

Future of the Markhouse Centre Consultation, Information pack

From 8 July to 18 August 2024

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Consultation survey – Have your say

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Consultation pack overview

This consultation pack provides information about the proposal to close the Markhouse Centre and reasons why, and how people can participate in the consultation to inform the decision-making.

1. Consultation pack

This consultation pack includes:

- Information about the proposal to close Markhouse Centre that we are consulting on.
- Reasons for the proposal and reasons why we are consulting.
- Who we want to hear from.
- When, how and where people can share their views and opinions on the proposal.
- Questions and answers: a set of questions and answers about the proposals providing further detail.
- Other day opportunities information about a range of other day opportunities services available in Waltham Forest and in neighbouring boroughs.
- Consultation survey for residents to complete and send back to the Council to have their say (supplied separately).

The consultation pack is available to download at the Council's website at talk.walthamforest.gov.uk/markhouse-consultation and available in Easy Read.

2. Consultation process and the proposal

What are we consulting on?

The Council is consulting on a proposal on the future of the Markhouse Centre, at 247 Markhouse Road, Walthamstow, E17 8DW, including its potential closure.

The Council currently use the Centre to provide building-based¹ day opportunities for eligible social care clients, people with learning disabilities and people with learning disabilities and autism. The Centre operates Monday to Friday, 9.30am to 3.30pm.

The consultation runs from 8 July to 18 August 2024 and the views and opinions shared during the consultation will be presented in the report that goes to the Council's Cabinet Committee who will take the decision about the future of Markhouse Centre.

Why we are consulting

Before taking any decision, the Council especially wants to hear from people using buildings-based¹ day support, their family carers, residents, providers and other key stakeholders about the proposal to close the Markhouse Centre.

When will we consult and how to have your say

This consultation will run for 6 weeks from 8 July to 18 August 2024.

[1] Building based day opportunities are the programmes of activities held in a physical location, such as a community centres or special facilities specifically for individuals with learning disabilities, and individuals with learning disabilities and autism.

Drop-in sessions for people currently using the Centre, and their family carers/relatives

To support people to participate in the consultation, the Council will organise a series of drop-in sessions at the Markhouse Centre for residents who use the Centre and their parents/ carers. These sessions will provide opportunities to ask questions about the proposed changes, discuss and share views, and to access support to complete the consultation survey.

Written notification of drop-in sessions and online sessions

Service users and carers that currently access the Centre will receive a letter informing them of the dates and times of these drop-ins. The Council will also be organising and offering an online drop-in session in July and August.

Support to effectively participate in the consultation.

To ensure that residents, especially people currently accessing the Centre, can effectively participate in the consultation, independent advocates will be attending the drop-in sessions.

Online consultation

People can complete the survey online where this pack and further information will also be available at: talk.walthamforest.gov.uk/markhouse-consultation

Consultation pack

The consultation pack will be available at the Markhouse Centre in Easy Read format and available to download from the Council's website at: talk.walthamforest.gov.uk/markhouse-consultation



Dedicated email address

MarkhouseCentreConsultation@Walthamforest.gov.uk

This dedicated email address can be used to send in queries and questions in relation to the consultation not covered by the consultation pack, drop-in sessions and online session.

3. Day opportunities and the future of the Markhouse Centre

Day opportunities can help to develop new skills, build confidence, gain independence and promote social interactions in a safe environment. They can also enable family carers to work, access health, leisure or social opportunities themselves and have a life alongside their caring role.

We want to ensure that people eligible for social care and where day opportunities may meet their needs and outcomes, have access to day opportunities that are person centred. We offer a range of activities, promote their strengths and inclusion in local communities, are modern, fit for purpose and not limited to being based in a building. It is also important that social care support offers the best value for public money alongside delivering positive outcomes for residents.

The Council currently owns and runs a day opportunities service for residents with learning disabilities and people with learning disabilities and autism at the Markhouse Centre.

There is a limit to the range of activities that can be provided to residents with learning disabilities due to the size and design of the building. The building is in poor condition and will continue to deteriorate. Due to these factors the Council has reviewed the current service and considered several options about the future of the service.

4. Options considered

The Council has considered several options in relation to the Markhouse Centre as alternatives to the proposal to close the Centre:

- I) No change. Keep the Markhouse Centre open and continue to run the day opportunities service.

The building is in poor condition and will continue to deteriorate. This presents issues to continuing to provide day opportunities from the building. The limitations of the building for the day opportunities service offer would remain due to the size and design of the building.

- II) Spend over £1.2 million to improve the building and continue to run the day opportunities service.

It would cost the Council at least £1.2 million to improve the building. The works could be disruptive to the service, to people accessing the service. The service might not be able to operate whilst the works were being undertaken. The limitations of the building for the day opportunities service offer would remain due to the size and design of the building.

- III) Move the service at the Markhouse Centre to another building.

The Council undertook detailed work to consider moving the service to the Ferguson Centre in Low Hall Lane, Walthamstow. This work identified it is not financially viable to move the service.

- IV) For an organisation in the private sector to run the service.

For this option to become viable it would require either a private sector provider or the Council to still fund the improvements needed to the building which in 2023 were estimated as £1.2 million.

5. The Council's preferred option

The Council's preferred option is to close the Markhouse Centre and for the Council to support people currently accessing the Centre/ the day opportunities service, to access alternative support according to their needs. So, this means a continuation of support for those who need it – just not at the Markhouse Centre.

Key reasons

Current service limitations

The Markhouse Centre offers some community-based activities for residents, but it mostly provides activities that are based in the building. There is a limit to the range of activities that it can offer for our residents. The Council wants to ensure that residents can access a greater range of personalised activities to meet their interests and their needs and believe this can be provided by alternative day opportunity services.

Building condition

The Markhouse Centre building is not in a good enough condition to act as a modern-day service and will continue to deteriorate. For the Council to improve this building, it would cost over £1.2 million. The Council believes that this does not represent best use of public funding.

Alternative support/opportunities

There are day opportunity services provided by organisations across Waltham Forest and in neighbouring boroughs which provide a wide and flexible range of activities that can meet the needs of our residents eligible for social care support which offer better value for the Council compared with the costs of running the Markhouse Centre.

Through our commissioned arrangements, 160 eligible residents with learning disabilities and other needs, are already accessing day opportunities provided by nine organisations within Waltham Forest and eight organisations outside of the borough. Some offer support for up to 100 people, whilst others are smaller and support up to 20 people.

Further information about the day opportunities services and the range of activities can be found on page 10.

Move on and transition plans and support

If, following this consultation and subject to Cabinet approval, the Council decides to close the Markhouse Centre, any residents that currently use the service would have a social care statutory review of their needs to ensure their needs continue to be met through appropriate alternative support. Individual reviews would be undertaken and individual move on and transition plans put in place before the Centre was to close.

6. Frequently Asked Questions

What is the reason for the public consultation for the future of the Markhouse Centre?

Before any decision on the future of the Markhouse Centre is taken, the Council wants to hear the views and opinions from people currently accessing day opportunities, their family carers, residents, providers and other key stakeholders about the proposal to close the Markhouse Centre.

What steps are being taken to involve service users and their families in the decision-making process during the consultation?

Several steps are being taken to involve service users and their families in the decision-making process during the consultation. They are:

- The consultation document;
- An online consultation survey to express views and opinions;
- A consultation survey in Easy Read format;
- Letters to every resident currently accessing the service to notify them of dates and times of drop-in sessions being held at the Markhouse Road Centre;
- Drop-in sessions at Markhouse Centre with local advocacy support available;
- Online drop-in/meeting to express views and opinions;
- A dedicated email address:
MarkhouseCentreConsultation@Walthamforest.gov.uk

Why is the Council proposing to close the Markhouse Centre?

The Council is committed to ensuring a people-centred and inclusive approach to supporting individuals with learning disabilities, and individuals with learning disabilities and autism. This commitment extends beyond activities in building based services to empower individuals to live independently and fulfil their aspirations.

The Council has reviewed the service offer at the Markhouse Centre, and the outcome of the review has identified that:

- The Markhouse Centre primarily offers building based activities and has a limited range of options for personalised support for individuals in the wider community.
- The building condition requires at least £1.2 million spent on it to meet the standards of a modern-day service. Works would be disruptive too, and the service might not be able to operate whilst they were undertaken.
- Other day service providers in Waltham Forest and nearby areas can offer a broader range of activities which offer better value for the Council compared with the costs of running the Markhouse Centre.

Why is the building condition a consideration for closure?

A building survey in 2023 estimated that Markhouse Centre would require substantial investment of over £1.2 million to bring it up to an acceptable condition to continue to deliver a modern-day service.

What do we mean by building based day opportunities?

Building based day opportunities are the programmes of activities held in a physical location, such as a community centres or special facilities specifically for individuals with learning disabilities, and individuals with learning disabilities and autism. These services provide daytime activities, social interaction and build upon people's skills and strengths.

Who uses the day opportunities services at the Markhouse Centre?

Eligible residents (people known and supported by Waltham Forest social care services) with learning disabilities, and those with learning disabilities and autism access the services.

What types of activities are offered at the Markhouse Centre?

The day opportunities service activities include group activities such as music and movement, keep fit, art and gardening and some 1 to 1 activities. Staff also provide support with personal care needs where agreed, and support with eating and drinking and communication needs.

Will there be any changes to the Markhouse Centre during the consultation period?

During the consultation period there will be no changes to the Markhouse Centre. A final Cabinet decision on the future of the Centre will be sought in November 2024 and we will inform service users and families of the decision taken and the next steps which will depend on what decision is taken.

If the decision is made to close the Markhouse Centre, are there alternative options available for individuals?

Our review of the wider day opportunities market has indicated that there are several day opportunities providers and community activities available across Waltham Forest and in its neighbouring boroughs. Should a decision be made to close the Markhouse Centre the Council would work with services users and their families/carers to review their needs and to identify alternative appropriate support.

Alternative support options would be explored as part of a social care needs review process. If a decision is taken to close the centre, the Council will ensure that eligible residents have access to appropriate and personalised support that meet their needs and preferences.

If a decision is made to close the Markhouse Centre will there be a smooth transition and continuity of support?

If it was decided that the Markhouse Centre is to close we would work closely with service users and their families to develop individual and personalised transition plans and have support in place to assist individuals and families to navigate the changes in provision, ensuring continuity of support.

What will happen to the Markhouse Centre building if the proposal to close it goes ahead?

If it was decided that the Markhouse Centre is to close, the Council would explore options aligned to Mission Waltham Forest, **www.walthamforest.gov.uk/media/7911** which is made up of six borough 'missions', aiming to tackle the issues and challenges that residents are facing between now and 2030.

Who can people who currently access the day opportunities service at Markhouse Centre, and their carers/families contact for more information or with any concerns during the consultation period?

During the consultation period we will actively consider and address any concerns and feedback from people through open and regular communication in person or via the dedicated email address **MarkhouseCentreConsultation@Walthamforest.gov.uk**

Day Opportunities provider profiles



Access Living

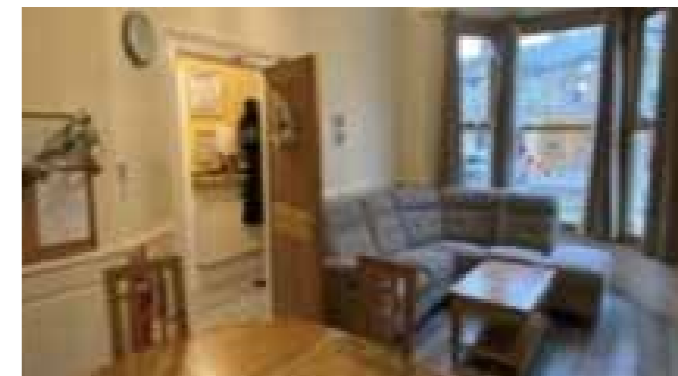
Access Living is a Day Opportunities provider that specialises in delivering in house and community activities, and encourages clients to enjoy new experiences and where possible learn new skills.

Wide Range of Activities

Access living is a day care service for 18 to 65 year old. Providing a range of centre based and outdoor activities Access Living provides a homely environment for all users.

Future Plans for the service

Access Living have plans to extend their service by offering weekend service, overnight stays, summer trips to the Zoo and the seaside and many more activities.



How to find Access Living

204 Osbourne Road, Forest Gate, E7 OPR

Email: Joyti.accessliving@gmail.com

Telephone number:
07895065600

Opening hours:
Monday to Friday, 8am to 8pm



Acorn Day Opportunities

Acorn Day Opportunities Ltd is a new developmental Day Learning Centre for individuals between 18-65 with learning disabilities, Learning difficulties physical disabilities, behaviour which challenge the service, mental health disorders and Autistic Spectrum Disorder.

About Us

Acorn Day Opportunities maintain individual care plans for all our service users, these are available to staff to aid communication and promote in-house awareness of the specific needs and requirements to be met for each individual, ensuring everyone receives the same structured level of tailored support.

Activities

Acorn understand that because of personal preference and ability some service users won't be interested or able to take part in certain activities, for this reason Acorn offer a wide range of activities of both indoor and outdoor to cater for everyone. Some of the activities of offered are

- Computer classes
- Cooking classes
- Music Therapy
- Day Trips
- Cycling
- Drop in service

Acorn's new drop in service has been tailored specifically for those who are interested in taking part in full day, morning or afternoon sessions and would be accompanied by a carer/ PA. There are both recreational and educational activities within the center

Every day at Acorn Day Opportunities individuals are given the autonomy to choose

from an extensive variety of enjoyable activities designed to benefit their minds and bodies; our community is built on the premise of developing each service user's self-confidence and social aptitude through interaction and individual achievement. All service users have the opportunity to gain National Qualifications, these qualifications can lead to college progression and living in supported accommodation

If required Acorn offer a pick up and drop off service for those in need, this service will start from £5 each way. Once at the centre transport to outdoor activities will not be at any additional cost. Lunch can be provided for a nominal fee and all dietary requirements catered for.

How to find Acorn Day Opportunities

Site 1:

Unit 11a, 22(UP) Sutherland Road, Walthamstow E17 6JW

Site 2:

Unit D, 43 Sutherland House, Walthamstow E17 6BU

Site 3:

Unit DA1 43 Sutherland House, Walthamstow E17 6BU

Site 4:

Unit 11a, 22(DN) Sutherland Road, Walthamstow E17 6JW

Centre Manager: 07788213272

Telephone number:
0203 540 6260

Email:
info@acorndayopportunities.co.uk

Website:
www.acorndayopportunities.co.uk

Opening hours:
Monday to Sunday, 8am to 5.30pm



Br3akfree Limited

Br3akfree provides a range of flexible individualised activities which support adults with Learning Disabilities, Autism, Mental Health needs and Older People.

Daily living and Occupational Skills

Activities include, cooking, baking, literacy and numeracy, handling money, shopping and use of multi-media. Staff work with professionals and carers to support individuals to access and participate in more formal training, as well as supporting continuity in personal care and hygiene routines.

Emotional Support

Staff are trained to provide emotional support where required. They provide opportunities for service users to communicate the need for this, and encourage and support each person in receiving the appropriate support and means of delivery.

Sensory and Physical Stimulation

Br3akfree offers sensory stimulation, suited to the needs and choice of the user, and based on professional assessment and evaluation. A range of Arts and Crafts activities are offered to assist, support and enhance service users creativity and expression, as well as producing positive outcomes.

Through a range of meaningful activities designed around the needs and preferences of service users with learning disabilities, both on an individual basis, and in small group settings.

Staff support service users to participate in guided walks, cycling, gardening, sightseeing, visiting places of interests, and participating in other day-to-day activities that are part of everyday life. They ensure all users enjoy social events and activities during day and evening by providing escorting, supporting and transporting services

How to find Br3akfree Limited

C/o South West Essex & Settlement Reform Synagogue, Civic Centre, Newbury Park Ilford, Essex, IG2 7PL

Website:

www.br3akfree.co.uk

Telephone number:

0208 594 3371



Butterfly Bloom

A day centre for adults with Learning Difficulties. The service is designed to stimulate and encourage the minds and bodies of older adults with Learning Disabilities.

Welcoming and creative environment

Butterfly Bloom offers a range of activities and amenities to ensure a fun and engaging experience for all. Each day begins with a mix of crafts, games, and activities to cater to different interests and abilities

Experienced staff on hand to support throughout the day

Dedicated staff members are trained to provide support and assistance as needed, creating a safe and inclusive environment for everyone.

Refreshments

Throughout the day, service users have access to a variety of refreshments to keep them energized and hydrated. Additionally, they host a daily bingo session that is always a hit

Butterfly Bloom aims to empower adults of all ages who are affected by learning disabilities to realise their potential and aspirations. Giving individuals opportunities outside their everyday environment, helping to build confidence whilst providing a sociable setting to make new friends is the backbone of their vision.

Working in partnership with carers, support workers and families allows us to create the perfect experience tailored to suit everyone's needs and requirements. They pride ourselves on being approachable and welcome all comments and feedback to ensure we are delivering the very best possible.

How to find Butterfly Bloom

Walthamstow Quaker Meeting House,
1A Jewel Road, Walthamstow,
London, E17 4QU.

Website:

www.butterflybloom.org.uk/days4you2

Opening hours:

Monday to Friday, 10:00am to 3pm



Waltham Forest Disability Resource Centre

Waltham Forest Disability Resource Centre is an independent charity.

The Centre is used by people with physical impairments, people with learning disabilities, people with mental health needs and long-term health conditions such as Diabetes and Heart Conditions.

What's on?

The Centre has a rolling class/activity Timetable, such as Table-Tennis, Fine Art, Zumba, Relaxation/Meditation, a Community Choir Project, as well as art and crafts, including needlecrafts, art therapy, paper-crafts, etc. They also run varied taster sessions and short courses, along with some early evening social events. The classes and activities are based on what people who use our service tell us they are interested in.

Experienced staff on hand to support throughout the day

Everyone involved in the Centre, including service users, volunteers and tutors, have a say in the running of the centre. The classes and activities that happen here are based on interests of the service users.

How to join and charges

Any disabled adult can try our service and we welcome people to enjoy a free taster day/session at our Centre. Just ring to make an appointment.

How much people pay to use our services varies according to their support needs and how a particular activity is funded. We also run regular special events, short courses and taster sessions which are individually priced. Charges will be explained fully when you visit the Centre and we have filled in an application & assessment form with you.

The Waltham Forest Disability Resource Centre relies on members of the community volunteering to help run its service. We have people who volunteer their help by teaching classes, by supporting people to take part in classes and activities, by organising fundraising events or helping out in the office. Everyone involved in the Centre, including service users, volunteers and tutors, have a say in the running of the Centre. The classes and activities that happen here are based on what people tell us about their interests.



How to find Waltham Forest Disability Resource Centre

90 Crownfield Road, London, E15 2BG
(Entrance off Amethyst Road)

Telephone number:

020 8534 1589

Email:

info@wfdrc.org.uk

Web:

www.wfdrc.org.uk

Opening hours:

Monday to Friday, 10am to 4pm

Eastway Care

Eastway was set up to provide daytime opportunities for people with learning and physical disabilities as well as complex health needs in East London.

About Us

Eastway originally operated out of a single service site in Barking and operated their own transport provision. The services based at Barking received very positive inspection reports and second site was identified in Leytonstone and services commenced from 2003. The building was larger than the Barking site, over two floors with a lift allowing access for all clients. The building allowed Eastway to develop services for those with high personal care needs via the installation of disabled bathrooms including hoists and changing beds.

Activities

Eastway provides fully accessible transport, and service bases are close to bus stops and train stations for those who wish to use public transport. They offer a variety of stimulating activities as part of a person's service including groups such as art, drama and dance as well as domestic skills such as shopping and cookery, IT skills, sensory groups including hydrotherapy sessions, leisure activities such as rambling and bowling, healthy living activities such as gym sessions and swimming. We provide specialised support around autism and organise regular day visits to places of interest. Eastway have also supported people who wish to attend educational or employment opportunities via access support.



How to find Eastway Care

4 Hanbury Drive, Bushwood,
London, E11 1GA

Telephone number:
0203 617 0511

Opening hours:
Monday to Friday, 9am to 4.30pm

Transition Support

Eastway operates out of three bases in Leytonstone, Romford and West Beckton. The bases are equipped to provide you with support if you have physical disabilities. If you do come to Eastway the first six weeks of your service is called 'Transition'. During this time Eastway will work with you to help you to settle in and get to know everybody. Usually there will be a review at the end of your Transition so that you can decide if you want to continue to attend the services.



Ellingham Day Opportunities

They support individuals to learn and develop vocational and life skills, whilst enjoying social interaction and the chance to participate in fun, positive and constructive activities.

About Us

An empowering and supportive service that nurtures abilities and creates opportunities.

We provide quality support for people with Learning Disabilities.

Our professional and specialist staff team are invested in providing inclusive activities that ensure our clients have a good day.

Activities

In our modern, friendly centre we will support you to be active, socialise and develop skills and independence whilst having fun.

We offer a structured timetable of activities which are both building and community based.

Activities include but not limited to: Work Skills (through our enterprises), Skills for Life and Independence, Fitness and Wellbeing.



How to find Ellingham Day Opportunities

5 Ellingham Rd, London E15 2AU

Telephone number:
020 8519 5234

Opening hours:
Monday to Friday, 9am to 3pm



Snaresbrook Arts Project

Snaresbrook Arts Project (SAP) is a day centre for adults with Learning Difficulties. They support attendees through the use of arts and crafts. All activities are tailored to each attendee's individual capabilities.

Supporting Adults with Learning Difficulties

Set up in 2008, the Snaresbrook Arts Project (SAP) is a community interest company which aims to support local people with learning disabilities so that they feel equally part of the community, have an increased sense of purpose & achievement and can experience a typical work environment.

Build a Better Community

The local people receive training and support from dedicated staff to create handmade, creative items. Any products produced are sold directly.

Training and Support

The Snaresbrook Arts Project provides training and part-time employment to adults with learning difficulties in the Redbridge and Waltham Forest areas.

Staff at SAP are trained to make assessment where necessary, for example whether the clients need additional help in their daily life. SAP provide clients with the ability to learn skills such as, arts, crafts, gardening, cooking where these are personalised to each individual's disability and their wishes.

SAP aims to enhance confidence, sense of purpose and achievement of the adults who attend their project through their support and the art & craft work.

How to find Snaresbrook Arts Project

The Pastures, 15 Davies Ln, Bushwood, London E11 3DR

Telephone number:
020 3154 9189

Opening hours:
Monday to Friday, 9.30am to 3.30pm



St Mark's Day Service

The Service specialises in providing for people who have communication, learning and behavioural difficulties. It is based on a structure with flexibility approach to learning which aims to develop individual abilities, social and independent living skills and to decrease the frequency of anxiety related and obsessive behaviours.

About Us

St Mark's Day Service provides social education and day care for autistic people with learning disabilities who are experiencing emotional and behavioural difficulties. Our philosophy is:

To create a safe and secure environment with appropriate boundaries

To provide a personalized service based on individual needs, and

To empower every person to live as independently as possible.

Care Plans

In consultation with the Client, Carers, and other professionals involved with the client, the Key Worker will complete a Care Plan that will identify the abilities and care needs of the clients. Care Plans are made up of 'Profiles' that state the abilities and care needs of the client.

The Care Plan might include a:

- Medical profile;
- Communication profile;
- Personal care profile;
- Physical profile;
- Sensory assessment
- Day Trips & Outings

Throughout the year all service users have the opportunity to go on day trips out such as the zoo, museums, parks, picnics, a day out to the beach and many other places of interest, not only as leisure activities, but also as part of the daily timetable.

At St. Mark's Day Service, it is recognised that a client has a right to his/her own feelings and that a client may not choose to express his/her inner state. It is recognised that the inner state of a client will vary depending on his/her health, physical comfort, relaxation, reaction to surroundings, his/her reaction to those around him/her and the extent to which he/she feels valued. If a client expresses him/herself through negative behaviour, or by withdrawal, we will encourage their positive attributes and characters. St Mark's uses the Approach method, which is a framework for understanding, analysing and responding to the behavioural needs of the students and is widely adopted across the field of Health & Social Care.



How to find St Mark's Day Service

Millais Road, Bush Hill Park, EN1 1EF

Telephone number:
020 8245 9743

Opening hours:
Monday to Friday, 8.30am to 4pm

The Liberty Centre

Liberty Centre was formed by a group of professionals from diverse backgrounds; health, education care, with genuine commitment, interest, and concern for vulnerable young people and adults with learning disabilities, autism, and other related diagnoses.

Range of Activities

The liberty centre support clients with the opportunity to learn independent living skills and other skills these include, cooking, cleaning, horse riding, gardening, arts and craft, swimming, work experience and travel training etc. The activities at the day centre are carefully planned with the use of TEACCH (Treatment and Education of Autistic and related Communication Handicapped Children) and PECS (Picture Exchange Communication System) principles

Liberty Centre Limited is a private organisation that cater for the specific needs of individuals with complex and challenging needs. We offer support services based primarily in and around London Borough of Barking & Dagenham, Havering, Waltham Forest, Bromley and Essex. The Liberty Centre supports adults with learning difficulties, physical disabilities, challenging behaviours, mental health problems and autism spectrum disorder.



How to find The Liberty Centre

13 Claridge Road, Dagenham, RM8 1TT

Telephone number:

020 8599 8626

Opening hours:

Monday to Friday, 9am to 5.30pm



Trinity London Care/The Service

A day centre for adults with autism spectrum disorders (ASDs) and learning difficulties. Trinity provides a daily activity programme that promotes social understanding and interaction, imagination and communication skills.

About us

At Trinity London Care (TLC) they believe the key to a successful day service lies in forging a close partnership between home and the centre. Their aim is to provide high quality care in a stimulating, safe and secure environment, this helps the service users to achieve their full potential in all areas of development. To help us bring the “family” atmosphere to the day service, every one of their staff has been chosen with the utmost care. They are fully trained or undergoing training and demonstrate a real interest in care. All staff must have the professionalism to work as a team dedicated to meeting the unique needs of each service user.

Activities

Trinity London Care offer a wide range of activities that are both centre based and community based. They aim to improve upon the skills service users already have and to help them develop new skills around social interaction, imagination and communication.

Activities they offer include Bowling, Trampolining, Cycling Swimming, Shopping, Ice Skating, Travel Training, Outing to other places of interest (i.e. Parks, seaside, aquarium, museums, zoos etc.) and many more.

Transition Support

TLC believe in making the transition from home to Day Centre an easy one, therefore, they have a ‘settling in’ policy whereby the service user can be accompanied in the sessions for as many visits as necessary. There is also a communication book that goes home with each service user every day as an extra communication tool for parent/carers to have with the staff at TLC.

How to find Trinity London Care/The Service

113 Ruckholt Road, Leyton, London, E10 5NT

Telephone number:

020 8558 4828

Email:

theservice@trinitylondoncare.co.uk

Opening hours:

Monday to Friday, 7.45am to 5pm



Uniting Friends

Uniting Friends members are adults with a wide range of learning disabilities. We support them and their families, friends and carers.

Daytime Services

Uniting Friends run a daytime service called Out There! Daytime

It offers an enormous range of activities that promotes personal development and independence. These include basic skills learning, supported college, a huge choice of sports, arts and crafts, dance and horticultural activities. All activities are supported by our team of friendly, qualified and experienced staff.

Evening and Weekend Service

Our evening and weekend service is called Out There! Evenings and Weekends There is a comprehensive programme of activities arranged each month both locally and across London, designed and chosen by our members themselves. For example, we offer theatre trips, sporting activities, meals out, cinema visits and much more!



Training Cafe

The café training sessions take place in the Hive Café at Uniting Friends. The sessions involve basic hygiene awareness, including personal hygiene, Health and Safety awareness, training for working in a kitchen/cafe environment, customer service skills and presentation of food.

Uniting Friends offers an enormous range of activities that promotes personal development and independence. These include basic skills learning, supported college, a huge choice of sports, arts and crafts, dance and horticultural activities. All activities are supported by our team of friendly, qualified and experienced staff. Our activities fall under the following categories:

There are weekly drop-in sessions which includes social time in a local pub, as well as Change 4 Life health activities to get our members involved in things such as cookery, dance and yoga. Our café team learn how to prepare what is required for lunch time service, serving and the clear up at the end of the day. All our meals are very healthy and when we can are supported by Waitrose and Tesco and our very own allotment Sprout There!

- Health and Wellbeing
- Sports and Leisure
- Independent Living and Life Skills
- Skills for Work
- Music and Performance
- Creative Arts

How to find Uniting Friends

92c Beehive Lane, Ilford, Essex, IG4 5EG

Telephone number:
020 8551 8800

Opening hours:
Monday to Friday, 9am to 6pm

Vibrance

Vibrance offer a whole new way of providing day services for people with a wide range of learning and physical disabilities. They opened their doors in 2010 to provide local community-based day services for the people from Waltham Forest and the surrounding areas. Vibrance have the use of a fleet of well-maintained vehicles which is used for transport of service users and if needed, community activities for those that would find it difficult to use community transport.

Wide Range of Activities

Service users can take part in a range of social and leisure activities including hydrotherapy, pottery, trips to the cinema and dining out in local restaurants. Staff encourage service users to keep fit and active and regularly arrange trampolining sessions, swimming and horse riding. The person-centred programme is varied and stimulating, with each individual having a bespoke programme tailored to meet their individual needs. Depending on the activity or session, people can take part on their own, with staff support, within a group or one-to-one.

Green Lane

Green Lane is a specialist autism service which provides support for adults with the most complex of needs. All of the clients have 1:1 or 2:1 tailored support to ensure all of their needs are met and a thorough assessment is carried out to support in building positive relationships. Activities on offer include a range of social and leisure activities including country walks, an outdoor gym, swimming, bike rides, bowling, ice skating and day trips. Vibrance Green Lane also support people to attend college courses and their in-house offer includes a mini gym and therapy room, a games room, cooking and music sessions and chill out time.

How to find Vibrance

Louise House - 194 Brookcroft Rd
Walthamstow, London E17 4TA

Green Lanes Site - 626 Green Ln,
Ilford IG3 9SD

Telephone number:
0208 477 1800

Email:
info@vibrance.org.uk

Opening hours:
Monday to Friday, 9.30am to 4pm



