

Annual Report



2022

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Chair's Report

I have been very proud to continue as Chair of Barnet Mencap for the last year.

Thank you to all of our staff and volunteers for the great work they do!

Everyone in Barnet Mencap has been working hard to try to make sure our clients can get the most out of their lives and have fun!

Staff in Working for You supported more people than ever, 230 in person and on the telephone.

The Autism Service also dealt with a huge increase in referrals, 317, compared with 103 the previous year.

The Children's Service supported 340 parent carers (way above our 240 target).

Our staff also worked together with all our community partners to provide the best possible services. Bright Futures ran sessions for the DWP, Age UK Barnet and the London Ambulance Service, reaching 242 people, raising awareness of how to work better with people with learning disabilities and autistic people.

We are now running many of our activities from our new centre in Station Road, Hendon. It is good to have a base in the west of the borough and we are looking forward to doing more here over the next year.

We know that the next year will be hard, but we are talking with our partners to make sure we can keep running our services and develop new ones.

Thank you,

Sheila Oliver



Sheila Oliver, Barnet Mencap's Chair of Trustees

Board of Trustees

Sheila Oliver, *Chair*

Cristina Sarb, *Vice Chair*

Mike Wiffen, *Honorary Treasurer*

Kinjal Amin

Prithma Athwal-Shah (*Apptd. 24th Nov 2021*)

Meg Kirk

Faib Riley

Kate Tokley (*Apptd. 24th Nov 2021*)

Papiya Chatterjee (*Co-opted 7th Jan 2022*)

Emmet Giltrap (*Co-opted 7th Jan 2022*)

Ray Booth, *Chief Executive Officer and Company Secretary*

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Working together with Barnet Council.

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Bright Futures



COPS members getting involved with Gardening at Station Road

Bright Futures is made up of ‘COPs’, ‘Working for You, the Employment project, Engagement work, and Project 300.

Despite difficulties in 21/22, our **Community Opportunities Project (COPs)** consistently provided a good service. Our membership has grown by 30 in addition to returning and renewing members.

This year COPs moved to Station Road, working with Age UK Barnet. The new space allows us to hold more activities and many clients have loved the new property, with

some calling it a “second home”.

We have also developed new links with organisations like, Barnet Tennis Club, Glebelands indoor bowling, 2second chance, as well as three new instructors for pilates and yoga.

Working for You has been supporting autistic adults and people with learning disabilities since 2012.



COPs delivered 409 sessions over the year with almost all returning to face-to-face



Working for You has supported over 1100 clients since the project began



Right & left: Working For You have been supporting clients with forms and applications
Centre: Engagement have been hearing from service users about their experience of our service

We provide essential information, advice, and guidance to our clients on a wide range of issues that they may need help dealing with.

In April 2021 as the second national lockdown ended, we were able to start offering face-to-face appointments again. The lessons we learnt about adapting our service to provide phone and email support have proven particularly useful to clients with autism and parents and carers with limited time.

We have welcomed two new part time members of staff who have proven to be real assets to the team, increasing our capacity to work with clients.

We will promote our services with other providers in the borough, and improve the links to facilitate effective partnership working.

The Covid pandemic continued to impact the **Employment service**.

Though businesses saw increased vacancies after lockdown, uncertainty and lack of awareness meant employers hesitated to take on people they think will require more support.

The team continued its mixed approach of online telephone, and in person employment support. The team worked with 36 people in 2021-22, supporting 6 into paid employment. We expect these numbers to increase in 2022-23 as the project explores new methods.

Engagement remained impressive this year, reaching over 860 people and 45 organisations. We worked with Cancer Alliance to produce a series of videos on the three national cancer screening programmes. This included cancer awareness training for over 100 clients, carers and professionals.

The Engagement project trained 860 people online from 30 organisations



The Employment project worked with 36 people across the year.



The project also worked with the restorative justice organisation 'Why Me?' on an award winning film on the challenges of the flaws with judicial process.

The Have Your Say group meetings continued to meet online and prepared to re launch face-to-face meetings.

Project 300 has been running since the start of the pandemic in 2020.

With a dedicated team of staff, we have maintained contact with 140 clients and carers throughout. We have evolved from making general bi-weekly call to working with Barnet Learning Disabilities Team, making referrals and following up on outcomes. We have also included face to face contact in our work.

Most referrals made are support related as requested by clients and carers. Both groups are satisfied with the input from the Project 300 Team.

We have hosted a health workshop for professionals and P300 clients, relating to Vaccine Hesitancy and Mental Capacity. Both events were well received and found useful. We shall also be hosting more coffee mornings and art sessions in the near future.

In 2021 and early 2022, we helped distribute the Winter Fund Grant that was given to aid families who are having difficulties with cost of living.

We will continue regular contact with clients and carers. We feel that we are now in a position of trust where families are able to truly talk about issues and ask for help and that we are providing a good service to our clientele.



We have continued helping 140 families stay safe and well after lockdowns and over winter



Left: Les, one of our new tenants settling into his new home in one of our shared houses
Right: Shirley going shopping during her support

This year Equality Housing turns 40 years old!

Over the years we have supported many people to leave home and start their journey to independent living, whether in their own flats or one of our 3 shared houses.

We have watched our tenants successfully progress into work, relationships and homes of their own, making friends and trying new experiences along the way.

This year we took on new clients and helped others move on to either more independent living or supported accommodation,

based on individual needs.

We currently have 2 vacancies in our East Finchley house for anyone hoping to start the journey with us.

Sadly we are seeing Tim (Deputy Manager) move on after 19 years but are welcoming new faces on to the team. We wish him success.



We successfully became CQC registered!



We support a total of 69 clients every week



Two clients of our Autism Service relaxing in a pub at a social event, pre-pandemic

The **Autism Service** has continued to deliver information, advice and support to adults with autism in Barnet.

The Autism Service has seen an increase of the referrals made to the service autism screening as well as support. In quarter one of 2022 we received 83 referrals, an increase of 173% vs 2021. In total, so far, we have received 985 referrals made to the service.

The service has welcomed Melissa, who does a great job providing admin and IT support to Emma and the whole service. CJ also joined us as a volunteer, providing essential admin support.

Despite these additions to the service, the volume of work is noticeable and clients have to wait roughly 6 months to be assessed.

The Autism Advisors are delivering a series of training sessions to Barnet social workers and the police.

The Autism Service has also been actively involved in Barnet's Suicide Prevention Strategy.



We have liaised with Resources for Autism and are referring more clients to their counselling and music therapy



Over 1000 people have used the service since it began in 2017



Children's Services

Children's Services support parents of children and young people with additional needs with Information, Advice and Guidance (IAG), workshops and parenting programmes. Through Take a Break (TAB), we also offer short breaks for children and



A child at one of our Take A Break creative activity sessions

The **IAG** Service supported 575 families this year via face-to-face, telephone, and home visits. We received referrals from a wide range of sectors, from the Early Help Teams, to voluntary organisations. We also had many self-referrals, with people being signposted to our service or returning after prior support.

The support we offer includes completing DLA, PIP, Blue Badge,

Short Breaks, Carer's Allowance, and Family Fund applications, as well as signposting to other services.

As part of IAG, we have also held twenty online workshop sessions, over mornings and evenings to make them accessible. These included sessions on Blue Badges, DLA, and Local Offer information, as well as Time to Talk sessions on topics such as Managing Celebrations.



We supported 575 families with IAG which was more than double our contracted target



83 parents had attended our Family Links and Time to Talk courses



A child enjoying a TAB Halloween Fun session

In June we began our Parenting helpline which is a booked telephone service to discuss parenting issues and offer advice and strategies with a follow up email.

Our Open Door project has had a very successful first year. We offered play activities for families, mainly during school holidays. Thanks to the funding from John Lyon's Charity.

Take A Break also faced many challenges during the pandemic but has been recovering well. Claudette replaced May as TAB Coordinator in April and oversaw the reintroduction of the Young Men's Group and continuation of activities.

Short Breaks at home and in the community at weekends have been popular requests and we are looking into how the project can support this.

The half term and summer camp programs have been successful and very popular. The varied ages and needs of children add challenge but we are focused on introducing new ideas and activities to suit all needs.

The demand for TAB sessions has shown the need for the service and we are looking at ways to expand.



TAB has held over 30 activity sessions for family and children



Hate Crime Reporting Project supports vulnerable adults to identify and report all strands of hate crime, including people who are targeted because of disability or mental health conditions, race, religious and faith hate crime and anti-LGBT hate crime.



We held numerous awareness events over the year and every day during Hate Crime Awareness Week

The Hate Crime Reporting Project supports vulnerable adults to identify and report all strands of hate crime and related incidents, including people targeted because of disability and protected characteristics.

We have monitored and trained a network of Hate Crime Reporting Centres across the borough, where vulnerable adults can receive support to report hate crime to the Police. Reporting Centres also signpost and/refer people to relevant specialist support services.

We once again held events for national Hate Crime Awareness Week in October, raising awareness and offering training sessions.

We collaborated with Middlesex University and Why me? Restorative Justice organisation to produce short films focusing on Disability Hate Crime and Restorative Justice.

We also re-launched the Barnet Safe Places Scheme so that vulnerable adults can receive support in a safe and quiet space if they feel lost, anxious or threatened when out in public.



14 Hate Crime incidents recorded and clients offered support



Hate Crime Awareness workshops and webinars attended by over 290 people



The **office** staff and volunteers are often the first people you speak to at Barnet Mencap

One of our reception volunteers. We celebrated volunteers week again this year, thanking and highlighting their hard work.

Our office team changed a little bit across 2021-2, with Hilary, our Business & Strategy Manager, leaving Barnet Mencap in August 2021. She left the team in great shape for James to take over the position, and we've been able to recruit a new Communications Officer; and a Business Support Officer thanks to a grant from the Baily Thomas

Foundation. This means our office team is actually bigger than before!

We're all back working in the office most of the time – but the team are also still able to work from home sometimes too! We're grateful for the hard work from all of our excellent and dedicated office volunteers.



The 2022 wellbeing survey showed 100% of staff are proud to work at Barnet Mencap and feel like a valued member of the team.



83% of staff would recommend Barnet Mencap as an employer.



A big thanks to all of the amazing people that took part in fundraising events to support us this year



Our Fundraising Coordinator, along with other Barnet Mencap staff, volunteers and service users, have all been involved with **fundraising** for Barnet Mencap

The Clifford Chance Foundation awarded Barnet Mencap with funding to develop our Safe Places project. This involved expanding and monitoring a network of Safe Places in Barnet. The project helped to tackle isolation and loneliness which has been caused by the pandemic.

With the lockdown over, our supporters and service users were delighted to take part in some

successful fundraising. Our festive fun day was enjoyed by all. The Big Give match funding campaign brought together local businesses, individuals, trustees, service users and staff! Almost £3,500 was raised. Please see full list of people we thank at the end of this report.

We also secured our first ever Partnership with Skyline London to Brighton bike ride.



 The Big Give match funding 2022 raised over £3,000!



 5 cyclists signed up to take part!

Summary Statement of Financial Activities 2021/22

I'm pleased to announce that Barnet Mencap had another excellent year financially in 2021/22, with a net surplus of £206,200 being achieved.

This continued to reflect our improved approach to financial budgeting and management, with unnecessary expenditure being eliminated and more timely information enabling us to react more quickly to adverse situations.

The market value of our investments increased again, and we have now more than recovered the losses suffered in 2019/20 at the beginning of the pandemic.

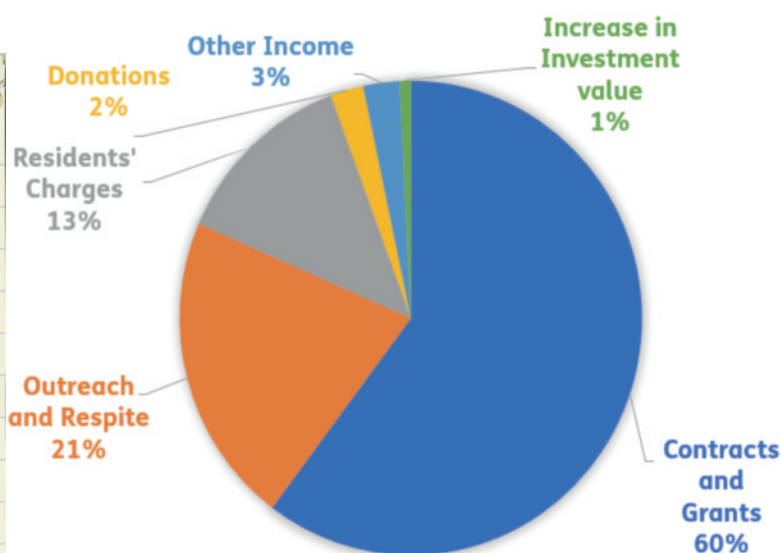
Expenditure totalled £1,305,400 compared with £1,277,700 the previous year, while Income reached £1,511,600 compared with £1,469,300 in 2020/21.

Contracts and grants, mainly through the London Borough of Barnet, continue to be our main source of income at 60.2%. On the expenditure side staffing costs amounted to 73.2% at just short of £1 million. The summary report and the full trustees report tell the story of how this money has been invested in services and the impact this has made on people's lives.

After deducting monies the Board has designated for specific purposes our usable reserves at 31 March 2022 stood at £382,400 which is above the minimum level set in the charity's policy on the level of reserves. However, we are facing considerable uncertainty with the increasing cost of living crisis, with inflation moving upwards and

Where our money came from...

| | |
|------------------------------|-------------------|
| Contracts and Grants | £910,700 |
| Outreach and Respite | £321,500 |
| Residents' Charges | £194,400 |
| Donations | £34,900 |
| Other Income | £38,500 |
| Increase in Investment value | £11,600 |
| TOTAL | £1,511,600 |



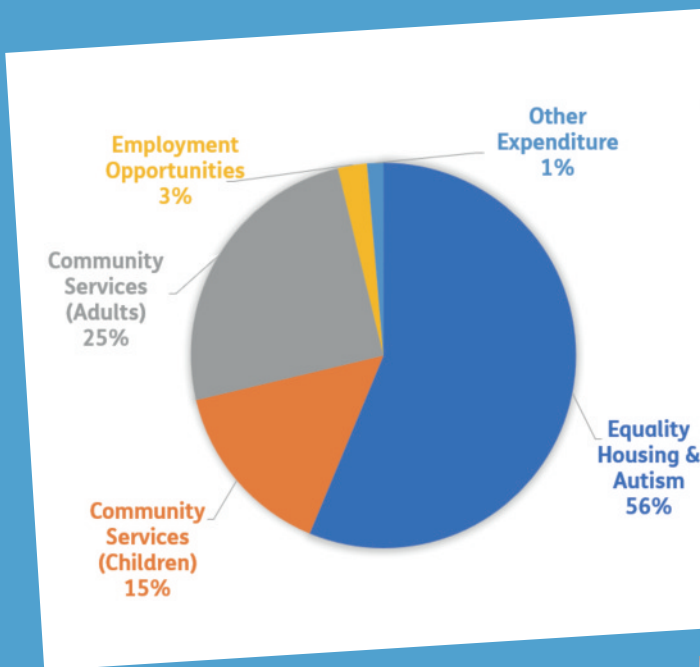
interest rates higher than for many years. This is leading to great pressure on the public purse, and it seems that reductions in social care expenditure are inevitable. Like many other organisations in the social care sector we have issues with the recruitment and retention

of staff and will look to utilise some reserves to alleviate these pressures.

Barnet Mencap will continue to maintain and improve services as best we can, utilising funding opportunities as they arise.

Mike Wiffen, Treasurer

...And where it was spent



| | |
|--|-------------------|
| Equality Housing & Autism | £734,500 |
| Community Services (Children) | £196,000 |
| Community Services (Adults) | £325,100 |
| Employment Opportunities | £32,000 |
| Other Expenditure | £17,800 |
| TOTAL | £1,305,400 |
| In the last year we had a surplus of £206,200 | |

| | |
|---------------------------------|-----------------|
| Our Investments | £181,200 |
| Equipment | £7,000 |
| Money we are owed (Debtors) | £82,000 |
| Money in Bank | £532,400 |
| Sub total | £802,600 |
| Minus | |
| Money we owe others (Creditors) | £89,000 |
| TOTAL | £713,600 |

...And what we're worth

This is a summary of the information contained in our audited accounts for 2021/22. For a copy of the full Annual Report and Financial Statements 2021/22 please visit our website at www.barnetmencap.org.uk

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Barnet Mencap would like to thank you for your support in 2021/22

**ACEVO; Age UK Barnet; Arnold Clark Charitable Fund;
Baily Thomas Charitable Fund; Barnet Carers' Centre;
Barnet Community Response Fund; Bates Wells; The Big Give; BLK;
Boshier Hinton Foundation; Christchurch Primary School;
Clifford Chance Foundation; Edward Gostling Foundation;
The Hospital Saturday Fund; Inclusion Barnet; Sue and Tom Jaffrey;
John Lyon's Charity; London Borough of Barnet;
Mayor's Office for Policing and Crime (MOPAC); Mediatrust;
Middlesex University; Mind in Barnet; Mindful Meanders; Monica's Sandwich
Bar; Mr Plant Hire; NCL Cancer Alliance;
North Central London Clinical Commissioning Group; Northway School;
Percy Bilton Charity; Resources for Autism; Rocking Horse Nursery;
Royal Mencap Society; Second Chance; Space to Grow;
St Mary-at-Finchley Church; Tesco; Why Me?; The Zelinger Family**
and all the individuals who have given small, regular donations and/or their
time to help us and who have contributed to our work over the past year