



THE ASIAN HEALTH AGENCY
Annual Report 2016



THE ASIAN HEALTH AGENCY

EMPOWERING and BEING EMPOWERED by Communities **Health is Wealth**

Working towards delivery of high quality holistic health and social care services, community empowerment, and strategic alliances with voluntary private and public sectors to address racism, discrimination and inequalities.

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 & social care services for the most vulnerable sections of our communities
- Adoption of holistic approach
- Capacity building & community empowerment support services for BME community & third sector organisations
- Partnerships & collaborations on specific local regional & national projects or programmes
- Research training & consultancy services
- Developing & pioneering models of "best practice"
- Offering quality & best value services.

Introduction by Chair and Director

Within a context of increasing challenges arising from reduced funding, financial cutbacks, changing priorities, reorganisations in the health and social care sector and increased competition from bigger providers, we are particularly happy to report we have managed to sustain our services for another year in the face of overwhelming pressures.

Our Luncheon & Well-Being service in Hammersmith continued to face constant threat of closure and the lack of funding may force its closure in the coming year. Any closure will have a devastating effect on our Shanti Centre and its day care service which is inter-linked to and financially dependent on that service for its own sustainability.

We have responded to these severe challenges by focusing on our core business of personal and day care services, support services for people with disabilities and carers and on partnership working. Our focus on partnership working led to 2 successful bids and funded programmes in Ealing. Our first major partnership focused on delivery of a borough-wide support service for carers in Ealing and our partners included Southall Day Centre, Ealing Centre for Independent Living/ Ealing Carers Centre and Centre for Armenian Information & Advice. This partnership led by TAHA secured a 4-year contract to deliver a range of support services for carers. Our second partnership focused on a local community project to preserve the legacy and contributions of the Indian Workers' Association (Southall), established in 1956 and an organisation nationally acclaimed and accredited for campaigning for the struggles of black communities, tackling racial discrimination and making Southall an iconic town. This project resulted in the production of a documentary film, an exhibition but more importantly the first book to be published by TAHA..

We continue to explore options on developing partnerships with other agencies as part of our strategy to sustain our services. During the year we have discussed partnership working with Hestia and have been part of their Consortium which is bidding for a contract for services to people with disabilities and carers in London Borough of Hounslow.

Our CQC registered Parvaaz service for children and adults with disabilities remains our most successful and financially self-sustainable service and a model which we are committed to replicating in our other services as far as is possible.

We wish to acknowledge and thank all our staff and volunteers for contribution and dedication, often under difficult and challenging circumstances.



Kamaljit Johal, Chairperson



Balraj Purewal, Director

SHANTI Centre



Day Care Service

serving older people, adults with disabilities, people experiencing mental ill-health & those with substantial health needs & debilitating conditions & their carers

Improving choices, dependent living, health & wellness

SHANTI provides a holistic person-centred approach & offers individually tailored & culturally appropriate day care support services to residents in Hammersmith & Fulham & surrounding boroughs.

With the introduction of Personal budgets, service users from Hammersmith & Fulham, Westminster, Kensington & Chelsea as well as other boroughs can now directly purchase our day care service within their personal budgets or direct payments.

Our Day Care Package is available

Mondays to Saturdays between 10am- 5.00pm

Our Day Care Package includes:

- Half day or full day care packages
- Transport for all day care managed users
- One to one support via matching male & female staff to meet user's particular requirements, needs & preferences
- Outings & Trips: regular trips to places of interest e.g. places of worship, cinema etc & annual trip to seaside
- Health education & health promotion activity e.g. yoga, talks & practical sessions on key health conditions e.g. diabetes, strokes, cancers, stress etc
- Cultural events & activities including celebratory events to mark Christmas, Diwali, Eid & Vaisakhi
- TV including Asian channels

Shanti Centre

Serving older people, people with disabilities and substantial health conditions and their carers



Shanti Centre day care service has been commissioned until 31 March 2017 after which it is expected to be sustained through charging service users.

Residents from Hammersmith & Fulham, Westminster, Kensington & Chelsea and those from surrounding boroughs can now access our quality & bespoke day care service via personal budgets or direct payments.

TAHA acknowledges financial support from London Borough of Hammersmith & Fulham

**Day Care packages
at affordable prices**

**Prices start from £25* for
half day and £40* per day**

**excluding transport charges:
t & c apply*



PARVAAZ

CQC Registered and Accredited personal and bespoke Support Services for children and young adults with disabilities and complex needs.



Our Priority and Target Groups are:

Children and young people with Autistic Spectrum Disorder and those with Learning Disabilities. Children and young people whose challenging behaviour is associated with other impairments such as profound learning disabilities.

Children and young people with complex health needs and with a disability, including life-limiting conditions, palliative care, sensory impairment and who have moving and handling needs.

Promoting Independent Living: Personalisation and Direct Payments

Parvaaz Project is an established and leading CQC accredited provider of bespoke care packages & support services to encourage independent living, enabling children & young adults with disabilities & complex needs to access community life with the help of support workers or personal assistants.

Parvaaz Project, based in Slough, Berkshire offers a comprehensive range of support services and tailor made care packages seven days per week for children & young people and carers in receipt of direct payments and personal budgets including:

- A large team of trained & dedicated Personal Support Assistants to enable service users to live independent lives and participate in social, educational or community activities.
- 1:1 and 2:1 personal support service depending on the type of disability or complex need. Our support workers are matched to service users' requirements and wishes.
- Group activities in structured small groups
- After School & Weekend clubs
- Summer, Easter Xmas and half-term holiday activities
- Weekly Arts & Craft Group
- An Activity Room with specialist/adapted ICT educational & recreational equipment & aids for children & young people with disabilities
- Accompanied visits & day trips to place of interest
- Personal support assistants to assist with college courses, homework, GP Surgery and hospital appointments, collecting prescriptions, dealing with incoming emails or other tasks requiring assistance.

Accessible Transport Service

Parvaaz offers a personalised & accessible transport for service users seven days per week which people with disabilities or their carers or family members can simply book and use for any purpose. Our small vehicle can accommodate up to four passengers and one wheelchair user and offer a safe and reliable alternative to a minicab service.



Parvaaz project supported 150 young people with disabilities and delivered 1500 hours of respite care and personal assistants' support per month on average.

Parvaaz project supported 40 children with disabilities and delivered 500 hours of respite care and personal assistants' support per month on average.

7 day a week service - Competitive rates

For further information please contact:

Tel: 01753 529628/01753 824374

Email: parvaazinfo@taha.org.uk

www.taha.org.uk

*TAHA acknowledges financial support from
Slough Borough Council*



Short Breaks Service for children with Special Needs

Improving service provision, enhancing equality and opportunity for disabled children and their families

Parvaaz Project continues to be commissioned under Slough's Short breaks service programme *'to improve service provision across the board for disabled children and their families, enhancing equality and opportunity for them'*, delivering support particularly respite care to give disabled children and young people

- enjoyable experiences away from their primary carers
- help to increase social inclusion
- help to improve personal and social development.

Parvaaz offers an extensive programme of activities and short breaks including:



1. Holiday activities for children and young people with complex and special needs.

Parvaaz Project is the leading agency in Slough, to provide respite and support services to families & carers of disabled children and young adults throughout all school holidays. A range of activities such as day trips to places of interest are provided daily under the Government's Short Breaks Service for families of disabled children. We aim to provide maximum amount of respite for families/carers so that they can continue with their daily lives while their children are participating in structured activities with qualified and skilled care staff.

A series of day trips to places of interest e.g. sensory gardens, museums, sporting activities and bowling & cinema are offered during all school half term holidays.

During the spring and summer months we organise more outdoor activities so that children can benefit from the warmer weather. Specifically we aim to increase the opportunities for our service users to engage in group focused sessions that promote social interaction, through activities that they particularly enjoy participating in that are not available in the winter months.

Our six week summer programme provided the opportunity to over 300 young people and children and delivered over 2500 hours of support.

During the Summer holiday periods we organised trips to:

Thorpe Park, Brighton Beach, Paradise Wild Safari Park, The Living Rain Forest, Chessington world of adventure, Leap Frog Ceramics, HMS Belfast on River Thames, Ruislip Lido, Hampton Court, Bowling, Cinema & other places of interest.

2. Life Skills Project - Independent living

Independent living does not mean living alone, but for young disabled people it focuses on *'being able to do things yourself, having choice & control in how you live your life'*.

This programme promotes life skills development through activity including Peer Support, personal hygiene, relationship advice and advice on issues relating to transitional years for young people with special needs.

3. Arts and Crafts Session for Adults with Learning Disabilities.

This weekly activity encourages participants with learning disabilities to participate in arts & crafts activities such as henna painting, flower arranging & make collages of themes such as different seasons and cultural celebrations such as Eid, Easter, Diwali & Christmas.

People with challenging behaviour & learning disabilities are often very creative; emotions such as anger, jealousy, hurt, forgiveness & love are explained through the use of art & simple images with powerful messages thus giving the children greater self confidence & self awareness.

4. Promoting Participation in Sports

This programme promotes active participation in sports & recreational activities & along with our Arts & Crafts aims to combat isolation & encourage social inclusion for children with special needs from deprived neighbourhoods to make friends & to improve their general well-being.

This Service currently supports 25 children and young people every Saturday.

Parvaaz: Working in Partnership

Parvaaz Project works closely with the local authority, local schools, other care agencies and voluntary & community based organisations to prove a first class service to people of Slough and the surrounding areas.

TAHA acknowledges financial support from Slough Borough Council



ASHRA Ealing

Short breaks in the home & respite care for carers in London Borough of Ealing.

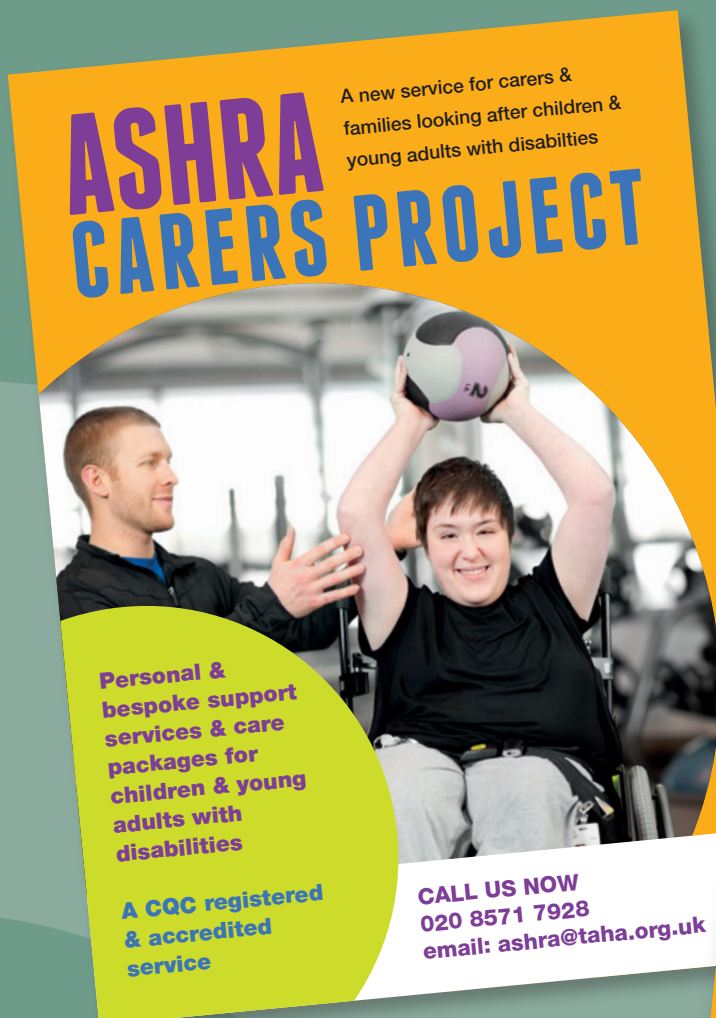
Our short respite care breaks service for carers looking after older people was commissioned for 4 years until 30 September 2015. From 1 October 2015 this service was incorporated within our new Support4Carers service (see next page)

Personal Budgets & Self Directed Care

TAHA is focusing on making short breaks and personal care services available directly to older people, adults with disabilities & carers under personal budgets & direct payments.


Care Quality Commission Accredited Service

Our Personal Care services is an accredited CQC service & delivers a bespoke & high quality service.



ASHRA CARERS PROJECT

A new service for carers & families looking after children & young adults with disabilities



Personal & bespoke support services & care packages for children & young adults with disabilities

A CQC registered & accredited service

CALL US NOW
020 8571 7928
email: ashra@taha.org.uk



**Do you look after someone?
Do you need support looking after them?**

Service available 7 days per week in Ealing, Hounslow, Hillingdon, Hammersmith & Fulham and Brent

ASHRA Carers Project is now launching a new service for families and carers of children & adults with disabilities.

Our new service offers:

- matching of skilled & professional care staff to meet your specific needs & personal requirements
- personal support workers to enable children & adults with disabilities to do what they have in their care packages.
- short respite breaks for carers & a comprehensive respite care service
- help around the home
- accompanied visit and trips
- transportation
- and lots more

Ashra provides all type of professional support. We provide you with:

- Support assistance
- Domiciliary Care
- Respite Care
- Escort service
- Sitting service

Professional and trained care and support staff

Respite & support care

Competitive rates from £14.99 per hour

Ashra Carers Project,
Dominion Centre, 112 The Green,
Southall, Middlesex UB2 4BQ

Registered Company No. 2940649 | Registered Charity No. 1042506



EALING Support4Carers Service



A NEW Service

Support4Carers Service is a borough wide service launched on 1 October 2015 and commissioned under London Borough of Ealing's Older People & Adults services & specifically under its Carers Respite Support services commissioning priorities until 31st March 2019.

This new Service is delivered by a Consortium of 4 partners namely The Asian Health Agency, Ealing Centre for Independent Living/Ealing Carers Centre, insert space Southall Day Centre Limited & The Centre for Armenian Information & Advice with TAHA acting as the Lead Accountable Agency for this consortium.

EALING Support4Carers Service is commissioned to deliver the following services:

Service 1: A reliable, personalised and flexible short breaks/respite care service for carers 7 days per week

- A Care Quality Commission accredited domiciliary care including personal care, emergency care & hospital discharge care packages along with cooking, cleaning, shopping etc., support for carers.
- a home based befriending/buddy service
- escorting service to enable users to attend appointments, visit family etc
- day care & centre/ community based short breaks
- holiday breaks for carers
- support & peer groups including activity targeting specific carer groups e.g. Asian, Armenian, Somalian etc.

Service 2: Multi-lingual Advice Information & Signposting Service

Service will be available 7 days per week including daytime evenings & weekends through open drop in sessions, appointment system & telephone & delivered through our Consortium partners' centres, community/faith centres, GP surgeries outreach surgeries etc across Ealing.

Service will utilise & connect with other existing specialist advice & information providers & resources.

Service 3: Carers' Health & Wellness Service comprising of:

participative health education & health promotion discussions, learning & skills development workshops/activity to maintain personal mental & physical wellbeing, independence & healthier lifestyles through

- preventative & early interventions e.g. on diabetes, strokes, falls, depression etc
- better diagnosis & self-management of medication & lifestyle changes
- improved understanding & use of health practitioners e.g. pharmacists, dentists, opticians, district nurses etc
- complimentary therapies/activity e.g. yoga, reflexology, meditation, counselling & other services

TAHA acknowledges financial support from London Borough of Ealing and West Ealing NHS Clinical Commissioning Group

TAHA acknowledges support of its partners Ealing Centre for Independent Living/Ealing Carers Centre, Southall Day Centre Limited and The Centre for Armenian Information & Advice

Health and WellBeing

Improving physical & mental health & wellbeing amongst older people & adults including those with disabilities and carers.

Our Health & WellBeing service has been extended until December 2016 under London Borough of Hammersmith & Fulham's Third Sector Investment Fund programme & aims to improve physical & mental health & wellness amongst older people & adults with disabilities, particularly from Asian & other BME communities & their carers, through delivery of 3 inter-linked services.

Luncheon Service

Freshly cooked & authentic Asian vegetarian & non vegetarian (including halal) meals available Mondays to Fridays between 12.00 noon to 2:30pm at our Shanti Centre

A take away service is also available & open to all local residents.

Health Education & Health Promotion Programme

Centre based & outreach activity to improve diet, healthy cooking & eating habits & lifestyles personal & mental wellness & connecting older people with existing services.

Fare Food: Relieving Poverty & Reducing Food Waste

A scheme where free foodstuffs including fresh & frozen foods are received on a weekly basis every Thursdays through FoodShare Programme & distributed to users & local older people in need at heavily subsidised rates & at times free of charge to promote health eating & wellbeing.

Services: Key Outcomes

- affordable & nutritious meals to older people
- increased knowledge of healthy cooking & adoption of healthy eating
- increased awareness of preventive actions & local services on CHDs, strokes, cancers, diabetes & other conditions affecting older people
- increasing levels of access to or connection with existing health & social care services
- improved personal physical & mental wellness

Future of Service

The funding of this service has been extended until 30 December 2016 and Service is under threat of closure due to lack of funding.

TAHA acknowledges financial support from London Borough of Hammersmith & Fulham



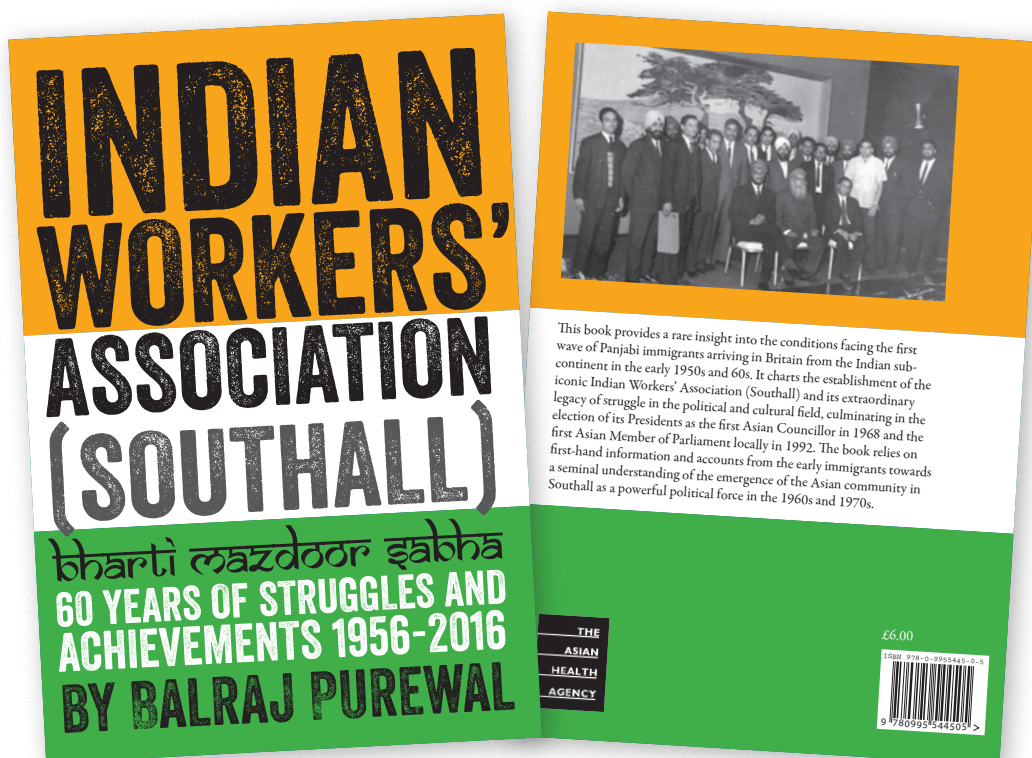
LAUNCH of BOOK

TAHA publishes its first book

INDIAN WORKERS' ASSOCIATION: 60 Years of Struggles & Achievement



The book was launched at Monsoon Banqueting Hall on 21 August 2016



Book Price £6

Limited copies of the book have been printed [160 pages - 128 Photographs]

Order your copy NOW

Contact Balraj Purewal on **0788 2537336** or Email: **director@taha.org.uk**



INDIAN WORKERS ASSOCIATION (IWA):

60 YEARS OF STRUGGLES & ACHIEVEMENTS: 1956-2016

A Documentary Film, Booklet & Exhibition

Preserving our history for future generations

Production of a Documentary film

Indian Workers' Association: 60 Years of Struggles & Achievement

An oral history documentary charting the settlement of Asians in Southall in the 1950s and 1960s, Indian Workers' Association formation; its work and campaigns from 1956 to 2016, featuring priceless historical footage and photographs has been produced.

Free training on oral history, documentary film making techniques, camera skills, sound capture, interview techniques, film production and editing was provided to local people who were involved in the making of this film.

The process of how the film has been made has been captured and is available for viewing on our blog.

The film was launched on 21 August 2016 at Monsoon Banqueting Hall, Southall.

Further screenings of film are planned from September to December 2016. We have set up a new website www.iwasouthall.org.uk providing information on our project.

To view film online and our blog visit:
www.iwasouthall.org.uk

To view the film and individual interviews online visit: www.iwasouthall.org.uk or www.taha.org.uk

Exhibition

A mobile exhibition on the history & heritage of IWA (Southall) has also been produced.

We are interested in working with interest individuals & organisations who wish to host our exhibition, show the documentary film, organise workshops or discussions within their communities.

Project funded by Heritage Lottery Fund

Statement of financial activities for the year ended 31 March 2016

| | Restricted 2016 £ | Unrestricted 2016 £ | Total 2016 £ |
|--|-------------------------|---------------------------|--------------------|
| Incoming Resources | | | |
| Grants received | 368,928 | 0 | 368,928 |
| Voluntary Income | 3,315 | 27,260 | 30,575 |
| Other Income | 363,768 | 72,279 | 436,047 |
| Interest receivable | 0 | 0 | 0 |
| Total Incoming Resources | 736,011 | 99,539 | 835,550 |
| Resources Expended | | | |
| Charitable Activities | 717,768 | 100,395 | 818,163 |
| Governance Costs | 4,800 | 17,675 | 22,475 |
| Management & Administration | 0 | 0 | 0 |
| Total Expenditure | 722,568 | 118,070 | 840,638 |
| Net incoming (outgoing) resources before transfers | 13,443 | (18,531) | (5,088) |
| Transfer from restricted funds | 0 | 0 | 0 |
| Balance brought forward at 1 April 2015 | 29,405 | 89,790 | 119,195 |
| Transfer to restricted funds | 0 | 0 | 0 |
| Balance carried forward at 31 March 2016 | 42,848 | 71,259 | 114,107 |

Balance Sheet as at 31 March 2016

| | 2016 £ |
|---|-----------------|
| Fixed Assets | |
| Tangible assets | 7,680 |
| Current assets | |
| Cash at bank and in hand | 102,877 |
| Other debtors | 55,964 |
| Creditors: amounts falling due within one year | (52,414) |
| Net current assets | 106,427 |
| Total assets less current liabilities | 114,107 |
| Unrestricted Funds | 6,259 |
| Designated Funds | 65,000 |
| Other charitable Funds | 0 |
| Restricted funds | 42,848 |
| TOTAL FUNDS | £114,107 |

A full copy of the audited accounts is attached to this report.

FUTURE PRIORITIES

We are in the process of reviewing our Strategic Plan which sets out our corporate and project based priorities for 2016/2017.

Our Key Priorities for 2016/2017 will focus on:

Partnerships & Collaborations

Building partnerships with other community & third sector organisations as well as independent providers on:

- delivery of health & social care to children & young people with disabilities & complex needs as well as vulnerable adults & older people e.g. respite care, day care, carers' support services etc
- extending choices to service users, inclusion & addressing inequalities
- extending & or replicating our existing services to other areas & communities

Care Quality Commission accreditation

Maintaining CQC accreditation of our Parvaaz and Support4Carers services & extending registering of additional Managers, locations & services with CQC as appropriate

Service Sustainability

Reviewing our Shanti Centre day care service, Luncheon service and health & Wellbeing service and exploring opportunities to move these services from grant aided services into self-sustainable services through income generation, personal budgets & direct payments

Supporting Communities

Exploring opportunities to develop community based projects including social and history projects as part of efforts to build stronger and resilient communities. We are currently exploring options in developing a day care service and a project on 'pioneers', the early settlers and immigrants from the Indian sub-continent who made a major contribution in social cultural political and business sectors and made Southall an iconic town.

Sustaining Post of Chief Executive

Developing a strategy to sustain the post of CEO beyond 2017.

BME Health & Social Care Providers Consortium

Continue our work to create a Consortium to promote collaborations & partnerships, access to new commissioning opportunities & partnership based bids for funding and to engage with NHS & other health & social care service commissioners & bodies on health inequalities affecting BME communities

Acknowledgments

TAHA acknowledges financial support from:
West Ealing Clinical Commissioning Group,
Slough PCT, London Boroughs of Ealing &
Hammersmith & Fulham, Slough Borough
Council & Heritage Lottery Fund.

We wish to thank all service users, staff,
volunteers, members of all our Project Advisory
Groups & partners & supporters for their
contributions in our efforts to serve those in
greatest need within our communities, secure
equality & justice.



INVESTORS IN PEOPLE

TAHA: An
Investor
in People
Organisation

Investor in People Standard accreditation

*TAHA has had Investor in People Standard accreditation
since February 2005.*

*TAHA's People Standard accreditation is valid until February
2017.*

Our Projects and Services

EALING Support4Carers Service

020 8571 7928

Provision of short breaks in the home & community settings, information & signposting & other support services for carers of older people from all communities in London Borough of Ealing.

A Partnership with Southall Day Centre, Ealing Carers Centre & The Centre for Armenian Advice & Information

Shanti Day Care Centre

020 8811 1501

shanti@taha.org.uk

Offers specialised day care for older people and adults with disabilities, support for carers, in London Borough of Hammersmith and Fulham.

Luncheon & Wellness Service

020 8811 1501

shanti@taha.org.uk

A Luncheon Service and Health education & health promotion programme to improve physical & mental health & wellness amongst older people & adults with disabilities in London Borough of Hammersmith & Fulham.

PARVAAZ

01753 824374

parvaazinfo@taha.org.uk

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

Parvaaz: Personal Assistants/Respite Care

01753 529628

parvaazinfo@taha.org.uk

Provision of personal assistants and care staff to enable children & young people with disabilities & complex needs to achieve independent living and to meet their social educational and emotional needs and requirements in and around Slough.

IWA: 60 Years of Legacy & Contribution

0788 2537336

balrajpurewal@taha.org.uk

A project to record & preserve the history of Indian Workers Association (Southall) for future generations & production of a documentary film, booklet & exhibition on IWA.

Research and Consultancy

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

Seminars Conferences and Training Programmes

Seminars and conferences for statutory and third sector bodies. Training programmes including in-house training offered on a range of topics particularly on diversity and equalities and health and social care issues.

Partnerships & Collaborations

TAHA offers negotiated partnerships and collaborations on local regional and national projects and programmes.

TAHA Publications and Reports

For publications, reports and briefings check the website: www.taha.org for free downloads.

TAHA Offices

Shanti Centre, 89 Askew Road,
London W12 9AS

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

The Annexe, Rotunda Community Centre,
Northampton Avenue, Slough,
Berkshire SL1 3BP

Management Committee/ Trustees

Kamaljit Johal (Chair)
Ram Appadoo
Deuan German
Mukesh Solanki
Varinder Bassi
Aymero Gebreskmel
Kamini Singh
Harbhajan Kaur

Staffing

Director:
Balraj Purewal
p/t Finance
Administrator: Omar
Amin

Shanti Centre

Anita Kara
Satnam Padda
Ali Badran
Nargis Khan

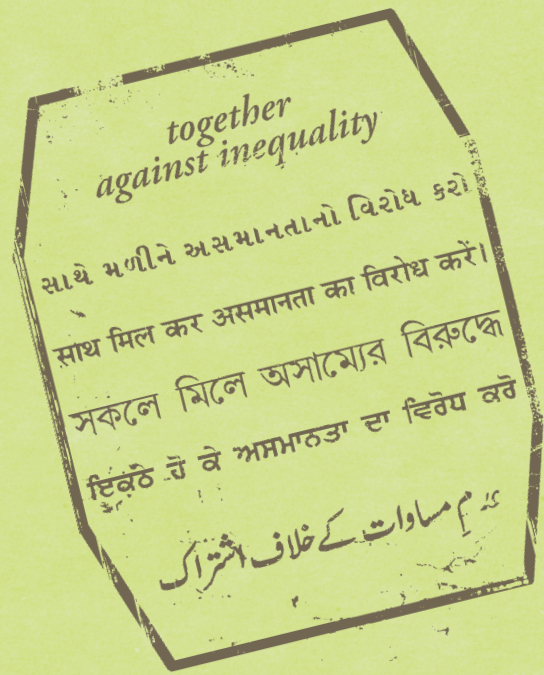
Support4Carers

Manager (Care Services):
M J Khurshid
Admin:
Stella Dabre
Care staff:
Surjit Gabria
Neelam Gambhir
Uttara Dayal
Gurmeg Kaur Padda
Mohammad Maqsood
Kulwant Grewal

PARVAAZ

Care Services Manager:
Neeru Palhi
Assistant Manager:
Alex Efthimiou
Personal assistants/ care staff & sessional staff*
Alex Efthimiou
Amarjeet Bhamra
Aubrey Connor
Baljit Dhak
Brent Woodley
Elliott Rendell
Gautam Sharma
Gulshan Mughal
Hannah Norfor
Jaswant Panesar
Jessica Fletcher
Kalin Yordanov
Kamaljit Kaur Rana
Kirsty Maccuish
Kola Odeniyi
Laura Keverne
Manni Dhillon
Matthew Leybourne
Mehmoona
Mehmood
Neeru Palhi
Sunil Ram
Tarlochan Singh
Bank Staff / Temporary Staff
Amad Chima
Letisha Palhi
Leonie Brown
Theo Joseph
Claire Efthimiou

*as at 1/9/2016



**THE
ASIAN
HEALTH
AGENCY**

Shanti Centre, 89 Askew Road, London W12 9AS

Website: www.taha.org.uk

Email: admincore@taha.org.uk

Registered Charity No. 1042506

Registered Company No. 2940649