

# SURREY CARE TRUST

Nurturing skills | Changing lives



## Report and Financial Statements of the Trustees 2019-2020

## Introduction

Think of Surrey and you are likely to picture leafy lanes and well-to-do suburbs, but there is another side to the county. Alongside areas of wealth and privilege are hidden pockets of real deprivation, with a huge disparity in opportunities, achievement and life expectancy.

There is a minority of people in every town and village throughout the county - accounting for tens of thousands of vulnerable young people, families, and adults - who are disadvantaged by low skills, lack of opportunity, setbacks in life, and precarious economic circumstances, people who are often left out of society and feeling they have no contribution to make. With the Covid-19 Pandemic, these problems have escalated and the work of Surrey Care Trust is needed more than ever.

This Report is therefore not just a review but a celebration, a celebration of everything the Trust has achieved over the 2019-2020 year, achievements that were only made possible thanks to the perseverance, dedication, donors, and indomitable attitude of our volunteers, staff, and clients.

Our great thanks therefore goes to everyone who has been involved and supported our work over this time, your help and participation has, and continues, to make *the* difference.

## About Surrey Care Trust

### Our Vision

For Surrey to be a place where vulnerable and excluded families are given the opportunity, skills and support to achieve their potential and make a positive contribution.

### Our Mission

To tackle disadvantage, social exclusion and hardship in local communities. To reach out to families to equip them with the skills to improve their economic situation, to reduce social isolation and break the cycle of disadvantage.

We work throughout Surrey, with a particular focus on areas of relative deprivation and disadvantaged or socially marginalised groups, including low-income families, vulnerable young people and families, low-skilled adults and those furthest from the labour market.

## The difference Surrey Care Trust's work made in 2019-20

During the 12 months to July 2020, and despite the Spring Lockdown, we supported over **3,300** individuals across the county to:

- Improve their skills for life, learning and work
- Feel more respected and valued
- Feel more motivated and able to contribute to the good of society

We achieved this by providing a wide range of volunteering opportunities and a comprehensive programme of inter-related services:

- **Mentoring** – mentoring (1 to 1 or group) from trained volunteers to help young people, families and those furthest from the labour market to raise their skills and achieve their aspirations. Our Early Help Partnership now delivers services to families with children and young people aged 0-25 in ten out of the eleven boroughs in Surrey
- **STEPS to 16** – An alternative learning provision specialising in supporting and re-engaging 14 to 16 year olds unable to access mainstream education due to a range of challenges such as social disadvantage, and poor mental and emotional health
- **Youth Counselling** - Free and independent counselling for 16 to 25 year olds who are unable to access support elsewhere
- **Adult Learning courses** - Helping adults to build their confidence and improve their life and parenting skills. This programme, in its existing form, ended in July 2020 although we are still embedding adult learning in our programmes where possible to support beneficiaries.
- **Nurture through Nature** – Unique outdoor opportunities supporting people to improve their skills, mental health, and their wellbeing through activities on our **Swingbridge Boats** and at our **Gateway Allotment** and **Local Conversation Allotment in Stanwell**
- **Stanwell Family Centre** - Supporting families to give their children the best start in life
- **Local Conversation in Stanwell** is bringing the community in Stanwell together, providing opportunities and helping residents to take action on local issues

### We know our work is effective because the people we work with:

- Choose to participate in mentoring, learning or access our family support
- Gain awards and qualifications or demonstrate improved skill levels in other ways
- Engage in volunteering and community activities
- Progress into further learning
- Look for and find work
- Tell us they feel more self-confident and positive
- Become more skilled for life, learning and work
- Feel more respected and valued

## Targets and Achievements

Setting challenging targets when we are planning and evaluating our activities keeps us focused on the problems we want to address and the changes we want to see. Some changes are easier to measure than others. It is straightforward for instance, to measure and report on the time that people participate in our activities and the tangible results of that, such as qualifications. It is more complex to measure the growth of an individual's self-confidence or self-esteem.

This sort of difference is captured by evaluation and feedback from our beneficiaries and the staff and volunteers working with them. Whilst it is subjective, the more systematically and comprehensively we gain verbal and written feedback, the more meaningful it becomes.

## Adult Learning - encouraging people to take up learning again

In 2019-20 we continued to work with Surrey Adult Learning running non-accredited 'first steps' courses (of up to 8 hours) in popular subjects including Confidence Building, First Aid, Family Food, Food Hygiene, Personal Development and getting 'Back to Work' skills. We also delivered courses including Mosaics and Card Making with the clients at the Local Conversation in Stanwell which were very popular and well attended.

These courses were aimed primarily at people with low skills, enabling them to try learning again and discover how it is enjoyable, sociable and a boost to confidence and motivation. We sought to address the psychological hurdle that "learning isn't for me" and solve transport problems by holding courses in community venues, such as church halls, youth centres and family centres. The courses were also provided free of charge, removing one of the barriers that comes between adult education and those who could benefit most.

Courses were also tailored to meet the needs of specific groups, including those with mental health difficulties, Family Centre users, carers, vulnerable homeless people, victims of domestic abuse, young people with criminal or substance misuse backgrounds, and offenders.

During the pandemic, some courses were run on a virtual basis until we reached the end of the academic year. In 2020-21 we will no longer offer adult learning in the same format but look to deliver adult learning opportunities within existing programmes.

## Making a difference through Adult Learning

	Actual 2018/19	Target 2019/20	<b>Actual 2019/20</b>	Target 2020/21
People participating in 'first steps' learning	530	230	<b>140</b>	n/a

The impact of Covid-19 was significant for our Adult Learning programme as groups of adults were unable to meet from March – July which impacted upon our target. We took an innovative approach during this period, and began to deliver virtual classes, supporting 3 groups remotely so as to maintain provision and teach people new skills. As well as our key performance target for the number of people we recruit into 'first steps' learning, we ask learners to tell us what they feel they have gained from the experience and use their evaluations to aid in shaping further courses:

*"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

## Mentoring - listening and supporting young people and adults when life is difficult

*'Mentoring is a one-to-one, non-judgmental relationship where someone voluntarily gives time to support and encourage another. This relationship is typically developed at a time of transition in the mentee's life and lasts for a significant and sustained period of time.'* UK Home Office

Using this definition, we have continued to develop our mentoring provision, underpinning our approach with ongoing training and support for volunteer mentors, and continuing to incorporate 'best practice' in safeguarding and supervision from our skilled and experienced staff team. We also continue to harness the time, goodwill and skills of local residents, from a wide variety of backgrounds, increasing the number of our volunteer mentors to **over 230**.

These combined factors are key to the successful delivery of our mentoring programmes and has allowed us to provide support for young people, individual adults, and providing a 'whole family' approach where needed.

Over the past year we have continued to develop this work and, with the aid of significant contracts and long term grants from major funders, we are now able to fulfil our long held ambition of providing mentoring across the whole of Surrey. These contracts and grants include:

- **Family Focused Early Help Mentoring** – in partnership with HomeStart and funded by Surrey County Council

During the financial year August 2019 – July 2020, Surrey Care Trust successfully completed a contract with Surrey County Council, providing mentoring support to young people aged 11 – 18. Delivering this work allowed us to develop our mentoring approach further and understand the need for supporting the wider family group to achieve lasting improvements in young people's lives.

Using this knowledge and experience, and building on our existing structure, Surrey Care Trust with Surrey HomeStart, achieved the outstanding result of securing Surrey County Council's Early Help contract in **10 of Surrey's 11 boroughs**. This was an extremely competitive process, against some of the county's most highly regarded providers; securing these contracts cement our provision across the county and allow us to help even more people in need. Having previously delivered Early Help for 11-19 year olds in 2 boroughs, the new contract secured this for a total of 10 boroughs for a wider age group.

Starting in January 2020, we now support families with children or young people aged 0 to 19 and up to the ages of 25 with SEND (Special Educational Needs and Disabilities) and their parents, including working with a wide range of families with additional needs. By delivering a package of our one to one Mentoring, Home-Start's home visiting, and developing new group work and parenting projects, our staff and volunteer mentors help disadvantaged Surrey families who need early intervention and resilience support.

- **Alliance (west Surrey) and Aspire (east Surrey)** - both funded by Big Lottery/European Social Fund

These two contracts specifically target adult beneficiaries. Meetings with a mentor are organised on a regular weekly basis, giving a person the chance to talk and be listened to. Beneficiaries can all be classed as in need of additional support and are encouraged and supported in practical ways to bring stability back into to their lives. Mentees include those who are socially isolated, are long-term unemployed, may have mild mental health issues, or possibly live alone or in temporary accommodation.

*"I wanted to up my efforts to boost my mental health and chances of getting some work. The state of my mental health fluctuates, and at times I am far less positive than others. Emma has helped me to format my CV and to 'beef up' my linkedin.com profile. In previous encounters with various agencies and bodies over the years, I have sometimes felt that no more than box-ticking was taking place, but I am very pleased to be continuing to work with Emma towards positive outcomes. I have every confidence it helps immensely."*

Robert\* - participant receiving mentoring support through the Alliance programme



- **Skills to Thrive Mentoring for young adults**

A 3 year grant from the Ingram Trust has allowed us to deliver one to one Mentoring for vulnerable young adults (18-25 year olds) and their families throughout the Woking borough. With the support of our trained volunteer mentors we can help vulnerable young adults and their families to achieve and maintain healthy and positive lives and learn to cope with, and even overcome, those disadvantages that are stopping them from achieving their potential e.g. mental illness, substance abuse, family disruption, caring responsibilities or homelessness.

Also, thanks to the commitment and perseverance of the West Byfleet Golf Club, we have been able to provide volunteer mentors to support disadvantaged families in the Woking area. Through their innovative fundraising activities and fantastic Golf Days they have raised thousands of pounds to help vulnerable families throughout the borough.

### **Making a difference through mentoring**

	Actual 2018/19	Target 2019/20	Actual 2019/20	Target 2020/21
Adults mentored	180	180	<b>144</b>	New targets below
Percentage of people matched with a mentor within four weeks of referral	100%	100%	<b>100%</b>	New targets below

In 2020, our future targets changed in order to meet our new contractual obligations for both our family mentoring programme and our adult mentoring contracts, and both go into 2021 (and 2022 for Alliance):

		Target April 2020 to April 2021	Actual April 2020 – July 2020
Family Mentoring in Surrey (no. of families accessing 1:1 mentoring)	North Surrey	114	156 <i>(4 months of target)</i>
	West Surrey	110	22 <i>(4 months of target)</i>
	East Surrey	80	30 <i>(4 months of target)</i>
		Target from Aug 2020 to July 2021	Actual 2019/20
Adults far from the labour market (no. of adults accessing mentoring)	East Surrey (Aspire contract)	134	98 <i>(11 of 24 month target)</i>
	North Surrey (Alliance)	55	9 <i>(6 months of 27 month target)</i>

*"I was able to support Julie\* to build confidence in approaching difficult life situations. Over time I watched her overcome challenges and achieve 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"*

Mike\* volunteer mentor

\*names have been changed

Throughout the pandemic, mentoring services were offered via virtual platforms and support was made readily and easily available by telephone.

### **Gateway Community Allotment - improving the wellbeing of service users and nurturing skills for life to those furthest from the labour market'**

The Gateway Community Allotment project has been running up to four times a week working with people, and their families, who are socially isolated, long term unemployed, and young people who have additional needs. The project began in an empty field and has been completely transformed by volunteers and clients into a functioning allotment providing a safe space for people to learn new skills and enjoy connecting with people from different backgrounds within the local community.

The project continues to make strong links with the social prescribing team in the boroughs of Reigate & Banstead and Tandridge, strengthening the nature of the project and establishing it as a much needed therapeutic offer for those suffering from poor mental health.

The award-winning project (the allotment won a place in the local Reigate and Banstead in Bloom competition) has proved so successful that an additional four plots have been provided by the borough council. Staff, volunteers and clients are now working to develop this area into a restorative space where a variety of activities and workshops, focus on improving peoples' mental wellbeing, will be delivered.

*"The allotment gives me a sense of accomplishment, making things out of pallets, helping out, chatting to and making friends with other people. It makes me feel that I belong and gives me a sense of purpose."*

Service user

The Gateway allotment reopened for use on Monday 6<sup>th</sup> July after being closed throughout the lockdown period in accordance with national guidelines and instruction from Reigate and Banstead Borough Council. Work when the space reopened has been carried out safely and in accordance with government advice maintaining correct social distances at all times after thorough risk assessments were made.

## STEPS - alternative education and support for young people

Our STEPS education and counselling programmes provide learning and support for some of Surrey's most vulnerable and disengaged young people, and we continue to work closely with schools, colleges, Surrey County Council and other agencies to share our expertise.

### **STEPS alternative learning programme**

The young people who attend our services are often dealing with a range of problems affecting their lives both at home and in education, problems such as poor social, emotional and mental health, bullying, learning disabilities, poor home life, and low educational attainment.

The wider impact of STEPS is to help young people who start adult life with limited prospects, to go to college, access skills training and find or sustain meaningful employment.

Our STEPS alternative education programme is based in our Woking Learning Centre and draws students from local boroughs. During the period of August 2019-July 2020 21 young people were supported. STEPS is not itself a 'school' but an alternative learning provision for young people aged 14-16 referred through schools, family services and other agencies. Open 5 days a week during school term-time, we work with young people whose lives are troubled by problems and anxieties, resulting in serious underachievement and non-attendance at school. We work closely with parents/carers, schools and other professionals to provide individual learning packages which help prevent students from being permanently excluded and enable them to re-engage with learning.

The supportive, small-scale environment at STEPS is a less threatening place for a young person who is struggling in school or their referring provision. Our dedicated team ensures focus is placed on the young people understanding that STEPS is a safe place providing them with a learning opportunity tailored to their individual needs. The aim is to build students' confidence and self-esteem through a variety of activities and opportunities which at the same time enable them to develop their social skills.

Alongside these activities, students follow courses, take exams and gain City and Guilds skills qualifications in Maths and English, and through the Open College Network Certificates in Skills for Life. In addition, STEPS helps young people clarify their future plans, develop a CV, complete college or job applications and prepare for interviews.

High staff to student ratios and a growing number of volunteers, are the key to providing one to one learning support. Students join at different times during the academic year, and whilst this provides a challenge in terms of managing curriculum delivery, it does enable STEPS to respond swiftly and flexibly to meet a young person's needs.

STEPS at the Woking Learning Centre continued throughout the pandemic, providing a safe environment for continuous education, with consistent support available for vulnerable young people.

Exams were taken successfully and students gained a sense of normality during a period of uncertainty.



## Making a difference at STEPS alternative learning

	Actual 2018/19	Target 2019/20	<b>Actual 2019/20</b>	Target 2020/21
Percentage of year 11 students progressing to further learning or employment on leaving the programme (by November)	85%	80%	<b>75%</b>	80%
Percentage of summer 2020 leavers gaining external accreditation	100%	80%	<b>90%</b>	90%

*“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

## STEPS Counselling Service

Waiting times for other services often means young people are directed to STEPS counselling by various sources including GPs and mental health agencies. Thanks to trained volunteers we are able to provide young people aged 16-25 with 12 weeks free counselling.

As a non-statutory service, STEPS counselling is approachable, carries less stigma, and is available to our service users who may be unable to afford private counselling. A dedicated helpline is also available.

Counselling is tailor made to meet everyone’s needs and we assess progress made after the 12 sessions to ensure that counselling is still the right way forward. It could be that a mentor may be more suitable to provide support and is sometimes a better alternative to enable the young person to continue their development.

Typically, the young people who come to us are facing challenges including depression, anxiety, anger management, bullying, panic attacks, self-harm and bereavement. In many cases, this also comes within a wider context of economic and social disadvantage, family dysfunction or struggles in education.

Our counselling is currently provided by five volunteers who are qualified. Three more are in the final stages of their professional training and need to achieve over 100 hours of sessions to obtain their qualification. The trainees are supported by an experienced BACP (British Association for Counselling and Psychotherapy) accredited supervisor. We deliver in a new community facility owned by Woking Borough Council, as well as in the premises of a local charity working with those with mental health issues.

Throughout the pandemic, our Counselling services were made available on a virtual basis until measures were eased and face to face counselling became an option if this was safe to conduct. We experienced a slight delay in offering online counselling in Covid 19, due to regulation requirements. All counsellors achieved training, 'COVID 19 Telehealth - Moving Your Practice Online' with 'Trained by Online Therapy Institute' before Counselling recommenced.

## Making a difference to young people through counselling

	Actual 2018/19	Target 2019/20	Actual 2019/20	Target 2020/21
Numbers of young people accessing counselling	62	50	<b>49</b>	50
Percentage matched with a counsellor within four weeks	100%	100%	<b>100%</b>	100%

‘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

## Stanwell Family Centre - supporting parents in giving children the best start in life

At the heart of our Stanwell Family Centre run in partnership with Surrey County Council, is the desire to make a positive difference to the life chances of children aged 0-11 years and their families. Stanwell and the Spelthorne community is one of the most disadvantaged in not only Surrey, but the UK. Having successfully won the Family Centre contract there were changes, effective from September 2019, to Surrey Children’s Centres and how Surrey County Council supports families. The Family Centre contract is a new approach focussing on resources to help the families most in need of support.

Stanwell Family Centre offers a range of services and support to overcome difficulties and become more resilient. We work with a range of partners who support children and families to ensure that children can thrive. We work with families who request 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.

### How do we help?

Being a parent or carer of a young child is one of the most challenging, rewarding and important roles anyone can have. All parents/carers and children should be supported from their earliest years in learning and developing life skills so they can grow up healthy, happy and achieving their goals. Family Centres offer early intervention family support that aims to help before problems get too big. In our work with families, we use a range of approaches and resources to improve emotional well-being, social skills and opportunities for children to enjoy and achieve. The Centre’s garden and Sensory Room are great assets for many families living in the Spelthorne area and yet further improvements have been made this year.

The success of the Family Centre reflects its effective partnerships with local schools, nurseries, day care providers and other voluntary groups, as well as a wide range of professionals, including midwives, health visitors, social workers and the police. Service delivery for 2019-2020 includes collaboration with partners, which include Speech and Language and Occupational Therapy Teams; the National Autistic Society and Surrey and Borders NHS Foundation Trust all of whom work with us to support adult mental health, therapies for children with speech and language needs and space for social clubs for children with autism. The Family Centre is also a key player in the

Stanwell Local Conversation, formed of local residents and professionals to improve health and life outcomes and opportunities for local people.

The Centre building was closed throughout the lockdown period as it would have been unsafe to open in accordance with Government guidelines. The service successfully worked to continue services where possible in a flexible, tailored way to ensure service users were reached. Staff provided an adaptive service and were able to continue support for referred families on a virtual basis and via phone contact.

## Making a difference to families in Stanwell

Targets for our Family Centre have changed due to the transition from a Children's Centre to a Family Centre.

<b>Revised target for Family Centre due to the new contract</b>	<b>Target 2019/20</b>	<b>Actual 2019/20</b>	<b>Target 2020/21</b>
Initial contact with family within 5 days of allocation from CSPA (Child Status Protection Act)	100%	<b>100%</b>	100%
Initial meeting held within 10 days	100%	<b>100%</b>	100%
Early help Assessment completed within 20 days	100%	<b>80%</b>	80%
Less than 25% of families re-referred to the CSPA within 6 months of discharge by the family centre.	25% or less	<b>0</b>	0
Percentage of families signposted /closed with positive outcomes	80%	<b>80%</b>	80%

*"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."*

Service user- name withheld - Stanwell Family Centre

## Swingbridge Community Boats - volunteer-led resource, helping people in need, aiding recovery, supporting personal development and acquiring skills

Our Swingbridge Community Boat programme is largely run and organised by volunteers of Surrey Care Trust.

Between the two boats, Surrey Care Trust is able to provide a range of unique experiences and access to calming outdoor environments. We work with people who have mental health issues, disadvantaged young and old people, youth organisations, and offenders on community pay back schemes.

Swingbridge 1 is a boat with the capacity to cater for 12 clients and has a wheelchair enabled lift to cater for clients who have mobility problems. This boat works mostly with groups from particular schools, families, charities and care homes. It can provide short and sometimes longer cruises as well as boat handling training. The boat is also used to carry out our internal training needs to enable the crews to acquire NCBA qualifications. In the past we paid for this service but we have been a qualified training centre for about 8 years. For the general public we do charge a small fee for this service, which is on a differentiated tariff which favours charities and others in need.

Much of our work is completed from late spring through to early autumn. To extend the season we have formed a link with Ford Open Prison who pay us to take out groups of prisoners for light environmental work as well as moving the boat to the Basingstoke canal to work on canal owned land by Woodham Lock.

Swingbridge 2 is a workboat which carries out environmental and maintenance work along the River Wey and on the Thames from Weybridge to Teddington. The boat works throughout the year and has the capacity for a crew of 10. The clients on this boat are part of the crew and are with us on a medium- or long-term basis. They consist of people with mental health issues, recovering from an addiction, head injuries etc. Our clients come from charitable organisations, the NHS early psychosis unit, community-payback, and by self-referral. They all require help in various ways to support their recovery which is provided via the work programme of our volunteers. The work is directed by our partners the National Trust, Guildford Borough Council and Thames Landscape Strategy. Each day activity has one lead skipper with other qualified crew including new volunteers.

For both boats the first part of the financial year started well. Swingbridge1 had substantial bookings and Swingbridge2 was active five days of the week on various environmental projects. However, heavy rain and poor weather conditions in November 2019 caused flooding throughout the local waterways, limiting Swingbridge2 to sections of the River Wey. When a weir then collapsed, draining the section of the river where the boat was moored, Swingbridge2 was left 'high and dry'. The weir was not reinstated until seven months later in June 2020.

Our remarkable Swingbridge volunteers were able to move Swingbridge1 to the Thames to act as a mother boat for teams and allow environmental activities to continue. The Thames then also went into flood meaning this boat could not be used. Undeclared, environmental activities still continued with teams travelling to sites by road instead of by boat.

The Pandemic brought much of the Swingbridge work to a temporary close but Skippers and Volunteer coordinators supported disadvantaged clients and one another with regular phone calls to offer any support required in what, for some, was an extremely difficult situation. Additionally, during this time, our resourceful volunteers successfully prepared a new web page for the boats which explains the services offered to disadvantaged members of the community. For the first time, clients can now book and pay online for several of the activities offered. The site can be accessed <https://www.swingbridgeboats.co.uk> so please take a look at the presentation and book a cruise!

### Making a difference with Swingbridge Community Boats

	Actual 2018/19	Target 2019/20	Actual <b>2019/20</b>	Target 2020/21
Individuals undertaking skills training (this includes our volunteers)	166	170	<b>65</b>	120
Individuals gaining nationally accredited awards (this includes our volunteers)	13	30	<b>0</b>	20
Individuals and groups on paid-for/charitably funded summer trips and training days, aiming to raise £10k of income (2017/18)	765/88	760/90	<b>45</b>	760/90

*"When I helm the boat I feel a sense of freedom and control. I'm so busy focussing on what I'm doing that I'm not thinking about anything else. I have been in a really dark place but this has given me my life back."*

Chloe – Swingbridge 2 beneficiary

## The People's Health Trust 'Local Conversations' in Stanwell - empowering the community to maximise Stanwell opportunities and reduce health inequalities

The Local Conversations is one of 20 across England, Scotland and Wales, led by the People's Health Trust and funded through the Health Lottery. Based on the work of the WHO Marmot Review (2008) and of Professor Popay, the Local Conversations work around the principles of supporting action to improve where people live. This is in order to improve health at all stages of life at population and individual level. The Local Conversation is a flexible, long term, funding model which is led by what local people want, recognising that local people know their local communities best. The programme is not about specific health conditions or traditional health services – instead is focused on things which affect health like green spaces, housing, getting together, transport, jobs, local shops, neighbourhood planning, etc.

The work complements our projects at the Family Centre and helps the Stanwell community access opportunities.

Stanwell Local Conversation is led by a Steering Group formed of residents and professionals. 2019/20 saw a number of exciting projects begin that fit within the five key priority areas (Taking pride in Stanwell; Increasing Social Networks; Regular and ongoing activities for children aged 7+; Active and Healthy Community; and Transport Links) for Stanwell residents, including:

- Community Allotment
- Food packs and parcels during lockdown
- VE day packs, boredom buster packs, Eid packs and others during lockdown
- Community competitions during lockdown, such as sunflower growing and photography
- Stanwell Rock Down which engaged 55 families in rock painting for our community allotment
- Afternoon tea for the elderly
- Hobby Hub
- Sports and BMX activities and clubs for young people
- Dance tuition for young people
- Online support for expectant and new mothers during lockdown
- Anxiety workshops for children
- Adult learning courses to upskill residents
- Christmas activities

During the pandemic, the allotment managed by The Local Conversation has proved to be an important resource for those without gardens. During the height of lockdown one family at a time were able to use the facility safely. This has grown from strength to strength, with young people volunteering at the allotment and contributing to its development. The allotment won Spelthorne in Bloom competition for the best community garden and has been visited by the Mayor and other Spelthorne and Surrey County Councillors.

*"I didn't really know anyone in Stanwell before I took part in a mosaic making course. Now I've got to know some other ladies, so when I go to the Tuesday lunch club I can say 'Hello Mary' and stop and have a chat."*

Maureen, local resident

## More information about Surrey Care Trust

### Staff and Volunteers

The average weekly number of employees (full-time equivalent) in 2019-20 was 30.4 compared to 30 in 2018/19.

Volunteers, including paid staff supporting Surrey Care Trust in their own time, contributed a reduced number of hours compared to previous years during 2019/20. This was mainly due to both Swingbridge boats being out of action due to the collapse of the weir on the river Wey and then Covid-19.

Staff salaries are determined with reference to internal benchmarking and, where necessary and appropriate, to the external marketplace. The time and skills of volunteers make a huge contribution to Surrey Care Trust's work and many of our services could not operate without them. In fundraising, volunteers are essential for us to run successful and cost-effective events, especially our Surrey 5 Peaks sponsored walk.

Volunteers frequently tell us that they gain as much from volunteering as they put in. The best reward is the satisfaction of seeing the difference they are making to the lives of people who are struggling.

*"It makes me feel good to know that I have supported Julie to have the kind of life her and her family deserve. She is in a better place and a calmer environment to bring up the children."*

Sam – mentor

*"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

**Learning and training - training and developing all staff, whether full-time, part-time, or volunteer, is a key part of our commitment to quality.**

All new recruits, staff or volunteer, are encouraged to attend a Surrey Care Trust 'Welcome Induction Lunch' induction to the Trust soon after they join. A virtual Induction was held during Covid-19 where recently recruited staff were able to pose questions and hear more about the ethos of the Trust, their role, and how they can contribute to collaborate for success.

Paid staff have regular one to ones as well as an annual appraisal with their line manager, at which personal performance and training objectives, linked to programme targets, are agreed and progress reviewed. We adhere and work towards the ISO 9001 quality framework which underpins our administrative operations.

Learning and development is discussed and evaluated in the context of its benefit to the individual's work, programme delivery and the organisation as a whole.

All permanent staff undertook some training during the year, much of it provided in-house or through partner organisations. Furthermore, staff are encouraged to shadow different programmes and this year, despite unprecedented conditions, we have held two 'Working Together Days', one on a virtual platform, for all the staff. These reflected on our achievements over the past year and allowed the team to consider where we want to be in the future, building on the strengths of our different programmes and the links between them. The strategy determined by the Board of Trustees with various team building activities was incorporated.

Providing quality training is the foundation for our effective use of volunteers, ensuring they have the skills we need, whilst also increasing the value for them of volunteering in terms of personal development.

## **Quality accreditation**

We invest in nationally recognised external accreditation to demonstrate the quality of our work and ensure we seek to continually improve the way we run our services. Our accreditations are:

- ISO 9001: 2015
- National Community Boats Association (NCBA) Accredited Training Centre Status
- Open College Network Accredited Centre with direct claims status
- City & Guilds Accredited Centre



## Fundraising

Income from fundraising is essential for Surrey Care Trust to maintain the range of services we offer and to support the development of new initiatives. Our sources of funding include grants from charitable trusts and foundations such as the Community Foundation for Surrey who generously awarded funding for Swingbridge, Counselling, the STEPS Learning Centre and Mentoring around the Gateway Community Allotment in East Surrey.

Support from individuals and companies such as Broanmain Plastics and Restore Plc help to ensure the long term sustainability of the Trust, while our own fundraising provide an invaluable way of maintaining contact with our current corporate and individual supporters and reaching potential new donors.

Supporters have raised funds for us through the Surrey 5 Peaks walk in September and other challenge events.

The work that is most reliant on charitable funds includes mentoring for young people aged 18-25, our counselling service and our Swingbridge Community Boats. Our STEPS alternative learning programme, is significantly strengthened by charitable income. For example, while the core funding - including premises and central support - comes from the fees charged to referring schools, a quarter of the costs are covered by charitable donations. This provides additional staff, educational and sporting trips and activities, books and equipment and food for a daily breakfast and lunch.

Surrey Care Trust's fundraising strategy recognises the importance of consolidating our supporter base and avoiding over-reliance on any one funding stream. Financial targets are set and progress is monitored on a regular basis for grant making trusts, companies, individuals, community group donations as well as fundraising events.

Surrey Care Trust is regulated with the Fundraising Regulator. No complaints about our fundraising activities were received during the year.

Throughout the period of the Covid-19 pandemic, fundraising has been challenging. In March however, we released our first Emergency Appeal and thanks to the generosity of our supporters we were able to raise over £50,000 in three months.

We also conducted research amongst our clients - <http://www.surreycaretrust.co.uk/wp/life-after-lockdown/> - to not only inform how best to respond to our clients changing needs, but also to raise awareness of the Pandemic's impact and the Trust's support.

As testimony to the Trust's vital work, we were also able to secure significant emergency funding from the Community Foundation for Surrey, Surrey County Council, and the National Lottery which helped us make essential adaptations during Lockdown and continue supporting those in need.

## Financial review

Winning bids for Mentoring provision across Surrey has meant the Trust has continued to grow this year with an increase in income of over 9%. Whilst our fundraised income was of course impacted by the Lockdown and inability to hold events, **we achieved 73% of our original budget** in a very difficult environment. Cost cutting exercises were conducted across our programmes during the Covid19 lockdown which made a significant impact on our ability to produce a healthy surplus this year, giving us a solid footing to head into 2020-2021.

In summary:

- Income for the year to 31 July 2020 was £1,318,921 compared with £1,201,672 for the previous year.
- Expenditure for the year to 31 July 2020 was £1,243,751 compared with £1,130,965 for the previous year.
- Income for the year to 31 July 2020 exceeded expenditure leading to a surplus of £75,170 compared with a surplus of £70,707 for the previous year.
- At the close of this year our unrestricted reserves were £325,431 compared to £246,261 in 2019, this includes the revaluation of our Swingbridge boats to the tune of £60,000. Restricted reserves - funds to be used for the specific purposes as specified by the donors – decreased by £4,000 to £5,667 (they were £9667 in 2019).
- Our cash position has also improved by £251,959 to £515,280.

Full details of the results for the year are given in the audited financial statements included in this report.

## Reserves

In order to ensure resilience and long-term sustainability the Board have assessed the risks pertaining to them and draw from this a suitable range of reserves to ensure the stability of the Trust. Reserves are maintained to be used in the event of unexpected demands on resources and the risk of income becoming unavailable. These include:

- a) Income funds ceasing e.g. Contracts or Grants not being renewed – funds would be needed to buy time for alternative income streams to be sought or to ensure redundancy costs could be met.
- b) Covering the risks of unforeseen emergency or other unexpected need for funds, e.g. an unexpected large repair bill or covering long-term sickness.
- c) Unexpected calls for funding to develop new opportunities or begin new projects which may require up front expenditure or match funding
- d) Short term deficits in cash flow.

The Covid19 Pandemic has further highlighted the importance of healthy reserves to offset risks associated with the broader political and economic environment.

Based on these criteria, the Board has agreed a reserves target of circa £300,000.

Total unrestricted reserves at 31 July 2020 were £325,341 compared with £246,261 at 31 July 2019.

## Risk management

We continually develop our risk management policy and procedure throughout the year to address significant risks. Mitigating factors are identified for each risk and are reflected in the scoring of both probability and impact.

An in-depth review of risk throughout Surrey Care Trust is undertaken on a regular basis by operational managers, other senior staff and is ultimately overseen by the Board of trustees.

The quantified assessment of risk, the risk management policy and action plans are agreed at regular meetings throughout the year.

The most significant risks identified during the year included:

- Further significant overall reduction in Public Sector funding
- Inadequate level of reserves to meet unexpected shortfall in income or unexpected expense
- Failure to identify sufficient new funding opportunities to maintain, at a minimum, current turnover
- Significant shortfall on voluntary fundraising target
- Serious Health & Safety failure
- During Covid-19, safeguarding staff, beneficiaries, volunteers and appealing for emergency funding due to reduced voluntary raised income

## Future plans

We look to the future in the midst of an unknown and unexpected environment and at a time of huge change. We do know that, over the past year, our beneficiaries have been severely affected by Covid-19 and many people now suffer long term health implications and financial loss, meaning there can be no doubt that the Cycle of Disadvantage will increase during the rest of 2020 and beyond.

Our small-scale research showed that 85% of our beneficiaries were more anxious and 80% felt more isolated than before.

Using our research (conducted with our beneficiaries) and considering wider needs and markets we have identified 5 priorities for the years ahead:

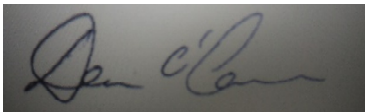
1. Understanding needs – our clients' and the county's
2. Provision of high quality and flexible services
3. Stability of resource
4. Greater organisational integration to achieve maximum impact
5. An enabled and empowered workforce

Focussing on these priorities, we have developed Business and Operational plans for 2020-2021 and established a longer term, overall needs based Strategy that builds upon our strong services and deployment of volunteers, and which confronts our weaknesses around processes and infrastructure. The plans also incorporate a 2-3 year Covid recovery plan that will help us to develop our work and respond to anticipated and changing demand.

However, our overall approach is unwavering - where possible, and while ensuring compliance with government guidelines, we will *maintain* our current services; any future plans will only look to develop or expand in areas that will help us fulfil our purpose and make measurable differences to our beneficiaries.

We know we face an increasing demand for our support, against a backdrop of financial challenges and uncertainty, but with the support of our volunteers, donors and funders we remain optimistic that together we will break the Cycle of Disadvantage for vulnerable people in Surrey.

*Approved by the Trustees on 16<sup>th</sup> November 2020 and signed on their behalf by*



.....  
**Sir Denis O'Connor**  
Chairman and Trustee

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors for the purpose of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgments and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

These Financial Statements were approved by the members of the Board on 16th November 2020 and are signed on their behalf by:

Paul Downes

.....

Paul Downes, Trustee and Treasurer FCA, ATII

## **Independent auditors' report to the members of Surrey Care Trust**

### **Opinion**

We have audited the financial statements of The Surrey Care Trust (the 'charitable company') for the year ended 31 July 2020 which comprise Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 July 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report, prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements

## **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees' were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report

## **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 20 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## **Auditor's responsibilities for the audit of the financial statements**


Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.



## Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Andrew Skilton ACA (Senior Statutory Auditor)

For and on behalf of Brewers, Chartered Accountants, Statutory Auditor  
Bourne House  
Queen Street  
Gomshall  
Surrey GU5 9LY

Date: 16 November 2020

## Reference and administrative details

Company number	658859	
Charity number	285543	
Registered office and operational address	Astolat, FF12, Coniers Way, New Inn Lane, Guildford, Surrey, GU4 7HL (from 30 <sup>th</sup> June 2020)	
	The Crescent, Heathside Crescent, Woking, Surrey GU22 7AG (until 29 <sup>th</sup> June 2020)	
Patrons	Roger Black MBE David Hypher, OBE DL Michael More Molyneux, Lord Lieutenant of Surrey Sir Richard Stilgoe OBE DL Andrew Wates OBE DL	
President	Sir Adrian White CBE DL D.Univ	
Trustees	Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:	
Chairman	Sir Denis O’Connor	
Vice Chairman	John Chaplin	
Secretary	Richard Whittington DL (Acting treasurer from 5 <sup>th</sup> March 2020 to 24 <sup>th</sup> July 2020)	
Treasurer	Paul Downes (from 24 <sup>th</sup> July 2020) FCA ATII  Tracey Corney (until 28 <sup>th</sup> April 2020) Phil Osborne Kari Pridden Ron Searle Dr Naomi Winstone Vivienne Winter Stuart Peter Clanchy (until 5 <sup>th</sup> March 2020) Sarah Ahchoon (from 16 <sup>th</sup> March 2020)	
Chief Executive	John Downing (from 28 <sup>th</sup> October 2019) Kate Lynn nee Shore Acting CEO (from 26 <sup>th</sup> April 2019 until 27 <sup>th</sup> October 2019)	
Bankers	CAF Bank Ltd 24 Kings Hill Avenue Kings Hill, West Malling Kent ME19 4JQ	Barclays Bank PLC 6 Clarence Street Kingston Upon Thames Surrey KT1 1NY
Solicitors	Moore Barlow LLP The Oriel, Sydenham Road, Guildford, GU1 3SR	
Auditors	Brewers, Chartered Accountants Bourne House, Queen Street, Gomshall, Surrey, GU5 9LY	

**Balance sheet**

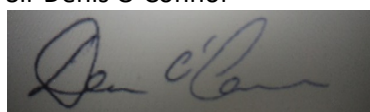
**Company no. 1658859**

**As at 31 July 2020**

	Note	£	31 July 2020 £	31 July 2019 £
Fixed assets				
Tangible fixed assets	8		<b>76,517</b>	71,500
Current assets				
Debtors	9	<b>80,457</b>		123,178
Cash at bank and in hand		<b>515,280</b>		263,321
		<b>595,737</b>		386,499
Liabilities				
Creditors: amounts due within one year	10	<b>341,156</b>		202,071
Net current assets			<b>254,581</b>	184,428
Net assets	11		<b>331,098</b>	255,928
Funds	12			
Restricted funds			<b>5,667</b>	9,667
General funds			<b>265,431</b>	186,261
Revaluation Reserve			<b>60,000</b>	60,000
Total charity funds			<b>331,098</b>	255,928

Approved by the Trustees on the 16th  
November 2020 and signed on their  
behalf by  
Paul Downes FCA ATII *Paul Downes*

Sir Denis O'Connor



**Statement of financial activities (incorporating an income and expenditure account)**

**For the year ended 31 July 2020**

				Year ended 31 July 2020 Total £	Year ended 31 July 2019 Total £
	Note	Restricted £	Unrestricted £		
Income from:					
Donations	2	228,550	110,035	338,585	404,503
Trading activities					
Fundraising events	3	-	24,850	24,850	61,100
Charitable activities					
Adult Learning		-	25,020	25,020	83,098
Mentoring		111,515	436,008	547,523	271,628
STEPS		-	156,651	156,651	143,528
Stanwell Sure Start Children's Centre		222,072	-	222,072	227,790
Swingbridge Community Boats		-	4,199	4,199	10,010
Investment income		-	21	21	15
Total income		562,137	756,784	1,318,921	1,201,672
Expenditure on:					
Raising funds					
Fundraising and marketing		-	159,324	159,324	132,549
Fundraising events		-	5,124	5,124	24,845
		-	164,448	164,448	157,394
Charitable activities					
Adult Learning		-	37,331	37,331	90,648
Mentoring		152,466	355,831	508,297	305,280
STEPS		48,952	140,221	189,173	189,886
Stanwell Family Centre		226,072	(8,561)	217,511	236,444
Stanwell Local Conversation		90,551	215	90,766	
Parenting		8,396	736	9,132	41,144
Swingbridge Community Boats		15,250	11,843	27,093	74,022
Fundraising and Core		24,450	(24,450)	-	36,147
Total expenditure	4	566,137	677,614	1,243,751	1,130,965
Other recognised gains / (losses)					
Gains and losses on revaluation of fixed assets				-	60,000
Net income/(expenditure) and net movement in funds	5	(4,000)	79,170	75,170	70,707
Reconciliation of funds					
Total funds brought forward		9,667	246,261	255,928	125,221
Total funds carried forward		5,667	325,431	331,098	255,928

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 12 to the financial statements

**The Surrey Care Trust**  
**Statement of Cashflows**

**For the year ended 31 July 2020**

	<b>2020</b>		<b>2019</b>	
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities:</b>				
Net expenditure for the year	<b>75,170</b>		70,707	
Adjustments for:				
Depreciation charges INC additions & disposals	<b>(5,017)</b>		(8,518)	
Interest	<b>(21)</b>		(15)	
Increase in debtors	<b>42,721</b>		(921)	
Increase in creditors	<b>139,085</b>		(8,291)	
<b>Net cash provided by operating activities</b>		<b>251,938</b>		52,962
<b>Cash flows from investing activities:</b>				
Interest	<b>21</b>		15	
<b>Net cash used in investing activities</b>		<b>21</b>		15
Change in cash and cash equivalents in the year		<b>251,959</b>		52,977
Cash and cash equivalents at the beginning of the year		<b>263,321</b>		210,344
Cash and cash equivalents at the end of the year		<b>515,280</b>		263,321

**Notes to the financial statements**  
**For the year ended 31 July 2020**

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**1. Accounting policies**

**a) Basis of Preparation**

These financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). The charity is a public benefit group for the purposes of FRS 102 and therefore has also prepared the financial statements in accordance with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (The FRS 102 Charities SORP) and the Charities Act 2011.

The principal estimates made in the preparation of these financial statements comprise:

- Useful economic lives of fixed assets and depreciation rates
- Aspects of income recognition

**Going Concern**

The trustees have assessed whether the use of the going concern basis is appropriate, especially in light of COVID-19, and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular, the trustees have considered the charity's forecasts and projections as amended to take into account COVID-19 implications. After making enquiries, the trustees have concluded that there is a reasonable expectation that Surrey Care Trust has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements

**Functional Currency**

The functional currency is considered to be in pounds sterling because that is the currency of the primary economic environment in which the charity operates. The financial statements are also presented in pounds sterling, rounded to the nearest £1.

- b)** Income received by way of donations is included when the charity is legally entitled to the income, it is probable that the income will be received and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Gifts in kind represent assets donated for use by the charity, predominantly premises and legal costs, and are recognised when receivable. Gifts in kind are valued at an estimate of the price the charity would otherwise have paid.
- Income from sponsorship, sale of goods or services is the amount derived from ordinary activities and has been included net of VAT where applicable.

- c)** Revenue grants are credited to the Statement of Financial Activities when received or receipt is probable, whichever is earlier. Where unconditional entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, income is recognised when there is sufficient evidence that conditions will be met. Where there is uncertainty as to whether the charity can meet such conditions, the income is deferred.

Contract income is recognised in the Statement of Financial Activities as it is earned.



**Notes to the financial statements**  
**For the year ended 31 July 2020**

**1. Accounting Policies (continued)**

- d) Grants for the purchase of fixed assets are credited to restricted income when receivable. Depreciation of fixed assets purchased with such grants is charged against the restricted fund. Where a fixed asset is donated to the Trust for its own use, it is treated in a similar way to a restricted grant.
- e) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of support costs.
- f) Unrestricted funds are donations and other income received or generated for the charitable purposes.
- g) Expenditure on raising funds relate to the costs incurred by the charitable company in inducing third parties to make donations to it, as well as the cost of any activities with a fundraising purpose.
- h) Grants payable are charged to the Statement of Financial Activities in the year in which the offer is conveyed to the recipient except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year-end are noted as a commitment, but not accrued as expenditure.
- i) Expenditure is recognised in the period in which it is incurred on an accruals basis. Expenditure includes attributable VAT which cannot be recovered.

Expenditure is allocated to the particular activity where the cost relates directly to that activity, including directly attributable administrative costs. Other costs of overall direction and administration specific to each activity are apportioned, based on the proportion of staff costs incurred in each activity to the whole.

Support costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff costs, of the amount attributable to each activity:

	<b>2020</b>	<b>2019</b>
Fundraising	15%	14%
Adult Learning	3%	7%
Mentoring	37%	30%
STEPS	16%	16%
Parenting	1%	4%
Stanwell Family Centre	20%	23%
Swingbridge Community Boats	2%	3%
Stanwell PHT	6%	3%

Support costs comprise the costs incurred in supporting the activities of the charity and include insurance, IT support costs, central staffing costs and central office costs as well as governance costs. Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities and are included within support costs.

**Notes to the financial statements**  
**For the year ended 31 July 2020**

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**1. Accounting policies (continued)**

- j) Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The expected useful lives are as follows:

Motor vehicles	5 years
Computer and other equipment	3 years

Items of equipment are capitalised where the purchase price exceeds £700. However, where specific programme funding is provided for the acquisition of fixed assets these costs are only capitalised if their individual cost is in excess of £2,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

- k) The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments. Financial instruments are recognised in the Charity's balance sheet when the Charity becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously. With the exceptions of prepayments and deferred income all other debtor and creditor balances are considered to be basic financial instruments under FRS 102.
- l) Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.
- m) Cash and cash equivalents in the balance sheet comprise cash at banks and in hand and short-term deposits with an original maturity date of three months or less. For the purpose of the statement of cash flows, cash and cash equivalents consist of cash and cash equivalents as defined above.
- n) Short term trade creditors are measured at the transaction price. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method. Deferred income represents grants, contract funding and training fees relating to future period.

**Notes to the financial statements**  
**For the year ended 31 July 2020**

**2. Donations**

			<b>Year ended 31 July 2020</b>	<b>Year ended 31 July 2019</b>
	Restricted	Unrestricted	<b>Total</b>	<b>Total</b>
	£	£	£	£
Corporate donations	4,321	8,558	12,879	25,621
Individual and community donations	-	62,436	62,436	60,907
Gifts in kind	13,000	-	13,000	13,000
Grants	211,229	39,041	250,270	304,975
<b>Total</b>	<b>228,550</b>	<b>110,035</b>	<b>338,585</b>	<b>404,503</b>

**3. Fundraising events**

			<b>Year ended 31 July 2020</b>	<b>Year ended 31 July 2019</b>
	Restricted	Unrestricted	<b>Total</b>	<b>Total</b>
	£	£	£	£
Surrey 5 Peaks 26 mile walk	-	9,202	9,202	16,600
Virgin London Marathon	-	-	-	14,864
IPFA Quiz	-	-	-	13,933
House of Lords	-	-	-	7,909
Other Events	-	15,648	15,648	7,794
<b>Total</b>	<b>-</b>	<b>24,850</b>	<b>24,850</b>	<b>61,100</b>

**Notes to the financial statements**  
**For the year ended 31 July 2020**

**4. Expenditure**

	Raising funds		Charitable activities								Year ended 31 July 2020	Year ended 31 July 2019
	Fundraising	Fundraising events	Adult Learning	Mentoring	STEPS	Stanwell Local Conversation	Parenting	Stanwell Family Centre	Swingbridge	Support Costs	2020 Total	2019 Total
	£	£	£	£	£	£	£	£	£	£	£	£
Staff costs (Note 6)	115,473	-	22,217	278,127	118,533	44,704	6,274	150,095	11,890	138,188	<b>885,501</b>	815,338
Programme education and training costs	1,203	3,650	7,248	132,868	10,728	22,492	251	3,355	10,374	2,292	<b>194,461</b>	111,157
Other direct costs	11,252	1,301	1,999	22,167	7,546	6,512	677	13,686	1,684	12,348	<b>79,172</b>	85,528
Premises costs	-	-	-	-	20,232	5,369	-	6,607	-	1,769	<b>33,977</b>	51,308
Office costs	-	-	-	-	-	-	-	-	-	12,297	<b>12,297</b>	15,519
IT costs	3,683	173	535	6,640	2,621	961	424	3,688	291	3,362	<b>22,378</b>	15,403
Professional fees	-	-	-	600	360	-	-	-	-	1,729	<b>2,689</b>	24,630
Depreciation	-	-	-	1,146	706	-	-	4,058	-	566	<b>6,476</b>	5,282
Governance costs - Audit	-	-	-	-	-	-	-	-	-	6,800	<b>6,800</b>	6,800
	<b>131,611</b>	<b>5,124</b>	<b>31,999</b>	<b>441,548</b>	<b>160,726</b>	<b>80,038</b>	<b>7,626</b>	<b>181,489</b>	<b>24,239</b>	<b>179,351</b>	<b>1,243,751</b>	<b>1,130,965</b>
Re-allocated support costs*	27,713	-	5,332	66,749	28,447	10,728	1,506	36,022	2,854	(179,351)	-	(40,088)
<b>Total Expenditure</b>	<b>159,324</b>	<b>5,124</b>	<b>37,331</b>	<b>508,297</b>	<b>189,173</b>	<b>90,766</b>	<b>9,132</b>	<b>217,511</b>	<b>27,093</b>	<b>-</b>	<b>1,243,751</b>	<b>1,090,877</b>

**Notes to the financial statements**  
**For the year ended 31 July 2020**

**5. Net expenditure for the period**

This is stated after charging:

	<b>Year ended 31 July 2020 £</b>	<b>Year ended 31 July 2019 £</b>
Depreciation	<b>6.476</b>	5.282
Auditors' remuneration: Audit	<b>6,800</b>	6,800
Trustees' remuneration	Nil	Nil
Trustees' expenses	Nil	Nil

There were no Trustees' expenses (2019: none) relating to attendance at Board and other meetings of the trustees.

**6. Staff costs and numbers**

Staff costs were as follows:

	<b>Year ended 31 July 2020 £</b>	<b>Year ended 31 July 2019 £</b>
Salaries and wages	<b>810,550</b>	742,440
Social security costs	<b>56,941</b>	51,108
Pension contributions inc Life Assurance	<b>25,172</b>	21,790
	<b>892,663</b>	815,338

No employee earned more than £60,000 during the period (2019: Nil).

The key management personnel of the charity comprise the trustees, the chief executive, deputy chief executive, development manager, programme managers and senior fundraisers.

The charity trustees do not receive remuneration. The total remuneration of the non-trustee key management personnel was £249,955 (2019: £213,839)

The average number of employees during the year was as follows:

	<b>Headcount 2020 No.</b>	<b>Headcount 2019 No.</b>	<b>FTE 2020 No.</b>	<b>FTE 2019 No.</b>
Fundraising	5.6	4.7	<b>3.5</b>	2.3
Charitable activities	40.8	41.7	<b>26.9</b>	27.7
	<b>46.4</b>	46.4	<b>30.4</b>	30.0

**Notes to the financial statements**  
**For the year ended 31 July 2020**

**7. Taxation**

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**8. Tangible fixed assets**

	Swingbridge community boats £	Motor vehicles £	Computer and other equipment £	Total £
<b>Cost and revalued amount</b>				
At the start of the period	60,000	10,500	29,771	<b>100,271</b>
Additions	-	-	11,493	<b>11,493</b>
Disposals	-	-	(7,564)	<b>(7,564)</b>
At the end of the period	<u>60,000</u>	<u>10,500</u>	<u>33,700</u>	<u><b>104,200</b></u>
<b>Depreciation</b>				
At the start of the period		10,500	18,271	<b>28,771</b>
Charge for the year			6,476	<b>6,476</b>
Disposals			(7,564)	<b>(7,564)</b>
At the end of the period	<u>-</u>	<u>10,500</u>	<u>17,183</u>	<u><b>27,683</b></u>
<b>Net book value</b>				
<b>At the end of the period</b>	<u><b>60,000</b></u>	<u>-</u>	<u><b>16,517</b></u>	<u><b>76,517</b></u>
At the start of the period	<u>60,000</u>	<u>-</u>	<u>11,500</u>	<u>71,500</u>

The Swingbridge community boats were revalued in July 2019

**9. Debtors**

	<b>Year ended 31 July 2020 £</b>	<b>Year ended 31 July 2019 £</b>
Statutory organisations	<b>9,233</b>	6,075
Grants receivable	<b>20,753</b>	39,792
Other debtors	<b>1,547</b>	60,042
Prepayments	<u><b>48,924</b></u>	<u>17,269</u>
	<u><b>80,457</b></u>	<u><b>123,178</b></u>



**Notes to the financial statements**  
**For the year ended 31 July 2020**

**10. Creditors: amounts due within one year**

	<b>Year ended 31 July 2020 £</b>	<b>Year ended 31 July 2019 £</b>
Taxation and social security	<b>11,869</b>	18,093
Other creditors	<b>9,440</b>	23,851
Accruals	<b>43,143</b>	45,536
Deferred income	<b>276,704</b>	114,591
	<b><u>341,156</u></b>	<b><u>202,071</u></b>

<b>Movement in deferred income:</b>	<b>Year ended 2020 £</b>	<b>Year ended 2019 £</b>
Balance at the beginning of the year	<b>114,591</b>	167,909
Amount released to income in the year	<b>(114,591)</b>	(167,909)
Amount deferred in the year	<b>276,704</b>	114,591
	<b><u>276,704</u></b>	<b><u>114,591</u></b>

**11. Analysis of net assets between funds**

	<b>Restricted funds £</b>	<b>General funds £</b>	<b>Total funds at 31 July 2020 £</b>
Tangible fixed assets	5,667	-	<b>5,667</b>
Net current assets	-	265,431	<b>265,431</b>
Revaluation Reserve	-	60,000	<b>60,000</b>
<b>Net assets at 31 July 2020</b>	<b><u>5,667</u></b>	<b><u>325,431</u></b>	<b><u>331,098</u></b>

**Prior year analysis of net assets between funds**

	<b>Restricted funds £</b>	<b>General funds £</b>	<b>Total funds at 31 July 2019 £</b>
Tangible fixed assets	9,667	-	<b>9,667</b>
Net current assets	-	186,261	<b>186,261</b>
Revaluation Reserve	-	60,000	<b>60,000</b>
<b>Net assets at 31 July 2019</b>	<b><u>9,667</u></b>	<b><u>246,261</u></b>	<b><u>255,928</u></b>

**Notes to the financial statements**  
**For the year ended 31 July 2020**

**12. Movements in funds**

	As at 1 August 2019 £	Income £	Expenditure £	As at 31 July 2020 £
<b>Restricted funds:</b>				
Adult Learning	-	-	-	-
Mentoring	-	152,466	(152,466)	-
STEPS	-	48,952	(48,952)	-
Stanwell Family Centre	9,667	222,072	(226,072)	<b>5,667</b>
Stanwell Local Conversation	-	90,551	(90,551)	-
Parenting	-	8,396	(8,396)	-
Swingbridge Community Boats	-	15,250	(15,250)	-
Fundraising and Core	-	24,450	(24,450)	-
<b>Total restricted funds</b>	<b>9,667</b>	<b>562,137</b>	<b>(566,137)</b>	<b>5,667</b>
<b>Unrestricted funds:</b>				
<b>General funds</b>	<b>186,261</b>	<b>756,784</b>	<b>(677,614)</b>	<b>265,431</b>
<b>Total unrestricted funds</b>	<b>186,261</b>	<b>756,784</b>	<b>(677,614)</b>	<b>265,431</b>
<b>Gain on revaluation of fixed assets</b>	<b>60,000</b>	<b>-</b>	<b>-</b>	<b>60,000</b>
<b>Total funds</b>	<b>255,928</b>	<b>1,318,921</b>	<b>(1,243,751)</b>	<b>331,098</b>
<b>Prior year movements in funds</b>				
	As at 1 August 2018 £	Income £	Expenditure £	As at 31 July 2019 £
<b>Restricted funds:</b>				
Adult Learning / Mentoring	-	460	(460)	-
Mentoring	-	135,488	(135,488)	-
STEPS	875	57,958	(58,833)	-
Stanwell FamilyCentre	-	246,111	(236,444)	<b>9,667</b>
Stanwell Local Conservation	-	74,022	(74,022)	-
Parenting	-	36,147	(36,147)	-
Swingbridge Community Boats	-	30,593	(30,593)	-
<b>Total restricted funds</b>	<b>875</b>	<b>580,779</b>	<b>(571,987)</b>	<b>9,667</b>
<b>Unrestricted funds:</b>				
<b>General funds</b>	<b>124,346</b>	<b>620,893</b>	<b>(558,978)</b>	<b>186,261</b>
<b>Total unrestricted funds</b>	<b>124,346</b>	<b>620,893</b>	<b>(558,978)</b>	<b>186,261</b>
<b>Gain on revaluation of fixed assets</b>				<b>60,000</b>
<b>Total funds</b>	<b>125,221</b>	<b>1,201,672</b>	<b>(1,130,965)</b>	<b>255,928</b>

**Notes to the financial statements**  
**For the year ended 31 July 2020**

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**12. Movements in funds (continued)**

**Restricted Funds**

The Trust received £228,549 of restricted donations in the year which included £5,846 from Children in Need and £29,145 from The Surrey Community Foundation.

**Purposes of restricted funds**

These are outlined in the Trustees' report.

**Purposes of carried forward restricted funds**

The Trust received a £12,000 grant specifically to fund the development of an outside play area at Stanwell Family Centre, in line with our depreciation policy, the play equipment was depreciated and therefore the funds provided to cover the costs have been carried forward in a restricted fund. This now stands at £5,667.

**13. Related party transactions**

During the year aggregate donations of £13,060 (2019: £32,000) were received from trustees and related parties.

**14. Voluntary revision of the accounts of reports**

Section 454 of the Companies Act 2006 grants trustees (company directors for the purposes of the Companies Act) the authority to revise annual accounts and trustees reports which do not comply with the Companies Act 2006.

**Notes to the financial statements**  
**For the year ended 31 July 2020**

**15. Prior year Statement of Financial Activities**

	Restricted £	Unrestricted £	July 2019 Total £
<b>Income from:</b>			
Donations	248,702	155,801	<b>404,503</b>
Trading activities			
Fundraising events	-	61,100	<b>61,100</b>
Charitable activities			
Adult Learning	-	83,098	<b>83,098</b>
Mentoring	104,287	167,341	<b>271,628</b>
STEPS	-	143,528	<b>143,528</b>
Stanwell Sure Start Children's Centre	227,790	-	<b>227,790</b>
Swingbridge Community Boats	-	10,010	<b>10,010</b>
Investment income	-	15	<b>15</b>
<b>Total income</b>	<b>580,779</b>	<b>620,893</b>	<b>1,201,672</b>
<b>Expenditure on:</b>			
Raising Funds			
Fundraising and marketing	-	132,549	<b>132,549</b>
Fundraising events	-	24,845	<b>24,845</b>
	-	157,394	<b>157,394</b>
Charitable activities			
Adult Learning	460	90,188	<b>90,648</b>
Mentoring	135,488	169,792	<b>305,280</b>
STEPS	58,833	131,053	<b>189,886</b>
Stanwell Sure Start Children's Centre	236,444	-	<b>236,444</b>
Swingbridge Community Boats	30,593	10,551	<b>41,144</b>
Stanwell Local Conservation	74,022	-	<b>74,022</b>
Parenting	36,147	-	<b>36,147</b>
<b>Total expenditure</b>	<b>571,987</b>	<b>558,979</b>	<b>1,130,965</b>
<b>Other recognised gains/losses</b>			
Gains and losses on revaluation of fixed assets	-	60,000	<b>60,000</b>
<b>Net income/(expenditure) and net movement in funds</b>	<b>8,792</b>	<b>61,915</b>	<b>70,707</b>
<b>Reconciliation of funds</b>			
Total funds brought forward	875	124,346	<b>125,221</b>
<b>Total funds carried forward</b>	<b>9,667</b>	<b>246,261</b>	<b>255,928</b>

## Thank you

Thank you to all of our volunteers; Friends and supporters; to everyone who has helped organise and support our events and to the participants in Surrey 5 Peaks and all our sponsored fundraising events.

### Thank you also to everyone from the following:

As well as acknowledging the following, we want to extend our thanks to each of the many organisations and individuals who have supported us in 2019/20.

A2 Dominion	The Goulburn Charitable Trust
AG Manly Charitable Trust	Green Oak Community Focus
The Alchemy Foundation	Guildford Fire Station
AON	Guildford Flooring Company
The Ardwick Trust	Guildford Lottery
ASDA, Sheerwater	Guildford Poyle Charities
BBC Children in Need	The Hall Hunter Foundation
C Brewer & Sons	The Hamamelis Trust
Broanmain Plastics	High Sheriff of Surrey Youth Awards
Buckland Nurseries	Imber Court
Bulls Head, Ewhurst	The Ingram Trust
Canon UK	ING Wholesale Banking Fundraising Team
Cap Gemini, Woking	The Kelsey Trust
Carrington (1953) Ltd	Knights Garden Centre
Cartbridge Basin Marina	Messe Frankfurt UK
The Coleman Charitable Trust	Mole Valley District Council
The Community Foundation for Surrey	Morrisons Solicitors
Connick Tree Care	The Muriel Woellwarth Trust
The Co-op Local Community Fund	The National Lottery Community Fund
The CP Charitable Trust	National Trust
The Cormis Partnership	NCS Challenge Team
Corner House Woking	The Noel Buxton Trust
The Denbies Trust	People's Health Trust
Denbies Vineyards	The Peter Harrison Foundation
Ecclesiastical 12 days of Giving	PPL
The Edward Gostling Foundation	Raven Housing
Elmbridge Borough Council	The Red Hill Trust
Fidelity International staff fundraisers	Reigate and Banstead Council
FIL Investment Management Ltd	Reigate Grammar School
The Fit Green, Knaphill	The Rest Harrow Trust
5 Elements Taiji Association	Restore Records Management
Garfield Weston Foundation	RHS Wisley
The Gerald Bentall Charitable Trust	Ripley and Send Rotary Club
GlaxoSmithKline	Rowdy Kind
Growing Redhill	SES Water
Halstead Preparatory School for Girls	The Shanly Foundation
Holy Trinity Church, Knaphill	Sheerwater Youth Centre
The Loseley Christian Trust	Shell UK - for an Employee Action Grant
The Loseley and Guildway Charitable Trust	Shepherd Neame

The Sir Jules Thorn Charitable Trust  
Sorbus Learning  
Strategic Fit  
Surrey County Council  
Surrey Heath Borough Council  
The Sydney Black Charitable Trust  
Tandridge Lottery  
Virgin Money, Guildford  
Waitrose

We Are Just  
West Byfleet Golf Club  
The Wisley Foundation  
Woking Borough Council  
Women's Centre Woking  
Woodfield School  
The Woodford Foundation  
Yorkshire Building Society Charitable  
Foundation



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