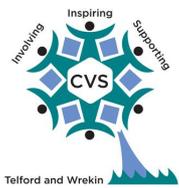


Telford and Wrekin CVS

Annual Impact Report 2024-2025





Telford and Wrekin CVS

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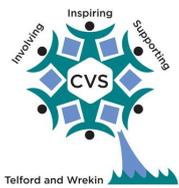
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Telford and Wrekin CVS

Telford and Wrekin CVS

Working in partnership to advise, connect and inspire people in Telford to improve lives and communities

Vision

Our Vision is for Telford and Wrekin to be a place where everyone, despite inequalities, has the potential to lead a fulfilling life.

Our Purpose

Our purpose as a charity is to support, connect and give a voice to local people (children and adults) affected by health, social and economic disadvantage.

Our Goals

We want to deliver professional services to our community that meet the changing needs of our beneficiaries.

We will do this by focusing on:

- Connecting with TWCVS and with other organisations to find solutions that best meet people's complex needs
- Identifying local unmet needs, taking positive action with partners to fill those gaps
- Seeking opportunities to maximise our charitable income to grow the impact we can make on lives of our beneficiaries





Message from CEO

Welcome!

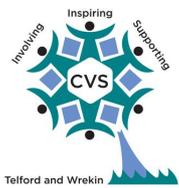
2024-2025 Annual Impact Report captures the first year I have been here at Telford and Wrekin CVS. I hope you read, view and absorb with pride – I certainly have!

Wishing Debbie, after 20 years service here, Bon Voyage was very poignant this year, her commitment to the organisation over two decades has had great impact. Ensuring TWCVS was able to transition into the CEO leadership was meticulously considered. Existing staff teams lived and shared the TWCVS values of including and supporting, providing me opportunities in abundance to learn more about the services we offer, whilst inspiring me with the daily impact our organisation brings. Our beneficiaries have experienced a fulfilling year which has been enhanced by the added value through additional grants, relationship building, professionalism within individual practice and dedication all of which our staff and volunteers tirelessly deliver.

Leaping into the post-covid movement, this year has proven to be one where we have brought people back into the comfort zone of face to face groups and interactions. Telford and Wrekin CVS were fortunate to have the Welcoming Spaces grant awarded jointly from The Shropshire Community Foundation and Telford & Wrekin Council, this kick started our ambition to make Wellbeing – Madeley Community Café a destination. Working with the Ramblers and Madeley Town Council; Walk Leader volunteers were recruited, trained and rolled out in the community. The walk continues on a weekly basis – concluding for refreshments and a natter at the Café (sometimes even a bacon butty!) Speaking of our beloved Café we have been so fortunate to continue operating 5 days a week, seeing more volunteers benefit from the mentorship within the Café. Great thanks goes to our funders.

Following 3 years since the launch of Telford Children's Autism Hub the strong advocacy and commitment of the team demonstrating the need for a pre diagnosis offer was heard. With a 700% local increase of referrals onto the pathway, TWCVS were delighted to welcome funding and commitment from the ICB and Telford and Wrekin Council, to be able to implement an extended service to be able to open our doors to those on the pathway. From January 2025 we have seen been able to support families on the pathway for an Autism Diagnosis. Continuation of the post diagnosis 'whole family approach' is embedded in the service and promotes the importance of our holistic offer which benefits the young person and their family.





Telford and Wrekin CVS

Succeeding with a dramatic spike of a 44% attendance increase at the Telford Autism Hub monthly drop in prompted the team to look at outreach possibilities. Balancing the maintenance of an offer which demonstrates addressing the need whilst inkeeping with beneficiaries satisfaction is no mean feat. The team work this offer in tandem to provide maximum impact to their clients. In addition to this the quarterly programme scopes out a variety of social and informative events to keep our clients waiting well whilst also benefitting those with a diagnosis to have ample opportunities for peer support and guidance through workshops and 1:1s.

Supporting the development of the Local Authority's All Age Carers Strategy was the perfect timing for The All Age Carers Service to use consultation to make evolvments to their offer. The team built up a membership for the re-launch of the Carers Partnership Board making contact with Experts by Experience as a priority. With the first two meetings already having taken place this year our commitment in facilitating and chairing the Board is to continue to strengthen the voice of Unpaid Family Carers.

SENDIASS Telford & Wrekin is much more than a statutory service. Our team support parent and carers at all levels. Navigating SEND support is difficult and the impartial, professional service TWCVS deliver responds to need. 2024/25 saw the team continuing to build strong relationships with schools. Delivering their SEN Bitesize Sessions out within the community, this work with schools and parent carers was informative and had the best outcomes for children at the very heart of it. The feedback from the service users, reflects the complex and hard work they are facing in their day to day practice, supporting families in Telford & Wrekin. The Elevate Youth Group were awarded funding from 'Make A Change', which allowed them to continue to run their Independence Me Programme, which helps our young people with finances, cooking and CV writing to name a few. Developing aspiration and supporting independence is integral to the programme. We are so pleased to have recruited valued members of the group as Volunteers and Advocates of the provision.



These few words could not do our organisation justice, turn over to see Telford and Wrekin CVS 2024-2025 impact – it's immense!

Jeni Kuczynska

Chief Executive Officer





All Age Carers Centre - Adults

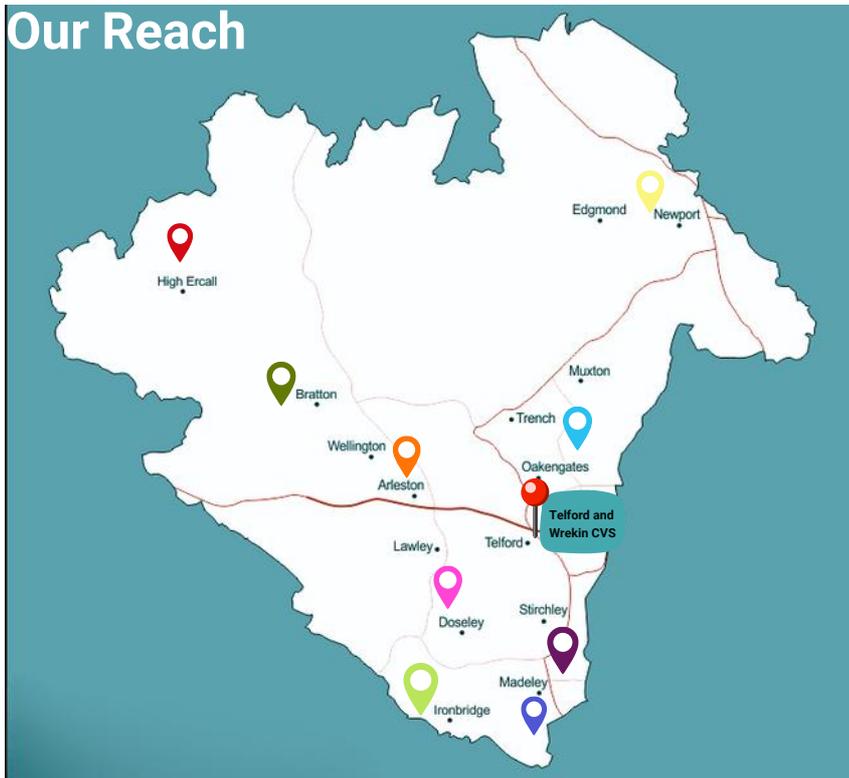
We provide support for Unpaid Carers in Telford and Wrekin. We can register Carers as young as 5, and have dedicated teams to support both our Young and Adult carers. Individuals can self refer or be referred into our service by other organisations.

Our service offers:

- Information Advice and Guidance
- A dedicated Carers Centre phone line offering free, confidential information, advice and guidance manned Mon-Fri 9-4:30pm with answerphone available for out of hours,
- Email contact: admin@telfordcarers.org.uk & info.youngcarers@telfordcarers.org.uk
- Informative website: www.telfordcarers.org.uk
- Facebook page
- Quarterly newsletter
- Signposting/connecting Carers to other support agencies, activities and information sources where appropriate. This includes referring individuals to Adult social care services for Carer assessments

Adult Carers we support in each postcode:

Our Reach



TF1 : 960

TF2 : 657

TF3 : 424

TF4 : 390

TF5 : 77

TF6 : 84

TF7 : 337

TF8 : 40

TF9 : 5

TF10 : 257

TF11 : 10

TF12 : 3

Total Beneficiaries: 3244

Service Stats 2024-2025

This year we did a complete Data cleanse of our systems. This meant calling every single Carer on our Database to check current Carer status, update details and offer support if needed.

We also worked hard to re-establish the Carers Partnership Board on behalf of the local authority and have chaired 3 very successful meetings which were well attended by partner organisations and had Unpaid Carer representation.

This year we...

- Re- Launched our inbetweeners group which supports Unpaid Carers aged 16-25
- Completed a Data Cleanse
- Established the new Carers Partnership Board
- Opened two new Carers community hubs based in Newport and Randlay with monthly meetings
- Launched our Carers Newsletter

Number of contacts made



218 referrals



Number of Activities Planned

87



Number of Outreach engagement

190



Core



Peer Support Groups

We offer peer support groups across Telford & Wrekin, with the aim of reaching as many Carers within their own community as we can. We host these over a range of dates, times and venues including an Inbetweeners group for our Young Adult Carers (16-24 year old) in an evening. . Some of the groups are monthly, some weekly. The groups give the Carers some respite from their caring roles, opportunity to connect with other Carers, gain insights from each other and build meaningful relationships. We have a variety of different activities from guest speakers, games, walks, mindfulness or a relaxed hot drink and a natter. We try to listen to the Carers views and ideas and take this into account when planning the sessions. We want a mixture of informative, relaxed, creative and fun sessions, led by the needs and wants of the Carers who attend.

The locations of the groups are:

- Hadley
- Randlay
- Shawbirch
- Newport
- Independent living centre
- Telford Town Centre Hazledine offices



Events

We facilitate events throughout the year which focus on Carers. These include: Easter, Autumnal and Christmas Celebrations, Carers Right's Day and Carers Week.



Partnership Working

We take a multi-agency approach where we can as we know that this is the best approach to support our carers. Some of the partnerships working we are involved in are; Independent Living Centre, Adult Social Care, Adults Autism Hub, PRH and Telford Mind



Community Engagement

We have as much interaction and presence in the community as we can. We understand the importance of our outreach work which consists of:

- Stands at community events such as Telford College, White Ribbon events, Dementia events and much more
- Attending regular forums to keep up to date with what's going on in the community in certain areas for example domestic violence, mental health forums
 - Being available to pop down to the ILC to support Carers
 - Attending PRH
 - Carers Partnership Board

Core



Wellbeing Checkpoint

Our Carers first point of contact is the Wellbeing Checkpoint. The Wellbeing Checkpoint Officer receives the referral and registers the Carer with the Carers Centre. At this point it will be identified if the Carer needs any extra support which would be then undertaken by the Family Carers Resilience Workers for intensive support.



Referrals

We make referrals for Carers Assessments and Care Act Assessments to Family Connect. This gives Carers the opportunity to see what support is available to them to help with their caring role and their wellbeing. This can be anything from 25 hours to use for a carer for their cared for or a direct payment to support with things that will benefit them for example driving lessons, a course, gym membership or something else which is meaningful for them.



Information and Advice

We offer information and advice to Carers around the caring role and their well-being. We signpost and connect carers with useful and relevant services in and around Telford & Wrekin. If we do not have the answer, we always make further enquiries, returning back to the Carer with the information. We provide this information and advice via All Age Carers Centre phone line, on our Facebook page, in our quarterly newsletter, via emails, at our peer support groups and events and through our individual case work.



Intensive Support

The Family Carers Resilience Workers offer Carers intensive support on a one-to-one basis either in person, over the telephone, at peer support groups or by emails. These options are offered to suit the preference of the Carer. This support is person centred with the focus of supporting the Carer throughout their caring role. The aim is to have good conversations and provide a safety net to prevent crisis and stabilise Carers in the community. This can be provided by:

- Offering a safe space for the Carer to disclose their concerns and challenges
 - Sign posting to other relevant services and organisations
 - Referring the Carer for a Carers Assessment
 - Regular wellbeing calls through the difficult time
- Encouraging the Carer to reduce their isolation in a way which is suitable to them
- Empowering the Carer to make choices and allow them to feel confident in themselves and the caring role
- Equip the carers with as much relevant and useful knowledge as we can around their caring role and wellbeing

Our Team



Esmae Cooke
Team Leader

"Re-instating the Inbetweeners Socials has been a highlight this past year. The impact of these monthly support groups on our Young Adult Carers has been fantastic for increasing peer support, improving wellbeing and enjoying some respite from their caring role."



Nadine Buchanan
Family Carers Resilience worker

"The highlight of this year at the Carers Centre has been supporting carers on their journey and helping them get the right support. Referring them for Carers Assessments has been a big part of that—making sure they're heard, understood, and connected to get the help they need. It's been really rewarding to make a difference in their lives."



Sam Vickers
Family Carers Resilience Worker

Providing consistent resilience support for carers is a key part of my role, focusing on building emotional strength, developing effective coping strategies, and creating robust support systems. Additionally, sharing the knowledge and experience I've gained through my work with the Wellbeing Independence Partnership is both important and rewarding. By helping clients understand and access sometimes complex systems of support, I empower them to achieve better outcomes and greater independence.



Jade Meredith
Family Carers Resilience Worker

"One of the most rewarding elements of this year at the Carers Centre has been supporting carers on their journey and offering vital respite through our wellbeing groups. A particular highlight was launching a new group in Newport, in response to a clearly identified need. These spaces have helped carers feel supported, valued, and connected. It's been a privilege to be part of something that makes such a meaningful difference in their lives."

Our Team



Gemma Naylor
Carers Views Assistant

A key highlight of the year for me was leading efforts to establish the Carers Partnership Board, amplifying the voices of unpaid carers and driving forward actions to implement the All Age Carers Strategy. This achievement was made possible through hard work, dedication, and strong teamwork.



Lorna Troon
Creative Activities Assistant

I've supported adult carers by creating a safe space within our community hubs. I compose a varied activities programme, so it enables adult carers to develop new skills, feel included and have meaningful experiences that support their personal growth and well-being.



Abbie Guest
Community Link Worker

"One of my highlights this year has been working with such a lovely, committed team. It's felt really meaningful to be part of something that actually makes a difference for carers."



Linda Boddison
Wellbeing Checkpoint Officer

This year, as the first point of contact at the Unpaid Carers Centre, I've been dedicated to offering support, connecting carers with vital resources, and fostering a safe space for them to seek help. It's been incredibly rewarding to make a real impact on their well-being by providing compassionate care, coordinating services, and helping them feel valued and supported.

Events and Activities 24/25

April 2024 April mindfulness session

April Mindfulness Wellbeing Session involving a relaxing insight into "Mindfulness" This involved a variety of different techniques to help them to feel calm and rested. Six attended



'Music-care' is dedicated to giving people the confidence to participate and engage with music, and this session introduced and demonstrated the ways in which music can bring tremendous health benefits that combine physical, psychological and social wellbeing. Four attended.

May 2024 Music Care Session

June 2024 Carers Week

We celebrated national carers week and facilitated various activities and events for our carers.



Events and Activities 24/25

July 2024 Cavellier Centre

In June we visited the Cavalier Equestrian centre for their "Tea with a pony" activity. Five attended.



ADULT CARERS CREATIVE ART WORKSHOP by Rosalyn Donati

Join us for a fun and interactive art workshop!
Whether you're a complete beginner or a little more experienced, you'll learn new techniques and ways to express your creativity.

Rosalyn Donati
Professional Artist

You will guide you through the process and you'll produce a piece of art that will be exhibited as part of the CVS exhibition project at Weston Park.

Nature Themed Tetra Pak Print Making
In this session you will use stencils and a 'Tetra Pak' to create a portable surface. You will then use a printing press to create your own nature themed prints. Using this process creates interesting mark making and uniquely expressive results.

All materials will be provided, so all you need to bring is your creativity and a willingness to learn.

**Friday 29th August
1:00 - 3:00pm**

**Venue - The All Age Carers Centre
12 and 18 Hazelwell House
Central Square**

August 2024

Creative art session with Roz

August 30th saw us welcoming our Adult Carers to the family zone for an amazing 'Creative Art Workshop' facilitated by professional artist Rosalyn Donati. The session was a fun and interactive workshop to learn new skills and generated pieces for our upcoming CVS Art Exhibition at Weston Park. Ten attended.

September 2024

Carers Walk and we restarted our inbetweeners socials

We had three attend the inbetweeners and five attended the walk



Events and Activities 24/25

October 2024

Inbetweeners and Shawburch

Three attended Inbetweeners Halloween social where we painted pumpkins & Sixteen attended the Shawburch carers support group which was full to the brim this session very popular.




November 2024

Carers Rights day & Inclusion event

Carers Rights Day & White Ribbon Inclusion event. We celebrate carers rights day every year.



December 2024

Wreath making, foraging & inbetweeners

Ten attended the Foraging and wreath making session. This was such a popular activity and they really enjoyed this. and Four Inbetweeners attended the put put golf, they had such a fun time and a bit of friendly competition.



Events and Activities 24/25

January 2025

Inbetweeners socials vision boards

Two attended the Inbetweeners socials to kick start the year and set some goals and aspirations for the year ahead.



February 2025

Inbetweeners Drama Therapy & CAB at ILC drop in

Two attended the inbetweeners drama therapy which gave the carers a chance to express themselves in a fun and safe way. Four attended the stroll and enjoyed the a walk and talk.



March 2025

Inbetweeners Games Night and Carers walk

Five attended the Inbetweeners games night it was such a laugh and we had new faces.



Our Groups



Hadley carers support groups

This carers peer support group provides a safe space for the carers to have respite from their caring roles. They can build meaningful relationships and reduce social isolation. We have guest speakers, fun and creative activities and are facilitated monthly.



Shawbirch carers support group

This carers peer support group provides a safe space for the carers to have respite from their caring roles. They can build meaningful relationships and reduce social isolation. We have guest speakers, fun and creative activities and are facilitated monthly.



Randlay carers support group

This carers peer support group provides a safe space for the carers to have respite from their caring roles. They can build meaningful relationships and reduce social isolation. We have guest speakers, fun and creative activities and are facilitated monthly.



Newport carers support group

This carers support group was started early 2025 and has been a massive hit with our Newport carers which is something that they were in need of. This group offers peers support of those in caring roles and offers the chance to talk with a family carers resilience worker.



Inbetweeners Socials

This group is focused on our carers 16-25 and the aim is to offer them respite from their caring role by having some times to be themselves. We offer a mixture of fun, education and life skills in these sessions which are held monthly and in the evening so it works with our young carers busy lives and their education/work.



ILC drop in

This group is run every week in the independent living centre and as it is drop in there is no need for carers to book they can just drop in. This provides our carers with a weekly offer of contact and planned activities.



CASE STUDY

A Gentleman came into the Independent Living Centre whilst the Carers team were manning the front desk, stating that he had bought his mother in for an assessment, and she was waiting in the car for us to assist her into the building. I asked what sort of assistance he meant as we don't provide help in that way, and he stated that he had explained at the time of booking that his mother would require assistance into the building by use of a wheelchair and was assured this would be available. He was getting quite agitated at this point, saying how could we do assessment on elderly people if they aren't even able to access the building.

I spoke with the worker who was due to do the assessment to check that no prior arrangements had been made. He confirmed that we don't provide that sort of assistance at which point the gentleman became very annoyed saying he had taken time off and travelled from Leicester to bring his mum and was told we would be able to assist her with a wheelchair to get into the building. The worker said it was not possible for us to provide a wheelchair as we don't have one onsite, at which point I suggested we could ask the shop mobility service based at Telford Town Centre if they would have a wheelchair available. I explained to the gentleman that he would have to transfer and push his mother as we wouldn't be allowed to assist and that there may be a minimal charge for the hire of the wheelchair. He was happy with this, so I called over to the shop mobility explaining who I was, and the situation and they said they had a wheelchair available.

The gentleman said he wasn't sure how to get there and was concerned about his mother who was still waiting in the car. I offered to walk him over and said he could stop by the car on the way so he could explain the situation to his mother. On the way to the shop mobility, he was still rather upset about the whole ordeal but I apologised and said that there had been a miscommunication somewhere and it would be investigated to ensure it didn't happen again. He was happy with this, and we got the wheelchair, and his mother was able to have her assessment in the ILC, the Shop Mobility also didn't charge him for the hire of the chair.

I think this is a good example of partners working together to find solutions for people in difficult situations. There had obviously been a miscommunication, but we were able to resolve the issue and the Cared for was able to successfully have their assessment and no complaints were made. The situation could have easily escalated as the gentleman was quite frustrated and understandably just wanted the best for his Mother.





Challenges V Looking Ahead 2025-2026

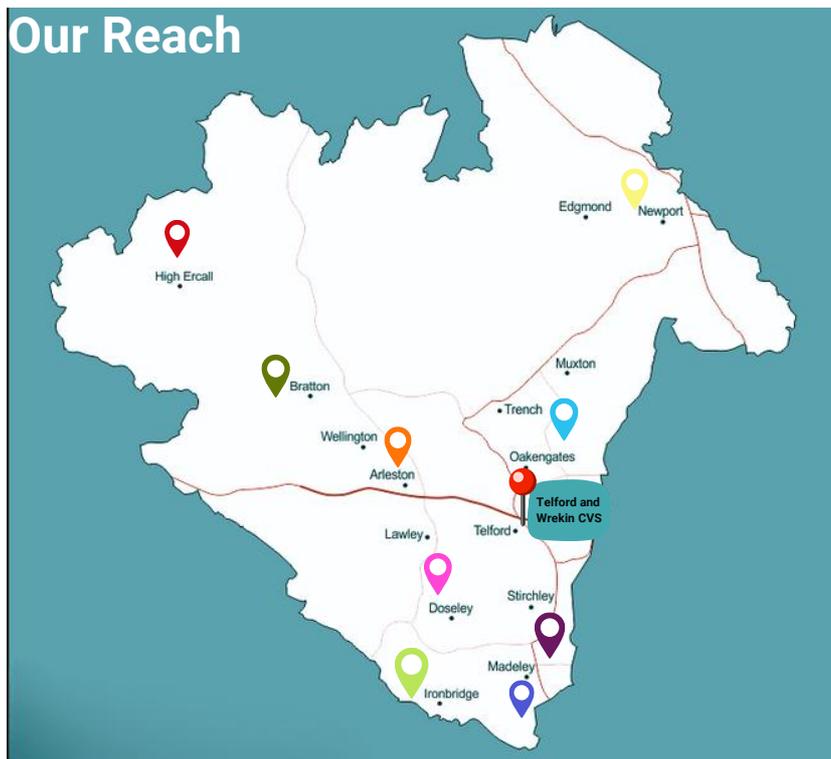
Challenges	Looking Ahead
<p>Identification and support of Unpaid Carers in the wider community</p>	<p>Presentations have been created and will be delivered to businesses and organisations to help raise the profile of Unpaid Carers, explain how to refer to us and how to offer support</p>
<p>Establishing links with the local hospital</p>	<p>Building relationships with key individuals in the trust. Offering our presentation to be used to upskill staff. Having a designated Carers staff member onsite in the hospital bi-weekly.</p>



Young Carers Service

Our service supports Young Carers ages 5-18, with the Inbetweeners service for 16-25's, to ease transitioning into the Adult Carers service. We support Young Carers to build their confidence, resilience, and reduce isolation through our Youth Clubs, holiday activities, groups and workshops with a compassionate approach. This is their space to have respite and build friendships, to help them feel heard and valued as young people with caring roles.

Our service also aims to advocate for the experiences of Young Carers by raising awareness and understanding in the community. Across the UK, 72% of schools recorded having no Young Carers, and 1 in 3 struggle to balance caring with education (School Census 2024). Our service is dedicated to increasing this awareness so Young Carers are more visible and able to access support that ensures they can equally access education as well as having caring roles.



Young Carers we support by postcode:

- TF1: 191
- TF2: 166
- TF3: 144
- TF4: 95
- TF5: 10
- TF6: 7
- TF7: 119
- TF8: 4
- TF9: 0
- TF10: 31
- TF11: 7
- TF12: 29
- Total: 803**

Service Stats 2024-2025

This year, we have seen an increase in referrals coming from a wider variety schools, particularly Primary Schools. We have also seen an increase in the number of referrals and Young Carers who are Home Educated.

This year we....

- Delivered free training to local schools and organisations to raise awareness of who Young Carers are, challenges they may face, and how to identify & support them.
- Created a Homeschool Wellbeing Group to support Home Educated Young Carers.
- Created Young Carer Passports to support Young Carers in schools with their caring roles.
- Created posters with Young Carers as part of Young Carers Action Day to raise awareness about Young Carers in Telford and how to access our service for support.

Number of contacts made



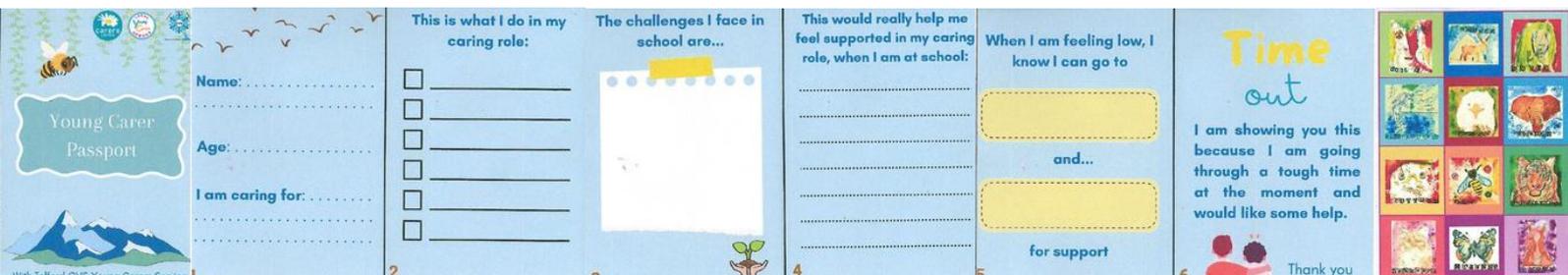
182 referrals



78 Activities Planned



245 Outreach Engagements



Young Carers Passport - 'Nature' themed

Our Team



Claire Alford - Family Resilience Worker

'I've supported Young Carers by creating a safe space through family involvement, one-to-one support, and helping to build their confidence and resilience as young people with caring roles.'



Simi Aich - Family Resilience Worker

'I've built strong relationships with Young Carers in Youth Clubs, checking in every session and creating a safe space for them to share their feelings and any challenges to help build their confidence.'



Lorna Troon - Creative Activities Assistant

'By creating various weekly activities, I have provided Young Carers with the opportunity to develop new skills, and have fun, meaningful experiences that support their personal growth and well-being.'



Pippa Edwards - Young Carers Support Worker

'My highlight is our weekly Young Carers Youth Clubs and activities, to see them grow, relax, and develop meaningful friendships. In Youth Clubs, we've created Passports and posters for Young Carers to feel more seen and supported in school with their caring roles.'

Core Delivery



Respite Activities

Providing fortnightly Youth Clubs for Young Carers to have respite from their caring role. Offering Holiday Activities outside of term time and extra activities/skill-building workshops to build their confidence, resilience, and have fun, building meaningful relationships.



Homeschool Wellbeing Group

Monthly sessions to provide space for Homeschooled Young Carers to meet others in the same situation, and promote positive wellbeing after identifying a gap in this support for Young Carers.



Family Resilience Work

Initial Parent Assessments to understand their child's caring role, and creating a One Page Profile with Young Carers to understand their perspectives. Includes one-to-one support, regular wellbeing calls, safeguarding, and signposting to services.



Partnership Working / Awareness Raising

Working with other TWCVS Projects, external organisations, and schools to support Young Carers and their families. Includes raising awareness in the community so Young Carers are better recognised and supported throughout Telford and Wrekin.



"Thank you so much for giving her something and somewhere just for her. She is amazing with her brother and really needs this space."

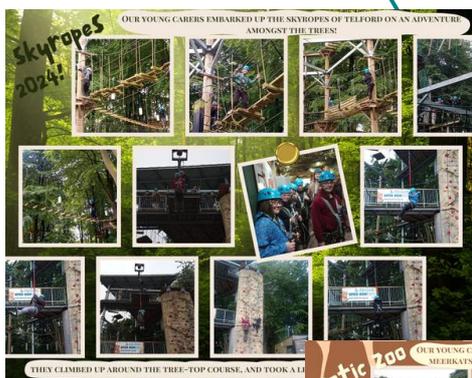
"They learnt him how to get his balance and he kept practising on an old bike of his brothers. Every day. So thanks to just that 1 session, he's doing it and last night he bought himself a bike off Facebook that doesn't need much doing to it."

Events and Activities 2024/25

April 2024

Alice's Adventure in Wonderland (Family Activity)

- We provided 46 tickets for 15 families who attended.
- "Thank you so much for making our day and putting a smile on their faces. You made it possible".



June 2024

Brightstar Boxing Workshop

- 6 week course for Secondary Young Carers to learn boxing skills.
- 10 attended and received certificates.
- 2 have continued this with Brightstar.

May 2024

Sky Reach High Ropes (Secondary)

- 11 attended, 15 spaces offered.
- "Enjoyful event today ... very appreciative in your presences"

Exotic Zoo (Primary)

- 14 attended, 15 spaces offered.



Events and Activities 2024/25

July 2024

Lower Drayton Farm (Primary)

- 18 attended, 20 spaces offered.
- "Thank you so much for today [she] really enjoyed herself"

Telford New Music & Youth Voice - Stafford

- 3 attended this music workshop, discussing music and education. They created a collective song, and one Young Carer took on lead vocalist, who really came out of her shell in this session.



August 2024 2 activities are held each week throughout summer holidays - one for Primary, one for Secondary.

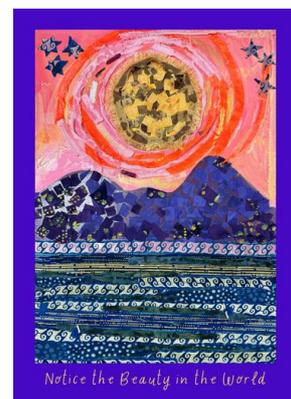
Wrekin Forest School

- Primary - 13 attended, 20 spaces offered.
- Secondary - 14 attended, 20 spaces offered.
- Included pizza making, zip wires, archery, shooting, woodwork, and free play in the mud.
- Many Young Carers opened up in this session and began talking to one another, having fun to be messy.
- Secondary saw lots of Homeschooled Young Carers join.

September 2024

Art Workshops for the Weston Park Exhibition

- Roz Donati from Pneuma Affinity led 8 workshops in Youth Clubs to create art pieces for the Weston Park CVS exhibition. These were then created into postcards to share.
- The artwork later won a competition as part of the Hospitals Transformation Programme, in The Shrewsbury and Telford Hospital NHS Trust.



Events and Activities 2024/25

October 2024

Scouts Family Fun Day (Primary & Secondary)

- 10 attended
- Annual event hosted by Wellington Scouts and Wellington Rotary Club for the barbecue.
- Activities included axe throwing, blind trails, cord-making, and campfire songs.



Homeschool Group begins

- 3 attended first Homeschool Wellbeing Group



November 2024

Winter Wonderland (Primary)

- 16 attended.
- Exploring Winter Wonderland, including a visit to Santa's Grotto!
- "Merry Christmas to all the great team at youth club who look after our Young Carers so well"



December 2024

Christmas Gift Packs & Chocolate Donations

- Challenging Perceptions and Park Lane Centre donated 30 gift packs from their Youth Group for Secondary Young Carers.
- Telford Centre donated so much chocolate for Young Carers, collected from shops and their shoppers for Christmas parties.
- Christmas Smile donated 25 gifts for more vulnerable Young Carers.

Area 51 (Secondary)
22 attended.

Events and Activities 2024/25

January 2025

Wellbeing 1-1 catch ups after Christmas & Youth Clubs

- We had 78 attendances over January, including 13 new Young Carers.
- After Christmas, we use this time to catch up with Young Carers and relax after the holidays.
- They could choose between sports, boxing, crafts, and even karaoke!
- Hot meals are provided by the Wellbeing Madeley Cafe.



February 2025

Ice Skating (Primary & Secondary)

- 13 attended, 15 spaces offered

Ice Skating (Secondary)

- 3 attended, 15 spaces offered



March 2025

Telford Bike Hub, Cycling Sessions (Pri & Sec)

- This Secondary group took to their first time on a bike either ever, or for a very long time.
- First Learn2Ride session with Secondary - 3 attended. 5 cycling sessions are planned in total.



Young Carers Action Day

- 12th March - we celebrated Young Carers Action Day in Youth Club by creating posters to raise awareness, holding a stand for CATE, and having normal Youth Club activities to 'take a break'.

"(YC) had a fantastic time last night. He is so pleased with himself for coming, joining in and also managing to peddle."

Our Groups



Youth Clubs

Our weekly Youth Clubs alternate between Primary and Secondary groups. It is a safe space for Young Carers to feel supported, listened to, and valued within themselves. Through various activities, Youth Clubs offer respite from their caring roles, focusing on nurturing their health and wellbeing, and meeting others in similar situations.



Holiday Activities

During school holidays, we have various activities for both Primary and Secondary Young Carers. From ice skating, forest schools, Scout Days, bowling... these activities give Young Carers an opportunity they may otherwise not have. Each activity is a chance to have fun, build their relationships, and also grow in confidence and resilience.



Skills-Building Workshops

On top of both Youth Clubs and Holiday Activities, we run workshops for Young Carers to build upon their own interests and passions. In Youth Clubs, we've had various professionals and artists delivering specific sessions. Outside Youth Clubs, we've facilitated workshops like boxing with Brightstars and personal training sessions with Attingham Park.



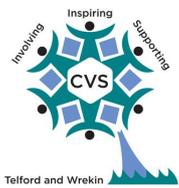
Homeschool Wellbeing Group

In October 2024, we began our Homeschool Wellbeing Group as we noticed more Young Carers were becoming homeschooled. For many Young Carers, school is also their respite time away from their caring role. We created this group to support the wellbeing of homeschooled Young Carers to meet each other, socialise, and have fun. Activities so far have included crafts, board games, and the chance to talk and share stories.



Inbetweeners

As Young Carers reach 16, they begin to transition into the Inbetweeners Group for 16-25's. With activities combined with Secondary, and its own monthly socials, Young Carers are eased into a more mature environment as they progress into college or pursue their interests into adulthood. We offer a mixture of fun, education and life skills in these sessions which are in the evening so it works with our Young Carers busy lives.



CASE STUDY

Case study 1:

Recently started to work with a 11-year-old Young Carer AC, who struggles with social anxiety, which escalates at any new and unfamiliar situations and unknow people. This young carer has been with us since 2018 but disengaged in between due to her special need. Earlier this year following up an email where parent wants the child to get reengage with our services I have booked for one to one. This child is a quite girl, isolated as she does not like social groups and gathering. Encouraged her to come to our youth clubs. Initial few sessions one to one support was provided at the youth club. She is reluctant to sit together with other children at the art and crafts table. AC loves and origami is one of her favourites. AC did not feel confidence to participate with any of the activities that has been planned at our Youth Cub for a while. Always likes to sit separately, little further away from the group. Recently a positive change has been noticed. She started to engage with the activities, sat together with other children. AC has participated in making fortune taller and was more relaxed and confident within the youth club environment overall. It is good to see the slightest development in her and rapture she is developing with the staff.

Case study 2:

In April, I began working with a 15-year-old boy who is caring primarily for his Mum. At the time of the assessment, he was quite isolated from others his age as most of his friends were online, meeting through gaming websites. He also has low moods and anxiety, particularly with meeting new people and going to new places that also impacts his school experience, increasing feelings of isolation. Since then, he has been engaging with Youth Clubs regularly and has come to our half-term trip to the Sky Reach high ropes course.

In his first session, he mentioned he'd never come to something like Youth Club before and appeared hesitant to engage with others. Over the months he has been attending, it is evident to see his growth in confidence with both the other young people and staff. He has opened up more in conversations, talking through some difficulties he faces particularly with school and its emotional impact. He has since secured work experience in a place he really enjoyed that increased his motivation for the future. He has also forged a strong bond with another Young Carer who felt similar anxieties about starting Youth Club. They frequently play pool together and invite others to play with them. Their friendship goes beyond Youth Clubs, as they have each other's phone numbers and said they will often text one another between sessions. This shows his support network has grown, finding friends who understand what he is going through that inevitably reduces isolation.





Challenges V Looking Ahead 2025-2026

Challenges	Looking Ahead
Lack of understanding of who a Young Carer is	Delivering awareness raising presentations to increase understanding
Meeting increasing demand	Scoping out additional activities for Young Carers to engage with
Access to activities - difficulties around transport	Partnership work with local schools and organisations to support Young Carers in their communities. E.g., free bus pass schemes.

Christmas Wrap



18th December

The total raised: £1609.87

In December 2024, Telford & Wrekin CVS hosted a festive Charity Gift Wrap at Telford Centre, bringing together local partners, volunteers, and the wider community to raise funds in support of its vital services.

The initiative was made possible through the generous support of Telford Centre, which provided a central location for the gift-wrapping station during the busy Christmas season.

The total money raised was £1609.87, We are sincerely grateful to the following organisations who volunteered their time during a demanding time of year:

- ANTA Education
- Madeley Town Council
- Nova Training
- Telford Centre
- Reconomy UK

Individual volunteers also played a crucial role, alongside committed staff from:

- IASS Telford & Wrekin
- Telford Children's Autism Hub
- Telford and Wrekin All Age Carers Centre
- Telford & Wrekin Young Carers Service
- Telford Autism Hub
- Wellbeing Madeley Community Café

Many members of the public visited the stand to have their gifts wrapped and donated generously, helping to make the campaign a success



Telford and Wrekin CVS

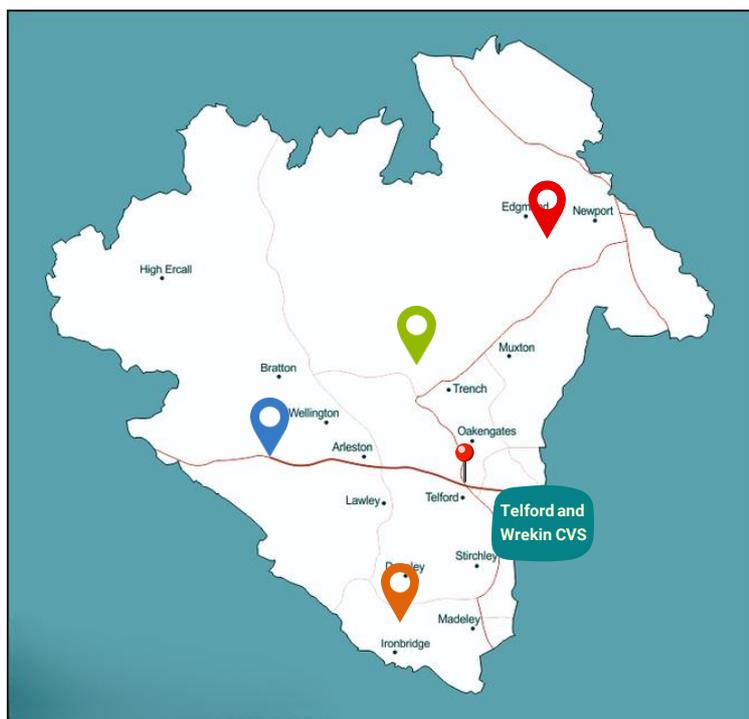


SENDIASS

Telford and Wrekin SENDIASS is a statutory service providing an impartial, confidential information, advice and support service for parents carers children and young people 0-25 years with SEND to increase their confidence, knowledge and understanding on a wide range of SEND processes and enable them to participate fully, make informed decisions, express their views, wishes and feelings. SENDIASS ensures that the service is promoted amongst families, professionals, and the community to provide reach to as many families as possible within Telford and Wrekin.

Telford SENDIASS adheres to the National IASS Minimum Quality Standards and has an Advisory Group to support the structure, governance and development of the Service.

Our Reach



Wrekin: 32%

Lakeside South: 35%

Hadley: 26%

Newport: 5%

**Total Beneficiaries:
444**



Service Stats 2024-2025

This year we have seen an increase in the applications for EHC Needs Assessments and parent carers needing our support for appeals and tribunals.

This year we....

- Are developing our resources to help support more parent carers at tribunal
- We have deepened our relationships with schools to help support their families with SEN support in schools.

Number of contacts made



444 Referrals



121 Activities Planned:



632 people met



Our Team

Julie Collins - Children's Service Manager



'To lead and advocate for the SENDIASS service , to celebrate the team in their successes and support them in their professionalism to deliver a service that continues to provide access to high quality information, advice and support and continues to meet the National Quality Minimum Standards'

Maria Morgan - Young Person Case Worker



'Creating a new working relationship with a local secondary school, working with Year 11 students on transition'

Michelle Sands - Parent/Carer Caseworker



'I have supported parents to understand their rights, navigate complex SEND processes, and feel more confident in advocating for their child'

Anna Jones - Team Assistant/Sen Support



'My highlight of 2024-2025 is building relationships with schools and introducing our Bitesize Workshop within schools and reaching more parents to give them the information, advice and support needed to support their children'

Core Delivery

First point of contact

The first point of contact for SENDIASS is through a helpline, email, or online enquiry form, where parents, carers, young people, or professionals can ask for initial information, advice, or support about special educational needs and disabilities. This helps SENDIASS assess the level of help needed and guide the enquiry through the appropriate tier of support.

SENDIASS provides a four-tiered triage system:

Tier 1 offers universal information and advice across Education, Health, and Social Care through leaflets, website content, and signposting to local and national services.

Tier 2 provides targeted information and advice on SEN support, tailored to individual needs via phone, email, or bite-size support sessions.

Tier 3 involves individual casework with one-to-one support for more complex issues, including help with meetings, paperwork, and a named caseworker if needed.

Tier 4 delivers specialist, intensive, and ongoing support for the most complex cases.

Young person – Elevate Youth

Elevate Youth Group – Empowering Young People with Autism

Elevate Youth Group, run in partnership with SENDIASS and Telford Children's Autism Hub, is made up of eight passionate young people with Autism or going through diagnosis. Their goal is to make a difference in the lives of other young people like themselves.

They've been involved in a youth music and voice project with Telford & Wrekin Music, working alongside other local groups, including Telford Young Carers. In July, they'll attend a regional youth advisory group event in Stafford to share ideas and connect with others.

The group also led a project with Shropshire youth association doing health champion training and part of this the group created and distributed sensory boxes to all the secondary schools in Telford and Wrekin, helping create calm and supportive environments for students.

Currently, they're working on the Independence Me project—learning budgeting, shopping, cooking, and now they are completing a food hygiene qualification. The group has been building independence, confidence, and life skills in a fun and supportive environment.

Elevate Youth Group is all about inclusion, empowerment, and creating positive change.

Core

Community Engagement and Events

Our engagement within the community includes working with schools and other partners in Telford and Wrekin. We have joined the Blue Wheel Project at Madeley Justice along with other CVS projects. We attend open days for PODS, events run by the town centre such as our charity day and Christmas Wrap. We joined Strengthening Families and Dandelion Parent Group and hold a monthly Drop-in at the Library – this is very popular with our families. Throughout the year, members of the team will represent ourselves and CVS, for example the Police Station Open Day.

Workshops

Our role is to give information and advice to empower parent carers to resolve matters and take things forward themselves with the information they have been given, and we deliver this offer by holding workshops. Our most popular is the SEN Bitesize Sessions, where you can learn about SEN Support, Graduated Approach and the SEN Journey. We hold these at our office, MS Teams and in schools.

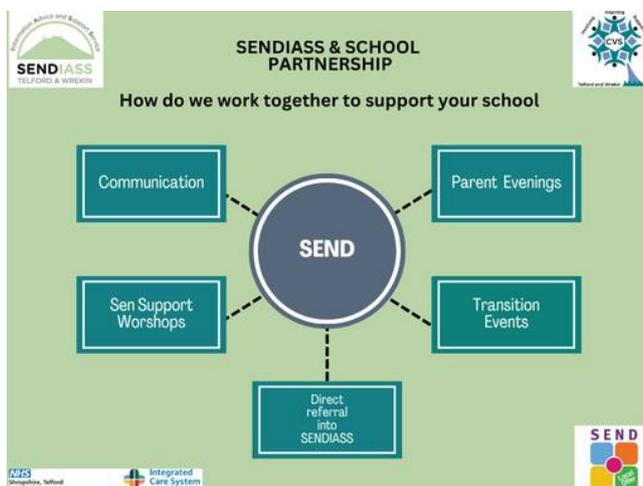
We also have run Educational Health Care Needs Assessment workshops which give parent carers who feel their child needs more support and want to request a EHCP. We discuss the legal test, help parent carers with their views, wishes and feelings and the timeline process.

Partnerships

The Service continues to have strong relationships with partners, and we work closely with a wide range of professionals to work collaboratively to raise the profile of SEND locally, to broaden our reach to the wider community of Telford and Wrekin and ensure that parents and young people are aware of the service and the wider services to provide the right support at the right time.

We jointly deliver SEND Workshop Sessions, Community Drop Ins, Events and have close relationships with schools to support parental engagement through information sessions and SEND Coffee Mornings to enable them to participate more fully in their child's education.

The Service Lead engages with key stakeholders to support the strategic development of the service and for SENDIASS to influence and contribute to the local SEND and AP Development Plan for Telford and Wrekin.



Events and Activities - 2024/25

April 2024

School visits - we spoke to over 70 parent carers



May 2024

Working with others - Challenging Perceptions. This was a great event and families said they liked being able to speak to us whilst the children were having fun!

June 2024

Community Drop-in's was a busy time for our service, in one location alone 20 parent carers waited to speak to us



Events and Activities 2024/25

July 2024

Launched our partnership with Dandelions Parent Group and Telford Children's Autism Hub.



August 2024

SEND & PLAY
A Chance for parents to ask questions whilst their children played

September 2024

Make a change awards

Our Elevate Youth Group won and were awarded funded for future events of the independence me!



Events and Activities 2024/25

October 2024

Lawley Community Hub. Anna applied for a grant and we were awarded funds to hold our SEN Bitesize sessions here. Each visit, we meet with 6-8 parent carers who need our support



November 2024

Live Well at The Anstice, Madeley - Drop in to signpost to us and other CVS services



December 2024

Elevate Youth Dropped off Sensory boxes to schools to help support others

Events and Activities 2024/25

Jan 2025

One of the children who we have supported came to an event and collected his framed creation from the Art Project



Feb 2025

Held our first SEN Bitesize at Grange Park School where 8 parents attended



April 2025

We joined colleagues from Telford Children's Autism Hub and Yung Carers for a Drop in Session - where we networked with 6 professionals



Our Groups



SEND & PLAY

A chance for parent carers to ask send related questions whilst the children play and have fun



ELEVATE GROUP

In partnership with Telford Children's autism Hub.....

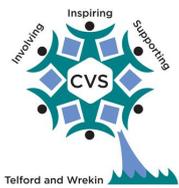


COMMUNITY EARLY YEARS PLAY SESSION

We worked with various partners to hold a play session for our early years families to get the information, advice and support they need



AT SEND IASS WE HOLD WORKSHOPS FOR PARENT, CARERS AND SCHOOLS IN RELATION TO SEN SUPPORT, EHCP'S AND TRANSITION THROUGHOUT THE YEAR



CASE STUDY

Case study QTR 3 Oct24 - Dec 24

The parent had been receiving information, advice, and support from SENDIASS for over a year. The young person had been out of formal education for several years and had spent some time in an alternative provision. Due to heightened anxiety in large, noisy environments, the young person was unable to access a mainstream school. Following an annual review, the parent chose to appeal the decision to name a mainstream setting in their EHCP. However, due to the high demand for the tribunal service, the hearing date was set for a year later.

During this waiting period, I maintained regular contact with the parents, reaching out when necessary to answer any questions. I also assisted them in completing forms, as the parent had a learning need. The local authority (LA) consulted with several schools, but each time the settings advised they could not meet the young person's needs. This information was relayed to the parents and shared with the young person, which negatively impacted their confidence and well-being. The parents expressed to me that these ongoing rejections were causing the young person significant distress. As a result, the young person became reluctant to attend the alternative provision. The LA then provided a tutor, and over time, the young person developed a strong, trusting relationship with this tutor.

With the hearing approaching in just two weeks, the parents contacted me to express that they no longer wanted to pursue the appeal for a school placement. They shared that the emotional toll of trying to return to a school environment had been difficult, especially since every school decided they couldn't meet the young person needs. Instead, they wished to focus on post-16 education options, such as college or other opportunities, while continuing the successful tutoring that had been beneficial for the young person.

I was able to advise the parents on the various options available to them if they decided to withdraw from the appeal, including the request for Education Other Than at School (EOTAS). They felt this would be the best option which was working exceptionally well for them as a family and most importantly the young person.

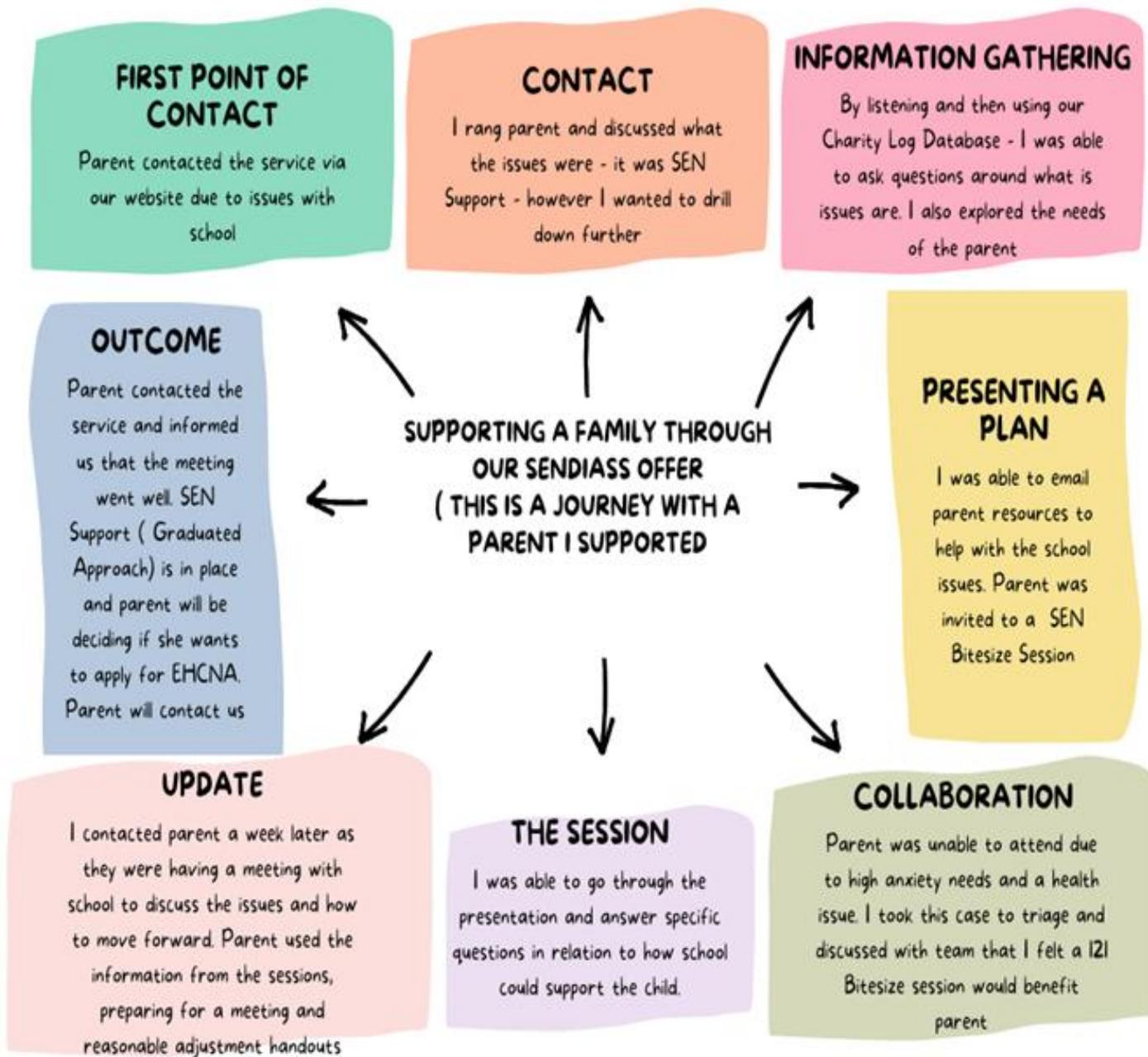
Although my day was already planned and included several calls, I recognised the urgent nature of this request and prioritised it and rearranged my planned work. I emailed two SEND officers to request an urgent phone call to discuss the parent's request. I was contacted almost immediately and managed to convey the wishes of the parents and the young person.

The SEND officer informed me that she would escalate this request and aim to get a response as quickly as possible. Within an hour, a response was received: the LA agreed to the parents' request. While there were still formalities to complete i.e. parties' agreement etc. I was able to share this positive news with the parents. They were extremely happy, and they felt the stress of searching for a school fall away. They believed this was the best possible outcome for the young person.

This case study demonstrates the flexibility and responsiveness work required of a case worker and the importance of effective communication with the LA SEND team



CASE STUDY





Telford and Wrekin CVS



Challenges V Looking Ahead 2025-2026

The Challenge

Meeting growing demand with a small team has driven us to be creative and resourceful.

Gathering feedback from parent carers, schools and community

Looking Ahead

We recognise the growing demand for our services. Although our team is small, we are committed to working hard to provide families with the best support possible

More regular touch points throughout the year. printing manual forms and QR codes for one the spot feedback



One Great Day

30th October 2024

A fun filled day to raise awareness of our Services, offer our Service Users the opportunity to engage with us in a different setting.

The total raised: £1,671.88

Which has supported the organisation to add value across all services



A very special thank you to Telford Centre
for
their continued support!





TELFORD AUTISM HUB

The Autism Hub provides information, advice, and guidance to adults in the Telford and Wrekin area who are either awaiting an autism assessment or have received an Autism Spectrum Condition diagnosis. The Hub is responsible for processing both self-referrals and professional referrals, as well as managing the waiting list.

Key responsibilities include:

- Handling enquiries via the Autism Hub telephone line and providing front-of-house support.
- Delivering a rolling three-month programme, which includes Information, Advice and Guidance (IAG) drop-ins, weekly activities, and community events.
- Working in close partnership with local services—particularly Autism West Midlands and Midlands Partnership Foundation Trust (MPFT)—to ensure the best possible outcomes for individuals accessing the service.



- Area in order of demand
- TF2
 - TF1
 - TF3
 - TF7
 - TF4
 - TF10
 - TF5
 - TF12

Service Stats 2024-2025

In line with NHS England data which shows the number of autism-related referrals has increased by 165% over four years, we have seen an increase in the demand of our service. with demand nationally up fivefold since before the pandemic Local figures reflect this trend, the Telford Autism Hub strives to support people to wait well on their journey.

This year we....

- Significantly improved the offer at the drop in responding to the trends our Service Users present. We work in partnership with other LA,NHS and VCSE to cater for the needs of our beneficiaries.
- Our weekly offer varies to cover all areas of wellbeing: IAG, physical activity and social
- We have strived to improve the acceptance in universal settings through our Autism Champion training.

Number of contacts made

1572

Number of ASD referrals

43



Number of Activities Planned

46



Number of Outreach engagement

36



Our Team



Lucie Roberjot
Service Manager

As the Autism Hub Manager, I am proud to have a team who have creating a welcoming and inclusive space where autistic individuals feel supported, understood, and empowered. Over the past year, I have overseen the coordination of services, facilitated community engagement, and championed person-centered approaches that respond to the unique needs of our members. My focus has been on building strong partnerships, enhancing accessibility, and ensuring that the voices of autistic people shape our programs and priorities. Through this work, the Hub has become a trusted and impactful resource in the community.



Tonya Bishop
Team Assistant

Tonya joined the Autism hub in October 2022. She received her formal diagnosis of autism spectrum disorder in 2021. Tonya has a background of working with addiction and recovery and supporting people with their mental health. Tonya has a degree in, Informal and Community Education (youth work) and has also been a therapeutic foster parent. For Tonya, it's a real pleasure to be part of the Autim Hub. In her free time Tonya enjoys watching films, visiting coffee shops and researching a variety of topics when something grabs her attention.



Jade Minton
Team Assistant

Jade is thrilled to be one of the newer additions to the Autism Hub as a Team Assistant. Jade has a personal connection with autism through a relative which has fuelled her passion for supporting and understanding the community. Beyond her role here, Jade brings a warm and bubbly personality that she hopes will contribute to creating a positive and inclusive environment. With a degree in drama, she finds joy in all things related to acting and films and is eager to bring her creativity and enthusiasm to our dynamic team.

Our Team



Libbie Allan
Team Assistant

Libbie joined the team in March 2025 and is enthusiastic and excited about her new role working alongside everyone at the Autism Hub and supporting the community.

Libbie has always had a passion for helping others, with autism awareness and acceptance being especially close to her heart having grown up advocating for her younger brother, who was diagnosed ASD as a young child and faced much adversity from his peers throughout school.

In recent years Libbie has undertaken her own neurodivergent journey, with a diagnosis of ADHD and awaiting an ASD assessment. All of which has helped her to better understand herself and only further fuelled her desire to help and support other neurodivergent individuals better understand themselves too.

In her spare time Libbie likes to unwind by listening to music, gaming on her PC, and playing with her young cat Bramble.



Charlie Webb
Team Assistant

Charlie was diagnosed with autism at the age of 2 years, and from his own lived experiences, it has allowed him to learn more about himself as a person, and how to deal with his autistic traits and how they present themselves. When he was younger, he found it difficult to fit into society, as there was still quite a stigma around the Autistic spectrum, with a lack of awareness and understanding surrounding Autism.

In his spare time, Charlie enjoys listening to music, attending music concerts on a regular basis, is an avid fan of Doctor Who, who regularly collects memorabilia from the popular British science fiction television programme. Charles enjoys going out and socialising with family and friends, on meals out and social events. He is passionate about nature and wildlife that surrounds him and takes a strong interest in Photography. Charles is renowned for his methodical approach to tasks, managing his time effectively, and organisational skills.

Core Delivery



Women's Group. Autistic women and girls have historically been under diagnosed, misunderstood and underrepresented in both research and services. We aim to address this by providing gender sensitive support. Without timely recognition and diagnosis many autistic women go unsupported for many years. This delay can lead to confusion around identity, struggles with relationships, burnout from masking and difficulty accessing accommodations at work or school. We recognise and respond to the unique way autism presents in women, building supportive and compassionate support. Its not just about awareness but also about acceptance-this is a fundamental part of our delivery.

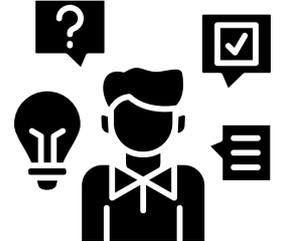


Our **activities programme** is open to clients both pre- and post-diagnosis. We design a new three-month programme four times a year, offering a variety of social events that individuals can choose to participate in. Promoting inclusion is a key part of our service, so we provide a mix of free and low-cost activities to ensure accessibility for all. These sessions offer a valuable opportunity for clients to socialise, build confidence, and connect with others in a supportive and welcoming environment.



Our **cookery course** run by the Hub is always a great success, with a strong focus on teamwork, healthy eating and food waste prevention. The course sessions provided opportunities for social interaction, a key element many participants had expressed interest in developing. This is evident in the engaged conversations and cooperative efforts throughout the cooking process. Cooking as a shared activity create an informal setting where participants can practice communication skills without pressure and in a safe and supportive environment.

Core Delivery



Our monthly **IAG drop-in** session provides a valuable opportunity for individuals to access a range of local services within a familiar, autism-friendly environment. It also offers a welcoming space for clients to meet and receive support from Autism Hub staff.

Many of our clients experience anxiety making the Autism Hub a vital part of the support system in Telford and Wrekin. While we are not mental health practitioners, our staff play an important role by listening, offering encouragement, and helping individuals feel more confident and connected within the community.

We regularly invite other services to attend our drop-ins, including EAST, Telford Mind, Healthy Lifestyles, Jobcentre Plus, DWP, Talking Therapies, the Police Hate Crime Department, ANTA Education, and a variety of pop-up support providers.

These sessions also promote peer support, which is an essential element of our work. Peer support offers autistic adults a sense of belonging, understanding, and validation—things that are often difficult to find elsewhere. Social interaction with others who share similar experiences can help reduce feelings of isolation and anxiety. Our drop-ins and activities create safe spaces where clients feel empowered to express themselves without fear of judgment, improving both emotional well-being and quality of life

Core Delivery

Telford and Wrekin Autism Hub



<p>PROFESSIONAL REFERRAL</p>	<p>SELF REFERRAL</p>	<p>PRE-ASSESSMENT SUPPORT</p>	<p>AUTISM ASSESSMENT</p>	<p>POST DIAGNOSIS SUPPORT</p>
<p>Our team supports and processes ASD referrals from a range of professionals. We ensure that individuals meet the service criteria and provide support while they await their assessment.</p>	<p>If required, we support individuals in completing their self-referral forms. Prior to assessment, we screen individuals to help identify any challenges they may face in accessing their appointment.</p>	<p>We offer a wide range of support, including information, advice and guidance, peer and community groups, 1:1 sessions, workshops, and training for employers.</p>	<p>Our team works closely with our partners at MPFT to ensure a smooth transition from our waiting list to an appointment for an ASD assessment.</p>	<p>Post-assessment, if an individual does not receive an ASD diagnosis, we provide information, advice, and guidance to help them access appropriate support.</p> <p>After an ASD diagnosis is received, we continue to offer support based on individual needs and when required.</p>



We offer one-to-one support with an Autism West Midlands specialist both before and after diagnosis. For anyone needing extra help post-diagnosis, the specialist creates a personalised, person-centered plan and delivers a series of sessions that can take place face-to-face, by telephone, or via Microsoft Teams.



Workshops are delivered monthly by our Autism West Midlands specialist, covering a range of topics designed to provide further information and support around Autism Spectrum Conditions. Recent workshops have included sessions on communication skills, ADHD and autism, and understanding diagnosis. These workshops are supported by Autism Hub staff to ensure a welcoming and inclusive environment.



Events and Activities 2024/25

April 2024

Attingham Park

Attingham Park Colour Walk combined a healthy walk with a lot of opportunities for conversations, laughter and nature spotting. This was a joint activity with the Children's Hub



17 Clients and staff took part



9th May 2024

Crazy Golf

Crazy Golf is a popular activity and challenges clients with co-ordination, balance and team work

7th June 2024

Brightstar boxing

Brightstar Boxing gave our clients a new experience which was informative, fun and active.

10 Clients plus staff took part



Events and Activities 2024/25

12th July 2024 Bowling and Pool

15 Clients attended plus staff

Tenpin Bowling and Pool were great competitive activity's where clients got to show there skills whilst trying to achieve a higher score than there peers.



Picnic at the retreat



22nd August 2024

The Retreat Roof top Garden provides a quiet space with a wide range of sensory experiences where visitors can immerse themselves in the scents, textures and colours of this relaxing space. It makes a perfect relaxing place for the Hub to have there popular picnic.

Clients brought a packed lunch to go with the cakes and drinks provided. A fantastic social opportunity filled with lots of conversations and fun.

16 Clients attended

12th September 2024

Disk Golf



This was the first time the Hub had taken a group to play disk golf. The aim of disk golf was to get your frisbee into the specially designed baskets with the least number of throws as possible.

Six Clients attended



Events and Activities 2024/25

2nd October 2024

Bike hire and ride around the Town Park was an opportunity for both clients and staff to explore further into the area, socialise, get fit and have fun.



November 2024

Cookery Course

Throughout November, the Telford Autism Hub hosted another successful four-week Cookery Course, building on the themes of food waste reduction, budget-friendly cooking, and nutritional awareness. The consistent menu from prior sessions proved valuable, reinforcing key principles and skills for participants.



December 2024

Boardroom Gaming Cafe

The Boardroom Gaming Cafe is an opportunity to come together, Have something to eat and drink whilst taking part in the numerous games that the cafe has to offer.



Events and Activities 2024/25

**January 2nd
2025**

Welcome in the New Year
Walk followed by Coffee



**February 25th
2025**

This activity

Adventure Golf at Putt Putt
Noodle



**March 25th
2025**

Walk and Spring Crafts



Our Groups

Autistic Women's Support Group (WAG)



Our Women's Support Group is held once a month and is a safe and friendly space for those aged 16 with an ASD diagnosis and for those aged 18 and over who have or are awaiting an ASD diagnosis. The group invites individuals who identify as female, femme presenting or assigned female at birth.

Autism Champion Training



Autism Champion training is an advisory course providing:

- An overview of autism, detail on the challenges experienced by autistic children, adults and their families. Guidance on how you can effectively support autistic people in your place of work. Grounded in practical experience, the course provides a good base knowledge for those looking to improve their overall knowledge in autism and topics related to the autistic experience in various environments.

Youth Group (SYNAPSE)



Our Youth Group is a new group and started on in July 2024. The group come together once a month and is for those aged 16-24 years who have or are awaiting an ASD diagnosis. The group have input into what activities they would like to do and this has included Bowling, Games nights, Putt Putt Golf, Inflatation and Flip out.

Workshops



Our Workshops are delivered by our Autism West Midlands Specialist and are supported by the Autism Hub staff. Workshops are open to 16 year olds with a diagnosis for those 18 and over with or awaiting a diagnosis. The topics of the workshops range from, Understanding and Managing Anxiety, Managing Anger, Flexibility of thought, Social

Cookery Course



Our four-week Cookery Course focuses on food waste prevention while building practical cooking skills. Participants learn how to prepare simple, affordable meals using leftover or surplus ingredients. The course promotes:

- Food waste reduction techniques
- Budget-friendly cooking skills
- Healthy meal preparation
- Peer support and skill-sharing
- Confidence building through hands-on learning

Each session encourages collaboration and social interaction, helping participants gain both culinary knowledge and personal development in a supportive environment.

Supper Club



The Supper Club is a monthly evening event at the Telford Autism Hub designed to offer autistic individuals a relaxed, inclusive dining experience. It features a simple set menu with a meat or vegetarian option—ideal for reducing decision fatigue and supporting neurodiverse needs.

The club promotes:

- Social inclusion in a safe, accepting environment
- Confidence building through shared meals and conversation
- Accessibility with low-cost meals and a welcoming setting
- Evening scheduling to accommodate those with daytime work commitments

This initiative supports meaningful social engagement while helping participants feel comfortable and connected within their community.

CASE STUDY

Client A, diagnosed with autism, learning difficulties, and mental health challenges, is an adult who has regularly attended the Adult Autism Hub's weekly activities and monthly drop-ins for support.

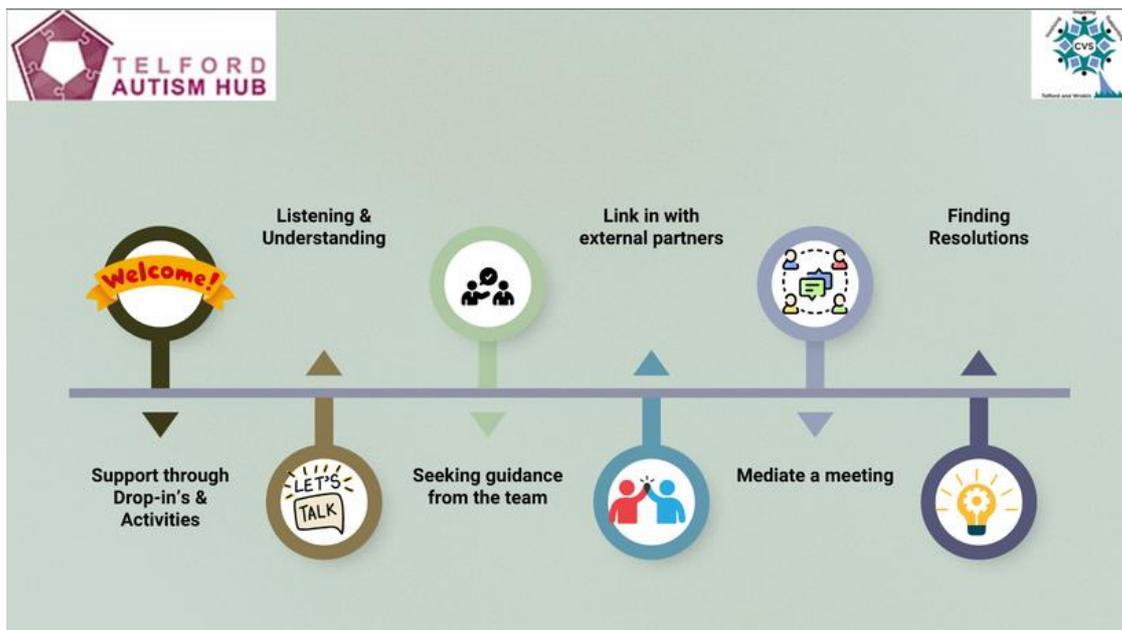
Client A has often indicated a desire to move from his current residence into supportive accommodation to receive consistent assistance from a support worker. On a recent wellness walk centred on social activity, Client A reported experiencing challenges at home and dissatisfaction with professional support. He expressed concerns about two Council employees, one being his Social Worker and stated that he believed they had not been truthful. Client A also communicated uncertainty about managing his anger around one of the workers and expressed apprehension regarding self-control in their presence.

His feelings were acknowledged, and it was clarified that violent behaviour is not permitted. The importance of personal responsibility and potential consequences were discussed. Due to his emotional state, Client A indicated he would not attend the upcoming Adult Autism Hub Drop-in session because the Council Worker would be present.

After returning to the office, the situation was described to management, who contacted the Council to notify them of the concerns raised for staff safety. Management and staff implemented a plan for Client A's possible attendance at the drop-in, which involved addressing him prior to entry, setting behavioural expectations and boundaries.

On the day of the drop-in, Client A arrived early. Staff informed management and followed their established plan by meeting with Client A in the management office. His concerns were acknowledged, and it was reiterated what behaviours were expected within the premises. It was explained to Client A that inappropriate conduct would result in removal from the building. Staff also communicated to Client A that the Council worker would be informed of his wish to speak and that staff would be present during the conversation.

During the subsequent meeting, Client A expressed his perspective and described feeling disappointed by the Council worker. When necessary, explanations were provided in accessible language to ensure understanding between both parties. The meeting concluded with Client A gaining clarity about the Council worker's role and next steps, including regular updates regarding his case, regardless of whether progress had occurred. Both parties expressed appreciation for the support provided during the discussion.





Challenges V Looking Ahead 2025-2026

Challenges

To meet the growing demand for support in response to the increasing number of individuals requesting an ASD assessment."

To ensure we are delivering the best possible service that meets the needs of our clients while making the most effective use of our resources

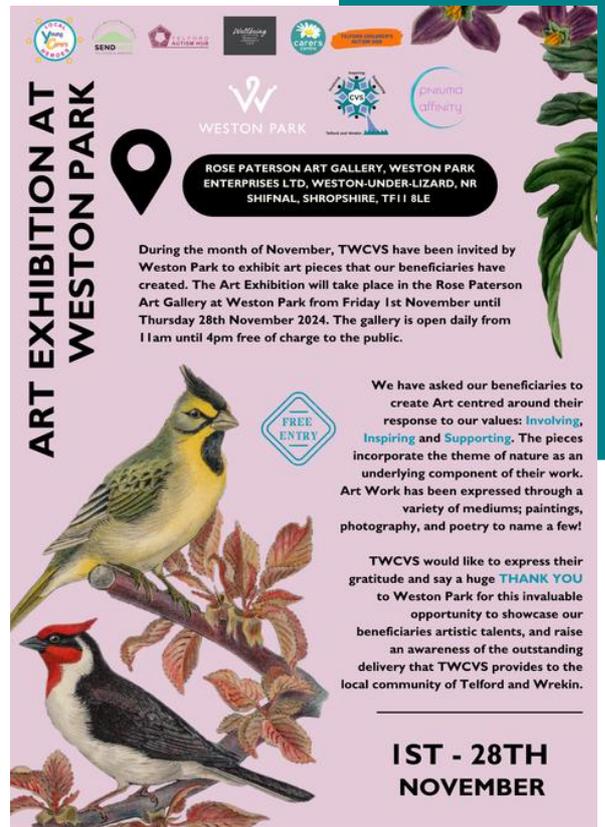
Looking Ahead

Enhance Co-Production and Lived Experience Input: Involve autistic individuals and their families more systematically in service design, delivery, and evaluation to ensure the service remains person-centred and responsive.

Strengthen how we collect, analyse, and apply data to understand demand, measure impact, and inform continuous improvements in service delivery.

Weston Park Art Exhibition

When beginning this journey as an organisation, we consulted with staff, trustees and our beneficiaries to ensure we established a theme. Conversations led to some insightful feedback, which has been crucial to our service delivery. Moreover through art, our beneficiaries expressed their voice on all manner of aspects of their individual lives and communities which they live within. The process has been a great stimulus for uniting our organisation, driving improvements and connecting culture.



We displayed 139 pieces of artwork from across the whole of T&WCVS services.



“How I feel before coming to group, but I get lighter and lighter the longer I stay”.

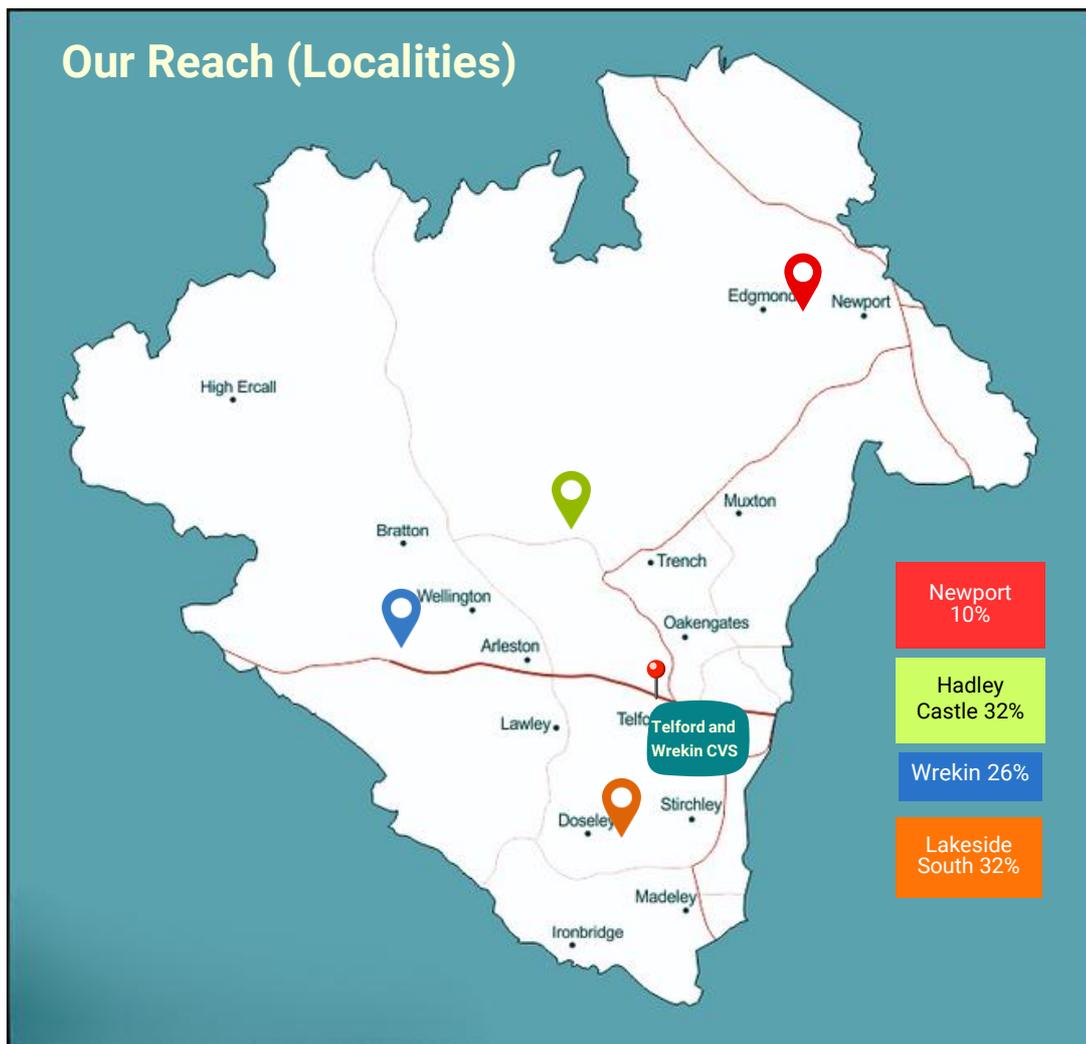
“In all the turmoil of life, I can fly to the carers centre to have a short break from the pressures of life”.

“Listening ears, supportive words, and friendships great and small”.



TELFORD CHILDREN'S AUTISM HUB

Our service supports children and young people aged 0-18 with autism, empowering them to lead active lives by celebrating their unique strengths. We are committed to reinforcing parental confidence and knowledge to help children flourish. We provide a meaningful service to the whole of Telford & Wrekin. Our impact spans the localities of Wrekin, Lakeside South, Hadley Castle and Newport.



Service Stats 2024-2025

Telford Children’s Autism Hub is a relatively new offer in Telford and Wrekin. We have identified the increase of children awaiting an assessment require support and therefore the service specification has transformed to make this improvement. The whole family approach is a holistic delivery which aims to unite families.

This year we....

- Launched a pre-diagnosis offer to families
- Strengthened relationships with the diagnostic provider and now work in the same office space for part of the week
- Increased the variety of planned activities including the introduction of our Chess Club

Number of contacts made



193 Referrals



67 Activities Planned



41 Outreach engagements



Our Team



Julie
Children Services Manager

I feel very proud to have been part of the journey along with the team to deliver a high quality service for families that continues to meet the needs of the children and young people with Autism in Telford and Wrekin, and to be able to celebrate the further success of widening the support for those families awaiting a diagnosis.



Tracey
Team Assistant

A key highlight has been the ongoing development and growing success of our young persons engagement group, Elevate Youth, which has empowered young voices and strengthened their impact within our service



Julie
Team Assistant

A key highlight for me this year is our community outreach efforts which allows us to expand our reach, connect with new families, and offer valuable advice, guidance, and support.



Charlie
Team Assistant

I started in the team in January 2025 and have been finding my place within the team. I am really excited to start developing the Early Years offers for our families going forward.

Viki
Team Assistant

The highlight of my past year at Telford Children's Autism Hub has been seeing our young people building their own friendships and forming social groups through our Girls Group and DUGOUT youth group—it's been such a joy to watch them grow together!

Sam
Autism Specialist

Last year, I supported an AuDHD teen in developing self-understanding and gaining the confidence to advocate for their own needs.

Events and Activities 2024/25

April 2024

World Autism Acceptance Week

- Information Stand
- Colour Walk
- Autism Rocks
- Bring Your Talent



May 2024

All Ages - Junk Modelling. 8 adults and 8 YP attended



June 2024

TCAH In Schools



Let's Talk Autism – Autism and Girls – 5 Adults

Events and Activities 2024/25

July 2024

Early Years Music Bugs – 3 adults 3 YP



August 2024

Frankly Alpaca Farm – 15 adults and 15 young people

September 2024

Understanding your autistic child – 4 Adults



Events and Activities 2024/25

October 2024

All Age Trip to Home Farm –
12 adults 13 young people



November 2024

Hate Crime Workshop – 4
adults 4 young people



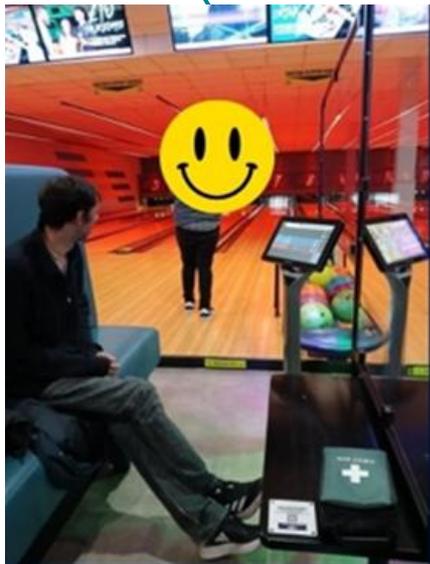
December 2024

All Age Christmas Party - 21
Adults and 25 young people

Events and Activities 2024/25

Jan 2025

Girls Social Group – Putt
Putt Noodle – 5 Adults and 5
young people



Feb 2025

Dad's Social – Tenpin
Bowling 2Adults

March 2025

All Age Quiet Chess – 4
adults 4 Young People



Our Groups



Primary Family Fun Session

Our family fun sessions are for primary aged children and their families. It provides the perfect opportunity for you to spend quality time together in a relaxed, friendly environment. Each session has a variety of activities available, allowing you to have fun together as well as meet with other families from our hub.



DUGOUT

Our DUGOUT/Youth sessions are for 11 - 18 years old and their families (siblings included). It provides the perfect opportunity for you to spend quality time together in a relaxed, friendly environment. Each session has a variety of activities available, allowing you to have fun together as well as meet with other families from our hub.



Girls Social Group

The group is more than just a social club; it's a supportive community where participants can connect, grow, and understand each other while making lasting friendships.



All Ages Quiet Chess Club

Whether you're an experienced player or new to the game, our Chess Club offers a welcoming, inclusive environment where you can learn, play, and grow.



Elevate Youth In Partnership With SENDIASS

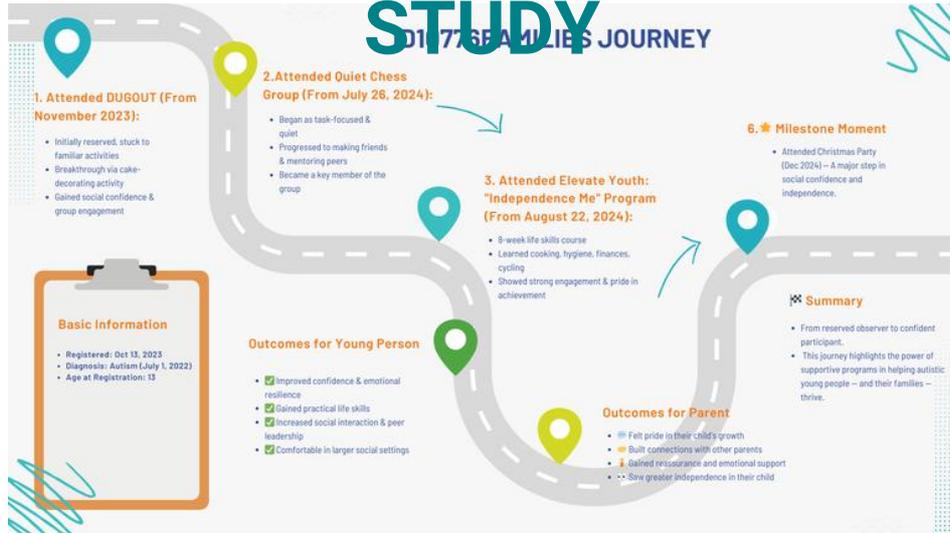
Are you aged between 14 and 24 years of age?
Do you have thoughts, experiences, and ideas on how the SEND/autism services can be improved to ensure that the voices of young people are heard?



RISE

Our RISE sessions are for our parents/carers which provides peer support, wellness activities, social events and information sessions.

CASE STUDY



ID10776 Case Study – 17-04-25

Date Registered: 13th October 2023

Date of Diagnosis: 1st July 2022

Age at Registration: 13 years

Overview

Following a diagnosis of autism in July 2022, this young person was registered with the organisation in October 2023 at the age of 13. From initial observations, they presented as reserved and hesitant in social environments, largely relying on their parent as a source of comfort and primary interaction.

Since joining the organisation, the young person has been actively involved in three core programs: DUGOUT, Quiet Chess Group, and Elevate Youth, each contributing uniquely to their personal development, social integration, and skill acquisition.

In November 2023, the young person attended DUGOUT for the first time. Initially, they were quiet and cautious in the new environment, choosing to stay close to their parent and participating only in games such as pool and board games. A major turning point came during a cake-decorating activity, where, for the first time, they chose to sit with others, fully engaging in both the creative process and the joy of working alongside peers. This marked a shift in their comfort level, and since then, they have increasingly taken part in group activities and shown a willingness to engage in conversations with staff when encouraged. Their confidence in social settings has noticeably improved, and they now appear more relaxed and open within the DUGOUT environment. For the parent, witnessing their child's newfound comfort and interaction brought both pride and reassurance. The Quiet Chess Group, launched on 26th July 2024, provided another opportunity for growth. At first, the young person was task-oriented, focusing entirely on the game of chess with little social interaction. Over time, however, the nature of the sessions evolved from purely competitive to social and collaborative. They began to interact more with their peers, sharing jokes, banter, and building friendships based on a shared interest in chess. Their confidence grew, and they began helping new members settle in by sharing strategies and offering encouragement. They became an integral part of the group – a role model and a friend. Meanwhile, the parent benefited from the opportunity to connect with other parents during the sessions, creating a supportive space to share lived experiences and advice while their child enjoyed the chess sessions.

On 22nd August 2024, the young person also began attending Elevate Youth, joining the "Independence Me" program – an eight-week course designed to support autistic young people in building essential life skills and combating social isolation. Funded by Make a Change, the program covered practical areas such as cooking, completing a food safety course, personal hygiene and sexual health education, financial literacy, career planning, and cycling. They took part in all sessions with growing enthusiasm and showed a strong willingness to learn and engage. These sessions provided them with not only practical skills but also a sense of achievement and self-worth.

In December 2024, they attended the organisation's all-age Christmas party, a sign of their increased confidence in larger social gatherings. The parent expressed immense pride in their child's growing independence and found reassurance in their ability to navigate everyday challenges more confidently.

Since registration, this young person has shown significant and inspiring development. From initial hesitance and social withdrawal to becoming an engaged, social, and increasingly independent individual, their journey highlights the positive impact of a supportive and inclusive environment. They have made visible progress emotionally, socially, and practically. Emotionally, they are more confident and resilient. Socially, they have moved from reserved observation to active participation and even leadership among peers. Practically, they have gained valuable life skills that will support their journey into adulthood.



Challenges V Looking Ahead 2025-2026

Challenges

One of the most significant challenges we face as a service is getting families to engage.

Despite increasing need and demand, many families are hesitant or unable to access support due to a range of barriers, including past negative experiences with services, feeling overwhelmed, cultural stigma, language barriers, and a lack of clear, accessible information about what we offer.

Looking Ahead

Often, families only reach out at crisis point, by which time needs have escalated. Building trust, simplifying access, and increasing visibility of our offer are critical priorities if we are to improve outcomes for children and young people.

Telford Police Open Day

15th September 2024



We spoke to 30 people at this event. Even though the weather wasn't great, we signposted into CVS and other community partners

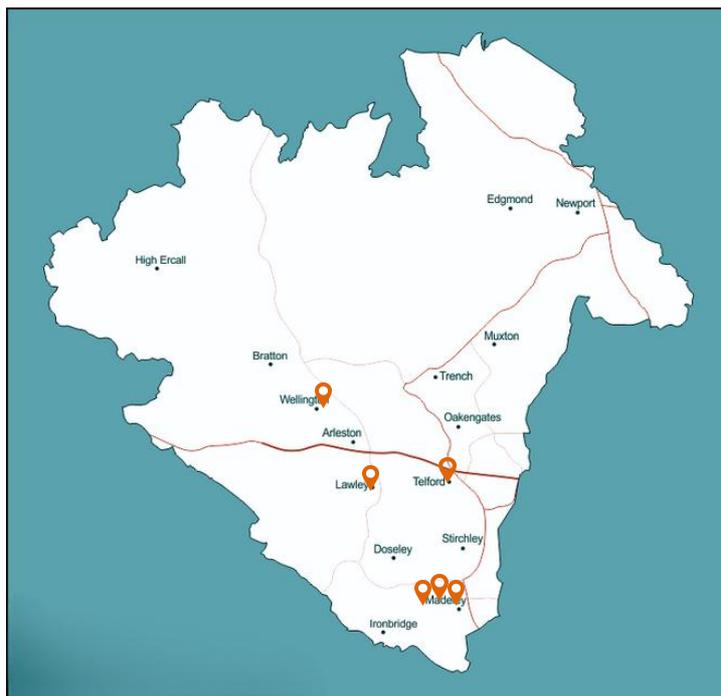
'Thank you for coming and supporting the day - it also meant alot that you championed a SEND session for families'



WELLBEING MADELEY COMMUNITY CAFE

Wellbeing Madeley Community Café continues to operate as a not-for-profit safe space at the heart of the community, offering more than just food and drink. The café serves as a welcoming hub where individuals can access information, advice, and guidance, as well as take part in inclusive and supportive activities. Whether visitors stop by for a warm cup of tea, a homemade lunch, or simply a friendly chat, the café remains committed to fostering connection and comfort.

A small staff team works alongside a passionate group of volunteers who are the backbone of the café's delivery. These volunteers play an active role in daily operations while gaining confidence, social skills, and experience that supports their personal development and employment opportunities.



Service Stats 2024-2025

One of the standout successes of the year at the Madeley Wellbeing Community Café was the popularity of the 5 Item Breakfast, which became our top-selling menu item. Offering both value and flexibility, it consistently appealed to a wide range of customers—from regulars seeking a warm start to the day to first-time visitors drawn in by its affordability and quality.

This year...

A particularly significant milestone was reached on Monday, 9th December, when the café achieved its highest-ever daily sales, totalling £261.60.

This record-breaking day not only highlighted the strong community response to our offerings but also demonstrated the café's potential as a sustainable social enterprise.

The success of both the menu and sales performance reflects the café's growing role as a trusted and valued space within the community—providing good food, affordable choices, and a welcoming environment for all.

Number of Transactions



1887

Externally Catered For



444

Amount of Pay it Forward



£288

Number of Activities



108



Core Delivery



Wellbeing Madeley's Community Café continues to be a vital not-for-profit space at the heart of the community, offering a warm and welcoming environment for all. A key focus is reducing social isolation by providing a safe, inclusive setting where people feel heard, valued, and supported. All of our Café Coordinators are trained Autism Champions, with specialist knowledge in neurodiversity and the skills to respond thoughtfully to a wide range of needs. They are also confident in signposting individuals to appropriate services, ensuring visitors can access further support if needed. For many, simply having a chat in a relaxed, understanding space makes a meaningful difference to their wellbeing.



The café has expanded its impact this year by launching a buffet delivery service. This initiative has proven highly successful, supplying fresh, quality food to local organisations, events, and private functions. The service has not only generated additional income to support the café's activities but also extended its reach across the community, helping us connect with even more people.

Core Delivery

Weekly Activities and Services



Monday – Free Blood Pressure Checks

After securing funding by NHS Shropshire, Telford & Wrekin for CVD Prevention work, Telford & Wrekin Council where commissioned to deliver a Community Blood Pressure Project which commenced July 2023. The café now provides free blood pressure checks every Monday. Recognising that high blood pressure is a silent killer, this initiative is designed to help people monitor their health in a relaxed, approachable setting—particularly for those who may feel nervous about visiting a GP.

Tuesday – £5 Hot Meal Special

Every Tuesday, the café offers a hearty and nutritious hot meal for just £5, making good-quality food more accessible for everyone in the community.



Wednesday – Book Club & Free Soup

Funded by Veolia, Wednesday's Book Club invites guests to bring and swap books. In return, they receive a free bowl of soup—an initiative that promotes both literacy and nutrition in a friendly, social environment.

Thursday – Ramblers Wellbeing Walk

Promoting physical activity and social connection, the café hosts a weekly Wellbeing Walk on Thursdays. Participants benefit from fresh air, gentle exercise, and an exclusive café offer: a breakfast sandwich and hot drink for just £3.50.



Friday – Friendly Fridays & After School Club

On the 2nd and 4th Friday of each month, Friendly Fridays provides a drop-in space focused on autism-specific support. Attendees can access tailored information, advice, and guidance, and are encouraged to build new relationships in a safe and understanding environment.

Additionally, every Friday afternoon features the café's After School Club, offering engaging activities and a nutritious meal for only £3.50. This initiative is supported by a generous grant from Neighbourly Friends by Sainsbury's, helping to ensure affordability for families who might otherwise struggle to access such opportunities

Our Team



Molly Brookes

I'm really enjoying my role at the Wellbeing Community Café. It's a place where we work hard to uphold our values and create a welcoming, supportive environment for both new and regular customers. Many people come through our doors in need of connection, and it's incredibly rewarding to be part of a space where they can chat, make new friends, and enjoy delicious food and drinks.

Supporting the local community and our amazing volunteers is something I'm deeply passionate about. One of the highlights of my week is organising and running our after-school Art and Supper Club. It's been very well received and brings joy and creativity to everyone involved.

I also feel extremely supported by our team and our manager, which makes a big difference. It's a great feeling to have a job that not only inspires you but also gives you the chance to grow and give back to others.

I've been a dedicated member of the Community Café team for over a year, bringing warmth, compassion, and a deep understanding of community needs to my role. In addition to my work at the café, I also work four days a week at the Telford Autism Hub, where I support individuals and families navigating neurodiversity. This specialist experience helps me create an inclusive, supportive environment at the café. I'm passionate about empowering others and take great pride in supporting our volunteers, watching them grow in confidence and skills as they contribute to the heart of the community.



Jade Minton

I have been part of the café team since May 2023 and greatly enjoy contributing to such a welcoming community space. Baking is a passion of mine, and I develop many of my own recipes. I'm fortunate to work alongside dedicated volunteers who assist with baking, making it a true collaborative effort. Additionally, I help coordinate our Wednesday book swap, which fosters connection and engagement within the community. Being part of this supportive team is highly rewarding.



Caroline Ward

Our Team - Volunteers

Thomas



Thomas is one of the newest additions to the volunteer team at Wellbeing Madeley Community Café. At just 18 years old, he joined the café with the goal of gaining practical experience to enhance his future employment prospects. From the outset, he expressed a strong interest in learning and supporting wherever possible and has already begun food hygiene training with the team.

Thomas is autistic and initially presented as quiet and understandably nervous in his new environment. However, in a short space of time, he has flourished. His confidence has steadily grown, and he now approaches his volunteer role with enthusiasm and initiative. A particular highlight has been his newfound love for cooking and baking. He takes great pride in seeing the results of his hard work—and even more joy in tasting them.

The café team is incredibly proud of Thomas and the progress he has made. Looking ahead, plans are already underway to support him in exploring employment opportunities, building on the skills, experience, and confidence he has developed during his time volunteering.

Anne has become a valued member of the Wellbeing Madeley Community Café team, steadily growing in both confidence and skill—particularly in the kitchen, where she has proven herself to be an exceptional baker. Her enthusiasm, efficiency, and strong work ethic have made a lasting impression on the team.

Thanks to signposting and support provided by the café, Anne has been connected with East, an organisation that specialises in finding paid employment for people with additional needs. In addition, Anne is now involved in the Telford Autism Hub's monthly supper club, where she receives payment for her assistance—an exciting and well-deserved step forward.



Anne

Anne's contribution to the café extends beyond baking. Her ability to keep the kitchen spotless, organised, and running smoothly is a reflection of her efficiency and dedication. Her speed and precision when washing up and resetting the kitchen have made her an indispensable part of the team.

Our Team Cafe Volunteers

Tom



Tom is a long-standing and valued member of the Wellbeing Madeley Community Café volunteer team. Having supported the café for several years, he brings a wealth of experience and a positive, team-oriented attitude that uplifts both staff and visitors alike.

Confident in the kitchen, Tom is capable of preparing most of the café's menu and takes great pride in the quality of his work. What sets him apart, however, is his love for the social aspects of the role. He thrives on the camaraderie that comes with teamwork, often engaging in lively cooking discussions and sharing laughter with staff, fellow volunteers, and customers.

The café has become an important space for Tom—not just a place to contribute his time and skills, but a social hub where he feels a strong sense of connection and belonging. Being able to attend multiple times a week gives him structure, purpose, and an opportunity to socialise in a meaningful way. His pride in his role is evident in all he does, and his contribution is deeply appreciated by the whole team.

Adam is the newest addition to the Wellbeing Madeley Community Café volunteer team, and he has been thriving since he joined. With each passing week, his baking skills continue to improve, and his contributions to the café are becoming more evident.

In addition to his culinary skills, Adam excels in front-of-house roles, where his bright personality and natural ability to engage with others shine. Whether greeting customers, engaging in friendly conversation, or assisting with orders, he consistently brings a positive and welcoming energy to the café. His enthusiasm and approachable nature make him a pleasure to work with and a key part of the team.



Adam

Our Team Cafe Volunteers

Nicola



Nicola is an enthusiastic and talented volunteer at Wellbeing Madeley Community Café, known for her baking skills—particularly her famous scones, which are always a hit with customers. Baking is not only a passion for Nicola but also a vital part of her routine, providing structure and purpose in her week.

Beyond her culinary talents, Nicola brings a vibrant energy to the café. Her positive attitude and light-hearted nature help create a welcoming atmosphere, making the café a more enjoyable space for both volunteers and customers alike.

Nicola has made significant progress in developing not just her baking skills, but also essential social and customer service abilities. With a bit of guidance, she has even gained the confidence to process orders through the till, further expanding her role within the café.

Dale has become an enthusiastic and dependable volunteer at Wellbeing Madeley Community Café, where he enjoys both cooking and serving customers. He joins the café team for three hours every Thursday and Friday, and in that time, he has made significant contributions, particularly in customer service and kitchen tasks.

Dale has a natural affinity for engaging with customers, always eager to strike up a conversation and offer a warm welcome. Recently, he has taken on new responsibilities, including using the till under supervision, marking an important step in his development. In addition to his front-of-house duties, Dale has a growing interest in baking, having recently helped to make a delicious quiche and enjoying the process of preparing various cakes. He is always willing to lend a hand wherever needed, whether it's taking food out to customers, washing up, or assisting with general cleaning.



Dale

Events and Activities 2024/25

April 2024

Our volunteers are preparing the buffet for the [Telford Autism Hub](#) and [Telford Children's Autism Hub](#)'s event



May 2024

The [Wellbeing Madeley Community Café](#) were delighted to receive Cllr Helena Morgan Mayor's Award

June 2024

[Wellbeing Madeley Community Cafe](#) were proud to support and provide the delicious buffet for the [Telford and Wrekin All Age Carers Centre](#) Wellbeing Event this week



Events and Activities 2024/25

July 2024

The cafe attended Silver Over Bridge, a fundraising opportunity from the Lions.



August 2024

Nicola perfected her Victoria Sponge recipe. Creating this beautiful cake all by herself.



September 2024

The launch of the ramblers walk which at the beginning the cafe offered free breakfast wraps

Events and Activities 2024/25

October 2024

Halloween themed arts and crafts free with every children's meal during the season



November 2024

The Madeley Christmas Light switch on event.



December 2024

Christmas Song Bingo. The café had a full house for this event.

Events and Activities 2024/25

January 2025

After school club was in full swing with bubble painting and Spaghetti Bolognese for supper



February 2025

In February, the café was featured in Madeley Matters, much to the delight of its volunteers, who were excited to receive the publication. The recognition was a proud moment, highlighting the café's ongoing efforts and positive impact within the community.



March 2025

The café earned a 5-star hygiene rating in an unannounced inspection—a proud achievement and boost for all volunteers involved.

Our Groups



FRIENDLY FRIDAYS

Friendly Fridays offers autism-specific drop-in support twice monthly, providing advice, information, and a welcoming space to build connections.

AFTER SCHOOL CLUB

Friday's After School Club offers activities and a meal for £3.50, supported by Sainsbury's Neighbourly Friends to aid affordability.



RAMBLERS WALK

The café's Thursday Ramblers Walking Group promotes exercise and connection, with fresh air and a £3.50 breakfast sandwich and drink offer.

BOOK CLUB



Funded by Veolia, Wednesday's Book Club encourages book swapping and social connection with a free bowl of soup for participants.

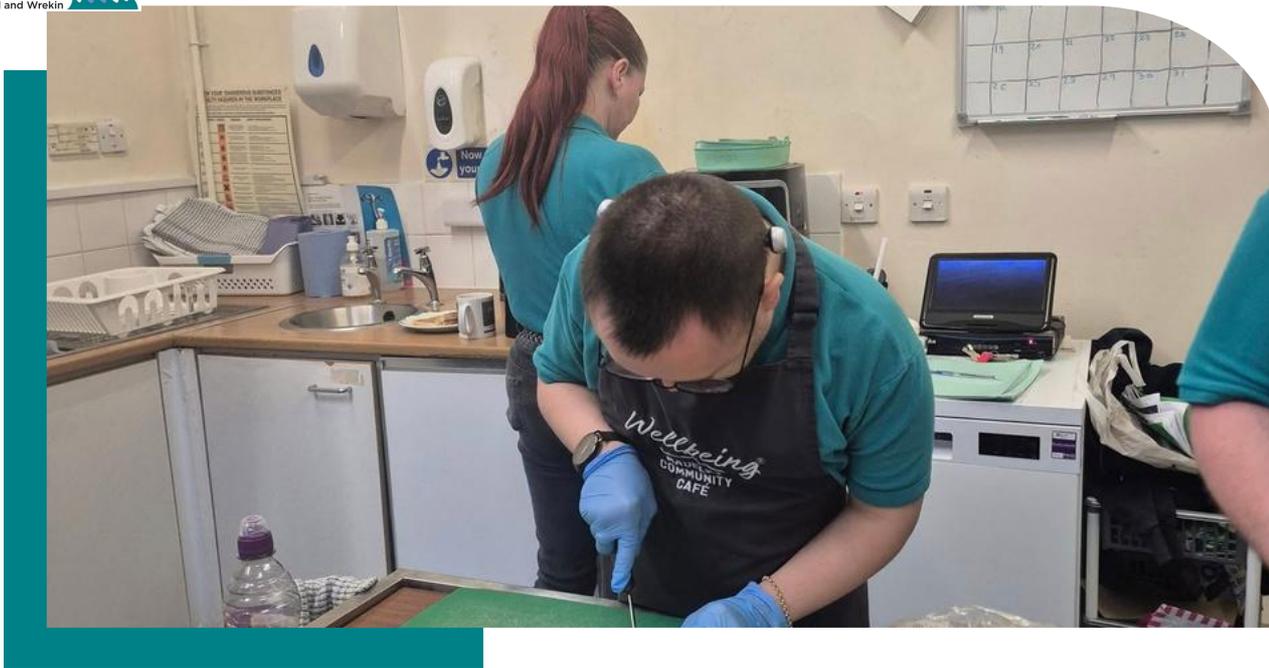
CASE STUDY

Over the last quarter, the Pay It Forward scheme has been utilised by numerous individuals, each with their own story of hardship. A particularly moving example occurred in early April when two homeless individuals, living in a tent, visited the café for support. They were welcomed with hot meals—one of their first proper meals in months.

The female guest was also able to make use of the café's free sanitary products and personal hygiene options available in the toilets. She washed her hair and left saying she felt like a "new woman." Both individuals departed not only with full stomachs but also with renewed spirits, having taken part in the café's book swap before leaving.

This story is just one of many that highlight the essential nature of the Pay It Forward scheme and the café's wider commitment to supporting vulnerable members of the community in a non-judgmental, welcoming environment.





Challenges V Looking Ahead 2025-2026

Challenges	Looking Ahead
Inconsistent footfall - Some days are noticeably slower, resulting in lower income, which can be discouraging and limit sustainability.	Explore new outreach and promotion strategies to attract footfall on quieter days – such as themed events, targeted social media, or collaboration with local groups and services.
Unequal distribution of volunteer tasks – Some volunteers prefer the more sociable or creative roles, leaving others to regularly pick up practical tasks like cleaning or washing up.	Introduce a clearer rota system and expectations to ensure fairness and promote shared responsibility. Offer regular volunteer check-ins and appreciation events to maintain motivation and team spirit.
Limited awareness of our unique offer – Despite our autism-inclusive environment and specialist support, not everyone in the wider community knows about what we do.	Launch a visibility campaign, highlighting the café's neurodiversity-friendly space and signposting function. Consider storytelling via blogs, social media, or community newsletters to increase reach and recognition.

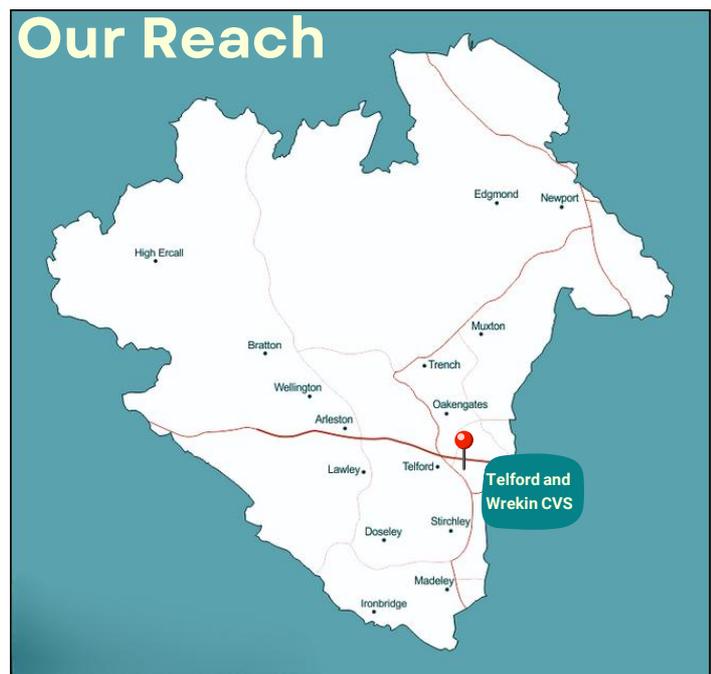


Wellbeing Independence Partnership

The Wellbeing Independence Partnership is an Information, Advice and Guidance service which supports all residents across the Telford and Wrekin locality. Telford and Wrekin CVS deliver this as part of a consortium with two other charities: Taking Part and Age UK. This is a First Point Of Contact offer supporting the statutory Adult Social Care services to focus on their delivery.

There have been over 4000 First Point Of Contact (FPOC) phone calls answered this year. Each one of these have involved listening, supporting and signposting the caller to ensure the outcome appropriately meets their needs.

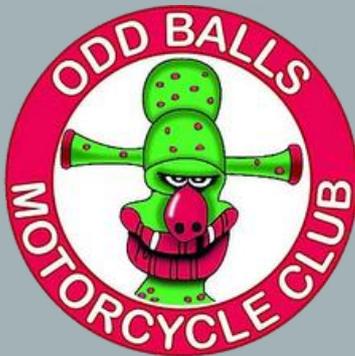
Where complexities have been identified FPOC staff have provided a tiered approach. Referring into Taking Part for enquiries relevant to under 65's and for those over 65 Age UK have supported the Tier 2 offer.





Telford and Wrekin CVS

Thank you to our Supporters



Gemma Selby's Sponsored Walk



Marka's Family Retirement Group



David and Pauline Silcock's Golden Anniversary



TWCVS - Impact to Our Staff

Telford and Wrekin CVS is one of the 346 registered charities operating in TWCVS. Our impact broadens beyond our beneficiaries as we employ 30 fantastic local people. As an employer we take this responsibility very seriously and endeavour to enrich the lives of our staff through a considerate and compassionate working environment.

The top motivator for working at TWCVS was Job Satisfaction – proving to us that we have the right people making a difference here.

Annual Employee Survey had an 80% uptake!



85% of our workforce would recommend us as an employer



Describe the work environment and culture in 3 words at TWCVS:

Supportive
Positive
Friendly
Passionate



“You Said...”, “TWC CVS Did”

“On the whole I think it is a good place to work but sometimes capacity issues cause people to feel overworked.”

“Streamlining some of the tasks such as presence at events (already started)”
 “.....it depends on individual roles but some project processes could be made clearer”

Processes made more efficient

Device availability and advance booking system in place

Working Groups set up to share resources and expertise

“Continue to embed CVS Values and our Aims across the organisation through staff engagement opportunities, bringing people together in different ways.....”

“I am aware they are trying to increase staff engagement which can only be a good thing going forward, but it’s got to be meaningful, not a tick box exercise.”

Staff engagement programme has increased & is more diverse, increased involvement of staff to include staff led workshops.

Eating through the Menopause Workshop was arranged following a specific request and actions and from this have included emergency supplies in a shared space

“Identify individual strengths and areas of individual development through a commitment of openness, transparency, consistency; and building a culture of trust . Achieved through staff training and development, 1 x 1 sessions, review of performance and reducing any barriers to future career progression.”

“.....Also opportunities for secondment.....”

“Minimal opportunity to progress into a leadership role”

“There's no routes of promotion.....”

2 secondments into Team Leader roles

Staff have had opportunities to attend Team Leader courses (4+) as we recognise the investment of learning and staff development.

Bid Writing and Webinars have had an increased uptake

Contact Us

Telford & Wrekin CVS

01952 916035
email: admin@tandwcvcs.org.uk
Follow us on Facebook Telford & Wrekin
CVS
www.telfordandwrekin.org.uk/

Telford Autism Hub:

01952 916109
email:
admin@telfordautismhub.org.uk
Follow us on Facebook Telford
Autism Hub
www.telfordautismhub.org.uk

Telford Childrens Autism Hub:

01952 262062
email: childrensautism@tandwcvcs.org.uk
Follow us on Facebook Telford childrens
Autism Hub
www.telfordautismhub.org.uk/childrens-autism-hub

All Age Carers:

01952 240209
email: admin@telfordcarers.org.uk
Follow us on Facebook: All Age Carers
Centre
www.telfordcarers.org.uk

Young Carers:

01952 240209
email:
info.youngcarers@telfordcarers.org.uk
Follow us on Facebook: Telford and
Wrekin Young Carers
www.telfordcarers.org.uk

SENDIASS Telford & Wrekin

01952 457 176
email: info@iass.org.uk
Follow us on Facebook
www.telfordsendiass.org.uk

Wellbeing Cafe:

01952 916033
Follow us on Facebook
Wellbeing Madeley Community
Cafe

