



DNH Christmas Party 2019

December 2020

We look forward to meeting you again at Star Centre when it is safe to do so, in line with advice on avoiding spreading covid-19.

Online Zoom Meetings We have open meetings online using Zoom. You have probably seen Zoom used for TV programmes, family chats, entertainment and classes. You can use a computer, tablet or smartphone screen to see everyone taking part as long as everyone is connected to the internet.



All meetings for members and friends start at 12 noon

Wednesday December 23rd 12 noon DNH Christmas chat

Open meetings for members and friends

Saturdays 2nd January, 6th February, and 6th March

DNH Annual General Meeting for members

Saturday 9th January 12 noon see page 2

The easiest way to join is, before the meeting is due to start, click on the link we put on the Disability Network Hounslow Facebook page. You may need the meeting ID: 613 780 5929 and passcode 636533

Join in by phone voice only

Dial 0203 051 2874 or 0203 481 5237 or 0203 481 5240

When you hear "Welcome to Zoom" you will be asked for the meeting number 613 780 5929 followed by #, then your personal meeting ID, but just press # again, then the passcode 636533 plus # You should soon be in the meeting and be asked for your name.

Annual General Meeting of Disability Network Hounslow

Saturday January 9th 2021 at 12 noon

Zoom link will be open from 11.30

to give members time to join the meeting.

There will be plenty of time for questions during the meeting
and informal chat afterwards

AGENDA

•12.00 Welcome and introductions

•1.Apologies for absence:

•2. Agree minutes of the last meeting

•3. Annual report and accounts 2019-20

•4.DNH work in 2020

•5.Plans for 2021

•6. Any Other Business:

•7. Date of next meeting: AGM December 2021

•Link to join AGM Zoom Meeting

•[https://us02web.zoom.us/j/6137805929?
pwd=NzJ2R3RycnY1OEplJVkxoZG5mbTN2Zz09](https://us02web.zoom.us/j/6137805929?pwd=NzJ2R3RycnY1OEplJVkxoZG5mbTN2Zz09)

•Meeting ID: 613 780 5929

•Passcode: 636533

Please treat these details as confidential to preserve
the privacy of our meetings.

Allotment visits have finished for Winter until April

DNH Volunteers: DNH meetings and our allotment are run by volunteers and funded by donations. Our trustees are all volunteers, elected by members at our annual general meeting.

Our current trustees are-

Co-Chairs: Penny Ledger and Caroline Carney, Secretary: Virginia Fassnidge, Christine Hay, Harvir Sahota, Mukesh Malhotra, Councillor Mel Collins, Pat McCarthy, Beatrice Ani, Margaret Krowicki. See pages 9-10 to find out more about five DNH trustees.



Virginia, Mel, Ashi, Mukesh, Penny

We have vacancies for two more trustees to share the work of fundraising, budgeting, supporting our staff, publicity and running events. Contact penny@disabilitynetworkhounslow for details.

Fundraising In September 2019 Ashi organised a very successful fundraising meal for DNH at Kingsway Banqueting with musical entertainment. Thank you everyone who attended, including our mayor, Tony Loki, and both our members of Parliament, Seema Malhotra and Ruth Cadbury. Many people donated raffle prizes and gave donations to DNH.

Thanks also to Soroptimist International Kingston on Thames for their recent donation of £250 and support in the past.



Collection boxes displayed in two local shops contained about £65 which paid for a new answerphone for the DNH office.

We have also been given donations in kind including printers for scanning, copying and printing.

Recent grants



**London Borough
of Hounslow**

DNH services are funded by grants from London Borough of Hounslow Community Partnerships Unit [to March 2020], and other organisations including Pathways Housing in Brentford.



The Heathrow Community Fund donated £1,500 for Christmas, New Year and Spring activities. Unfortunately from March 2020 we had to stop all meetings, events and outings for the covid-19 lockdown.



The Isleworth and Hounslow Charity donated £3,000 which covered our basic running costs, including salaries, for three months.

Neighbourly website donated £400 to help us get the Star Centre ready to return and to keep in touch with members in the meantime.

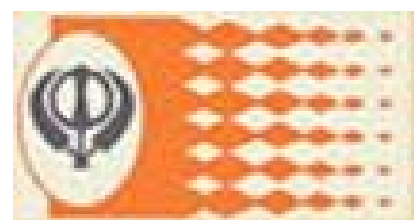


The Lottery Community Fund has given DNH a grant for Ashi's casework and benefits advice service for two days a week up to March.



Virginia successfully applied to Disability Action for funding for Ashi's work up to June 2021.

We are very grateful for the office, facilities, donations and support we receive from Gurdwara Sri Guru Singh Sabha.



As well as casework and advice Ashi has been very busy organising meals, food and other shopping for people isolated by their health and covid-19 precautions in co-operation with many community and faith organisations who collected, cooked and distributed food. Ashi's family, friends and neighbours all helped her with this.



This month Ashi, with the help of Beatrice and Mukesh collected enough donated food, gifts, wash bags and greeting cards to donate to 40 people.



Ashi was selected to have her portrait drawn by a calligraphy artist, Laura Edralin, for an exhibition of Hounslow's Hidden Heroes which is open until 30 December in **Salisbury Cafe, 73 Salisbury Rd, Hounslow TW4 7NW**

This project celebrates the ordinary people in the community doing extraordinary things. Many, like Ashi, are helping to support and unite society through distributing food, helping people in need of advice and by improving their local area. The portraits are made digitally using continuous lines, symbolising the ways in which we are all interconnected.

Disability Network Hounslow was chosen for the London Borough of Hounslow Local Heroes Award



Disability Network Hounslow

Congratulations



Achievements

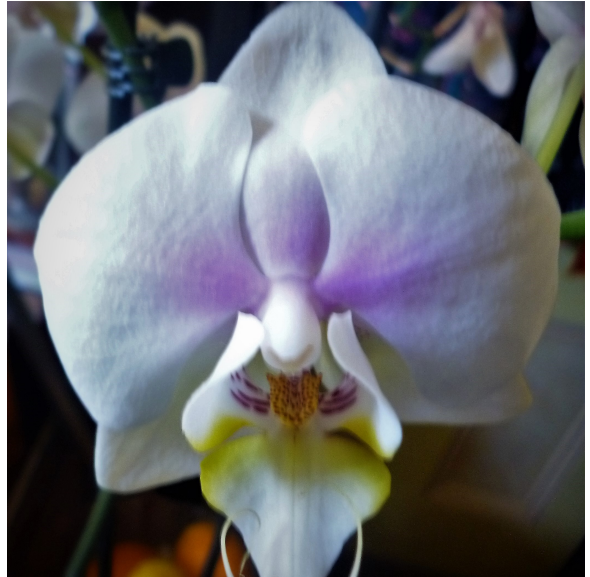
Disability Network Hounslow (DNH) has made a significant difference to peoples lives during the pandemic. They have been providing advice and guidance as well as providing meals from the Gurdwara. DNH has worked with Citizens Advice Hounslow by taking referrals and either dealing with the issues themselves or by sign posting them to the statutory services for support. DNH has proved to be one of the unsung heroes making sure none of their clients feel lost and un-helped during these difficult times.



London Borough of Hounslow

www.hounslow.gov.uk/hounslowheroes

Kew DNH has Kew Gardens community group membership. This means that we are entitled to free tickets for members and carers to be used either for group visits or individually. In 2018 we went to the Orchid Festival.



At present the cafe and conservatories are closed so there is no shelter from winter weather. We look forward to visiting Kew in the Spring when more facilities are available and will book a wheelchair accessible minibus. We have funding for other visits, to be arranged when we can go out safely as a group. Let DNH know where you would like to go.

Dial-a-ride is operating, but only with a few passengers at a time to maintain distances. Remember to wear a mask or other face covering when travelling, unless you have a health condition or other problem which makes this very difficult.

Care Place <https://www.careplace.org.uk/>

Care Place is a free website for finding local and national services. The information is available in a wide range of languages, chosen from a menu at the top of the page. You can make it easier to read by choosing **large print** and/or **contrast**.

You can search by service and area. Here is information from Care Place about DNH in Punjabi. Most other local languages are available.

ਕੋਰੋਨਾਵਾਇਰਸ ਸੇਵਾ ਅਪਡੇਟ

ਪਾਬੰਦੀਆਂ ਦੇ ਦੌਰਾਨ, ਡਿਸਏਬਿਲਿਟੀ ਨੈਟਵਰਕ ਹੌਨਸਲੋ (ਡੀਐਨਐਚ) ਸਟਾਫ, ਟਰੱਸਟੀ ਅਤੇ ਵਲੰਟੀਅਰ ਮੁਫਤ ਸਲਾਹ ਅਤੇ ਸੇਵਾਵਾਂ ਪ੍ਰਦਾਨ ਕਰਦੇ ਰਹਿਣਗੇ ਅਤੇ ਮੈਂਬਰਾਂ ਦੇ ਸੰਪਰਕ ਵਿੱਚ ਰਹਿਣਗੇ।

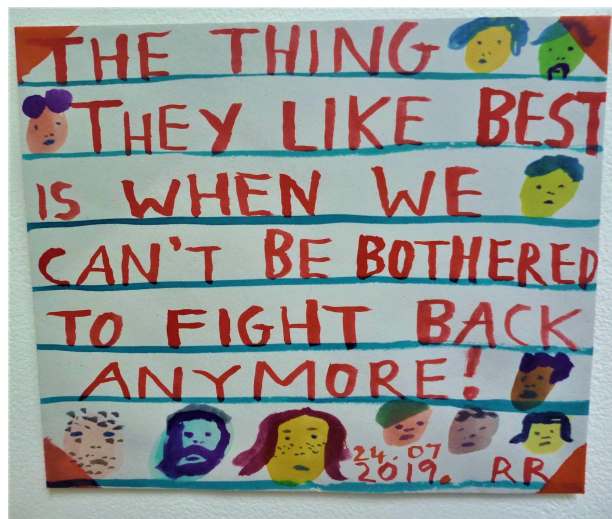
ਸਟਾਰ ਸੈਂਟਰ ਅਗਲੀ ਸੁਚਨਾ ਤਕ ਮੀਟਿੰਗਾਂ ਲਈ ਬੰਦ ਹੈ। ਫੋਨ ਸੰਦੇਸ਼ਾਂ ਅਤੇ ਪੇਸਟਾਂ ਨੂੰ ਚੁੱਕਿਆ ਜਾ ਰਿਹਾ ਹੈ।

ਆਸ਼ੀ ਿਲੋ (ਸੀਨੀਅਰ ਸਲਾਹਕਾਰ ਵਰਕਰ) ਇਕੱਲੇ ਅਤੇ ਕਮਜ਼ੋਰ ਲੋਕਾਂ ਦੀ ਮਦਦ ਕਰ ਰਹੇ ਹਨ, ਜਿਸ ਵਿੱਚ ਖਰੀਦਦਾਰੀ ਅਤੇ ਖਾਣੇ ਦੀ ਸਪਲਾਈ ਦਾ ਪ੍ਰਬੰਧ ਹੈ। ਉਹ ਫੋਨ ਜਾਂ ਈਮੇਲ ਰਾਹੀਂ ਲਾਭ ਦੀ ਸਲਾਹ ਵੀ ਦੇ ਰਹੀ ਹੈ।

ਸੰਪਰਕ ਕਰੋ: 020 8577 8856

Poster seen in Manchester People's History Museum

How we can all fight back
against poor services, benefit
cuts, high costs and fraud



Health Services

Local hospitals have PALS offices to listen to patients worries and complaints about hospital services.

West Middlesex University Hospital NHS Trust

PALS Telephone: 020 3315 6727 cwpals@chelwest.nhs.uk

Website: www.chelwest.nhs.uk/

Address: Hospital Atrium, Twickenham Road, Isleworth,
Middlesex, TW7 6AF

Mental Health West London NHS Trust manage Lakeside Mental Health Unit. If your complaint relates to care or treatment there, or other local mental health services, email:

West London NHS Trust, Trust Headquarters
1 Armstrong Way, Southall, UB2 4SD

switchboard 020 8354 8174 10am – 4pm Monday to Friday and someone will answer your call, then direct you to the relevant complaints@wlht.nhs.uk department.

Mental Health 24-hour helpline 0800 328 4444

Benefits Ashi helps with claim forms and appeals for benefits including Disability Living Allowance, Personal Independence Payment, Employment Support Allowance, Attendance Allowance, Universal Credit Blue badge parking permits and freedom passes. Ashi also deals with housing, health, and discrimination issues.

If a benefit claim is refused or ended and you think this is unfair DNH will help you to appeal, First you may have to complete a Mandatory Reconsideration [MR] form asking the DWP to have another look at your claim and evidence.

If you do not get your benefit at this stage we can support you to appeal to a tribunal, a process which is often successful and awards backdated payments. The tribunal panel do not work for the DWP. They are a doctor, a lawyer and a person with personal experience of disability.

It is important to keep details of your medical tests, diagnoses and treatments and send copies, not originals, to DWP. Descriptions of how your conditions affect you, written by yourself or someone who knows you well, are valuable evidence. DWP forms do not ask about housework or childcare but you can include them as examples of the difficulties you face.

Because of covid-19 Ashi is working from home and checks post and phone calls to the DNH office. She cannot meet people in the Star Centre or Gurdwara for the time being.

Email ashi@disabilitynetworkhounslow.org

DNH office phone 0208 577 0956

Pension Credit is one of the most under-claimed benefits-

Just over half of those entitled received the benefit. If you get Pension Credit you may get help with other costs such as rent and bills.

Claim Pension Credit by downloading a form from the DWP website

<https://www.gov.uk/government/publications/pension-credit-claim-form--2> or ringing 0800 99 1234. Don't delay or you will lose money.



TV licence

free TV licences are only available now for people who claim Pension Credit to top up their state pension. TV Licensing are sending letters to

anyone aged over 75 asking them to either pay for their TV licence or apply for a free one. Make sure you know what to expect when you get your letter, so that if you're contacted by scammers wanting your bank details you'll be able to spot them. TV Licensing will only ask you to pay using the following options:

-By post:TV Licensing, PO Box 578, Darlington DL98 1AN

-Online attvl.co.uk/75pay or tvl.co.uk/75apply

-Over the phone on 0300 790 6151 and never on your doorstep.

I
f you are ever contacted by phone by someone who wants your bank details insist on being sent full information in writing before agreeing to anything. Never give your PIN number.

Attendance Allowance If you have reached State Pension Age or over, and are not getting DLA or PIP, you may be entitled to Attendance Allowance in relation to personal care or requiring supervision to stay safe. There is no mobility component to Attendance Allowance

- higher rate £89.15 lower rate £59.70 . Attendance Allowance is tax-free. It is not means-tested and getting it will not reduce entitlement to Pension Credit.

Security for computers, tablets and phones: Mukesh Malhotra

Get antivirus software installed when you buy new equipment and be sure to keep it updated. Some Banks, Building Societies & Internet service providers have free anti-virus for customers. You can use free software from AVG. If you are adding or changing your anti-virus you need to do a thorough scan for problems. You can arrange a regular time for anti-virus scans.

Protect, vary and change your passwords. Include numbers as well as letters. "computer" is a weak password "KOmp9753Uta" is much harder to guess.

Keep an eye open for Spam emails. There may be the odd email that comes into your inbox asking for personal information or asking you to click on a link. Be wary of these emails. If it looks suspicious, contact the company directly and ask if they've sent the email. If they didn't, it's spam. However some honest emails can end up in your spam or junk email folder so check what is in there.

Make sure you're on a safe site. check website addresses [URL] at the top of the screen. If the URL says http:// and not https:// then don't risk entering your personal and financial details.

When paying for something, use your credit card rather than a debit card as they offer greater protection. Paypal is a safe system for payment that, one you have registered, makes payments on your behalf so that you do not have to give your bank details to every company or person you buy from. They send you an email after each payment. However beware of fake Paypal messages.



DNH TRUSTEES [PART ONE]

Pat McCarthy Pat is a retired trade union official who worked for ACTT (now BECTU), GMB and Unison. Pat was Unison's Women's and Diversities Officer' for Wales.

She has worked in the charity sector, and was a volunteer with Victim Support for a number of years. Pat was 'founder' and Head of Policy and Development for Healthy Minds at Work, and a Trustee for Depression Alliance Cymru. She specialises in employment law, mental health and disability welfare claims. Pat is Secretary of the Older People's Activity Funding Group for Hounslow. Pat worked in Cardiff Prison for the Citizens Advice Bureau.

Mukesh Malhotra For over 30 years, Mukesh played a role in the international corporate world in areas such as Risk, Audit, Compliance and Business Management including British Airways. In more recent years, he has undertaken several, largely non-executive, roles with pension funds and within the Third Sector. Mukesh has a Master's Degree in Management & IT, and also holds a specialist qualification of CISM – Certified Information Security Manager – issued by ISACA. With particular skills and experience in asset allocation and strategy, he has also acted as Chair of a Local Pension Panel. He has chaired many charities and Third Sector organisations. In his "downtime", through his involvement with the Hounslow Rotary, he has co-founded a project called "Rotary World's Greatest Meal to Help End



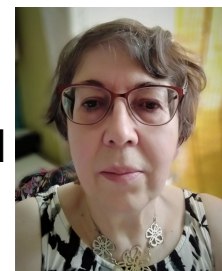
Polio”, which has helped to save over 16.5 Million children from Polio. He had been a Councillor & the Deputy Mayor Of The London Borough of Hounslow during 2017/18. He is married with three children, he has also become a grandfather of four.



Christine Hay Christine has lived in Hounslow for over 30 years. Her daughter, son-in-law and grown up grandchildren live in Wales. Her interests include food and drink, history, knitting and politics. After retiring from the NHS Christine worked for the National Eczema Society for several years. She has been involved in a number of health organisations. Christine worked for a number of years in the local NHS and chaired two NHS boards. After retiring from the NHS she was a local councillor for 8 years, 6 of them as chair of social services. Christine chaired Hounslow CVS and Star Centre (walk in centre) until they closed. Among her local activities are membership of Hounslow U3A and Hounslow Friends of Faith knitting group that knits items for local charities.

Penny Ledger [Co-Chair of DNH Trustees]

Penny spent most of her career working with adults who have learning disabilities and autism. She also taught social services staff at Bromley College. With friends she developed accessible camping at “green” festivals including Green Gathering and Sunrise. Penny supports Disabled People against Cuts [DPAC]. Penny has been able to use her interests in crafts, gardening and live music as part of DNH events and activities. She manages the DNH and Hounslow People's Peace Parade Facebook pages, our zoom meetings and newsletter. She helps Ashi by helping people with benefit applications and appeals. Penny has been joining online workshops for Hounslow voluntary organisations as well as art and craft groups.



E-mail

Collins [nominated as a DNH Trustee by London Borough of Hounslow.] Mel has spent all his life in Brentford and served the community in many ways, as a councillor, governor of St Paul’s school and supporting a number of local charities including the Lunch Club that shares the Star

Councillor Mel



Centre with DNH. He spoke out against proposed A&E closures in neighbouring hospitals, particularly due to the impact on West Middlesex Hospital. He has been an avid Bees supporter for years and worships at St Paul's church. Mel was involved in setting up a Vision Strategy working group in Hounslow bringing together visually impaired people, medical and social services to agree and launch a Vision Strategy for Hounslow. This has now extended its brief to include hearing impairments. He speaks up for visually impaired people in a London-wide transport forum.

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Contact Us

**Disability Network Hounslow, Star Centre,
63-65 Bell Road, Hounslow, Middlesex, TW3 3NX**
Telephone: 0208 577 0956 [answerphone on at all times]

Emails:

John Seear: CEO Ceo@disabilitynetworkhounslow.org
Ashi Dhillon, Senior Advice Worker [Mondays and Fridays]
Ashi@disabilitynetworkhounslow.org

Website: <https://e-voice.org.uk/disability-network-hounslow/>
or shortened to <https://tinyurl.com/dnh636518>

Facebook pages: **Our DNH Facebook page has news about events, campaigns, benefits and services. You do not have to join Facebook to see this page.**

<https://www.facebook.com/DisabilityNetworkHounslow>

The Hounslow People's Peace Parade facebook page has news of campaigns, human rights, disability issues and local news.

<https://www.facebook.com/HounslowPeoplesPeaceParade>

Membership is £10 a year paid by cheque or direct debit