



# Thank you

We can't thank you enough for your support. It's you that makes it possible for us to improve the lives of over 5,000 disabled people, their families and carers, every year.

Let's keep working towards our vision of a world where disabled people are seen for what they **can** do.

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## Welcome to EnTrust

Welcome to the winter 2020 edition of EnTrust, and the last time that I shall be writing to you this year. What a year we have had! Although here at the Trust we have faced many challenges, just as you will have done in your personal and professional lives, we are so proud of how our staff and customers have risen to these challenges and adapted to the many changes we have seen.

We were delighted to have opened all of our centres by September – this was in no small part due to the magnificent efforts of our Opportunities without Limits and facilities teams, who worked tirelessly to ensure that we are able to provide face to face support once more. However, whilst this is magnificent news we do not have the space to welcome everyone back due to the social distancing guidelines that we need to adhere to. We will continue to provide learning and leisure activities out and about in the community or using digital platforms such as zoom, however, many of our customers who can't physically attend our

centres yet, tell us that they really want too – that they are missing their peers and our support staff. We have found a solution to this problem and we really do need your help in supporting our Christmas appeal that I am pleased to tell you about on page 11.

In this edition, we hope that you enjoy reading about how our customers are benefitting from the really innovative ways that we continue to support them with.

Whilst it is still somewhat off may I take this opportunity to send you and your families our very best wishes for the festive season and a happy and healthy 2021.

Your support during this difficult year has meant so much to us, and we continue to be grateful for that support.

Best wishes



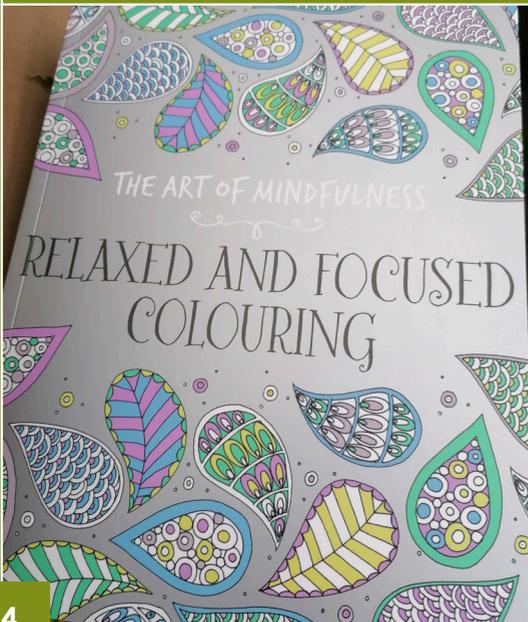
Jo Revitt



# 2020

## *A year in review*

Following the outbreak of Covid-19, Papworth Trust undertook the massive task of finding a new normal so that we could continue to support our customers. This included delivering our Opportunities Without Limits sessions virtually, staff from across departments working from home and re-thinking our approach to fundraising following the cancellation of high profile events such as the London Marathon.



After months of planning and preparation, we were delighted to re-open our centres to a limited number of customers, enabling them to participate in a wide range of activities, whilst continuing to deliver sessions virtually.



Art & Crafts

We were delighted to have received generous donations and grants to support us and our customers in participating in sessions and staying in touch with friends and family during the difficult days of the first national lockdown, including activity packs from the Grand Arcade in Cambridge and tablets from Deloitte and Anglian Water.





## First Steps to Success

### What is First Steps to Success?

First Steps to Success (FSTS) is an employment project that provides specialist support to help adults aged 18 plus with mild/moderate Learning Disabilities and neurodiversity realise their aspirations, become 'work ready' and/or enter employment.

Currently, FSTS is delivered in Suffolk and Cambridgeshire. The project was initially launched as a 12 month pilot in September 2018, in partnership with the New Anglia LEP. The pilot programme was successful, with a higher level of demand than anticipated.

Subsequently, the Trust formally launched FSTS in both Suffolk and Cambridgeshire from late 2019, tweaking the delivery model in response to the pilot learning.

### Why is FSTS needed?

The Trust believes that there is a strong requirement for employment projects specifically designed for people with learning disabilities.

National employment support programmes do not meet the specific support needs of people with learning disabilities and shockingly, only 6% of people of working age with a learning disability are employed, versus 76% of the general population.



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## Only 6%

of people of working age with a learning disability are employed

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## Over 85

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### Results

Since the launch of the programme, we have supported over 85 people with some really positive results, including Jake whose story we are thrilled to share with you.

Jake has Asperger Syndrome and suffers with anxiety. He had some experience of work; as a cleaner at Huntingdon Life Sciences but did not enjoy it and was part of the Princes Trust 'Get Into M&S' programme which also didn't work out as he found working directly with the public escalated his anxieties.

He was referred to FSTS from The Princes Trust. Our employment advisor met with Jake and they identified his goals. They spoke about what he enjoyed; baking and gaming. He understood the concept of work and spoke of his will to work but wanted to do something that he enjoyed.

Jake and the advisor spent time re-writing his CV and started to work through preparation linked to job applications. They discussed and practiced interview skills and techniques.

The Advisor contacted a local gaming company, sending an email introducing Jake, what he was good at and some of his challenges and how gaming was one of his passions, asking the company to consider him for any future recruitment.

As a result an interview was arranged. We continued to support Jake with interview preparation.

**After a successful interview Jake was offered a role as a Functionality QA Tester.**

**This is a great result for all involved, we will continue to support both Jake and the company with the transition into the new role.**



# Around the centres

## Basildon

Since our centres have re-opened for a limited number of customers, our Opportunities Without Limits team have been delivering a wide range of sessions including arts and crafts, gardening and IT skills.

As well as this, Basildon customers recently enjoyed a lovely day at the seaside at Canvey Island.



## Cambridgeshire

As part of our preparations and recovery from the Covid-19 pandemic, we were delighted to open a new centre to deliver a range of sessions at Bradbury Court in Papworth Everard.

In addition, we have also started delivering sessions at The Cabin in the village of Hardwick. Our Opportunities Without Limits customers were delighted to take a tour and learn the history of the village.



## Ipswich

To mark World Mental Health Day, the Opportunities Without Limits team in our Ipswich centre hosted their first online music festival.

The '10-10 20-20' festival was held as part of the Band-It Project and was streamed live on the Papworth Trust Ipswich page on Facebook.

When the government announced a lockdown in March, it meant that our Papworth Trust customers were not allowed to visit the day centres and many of them were separated from their friends and family.

In November, our very own Activities Coordinator, Gail Williams, was nominated for a Living Sport Award in the category of the Matthew Warn Power of Sport award, which recognises the contributions of individuals who have gone the extra mile to support under-represented groups in participating in sport.

**Well done Gail!**

A lot of the usual day centre activities quickly moved to online Zoom sessions including the popular PapMag Voices: Lockdown Journal. Over the weeks the customers became journalists and wrote stories about experiences that they had taken part in to help keep them feeling healthy, active and well during this period. The Lockdown Journal is available to view on our social media and at [papworthtrust.org.uk](http://papworthtrust.org.uk).

## KPMG Interview Day

Supporting customers into sustainable employment is a big part of what we do at Papworth Trust.

Our Senior Business Manager Una Davis told us recently that she was over the moon when KPMG LLP UK, one of our corporate partners in Cambridge, agreed to provide some 'mock interview' and CV review sessions over the telephone and on Teams meetings for some of our customers.

As Una explained: "The way in which employers recruit has changed in recent months and for our customers to have the opportunity to practice phone and Teams interviews with real employers was amazing. After the sessions we were provided with valuable feedback, that we were able to share with customers, which we were really pleased to have so we could then plan with them areas for development."

Lynn Yallop, Director of Internal Audit at KPMG who led the programme told us "KPMG were



delighted to be asked to support this very important development exercise for customers of the Trust. Some 20 staff from KPMG's Cambridge, Norwich and London offices spent time reviewing customer CVs and then running mock interviews and providing constructive feedback on the same day. The objective was to provide confidence and encouragement. What was really fantastic was that a number of these customers had real interviews lined up within the following days of the session, so we were able to spend time going through the online job descriptions and really tailor the mock interviews."

We are delighted to report that the day really was a phenomenal success - one of the customers taking part in the session who had an interview lined up the next day, used some of the techniques discussed. This together with a renewed confidence boost the exercise had given her, meant that she performed so well that she was offered the role!

## Christmas Appeal 2020

This year our Christmas appeal is very different to any that we have held before, and perhaps not unsurprisingly is linked to the effects that this year's awful pandemic has had on the services that we provide.

In March 2020, all of our buildings had to close. Almost overnight we replaced the support for our customers with zoom activities, welfare calls, face to face support and doorstep activities.

In July we were finally able to start reopening our centres, which although fantastic, due to social distancing guidelines this is on a much reduced capacity.

We would like to build a garden studio in the grounds of our Cambridge, Ipswich and Basildon centres. The building will enable us to accommodate a further 48 customers every week (based on an average 2.5 day attendance) and **we are asking for your support** to enable us to purchase, build and equip a 4m x 9m fully weatherproof, fully accessible studio.

**To support the appeal** donations can be made at [www.justgiving.com/campaign/PapworthTrust](http://www.justgiving.com/campaign/PapworthTrust) or by cheque, payable to Papworth Trust, to Jo Revitt, Papworth Trust, 1 Saxongate, Bradbury Place, Huntingdon, PE29 3RR

# Interview with

Gail Williams, Activities Coordinator



## How has your role changed since the start of the Covid-19 pandemic?

I work in Opportunities without Limits in Sawston. I tend to do sessions with customers out and about, but I've had to do bits on my own.

The sessions are completely different to pre-Covid times. We used to do activities at the local old people's home and in the community but we had to re-think this to keep people safe.

## What have you done differently?

Visit families and carers in their own homes as opposed to centres. Usually they would get transport, but the roles have essentially reversed and it has meant that I have had to go to their homes and do activities outdoors.

You may have seen the Doorstep Dancing videos on social media. They were fantastic – keeping it lighthearted for our customers whilst ensuring we could check in and see how they were coping during these difficult times.

## What have you learnt from this experience?

I've learnt to think on my feet and adapt. When you work with a team in the centre you also need to adapt, but when you're working alone you have to be able to do it even quicker.

## How have you kept busy during lockdown?

I've spent more time with my family – my two daughters and my son have been around a bit more to help with technology, which has been lovely.

Families of the customers have been extremely kind throughout this whole period. I would like to say a huge thank you to them for welcoming me into their homes and gardens. Everybody has been fantastic; parents danced and played football with us and that has been lovely.

# Interview with

Claire Rush, Care Manager



## How has your role changed since the start of the Covid-19 pandemic?

It has been an incredibly worrying and busy time for everyone. I have tried to provide as much practical and emotional support to the teams as I am able to, whilst keeping up to date of changing legislation, creating new risk assessments, liaising with customers' families and doing my usual day to day job. Not to mention the planning of a new care service in Ipswich which has recently opened!

Each and every day the care teams come in, working unsociable hours, providing support and care where social distancing is not possible, support people without wearing masks so people's basic communication needs can be met and I am lucky to work with these amazing people.

## What have you done differently?

I have had to consider what my priorities are. I have always strived for perfection, but perfection can only be achieved when you're in control. Who has control in a pandemic?

I trust that the team of Support Workers have the customers' best interest at heart and therefore my priority has needed to be the Support Workers. We have overcome so many challenges in the past 10 months and we endeavour to ensure the people we support still receive high quality care and support even when their day to day lives have had to change.

## What have you learnt from this experience?

As much as I already knew! This experience has truly shown what an organisation can do when everyone works together. The support from colleagues from across Papworth Trust has been outstanding from Facilities, to HR, to the Executive team, to the Communications team and across the departments. It has been so important to have regular contact and honest conversations as whilst you're trying to support your team as a manager it has a considerable impact on you personally. I have learnt I have a lot of colleagues who are supportive and caring. I have also learnt it is not easy working from home with two toddlers!

# Disability Confident

Papworth Trust is very proud to be a Disability Confident Leader. Disability Confident compliments the work we do and helps us to be recognised for supporting disabled people. This status also recognises the work we do to support organisations and disabled people in the wider community we work in.

**As part of our commitment to being a Disability Confident Leader, we have:**

- 1** Launched equality and diversity training and disability training across the whole organisation
- 2** Engaged a new occupational health supplier who can carry out workplace assessments and provide on-site meetings for our employees, providing a much more tailored service
- 3** Launched new management expectations which includes how we expect managers to behave and support staff and customers and recognise equality and diversity in the workplace
- 4** Held a reverse jobs fair to encourage local organisations and businesses to come and talk openly about any fears or unanswered questions they may have around disability, so that we can help break down the barriers and dispel the myths
- 5** Delivered speeches and attended forums to talk about our approach to employment support, both in terms of supporting disabled people into work, whilst they are in work and to progress in work.

## Together we can make a difference



**£10** could purchase materials for our arts and crafts activity programme

**£17** could provide one hour of essential care provision for a customer in their home.

**£25** could pay for a customer to attend an afternoon's session at one of our centres; making new friends and reducing social isolation.

**£50** could provide a morning of one to one support for our customers to access activities in the community

**£140** could provide 1 month of bespoke employment support for a person with a learning disability, enabling them to become employment ready.

**£300** could pay for 6 weeks of life skills training by an external facilitator, for up to 10 customers per session.

**£1000** could support the transformation of an unused communal space into desperately needed accessible accommodation.

Supporting more  
people to say **i can**

## Information Helpdesk



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**01480 357 215**



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and languages on request

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