

# Challengers

Serious about fun for all disabled children and young people



Impact Report 2019

# Hello

## Laura Sercombe CEO

2018 had some incredible high spots as well as some challenging times. We worked as a team throughout the year to achieve so much. When I look back at the year I am so proud of what everyone achieved for themselves, their team and most importantly the children and young people who love Challengers so much.

This was the first year of our Strategic Plan 'Challenging the Barriers to Play' and there was a determination to improve the quality and reach of what we do. We developed four pillars of strategy that are built around key areas for the charity and 2018 saw some real progress on each of them.

A real highpoint of the year was when our founder Colin Hassell came from Australia to run the London Marathon for the charity he founded 40 years ago. His visit to the staff team meeting was not just inspiring but emotional for everyone who was there; he described the early days, why he started the charity and the determination he needed to make it happen. Colin felt that the charity had achieved so much but the ethos was unchanged from the early days and told us: "It is just magic to know you have such incredible, wonderful people who look after our dream.

Thank you for what you do to keep Colin's dream so vibrant. Whether you are new to the charity or a long standing member of the orange family, we are grateful to you. We are looking forward to our 40th birthday in 2019 and hope you will celebrate with us!



"I love it when people get in touch to talk about all things Challengers, please call me on 01483 579 390 or email [laurasercombe@disability-challengers.org](mailto:laurasercombe@disability-challengers.org)"

## David Clinton Chairman

After the incident-packed latter part of 2017, in 2018 we were able to focus much more on what we do best, which is delivering schemes to children and young people. In spite of forced scheme closures in 2017 I am delighted to say we saw no drop-off in hours delivered, whilst opening new schemes in different areas. We also continued to improve the quality of the offer.

There were still some hefty projects to be delivered, not all of our own choosing, such as the General Data Protection Regulation (GDPR) which became effective in May. We also implemented a new booking system, requiring significant input from already-stretched staff to help design and test it. Finally, we carried out a major project to refurbish the facilities at Farnham Playand Farnham Youth.

It was a difficult year for fundraising, though we still increased our take and saw good progress in certain areas. Fundraising and Communications remain crucial to the charity's growth and sustainability and we continue to beef up our capabilities and experience in these key areas. 2019 is our 40th anniversary year and will be the cause of much celebration. We hope you'll support the many celebratory events.

I should like once again to thank Laura and her management team for their dedication and commitment.



# We are Challengers

Challengers is a charity dedicated to removing the barriers to play for disabled children, young people and young adults. We will never turn a child or young person away, no matter how complex their needs might be – everyone is welcome to play.

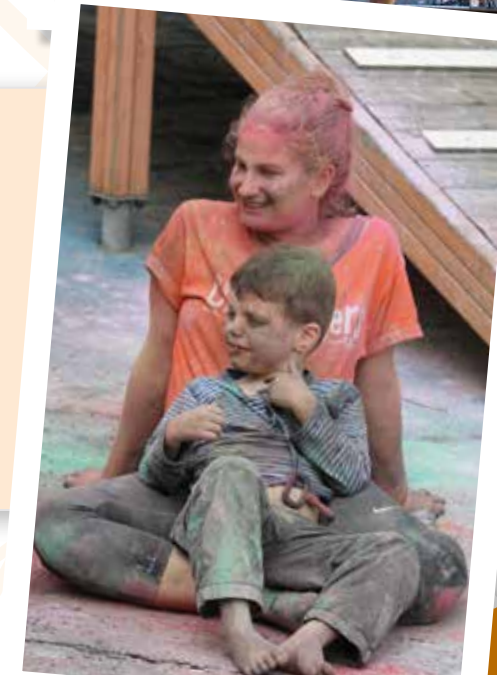
- Pre-school – Ages 2–5
- Youth – Ages 13–18
- Play – Ages 4–12
- Young Adult – Ages 18–25

## Vision

A world where all children and young people can play together, freely.

## Mission

To provide truly inclusive, fun and safe places where all disabled children and young people can spend time with their friends.  
To offer a positive impact for families and the wider community.



### 93%

of families believe Challengers are passionate about play.

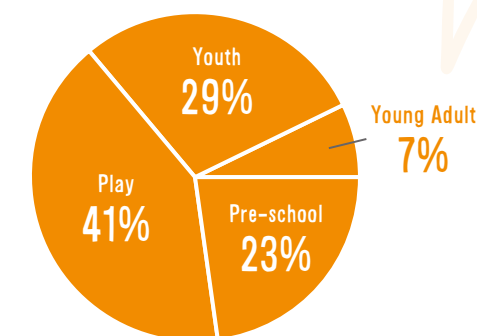
### 90%

of parents & carers believe Challengers remove barriers to play.

### 84%

of parents & carers say Challengers help their child try new activities.

Hours of fun delivered in 2018



“Fran absolutely loves Challengers, she loves the people that work there, the activities and the out trips, she looks forward to coming, it is like a youth club where she is accepted and welcomed.”

Challengers Parent





# Challenging the Barriers to Play

## The Pillars

At the end of 2017, the Senior Management Team and the Board of Trustees spent time developing the charity's new three-year strategy. It was key to identify areas the charity needed to focus on to ensure sustainable development to meet the ever-increasing demand for service and combat the anticipated decline of local authority funding. These four pillars describe the key elements of the strategy and everything we hope to achieve from 2018 – 2021.

1

To **maintain a culture** that ensures Challengers is the place to go for disabled children and young people and the charity of choice to support

To develop and refresh scheme development plans and young adult service

Listen to the voice of the young person and review our offer

Value our volunteers, supporters and staff, never forgetting they have a choice

Achieve Good and Outstanding Ofsted ratings

Develop our training offer

2

To **deepen** our service for disabled children and young people across the South East

Review opportunities that arise against our strategy

Develop high quality relationships with supporters and demonstrate their impact

Split HQ across Guildford and Farnham

Identify location for a new hub

Deepen services and address waiting lists

Ensure our footprint offers moves from play to youth in every location

Remain a 'local' charity

3

To be a **leader** in the field of inclusion for disabled children and young people

Understand the ripples of impact and the importance of public impact

Review our messaging

Increase inclusion on schemes with more non-disabled children and young people

Listen to and develop the voice of the young person

Understand how our training could be made widely available

Review the Challengers Approach

Support National Campaigns

4

To **achieve** a financial model to create stability and grow revenue

Develop a strategic financial plan which aims to achieve a sustainable future

Maintain a balanced income mix

Increase voluntary income every year

Challenge expenditure

Achieve 4-6 months reserves

Review collaboration opportunities

Develop and maintain good relationships with all commissioners

## The Need

Ted has always enjoyed Challengers. Recently he has displayed some negative behaviours, all relating to communication issues. This has not been confined to Challengers, but the staff have always dealt with the incidents well and he has always been welcomed back unlike other placements where Ted hasn't been excluded, but it has been clear that it isn't going to work!! I thank you for this.

Challengers Parent

Recent research conducted by The Disabled Children's Partnership highlighted a £434 million funding gap for disabled children's social care. There are over one million disabled children in the UK, (an increase of 33% from a decade ago) yet fewer disabled children than ever before are getting support.

The research also showed:

69%

of families with disabled children never receive any support

10%

of parents of a disabled child believe that social care services in their area are fit for purpose

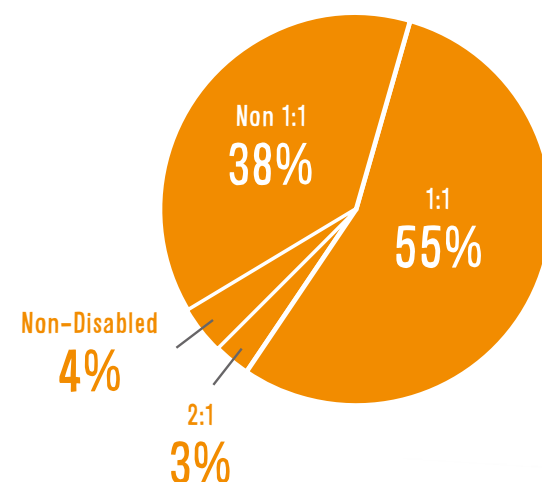
90%

of parents say they have to fight to get services their disabled child needs.

What Challengers offers is known as a "Short Break". This means that families can have time away from the pressure of caring to spend time with other children, catch up on life admin or simply do the shopping.

The demand for Challengers services is ever increasing and on average there are 4 children on a waiting list for a 1:1 space at each session. We do everything we can to increase spaces to meet demand, but we have a long way to go.

**For children to access play at Challengers they need the right level of support. In 2018 our ratio of support was delivered in this way:**



My son would not mix with many children at all if it were not for Challengers. The staff are great even when my son has been challenging to deal with. I hope that this good cause remains for the many children who will benefit from it for years to come.

Challengers Parent

## Meet Matthew & Beatriz



Everything started when Matthew was about 2.5 years old - he was diagnosed with Autism.

We already had confirmation for him to go to a pre-school near where we lived. When we got the diagnosis, we told the setting and they said that was fine, they would be able to support him. We had the usual settling in days where you stay for an hour and then go, they all went well. When it came time for him to stay on his own with 30 other children he was so lost, he couldn't deal with the noise. He was very attached to me so saying goodbye was very upsetting, so for the first 2 weeks I stayed with him for an hour at Nursery and then would take him home.

When it came time for me to try leaving him there again, they couldn't cope with his reactions or his behaviour so they suggested I stay with him every day until they could apply for funding to get additional support. I thought - I don't have any training, I would just be mum. I wouldn't be able to try to get things out of him, teach him things, put strategies in place to support him - I am not this person - I am Mum.

I stayed with him for another week after that conversation. Then they came and said to me, maybe it would be better if I could find him another place to go. That was my first shock. They had told me that they would be able to support his additional needs and now they were telling me to find somewhere else? This all happened in October after he started in September. I started calling other settings in the area we live but they were all full already. Then I found Challengers Pre-school through The National Autistic Society - they were not in my area but I called them and spoke to Kat, the Centre Manager and she said they had availability and we should come and visit.

We came and loved it, Matthew saw the soft play and the outside area and his face lit up! After speaking with the team and finding out that they had a structure in place to support his needs and that their ratio was one worker to 4 children, I was like 'where do I sign!'

We did a similar settling in process and he was still upset when I left. I kept expecting the phone to ring for them to tell me to come and get him, but it didn't. When I left he would cry to the point of exhaustion, would nap and then wake up and be happier to explore and play. Eventually he stopped napping, the crying time became less, and now - he pushes me out the door as he can't wait to be at Pre-school. I feel very happy.

I don't know if he understands the meaning of friendship but I know other kids know him and like being around him. His behaviour towards other children has also improved and he is happy to have other children around him.

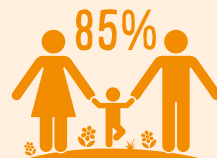
The team are amazing, I don't think you could find a better set of people in one place. Sometimes I wonder - what if I had not found Challengers - where would he be today.



## What families say about Challengers



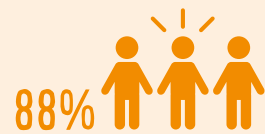
8/10  
parents and carers say that their children are very happy at Challengers



85%  
of parents & carers say Challengers short breaks help their overall health & wellbeing



95%  
of parents & carers agree that Challengers are an inclusive organisation



88%  
of parents & carers say Challengers are good/excellent at dealing with their child's individual needs



94%  
of families say you can trust Challengers



91%  
of families agree Challengers improve their child's health & wellbeing

## Spotlight on: The Engagement Project

This project started in 2017 and is supported by a grant from the Department of Health. The project focusses on engaging with young people to find out what they like to do, to ensure they are enjoying the activities offered at Challengers and to see how it makes them feel. 2018 was all about developing a toolkit that can be used on schemes to reach all children, especially those who have additional communication needs.

All of the research on scheme was carried out by a team of dedicated volunteers.

The Toolkit includes 5 ways to engage with children and will be formally launched in 2019.

### Top Play Activities

1. Simple inside and outside play
2. Themed activity days
3. Watching films

### Top Youth Activities

1. BBQs
2. Out trips: picnics, trampolining & archery
3. Swimming



## 80% of children feel:

- Excited and happy at Challengers
- Feel safe at Challengers
- Love Challengers

"It is a positive experience providing social and personal development opportunities that we would have no access to without Challengers. Mainstream activities were traumatic and given up within weeks."  
Challengers Parent

Challengers is great, I would give staff 20 stars!  
Young person

## Meet Beth & Angela



Hi, I'm Angela, and my daughter Beth is 17 and has been coming to Challengers for many years now and absolutely loves it.

In a world without Challengers, Beth would be very withdrawn and isolated with little to no opportunities to engage in the community. Unfortunately mainstream activities just aren't catered to disability, especially hidden disability, and in our experience have left Beth depressed distressed and frustrated. But when she comes to Challengers, we get nothing but smiles and laughter and she is always so excited to go.

Beth likes Challengers because it's fun and the staff understand her needs and other young people's needs. They make adjustments for what she needs and have always been there for her and they are supportive, caring and listen to her. She goes on trips out to the zoo, the beach, does activities like cooking, painting her friend's nails, playing games outside and most importantly socialising and having a good time.

Not only is Challengers amazing for Beth, but for us as her parents, it means we are in a better position to meet her needs and cope better for the rest of the week. We have been less isolated and more supported as a family. The impact is huge, it means that my husband is able to work and we have become a happier and more fulfilled family.

The impact Challengers has on our family life is huge. We have seen Beth grow and develop into a happier more independent young person than we ever thought she would get the chance to be. She tries new things and has developed her social skills enabling her to form longer lasting friendships than previously.

Challengers has aided her successful transition to college. This all impacts the rest of our family as it gives us real respite where we don't have to worry as she is in a safe secure and supportive environment. We have never felt judged as a family which has meant so much to us.

We are able to cope with Beth's needs better in our daily life.

Our whole quality of life as a family has improved and it's fantastic to see Beth with more self-confidence and hope for her future.





# Team Challengers



Challengers are passionate about having a highly trained and dedicated staff team who want to come to work each day and find value in what they do.

In 2018 Challengers recruited:



new Play & Youth Workers  
(96 of these were volunteers)



new Leaders



new members of the full time team

"I enjoy the training, and developing my skills. I enjoy the challenges I face and building my confidence. I enjoy working with a strong staff team and incredible children and their families."

Challengers team member

Training the team:



courses



hours



qualifications gained

To be able to include all children, Challengers employs a nurse who can deliver specialist training when needed. She travels directly to scheme to train individual members of staff which ensures every child can come and play at Challengers safely.



This is Kat

Kat Link, Guildford Playcentre Manager attended a Professional Foundation course and Professional Enhanced course in Makaton. This means she will be able to train the staff team in the signs she acquired, supporting the team to be able to communicate in other ways with non-verbal children.

88%

of staff say they receive the necessary training to do their job effectively

90%

of staff agree their role is rewarding and satisfying

93%

of staff agree they and their colleagues make a good team

## Spotlight on: Sophie Reading

Start year: 2008 | Current Role: Project Manager

I started working for Challengers as a Play Worker at Farnham Play. I was studying at Winchester University but would come back each weekend for a fun day on scheme, and every Thursday evening. At this point I didn't know what I wanted to do for a job, I knew I loved Challengers, but I never imagined I would be able to do such a fun job full time.

After graduating I started working in a special needs school which paired very nicely with a Leader role at Challengers in Reading, which I was lucky to take on. Working at Challengers was my favourite part of the week, and the holidays were incredibly fun. I loved being a Leader and coming up with ideas for activities and seeing the young people enjoying them on the day. It was such a rewarding job. After two years at Reading Youth I saw a full time Farnham Youth Deputy Leader position on the Challengers website, and I knew I had to apply.

Working alongside the Leader at Farnham Youth was amazing. There is a lot to think about when running a full time scheme, but the commitment and passion that went in to every session was really inspiring. We worked really hard to make Farnham Youth as good as it could be. I owe a lot of my personal development to Farnham Youth. I met more of the full time team when in this role, and it was then that I really noticed how unique Challengers is as a workplace. Every part of the team are so invested in providing the best service possible for disabled young people. I felt, and feel so proud to work for Challengers.

I am now a Project Manager for Petersfield, Andover, and Reading Youthschemes, which I started just before summer 2018. Being a Project Manager means I get to plan the sessions for all of my schemes, and I spend every Saturday on scheme with the young people, making sure the sessions are as engaging and well planned as they can be. I love this role, and I am grateful that Challengers has given me so much training and invested time in my development.

Every moment I spend on scheme with the young people I am reminded why I do what I do and why I love my job. My favourite moment at Challengers was returning from a trip to Marwell Zoo. We had some dress up clothes on the bus because it was a long journey and some of the young people wanted to bring some activities with them. We pulled up at Farnham Youth to a row of parents and I began to sign out the young people. Down the steps of the bus walked a young man in some shiny high heeled shoes. The parents and staff were all laughing hysterically because it was such an unexpected sight, but I just love that at Challengers anything is possible, and free play and expressing yourself is the most important thing.

As a Project Manager I now get to watch staff discover what they want to become in life, and it is incredible how many staff members want to do what I did and stay at Challengers. Two of my Leaders have recently gained full time positions within Challengers, and I speak to staff every day that would stay at Challengers forever if they could. It is rare to have a job and a career where you are excited to come to work every day, but I have that at Challengers.





## How families feel about staff

A hugely enriching part of our lives, feels like a really well run quality charity and I think that demonstrates itself in the quality of the staff that look after my son. He is non-verbal and doubly incontinent, a vulnerable child. The staff are often young but I can only praise and admire their dedication and what appears to be genuine enjoyment of what they do for our child and therefore in turn our family.

Challengers Parent



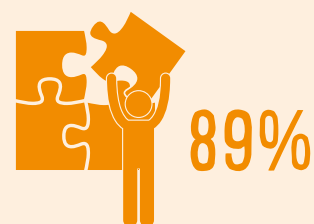
of families feel that staff have a friendly and welcoming approach



of families believe staff are good/excellent at keeping children safe



of families believe staff have good/excellent knowledge and are helpful



of families agree that staff are good/excellent at dealing with problems or concerns



of families agree that Challengers treats everyone with respect and consideration

He loves it and the staff are always friendly and full of fun. They are very welcoming and chat to me too. Alistair has found role models amongst the staff which has involved him growing a beard. They are fine role models to have

Challengers Parent



97% of staff understand how to work safely and keep the children and young people that attend safe

Dear all the play and youth staff at Challengers, Some of you know me, my family, and our story, but for those of you that don't I would like to tell you how much you have changed our lives. My name is Charlie, I have five children. My eldest is India, then Esme, Stanley and finally, twins Oscar and Jesse.

The boys are 8 now and they love running around letting off steam. They have 1:1 support at the moment and they love their 1:1's. They go to Guildford and Farnham Play and have gotten to love all of you. They run into Challengers, and they are just off! It's really lovely for us to not have to worry and the staff always say that they've had a great time, had loads of fun, its actually the only place that we feel we can leave them, and not be concerned and this is simply because you are just so fantastic.

For the boys, it's a home from home and just takes the pressure from us, just having to do everything from home.

The boys took a while to settle in at first, but they realised that you understood their struggles, and it was ok for them to go around and knock bricks over and build them again and do the same things repetitively if they wanted to. And as soon as they were ok, we were ok.

You just get the boys, you come to me with suggestions of how to change their plans and how to progress them differently and I just think its so difficult sometimes having to deal with school, home life, services like this, its just lovely when I feel that you all know the boys just as much as school does, and they know what their ability is just as much as I do, and that is truly amazing.

The fact is, that is it not just a rest for us, it's just their happiest time of day when they are there, so its not just for me or just for them, it effects the whole family. My other three children worry about me looking after them a lot, they always say 'Oh Mum, the boys have got Challengers today, what are you going to do? Do you want to go for coffee?' So, it actually effects our whole family and it's a lovely feeling when I look on the calendar and see Challengers on Sunday for both boys and I just know that they are going to love that. So it's a lovely feeling for everybody, just a smile really, a really nice feeling knowing they're coming here for all of us.

Yours faithfully,  
Charlie Murton  
Challengers Parent





## We ♥ Volunteers

### We have 5 main volunteer roles



Bus Drivers



Office Support



Play & Youth Workers



Fundraising  
Event Support



Engagement with  
Young People

### The Numbers

- Volunteers recruited: **153**
- Hours volunteers gave: **5,372**



Volunteers are absolutely vital here at Challengers. Whether they are holding an orange bucket at a street collection or getting stuck in on scheme, we simply couldn't do what we do without them. For the fundraising team, volunteers play a really important role in helping us create a bright orange presence across the Challengers region and raise both money and awareness.

Emily Blackley,  
Community Fundraising Officer



We need support at over 40 fundraising events each year and almost 300 volunteers to support them. Fancy being one of our event volunteers? Get in touch today to join #teamorange by emailing [fundraising@disability-challengers.org](mailto:fundraising@disability-challengers.org)

## Meet Allan



Allan has been volunteering at Challengers events for the past 2 years. Having regular volunteers like Allan that Challengers can rely on is integral to running high quality successful events. Not only does the volunteering benefit Challengers but it also has significant impacts for the people that join #teamorange

Hi, I am Allan and here is my story

The reason I joined Challengers is that I wanted to do another long walk and add 2 miles to the 8 eight miles that I did on my own. I had lost my Auntie a few months before, and she had sadly left her 48 year old downs syndrome son behind and I thought I would do it for them. When I was thinking about this, I was walking down the road in to Farnham, and I thought 'I need a bit more of a challenge' – I had thought of raising money, but who to give it to?

Then out of the blue a teenage girl walked passed me wearing a Challengers T shirt! Of course Challengers - they look after disabled children.

I had known a little bit about Challengers from a person who gave me a mince pie two years before when they were collecting money at Christmas.

So I sent an email to Challengers, who were pleased, gave me a t shirt and I did the walk - but I did 12 miles instead of 10 miles and raised £120.00!

Challengers invited me to Guildford to see their place and gave me a tea and asked if I would like to volunteer to help them. The answer was yes, I did. In doing so I have been to different places and met other people who doing the same thing as me, letting others know who Challengers are and raising money.

They are quite an unknown charity, work had never heard of them or other people I know.

I also have a disability, with a speech and language problem and learning difficulties.

In the 80s I was sent to a speech and language school for 8 years and when I came out I went back to Farnham. I had no friends and nowhere to go, so I stayed in my bedroom after college that was in Aldershot, with a group people who had the same problem as me and downs syndrome.

When I went to work I never made friends so I stayed in my room and the same at the weekends, but, once I could drive I could go to places.

What I am saying is this: if I knew Challengers were around in those days and was in Farnham where they are now, I would have joined them then.

Now I raise money for disabled children to go somewhere after school or at the weekends not - staying in their bed rooms and not making friends.

Another thing about Challengers is that they do not pester you to give them money like other charities and you know where the money goes.









# The Supporters

We refer to everyone who supports Challengers as part of #TeamOrange. We are so grateful for all the support we receive from the local communities and individuals to ensure we can continue to remove the barriers to play for disabled children and their families.

## Spotlight on: Colin Hassell

Colin Hassell co-founded Challengers in 1979 and in 2018, flew over from Australia to complete the London Marathon for the charity that he started. A huge thank you to Colin from all Challengers staff, for continuing to inspire us all.

I came over specifically to run the London Marathon in April of this year for Challengers. Over the past forty years there is rarely a day goes by when I don't think about how Challengers is going and how they manage the extraordinary work they do. It is always under the financial pressures that come with running a large not for profit organisation. When you think of the outcomes it can deliver, with many families facing extraordinary pressure 24 hours day, 7 days a week, the time is now for us to dig deep and help make sure Challengers is here for today and tomorrow.

Back in 1979, a small group of people had a dream and we know that dreams can come true if we have the courage to pursue them. The dream does not become reality through magic, it takes sweat, determination and hard work.

Colin Hassell, Challengers Co-Founder

## Key Partnerships: SMBC

The SMBC Group are an amazing example of a corporate partnership that has grown year on year. In 2018, the corporate bank entered 28 walkers into the Surrey 3 Peaks Challenge and raised over £12,000! Through office bake sales, games like guess the name of the baby and loads more, this impressive company has been a huge support to Challengers and will continue to support in 2019.

"It has been a joy to work with this dedicated group of people, who are so passionate about achieving something together and for a good cause. Seeing them at the top of each peak was heart-warming and I truly admired their attitude as a team."

Hannah Woollven, Events & Communications Manager


 5,103km  
ran in 2018

 16,255  
miles cycled

20   
pumpkins carved

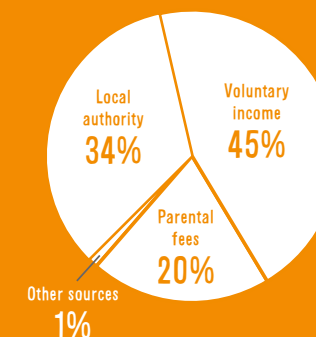
 £300  
worth of tattoos  
in one day!

6   
Superheros took  
part in their first ever  
inclusive triathlon

 420  
minutes of  
songs sung

## How Challengers is funded

Total income breakdown



## Total to raise through voluntary income: £1.5M

### Voluntary income breakdown:

- Trusts & Foundations: 38%
- Grants: 9%
- Community & Events: 16%
- Corporate: 14%
- Individuals: 23%

### Each £1 raised is spent as follows:

- 2p governance
- 11p support services
- 76p charitable activities
- 11p cost of raising funds

## Spotlight on: Emily Blackley

Start year: 2018 | Current Role: Community Fundraising Officer

I really love my job! I help with lots of different things such as putting on street collections, helping organise our Golf Day, and building relationships with various community groups and supporters. It is such a varied job, one day I could be standing on Guildford high-street collecting donations and talking to supporters, another day running a Disability Awareness Workshop with a group of Beavers, and the next day at the London Marathon cheering on our runners!

Challengers has always been a charity that's very close to my heart because my younger sister Arianne has been going to Challengers for around 10 years. She uses her wheelchair most of the time and cannot talk but I can tell how much she loves Challengers because she always has a massive smile on her face when I pick her up from scheme. I see how much of a difference Challengers makes to her and our lives as a family and that makes this job even more meaningful.

Some of my highlights so far have been being on scheme and meeting some of our wonderful children, working in and being part of such a great fundraising team, and doing a speech at our Golf Day, which was quite nerve-racking but also really exciting.





**Read all  
about it!**

It is vital that Challengers is known in the local communities where we run schemes. This is so we can reach more families who could benefit from accessing Challengers and also meet new members to join #teamorange and to inspire people to help make the world a more inclusive place.


# Stand out moments



Highlighting corporate support and the impact they have



Showing how the community working together will make a difference



Supporting national campaigns and the voice of the young person in society

**SurreyLive**

**Hampshire family joins call for disabled children's services to get extra £1.5 billion**

*"We were not asking for health and safety but it was probably the wrong headline to have been used"*

**Promoting events  
to reach new  
supporters**



Celebrating getting over hurdles and challenges the organisation has had



**Announcing  
partnerships with  
patrons and important  
supporters**

## Social Engagement

We love communicating with people through our social channels and telling people's stories. In 2018, you liked what we did and we saw an increase in engagement across all of our platforms.



# Digital Transformation

It's a bit of a buzz phrase at the moment – but an important one! It is vital for charities to keep up with changing technologies and look at how they can help transform the way they do things. In 2018 we implemented a new on-line booking system. The system has improved family and staff booking experiences and also given them more control over their accounts. The booking system is driven by the new CRM that was implemented: Salesforce. This is a powerful database that has already revolutionised the way the back office team work.



19



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19

# GDPR

You must have heard the phrase – if not, make sure you read on! This was a big, and important focus in 2018. Challengers made the decision to ask people to fully opt in to communications and choose what they wanted to hear about. We took the view that if people had made the choice and received information about things they were interested in, we would build richer relationships through **#teamorange**



The Guildford re-opened po

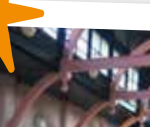
Volunteer Challenge  
10 Downing Street reception

9



Laurie's impact was \$500

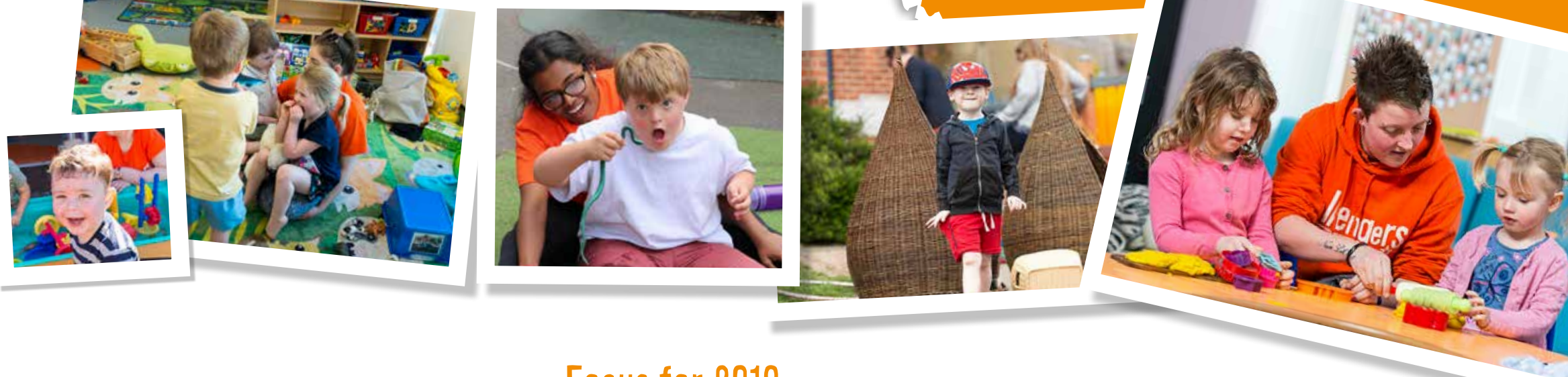
2



Living room



# What we said



Each year we listen to feedback from families and staff and make a plan on how to achieve this, we made some real progress in 2018 but recognise we still have some work to do.

## 2017

- We wanted to improve the booking process for families and staff.
- We wanted to improve feedback for families at the end of the day.
- We wanted to listen to the voice of the young person to ensure we were offering a scheme they wanted to attend.
- We wanted to communicate more about our training programme to provide reassurance to families .
- We wanted to support team schemes to build a community around them.
- We wanted to improve induction and support for new starters.
- We wanted to ensure we listen to all voices from across our staff team and offer everything we can.

## 2018

- We designed, built and implemented a new, easier to use and more efficient online booking system.
- This is something that we still need to improve on. We understand that families want to know how their child has spent their day so want to get this right. We will be looking at ways to improve this at every scheme.
- We have continued our engagement project to listen to what children and young people like about coming to Challengers. We have increased the amount we have done including - the implementation of a pilot individual plan.
- We regularly update families in the parent bulletin about our training program, we keep the training area of our website up to date to showcase what we offer staff, and finally we share training information across our social channels.
- We have supported our Project Managers and Service Managers to get to know key people in the areas we have schemes. This has helped with reaching more families who can benefit from using Challengers and also spreading the word to potential new supporters. Our Fundraising team have been making approaches to local businesses and community groups who can have a direct impact in the area they are based.
- We have spent a lot of time improving this as we want all of our team to feel confident and ready to work. We have started "Shadow Shifts" where staff come in for a shift to work alongside an experienced worker. We have increased group supervisions as well as the opportunity for staff to have 1:1 supervisions with their line managers.
- We always look to get staff members from across the organisation to work together when possible, as we know it is important to listen to everyone's view. Projects we have done this for are Team Challengers and reviewing The Challengers Approach.

## Focus for 2019

Let's take a look at the key themes we need to work on in 2019 to ensure the service we offer is the best it can be and that Challengers continues to be a place people want to come to work every day.

 <p><b>Booking periods</b></p> <p>We will continue to review the booking process and listen to feedback to ensure this is the best it can be.</p>	 <p><b>End of day feedback</b></p> <p>We know we need to improve this. We have made real progress, but we can see from the feedback in the surveys we still have work to do.</p>
 <p><b>Engagement with children &amp; young people</b></p> <p>Findings from the engagement project will be cascaded down to all of the schemes to ensure the voice of the child is at the forefront of our decision making.</p>	 <p><b>Scheme activities</b></p> <p>We want to plan scheme activities around the choices children and young people have made.</p>
 <p><b>Valuing staff</b></p> <p>The Team Challengers project will continue to ensure we value staff and volunteers across the organisation.</p>	 <p><b>Ripples of impact</b></p> <p>We want to fully understand the impact Challengers has for everyone who comes in to contact with the organisation: staff, families, children and supporters.</p>
	<p><b>Fundraising communities</b></p> <p>Developing supporters within the communities we work in will help build sustainable income.</p>

2019 sees Challengers turn 40! We will be celebrating #40yearsoffun and have a whole host of events planned to ensure everyone can join in the celebrations. What will you do to join in?! To keep up to date with our fun packed 40th year just email [communications@disability-challengers.org](mailto:communications@disability-challengers.org) to get on to our mailing list – they would love to hear from you!





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\*please note all sources for statistics and references can be given upon request