



The voice of learning disability

Annual Report 2018-2019



Richmond Mencap work with children, young people and adults with learning disabilities and social communication conditions including autism and Asperger's, as well as ADHD and other additional needs.

Our vision is clear:

- * **we want every child with a learning disability to have the best start in life, with the right family support to build resilience and capability in the early years.**
- * **at transition, we want real inclusion and opportunities for education, employment, care & support for our young people to live the lives they want to live and play a part in their local communities**
- * **and for adults, we want every person with a learning disability to have a fulfilling life that is determined by their wants and ambitions, not just their needs.**

In Richmond, we have over 450 adults with learning disabilities known to services and here are about 200 adults with autism known to services some of whom have a learning disability as well. In addition, there are over 1,200 children with a range of special educational needs and disabilities in the borough

A Learning Disability is a reduced intellectual ability and difficulty with everyday activities – for example household tasks, socialising or managing money – which affects someone for their whole life. People with a learning disability tend to take longer to learn and may need support to develop new skills, understand complicated information and interact with other people.

DENISE CARR, CHAIR



How wonderful to be celebrating the 60th Anniversary of **Richmond Mencap**, and how revealing to look back to how things were in the 1950s, to welcome the progress that has been made for people with learning disabilities and their families, and to imagine how we would like things to get so much better by the 2050s!

“Every Person’s experience of a learning disability is unique to them” but it has taken a long time for society to recognise this. Though causes vary the effects are life long, making it harder to learn, understand and communicate. The care and support needed can range from some help with everyday things through to full-time help with every part of life. Royal Mencap (to which we are

affiliated) was established in 1946 by a group of parents concerned to secure a better future for their children. Then, children with learning disabilities were routinely put into residential care and their lives were often restricted – even the language used to describe them was demeaning.

Over the years, thanks to relentless campaigning by Mencap societies, parents and professionals, the law has changed, long-stay hospitals have closed, care in the community has opened up opportunities for leisure, education and training, and the **whole “personalisation” agenda for services has raised the bar in terms of expectations and quality of life.** In particular, initiatives like “Valuing People” and citizen advocacy have helped to change hearts and minds in local communities.

And yet, talk about **choice and control is still too often hampered:** SEND provision is falling short, personal budgets are under pressure, staff are undervalued and poorly paid; and the voices of people with learning disabilities and their carers are drowned out by austerity, service cuts, social isolation, discrimination and lost opportunities.

While **a person-centred approach is key,** with safe, reliable and stable services and flexible support which encourages and facilitates a range of friendships and relationships, this very much depends on staff who are well trained, well supported and well rewarded to deliver the best for people with learning disabilities and their family carers. As ever, information and advice is crucial, as is influencing the policies of local and national government, health services, transport services etc. by understanding the barriers faced and working positively to change negative attitudes.

In the pages of this report you will see how we tackle these issues today, based on our values and led by our members.

We have certainly come a long way in 60 years – but what of the future? Attitudes are changing and research shows there have been some important and positive advances. But too often people with a learning disability are still excluded from various aspects of life and are often denied equal access to education, employment, leisure, health, housing and other opportunities. So changing attitudes will continue to be central to improving the lives of people with learning disabilities and their families – and celebrating the many positive stories and role models that help tackle stigma and discrimination. **By the 2050s, we want people with learning disabilities to be seen and heard doing all the things that everyone else does, with the right support and help needed.**

Richmond Mencap has thrived due to the tireless commitment of our trustees, staff, volunteers and funders and the enthusiastic involvement of our members with learning disabilities. I want to thank them all. Going forward we want to continue to be the voice of learning disability in the borough and to develop our services to meet the changing needs and aspirations of our members. I am sure that with the help of our supporters in the years ahead, the future looks bright!

Denise Carr, Chair

LAURA TURNER, CEO



To celebrate **our 60th year we will be holding a range of events** to bring people together and foster closer connections and understanding within the wider public. We want to ensure as many people as need to, can access our services, and make sure parents and family carers know that they can seek advice, information or a listening ear from our office.

We have strengthened our **partnership working** through new initiatives and campaigns, (see further pages for more information on our campaigns) and are working more closely with our colleagues in both Adults and Children's services. Resources in both health and social care are becoming scarcer due to national pressures so we are focusing on working with our partners to support their work and identify gaps.

2019 has seen learning disabilities hit the media, with terrible reports of health inequalities, discrimination and ill-treatment within services. We are continuing to raise issues locally and be **the voice of learning disabilities across the borough** in a number of forums, panels and meetings run by a variety of partners including LBRuT's Learning Disability Partnership Board, the Voluntary Sector Forum, AFC'S SEND Partnership Board and many others. We will continue to fight until we live in a world where people with learning disabilities are equally valued and not facing inequalities in their lives.

Locally we have been pleased to see **Learning disabilities rise up the agenda with two scrutiny reports at cabinet**, both of which we were involved in submitting information to. The Employment of Adults with Learning Disabilities paper recommended increased opportunities for people with learning disabilities to be supported by the council through Information fairs, better communication and sourcing more opportunities. Transition was also the subject of Scrutiny. It was highlighted that communication to families is important and must be improved in order to ensure smooth change and meet expectations.

Richmond Mencap is so lucky to have a **committed and vibrant staff team**. Many of our office and sessional staff have been with us for many years ensuring familiarity and consistent quality within our services, and demonstrating everyone's passion for the organisation and the people with whom we do it all for. When you have seen members grow and develop over five, ten or fifteen years you really do have an on-going dedication to the work that we do. Day after day we see the impact of our work and hear the positive feedback from young people, adults and family carers; proven by the fact that they keep coming back year after year.

Laura Turner, CEO

Our “Treat Me Well” campaign has been led by the Working Together Group, our self-advocacy group, who have worked tirelessly, delivering training and meeting with health professionals.

Treat Me Well (TMW) is Mencap’s campaign to work with the NHS to **improve the way people with a learning disability are treated in hospital**. Simple changes can make a big difference: better communication, better information, and more time for appointments and explaining information.

Richmond Mencap has been promoting this campaign from the start with a launch event in February 2018. We have been delighted by the positive responses we have received from staff and managers alike, who are all keen to work with us to improve services; and by the inclusion in the **Richmond Health & Care Plan 2019-21 of the specific action of “Supporting Richmond Mencap to deliver the TMW campaign across Richmond health providers”**.

Our work has also been supported by the national Mencap campaign team through Know Your Rights training sessions and campaigning workshops – and **we have made or been involved with four different films related to our Treat Me Well campaigning!**

For 2019 we are working on lots more including; a joint project with Healthwatch, delivering more training to West Middlesex hospital staff, training new nurses at Kingston Hospitals and working with the CCG to increase annual health check uptake.

Treat Me Well Campaign: Just some of our 2018 achievements



Met with health professionals at Kingston Hospital and West Middlesex Hospital



Went to National Mencap’s parliamentary launch for Treat Me Well at Learning Disability Awareness Week



Trained staff in the Urgent Care Centre at West Middlesex Hospital run by HRCH

Made a training film in our drama group to use when we are delivering LDA training

Delivered LDA training to district nurses across the borough of Richmond.

FEBRUARY 2018

Treat Me Well campaign launch

MARCH



MAY

Worked with Kingston and Richmond CCG to make a film about the importance of the Annual Health Checks

JUNE

During LDA week we had three events:

Learning Disability Awareness event at West Middlesex Hospital signing up LD champions

LD Awareness event at Teddington Memorial Hospital signing up LD champions

Held workshops for people with LD’s in the Better Together Group to raise awareness of the TMW campaign and to talk about reasonable adjustments

JULY

SEPTEMBER

National Mencap Campaigns team delivered Know Your Rights training, Reasonable Adjustments and Campaigning workshops with our Working Together Group.

DECEMBER

JAN - MAR 2019

Made a film about our experiences of working with the campaign



This year we have been especially proud of our new **Job Club** which has created a more focused learning environment for attendees to work through a sixteen week programme preparing them for the world of work. Working with **The Hive** (previously RHLT) and bringing in a new partner, **Choice Support**, we have created a skills based course enabling people to learn and practice skills. On completion participants work with a job coach to seek work opportunities suited to their interests. More than half of the participants on the first two courses have gone into further training or employment, while some are working with their coach on further skills and training opportunities

We continue to deliver our much loved **residential holidays**, this year having gone to **Norfolk, Latitude Music Festival and the Isle of Wight**. These are great fun, a whole week of activity, enabling friendships and fun and provide respite to family carers. We also refurbished our **Eastbourne bungalow** which we let out to families and Carer's at a subsidised cost and provides an affordable break to small groups in lovely surroundings.

“ My son stunned us all when he got in last night as he told us where he'd been and what he did - he's usually quiet and we have to ask him questions, but he just came in and blurted it all out! He is lucky in that he gets to go out a lot, but it's the Richmond Mencap outings he's most enthusiastic about.

Thanks to all the staff, you create a great atmosphere where he feels safe, relaxed and happy. They really do a great job.



Some members of the Working Together Group



Having fun on holiday



Latitude Festival, one of our Holiday destinations



Meeting time at Job Club

In July 2018 we surveyed young people and their families about future activities. The majority of respondents indicated that they would like to see more activities during the day at weekends. **We secured joint funding from Hampton Fund and Richmond Parish Lands Charity and created a programme of activities for children and young people.** This programme is for young people aged 8-17 years old with mild to moderate Learning Disabilities, Social Communication Conditions, ADHD and other additional needs in the London Borough of Richmond upon Thames.



Parties– for groups aged 8-12 years old and Discos 13-17 years old. These are held at various times throughout the year and they offer the young people a chance to socialise, play games, be creative and dance.



Weekend Day Trips - for groups aged 8-13 or 14-17 years old. These trips are a range of activities and visits designed to meet a range of interests and abilities and take place on regular weekends throughout the year.



Transition Group – this is a social group aimed specifically at young people who are moving from young people’s services into adult’s services. This is a size limited group for people who are 14-17 where the young people work on independence skills through coaching and activities. The group have organised picnics, budgeted for shopping and worked on negotiation skills.

“I’ve never seen my son so exhilarated after an activity”



All smiles on our weekend trips



Exploring the zoo



Making friends



Climbing high

Services to change the word around us and raise awareness



Working Together Group – self-advocacy group for adults with learning disabilities



Better Together Group – forum for sharing information and gathering opinions from adults with learning disabilities



Something to Say – drama group focusing on issues for change and drama for increasing self confidence



Campaign work – Treat Me Well campaign and our safety campaign to help people feel safer in their communities

Services to increase connectivity and increase confidence

- ♦ Children and young people's services:



Periodic Discos and Parties – fun opportunities to connect with peers and dance and play games improving social skills along the way



Weekend day trips – afternoon activities to exciting and new locations encouraging adventure and confidence in trying new things



Transition Social Group – a peer group for social skills learning and problem solving for teams

- ♦ Adult's services:



Meeting Place – weekly social group for isolated people with learning disabilities



Job Club – sixteen week course to help attendees work towards being job ready



Wii & Pizza Group – monthly social drop-in for young adults to play board and computer games to encourage teamwork



Sumer Holiday Programme – three weeks of summer activities and trips for young adults to stay connected with their friends and explore their community



Residential Holidays – three yearly holidays for adults with learning disabilities always including one festival camping weekend



Regular Parties and Discos – Parties and events for our members including regular events in Barnes, and not forgetting our ever popular Christmas Party with a DJ and the Katie Rayment Dance Trophy – attended by nearly 150 people each year.

Services to increase awareness and support for family carers, professionals and the wider public

- ♦ **Information, advice and guidance** – support and advice over the phone/email for people needing help, support and signposting
- ♦ **Periodic carers workshops** – periodic information workshops on specific issues in consultation with parents
- ♦ **Monthly activity list for adults activities** – a monthly calendar bringing together activities for people to access from a range of providers
- ♦ **Subsidised holidays** – our Eastbourne bungalow is let for short term holidays to carers and families at a low rate
- ♦ **Newsletter** – quarterly newsletter with updates on our work, which includes a 'Carers Corner' providing the latest information from around the Borough

2019 is Richmond Mencap's 60th anniversary so we will be celebrating from our AGM. This is a good time to celebrate Richmond Mencap and how much we have achieved, what has changed for people with learning disabilities and their families over 60 years and think about what may come in the future.

Our most important areas of work this year are:

Fundraise



We will make a new fundraising plan to think about different ways we can get money to help us do our work. We might ask new organisations to help us, hold some events to make money or talk to Companies who might want to support us. We will do more work with National Mencap and local partners for this.

Continue to strengthen our role as the Voice of Learning Disabilities

Continue to attend meetings, forums and networks to speak out on behalf of people with learning disabilities and their carers. We will work with the SEND partnership Board and the Learning Disability Partnership Board. We will strengthen our Information and Advice offer so we can help and signpost families to activities, services and specialist advice provision.



Pass our Charity Standard review



We will spend more time looking at how we run the charity and ensuring we continue to focus on high quality and safe services. We are also looking at how better to involve our members in our work, planning and how we are run, to ensure we fully reflect the voice of learning disabilities. Then we will apply for the Charity Standard (previously PQASSO) which shows our work is good quality.

Improve our Communication and Profile

We need to get better at telling people all the good things that we do, and sharing information so families know about other activities and organisations that they can talk to. We are working with partners in Children's services, RCVS and other voluntary sector organisations to develop this as a sector, and we will take this work forward ourselves.



Continue our good work on the Treat Me Well campaign

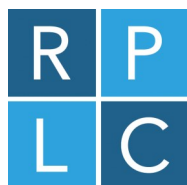


We will continue all the good work we have started, training health care staff and working with GP's and Hospitals to raise awareness of Learning Disabilities and make sure people get better health care.

Summary of the Financial Results to 31st March 2019

	31/03/2019 £
Income	168,125
Expenditure	191,291
Deficit and decrease in unrestricted reserves	(23,166)
Funds carried forward (£130,000 Eastbourne Bungalow, £167,741 other assets of which £100,000 is highly restricted)	297,741

Thank you to our funders



Normansfield & Richmond Foundation

Supporters



Partners





The voice of learning disability

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