

LEARNING FROM CHANGE

Transforming, adapting and developing our services during unprecedented times



2020 - 2021

KINDNESS | INTEGRITY | COMMITMENT

CONTENTS

A message from our Chief Executive Officer **03**

A message from our Patron and Chair of Trustees **04**

About Catalyst - overview of our services **05**

How we responded to Covid-19 **06**

Mental Health and Wellbeing services **08**

Drug and alcohol services **12**

Specialist Outreach services **15**

Funding, expenses and donations **16**

Our future plans **17**

A message from our CEO

It was always going to be a big year for Catalyst with many new projects and partnerships in prospect but as the severity of the coronavirus pandemic became apparent, the Charity had to focus on how it could continue to function remotely - a seemingly simple shift but a dramatic transformation of operations. COVID-19 has thrown inequalities – not unknown before – into sharper relief. We needed to find new ways of leading and working.

We developed our own secure online platform Catalyst BigBlueButton and clients can access 1-1 sessions, wellbeing groups and drug and alcohol counselling in a safe and easy to access environment.

All our outreach teams continued to work safely face-to-face with people to support them during the pandemic and it was crucial to maintain the health and wellbeing of people attending Safe Havens when in crisis.

We highlighted one of our key values with staff and encouraged them to be “kind” to themselves; we need to look after ourselves to be able to continue to deliver a high levels of service - we did



this in lots of innovative ways – informal coffee chats, setting up a reading group, giving all staff seeds to plant to bloom in the spring, chats with the CEO and thank you post cards were sent out in the post.

As we move forward, Catalyst has just scratched the surface of a changing environment, and it will continue to evolve to meet the ever-changing needs of how it provides impactful community services from a flexible workforce capable of transformational change.

My heartfelt thanks goes to all staff, volunteers and Trustees who have pulled together and supported each other during an exceptional year.

Sue Murphy - Catalyst CEO

A Tribute to Sue Bowen

One of our longest-standing members of the Catalyst Trustee Board, Sue Bowen, sadly died on 1 May 2020. Sue gave the charity 14 years of support and service, latterly as Deputy Chair. She was a fantastic Trustee and friend of Catalyst. Her experience in the health service and working with people became the inspiration for The Sue Bowen Award for Outstanding Contribution to Improving People's Lives, to be presented annually at the Catalyst staff awards (CAFTA). The

first winner in January 2021 was Warren Fitchett from the Criminal Justice Liaison and Diversion Team, for his work with a client and preventing them from being made homeless.



The single greatest lesson from the pandemic was that we did have the agility to move to online platforms in providing our services to people and for staff to work flexibly.

Catalyst Patron



As we ease out of Lockdown, the true extent of the COVID-19 impact on so many in Surrey is beginning to emerge.

Catalyst, the Chief Executive and her Management Team, the staff and volunteers, stepped up and adapted to the situation to make sure clients were still supported, using a mix of technology and socially distanced services.

The need for Catalyst's work is increasing all the time, and it is so good to know that their services are expanding exponentially to meet increased demand for a range of clients. We all hope that better times are ahead, but the need to help people see the possibilities for change, and adopt those changes, has never been greater.

As Patron of Catalyst, I can only express my heartfelt thanks and admiration for all that has been done throughout this very difficult time.

Lady Louise O'Connor, DL - Catalyst Patron

Catalyst Chair of Trustees

Charities have been critical in supporting people throughout the COVID-19 pandemic, in part due to their excellent intervention skills and local knowledge.

Throughout this last challenging and stressful year lockdowns have recurred and lasted longer than anyone imagined. **Catalyst innovated and adapted, in collaborative partnerships with a variety of statutory and non-statutory organisations and bodies, to ensure appropriate and timely client services continued to be delivered.** I have no doubt that Catalyst's energy, creativity and ingenuity will be put to the test, as we invent new and changed ways to help people in need within our communities, some of whom have been and will be seeking help for the very first time in their lives.

I and all the Trustees in Catalyst are immensely proud of our staff and volunteers' hard work. They have helped to positively change the lives of so many individuals through their kindness, integrity, and passionate and unselfish commitment during the past year, whilst at the same time keeping themselves, their colleagues and their own families and friends safe.

Warren Rockett - Chair of Trustees



About Catalyst

The Charity works with adults in Surrey to improve their lives in terms of stability and wellbeing, with the aim of reducing harm to themselves, their families and the community. We do this through a wide range of projects, many in partnership, across the county, embracing mental health and wellbeing and drug and alcohol support.

Projects are funded through commissioned work (including Surrey County Council, Public Health and the NHS through the Integrated Care System of Surrey Heartlands and Frimley Health as well as SABP (Surrey and Borders Partnership NHS Foundation Trust), the National Community Lottery Fund, and number of other funders including the Community Foundation for Surrey, as well as through donations and fundraising activities.

All of Catalyst services are free and most are available for people to self-refer.

Services we delivered from April 2020 - March 2021

Mental Health & Wellbeing

Catalyst Community Connections - 1-1 support, groups and activities. (Page 8)

SUN (Service User Network) - peer support groups for complex emotions. (Page 9)

Safe Havens - out of hours mental health crisis support. (Page 9)

Charity Bookshop - volunteering opportunities and extra funds for our charity. (Page 10)

GPimhs / MHICS - working with GP's to support mental health. (Page 11)

Drugs and Alcohol

Reach Out Counselling - exploring underlying issues for drug and alcohol use. (Page 12)

i-access - supporting dependent drinkers and all drug use. (Page 13)

Family Safeguarding - supporting families affected by drug and/alcohol use. (Page 13)

Peer Mentor programme - an opportunity for people in recovery to gain a qualification. (Page 14)

Specialist Outreach

Cuckooing - working with victims of cuckooing across Surrey. (Page 15)

Liaison & Diversion - supporting people in the criminal justice system (Page 16)

Catalyst High Impact - working with high risk, treatment resistant drinkers. (Page 16)

Alpha - long term support for complex clients (Page 17)

Substance Misuse Outreach Navigator - helping the homeless with drug and/alcohol use. (Page 18)

Every year brings changes and challenges, but none more so than this past year. The impact of COVID and lockdowns was not only felt by the Charity and its services but across the whole country and population. As we started the financial year 2020-2021, we had successfully moved our operations to support staff working from home and continuing vital outreach support, but then had to look at how we would continue and flex that support during a period of uncertainty – which still continues today!

“I felt very well supported by Catalyst. The very existence of Catalyst was a Godsend and I was pleased and surprised to be given lots of information about activities. This has boosted my confidence and the one to one contact has been invaluable” Quote from a Community Connections Client 2021

How we responded to COVID-19

Equipped **100+** staff for safe **home working**



60 new staff, were welcomed with online interviews and inductions



Expanded **telephone support** across all projects



6 new pilots and projects, including **out of hours COVID Outreach** support for people with complex needs to self-isolate, funded by Public Health Surrey



Equipped clients with **technology** and devices so they could stay connected



Wellbeing walks and football activities continued when allowed



Developed our own **digital delivery platform** – Catalyst Big Blue Button for group support and counselling



Accessed **funding for COVID** responses within existing projects



Launched **Microsoft Teams** across the Charity



Provided **face to face support** as quickly as possible between lockdowns



Collaborated to the fast development of a **Surrey Virtual Hub** – an innovative platform showcasing a huge range of online support available to all



Launched a vibrant **weekly bulletin** to keep all staff informed



Ensured our premises were **COVID-safe** with protocols, screens, distancing, repurposing of spaces



Created a **Blended Working** approach to support staff



Hosted monthly ‘all company’ **communications meetings** online



“Wouldn’t have changed anything as would not be where I am without your help, so thank you”
Quote from a substance misuse outreach client 2021

Mental Health and Wellbeing Services

We believe that nobody should face mental health problems on their own, experience stigma or discrimination. We offer a range of services within the community to help people with their mental health and wellbeing.

Community Connections - supporting mental health in the community



Catalyst cover Runnymede, Spelthorne, West Elmbridge, Woking, Surrey Heath, Farnham, Guildford and Waverley

Our Community Connections team worked tirelessly throughout the pandemic to continue to provide **mental health support in Surrey**. The team:

✓ **responded to practical challenges of lockdown** - working from home, health, family stresses and isolation

✓ provided **weekly welfare checks** for all clients

✓ introduced **online wellbeing groups** on the Catalyst BigBlueButton platform

✓ helped develop the **Surrey Virtual Wellbeing Hub**

✓ **continued some outdoor activities safely** when permitted between lockdowns

Community Connections Surrey

Supporting your mental health and emotional wellbeing



3 main providers across Surrey, each offering a range of support reactive to local need

WWW.COMMUNITYCONNECTIONSSURREY.COM



With our partners, we supported over **9000** people throughout the year and **saw numbers grow by 10%**

"Since being supported by Catalyst my perspective on life has improved"
Quote from a Community Connections Client 2021

SUN – Service User Network - peer support for people experiencing complex emotions



A new, easy to access community-based service for adults experiencing difficulties with complex emotions often associated with personality disorder.

132

enquiries to date



67

participants in the scheme



Aged 26-64

The majority of attendees are in this age group



Provided by Catalyst and Mary Frances Trust in partnership with Surrey and Borders NHS Foundation Trust. The groups encourage clinicians and professional visitors to attend as well to find out more.

Safe Havens - out of hours mental health crisis support



The important role of offering Safe Havens in Surrey was made even more critical as the lockdown and pandemic progressed. Catalyst are proud to be involved in 3 out of 5 Safe Havens across Surrey and North East Hampshire.

All Safe Havens remained open face-to-face for people in crisis only from 6pm to 11pm every day

Swiftly developed a Virtual Safe Haven offer which received over 1300 calls during the year

The year saw nearly 5000 visits to all the Safe Havens

Catalyst were proud to be involved in a winter pilot of a 24/7 Safe Haven at the Woking site which ran from February 2021 until May 2021

A Novel Idea - our charity bookshop



A Novel Idea
9 Queen Street in
Godalming GU7 1BA

The pandemic and subsequent lockdowns proved challenging for our bookshop but we used the down time to prepare for a safe re-opening in May 2021 after retail restrictions were lifted. It remains a key part of our Community Connections offer in Surrey and an opportunity for volunteers.

More information: www.catalystsupport.org.uk/charity-bookshop/

One of our lovely volunteers, sorting through all our wonderful donations we received during lockdown!



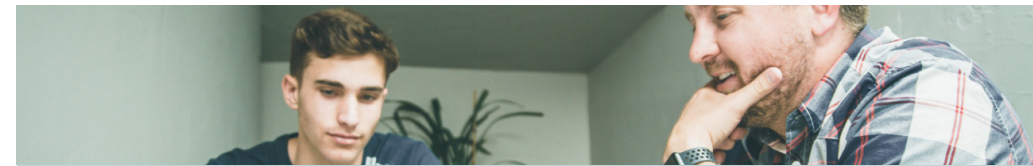
Looking for a volunteering opportunity?

If you can spare a few hours each week, get in touch with our bookshop team.
Email: bookshop@catalystsupport.org.uk
Tel: 01483 590 150

Bookshop Volunteers Needed

We are in need of some bookshop volunteers for our Godalming bookshop

Email: bookshop@catalystsupport.org.uk



Catalyst has been working in partnership with Surrey and Borders Partnership NHS Foundation Trust (SABP) and local Primary Care Networks (PCN) to deliver a pioneering emotional and wellbeing support offer called GPimhs (General Practice Integrated Mental Health Service) or MHICS (Mental Health Integrated Community Services).

Our Community Connectors work in GP surgeries alongside a Clinical Lead, Mental Health Practitioners, Consultant Psychiatrist, Mental Health Pharmacist and with Administrative support to offer patients much needed extended appointment times and a range of Interventions, advice and guidance.



Providing invaluable support for people and GP's

North Guildford has seen....

- a huge increase in referrals peaking in March 2021 to **114 referrals**
- an increase in referrals from **students** in particular during lockdown but also **over 65 older patients** with no family or access to online support

The first site went live in North Guildford on 27th March 2019 with Chertsey, Crouch Oak & Ottershaw Primary Care Network (CoCo PCN) joining in June 2019 and then Banstead (delivered by Mary Frances Trust) started in October 2019. Outcome data indicates a very high positive patient experience.

Co-locations at GP surgeries -
The first live sites

North Guildford PCN:

- Guilddowns Group Practise
- Fairlands Medical Practise
- Woodbridge Hill Surgery
- Dapdune House Surgery

COCO PCN:

- Crouch Oak Practise
- Chertsey Health Center
- New Ottershaw Surgery

Banstead:

- Tattenham Health Centre
- Tadworth Medical Centre
- Heathcote Medical Practice
- Nork Clinic and The Longcroft Clinic)

Drug and Alcohol Services

Catalyst has a long history of working with people around their drug and alcohol use through a number of projects and partnerships and continues to innovate and provide many needed services and skills that others do not.

Reach Out Counselling



Reach Out Counselling offers up to 12 weeks of free counselling for individuals and loved ones affected by drug and/ alcohol use. This service has been funded by the National Lottery Community Fund since 2011.

The key themes that emerged during the year were **trauma, sexual abuse, PTSD and bereavement**

We were offering up to **75 sessions per week** – this number will grow with the planned return of face to face sessions

Skilled and targeted support around the underlying issues related to substance use

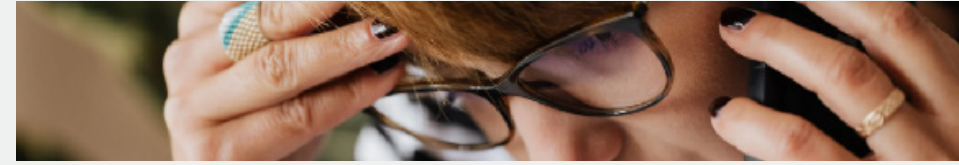
New trainees continued to apply, be inducted and trained and there are **currently 29 counsellors**

“If the counselling service was not available to us, I am not sure how we would cope”

Quote from a family member, 2020



i-access (partnership service - Surrey and Borders NHS Foundation Trust and Catalyst)



Now in its third year as an innovative co-designed partnership project with Surrey and Borders Partnership NHS Foundation Trust (SABP) and Public Health Surrey, the service was able to adapt to the changes made necessary by the pandemic and lockdowns.

The team continued to deliver needle exchange and harm reduction support in person from the Woking Xchange and collaborated with town centre car parks to combat drug use litter, supplying and disposing of sharps bins

During the year

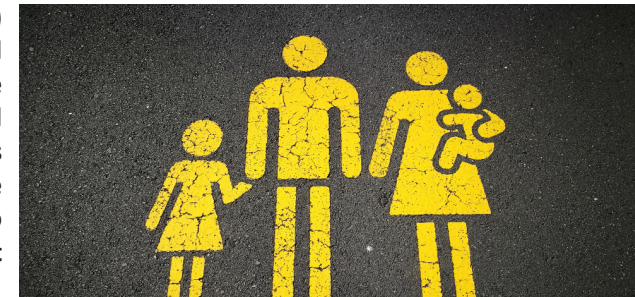
The service supported **3609** people
Over **480** received advice and help on the drugs treatment pathway

- continued offering some **face to face work** where needed

- explored **online, telephone and other digital support**

Family Safeguarding Drug and Alcohol Service

The Family Safeguarding Team (FST) Drug and Alcohol service launched in February 2020 as a joint venture with Surrey County Council and SABP, delivered through the i-access partnership, has continued to be delivered throughout COVID-19 to support the community's most vulnerable children and families.



Specialist Catalyst Drug and Alcohol workers are integrated within Children's Services to work with families on Child In Need, Child Protection or Public Law Outline arrangements offering targeted interventions for family members using drugs and/or alcohol.

During the pandemic we carried out:

Socially distanced home visits with PPE



Telephone and online support



Peer Mentoring



September 2019 saw the implementation of Catalyst achieving Laser Awards Learning Centre status and us offering an Accredited L2 Peer Mentor Programme.

“Our peer mentors offer a vital, through the lens experience and approach for someone new to services and bring about hope, strength and a pathway at a time when they can be fearful of the next step” Quoted from Catalyst Peer Facilitator, 2021

Seven learners embarked on this training with **three achieving the certificate in full**; of the other four, one accepted a university place in teaching and due to commitments during the pandemic, three chose to put a hold on training and qualifying hold until the next course starts in June 2021.



Newly qualified Peer Mentors receiving their awards
From left to right: Tommy, Gerry & Fred



Peer Mentors, Facilitators and Catalyst CEO
From left to right: Sue (Catalyst CEO), Tommy, Keely, Gerry, Nathalie, Fred, Penny

Specialist Outreach Services

Catalyst partner with a number of agencies across Surrey to help support high risk, vulnerable individuals. We help deliver specialist outreach with an aim to reduce harm to individuals and the community.

Cuckooing



Catalyst Special Projects encapsulates the values of Catalyst – kindness, commitment and integrity in supporting the victims of ‘cuckooing’ – people whose lives and homes have been targeted and taken over by drug dealers and County Lines gangs.

From a ground breaking pilot project in early 2019, this service has grown to meet the increasing demand for this unique support for some of the most vulnerable in society who are often coerced by drugs and violence. From March 2021 the service is funded by the Office of Police and Crime Commissioner for 3 years.

What we do:

- We work directly with the people who are being cuckooed to prevent harm
- Often support people into new tenancies
- Support people towards independence and build resilience
- Refer into appropriate services and provide direct, immediate and practical help
- The team have bought mobiles, bedding, cleaning materials, white goods – all to help people establish lives free of the ‘cuckoo’.

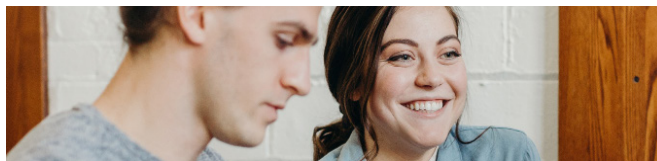
204 referrals
from across Surrey
were received up
until March 2021

79 females
125 males

Our clients have
an **age range**
from 18-91

Liaison & Diversion

Improved health and social care for individuals whilst reducing offending and supporting the best possible decision making within criminal justice partnerships



From 1st April 2020 Catalyst began a new partnership with SABP and Barnardo's to provide Criminal Justice Liaison and Diversion services to the Surrey community. Its aim is to provide early intervention for vulnerable people of all ages as they come to the attention of the criminal justice system. People are assessed, individual needs are identified and people are offered support, signposting and referrals to appropriate services.

We engaged **1058** clients

45 referrals to primary care

42 referrals to secondary care

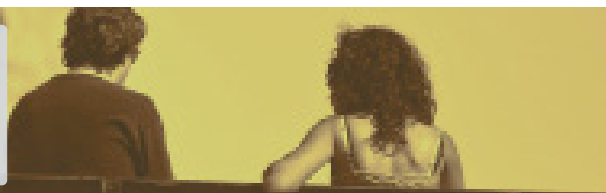
100% of our clients rated our service good or very good

49 to mental health providers

192 referrals for drug and/ alcohol services

Catalyst High Impact (CHI)

Without our involvement many individuals would continue to struggle without their vital needs being met



In its fourth year, CHI continues to demonstrate the effectiveness of our specialist alcohol assertive outreach workers in **engaging with long-term change resistant drinkers** to reduce the impact on themselves, family, community and the 'blue-light' services such as police, ambulance, and hospitals.

Funded by Public Health Surrey and the Office of the Police and Crime Commissioner, the project has contributed significantly to helping reduce anti-social behaviour within local communities through our close working relationships with hospital Alcohol Liaison teams, the police, boroughs, County Councils and many other organisations.

Team of **four workers**

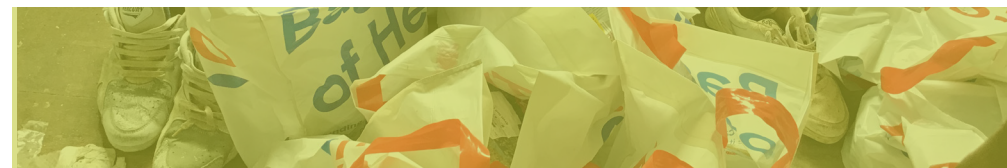
Intensive trauma informed approach

35 clients this year - some of the most vulnerable **requiring up to 130 hours** of interventions

34% females (12) **66% males** (23) with **ages ranging from 32-82**

Specialist Outreach Services

Award winning Alpha - our social enterprise



Alpha Extreme Services Ltd is a dynamic community enterprise well positioned as the "go to" agency when mainstream providers are not appropriate for vulnerable, high risk and complex people.

During this extraordinary and challenging year for us all, **it's been business as usual for Alpha** and they have **continued to provide high quality outreach** support to some of the most vulnerable people in Surrey and Hampshire. Alpha continued to supply extreme cleans and supported hoarders, whilst following Covid-19 secure measures. They shared their unique team experience with other organisations across Surrey.

*Alpha's can do attitude and resilience was tested to the limit, and with a magnificent effort from the whole team, this ensured that **both clients and staff were effectively supported and kept as safe as possible.***

Alpha's highlight of the year in 2020



We won the Surrey Heath Business Awards for the category:

"Best Medium sized Business of the Year"

180 hours of client support each week



nine Support Workers



42 regular clients



individual intensive support and care packages ranging from 1 - 21 hours per week.

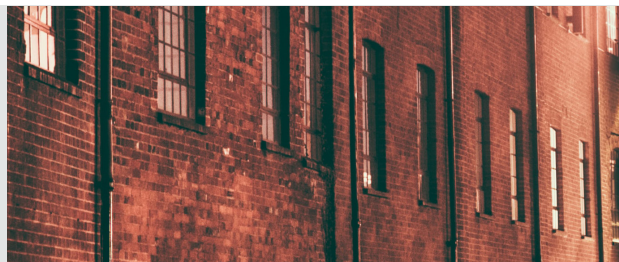


Substance Misuse Outreach Navigators

Guildford SMO

Autumn 2019 saw the launch of a new partnership service with the Homeless Outreach Support Team (HOST) funded by Ministry of Housing, Communities and Local Government (MHCLG) and commissioned by Guildford Borough Council. This specialist 'navigator' model works holistically with the homeless or those at risk of homelessness around substance use issues.

We engage with people on the streets, in car parks and surroundings of Guildford, and work with them around their drug and alcohol use and support their needs – often we have to be persistent and patient, and prepared for challenges.



Engaged with **62 people**;
83% male, 17% female.

34 clients were successfully motivated into other support services including accommodation.

Highly demanding work with vulnerable and often challenging people, but offers a lifeline to those it supports

Each SMO has one part-time skilled outreach worker who can see up to 10 priority clients weekly

Woking SMO

Since February 2021 we have been in a new partnership funded by MHCLG with York Road Project in Woking offering a part-time substance Misuse Navigator to work holistically with the homeless and those at risk of homelessness around their substance use issues.

We provide motivation support, harm reduction advice, guidance and navigation to access treatment



Our Funds

A brief look at our expenditure during the year and information on how extra donations could really help our charity support more people.

Total proceeds - £3.29m

and we spent £3.51m

Our workforce grew by 18%



- Like many charities **demand for our services increased** during the pandemic.
- We had to spend extra funds to ensure our staff, volunteers and clients were **safe and well equipped to manage the changes.**
- Our outreach services **continued face to face support** so **additional funds were needed for PPE and extra resources**
- Our **workforce and recruitment costs increased**

Thank you

A huge thank you to our funders for providing us with vital funds to deliver our community projects.

Our key funders:

- Surrey County Council
- Surrey and Borders Partnership NHS Foundation Trust
- NHS Clinical Commissioning Groups
- The National Lottery Community Fund
- Community Foundation for Surrey
- Surrey Heath Grants
- Office of the Police and Crime Commissioner

Thank you and massive appreciation to our individual donors, especially to clients who donate in recognition of the benefits they experience

Extra funds could really make a difference

£5 could help buy essential items i.e. sanitary products, toiletries

£10 could help us get a mobile top up - helping our clients stay connected

£20 could pay for us to hire a venue for our counselling or 1-1 wellbeing support

£100 could help us provide emergency care packages for our clients who sometimes have very little

50k could help fund our Reach Out Counselling service for 6 months

Future Planning

At Catalyst we are always looking at ways we can improve support for our communities. We are currently working with other organisations across Surrey to find out how best to move forward and help people as restrictions ease.

NEW mental health projects and initiatives

As part of the Surrey Mental Health Partnership Board, Catalyst has been instrumental in providing a voice for the VCSE (Voluntary, Community and Social Enterprise sector) to support and enable people to be healthier, provide high quality and accessible care and to create partnerships that work better for people and providers in the future. The vision is: ***“Together, we build and nurture good mental health and emotional wellbeing for all. If we need help, there will be services on offer for ourselves, our family and carers, which are welcoming, simple to access and timely. No-one is turned away from a service without being given support to get the help they need.”***

In supporting mental health, Catalyst is connecting with local organisations for the development of new initiatives to encourage people to talk about their mental health, develop healthier lifestyles and engage with peers to get outside more with others.

A newly launched partnership with Mary Frances Trust and Acting Out Productions will deliver the **Time to Change Surrey** programme tackling mental health discrimination and stigma – wherever it is found: in the workplace, public services, within families and social circles, and even within ourselves. This will continue our work to improve lives and communities.

Adults Mental Health Alliance - The Alliance will be the platform for partners to engage in joined-up planning in an equal partnership, collaborate on investment, aligning resources to key Surrey Heartlands priorities, enable shared capability development, and broadening existing relationships.

It is important Catalyst continues to be a part of the discussions across the mental health system in Surrey to help shape services for the future. Engaging with people with lived experience is vital to sustain a fresh approach for the delivery of services.



Engaging our Community

We are looking to locate a team in an area of deprivation within Woking Borough to engage with residents to identify community needs and address health inequalities. This model will look to be replicated across the Charity.



Our staff matter...

The mental health of our workforce has and continues to be the primary focus as we come back together in offices. It is imperative that we support our staff in returning to a safe working environment whilst re-invigorating team camaraderie. In response, we have developed a Blended Working policy to allow the flexibility to combine working from home with working from offices. A review of our Estates has also established what our priority needs are to **ensure we can continue to meet the needs of people so no-one in Surrey is left behind.**



Looking ahead

We plan to expand our face to face support, whilst still offering online and telephone support. This will provide people with more choice on how they access our services. We are:

- looking at new groups and venues within our local community
- identifying gaps and areas of need within our outreach services
- expanding our volunteering opportunities
- re-opening our charity bookshop
- driving integration and innovation to work together to improve health and social care for all
- developing community engagement to understand local need and hearing the voices from local people
- championing the findings from Dame Carol Black's independent review on drugs – supporting people with their physical and mental health and wellbeing, education, training and employment and shaping services with people with lived experience
- aspiring to community-led interventions that can reduce health inequalities so no-one is left behind
- being a collective voice in establishing a VCSE Alliance - The VCSE sector is a key strategic partner with an important contribution to make in shaping, improving and delivering services, and developing and implementing plans to tackle the wider determinants of health

Get in Touch

Our opening times:
Monday – Friday: 9am – 5pm



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