

# How good is your day centre?

## A guide to Ensuring Quality



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## A guide to Ensuring Quality



**Personalisation** has meant that people can buy their own social care and support.



You are in charge of making sure that you get a good quality service.

This guide will help you check the quality of your day service.

## Who is this guide for?



1 People who buy their own day services. You are the manager of your contract!



2 People who are choosing a new day service



3 Anyone who wants to go to a good quality day service.



## How to manage your Contract?

Step1: find out what should your day service should be doing?



- Look at the 8 good quality standards on page 6 and 7
- Look at what they promised you in your support plan.

Step 2: are they doing it?



- Use this guide to check they are keeping their promises
- Look at your support plan – are you happy with what you are doing?



Step 3: be the boss!

If you are happy – let them know.



If you are unhappy –

- show them the checklists
- remind them what they promised
- tell them what is wrong.

Not everything in here will apply to every day service but it gives you a good starting point.



Remember you are not on your own!  
There are people to help you. If you need support look at page 57.

## What do you mean by quality?

People in east London told us 8 things a good organisation should do. We call these **standards**. We have written a checklist for each standard.



# **What are the 8 standards?**

## **Standards important to individuals**



### **Standard 1: I have support that is right for me**

- I am at the centre of the service
- I am part of the community
- I am independent
- I can make decisions about my support

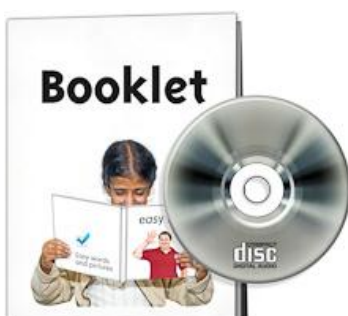


### **Standard 2: I get what I want out of the service**

- The organisation knows what I want to achieve
- They support me to do this safely
- We make sure it is happening



### **Standard 3: I am supported to take risks and stay safe**



### **Standard 4: I have all the information I need to make the service work for me**



Standards important for the organisation



**Standard 5: The organisation listens to people and makes changes**

**Standard 6: The organisation treats everyone as equally important and respects everyone's needs**



**Standard 7: Staff have the right qualities, skills and experience**

**Standard 8: The organisation has everything in place to work safely**



## How to use the guide?

There is a chapter for each standard. You can go straight to the chapter you want. Or you can read it all.



In the chapters there is a checklist. It tells you what your day service promised to do. You decide if they are doing it.

Difficult words are in **bold**. They are explained in the jargon buster at the back of the guide.



Organisations with this tick made of stars have promised to meet these 8 standards. With or without the tick these are still things a good organisation should do.



# Choosing a new service?



You can use the checklists in this guide to help you. Here are some useful questions you might want to ask:

## **Standard 1: I have support that is right for me**



How will I be part of the community? Will I do activities outside? Will I have the chance to make new friends?

How will I be supported to try new things for myself and learn new skills?



Will I be able to choose what activities I do and what staff I do them with?

What will you do if I need help understanding choices and making decisions?

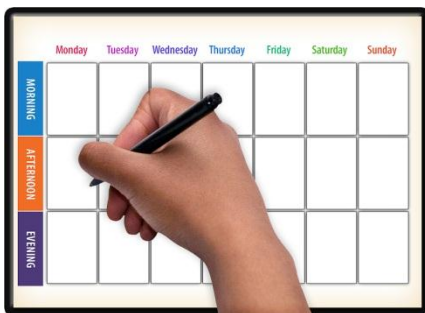
## Standard 2: I get what I want out of the service



How will they find out what I want to do and achieve?

How will they make that happen safely?

How will they check and make sure that is happening?



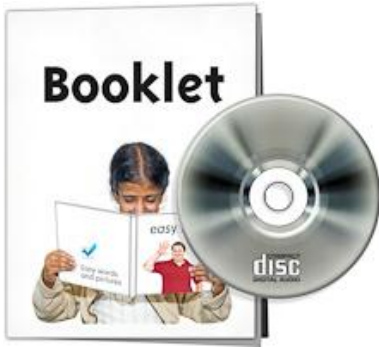
Have a look at an example or template plan. Does it have everything on the checklist on page 21?



## Standard 3: I am supported to take risks and stay safe

Do they have some good examples of how they help people take risks?

Can they tell you about a time they supported someone to do something exciting?



## **Standard 4: I have all the information I need to understand the service and to make sure it is working well**

Ask for information about the service. Do you now know the answers to the checklist on page 27 and 28?



## **Standard 5: The organisation listens to people and makes changes**

How do they find out what you think? Is it in a way you understand or a hard questionnaire?



Can they tell you about changes they have made because they listened to people? Do they have service users on interview panels or committees?



## **Standard 6: The organisation treats everyone as equally important and respects everyone's individual needs**

How do they make sure everyone is treated as equally important? For example, how do they make people feel that they can be themselves if they are gay? Or listen to people if they can't communicate well?



How do they make sure they respect everyone's individual needs? For example, halal food or a wheel chair ramp. How they would respect your needs?



## **Standard 7: Staff have the right qualities, skills and experience**

Use the checklist on page 32 to find out about the staff.

Are staff safely recruited? Look at page 40 and 41 to see what that means.

Do they choose the right staff for you? Look at page 39 for ideas.

Are staff managed properly? Look at page 42 for an idea.

Do staff have the right training? Look at pages 43, 44, 46 and 47.



## **Standard 8: The organisation has ever thing in place to deliver a safe service**

Use the checklist on page 46 to find out about the health and safety.



## Standard 1: Is the support right for you?

This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you. For example:

**Example** *What did your organisation promise to do?*



Your service is all about you.

*Circle the box below that is true for you*



My staff ask what is important to **me!** They ask what **I** like or dislike about the service.



I have no choice. Everyone has to do the same things.





This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

**1**

*What did your organisation promise to do?*



Your service is all about you.

*Circle the box below that is true for you*

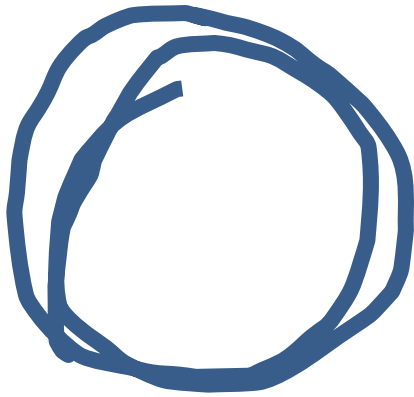


My staff ask what is important to **me!** They ask what **I** like or dislike about the service.

**OR**



I have no choice. Everyone has to do the same things.



This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

**2**

*What did your organisation promise to do?*



You are part of the community

*Circle the box below that is true for you*

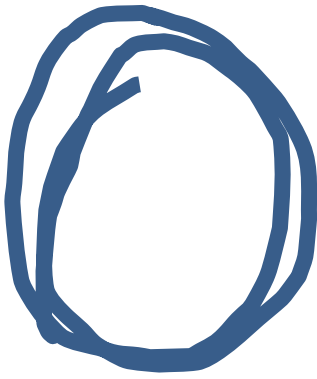


I do activities outside the building. I have friends and meet new people.

**OR**



I spend a lot of time on my own.



This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

**3**

*What did your organisation promise to do?*



You get support to do things for yourself

*Circle the box below that is true for you*



I have just the right amount of support. This can change if my needs change.

I am helped to do things for myself.

**OR**



My staff do too much for me - even things I can do myself.



This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

**4**

*What did your organisation promise to do?*



You make decisions about what you do.

*Circle the box below that is true for you*






I choose what activities I do and who I work with.

**OR**



Staff make decisions for me without asking. Even if I can choose for myself.

# Standard 1 How did they do?

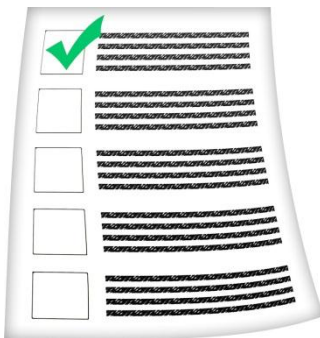
How many good examples have you circled?	How many bad examples have you circled?
	
<b>What would you like to change?</b>	
	

If you are worried about the number of bad examples you have circled you could talk to your key worker or to the manager.  
See page 57 for more ideas.



## Standard 2: I get what I want out of the Service?

- The organisation knows what I want to achieve by going to the service
- They support me to do this safely
- Together we make sure it is happening








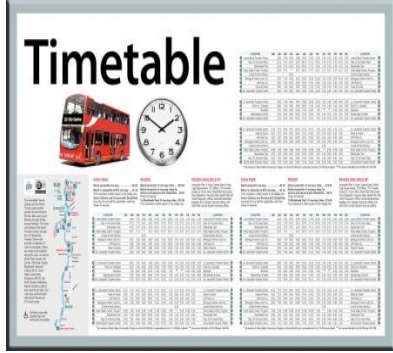

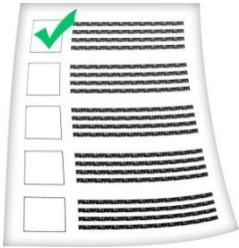

This is what your organisation promised.

You should check they are keeping their promises.





A good way to do this is to check your plan using this check list.

A plan is very helpful for getting what you want. It doesn't need to be written down. It could be a picture, a diary, a film, multimedia – whatever works for you.



<p><b>If the answer is yes put a  in the box</b></p> <p><b>If the answer is no put a  in the box</b></p>		<p></p> <p><b>or</b></p> <p></p>
	Does your plan include what you want to get out of the service?	
	Did your friends, family and professionals help if you wanted?	
	Does your plan say what help you might need?	
	Does your plan say what the organisation will do to help you?	
	Does it find safe ways of doing what you want?	
	Does it talk about being safe around money and stopping abuse?	
	Does it tell you how and when will you check your plan is working?	
	Do you know who can see your information?	
	Can you see it when you want?	
	Is it kept in a safe place?	

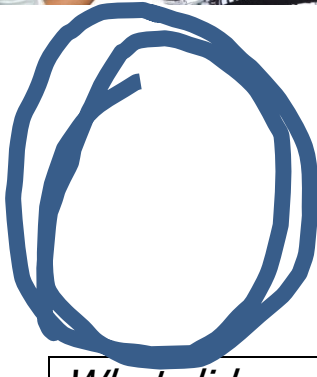
## Standard 2 How did they do?

 How many ticks do you have?	 How many crosses do you have?
<b>Yours might look different. That is OK as long as it works for you!</b> <b>What would you like to change?</b>	
<div></div> <p>If you are worried about the number of crosses you have you could talk to your key worker or to the manager. See page 57 for more ideas.</p>	



## Standard 3: I am supported to take risks and stay safe

This is what your organisation promised.



You should check they are keeping their promises.

Put a circle around the one box that is true for you

*What did your organisation promise to do?*



**Your organisation helps you to take risks and stay safe.**

*Circle the box below that is true for you*






My staff support me to find safer ways to do risky things

**OR**

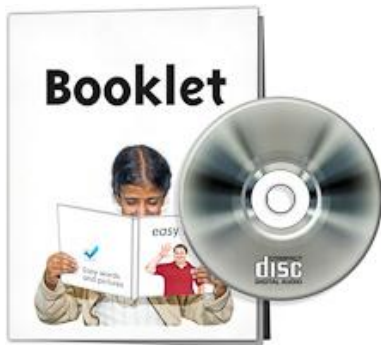


My staff say no to everything without thinking of how to make it safer

## Standard 3 How did they do?

How many good examples have you circled?	How many bad examples have you circled?
	
<b>What would you like to change?</b>	
	

If you are worried about the number of bad examples you have circled you could talk to your key worker or to the manager.  
See page 57 for more ideas.



## Standard 4. I have all the information I need to understand the service and make sure it is working well

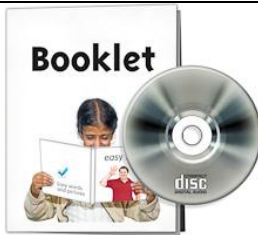


This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

*What did your organisation promise to do?*



**You understand all the important information about the service.**

*Circle the box below that is true for you*



Everything is written/filmed in a way that is right for you?

People help you understand all the information




You understand what you are buying

**OR**



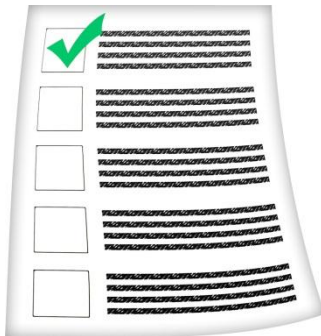
There lots of paperwork that you don't understand

## Standard 4 How did they do?

How many good examples have you circled?	How many bad examples have you circled?
	
<b>What would you like to change?</b>	
	

If you are worried about the number of bad examples you have circled you could talk to your key worker or to the manager.  
See page 57 for more ideas.




















Your organisation promised to give you all the information you need to understand the service and make sure it is working well





You should check they are keeping their promises.

You can use this check list to make sure you understand everything you need to.

<b>If you know the answer put a  in the box</b> <b>If you do NOT know the answer put a  in the box</b>		 <b>or</b> 
	I know the name of the manager who provides my care and support	
	I know the phone number and address	
	I know what is included in my service	
	I know what I have to pay for	
	I know what it costs	
	I know the rules about paying if I am sick or on holiday?	

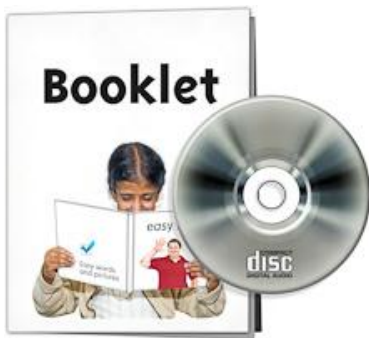
<p>If you know the answer put a  in the box</p> <p>If you do NOT know the answer put a  in the box</p>		<p></p> <p>or</p> <p></p>
	I know what to do if I am unhappy	
	I know how to complain	
	I know what abuse is	
	I know what to do if me or my friends were abused	
	I know the rules	
	I know what the organisation would do if I broke the rules	
	I know my <b>rights</b> and responsibilities	
	I know the staff's rights and responsibilities	

## Standard 4 How did they do?

 How many ticks do you have?	 How many crosses do you have?
<b>What do you need to find out? What would you like to change?</b>	
 	

If you are worried about the number of crosses you have you could talk to your key worker or to the manager. See page 57 for more ideas.

# Standards important for the organisation



## Standard 5: The organisation listens to people and makes changes



This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you



This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

**1**

*What did your organisation promise to do?*



**Find out what you think of the service (in a way that you can understand).**

*Circle the box below that is true for you*



My staff ask me for my opinion in a way I understand.

Staff talk through questionnaires

or use pictures or film to ask me questions.

**OR**



Staff don't really listen to me when I tell them I am happy or unhappy.

Staff use hard questionnaires that are difficult to understand.



This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

## 2 *What did your organisation promise to do?*



**Listen to your ideas and make changes**

*Circle the box below that is true for you*



I can think of a time that they have listened to me and done what I said.

If I wanted to I could help chose new staff or make decisions on a board.

There are meetings or days when the organisation listens to you. For example, question and answer sessions.



Staff ask lots of questions but nothing ever changes.

I do not help to make decisions about who works there or what happens

**OR**





This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

**3**

*What did your organisation promise to do?*



**Make it easy for you to complain.**

*Circle the box below that is true for you*






I can complain in different ways. I know how to complain and what will happen if I do.

**OR**



I can only complain in writing or to special staff. It takes a long time for them to respond.

## Standard 5 How did they do?

How many good examples have you circled?	How many bad examples have you circled?
	
<b>What would you like to change?</b>	
	

If you are worried about the number of bad examples you have circled you could talk to your key worker or to the manager.  
See page 57 for more ideas.



## Standard 6: The organisation treats everyone as equally important and respects everyone's individual needs




Equality means everyone having the same chances. Some people need extra help to get the same chances.




This is what your organisation promised.



You should check they are keeping their promises.

Put a circle around the one box that is true for you

What you can expect	How to check?	 or 
 <p>Staff have promised to treat everyone as equally important no matter what their:</p> <ul style="list-style-type: none"> <li>• Age</li> <li>• Sex (man or woman)</li> <li>• Sexuality (gay, straight or lesbian)</li> <li>• Maternity (pregnancy)</li> <li>• Marital status (single or married)</li> <li>• Gender reassignment (you have changed your sex)</li> <li>• Disability</li> <li>• Race</li> <li>• Religion and belief</li> </ul>	<p>No one in the organisation is mean to me because of these things.</p>	
	<p>I feel like I can be myself.</p>	

 <p>Staff have promised to respect everyone's individual needs</p>	<p>Do staff give people extra help if they need it? For example:</p> <ul style="list-style-type: none"> <li>• A wheel chair ramp</li> <li>• Communicating in a way everyone understands</li> <li>• Staff with special training</li> <li>• Kosher/Halal food</li> </ul>	
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## Standard 6 How did they do?

 <p>How many ticks do you have?</p>	 <p>How many crosses do you have?</p>
<p><b>What would you like to change?</b></p>	



If you are worried about the number of crosses you have you could talk to your key worker or to the manager. See page 57 for more ideas.





## Standard 7: Staff have the right qualities, skills and experience



This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

**1** *What did your organisation promise to do?*



Employ staff who care, listen, respect, understand how you feel and do not judge you

*Circle the box below that is true for you*



My staff are caring and respectful.

The organisation uses adverts and interview questions to find people with good qualities.

**OR**



My staff are rude and disrespectful.

The organisation only cares about qualifications. It does not check how nice staff are.



This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

## 2 *What did your organisation promise to do?*



Choose staff in a way that keeps you safe.

*Circle the box below that is true for you*



My organisation checks:

1. Staff identity by looking at their passport and their address
2. Staff **references** by

OR



My organisation does not use the job centre, job applications or interviews.

There are no proper checks on new staff.

<p>asking their old managers about them.</p> <p><b>3. Staff Employment status</b> by checking they can work in the UK</p> <p><b>4. Criminal records</b> which are checked every 3 years.</p>	
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**You might not be able to see some of this private information but the organisation should be able to show you that they have done it. You could look at their Safer Recruitment policy or Safer Recruitment checklist.**



This is what your organisation promised.

You should check they are keeping their promises.

Put a circle around the one box that is true for you

### 3 *What did your organisation promise to do?*



**Manage staff in a way that keeps you safe**

*Circle the box below that is true for you*



I know who the manager is.

If my staff do something wrong it is written down what will

happen.

My staff have

- **Induction**
- **Supervision**
- **Appraisals**

**OR**



I do not know who is in charge.

There is no **disciplinary procedure.**

My staff do not meet with managers. There are lots of questions they do not know the answers to.

There are some staff that everyone knows are bad but nothing happens to help them

## 4 *What your organisation promised?*



**Staff know what they are doing**

*Circle the box below that is true for you*



My staff understand me and I understand them.

**OR**



My staff do not understand me or know what I want. I do not understand my staff.



My staff are trained in:

- Needs and risk assessment
- Health and Safety
- Safeguarding and protection from abuse
- **Professional boundaries**
- Equality and diversity
- Empowerment, promoting independence and social

There are no training course for my staff

<p>inclusion (these courses are to help people support you to be more confident, do more things for yourself and to be part of your community)</p> <ul style="list-style-type: none"> <li>• Complaints</li> <li>• Communication, for example, BSL or makaton if I need it.</li> </ul>	
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**This is a list of courses we think are important. Your organisation might be different.**

How many bad examples have you circled?	How many good examples have you circled?
	

What would you like to change?

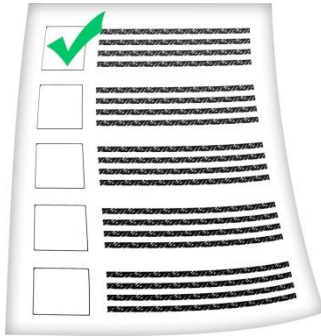




If you are worried about the number of bad examples you have circled you could talk to your key worker or to the manager. See the page 57 for more ideas.



## Standard 8: The organisation has everything in place to work safely





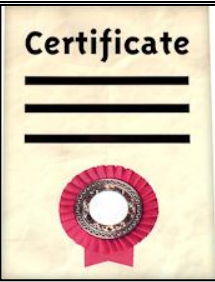





Your organisation must follow health and safety rules.




You should check they are keeping their promises.



You can use this check list to make sure they are working safely.





### Checklist to Keep you Safe

<p><b>If you have checked this is true put a  in the box</b></p> <p><b>If you do NOT know the answer put a  in the box</b></p>		<p> <b>or</b> </p>
 <p>Staff knowlege</p>	Staff have training certificates for:	
	• Fire safety	
	• <b>COSHH</b>	
	• Health and Safety	
	• First Aid (check it was done in the last 3 years)	




	<ul style="list-style-type: none"> <li>• <b>Assisted Moving</b> (if staff need it)</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Food Hygiene</b> (if staff need it)</li> </ul>	
	<ul style="list-style-type: none"> <li>• Medications (if staff need it)</li> </ul>	
	My staff know what they would do in a fire	
	My staff know what to do if I hurt myself	
	Most of my staff have worked here a while	
	New staff are shown how to work safely with me.	
 <p>First Aid</p>	There is a full first aid box and it is not locked away.	
	There are enough staff to deal with an emergency.	
	Any medicine that people need help to take is locked away in a cupboard	




Medicine that you need help with	If people need help to take medicine it is written down what type of medicines is taken and what time to take it.	
 <p>Chemicals</p>	Cleaning chemicals are kept in a locked cupboard.	
 <p><b>Health and Safety Reporting</b> when things go wrong</p>	A trained manager	
	1. <b>investigates</b> accidents and things that go wrong as soon as they happen.	
	2. Writes a report and keeps it safe	
	3. Shows it to other organisations if it is serious	
 <p>Driving</p>	4. Makes changes so that it does not happen again.	
	Cars and minibuses need a	
	1 A service done by the garage	
	2 An MOT certificate that the care is fit for the road	
	3 To be taxed	


	4 An Insurance certificate or to be insured for business use	
	5 Drivers need a driving licence	
 <p>Risk Assessments</p>	There are risk assessments which plan to keep you safe during activities and trips out.	
 <p>Fire Safety</p>	There is a fire risk assessment for the building.	
	The fire risk assessment been done or re-checked in the last 12 months.	
	A <b>competent</b> person completed it. This is someone who has been trained.	
	There is an Evacuation Plan for the building.	
	There is a personal emergency evacuation plan for everyone that needs it.	
	There is a fire drill where everyone practices what to do if there is a fire	

 <p>Lifting Equipment</p>	<p>Stair lifts, hoists or any other lifting equipment get a new inspection certificate every 6 months.</p>	
	<p>Staff are trained how to use it. Ask to see the certificates.</p>	
 <p>Inspections</p>	<p>The organisation does a health and safety inspection every 6 months.</p>	
 <p>Smoking</p>	<p>The organisation has a smoking policy for staff and everyone else.</p>	
 <p>Gas Safety</p>	<p>Gas appliances are tested every year.</p>	
	<p>There a Gas Safety Certificate</p>	
	<p>Gas systems and appliances are only fixed by people registered on the <b>Gas Safety Register</b>.</p>	






 Electricity	All electrical equipment has a <b>Portable Appliance Test (PAT)</b> certificate.	
	The wires in the walls should be tested every 5 years. This is called a "hardwiring" test. Check the date on the certificate.	
 Water (Legionella)	There a plan to stop <b>legionnaire's disease</b> .	
	There is a risk assessment covering hot and cold water systems.	
	The temperature checks are written down every month	
Asbestos 	<p>The organisation knows if there is <b>asbestos</b> in the building.</p> <ul style="list-style-type: none"> <li>• Check there is a risk assessment for asbestos</li> </ul> <p>The organisation knows how to safely manage asbestos.</p> <ul style="list-style-type: none"> <li>• If there is asbestos check there is an asbestos management plan</li> </ul>	

<p>If things go wrong there is <b>insurance</b> to help fix it.</p>	<p>There are Insurance documents which cover £5 million for <b>3rd party liability insurance</b></p>	
	<p>There are insurance documents which cover £10 million for <b>employers' liability insurance</b></p>	
<p>The staff are ready for when things go wrong.</p> 	<p>The manager knows what to do if all the staff had flu or if the building burnt down. It is written in their "<b>business continuity plan</b>"</p>	
<p>All your information is safe</p> 	<p>Any documents about you are kept in a safe cupboard. The manager knows about '<b>Data Protection</b>'.</p>	

<p>A good quality service with everyone working to make it better.</p>	<p>Staff check that you are happy with the service and this is written in their <b>quality assurance</b> plan.</p>	
	<p>The manager checks everyone follows the rules. For example, about rules about money or safety.</p>	

## Standard 8 How did they do?





 How many ticks do you have?	 How many crosses do you have?
<b>What do you need to find out? What would you like to change?</b>	
	

If you are worried about the number of crosses you have you could talk to your key worker or to the manager. See page 57 for more ideas.

# Keeping you safe from abuse quiz

You should know about abuse and so should the staff.

Why don't you test yourself and your staff?

Do you know the answers to these questions?		✓ or ✗
	Question 1: What is abuse? There are lots of different ways people can abuse you – how many can you count?	
	Question 2: What are things you can do to stop abuse happening?	
	Question 3: If you knew someone was being abused what would you do? What would happen then?	
	Question 4: What are <b>professional boundaries</b> ? Is it OK to lend each other money? Is it OK to be girlfriend/boyfriend with staff? Is it OK to be a facebook friend with staff?	

**What answers did you not know?  
Make sure you find out the answers!**



**No more questions!**



# Who can help?



If you are unhappy with the service there is support to help you to manage it. There are organisations in all the boroughs who can offer you support and advice.



## **Barking and Dagenham**

ILA

020 8593 6677/ 07754661913

[www.independentlivingagency.org](http://www.independentlivingagency.org)

## **Havering and Newham**

Voiceability

Telephone: 020 33 55 7142

[newham@voiceability.org](mailto:newham@voiceability.org)

## **Redbridge**

I-Decide

Telephone: 01708 361 231 or 01708 361 232

[redbridge@i-decide.co.uk](mailto:redbridge@i-decide.co.uk)





## **Tower Hamlets**

Real

Phone: 020 7001 2170

[hello@real.org.uk](mailto:hello@real.org.uk)

SMS: 079 0037 6781



## **Waltham Forest**

POhWER

0208 221 2260 (local support centre, open 8am to 6pm)

[pohwer@pohwer.net](mailto:pohwer@pohwer.net)



Reaching Out East

020 8519 6369

[info@reachingouteast.org.uk](mailto:info@reachingouteast.org.uk)

## **Ensuring Quality**



We cannot help you manage your own contract. But if your organisation does not meet the standards you can let us know.



We will double check that they are meeting the standards and give them a chance to get better.

# Jargon Buster

Appraisals	Telling staff how they are doing and helping them get better
Asbestos	Asbestos was used in buildings. It can cause serious health problems if damaged.
Assisted Moving	A training course that teaches people the right way to move people that could hurt their backs
Business Continuity	A plan to keep the day centre going when things go wrong. For example, if the staff could not get to work.
Competent	A competent person in health and safety is someone who has special health and safety training and experience
COSHH	Control of substances hazardous to health – this is a course that tells you how to work with dangerous chemicals like bleach
Criminal records	A list of the crimes that someone has done
Employment status	People need to have the right employment status to work in the UK
Food Hygiene	A food hygiene training course teaches people how to safely work with food

Data Protection	is about how to keep your personal information safe
Diversity	Everyone is different and has individual needs
Equality	Where everyone has the same fair and equal chance to develop to their full potential
Gas Safety Register	The official professional list for people who fix and check gas appliances
Health and Safety Reporting	Some accidents are so serious they must be reported to the Health and Safety Executive. They are the organisation that look after Health and Safety in England ( <a href="http://www.hse.gov.uk/riddor/what-must-i-report.htm">http://www.hse.gov.uk/riddor/what-must-i-report.htm</a> )
Induction	Explaining everything to staff when they start working
Insurance	Insurance helps your day centre protect themselves against risks like people hurting themselves.
Investigation (Health and Safety)	This is when a trained person finds out what has caused an accident.

They then make changes so that it does not happen again.

Legionnaires is a disease that can happen when water is not looked after safely

Portable Appliance Test (PAT) Is when electrical things are tested to check that they are safe.

Personalisation Personalisation is a new way to think about how you get care and support. It means finding new ways to give people more choices.

Professional boundaries professional boundaries means that staff should be friendly but remember they are staff

Quality Assurance is checking that everything is working well

References are the opinion of someone who knows the new staff member and can tell people about their job skills

Rights are things you are allowed to do. They tell us how we should be treated. For example, you have the right to get married or be treated with dignity.

Risk assessment A risk assessment is when staff look at how people could be hurt or made ill. Then they decide how to make things safer and healthier.

Safer Recruitment

is when all the staff have their identity and criminal records checked before they start work.

Supervisions

Making sure staff know what they are doing in regular meetings

# Thank you to everyone who helped!

Create

Independent Living Association

Joanne Ainger

Map Squad

Poetry in Wood

Pritchards Row Day Centre

Rachel Penny

Real

Redcoats Day Centre

Redbridge Forum

Redbridge Learning Disability Partnership

Ros Weinberg

Riverside Carers Group

Samantha Walker

Tower Hamlets Learning Disability Partnership

Uniting Friends

Woodbine