

**play association**  
hammersmith & fulham

# ANNUAL REPORT 2020/2021

# Chair's Message

When I wrote my report last year, the enormous impact that COVID would have on all our lives was only just becoming apparent. As restrictions were imposed and support services were suspended, so many of our hard-pressed SEN families faced isolation and uncertainty. It was with these families in mind, and with the support of LBHF, that PAHF took the courageous decision not to suspend our specialist SEN play/respice provision.

Working in partnership with the London Borough of Hammersmith and Fulham, our senior leadership team have worked incredibly hard to adapt to the new restrictions and ever-changing guidance. Despite everything, PAHF has stayed open throughout the pandemic and now operates seven days a week.

I believe that everyone who has supported PAHF in these challenging times should be enormously proud of what they have achieved. On behalf of my fellow trustees and fellow parents, all I can say is a heartfelt thank you!

As PAHF starts another year, continuing to support our young people and their families remains our priority no matter what challenges we face.



Gary Sweetman  
Chair of Trustees



# Chief Executive's Report

What a difference a year makes! We are fast approaching a year of COVID-19, lockdowns, restrictions and normality has gone! In February there was talk of a possible lockdown and in March the Government highlighted how the country would proceed through the pandemic. Lockdown imposed tough restrictions on what people could do. Businesses, schools and colleges closed except for keyworkers and unfortunately all playgrounds, adventures and public parks were closed. This also sadly saw the close of our mainstream projects until further notice.

We proposed to local authorities that we were here to support the Lillis young people and their families. LBHF were happy with the proposal but had to seek special government exemption to use White City Adventure Playground for the SEN service. This was soon granted, and the doors remained opened to the Lillis Project in April. We spent lots of time compiling paperwork and getting the service and building COVID-19 safe. The service was deemed as 'out of school service' while schools and colleges were closed, and the local authority kindly supplied us with PPE and cleaning resources. Later in the year we were deemed an 'essential service provider for SEN young people.' In April PAHF celebrated 15 years of serving the community and one of our parents baked a fantastic cake for us!

PAHF has a good relationship with all our families, and we thank them for their honesty and support with regard to self-isolation, testing and unforeseen changes. I would also like to thank the staff team for their hard work, honesty and resilience, as it has been a challenging year. We look forward to what next year brings.



**Lesley Schwartz**  
Divisional Manager for SEN Projects



# About Us

## Who We Are

Play Association Hammersmith and Fulham is a voluntary organisation that provides play opportunities and experiences for children in and around West London boroughs. We currently provide adventure play in deprived parts of the borough and specialist play schemes on Saturdays and school holidays that provide respite for families of children and young adults with complex needs. We currently work with families residing in Hammersmith & Fulham, Kensington and Chelsea and Ealing. We are a charity, as well as a company limited by guarantee.

## Our Mission

We at PAHF believe that every child has the right to play freely, and that play is an essential part of the welfare and development of children. We work to promote, support, improve and deliver children's play opportunities in Hammersmith & Fulham and surrounding boroughs, in response to local need. We do this in a range of ways, including:

- delivering specialist play provision for children with complex needs
  - delivering outreach and youth play sessions in deprived areas
    - delivering individualised, bespoke play and mentoring services for individuals
      - providing support to play in the borough and promoting good models of playwork practice
        - representing the play sector on various partnerships and networks

We are allocated some of the most complex and challenging children in the borough as well as supporting children that are unable to access or have been excluded from other provisions – for some families we are their last resort. We have never turned a child or young person away and have always endeavoured to work with families and other professionals as much as possible to extend opportunities for children and young people.

# Board of Trustees

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## Trustee (until Oct 2020)

Hal Davidson

## Trustee

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## Trustee (from Oct 2020)

Simon Spencer



# Head Office Team

## **Divisional Manager for SEN Projects**

Lesley Schwartz

## **Operations Manager**

Melanie Schwartz

## **Divisional Manager for Mainstream Projects (until Oct 2020)**

Colin Simmons

## **Play Development Officer (until Sept 2020)**

Rob Carroll

# Playwork Team

## Senior Playwork Team

Lesley Schwartz, Katie O'Brien, Aaron Evans, Simon Spencer, Zoe Sandrine, Shirag Ahmed, Marcus Begg, Kerry Clifford, Elli Sunshine, Amina Adan, Suad Ibrahim, Kojo Agyemang

## Playworkers

Hayedeh Naderi, Belen Tuset-Lopez, Luul Sabriye, Rochelle Sewell, Nicola Garrett, Jacklyn Haynes, Allison Carr, Florence Villenave, Amanda Thomas, Georgina Adjei, Daniel Ekundayo, Sabrina Bechatta, Sulma Mohamed, Sahra Sheikhey, Rafael Jakimiuk, Kim Brosman, Jessie Mulhern, Sara Abas Bafo, Yannick Bernard, Anthony Adigbo, Estera Daniel, Ashish Patel, Mya Onwugbonu, Suraj Chothani, Bukheit 'BK' Salum, Mohamed Sheikhey, Mirella Wysocka, Jamarah Irish, John Ozokolie, Mariam Abas Bafo, Chloe Kelly, Nathalee Blair, Nasra Ali, Nasra Mohamed Duale, Layla Haji, Ismail El-Frougui, Shilan Ahmed, Aisha Ali, Donna Doosaah, Christ Coulibaly, Emmanuel Anyabuine, Mohamed Ali, Faduma Sheikhey, Bouchra Thummannah, Abdul-Karim 'AK' El-Frougui, Daniça Sode, Tia-Maria Best-Copeland, Joyce Cobbina, Ozcan Yilmaz, Rutvi Patel, Maya Abas Bafo, Samaneh Darvish, Gamze Robitzsch, James Evans

## Volunteers and Helping Hands

Camilla Valsecchi, Steven Schwartz, Nadiya

# Anthony Lillis Project

As we began this financial year, we saw attendance for the Lillis Project decrease in the first couple of weeks. This was the choice of some of our parents, as they feared for the health and safety of their children and were worried about what was to come. We quickly put COVID-19 paperwork and policies into place, including risk assessments, contingency and action plans and cleaning policies. These were sent to the local authority, staff and parents to inform them how we planned to operate during the pandemic and to reassure them that we were doing everything possible to keep everyone on site safe in the process. We started taking temperatures of all on site throughout the day, had a supply of PPE from the local authority and began cleaning on the hour. We purchased additional cleaning equipment including a jet washer, and a steam cleaner, and had our washing machine plumbed in to make things easier.

We regularly called parents to check in, to let them know we were here for them and that we were able to support them if needed. As the pandemic saw closures of schools and colleges, many of our families were anxious about lockdown and managing at home. The local authority put a plan in place that included increasing packages of care temporarily in lieu of education. By May half term, some of our young people and their families had started to struggle and there was no end to the pandemic in sight, so playscheme attendance started to slowly increase. The Lillis Project was open 6 days a week and supported some of our young people in the community to reduce the number of people on site where possible – this continued until our young people went back into education in September. Some went back staggered, and we provided bespoke services to support those families.

We continued to look at how we could keep the risk low as the young people would now be back at school and coming in to contact with more people. We reviewed individual risk assessments for all staff and young people, we updated all the COVID-19 paperwork and introduced maximum occupancy and designated an isolation room and toilet for suspected cases on site.



We had resumed normal service and some young people were supported in the community where possible to keep numbers on site low. However, with the cold weather approaching we felt this wasn't fair on them, and with everyone being inside over winter, we took the decision to split the staff team and the young people into 2 bubbles in order to ensure that we could fulfil all packages of care. We decided to operate Saturday playscheme over both days on the weekend and 7 days a week during school holidays; Saturday/Green bubble for those young people who came on mini-buses (mostly LBHF) and Sunday/Blue bubble who are transported in taxi's or by parents (mostly Ealing). We have a maximum of 25 people on site each day. We continued to operate in bubbles throughout the remainder of the year and plan to do so into the foreseeable future.

In September we were deemed an 'essential service provider' by the local authority and were asked to present our COVID plans and paperwork to LBHF's Tactical Analysis Group for review, who were a panel of senior local authority officers. They were pleased with our input and dedication to keeping our site safe, as was the management for the Disabled Children's and Transitional Teams.

Over the last year we have only had to close playscheme on 3 days. We are very proud that we have been able to keep our site safe for our staff and young people. I would like to thank the senior team, including those that have stepped up in the absence of Lesley or Katie, I would also like to thank the team as a whole for their continued hard-work, patience while we navigate a way through, dedication to the young people, service and charity, and for their resilience and strength doing a tough job in even tougher times. Without you and your willingness to support our families during the pandemic, none of the above would have been possible.

**Melanie Schwartz**  
Operations Manager



# Anthony Lillis Project Green Bubble

When the service was split in half, the young people reacted to the change very well, as we tried to keep things as normal as possible for them and stick to their routines. Some of the young people have been asking for staff and young people that aren't in their bubble and we have had to explain to them that we are unsure when they will be able to see them again.

The young people have had access to the whole site during this time, except the sensory room as it has many surfaces that could be contaminated with the virus and is difficult to clean. We have still been doing all the same activities; art, cooking, sensory play, outdoor activities. We've been taking extra care to make sure all the equipment we use is cleaned thoroughly afterwards. We introduced a sensory massage programme after lunch and all the young people really enjoyed it. The reaction was positive, and we plan to continue this going forward.

There has been changes to the way we do things, especially the way and frequency we must clean the toys, surfaces, and other equipment that we use. We always have one staff member on general duties to clean all areas and surfaces throughout the day. It was also decided to increase the staff working hours to ensure enough time for the building to be cleaned before and after every session.

We continue to ensure the safety of all on site; staff must complete a declaration on arrival to site that confirms they have no COVID symptoms, haven't travelled abroad and haven't been told to isolate. All staff and young people's belongings are to be put in separate bags, all staff are required to wear masks unless outside in the open and can social distance. We have started keeping diaries for each young person to monitor their mental health and well-being during these uncertain times. Some young people have tried new things during the pandemic and the diaries have been helping us to adapt the service to support them the best we can.

**Katie O'Brien**  
Senior Playworker



# Anthony Lillis Project Blue Bubble

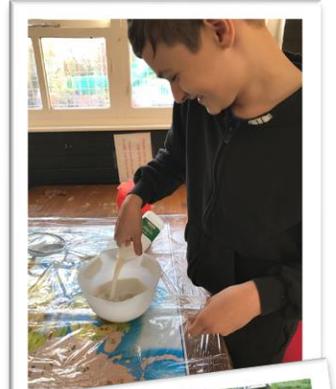
What a year we've had! Throughout the pandemic we were keen to provide a service of some kind to our clients. When schools were closed we adapted the provision to become an out of school service. Holiday provision went ahead as normal throughout the year and when the schools went back in September, we had to rethink the service. Operating in 2 bubbles meant that if we had an outbreak on site, the whole group wouldn't be affected. This would also reduce the risks for all. The team have been very proactive in cleaning and keeping on top of disinfecting of equipment and resources.

I feel that the young people enjoy and have benefitted from being in smaller groups. Their anxiety has reduced and some young people that are usually quite cautious and shy, have been exploring different areas of the site and started engaging with their peers, which has improved their well-being.

As we entered the second lockdown, I feel it had a massive impact on our young people. We started to notice some of them were becoming more anxious and some were presenting challenging behaviours. They did not understand why they were back at school but didn't have their normal routine. Some of them were only going to school a few days each week, and again were in bubbles so didn't see some of their friends and teachers. Having to isolate was also playing havoc with our families' mental health, as isolating from school meant they weren't able to get any support at all until their isolation period was over. The continually changing guidance didn't make this any easier. We decided to start keeping diaries for each young person to document their time at playscheme. This has helped us to notice regular behaviours and patterns and be proactive in trying to diffuse the situation. The diaries also mean we can keep a written record of each young person's well-being and in turn support their mental health.

Due to some families struggling, we extended our service to provide support until 6pm when needed, which has helped them

**Lesley Schwartz**  
Senior Playworker

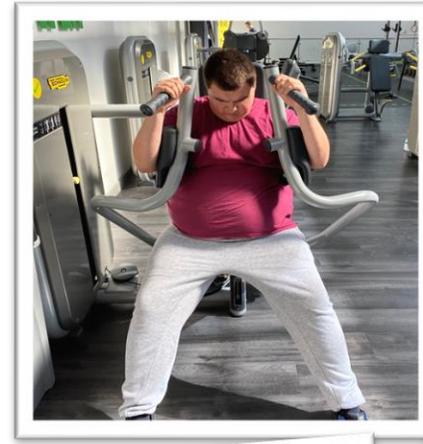


# SEN Bespoke Work - Sundays

B has been participating in lots of activities in the community including arts and crafts, sports, trampoline and gym sessions across Kensington and Chelsea leisure centres and White City Adventure playground. He has enjoyed visiting London Zoo, museums and other activities around London. He enjoys using the outside gym to do exercise and enjoys walking. He enjoys communicating with other people when he is out in the community and has made friends.

Being supported in the community has helped B to further developed his skills. He has been taking part in exercise and sport, and I continue taking him to get his haircut – he now tells me when his hair is too long and he needs it cut. Well done B continue the outstanding work.

Shirag Ahmed  
Outreach Playworker

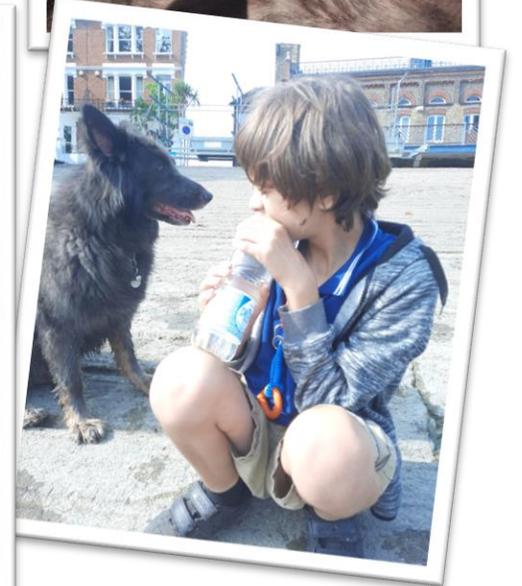


# SEN Bespoke Work - Sundays

During the pandemic, it was hard to work in the community as many things were closed. Working with Z in the community on Sundays was a challenge as his attitude and behaviour would sometimes change due to him not being able to explore his favourite places. I would usually take him to access play activities, but during the pandemic, he has not been able to do that. I have done my best to try and maintain some consistency and routine, for example taking him to the park and going on buses and trains.

One of the biggest challenges that I have faced this year is trying to keep Z occupied, and changes to his behaviour when this isn't possible, or he doesn't get what he wants. Over time, Z has gradually gained a better understanding of how the world has changed, and I will continue support him in any way I can.

Sahra Sheikhey  
Outreach Playworker



# SEN Bespoke Work - Sundays

B is always ready and happy to see me on Sundays when I pick him up, whether we are going out or to playscheme. During the pandemic it has been a struggle to find activities to access. This made B anxious at first and he would always ask questions about his day, however as time has passed and due to the constant uncertainty of the pandemic, he has over time become more relaxed and now rarely asks questions – he’s just happy to be out and engage with others. I explain to him how the day is planned out, including where we are going, method of transportation and if there may be any changes to the plan.

B is able to make choices about his day, for example where he wants to go and which route he wants to take to get there. At the start of the pandemic he wanted to stay close to home and wanted to walk the same route, however now B seems more confident, is much less stressed and is happy to visit other places and take different routes. He has been quite anxious while travelling this year and would shout a lot if he felt uneasy, but he has coped very well and giving him choice and control of how he wants to proceed to his destination has really helped him to settle. He loves looking at sports cars and talks about them a lot. Being in the community has helped him improve his road safety skills and we walk Kasa (my therapy dog) he is really cautious and always checks Kasa isn’t too close to the road. B has a big soft spot for Kasa and sometimes gets upset if I don’t bring her to pick him up. He is confident when walking her and holds her leash. He helps her out when her leash gets caught, he will praise her when she is walking nice with him and will ensure she has food and water on our journeys. They show each other lots of affection and have built a great bond.

B has developed some new interests during the pandemic and has been helping in the garden, being very creative with our arts and crafts resources and listening to music through headphones. He has tried some new foods and healthy snacks. I have seen real changes to B and his behaviour in the last year. He has developed more patience with dealing or coping with stress, waiting, and change of routine. He has really developed his communication skills to. I’ve enjoyed working with B.

**Kim Brosman**  
**Outreach Playworker**



# SEN Bespoke Work - Daycare

One area of support we have provided this year includes a bespoke service for some of our older young people who are no longer in education. We worked with one of our families to provide weekday support for their 22-year-old son who is no longer in education.

Initially his parents were quite anxious about him leaving the house, let alone attending playscheme – he is a wheelchair user and has Cerebral Palsy, which deemed him vulnerable to COVID 19. However, as time passed and we assured them we were doing all we could to keep everyone safe, we began collecting him from his home and escorting him to playscheme 3 days a week, where he was the only young person on site. He is able to access activities that are specifically designed for and are beneficial to him. We support him physically and emotionally, as well as helping to meet his sensory needs.

The service is a vital lifeline for his family, and gives them some much needed respite, as he is no longer eligible for education and doesn't attend any other provisions. Without our support during these uncertain times, he and his family could have become very isolated, however they are very grateful for the support and respite they receive, and we hope that we are able to continue this service beyond the pandemic.

**Marcus Begg**  
Playworker

# SEN After School Support

We officially started running an after-school project for SEN young people this year! After starting a bespoke service for one of our young people, our after school project has now expanded and on some nights we can have up to 5 young people on site, 2 of which are supported on a 2:1 basis. We operate Monday to Friday, from 3.00-6.30pm. We have a range of activities to offer, including arts and crafts, cooking, outdoor activities and sensory play. There is a limit to the activities that we can do as its only a short time that they are with us, however these activities can still be accessed at playscheme on the weekends or school holidays.

We now have 2 young people attending from Ealing, one of whom was new to the service and didn't like transition. We put together a transition plan and his parents started by driving to site. He wouldn't get out of the car at first, however after meeting me a few times he would allow me to walk with him and dad around the perimeter of the site and bring him in through the side gate. We would leave the gate open at first to relieve his anxiety, letting him know he was free to leave with dad if he didn't want to stay. After a while we started to shut the gate, and eventually locked the gate, so if he wanted to leave he would need to walk through the building. Eventually he started to enter the site through the front door, with dad by his side. After a while, Kerry and I suggested to dad that he leave for a while and see how it goes. This worked really well and over a period of weeks we gradually increased the time dad left site for, until he was able to stay with us till 6pm. Kerry and I slowly introduced him to Mya and Daniça, who have been doing a fantastic job with him. Over time we started to build a pool of staff he was familiar and comfortable with and we are planning to have him join the green bubble for the coming Easter holiday.

We are introducing an established snack time and menu, offering the young people a variety of their favourite foods. This in turn will help the young people to know what to expect each day, therefore relieving their anxiety a little before they arrive. I'm really happy with the progress of the after school club and the young people attending. I'd like to say a big thank you to all the staff that have helped the project to build and become a success.

**Katie O'Brien**  
Senior Playworker

# SEN After School Support

I have been working with B at after school club. When we ran a mainstream after school club, B accessed the provision with his playworker, however this year B's after school club experience changed. It's a big change for him and his routine. Some days he is the only young person attending after school club, however he benefits from having everyone's full attention and is interacting more with the team, especially staff he doesn't know so well.

He has coped with the changes and uncertainty this year very well. He asks about the other young people when he is on site on his own, which demonstrates that he cares for his friends and values their company. However he isn't disheartened being the only one on site and still enjoys his time at after school club. He loves coming to after school club and always notices when Katie or I aren't there, as we are the ones that support him the most. He shows concern for us, asking where we are and when we will be back.

I have supported B and his mum to attend doctors appointments, as B can find waiting, examination and procedures a challenge. He has reacted positively to having me support him at appointments and this provides some relief, support and reassurance for mum. B's family are extremely grateful for the support they receive – without after school support B would be extremely anxious and bored after college each day, and would most likely present challenging behaviour at home. B has attended after school club since he was young and continuing this service into adulthood has maintained an important part of his routine and reduced his anxiety.

**Kerry Clifford**  
Playworker



# SEN After School Support

L attends after school club on Fridays for 3 hours, where he is collected from school and walked home. The group is usually quite small on Friday's, however during the pandemic we have seen an increase in after school attendees throughout the week. This has been brilliant for L as he enjoys being around different people and is very sociable. Since L has been coming to the after school club, he is engaging more with young people of his age, which in turn has built his confidence and social skills. He has become more vocal has been open to exploring the outside area more. He likes to help with tidying up and will stack chairs, sweeping the floor and take the bins out without being prompted.

**Amina Adan**  
Playworker

I collect one of our young people from school and escort him to after school club. He joined the after school club during the pandemic and in the beginning, he was a bit apprehensive. He had a lot of changes going on around him; he had recently started attending an overnight stay service and he was confused as to why he was being brought to playscheme after school. We reassured him that he will still be going home to mum after club. He was unsure in the first couple of weeks but he soon got used to his new routine. There were times he was going to respite instead of home after club and this would upset him, however once his days at respite were decreased, he was back to his normal self. He is a very mischievous young man. When he witnesses other young people behaving inappropriately, he feeds off it and starts to misbehave himself, sometimes copying the exact behaviour as others. He plays a lot with the toys in the centre and also enjoys pushing the trolley and bikes around outside. I believe he enjoys the service, he is very playful, happy and has really become fond of myself and other staff. He is very comfortable around us and when other young people are upset, he hides behind us or even holds our hands, demonstrating his relationship with us. He's shown better communication with his peers, he gets really excited when he sees his friends arrive at after school club.

**Layla Haji**  
Playworker

# SEN After School Support

E joined us during the pandemic; he was attending another service, however he was just about to turn 16, which was their age limit. E has high anxiety and doesn't like transition at the best of times, and unfortunately due to the pandemic, there was no transition period for E from one service to the next. We had to stagger his days at playscheme and at first he wouldn't walk through the front door, however his parents brought him to playscheme most days, just so he could get used to the site and meet the staff and young people. Each time he took a little step closer. It was a very gradual process, however E soon warmed to us and has since gained a lot from coming to after school club. Although it's still early days and we are yet to see changes in him or his behaviour, he has quickly become very comfortable on site. Having built a good rapport with the staff and the other young people, his personality has shone through. Due to his anxiety, E benefits from being in a small group and is able to move freely around the playground. When E first arrived the other young people made him anxious, but now we can see him making an effort to interact with them, which is really good progress. He still struggles with asking for water and accessing some parts of the building, however this is improving with time.

**Mya Onwugbonu**  
Playworker

S started the year as his usual energetic, imaginative self. However we began to notice a slight change in his behaviour half way through the year. He was becoming more frustrated, was struggling with voice volume control, was finding it hard to string his thoughts together, had trouble focusing and found it difficult to be in the same vicinity as some of the other young people at times. We were unsure if these were hormonal changes caused by puberty or if he was struggling with the prolonged effects of the pandemic on his routine and every day life, however he started being supported on a 2:1 basis. Attending after school club has had a positive effect on him and we are working closely with him to manage his feelings understand his behaviour. Being in a smaller group has benefitted him as it causes less distractions and triggers, is a much quieter environment and enables him to focus on himself and the task at hand.

**Daniça Sode**  
Playworker

# White City Adventure Playground & Wormholt Park After School Club

The country and the world was hit with a COVID 19 pandemic at the start of this year and as a result, we had to close the doors to both our mainstream projects, with the hope of re opening in the future.

We have hit a stumbling block on this front; as funding was cut, and it has been difficult to seek funding as most are supporting COVID relief projects this year. During this time, we unfortunately said a fond farewell to a few members of our mainstream team members - Reann and Cristina chose to move onto other career dreams. Rob Carroll and Colin Simmons of the management team sadly were made redundant, and without a mainstream division we unfortunately had to end our partnership with Wormholt Park Primary School. All members of the team were a vital part of the growth of White City Adventure Playground and Wormholt Park After School Club and will certainly be missed. I would like to thank them all for their time, support and dedication to the organisation, services and children.

Emmanuel and I took the decision to transfer over to the SEN division where we would be working with young people that have a range of needs and abilities. This was a massive challenge for me, as I've always worked with mainstream and have very little experience with SEN young people. It's something I approached with both eyes wide open and really enjoy it now. It has helped me to become a more holistic playworker and I've picked up many new skills and attributes.

I am now a proud member of the SEN division and can continue to develop my practice working with all children and young people. I look forward to the future and hope that the mainstream projects can hopefully return in the future.

**Kerry Clifford**  
**Senior Playworker**

# Play Association Hammersmith & Fulham's 15<sup>th</sup> Birthday

April marked the 15<sup>th</sup> year of PAHF providing play services and opportunities for children and young people in the borough and surrounding areas. Although we couldn't celebrate the way we would have liked to, we still marked the occasion. One of our parents baked us a lovely cake and we had a tea party on site.



# Partnerships

We continue to maintain our strong relationship with LBHF, however we aren't able to meet with them as regularly as we normally would due to the pandemic. Our service users continue to transition into Adult Services. We continue to attend network and strategy meetings for all our young people and have taken part in Child in Need meetings, all of which are done online via video conference. We continue to build a relationship with the Children with Additional Needs Team at Ealing. We have seen an increase in requests from Ealing social workers this year, as most Ealing services have been closed during lockdown. We continue to work with Adult Services from both Ealing, Kensington & Chelsea, and Hammersmith & Fulham.

We have maintained our strong relationships with CT Plus, as our transport provider for LBHF and communicate any necessary information with regard to cancellations, pick ups, changes of circumstances etc. We remain close to Westway Community Transport; Lesley and I are volunteer drivers for the organisation and we continue to hire their vehicles for removals and trips. We have recently started using Green CT Cars, Westway CT's in house minicab service, to transport one of our day-care clients and plan to continue this into the new financial year. We continue to work closely with Randolph Beresford Early Years Centre, as they manage the White City Adventure Playground building. We maintain good levels of communication with regards to the projects, building and maintenance, however seeking funding opportunities and organising events hasn't been easy this year. We work alongside, support and share the building with the Harrow Club, who use the building for their youth project 3 evenings a week, and SEN tutors that use the building for 4 hours on weekdays, however the Community Café hasn't opened at all this year.

We remain in good contact with Sainsburys Fulham Wharf and they are very supportive of our work. Although Edward, our charity link in the store, has left, they continue to host our collection tins on all check outs in their store and we have been working alongside other staff in the store to ensure we can continue to fundraise there. We hope to maintain and develop all our current relationships and partnerships with other providers and expand on these in the year to come.

**Melanie Schwartz**  
Operations Manager

# Quotes from our Parents

"Play Association have worked hard to help our son settle into after school club. He was very anxious at first but they understood how to help him relax and enjoy himself. After school club makes a huge difference to our family. It gives our son a space to unwind after the demands of school, so that when he comes home he is more relaxed. It also means his younger brothers have some valuable time with us, and we have the opportunity to go out with them for a couple of hours, which would otherwise be impossible to do!"

**Constant**

"Lesley and her staff, you are ALL just exceptionally great, kind, trusting, reassuring and such professionals... we thank you during such a pivotal time!"

**Jeannette**

"Appreciate all the work you are putting in – thank you"

**Michael**

"I really appreciate all you're doing to keep [playscheme] open for us"

**Lisa**

"You need a Pride of Britain award, don't know what I'd do without you. Thank you!"

**Julie**

"Play Association means so much to me and my family, especially my special needs son. My son has been attending since 2015. They are the only people who actually treat the children and young adults as individuals with their own personal preferences, like my son with his pictures. Unfortunately when they had to close because of a staffing issue due to COVID it was very difficult at home; his routine had changed, so did his behaviour, and then college closed which was a challenge. He and his dad have epilepsy and I was diagnosed with cancer in May 2020 and was undergoing chemotherapy, so for my son to attend playscheme has really helped us as a family tremendously. I know that the people are trained to deal with his epilepsy and his meltdowns and we are so grateful for it, even more so through the pandemic. If it wasn't for Play Association H&F, I don't think we would have coped."

**Dawn**

# Quotes from our Staff

"Working during the pandemic was taking a great risk as most of us had to use public transport to get to work, which was not the safest way to travel. Due to safety measures that were implemented, we were not able to see some of our colleagues and young people we were so fond of working with as we had to separate into bubbles. The pandemic continues to play havoc with our lives but we are determined not to let it defeat us as we continue our commitment in providing a service for our young people and parents who depend on us."

Jacklyn

"Getting to work during lockdown was quite difficult, however splitting the service into bubbles has made the service more personable. We've been working more consistently together which has strengthened relationships between the staff and young people, and improved the team and service as a whole. We're not sure what next year will bring, however we are prepared for whatever comes our way."

Daniça

"Working during the pandemic has been a challenge and has affected us all. In the beginning we weren't sure if playscheme would open. Playscheme was soon open and I was working every day, however this soon changed and affected my circumstances, resulting in having to claim Universal Credit and access food banks. Now we work in bubbles and I started a new job which has affected my availability and routine, which upsets me as I'm not able to work as much and miss the children and team. I used to enjoy maintaining the garden and setting up activities and resources for the young people however this has become a challenge since we are split into bubbles. No one knows how long the pandemic will last, and it has affected all our lives drastically, however I'm very happy with the measures PAHF has taken to protect everyone and continue to support the organisation in any way I can."

Kim

We continue to provide one-off bespoke services for families in need, on school or college inset days and for those who have different term dates

We continue to develop our sensory garden and the staff and young people have successfully began growing flowers, vegetables and herbs

Thanks to our £15K grant from the Baily Thomas Foundation in January 2019, we were able to deliver 224 additional playscheme hours to families in need this year

PAHF's outreach and bespoke services aim to support young people, for whom play scheme is not appropriate, at home or in their local community. Bespoke services include escorting the young person to and from home, support for specific activities, organising appropriate trips, promoting independence and providing basic behavioural assistance where appropriate

In February we were made aware about the White City Central development, which affects the adventure playground as it is on the proposed development site. Works are due to begin in Spring 2022 and there are many consultations and workshops scheduled so we hope to gain more information regarding what is planned in the new financial year

Many of our Lillis Project users had their packages increased due to the pandemic and playscheme operated 'in lieu of education'. Usually, we would operate 95 days of playscheme each year, however this financial year, playscheme operated on 217 days. This figure doesn't include work in the community or bespoke work we have done this year

We continue to develop our online platforms; website and social media

We continue to work closely with Randolph Beresford regarding the Adventure Playground premises and we meet with them when possible

Our staff continue to escort our clients that find transport difficult or have underlying health needs. We advocated for ALL young people in LBHF be eligible for transport during the pandemic to prevent parents having to travel with their children on public transport, and this was agreed by the local authority

Melanie undertook her Team Teach Intermediate Tutor refresher course in September. Much of the training is face-to-face and it has been difficult to try and organise a course due to restrictions and operating a service 7 days a week, but she hopes to get the training underway once restrictions are lifted and normality returns

# Treasurer's Report

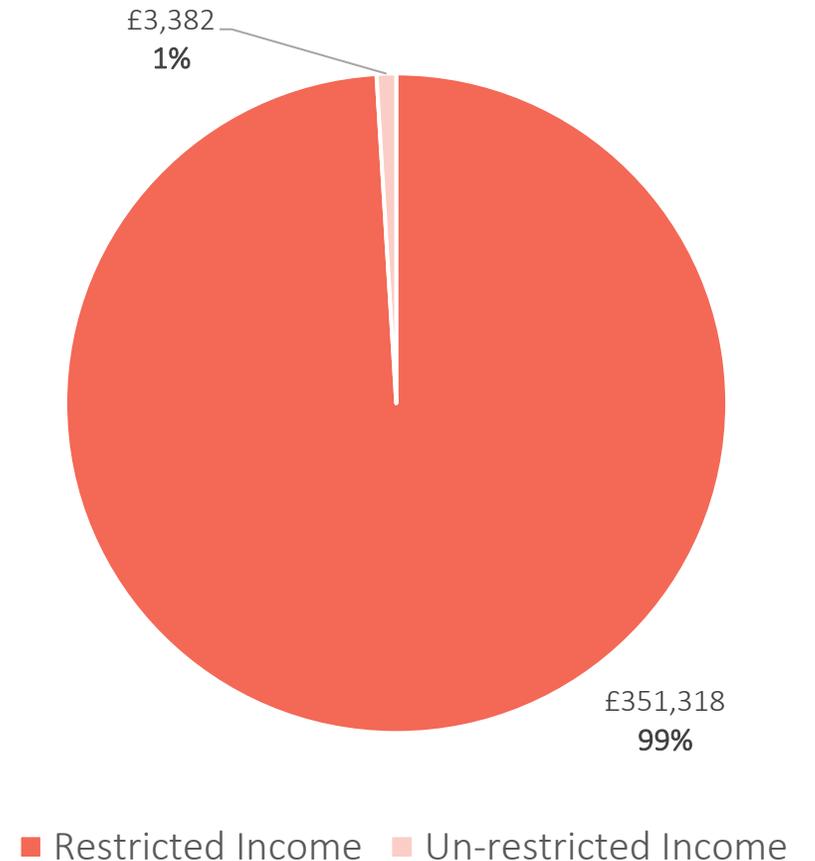
This was a very difficult year for so many individuals, families and organisations. COVID affected every aspect of our lives.

From a financial perspective, PAHF faced a decrease in income as some of our service users shielded at home and we had an increase in one-off expenditure. This additional expenditure is directly attributable to COVID; additional cleaning, statutory redundancy payments and payments in lieu of annual leave have impacted on PAHF's profitability. It is therefore reassuring to note that PAHF finished the year in a strong financial position, with a net profit of some £19K and increasing reserves. There is every reason to believe that, once the shadow of COVID is lifted, our income will return to pre-pandemic levels.

Going into the year 2021/22, there is continuing uncertainty about COVID and our use of the adventure playground site. With that uncertainty in mind, PAHF successfully obtained a Government backed Bounce Back Loan in the year ended 31/03/2021. This loan will give the Trustees the flexibility to deal with any prolonged disruption to service in the coming months and any issues relating to the closure of the White City Adventure Playground site in 2022.

**Gary Sweetman**  
Treasurer

## Income for 2020/21



# Fundraising & Highlights

Fundraising has been difficult this year due to the effects of the pandemic. At the end of last year we were planning multiple fundraising events and activities, however lockdown and restrictions meant that these plans were put on hold indefinitely. Much of the funding available this year has been restricted to COVID related projects, which unfortunately made it extremely difficult to find funding for our mainstream projects. The Lillis Project however was fortunate to secure funding for the relief service it has been running throughout the pandemic for SEN families.

Due to the volume of applications funders were receiving, we were limited to the amount we were able to apply for and we were unsuccessful in securing some of them. However in April we were awarded £1000 for PPE from United in H&F, an amalgamation of many local charities working together to raise funds for the community and groups providing COVID relief services in LBHF. We were very lucky to secure another grant of £860 from them in March as part of their winter COVID relief fund. This was used to purchase snacks for playscheme and after school club. The Lillis Project also continues to utilise its funding from Baily Thomas Foundation, helping to provide many hours of support for our most vulnerable families, which is particularly important at this time.

In May we received a letter from Kevin McGrath OBE, Representative Deputy Lieutenant for the London Borough of Hammersmith & Fulham, to say “Happily London is blessed with having many wonderful organisations such as yours which are working in Hammersmith & Fulham to help our community to get through this period. As the Representative Deputy Lieutenant for the Borough, I wanted to let you know that your organisation’s hard work is massively appreciated, especially in these fraught times. Your work and support for our Borough during this period exemplifies all that is good about our communities, our Borough and our City.”

We were contacted in June by Boh & Bees and DiLusso Travel, who had been donated lots of food items as part of their COVID relief effort, and were giving out care packages to local organisations in response to the pandemic. We gratefully received tea and coffee, cereals and cereal bars, drinks, easter eggs and confectionary for our team and young people.



In July we were nominated for and received a £1000 grant from Ecclesiastical as part of their Movement for Good awards programme. Usually our young people would access the Big Splash programme of activities at Jack Tizard School over the summer holidays, however this was cancelled due to the pandemic. Instead they donated some art supplies and activity kits to site, which the young people really enjoyed. In March we also received a generous donation of art goody bags for our young people from Imperial College 'the Invention Rooms'. They send us a group of volunteers before the summer holidays to help with tasks on site, however the pandemic meant this was impossible. They still wanted to help us in any way possible so instead they donated £1200 to help us with our efforts.

During lockdown and while the sensory room was out of use, Reann from the mainstream division came in and used her amazing artistic skills to redecorate it. The results were phenomenal and we can't wait for the young people to see it when we are able to reopen the sensory room once again.

We are grateful to Sainsbury's Fulham Wharf for hosting our collection tins, as this has allowed us to raise some funds for the charity this year. We hope to host a collection day in-store next year. I would like to thank everyone that has supported Play Association Hammersmith & Fulham throughout the year and for their continued support.

**Melanie Schwartz**  
Operations Manager





# Thank You!

Randolph Beresford



We would like to thank our partners and funders, who make our work possible. They include:

We would also like to extend a warm thank you to all the people we have worked with over the last year, to help support our young people and the work we do. A special mention goes to the following:

- Our wonderful staff team and dedicated board of trustees
- All at Randolph Beresford Early Years Centre, especially Michelle Barratt, Sandra Martin and Chris
- All at Royal Borough of Kensington & Chelsea, especially Yvonne Samuel, Santosh Murki and Adult Services
- All at London Borough of Hammersmith & Fulham, especially Becky Powell, Stefan Van Herck, Mandy Lawson, Matt Simpson, Jon Boulton, Angie Syme, Shelly Mulligan, Travel Care, the Disabled Children's Team & Preparation for Adulthood Team
- All at London Borough of Ealing, especially Chris Jones, Jalamang Camara and Michael Bonello and the Disabled Children's Team
- All at Jack Tizard School, especially
- Sainsbury's Fulham Wharf, for hosting our collection tins on their check outs
- Anwar Jorgis and Ginette Belateel for their accounting and book keeping services
- All at the Harrow Club, especially Michael, Rob and Jade
- CT Plus, Westway Community Transport & Green CT Cars for their transport services
- Parsons Green Sports & Social Club for hosting our registered office and postal address
- Shell, United in H&F and Ecclesiastical Movement for Good Awards for monetary donations and grants received
- Imperial College, Boh & Bee's, DiLusso Travel and Anthony Heywood & Carolina Pina-Cuenca from the Big Splash for their donations
- The Big Yellow Box Company and Powerday Skip Hire for their services, especially Powerday for the skip they donated to us in the summer

We also want to thank all those companies and individuals who have supported us directly, or in kind, attended an event, made a donation or lent a helping hand.

# The Coming Year

Play Association Hammersmith & Fulham will continue to deliver our current projects and be proactive in researching other opportunities that may present themselves. We hope to provide more training and work opportunities for our staff and develop the services we provide. We hope to begin face-to-face events and fundraising in the near future and we continue to work on our publicity and advertising. We are continually working on improving and updating our website and developing our social media presence.

We understand that things can change at any moment and we plan to continue supporting our families throughout the pandemic, in any way possible. 2021/22 is very uncertain at the moment, as we enter a new financial year in the middle of a pandemic, however we have done it once and we will do it again. We will continue to make the safety of our staff and young people paramount and plan to take Government advice, and direct advice from LBHF and PHE. As we move into the next phase of the Government's road map and things are planned to start getting back to normal, we will continue to operate in bubbles and we are hopeful that we will be able to resume 'normal' service soon. In the mean time, we will continue to support our families as much as we can during this time.

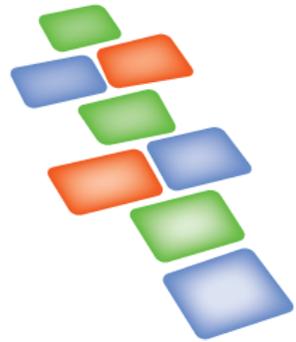
Our head office is still based at Parsons Green Club; however, the senior management team continues to work and projects continue to operate from White City Adventure Playground for the foreseeable future.

## Would you like to become a Trustee?

We are always on the lookout for new trustees. Do you fit the following criteria:

- Are you interested in the rights of children to play?
  - Have you knowledge or experience of play, of the voluntary sector or business world?
  - Are you willing to give up some free time to support our organisation?

*If you are interested in becoming a trustee for Play Association Hammersmith & Fulham, please contact us on 020 7736 3699 or [info@playassociationhf.org.uk](mailto:info@playassociationhf.org.uk)*



**play association**  
hammersmith & fulham

## Play Association Hammersmith & Fulham

Parsons Green Sports & Social Club  
31 Broomhouse Lane  
London  
SW6 3DP

Tel: 020 7736 3699  
Email: [info@playassociationhf.org.uk](mailto:info@playassociationhf.org.uk)

[www.playassociationhf.org.uk](http://www.playassociationhf.org.uk)

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