

SURREY CARE TRUST

Nurturing skills | Changing lives



**Trustee report and financial
statements 2017/18**

About Surrey Care Trust

Our Vision

A society in which everyone has the opportunity and encouragement to achieve their potential and to make a positive contribution.

Our Mission

To tackle disadvantage, social exclusion and hardship in local communities by equipping people with the skills to improve their economic situation, reduce their social isolation and convince them that they have a valuable contribution to make to society.

Where we work

We work mainly in Surrey, with a particular focus on areas of relative deprivation and disadvantaged and socially marginalised groups, including low-income families, vulnerable young people and low-skilled adults.

The work we do

We help people to create better chances in life and brighter futures for themselves through training, education, mentoring, counselling and volunteering. We are:

- engaging vulnerable and challenging young people in education through an alternative approach with our **STEPS** at Woking Learning Centre
- supporting people of all ages through **mentoring** to help them make positive changes in their lives
- helping the long-term unemployed to gain skills and confidence through our **Alliance and Aspire** programmes
- providing a free and independent **counselling** service for troubled young people aged 16 to 25
- running outdoor learning, personal development and volunteering activities on our **Swingbridge Community Boats**
- re-engaging people in education with our community-based **Adult Learning** programme
- helping families to give their children the best start in life with our **Sure Start Children's Centre** in Stanwell
- supporting development of the Stanwell Community through the **People's Health Trust** funded '**Local Conversation**'
- developing parenting skills through our new **Parenting Programme**

Why our work is needed

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 - a minority that nevertheless accounts for tens of thousands of individuals - who are disadvantaged by low skills, lack of opportunity, setbacks in life and precarious economic circumstances. They often feel left out of society and that they have no contribution to make.

How Surrey Care Trust is making a difference - a review of our work in 2017/18

We are helping people:

- become more skilled for life, learning and work
- feel more respected and valued
- feel more motivated and able to contribute to the good of society

We know our work is being effective when the people we work with:

- choose to participate in learning or mentoring
- 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

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. While it is subjective, the more systematically and comprehensively we gain verbal and written feedback, the more meaningful it becomes.

During the 12 months to July 2018, over 2,500 individuals benefited from the services that we provided free at the point of delivery, with a further 800 taking part in the activities for which we make a modest charge.

Adult Learning

Encouraging people to take up learning again

Our 'first steps' courses enable hundreds of adults to try learning again and discover how it is enjoyable, sociable and a boost to confidence and motivation. In 2017/18, over 500 adults participated on our adult learning programme.

We have continued to work with NESCOL College and Surrey Adult Learning to run short, non-accredited courses of up to 10 hours, in popular subjects including confidence building, first aid, family food, food hygiene, personal development, getting 'back to work' and environmental skills.

Aimed primarily at people with low skills, these first steps courses are free, thus removing one of the barriers that come between adult education and those who could most benefit. Courses are tailored to meet the needs of specific groups, including those with mental health difficulties, carers, vulnerable homeless people, victims of domestic abuse, young people with criminal or substance misuse backgrounds, children's centre users and offenders.

We aim 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 children's centres. Training in basic land maintenance skills is delivered on our Swingbridge Community Boats as part of environmental volunteering.

Making a difference through adult learning

	Actual 2016/17	Target 2017/18	Actual 2017/18	Target 2018/19
People participating in first steps learning	593	500	529	530

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.

"This course has been so valuable to me. At first I thought I'd never be able to go back to work but now I feel ready. But the best bit is when you can give a piece of jewellery you have made to someone else and you see how happy it makes them. That natural, emotional response makes me feel just so good about myself."

Shelley

Mentoring

Listening and supporting young people and adults when life is difficult

Our mentoring programmes work with young people and adults from 11 years of age, allowing us to offer a 'whole family' approach where needed. We harness the time, goodwill and skills of over 170 volunteers, with more than 70 new volunteer mentors trained during the year. Services for both adults and young people are run by the same experienced team of mentor co-ordinators, with some mentors choosing to work with both groups.

Our volunteer mentors range in age from 20 to 70 and come from a wide variety of backgrounds. Key to our success is the quality of training and ongoing support provided by our highly skilled mentor co-ordinators. There is weekly communication by email or phone and regular group meetings to share experiences/expertise, as well as benefiting from outside speakers. Our mentor co-ordinators take great care in matching individual mentees with a mentor whose life experience, skills and interests closely meet their needs. The quality of our offer is evidenced by the fact we hold the NVCO Approved Provider Standard in Mentoring and Befriending.

Adult mentoring

Meeting with a mentor once a week gives a person a chance to talk and be listened to, and encourages and supports them in practical ways to bring stability back to their lives. Our adult beneficiaries include those who are socially isolated, long-term unemployed, those with mental health issues or mild learning disabilities, or those living on their own or in temporary accommodation and in need of additional support.

We continue to work with Surrey County Council's Family Support teams in the west of the county. 45 families with complex long-term needs participated in a 12-week intensive intervention by the statutory services, during which time individuals were also matched with a volunteer mentor. This mentoring will continue for as long as is needed, gradually reducing over time as mentees progress on their agreed plans, developing their independent skills and resilience.

The long-term support of a volunteer mentor is key to both our projects working with those farthest from the labour market; the ESF and Lottery-funded Aspire programme in the Gatwick Diamond area, and the smaller Alliance programme in the west of the county. We work with adults who are farthest from the labour market and need long-term training and support in order to re-engage with employment, education and volunteering. An exciting new development is the Gateway Community Allotment in Redhill, which will provide skills training and outdoor opportunities for both individuals and families.

Making a difference through adult mentoring

	Actual 2016/17	Target 2017/18	Actual 2017/18	Target 2018/19
Adults mentored	136	116	103	148
Percentage of people matched with a mentor within four weeks of referral	89%	100%	100%	100%

As well as key performance targets for the number of people we support through mentoring, we track a range of outcomes linked to goals that our mentees set for themselves and the changes that result from the fact that they have had someone to support them. Short-term aims might include clearing a backlog of bills and letters, registering with a GP, looking for jobs on a website or even just coming to the mentoring sessions on time, but these can be the first steps towards making more substantial changes that bring stability and new opportunities. In 2018 we began using the Outcome Star model to help evaluate the success of the mentoring on the mentee in terms of 'softer' outcomes, enabling staff, mentors and mentees to track these 'softer' outcomes and demonstrate the effectiveness of mentoring over time.

"The mentoring process was like winning the lottery. I thought I could solve my problems myself, but I ended up drifting aimlessly along. With my mentor's help, I've found a new direction."

Gary – mentee

"Without my volunteer mentors I would have been in a completely different place; I don't know if I could have gone on really. But I have now been off of my medication for over six months, my son attends nursery every day and I socialise with other mums. I live independently and I feel so much better about myself and my future. Looking back I've come such a long way."

Kaema – mentee

- **Mentoring young people**

We have continued to expand our mentoring work with vulnerable young people, helping them navigate through difficulties that hold them back in life and education and make positive choices in their lives. This preventative work is funded through a mix of statutory and charitable income.

Contracts we are delivering for Surrey County Council account for a major part of our mentoring with young people aged 11 - 18, providing services for those with acute needs in the boroughs of Elmbridge and Woking as part of the Council's Early Help Strategy. The most important areas of concern for the young people we work with are family and home life, confidence, self-esteem and emotional wellbeing. Where needed, families are able to access additional support to help meet the needs of their children.

While one of our key contract performance targets is the number of hours young people are mentored, our approach is not determined by a given length of time the mentor may work with a mentee, or indeed the frequency of meetings; rather by the needs of the individual young person.

Most important in terms of demonstrating effectiveness is the progress towards the individual goals that each young person sets for themselves. These are about taking small positive steps in life that can add up to making a substantial change. They can be as simple as talking to their mum or dad about what happened at school that day or coming to their next mentoring session on time! Goals may relate to education and broadening horizons, trying a new sport or activity, engaging with a particular subject they find challenging or making that daunting college application.

During the year, with the support of charitable funding, we have continued to work with the often neglected 18-25 year-old age group, in both the east and the west of the county. In some ways, their needs are higher than their younger peers in that they no longer have access to free education and learning and have often had significant periods not in school. Typically, those we work with are

unemployed or have mental health issues such as anxiety, self-harm or depression. They also often have parents who are disengaged. Many believe they have no-one to 'fight their corner' now they are over 18, and really value a volunteer 'just for them' to provide long-term support, whatever their needs. Referrals come from Family Services, housing associations, other charities and word of mouth.

Making a difference to young people through mentoring

	Actual 2016/17	Target 2017/18	Actual 2017/18	Target 2018/19
Numbers of young people being mentored	157	170	177	145
Average mentor hours per month	390	400	447	463
Percentage matched with a mentor within 4 weeks	87%	90%	100%	90%

Mentoring is like having an extra head - I can focus on what I want to focus on and not get weighed down like I used to and it feels so good to be able to say that!"

Tom – mentee (young person)

STEPS

Alternative Education and support for young people

Our STEPS Woking Learning Centre and our Counselling service 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. These young people are often dealing with a range of problems, affecting their lives both at home and in education.

The wider impact of STEPS is to reduce the number of young people who start adult life with limited prospects of going to college, accessing skills training and finding or sustaining meaningful employment.

Our STEPS alternative programme is based in our Woking Learning Centre and draws students from local boroughs. STEPS is not itself a 'school' but an alternative learning provision for young people aged 12 -16 referred through schools, Family Services and other agencies. Open every day 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. With the appointment of a new full-time manager in September 2017, a former deputy head, there has been an increased focus on ensuring the young

people understand 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 functional skills qualifications in Mathematics and English, and 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.

A high staff to student ratio, and growing numbers of volunteers, are vital in 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.

New in the summer term was a shorter intervention for younger Key Stage 3 students aged 12 – 13 years, who are struggling in mainstream school. The programme helped them build their self-confidence and self-esteem, to be more reflective in terms of their behaviours and to develop strategies to enable them to succeed in mainstream school. Working in partnership with their local school, these young people will be tracked and supported through the next academic year, to assess the effectiveness of this new initiative. A similar course will be run in the autumn term.

Making a difference at STEPS

	Actual 2016/17	Target 2017/18	Actual 2017/18	Target 2018/19
Percentage of year 11 students progressing to further learning or employment on leaving the programme (by November)	70%	80%	72%	80%
Percentage of summer 2017 leavers gaining external accreditation	80%	90%	100%	80%

More detailed targets underlay these high level targets for 2018/19, in terms of City and Guilds Maths and English and Open College accreditation, reflecting both the length of time the young person has been at the Woking Learning Centre and their baseline assessment. Staff track the achievements of each student, as well as changes in their attitudes and behaviour. Students themselves are regularly asked to evaluate where they have done well and where they need to try harder.

Seven year 11 students left STEPS in June 2018, with five sustained in further learning or employment by October 2018. All seven students gained City and Guilds accreditation in functional skills at either Entry Level 3, Level 1 or Level 2, and completed the full OCN Certificate in Progression (7 or more units). One student took GCSE qualifications through their referring school in 2018, with support from STEPS.

"I felt like I belonged at STEPS and enjoyed going in, which is not how I felt at school. I wanted to be at STEPS and felt like it was a short time-out from my life as well as somewhere to learn. If I hadn't gone to STEPS I would have been on a much different path, for the worse, and definitely wouldn't have attended any other school and received qualifications."

Emily* 19 – former STEPS student

"I feel trusted here; they know me well. It's fun and it's something to do - if I wasn't here I would be just be getting into trouble with the police probably."

Harrison* – STEPS student

"If I hadn't come to the Learning Centre I would've just spent all day at home on my PlayStation or getting into trouble. I don't think I would have been able to get a job or money. I want to stay at STEPS because I want to get a level 2 in maths and a level 3 in English so I can do construction at Guildford College."

Tyler* - STEPS student

*Names have been changed

STEPS Counselling Service

A free service for troubled young people

A modest but steady flow of young people aged 16-25 access our free Woking-based service for various reasons, including the length of waiting times for other services, the fact that STEPS counselling as a non-statutory service is more approachable and less stigmatising, and because they cannot afford private counselling. Young people can contact the service through a dedicated helpline and we also receive enquiries from GPs and other mental health agencies.

Counselling is tailor made to meet everyone's needs but we now assess progress after 12 sessions to ensure that counselling is still the right way forward. It could be that a mentor is a more suitable alternative to enable the young person to continue to develop.

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 in the final stages of their professional training, supported by an experienced BACP 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.

Making a difference to young people through counselling

	Actual 2016/17	Target 2017/18	Actual 2017/18	Target 2018/19
Numbers of young people accessing counselling	36	40	41	40
Percentage matched with a counsellor within four weeks	87%	100%	100%	100%

"Sam told me that the counselling has made him feel valued and understand himself more. He also said that it has helped him to face his fears and explore relationships."*

Counsellor

"Siobhan expressed to me that the counselling had been very useful in helping her to explore the range of emotions she was feeling in relation to her family and also her future."*

Counsellor

Stanwell Sure Start Children's Centre

Supporting parents in giving children the best start in life

At the heart of our Sure Start Children's Centre, run in partnership with Surrey County Council, is the desire to make a positive difference to the life chances of the very youngest in our society and their families, living in Stanwell and Stanwell Moor, one of the most disadvantaged communities in Surrey. Our key aim is that all children, regardless of family circumstances, are properly prepared for school. In addition, this year the brief of all Children's Centres in Surrey expanded to include working with families with children aged up to 11.

Open throughout the year, the Centre offers a range of activities encouraging early learning and positive parenting support. We also provide parents with information, advice and specialist services as well as adult learning classes. Many families have gained knowledge, skills and strategies to enable them to deal with issues in their lives more effectively.

The Centre's garden is a great asset for many families living in local flats and saw further improvement this year. A new sandpit, partial resurfacing and an enlarged grassy area, has made it more suitable for all year round play - we even provide the wellingtons and waterproofs!

We have continued our highly regarded support for children with additional needs through our 'Little Diamonds' group, as well as our drop in parenting support 'Tips for Toddlers' workshops. Here we cover particular subjects such as sleeping, speech and language development, toilet training and dealing with tantrums. These workshops are designed specifically for families who are unable to commit to longer courses. We were delighted to receive the UNICEF Baby Friendly Award in August and we continue to provide breastfeeding support and facilities both within the centre and through home visits.

The success of the Children's 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. 2018 also saw the Centre partner with a legal firm to offer free legal advice to Stanwell families. Our 'Stanwell Parents Together' group provides a forum for parents and carers to discuss informally with the staff what they most value at the Centre and what else they would like to see and their feedback influences the planning of future activities. Our Local Advisory Board reflects both the families we serve and our active relationships with statutory, voluntary and private sector organisations. The Children's 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.

	Actual 2016/17	Target 2017/18	Actual 2017/18	Target 2018/19
Percentage of families with children aged 0-4 in reach area registered at Stanwell Children's Centre	95%	96%	92%	95%
Percentage of families with children aged 0-4 living in the most deprived target area accessing Stanwell Children's Centre	66%	90%	87%	90%

The Children's Centre performance is judged against a complex range of detailed targets which are regularly reviewed in depth by both the Local Advisory Board and the trustees' Task Group. Despite running with two staff vacancies for a number of months in 2018, the flexibility and commitment of other staff and a growing number of volunteers, enabled key services to be maintained and overall performance against targets to be good.

"They know your name and that's so reassuring when you're a new mum. I have been in with all sorts of problems – breast-feeding difficulties with my son and then a speech impediment with my daughter and they have been able to give me advice or practical help."

Mel – parent

"I worry about how other mums see me and my parenting. My children have some issues and I don't always know how to handle their behaviour. But the staff at the centre have given me the confidence that I can make a mistake and I won't be judged. I will be helped instead."

Carly – parent

"There are lots of different health problems in my family but we have found help at the Children's Centre. I've been able to do all sorts of classes with the children and get advice and support when I have needed it - if this wasn't here, I dread to think where we'd be now."

Georgina – parent

Swingbridge Community Boats

A resource for outdoor activities and learning

The combination of fresh air, new experiences and being physically active makes our two Swingbridge Community Boats an exceptional learning environment. The boats are the base for outdoor training and personal development activities, giving people of all ages opportunities to gain new skills. Swingbridge is an accredited training centre for the National Community Boats Association and our skilled volunteers offer courses that train people up to 'skipper' level.

Hundreds of people benefit from Swingbridge. Beneficiaries include disadvantaged young people from schools, youth organisations (including our own STEPS programmes), vulnerable adults, offenders and our own volunteers. As well as running charitably-funded activities, the services of

Swingbridge are also available to the wider public on a charged-for basis, involving more of the community and generating income to support our core work.

Summer boat trips on Swingbridge1 make the River Wey accessible to people with limited mobility or other special needs, bringing them close to nature for a few hours.

Swingbridge2 is the Trust's base for environmental conservation work along the Surrey waterways. The volunteering based on it benefits people, and all types of wildlife, along the River Thames and River Wey. Our volunteers care for riverbanks, towpaths, meadows and nature reserves, carrying out tasks such as cutting back overgrown vegetation to improve views, access and safety, and painting lock gates and bridges. Volunteers needing additional support, including those with mental health needs and recovering from substance misuse, are encouraged to participate. We also provide placements for offenders serving community sentences. Whatever the reason for getting involved, those involved gain practical skills and a sense of pride in making a contribution to the local community.

The day-to-day operation and promotion of Swingbridge is in the hands of a group of very experienced volunteers operating as a Steering Group, and working within the strategic parameters agreed by the Board.

A highlight of the year was the recognition given to our volunteers by the achievement of the Queen's Award for Volunteering in June. This prestigious award demonstrates the value and work of volunteers on Swingbridge, who are making a difference to people's lives as well as the local environment.

Making a difference with Swingbridge

	Actual 2016/17	Target 2017/18	Actual 2017/18	Target 2018/19
Individuals undertaking skills training (this includes our volunteers)	229	180	170	180
Individuals gaining nationally accredited awards (this includes our volunteers)	32	60	32	50
Individuals gaining Surrey Care Trust certificates of achievement	67	100	48	n/a
Individuals and groups on paid- for/charitably funded summer trips and training days, aiming to raise £10k of income (2017/18)	986/101	990/100	740/92	990/100

In addition to key performance targets where numbers of participants in activities on Swingbridge are tracked, we use individual and group evaluations to build a picture of how we are helping people to improve their personal and practical skills.

"The support from the crew has been first class. I've learnt to helm a boat which I never thought I would do and I'll use the skills I've gained again. That's why this is so much better than doing something mundane like litter picking. It gives people like me a real sense of pride."

Sean* – offender carrying out community payback

"We had a lovely time on the river. My parents were cared for very well. They don't like to admit they need extra help, but the three crew members pitched it perfectly, so that they had the support they needed but didn't feel patronised. Boarding and leaving the boat was easy, and we were given a very generous two hours plus. The river itself was beautiful. Thank you so much for a lovely outing!"

Jeanne

The People's Health Trust 'Local Conversation' in Stanwell

Empowering the community to maximise Stanwell opportunities

The Local Conversation is one of 21 across the 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 in order to improve health at all stages of life at population (and individual) level. 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 Sure Start Children's Centre and helps the Stanwell community access opportunities.

Stanwell Local Conversation is led by a Steering Group formed of residents and professionals, and 2017/18 saw both a detailed consultation process - questioning local people on local needs - and also the start of funded projects to address local needs. In July 2018, the Local Conversation Officer began her role and a number of exciting projects have begun since then.

The five key priority areas for Stanwell are:

- Taking Pride in Stanwell
- Increasing social networks and connections
- Regular ongoing activities for children aged 7+ and young people
- Opportunities for an active and healthy community
- Transport Links

The Parenting Programme

Group mentoring support for parents

Surrey Care Trust is working in partnership with Family Links and Surrey County Council on the development of a charitably-funded national pilot project, linked to the launch of the National Parenting Organisation.

The project aims to support parents through trained Parenting Group Mentors (PGMs) taking part in existing parenting classes and continuing the group once the scheduled ten-week course ends. Having established relationships with the parents during the parenting course, the PGM will be working with parents to encourage ongoing face to face interaction and discussions to support the group, while working through ten parenting units. This will mean that there is continued professional input to the group and credible organisation, as well as having access to Early Help agencies and support if needed. Over time, we anticipate that in many cases, one or ideally two potential volunteer PGM's will 'self-select' from each group, with the encouragement and support of the PGM.

The project began in January with 10 PGMs being trained and 4 being placed onto Parenting courses in April 2018, with another in July 2018. Three of these groups are now meeting with the follow up sessions with parents to offer ongoing support and group mentoring. Whilst the initial start was more challenging and slower than anticipated, we believe a number of changes to the pilot will enable further growth in 2018/19.

"The group gives me the opportunity to tell the group about a problem for advice"

"It's good being open about how different our relationships with our children are"

"I'm learning to be more responsive to my children when they tell me stuff. In the moment. Take time to listen to them"

Comments by parents on the Parenting Programme

More information about Surrey Care Trust

Staff and volunteers

The average weekly number of employees (full-time equivalent) in 2017/18 was 25.0 compared to 23.2 in 2016/17. Volunteers, including paid staff supporting Surrey Care Trust in their own time, contributed 19,819 hours during 2017/18, a 5% increase over 2016/17.

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.

"I help out wherever I can – it might be supporting a student with their work or accompanying the group on a trip. I have the time at the moment and I'm happy to help however I can. I have such huge

admiration for the team – the patience that they have and the different approaches that they try to get the best out of each young person. I think I’ve learnt a lot too!”

Liz – volunteer at STEPS

“What I do really appreciate is that if I need help/advice etc there is always someone to talk to from the team. So thanks for your availability and flexibility.”

Karen – mentor

“I feel I have more patience now and a greater understanding of people. I’m probably better at expressing myself too and of course, I have such a sense of satisfaction knowing that I can help someone – doing something that’s so valuable.”

Mike – volunteer mentor

“It’s something I feel is a worthwhile thing to do with my time. Working on Swingbridge2 helps to make a difference to the vulnerable people we support and to the environment. Actually, on a lovely day there’s nowhere nicer to be!”

Alan – Swingbridge volunteer

Learning and training

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

All new recruits, whether staff or volunteer, are encouraged to attend a Surrey Care Trust ‘Welcome Lunch’ induction to the Trust soon after they join.

Paid staff have regular reviews and an annual appraisal with their line manager, at which personal performance and training objectives, linked to programme targets, are agreed and progress reviewed.

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. External training for staff in 2017/18 included Teacher training courses and Parenting Practitioner training for 13 of our staff, for example. Furthermore, staff are encouraged to shadow different programmes and this year we held two ‘Working Together Days’, for all the staff team and a cross section of our volunteers. The first, in January, hosted by Canon - one of our key corporate supporters - reflected on our achievements of 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 second, held at the National Trust’s Dapdune Wharf in July, the home of our Swingbridge boats, was more of a celebration, recognising the contributions of individuals and programmes to our wider impact, while providing the opportunity to build relationships over a lunchtime barbecue and various team building activities.

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
- Investors in People (IIP)
- NVCO Approved Provider Standard in Mentoring and Befriending
- 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, donations from individuals and companies and our own fundraising events. Events also provide an invaluable way of maintaining contact with our current corporate and individual supporters and reaching potential new donors.

In addition to our Surrey 5 Peaks walk in September 2017, supporters have raised funds for us through the London Marathon and other challenge events. In April 2018 we held our first Race Day at Lingfield Race Course, and we again held our corporate Big Yellow Duck Race on the River Wey in Guildford in July.

Our 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 third 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.

This year we began two new projects, our Parenting programme and the Stanwell Local Conversation, both of which are fully charitably funded over the next two and three years, respectively.

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 monitored on a regular basis for grant making trusts, companies, individuals, community group donations and fundraising events.

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

"The beautiful Surrey scenery between Bramley and Abinger Hammer (via St Martha's Church and Newlands Corner) was a real pleasure and reminded us all just how lucky we are to live in this terrific county. All proceeds raised go to the charity thanks to the continued sponsorship of Broanmain Plastics - a much appreciated contribution to our community.

Well done to all of the staff, trustees and volunteers who made it all possible - great way to raise funds, even if it is exhausting!"

Jim Glover, High Sheriff, on Surrey 5 Peaks

Financial review

Financially it has been a stable year for the Trust, with fundraised income showing a material rise due to the Parenting and Stanwell Local Conversation, both of which are fully charitably funded, while expenditure remained under tight control.

In summary:

- ☐ Income for the year to 31 July 2018 was £1,010,048 compared with £981,336 for the previous year.
- ☐ Expenditure for the year to 31 July 2018 was £974,349 compared with £939,992 for the previous year.
- ☐ Income for the year to 31 July 2018 exceeded expenditure leading to a surplus of £22,699 compared with a surplus of £41,344 for the previous year.

- ☐ Unrestricted reserves increased by £26,978 to £124,346. Restricted reserves - funds to be used for the specific purposes as specified by the donors - decreased by £4,100 to £875.
- ☐ Cash increased by £51,209 to £210,344.

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

For the year to 31 July 2019, having taken account of future plans and opportunities, the Trustees have agreed to an income budget higher than the income achieved for the year to 31 July 2018, with expenditure set at a level to achieve a modest surplus.

Reserves

The Trustees have examined the Trust's need for unrestricted funds in the context of planned continuing activities during 2018/19, including consideration of quantifiable financial risks to the Trust, within the context of the current economic and political climate, and the challenges of fundraising.

Reserves need to be held to ensure the stability of the Trust in the event of unexpected demands on resources. The minimum level of unrestricted reserves needs to be set at a level sufficient to meet closure costs and other specific risks and opportunities identified by the Board, including:

- a) emergencies and/or unexpected calls on funds, potentially unable to take up new statutory funding or contracting opportunities. Risk ref OP01.
- b) unforeseen day-to-day operational costs, such as employing temporary staff to cover a long-term sick absence. Risk ref FIN04
- c) income stream(s) ceasing, particularly voluntary grant funding. Risk ref FIN02
- d) new desirable projects (funding/contracting opportunities that could require the charity to provide contribution such as 'matched funding'. Risk ref OP02

e) short-term deficits in cash flows such as when money is needed to be spent before a funding grant is received. Risk ref FIN01

Based on these criteria, the Board has agreed a reserves target of between £93,000 and £153,000. The upper level is to be targeted incrementally in the coming years subject to the budgetary requirements over time.

Total unrestricted reserves at 31 July 2018 were £124,346 compared with £97,548 at 31 July 2017.

Structure, governance and management

As required under Section 17 of the Charities Act 2011, we have considered the guidance provided by the Charity Commission on public benefit, both in compiling this report and in planning for the future.

Surrey Care Trust continues to deliver public benefit by providing opportunities for people who are disadvantaged by poor educational achievement and low skills, to improve their training, confidence and employability. We also provide a benefit to the environment around Surrey waterways through the work of our Swingbridge2 Community Boat.

Trustees review our objectives and activities throughout the year to ensure we remain focused on our stated purposes. Each programme is assessed against what has been achieved by the groups of people that our charitable objectives charge us to help.

The Surrey Care Trust is a registered charity and a company limited by guarantee. Its governing documents are its Trust Deed and Articles of Association. The Members of Surrey Care Trust comprise the President, the Trustees and individuals who bring a wide range of experience from the business, statutory and voluntary sectors.

At the AGM, Members are invited to accept the Trustees' Annual Report and Accounts and formally elect Trustees and Officers. The liability of each Member is limited to £1 by the Articles of Association.

The Articles of Association provide for a minimum of six Trustees and a maximum of twelve. Each year, one third of the Trustees are subject to retirement by rotation. The Board continually keeps under review its membership and breadth of skills to ensure proper governance.

Following planned retirements, five new Trustees were recruited in autumn 2017 through open advertisement. Following interviews with the Chairman and Vice Chairman, a recommendation was made to the Board in January and will be confirmed at the AGM, with a further new trustee joining in June.

The Board determines the strategic direction of the charity, sets the annual budget and agrees performance targets. The Board met seven times in 2017/18, receiving quarterly monitoring information against key budget and performance targets.

The day-to-day management of Surrey Care Trust is delegated to the Chief Executive, who has regular meetings with the Chairman, Vice Chairman and Treasurer between scheduled Board and committee meetings, with the Chairman notifying the other Trustees of any significant developments or decisions taken. The Board decided to recruit a Deputy Chief Executive, Kate Shore,

in November 2017, to strengthen management capacity, bearing in the continued growth of new work.

Risk management

We have continued to develop our risk management policy and procedure during the year, and implement an annual action plan 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 the operational managers and other senior staff.

The quantified assessment of risk, the risk management policy and action plans are agreed and monitored by the Board.

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

Future plans

Our Strategic Plan for 2015 to 2018 had three key objectives:

- Sustain and grow quality learning and development opportunities to meet the identified needs of our beneficiaries
- Seek opportunities for growth through new initiatives
- Ensure our long-term sustainability as a charitable provider

Good progress has been made towards achieving these objectives, as demonstrated in this report and by the opportunities outlined below.

A series of annual performance targets contribute towards the strategic plan objectives, and these have been agreed for 2018/19. Performance against these targets is reviewed every quarter. Our ambition as a charity is always to be able to expand our help more widely. We want to increase the proportion of income we raise through donations, grants, appeals and fundraising events to give us more freedom to respond swiftly to newly identified needs.

The new Board were keen to undertake a thorough review of activities and outcomes prior to the development of our new Strategic Plan. Towards the end of the year, we secured the pro bono services of the Strategic Fit management consultancy, to support the trustees with their review, and their report was considered by the Board in the autumn. We expect to launch our new strategic plan in early 2019, with a greater focus on working with families.

There is uncertainty in Surrey as to the future structure of services for families, given both acute funding pressures and the need to respond to a second inadequate assessment of Children's

Services. Surrey County Council is looking at how children's centres can be aligned to a wider family resilience system so that we can best support our most vulnerable targeted families. The range of programmes that Surrey Care Trust offers families, including our Children's Centre, Parenting, mentoring and adult learning, puts us in an ideal position to respond to this challenge, working in partnership to share information and provide effective whole family support.

With these and other developments, the Trustees believe that we will be able to meet our strategic objectives and continue to transform the life chances and aspirations of local people who are marginalised by disadvantage and lack of opportunity, or who just need someone to give them a second chance.

Approved by the Trustees on 12th November 2018 and signed on their behalf by



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

Financial statements 2017/18

Statement of responsibilities of the Trustees

The Trustees (who are also directors of Surrey Care Trust for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which 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:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping proper accounting records that 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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 report of the trustees has been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime, under Part 15 of the Companies Act 2006.

Independent auditors' report to the members of Surrey Care Trust

Opinion

We have audited the financial statements of Surrey Care Trust (the 'charitable company') for the year ended 31 July 2018 which comprise Balance Sheet, Statement of Financial Activities, 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 2018 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 annual 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 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 the preceding page 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

12 November 2018

Reference and administrative details


Company number	658859
Charity number	285543
Registered office and operational address	The Crescent, Heathside Crescent, Woking, Surrey GU22 7AG
Patrons	Mr Roger Black MBE Mr David Hypher, OBE DL Michael More Molyneux, Lord Lieutenant of Surrey Sir Richard Stilgoe OBE DL Mr 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	Mrs Viv Ottaway
Secretary	Mr Peter Clanchy
Treasurer	Mr Peter Clanchy CPFA Mr John Chaplin (from 1/1/18) Mrs Tracey Corney (from 1/1/18) Mr Bryan Craddock (until 28/10/17) Dr Esther Hayes Mr Phil Osborne Mrs Kari Pridden Mr Ron Searle (from 1/3/18) Mr Richard Teare (until 11/12/17) Mr Richard Whittington DL (from 1/3/18) Dr Naomi Winstone (from 1/1/18) Mrs Vivienne Winter Stuart (from 1/1/18)
Chief Executive	Mrs Elaine Tisdall
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	Brown Rudnick LLP (to 30 April) 18 Clifford Street, London W1S 2QL Barlow Robbins LLP (from 1 May) The Oriel, Sydenham Road, Guildford, GU1 3SR
Auditors	Brewers, Chartered Accountants Bourne House, Queen Street, Gomshall, Surrey, GU5 9LY
Accountants	JS2 Limited One Crown Square, Church Street East, Woking, Surrey, GU21 6HR

These Financial Statements have been prepared in accordance with the special provision for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The Trustees acknowledge their responsibilities for:-

- (i) ensuring that the charity keeps proper accounting records which comply with Section 386 of the Act, and
- (ii) preparing Financial Statements which give a true and fair view of the state of affairs of the charity as at the end of the financial period and of its profit or loss for the financial period in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Act relating to Financial Statements, so far as applicable to the charity.

These Financial Statements were approved by the members of the Board on 12 November 2018 and are signed on their behalf by:


.....
Peter Clanchy, CPFA Trustee and Treasurer
Company number: 1658859

Balance sheet

Company no. 1658859

As at 31 July 2018

	Note	£	31 July 2018 £	31 July 2017 £
Fixed assets				
Tangible fixed assets	8		<u>2,982</u>	<u>8,663</u>
Current assets				
Debtors	9	122,257		97,960
Cash at bank and in hand		<u>210,344</u>		<u>159,135</u>
		332,601		257,095
Liabilities				
Creditors: amounts due within one year	10	<u>210,362</u>		<u>163,235</u>
Net current assets			<u>122,239</u>	<u>93,860</u>
Net assets	11		<u><u>125,221</u></u>	<u><u>102,523</u></u>
Funds	12			
Restricted funds			875	4,975
General funds			<u>124,346</u>	<u>97,548</u>
Total charity funds			<u><u>125,221</u></u>	<u><u>102,523</u></u>

Approved by the Trustees on the 12th November 2018 and signed on their behalf by



Peter Clanchy CPFA, Trustee and Treasurer

Statement of financial activities (incorporating an income and expenditure account)
For the year ended 31 July 2018

				Year ended 31 July 2018 Total £	Year ended 31 July 2017 Total £
	Note	Restricted £	Unrestricted £		
Income from:					
Donations	2	176,816	126,738	303,554	279,357
Trading activities					
Fundraising events	3	-	45,493	45,493	35,718
Charitable activities					
Adult Learning		-	82,913	82,913	113,454
Mentoring		65,607	180,734	246,341	206,025
STEPS		-	88,688	88,688	97,789
Stanwell Sure Start Children's Centre		228,973	2,045	231,018	232,104
Swingbridge Community Boats		1,980	10,058	12,038	16,866
Investment income		-	3	3	22
Total income		473,376	536,672	1,010,048	981,336
Expenditure on:					
Raising funds					
Fundraising and marketing		-	136,106	136,106	124,960
Fundraising events		-	15,333	15,333	13,442
		-	151,439	151,439	138,402
Charitable activities					
Adult Learning		-	75,526	75,526	121,321
Mentoring		113,439	111,070	224,509	178,521
STEPS		46,288	148,395	194,684	177,955
Stanwell Sure Start Children's Centre		230,973	13,082	244,055	274,337
Swingbridge Community Boats		41,700	7,501	49,201	49,456
Stanwell Local Conversation		25,206	-	25,206	-
Parenting		19,871	2,859	22,730	-
Total expenditure	4	477,477	509,873	987,350	939,992
Net income/(expenditure) and net movement in funds	5	(4,101)	26,799	22,698	41,344
Reconciliation of funds					
Total funds brought forward		4,976	97,547	102,523	61,179
Total funds carried forward		875	124,346	125,221	102,523

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.

Statement of Cashflows
For the year ended 31 July 2018

	2018		2017	
	£	£	£	£
Cash flows from operating activities:				
Net expenditure for the year	22,698		41,344	
Adjustments for:				
Depreciation charges	5,681		1,466	
Interest	(3)		(22)	
Increase in debtors	(24,297)		(24,757)	
Increase in creditors	47,127		19,330	
Net cash provided by operating activities	51,206		37,361	
Cash flows from investing activities:				
Interest	3		22	
Net cash used in investing activities	3		22	
Change in cash and cash equivalents in the year	51,209		37,383	
Cash and cash equivalents at the beginning of the year	159,135		121,752	
Cash and cash equivalents at the end of the year	210,344		159,135	

Notes to the financial statements
For the year ended 31 July 2018

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) including early adoption of Update Bulletin 1. 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 financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following "Accounting and Reporting by Charities for charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014" rather than the "Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005" which has since been withdrawn.

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 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. After making enquiries the trustees have concluded that there is a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. The Charity therefore continues to adopt the going concern basis in preparing its 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.

1. Accounting policies (continued)

- 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.

- 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.

1. Accounting policies (continued)

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:

	2018	2017
Fundraising	16%	16%
Adult Learning	6%	12%
Mentoring	26%	22%
STEPS	19%	16%
Parenting	3%	0%
Stanwell Sure Start Children's Centre	26%	30%
Swingbridge Community Boats	4%	4%

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.

- 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:

Swingbridge Community Boats	10 years
Motor vehicles	5 years
Computer and other equipment	3 years

Items of equipment are capitalised where the purchase price exceeds £1,000. 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 2018

2. Donations

			Year ended 31 July 2018 Total £	Year ended 31 July 2017 Total £
	Restricted £	Unrestricted £		
Corporate donations	18,276	18,237	36,513	26,453
Individual and community donations	4,570	31,035	35,605	49,399
Gifts in kind	-	13,000	13,000	13,000
Grants	153,970	64,466	218,436	80,339
Total	176,816	126,738	303,554	169,191

3. Fundraising events

			Year ended 31 July 2018 Total £	Year ended 31 July 2017 Total £
	Restricted £	Unrestricted £		
Charity Challenges	-	1,798	1,798	3,347
Virgin London Marathon	-	10,634	10,634	8,011
Lingfield Race Day	-	11,879	11,879	-
Surrey 5 Peaks 26 mile walk	-	11,856	11,856	19,634
Other Events	-	9,326	9,326	4,713
Total	-	45,493	45,493	35,705

**Notes to the financial statements
For the year ended 31 July 2018**

4. Expenditure

	Fundraising	Fundraising events	Adult Learning	Mentoring	STEPS	Stanwell Local Conversation	Parenting	Stanwell Children's Centre	Swing-bridge	Support Costs	2018 Total	2017 Total
	£	£	£		£			£	£	£	£	£
Staff costs (Note 6)	92,695	-	36,079	148,898	110,618	9,720	16,778	142,321	24,674	115,799	697,582	638,956
Programme education and training costs	-	-	23,916	14,299	13,629	2,670	447	22,633	6,724	4,128	88,445	95,690
Other direct costs	13,291	15,333	3,809	12,931	13,237	2,003	53	17,638	3,336	-	81,631	73,463
Premises costs	-	-	-	-	19,155	322	-	13,637	4,450	15,281	52,845	52,124
Office costs	-	-	-	-	-	-	-	-	-	13,972	13,972	5,499
IT costs	-	-	-	-	-	-	-	-	-	18,798	18,798	17,566
Professional fees	-	-	-	-	-	-	-	-	-	22,097	22,097	44,187
Depreciation	-	-	-	-	2,100	-	-	1,581	2,000	-	5,681	6,208
Governance costs - Audit	-	-	-	-	-	-	-	-	-	6300	6,300	6,300
	105,986	15,333	63,803	176,127	158,739	14,715	17,278	197,810	41,184	196,374	987,350	939,992
Re-allocated support costs*	30,120	-	11,723	48,382	35,944	10,491	5,452	46,245	8,017	(196,374)	-	-
Total Expenditure	136,106	15,333	75,526	224,509	194,683	25,206	22,730	244,055	49,201	-	987,350	939,992

* The re-allocation of support costs is based on the funding agreement or the proportion of staff costs incurred in each activity to the total.

Notes to the financial statements
For the year ended 31 July 2018

5. Net expenditure for the period

This is stated after charging:	Year ended 31 July 2018 £	Year ended 31 July 2017 £
Depreciation	5,681	6,207
Auditors' remuneration: Audit	5,500	5,250
Trustees' remuneration	Nil	Nil
Trustees' expenses	-	-
	<u> </u>	<u> </u>

6. Staff costs and numbers

Staff costs were as follows:	Year ended 31 July 2018 £	Year ended 31 July 2017 £
Salaries and wages	634,388	552,498
Social security costs	44,793	38,768
Pension contributions	18,401	15,805
	<u>697,582</u>	<u>607,071</u>

	Headcount 2018 No.	Headcount 2017 No.	FTE 2018 No.	FTE 2017 No.
Fundraising	4.5	4.4	2.4	2.2
Charitable activities	30.9	27.4	22.6	21.0
	<u>35.4</u>	<u>31.8</u>	<u>25.0</u>	<u>23.2</u>

Notes to the financial statements
For the year ended 31 July 2018

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 £
Cost				
At the start of the period	54,517	10,500	19,513	84,530
Additions	-	-	-	-
Disposals	-	-	-	-
At the end of the period	54,517	10,500	19,513	84,530
Depreciation				
At the start of the period	52,517	7,525	15,825	75,867
Charge for the year	2,000	2,100	1,581	5,681
At the end of the period	54,517	9,625	17,406	81,548
Net book value				
At the end of the period	-	875	2,107	2,982
At the start of the period	2,000	2,975	3,688	8,663

The Swingbridge community boats have been depreciated to a residual value of zero, however the trustees consider the value of the boats to be greater than this, and a valuation will be undertaken in the year ending 31 July 2019

	Year ended 31 July 2018 £	Year ended 31 July 2017 £
9. Debtors		
Statutory organisations	13,500	14,200
Grants receivable	38,865	32,798
Other debtors	56,662	36,063
Prepayments	13,230	14,899
	<u>122,257</u>	<u>97,960</u>

10. Creditors: amounts due within one year

	Year ended 31 July 2018 £	Year ended 31 July 2017 £
Taxation and social security	15,747	12,986
Other creditors	9,132	27,566
Accruals	17,574	9,360
Deferred income	167,909	113,323
	210,362	163,235
 Movement in deferred income:	 Year ended 31 July 2018 £	 Year ended 31 July 2017 £
Balance at the beginning of the year	113,323	97,570
Amount released to income in the year	(113,323)	(97,570)
Amount deferred in the year	167,909	113,323
	167,909	113,323

11. Analysis of net assets between funds

	Restricted funds £	General funds £	Total funds at 31 July 2018 £
Tangible fixed assets	875	-	875
Net current assets	-	124,346	124,346
Net assets at 31 July 2018	875	124,346	125,221
	Restricted funds £	General funds £	Total funds at 31 July 2017 £
Tangible fixed assets	4,975	-	4,975
Net current assets	-	97,548	97,548
Net assets at 31 July 2017	4,975	97,548	102,523

12. Movements in funds

	As at 1 August 2017 £	Income £	Expenditure £	As at 31 July 2018 £
Restricted funds:				
Mentoring	-	113,439	(113,439)	-
STEPS	2,975	44,188	(46,288)	875
Stanwell Sure Start	-			-
Children's Centre	-	230,973	(230,973)	-
Stanwell Local	-			-
Conversation	-	25,206	(25,206)	-
Parenting	-	19,871	(19,871)	-
Swingbridge Community Boats	2,000	39,700	(41,700)	-
Total restricted funds	4,975	473,376	(477,476)	875
Unrestricted funds:				
General funds	97,548	536,672	(509,874)	124,346
Total unrestricted funds	97,548	536,672	(509,874)	124,346
Total funds	102,523	1,010,048	(987,350)	125,221

Prior year movements in funds

	As at 1 August 2016 £	Income £	Expenditure £	As at 31 July 2017 £
Restricted funds:				
Adult Learning / Mentoring	-	92,554	(92,554)	-
STEPS	5,075	63,300	(65,400)	2,975
Stanwell Sure Start	-			-
Children's Centre	-	232,704	(232,704)	-
Swingbridge Community Boats	5,000	34,776	(37,776)	2,000
Total restricted funds	10,075	423,334	(428,434)	4,975
Unrestricted funds:				
General funds	51,104	558,002	(511,558)	97,548
Total unrestricted funds	51,104	558,002	(511,558)	97,548
Total funds	61,179	981,336	(939,992)	102,523

Notes to the financial statements

For the year ended 31 July 2018

12. Movements in funds (continued)

Purposes of restricted funds

These are outlined in the Trustees' report.

Purposes of carried forward restricted funds

STEPS

Net book value of the minibus.

Swingbridge Community Boats

The written down value of Swingbridge Community Boats.

13. Related party transactions

During the year aggregate donations of £24,491 (2017: £27,416) 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 2018

15. Prior year Statement of Financial Activities

			Year ended 31 July 2017 Total £
	Restricted £	Unrestricted £	
Income from:			
Donations	156,423	122,934	279,357
Trading activities			
Fundraising events	-	35,718	35,718
Charitable activities			
Adult Learning and Mentoring	32,262	287,218	319,480
STEPS	139	97,650	97,789
Stanwell Sure Start Children's Centre	232,104	-	232,104
Swingbridge Community Boats	2,406	14,460	16,866
Investment income	-	22	22
Total income	423,334	558,002	981,336
Expenditure on:			
Raising Funds			
Fundraising and marketing	-	124,960	124,960
Fundraising events	-	13,442	13,442
	-	138,402	138,402
Charitable activities			
Adult Learning and Mentoring	92,554	207,288	299,842
STEPS	65,400	112,555	177,955
Stanwell Sure Start Children's Centre	232,704	41,633	274,337
Swingbridge Community Boats	37,776	11,680	49,456
Total expenditure	428,434	511,558	939,992
Net income/(expenditure) and net movement in funds	(5,100)	46,444	41,344
Reconciliation of funds			
Total funds brought forward	10,076	51,103	61,179
Total funds carried forward	4,976	97,547	102,523

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 2017 and all our sponsored fundraising events.

Thank you also to everyone from the following companies:

A2 Dominion Housing Group Ltd	Imber Court
Affinity Water Plc	JS2
Barlow Robbins	Kia Motors
Bounce Foods	Morrisons Solicitors
Brewer & Sons	Mosen
Broanmain Plastics	Mundays Solicitors
Canon UK	Projectfive
Capgemini	QCG
Careswell Property Services	Restore Ltd
Carrington 1953 Ltd	Runnymede Homes
Charles Russell Speechlys	Tesco
Co-Op	Thames Water Plc
Consult Hyperion	Transform Housing
Denbies Wine Estate	Tuffin Ferraby Taylor
Energysys	Unum Plc
Guildford Labour Party	Usborne Books
Hart Brown	Waitrose

Thank you also to everyone from the following Charitable Trusts and Foundations:

A G Manly Charitable Trust	The Ingram Trust
Alchemy Foundation	The Lloyds Bank Foundation
BBC Children in Need	The Noel Buxton Trust
The Betty Riseley Charitable Trust	The People's Postcode Lottery
The Big Lottery	The People's Health Trust
The Coleman Charitable Trust	The Peter Harrison Foundation
The Community Foundation for Surrey	The Red Hill Trust
The CP Charitable Trust	The Santander Discovery Foundation
The D'Oyly Carte Charitable Trust	St Faith's Trust
The Erica Leonard Trust	St. James' Place Charitable Foundation
Garfield Weston Foundation	Shanly Foundation
Guildford Poyle Charities	The Wisley Foundation
Hamamelis Trust	Walton-on-Thames Charity
Margaret Litchfield Trust	Woking Citizens Emergency Fund
The Gerald Bentall Trust	The Woodroffe Benton Foundation
The Heathrow Community Fund	
The High Sheriff of Surrey Youth Awards	
The Henry Smith Charity	
The Hobson Charity	
The Ian Karten Charitable Trust	

Thank you also to everyone from the following organisations:

The Art Society Windlebrook
Aspire Sussex Ltd
European Social Fund
Guildford Borough Council
Guildford Sea Cadets
Mole Valley Borough Council
National Community Boats Association
National Trust
Nescot

RCS (Romsey Community School)
Spelthorne Borough Council
Surrey County Council
Thames Landscape Strategy
The IPFA
Woking Borough Council



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