



One Place East
Where disability matters

Annual Report 2022-2023



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Welcome

Welcome! We are delighted to present the One Place East Annual Report for 2022-2023.

This marks the first year post-Covid in which we fully reopened our services. Our transition following the pandemic allowed us to embrace a hybrid service delivery model, offering both traditional in-person support and virtual services. This innovative approach has enhanced inclusivity, reaching a broader audience. The development of new services and projects has not only fortified our financial standing but also ensures our ongoing commitment to supporting the Disabled community in Redbridge and beyond.

"As the Chair of Trustees, I extend heartfelt gratitude to our dedicated volunteers, partners, generous funders, valued members, and supporters. Your collective commitment is the driving force behind our organisation's success in empowering and advocating for the Deaf and Disabled community."



Michelle Crouch
Chair Person
Board of Trustees

Welcome



Margaret Summers
Chief Officer

Greetings, welcome to you all as we reflect on the past year. We are thrilled to share some exciting highlights, including the successful launch of our creative network, CreateAbles. This innovative project not only empowered our community through artistic expression but also opened new doors for collaboration and skill-building opportunities.

We were honoured to have been chosen as the Mayor's Charity for the year, and we express our gratitude for the support received. The championing of our cause and the funds raised have been instrumental in enabling us to continue our vital support for disabled individuals in Redbridge.

One of our proudest moments was playing a role in organizing the Disability Awareness Festival during the summer. This event stands as a testament to our unwavering commitment to raising awareness and fostering a more inclusive community.

Our core programs, including Service User Networks, Wellbeing Support Groups, and our digital initiatives, have flourished, thanks to the dedication of our team and the incredible support from our volunteers. To each of you, I extend my deepest thanks for the pivotal role you play in advancing our shared mission.

A special acknowledgment goes out to our funding partners for their support. Their contributions enable us to continue to support the rights of disabled individuals, not only in Redbridge but also beyond.

As we invite you to delve into the pages of this annual report, we encourage you to celebrate with us the achievements and acknowledge the challenges encountered in the transformative year of 2022-2023.

Thank you for being part of One Place East's journey, together we make a positive impact.

Finances



Our total income was £446,116



We spent a total of £443,748



We have a reserve of £128,230



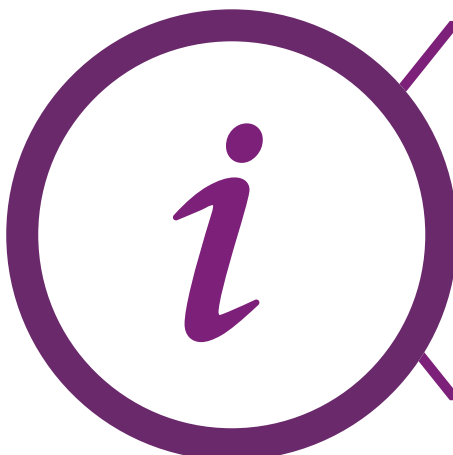
If you would like to receive a full copy of our 2022-23 accounts please contact the One Place East office.

Terms

We use the term 'Disabled people' to refer to people living with impairments. This includes people living with physical, visual, or hearing impairments, learning difficulties, mental distress and long-term health conditions.

The term is aligned with the Social Model of Disability and recognises that individuals with diverse impairments share common barriers arising from the physical environment and societal attitudes.

We respect that not all those included within our definition would describe themselves as having a disability.



Find out how One Place East Can Help You

Look out for the 'Information Logo' and find out who the best person to contact is to get the help you need

Headlines 2022 - 2023

45

People attended Mental Health First Aid and Mental Health Awareness Training

1248

Interactions with our Mental Health Befriending Services

28

People accessed our out of hours WhatsApp group

451

People accessed one of our 28 wellbeing workshops

1098

People regularly received either our E-News Bulletin or paper copy

46

Autism Alert Cards have been issued to support Redbridge residents this year

230

Checks were carried out by One Place East as a Registered Provider for the Disclosure and Barring Service

Our Vision

One Place East will be creative and responsive, recognised as the go to charity for support with service users at its heart.

Our Mission

One Place East exists to enable disabled people in Redbridge and across East London to have choices and improved lives.

We deliver our mission by: –

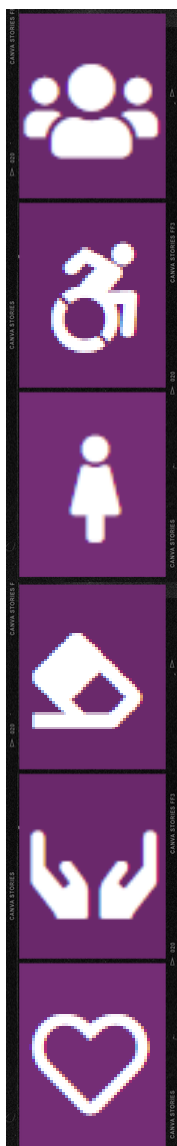
- Providing accessible information and advice
- Improving access to services and breaking barriers by facilitating the voice and representation of those with lived experience
- Delivering direct services supporting people to be healthy, happy and living as part of the wider community
- Creating sustainable models of peer support
- Delivering a range of quality training and personal development opportunities
- Promoting social inclusion and equality
- Providing high quality, locally focused independent advocacy

We offer a range of services, that includes services for specific groups of people e.g. those with dementia, or people recovering from trauma but also many groups that offer people a chance to come together regardless of their background. Most of our employees are people with lived experience of disability and health conditions, in line with our ethos and values.



About One Place East

Our Values



Inclusive - We recognise the diversity of our residents, service users, trustees, employees and volunteers and strive to engage them all and treat them fairly and equally.

Accessible - We aim to deliver our activities in a friendly, approachable manner and in ways that reduce barriers to access and fill gaps in local provision.

Empowering - We support and develop the potential of our service users, employees and volunteers.

Flexible - We aim to adapt what we do and how we do it to improve the experience and outcomes of service users, volunteers and employees.

Integrity- We demonstrate honesty, fairness, openness and clear boundaries in all we do.

Philosophy - We are a single information and service access point. This enables us to put the person at the centre of everything we do. A holistic approach ensures we fill the gaps in support, other providers leave.

Our Commitment

One Place East is committed to ensuring that all our employees, sessional staff and paid service user representatives and peer supporters are paid the London Living Wage.



The Work We Do

One Place East are committed to improving the lives of Deaf and Disabled people in Redbridge and beyond. We do this by focusing our work around a number of core areas. These often overlap:



Health and Wellbeing

- One Place Creative
- Chordless Choir
- Befriending Services
- Wellbeing Workshops
- Social Events
- Peer Support
- Recovery Focused Workshops



Making a Difference

- Self-advocacy network meetings for people with Learning Disabilities or Mental Distress
- Research
- Campaign work
- Awareness Raising
- Representation and participation



Personal Growth and Development

- Mental Health First Aid Training
- Train the Trainer
- Peer Support Training
- Volunteering

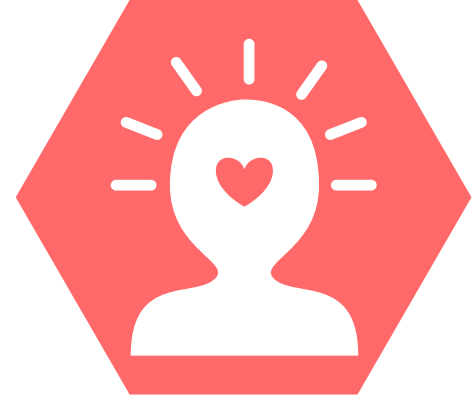


Supporting the Wider Community

- DBS Checking Service
- Foodbank Vouchers
- Hotdesking
- Digital and Online Presence

The Work We Do:

The CreateAbles



In May 2022 the One Place Creative team launched a brand new project with Saifur Valli leading the new service.

The project offered a network of creative folk the chance to come together to make art, crafts, literature, poetry, digital content and more.

The project offered participants the opportunity to learn, have fun and feel more connected.

11 workshops ran in total over the year, with up to 10 attendees at each session.

Participants were encouraged to access training sessions on topics that included Facilitation Training and Equality and Diversity.

Several participants confidence developed so that they felt confident to run their own workshops. Two participants went on to speak up at large public events and let others know the positive impact One Place East has had.

At the end of the project participants made the One Place CreateAble's film, capturing the fun and learning.



Get Involved with One Place Creative

Our CreateAbles has ended but One Place Creative are currently running sessions on a fortnightly basis.

Contact Saifur Valli for more information on:
07480 394554
saifur.valli@oneplaceeast.org

The Work We Do:

Befriending



One Place East currently offer befriending services for people with Dementia and those with poor mental health.

Our befriending services offer companionship, understanding, and emotional support through regular contact with trained volunteers or befrienders.

These services are designed to help reduce feelings of isolation, loneliness, and stigma that can be experienced by people experiencing poor mental health or dementia.

We now have over 40+ volunteers registered with us who want to offer 1:1 support as a befriender. Collectively our volunteers speak over 15+ languages.



Throughout the year we offer training and support for all our volunteers. When possible we like to say thanks for the hard work and dedication people offer, such as our trip to Tower Bridge with a small group of volunteers in June 2022.



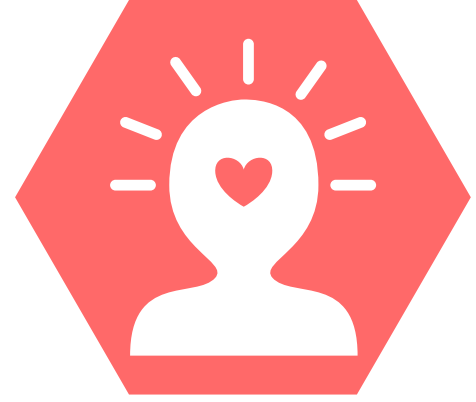
Get Involved with One Place Befriending

If you want to volunteer, or know someone who would benefit from befriending contact:

020 8925 2435
info@oneplaceeast.org

The Work We Do:

Mental Health Befriending



Mental Health Befriending Project

Our Mental Health Befriending Service offers 1:1 support for those experiencing poor mental health. The pandemic enabled many of the people using our services and to develop their digital skills and familiarise themselves with Zoom and Teams and use digital apps such as What's App, possibly for the first time.



We know that online and telephone support can feel even more important when people are feeling particularly low or unwell. One Place East have embraced a hybrid delivery model of support that offers choice about how and when people receive help.



Mental health befriending services complement formal mental health care by offering a more informal and personalised approach. Befrienders can help identifying signs of distress or crisis, providing early intervention, and helping individuals connect with appropriate professional help if needed.

36

People received support in 2022-2023

234

Face to face visits took place

1380

Online and telephone calls were made to 30 people



The Work We Do:

Redbridge Dementia Befriending Service

Our Dementia Befriending service relaunched in July 2022 offering companionship and social interaction for individuals living with dementia.



Dementia is a condition characterised by a decline in cognitive functions such as memory, communication and reasoning. It can be a challenging experience for both individuals living with the condition as well as family members and caregivers.

Our Dementia Befriending Service aims to effectively match volunteers and people with lived experience of the condition. This can be challenging due to ethnic diversity of the Borough and multiple languages spoken. As well as a shared language we also seek to match people according to their interests.

Feedback from families and those with lived experience during 2022-2023 indicated that the service was valued for a number of reasons:



Reducing Isolation - regular social interaction helped to combat feelings of loneliness



Enhanced wellbeing - family and volunteer feedback often identified how people's mood and overall sense of wellbeing seemed to improve following a visit from a befriender.



Support for Caregivers - really welcomed the opportunity to have a break that the support offered could provide. A couple of hours, knowing their loved one was in the company of a trained and caring befriender was often enough time to see a friend for a drink or go to a shop.



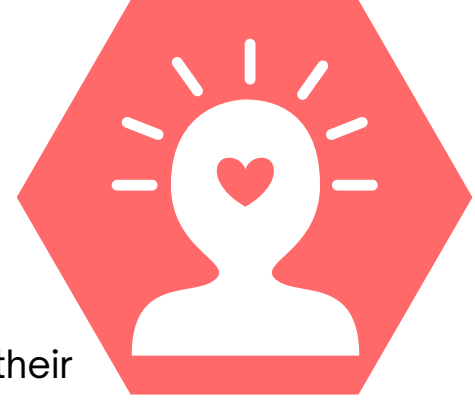
Promoting Inclusion - Some of our befrienders offered the people they supported a chance to access the community. This can help ensure people retain a sense of connection to the world around them.



The Work We Do:

Wellbeing Workshops

One Place East offered many different activities and workshops throughout the year to support people with their mental health and to help improve wellbeing.



Calming the Mind and Body

The Calming the Mind and Body group promotes wellbeing and an understanding of how stress and trauma impacts our mind and body. It starts with an educational presentation followed by group somatic practice, with specifically targeted techniques to regulate the nervous system and bring about co-regulation, so more than just mindfulness. Participants give feedback on their experience and the difference these sessions make to them and consistently people express how they feel more relaxed, less agitated, more peaceful, less bothered by whatever stress they have in their lives, therefore more able to cope.

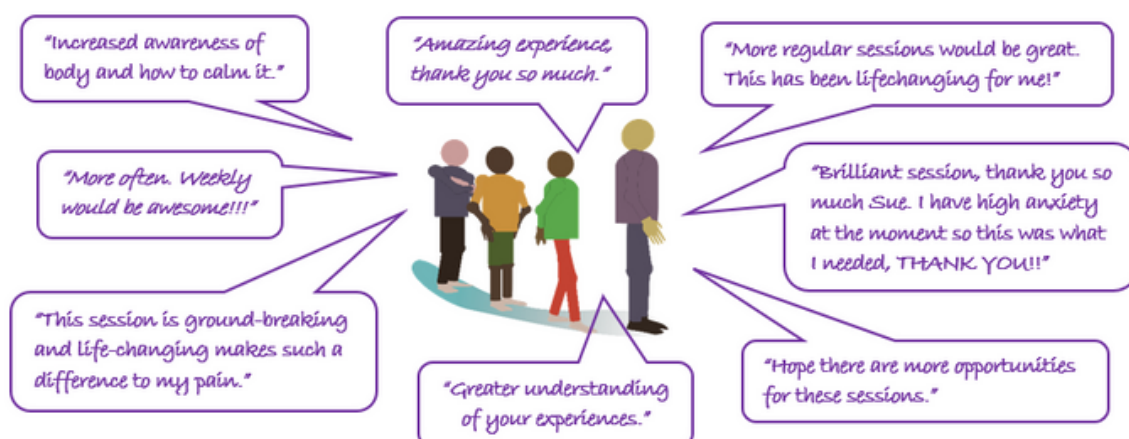
96%

Of participants rated sessions either excellent or very good

69%

Of participants stated their understanding of how stress and trauma impacts wellbeing was either excellent or very good following the session compared to 24% of participants at the start.

These are average scores based on feedback from participants during workshops that included sessions during 2022-2023



The Work We Do:

Recovery Focused Group



Our Recovery Focused Group was first launched in the Spring of 2022. Initially the Group ran for 6 weeks. The feedback from participants was so positive a further 6 sessions ran during August and September 2022 before the group became a positive fixture in Spring 2023.

The group offers likeminded women a safe space to learn techniques and strategies to support their own mental health and manage symptoms of stress. During a Recovery Group meeting participants are encouraged to watch a short video clip or discussion that relates to the situations people are experiencing. This offers just enough structure to explore and understand where upsets, stress, repeating patterns, origins of stress and trauma come from.

This brings about self-awareness, insight and self-realisation through discussion and reflection in a safe space, where people can let their guard down and be themselves.

92% Of participants stated the sessions had led to an improved understanding of the impact that stress/trauma has on the mind/body

42% Of participants stated the group had resulted in feelings of increased confidence

64% Of participants stated they experienced an increase in feelings of wellbeing

78% Of participants stated they experienced increased feelings of connection with others

The Work We Do:

Recovery Focused Group Continued

The following testimonials highlight the transformative impact of One Place East's Recovery Focused group. A number of themes emerge that emphasise the emotional support, sense of community, education, and the facilitators' role in creating a safe and supportive space for healing and growth. This was often portrayed in contrast to:



1. Emotional Support and Feeling Safe to Share:

Participants in the trauma recovery group, despite having diverse trauma stories, recognise consistent impacts on the body, fostering camaraderie and empathy. The facilitators, are highlighted as skilled and kind leaders who create a safe space for sharing truths, emphasising the importance of emotional support and contributing to the healing process. Their consistency, even during personal challenges, reinforces the notion of what recovery looks like.

2. Increased Understanding of Trauma

The group provides an opportunity for participants to gain a deeper understanding of the impact of trauma on the body. This knowledge helps individuals reframe their relationships with themselves, leading to a reduction in self-blame and tools to manage the impact of trauma on the body.

3. The impact of the group on wellbeing

Many members attribute their survival to the group, acknowledging it as a vital source of support. The transformative power of recovery is a common topic, with participants describing it as a "precious" outcome that arises from sharing their stories of trauma in a group environment.

- I feel held emotionally by the group facilitator
- It feels like a safe space to express myself
- We are like a Wednesday 'family' there for each other, through good times and difficult times
- The facilitator ensures a safe environment with compassion, gentleness, and respect."

- Our group has learned so much
- It provides a most incredible opportunity to share, learn, grow
- Each week we learn something new, and hugely valuable, to promote our own wellness and that of others

- This group has been instrumental in a real change in my mood and is helping me turnaround and feel more grounded in my life
- Long may this group continue, I feel it is life-saving, and life-affirming and life-changing
- This is a very precious 2 hour session, where real truths can be shared, witnessed and heard.



Recovery Focused Group

For further information contact Sue Morgan on:
07939 975 763
sue.morgan@oneplaceeast.org

The Work We Do:

Tech Assistance Project



With funding from the Access Foundation, we launched our Tech Assistance Project (TAP). TAP aims to address the digital and technological exclusion experienced by disabled people and those with lived experience of mental ill health.

The pandemic stimulated interest and increased motivation to use technology, we want to maximise this opportunity now, but also help shape future support.

TAP has two main aims:

- 1 To help more disabled people benefit from technology and the digital world
- 2 To research and pilot the potential technology offers our community to support independent living

Some of the work the Tech Assistance Project will do includes:



Provide tablets to people with a disability who cannot afford one



Source and trial assistive and adaptive technology



Provide home based equipment assessments



Conduct IT needs assessments



Hold Digital Saturday Tech Drop-in sessions



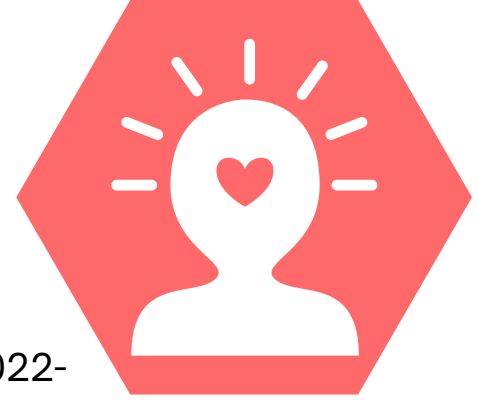
Provide individual technology training and support sessions



Tech Assistance Project

Contact Owais Niaz on:
07377 170 210
owais.niaz@oneplaceeast.org

Health and Wellbeing



Wellbeing Workshops

One Place East offer a range of different workshops. In 2022-2023 these included:



Learn Meditation

with Raj Ibhampurkar

12 - 2.30pm Wed 7 December 2022

Venue: One Place East Office
2nd Floor Ilford Chambers, 11 Chapel Road, Ilford IG1 2D

An Introduction to the Power within You

Looking into the background of meditation, followed by a gentle practice and a workshop to provide guidelines to help you build your own practice.

Part of the Coping for Christmas Programme - Everyone is Welcome!

One Place East
Where disability matters



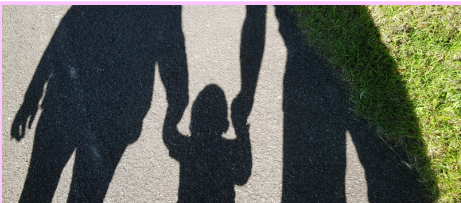
Learn Meditation Workshop with one of our Peer Leaders during our Coping at Christmas Programme



We had seated Yoga and Meditation Workshop during Mental Health Awareness Week



Splash Recovery Art Workshop with one of our Peer Leaders during Mental Health Awareness Week



A session was held during Mental Health Awareness Week to explore parenthood dynamics.



A happiness workshop was held at the beginning of the year, aimed at exploring theories and techniques to cultivate happiness.



Wellbeing Workshops

For further information contact:

020 8925 2435

info@oneplaceeast.org

Health and Wellbeing

Social Activities and Support

One Place East offer a variety of social activities and support. In 2022-2023 these included:



Cafe Connect - a chance to meet with others and chat over a cuppa, during Mental Health Awareness Week.



The Chordless Choir met throughout the year to celebrate special occasions and raise spirits.



We celebrated the Queens Jubilee in style together with a visit from the Mayor no less.



We tested our general knowledge, coming together during Mental Health Awareness Week and Christmas.



We got together to share the occasional meal. Here is one of us at the Toby Carvery celebrating the New Year.



Social Activities and Support:

For further information contact:

020 8925 2435

info@oneplaceeast.org

Making A Difference



One Place East is a Deaf and Disabled Person's Organisation. This type of organisation is often just called a 'DDPO'.

DDPOs have their roots in the Disabled People's rights movement and have helped advance equality for Deaf and Disabled individuals. As a DDPO One Place East has an important role to help ensure that within Redbridge (and beyond) we do what we can to safeguard the rights of Disabled individuals, advocate for equality and inclusion, and deliver peer-led accessible services.

When decision-making bodies and organisations do things that disadvantage disabled people we believe we should highlight this and if necessary challenge decisions and practices that disadvantage our community.

For an organisation to be recognised as a DDPO, it must meet specific criteria:

- The Management Committee or Board must have a minimum of 75% representation from Deaf and Disabled individuals.
- At least 50% of the paid staff team must consist of Deaf or Disabled individuals, with representation at all organisational levels.
- The organisation must provide services for or work on behalf of Deaf and Disabled people.

At One Place East over 90% of our volunteers and staff are Disabled.



Making A Difference

User Led networks

RUN-UP Service User Network Meetings



Our user-led network for people experiencing poor mental health met to discuss many issues throughout the year.

The network is characterised by the direct involvement of people with lived experience of mental distress coming together to help shape policies, programs and services that directly impact their lives. Some of the meetings held included:

Social Surgery - Day Services:

A facilitated discussion on the review of day services for people in Redbridge. An opportunity to gather feedback on the current provision, including what is working, what needs to change, and ideas for future services.

Mental Health Support:

IAPT Redbridge Talking Therapies joined us to provide information on how their service can support people, this was followed by a Q&A session.

Annual Survey:

An opportunity for users to voice their views and opinions about what is working well and what could be improved.

Health & Wellbeing:

Age UK joined us to discuss various health and wellbeing topics, such as nutrition, exercise, and mental wellbeing.

Benefits:

Redbridge Welfare Benefits Team joined us to discuss various benefits, including cost of living payments, carers allowance, working tax credits, universal credit, ESA, attendance allowance, PIP, and household support fund.

Making A Difference



User led networks

One Place Open Voice User Network Meetings



One Place Open Voice is our user-led network for adults with learning disabilities. These meetings offer people the opportunity to take the lead in advocating for their rights, expressing their needs, and influencing societal attitudes. With regular guest speakers discussing and being questioned about a host of local topics of concern for the community.

Redbridge CVS hosted a discussion on living safely with Covid-19, which increased members' knowledge and confidence in keeping safe when going out in the community post-pandemic. As a result, they felt able to attend in-person events.

Redbridge Community Hubs Team were invited to discuss plans for the development of the hubs. As a result the team increased their knowledge of the issues faced by people with learning disabilities when accessing services.

The group gave feedback to Nelft suggesting ways they could make leaflets for a new blood clinic and the Community Learning Disability Service more accessible.

Healthwatch Redbridge discussed the reorganisation of GP services being becoming Primary Care Networks that will bring health and social care services together in the local area.

Our members completed Loughborough University research questionnaire exploring how best to consult with disabled people. Our views will be represented in the research report. We hope this will raise awareness of policy makers responsible for decision making.

We shared our views about what we wanted for the Disability Awareness Festival.

Making A Difference

Campaigning

One Place East is dedicated to promoting greater inclusion for disabled people, highlighting problems with accessibility in public services, advocating for better transportation and housing, and striving for the best possible outcomes for disabled individuals.

‘We the 15 is a global campaign that wants to end discrimination against disabled people and help make their lives better. In 2022 they launched their campaign to promote their aims. They asked One Place East members to give their ideas and feedback about the video film. One Place East produced a report and a video offering our views. This campaign work was facilitated by Loughborough University.

Transport poses challenges for disabled residents, with issues such as limited ramps, stairs, and poor design all creating barriers.

However transport challenges extend beyond physical barriers with members unable to secure accessible transport, costly taxi bills and not feeling safe in community settings.

The issue of Transport is always ongoing. In 2022 we offered feedback as part of a review of the Transport Strategy for the borough.

‘Experienced Voices

We were awarded monies from Healthwatch Redbridge to undertake a second review of the Health and Social Care Hubs in Redbridge. This offered insight into whether our pre-Covid recommendations had been acted on. We have presented our recommendations at Healthwatch AGM 2023.



An Easy Read Report
by One Place East



Making A Difference

Research

At One Place East, research findings play a crucial role in identifying needs, gaps, and effective strategies. By developing services that are informed by research, we can guarantee that our programs and interventions are evidence-based, responsive to community needs, and constantly improved to achieve better outcomes.

In 2022 One Place East were awarded monies from the Vision Foundation to explore the needs of blind and sightloss communities living in Redbridge with a particular focus on what barriers people faced entering and remaining within employment following a diagnosis or a deterioration in their sight.



The lack of opportunities for people with visual impairments to come together and share their experiences was noted during research. Many participants expressed feeling isolated. To address these gaps, a Sight Support Group was started in March 2023 with the help of One Place East and Vision Ability. The group has grown and now offers regular guest speakers and links members to other One Place East support services.



Get Involved with One Place Sight Support Group:

Contact Owais Niaz on:
07377 170 210
owais.niaz@oneplaceeast.org

Making A Difference

Awareness Raising

One of the most effective ways we try and create change is by challenging ideas about what it means to be Deaf or disabled, live with a long term health condition or experience poor mental health.

We do this many ways:



Autism Alert Card



The card will alert the Police, NHS, other emergency services and front line service providers, that the person carrying the card has a condition that may require special attention.

“As the mother of an autistic child I want to congratulate you on the issuance of the Autism card. Regardless of whether the Autism Card helps educate society about the existence of the autistic community, it is also one of the wise ways to teach tolerance. This card is very useful during a holiday trip with an autistic person, such as airports, airplanes and even in foreign countries where there is less knowledge about the community.”

“It helped at the airport when I showed the officials the card. It also helped get priority with parking and in shop queues.”

“We have used our Autism Alert Card mostly when out and it has been very useful when using public transport, museums and showing when paying (alongside DLA) for admissions.”

46

Total number of cards that have been issued in Redbridge this year. In total, 450 cards are in circulation in Redbridge.



Autism Alert Card

For more Information contact Margaret Summers on:
020 8925 2435
info@oneplaceeast.org

Making A Difference

Awareness Raising



Learning Disability & Hate Crime Awareness led by: Training Stars, Include Us

Learning Disability & Hate Crime Awareness training for staff and pupils in Redbridge schools aims to promote inclusion by increasing young people's understanding of disabilities.



Training Stars
include us

Developed and presented by Training Stars, a user-led learning disability training group, the program incorporates real-life experiences to help develop understanding and tackle prejudices and behaviours that might contribute to hate crimes against people with disabilities.



“It was very nice and fun, I liked it a lot”



“The visit was amazing. I learnt different things about disabilities and hate crime.”

254

Primary School Children attended Training Star Sessions



“Thank you for coming. I really enjoyed this. I learned a lot from you.”



“I really enjoyed the visit, I would like to learn more”

”

Get Involved with Training Stars.

Contact Carol Gardner on:

07814 205 741

carol.gardner@oneplaceeast.org



Personal Development

Training Courses

One Place East are committed to developing opportunities for the disabled community that help enable people to make connections with others and find ways to contribute to the wider community. This may include supporting members to become volunteers or apply for paid work opportunities with the organisation or beyond.



Mental Health First Aider



We continue to offer Mental Health First Aid Training throughout the year at subsidised rates.

Train the Trainer



Our Train the Trainer session enabled people to learn more about how to deliver their own training or information session.

Peer Support Training

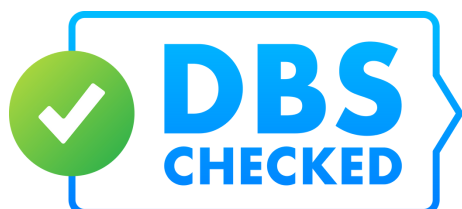


We continue to develop all of our training options and particularly our peer support training.

Supporting the Wider Community



Disclosure and Barring Service Checks



As a registered body for the Disclosure and Barring Service we have been able to process over 230 DBS checks for 24 organisations.

Hot Desking



Since moving offices in September 2022, we have offered hot desking space to local charities Forest Farm Peace Garden and Redbridge Rainbow Community at competitive rates.

Foodbank Vouchers



We continue to offer foodbank vouchers to members of the community in need.



For more information on any of the above please contact Margaret or Sharon on:

020 8925 2435
info@oneplaceeast.org

Supporting the Wider Community

Digital Presence

One Place in Conversations Podcasts



We recorded three of our One Place in Conversations Podcasts during this financial year, they were based on the following topics:



**EPISODE 9:
WORLD MENTAL
HEALTH DAY 2022**
10TH OCTOBER 2022



**EPISODE 10:
WORLD AIDS DAY 2022**
1ST DECEMBER 2022



**EPISODE 11:
INTERNATIONAL DAY OF
PERSONS WITH DISABILITIES**
3RD DECEMBER 2022



You can find all of our podcasts on our website at: www.oneplaceeast.org or on our YouTube channel at @oneplaceeast

One Place East News Bulletins



The One Place East news team recorded four news videos in 2022-23. These can be found on our YouTube channel @oneplaceeast.

Social Media Platforms

One Place East continued to have a great online presence and growth via our social media channels in 2022-23.



614 Followers



386 Followers



164 Followers



1852 Followers

You can follow any of our social media platforms @oneplaceeast to stay updated on the work that we do.

Who used our services in 2022-2023?

65%

Of our members are from Black, Asian and Minority Ethnic Backgrounds. The profile of people using our services closely matches the local area.

65%

Of our members identify as having a disability.

61%

Of our members are women

58%

Of our members are between the ages of 25-65 closely matching the local area profile. We have fewer younger people and more older people using our services

68%

Of our members follow faiths other than Christianity.

6%

Of our members identify as lesbian, gay or bisexual

Data is based on the equalities data provided by 59% of respondents who used our services in 2022-2023

What people using our services have to say...

"I like all the workshops you do and everybody is very friendly and helpful."

"I enjoy the friendliness of the people who come to One Place East. Everyone is kind and they treat you with respect. It's good to see friends and if I have a big problem staff are there to help."

"I like the cooking we do and all the meetings. Nice and happy place. "

"I most enjoy being treated with dignity and respect. There are chances to get paid work. You feel like one of the team, there is not a big divide with the staff."

"I like the different training and all the different things. I keep coming back as I learn new things and meet new people."

"I enjoy meeting the people. If it wasn't for One Place East I wouldn't have a voice. I don't feel afraid to ask. It's given me confidence and help me feel comfortable in my own skin."

"They do lots of good things. This group is fantastic, it's lovely- it feels like family and you keep learning."

"I feel very proud of myself, I enjoy the Open Voice Meetings and seeing people, interacting with others. It's 'enjoyable'."

"They are a fantastic bunch of people, they would do anything for you."

Next Steps



Next year we will carry out the biggest survey yet of our members. We want to know what matters to people so we can plan what we do based on our members feedback



We want to get better at understanding what information to ask our members. Most importantly we want to know who we have helped and the difference it made.



We have lots of exciting new projects and services planned for 2023-2024.

To ensure you stay up to date with the work that we do, sign up to receive our newsletter by contacting Jodie on:

020 8925 2435 | 07944 119 899 |
info@oneplaceeast.org

We would like to thank all of our funders for their generous support in 2022-2023



Notes:



One Place East

Where disability matters

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This report was written by Erica Miles