

বিরুদ্ধে সকলে মিলে

# The Asian Health Agency



সম্মানে নানা পেশাধি

## 2001-02



না তা বিবেচ্য বটে

### annual report

*inequality*



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## OUR MISSION

- serve the different but equal need within our diverse communities
- address the inequality and injustice within mainstream services and service providers
- Maintain an anti-racist and anti-discriminatory position.
- SEVA

## WHAT WE OFFER

- Provision of direct community, health and social care services for the most vulnerable sections of our Asian communities throughout the UK;
- Adoption of holistic approach;
- Capacity building and community empowerment support services for Asian and BME voluntary and community groups;
- Building partnerships and collaborations on specific local regional and national projects or programmes;
- Research training and consultancy services;
- Developing and pioneering models of “best practice”;
- Offering quality and best value services.

Partnerships

Community Empowerment

Capacity Building

Challenging institutional racism

Consultancy

Contracts and Compliance

Respite Care and Carers Support

Fund-Raising

Training

Policy Formation

Counselling

Organisational and Leadership Development

Access & Advocacy

Managing and delivering quality services

Supporting Children

Strategic Planning and intervention

Young people with Disabilities

Anti-racism and equality training

Day Care

Setting up specific services targeting Asian and BME communities

Mental Health

Research Training and Consultancy

Sports

Building capacity of Asian and BME voluntary sector

## OUR PROJECTS AND SERVICES

### South East Racial Equality Network

01753 691761

A regional BME Network in South east England region to provide capacity building support to BME community groups, to address institutional racism and discrimination within mainstream regional bodies networks and programmes. TAHA acts as an Accountable Body for SEREN.

### Azad England 0207 737 3194

Advice, information, training, organisational development and capacity building support to Asian community groups particularly those providing or interested in health and social care service provision and projects across England.

## our projects and services

### **Azad London** 020 7737 3194

Advice, information, training, organisational development and capacity building support to Asian community groups across London.

### **UK Online Centre** 01753 539650

A computer training centre with community outreach facility set up to improving and enhancing access to education through information and communication technology skills, training and employment opportunities primarily for Asian communities, in Slough.

### **BE ME** 020 8748 6128

Capacity building for African, African-Caribbean and Asian older people. A project targeted at empowering African, African-Caribbean and Asian older people to influence local services and participate in decision-making processes.

### **Ashra Ealing** 020 8571 7928

Provision of respite care and support for Asian carers looking after elders in London Borough of Ealing.

### **Ashra Hounslow** 020 8814 0838

Provision of respite care and support for Asian carers looking after elders in London Borough of Hounslow.

### **The Asian Women's Counselling Service (Hounslow)** 020 8570 6568

A confidential and free counselling service for Asian women suffering domestic violence, racial harassment and matrimonial problems in London Borough of Hounslow.

### **The Asian Women's Counselling Service (Ealing)** 020 8570 6568

### **The Asian Women's Counselling Service (Slough)** 01753 693031

### **Elders Access Project** 020 8577 7115

Offers transport and escorts to frail and disabled Asian elders to enable them to access culturally appropriate day care service provision in London Borough of Hounslow.

### **Sathi: Asian Children with Special Needs** 020 8572 6812

Advice information and advocacy support services for Asian families and parents of children with special needs to enable them to take up existing services in London Borough of Hounslow.

### **Parvaaz** 01753 539644

Support services for young Asians with disabilities and young carers and the provision of social, educational and recreational activities in Slough, Berkshire.

### **Parvaaz: Information and Awareness** 01753 539642

Enabling and empowering young Asians with disabilities and their parents to assert rights and enable existing mainstream voluntary and statutory agencies to provide culturally appropriate services for people with disabilities.

### **Parvaaz: Participation in Sports** 01753 539642

Promoting the active participation of Asians in sports activities and recreational programmes.

**Mental Health: Information and Access**

020 8814 2614

Advice information and advocacy services to enable all people experiencing mental illness and their carers to access existing services, benefits and entitlements in London Borough of Hounslow.

**Shanti Day Care Centre 020 8748 5769**

Offers specialised day care for Asian elders and adults with disabilities, support for carers, luncheon service, advice and information and advocacy and drop-in facility in London Borough of Hammersmith and Fulham.

**Shanti Advice and information service for Bangladeshi community 020 8748 5769**

A specialist advice and information service for Bangladeshi community.

**Research and Consultancy**

TAHA has a pool of dedicated and approved consultants, researchers and trainers and offers tailor made training and consultancy services to mainstream and voluntary agencies.

**Training and Seminars**

TAHA organises and offers seminars and training programmes for public, independent, voluntary and community sectors and BME community groups and in-house training, tailor made to meet the specific requirements of statutory bodies and voluntary organisations.

**AZAD AWAZ – Independent Voice**

A quarterly newsletter with information and articles on a range of important issues and developments of interest to community groups including training programmes, grants, community events, analysis and changes in public policy, jobs, etc.

**TAHA Offices**

Shanti Centre, 49 Queen Caroline Street, London W6 9QH

Suite 10, Second Floor, Neal's Corner, 2 Bath Road, Hounslow, Middlesex TW3 3HJ

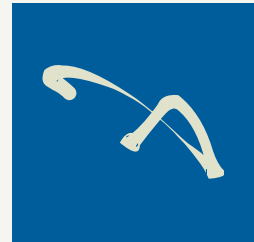
Dominion Centre, 112 The Green, Southall, Middlesex UB2 4BQ

Rotunda Youth and Community Centre, Northampton Avenue, Slough, Berkshire. SL1 3BP

383 Brixton Road, Brixton, London SW9 7DE

**Website: [www.taha.org.uk](http://www.taha.org.uk)**

**Email: [taha003@aol.com](mailto:taha003@aol.com)**



# chairman's reflections

It is time to raise some questions.

**Who are we?**

**Where are we?**

**Where do we want to go?**

TAHA was set up as a creative organisation for the social existence and social needs of the black communities surviving in the 'other' England.

We have moved on.

In the process, we are perhaps the only social organisation that took on a local corporate body – the Ealing, Hounslow and Hammersmith Health Authority – and proved a case of institutional racism. An immense amount of work, pioneered by Balraj, our Director, went into the struggle.

In the process, we have discovered that many organisations and professionals have ejected the original founding concept of SEVA - serving our communities- to which we remain dedicated.

This vacuum and space have left organisations open to internal colonisation of and assimilation with the white consciousness and white professional criteria without accountability. Now we talk about 'value for money'. This is not our language. We must analyse the relationship between the 'first world' and 'third world', the role and deployment of NGOs such as IMF, the World Bank World Trade Organisation and local NGOs such as health authorities, Primary Care Trusts and the concept of 'help' constructed and deployed by the collective power of white mainstream agencies. Black organisations must ask themselves what we continually ask ourselves.

Is TAHA to become a corporate body in the other England?

Is TAHA to become a buffer between white power and the other England?

Is TAHA to be devoid of responsibility, accountability and relevance of service?

**OR**

Is TAHA to be about changing the rules of engagement to ensure our commitment and our accountability to our people for whom we exist?

Let us never forget that we carry the marker – the colour – that is uneraseable.

**Tuku Mukherjee**  
*Chairman*

## Overview by Director

TAHA has become an established and leading national Agency offering quality services, challenging institutional racism and inequality and developing strategic alliances with selected individuals and organisations willing to negotiate partnerships based on equity and trust.

Our projects and initiatives reaffirms our unique holistic approach, our rootedness in our communities and our departure from current practice and thinking. TAHA manages local, regional and national projects, delivering services across different sectors and communities whilst retaining its ability to engage grass-roots groups. We have successfully established SEREN as the regional BME network in South east England and launched our UK online centre and a sports programme in Slough. We have provided critical support to community groups through acting as an 'accountable body' for their funding in addition to extensive capacity building support services to ensure their survival and future development.

Our challenge and exposure of institutional racism and inequality sets us apart from the rest. TAHA will continue to spearhead challenges against the constant reorganisation of racism and inequality and

to redefine and challenge the 'norm' that exists and operates.

I thank those in our communities for their dedication and support against racism and injustice.

Finally I pay my personal tribute and homage to Tuku Mukherjee for a lifetime of dedication of SEVA to our communities. I remain privileged to have worked, learnt and been inspired so much by Tuku ji over the last 3 decades. I pledge to continue to keep alive that spirit and position against institutional racism that he so cherishes and cultivates.

I am because we are. Because we are therefore I am.

**Balraj Purewal**  
*Director, The Asian Health Agency*



## An Acknowledgement to Gurmail Brard Chairperson of TAHA, June 1994 – March 2002.

Gurmail Brard was one of the founding members of TAHA and a prominent figure in the early debates, from 1993 to early 1994, that were critical in shaping our vision, ethos and holistic strategy.

Gurmail Brard became our first elected Chairperson in June 1994 and remained so until his departure on 10 March 2002. Throughout this period he steered TAHA from a small unfunded and virtually unknown group to become one of the largest BME service providers in the country. His professional expertise in management and social and health care combined with his past frontline work within our communities generated the momentum within TAHA to initiate fuse together and maintain an ever increasing range of new innovative projects. From only one project and one full-time worker in 1994 he steered and supported TAHA's phenomenal expansion that at the time of his departure comprised of 17 different projects in different service sectors, employing some 69 full-time and part-time staff. His contribution and dedication has been an invaluable asset to our Agency.

Gurmail Brard relinquishes his position as Chair on the basis that he has accomplished the mission that he originally set out to achieve as part of our collective, recognising that our journey has just started and that

we will continue to face challenges head on. Given his commitment to us and our causes we know that he will actively continue to support us. Henceforth there is no sense of loss only celebration that we still remain together in our journey and challenges ahead.

Gurmail Ji. We salute and acknowledge your commitment. TAHA remains a testimony to your dedication and commitment.



## Healthy Living Centre – A £1m Bid

TAHA is leading a multi agency bid to establish a Health Living Centre in London Borough of Hounslow centred around the Beavers Lane Estate. This £1 million bid to New Opportunities Fund (NOF) initially submitted in December 2000 successfully progressed to stage 2 in January 2002. Our bid covers a rolling 5-year programme and encompasses 3 service streams for older people, women and young people. In addition to the £1million sought from NOF, match funding and in-kind contributions totalling an additional £1.6 million will be levered in from our consortium partners and local programmes if our bid is successful.

Our bid is unique in that community and voluntary groups are the major stakeholders and have the leading role in defining service priorities contained within this bid. TAHA will have overall responsibility for all financial, commissioning and reporting arrangements in the event that our bid is successful. A final decision on our bid is expected by October 2002.

## Research into Asian Men's Health

TAHA has been commissioned by Community Health UK to undertake research into Asian Men's Health in Slough, Berkshire. This research will focus on health and well being amongst Asian Men and will seek to:

- Ascertain their perceptions on health related issues;
- Find out about their lifestyles and significant factors that impact on their health adversely or positively;

- Identify gaps in local services and support for Asian Men;
- Inform the setting up a pilot project in Slough that supports and improves health and well-being amongst Asian Men.

The research findings will be used to establish a pilot project targeted at meeting the specific health needs of Asian Men in collaboration with Community Health UK.

## A Training and Mentoring Programme for Parents of Children with Special Needs

TAHA has entered into a partnership with Scope (London region) on its 'Face to Face' programme which trains and helps parents and carers of children with special needs to support and mentor one another. This partnership aims to adapt Scope's existing national training programme to meet the specific training needs of Asian parents of Children with Special Needs and to establish a 'Face to Face' project alongside our Sathi project in London Borough of Hounslow.

A joint application seeking 2-year funding to appoint a part-time co-ordinator to establish this programme has been submitted and a decision is expected in November 2002.

## Promoting Sports – A Bid to manage a local Park in London Borough of Ealing

TAHA has submitted an expression of interest bid to manage the Spikes Bridge Municipal Sports Ground in Southall. This bid seeks to secure a 25-year lease



of these Sports Grounds cum park, retain and upgrade existing sports amenities and facilities and to redevelop and improve sports and recreational use within local communities in the long term.

TAHA has forged a unique consortium of local sports people, community groups and local businesses with young people driving the agenda of the consortium and its plans for regenerating this run down park. Our bid highlights our ability to engage and empower local communities and is an inspiration to local communities coming together to improve local amenities and managing major local programmes in their neighbourhoods.

### **Partnership Forging Training Programme**

TAHA has secured one off funding from Association of London Government for a 'training cum partnership forging' programme to bring together selected community groups, within a structured and negotiated programme designed to:

- create a multi-agency alliance/consortium between selected BME groups centred on a shared analysis, equity and trust and;
- consolidate partnerships to skill participants, share resources and expertise, enhance a collective approach and challenge and make accountable and responsive existing mainstream bodies, professionals and regional programmes which impact on BME communities.

Our programme will involve intensive negotiations and working with 20-24 participants from selected community groups that TAHA currently works closely with and will explore

the formation of a sustainable multi-agency alliance. It will also formulate a model partnership document outlining and reinforcing both the principles as well as the working arrangements that should form the basis of any partnership.

### **Empowering Community Groups**

#### *Colours: Hampshire*

Colours, based in Portsmouth, is a project run by social services and is funded by Portsmouth and South East Hampshire Partnership to provide support to children from mixed parentage. An in-principle agreement has been reached for TAHA to take on the role of 'an accountable body' for the funding of Colours and to provide capacity building support services to enable it to become an autonomous and independent BME community group.

#### *Communities Empowerment Network: London*

TAHA is supporting CEN through enabling it to apply for funding accessible only to registered charities through using our charitable status. This support will continue until such time as CEN itself has secured its own registration as a charity. CEN is a reputable national campaigning group specialising in supporting children excluded from schools, education and community empowerment related work.

**TAHA Publications and Reports**

*Direct Payments: £1.00*



A booklet on the Direct Payments (Community Care Act 1996) which empowers local authorities to make payments to people to purchase their own care support services.

*Asian Men's Health: FREE*

A report on the research findings on Asian Men's Health conducted in Slough.

*"Near the Airport": £2.50*



A research report on Refugees and Asylum Seeking Children and their Families in London Borough of Hounslow and on removing barriers to accessing services and resources

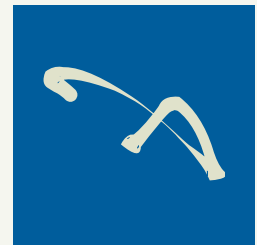
*Racism Exposed: FREE*

A critique and summary of the Report of the Independent Panel investigating institutional racism in Ealing Hounslow and Hammersmith Health Authority.

*Information Directory: FREE*



An A-Z of services and resources in Slough and local Asian Groups published in English Urdu and Punjabi



# national training programmes

## Introduction

TAHA offers seminars and training programmes to public, independent, voluntary and community sectors and BME community groups. We also offer in-house programmes tailored to meet the requirements of particular statutory bodies and voluntary agencies. Our seminars and training programmes are an innovative start to linking committed individuals and groups, who are usually working or struggling for similar aims, but are isolated from sharing expertise with each other and working collaboratively.

## Aims

Our training programmes and seminars aim to:

- Enable individuals to understand the dynamics of institutional racism and inequality;
- Provide information and a critical analysis of key issues and programmes, which impact on Asian and other BME communities on a local, regional or national level;
- Enhance understanding and empower individuals and community groups on how to make existing mainstream voluntary and statutory agencies and their services responsive relevant and accountable to Asian and other BME communities;
- Provide opportunities for participants to discuss specific areas of collaboration and negotiate partnerships based on equity and trust with TAHA.

## Training Programmes and Seminars

**1. ANTI-RACISM: GOVERNANCE AND SERVICE DELIVERY: 2 days plus half day follow up**

### *An Outline of the Programme*

#### *a) Background and Setting the Context :*

This section will clarify commonly associated terms such as race, prejudice, discrimination, institutional racism, culture and ethnicity that can be subject to confusion. It will focus on awareness, identity and the reality of cultural diversity and on identifying the ‘causes’ and ‘effects’ of racism.

#### *b) Institutional and Mainstream Responses:*

The legal aspects of discrimination and Race Relations legislation will be covered within a framework of understanding individual, institutional and wider discrimination. The impact of exclusionary behaviour on white and black people will be addressed through assessments of the main models that have been employed.

#### *c) Strategies for Change:*

This section will consider practical approaches within participants’ own contexts including identifying and challenging potentially discriminatory operations in service delivery and in employment practices. It will identify the inclusive principles in personal and professional lives that can



link joined up thinking and strategies for achieving change.

d) Evaluation

e) Negotiating terms of future professional or personal engagement or support required and connecting to anti-racism networks

## 2. RACE EQUALITY SCHEMES

**The Race Relations (Amendment) Act 2000**  
*half day/1 day Seminars*

*An outline of our Race Equality Programme*

*Our training programme will focus on:*

- A brief introduction to the Race Relations Act 1976
- An overview of the RRA Amendment Act 2000
- An assessment of the duties imposed on public authorities to tackle the challenges of institutional racism facing them and identifying which functions are relevant to the new duty
- Human Resource challenges
- Moving from private commitments to changed public behaviours
- Requirement of Race Equality Schemes including contents, arrangements and review
- Equality Statements
- Effective Professional and Community-based interventions to tackle inertia on racial equality.

A series of 6 seminars are being organised throughout Autumn 2002.



## 3. ISLAMOPHOBIA: Half day seminars

*This Seminar focuses on:*

- An assessment of the emerging trends and patterns of Islamophobia
- A presentation of the findings of the latest



research on 'State policies towards Muslims in the European Union' and its implications for social and public policy

- An overview of the historical relationship between the West and Islam
- The accentuating religious discrimination, harassment, victimisation and violence against religious minorities and Muslims in particular
- Media Treatment and stereotyping
- The growing division within the Asian communities
- Ensure that social and public policy development and delivery take account of the specific needs and aspirations of diverse Muslim communities.

*Islamophobia Sessions led by: Qadir Bakhsb, Balraj Purewal, Professor Mohammad Anwar and Dr Richard Stone*

### 4. COMPUTER / IT COURSES

*half day, 1 day and 2 day courses for  
Voluntary and Community sectors*

TAHA offers a range of tailor made courses for voluntary and community groups from its training centre at Brixton.

### 5. CAPACITY BUILDING: Specialist and Generic training programmes and seminars

TAHA organises an extensive range of training courses for those working in health and social care sector e.g. Basic First Aid, Manual Lifting and Handling, Basic Food Hygiene, Health & Safety, Counselling etc and generic capacity building courses for community sector e.g. Management of Community Organisations, Business Planning, Fund-Raising.

In addition TAHA offers seminars on a range of issues e.g. Local Strategic Partnerships, Best Value, and so on. Contact: 020 7737 3194 for information on dates, venues, in-house courses and rates (including discounts and subsidised places).



## Access to Internet Communications and New Technology

Our UK online centre officially launched on 24 June 2002 is a new and exciting project aimed at improving and enhancing access to education through Information and Communication Technology (ICT) skills, training and employment opportunities primarily to Asian communities, particularly amongst excluded and disadvantaged individuals and groups, those with low or no ICT skills and others who are unable to afford or access existing ICT courses and resources.

Our UK online centre, funded by Department for Education and Skills (DfES) and New Opportunities Fund is the only learning centre run by and managed by an independent black organisation in Slough, is linked to our Parvaaz project and comprises of:

- A training and learning Centre with a network of 8 computers complete with Asian languages software and 2 PCs dedicated to audio visual/photographic software based at Rotunda Youth and Community Centre, Slough;
- A Free Laptop Loan Service which forms part of our 'outreach facility' designed to take new technology to peoples' homes through provision and loaning of laptop computers free of charge to families who have no access to computers as well as making these available at local community and religious venues;
- An IT Co-ordinator will be responsible for providing training and technical support to individuals attending our UK

online training centre as well as to families within their own homes and at local community centres.

Free transport for people with disabilities and their families through our Parvaaz project to enable them to access our Centre at certain times will be made available.

*Our UK online centre will provide free access to:*

- literacy, numeracy and ICT skills and classes on a regular basis;
- information on local services, benefits, activities and events;
- use of internet and e-mail;
- learning usage of ICT technology including digital video recorder in music and dance activities;
- basic courses that motivate excluded users and lead to higher courses;
- help and support in learning English and local Asian community languages i.e. Punjabi, Hindi and Urdu
- on site training and support for local Asian community groups;
- technical support and advice on Asian language software.



*From left to right:  
Baldev Singh Project  
Co-ordinator, Parvaaz,  
Balraj Purewal-  
Director, TAHA,  
Fiona Mactaggart-  
Member of Parliament  
for Slough, Mary  
Francis- Manager,  
Slough Lifelong  
Learning Partnership,  
Gordon Storey - Chair  
Slough Lifelong  
Learning Partnership.*

## **South East England Racial Equality Network**

### *SEREN – A BME regional Network*

SEREN is the regional Network working on behalf of and for the BME voluntary and community sector across the Southeast of England region. It has been established to ensure BME participation and perspectives are fed into regional bodies as well as regional government and to address racism, discrimination, social exclusion that impact upon BME communities. It further seeks to empower BME community and voluntary sector through the provision of capacity building support services.

TAHA has continued to provide critical ongoing support and investment in creating and sustaining SEREN as a regional network. Our contribution to the conception of SEREN and its movement to become an independent regional network has been massive and has included:

- Acting as the accountable body for Home Office Active Community Unit (ACU) funding of £58000 to SEREN in 2001/2002 and its 2002/2004 grants from the ACU;
- Seconding our Director Balraj Purewal from July 2001 to June 2002 on a part-time basis to undertake its initial developmental work;
- Commissioning the Electoral Reform Society to elect an independent and representative management committee to manage the affairs of SEREN;
- Ensuring the delivery of its work programme for 2001/2002;
- Working with Regional Action and

Involvement in South East, the generic mainstream voluntary sector network, to secure an additional grant of £50000 per annum from South East England Development Agency for the post of Director and associated costs;

- Providing administrative, payroll services and office accommodation to SEREN within our offices in Slough.

### **A Regional Conference for South East England**

The regional conference organised by SEREN took place on 22 April 2002 at the Holiday Inn Hotel in Southampton and attracted some 120 delegates from the region.

#### *Keynote speakers included:*

Hugh Marriage OBE, *Government office South East England on Government Agenda and BME voluntary sector*

Jim Baker, *Director of NWK CVS on Strategic Partnerships and Regeneration*

Balraj Purewal, *Director of TAHA on Tackling institutional racism and developing holistic community services*

South East England Regional Assembly on *Regeneration and Social Inclusion*

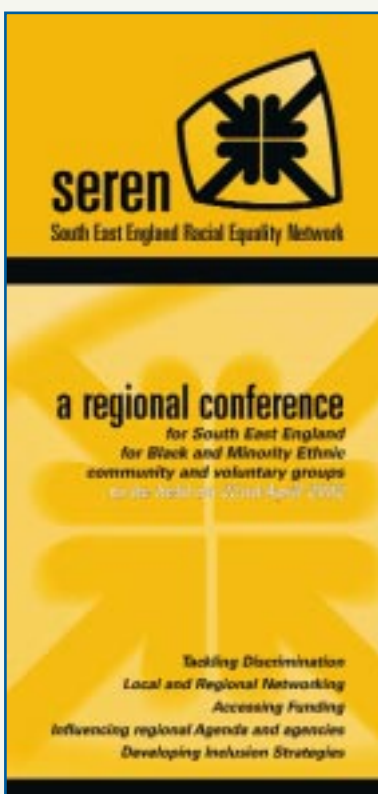
Rob Wolley, *Director, RAISE on Influencing regional agenda and agencies*

The Conference programme included 3 workshops to provide information on Accessing Funding on The Community Fund, Regional and European Funding programmes and opportunities. The Afternoon workshops focussed on setting up local BME networks in the region and a workshop on the implications of the Race Relations Amendment Act run by TAHA.

TAHA remains committed to working collaboratively with SEREN and other regional BME networks and negotiating joint ventures that improve support to BME groups and tackles discrimination and inequality.

**Acknowledgements**

TAHA wishes to acknowledge the work of all the interim and elected MC members of SEREN, particularly Jim Baker and Ram Appadoo for their contribution and partnership with TAHA on the SEREN initiative. We also acknowledge funding from Home Office Active Community Unit and South East England Development Agency and to the support from Government Office (South East) and Regional Action and Involvement in South East.



## **AZAD: Empowering and Building Communities**

### **Background**

AZAD - meaning 'independent' - launched in June 1998 is funded by the Association of London Government to provide capacity building support services to Asian community groups across London. AZAD's capacity building support service strategy involves:

- Delivering on our commitment to meeting the different but equal needs of all Asian community groups and supporting our diverse Asian communities and interest groups serving particular sections within our communities, e.g. young people, Asian women, refugees, older people and victims of racist harassment;
- Working collaboratively with key established mainstream voluntary and statutory agencies and service providers to promote accessibility, relevance and accountability of their services to Asian communities;
- Building close links and collaborations with all Asian community groups who are striving to address issues affecting our communities and providing direct support at a grass-roots level.

### **Consultancy and Development Support Services**

AZAD provides an extensive range of capacity building and technical support services to Asian community groups across London's 32 boroughs. This year, alongside a general series of open training programmes more widely marketed, AZAD has delivered a programme of ongoing in-depth support to a

number of smaller groups. AZAD's resources have been mainly centred on the delivery of the following services and areas of work:

- information and advice on fundraising, practical assistance with preparing grant applications;
- developing voluntary organisations and community groups in planned ways;
- training and support for established management committees, trustees and members of staff;
- networking with groups to build partnerships of mutual interest;
- information on setting up new agencies, agreeing operational rules or constitutional matters;
- knowledge and awareness on managing changes in legal status, personnel and employment relations legislation and recruitment;
- marketing and promotion of activities;
- implementing Quality Assurance Measures, monitoring and evaluation of services;
- applied business and service planning, financial and strategic management;
- skills development in information communications technology.

### **Learning Events and Seminars**

AZAD has provided varied opportunities for participation in training workshops and information seminars through its focus on a lengthier engagement with a smaller number of groups. AZAD has encouraged groups to develop workplace cultures that are open, collegiate, learning and outcome oriented within an anti-discriminatory ethos.

AZAD has continued to carefully design programmes that have clear learning objectives, are focused on meeting individual learning requirements and delivered to engage the communication, faith, dietary and cultural norms of diverse participants. Every event is preceded with one-to-one enquiries to identify the communication requirements and learning styles of participants including their preference for and levels of fluency in English. TAHA personnel attend almost every training workshop and seminar and routinely contribute their interpreting skills in Punjabi, Hindi and Urdu either in the main group sessions or in one-to-one/small group support.

AZAD's training and consultancy services are made available free to smaller Asian voluntary organisations.

AZAD has delivered 27 training workshops, information seminars and events during the year across London: most were skills-focused training workshops.

An overall total of approximately 338 individuals registered for these 27 programmes and events.

### Telephone Based Services

AZAD's telephone services were used by over 70 organisations during the year and we responded to over 150 requests for information and support.

The bulk of enquiries have been from Asian community groups, voluntary organisations, refugee and other minority ethnic organisations and mainstream statutory and voluntary agencies.

### Anti-Racism: Governance and Service Delivery

Azad secured additional funding from ALG to pilot a series of 3 innovative anti-racism training programme aimed at equipping London's voluntary sector managers to address governance and service delivery.

### Trainers & Consultants

AZAD's pool of approximately 14 trainers and consultants offer dedicated expertise in a range of skill and knowledge spheres key to sound organisational development. Wherever possible consultants are matched to meet the diversity of gender, community languages and other cultural needs required by our users.

These trainers in conjunction with TAHA personnel facilitate the delivery of our seminars and consultancy support services to Asian community groups.

### Partnerships & Outcomes

AZAD has sustained close collaboration and partnerships with selected community groups and statutory agencies on a number of initiatives including:

- first year establishment and consolidation of the BE ME project, funded for 3 years to build the capacity of and empowering Asian, African and Caribbean older people in the London Borough of Hammersmith and Fulham;



- leading a community-based bid in London Borough of Ealing to ensure a local park/ sports pavilion comes under community management;
- successful launch of a BME Consortium in the London Borough of Waltham Forest;
- completion of research into the needs of children and families of refugees and asylum seekers in the London Borough of Hounslow;
- contributing to the initial development of a consortium of Asian Community Groups in Ealing and Waltham Forest;
- proposals on the development of a dedicated resource/training centre in partnership with ARHAG Housing Association;
- implementing a significant fundraising plan for an Asian Women's Refuge and laying the foundations for a network of Asian Women's Refuges to build capacity and support structures around domestic violence;
- leading with a partnership bid for an outer London Healthy Living Centre focusing on tackling health inequalities.

**Activity and Services Take-up**

During the year more than 80 Asian individuals out of a total of 140 made use of the frontline capacity building and face-to-face services provided by AZAD. The listing below illustrates a sample of the opportunities that were delivered.

<i>Development Support &amp; Consultancy Focus</i>	<i>Average training hours provided per participant</i>
Design, Layout & Print	3 to 5
Introduction to Desktop Publishing	9 to 12
Using e-mail and the Internet	2 to 6
Management Committee Training	6 to 18
Publishing an Annual Report	3 to 30
Making Grant Applications	3 to 30
Fundraising from Charities	3 to 30
Troubleshooting Computers and Printers	2 to 5
Installing & Using E-mails for Electronic Mail	2 to 5

**Partnerships Forging Training Events**

TAHA will be organising and facilitating a series of meetings and events with selected individual and community groups aimed at forging a Network and negotiating a 'Model on Partnerships'. This training programme will target upto 24 individuals and is part of our initial work that will dovetail into the development of Community Leadership training Programme in the long term. Azad has secured further additional one off funding from ALG for its partnerships cum training events.

**Computer / IT Training and Resource Centre**

An IT Training and Resource Centre, equipped with 10 networked PCs with internet facility has been set up at our new premises at 383 Brixton Road, Brixton. It will offer IT related training courses and act as one of our main training venues. Community groups will be able to use this facility for their own training events, meetings or to secure information through the internet.

**Levering In Added Value**

During the year TAHA has levered in added value through securing additional grants or borough based capacity building initiatives work, which have connected with AZAD. These include general capacity building work across London through its 3-year grant from Bridge House Estates Trust and the AZAD England project work funded by NLCB of which 40% work was across the capital.

### Key Priorities for 2002/2003

AZAD's priorities for the coming year include:

- Launch the training centre and training programmes targeted at supporting the Asian voluntary sector;
- Organise a London-wide conference of Asian community groups;
- Extend its anti-racism training programmes targeted at building the capacities of mainstream and voluntary agencies in response to the challenges identified in the Stephen Lawrence Inquiry and post-MacPherson agenda;
- Maximise income generation through marketing of research, training and consultancy services;
- Contribute to the creation of a community-based Asian consortium in London Boroughs of Hounslow, Ealing and Waltham Forest.

### New Premises

With assistance from our partners ARHAG Housing Association, TAHA secured new premises in Brixton with sufficient space for on-site training.

### AWAZ Newsletter

AZAD AWAZ - Independent voice - our newsletter, which uniquely features Asian community languages, was circulated to more than 2000 community groups and mainstream agencies.

### Publicity and Marketing

AZAD project publicity has been reviewed and circulated in Bengali, Gujarati, Hindi, Punjabi, Tamil, Urdu and English.

*The Asian Health Agency is a leading national independent sector agency specialising in the provision of social and health care and capacity building support services.*

*Azad is committed to meeting the different but equal needs of all Asian community groups that are serving and assisting our diverse Asian communities throughout England.*

*Azad targets support to Bangladeshi, Indian, Pakistani and Sri Lankan communities and interest groups serving particular sections including young people, women, refugees and victims of racial harassment.*

*Azad recruits and makes available, free of charge, part time trainers and professional consultants to provide one-to-one and individually tailored packages of support to Asian community groups.*

*Azad ensures that its contributions appropriately match its users' gender and language needs and that such groups can benefit from the track record of The Asian Health Agency's existing projects.*

**Azad's support to community groups:**

**PROVIDING ADVICE AND INFORMATION**

- **Offering initial advice on legal matters**  
*improving knowledge of relevant employment and health and safety issues*
- **Giving support on constitutional matters**  
*adopting a constitution and gaining charity status*
- **Advertising and marketing**  
*designing publicity leaflets*
- **Accessing information resources**
  - *publications and videos*
  - *catering for groups working on disability issues*

**DEVELOPING COMMUNITY GROUPS**

- **Making grant applications**
- **Developing organisations**  
*assisting with developing policies on equal opportunity, confidentiality and complaints*
- **Building partnerships and networking**  
*working with councils, health authorities, Primary Care Groups, Trusts and other agencies in:*
  - *sustaining our localities through urban regeneration schemes*
  - *tackling isolation, health inequalities and social exclusion within the wider community*
  - *accessing other support services and resources*
- **Health and social care**  
*improving knowledge of and access to health/social care provision*
- **Assuring quality standards, monitoring and evaluation**  
*customer care and quality controls*
- **Planning new services and business opportunities**

**WORKING WITH PEOPLE**

- **Promoting the use of volunteers**  
*recruiting the skills community groups may need*
- **Training staff and management committees**  
*managing volunteers, staff, premises and employer responsibilities*
- **Managing personnel and recruitment**  
*induction, supervision, staff development and contracts*

### Acknowledgements

TAHA gratefully acknowledges the support of Association of London Government towards the funding of AZAD and to members of our Project Advisory Group for their contributions. We also thank all the community groups and other individuals who have worked with us over the last year.

## **BE ME: Empowering African, African-Caribbean and Asian Older People**

BE ME initiated under the Better Government for Older People Programme and funded under the local single regeneration programme, provides capacity building support services to enable African, African-Caribbean and Asian older people in London Borough of Hammersmith & Fulham to have a say in shaping and changing services which most affect their lives. It comprises of 2 interlocking parts, one

focusing on Asian older people managed by TAHA and the other on African and African-Caribbean older people managed by Nubian Life Resource Centre. It is managed by a partnership consortium of TAHA, Nubian Life Resource Centre and Social Services' Better Government for Older People programme with TAHA acting as the accountable body.

Launched in April 2001 BE ME has organised numerous events, training courses, taster and introductory sessions to improve confidence and skills to enable local elders to voice their views and opinions and actively engage in local governance, service planning and service delivery

matters. Its work has included active input and representation on Best Value Review of Day Care Services, Meals on Wheels, NSF for Older People, Neighbourhood Renewal Community Chest Launch, Better Government for Older People Meetings, National Pensioner Convention, Hammersmith and Fulham Race Equality Conference, Sheltered Housing Open Day, Rooting Out Age Discrimination, Improving Service Provision for BME Elders, Public Involvement in the NHS, Active Citizens Training Pilot, its own Lets Talk Group amongst others.

It has also facilitated and encouraged cross community interactions between Asian, African and African-Caribbean older peoples.

Addressing and challenging inequality and discrimination and provision of services to meet diverse needs and supporting our elders to take their place within decision making platforms remains the focus of BE ME activities.



## SHANTI - Asian Community Care Resource Centre

Our SHANTI Centre, opened on 25th January 1995, is an established Community Care Resource Centre for Asian adults and elders with disabilities and their carers living in London Borough of Hammersmith and Fulham.

### Shanti Services:

*Shanti is commissioned to provide:*

- Day care services for care managed Asian adults and elderly with physical and sensory disabilities and mental health problems. This day care service is available 5 days a week, Monday to Friday, from 10.00am to 4.30pm;
- Luncheon Service for elders 5 days a week from 12-30 noon to 2pm providing an average of 24 meals per day;
- Advice and Information: A multilingual generic advice and information service for users and carers on local services and how they might be accessed, welfare rights and benefits provision;
- Advice and information service specifically for Bangladeshi community with a contract to provide a total of 50 contacts per month;
- Support for carers;
- Drop-in centre for Asian elders and their carers;
- Health education and promotional activities;
- Women only services and cultural events and activities.

### Quality Assurance and Service Monitoring

Quality Assurance Measures have been introduced in all service areas including standards such as matching workers to users on a gender and language basis, provision of halal and vegetarian diets, responding to complaints within 5 days and so on. Group and one to one meetings with service users and their carers, surveys to ascertain user satisfaction levels, six monthly reviews of assessments and care plans enhance user involvement and delivery of a quality service.

All services are monitored on a monthly basis and detailed quarterly statistical reports are compiled to assist in service planning and made available to funders.

### Day Care services

SHANTI offers a holistic and culturally sensitive day care service to those Asian adults and elders with disabilities, frailties and with mental health problems, who are unable to look after themselves without support, are dependent on others for their daily living tasks such as personal care, mobility and are depressed or feel isolated and vulnerable. Both the male and female care staff speak a number of Asian languages that facilitate effective communication in client's mother tongue.

Shanti currently has 107 users on its database, of which 23 use our day care service regularly under the care-management criteria.

### Day Care Service Take-up

<i>Month</i>	<i>Day Care days delivered</i>
April	150
May	140
June	153
July	169
August	142
September	133
October	148
November	129
December	112
January 2002	169
February 2002	157
March 2002	132
<b>TOTAL</b>	<b>1,734</b>

### **Luncheon Service**

This service operates 5 days a week from 12 noon to 2pm and is contracted to provide an average of 24 meals per day. A recent users' satisfaction survey confirmed that overall 95% of users were satisfied with the quality, quantity of food served and on a host of other indicators such as variety, spices and so on.

### **Advice Information and Advocacy Service**

This service comprises of 2 parts. A generic service and a specialist service targeted at the Bangladeshi community.

Our generic service operates on a daily basis providing advice, information and sign



posting service on welfare benefits, home help, respite care, community safety initiatives, access to wheel-chair facilities, aids and adaptations, referrals to other specialist agencies. Shanti also organises fortnightly surgeries run by advice workers from the Information and Assessment Team at Hammersmith and Fulham Social Services and Shepherds Bush Advice Centre.

### **Bangladeshi Advice and Information Service**

Our specialist service targeted specifically at the Bangladeshi community operates 3 days per week and is organised through our Shanti Centre and The Bryony Centre in White City Estate which has a large Bangladeshi community which suffers disproportionately from its ability to access services and benefits and is identified as in particular need of language and advocacy support. Our outreach advice surgeries involve home visits for housebound Bangladeshi clients and provision of advice and information in their own language.

This service currently has 88 users, 20 male and 68 females, the vast majority of whom are ongoing users.

### **Community Legal Service Quality Mark Accreditation**

Shanti has secured accreditation under the CLS Quality Mark to provide basic information and advice service at Level 1 within the general category of 'community care and welfare benefits services'.

### **In-House Staff Training and Staff Development**

A comprehensive annual staff training programme particularly on mental health issues and conditions among older people is being developed and implemented. Kamini Singh our Acting manager is being sponsored to pursue a 2-year part-time day release Management Diploma course as part of our internal capacity building commitment.

### **Garden for Older People with disabilities and sensory impairment**

This garden offers a water fountain, a decked

seating area and space for growing vegetables and herbs. Our users take responsibility for maintaining and growing vegetables from seeds and encouraging others to actively participate in gardening and growing activities.

### Health Education and Promotion

Our regular and practical programme has included 24 Tai-Chi Chinese exercise sessions, 47 Yoga meditation/exercise sessions, talks on Stroke, Diabetes, Coronary Heart Disease, Hypertensive tests, community safety, community alarms and energy savings and fortnightly one to one counselling sessions with users.

### Outings, Trips and Cultural Events

These popular activities have included 4 shopping trips, 4 trips to places of different religious worship, 3 day trips, 5 trips to see Indian feature films and 2 reciprocal visits to another day centre in Waltham Forest. Christmas, Diwali, Eid and Vaisakhi celebrations and Carers' activities are organised on an annual basis.

### Users Campaign Against Relocation of Shanti Centre

Social Services is proposing to relocate Shanti Centre to Askew Road, London W12, a site formerly used as a family centre. Our users have set up a Users Action Group to campaign against the move to Askew Road premises and to demand a more suitable and accessible venue. Their campaign has involved petitions, lobbying of local councillors and MP and a demonstration outside of the local Town Hall. Shanti is being asked to vacate its existing premises and move by December 2002.

### Acknowledgements

SHANTI wishes to acknowledge funding and support from London Borough of Hammersmith and Fulham. It also thanks the Information and Assessment Team at Hammersmith and Fulham Social Services and Shepherds Bush Advice Centre for supporting our advice information surgeries.



*Campaigning for  
Shanti: Ian Coleman  
MP meets Shanti  
Users' delegation*

## **RACISM EXPOSED**

*Report of the Independent Panel investigating institutional Racism in Ealing, Hounslow & Hammersmith Health Authority [EHHHA]*

In August 1998 TAHA registered a formal complaint of institutional racism against EHHHA in response to its treatment of our Ashra project in Ealing. An initial internal investigation by EHHHA into our complaint concluded that:

*“... the sum of Ashra’s experience of its dealings with the Health Authority during the year in question was such as to give them (Ashra) the reasonable impression that they had been treated unfairly, and that, furthermore, this unfairness was compounded by institutional racism.”*

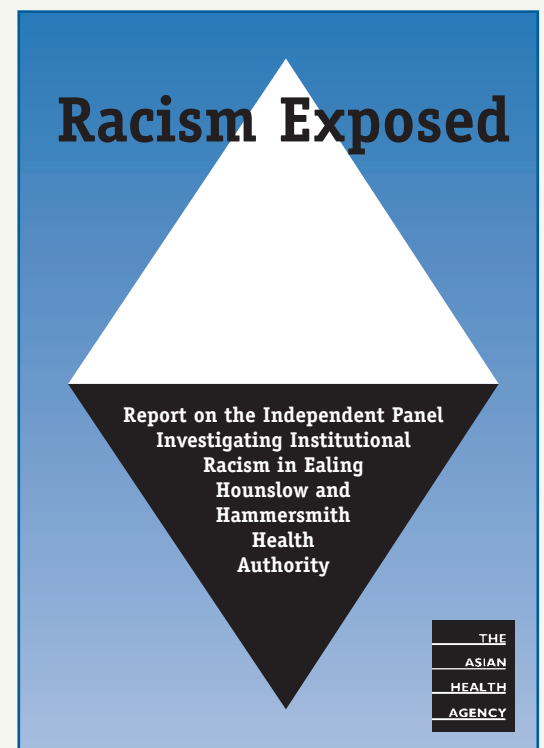
In response to our demands EHHHA set up an Independent Panel to investigate the above and further new complaints of institutional racism against our Ashra Hounslow and Elders Access projects in London Borough of Hounslow were registered by our Agency in March 2001 against EHHHA.

### **The Independent Panel and its Recommendations**

The Independent Panel investigating institutional racism within EHHHA completed its report in March 2002 and its findings and recommendations vindicate the position taken by TAHA. This Independent Panel found that:

- TAHA suffered at the hand of the Health Authority and part of this was due to the

way the establishment regards black projects as somehow distinct and therefore apart from what they perceive as ‘mainstream’ or ‘normal’ provision;



- Such thinking traditionally equates ‘mainstream’ and ‘normal’ with white and the unique needs of Britain’s diverse society are thus regarded as somehow aberrant and outside the perceived norm of the ‘mainstream’;
- It endorsed the original finding of institutional racism against TAHA by the initial internal investigation;
- It criticised the inordinate delay in resolving our complaints and lack of TAHA’s involvement in the initial review;
- TAHA’s projects had been subjected to damaging rumour, gossip and misinter-

pretation and that this was a manifestation of institutional racism.

### TAHA's Presentation on Racism

TAHA made a formal presentation on the concept and practice of institutional racism incorporating an analysis of the 'norm' that operated nationally and redefining the current professional thinking and practice on 'mainstream', 'equality' 'diversity' and social 'exclusion'. The Panel's findings and 12 recommendations are heavily influenced by the presentation made by TAHA representatives. *These include the following:*

- That urgent steps be taken to arrange for TAHA to do a presentation to the Board of EHHHA, the Senior Management Team and Primary Care Groups (as it did to the Panel) on the concept and practice of institutional racism;
- An immediate need for the HA and succeeding agencies to adopt explicit anti-racist policies and practices;
- That this matter be written up as a Case Study for use in training.

### Challenging Racism: TAHA Presentations and challenges to Hounslow and Ealing Primary Care Trusts

Given that the health authority ceased to exist and has been replaced by PCTs, TAHA made a presentation to Ealing PCT on 24 June 2002 on the concept and practice of institutional racism incorporating an analysis of the 'norm' that operates nationally and to redefine the current professional thinking and practice on 'mainstream', 'equality' 'diversity' and social 'exclusion'. A similar

presentation is to be made to Hounslow PCT in October 2002. Ealing PCT is negotiating a follow-up workshop with TAHA.

TAHA is currently analysing and challenging the PCTs' Race Equality Scheme which both PCTs as 'public bodies' are obliged to adopt under the new Race Relations Amendment Act 2000.

*'Policies and pronouncements to address social exclusion and diversity have replaced Equal Opportunities Policies. Both have not worked, as they were not meant to work. They constitute yet another device, a mechanism to maintain the status quo and de facto segregation within and outside the institutions.'*

A full copy of the Report of the Independent Panel investigating a complaint of Institutional Racism by The Asian Health Agency against the Ealing, Hounslow and Hammersmith Health Authority is available from our website: [www.taha.org.uk](http://www.taha.org.uk)



## **ASHRA: Respite Care Services to Carers**

### **Introduction**

Our Ashra Hounslow and Ashra Ealing projects, set up in June 1994 and September 1995 respectively under joint finance funding are established respite care service providers for Asian carers in London Boroughs of Hounslow and Ealing. Ashras cater for the unmet cultural, linguistic and religious needs of Asian carers looking after house-bound, frail elders, older people with disabilities and isolated elderly people. Matching careworkers with carers on a language, gender and faith basis wherever possible is an integral part of its efforts to deliver a culturally appropriate service to Asian carers.

### **ASHRA services**

Ashra Hounslow and Ashra Ealing are each commissioned to provide 65 hours of respite care per week and its service priorities include:

- Respite care: provision of culturally appropriate care packages to meet individual needs and requirements of carers, via care plans drawn up in conjunction with the carers;
- Home help: light housework, cooking, shopping;
- Community care assessments: detailed assessments of users' and carers' needs and wishes ensuring cultural, religious and gender issues are taken into account and considered in care planning and care management;
- Advice and information: Basic advice and information service to enable carers to

access and assert rights, benefit entitlements and health and social care support services;

- Access to other services: through sign posting and referrals to other agencies to enable carers to access other support services.

Ashras provides up to 4 hours respite care per family per week at times and on days that suit the carers and coordinates support to prevent admission to hospital or residential care of older people with disabilities as well as preventing a break down of care within the family. A key element of its work is targeted at ensuring that the needs of Asian carers are assessed, prioritised and that culturally appropriate care plans and service delivery programmes are implemented. Another key element is a continuing intervention amongst local statutory agencies and voluntary sector planners and service providers to ensure local service provision is adapted to meet the specific and diverse needs of Asian carers.

### **Award of an additional Grant**

Ashra Ealing has been awarded an additional grant of £33335 for 2002/2003 to increase its respite care service by an extra 20 hours per week and to appoint a part-time administrator.

### **Service Level Agreement**

Ashra's service level agreement (SLA) renewed on an annual basis has now been transferred from Ealing, Hounslow and Hammersmith Health Authority to Hounslow and Ealing PCTs given that the former no longer exists with effect from April 2002.

The SLA has a general customer eligibili-

ty, which is fulfilled in conjunction with the carers' eligibility criteria, which enables carers providing substantial care on a regular basis to benefit from Ashras. Our Ashra Hounslow supports carers that meet either its Priority ONE or TWO criteria as follows:

- Priority One Criteria: intensive, urgent or emergency respite provision
  - Priority Two Criteria: Preventive work
- Preventive work remains a central part of our strategy to support carers particularly to those families where a high risk is likely to occur in the foreseeable future and preventive action is essential. These interventions often involve the provision of short term and temporary support to enable carers to regain and maintain their independence and quality of life.

#### National Carers Week Event

Ashra supported TAHA's one day event for Asian carers organised as part of the National Carers Week recognition and celebration of carers. The event held on 24 June 2002 at the Montague Hall, Hounslow attracted over 150 families from Ealing and Hounslow. A comprehensive programme involving a series of speakers from The Heart Foundation, Benefits Agency and Children's Society provided carers with information. Simultaneously carers were provided live entertainment food and sampled free reflexology, message, blood pressure tests and individual advice on benefit entitlements.

#### Community Action on Challenging Institutional racism

Ashras' campaign and struggle against institu-

tional racism in EHHHA, covered separately in this annual report, could not have been possible without the massive mobilisation by our users. In spite of their own disabilities our users spearheaded a sustained and active campaign to ensure the survival of our Ashra services. This struggle not only confirmed the need for Ashra project but indeed its real rooting in the local community.

**Maintaining Accreditation as an Approved Domiciliary Care Provider**  
TAHA through its Ashra Ealing project has successfully maintained its accreditation as a Domiciliary Care Provider with Ealing Social Services Department. This accreditation will enable us to bid for domiciliary care contracts on an equal footing with the private sector.

#### Acknowledgements

We wish to acknowledge the financial support from Ealing, Hounslow and Hammersmith Health Authority, Hounslow and Ealing Social Services Departments and Hounslow and Ealing PCTs. We also thank all our staff, particularly our part-time care workers for their hard work and dedication. We acknowledge the massive support from our users in our campaign against institutional racism in the health authority.

#### Profile of Service Users:

Ashra Hounslow and Ashra Ealing provide a service to 25 carers and 20 carers respectively and provides detailed quarterly monitoring reports on activity levels to its funders. 85% of the carers are women and 15% men.

<i>Service Take Up</i>	<i>Hounslow hours</i>	<i>Ealing hours</i>
April	212	252.5
May	251	254
June	200	273.5
July	228	249.5
August	259	211.5
September	310	281
October	368	300.5
November	382	322.5
December	320	260
January	324	326
February	333	283
March	216	238

## The Asian Women's Counselling Service

### Introduction

The Asian Women's Counselling Service (TAWCS) supports Asian women experiencing isolation, domestic violence, depression, matrimonial problems, racial harassment, inadequate housing, linguistic differences, economic deprivation and social stigma contribute to these feelings. It is a service provided for Asian women by Asian women.

TAHA operates four satellite schemes coordinated from one point, to offer cost effective and professional counselling services as follows:

TAWCS (London Borough of Hounslow)

TAWCS (London Borough of Ealing)

TAWCS (Slough, Berkshire)

TAWCS (SWE PCG Ealing)

Given the expertise and record of accomplishment built by TAWCS, it is strategically placed to extend the provision of cost effective and quality counselling services to all women from BME communities across London and neighbouring regions.

### Service Aims

TAWCS aims to:

- Provide a specialist service to Asian women, involving one to one counselling and support groups;
- Create a safe and supportive environment in which Asian women can explore their own personal issues, empower themselves and gain confidence;
- Develop a pool of skilled and trained Asian counsellors in the mental health field;

- Improve mainstream health services and responses for Asian women and increase levels of take up and relevance of existing services;
- Ensure that existing services and professional practices are culturally sensitive



and readily available in terms of assessment, diagnosis and treatment;

- Deliver its services using trained Asian counsellors who have worked in this field, are fluent in Asian languages and can demonstrate cultural awareness.

### Counsellors and Specialists

TAWCS currently has 10 counsellors carrying out counselling sessions. Most have been with the service since the beginning and are employed on a regular session basis. The criteria for selection of counsellors require that they be:

- Qualified in counselling, at least to a diploma level;
- Undergoing supervision and therapy;
- Able to speak an Asian language;
- Culturally aware;
- Follow the BAC code of ethics and practice for counsellors.

**Assessments**

Asian women referred to TAWCS are initially assessed through a fifty-minute assessment session, followed by the arrangement of a counselling contract with the client that the service is confidential, free, involves a fifty-minute session a week and 24hour notice for cancellation. Each client is offered 12 sessions to start with. At the eleventh session, a verbal assessment is carried out with both client and counsellor to identify the way forward. A block of another six sessions is offered, where both client and counsellor have identified a need for longer term counselling.

**Commissioned Services**

TAWCS is commissioned to deliver the following service levels;

Hounslow	720 counselling sessions per year
Slough	500 counselling sessions per year
Ealing	400 counselling sessions per year
SWE PCG	320 counselling sessions every six months.

**Performance Targets**

- To carry out 1940 counselling sessions, in the four regions.
- To monitor the outcome of women who have completed a programme of coun-

selling sessions.

- To provide evidence of users' evaluation of the services.

**Influencing Mainstream Services**

TAWCS represents the needs of all BME mental health users and acts to influence key working groups and statutory agencies in all regions including:

- Joint Strategy Groups for Mental Health
- Best Value Reviews of Counselling
- Stakeholder events for users of mental health services.

**Offering Counselling Services in Other Regions**

TAWCS is strategically placed to offer its services to other regions and to deliver and extend its counselling services to women from all communities as well as other user

**Profile of Users**

*referral breakdown*

Self	22
GP's	13
Voluntary Sector	13
Statutory Sector	11
Family	9
Refuge	8
<i>Faiths</i>	
Sikh	28
Muslim	26
Hindu	16
Others	6

*problems faced*

Depression	27
Relationship	10
Domestic Violence	8
Others	12
Bereavement	6
Marital problems	4
Abuse	3
Stress	3
Eating Disorder	3
<i>Ages</i>	
Up to 30 Years	24
31-40 Years	24
41-50 Years	19
51+ Years	9

groups. It is currently exploring setting up counselling services for young people affected by drug misuse, a specific programme targeted at men and a national project aimed at supporting and advising mainstream statutory and voluntary bodies and community groups to develop and deliver culturally appropriate mental health services for Asian and other BME communities.

### Acknowledgements

We acknowledge the commitment and support of Ealing, Hounslow and Hammersmith Health Authority, Hounslow Social Services, Berkshire Health Authority and Southall and West Ealing Primary Care Group. We also thank all our counsellors for their dedication and commitment to the service and to the Project Advisory Groups.



## SATHI: Children with Special Needs

### Introduction

SATHI - meaning ‘companion’ - set up in 1996 has become an established and reputable provider of advice information and advocacy service for families of Asian children with special needs in London Borough of Hounslow. Originally funded under joint finance grant its services are now commissioned under mainstream Social Services and Hounslow PCT funding. It continues to remain the only service specifically targeted to meet the diverse and different needs of parents and carers of Asian children with special needs.

### SATHI Services

- S** Supporting Asian families with children with special needs via telephone, home and office visits and support groups
- A** Advice and information on statutory and voluntary services benefits and entitlements. Addressing identified gaps
- T** Targeting and supporting isolated families through offering a befriending service, providing and matching volunteers to families as well as help with transportation
- H** Helping carers through practical and emotional support, limited respite care service, assistance with form filling and interpretation. Holding religious and cultural events
- I** Integrating diversity and equality issues affecting our service users and Asian communities into local service planning and delivery.

#### User Profile and Service Take up

Since August 2001 there has been a 15% increase in the number of users Sathi has supported in comparison to the previous year.

At present Sathi supports 83 children with Special Needs, with each child and family having very different needs and service requirements. The information and statistics outlined below provide details on our users and services provided to them.

#### Sources of Referrals

Social Service	23
Health	14
Education	13
Self	24
Other	9

#### Gender Breakdown

Male	43
Female	40

#### Language Spoken

Urdu	28
Punjabi	31
Hindi	6
Gujarati	5
Others	13

#### Knowledge of English

No Knowledge	19
Fair	38
Fluent	26

#### Faith

Muslim	46
Sikh	20
Hindu	15
Christian	1
Other	1

#### Service Levels: Annual Record of Activities in Hours

Service Area	Hours
Office Appointments	114
Home Visits	118
Advocacy	168
Benefits	77
Group Work	141
Consultation with parents	50

### Parents Support Group

Our Parents Support Group operating out of Nantly House initially attracted such a large turnout of mothers that it now meets on a weekly basis. It organises a varied programme enabling mothers to bring their children as well as other siblings for social gatherings and opportunities to meet others in a similar situation. A communal lunch is organised by the mothers themselves and guest speakers are invited to inform families of local services benefits and other issues of importance to them.

### Events

Sathi organised a hugely successful visit to Madam Tussaud's and Christmas and Eid celebrations.



### Publicity

Sathi has been featured in the local newspaper for its outstanding work with families looking after children with special needs on a frequent

basis sparking a great deal of local interest. Sathi itself has produced its first ever newsletter featuring inspirational stories from service users, tips on health, beauty and fashion as well as information on our forthcoming events and any relevant changes in law legislation.

### Register of Children with Disabilities

Sathi participated in the 'Indulgence Day', organised by Social Services as part of the

launch of the registration of children with special needs. The day offered free demonstrations of aromatherapy, Alexander technique, colour therapy, massage and much more. Information gathered during this event will be used to develop a confidential database on children aged 0-19 living in Hounslow who have a disability or special needs and to inform service managers as well as planning decisions across SSD, Education and Health.

### Accreditation

Sathi has been accredited by Charter Mark to provide basic advice and information on NHS, Social Services, Education, Benefits, CAB, Law centres, Play Schemes, Recreational Activities and Social and Religious Events.

### 'Face to Face' Mentoring Programmes for Parents

TAHA in partnership with Scope is hoping to set up Scope's 'Face to Face' programme which trains and helps parents and carers of children with special needs to support and mentor one another. An application seeking funding to establish this programme as part of Sathi has been submitted and a decision is pending in November 2002.

### Acknowledgements

We wish to acknowledge support from Hounslow Social Services Department and Hounslow Primary Care Trust for their continued funding for SATHI. We also acknowledge and thank all members of our Project Advisory Group and particularly all the parents for their dedication and support.

## **PARVAAZ: Holistic and multi-faceted community services**

Parvaaz offers a unique and holistic approach, connecting and integrating a number of different services targeting support to Asian communities in Slough. Parvaaz set up in February 1997 originally provided services exclusively for Asian young people with disabilities and their carers. It has now developed an additional 3 separate but interconnected projects which collectively comprise Parvaaz and address different needs within different sections of Asian communities.

The main projects that come under the umbrella of Parvaaz are:

### **Services for Asian Young People with Disabilities**

This project focuses on improving general health, social and independent living skills of young Asians with disabilities and their siblings as well as supporting young carers. Its work is focused on activities and group work such as a 'Girls only' and Asian Men with Learning Disabilities groups.

### **Information and Awareness Programme**

*Promoting independent Living and accessing benefits and services*

This 3-year project funded by Scope and Comic Relief was launched in September 2000 and is targeted at increasing knowledge of mainstream services and benefits amongst Asian communities and empowering vulnerable Asians to assert their rights. It employs an Asian Development Officer and a consultant working 2 days each month to assist in disseminating learning and to engage local

professionals and agencies on issues affecting Asian people with disabilities and their carers.

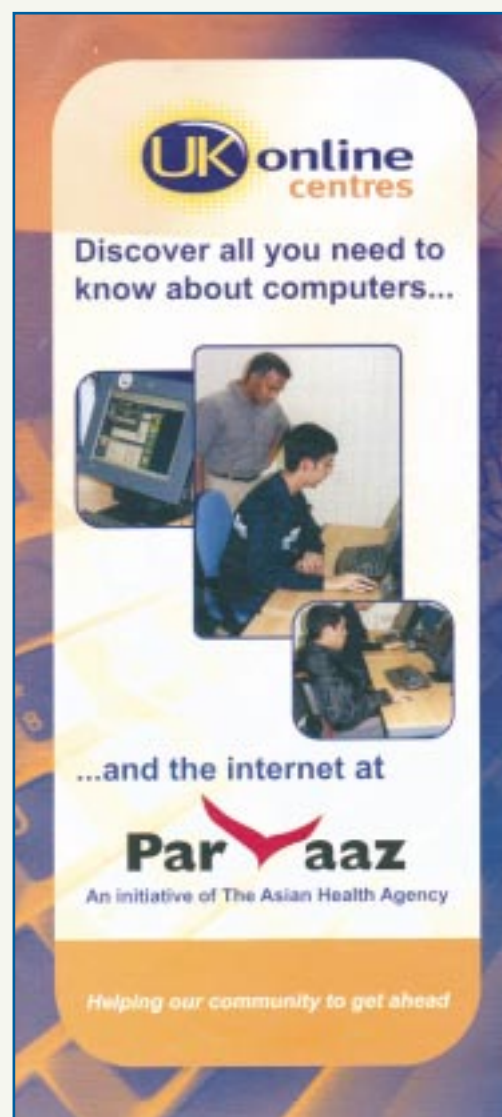
### **Sport England Initiative**

*Promoting Sports, regular exercise, improving and maintaining physical fitness*

This new project launched in June 2002 is funded by Sport England and aims to increase sports participation amongst the Asian communities including people with disabilities and to train volunteers from different Asian communities to organise sports activities and events. It also aims to build long-term partnerships and collaborations with local voluntary and statutory agencies to improve local health.

### **UK online centre**

Officially opened on 24 June 2002 our UK online centre comprises a drop-in learning Centre with 10 PCs and a free Laptop Loan service for families who have no access to computers and available to local community



and religious venues. Our UK online centre funded by DfeS and NOF is the only learning centre run by and managed by an independent black organisation in Slough, is a new and exciting initiative aimed at improving and enhancing access to basic educational and Information and Communication Technology (ICT) skills and training and employment opportunities.

### Services for Asian young people with Disabilities

This project provides services which focuses on improving general health, social and independent living skills of young Asians with disabilities and their young siblings and young carers and includes our 'Girls only' and 'Asian Men with Learning Disabilities' Groups.

Our 'Girls' only' group aims to combat alienation and isolation of Asian females with disabilities within their own communities specifically after they leave school or college. It is run by female staff and provides activities such as Asian dance and Asian make up.

Our 'Asian Men with Learning Disabilities Group' is run every other Wednesday on a fortnightly basis and facilitates workshops on issues that affect daily life and provides learning opportunities to promote independent living. It is run jointly with the Community Team for People with Learning Disabilities on a voluntary basis.

Free transport is provided to enable all our users to participate in and attend a range of other activities and services offered to both groups. These include

- Sports, arts and crafts
- Cooking and Dance
- Literacy and numeracy classes
- Outings to places of interest
- Celebrating faith events

This project is funded by Slough Borough Council's Social Services Department under a 3-year and 2-year service level agreements which expire on 31 August 2003 and 31 March 2004 respectively.

### Information and Awareness Programme

This project established in September 2001 promotes awareness of and take up of local services, facilities and entitlements primarily amongst Asian families with people with disabilities and promoting independent living amongst young people with disabilities in particular. Its activities are dovetailed into those of the Parvaaz project and during the last year it has made notable achievements including the following:

- Accreditation with Guidance & Advice Board to provide basic level Information, Advice and Guidance (IAG) to users, their families and carers;
- Publication of Direct Payment (Community Care Act 1996) Booklet: launched on Friday 26 July 2002. This explains the Community Care (Direct Payment) Act 1996 which came into force on 1st April 1997 and which empowers local authorities to make cash payments to people so they can purchase their own care services;
- Translation of 'Handbook of Mental Health Services in Slough' in Hindi, Punjabi and Urdu: This Handbook produced through a grant from Community

Mental Health Team of Social Services Department is designed to create awareness of mental health services amongst Asian communities and to act as a valuable source of information, advice and guidance in selecting and taking up services for people with mental health problems and their families.

#### **Information and Advocacy Service**

Under the IAG accreditation Parvaaz is able to provide a basic information and signposting service to its users and their families. We successfully signposted and supported 5 families to receive respite care, social security benefits and information on training and employment opportunities. One family received advocacy support to get a disabled parking bay in front of their house.

#### **Sport England Initiative: *Promoting regular exercise, improving and maintaining physical fitness***

This project, launched in May 2002, aims to increase participation in sports amongst the Asian communities and to train volunteers to organise sports activities and events. It will target Asian young people including people with disabilities, Asian women and older people as well as families that live in the deprived wards of Slough and those not leading active lifestyles or involved in sports. It also seeks to build long-term partnerships and collaborations with both voluntary and statutory sector agencies in improving local health.

The project offers indoor and outdoor sports e.g. basketball, table tennis, football

and cricket etc. specialist sports for people with severe disabilities e.g. table cricket and boccia etc. It fuses Bhangra, Asian dance and cultural events to promote exercise within a culturally sensitive environment and as a key to engage local people into sports and recreational activity. Free transport is provided by Parvaaz minibus from and to the venues.

During school holidays the project is planning to organise walks, swimming sessions particularly for women and older people who do not exercise at all, or who do not take up existing sports facilities or their take up is comparatively very low. It also plans to organise mini tournaments and involve local disability organisations and businesses to promote sports and physical exercise amongst the Asian communities in general and Asian people with disabilities in particular.

Project activities are organised and supervised by two Community Sports workers and focussed around Wednesday and Friday evenings from 6 p.m. to 9 p.m. and on Saturday from 11 a.m. to 3 p.m. Individual and group abilities are assessed prior to the activities offered or organised and users are fully consulted and involved in activity planning. The workers are responsible for personal and group development of users and are developing recording and monitoring forms to enable us to measure individual progress on a regular basis.

#### **UK online centre**

This exciting new project launched in June 2002 is targeted at those who have been left out of the internet and the super information highway and aims to open up access to

information, improve and enhance education and Information and Communication Technology (ICT) skills and training and employment opportunities.

Our UK online centre offers a unique and inter linked approach designed to encourage and promote access and learning through using ICT and within a framework that ensures that language, cultural and religious needs are validated. It offers:

- literacy, numeracy and ICT skills classes;
- help and support in learning English and local Asian community languages i.e. Punjabi, Hindi and Urdu;
- technical support and advice on Asian language software;
- access to information on local services, benefits, activities and events;
- access to learning and use of internet and e-mail;
- learning usage of ICT technology includ-

ing digital video recorder in music and dance activities;

- basic courses in ICT that will lead to higher courses.

**A profile of Parvaaz users:**

Currently Parvaaz is delivering services to families of 68 users. Over 95% users come from Punjabi speaking families.

**Gender:**

Male	34	(50.0%)
Female	34	(50.0%)

**Faith**

Muslim	53	(78.0%)
Sikh	7	(10.3%)
Hindu	5	(7.3%)
Christian	3	(4.4%)

**Nature of Disability**

Learning Disability	60	(88.2%)
Physical	5	(7.3%)
Mental Health Problem	2	(3.0%)
Sensory Impairment	1	(1.5%)

**Age:**

Under 19's	38	(57.3%)
Over 19's	20	(42.7%)

**Support for pupils with Special Needs**

Parvaaz has been offered free use of Arbour Vale indoor sports halls, grounds for outdoor sports and sports equipment from April 2002 and will only pay the school

caretaker for his/her hours of duty during weekday evenings and on Saturdays. The facilities include a shallow swimming pool, a separate room for dance, a small room for literacy and numeracy class and a 'Food Technology' room for cooking sessions. Approximately 90% of youngsters who use Parvaaz services are also Arbour Vale School pupils.

**Collaboration with Arbour Vale School for Children with Special Needs**

Parvaaz is currently in negotiation with Arbour Vale School to run a joint play scheme on Saturdays for Asian people with disabilities. It is hoped this scheme will commence after the school summer holidays in early September 2002. It will involve Arbour Vale School providing its venue and facilities, another local agency providing workers to support and supervise Asian users with high levels of disability on a one to one basis and Parvaaz providing its minibus and two community sports workers.

The costs for transport and hiring of a school caretaker will be shared and Parvaaz will have overall responsibility for this scheme.

**Slough Children's Fund**

This national fund targeting children aged between 8 to 13 years who live in the most deprived and socially excluded areas has allocated £300k to Slough. Parvaaz has made a bid to secure a grant under the local Development Fund to carry out a survey on unmet and emerging needs of and issues that affect Asian children with special needs aged 8 to 13 years and their families. This survey

will seek to identify gaps in local mainstream service provision.

### **Volunteers**

Recruiting training and retaining volunteers remains our main strength and success.

Volunteers undergo intensive training and induction and are the key to enabling us to offer practical and emotional support on a one to one basis to people with disabilities. We have 5 active volunteers including 4 user volunteers who devote time equivalent to that of 2 full-time workers.

### **Transport**

Parvaaz offers free transport to enable users with disabilities to access all its activities and programmes. It is planning to raise funding for a new 15 seater mini-bus specially adapted for use by people with disabilities as its existing minibus purchased in 1996 will require replacement

### **Acknowledgements**

We wish to acknowledge the financial support from Slough Borough Council, Scope (Southern Region) and Comic Relief for our Information and Awareness Programme; Department for Education and Skills (DfES) and New Opportunities Fund (NOF) for capital and revenue for our UK online centre and Sport England Active Communities Development Fund for our sports programme. We also thank all members of our Project Advisory Group and local businesses for providing food for our community events.

A special thanks to particularly Nicky

Rayner (Children's Operations Manager, Slough Social Services), Zafar Ali (Director, CAB), Ami Lal (Slough Careers Guidance), Hassen Boodoo (Community Team for People with Learning Disabilities, Social Services), John Shaw (Scope), Alison Beane (Head teacher Arbour Vale School), Carol Turner (Slough PCT), Surinder Rattan (Slough Carers Team, Social Services), Huseen Mughal (Slough Community Nursing Services), Manjit Gill (Parent/Carer), Shenaz Hussain (Parent/Carer), Latif Khan (Pakistan Welfare Association), Charulatta Parekh (Slough Lifelong Learning Partnership), Arfan Akbar (User /Volunteer), Ajay Gill (User /Volunteer) Sumitra Sharma (Volunteer).



## **Hounslow Elders Access Project**

### **Introduction**

The Hounslow Elders Access Project (HEAP) is a unique initiative offering culturally appropriate day and community care services and health education and promotion related activities through the provision of transport and escorting service. Our objective is to enable elders with substantial levels of need to participate in culturally appropriate community and day care activities by providing transport.

Our support enable carers looking after frail and vulnerable older people to have a break from their daily caring duties, help reduce stress and prevent health deterioration amongst elders who are frail, disabled, house-bound or isolated by providing preventative and rehabilitative programme of activities in community settings .

### **Commissioned Services**

HEAP is commissioned to provide a service to a minimum of 25 elders at any one time. This service is available seven days a week 9am -10pm depending on client's needs. It enables service users to access evening and weekend activities and to:

- Provide transport and escort services to Asian elders to access mainstream day care, community, religious and social activities both within the London Borough of Hounslow and neighbouring boroughs;
- Empower individuals on a one-to-one basis and in small groups and offer them activities and service of their choice;
- Provide information on local health and

social care support services, improve health and well-being through health education and participation in recreational activities e.g. swimming, gentle exercise.

### **Service Criteria**

Individuals over the age of sixty with substantial or permanent disability, or who have restricted mobility and are residents of London Borough of Hounslow can receive HEAP services.

Secondly HEAP prioritises those service users who do not receive any services from local health and social care providers and frail, disabled house-bound elders who do not have any kind of support or who live alone.

Our approach to providing culturally appropriate day and community care services combined with a focus on promoting personal health and well-being through preventative and rehabilitative activities enables us to act as providers of respite care and more critically contribute in maintaining the independence of Asian elders and prevent them from going into residential home.

*“The service provided has been a lifeline for me, it has made me happier”*

service user

*“I have gained so much confidence and my friends are so surprised how this project has changed my life completely and I feel that this project have given me a new*

*lease of life”*

service user

Due to the massive demand of our service we have a waiting list of 34. Unfortunately at the moment we are unable to provide a service for these clients due to the lack of resources.

**Challenging and Exposing Institutional Racism**

As reported last year HEAP challenged the racism arising out of a ‘so-called review’ of our services and the attempts by this ‘review panel’ to terminate funding of our project beyond 31 March 2001. TAHA lodged a formal complaint of institutional racism in February 2001 against the actions of this review panel to an Independent Panel that had been established by the EHHHA separately to look at other complaints of institutional racism raised through our Ashra projects. Our users with massive support from the local community joined TAHA in organising a sustained campaign against institutional racism, organising deputations to meet the Chief Executive of EHHHA and a petition with 1500 signatures within a period of weeks.

The Independent Panel set up by EHHHA to investigate our complaints of institutional racism finally concluded their investigation in March 2002, upholding our complaints and making a number of recommendations urging the health authority to take immediate steps to implement its recommendations.

The newly formed Hounslow Primary Care Trust now responsible for future funding, have agreed to fund our project until March 2003 and to address the issues and recommendations within the report of the Independent Panel.

**Acknowledgements**

We wish to acknowledge the massive active support of our users in our effort against institutional racism. We salute their dedication and commitment to securing equality and justice in spite of their own disabilities. They remain an inspiration to us all.

**Service User Profile**

Transport and escorts are at the centre of our service delivery. HEAP possesses a Ford Galaxy vehicle adapted for use by elders with disabilities. In addition we use a pool of paid and volunteer drivers who use their own vehicles to provide a service. HEAP also uses the local Community Transport vehicles depending on service demands.

HEAP is staffed by a full-time project co-ordinator and currently has 3 part-time drivers and provides a service to 85 clients. Ongoing efforts are being made to recruit volunteers.

The referrals of our existing clients have come from the following sources:

**Source of Referrals:**

Social Services	3
Home Care/Day Care	1
OT	3
Asian Women’s Centre	30
Voluntary Organisations	16
Self	3
TAHA	9
Other	14

**Religious Origin**

Sikh	41
Hindu	36
Muslim	8

**Gender**

Male	18
Female	67

## **ACCESS AND INFORMATION: Mental Health Project**

### **Introduction**

The Access and Information Project launched in April 2002 exists to enable *all* people experiencing mental illness and their carers to access existing services, benefits and entitlements and advice through providing information and advocacy in London Borough of Hounslow.

### **Services**

The Project is not exclusive to BME communities but aims to provide services to all users of mental health services and their carers including women, refugees and other unrepresented groups and offers the following services:

- Advice information and advocacy support to users, potential users and carers to enable them to access services and entitlements;
- An effective sign-posting and referral service;
- Working closely with CMHTs and voluntary agencies to strengthen links with primary care providers to raise awareness of mental illness and to ensure users have the relevant information about the range of services available;
- Opportunities for mental health service providers to publicise, improve take up and awareness of their services and resources;
- Target support to under represented groups such as BME communities, the homeless, refugees and women;
- Interpreting services when necessary.

### **Activities**

Structured access routes to our services have been established through three drop-in centres across the Borough run on a weekly basis, via telephone and through office appointments. The project is also involved in several voluntary and statutory groups supporting people with mental illness including:

#### **10 School Road Centre, Hounslow**

A centre exclusively for users of mental health services involving statutory and voluntary working groups. Our project contributes through providing information, support and advice to clients attending this centre between 10am and 3pm every Wednesday, to on average 4 clients during each session. This weekly drop-in session moved to a new venue in April 2002.

#### **‘Stepping Stones’ Project**

‘Stepping Stones’ targets under represented users living in the Feltham area by taking a mobile mini-bus based information service to deprived estates and encouraging potential users to use and access services. This initiative is run jointly with TASHA.

#### **Canal House – ‘Black and Asian’ Drop-in Centre**

This Group based in Brentford is an information and support group for African Caribbean and Asian people suffering from mental health problems and runs from 1-4pm every Friday, organising advice sessions and seeing clients individually. A number of successful sessions were organised on ‘Special Support Needs Project’ of the Hounslow Volunteer Bureau and a presenta-

tion about recreational drugs by Ethnic Alcohol Counselling in Hounslow. Health and Social service professionals visit this Group to provide its users with an opportunity to meet with psychiatrists, CPNs and management to discuss matters of concern to them and to make health and social care providers more responsive and accessible. The Group also organises meals and events to celebrate Black and Asian heritage.

**Monthly Benefits Surgery**

Our Benefits Surgery is led by a Hounslow CAB worker and takes place at the Star Centre in Hounslow on a drop-in basis.

**Carers Social and Information session**

The project ran an informal Carers’ Social and Information session during National Carers Week.

**Research on User Needs**

A comprehensive survey involving interviews, meetings, postal questionnaires with 179 users and carers of mental health services and a report identifying information requirements, access related problems and ways of improving access to services was organised last year. This report was disseminated to local Joint Strategy Group (Mental Health) and a summary of its key findings has been circulated to all local agencies concerned with supporting mental health related services.

**Service Take-Up Levels and User Profile**

The project supported 151 users and has supported them in the following areas:

Access to mental health services	39
Financial/Benefit advice/access to advice	64
Access to help with tribunals/appeals	7
Back to work advice	11
Housing advice/access to advice	13
Immigration advice	8
Other	9

**Age Range**

20-30	31
31-40	39
41-50	30
50+	31
Not Known	20

**Gender:**

Male	83
Female	68

**Main Languages Spoken**

The majority of our users 92 (61%) speak English, 56 (37%) users speak Asian languages [Punjabi (20%), Urdu (3%) Hindi (3%) Gujarati (3%)], 5 users speak African languages [Somali (2%) Rwandan (2%)] and the remaining 8 users speaking some 8 different European and other languages including Kosovan, Serbo-Croatian, French.

**Source of Referrals**

Statutory agencies (CMHT/GPs etc)	68
Voluntary agencies	37
Self	30
TAHA Projects	7
CAB	4
Police	1
Racial Equality Council	1
Existing Clients	3

### **Input into Local Working Groups and Committees**

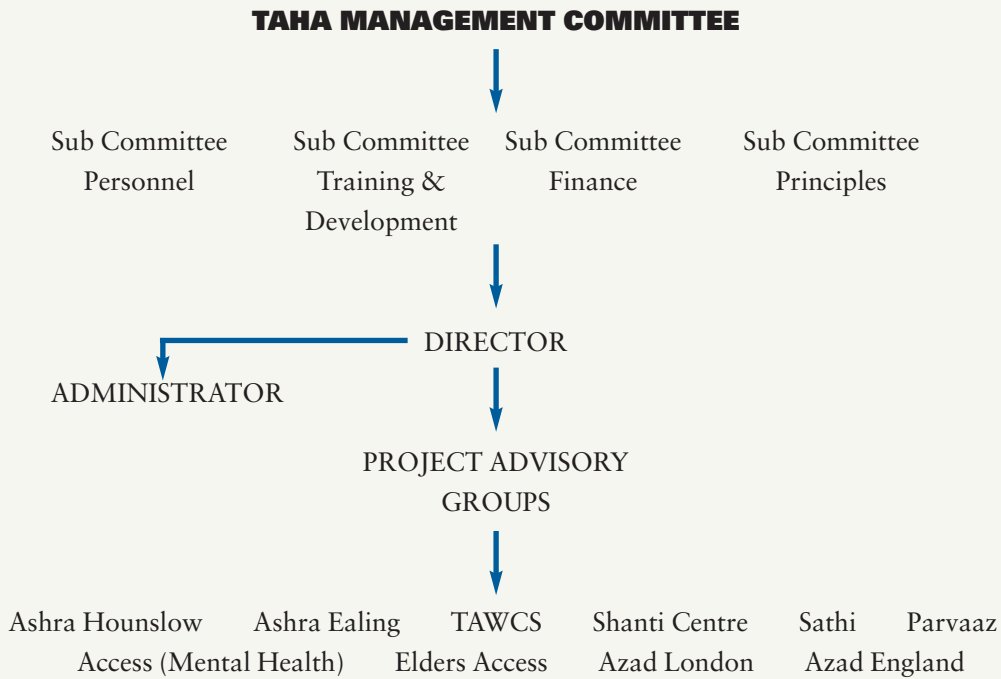
The project is involved in the following committees on an ongoing basis:

- **BME Access Forum:** This Forum involves local groups which serve BME communities. Its main purpose is to influence and promote participation in the planning of local social and health services for BME communities;
- **School Road Users Committee:** This Committee involves all users and providers of services at 10 School Road Centre;
- **Voluntary Sector Primary Care Forum:** This Forum facilitates communication about present and future primary care services in Hounslow between representatives of the health services and the local voluntary sector;
- **Carers Action Group: BME Carer's Group:** This Group aims to develop effective methods of accessing, consulting and disseminating information to BME carers. It plans and organises information sessions, forums, events and consultations.



### **Acknowledgements**

The Access and Information Project wishes to acknowledge the support of Ealing, Hounslow and Hammersmith Health Authority and Hounslow PCT.



## TAHA Management Committee 2002

Tuku Mukherjee (Chair)  
 Gul Anaar Kanji  
 Maurice Blades  
 Bhaskar Pandya  
 Ronnie Moodley  
 Harbhajan Kaur  
 Kamaljit Johal  
 James Barzey  
 Dixit Chauhan  
 Sukhwant Sandher

<b>PROJECT</b>	<b>POST</b>	<b>POST HOLDER</b>	
TAHA	Director	Balraj Purewal	
	Administrator	Neil Cross	
SHANTI	Manager	vacant	
	Acting Manager	Kamini Singh	
	Centre Worker	Satnam Padda	
	Administrator	Mohammed Khurshid	
	Driver	Balbir Chhoker	
	Cook	Ali Omer Badran	
	P/t Advice &	Nardira Hossain	
	Information Workers	Shamim Khandaker	
	Sessional Staff	Nargis Khan	
	BE ME Project	Older Peoples Development Officer	Riminder Dosanjh
AZAD (England)	Voluntary Sector Development Officer	Vacant	
AZAD (London)	Voluntary Sector Development Officer	Abdul Chaudhary	
	P/t Administrator	Midhat Hyder	
PARVAAZ	Project Co-ordinator	Baldev Singh	
	P/t Youth Access Officer	Shah-Bano Razvi	
	P/t Support Worker	Tarsem Sandhoo	
	P/t Support Worker	Neelam Bhatia	
	Sessional Dance Tutor	Sarla Seth	
	[Information & Awareness]	Asian Development Officer	Sean Cross
	[Sport]	P/t Sports Workers	Azim Dad
			Neelam Bhatia
	[UK online centre]	ICT Co-ordinator	Harpreet Gill
	SATHI	Project Co-ordinator	Ruby Chaudhary
P/t Asst. Coordinator		Amber Khan	
ELDERS ACCESS	Project Co-ordinator	Rajwinder Ponaich	
	P/t Escorts/Drivers	Joginder Arora	
		Loknath Dhir	
		Satnam Padda	
		Rupinder Kaur	

<b>TAWCS</b>	Counsellor/ Coordinator Counsellors	Lopita Sen Poonam Sood Ila Patel Neelam Duggal Sheila Martin Inderjit Bains Mita Hiremath Roshmi Khasnvis Bhagya Magan
<b>ASHRA Hounslow/Ealing</b>	Senior Care Co-ordinator P/t Care workers:	Rajwinder Braich Anita Kara Chandrika Vithalani Rama Verma Neelam Gambhir Surjit Gabria Sudesh Prashar Rekha Rudhki Saranjit Sandhu
<b>MENTAL HEALTH OPEN ACCESS PROJECT</b>	Project Co-ordinator P/t Access Information Worker	Yasmin Jeswal Meena Cox



**Full-Time staff: 19**

*Gender*

Female	9
Male	8
Vacant	2

**Part-time & Sessional staff: 30**

*Gender*

Female	26
Male	4

*Faith*

Christian	3
Hindu	16
Muslim	13
Sikh	15
Vacant	2

*correct as at 1 September 2002*

THE ASIAN HEALTH AGENCY  
 DETAILED PROFIT AND LOSS ACCOUNT  
 YEAR ENDED 31ST MARCH 2002

	2002	2001
	£	£
GRANTS RECEIVABLE AND OTHER RECEIPTS		
Grants receivable – Shanti – LBH&F	140,392	137,014
Grants receivable – Shanti – RBK&C	700	1,400
Grants receivable – Ashra Hounslow – EHHHA	42,000	42,000
Grants receivable – Ashra Ealing – EHHHA	40,000	43,879
Grants receivable – Sathi – LB of Hounslow	28,000	28,000
Grants receivable – Sathi – EHHHA	14,000	14,000
Grants receivable – TAWCS Hounslow – LB of Hounslow	17,375	17,000
Grants receivable – TAWCS Hounslow – EHHHA	15,375	15,000
Grants receivable – TAWCS Ealing – EHHHA	44,240	39,090
Grants receivable – TAWCS Ealing – LB of Ealing (Training)		9,773
Grants receivable – TAWCS Slough – Berks. Health Authority	46,404	45,272
Grants receivable – Slough Borough Council (Training)		1,050
Grants receivable – Parvaaz – Slough Borough Council	51,950	48,230
Grants receivable – Parvaaz – Berks. Health Authority		-
Grants receivable – ESC Lottery Fund	14,520	
Grants receivable – Parvaaz – N.I.A.C.E.		12,000
Grants receivable – Parvaaz – Information & Awareness – Scope	17,167	10,033
Grants receivable – Parvaaz – Information & Awareness – Comic Relief	16,025	10,033
Grants receivable – Access – EHHHA	55,000	54,900
Grants receivable – Azad London – Assoc. of London Govt.	75,964	65,966
Grants receivable – LB of Waltham Forest	12,050	1,650
Grants receivable – Azad England – The Community Fund	10,559	
Grants receivable – Azad England – LB of Ealing (Training)		91,977
Grants receivable – Mental Health – EHHHA	55,000	55,000
Grants receivable – SEREN- Home Office (Seedcom) ACU	52,974	16,450
Grants receivable – BEME (Capacity Building) – LBH&F	48,134	21,310
Less: Nubian Life Resource Centre expenses defrayed	[19,341]	[1,821]
Grants receivable – Refugee Project – LB of Hounslow		11,634
Grants receivable – Apna Sports – LB Ealing		3,000
Grants receivable – Dept. of Health	28,000	29,000
Grants receivable – Bridge House Estate – Corp. of London	25,000	30,000
Grants receivable – Healthy Living Centre (LB of Hounslow)	9,000	
Donations received – other	790	1,995
	<i>carried forward</i>	<i>858,585</i>
	<b>841,278</b>	

THE ASIAN HEALTH AGENCY  
 DETAILED PROFIT AND LOSS ACCOUNT (continued)  
 YEAR ENDED 31ST MARCH 2002

	2002	2001
	£	£
Grants receivable and others brought forward	841,278	858,585
Bank interest received – Shanti	1,985	2,390
Bank interest received – Other Projects	4,067	6,169
Elders trip donation	300	-
Other Income – Shanti	9,143	10,237
Other Income - Management fee	31,642	28,175
Other Income – Projects	800	1,000
Other Income – Training Fees received	4,185	6,204
Other Income – Projects re-charges	18,468	
Other Income – Shanti Centre re-charges	3,926	
	<b>915,794</b>	<b>912,760</b>

THE ASIAN HEALTH AGENCY  
 DETAILED PROFIT AND LOSS ACCOUNT (continued)  
 YEAR ENDED 31ST MARCH 2002

	2002		2001	
	£	£	£	£
Income brought forward		915,794		912,760
DIRECT CHARITABLE EXPENDITURE				
Food	7,481		8,697	
Events and Activities	26,216		22,949	
Wages and Salaries	513,670		478,005	
Counsellors Fees	43,615		37,396	
Consultants Fees	47,560		21,829	
Volunteers' Expenses	263		332	
Rent and Service Charges	37,140		45,110	
Insurance	8,462		5,171	
Electricity and Gas	889		881	
Repairs and Maintenance	11,628		5,031	
Garden Upkeep and Maintenance	5,400			
Cleaning and Laundry	900		1,207	
Staff training and Seminar	30,257		25,136	
Travel and Subsistence	13,244		11,371	
Motor expenses	15,794		7,138	
Hire of Transport	-		-	
Telephone	14,101		11,456	
Printing, Postage, Stationery & Design	45,522		34,647	
Advertising and Publicity	18,945		11,586	
Staff recruitment and advertising			3,836	
Sundry expenses	3,138		1,768	
Translation fee	1,197		1,753	
Information Directory	-		6,000	
Staff Handbook	5,000			
Research costs			11,572	
Depreciation	24,987		19,864	
Provision for redundancy			6,300	
Prior Years Provision for Rates written back	(17,156)			
	858,253		780,452	

THE ASIAN HEALTH AGENCY  
 DETAILED PROFIT AND LOSS ACCOUNT (continued)  
 YEAR ENDED 31ST MARCH 2002

	2002		2001	
	£	£	£	£
Income brought forward		915,794		912,760
<b>DIRECT CHARITABLE EXPENDITURE</b>	<b>858,253</b>		<b>780,452</b>	
<b>MANAGEMENT AND ADMINISTRATION</b>				
Management Committee Fees and Expenses	2,468		-	
Accountancy	10,289		-	
Legal and Professional	2,314			
Audit Fee	11,000		9,929	
Bank Charges	718		931	
Publications and Subscriptions	3,270		3,415	
Project Management	31,642		28,175	
	61,701		42,450	
<b>TOTAL EXPENDITURE before Extra Ordinary Item</b>		<b>919,954</b>		<b>822,902</b>
Surplus/(Deficit) before extra ordinary item		(4,160)		89,858
Legal expenses	12,920		-	
Loss on theft of Office Equipment	-		-	
		12,920		
<b><i>SURPLUS (DEFICIT) for the year</i></b>		<b>(17,080)</b>		<b>89,858</b>



# funders

TAHA wishes to thank and acknowledge  
funding from:

Department of Health

Home Office Active Community Unit

Association of London Government

Community Fund

ESC Lottery Fund

Sport England

Ealing Hounslow and Hammersmith Health  
Authority

Berkshire Health Authority

London Borough of Hammersmith &  
Fulham

London Borough of Ealing

London Borough of Hounslow

Slough Borough Council

Southall & West Ealing PCG

Hammersmith Regeneration Partnership

Bridge House Estates Trust

Scope

Comic Relief





অসাম্যের

বাত কৈ খলাফ অশ্র

সাথে মণীনে অ

সাথ মিল কর অসম

ইবঠে চে বে আসামঠ

*together against*

THE

ASIAN

HEALTH

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