



ANNUAL REVIEW 2019



Empowering people with learning disabilities

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.

IN THIS REVIEW...

About Us

Chair report 2018/2019	5
Chief Executive's Report 2018/2019	6
	7

Children's Services

Play Provision	9
Parent/Carer Advocacy	10
Parentsactive	12
	13

Youth and Adult Services

Young people's transition practitioner	15
Youth development project	16
Adult advocacy services	17
	20

My life out and about	21
-----------------------	----

Finance	25
---------	----

Trustees and Staff	26
--------------------	----

Funders	27
---------	----

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.



CHAIR REPORT FOR 2018/19



H&F Mencap is not the small organisation that it was and we have learned the lesson that to survive we must find an effective business model. So we sustain the organisation by providing good support to people with learning disabilities, the My Life service, and those individuals pay us for the services using payments granted them by the Council. Having started twenty years ago providing advocacy for people, this is still our mission, but funding this work is harder and harder. Nevertheless, the Mencap tradition remains bringing the needs of people with learning disabilities and their families to the forefront and speaking up with them and for them. Our long term loyal advocates are brilliant, but I feel guilty about their poor pay as the grants we get for this work are frozen.

My Life's success has turned us into a medium size organisation with a million pound plus turnover and this means we need big premises and greater organisational and administrative skills to sustain us. We are very fortunate to rent our premises from the large national charity Versus Arthritis, but we fear in the end they will need to sell their building and we will need to find another home. There are lots of challenges to come.

We are also under some pressure because we are not a Disabled Persons led organisation. Can only disabled people appreciate the needs of other disabled people and if there are not enough advocates who are themselves disabled what should we do? There must be a place for carers, friends and professionals to speak up too.

When my mother was dying of cancer and my 55 year old brother with Down's syndrome needed somewhere to live, if I, a non-disabled person, had not terrorised Waltham Forest Council he would have been abused by bureaucratic inertia. Everyone of good will, disabled and not disabled, should speak up for those whose voice is hard to hear. There are enough counter pressures pushing disabled people further down the queue without those of us who want to help fighting amongst themselves.

Can I thank Teresa, our CEO, and all our staff for another year's hard work.

Julian Hillman
Chair of Trustees

CHIEF EXECUTIVE'S REPORT 2018/2019



Teresa McGinn
Chief Executive Officer

It has been a truly exciting year with many positive successes. Our dreams and ambitions for the clients have been high and thanks to our creative, committed and enthusiastic staff team we have achieved great progress in the development of the organisation and broadened the opportunities that we offer to all our clients and families.

HF Mencap has become a significant force within the borough, ensuring that children and adults with learning disabilities and their families have a strong voice influencing decision making locally and nationally. We continue to work with over 600 families and service users and provide a range of support to parent/carers and

their disabled children from birth to old age. We are the biggest voluntary sector provider to people with learning disabilities and their families in the Borough and believe that we are making a significant difference by being led by the voices of our clients/service users and families. We are working closely with the Local Authority, the Learning Disability Team, Safety Net People First, Yarrow and Action on Disability (amongst others) to achieve the best outcomes for our clients and their families.

Support delivered has had a positive influence on client's personal growth and development made possible by access to innovative services. Moving forward, we will continue

to listen to people with learning disabilities and campaign with them to access their rights, challenge disability hate crime and be treated as equal active citizens.

Some of the highlights of this year include:

The My Life Service has developed in many areas as well as offering a seven day a week service we have developed our Short Breaks Scheme

CHIEF EXECUTIVE'S REPORT

that give our clients the opportunity to go on Short Breaks of their choice around Britain. These trips have been incredibly popular and enable people with learning disabilities to experience new and exciting adventures.

The Transition Practitioner post is working well with the Child and Adolescent Mental Health Services (CAMHS) developing person-centred support for young people with learning disabilities and/or Autism with Mental Health issues going through transition.

Parentsactive was commended by OFSTED as a 'Well Regarded Forum' and was nominated and

Commended for Excellence in Parent Carer Participation by Contact as part of the "Together at 40" awards. The Youth Development Project has been led by young people, driving the Youth Project forward developing activities and projects with passion and enthusiasm!

North West London Mencap's Consortium (comprising of 7 local Mencap's) have continued to meet regularly to share developments and good practices across West London.

Thanks

A big thank you to the skilled and talented staff team for development of all the projects and services offered and their hard work and commitment to ensure that the service

users receive an excellent service. Many thanks to Julian Hillman, our Chair and the Trustees for all their continued support and commitment. Also welcome to the new Trustees with new skills to help us to continue to develop and grow.

Thank you to all our funders, donors and individual fundraisers who have given us so much support to carry on the work we are doing for which we are very grateful.

Finally, as always, a massive **THANK YOU** to all the Service Users, Carers and Families who are the inspiration for everything we do and the reason why we are here. We look forward to another exciting year ahead.

Teresa McGinn



CHILDREN'S SERVICES

PLAY PROVISION

The inclusive play schemes for disabled children and their siblings aged 5 -13 led by Karen Obee and play staff have continued to be successful. The Play scheme has provided opportunities for children to develop new skills and engage in physical activities as well enjoy opportunities to have fun and play!

Both the Saturday Club and Holiday Programmes are based at HF Mencap. HF Mencap has a sensory room which provides the children with a 'chill out' area. Due to its central location there are a number of parks that the children can be safely supported to explore. HF Mencap also have a wonderful tropical fish tank as well as pet rabbits for the children to see and feed.

Parents have continued to praise 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. The staff get to know the children very well so are able to support parents at meetings and signpost to other organisations.



Karen Obee
Play Coordinator



PLAY PROVISION

The children get to spend a lot of time out in the community accessing such activities as going to a water park, cycling using accessible bikes, picnic in the park, swimming, going to the cinema, bowling, crazy golf,

trampolining, visiting a farm and shows at the Lyric. The children also enjoyed various indoor activities such as yoga, circus school and arts and crafts.



PARENT/CARER ADVOCACY

Parent/Carer Advocacy

The role of the advocate is to ensure that parents are aware of what services are available to them and their disabled children. Where possible parents will be signposted to relevant services and empowered to access them independently. The advocate becomes involved when either the parent struggles to access or is denied those services or has issues with it and requires support at meetings, to write letters or to liaise with officers and senior managers. This year I have also supported several parents at child protection (CP), child in need meetings (CIN), Care, Education, Treatment Reviews (CETR) and Looked After Child (LAC) reviews.

This year I have advocated for forty families, six of these families having more than one disabled child. Feedback from families include supportive statements such as

“ I’m always so grateful for your time and support ”

a parent I have worked with on and off for over 10 years! And another

“ I just wanted to thank you again for your support ”

With greater capacity many other families would benefit from advocacy. Families having received support with one issue often return when another concern arises. Consequently, for a case to be closed indefinitely is unusual!

HF Mencap and Parentsactive held a very successful Transitions Conference this year which was an exemplar of partnership working. Transitioning between children and adult services continues to be a very stressful time for young people and their families, so I was delighted that the post of the



Amanda Roles
Senior Manager

YP Transition’s Worker was funded for a second year. It is crucial that young people have a voice, and this is often missed when the focus is on supporting parents or shoehorning YP into existing services rather than creating innovative and person-centred resources for them. The LA has agreed for Direct Payment support to be outsourced to an independent DPO and I been involved from initial discussions to the tender process. Personal Budgets are a vital element in enabling disabled people and their families to have control over their lives and lead to greater independence.

PARENTSACTIVE

Highlights

We have had a number of highlights this financial year.

- **Preparation for Adulthood Conference in June**

Our Transitions conference organised in partnership with HF Mencap was attended by 136 delegates including parents and professionals both from statutory and voluntary sector. Lisa Redfern Director Adult social care, Parent Sarah Markson and Young person Jodie Clark delivered the keynote address. We had workshops on four Preparation for Adulthood outcomes, Higher Education and pathways, Supported Internship, Adult social care and Health and Well Being.

- **Opening of the Stephen Wiltshire Centre**

The opening of the Stephen Wiltshire centre was a result of years of campaigning by Parentsactive. The centre was officially opened in September 2018 by the artist Stephen Wiltshire. It showcased the effective co production work between parents, the council and the local authority.

- **OFSTED and CQC Local Area Inspection**

Parentsactive was fully involved in the process of inspection. Parentsactive led on the publicity and encouraged parents to take part via emails and webinars. Parents were also encouraged to participate through focus groups, an open meeting as well as meetings in schools. The local authority received a positive report with some areas of development.



PARENTSACTIVE

We are especially proud of the following

- Parentsactive was commended by OFSTED as a Well Regarded Forum.
- Hayley winner of “Parent Power” Award at Together at 40 awards by Contact.
- Parentsactive was nominated and Commended for Excellence in Parent Carer Participation by Contact as part of the “Together at 40” awards.

“ I find Parentsactive – HF Mencap incredibly useful and supportive. The Training and advice events are really useful and a great opportunity to share knowledge and experience with other families. ”

“ Parentsactive has really supported me this year when I have had anxiety and depression. I will never forget how quickly I was offered help. ”



Nandini Ganesh
Parentsactive Lead





YOUTH & ADULT SERVICES

YOUNG PEOPLE'S TRANSITION PRACTITIONER

It has been another great year for the Young Person's Transitions Practitioner Project. We have been supporting young people aged 14-25, who have Autism Spectrum Disorder and/or a learning disability and also experience mental health difficulties.

The aim of the service is to provide person-centred support and to understand what matters to young people both now and in the future and to help them think about their goals and how they can achieve them. It has been amazing to see everyone's individual and unique goals, ranging from accessing the gym and fitness programmes, to going to university and having work experience with different organisations. We are very pleased that the pilot project has proved

successful and that young people and their families feel it is beneficial and worthwhile.

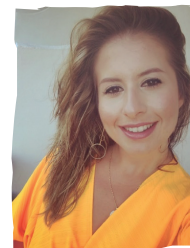
Young person & Parent/Carer Feedback

“ I honestly don't think I could have done the transition to college without you, thank you so so much for all the support and all the things you helped me with. ”

Young Person

“ The transition practitioner has always respected my son's opinion and has always been patient and understanding towards him and myself. I am very grateful for all the assistance she has given to my son ”

Parent/Carer



Sasha Ziff

Young People's
Transition Practitioner

YOUTH DEVELOPMENT PROJECT

The Youth Development Project has had a fantastic year with many wonderful projects and activities that our young people have been involved in! Our young people have been key in driving the Youth Project forward and the development of activities and projects has been driven by their passion and enthusiasm!

Art and Drama Clubs

We now have a permanent Art Club and Drama Club in the Youth Project both of which are very popular. A highlight of the year has got to be the Soap Opera which the Drama Group made in conjunction with Turtle Key Arts. The group scripted and acted our very own Soap Opera titled 'Mencap Street'. This



YOUTH DEVELOPMENT PROJECT



culminated with a premier viewing of the film at the Lyric Theatre with all families and friends in attendance.

School and college workshops

We've had great success with our school and college workshops bringing fun, interactive skills workshops to 6 schools and 1 college within the borough. Working on a weekly basis with pupils we've covered topics such as Employment Skills, Boundaries and Online Safety.

Half term and holiday programmes

Our half term and holiday programmes have taken us to many exciting places and involved us in many exciting activities this year! We've been involved T-shirt printing, trampolining, boat trips down the Thames and open top bus tours of London.

YOUTH DEVELOPMENT PROJECT

Kirsten Jamieson

Youth Development
Coordinator



Relationship and sex education workshops

Thanks to Image in Action we were able to provide six weeks of healthy relationship and sex education workshops. We were able to provide a safe space for young people to discuss sensitive topics.

Looking to the future

We have lots of exciting programmes ahead for the next year of the Youth Development Project – stay tuned for more info! As always, a massive thank you to all our young people and parents for being involved in and driving forward YDP in such a fantastic, productive year!

ADULT ADVOCACY SERVICE

In the last year, we have supported 36 clients using instructed and non-instructed advocacy in response to moderate and more complex needs.

Clients face wide-ranging issues such as barriers to accessing health information and treatment; challenges encountered through transition; unsuitable housing; inequalities in work and community opportunities; domestic abuse and hate crime; and court proceedings in criminal and family cases.

We have received referrals from many agencies including the H&F Adult Learning Disability Team, housing associations, children's services and care providers. We have also promoted self-referrals and those from family members and carers.

Advocates have completed training in Care Act Advocacy, which has furthered good practice when supporting individuals to participate in adult needs

assessments, reviews and appeals processes, and people involved in safeguarding enquiries.

There have been a number of clients who have dual diagnoses of Learning Disability and Mental Health. We continue to develop the positive relationships with local therapeutic services. We embrace a collaborative working approach with a variety of other services such as physio, occupational therapy, children and family teams, solicitors and educational providers. This helps individuals feel that they have a secure network of professionals around them.

There has been a small increase in clients placed out of borough, and in such cases we have aimed to be as flexible as possible to maintain regular direct and indirect contact.

Clients have engaged very successfully

in the advocacy partnerships; this is reflected in feedback from clients such as:



Verity Twombley
Advocacy Worker

“ I know I really can trust you and you understand me.”



Ruth Trenery-Leach
Advocacy Worker

“ My advocate knows me and knows how my brain works ”

“ I wouldn't have known anything about it if you hadn't told me.”

MYLIFE OUT AND ABOUT

My Life: Out and About is a provider of high quality, support for people with learning disabilities. Our support can range from 1:1 going up to a 4:1 group support using pooled budgets. This support specialises in providing social inclusion activities, should other types of support be required it can be arranged on an individual basis. Our service is unique because we believe in helping our clients to build supportive friendships and relationships. We understand that friendships can reduce loneliness, and help people feel happier, included, and more independent or in control of their life. A significant number of people with a learning disability experience chronic loneliness compared to the general

population.

Our support service aims to combat this situation by offering a choice of support and activities, working in a person centred approach. Our clients are able to access our centre as well as the community and therefore know all our support workers and are able to work with different staff on different days.



MYLIFE OUT AND ABOUT

This year My Life has:

- Continued to provide sessions within our activity centre, out in the local community and London wide.
- Worked with clients from 5 London boroughs (Hammersmith and Fulham, Ealing, Hounslow, Westminster and Kensington and Chelsea)
- Created a range of short breaks trips for our client base to enjoy.

The My Life Team has seen a change in management team with welcoming Anastasia Baliakou as the Head of Services, Manuel Moncayo (Lolo) as Centre Manager and Fabiana Alexander as Supervisor. The fresh management team has already become a great asset to the service focusing on service standards, client experiences and employee training/development.

My Life is looking forward to building on feedback from our clients, their families/carers and other professionals, creating more meaningful activities and empowering more people with learning disabilities to create friendships, relationships and other social connections.



Anastasia Baliakou
Head of Services



Rebecca Bone
Operations Executive



Manuel Moncayo
(Lolo)
Centre Manager



Fabiana Alexander
My Life Supervisor

MYLIFE OUT AND ABOUT

What do our clients think????

HF **mencap**
**My Life: Out
and About**

*I like seeing my friends and
going out on trips*
Kelly



*All the staff are
friendly*
Zoe



*I always attend with a
smile on my face and I am
supported to do things for
myself*
Mehul
**(observation from
SALT team)**

*There is lots to do, I like
swimming and relaxation.*
Rudi

MYLIFE OUT AND ABOUT



FINANCE: 2018 – 2019

APRIL 2018 TO END MARCH 2019

INCOME

Donations and legacies	992
Grants	319,880
Individual budgets and direct payments	862,525
Contribution from serviced office rent income	46,972
Investment Income	0
Total Incoming Resources	1,230,369
2018 income total	1,210,858

EXPENDITURE

Cost of generating voluntary income	0
Charitable activities	1,169,813
Governance costs	5,400
Total expenditure on charitable activities	1,175,213
2018 expenditure total	1,121,834

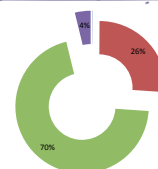
RESERVES

Unrestricted Funds	273,041
Restricted Funds	4,772
Total Reserves	277,813
2018 reserves total	222,657

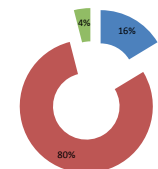
This year we received an income of £1,230,369 to cover our core costs and to support existing and new projects. We spent £1,175,213 over the same period resulting in a surplus of £55,156. This has been a year of continued growth for the charity achieved primarily through the expansion of our community based day service "My Life". The level of

INCOME APRIL 18 TO MARCH 19

- Donations and legacies
- Grants
- Individual budgets and direct payments
- Contribution from serviced office rent income

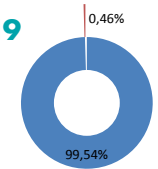


- Support for families and for teenagers leaving school
- Projects for adults: self-advocacy and social lives
- Providing general advocacy and management



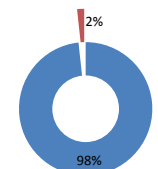
EXPENDITURE APRIL 18 TO MARCH 19

- Charitable Activities
- Governance Costs



RESERVES 31 MARCH 19

- Unrestricted Funds
- Restricted Funds



shared service costs allocated to charitable activities has increased due to reduced contributions to our building costs from tenants (with none from 1st October 2018). The underlying performance of our My Life service will us to continue to build reserves in the future.

TRUSTEES AND STAFF

Trustees

Anna Doherty
Julian Hillman
Samantha Johnson
Elizabeth Ryland
Richard Shaw

Support staff

Hanna Abouzeid
Lana Dyer
Marcella Hereman
Dawn Hyett
Ben Sie
Natasha Webley
Rebecca Sie
Julia White
Craig Welsh

Dennis Augustin
Jolita Anupreviciute
Sonia Ali
Georgia Brougham
Matthew Dix
Donna Cook
Kerry Sie
Karen Obee
Priyanka Kunwar

Kebra Dunfrene
Christian Peter
Eden Smith
Jasuna Shrestha
Beata Skora
Sophia Giorgi
Florence Henry
Marie-Lise Chalmessin
Christiana Tella

FUNDERS



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HAMMERSMITH & FULHAM MENCAP

65 Aspenlea Road, London, W6 8LH

☎ 020 87485168

✉ info@hfmencap.org

@ www.hfmencap.org

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