

# LATIN AMERICAN DISABLED PEOPLE'S PROJECT



## ANNUAL REPORT IMPACT OF SERVICES 2016-2017

28 YEARS WORKING WITH DISABLED SPANISH AND  
PORTUGUESE SPEAKING PEOPLE AND THEIR  
COMMUNITIES LIVING IN LONDON

“LADPP aims to improve the quality of life and independence of disabled and non-disabled Spanish and Portuguese speaking people, their careers, families and communities living in London, through information, training, advocacy, social and cultural events and volunteer opportunities”

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Thank you

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## Chairperson's Report.



Welcome to the Annual General Meeting of LADPP, as president of the Management Committee I want to give my thanks to all of the members of

the Committee, and of course to the coordinator of the organization, Mr Jhon Jairo Marulanda who has been working with me through this year to continue developing our different Projects aimed at the disabled community of Spanish and Portuguese speakers as well as their careers, families and the community of Spanish and Portuguese speakers located in London, thereby facilitating their integration into the wider community in this country and improving their quality of life.

I want besides to offer our appreciation and thanks to all our volunteers; thank you for your unconditional support. Without you it would not be possible to carry out the fantastic work we do day by day. To our employees Francisco Dimate, Rachel Hobbs, Rosie Morgan and Ana Ray thank you also for the passion that you show in providing your services to our organization.

This is also the moment to give special thanks to all the members and users of the organization and your families for your financial support through the renewal of your memberships, general donations, and your participation in the activities which we have arranged during the year to raise funds for the organization.

During the year 2016-2017 we have also been working with the support of our local authority Southwark, foundations and companies that have supported our project financially, which when added to the financial support of our users has permitted us to continue developing each one of our projects through which we serve our Community. These projects in general pursue the improvement in the quality of life and the integration of our community of Spanish and Portuguese speakers located in London and especially those who are most disadvantaged such as those people who suffer from some type of disability be it physical, mental, sensory, or those with chronic or terminal health problems. For this reason I want to ask everyone present, friends and users, that you continue supporting the organization financially, renewing your memberships, making your monthly donations and taking part in all the activities that we organize to obtain financial resources and thereby continue offering our services to our Community. We really need your help and even more so now that the demand for our services has risen through the need within the community for direction and help; your support is vital for the continuation of the project and its services.

With the help and support of different organizations such as: Community Action Southwark, Child Poverty Action Group, Evelyn Enfield Unit, LASA, Advice UK, we have been working to raise the standard and quality of the service given by the organization.

Taking the position of the spokesperson for the organization and the Hispanic Community in general I call upon the local authorities as well as all the organizations that have supported the project, to continue providing their support, which permits us to keep offering our services that are so needed by this Community and even more so in these times of great changes which the new Government has implemented.

Your agreement to continue supporting the organization, that economic support that you and each one of your families and friends can offer is the only way we have of avoiding the closure of the organization; with your support the doors will be kept open to continue confronting this and each one of the changes that will continue happening and which for many reasons, including the barriers of culture and language, make more difficult the access through our own means to the social services that this country offers to the community.

We know that many of you want to support us monthly through your membership or with something more, and if this is your preference please approach the Manager or any of our Employees so that they can help you to set up a Direct Debit at your bank or make your donations via the organization's web page by just clicking on DONATE. I have prepared a note explaining how to do this but if you have any doubt remember that we are able to help you in the office.

And finally, a very special thanks to all the other organizations that one way or another have supported us during the year including: Awards for All Big Lottery, The Cooperative, Peter Minet Trust, Trusthouse Charitable Trust, Trust For London and City Bridge Trust, Southwark Council, Walworth Community Council, Wakefield and Tetley, London Catalist, Becas Erasmus de España, Foundation for International Studies from America, some of whom have supported us with volunteers who have helped with our various projects.

On behalf of all the users of the organization, I offer again our sincerest thanks to Mr John Jairo Marulanda for your total support for this project, thanks too to our employees and Volunteers for your unconditional collaboration and I must once again thank our Management Committee for another year of safeguarding the wellbeing of LADPP. Thanks to you all and please join me in hearty applause!

Elizabeth Castro -Chair LADPP

## Community Development and Project Manager's Report.



### Welcome everybody:

I want to give my sincere thanks to the members of the Management Committee for all your support and collaboration during this working year. To Elizabeth Castro president of the management Committee, may I offer my sincere thanks for all your support and collaboration in the administration of the project.

Thank you to all those members and users of the organization for all your support through donations, membership renewals and participation in the social and cultural activities of the organization. May I give my special heartfelt thanks to our employees, Rachel Hobbs, Rosie Morgan and Francisco Dimate, Ana Rey and the organization's volunteers for all your support and devotion to the project and for making our services the best possible for our community through 30 years of work, 28 of which were as a registered Charity.

During the year the organization has provided the following projects and services:

- -Community Integration and Health Development with the support of Southwark Council
- -Health and Alternative Therapies, and the management of pain, with the help and support of the Refugee Health Team LSL-NHS services.
- -Mental Health and Wellbeing: with the help of the Barchester Foundation, Peter Minet Trust and London Catalist. Also offering befriending services through our **Befriending project**" and community integration activities with support and emotional direction and alternative therapies as well as expanding our services to the Portuguese speaking community.
- -Advice & Representation services: with the support of our members and resources of the organization through memberships and donations, we offered our professional service of Advice and Representation on Welfare and Disability Benefits, Housing and Tax

Credit services, approved as a service by Advice Quality Standards.

- -Community Volunteering and User Development with the support of Wakefield & Tetley Foundation.
- -Community Skills for Work and Welfare with the support of Awards for All, Big Lottery Programme, City Bridge Trust, offering employment advice services.
- -Interpreting Service supported by our voluntary interpreters, users and the community which benefits from these services.
- -Social and Cultural Activities with the support of Walworth Community Council, Southwark Council as well as our users, members and the community.

Our evaluation of our services showed that about 6,786 members and users have benefitted from the organizations services during the period April 2016 to March 2017. supporting especially our disabled members and users and those with health problems on how to access help and medical treatments according to their health needs so as to improve their quality of life. And in addition, supporting our users from the European Community in the process of their integration into the United Kingdom community.

I also want to thank all of the Latin-American organizations that in the past year have worked with us in CLAUK (coalition of Latin-American organizations in the UK) with whom jointly we have worked on different campaigns: mental health; registering with a family GP; electoral education; movement for the recognition of the Latin-American community in the localities of Southwark, Lambeth, Islington, Hackney, Harringay and Newham, so that the community will have a presence and representation in the places where the greatest numbers of the Latin-American population are located

Brexit is a reality and its social impact on the population coming from the EU will be especially noticeable which is why we must be well informed and united to accommodate the changes it brings. And LADPP is there for the community which is why together we must jointly support the project to continue working for the wellbeing of the of the community of Spanish speaking and Portuguese speaking people located in London.

A special thanks to all those organizations that have supported the work of the organization, especially Community Action Southwark (CAS), Advice UK, the

Child Poverty Action Group (CPAG), the Latin American Studies Association (LASA), the Evelyn Oldfield Unit amongst others. Thanks to your support we have managed to maintain the professional approach of the organization which has permitted us to work on the improvement in the quality of life and the social integration of our community.

A special thank you to all of our patrons which have supported our services during this period: Southwark Council, Peter Minet Trust, Wakefield & Tetley Trust, Awards For All- Big Lottery Fund, London Catalist, The Portuguese community fund -LCF, Walworth Community Fund and City Bridge Trust. Also, thanks to Becas Erasmus of Spain and the Foundation for international Studies of America for your support with the volunteers who make up part of our team of workers.

Thanks to your financial support we have managed to continue offering the projects and services that the organization provides for the community and now more than ever we need to be able to continue to count on your support which is vital for the organization's future. In this way we will be able to continue with our wonderful work of helping the sector most vulnerable in our society with access to services and to improve quality of life, as well as facilitating the process of its integration into wider society.

I also want to thank the Management Committee and all of you for permitting me to be part of this project and for being with me working hard in the administration of the organization. These are difficult times for the community sector for as each day passes

more organizations are having to close their doors and this so affects the community since it loses the opportunity to be represented in British society.

For these reasons I make a call to all of you that you continue supporting the project and in this way allow the organization to continue working for the benefit of the community, supporting our members and users, including those who are disabled, who speak Spanish and Portuguese and who are located in the United Kingdom. And thereby to improve their quality of life and community integration. At the same time I reiterate my commitment to work in the organization and with the help of you all we will be able to go forward – the future of the organization depends on us all.



**MC Members**

**Jhon Marulanda**

**Community Development & Project Manager**

**LADPP**

## Financial Report

### STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2017

Income Resources	Unrestricted Funds	Restricted Funds	Total Funds 2017	Total Funds 2016
Income Resources form Generated Funds: Voluntary income	13,531	75,243	88,774	59,332
Activities for generating funds: Fundraising Income	2,885	–	2,885	2,669
Investment Income: Bank interest	6	–	6	9
<b>Total Income Resources</b>	<b>16,422</b>	<b>75,243</b>	<b>91,665</b>	<b>62,010</b>
<b>Resources Expended</b>				
Charitable expenditure	9,500	62,600	72,100	66,662
Governance Cost	1758	-	1,758	1,740
<b>Total Resources Expended</b>	<b>11,258</b>	<b>62,600</b>	<b>73,858</b>	<b>68,402</b>
Net ( Resources expended) for the year- net income for the year	5,164	12,643	17,807	(6,392)
<b>Net Movement in Funds</b>	<b>5,164</b>	<b>12643</b>	<b>17,807</b>	<b>(6,392)</b>
<b>Total Funds brought forward</b>	<b>19,309</b>	<b>4,500</b>	<b>23,809</b>	<b>30201</b>
<b>Total Funds carried forward</b>	<b>24,473</b>	<b>17,143</b>	<b>41,616</b>	<b>23,809</b>

**All of the above results are derived from continuing activities**

#### Restricted Funds:

**Big Lottery Found: Awards for All Big Lottery Fund-** funds the Skills for Works services.

**Mrs Smith & Mount Trust:** Funds the community Health and Wellbeing Project.

**Elephant and Castle Community Fund:** Fund the Pathway to Employment project.

**City Bridge Trust-** Towards the Skill4work and Advice project.

**London Catalist Fund-** has been donated towards the Community Health & Wellbeing activities.

**Southwark Council Grant-** finances the salary of the Community Support Worker.

**Walworth Community Council** supporting the skills for work and welfare project and social and cultural activities

**The Peter Minet Trust-** Fund has been donated towards the Community Welfare Project.

**Trust for London-** Fund has been donated towards the Community Advice & Representation Project.

**Wakefield & Tetley Trust-** funds salary of the Community Volunteer & User development Project.

Other funds have not been identified and have therefore have been written off the general funds.

## Community Advice & Representation Service Report

To offer advice, advocacy and representation services to LADPP's users in the areas of housing, homelessness, welfare benefits, community care, education, training and health care to migrants, refugees and asylum seekers from the Spanish and Portuguese community.



In **2016 – 2017** we have had **95** drop-in advice sessions where **1609** people were seen. We delivered **220** appointment sessions in which **660** people were seen, we worked on **45** appeals and supported **16** families with homelessness applications. We delivered **20** workshops with **400** beneficiary users. **150** people were seen by our freelance service. In total, **2880** users benefitted from our service.

Following the evaluation feedback of services from users:

80% of users have accessed their benefits entitlements that they applied for, maximizing their personal and family income, improving their quality of life.

45% of users can have access to administrate their benefits entitlements without the support of LADPP

63% of users are satisfied with the referral system receiving positive outcomes of their cases.

90% of users feel they are more informed about the benefits entitlement and feel ready to administrate their report of change of circumstances at first step inquiries at benefits agencies.

88% of users still feel they need support when dealing with their benefits entitlement due to language barriers.

90% of users feel they need support to administer the new changes entitlements in their welfare benefits due to lack of knowledge of the welfare system.

99% of users are satisfied with the advice they received from the advice and representation services

65% of users think we need more staff and volunteer to support the advice services and to reduce the waiting list for access to services.

95% of users we have representing in the welfare and housing appeal courts are very satisfied with the outcomes

85% of the appeal processes carried out was successful





Through this year we support around 45 appeal process in which 40 were successful and 5 were declined by the claimant due to lack of supporting evidence for their appeal. We are expecting this service to grow as there is a need for legal advice and appeal support for those that are failing their limited capability for work assessment. The main concerns clients have been regarding Housing and Housing Benefit issues as well as PIP-DLA and AA application and renewal forms, Council Tax Benefits, Income Support, Employment and Support Allowance, Jobseeker Allowance and Tax Credits, as well as support in their welfare benefits appeal representation process.

15 homeless applications were made placing 15 families in temporary accommodation

We deliver 20 welfare Benefits workshop regarding Welfare Benefits, Housing, health, Tax Credit and Disability Benefits. 400 members took part in the workshops and the feedback we received from users is:

100% of users found the information provided very useful

90% of users learn new information about their benefits entitlements

45% of users feel confident after the workshop to administrate their benefits entitlements

70% of users find very difficult to understand all new changes and regulation of the welfare benefits, Tax Credit and housing system

92% of users ask for more information workshop about the welfare benefits system

80% have access to appropriate health services their required according to their disabilities and health needs

35% of users feel they have improve regarding their mental health

45% have improve their language skills.

Thank you in advance to all the staff and volunteers that support the project.

#### **Advice & Representation services Team**

**Francisco Dimate: Community Advice Support and Integration Worker**

**Jeremy Gordon-Smith, Advice & Representation Worker Volunteer**

**Jhon Marulanda, Senior Advice & Representation Worker and Project Manger**

**Liane McCourt Volunteer Advice & Representation Worker**

**Stella Caram Portuguese Volunteer Advice & Representation Worker**



## Community Support & Health Programme

### Aims of the project:

To coordinate the delivery and development of the Community Support and Integration Project to assist member's users to offer advice, advocacy and representation services to LADPP's users in become independent to administrate their benefits in the areas of housing, homelessness, welfare benefits, community care, education, training and health care to migrants, refugees and asylum seekers from the Spanish and Portuguese community.



### LADPP Volunteer Recognition

#### How do we deliver those aims ?

Through one to one drop-in advice (Tuesday and Thursday) and by appointments (Mondays)



**Voluntarios : Liane McNab, Aida Morales, Justina Bocman, Stella Navalhin**

### What have we done this year?

Drop-in services	1,693
Appointments	165
Referrals	42
Activities	8
Training/Workshops	8

During 2016 we had 55 drop-in days, in which we dealt with 1609 enquiries at drop in sessions with our users and members. We also gave 165 appointment days in which the advice service followed up the casework, where 15 appointments were cancelled.

#### **We attended 10 different events during summer and LADPP Saturday events.**

- Hampton Court
- LADPP Charity walk, etc.

#### **During 2016-2017, we participated in 8 training/workshops :**

- 75 Benefits Applications
- 30 ESA/PIP appeals
- 10 Referrals to social services
- 7 Housing Reviews
- 15 Immigration referrals to IRMO
- 7 Members of Parliament Referrals
- 5 Benefit transfer abroad
- 10 Educational Needs Assessment referrals
- 20 ID Cards have been given to clients



**Francisco Dimate with a user of LADPP**

**By working with the large Spanish community, we have managed to identified the key areas of work and needs:**

- Housing: Looking for accommodation
- Homelessness: Facing eviction due unpaid rent, domestic violence or landlord renting illegal or wishing to sell the property
- Housing Benefit/Council Tax Reduction: Support to Claim HB/CT and to notified change of circumstances.
- Employment; Regarding Employment and Support Allowance: those who are sick to work and employers not paying sick payment
- Disability needs: Support to Renew Disability Living Allowances or to Claim Personal Independent Payment
- Tax Credits: Support to claim Child Tax/Working Tax and Child Benefit
- Pension Credit/State Pension: 6 clients transferred their pension abroad
- Overpayments: Dealing with overpayments of Housing Benefit/ Tax Credits
- Referrals: To Housing Lawyers/ Social and Community Services
- State Pension transferred abroad
- School register
- Referrals to partner organisation
- UK Residency; number of people whom want to apply for UK residency has increased, all clients were referred to Jeremy Gordon.

We have also delivered food vouchers to users that benefit have been stopped, unemployed and are in hardship situations.

During 2016/2017 the advice services have noted the increase of repeated visit from client with Housing and Tax Credits overpayments and change of circumstances. This is happening as users do not speak English and are using friend or family members that do not explain to them correctly about their claim, or which information the official is requiring to support their claim. Services increased 30% in comparison to 2015-16.

## CASE STUDY 1:

**Mariate:** a single mother with 1 teenager son. She has been renting privately and did not afford to pay rent. She managed to get support from Lambeth council with our support after facing eviction by court and facing to become homeless, Lambeth Council accepted her condition and placed her in emergency accommodation.

After referring her to Hansen&Palomares, she has been accepted in emergency accommodation, now, she is living in temporary accommodation and bidding weekly to get permanent accommodation.

**Without Francisco's help I would be homeless on the street with my son. Thank you for listening and to believe in me'. We are living** in a nice temporary accommodation and waiting to be placed in a permanent accommodation.

**Thank you.**

## CASE STUDY 2:



**German:** After applying few times for Disability Living Allowance and having unsuccessful results, I managed to speak to Francisco and he gave me the right advice and confidence to apply for Personal Independent Payment as benefit changed over the years, I have been awarded High Care and Mobility components.

Currently, my wife Stella, applied for Carers Allowance and Motability and benefits has been awarded. After spoken to Francisco before my PIP Medical Assessment and his good support, P.I.P **was awarded after home visit.** . 'I cannot stop thanking Francisco for his help and support with the claim, I know got my freedom pass and have extra money to look after myself and to enjoy life.

Thank you

I would like to take this opportunity to thank Southwark Council for the support towards this project, to Aida Morales, Lian, Justina and Stella for their invaluable skills and volunteering time to support the drop in and appointments dates, amazing languages and telephone skills to facilitate users enquires **and forms filling. Also, to LADPP' users for understand that** we are only a bridge between the Local Authority and DWP to access to welfare, housing and wellbeing support, as we are not the decision maker.

Your contribution to the project is invaluable,

FRANCISCO DIMATE DIAZ  
COMMUNITY SUPPORT & INTEGRATION ADVICE AND REPRESENTATION

Leeds Castle



Worthing Beach



Christmas and Volunteers Part



## Community Skills for Work and Welfare Project

### What are the aims of the project?

The aim of the LADPP Skills for Work and Welfare Project is to equip our users with the skills and knowledge they need to find work in the UK, to access training opportunities to further their careers and to ensure they are able to identify and avoid exploitation in the workplace. In addition, we aim to provide holistic advice for our service users, identifying any welfare or housing support they may be entitled to in order to reduce the risk of poverty and homelessness for those earning a low income.



We work with people who have not yet found work to build their English and I.T. skills and to create a CV which is suitable for the London job market. We also help people to look for job opportunities and to make applications. In addition, we support people who are already working to ensure that they are aware of their employment rights, tax requirements and further training opportunities.

### What services do we offer?

- Free English classes, 4 days per week
- National Careers Service sessions one day per week
- Monthly I.T. skills workshops
- Three drop-in employment advice sessions per week
- Representation in ACAS Early Conciliation and Employment Tribunals
- Employment related workshops

## What did we do in 2016 - 17?

281 free group English & I.T. classes - 347 new students this year.

825 employment advice appointments given in 139 sessions – an average of 18 people per week.

12 employment related workshops attended by 134 people.

132 people have created a CV and had an appointment with the National Careers Service

## What difference did we make?

Since using the project, 85% of service users have been able to access other public or community

90% of service users now feel more aware of their employment rights.

90% of service users feel more confident using English in their everyday life.

80% of service users feel more in control of their financial situation.

95% feel more prepared to work and look for work in London.

## 2016-17 Activities

Here are some highlights from the activities we delivered in 2016-17:



**Informative workshops**



**Support getting into construction**



**English class trip to Imperial War Museum**



**Outreach in Elephant & Castle**



**Digital inclusion I.T. workshops**



**Group English classes 4 days per week**



## Case studies\*

### Joana

Joana came to us when she discovered that she had been underpaid a considerable amount by her employer. We helped her through the Early Conciliation process and managed to get back her missing wages. Joana is now an active member of LADPP, attending regular English, I.T. and relaxation classes. She has also had one-to-one welfare and career advice and has introduced several family members to our services.



### Jakub's I.T. class

This year, thanks to feedback from service users, volunteers and staff, we identified a significant need for very specific basic I.T. support such as how to use email and how to use the internet. Thanks to our volunteer Jakub many of our users have been able to open an email address and had practice sending emails to each other. Feedback from people on the course has been fantastic and we look forward to running these classes more regularly from now on.



### Jose & Fredy

Jose and Fredy are two construction workers that work in the same company here in London. They were finding it difficult to navigate the complicated Self Assessment system that is in place for construction workers and were concerned they were not paying tax correctly. We worked with them to help them understand the system, be correctly registered, collect the relevant information and complete their tax returns on time.



\*Some names changed to protect identity.

## Thank you!

We would like to take this opportunity to thank all the people that have contributed to the LADPP Skills for Work and Welfare Project in 2016-17.

We would like to give a massive thank you to all the fantastic volunteers, who are essential to the success of the project. Without them, none of the work would be possible. The volunteers give their time, skills, knowledge, expertise and enthusiasm to ensure that as many service users as possible can receive the support they need. These include our Skills for Work Advisors, Group and One-to-one English Teachers, Group and One-to-one I.T. teachers, and the Skills for Work Project Administration Volunteers. Thank you to all the volunteers for their contribution to the Skills for Work and Welfare Project and to Latin American Disabled People's Project as a whole.

Thank you to New Challenge, who have enabled us to be able to offer service users the opportunity to have an appointment with Estrella from the National Careers Service. Thank you to Gustavo at Stockwell Partnership and the Portuguese Community Centre, who have collaborated with us to deliver weekly employment workshops in Spanish and Portuguese.

Thank you to the funders who have supported the project in 2016-17 and without which our work would be impossible:

City Bridge Trust (2015, 16, 17)



**NEW CHALLENGE**

*Employment and Training Specialists*



Rachel Hobbs – Community Skills for Work Project

## Community Volunteer and User Capacity Development for Economic Empowerment

In 2017, the Community Volunteer and User Development Project was developed into the Community Volunteer and User Capacity Development for Economic Empowerment Project

The core aim of this project remains the same: the recruitment and supervision of our volunteer team to ensure that all LADPP activities and services can be delivered to the community, and that, in turn, volunteers receive training, experience and opportunities to improve their personal and professional development. The Community Volunteer and User Capacity Development for Economic Empowerment Project places greater emphasis on personal and professional development through one-to-one mentoring, goal setting and the expansion of a network to allow users and volunteers to attend accredited courses and volunteer in other organisations. We aim to improve confidence, employability and earning power of our users and volunteers.



1

### Volunteer Programme

We currently have 73 volunteers. In total, over the past year we have had 92 volunteers. Volunteers are active across every area of the project, in this way, the Community Volunteer and User Development Project directly benefits all other projects of LADPP.

### The Volunteer Programme consists of the following stages:

Recruitment → Induction → Training (in-house and external) → 1-to-1 Volunteer Development Sessions → Individual English Language Support → Recognition

### 1-to-1 Volunteer Development Sessions

- Between Community Volunteer and User Development Project Worker and Volunteer
- To monitor Volunteer satisfaction
- Personal goals are agreed and reviewed at the next session
- Tasks and role are adjusted as necessary to support the volunteer achieve their targets.

## 1-to-1 English Classes

- All volunteers are given the opportunity to access a minimum of ten 1-to-1 classes
- Classes delivered by native English speaking qualified English teachers.

## External and Internal Training

- Internally training is given to volunteers in their areas of work.
- All volunteers are given the opportunity to access training courses from organizations that support voluntary organizations.
- Between 2015 – 16, 20 accredited courses were completed by volunteers and staff.



*Volunteer Training delivered by Rosie, Project Worker*

## Activities Delivered by User-volunteers:

2

### Knitting

- The knitting group is led and coordinated by **user-volunteer**, Delia and delivered to users. In addition to the knitting meetings, the group also organizes their annual Christmas party.

3

### Guitar Group

- The guitar group is led and organised by a **user-volunteer**, Eduardo and delivered to users and volunteers. This activity gives users the chance to learn and enhance a skill, to make friends and increase confidence.

4

### Hairdressing service

- The hairdressing service is provided by a **user-volunteer**, Roberto. care for one's personal appearance promotes self-esteem and overall wellbeing.

*'It is very relaxing for me to give these classes at the centre because it makes me feel good. I like coming because I have friends here – they are good people. They help and that's why I help, too.'*



### Project Delivery:

Over the past year, the project has delivered the social activities and office administration tasks:

- ➔ Interpreting Service
- ➔ Workshops relating to personal and professional development
- ➔ Planned for the coming year, workshops relating to management of personal finances
- ➔ Social Media Communications on Facebook, YouTube channel, Twitter and blog
- ➔ Four summer trips to: Worthing, Leeds Castle, Ramsgate and Chichester
- ➔ Various social events including:
  - Visit for users and volunteers to London's Sky Garden
  - Volunteer Summer Picnic
  - Volunteer Autumn Social Evening
  - Volunteer Recognition and Christmas Party



### **Project Outcomes:**

Between April 2016 and April 2017, we completed three Volunteer Development surveys, and, also, the End of Year Evaluation in which we monitored the quality of the volunteer experience.

#### **The results showed the following:**

- ➔ 98% of volunteers feel they are more skilled through volunteering at LADPP
- ➔ 77% of volunteers felt that they had enhanced career opportunities
- ➔ 95% of volunteers feel more connected to their local community
- ➔ 14 team members completed accredited courses in their areas of volunteer work, and so, have improved employability through the acquisition of a qualification.
- ➔ 21 volunteers who attended the 1-to-1 English classes in the past year improved expression in spoken and written English

## Case Studies:

### Lisandra, User and Receptionist

Lisandra had been a user of the organisation for several years before she began volunteering in 2014. After Lisandra was disabled in 2008 and stopped being able to work, Lisandra became depressed and lonely at home. One day, one of the advisors suggested she Lisandra volunteer with us and soon she began on the reception. Since then, we have seen Lisandra's confidence grow and she has become a vital member of our team.

*'I feel very good being able to contribute and gain new experiences in this environment. Here they help me to feel useful in things that for me were difficult before. LADPP saved my life, it helps me keep my depression away'. - Lisandra*

### Juana, Project Assistant

Juana had lived in the U.K. for several years but had never worked here because she had been taking care of her family, she began to feel that she wanted to get back into work but was felt that she was lacking confidence and experience in the British workplace. Juana became a project assistant in 2015 and volunteered with us for a year as a project assistant, Recently, Juana has begun working full-time in retail, and she has ambitions for the future. Congratulations Juana!

*'Volunteering has helped me gain my independence, and I'm looking forward to continuing my career.'* - Juana

## Thank you very much!

We would like to express our gratitude to the Wakefield and Tetley Trust for their continued support of this project.

A special thank you to Isidro Alvarez-Hevia, Marcela Duarte, Milisen Quevedo, Rodrigo Hernandez and Mariana Bolivar, who have been the volunteer assistants who have supported the Community Volunteer and User Capacity Development for Economic Empowerment Project over the past year.

And of course, a massive thank you to the 87 other volunteers who have been with us over this past year. Thank you for your time, your commitment, your dedication, the knowledge, skills and passion that you share with us, without you, LADPP would not be possible.

**Rosie Morgan-Stuart** - Community Volunteer and User Capacity Development for Economic Empowerment Project Worker

## Management Committee Members & Volunteers

The following members have been elected members of the Management Committee by the LADPP General Assembly for the year 2015-2016.

### Committee Members:

Elizabeth Castro	Chairman
Maria Marin	Vice-chair
Rosa Paz	Secretary
Belky Verduga	Treasure
Fernando Puentes	
William Londoño	
Brumilde Hermosa	
Maria Delgado	
Olga Ayala	
Elizabeth Santacr	
Magnolia Castaño	

### Co-opted member:

Manuela Cardoso  
Magdalena Santana

### Staff & Volunteers:

#### Community Development & Project Manager:

Jhon Jairo Marulanda Garzon- Staff

#### Community Volunteer & User

#### Development:

Rosalind Morgan – Staff  
Juan Jose Langa- Volunteer  
María Jose Lopez- Volunteer  
Lucelly Lope- Volunteer  
María Duncan- Volunteer  
Isidro Hevia- Volunteer  
Milisen Quevedo- Volunteer  
Marcela Ciccone- Volunteer

#### Social Media:

Cecilia Gibson- Volunteer  
Viviana Barrera- Volunteer  
Renata Goyer- Volunteer

#### Community Skills for work:

Rachel Hobbs- Staff

#### Community Advice & Representation Worker:

Francisco Dimate- Staff

#### Volunteer Advice & Representation Worker:

Jeremy Gordon Smith- Volunteer  
Aida Morales- Volunteer

#### Skills for Work services:

Alan Williams- Volunteer  
Rosie Robbins – Volunteer  
Liane McCourt – Volunteer  
Mercedes Gonzales – Volunteer  
Manual Cao – Volunteer  
Marlene Ayala Luna - Volunteer  
Carla Cueva- Volunteer  
Carmen Fleitas- Volunteer  
Alice Clarke - Volunteer  
Estrella Hernández Burguillo –  
Employee of National Careers  
Service

#### English Teachers:

Neil Webster- Volunteer  
Thomas Oliver- Volunteer  
Geraldine O'Mahoney- Volunteer  
Jules O'Mahoney- Volunteer  
Sarah Jefferies- Volunteer  
Richard Morley- Volunteer  
Andrea Holland- Volunteer  
Miriam Curry- Volunteer

#### Mental Health & Wellbeing Project:

Alicia Gambetta- Volunteer  
Jena Scanlon- Volunteer

#### Befriending Services:

Zujey Rodrigues- Volunteer  
Blanca Campo Verde- Volunteer

#### IT & Administration Support:

Eduardo Chiesa- Volunteers

#### Accounts & Bookkeeping:

Nina Batista- Volunteer  
Sergio Rodriguez- Volunteer  
Sandra Torres- Volunteer.

#### Project Administration Assistance:

Ana Reiy- Volunteer  
Sara Leifield - Volunteer  
Alex Avampato - FIE Volunteer

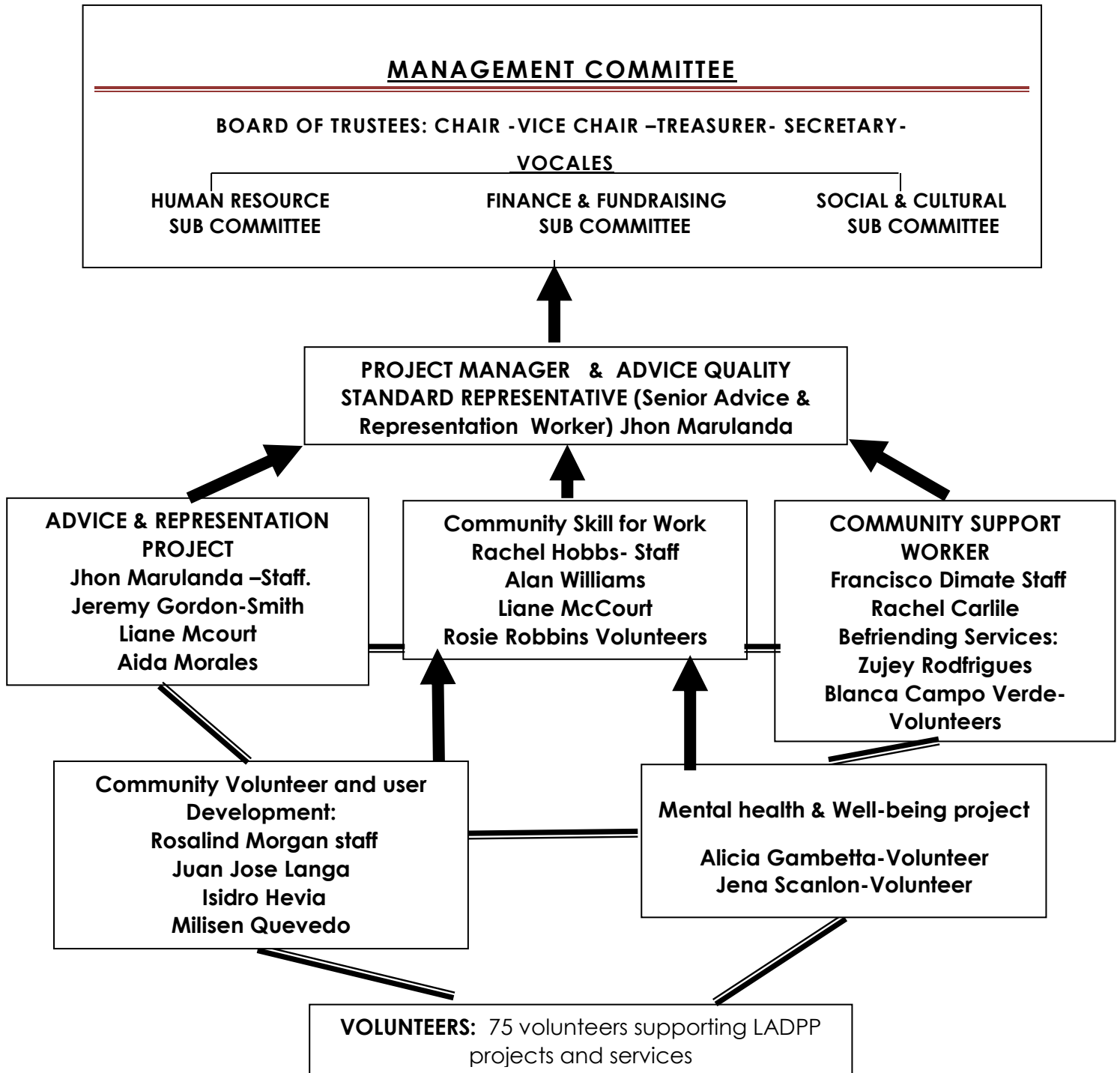
75 Volunteers supporting our services in 2016-2017

Thank you to all LADPP volunteers for all your support and work done throughout the year!



# LADPP FUNCTIONAL ORGANISATION CHART

## AGM GENERAL ASSEMBLY



Responsibility Indicator

Job Description Functionality

# LATIN AMERICAN DISABLED PEOPLE'S PROJECT



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Special thanks to all our staff, volunteers and contributors through this year!  
 We look forward to continue gaining more supporters to our project in the future.



**The London  
Community  
Foundation**

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**Mrs Smith & Mount Trust**

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Mrs Smith & Mount Trust, The Portuguese Community Fund-LCF, Elephant & Castle Community Found -London Community Foundation.