



City of Westminster

VOLUNTEER PROJECT FOR PEOPLE WITH LEARNING DISABILITIES

END OF YEAR REPORT: 2018/2019

Contents

1. Introduction	3
2. Aim	3
3. Project Outcomes	4
3.1. Increase sustained and supported volunteering opportunities for PWLD	4
3.2. Improve the learning and development of PWLD	6
3.3. Improve access to employment for people with learning disabilities.....	7
4. Designing and planning of the Learning Disability Service	8
4.1. Referral Agencies.....	8
4.2. Organisations.....	9
5. Group Event	9
6. Challenges	12
7. Monitoring and evaluation	12
7.1. Gender Distribution of Volunteers.....	12
7.2. Age profile of volunteers	12
7.3. Ethnicity of Volunteers.....	13
8. Financial Budget.....	14
8.1. Project Timeline.....	14
8.2. Funding Source	14
8.3. Revenue Budget.....	15
8.4. Reviewed Budget	15
8.5. Actual Expenses & Variance	16
8.6. Project contractual targets 2017-2018.....	17
9. Future Developments	19

1. Introduction

This is the Annual Report of the Volunteer Project for People with Learning Disabilities that covers the period 1 April 2018 to 31 March 2019.

This report will demonstrate how One Westminster has performed during this period as regards the objectives fixed in the Service Level Agreement.

It includes information regarding the service provided and activities developed, support provided to volunteers and organisations, targets achieved and funds used against budget as well as the monitoring of our services. It also reveals the plans for the project.

2. Aim

The aim of the Volunteer Project for People with Learning Disabilities (PWLD) is to ensure that volunteering is accessible by providing additional support throughout the whole process of obtaining a voluntary placement and during the first few months of working as a volunteer. The volunteer role should be of value, both personally to the individual volunteer and professionally to the organisation. We recruit and support PWLD into volunteering, to encourage the development of new skills as well as facilitating group activities that provide social contact and interaction.

The Volunteer Project for People with Learning Disabilities participated in the Advisory Group until the end of October 2019. The group was designed part of the Learning Disability Befriending and Monitoring project funded by the Big Lottery and was running for last three years, which developed great links and partnerships here in Westminster.

The Advisory Group members are:

- Westminster Learning Disability Partnership
- Befriending and Mentoring for adult with learning disabilities
- Pursuing Independent Paths
- Westminster Society
- City of Westminster College

We shared resources, expertise on existing local service provision, networks, trends and current developments, and promote close collaboration, identifying issues of common interest or concern and working methodologies sharing the

same objective of reducing social isolation and improving the quality of life for PWLD.

3. Project Outcomes

3.1. Increase sustained and supported volunteering opportunities for PWLD

The project provides a range of individual and group volunteering opportunities with a variety of organisations within the City of Westminster. The activities have included:

- Receptionist
- Admin Support
- Charity Shop Assistant
- Market Stall Assistant
- Kitchen Support
- Reading Club Support
- Outreach
- Cupboard Sorts
- Newsletter Editor Assistant
- Children's Day Centre
- Fundraising
- Hospital Host

These volunteering opportunities have resulted in several outcomes such as reduced isolation, increased independence, improved communications and interpersonal skills. Most importantly helped integrate service users in their local community and increasing Learning Disabilities awareness. Examples of our activities include:

Summer Fair

Learning Disabilities volunteers supported ARK Paddington Green Primary School fundraise in their annual summer fair, they were given a table to manage. The processes involved sorting and pricing items, setting up, taking money and giving change back. The experience of interaction with different people adults and children assisted in developing confidence especial with cash handling.



Admin Group

The Admin Group is one of the project's most popular activities with 15 volunteers taking part. They achieved 77 volunteering hours over 35 visits.

This activity proved to be a good platform for the project coordinator and service users to recognise and/or set goals to achieve and building trust. Other positive outcomes were communication, interpersonal skills and team work.



Employee Volunteering

Time & Talents is a corporate-community engagement programme for employee volunteering in Westminster. Time & Talent linked LD Volunteering project with Advent International (AI) and facilitated an afternoon activity for a group of 4 LD Volunteers spending an afternoon with employee volunteers. The first part of the afternoon AI gave an introduction of the company and explained the average day work load. The second part of the afternoon was about healthy eating followed by a game in the local park. The experience of being in a corporate workplace and the interaction with employee volunteers had an enormous positive impact on LD Volunteers self-esteems.



3.2. Improving the learning and development of PWLD

3.2.1. Self-Awareness Workshop

The project delivered self-awareness workshops to encourage personal development. The workshop was conveyed over two sessions, the first session focused on strengths and weakness and the second session focused of comfort zone. As a result, the service users are more aware of their own

emotions and how they affect their behaviour, which is crucial to effective interaction with others and to their personal health and well-being.

3.2.2. Cooking Workshop

This workshop introduced service users to making a meal, the workshop involved going to the supermarket, picking ingredient and following a recipe which all contributes to prompt making decision and being independent.



3.3. Improve access to employment for PWLD

Volunteering improves the skills and abilities needed for paid employment. The project is working in partnership with Westminster Employment supported employment service, which supports service users into paid work through a permitted work scheme. This scheme works closely with the Department of Work and Pensions and Job Centre Plus supporting service users while they are undertaking permitted work. To date the following service users have secured paid employment under this scheme and some have more than one employment:

YS - Placed in catering working three hours a week.

YSL- Placed as an office assistant with the Advocacy Project working one hour a week

HA - Placed as a ceremonies usher with Westminster City Council for one hour a week

HA - Placed as quality checker with Dimensions

GH – placed as ceremonies usher with Westminster City Council

GH – Place as quality checker with Dimensions

OL- Placed as a health representative with the Advocacy Project.

The project will continue to work in partnership with Westminster Employment to support more service users to progress into employment.

4. Designing and planning of the Learning Disability Service

A project coordinator was recruited part time (17.5 hours per week) to design, implement and coordinate the learning disability project. The Learning Disabilities project employed many strategic tactics for recruiting new volunteers. This includes creating an easy-to-read volunteer registration and monitoring form, which all volunteers were asked to complete and referrals agencies. This enabled the project coordinator to assess their suitability depending on availability, time commitment, geographical location and their skills and interests. Volunteers were then matched with suitable placements.

We recruit different volunteers from different backgrounds, age groups and experience.

Key marketing tools used in the recruitment process include newsletter, Twitter and the distribution of flyers in colleges, libraries, community centres, job centre and sports centres. In addition, we have a dedicated project page on One Westminster's website.

The project supports community organisations to create volunteering opportunities for PWLD. Learning Disability awareness sessions are delivered regularly to organisations that do not feel confident in hosting volunteers with learning disabilities.

For the past three years the Learning Disabilities Volunteering project has been working in tandem with our Learning Disabilities Befriending and Mentoring Project, funded by Big Lottery. This project finished end of September 2018.

4.1. Referral Agencies

The project has been promoted among key organisations in Westminster that provide services to people with learning disabilities. Outreach presentations are regularly made to young college students with learning disabilities.

Below are detailed the main agencies working with people with learning disability that have utilised our services:

- Westminster Adult Education Service
- City of Westminster college
- Pursuing Independent Paths
- Westminster Society
- Westminster Employment
- Family (self-referrals)

4.2. Organisations

Over the past year we have worked with the following organisation to create opportunities for PWLD.

- St Mary Hospital Charity Shop
- Terrence Higgins Trust
- Rainbow Nursery
- Church Street Market
- The Abbey Centre
- Learning Disabilities Befriending & Mentoring Project
- Paddington Development Trust
- Leonard Cheshire Disability
- Food Bank
- Little Venice Sport Centre
- Family Learning Involvement Project
- City of Westminster College
- Everyone Active
- ARK Paddington Green Primary School
- Maida Hill

5. Group Events

Two group events were organised this year. The first in conjunction with the Befriending & Mentoring Project for Adults with Learning Disabilities. A summer outing to London Zoo on a water bus (boat).



Excitingly waiting for the water bus.



Enjoying the boat ride through the peaceful canal of Little Venice.

Admiring the beautiful Greenery of the London Parks and London building sites.

A tour through the



Zoo to see the Animal.



The second event the Christmas party in conjunction with Time & Talent, linking the project with Newton Europe employee volunteers. The employee volunteers helped with the delivering of the Christmas party.



Both event creating an excellent social respond, improving social skills, increasing confident and reducing isolation that all contributes to the overall of wellbeing.

6. Challenges

The sheer length of time required when working with PWLD remains the project's greatest challenge, but it is essential to spend time understanding the needs and abilities of each service user in order to provide the right volunteering opportunities.

Facilitating the process of encouraging community organisations to develop volunteering opportunities is another challenge. One Westminster continues to utilise the production a of short film for the project to create Learning Disabilities awareness to encourage placements in these organisations. The link is embedded in the project coordinator email and in project page on One Westminster's website.

<http://www.onewestminster.org.uk/learning-disabilities-volunteering>

7. Monitoring and evaluation

7.1. Gender Distribution of Volunteers

Male	58%
Female	42%

7.2. Age profile of volunteers

Age Range	Percentage
19-25	26%
26-29	18%
30-34	9%
35-39	10%
40-44	10%
45-49	5%
50-54	17%

55-59	3%
60-64	2%
over 65	0%

7.3. Ethnicity of Volunteers

Ethnic Group	Percentage
White British (English)	28%
White British (Scottish)	0%
White British (Welsh)	0%
White British (Irish)	2%
Other White Background	9%
White and Black Caribbean	3%
White and Black African	2%
White and Asian	0%
Black African	20%
Black Caribbean	10%
Other Black Background	4%
Bangladeshi	3%
Indian	3%
Pakistani	0%
Other Asian Background	11%
Arab	3%
Other Mixed Background	2%

8. Financial Budget

8.1. Project Timeline

The Learning Disabilities project commenced in April 2017 and has been provided two years of funding budget. The first Financial Year (FY) of the project started on 01 April 2017 and ends on 31 March 2018. The second FY starts on 01 April 2018 and ends on 31 March 2019.

8.2. Funding Source

City of Westminster is the biggest source of revenue for the project. The committed funding for the project FY1 £20,000 and FY2 £20,000 totalling to £40,000 over 2 years.

	2018/2019
Cost element e.g. staffing, room hire etc	£
Please add additional lines if required	£
Staff Salary per Annum (Part-time role at 17.5 hours per week), NI and Pensions	£13,500
Project Delivery Cost	
Volunteer expenses	£2,600
Training (Specialist Tutors)	£500
DBS checks for 10 Specialist Tutors	£200
2 internal group events	£600
Core or managements costs – please include 13% of total project cost	£2,600
TOTAL PROJECT COST £20,000 p.a. x 2 years = £40,000	

8.3. Revenue Budget

The funding of £40,000 for FY1 and FY2 has been budgeted under five main operating cost heads to support the project objectives. The five cost heads are as follows:

1. Salary + National Insurance Contribution (NIC) + Pension
2. Volunteer Expenses
3. Training Costs
4. General Running Expenses
5. Management Costs

Volunteer Expenses include travel, refreshments, DBS checks and mobile phones. **Training Costs** include the cost of training for both the volunteers and the staff. **General Running Expenses** include Stationery, Post, Events, Staff Travel, Meeting Expenses, and Telephones & IT. **Management Costs** include overhead and cost associated with Premises, Utilities and Other indirect overheads.

8.4. Reviewed Budget

	2018/2019
Staff Salary per Annum (Part-time role at 17.5 hours per week) NI and Pensions	£13,500
Project Delivery Cost	
Volunteer expenses	£2,500
Training (Specialist Tutors)	£500
DBS checks for 15 Specialist Tutors	£300
2 internal group events	£600
Core or managements costs – please include 13% of total project cost	£2,600
TOTAL PROJECT COST £20,000 p.a. x 2 years = £40,000	£20,000

8.5. Actual Expenses & Variance

	Budget 2018/2019	Actual 2018/2019
Cost element e.g. staffing, room hire etc.	£	
Please add additional lines if required	£	
Staff Salary per Annum (Part-time role at 17.5 hours per week), NI and Pensions	£13,500	£14,242.56
Project Delivery Cost		
Volunteer expenses	£2,850	£2,919.19
Training (Specialist Tutors)	£250	£147.27
DBS checks for 10 Specialist Tutors	£200	£0.00
2 internal group events	£600	£486.23
Core or management costs – please include 13% of total project cost	£2,600	£3,000
£795.25 overspent		£20,795.25

*The project had no increase in the budget in the last four years!!

One Westminster absorbed the £795.25 overspent

8.6. Project contractual targets 2018/2019

The Project contractual targets have been reviewed and agreed

Output	Target
Recruit, train and support specialist volunteering supporters to support people with LD in volunteering roles	15
Place and support people with learning disabilities who want to volunteer (including in groups)	60
Organise group volunteering activities	8
Number of new registrations of LD volunteers with critical or substantial needs	5
Facilitate the process of creating volunteering opportunities in community organisations for people with LD and matching volunteers to these opportunities	30
Total hours of direct volunteering	1000
Number of LD awareness sessions delivered to organisations	12
Refer volunteers onto council or DWP-funded supported employment agencies	40
Organise workshops about personal preparation for moving towards employment. Each workshop will include 10 service users and will be coordinated by One Westminster with external input according to the subject.	8

One Westminster - LD project contractual targets

2018 - 2019

Output	Target	Q1 (Apr-June)	Q2(Jul-Sept)	Q3(Oct-Dec)	Q4(Jan-Mar)	Year Total
Recruit, train and support specialist volunteering supporters to support people with LD in volunteering roles	15	4	1	9	4	18
Place and support people with learning disabilities who want to volunteer including in groups	60	15	10	31	3	59
Organise group volunteering activities	8	3	1		4	8
Number of new registrations of LD volunteers with critical or substantial needs	5	1				1
Facilitate the process of creating volunteering opportunities in community organisations for people	15	9	2	3	1	15

11 April 2019

Page 1 of 2

Output	Target	Q1 (Apr-June)	Q2(Jul-Sept)	Q3(Oct-Dec)	Q4(Jan-Mar)	Year Total
Total Hours of direct volunteering	1000	391.5	371.5	351	281	1395
Refer volunteers onto council or DWP-funded supported employment agencies	40			1	31	32
Organise workshops about personal preparation for moving towards employment. Each workshop will	4	3			2	5
Number of LD Awareness sessions delivered to organizations	12	3	3	3	3	12
Number of people referred to supported employment after 6 months					3	3

11 April 2019

Page 2 of 2

9. Future Developments

- Taking part of the supported internship programme in partnership with city of Westminster College where service user will undertake work placements with the support of an expert job coach.
- Continuing working with Westminster Employment to support Service users into employment.
- Continuing establishing and developing new partnerships with all relevant organisation and agencies supporting volunteers.