

April 2024

Monitoring Report End of Year Summary 2023 - 2024

Lot 21 and Lot 22

Debs Morrison



A charity supporting adults
with learning disabilities to speak up

'What do I like best about CLASP? It's having the opportunity to try new things and give them a go, to be able to learn and be supported and to have the company of friends from CLASP, but also to make a positive difference to each other's lives or for the local community.' - CLASP member

'It's just so refreshing and wonderful that you guys allowed him to participate and get a chance to socialise in his own way.' – A member's mum who could not find another organisation to accept her son with his profound disabilities.

CLASP has experienced remarkable success throughout the 2023/2024 year. We've seen substantial growth in our membership, sessions, and speaker engagements. We take great pride in these achievements and are very proud to share our progress with you.

Overview of Activities

Total membership: 259

Total Sessions: 414 sessions were held, amounting to a total of 776 hours of support for our members.

Total Attendance: There were 7,224 attendances across all sessions throughout the year.

Unique Attendees: 349 people attended at least one session during this period.

Breakdown of Session Types and Hours

Core Sessions: Our core sessions, including Coffee Shop, Take Notice, and Choir, offered 261 hours of support.

Active Sessions: We held active sessions on Thursdays in different parts of the borough, providing 109 hours of support.

Craft Sessions: These sessions accounted for 86 hours.

Gardening Group: Operating during the spring and summer, this group provided 48 hours of support.

Entertainment and Ad Hoc Events: These included parties and other special events, totaling 109 hours.

LDPB Roadshows: We hosted 8 roadshows, totaling 16 hours.

Listen to Us Training: 62 sessions were held to raise awareness.

Specific Quiet Sessions: 26 hours were dedicated to quiet sessions.

Out-of-Hours Drop-In Sessions: We offered these sessions for a total of 137 hours.



Take Notice workshop

'Thank you for all your support, care and acts of kindness over this year. Here's to us supporting each other through the ups and downs of life and showing what awesome things we can achieve. Spreading awareness and impacting lives for the better.' - CLASP member



'Amazing charity and group of people who I am proud to be a part of and also call my friends. We make real change.' - CLASP member



'Thank you so much to CLASP, I enjoyed my first visit and you guys made me feel so welcome. Looking forward to seeing you next week.' – new member's first visit to CLASP.

Guest Speakers

CLASP hosted **59** guest speakers who covered a wide range of topics and provided valuable interactions throughout the year.

I was so pleased to be able to attend last Friday, and it was so lovely to meet you and the team. Thank you so much for the kind invitation. Thank you so much for all that you and the team do, it is much appreciated by your group and the Borough as a whole. - WBC Housing Officer



'The group were fantastic, engaging with the session and joining in with the various exercises/activities. Thanks very much again to CLASP for inviting CTPLD to do the session.'

'Last week we had a fantastic response from your members. 20 in total! They were very keen to discuss attending the dentist. The feedback was mostly positive, which is good to know. A few people had issues and we will share our report once complete. We would like to thank your staff and volunteers for supporting us on the day.' - Working with HealthWatch on a dentistry campaign.



'We just wanted to thank you again for letting us come along to speak with you and the CLASP members this morning. Everyone shared valuable and helpful feedback with us; a lot of good points and suggestions were made. Thank you again for making us feel most welcome and to everyone who joined us.'

Financial Status

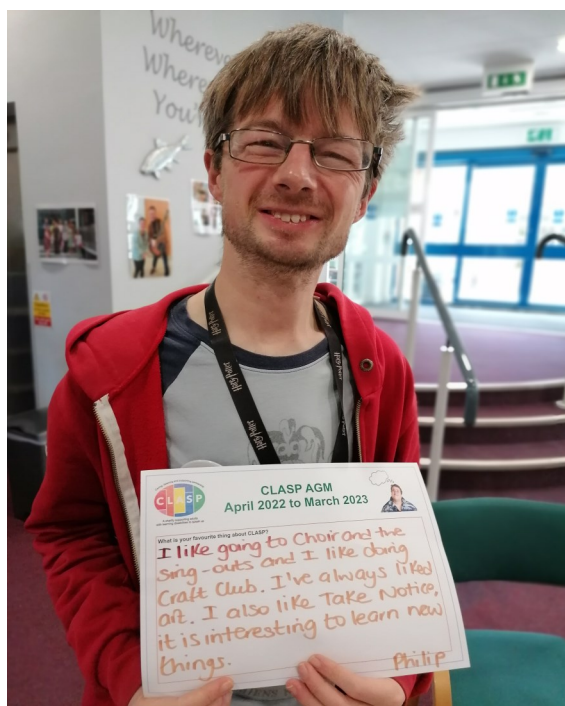


To sustain our vital services, CLASP relies heavily on self-funding through grants and fundraising events.

In the 2023/2024 period, we raised an **impressive £21,500** through various donation drives and fundraising efforts, showcasing our community's dedication to our cause. However, sustaining our wide range of programs requires substantial resources.

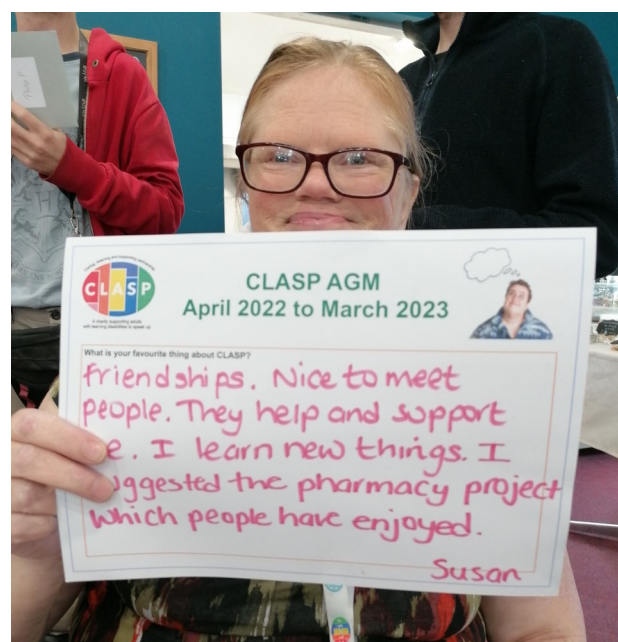
We were successful in securing restricted grants **totaling £20,114**, specifically for programs such as Dancing to Music, Crafts, Gardening Club, our CRM database, day trips, Listen To Us (LTU) training, tailored services by Citizen Advice, and to cover some staffing costs.

Despite our best efforts, we faced challenges in obtaining unrestricted grants, crucial for maintaining overall operations and covering unexpected expenses. Unfortunately, we did not receive any unrestricted grants during this period. This reliance on restricted funding and fundraising underscores the ongoing need for additional financial support to ensure our services remain accessible to those who depend on them.



'CLASP has given me structure to my life, which I didn't have before.'
- CLASP member

'My favourite thing about CLASP is the friends I have made and it's given me more confidence in myself.'
- CLASP member



Some highlights

Case Study 1:

Learning
Disability
Awareness
Training

Training at Holme Grange School

Holme Grange School hosted a Learning Disability Awareness training session on October 15th, 2023, with **154** students participating.

Here's a summary of the key outcomes and student feedback:

Initial Knowledge Assessment

Prior to the training, 117 students rated their knowledge of Learning Disabilities at 3 out of 5 or below. After the training, 148 students indicated that their understanding improved to **4 out of 5 or higher**. Notably, those who did not report a significant increase in knowledge often had family members with learning disabilities.

Training Effectiveness

Overall, 137 students rated the training as **4 out of 5 or above**, indicating a high level of satisfaction with the session.

Key Learnings

Students provided valuable insights into what they learned:

Inclusivity: Treat people with disabilities the same way you would treat those without disabilities.

Bullying Awareness: Understanding the impact of bullying on people with disabilities and the importance of kindness.

Reporting Crime: The need to report hate and hate crimes to the police.

Education and Access: The importance of educating others and ensuring everyone has equal access to opportunities.

Patience and Support: Recognising that people with disabilities might need more time to accomplish tasks, but that should not hinder their opportunities.

Personal Connections: Realising the impact of words on people with disabilities and learning how to be more supportive, especially for those with learning disabilities like dyslexia.

*'You are amazing,
I loved it all today,
thank you.'*
– A student.

*'It was very
inspirational as it
showed how people
with LD fight to be
respected. And shows
we shouldn't judge
people.'*
– A student.

Case Study 1 continued:

Learning
Disability
Awareness
Training

*'I think this training
was spot on.'*
– A student.

*'I enjoyed how
detailed and
informative it was,
it was very fun.'*
– A student.

Impact on Attitudes

The training prompted many students to think differently about people with learning disabilities. Here are some of the reflections they shared:

Equality and Dreams: People with learning disabilities have the same dreams and aspirations and should be treated as equals.

Personal Connections: Students with relatives who have learning disabilities appreciated the training, expressing that more people need similar sessions.

Inclusion and Awareness: Students learned the importance of including people with disabilities and how to better support them.

Empathy and Patience: The training helped students become more aware and thoughtful toward people with learning disabilities, emphasising the need for patience and understanding when engaging with them.

Overall, the Learning Disability Awareness training at Holme Grange School was a success, leading to greater understanding, empathy, and commitment to inclusivity among students.



Case Study 2:
Centralised
data system
for CLASP

Outcomes and Impact of Implementing Lamplight for Improved Data Management

As CLASP experienced significant growth, with an increasing number of Wokingham Borough Council residents with learning disabilities joining, it became evident that our data management approach needed an overhaul. The previous system, based on multiple spreadsheets, was cumbersome and prone to errors. To address this, we applied for a grant from Wokingham United Charities to implement a centralised case management system, Lamplight, known for its effectiveness in the charity sector.

Project Initiation and Rollout

With the grant secured, we purchased a Lamplight license in early Spring 2023, aiming for a three-month implementation timeline. The project required substantial prework and teamwork. One CLASP team member took on the project management role, ensuring smooth coordination of feedback and training. Despite the challenge of limited time for collaborative work, the whole team participated in the rollout process, a critical factor in its success. To ensure the data system was implemented correctly, we spent considerable effort on data cleaning and preparation. The task of importing existing data into Lamplight was straightforward, but ensuring that the data was complete and accurate was more challenging. After 24-man hours spent defining, implementing, and verifying data accuracy, Lamplight was configured to meet CLASP's specific requirements.

Case Study 2
continued:
Centralised
data system
for CLASP

Benefits and Outcomes

From day one, the benefits of using Lamplight were apparent.

CLASP staff could now access accurate, detailed information quickly, allowing for improved service to our members. With the new system, we were able to:

Capture and Manage Data Efficiently: Lamplight allowed us to centralise member information, track issues, and manage activities seamlessly.

Enhance Reporting Accuracy: We could generate accurate reports on attendance figures, member issues, and activities, providing a clearer view of our services' impact.

Facilitate Training and Education: The system's intuitive interface made training staff easier, leading to effective use of the new platform.

Continuous Improvement and Adaptation

While the initial implementation was successful, we recognised the need for ongoing tweaks and further training as we expanded the system's use. One significant addition was the ability to store photographs of members alongside their personal data, providing a more comprehensive view of each individual's needs and preferences.

Overall, the switch to Lamplight has had a significant impact on CLASP's operations, enabling us to offer more efficient and tailored services to our members. The initial investment in time and resources has proven to be invaluable, setting the stage for continued success and growth in the future.

Case Study 3: CLASP Craft Club



'Thank you for the lovely card from the CLASP team – it was very kind of you.' -
Katy Hughes,
Town Clerk



Craft Club

Craft Club was re-started in January 2023.

It has gone from strength to strength, with participant numbers often rising into the 20's and members attending regularly.

Participants enjoy the social side of the group along with **creating** individual pieces as well as working together on **collaborative** projects, all with a sense of pride and personal achievement. A number of attendees also use the space and time to enjoy the activities with **mindfulness** in mind, finding the

activities relaxing and helping them to relieve stress and improve their **mental health**.

By acknowledging the big dates in the calendar such as Christmas, Easter, the Saints days, along with opportunities to be creative with less well-known days and including craft for events such as Chinese new year, Diwali, Gay Pride and more our members have learned about other's experience and communities, and members have **shared their stories** and experiences with the group too. One thing we do regularly at Craft Club is our handmade/hand coloured thank you cards. These have been very much **appreciated** by those who have received them and are a good reflection of the culture of CLASP as a charity, where people are appreciated, and everyone matters.



Case Study 3 continued: CLASP Craft Club

Craft Club has also been integral in creating a handmade gift for volunteers during Volunteers Week and handmade card and gift to welcome one of the team's new arrival. Makers get a real sense of pride seeing their creations being so appreciated.



'Thank you so much for my award, it is extra special because the lovely members had a hand in making it.' – volunteer David

'Thank you for my award! I love it and was really touched to receive it. I did shed a little tear too.' – volunteer Helen



'Thank you for the lovely card and gift, Theo and I both love them.'
– Trustee Sammie and new baby Theo.



Many of our creations adorn the communal spaces in The Charity and Community Hub where our offices, and the club is based. Appreciated by those that work there and the public that visit too.



Case Study 3 continued: CLASP Craft Club

*'Lovely to see some
of the artwork around
the Wokingham Charity
and Community Hub.'* -
Involve

*'Wonderfully
creative, as
always.'* -
parent of a
CLASP member

CLASP was delighted to win the accolade of 'best stall' and an associated cash prize at the May Fayre in 2023, with handmade decorations on the Coronation theme, all made by our Craft Clubbers, as we like to call them!

On Random Acts of Kindness Day, Craft Clubbers potted up spider plants, adding personalised tags – leaving them outside our office building for strangers to take home. It was a lovely opportunity to give something back and one person questioned whether she was really allowed to take one home for free, was told to help herself and commented on what a lovely thing to do. With our Craft Club and everything we do at CLASP we aim to be productive and seen by members of the local community, so this was a nice thing for our group to be able to do.



Funding has been secured to hold an Art Show, showcasing the artwork from the group. A chance to show others what our members and adults with learning disabilities are capable of, a continuation of our mantra #abilitynotdisability.

Conclusion:

The Impact of CLASP's Dedication and Support

'Barbara loves the group & it brings out the best in her.'
- Audrey,
Barbara's sister

Despite our modest size, CLASP's impact throughout the year has been nothing short of remarkable. With **2.8** Full-Time Equivalent (FTE) staff, including **5** part-time non-learning disability (LD) staff and **2** LD staff members, we achieve outstanding results. Our work is further strengthened by the approximately **52** weekly hours contributed by dedicated volunteers, trustees, and friends of CLASP. This collective effort has earned us a reputation within the borough that has grown exponentially.

'A big thank you from me for all the excellent work you and CLASP do.'
- Stephen Conway,
WBC councillor

CLASP is more than just a schedule of events; we offer a diverse range of activities and support to enrich the lives of those in our community. Our projects are varied and include our commitment to making information accessible which has been relentless, as we work to break down digital barriers and challenge the use of jargon that often excludes people with LD and others. We continue to campaign to ensure that our members' voices are heard in healthcare decisions and beyond.

'Thank you for all you continue to do for Lorna.'
- Lorna's Mum

Our one-to-one support services are a crucial lifeline for members who lack personal support networks. We provide a trusted and personalised connection that not only addresses immediate needs but can also prevent the need for further statutory intervention. For those facing difficult or complex situations without an advocate, CLASP steps in to offer the support they need, ensuring they have a voice when it matters most.



Conclusion (continued):

The Impact of CLASP's Dedication and Support

'Love being part of this amazing organisation. It makes me feel better in myself and gives me a voice - and great staff members and helpful volunteers.'
– a member and LD trustee of CLASP

Our commitment to advocacy and personalised support demonstrates that CLASP is more than just a charity; we are a vital resource for our members and a crucial component of our community's safety net. By offering unwavering support and speaking up for those who have no one else, we play a key role in preventing crises and fostering a more inclusive and caring environment.

'The taster sessions have been really positive. Great for exercise and also social interaction. During these sessions we have seen members attend that don't necessarily attend other sessions so it is clearly filling a gap in our current weekly schedule. I see members proud of their achievements and encouraged by their peers.'
- CLASP staff member

As we reflect on our achievements over the past year, we remain dedicated to expanding our reach and deepening our impact. The hard work and dedication of our staff, volunteers, and supporters are what make CLASP a beacon of hope and an invaluable asset to our community.





**CLASP, Charity and Community Hub,
Waterford House, Erftstadt Court, Denmark Street,
Wokingham, RG40 2YF**

Tel: 0118 228 1801
Mobile: 0778 074 9453
Website: www.claspwokingham.org
Email: admin@claspwokingham.org