

LATIN AMERICAN DISABLED PEOPLE'S PROJECT



ANNUAL REPORT IMPACT OF SERVICES REPORT

2022/2023

35 years working for the spanish and portuguese speaking
community in the UK.

Table of Contents

01	About us
02	Our Value
03	Our team
04	Chairperson's Report
05	Community Development & Project Manager's Report
06	Financial Report
07	Community Youth, children & Family Project
08	Community income maximization & welfare for lewisham residentetation
09	EU Settelement scheme project
10	Community Housing Advice Representation & Casework
11	Community Development & Project Manager's Report
12	Community Youth, children & Family Project
13	Community Integration and welfare (Skills for Work)
14	Wellbeing, Mental Health & Volunteering Project
15	Community Food Bank
16	Community IT, Social Media & Digital service
17	Management Committee members 2022-2023
18	Volunteer
19	LADPP Functional organization chart 2022-2023
20	



ABOUT US

We work together to improve the quality of life and independence of disabled Spanish and Portuguese speaking people living in London - as well as their carers, families and communities.

We work towards the success of our vision through the provision of all our services, projects, information, training, advice, advocacy, social and cultural events, and volunteering opportunities.

These are all based on equal opportunities, confidentiality, empathy and a non-judgemental approach dedicated to helping members of our community succeed in every aspect of their lives.



OUR VALUE

To improve the quality of life wellbeing, mental health independence and community integration of disabled and non-disabled Spanish and Portuguese speaking people, their carers, families and communities living in London. Through information, advice, advocacy, representation, interpreting, training, social and cultural events, languages support service and volunteering opportunities.



The service we provide are based in equal opportunities, confidentiality, empathy and non-judgmental approach towards our users

OUR TEAM

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris molestie metus dui, id posuere felis luctus et.



Jhon Marulanda

Project Director



Rachel Hobbs

Housing Advice



Julian Betancurt

Welfare Advice



Francisco Dimate

Family Advice



Monica Rowley

Volunteer Coordinator



Luz Ramos

Social Media and IT



Mauricio Conto

EUSS Advice



Margui & Elisabeth

Food bank



Adriana Mendez

Advice volunteer

CHAIRPERSON'S REPORT

Welcome to LADPP Annual General Assembly. As the Board of Directors' chairperson, I would like to thank all the members of the Board and the organisation's manager, Mr Jhon Jairo Marulanda, who has worked along with me during this year 2022-2023. We continuously are changing and adapting the way we work with the community, so we can carry on offering our services during these times, when the people most needs support, advice, representation, and education on how to confront the impact of the pandemic, the cost of living and continue supporting each other.

I would also like to recognise and to thank our volunteers: thanks for all your unconditional support; without you, it wouldn't be possible to do the amazing work we do every day. To our staff: Francisco Dimate, Rachel Hobbs, Julian Betancourt, Monica Rowley, Luz Ramos, Mauricio Conto, and Mariana Gimenez, thank you for the passion you put into doing your job.

During the year 2022-2023, we continue working for the community, guiding and supporting through these difficult times helping them to access services when meeting their needs and representing them in Local levels raising their voices and to lobby their right of being supported, making sure the community is accessing to products and services to meet their needs and improve their quality of life.

During this year we started seeing more users at the office and delivery more workshops and training in one-to-one and group basis, and continue using IT, social media and digital services to reach those not able to come to the office due to disabilities of personal circumstances. With the help of different organisations such as Community Action Southwark, Child Poverty Action Group, Evelyn Oldfield Unit, LASA, and Advice UK, we have worked in the process of increasing the quality and service standards of the organisation, updating and implementing our legal guidelines. This year we start implementing a new system to save all the advice and representation case work call Advice Pro which would allow us to carry on offering a professional services working for the community.

Special thanks to the other organisations who have supported us in many ways during this year, like Awards for All-Big Lottery Fund, Trust for London, City Bridge Trust, Southwark Council, Walworth Community Council, Wakefield and Tetley, London Community foundation Elephant and Castle fund and Elephant and Castle inspired, United St Saviour's, and Big Lottery Fund. With your support we have been able to continue our work for the community. Again, thank you everyone for your support towards us, I hope we could count on it for this new financial year. On behalf of all the members of the Board of Directors, I want to thank the volunteers for their unconditional collaboration and to the Board of Directors itself for looking after LADPP's wellbeing.

Thanks everyone for your attention.

Chair of the Board of Directors
LADPP 2022-2023

Maria Brumilde Hermosa



COMMUNITY DEVELOPMENT AND PROJECT MANAGER'S REPORT

Welcome all. I would like to express my most sincere gratitude to the members of the Board of Directors for their support and collaboration during these Year. To Marian Brumilde Hermosa, the Chairperson of the Board of Directors, my most sincere appreciation for all her support and collaboration in the project's managing and planning.

Thanks to all the organisation's members and users for their support during these difficult times, for being patient and understanding during the process of change and transformation the organization has been through during the last years, due to the impact of COVID-19 and the cost of living crisis we are passing through and is affecting all society, especially those more vulnerable due to disabilities and low income.

To the staff, Rachel Hobbs, Francisco Dimate, Luz Ramos, Julian Betancurth, Monica Rowley, Mauricio Conto and Mariana Gimenez, and volunteers: special thanks from the bottom of my heart for all your support and dedication to the project during these challenging years by contributing from different levels with your experience and dedication to the organisation, so we can continue serving the community in an effective and professional way, adjusting to all levels of change and transformation happening within the community sector.

During this period, the organisation continue implementing the necessary changes to delivered services, we continue education and training the staff, volunteers and user in the use of IT, social Media and Digital Services to access services and to reach and keep in form the community about the organisation project and services, We also implement the Advice Pro a new system to record the organisation advice and representation case work.

During this year, the organisation has provided the following projects to respond to the community's needs:

- Community Development & Project Director.
- Community Support & Integration Worker.
- Community Skills for Work & Welfare Worker,
- Wellbeing, Mental health & Volunteer Services Worker.
- Community Integration & Representation Worker,
- Welfare representation advice and Income maximisation for Lewisham residents.
- Youth, Children and family Project.
- Food Bank Referral services.
- EU settlement and advice project.
- Case Court Appeal Work and Representation.

The project has a total of 1720 registered members-users and 8991 users benefited from our services through this year.

I would also like to thank all the Latin American organisations that have been working with us during this year. Special thanks to those who have supported our work, specially: Community Action Southwark (CAS), Advice UK, Child Poverty Action Group (CPAG), Evelyn Oldfield Unit, among others. Thanks for your logistic and managing support during these times of change and transformation.

COMMUNITY DEVELOPMENT AND PROJECT MANAGER'S REPORT.

Special thanks to our sponsors, who have supported our services during this period: Awards for All-Big Lottery Fund, Trust for London, City Bridge Trust, Southwark Council, Walworth Community Council, Wakefield and Tetley, London Community foundation Elephant and Castle fund and Elephant and Castle inspired, United St Saviour's, and Big Lottery Fund.

Special thanks to all that have been working with me towards expanding the organisation profile to be able to meet the needs of the community we work for, and I would like to invite you to continue working with me toward increasing the organisation profile and towards increasing the organisation sustainability to be able to continue delivering the projects that the community needs, and to continue improving their quality of life , well-being, mental health and community integration.

Thanks for your attention.

Jhon Jairo Marulanda

Community Development & Project Director



FINANCIAL REPORT

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2022

Income Resources	Unrestricted Funds	Restricted Funds	Total Funds 2021	Unrestricted Funds	Restricted Funds	Total Funds 2020
Income Resources form Generated Funds: Voluntary income	5759	172856	178615	14615	134051	148120
Activities for generating funds: Fundraising Income	395	-		395	-	395
Investment Income: Bank interest	8	-	8	8	-	8
Total income Resources	5762	172856	178618	14472	134051	148523
Resources Expended	(700)	(187,624)	(188,324)	(5,476)	(113,365)	(118,841)
Charitable Expenditure	(700)	(187,624)	(188,324)	(5,476)	(113,365)	(118,841)
Total Resources Expended	(700)	(187,624)	(188,324)	(5,476)	(113,365)	(118,841)
	-	-	-	-	-	-
Net Movement in Funds	5,062	(14,768)	(9,706)	(8,996)	20,686	29,682
Total Funds brought forward	37,760	23,620	61,380	28,764	2,934	31,698
Total Funds carried forward	42,822	8,852	51,674	37,760	23,620	61,380

Southwark Council Grant: Towards salary cost of the community integration and welfare project and the community Development and Project Director.

Southwark Council Neighbourhoods Fund towards the income maximisation and welfare project

London Community Foundation: and the Elephant and Castle Community fund the salary of the Youth, Children and Family project coordinator.

The Elephant and Castle inspired for the support towards the IT, social media and digital services.

Wakefield & Tesley Trust: To expand the IT and social media of the organisation to be able the reach and community with clients when working from home.

City Bridge Trust: Towards the salary of “Wellbeing for All” Project Worker and project Expenses.

United St. Saviours: Towards IT and social media equipment and volunteer’s cost.

Big Lottery Awards for All: Towards the social media and IT Digital.

Trasform NE: Towards the salary of the Welfare Advice and Income maximisation for Lewisham Residence.

Home Office: Towards the salary of the “EU Settlement Project” and running cost of the project.

Trust for London: Towards the Salary and on-cost the Community Welfare and Housing Advice and Representation Worker.

LADPP Community Support, and Advice Representation work

This is the main LADPP services delivered by 6 projects working in different areas of work in Welfare Benefits, Disability Benefits and Housing. Our Community Support Workers has been assisting and supporting the advice & representation services, working towards community integration for the Spanish and Portuguese speaking community living in London. following the evaluation feedback of services from users:

- 85%** of users have accessed their benefits entitlements that they applied for, maximising they personal and family income.
- 78%** of users received support and guidance accessing to Universal Credit support as response to the impact of COVID-19.
- 87%** of users have accessed to financial health when applying to welfare benefits responding to the COVID-19 pandemic family needs.
- 50%** of users can have access to administrate they benefits entitlements without the support of LADPP
- 85%** of users are satisfied with the internal referral system receiving positive outcomes of their cases.
- 90%** of users feel they are more informed about the benefits entitlement they can access as response to COVID-19 support and feel ready to administrate they report of change of circumstances at first step inquiries at benefits agencies.
- 80%** of users still feel they need support when dealing with their benefits entitlement due to language barriers and difficulties accessing to IT, Internet, and Digital services.
- 92%** of users feel they need support to administer the new changes entitlements in the welfare benefits due to lack of knowledge of the new way of accessing the welfare system through the pandemic.
- 95%** of users are satisfied with the advice they received from the advice and representation services.
- 70%** of users think we need more staff and volunteer to support the advice services and to reduce the waiting list for access to services.
- 95%** of users we have representing in the welfare and housing appeal courts are very satisfy with the outcomes.
- 95%** of the appeal processes carried out was successful.

LADPP Community Support, and Advice Representation work

We deliver 18 welfare Benefits workshop regarding Universal Credit, Welfare Benefits, Housing, health, Tax Credit and Disability Benefits, IT Social Media and Digital Service and, the feedback we received from users is:

- 100%** of users found the information provided very useful.
- 65%** of users learn new information about their new way of accessing welfare benefits and health services.
- 85%** of users feel they need more support and guidance in how to access welfare and health services in time of COVID-19 pandemic.
- 84%** of users find very difficult to understand all new changes and regulation of the welfare benefits, Tax Credit Universal Credit and housing system.
- 92%** of users ask for more information workshop about the welfare benefits system and COVID-19 welfare Benefits and health support.
- 62%** have access to appropriate health services their required according to their disabilities and health needs.
- 5%** of users feel they have improved regarding their mental health.
- 45%** users feel that during COVID-19 pandemic their Well-being and Mental Health have been highly affected.
- 46%** have improve their language skills
- 85%** uses feel that look down had a negative impact in their family relationships and people feel more isolated that ever.

We would like to thanks to all member of the Staff and Volunteers for all the support and dedication in helping the community in times of COVID-19 pandemic.

Advice & Representation services Team

- Francisco Dimate: Youth, Children and, Family Worker
- Damaris Hernandes. Community Advice Support and Integration Worker
- Jhon Marulanda, Senior Advice & Representation Worker and Project Manger
- Rachel Hobbs Housing Advice& Representation Worker
- Julian Betancurt Skill for work Advice & Representation Worker
- Adriana Mendez Community Representation Worker Volunteer

Thank you all for your support
Community Development & Project Manager
LADPP 2022-2023



COMMUNITY YOUTH, CHILDREN AND FAMILY PROJECT

COORDINATOR: Francisco Dimate

SPONSOR: Elephant and Castle Community Fund & London Community Foundation



PROJECT AIMS:

The Project aims to support school admissions, SEND, digital and IT skills for family with children; also, to improve the quality of life of the Spanish and Portuguese community living in London, helping them to access the welfare system, housing, disability, and health needs and to overall have a more stable life.

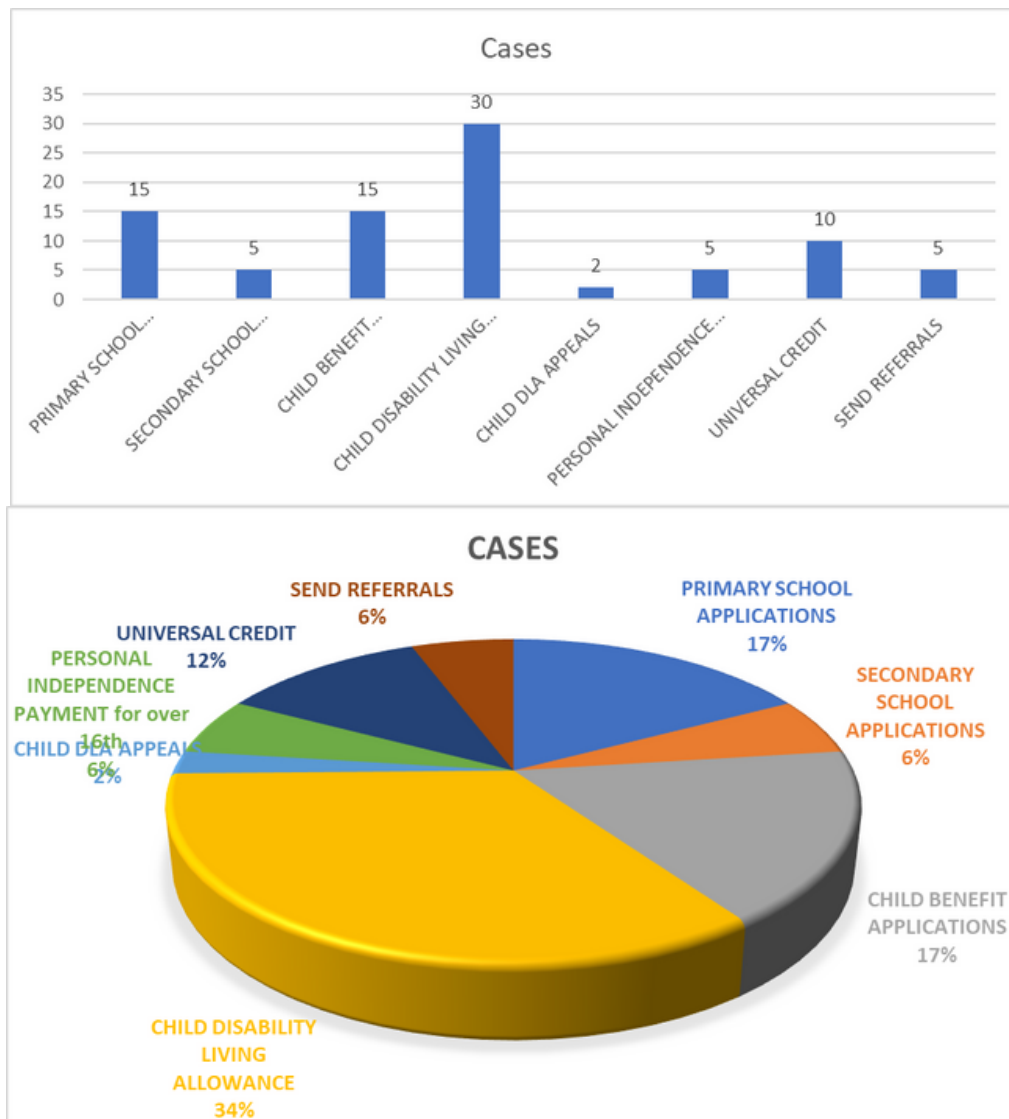
What have we done this year?

- Primary School applications 15
- Secondary School Application 5
- Child Benefit Applications 15
- Child Disability Living Allowance 30
- DLA appeal 2.
- Personal Independence Payment for over 16th years old 5.
- Universal Credit application to families that were not on receiving basic welfare benefit 10.
- SEND referrals 5.

Services

The project services are delivered by:

- Phone advice on Tuesday
- Appointment on Wednesday and Thursday from 10 am to 1 pm and 2pm to 4pm
- Workshops



SUMMARY OF THE WORK UNDERTAKEN - ACTIVITIES AND SERVICES

With the support of the International Students from America, we have translated the SEND and UC documents on Spanish and Portuguese to make it accessible on our website. Since September 2022 the project has been adapting to the community needs, especially assisting DLA and School Applications.

We have delivered a range of workshops in different:

- Colleges and Further Education: Oportunidades y facilidades para ingresar a estudios unviersitarios, masters y cursos de Ingles en el Reino Unido: Wednesday 18th January 2 pm where 15 people attended and 30 via zoom
- Taller de Campos Magneticos pulsantes aplicado al biomagnetismo medico: 14th February 2023 with 35 participants attended our centre.
- School Register for Children with Disability; Wednesday 22nd March 2pm, 15 people joined out zoom workshop.

COMMUNITY YOUTH, CHILDREN AND FAMILY PROJECT

- Emotional Health and Disability Living Allowance and Children Health: Wednesday 19th April 2 pm
- Since 8 February 2023 we have been running a fabric painting course every Tuesday which has proved very popular with Nancy Cuestas (16 participants with waiting list).



The audience varied, from 23 to 35 people attending online workshops.

As some topics remained more popular than others, some people struggled to have a good connection, others wanted the workshops to be longer; at same time everyone could participate simultaneously by making sure their voices were heard.

By working with families and children within the Spanish and Portuguese community, we have managed to identify key areas of work and needs that needs to be expanded if we can get extra financial support:

- Language skills and CV support
- Employment welfare
- IT and Digital support
- Recreation and Social activities for disabled children

Case studies

ELISA: After her husband passing, she struggles to get her visa and benefits ongoing. Her mental health and welfare were very poor to the point she was in suicidal and harming stage. After few months of contacting different mental health team and GP, she managed to be seeing and supported; Croydon CAB took over her immigration case; now she holds the right visa to access the welfare and support she needs to improve her quality of life.

VICTOR MANUEL: After having Disability Living Allowance and been transferred to Personal Independence Payment and having unsuccessful results, Francisco gave me the right advice to request a mandatory reconsideration with further medical evidence to support my claim, Personal Independent Payment changed their decision and awarded me Standard Care and Standard Mobility.

My doctor gave me good medical evidence that support my autism and mental health problems and I cannot stop thanking Francisco for his help and support with the claim, I also have got my freedom pass and have extra money to look after myself and to eat better'. I realised that my mental health problems were affecting my day-to-day life and I was too stubborn to follow the advice given to me.

Thank you for all the support given.

I would like to take this opportunity to thank the Elephant and Castle Community Fund & London Community Foundation for the financial support towards this project; also, to the volunteers and LADPP' users for understand that I am only the bridge between the Local Authority and DWP, not the decision maker.

Your contribution to the project is invaluable.

Work team:

- **FRANCISCO DIMATE** – Project Coordinator
- Jose Manuel Mosquera - Current volunteer
- Ignacio Rodrigues - Got a job.
- Ginna Bolivar – Current volunteer
- Nancy Cuestas - Fabrics Paint Teacher
- Kevin Manze (International Student Intern)
- Aidan Bree (International Student Intern)



COMMUNITY INCOME MAXIMIZATION AND WELFARE FOR LEWISHAM RESIDENTS

MARIANA GIMENEZ

The Income Maximization and Wellness Program provides specialized support to Spanish speaking residents of Lewisham and their families. We attend 2 weekly sessions at the Food Banks in Lewisham and Catford and are also seeing our clients at our offices in Elephant and Castle.

What we have done so far

- Our project has carried out 144 checks to maximize income and has provided advice on the following topics: Universal Credit, Reduction of Tax Rates, Benefits for minors / Energy subsidies, Discount coupons for vitamins, fruits and vegetables for pregnant mothers and their you drink.
- Over 352 food stamps have been issued to low-income families, we have also been participating in a pilot project with Citizens Advice Lewisham, providing additional debt advice to their clients.
- 82 face to face appointment. A total of 160 people benefited indirectly from the project
- Families have also received support with emergency relief applications, free school lunch applications, energy discounts, and much more.



Welfare Benefits and Income Maximisation Programme

- Cupones de descuentos para familia
- Child Benefits
- Universal Credit
- Almuerzo Escolar gratis
- Vivienda
- Ayuda con la renta
- Facturas de Energía
- Beneficios por enfermedad

Para mas información contactar:
 Mariana Gimenez
 mail : marianaadvice@ladpp.org.uk
 Contact no. 07708343019
 Latin American Disabled People's Project

Lunes a Viernes de 10 a 4

foodbank

¿Estás accediendo a toda la ayuda financiera disponible?
 ¿Te preocupas por llegar a fin de mes?
 ¿Le gustaría un chequeo de ingresos para certificar que está recibiendo los beneficios, subvenciones y otros apoyos disponibles para usted?
 Ofrecemos asesoramiento confidencial y gratuito, abierto para residentes de habla Española y Portuguesa de Lewisham.



¿Tienes niños menores de cuatro años?

No te pierdas los cupones de descuentos de hasta £900 por niño/a de HEALTHY START

CONDICIONES

- AL MENOS 10 SEMANAS DE EMBARAZO
- TENER UN NIÑO/A MENOR DE CUATRO AÑOS
- Y RECIBIR AL MENOS UNO DE LOS SIGUIENTES:

- * INCOME SUPPORT
- * "INCOME-BASED JOBSEEKER'S ALLOWANCE"
- * INCOME-RELATED EMPLOYMENT AND SUPPORT ALLOWANCE
- * CHILD TAX CREDIT (INGRESO FAMILIAR MAXIMO DE £ 6,190 POR AÑO)
- UNIVERSAL CREDIT (CON UN PAGO FAMILIAR DE UN MAXIMO DE £ 408 POR MES)

TAMBIEN CUALIFICAS SI ERES MENOR DE 16 Y ESTAS EMBARAZADA, AUN SIN RECIBIR LOS BENEFICIOS ANTERIORES.

¿Estás Embarazada?

LECHE, FRUTAS, VERDURAS Y VITAMINAS GRATIS PARA USTED Y SU FAMILIA

Para mas información contactar:
 Mariana Gimenez
 Email : marianaadvice@ladpp.org.uk
 Contact no. 07708343019

foodbank

COMMUNITY INCOME MAXIMIZATION AND WELFARE FOR LEWISHAM RESIDENTENTATION

The Income Maximization and Wellness Program provides specialized support to Spanis speaking residents of Lewisham and their families. We attend 2 weekly sessions at the Food Banks in Lewisham and Catford and are also seeing our clients at our offices in Elephant and Castle.

This is what our clients say about our service....

"The help I received was important because it really gave me hope for the future of my family."

"All the help I received was free from judgment or criticism and everyone was very welcoming and friendly."

"...I was able to express and share my struggles."

"...someone who cared about my problems."

"...they inspired me with confidence"

"... certainty that I can trust you."

Thanks to our supporters: We couldn't do what we do without your help and generosity, a big thank you to The Trussell Trust and The Balcombe Charity Trust.



EU SETTLEMENT SCHEME PROJECT

COORDINATOR: MAURICIO CONTO

What are the aims of the project?

We support EU passport holders and their families to apply to the EU Settlement Scheme so that they continue to have their rights to live, study, work and access public services and funds in the UK.

Without our support many people would find it difficult or impossible to apply due to the language barrier and digital obstacles. We help people understand what their rights are so that no one is left behind because of the UK leaving the EU.

2222

Total number of individuals engaged in EUSS activities

2222

Total number of individuals engaged in EUSS activities

800

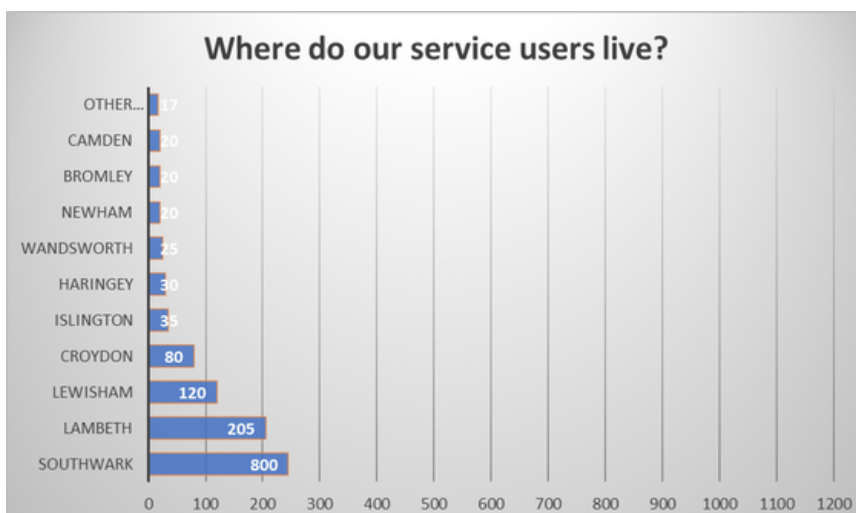
Total number of completed applications

399

Total number of individuals referred to another organisation for further EUSS support

1023

Total number of individuals supported to apply to the EUSS



Impact of Covid-19

Applications taking longer to be processed	Some people isolated and cut off due to digital barrier
Closure of our office making it more difficult for people to apply	People unable to travel and trapped in UK or abroad, affecting their continuity of residence

What did we do to help our service users in the pandemic?

Set up a phone and WhatsApp helpline for EUSS matters	Worked with the Home Office to make them aware of common issues caused by the pandemic
Implemented an appointment system in a safe socially distant environment	Continued delivering services throughout all lockdowns

Case study

Hector

Hector has lived in the UK for 25 years but when a friend helped him apply for his settled status the Home Office could not find enough evidence and he was given pre-settled. Marco speaks English but due to his disability could not do the application alone so we worked with him to find sufficient evidence of his residence and he was granted settled status.



Thank you!

We would like to take this opportunity to thank all the people that have contributed to the LADPP EU Settlement Scheme Project in 2022-23

We would like to say a massive thank you to all the fantastic volunteers, who are essential to the success of the project. Without them, none of the work would be possible. This year our volunteers have gone above and beyond to support our service users during these difficult times and their commitment to the community has been unparalleled.

Thank you to the Home Office who have funded this project.

Mauricio Conto, EU Settlement Project Coordinator.



COMMUNITY HOUSING ADVICE, REPRESENTATION AND CASE WORK

RACHEL HOBBS

The Latin American Disabled People's Project aims to support disabled Spanish and Portuguese speaking individuals who are challenged within London. It is our mission not only to guide them towards the right resources but to improve the quality of their lives in order that they may be able to foster independent confidence with their carers, families, and communities.

Project Coordinator



"I am the community housing and homelessness advisor at the Latin American Disabled People's Project (LADPP). I support those who are either homeless or who are at risk of being homeless. It is my duty to ensure that homelessness can be prevented and to support individuals to find stable and suitable housing."

Rachel Hobbs, Project Coordinator

Services

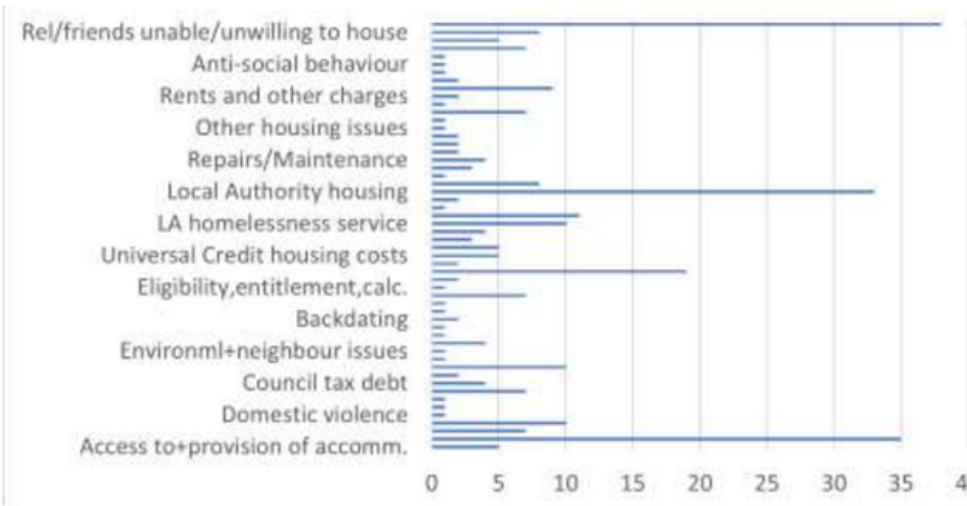
Here at LADPP, we run a Housing and Homelessness advice appointment service. Individuals can contact us to book an appointment with our advisor who will assess their situation and give advice accordingly. For those who are living in unsuitable housing or who are at risk of losing their home, this is a very stressful time, so we use a holistic, nonjudgmental approach to ensure they receive the services they need to manage their situation. This might mean liaising with the local authority on their behalf, applying for certain benefits, referring to other LADPP or external services, such as mental health support or help paying energy bills. In addition, we carry out online and inperson workshops and information sessions on various topics such as Help with Housing Costs and Local Authority support.

Here at LADPP, we run a Housing and Homelessness advice appointment service. Individuals can contact us to book an appointment with our advisor who will assess their situation and give advice accordingly



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Number of case by topic 22/23



475

475 users benefited from
ono-to-one face
appointment

239

users benefited remotely

53

users benefited by phone

90

90 users benefited from
workshop and training

857 users
benefited

from all activities and services a total of 150 people
benefited indirectly from the project services and activities.

Case studies

Katy – This lady is a pensioner and has health problems. Unbeknownst to her, her landlady had stopped paying the mortgage and she suddenly received a possession notice telling her to leave within 2 weeks. We worked with the local authority, the lettings agent, and with her nearest Citizens Advice to ensure she got the advice she needed and was able to stay in her home until another one could be found for her. Unfortunately, possession proceedings such as this are becoming more and more common as people struggle with the cost-of-living crisis. This leaves tenants in difficult situations, often with very little knowledge or warning that the proceeding is taking place.

Thank you

We would like to take this opportunity to thank all the people that have contributed to the LADPP Community Housing and Homelessness Project in 2022-23. We would like to say a massive thank you to all the fantastic volunteers, who are essential to the success of the project. Without them, none of the work would be possible, and their commitment to the community has been unparalleled. Thank you to Trust For London who have funded this project and who continue to create new projects and fund work which supports the most vulnerable people in London in these hard times.



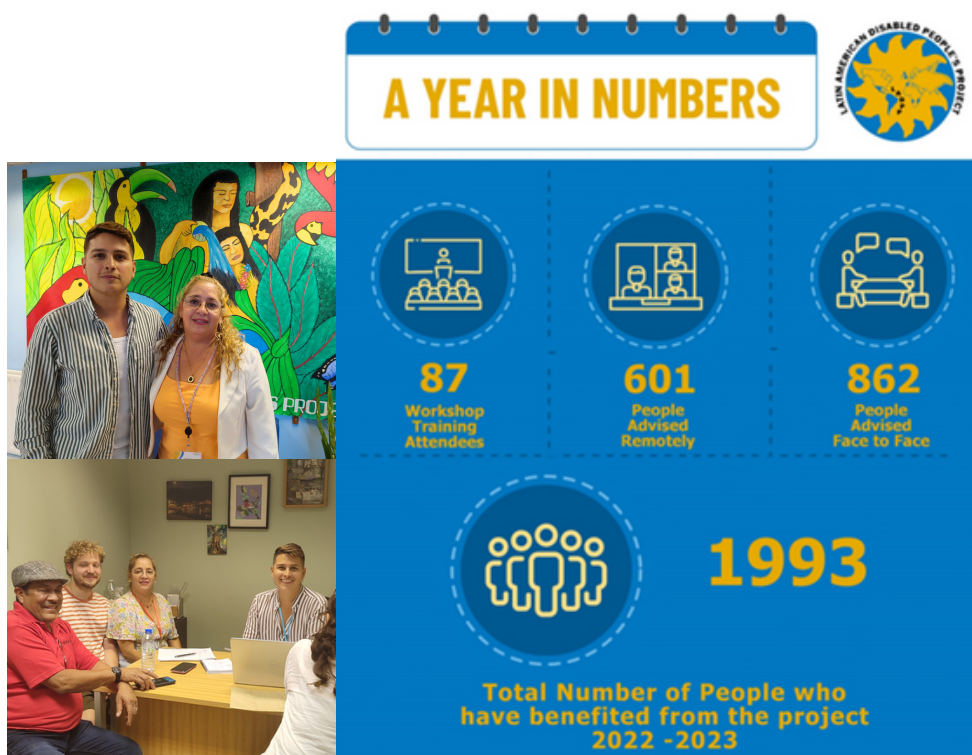
COMMUNITY INTEGRATION SKILL FOR WORK WELFARE ADVICE PROJECT

JULIAN BETANCURT

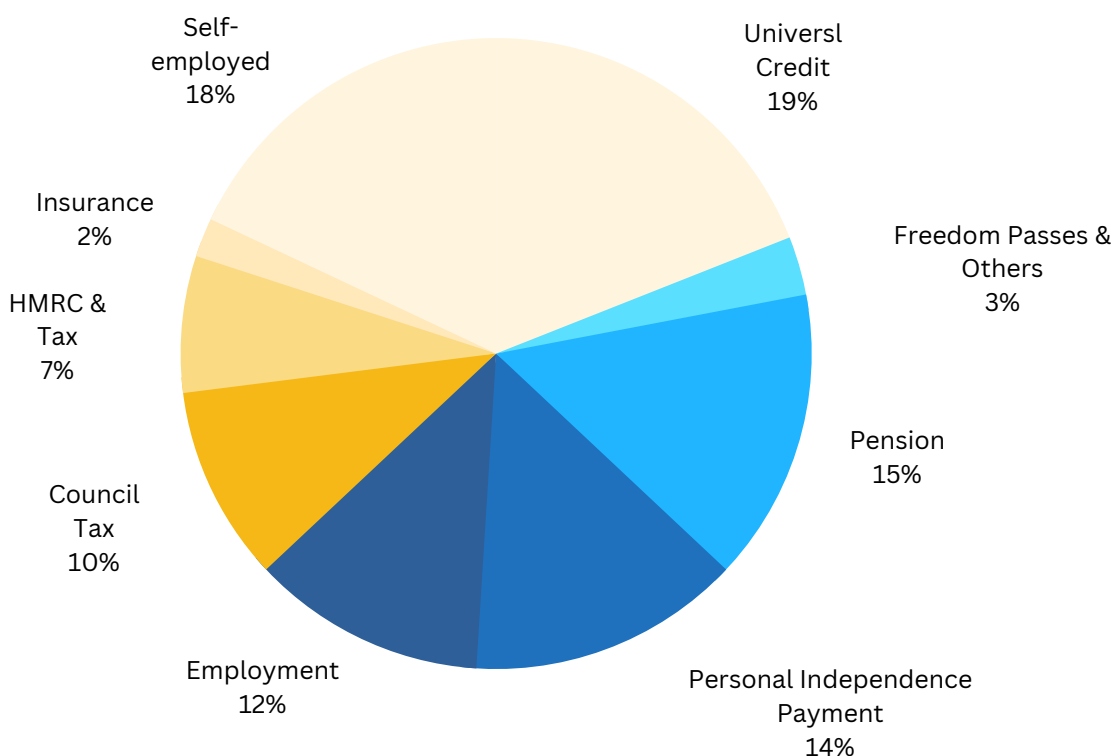
The aim of the LADPP Employment Rights and Welfare Project (Skills for Work) is to improve the quality of life of the Spanish and Portuguese community living in London, providing and helping them to access services they require to meet their welfare, housing, disability and health needs in order to reduce the risk of poverty and homelessness for those earning a low income. In addition, we aim to equip our users with the skills and knowledge they need to find work in the UK, to access training opportunities to further their careers and to ensure they are able to identify and avoid exploitation in the workplace.

During Covid-19 health and social crisis, we have provided an emergency response to deliver remote and face-to-face advice to people whose jobs have been affected by the pandemic. By making sure they are aware of their labor rights, so that they know what they are entitled to, if their work has been subject to contract and conditions changes due to the pandemic. In addition, we support people whose income has been affected by making sure they can access public funds. We also ensure that people are aware of their tax, national insurance and self-Assessment Tax return requirements so they can avoid fines..

Workshop & Training 187 Advice remotely 801 Advice face to face 1005 Total 1993



COMMUNITY INTEGRATION SKILL FOR WORK WELFARE ADVICE PROJECT



2022 – 2023 Activities

2022-2023 Trainings

Employment Rights Webinar	Community Southward, Employment Law Training
Pension Webinar	Child Poverty Action, Universal Credit
Self-Employment Webinar	Citizens Advice Southwark, Universal Credit
Zoom English Classes (beginners)	Directory of Social Change, Confidence and Effective Communication at Work

Case Studies

Martha is a single mother of two. She was fired from her job after the last lockdown without prior notice. As a result, she contacted us regarding Universal Credit and to ask for a food voucher as she did not have any income to support her family. In addition, we explained all her employment rights, as she had been employed by the same company for more than six years. Therefore, we contacted Martha's company on her behalf and her employer decided to make her redundant. The employer also paid the holidays owed up to date and for the 6 years she worked for them. Additionally, we applied for Universal Credit to maximize her household income.

Thank you

Thank you!

We would like to take this opportunity to thank all the people that have contributed to the LADPP Community integration and Welfare Project (Skills for work Project) in 2022-23.

We would like to give a massive thank you to all the fantastic volunteers, who are essential to the success of the project. Without them, none of the work would be possible. The volunteers give their time, skills, knowledge, expertise and enthusiasm to ensure that as many service users as possible can receive the support they need. These include our Skills for Work Advisors, Group and One-to-one English Teachers, Group and One-to-one I.T. teachers, and the Skills for Work Project Administration Volunteers. Thank you to all the volunteers for their contribution to the Community Support and Representation Project and to Latin American Disabled People's Project as a whole.

Thank you to the funders who have supported the project in 2022 -2023, to our director Jhon Marulanda and to the management committee without your support our work would be impossible:

Southwark Council 2022 -2023

CLAUK 2020-2021

The National Lottery Community Fund 2020-2021

City Bridge Trust (2015, 16, 17,18,19)



WELLBEING, MENTAL HEALTH & VOLUNTEERING PROJECT

MONICA ROWLEY

To promote community integration, financial awareness, and personal/professional development of volunteers through volunteering to support greater financial stability.

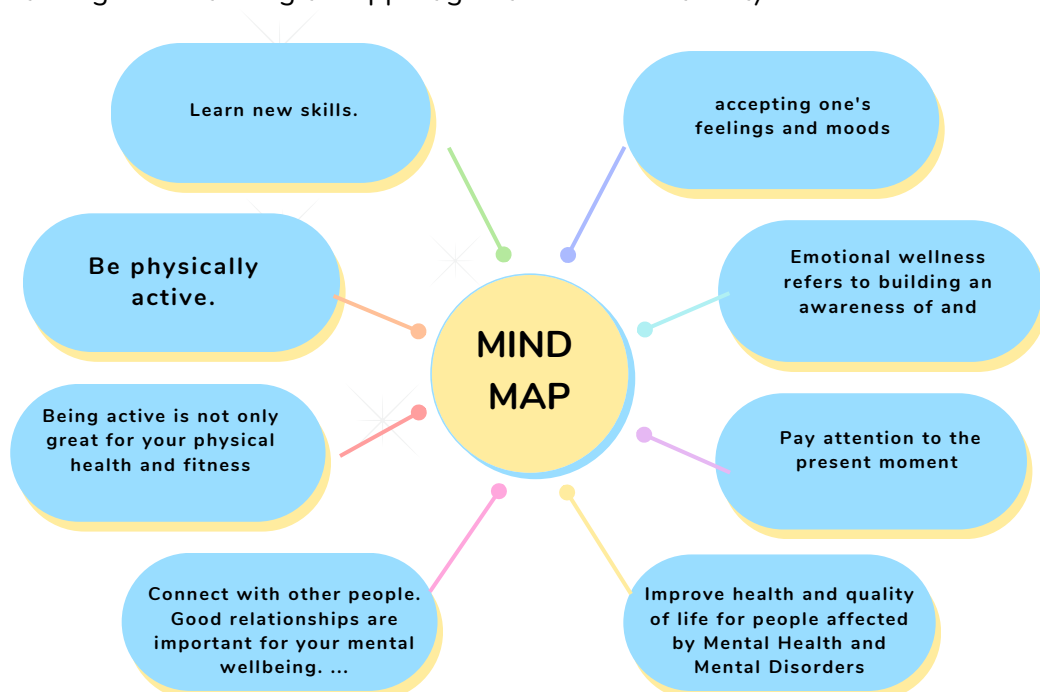
**HEALTHY LIFE
BEFRIENDING
ALTERNATIVE THERAPIES
FRIENDLY EAR**

Wellbeing AIMS

To promote a good state of wellbeing and mental health in the Spanish and Portuguese speaking communities living in London. We pay particular focus on the state of being healthy, feeling positive, feeling connected and being safe. Our holistic approach enables individuals to build resilience and knowledge, to function in a civil society and meet the ordinary demands of everyday life.

Volunteers AIMS

To promote community integration, financial awareness, and personal/professional development of volunteers through volunteering to support greater financial stability



WELLBEING, MENTAL HEALTH & VOLUNTEERING PROJECT

LADPP have 65 volunteers registered with the organisation supporting the project through all services and activities and social and cultural events. This is an opportunity to thank all volunteers for their invaluable support and we hope to be able to account with you next year.



70 Wellbeing and Mental Health workshops have been given presential and throughout social media platforms like Zoom.

50 In the current year, we had a total of Chair Yoga and Yoga classes, meditation and breathing exercises.

48 Our volunteer Psychologist from our Friendly ear has given personal emotional support sessions .

16 Wellbeing therapy sessions of Reiki, Bioenergetic therapy

15 Workshops of a general knowledge like: homeless, Disability Living Allowance, , Children Health School registry.

68 English classes presential and online, supported by our wonderful volunteers teacher Samuel and Yuri.

43 Wellbeing and Mental Health Therapeutic craft group given the approach to be connected and be safe.

17 Wellbeing consultations, where clients were supported to access healthcare services and related welfare aid

7 Activities related to wellbeing like Bingo, Dance, rafles, tea time.

WE HAVE



2022

WELLBEING, MENTAL HEALTH & VOLUNTEERING PROJECT

In total 334 users benefitted at the above activities. The project also delivered social and cultural activities where 312 users attended. Around 230 members from the community benefited indirectly from the project. 656 users benefited from all activities and services of the project.

Colaboraciones



Collaborations

OBRIGADO

thank you

¡Muchas
GRACIAS!



COMMUNITY FOOD BANK SUPPORT

MARGY PUENTES & ELIZABETH SANTAACRUZ

Members of the Management Committee where in charge of continue for the second year delivering this important services for the community. This service is available 5 days a week during office hours, via WhatsApp or call.

After the food bank generates the voucher, they forward the information to the users who need the help. From 1st April 2022 to March 2023 we help to deliver 447 food Vouchers to the community and 1200 users and families benefited from this project

447 food vouchers (2021)

Story

We started the food bank because they contacted one of our advice for help in translating, with Spanish-speaking families at the Southwark and Lamberth food banks.

The majority of people who connect with our food bank team are low-income people. The food bank is only an emergency aid, therefore the aid lasts 6 months

How we work

1 The user contact with our food bank whatsapp

2 Elisabeth do a interview with the user

3 Margy generates a a food voucher

4 Elisabeth sends the information to the client



COMMUNITY IT, SOCIAL MEDIA AND DIGITAL SERVICES

LUZ RAMOS

The primary objective of this project was to fortify the organization's IT, social media, and digital framework. Through workshops and training sessions, staff, volunteers, and users were equipped with the necessary skills to enhance service delivery, access, and external engagement. This initiative aimed to bolster the organization's profile by fostering digital growth.



The project was structured into three pivotal domains:

1. IT Support and Digitization:

In this role, I assisted my colleagues with laptop issues and consistently updated software, antivirus programs, and internal networks. With a total of 19 PCs in the organization, including the server, administration PCs, staff laptops, and volunteer laptops, upgrading these devices was essential. As we moved forward, the significant focus shifted towards the digitization of membership and organizational documents. Our aim was to transition from physical folders to digital ones, streamlining processes and ensuring data security through the utilization of platforms like AdvicePRO.



2. Social Media Coordination and Content Creation:

Creating a robust digital public image was a pivotal goal for the Latin American Disabled Peoples Project (LADPP). We utilized a unified branding strategy across all online and offline publications, thus resonating with our audience and presenting a cohesive identity. Our presence spanned nine platforms and our official website. Each piece of content underwent meticulous review and translation, reflecting our commitment to accurate communication.

COMMUNITY IT, SOCIAL MEDIA AND DIGITAL SERVICES

The outreach on social media platforms from April 2022 to March 2023 showcased substantial growth:

- Facebook: 8650 engagements
- Instagram: 2279 interactions
- WhatsApp: 72113 messages sent, 7287 received
- Twitter 9,765 Tweet impressions
- YouTube and TikTok hosted videos that were edited and translated in-house, adding a personal touch to our digital efforts.
- Google my business 1488 interactions
- Website 8,546 Page Views

Website:
www.ladpp.org.uk

Google My business
LADPP

Instagram
[@ladpp.org.uk](https://www.instagram.com/ladpp.org.uk)

Twitter: [@ladpp](https://twitter.com/ladpp)

Facebook LADPP

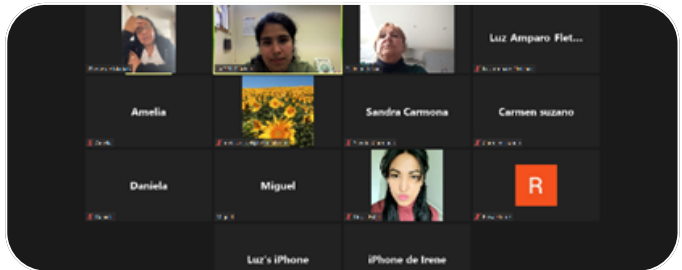
Youtube
LADPP London

Whatsapp Bussines
+442077938399



3. Digital Independence Workshops:

A key focus area was our digital inclusion workshop for seniors within our community. This workshop addressed the unique needs of individuals aged 45 and above, with 80% of participants being over 60. These sessions, conducted both in-person and virtually, equipped attendees with fundamental digital skills. Topics included email usage, mobile adaptation, online security, and fraud prevention. The engagement was impressive, with an average attendance of 30 people per week, spanning various London boroughs and even reaching areas outside London.



What have you learned in class?

How to use the phone, send messages, buy online and much more.

- I learned to be able to invite an email to see many applications and to lose the fear of handling the mobile.*
- How to use our cell phones safely*
- I have learned a lot*
- Until now, I am at the basic level but I aspire to reach a higher level.*
- Various learnings such as how to configure the mobile, how to operate the Google account, how to personalize the phone with applications, how to fill out questionnaires, how to register for elections and vote, for the freddon pass, oyster, how to use the app.adobe films to fill out pdf documents and send them by cell phone, in short, there are many things, all of them useful and practical.*
- Today I learned about the calendar, how to set an alarm to notify me of an event*
- Many things that are Indispensable*

4. Digital inclusion and advice:

I had work with 55 individual case since january 2023.

Additionally, the project involved individual case support, ensuring that the elderly and disabled members of our community were not left behind in the digital age. I assisted users in adapting their devices to disabilities, recovering passwords, securing transportation passes, and registering for essential services like healthcare, GP registration and appointments. For instance, Maria, a visually impaired user, received tailored support to enhance her mobile phone usage, combating isolation. We also helped individuals like Dante and Jose recover essential transport passes, empowering them with newfound independence.

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Thank you

- **Team and Volunteers:** I am deeply grateful for my colleagues and volunteers who contributed their expertise and dedication. Their commitment to our cause has been instrumental.
- **Donors and Funders:** Special thanks to Elephant and Castle Community Fund & London Community Foundation for their support, which aided us in assisting over 500 users in their digital inclusion journey.

We firmly believe in the potential of digital platforms to bridge gaps and enhance lives. Our strides in digitalization align with our goal of improving the quality of life for more needed communities.

In conclusion, this annual report outlines the strides we've made in fortifying our community's digital foundation. From IT support to social media engagement, we've worked tirelessly to enhance accessibility, engagement, and digital independence. Through collaboration and innovation, we're paving the way for a more inclusive and connected future. We're grateful for the journey thus far and excited for the road ahead as we continue to serve those in need.



MANAGEMENT COMMITTEE MEMBERS 2022-2023

MANAGEMENT COMMITTEE

Chair -President

Maria Brumilde Hermosa Nunez

Vice Chair -President

Lucia Cruz Alcantara

Secretary

Elisabeth Santacruz Molina

Treasure

Margui Puentes

Development & Project Director

Jhon Jairo Marulanda-Garzon

Vocal

Martha Isabel Torres Castellano
Olga Neiza Ayala
Lucia Cruz Alcantara
Maria Eunice del Carmen Delgado
Becerra
Fredri bueno
Jorge Hernandez

Co-opted member

Richard Kaloco



VOLUNTEERS

Volunteers	
Administrator Elisabeth Santacruz	Coordinator Monica Rowley
Advice team assistant Margui Puentes Yeraldin Revelo Jose Perez Sanchez Adriana Mendez Gina Ampuero	English Teacher Geraldine O'Mahoney Samuel Burke Osian Evans Yuri Andrei Penagos
Befriending Adriana Mendez Paz Celeste Cardenas Claudia Lorena	Interpreter Maya Williams Maria Fernandez Marina Merstre Giner Yuri Penagos
IT Eduardo Chiesa Balmes Hinestroza	Food Prep. Support Magdalena Santana Fernando Puentes
Interpreter Maya Williams Maria Fernandez Marina Merstre Giner Yuri Penagos	Health project/psychology Milagros Diaz Adriana J Olmedo Campos Clara Ines Claudia lorena Angela Leon Miguel Pietrangueli Yamil Morales
Hairdresser/Beautician Robert Riano	Knitting Group Coord. Delia Bonilla Moreno
Shop Support Elisabeth Santacruz	Membreships Margui Puentes

Volunteers

Volunteers Project

Claudia Lorena

Food BankElizabeth Santacruz
Magui Puentes**Social Media**

Luz Ramos

Pintura en tela

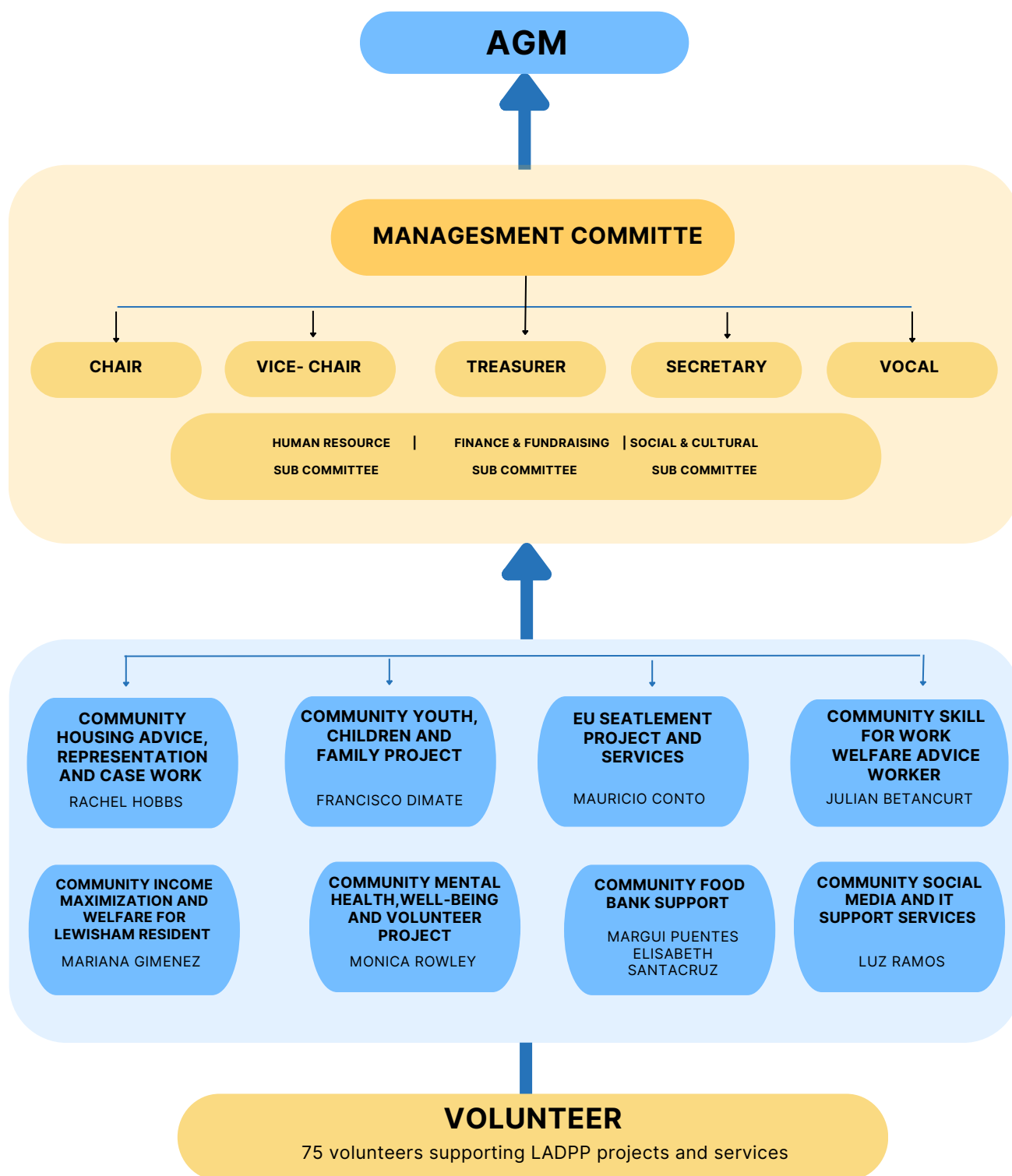
Nancy Cuevas

Cleaning

Jacqueline Briones

ReceptionistBelky Veduga Cedeno
Martha Torres Castellanos
Lucia Cruz Alcantara
Brumilde JHermosa
Fernando Puentes
Kenia Hernandez
Antonio Hugueros
Patricia Aguirre
Delia Bonilla
Rosalba Rodriguez
Jose Peres

LADPP FUNCTIONAL ORGANISATION CHART 2021-22



Responsibility Indicator



Job Description Functionality





35 years working for the spanish and portuguese speaking community in the UK.

Registered Charity No. 1027205

Funded by: Southwark Council, City Bridge Trust, London Catalyst, Trust for London, Walworth Community Council, Wakefield & Tetley Trust, Awards For All - Big Lottery Fund, Balcombe Charitable Trust, Aqs, London Community Foundation Emersity Found



Contact



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PEOPLE'S PROJEC**

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LADPP