



# TASHA Foundation

*Helping you to help yourself*

*On 23rd July 2010 Mary McLeod MP  
launched the reopening of its newly  
refurbished Internet Café.*

## Reopening of the Internet Café

The café is located in the heart of Brentford and is popular with local residents and businesses. The Manager Risto Spasov is always available to provide additional help & support.

We were delighted that Mary McLeod MP for Hounslow joined us for the ceremony and cut the ribbon to re-open the café. Speeches welcoming and thanking people for supporting Tasha were made by Audrey D'Costa Chief Executive Officer for Tasha Foundation and Mary McLeod MP for Hounslow.

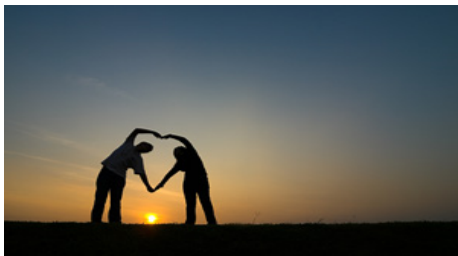
The event was attended by 40 local people, including representatives from the London Borough of Hounslow, the Metropolitan Police, voluntary sector agencies (Age Concern, Crossroads Care,

Cyrenians, Twinings), local residents and Businesses. The café will be hosting a range of new services as from 1st September 2010

Online training workshops for people who want to improve their IT, literacy and numeracy skills will begin on September 10th - 13th for 10 weeks from 10am to 12pm and cost £5 per person. No concessions.

Work related stress workshops will begin in October and will be open to individuals as well as Local Authority and employers.

Please email [Bobyneelam](mailto:Bobyneelam.dhariwal@tasha-foundation.org.uk) on [bobyneelam.dhariwal@tasha-foundation.org.uk](mailto:bobyneelam.dhariwal@tasha-foundation.org.uk) if you would like further information on any of the new workshops.



## New Outreach Training Service in Ealing

We are really proud to announce that the New Outreach Training Service commenced delivery on 25th May 2010. The aim of this new service is to provide Literacy & Numeracy qualifications at Level 1 and 2, Basic Computing courses and ECDL (European Computer Driving Licence)

training. This is to clients active in reduction programmes with the referring service and are based at other agencies who are classified as stable but are not abstinent from their drug use.

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# TASHA Foundation Helpline (Out of Hours)

*The TASHA Foundation Mental Health Helpline is now in its nineteenth year of operation, and is a member of the MHHP.*

Currently the opening hours are from 6pm to 9pm Sunday, Monday, Tuesday & Wednesday.

The Helpline is open over Bank Holiday weekends also Christmas and New Year Holiday's too. It is hoped that these hours may expand in the near future.

All of the Helpline Supervisors are Qualified Counsellors, and are supported by a Volunteer Helpline Worker during opening hours.

Our aim is to provide a confidential 'listening ear' for callers who maybe experiencing a number of issues e.g. depression, anxiety, sleep difficulties, schizophrenia, self harm, personality disorder, dual diagnosis/substance misuse etc.



There are many regular callers in the community, who due to the nature of their illness can feel very isolated. Here the Helpline can provide what is sometimes a life line.

Since the start of 2010 the TASHA Foundation Helpline has received approx 300 calls.

The TASHA Foundation Helpline gives support to the family and friends of clients who may be feeling unwell. They are also able to provide much needed information on other specialised Helplines, and organisations.

## WELCOME BACK!



All staff at TASHA would like to welcome back Selina Boston and Bobbyneelam Dhariwal from maternity leave who both work from our Ealing Office. It's good to have them back.

And not forgetting Sarah Finn who returned to the team this month to provide Admin support to the Brentford Team.

We would also like to congratulate Vick and his family on the arrival of their new baby.

## Counselling Service

We are very pleased to report that the newly established counselling service is now operational.

The service is open to anyone over the age of 16. Clients are seen in a private and confidential setting and clients may attend for a broad spectrum of issues.

There is no waiting list. The current cost is £40 per session, and the first appointment – which is the assessment session – is free.

For further information please contact Sarah Finn on 020 8569 9933 or email [sarah.finn@tasha-foundation.org.uk](mailto:sarah.finn@tasha-foundation.org.uk)

## New Outreach Training Service in Ealing

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Three clients will continue with their withdrawal programme with the referring agency. Engagement with the Outreach Training service will form part of the clients programme to encourage abstinence and prepare them for the transition to Aftercare services. Sessions are currently running on Tuesdays and

Thursdays from 10am to 12pm at The Gatehouse and 2.30pm to 4.30pm at Equinox (Churchfield Road).

For more information please contact Anna Karczewska on 020 8571 9981 or email [anna.karczewska@tasha-foundation.org.uk](mailto:anna.karczewska@tasha-foundation.org.uk)

## COMING UP....



TASHA Foundation's November Newsletter will be full of exciting information on the progress of all our new services with feedback and comments from our clients.....

## User Consultation Meeting

On Wednesday 12th May TASHA Foundation held a User Consultation Meeting which was open to all TASHA Staff, Volunteers, Carers and Service Users.

The event was so well supported with over 22 clients attending and giving their feedback. The event was opened with a lively presentation by a trainer from the Intuitive Recovery programme. Suffice to say he 'recovered' and did quite well considering he had a tough audience. So well in fact that as a result of his presentation a record number of clients have put themselves forward for the programme which is due to start on 1st July.

So the Intuitive Recovery Trainer did a great job in warming up the attendees and could have continued but unfortunately due to time constraints it was the turn of our CEO Audrey D'Costa to address the group.

Every client was not only thanked for attending but also given a platform by our CEO to talk about our services and give their views and opinions on improvements as well as any new services they would like to see.



Clients also complimented the TASHA staff with comments such as 'Staff are lovely, very friendly, helpful... Efficient... Understanding... lucky to have a place like this' Clients also praised the Employment and Training support that they receive here at TASHA Foundation.

## Use of Text Magic

TASHA Foundation is embracing technology further and has embed the use of IT throughout the organisation.

Recently we have upgraded our main server, email server, re-networked the building and training rooms, implemented a bespoke Client Management Database, designed a brand new website and have now introduced an excellent way of keeping in touch with clients wherever they are, via a text messaging service called 'TextMagic'.

An IT whizz at TASHA has even managed to integrate this new system with our Client Management Database, so now appointments, reviews and reminders can be sent by text from TASHA Foundation directly to the client.

This will also help in addressing the points that were raised earlier at the User Consultation Meeting, which improved communication with current clients as well as Reaching and re-engaging with clients who have disengaged. Now that's MAGIC!

### TASHA FOUNDATION HEAD OFFICE

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TASHA Foundation is a Registered Charity No. 1062805



INVESTOR IN PEOPLE



### EALING OFFICE

Tel: 020 8571 9981  
Fax: 020 8571 9983

### TASHA INTERNET CAFÉ

Tel: 020 8560 4583  
Fax: 020 8758 0624

### OUT OF HOURS HELPLINE

Open Sun, Mon—Wed 6pm -9pm  
Tel: 020 8560 6601