

We value people

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Involving people,
improving lives.



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Hello

from Paul Allen, Chief Executive

A warm welcome to you all. Over the last 12 months, lots of great things have happened within RCHL and on the following pages we'd like to share five of these stories with you. I believe that all of these stories show just how hard we all work to stay true to our values and I hope you agree.

Our Values

Integrity: Being honest and open and listening carefully to you.

Diversity: Valuing our differences and recognising choice, fair treatment and being involved.

Challenging Barriers: Finding ways to overcome things which prevent you from taking part in your own community.

Pioneering: Trying new ways of providing better services.

Performance: Making sure all of our services are said to be excellent by you.

Listening to your views and everyone who uses our services is very important to me. It's how I want RCHL to be run. So, over the next 12 months, one of our main priorities will be to work very hard to improve opportunities for you to have your say, not just about your service, but about many aspects of RCHL.

As ever, if you would like to talk with me about any aspect of your life within RCHL, please feel free to call me at Caxton Place

Paul Allen
RCHL Chief Executive



Challenging Barriers

Multimedia Graduation Event

This fantastic event took place in Witham on 24th September 2009 and marked the completion of the first phase of a wonderful partnership between RCHL and the Rix Centre, at the University of East London.

On the day, some of the people who use our services presented their Multimedia Person Centred Plan to an invited audience. There were eight people in total, one from each of the eight Essex services.

Their plans were made up of photos, videos and music, and showed, in a very powerful way, the rich and valued lives they lead. The presentations each lasted for about 20 minutes and it was a very emotional and proud day for all.

At the event, the eight people who took part received graduation certificates from the University, as did the nine Staff Champions.

I really enjoyed taking in family photos and choosing the music for my PCP. I was so proud and pleased at my graduation.

Stuart Clachan, resident at Glendale in Clacton-on-Sea.



Pioneering

Ray Park Café

I liked working at the café with Jane, Tracey, Robert, Avani and Tarlochan. I especially liked cleaning and polishing the tables.

Nathan Scott, work training placement March 2010.

We always listen to the people who use our services. And many of you have been saying that having meaningful employment would make a real difference to your quality of life. So, when the opportunity to run a Supported Employment café came along, we jumped at the chance.

Situated in the James Leal Centre in Ray Park, Woodford, the Ray Park Café opened in November 2009. It provides supported employment to two Catering Support Workers, as well as regular work experience placements for young adults leaving school and for local RCHL residents.

Working in partnership with Ellingham Employment Services, we're also able to provide a temporary 25 hour a week job to people who are interested in developing practical catering skills. This role is offered to a different person every six months.

Aiming to create even more supported employment opportunities in the future, we're proud to have established a separate Community Interest Company called 'RCHL Pathways to Employment' that runs the café and builds links with local employers.

Performance



Green Lodge

My daughter has used RCHL Day Services for 15 years and it's transformed her life and mine. I am delighted that RCHL have taken over Green Lodge.

Mrs Jackie Walters,
mother of Hayley and Julie
who both use Green Lodge.

Based in Woodford, Green Lodge is a registered home with nursing care. And it provides short breaks to adults with learning disabilities and high support needs.

We were pleased to take over the management of this service in April 2010. And we were delighted to welcome the staff into our team and to get to know the people who use the service, and their relatives.

As we already manage Argyle Road, a registered care home that provides short breaks in Ilford, we're now able to offer even more flexible short break options to suit all parents and carers.



THE SUNDAY TIMES
100
BEST COMPANIES
TO WORK FOR
2010



Sunday Times Best 100 Companies

RCHL go to great lengths to communicate with and listen to their staff and managers; most care organisations do not do that.

Arthur Gwillam,
Deputy Manager,
Blue Skies Project,
Tower Hamlets.

We're all delighted that RCHL has been awarded a place in the prestigious Sunday Times Top 100 Companies to work for in 2010. Not only did we make the Top 100 list, but we were ranked 36th overall in the national listing for mid-sized companies. This makes us a 2 Star Outstanding employer to work for.

Colleagues who responded to the survey said that they loved working for RCHL, they found it stimulating and felt excited about the direction of the organisation. They also felt they could make a difference within the organisation, were proud to work for us and said that work was an important part of their lives. Our people reported that they did not get home exhausted from work, that RCHL did not take advantage of them and that they were happy with their work and home life balance.

It's an important award for everyone who uses our services because it means that whenever we're looking to recruit new people, the very best will apply and be attracted by the prospect of working for a Sunday Times Top 100 company.



Diversity

Waltham Forest Day Services

We were proud to open this new service in March 2010 following the refurbishment of premises in Brookcroft Road, Walthamstow.

The accommodation looks excellent after being renovated to a high standard. And after sharing premises with Redbridge Day Services for over a year, the staff team is delighted to have a home of its own.

For the people using our service, the new service offers many advantages. They now have much shorter journeys and enjoy a much more comfortable and enjoyable day.

The team here supports service users with a diverse range of activities, not only within Waltham Forest, but all across London and Essex.

A local base has made a real difference. It has greatly cut down on Samantha's travel time and I can walk round and bring her home myself.

Mrs Audrey Dunnage,
Samantha's Mum.

RCHL Looking to the Future

So, what next for RCHL? We'll continue to work hard to make sure all of our services reach a high standard. And we'll also look for opportunities to develop new services in areas where we currently work, and also in new areas in the South East of England. Above all, we'll make sure that all of our work achieves the quality you all expect, and matches our Values and Vision.

We've spent a lot of time planning for the future and these are just some of the things you can look forward to over the next 12 months. We'll be:

- Launching a brand new RCHL website that will be much easier for everyone to use
- Building on the well established three-monthly User Workshops to improve how we get feedback, and get comments and views from the people who use our services
- Actively seeking out many more Supported Employment opportunities through 'RCHL Pathways to Employment'
- Becoming more environmentally friendly across all teams and areas
- Setting up some new user groups that will find new ways to check our services, make sure we use Plain English in all of our literature, and look at how people using our services can have a say in all Board and Committee meetings
- Following up the Keeping Safe Workshop in March 2010 with the production of a leaflet and Keeping Safe audits across all services
- Looking at new ways to support local schools, communities and employers with recycling, fair trade and other sustainable issues.

