



## Annual Review 2018

## Croydon Mencap 2018

### Board Members

Chair	Sue Wragg
Vice Chair	James Kiamtia-Cooper
Treasurer	Louise Honeysett
Chief Executive and Company Secretary	Alan Avis
	David Congdon
	Tim Flood
	Andy Pittard
	Amy Pollard
	John Rowe
	Richard Wragg

### The Main Office

Chief Executive	Alan Avis
Finance Officer	Carole Letchford
Administration and Communications Officer	Jo Ramsay
Community Navigator and Volunteer Co-ordinator	Lauren Smith
Carer's Assessment and Support Organiser	Sue Payne

### Clubs@Leslie Park Project

Co-ordinator	Amanda Stewart
Deputy Co-ordinator	Rebecca Perry-Bridgewater
Support Workers	Lloyd Thomas
	Teresa Gunaratnam
	Simon Graves
	Georgie Amroussi
	Catherine Jarvis
	Anita Belcher

### Chill and Chat

Co-ordinators	Christine Bush
	Maureen Wright

### The Saturday Club

Co-ordinator	Nana Opoku-Acheampong
Support Worker	Sandra Grant
Support Worker	Hayley Archibald

### Monday Night Social Club

Co-ordinator	Aliye Beaton
The "A" Team	Toni Daws
	Rhiannon Edwards
	Daniel Collison
	Georgie Amroussi
	Amber Jacques

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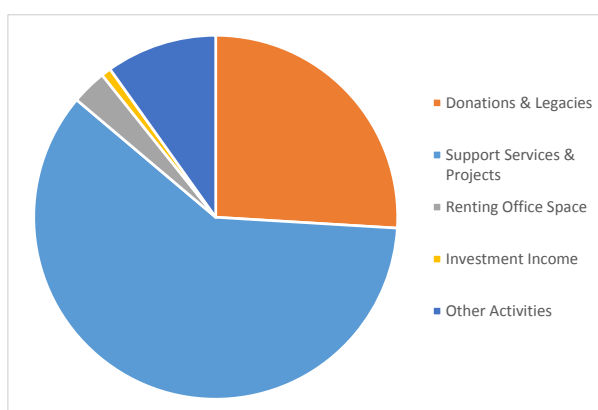
Website: [www.croydonmencap.org.uk](http://www.croydonmencap.org.uk)

## Thank you to all our Funders, Donors & Supporters

London Borough of Croydon  
Margaret Oakley  
H. Stain Ltd, Jewellers  
Mrs R McLuskey  
Phil Pullen  
Mr and Mrs C Baker  
Mrs M Bryant  
Mr P Buckley  
Mrs Pat Pearson  
Renascentur Lodge  
The Shanly Foundation  
The Blakemore Foundation

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

## Proportions of funding we received April 2017-March 2018



Registered Charity Number: 1073063  
Registered Company Number: 3628599

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## Foreword by Sue Wragg, Chair

This has been a positive year for Croydon Mencap with developments such as our partnership with Willow Learning for Life which has resulted in two new projects being delivered at Portland House, reaching new members and offering opportunities for training and personal development. Alan, our CEO, has been very active in representing our members at a variety of meetings and enabling consultation meetings between carers and the Council. Our relationship with National Mencap has given us the opportunity to be a member of their Legal Coalition, giving us access to gain legal advice which is proving very valuable in supporting our carers. The Board of trustees and Alan have been fortunate to gain the support of an organisation called Pilotlight - the team of Pilotlighters are volunteers from the business world who offer their skills and knowledge over the course of a year with the view to enabling that charity to work more effectively. We hope they will help us in developing our strategy for 2019 – 2022.



After 5 years as Chair I am stepping down at this AGM and will no longer sit on the Board. It has been a privilege to serve as Chair, giving me opportunities to get to know more of our members and staff and teaching me so much. I shall miss this involvement but will keep in touch and maintain a close interest in Croydon Mencap. I believe that Croydon Mencap is moving into a phase of growth and development and I wish everyone all the best for the future. I would like to say a big thank you to all our staff and volunteers and to our donors and partners for all their hard work and support over the year.

## And from our CEO, Alan Avis...

I received an e-mail recently congratulating me on my 2<sup>nd</sup> anniversary with Croydon Mencap. I had to check my diary as it really doesn't feel as though I've been in post that long although reflecting back over the year it does feel like we've come a long way. I do thank everyone for continuing to make me feel so welcome and for sharing with me their enthusiasm for what we do at Croydon Mencap



The last year has seen us continue to build on our achievements, whilst laying foundations for sustainable growth. Our staff and volunteers have been at the forefront of developments, making significant contributions to improving the lives of people with learning disabilities their families and carers.

## from Alan Avis, continued...

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We are fortunate that we have an experienced and committed Board of Trustees that freely give their time and skills to support me in what is a very multi-faceted role. I should like to take this opportunity to thank them all especially Andy Pittard and Sue Wragg who are standing down at this year's AGM. Sue was our Chair for five years and for a while also acted as our C.E.O. As such she ensured that Croydon Mencap continued to provide good quality services and be the voice of learning disability in Croydon.

Representing people with learning disabilities remains a key role for us but we have found that supporting people to represent themselves is so much more effective. Our campaign called 'Don't Miss Out' has raised awareness that less than 50% of people with learning disabilities in Croydon have an annual health check with their G.P. We are pleased that the CCG are taking action on this issue in this current year following our campaign.

More recently we joined the 'Treat Me Well' campaign which is pressing for health professionals to make reasonable adjustments for people with learning disabilities when they visit hospitals. At the launch of this campaign we went to the Houses of Parliament to talk directly to MP's about the importance of making healthcare accessible to people with learning disabilities.



Richard and Kerri from Leslie Park at the Houses of Parliament

We are also pressing to improve access to written documents and are producing more of our own documents in an Easy Read format.

When carers had concerns about respite care we facilitated a local meeting so they could talk directly with senior council officers and councillors.

We have also been meeting regularly with council officers to discuss ways that we can promote coproduction as a better way of planning services whilst valuing the contribution that people with learning disabilities can make.



## from Alan Avis, continued...

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A significant development this year was the forming of a partnership with Willow Learning for Life to deliver two projects at Portland House. This partnership has brought a significant group of young adults with learning disabilities into contact with our charity for the first time, and extended the availability of training and personal development opportunities for adults with learning disabilities in the Borough.

The partnership compliments the activity clubs that we run at, and from, Leslie Park which has been providing for a greater number of people than ever before this year. We will be looking to see how we might run activities at the new Cherry Orchard Hub when it fully opens next year as we are running out of space at Leslie Park!

Our social clubs and regular discos continue to be popular and provide safe, fun venues to meet and make friends. For many Club members the clubs are the highlight of their week.

For pre-school children much valued opportunities for parents to meet together to discuss experiences and provide mutual support are provided at our Chill and Chat sessions.

We have two staff that are extremely busy conducting assessments of carers needs, arranging carers get togethers, information forums, as well as giving expert advice on carers' rights and practical help to complete benefit applications. We have been greatly aided in this work by our membership of the legal coalition project.

I also wish to acknowledge Croydon Council for the support they give us with funding and helping us to find solutions for a range of challenges that families face, and for listening to us at those times when we raise concerns about things that aren't working so well.

Last but not least I wish to thank all those wonderful marathon runners, extreme cyclists, tin shakers and everyone one else that has contributed to ensuring we have the funds to continue our services.



## Clubs @ Leslie Park

Everyone that comes into contact with Leslie Park is touched by its magic. The team provide an impressive range of activities that are designed to develop communication and social skills.

Noting the wishes expressed by people with learning disabilities in the 'Walk in Our Shoes' report, we are endeavouring not to use the term 'Service User' but to recognise the skills, talents and contribution that each person brings to the activities they participate in. The team felt the best way to do this was by organising the activities into Clubs and to refer to the Club members in a way that reflects the activity i.e. rather than 'service users doing drama' we have 'actors going to the Drama Club'. We feel that by recognising people's contributions in this way we will help build individuals self-esteem and help to change attitudes about disability for the better.

The team are very well supported by the Learning Disability Health Team in a range of ways, of note this year was the provision of health and personal relationships workshops that members really enjoyed and felt they gained a great deal from.

Our parents / carers have met several times during the year, on one evening enjoying a fish and chip supper together. This has given everyone a chance to get to know one another better and to discuss some of the issues of mutual concern.

Leslie Park also provides opportunities for student nurses, social workers and other professionals to put their learning into practice. We feel it is important to invest time into the development of professional colleagues.

We have seen a few staff leave this year, all for positive reasons and we have been pleased to welcome new members who, helped by Amanda, Beckie and the team, are taught how to deliver the Leslie Park magic.



## Social Clubs

The Social Clubs that we provide on a Monday evening and alternative Saturdays along with bi-monthly Disco's continue to be popular and important events where people with learning disabilities meet with their friends, enjoy a range of fun activities and have the opportunity to meet new friends.

The Monday Club spent a few months at a new venue in Selsdon whilst works were carried out at the New Addington Community Centre where the Club members were pleased to return to.



Activities are planned and publicised in advance taking into account members' wishes.

As a result of a survey of members some new equipment was purchased and members are now able to enjoy games of snooker.

The weekly raffle is really popular as are the refreshments served by our dedicated team of staff and volunteers without whom the Club could not run.

Behind the scenes Aliye is constantly busy ensuring the Club has supplies for arts and craft activities, booking bands, activity leaders and ensuring the Tuck Shop has adequate supplies. In the annual members survey the feedback about Aliye and her team was amazing and they should feel very proud that members rate the friendly support they provide so highly.

The Saturday Club which runs at Leslie Park is much smaller and run by just three staff led by Sandra. Being smaller has benefits as the quieter environment suits its members who again hold their Club leaders in high regard.



To build on the success of these two Clubs we hope that it will be possible to launch a third Club for young people with complex needs next year.

## Chill and Chat

These invaluable support groups are provided at two of the Council's Children's Centres and is a good example of how the Council and a charity can combine resources to enable parents to support one another. A visit to a Chill and Chat session will always impress the visitor, the gentle encouragement and occasional wise word from either Chris or Maureen enables parents to share their experiences, good or not so good, in a place that is safe and supportive. The experience of parents that have already trodden a path with their child are freely shared with other parents who are still finding their way. Even when the sessions are not being formally run during the school holidays, Chris and Maureen organise opportunities for parents to get together with their children, holding picnics in local parks.



## Willow Learning for Life

Croydon Mencap started working with Willow Learning for Life on an exciting new project called "Find out, Join in, Thrive". The project helps adults with learning disabilities to use their talents to help more people feel happy to get out and about in Croydon. Find out, Join in, Thrive will train people with learning disabilities to teach local businesses how to welcome, understand and respect them. It will also train people to be 'secret shoppers', checking how good businesses really are. Businesses are given a star rating and presented with a certificate. Anyone in Croydon who sees a business with a 5 star certificate in their window, will know that if they go in



they will be welcomed, understood and respected. The project has started with performing arts courses that help adults with learning disabilities make friends and feel more confident.



## CASS - Carer's Assessment and Support Service

Tanya, our Carer's Assessment and Support Services Manager, worked with the Council's Commissioner for Carer's Support to run a focus group for Carers, the outcome of which influenced the new Croydon Council's Carers Strategy.

Tanya also organised outings for Carer's which included coach trips to Brighton and Polhill Garden Centre, and the annual Christmas lunch at Coombe Lodge.



Quotes from our carers:

'Croydon Mencap is an organisation with very supportive staff and they are good listeners to carers, parents and people with learning disabilities'

'Very supportive, lots of fun on a trip with Croydon Mencap. Get to meet other carers and able to share ideas'

'In all the years I have known and used Croydon Mencap they have never once failed to give me the help and support needed'

'Tanya knows how hard it was to go on today's outing for me. Everyone helped to make it easier'

## Community Navigator and Volunteer Service

This new post was designed to support people to access the range of support and advice agencies that operate in Croydon. We were very lucky to find someone as skilled and committed as Lauren to take on this role. We quickly found that it was not so easy to support people to access services provided by other agencies as we found they all had long waiting lists. Quickly adopting the 'Can Do' attitude of Croydon Mencap, Lauren began to provide the advice and information carers need herself. This has included detailed welfare rights advice and supporting challenges to Council departments where rights and entitlements under that Care Act were not being provided.

## Treasurer's report on the year to 31<sup>st</sup> March 2018

I give below an abbreviated financial report on the 2017-18 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 surplus of £136,000 compared with a deficit of £43,000 in the previous year. The receipt of a one-off legacy donation during the year is the key driver for this increase.

<b><u>INCOME</u></b>	<b>2017-18</b>	<b>2016-17</b>
	<b>£'000</b>	<b>£'000</b>
Income from donations and legacies	150	14
Income for support services and projects	348	327
Income for Relief in Need and Family Navigator projects	-	6
Income from renting out office space	18	5
Investment income	5	10
Income from other activities	57	37
<b>Total income</b>	<b>578</b>	<b>399</b>
<b><u>EXPENDITURE</u></b>		
Operations	213	215
Drop in services	8	8
Leslie Park	194	181
Relief in Need & Family Navigator	-	22
Other support services and projects	27	17
<b>Total expenditure</b>	<b>442</b>	<b>443</b>
<b>Surplus / (deficit) for the year</b>	<b>136</b>	<b>(43)</b>
Funds held at start of year	779	823
<b>Funds held as at 31 March 2017</b>	<b>915</b>	<b>779</b>
<b>Where the funds are held:</b>		
Bank balances	842	713
Leasehold improvements	27	40
Equipment – Including Minibus	9	12
Net assets / (liabilities)	37	14
<b>Total assets</b>	<b>915</b>	<b>779</b>

A very generous donor left the charity a gift of £138k in her will during the year. Excluding this one-off legacy, total income increased by 10% compared to the prior year. Our key funder continues to be the London Borough of Croydon, from whom 68% of non-legacy income came in 2017/18 – we are grateful for their ongoing support. Core activities such as Leslie Park, the Monday Club, Chill and Chat and Carers Advice and Support (CASS) continued throughout the year, and total spend was consistent with the prior year. Our newer Saturday Club is thriving and, despite having to change location part way through the year, the bi-monthly discos remain very popular. The overall surplus of £136k for the year was added to reserves, and the charity has a healthy balance of funds available for future charitable activities. The Trustees chose to set aside £17k for a new social club for young people with complex needs, in collaboration with St Giles School. We also 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.