

Thousands of people in Surrey are slipping through the gaps... we're here to catch them

# The Net Result

## How we made a difference

**SURREY**  
**CARE** TRUST  
Nurturing skills | Changing lives

This year we have faced the unprecedented challenge of the Covid-19 pandemic and lockdown, the cancellation of our fundraising events and the beaching of our Swingbridge2 enviroboat following a weir collapse. But thanks to the support of our volunteers, funders, partners and supporters we have adapted the way we provided our services and raised emergency funds to enable us to continue to support some of the most disadvantaged and socially marginalised people in Surrey: those from low-income families, vulnerable young people and low-skilled adults.

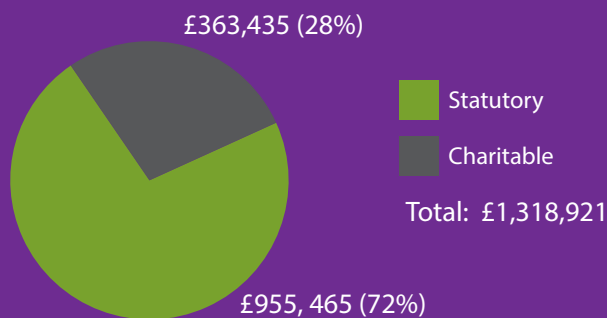
Next year our work will be needed more than ever to help people to become more resilient to cope with mental health problems, family conflict, unemployment and the limited opportunities that they will face.

**Our emergency appeal raised over £50,000 in just six weeks. Thank You!**

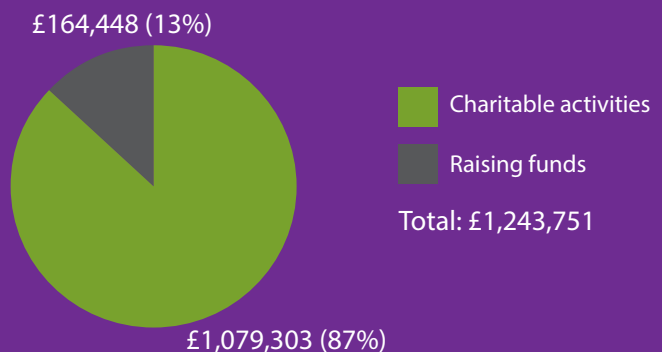
## FINANCES AND FUNDRAISING

*Thank you for your support!*

### Income



### Expenditure



87p of every £1 generated goes directly to supporting vulnerable young people and disadvantaged adults and families in Surrey.

Our full trustees report and accounts are available on our website at [www.surreycaretrust.org.uk](http://www.surreycaretrust.org.uk) or from our office. Email [info@surreycaretrust.org.uk](mailto:info@surreycaretrust.org.uk) for a copy

# MENTORING

Mentoring is a simple but effective way for one person to give their support to someone else who is going through a tough time or wants encouragement in making difficult decisions. Our research has shown that the Covid-19 pandemic and lockdown has increased the number of people finding it hard to cope.

Julie\*, a mum of two young boys and pregnant was suffering from a lack of confidence, depression and had become an introvert. Her partner was in work but his wages were not enough to support the family financially and they needed urgent support to get back on their feet. Julie was matched with one of our volunteer mentors, Becky\* who helped the family with practical support such as sourcing pre-loved school uniform and free furniture, as well as equipping Julie with the skills to feel confident to make decisions and find solutions to problems.

*"I was able to support Julie\* to build confidence in approaching difficult life situations. Over time I watched her overcome challenges and get to where she wanted to be. It's encouraging to see her become more confident in trusting her own abilities and to see her in her new place happy and healthy. Nothing is more rewarding to me"* Becky\* volunteer mentor

\*Name has been changed. Photo posed by model



**90% of our mentees said that they feel more supported and valued thanks to mentoring**

## STANWELL FAMILY CENTRE

Stanwell Family Centre offers a range of services and support to enable children aged 0-11 years and their families overcome difficulties and thrive.

We work with families who need additional support to help find solutions and improve outcomes when a problem emerges.

The services and activities at Stanwell Family Centre are designed to aid childhood development and provide adults with skills for parenting, life and work.



**92% of local families have registered to use our Family Centre's services**

*"I'm so grateful I had people to share my problem with and I got supported. In future I know I can ask for help without hesitation."* Aisha\*

\*Name has been changed

## GATEWAY COMMUNITY ALLOTMENT

The Gateway Community Allotment aims to help anyone at risk of isolation and the long-term unemployed to make positive changes by developing practical skills and to benefit from the therapeutic effects of gardening.



*"Coming to the allotment has done a lot for me. It's nice to come down and do some painting, chat to everyone, be out in the fresh air...it's a about being part of it. That's really it."* Ian



The Working Together for Work and Local Perspectives projects are funded by the European Social Fund and the National Lottery Community Fund.

## SWINGBRIDGE COMMUNITY BOATS A RESOURCE FOR OUTDOOR ACTIVITIES AND LEARNING

Our two community boats give people of all ages the opportunity to learn new skills. Hundreds of people benefit including disadvantaged young people, vulnerable adults, offenders and our own volunteers.

Trips on Swingbridge1 make the River Wey accessible to people with limited mobility or other special needs, while training programmes help young people and adults to improve their personal and practical skills.

The environmental conservation programme based on Swingbridge2 benefits our volunteers who need additional support, offenders serving community sentences and all manner of wildlife too.

This year saw a reduced number of trips and people participating in training and volunteering due to the Covid-19 pandemic and restricted use of Swingbridge 2 following the collapse of the weir on the River Wey.



*"I've been in a position where I have needed support and now I'm supporting others. My experience means that I understand how vulnerable they may be feeling so I try to help them to relax and leave their worries behind. I sometimes share my story about my recovery from addiction - I'm proud of what I've achieved and how far I have come."* Dave - Swingbridge 2 volunteer

# Flourishing Families

Mentoring from trained volunteers to help young people and families to raise their skills and realise their aspirations as well as expert support from our Family Centre to give children the best start in life.

## MENTORING

**459** young people and adults received mentoring support in 2019/20

**100%** of people who were referred for mentoring were matched within four weeks so that support could start as soon as possible

We adapted our mentoring service during the pandemic to provide a blended approach of face to face, online and telephone support.

## STANWELL FAMILY CENTRE

At least **80%** of families needing support were provided with advice or information or their case was closed with a positive outcome.

**100%** of families with complex needs referred to us for support were seen within 10 days



Figures are for our financial year July 2019 - August 2020

## Nurture through Nature

Unique outdoor opportunities supporting people to improve their skills, mental health, and their wellbeing through activities on our Swingbridge community boats and at our Gateway Community Allotment.

## GATEWAY COMMUNITY ALLOTMENT

62 people benefited from the activities on offer and a mix of formal and informal mentoring, depending on need.



## SWINGBRIDGE COMMUNITY BOATS

**65** individuals undertook skills training this year

Despite this year's operational challenges, we ran **45** trips



## Skills to Thrive

Free and independent counselling for 16 to 25s; adult learning to build confidence and skills; STEPS to 16 alternative education for 14 to 16 year olds who struggle with mainstream school due to challenges such as social disadvantage, or poor mental and emotional health and, support to take action on local issues through the Local Conversation in Stanwell project.

## ADULT LEARNING

Over **80%** of our learners completed their course.

## COUNSELLING

**100%** of the young people we supported with counselling said they had raised aspirations.

## STEPS to 16

**90%** of students on our alternative education programme gained external accreditation



## LOCAL CONVERSATION IN STANWELL

The project organised **47** different events and activities and distributed over 340 activity packs.

**60+** families repeatedly attend the project's events.

# ADULT LEARNING ENCOURAGING PEOPLE TO TAKE UP LEARNING AGAIN

Our adult learning 'pop-up' courses can be transformative for people wanting to make a fresh start after a crisis in their lives, such as unemployment, illness, crime or family breakdown. Shared learning is also about creating a springboard to new friendships and community links.

We provide first-steps learning courses in a range of topics designed to have broad appeal including first aid, arts and crafts, cooking and budgeting.

*"I haven't worked since I had my daughter. I wasn't really sure what I could do, so I thought I could try a jewellery making course to see if I was any good at it and think about setting up my own business."* Zoe, young mum



**More than 40% of learners said they would progress on to further learning, training and volunteering**

## STEPS TO 16 GIVING YOUNG PEOPLE A SECOND CHANCE IN EDUCATION



Problems at home, mental health issues and simply not fitting in at school because of her love of tattoos and piercings, led to Amber missing out on her education. But the small class sizes, flexible learning programmes tailored to meet the needs of each individual student and a more relaxed environment at the Woking Learning Centre where the Trust's STEPS to 16 alternative education programme is based, has enabled Amber to flourish.

*"At school I lashed out because I didn't fit in but here they understand me. I'm making good progress and I am calmer at home. I definitely would have failed everything if I had stayed at my school - although I don't think I would have actually carried on going!"* Amber, STEPS to 16 student

**75% of our students progressed onto further education or employment**

## COUNSELLING

### A FREE SERVICE FOR TROUBLED YOUNG PEOPLE

Typically the young people who access our free counselling service are facing challenges including depression, anxiety, anger management, bullying, panic attacks, self-harm, worry eating and bereavement. In many cases there is clearly a context of economic and social disadvantage, family dysfunction or struggles in education.

The Covid-19 lockdown has greatly exacerbated mental health problems in young people.

*'Sophie\* felt heard. She had a shift in her thinking, felt happier and more able to see things clearly.'*

The change in a young woman, noted by her counsellor.

\*Name has been changed

**100% of the young people who used our counselling service said they felt less anxious**



## THE LOCAL CONVERSATION IN STANWELL

The Local Conversation in Stanwell is a People's Health Trust initiative (funded by The Health Lottery) which aims to bring the community together and take action on local issues. Last year's activities included afternoon teas for older people, a hobby hub, forums on local issues and craft packs to keep children entertained during the lockdown.

*"Since the Local Conversation started the kids have never before had so much to do! Mine loved the BMX biking over the summer. It's really added something special."*

Participant in Local Conversation in Stanwell activities

The Local Conversation in  
**STANWELL**  
Connecting the community