



SURREY
CARE
TRUST

SURREY CARE TRUST

Trustees' Annual Report and Accounts

2023-2024

Registered charity 285543
Company limited by guarantee under number 01658859

The Surrey Care Trust
FF12 Astolat, Coniers Way,
Guildford, Surrey, GU4 7HL



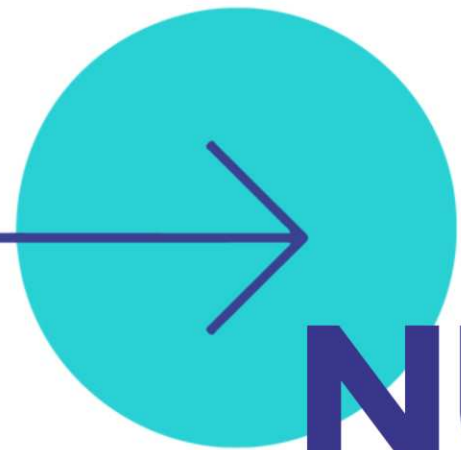
Supporting people in Surrey who need it most

We're the local charity working with volunteers to give people the opportunities, skills, and support they need to achieve their potential.

www.surreycaretrust.org.uk

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NURTURE FLOURISH THRIVE

Our Vision

We are the local charity, working with volunteers, to make Surrey a place where vulnerable people have the opportunities, skills, and support they need to achieve their potential.

Our Mission

We are breaking the Cycle of Disadvantage in Surrey by equipping vulnerable people with the skills and confidence they need to change their lives, and their futures.

ABOUT OUR WORK

We support some of the most vulnerable and socially marginalised people in Surrey - those from low-income families, vulnerable young people and low-skilled adults - to give them the confidence and self-belief, skills and education, aspirations, and opportunities to create better lives for themselves and their families.

Following our 2020-2023 three-year plan which responded to the Covid Pandemic, the financial year of 2023-2024 was one of significant change and transition for the Trust. However, our remit and commitment remained the same and we focused on three priority areas:



Making the Difference: developing an integrated approach of effective early intervention and holistic support - ensuring vulnerable people and families in Surrey have access to high quality services which respond to their changing needs



People at the Heart: ensure our volunteers and staff are enabled and empowered; ensure we understand our communities' needs



Quality and Assurance: ensure we have the stability of resource to consistently deliver our programmes

MAKING THE DIFFERENCE IN 2023-2024

During the 12 months to the end of July 2024, we worked with over **5,100 individuals and families** across the county. This is an increase of 37% from the previous year which reflects the transitions in our service delivery and the inclusion of more widespread family resilience support.

We helped those people to become better parents, find stable employment, engage with their environment and community, build their confidence and resilience, and gain the qualifications or personal skills they need to progress in life.

Through our cohesive approach of combining long term mentoring, skills training, and outdoor activities, and by working with over **400 volunteers**, we supported low-income families, vulnerable young people, and low-skilled adults to:

- **Build the confidence and skills they need to thrive**
- **Provide support and positive childhoods for their families to flourish**
- **Work with nature to nurture their wellbeing and engagement with their community**

We know our work is effective and creates social return because the people we work with:

- **Tell us they feel more self-confident, positive, respected, and valued**
- **Gain awards and qualifications or improve their skills in other ways**
- **Engage in volunteering and community activities and contribute to society**
- **Look for, and find work, or progress into further learning**



I appreciated the time and space to explore issues and be heard. To challenge some negative views of myself and explore their origin. I felt accepted'

Skills to Thrive



Skills to Thrive

Our Skills to Thrive programmes support people to build the skills they need for life, learning, and work and to progress to a more positive future. These include 'soft' skills such as building confidence, trust, or communication skills, and more tangible skills such as numeracy or environmental skills, to job search and interview skills. Where possible, beneficiaries are encouraged to gain qualifications that will help them progress further.

Steps2Work Woking Youth Hub

Mentoring by trained volunteers or staff helps young people and adults to gain confidence and overcome barriers so they can engage in community activities and find sustainable employment and/or further education. All our employment support targets people described as 'furthest from the labour market' - those who are socially isolated, have been or are at risk of long-term unemployment, have mental health issues or who have learning difficulties.

Steps2Work Youth is a project supported by Woking Borough Council and the Department for Work and Pensions. It is designed to engage with young people aged 16-24yrs, and Care Leavers, and support them to secure positive employment and/or educational outcomes.

The success of the project, along with funding from the Henry Smith Charity, enabled us to expand the work to other targeted groups such as people with additional needs and/or Autism Spectrum Condition.

Over the year, **186 young people and 7 families** were supported by the team resulting in 72 job offers, and 23 work trials. With further support from Woking Borough Council the team were also able to support the Council's resettlement programme for displaced persons helping 19 adults, 4 young people, and 10 families to secure 26 job offers and 12 work trials.

Specific activities included: working with national employers such as Timpson Retailers and Philips, offering mock interviews and half day work experience, and organising IT repair workshops to teach young people how to take apart laptops and replace hard-drives; laptops were then given to those who attended.



Thank you for arranging the SCT counselling for me as it has been a massive help. I am now working in a local software company and you have really encouraged and supported me to achieve this.



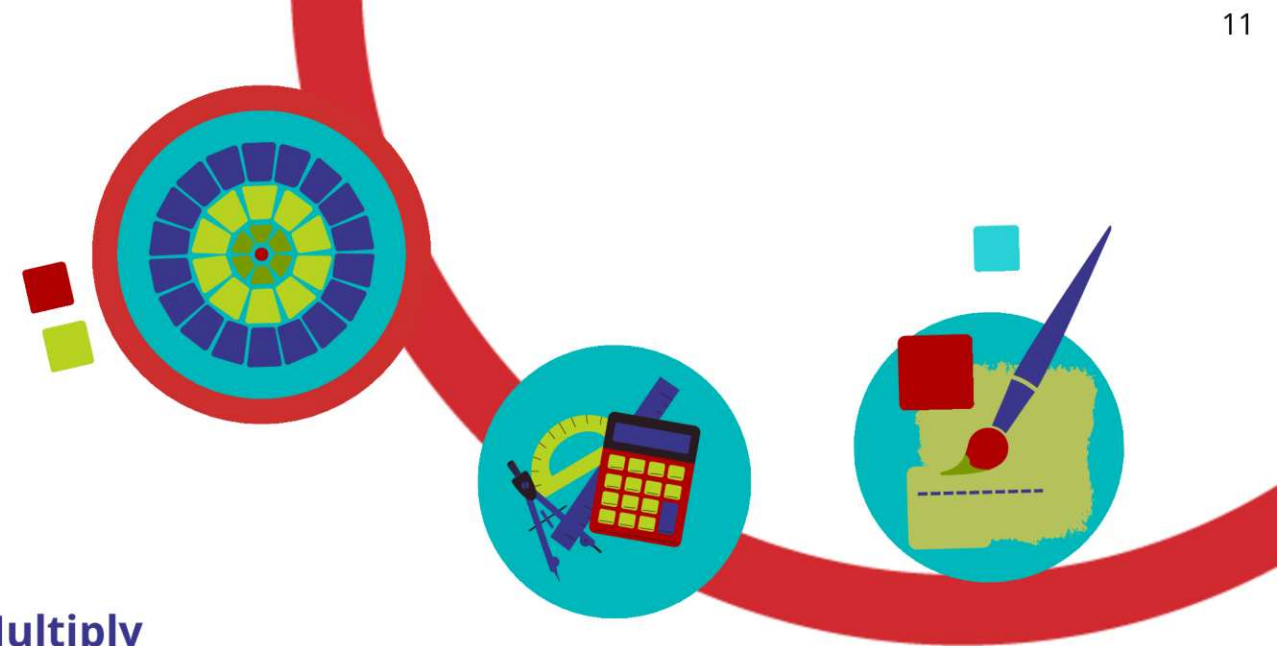
Over 60% of S2WW clients have anxiety and depression



STEPS2Work Wellbeing

Steps2Work Wellbeing has grown from the successes of our Woking Youth Hub, and exemplifies the need for responsive and flexible services that can support people with multiple complex needs.

Thanks to funding from Surrey County Council's Mental Health Investment Fund, we were able to establish mentoring type support and outdoor activities for people struggling with their mental health and employment needs in the boroughs of Woking, Reigate & Banstead, and Spelthorne. **In the five months of the programme, starting in April 2024, the team supported 59 people**, many of whom struggled with specific mental health issues such as anxiety and/or depression, addictions, and PTSD; approximately 25% of clients identified themselves as neurodivergent.

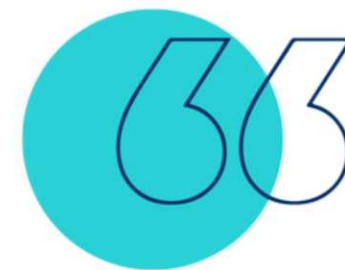


Multiply

Working with partners such as the Hale Family Centre as well as Surrey Care Trust's own sites, we hosted a series of the free Multiply courses and activities designed to help people improve their maths skills.

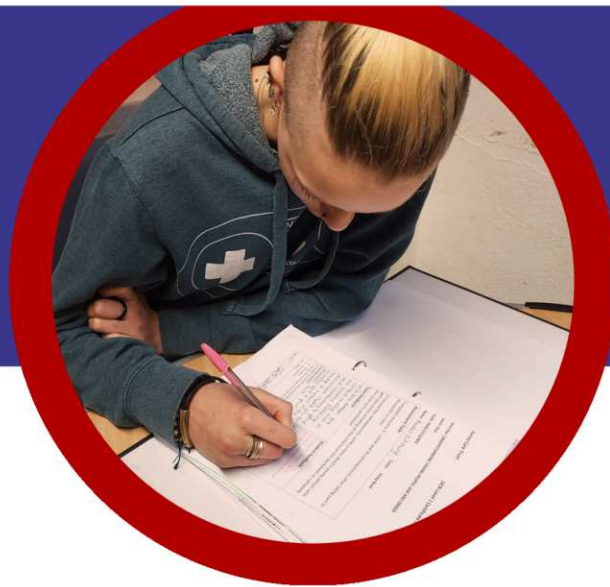
Participants undertook a range of interesting and engaging courses with key maths skills activities embedded in each activity. The activities focussed on specific life skills topics such as crafts, landscaping, or cooking, or fun family activities designed to reduce the fear of maths in children and help parents support their children with maths challenges and homework.

Over the year, the team supported **95 adults, 45 children and young people, and a further 10 families** to engage in the courses, taking the fear out of maths!



I loved doing the raised beds. I had to measure and work out volume which I had not done before. It didn't feel like doing Maths like I did at school.





STEPS to 16

Our STEPS to16 alternative education programme specialises in supporting and re-engaging 14 to 16 year-olds struggling with mainstream education. The students live with a range of needs and challenges including problems at home, low self-esteem, and poor social, mental, and emotional health.

Our high tutor to student ratio supports the holistic learning environment. The curriculum is tailored to the specific needs of each student, and the more informal educational setting of our Learning Centre in Woking helps students to feel more at ease.

With this approach we aim to nurture the young people's social development and help them achieve the best possible learning outcomes.

The team encourages and enables students to gain qualifications in core subjects such as English and Maths while the nurturing environment and Life Skills curriculum (Healthy Living, Domestic Cooking, Sport and Fitness, Group and Teamwork, Preparation for work and college, vocational activities, art etc.) helps students develop strong life skills as they transition into adulthood.

During 2023-2024, **27 students were supported by the team**, the most the team have ever supported, indicative of the increasing demand for services like STEPS to 16. Out of the twelve year 11 students who took their exams all successfully secured accredited qualifications.



***95% of STEPS to 16 leavers
have gone on to further
education or into employment***





I like mentoring it's really helped me, I used to be so cross and no one understood me. My mentor just got me and I really like spending time with her.

Mentee

Building Belonging

Starting in September 2023, the Trust supported **24 young people and 9 families with mentoring** through the Building Belonging programme. Targeted to families living in Elmbridge, the aim of the programme is to reduce the likelihood of young people being drawn into offending or anti-social behaviour.

The young people have multiple and complex life experiences; 60% of children have experienced three or more traumatic experiences such as household mental illness, household crime, emotional neglect, parental separation or domestic abuse. For these young people, and their families, engaging with professional support has always been challenging, expecting to receive criticism and negativity.

The team of experienced staff reach out to families and support them when needed. The result is that the young people have engaged in positive activities in the community, showed improved school attendance, and had the opportunity to build trusting relationships with professionals.

Wellbeing Mentors

Surrey Care Trust continues to be part of the Surrey Wellbeing Partnership - an alliance of voluntary sector organisations working to improve the emotional wellbeing and mental health of children and young people.

Over the year, our expert mentoring team worked with specially trained volunteers - Wellbeing Mentors - to **support 92 young people**, aged 11-18, living with problems such as OCD, self-harm and eating disorders. This is over a 5% increase from the previous year.

In addition to the one-to-one mentoring, wellbeing group work and activity days were also offered to improve the young people's confidence, emotional development, and build peer networks. These days took place at our Gateway Community Allotment or on our Swingbridge Community Boat *Tranquility*. Other activities were also arranged such as paddleboarding and horse riding.

Free Counselling

In addition to our Wellbeing Mentors, we offer a free and independent Counselling service for 16 to 25 year-olds who are unable to access support elsewhere. This service is supported with funding from BBC Children in Need.

Our volunteer counsellors, who work under a trained supervisor and manager (all are members of British Association for Counselling and Psychotherapy), provide 12 weekly sessions to help their clients to feel valued, less helpless and more positive and to live life more fully.

Over the 12 weeks they receive support, we measure the young people's progress in six areas: feeling supported, levels of anxiety, positive relationships, decision making, socialising and communication skills. Initially clients rate themselves lowest when asked if they feel supported in life, but after counselling tell us that they feel much more confident at socialising and decision making. **Over the past year, 49 young people experiencing anxiety and depression were helped by this service.**

I appreciated the time and space to explore issues and be heard; I felt accepted.





FLOURISHING FAMILIES

Our Flourishing Families programmes help parents to provide supportive environments and positive childhood experiences. Our services include providing long term, structured support, parenting skills training, and safe spaces to enjoy relationship building, family time and activities.

Early Help Mentoring for Young People and Families

Our Early Help Family Mentoring, funded by Surrey County Council and delivered in partnership with Home-Start, supported children, young people, and their parents, struggling to cope with life's challenges and in need of resilience support.

Most families who came to us were struggling with mental health issues, children's behaviour, relationship difficulties or challenges because of neurodivergent conditions.

Working with a wide range of families with multiple needs, our trained volunteer mentors delivered a package of our one-to-one mentoring, Home-Start's home visiting, group work/parenting support, and signposting to further help.

The success of the programme was proven time and time again over the near five year period of its operation, with **99% of parents and young people reporting improvements** in their resilience, well-being, confidence, and/or self-esteem.

In the final eight months of the program, from August 2023-March 2024, when the SCC's new style family support came into effect, the Family Mentoring teams provided **175** families with one to one mentoring support and a further **177** families were supported through signposting, parenting or other types of help. This is a lower number than previous years reflecting the impact of the cessation of taking on new referrals (and passing to the newly appointed providers) so we could continue supporting established clients until the end of the contract.

Youth & Family Mentoring

The success of the Early Help mentoring reinforced our commitment to providing meaningful support to vulnerable families, despite changes to funding. With support from Waverley Borough Council and the Ingram Trust, we have been able to continue this support in the boroughs of Waverley and Woking, and have launched a new fundraising campaign to establish the programme in other areas of significant need.

Such support can be transformational; not only in empowering parents but helping young people to work through and resolve or manage their problems. The result is that young people are able to make positive choices, and improve their educational outcomes, employment prospects, relationships, and their emotional wellbeing.

In the four months between April 2024 and July 2024, the Youth & Family Mentoring teams **supported 34 young people** living with a wide range of needs such as poor mental health, family breakdown, learning difficulties, and relationship issues.

Spelthorne Family Centres

Introduced from April 2024, Surrey County Council's new family resilience support model, Families First, focuses on family centres as support hubs to provide activities for vulnerable families and as bases for outreach work.

Although this change ended our Early Help mentoring in many areas, we were delighted to be appointed as the Families First provider in the borough of Spelthorne.

This opportunity allows us to unite the support delivered through the Clarendon Family Centre with that of the Stanwell Family Centre and build on the successes we have achieved with local families and the community over the past two decades.



Stanwell Family Centre

Our Stanwell Family Centre is located in one of Surrey's most deprived wards and, employing a team that includes experienced outreach workers, works with families identified as being most in need. The Centre provides early help support to families with children up to age of 19 years (25 if there is a specific need).

Often families are struggling with a multitude of complex problems such as limited parenting skills, children with special needs (including ADD, ASD, dyspraxia etc.), domestic abuse, low levels of literacy and/or English as a second language. The team provide specialist services and support including outreach support, parenting programmes, the Freedom Programme for victims of domestic abuse, and for children who have witnessed domestic abuse or suffered abuse.

The team also work with a wide range of partner agencies, voluntary organisations, councillors, local schools and nurseries, as well as professionals such as midwives, social workers, speech therapists, health visitors and police officers. Such holistic support means most problems are addressed before they spiral out of control or become dangerous and ensure that families receive the right help, at the right time.

During the year, the Stanwell Family Centre team successfully **supported 119 children and young people and 169 parents**. In addition, through their family resilience activities (including the sensory room, toy library, and skills courses), the team also supported 1,259 children and young people, and 1,240 parents.

Clarendon Family Centre

As of the start of June 2024, Surrey Care Trust took over the contract to deliver Clarendon Family Centre's targeted support and family resilience services, including those delivered from the Buckland Centre in Staines.

The Clarendon team has been supporting vulnerable families from across the borough, with the exception of Stanwell, with outreach support, breastfeeding advice, parenting courses, and other services. That work will continue and develop as the team integrates into the Surrey Care Trust Family.



NURTURE THROUGH NATURE

Our Nurture through Nature activities, delivered from a variety of locations, harness the power of the natural world to encourage people to engage with their local environment and communities, improving their wellbeing, sense of worth, and practical skills.

Swingbridge Community Boats

From our two Swingbridge Community Boats, expert volunteers deliver a range of river-based activities to give people of all ages the opportunity to learn new skills, gain qualifications, and improve their wellbeing and confidence.

Our trained volunteers manage the day-to-day operation of the boats: maintaining and repairing the boats, planning trips, activities, and conservation work, and providing informal mentoring for some of our more vulnerable volunteers and clients

Hundreds of people enjoyed *Swingbridge Tranquility's* cruises and activities on the River Wey. People living in homeless hostels, children with specific needs, older people with limited mobility (the boat can accommodate up to two wheelchairs), our own STEPS to 16 students, and young people and parents supported by Wellbeing or Family mentors are among those who benefited.

Tranquility also continued to host the NHS Early Psychosis Group who take part in our environmental conservation activities, putting the galley to good use for a series of 'Culinary Cruises'.

Swingbridge Endeavour crews comprise trained volunteers working alongside volunteers who are living with or recovering from problems like poor mental health, addiction or relationship breakdown. There are also sessions where offenders serving community sentences join the crew to make a positive contribution to the environment and community.





Being on this boat has made me see that my life is not pointless. I have learned new skills, my attitude to life has changed

Together, everyone working on *Endeavour*, completed **over 3,600 hours of environmental conservation activities** along the waterways in and around the Rivers Wey and Thames, including:

- **Shalford Meadows, including the steps, bridge, and ponds**
- **Thames Lock**
- **Hurst Park**
- **Desborough Island**
- **The Wey and Godalming Navigations**
- **St Catherine's Lock, Thames Lock, Molesey Lock, Stoke Lock, and Millmead**

Local residents – including the wildlife - enjoyed the improved and well-maintained habitats after the crews removed large amounts of Himalayan Balsam and Ragwort, fallen trees from tow paths, cleared ditches, coppicing, and tree clearance.

Combined, from August 2023 to July 2024, **almost 750 people benefited from the wellbeing cruises, confidence boosting courses, and environmental activities;** 4% more than the previous year.

The Gateway Garden

The activities delivered by the award winning Gateway Garden (formerly the Gateway Community Allotment), near Reigate aims to help anyone living with poor mental health or at risk of isolation to make positive changes, develop practical skills, and enjoy the therapeutic benefits of gardening, nature, and the outdoors - all within a safe and nurturing space.

As part of our previous Early Help work with Surrey County Council, the team worked closely with the family mentoring teams to provide opportunities for families and young adults to come together.

In October 2023, the team's accomplishments were recognised in the RHS's South & South East in Bloom It's Your Neighbourhood Awards, achieving 'Outstanding' status with specific focus on 'being inclusive of local people, making a difference to local people, and working in partnership with others'.

Additionally, throughout 2023-2024, the Garden acted as the springboard for a new strand of Surrey Care Trust's work, our Outside & Active courses. The Gateway team developed the concept, delivered the first course, and expanded volunteering opportunities in the wider community.

Stanwell Community Group

Working closely with the Stanwell Family Centre, the newly named Stanwell Community Group (formerly the Stanwell Local Conversation) is a grassroots initiative that empowers the local community to create a well-connected, healthy and active community.

Those within 'The Group' work to:

- Reduce social isolation
- Bring residents together to take action on local issues (such as the environment and social connections)
- Support residents to engage and get involved with their neighbourhood through events and activities
- Encourage good physical and mental health
- Encourage pride in the village

With funding from the People's Health Trust and with other charitable support, over the past year, local residents have secured new jobs, become more independent, and enjoyed opportunities they would not otherwise have access to. **Volunteers also regularly supported over 400 children and families**, and engaged many more in activities ranging from a Lantern Parade, celebrating Diwali, Family Fun days and of course, activities delivered from the Conversation's award-winning Community Allotment.

Outside & Active

In January 2023, the Gateway Garden became the first home of our new Outside & Active courses.

These courses, funded by the Community Foundation for Surrey's new Scale Up Mental Health Fund and additional funding from the National Lottery, are designed to help young people improve their mental health by being outdoors and taking part in nature-based therapies. The natural setting, activities, and opportunities to make friends, boosts young people's confidence and reduces their social isolation.

Over the year, **61 people took part in one of 14 courses** that incorporated a range of nature based activities such as building raised beds, wreath making, planting and outdoor crafts. The team now look forward to utilising what they have learned so far and expanding to new locations to reach more groups over the next twelve months.

Our **Gateway Garden** supports people in a variety of ways





PEOPLE AT THE HEART

Volunteers

Volunteers are integral to the success of our work. People from all walks of life join us as crew on our Community Boats, mentors, allotment gardeners, marshals at our events, and more! As well as helping us to support our clients and strengthen communities, our volunteers tell us how rewarding and life-enhancing they find their volunteer work, with many also gaining new skills, thanks to the training we provide.



Volunteers donated almost **27,800** hours of their time to help vulnerable and disadvantaged people in Surrey*



Last year, and despite changes to our service provision, **70** new volunteers joined our 'ranks', who, along with our existing volunteers, donated at least **£318,000*** of their time



In return, we were able to provide the volunteers with approximately **4,400** hours of training on a range of issues such as building confidence; communication; relationships; finding, securing, and maintaining employment; parenting skills; behaviour management; mental health support

We are also extremely grateful for all the support from local companies for volunteering at our sites across the county. We were delighted to host Zurich Financial, Thales UK, and SES Water.

**This is less than previous years, due to changes in the Early Help mentoring programme*



Trustees

Our Board of Trustees are volunteers responsible for governing the Trust and directing how it is managed and run. We are privileged to be joined by people who bring a wide range of skills and experiences from business, charity, and our local communities. Together they help drive our work and ensure we make the greatest difference we possibly can.

As a board, our Trustees meet six times a year to review strategic priorities and ensure due diligence of responsibilities and overall management of the Trust, including monitoring of policies and the Trust's Risk Register. As individuals, each Trustee supports a specific programme or strategic priority through regular meetings and visits.

John Chaplin – Chair

John started work for Mobil in the North Sea and then lived and worked around the world in a variety of assignments, returning to the UK to become Chairman of Esso UK. He now pursues his interests of travel, hill walking, flying, and volunteering. John sits on the Investment Committee.

Richard Whittington DL – Vice Chair

Richard is involved with the community through the Surrey Lieutenancy, the High Sheriff Youth Awards, and the Gordon Foundation. Richard is also a Vice-President of the Community Foundation for Surrey. Richard is the nominated Trustee for Health and Safety.

Paul Downes – Treasurer

Paul is a Chartered Accountant who spent 30 years working in banking and private equity. Paul is also the Chair of the Horsell Common Preservation Society and Honorary Treasurer of the Community Foundation for Surrey. Paul sits on the Investment Committee.

Tracey Cater MCIPD

Tracey has been a qualified HR practitioner for more than 30 years and currently works as an HR Consultant advising and supporting many different types of businesses and charities. She is a mental health first aider and a member of the Chartered Institute of Personnel & Development. Tracey became a Surrey Care Trust volunteer mentor in February 2021 which she believes enhances her role as a Trustee with the Trust. Tracey was appointed in September 2024.

Phil Osborne

As Head of Surrey County Council's Early Years and Childcare (in 2002), Phil oversaw the establishment of a network of Sure Start Children's Centres across the county. Before retiring, Phil was a part-time Children's Social Worker with Hampshire County Council. Phil sits on the Safeguarding Committee, the STEPS Management Committee, and the Family Centre Group.

Natalie Payne

Natalie is a Partner at Morr & Co solicitors, an honorary legal adviser for the Citizen's Advice Bureau, and has mentored students at the University of Kent and the College of Law. Natalie is also a keen athlete and has completed various challenges to raise money for charity.

Kari Pridden

Kari spent 15 years in the oil and gas industry after which she became a NHS Speech and Language Therapist. Kari provides Speech and Language support to the Family Centre and sits on the Family Centre Group.

Julie Richardson

Julie is the HR Lead at Southwark Diocesan Board of Education, supporting 106 schools and leading on HR for the Board itself. Prior to this, Julie was Director of HR at The Howard Partnership Trust, and the Head of Education HR at Babcock 4s. Julie resigned as a Trustee in July 2024.

Ron Searle

Ron has worked in education for 30 years. He was Chair of the Surrey Secondary Headteachers' Council, sitting on the Surrey Safeguarding Children Board, SEND Governance Board, School Improvement Partnership Board and Schools Forum. He has served on the corporation of a General FE college, as governor of a primary federation and continues to serve as Chair of Trustees of an Alternative Provision Multi-Academy Trust (IET). He is now an independent educational consultant working with schools across the country.

Dr Naomi Winstone

Naomi is Professor of Educational Psychology and Director of the Surrey Institute of Education at the University of Surrey in Guildford, a Principal Fellow of the Higher Education Academy, and a National Teaching Fellow. Naomi previously worked as a Volunteer Mentor in the Waverley area.

Vivienne Winter Stuart

Vivienne spent 30 years working in the IT industry ending as an international senior projects director and now uses her skills to benefit the voluntary sector. As well as being a Trustee, Vivienne is also a Volunteer Mentor and Skipper on our Swingbridge Community Boats.

QUALITY AND ASSURANCE

Fundraising

2023-2024 was another full year for the Trust's fundraising. We saw our Steps 2 Work Wellbeing programme established after securing Surrey County Council's largest Mental Health Investment grant and expanded our Outside & Active courses thanks to matched funding from the National Lottery. Our events activity saw us host the largest ever Surrey 5 Peaks Hikeathon and our latest Firewalk.

We were also extremely grateful to Trustee, Ron Searle, who helped us raise thousands of pounds from his reading of Charles Dickens' Christmas Carol. And, thanks to the help of our Patron Dr Julie Llewelyn, we were also delighted to launch the Trust's first fundraising campaign, *Nurture, Flourish, Thrive: a Surrey where all children and young people can succeed*, designed to secure the funding we need to re-establish our Youth & Family mentoring in key areas.

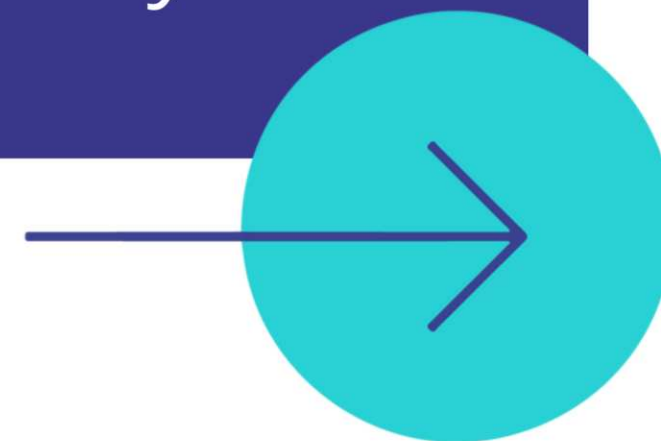
In summary, thanks to this generosity and that of the many charitable trusts, companies, community groups, philanthropic individuals, and through a robust approach to new funding opportunities, **the Trust raised £489,000 to help deliver its key aims. A further £44,000 was raised by supporters who participated in our events.**

Research

Following the end of our Early Help contract with Surrey County Council in March 2024, we have reviewed the outcome data of four years mentoring to young people and families across Surrey. While there have been few surprises, we are delighted that our anecdotal evidence has proved correct.

This research has been used to inform the delivery and location of our Youth & Family Mentoring development and the associated fundraising campaign; we look forward to sharing the results of this research in early 2025.

The whole experience is a powerful way to give back to your community.



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:

- National Community Boats Association (NCBA) Accredited Training Centre Status
- ISO 9001 : 2015
- City & Guilds Accredited Centre
- Cyber Essentials

A record number of walkers took part in **Surrey 5 Peaks 2023**



Governance, Structure and Management

Company number	01658859	
Charity number	285543	
Registered office and operational address	Astolat, FF12, Coniers Way, New Inn Lane, Guildford, Surrey, GU4 7HL	
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
Investment Managers	Flagstone 1st Floor, Clareville House 26-27 Oxendon Street London SW1Y 4EL	CCLA 1 Angel Lane London EC4R 3AB
Solicitors	Barlow Robbins LLP The Oriel, Sydenham Road, Guildford, GU1 3SR	
Auditors	Warner Wilde Limited, Chartered Certified Accountants 4 Marigold Drive, Bisley, Surrey, GU24 9SF	

President	Sir Adrian White CBE. DL. C.Sci. D.Univ
Patrons	HM, Lord-Lieutenant of Surrey, Michael More-Molyneux Mr David Hypher OBE DL Dr Julie Llewelyn DL Sir Richard Stilgoe OBE DL Mr Andrew Wates OBE DL

Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

	Ms Tracey Cater (appointed 21.10.2024)
	Mr Phil Osborne
	Ms Natalie Payne
	Mrs Kari Pridden
	Ms Julie Richardson (resigned 1.7.2024)
	Mr Ron Searle
	Dr Naomi Winstone
	Mrs Vivienne Winter Stuart
Chairman	Mr John Chaplin
Vice Chairman	Mr Richard Whittington DL
Treasurer	Mr Paul Downes FCA ATII
Chief Executive	Mr John Downing
Secretary	Mr Richard Whittington DL

I like the work... I am speaking to so many people and the majority seem to just need someone to talk to; someone who will listen and who will care about them.



Financial Review

Total Income for the year to 31 July 2024 increased by 5.6% to £1,977,550 compared to £1,872,109 in 22/23. There has been significant growth in our Skills to Thrive income and activity whilst the end of funding for Early Help mentoring in March 2024 led to a decrease in our Flourishing Families Income.

Expenditure remained steady overall at £1,797,264 compared with £1,760,943 in 22/23. The Trust produced a surplus of 9% (£180,286) in 23/24 compared with 6% (£111,166) in 22/23.

Reserves

The Board has assessed potential risks and from this drawn a Reserves Policy that will enable us to both invest as much as possible to support our beneficiaries and ensure the Trust's long-term sustainability, stability, and resilience. Reserves are maintained to be used in the event of unexpected demands on resources and the risk of income becoming unavailable. These include:

- 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
- Covering the risks of unforeseen emergency or other unexpected need for funds, e.g., an unexpected large repair bill or covering long-term sickness
- Unexpected calls for funding to develop new opportunities or begin new projects which may require up front expenditure or match funding
- Short term deficits in cash flow

At the close of this year our unrestricted reserves were £829,492 compared to £649,206 in 22/23. £85,000 of this has been designated in the accounts for future spending on Families First and mentoring work. Full details of the results for the year are given in the audited financial statements included in this report.

Risk Management

We maintain and develop our risk management process and procedure throughout the year to address significant risks.

Mitigating factors are identified for each risk and 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 who have oversight of the key risks and new risks at Board meetings, and all risks annually.

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

The Risk assessment and management process, aligned with recommended practice of The Charity Commission, ensures that:

- The identification, assessment and management of risk is linked to the achievement of the charity's operational objectives
- The process covers all areas of risk but is focused primarily on major risks
- The risk exposure profile reflects the Trustees' views as to the levels of acceptable risk
- Risk management is ongoing and embedded in management and operational procedures

The most significant risks identified during the year included:

- Further significant overall reduction in Public Sector funding, notably the loss of the Early Help contract
- Failure to secure sufficient new funding opportunities to maintain, at a minimum, current turnover
- Significant shortfall on voluntary fundraising target
- Serious Health & Safety or Safeguarding failure
- The loss of staff to deliver programme outcomes

The Future

As predicted, the past financial year has been one of significant change and transition for Surrey Care Trust.

We knew March 2024 would see the end of our successful Early Help contract with Surrey County Council and a reduction of our Youth & Family Mentoring across the county. In preparation, using what we had learnt through our research about the needs of our beneficiaries and what were the most successful strategies employed in our programmes, we instigated regular business development planning and review to secure continuing financial viability. We also reviewed the structure of our programme teams and where we could have greatest impact with limited resources.

The result was a successful bid to deliver Surrey County Council's new place based family resilience model - Families First - in Spelthorne; securing of multi year funding to establish support for people struggling with poor mental health and employment (based on the Steps2Work model); and a commitment to continue delivering our Youth & Family mentoring (based on the Early Help model); in areas where we can have greatest impact.

With this funding, and by streamlining our workforce, we are now in a strong position to support people in numerous areas across Surrey. Our work is now more targeted towards the most vulnerable, an important focus as we see more and more people with multiple complex issues (on average, one person will present with seven different needs) requiring our flexible approach, diversity of provision, and depth of experience and networks.

With a platform of knowledge, stability, and experience, and the enthusiasm, creativity, and passion of our staff and volunteers, we now plan for the next medium term. We will continue to work in collaboration with a wide variety of partners to deliver relevant, responsive, and flexible services that help people develop the skills they need to thrive, to nurture their wellbeing, and create families that can flourish.

Our commitment to uniting and empowering communities through volunteering and to supporting, developing, and retaining our staff will also remain a cornerstone of how we work.

As we plan ahead to secure the resources we need, we are also open, in the longer term, to opportunities beyond our current geography and potentially broadening our remit, all to ensure we can continue making a meaningful difference to people's lives.

Approved by Trustees on 21st January 2025 and signed on their behalf by:

John Chaplin

John Chaplin
Chairman and Trustee



THANK YOU

Thank you to all our volunteers, staff, and supporters: to everyone who has donated money, given time, or helped organise, support or participated in our events.

Thank you also to the many organisations who have supported us with grants or donations or with gifts in kind such as providing venues for training and other activities free-of-charge or at generously reduced rates.

They include:

All 4 Marine
A2 Dominion
Alpinum Securitisation Company Ltd
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BBC Children In Need
BeMe Project
Betty Riseley Trust
Bruce Wake Charitable Trust
Chapman Charitable Trust
Community Foundation for Surrey
CP Charitable Trust
The Dept. of Work & Pensions
Elmbridge Borough Council
Erica Leonard Trust
Foster Denovo
Gatwick Airport Community Trust
Gerald Bentall Charitable Trust
Govia Thameslink Railway
Guildford Borough Council
Guildford Lions
Guildford Lottery
Guildford Sea Cadets
Hamamelis Trust
Heathrow Community Fund

High Sheriff of Surrey Youth Awards
Jacqueline's Garden
John Cowan Foundation,
The Loseley & Guildway Charitable Trust
Masonic Charitable Foundation
Mole Valley Community Lottery
National Garden Scheme
National Trust at Dapdune Wharf
Oakwood School
Office of the Police & Crime Commissioner
PPL
Reigate & Banstead Borough Council
Reigate School
Royal Horticultural Society
SES Water
Spelthorne Borough Council
St Dunstan's Church
Surrey County Council
Surrey Heath Lottery
Talking Training
Tandridge Lottery
The 29th May 1961 Charitable Trust
The Amber Foundation
The Church of Holy Trinity with St Saviour's
The D'Oyly Carte Charitable Trust

The Garfield Weston Foundation
The Henry Smith Charity
The Ingram Trust
The Estate of Irene Healy
The JJ Charitable Trust
The Manly Trust
The Monica Rabagliati Charitable Trust
The National Lottery Community Fund
The Parish of Kingswood Choir
The Peter Harrison Foundation
Timpsons
Unum
VARB
Walton-on-Thames Charity
Welcare
William Wates Memorial Trust
Woking Borough Council



Gifts in Kind

Acts of Kindness
Aquapaddle, Hampton
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The Breastfeeding Cafe
Briars Field Forest School
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Homestart Spelthorne
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