migrants with disabilities in UK Society and both our CEO and Chair took part in round table discussions at a conference highlighting the importance of migrant democratic engagement through Voting. This was held at the Houses of Parliament with policymakers, MP's and other community advocates in attendance.



## HEMOCARE AND RESPITE

APDA's home care services are highly versatile and diversified, catering to a wide range of needs and can be tailored to the specific requirements of the community's elderly



and disabled Asian users, such as:

- Housework, such as cleaning, laundry, and vacuuming
- Shopping and running errands
- Cooking meals to client's personal tastes
- Washing and physical assistance
- Personal care, to maintain good hygiene
- Continence care, from help using the toilet to changing pads or catheters.

Our support benefits our service users and their families by providing them with much-needed stimulation, promoting independence while they remain at home, and provides critical respite to their relatives. We provide invaluable companionship. All of our Carers are carefully chosen to fit the unique interests of our clients. We can select a Carer to meet the service user needs, whether it's a stroll around the park or visiting social engagements. This thoughtful matching service permits a genuine bond to develop between Client and Carer.

We treat our clients like family and strive to be an integral component of their local support network. We provide dependable and reassuring help for older persons living at home through frequent visits scheduled at their convenience.

### Aim of APDA:

- Deliver a reliable and appropriate service that meets the individual needs of our service users.
- Our services are bespoke and culturally tailored to our service users' preferences.
- Person-centred treatment is always given first priority.
- The goal of our homecare service is to maintain and increase the independence of our service customers.
- Affordable homecare for the Community.

The APDA homecare services are versatile and flexible, to help our clients to preserve their independence, for people who would otherwise have ended up paying for full-time care in a residential setting. This means that over the course of their care provision they'll pay much less for care at home compared with residential care.

Moreover, remaining in the environment you call home is beneficial to all involved individuals. You needn't suffer the upheaval of moving and have space of your own surrounded by your belongings. This is particularly important for people with Dementia, as often living somewhere new can cause significant confusion and upset. By using our services you'll stay close by to your family, Friends and your surroundings and still engage in the social activities you enjoy.

### The Type of Care we Offer:

- Befriending
- Personal Care
- Domestic Support
- Medical Appointment Escorting
- Companionship and Support

Following assessment APDA creates customised care plans by consulting with our service users. Each service user's journey begins with an evaluation at home, followed by service delivery and follow-ups to modify care plans based on the requirements of the service user.

### **Staff Updates:**

In the ever-evolving realm of community service, the significance of good communication cannot be overstated. Our organisation is dedicated towards diversity and accessibility by delivering services to 26 families through our talented multilingual team. This demonstrates our dedication to breaking down language barriers and ensuring that every family we serve feels heard and understood.

Our multilingual and Culturally sensitive Staff base provide a supportive influence on both the families we assist and our organisation as a whole. We are confident in the power of variety and the significance of fostering an inclusive atmosphere for all. We continue to expand and strengthen our multicultural services in the next years. In addition to the present languages, English, Gujarati, Hindi, Punjabi, Arabic, Somali, Bengali, we aim to increase our language offerings and continue to train and empower our workers in order to fulfil the ever-evolving requirements of our service users.

Our whole workforce, from administrative to frontline carers, have undergone Disclosure and Barring Service (DBS) checks. Checks are carried out in accordance with statutory requirements and are updated on a regular basis to

guarantee that our employees are clear of any relevant criminal convictions.

In accordance with CQC standards, our employees have received extensive training to ensure that they are familiar with all essential legislation and procedures. This includes, but is not limited to, the following: Safeguarding Vulnerable Adults and Children, Health and Safety in a Care Setting, Manual Handling, Infection Control and Prevention, First Aid Awareness, Equality and Diversity, Dignity and Respect in Care are all topics covered in this course.

Our dedicated workforce has worked diligently to deliver essential support to our Service users, totalling approx. 11,900 hours of care hours.

Here are some key highlights from our report:

Total Care Hours: 11,928

The average daily engagement is 33.5 hours.

This is a 37% increase over the previous year. This amazing increase is a tribute to our team's persistent dedication.

Our objective at APDA has always been to improve the quality of life for people in our community, and this huge increase in engagement hours shows that we are having an impact.

Here is the detailed breakdown of the clients we have provided support to, along with the respective local authority areas of their residence.



Local Authority	Personal Care	Befriending	Personal Care and Befriending
Brent	5	15	4
Harrow	0	0	0
Wandsworth	0	1	0
Total	5	16	4

We anticipate even bigger accomplishments in the coming years as we continue to strive for excellence in our services. We are grateful for our community's confidence and support, and we are dedicated to maintaining and exceeding these standards in the future.

### 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

I am happy to share my report on the activities that have been completed with our Outreach programme in Tower Hamlets, East London.



You can see from the pictures below that this past year has been busy in both our sessions each week with attendee numbers growing week on week.

At the start of this reporting year, we were able to continue with our Bollywood Inspired dance therapy & exercise sessions provided by The Arunima Kumar Dance Company, as the service users enjoyed the first tranche of sessions, we provided in 2021.

We have also now included yoga sessions, alongside



our South-East Asian inspired Movement sessions, doing one of each session every other week, just so we can keep things fresh and avoid repetition. These sessions are often a lifeline to the ladies as there is currently no other provision available in the borough which enables them to take part in ladies only exercise in a safe environment.

During the Summer months we supported our beneficiaries to access their local

places of interest, both cultural and historical. We were also lucky to be able to enjoy 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 local Spitalfields City Farm so that they can bond, network and build new friendships among local their community neighbours.



Alongside our regular arts and crafts sessions, we started an exciting 4-week sewing and dress-making course in November 2022 from an exciting community grant kindly provided by

Tower Hamlets Community Housing to benefit their residents in the local borough. With this project we were able to encourage our beneficiaries to get involved with the sewing and dress-making course to help expand their skill set and give them the confidence to try making outfits for themselves and their families. As part of the 6 week course, the tutor taught our ladies on dress making, cardigans and flower shapes using wool, cotton material, and one to one tutorials on how to work with different fabrics and how to cut different types of dresses and trousers to expand their knowledge and abilities.



We have held celebrations for multiple religious, cultural, and internationally recognised days. Our Eid parties at both the Hasan Raja Centre on the 11<sup>th</sup> May and



Minerva Centre on the 14<sup>th</sup> July to celebrate Eid al-Fitr and Eid al-Adha respectively were a big hit

with lots of people attending and enjoying a meal provided by a local Indian restaurant. We also celebrated the United Nations International Day of Older Persons 2022 in October and the United Nations International Day for Persons with Disabilities 2022 in December.

We have continued to work in partnership with organizations in Tower Hamlets and this includes Spitalfields Housing association, Tower Hamlets Community Housing, Vallance Sports Associations, Tower Hamlets CVS, Tower Hamlets Mental health teams, Account3, and the most recent partnership working was with Stay Safe Ambassadors from Tower Hamlets Council. We worked with the team to ensure they were able to visit our sessions over 4 weeks in the early part of 2023 to talk to our service users to find

ways on how they can help them regarding their health and well-being and speak to them about the vaccine and any hesitancy that they may have.

We look forward to the next year to come and hope that our outreach work with the most vulnerable and marginalized women in the community can continue to be recognized and will be attempting to make more sustainable partnerships to ensure the long-term security of the work we are delivering to ensure the voices & needs of our service users are heard and represented in their local communities.



**Yasmin Rahman**  
**Outreach Leader**

# APDA EVENTS & CELEBRATIONS

## New Year and Water Festival with Cllr. Mohammed Butt, Leader of Brent Council - April 2022



## Eid Celebrations with Previous Mayor of Harrow, Cllr. Ghazanfar Ali in attendance - May 2022



## Carers Week - June 22



**UN International Day for Older Persons with Hon. Mayor of Brent Cllr. Abdi Aden attending - October 22**



**Diwali Celebrations with the Hon. Mayor of Harrow Cllr. Janet Mote in attendance - November 22**



## Joint Platinum Jubilee Celebrations & UN International Day of Persons with Disabilities - December 22



## Christmas - December 2022



## APDA Annual General Meeting - January 2023



## UN International Women's Day - March 23



# SERVICE USERS' OUTINGS

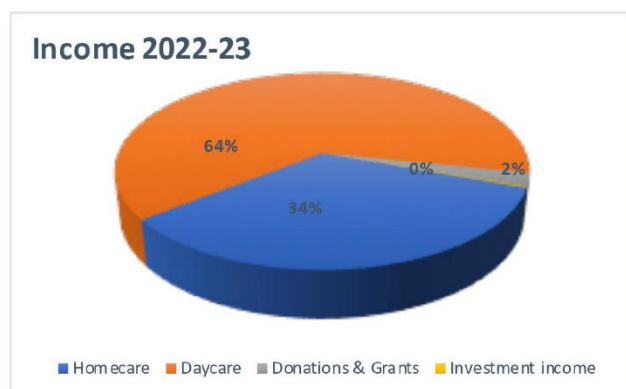




## OUR FINANCES

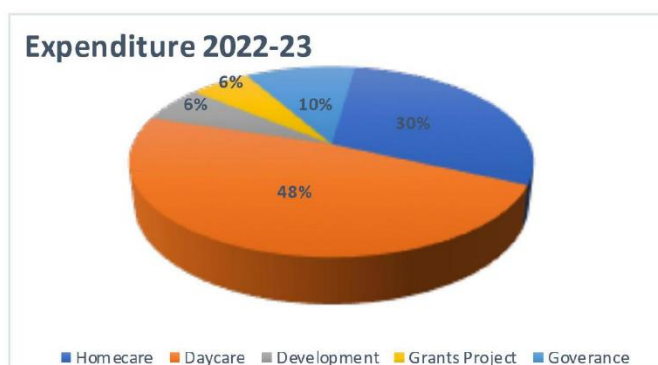
### INCOME

Homecare	£186,481
Daycare	£352,730
Donations & Grants	£11,779
Investment income	£1,268
<b>Total income</b>	<b>£552,258</b>



### EXPENDITURE

Homecare	£199,059
Daycare	£324,015
Development	41612
Grants Project	£38,613
Governance	£70,795
<b>Total Expenditure</b>	<b>£674,094</b>



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 Azahim Mohamed – Vice Chair  
Mr Ashok Chabria – Secretary  
Miss Rekha Mehta – Joint Treasurer  
Miss Jyoti Raja – Joint Treasurer

### Other Committee Members

Mr Jazal Marzook  
Mr Daya Lekamwattage  
The late Miss Anna Felice (Until Dec 22)

## STAFF MEMBERS

### Management Team

Michael Jeewa – Joint CEO  
  
Zeenat Jeewa – Joint CEO

### Operations Team

Nouria Yahi – Day Care Team  
Leader – until Jan 23  
Rajia Begum – Homecare Team  
Leader  
Fareeda Issace – Finance/HR  
Silva Lau – Accounts  
Officer/Operations  
Yasmin Rahman – Outreach Officer  
(East London)  
Kweku Benefo – Daycare Team from  
Oct 22 - Mar 23  
Ayesha Khapedi – Daycare Team Sept  
22 – Mar 23

### Day Care Team

Alpa Patel  
Arif Sheikh  
Hasina Ahmed  
Hitesh Jagda  
Kenneth Joseph

Monica Dobrican  
Rung Arung-O'Donell (Noo)  
Arpita Shah  
Dhurvi Shah  
Cedric Hayles

## **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 2022-2023.

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)
Vallance Community Sports	Binal Trivedy (Dance Teacher)
Tower Hamlets Community Housing	Desi Daba (Caterers)
Kall Kwik Wembley	Race Equality Foundation
Prontaprint Borehamwood	Addictive TV
Sports England & Disability Rights UK	Step Change Studios

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](http://www.apda.org.uk)

**Registered Charity Number: 114009**

**Contact Us**

**Day Care**

**t** 020 8459 1030

**e** [daycare@apda.org.uk](mailto:daycare@apda.org.uk)

**Home & Respite Care**

**t** 020 8830 4880

**e** [homecare@apda.org.uk](mailto:homecare@apda.org.uk)

**General Enquiries**

**t** 020 8830 4220

**e** [director@apda.org.uk](mailto:director@apda.org.uk)