



# ANNUAL REVIEW 2020



**Empowering people with learning disabilities**



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# ABOUT US

- Our mission is to empower children and adults with learning disabilities to get their voice heard, reach their potential and be included in their local community.
- We seek to promote their wellbeing and development in all areas of their lives as well as supporting their families and carers.
- As a person-centred, independent charity we provide advocacy for individuals and families, and our projects offer play opportunities for younger children, peer support and skills development for young people and adults, and a range of inclusive activities.
- We also campaign for improved access to key services such as housing, health and social care.

# UNDERSTANDING LEARNING DISABILITY

- A learning disability is a reduced intellectual ability which affects someone for their whole life.
- People with learning disabilities may need support to develop new skills, understand complex information and interact with other people.
- The level of support depends on individual factors: for example, someone with profound learning disabilities may need high levels of support.
- Someone with a learning disability may also have physical disabilities.
- Learning disability is often confused with mental health problems. These can affect anyone at anytime and may be overcome with treatment; this is not true of learning disability.

# CHAIR REPORT 2020/2021



**Julian Hillman**  
Chair of Trustees

The last year has been successful, but difficult at the same time. We experienced some costly personnel issues. We did not gain the advocacy contract we hoped for and had to let Verity and Ruth go. They had worked for us so hard and so long as advocates and their pay was modest. The replacement service commissioned by the Council, I am told, is not really touching the needs of our clients. Teresa pays tribute to Ruth and Verity in her report.

Recovering from personnel problems was made possible by the appointment of Anastasia Baliakou in September and she has been crucial in managing the My Life

service and is now navigating the choppy Covid 19 waters. Rebecca Bone has been a brilliant support to her, sorting out all the staff contractual issues. My especial thanks to all the brilliant staff that bravely came back to face to face work to get My Life up and running again as quickly as possible.

At time of writing we are well into the new financial year and we are surviving. The next few months will be difficult world wide, but we intend to make sure HF Mencap survives. Advocacy, helping people with learning disabilities and their families speak out, is the Mencap mission and our priority for 2021 is to keep the ship afloat and try

to create some increased advocacy capacity locally.

My thanks to my fellow trustees and Teresa and all the staff who work for us.

# CHIEF EXECUTIVE'S REPORT 2020/21



**Teresa**  
Chief Executive  
Officer

This has been a really challenging year for HF Mencap. We have all been incredibly affected by the Coronavirus pandemic. Back in March we had to take action to protect the vulnerable people we support and close the MyLife centre. All of our other project staff quickly adapted their ways of working to support people remotely and online

Following a thorough risk assessment we re-opened the MyLife service in May. It was a big decision to take but we have been rigorous in our use of PPE and hygiene measures to ensure the safety of our clients. I am so impressed by the way that the MyLife staff have been supporting people to follow safe practise and assist our

service users to follow the guidance. We now keep reminding everyone **'HANDS, FACE AND SPACE'**.

It is clear that across society everyone has been affected in some way by the pandemic. We are very aware of the vulnerability of people with learning disabilities to Coronavirus and we are taking this really seriously. We are also aware of the significant impact of the Coronavirus on people from Black and Asian Minority Ethnic (BAME) backgrounds and ensuring that they are kept as safe as possible.

This year has also been a year where the wider experiences of people from BAME communities had a light shone on them in the

Black Lives Matter movement. HF Mencap is committed to ensuring that in all services we deliver we will maintain a position of Equality, Diversity, Inclusion and Antiracism.

I am so very proud of the way in which all of our staff, including Anastasia, Rebecca and Amanda in the senior management team; Nandini and Reema - Parentsactive; Clair - Transition Practitioner; Kirstin - Youth Development Worker and Lolo, Matt, Fabiana and all of the MyLife support staff have all been so very creative and adaptive in our new ways of working.

# CHIEF EXECUTIVE'S REPORT 2020/21

Sadly we have had some changes in our service delivery and our two long standing Advocates – Verity Twombly and Ruth Trenery-Leach both left at the end of March as the Advocacy Contract was awarded to The Advocacy Project. I would like to thank Verity and Ruth for all the outstanding advocacy work that they have delivered and wish them well for the future.

Also I would like to commend and thank Amanda Roles, Senior Manager and Parent/Carer Advocate who has made the decision to leave us at the end of the year. She has been an outstanding Advocate and has supported very many families to ensure that they receive the best

possible service and have their voices heard. She will be greatly missed by all of us as an Advocate, Senior Manager and colleague.

This year we have struggled financially due to the impact of the Coronavirus however we have been working with the Council to maintain our service and I would like to thank the Council for their financial support. We are also exploring other sources of income to develop and secure our future.

As always our aim is to work in partnership with our Service Users, Families and Carers, Staff and Trustees to ensure that everyone continues to receive a first class service from HF Mencap.

Finally, A Big **THANK YOU** to our Talented, Creative and Adaptive Staff working in all of the Projects as well as the MyLife management and support staff who have continued to deliver an excellent service. Thank you to all of our Funders, Donors and individual Fundraisers who have given us so much support for which we are very grateful.

Thank you to Julian and the Trustees for their ongoing support and commitment.

I look forward to a positive year ahead and we will, with our HF Mencap determination, overcome the challenges presented by the Coronavirus.





# CHILDREN'S SERVICES

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# PLAY PROVISION

The inclusive Play schemes for disabled children aged 5 -13 have continued to be successful, especially for the first half of the year. Both the Saturday Club and Holiday Programmes are based at HF Mencap's main premises but children were also supported to fun activities in the community. In addition, HF Mencap has a sensory room with plethora of sensory objects which provides the children with a 'chill out' area and an opportunity to explore all their senses. Mencap also has a fish tank for the children to see and feed, while educating them around pet care. We are also very happy to see that they have created friendships with each other and enjoy being in each other's presence.

Our indoor activities were mainly suggested by the children and we have supported them on visits to the V&A museum, various parks local parks and also to the Cinema and Bowling. The children also enjoyed various indoor activities such as arts and crafts, jewellery making, indoor football, circus skills, dancing sessions, baking, indoor den making and board games.

Parents have continued to share positive feedback to the staff who seem to manage behaviours in some children others find difficult and are always willing to be flexible and supportive of the children and their families. Due to the consistency of the staff, they get

to know the children very well and respond to their needs.

Unfortunately, we are sad to share that Karen Obee is no longer part of HF Mencap however we want to thank her for all her enthusiasm, professionalism and commitment to the MyLife and Play schemes.

The Play provision has been significantly affected by the Covid-19 pandemic and sadly the sessions have paused since the end of March 2020. We are continuing to explore ways of how to provide a safe service while managing pandemic-related risks.

# PARENT/CARER ADVOCACY

The last 6 months of this year have been unprecedented with lockdown due to COVID, and having to work remotely, communicating with both parents and officers solely by phone or email. Gradually other methods e.g. 'zoom', 'teams' have been introduced and become the norm with Team meetings, CIN and CP meetings, Annual and LAC reviews being carried out virtually. For many parents this can be a challenge as not all have access to computers or the internet. In these cases conference calls have been used but again parents may have difficulties due to their children and other members of their families being present. It has certainly been a challenge! And not least because

officers have also been working from home often with limited access to their own networks so getting timely responses has not been easy. Having their disabled children at home for the majority of the last six months has added enormous stress and exacerbated existing issues for families. As always inappropriate housing is central to this, whether it is caused by overcrowding, complaints from neighbours or lack of facilities and it has been even harder to resolve during this period. Lockdown has also led to the closure not just of schools and colleges but to provisions accessed by those with complex needs with little support provided to individuals by the Local Authority.

Even SEN law was changed during this time, consequently ensuring parents/carers have a voice is vitally important.

The advocate has supported over 30 families however there is no doubt that more families would benefit from advocacy, but the service is limited by capacity. There is no need to advertise the project due to the high number of self-referrals and parents returning for further support.

# PARENT/CARER ADVOCACY



**Amanda Roles**  
Senior Manager



“

Thank you so much for your  
advise and support your  
services are always a lifeline  
Parent

”

“

Thank you so much Amanda  
for all your support in a very  
difficult time for us  
Parent

”

# PARENTSACTIVE

Parentsactive's highlight this year will be the pandemic and how we coped with it.

**We are especially proud of the following:**

We appointed an Admin and Accounts Assistant for Parentsactive in November 2019 Reema Sharma who has proved to be an invaluable asset to Parentsactive and the team at HF Mencap. She has created a new website for Parentsactive [www.parentsactive.org.uk](http://www.parentsactive.org.uk) and transferred our database and communications to Mail Chimp. Her support was most valued at the onset of the pandemic when we had to move to online platforms for delivery,

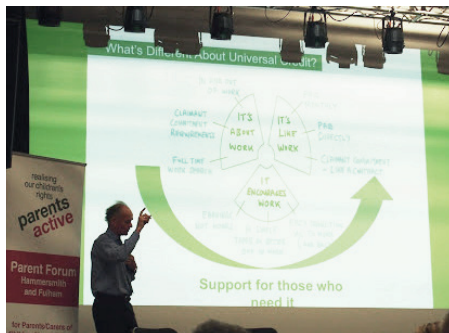
this has freed up the Lead to focus on strategic activities and overall planning for the forum.

Parentsactive's AGM held on May 7th 2019 was also an Information day on Play, Leisure and summer activities. The AGM held at the Irish centre was attended by Heads of Services from the Local Authority and Health as well as Councillors. Two new committee members were co-opted, this was followed by an Information session on Play and Leisure activities where 13 providers introduced themselves and held market stalls. More than 100 delegates attended the session. Our information session on Benefits held on November 12th was

also attended by more than 70 delegates. An excellent keynote session was provided by Colin Morris Adviser from the Department of Work and Pensions followed by a Q&A as well as market stalls by 8 key Welfare Benefits providers in the Borough.

We teamed up with Alliance for Inclusive Education and the Local Authority to offer a series of 4 training sessions on "Parents as Allies" training attended by both parents and professionals the whole of March 2020 as weekly sessions. We could only complete 2 out of 4 sessions as the training was halted by the pandemic.

# PARENTSACTIVE



We successfully transitioned to zoom meetings for parents and delivered 22 sessions with over 140 attendees during the pandemic earning a letter from the Deputy Lieutenant of the Borough commending us for our support.

As well as our ongoing virtual meetings, Parentsactive surveyed

the effects of the pandemic on families lives and the support that they have received. Just under 70 participants responded, giving vital insights into where good practice occurred and where gaps were felt. This shared resource will be a valuable tool for the Local Authority to reflect upon in the next stages of recovery planning.

We have been very grateful to receive a grant of £1000 from United in Hammersmith & Fulham for our community work in response to coronavirus. Parentsactive continues to be a vital conduit for parents and carers to share their experiences and the challenges they face in a way in



which they are directly heard by professionals in Health, Education and the Local Authority. We also continue to be a valued member of the Voluntary sector network headed by Cllr Sue Fennimore and member of the CEPAC committee.

# PARENTSACTIVE

## Helen Green

Interim Head of Local Offer

*This year has seen its fair share of challenges and we have been very fortunate in working closely with Parentsactive both through face to face meetings earlier in the year and through virtual sessions in recent months. This has been a positive and productive experience for us all. The themed coffee mornings and focus groups and regular catch ups have brought professionals and families together to look at issues in education, health and care. We have been able to listen to each other, to build a shared understanding of the issues and to work on solutions*

*together. There is always more to do and we are looking forward to continuing on our journey together.*

*Parentsactive has been brilliant, especially during the current situation, providing information for fellow parents of disabled children, organising meetings with local government officials and organisations via coffee mornings and currently on zoom. They also provide a much needed and appreciated forum for parents to view their concerns, obtain advice and get support.*



## Nandini Ganesh

Parent Forum Lead



## Reema Sharma

Administration and  
Accounts Assistant



# **YOUTH & ADULT SERVICES**

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# YOUNG PEOPLE'S TRANSITION PRACTITIONER

It has been another successful year for the Young Person's Transition project. The service has accepted over 15 new referrals of young people, aged 14-25 with ASD and/or Global Learning Disability and co-occurring mental health challenges. The service continues to provide holistic and person-centred support for young people going through transition processes, including future education and employment, independent living, community inclusion, and health and wellbeing. During this surreal context of covid-19, the service has adapted to provide support for clients over phone or digital platforms such as zoom and MS Teams. Despite initial adjustments to building rapport over remote

platforms, over 70% of referrals are engaging well with the service. Interestingly, the digital delivery has also received positive feedback from clients that find this mode of delivery less anxiety-inducing than face-to-face interactions.

Examples of support include; providing welfare checks for young people and families during lockdown, supporting clients with researching and enrolling on educational or extra-curricular activities, making referrals to appropriate mental health services, liaising with university disability teams, attending EHCP reviews and creating person-centred plans together with clients to document strengths, challenges and hopes

and dreams for the future. The service has also provided an advocacy service for young people who require technology during these digitally reliant times.

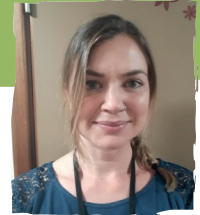
Young people and their families have appreciated the consistent support and regular check-ins provided by the service, particularly during the current climate which has felt isolating and mentally challenging for many.



**Clair Holloway**

Young people's  
transition practitioner

# YOUTH DEVELOPMENT PROJECT



**Kirsten Jamieson**

Youth Development Coordinator

## Annual Review Youth Development Project 2020

The Youth Development Project started off with a bang this year with many workshops and activities providing learning and fun! Unfortunately, the situation changed in March and we all had to take a step back for a while, however we soon got up and running and once it was permitted, we were able to all see each other again. This year has been tough for everyone however, it has shown how strong, creative, and resilient our young people are and we are so proud of how they have adapted and carried on throughout this year. I am honoured to say that I work with an amazing group of young

people and they have continued to show us how to stay positive even during troubled times.

## Art and Drama Clubs

We have been able to continue Drama Club throughout this year with us now holding sessions online! The sessions have adapted very well to being online and our young people continue to impress us with their acting and improv skills. We sadly had to put the filming of our Music Video on hold, but we are keeping our fingers crossed we can begin again next year. The dedication and talent displayed by the group continues to grow and looking to the near future we hope to be able to put a

performance online. Art had to take a break for a little while but we will soon be returning with new and exciting projects to get involved in.

## School and College Workshops

School and College workshops have grown both in size and popularity with the project now delivering workshops to seven schools and one local college. Teachers requested additional topics to be covered and of course we said yes! We now provide sessions on ten different topics and deliver them as requested.

# YOUTH DEVELOPMENT PROJECT



# YOUTH DEVELOPMENT PROJECT

These sessions are always very popular – so much so we have a continuous waiting list! We thoroughly enjoy outreach in the community and love meeting and working with new students.

## Half Term and Holiday Programmes

We started off with a great February half-term with activities such as cycling, trampolining, slime making and going to the theatre. Of course, we had our yearly Valentines Disco which was a huge success! We were sadly not able to provide our usual Easter activities, but we were back in the summer with a reduced programme – adapting to new ways of social

distancing and stringent cleaning! Our young people really made the best of it and we were still able to have fun locally – with games, sports, and picnics in the local parks.

## Looking to the future

We are dedicated to keeping the Youth Development Project running and we are crossing all fingers and toes that future sessions will be in face to face. However, if this is not possible, we will continue to adapt and change the way we need to, providing sessions online and socially distanced. A massive thank you to our young people for their drive and dedication this year and thank you to parent's, carers, and

families for their understanding. We look forward to seeing and working with you all soon!



# MYLIFE OUT AND ABOUT

## MyLife: Out and About is a Day

Opportunities Service which provides high quality support for people with learning disabilities, with a range of group activities and personalised plans. Our clients are able to access our centre as well as the community and therefore are able to work with different staff on different days, improving their social skills. Our support can range from 1:1 going up to a 4:1 group support and includes social and leisure events (theatre, cinema, community events), support with daily living skills, Sports (swimming, fitness, yoga and dance), community outings (bowling), food education; healthy eating and food preparation, circus skills and plenty

of other workshops in collaboration with external partners.

Since the winter of 2019 we have been working with clients from 4 North West London boroughs and our client base has grown larger this year. In reality, this meant that people with learning disabilities were able to expand their social circle and make supportive friendships and relationships. With positive word of mouth from our current clients we successfully welcomed new clients in our tightly knit group, making the MyLife community even more special!

We are proud that in the last year we have managed to achieve

collaborations, innovate and think creatively, with all activities welcomed by our clients.

- Our clients enjoyed a short trip at Centreparks.





# MY LIFE OUT AND ABOUT

- We welcomed a student nurse for a 3-week work placement.
- We offered weekly Drama workshops in collaboration with the Artman Project.
- We offered a 5-week Sexual Awareness workshop in partnership with SASH London.
- We are offering an 8-week Gardening workshop in partnership with the Hammersmith Community Gardens Association
- Our clients are campaigning locally in support of Royal Mencap's Treat me Well campaign.

Unfortunately, we have been directly affected by the Covid-19

pandemic on multiple levels and MyLife had to remain closed for 9 weeks during the national lockdown, to ensure the safety of our clients and staff. We maintained contact with our clients and their families on a weekly basis, trying to support everyone through the most difficult period of this pandemic. Since the beginning of the summer of 2020 we slowly opened our doors to some of our clients, who were so eager to see their friends again after all this time! Since then we have slowly and gradually supported our clients to return back. Our support staff have done an amazing job in maintain hygiene and cleaning practices while trying to make MyLife feel "normal" again.



An opportunity has arisen to occupy space at 245 Hammersmith, a large office building close to Hammersmith station.

# MYLIFE OUT AND ABOUT

## What do our clients and their families think????

"I like cooking and outings and it was very nice to have an new experience like sewing. I really enjoy helping staff and clients."

**Kelly**



"All the best to you and all your wonderful people that make HF Mencap such a fab place for our young people to meet, learn and have fun."

**Parent**

"I like how friendly are the staff, they treat me nicely. I also like to do yoga, fitness and shopping."

**Zoe**

"It is hard to socialize outside, it is very easy to socialize at Mencap"

**Gus**

"I like HF Mencap because it is near home and easy for me to use and lots of things to do!"

**Anonymous client**

# MYLIFE OUT AND ABOUT

This is used on a temporary basis and allows a MyLife break-out group to use it for group activities. We owe a very big thank you to the 245 General Manager and her team for this amazing offer.

The MyLife management team has been in its current shape for the last year with Anastasia Baliakou as the Head of Services, Manuel Moncayo (Lolo) as Centre Manager and Fabiana Alexander as Supervisor. They are continuing to work tirelessly to ensure we provide the best service to our clients and their families.

MyLife is its own special community, it is an asset to the local service provision and has great hopes for the future. We know that the Covid-19 pandemic will change our way of working for the foreseeable future and we are looking at ways of adapting our services by setting up an Outreach support service.



**Manuel  
Mancayo**  
Service Manager



**Fabiana  
Alexander**  
My Life Supervisor



# MYLIFE OUT AND ABOUT



**Anastasia  
Baliakou**

Head of Services



**Matt Dix**

Support worker with  
additional duties

# ACHIEVEMENTS, AMBITIONS AND LONG-TERM STRATEGIES

The last year has seen HF Mencap grow its professional network within H&F and neighbouring areas. We are part of the North West London Mencap Consortium with 6 other local Mencaps; a network that supports the exchange of knowledge and skills and identifies opportunities for collaboration. We are also proud to have joined the Young Hammersmith and Fulham Foundation as a full Member.

Within the NW London area, H&F Mencap has created strong working partnerships with other local charities and has maintained strong relationships with our

funders. Projects such as the Youth Development Project and the Young People's Transitions Practitioner have thrived by delivering their sessions and support online.

During the lockdown period of the pandemic we made fundraising requests to enable us to continue our operational work behind the scenes; which ultimately led to a safe re-opening of the MyLife service. We would like to especially thank United in Hammersmith and Fulham and The Sir Jules Thorn Charitable Trust for their financial support during this time. We would also like to thank every single

person who has donated, directly or indirectly, to support our cause. On a quality assurance level, we have made an active effort to strengthen and update our policies and procedures, with the guidance of external professionals.

We have also refreshed our staff training opportunities and now offer quality online trainings on IHasco and Open Future Learning, with additional face-to-face courses. We know that 2020 has been a very difficult year on a personal, professional and national level. HF Mencap has decided to shift its perspective and will try to turn all

# ACHIEVEMENTS, AMBITIONS AND LONG-TERM STRATEGIES



**Rebecca Bone**  
Business Development  
and HR Manager

the difficulties into opportunities. HF Mencap has been standing since 1964 and hopes to be a strong local presence for years and years to come.

- We will strengthen our direct communication with our supporters and explore various ways of making direct donations simpler, welcome volunteers and receive valuable feedback.
- We will maintain and strengthen meaningful professional relationships with Local Authorities, local NHS/CCGs, third sector organisations,

educational settings and other local partners, with our clients benefit on the top of our agenda.

- We will continue to support and expand our services to young adults under 25 years old with Learning Disabilities and Autism.



# HOW TO DONATE

## Make a donation

Your donations, no matter how small or large, one-off or recurrent, are helping us to transform people's lives. Every donation helps HF Mencap to provide vital support to our clients and their families.

With your donation, we can invest in additional training for our staff, organise events and activities for our clients, purchase everyday supplies, increase our social media presence and much more.

Donate HERE Through Just Giving

<https://www.justgiving.com/HFMencap>

or

Donate HERE Through Total Giving

<https://www.totalgiving.co.uk/charity/hammersmith-and-fulham-mencap-1150840>

## Shop and donate with Amazon Smile

If you shop at amazon why not try [smile.amazon.co.uk](https://smile.amazon.co.uk). Same products, same prices, same services as the Amazon you know.

The AmazonSmile Foundation will donate a percentage of the purchase price of eligible products to HF Mencap. This is an effortless way to make a difference to the organisation and its people.

Click HERE to find out more.

[https://smile.amazon.co.uk/gp/chpf/homepage/ref=smi\\_chpf\\_redirect?ie=UTF8&ein=1150840-0&ref\\_=smi\\_ext\\_ch\\_1150840-0\\_cl](https://smile.amazon.co.uk/gp/chpf/homepage/ref=smi_chpf_redirect?ie=UTF8&ein=1150840-0&ref_=smi_ext_ch_1150840-0_cl)

# FINANCE 2019 / 2020

## APRIL 2019 TO END MARCH 2020

### INCOME

Donations and legacies	1,643
Grants	252,552
Individual budgets and direct payments	898,727
<b>Total Incoming Resources</b>	<b>1,152,922</b>

### 2019 income total

**1,230,369**

### EXPENDITURE

Charitable activities	1,243,303
Governance costs	5,400
<b>Total expenditure on charitable activities</b>	<b>1,248,703</b>
<b>2019 expenditure total</b>	<b>1,175,213</b>

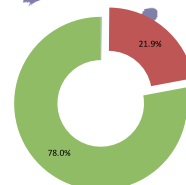
### RESERVES

Unrestricted Funds	163,059
Restricted Funds	18,973
<b>Total Reserves</b>	<b>182,032</b>
<b>2019 reserves total</b>	<b>277,813</b>

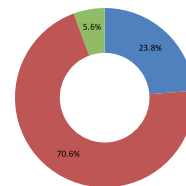
This year we received an income of £1,152,922 to cover our core costs and to support existing and new projects. We spent £1,248,703 over the same period resulting in a deficit of £95,781. This has been a year of consolidation for the charity following the expansion of the services being offered by the charity in prior years, primarily through

## INCOME APRIL 19 TO MARCH 20

- Donations and legacies
- Grants
- Individual budgets and direct payments

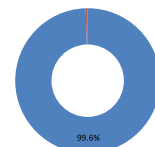


- Support for families and for teenagers leaving school
- Projects for adults: self-advocacy and social lives
- Providing general advocacy and management



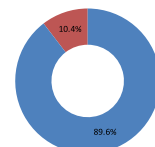
## EXPENDITURE APRIL 19 TO MARCH 20

- Charitable Activities
- Governance Costs



## RESERVES 31 MARCH 20

- Unrestricted Funds
- Restricted Funds



the development of our community based day service My Life Out and About. One off costs were incurred during the year including with the transfer of the Partnership Board project to the London Borough of Hammersmith and Fulham and from reorganisation costs in the MyLife service. MyLife's underlying performance remains positive.

# TRUSTEES AND STAFF

## Trustees

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Anna Doherty  
Julian Hillman  
Samantha Johnson  
Elizabeth Ryland  
Richard Shaw  
Laura Douglas

## Staff

---

Hanna Abouzeid  
Marcella Hereman  
Dawn Hyett  
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Craig Welsh

Dennis Augustin  
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Andrea Medrano  
Raya Hapor

# FUNDERS



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- volunteering opportunities

