



Annual Review 2019

Croydon Mencap 2019

Board Members

Chair	James Kiamtia-Cooper
Vice Chair	vacant
Treasurer	Louise Honeysett
Chief Executive and Company Secretary	Alan Avis
	David Congdon
	Tim Flood
	Amy Pollard
	John Rowe
	Richard Wragg
	Angelene Rackett
	Farzana Hayat

The Main Office

Chief Executive	Alan Avis
Finance Officer	Carole Letchford
Administration and Communications Officer	Jo Ramsay
Carer's Assessment and Support Organiser	Sue Payne
Carers Rights Worker	Sara Hoskins

Clubs@Leslie Park Project

Coordinator	Amanda Stewart
Deputy Coordinator	Rebecca Perry-Bridgewater
Support Workers	Lloyd Thomas
	Teresa Gunaratnam
	Georgie Amroussi
	Anita Belcher
	Elizabeth Psaila

Chill and Chat

Coordinator	Christine Bush
Deputy Coordinator	Maureen Wright

The Saturday Club

Coordinator	Nana Opoku-Acheampong
Support Worker	Sandra Grant
Support Worker	Hayley Archibald

Monday Night Social Club

Coordinator	Aliye Beaton
The "A" Team	Toni Daws
	Rhiannon Edwards
	Daniel Collison
	Georgie Amroussi

The Croydon Mencap Thursday Club

Coordinator	Angel Skipper
Support Worker	Beena Darji

Croydon Mencap Ltd

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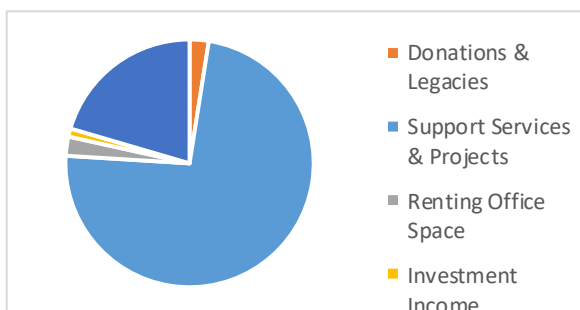
Website: www.croydonmencap.org.uk

Thank you to all our Funders, Donors & Supporters

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Mrs M Bryant
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Prudential Small Donations Fund
Sandilands Running Club
The Fence Club

**In Memoriam donations,
donations with subscriptions
and all those individuals who
have kindly and generously
supported us in so many ways
– thank you.**

Proportions of funding we received April 2018-March 2019



Registered Charity Number: 1073063
Registered Company Number: 3628599

Foreword by James Kiamtia-Cooper, Chair

Croydon Mencap has enjoyed another successful year. The Board and senior management engaged with Pilotlight, a charity that gave us access to a team of high calibre professionals from world of business and commerce. This team helped us form a plan to develop our charity over the next three years during which we aim to provide a greater range of services for more people. We have continued to work in partnership with Willow Learning for Life who have been delivering short training courses from our premises in Thornton Heath. In January, the Mayor of Croydon opened our new parent led Down Syndrome support group and associated playgroup. In the same month we began a trial of a new social club for young adults with complex needs at St Giles School. On the campaign front we hosted meetings where carers were able to meet with Councillors and Council officers to discuss concerns about respite care; we provided information stalls for Learning Disability Week, Purple Tuesday and Disability Hate Crime events; campaigned for better health care and reasonable adjustments in hospitals for people with learning disabilities. This was achieved by our brilliant staff and volunteers whilst they continued to run and further develop our established services which Alan Avis, our CEO will report on. On behalf of the Board of Trustees may I thank our staff and volunteers for their unstinting commitment and hard work, our colleagues in other organisations that work in partnership with us and our donors that provide that much needed funding to make all of this possible.



Leon from Pilotlight visiting Clubs @ Leslie Park

And from our CEO, Alan Avis...

James remarked upon the help that Pilotlight gave us to devise a plan for the further development of Croydon Mencap and it has been a privilege for me to work with the Board and our incredible staff and volunteers to begin to implement this.



In addition to providing support, a key role for Croydon Mencap is one of representation. As resources and finances become even more restricted we have an important role to ensure people with learning disabilities and their carers are advised and informed about their rights and supported to access these. Being a partner of the national Royal Society Mencap provides us with resources that we can use to help Croydon residents.

We continue to enjoy a very good relationship with Croydon Council, in this relationship Croydon Mencap is very much a 'Critical Friend', a friend that helps by pointing out when things are not right as well as helping by working in partnership to make things better for people with learning disabilities, their families and carers.

As a critical friend we facilitated meeting between families and the Council to discuss concerns about respite care. To their credit Council representatives acknowledged the issues, sadly, nearly a year later the same concerns about inadequate provision remain. Croydon Mencap will continue to press for better provision.

The Council are keen for more families to use Direct Payments to fund support and to extend the range of opportunity and choice of support and activities for people with learning disabilities. Croydon Mencap has been working with the Council to co-produce plans for Active Lives – a new way of providing support and meaningful activities.



from Alan Avis, continued...

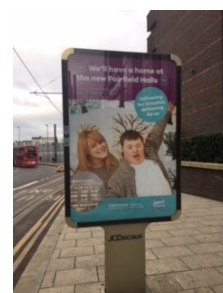
As a result, we made changes to the way we provide support at Leslie Park. We listened to our members and in response developed a range of Clubs in which members can develop skills, use their talents, and have fun in a safe and healthy place. In the Clubs we recognise these talents and have changed the terminology we use. For instance, we no longer support a group of service users to go to a drama activity in the community. Instead we run a Drama Club for actors, singers, dancers. And where members have gained skills we support them to help others gain those skills too. We recognise them as contributors, not as users. This was a very clear message stated in the 'Walk in our Shoes' report to which Croydon Mencap have listened and acted upon.

To support people with learning disabilities to truly live 'active lives' we saw that we need to support people to continue to socialise and enjoy activities beyond the usual Monday to Friday day time hours provided by support services is. Through our work with PilotLight our Board agreed a plan to start a new Active Lives programme of supported activities in the evenings and at weekends. At an early stage it was recognised that this exciting venture will only work if families have quick and easy access to Council provided assessments and funding; and confidence that administering direct payments on behalf of their loved one will be manageable with the minimum of bureaucracy. Also, that there needs to be an alternative way of funding this support for families that do not wish to take up Direct Payments. Croydon Mencap are working with Council colleagues to see how this might be possible.

To enable us to provide a high quality advice and support service for carers, Croydon Mencap subscribe to a legal advice service provided by Royal Society Mencap. Lauren, our Welfare and Rights Officer, linked regularly with this service to ensure the advice she provided in some very demanding and complex cases was current and reliable, to the extent that should the need arise, it could be relied upon in a Law Court. Lauren provided parents and carers with not just Welfare Rights Advice but housing, education and rights conferred by the Social Care Act.



In March Beckie and Danny from Leslie Park were featured on the cover of Your Croydon magazine and on adverts around Croydon! The article in the magazine was about SAVVY Theatre moving to the Fairfield Halls and also featured more of our actors.



from Alan Avis, continued...

Sue Payne provides Carers Assessments – these are a statutory requirement and usually undertaken by social workers to ensure carers needs are identified and support provided. Sue regularly receives praise from Carers and Social Workers for the quality of her assessments and the friendly way she undertakes them. Over the year, Sue also organised a range of social events for carers. This is a great way of bringing carers together so they can talk about issues and interests that they share whilst taking a brief break from caring. The annual outing to the seaside, garden centres and a shared Christmas meal were all well attended as were the coffee and information mornings organised by Sue.



This year we also held our first Carol Service. This joyous service was held at St Michael and All Angels with St James Church, led by Father Tim to whom we were introduced by Sue. People with learning disabilities gave the readings and fully took part in this inclusive service. It really felt that Christmas time started with this service. We were pleased that many people from Day Services run by the Council were able to join us. Planning for next years' service has begun!



The Carol Service was also Lauren's last event with many of the carers and members that she had helped and worked with. We were sad to say goodbye but happy to wish her well in her new life in Australia.

from Alan Avis, continued...

Other parts of our advice and information service are delivered by our growing presence on social media and our improved website, areas where Jo, our Administration and Communications Officer, has taken the lead. Jo is our go-to expert on Easy Read and is gradually converting our information leaflets so that they can be easily read and understood. Such are Jo's skill in this area, she is regularly asked to provide advice to other organisations.

A new area we will be assisting Royal Society Mencap with is the development of a specialised 'chat bot', an artificial intelligence device that can be accessed on-line to answer a range of queries about social care and related matters.

With an increasing number of members now managing personal budgets, our gifted Finance Officer Carole has been kept very busy with an increased workload to ensure everyone receives individualised and timely invoices. This is in addition to all the other complex tasks involved in helping Croydon Mencap compliant with charity law, fundraising regulations and audit requirements.

Croydon Mencap is always seeking ways to make the voice of people with learning disabilities heard, to this end our 'Looking Forward Group' that comprises of people with learning disabilities, continued to discuss matters of importance to people with learning disabilities and feed through items to our Board of Trustees. People with learning disabilities are also strongly represented at Croydon Mencap's Learning Disability Forum, at the Council's Learning Disability Partnership Board and have represented themselves at meetings at the Houses of Parliament and Croydon Council events.

In conclusion may I thank all members of Croydon Mencap and our many friends, supports and donors for your continued encouragement and support. This means so much to myself, our Trustees, staff and volunteers. Thank you.



Social Clubs on Mondays and Saturdays

Both our Monday Night Social Club and The Saturday Club have continued to flourish.

At the Monday Night Social Club a survey was carried out which revealed which activities members would like to do, and equipment they would like to use, as well as how they felt about the club generally. As a result, a pool table was purchased and is now enjoyed by members. Feedback given in the survey was overwhelmingly positive and has shown that members continue to enjoy staple nights such as Bingo, Dance with Olivia, Karaoke, Quiz Nights and Arts and Crafts. The Club has welcomed new members, many of whom continue to return week after week. Our Monday Night Social Club is a staple in the Croydon weekly calendar and the staff team led by Aliye should be very proud of everything they have achieved and what they are offering adults with a learning disability in Croydon.

The building of the new New Addington Community Centre is underway and we hope to enter into discussions next year to be able to use the new centre for both Monday nights and the Just for Us Discos.

The Saturday Club, run by Nana and her team, continues to offer opportunities to socialise and take part in leisure and arts and crafts activities. The higher staff to member ratio at this group means that those with higher support needs can attend and have more input from staff than can be offered at Monday Night Social Club. Creative and original activities continue to be tailored to members' needs and interests. Members have the opportunity to use the sensory and computer rooms if they wish and the club also gives parents and carers some valuable respite over the weekend.



Clubs @ Leslie Park

Leslie Park had another fantastic year. Our two new support workers, Anita and Liz have made fantastic contributions since starting with us, and recently Deputy Manager Beckie has gone on maternity leave. In October some of the team took a group away on a weekend adventure to Amberley and had a fantastic time, staying in a converted hay barn and visiting Amberley Museum & Heritage Centre.

A culture of clubs continues to thrive and provide exciting opportunities for all our members. New clubs on offer mean that our members have the opportunity to be Chefs at “Cooking at Croham”, Footballers with the Crystal Palace Foundation and Sailors with the Leonard Cheshire Can Do Programme. Actors, performing with SAVVY theatre company have taken part in some amazing productions which were thoroughly enjoyed by all.



Staff and members have continued to be involved with local and national projects, campaigning for the rights of people with a learning disability such as the Treat me well campaign and Purple Tuesday.

Willow Learning for Life

Willow have continued to run courses based at Portland House including Business Admin, Secret Shoppers, and Bad Service Busters, and members of Willow also provided front of house services at the A Bit of A Do mini-festival at Stanley Halls.

One of their members, Khush, has recently set up Snack Attack, a tuck shop and hot food café which serves Willow members and Croydon Mencap staff on Fridays. Willow members have also been involved in the Treat me well campaign and Purple Tuesday and took part in a Tall Ships experience with members of Clubs @ Leslie Park.



Chill and Chat

This invaluable group has continued to offer support for parents of young children with disabilities. Not only do Chris and Maureen offer a friendly ear and wisdom for parents, all the children have a lovely time when playing at Chill and Chat. Parents at the group support each other and pass on what they have learned from their own experiences.

The past year saw visits from a trainee nurse, occupational therapist and social worker. In addition, Jane Speller from Parents in Partnership came to offer advice around concerns about choice of nurseries and schools. After a brief period of uncertainty, it was agreed that the Friday session could continue to be held at Shirley Children's Centre.

Chris and Maureen continue to organise trips and meet-ups for the group in the school holidays as they can only meet at the Children Centres during term-time. Trips have included picnics in local parks. The attendance at picnics and Chill and Chat sessions can be around 20 adults and 15 children. Parents continue to report how helpful and supportive the group is and how much of a difference it has made to them.



Down With It!!! Down syndrome support group

The group was the idea of 3 mums that met at Chill and Chat and it had a great launch in January. We believe the group is an important addition to the support for families within Croydon and hope it will continue to grow and go from strength to strength.



Treasurer's report on the year to 31st March 2019

I give below an abbreviated financial report on the 2018-19 year. All figures are to the nearest thousand pounds. Full statutory accounts are available from the office on 020 8684 5890. The results for the year showed a deficit of £10,000 compared with a surplus of £136,000 in the previous year.

INCOME	2018-19	2017-18
	£'000	£'000
Income from donations and legacies	14	150
Income for support services and projects	413	348
Income from renting out office space	14	17
Investment income	6	5
Intercompany recharges	115	57
Total income	562	578
EXPENDITURE		
Operations	243	213
Drop in services	10	8
Leslie Park	292	194
Other support services and projects	28	27
Total expenditure	573	442
Surplus / (deficit) for the year	(10)	136
Funds held at start of year	915	779
Funds held as at 31 March	905	915
Where the funds are held:		
Bank balances	834	842
Leasehold improvements	11	27
Equipment – Including Minibus	19	9
Net assets / (liabilities)	41	37
Total assets	905	915

Donations are lower due to a one-off generous legacy in the previous year. When this gift and the inter-company recharges are excluded, total income grew by 17% which reflects the continued growth of the social clubs and activities run by the charity. Our key funder continues to be the London Borough of Croydon, from whom 87% of non-legacy income came in 2018-19 – we are grateful for their ongoing support. Core activities such as Leslie Park, the Monday Club, the Saturday Club and Carers Advice and Support (CASS) continued throughout the year, and a new Thursday night Club also started up in collaboration with St Giles School. The overall deficit of £10k for the year was funded by available reserves, and the charity still has a healthy balance of funds available for future charitable activities. We continue to look for new funding sources to maintain and develop services and projects, and the ongoing efforts to raise funds by our members and staff are as always very much appreciated. Assistance in our efforts to raise funds and improve the current services offered to our client base – and to develop new ones – is always most welcome.

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