

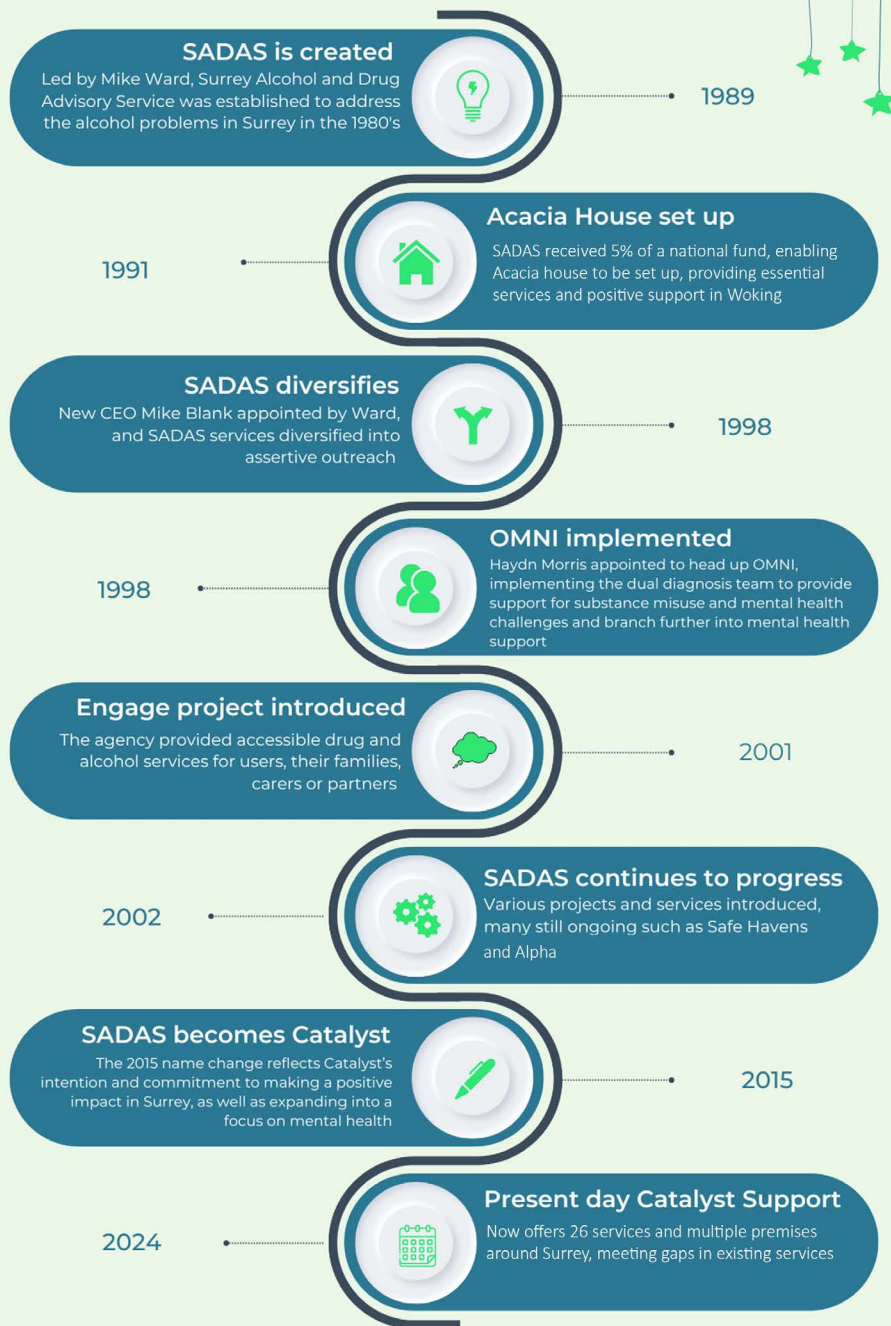
# Catalyst Support

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Supporting Wellness Together  
across Surrey for over 35 years



# 35 YEARS OF CATALYST SUPPORT



# Welcome from the CEO

For over 35 years, Catalyst Support has been at the heart of Surrey's communities, walking alongside people as they take steps towards better mental health, recovery from substance use and stronger personal wellbeing.

We know that strong communities are built on collaboration, and you can play a vital role in changing lives, right here in Surrey.

Demand for our services is rising and every day we meet people facing challenges that no one should manage alone. Partnerships with local organisations and supporters are essential: they help us reach more people, respond quickly and create lasting change.

When you partner with us, you are helping to change lives and shape healthier, more inclusive communities for everyone.

Join us in this important work. Together, we create stronger communities.

**Sue Murphy**

Chief Executive Officer, Catalyst Support



# Introducing Catalyst Support

Founded in 1989 specialising in drug and alcohol support, we have grown by listening and filling gaps where help is needed most. Today we deliver over 20 mental health, specialist, and outreach services across Surrey, with more than 150 employees and over 100 active volunteers, supporting thousands each year: from people with complex needs to those who simply need someone to talk to. Our values of Kindness, Integrity and Commitment guide everything we do.

## Our Values



Kindness



Integrity



Commitment

We build strong partnerships with the County Council, local authorities, NHS, criminal justice and blue light services, and fellow charities, creating joined up, accessible support that makes a difference.





# Our Vision

Offering adaptive and responsive services in a respectful and non-judgmental way, by



Providing confidential, free, accessible, and flexible services



Offering specialist knowledge and support



Bringing together the most appropriate services for individuals



Creating a holistic approach to health and wellbeing



# Catalyst Support PACT



The diagram consists of four interlocking gears arranged in a square pattern. The top-left gear is light blue and contains the text 'Person-led'. The top-right gear is yellow-green and contains the text 'Active listening'. The bottom-left gear is yellow-green and contains the text 'Choice'. The bottom-right gear is light blue and contains the text 'Trust'. Each gear has a white circular center where the text is located.

## **Person-led**

– we will respect you  
as an individual.

## **Active listening**

– we will help you to  
achieve your goals.

## **Choice**

– we will support you to  
make informed choices.

## **Trust**

– we will build trust  
within communities.

# How we are different

At Catalyst Support, we believe wellness is a right for everyone. We take a whole-person, trauma-informed approach that addresses physical, emotional, and social needs. We respond in the moment and help prevent future crises, building resilience.



## The power of lived experience

Many team members, from volunteers to practitioners, bring lived experience of mental health, addiction, trauma, or justice involvement. Our lived experience practitioners offer empathy, credibility, and practical guidance that builds trust, reduces stigma, discrimination, and smooths transitions to other services.



# Why Surrey needs us

Surrey is often seen as one of the most affluent counties in England, yet beneath the surface, many residents are living with hidden struggles: mental ill health, loneliness and isolation, addiction, and trauma.

Without early and compassionate intervention, these challenges can intensify. Impacting not only individuals, but also their families, communities and local businesses.

“  
A big thank you to the groups team. For me you have literally been one of my lifelines. The Friday group is a weekly milestone I know is there in my diary. In my bad times it's supportive and in better weeks I enjoy a social event.  
”

- Jack, Community Connections client, 2024





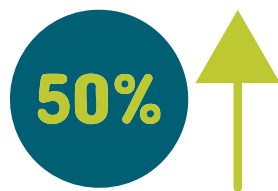
# The facts in Surrey



**Only 1 in 3** people with a common mental health problem receive any treatment.<sup>1</sup>



Poor mental health costs Surrey **£1.3 billion** each year in lost productivity and health costs.<sup>2</sup>



**Over 50%** of those who die by suicide had no contact with services in the year before their death



People with long-term mental health conditions are **twice as likely** to be unemployed.<sup>1</sup>



Emergency mental health attendances at A&E have **increased by 25%** in five years.<sup>2</sup>



Uptake of services among ethnically diverse communities is **up to 40% lower** than the county average.<sup>3</sup>



People in the most deprived areas of Surrey are **twice as likely** to experience poor mental health.<sup>1</sup>



Depression has risen by over **30%** in the past decade.<sup>1</sup>



**1 in 6** adults in Surrey are living with anxiety or depression.<sup>1</sup>

# What we do

**Community Services** – early help, connection, and self-management in familiar settings.

- ⚙️ GPiMHS/MHICS
- ⚙️ Lived Experience
- ⚙️ Catalyst Counselling
- ⚙️ Community Connections
- ⚙️ Shifa Network
- ⚙️ Wellbeing Gardens
- ⚙️ A Novel Idea, book shop
- ⚙️ Amigos
- ⚙️ Volunteering

**Specialist and Outreach services** – skilled, often intensive support for people with multiple/complex needs.

- ⚙️ Bridge the Gap
- ⚙️ Cuckooing
- ⚙️ Liaison and Diversion & Reconnect
- ⚙️ Substance Misuse Outreach Worker
- ⚙️ Women's Support Centre, Surrey
- ⚙️ Safe Haven
- ⚙️ Recovery and Connect
- ⚙️ Financial Wellbeing Support Service
- ⚙️ Alpha Community Outreach
- ⚙️ Outline LGBTQ+ listening service

# Why this matters

Peer-led, community-based services like ours are central to Surrey's Mental Health Improvement Plan, easing NHS pressures, supporting "home first" priorities, and improving recovery outcomes.



# Our impact & the difference we make

In 2024/25, we partnered with multiple organisations to deliver joined-up care.

For every £1 invested in our services, we estimate a minimum £4 return to the public system through reduced hospital use, criminal justice involvement, and homelessness.

**423 referrals to Catalyst Counselling –** 81% improved ability to manage their mental health.

**Cuckooing Team:** Supported 108 people, disrupted 14 organised crime groups, saved 34 tenancies.

**Safe Havens:** Supported 3,776 people; 1,286 in crisis and 441 avoided A&E.

**Women's Support Centre, Surrey:** 291 new referrals.

**Shifa Network:** Up to 210 women supported each quarter.

**Liaison & Diversion / Reconnect:** 8,000+ interventions, over half focused on emotional wellbeing.

**Volunteers gave 9,200+ hours** across counselling, outreach and retail.





# Why partner with us

Your partnership makes change possible for our clients and communities.

We offer flexible partnership opportunities tailored to your values and CSR goals. Whether it's a one-off campaign, an annual partnership or employee engagement activities, we'll work closely with you to create meaningful impact for the people in Surrey.



## Ways to get involved

- **Charity of the Year** - unite behind a shared cause for 12 months of fundraising and awareness.
- **Volunteering opportunities** - give time where it's needed most and bond while supporting others.
- **Team-building challenges** - strengthen teams through sponsored runs, cake bakes or bespoke challenges.
- **Gifts in any kind** - donate products, services or resources to support our services and beneficiaries.
- **Pro-bono support** - share your expertise in areas such as marketing, IT, HR, or legal advice.
- **Product sponsorship** - link your product or service to our cause and donate a percentage of sale.



## Case Study: Preventing relapse, enabling recovery

### Background

\*Joe faced complex challenges linked to long-term alcohol addiction and mental health issues. Unable to work, he was referred to our services following a severe relapse and hospital detox. At referral, he was not receiving benefits and was at imminent risk of eviction due to rent arrears.

### Intervention

The service, run by our Community Connections service, provided daily support, helping Joe to apply for benefits, access budgeting and wellbeing workshops, and re-engage with services. Although his tenancy was lost, he was supported into suitable supported housing and later moved into a stable social housing tenancy. Staff helped him furnish his new home, secure council tax and housing support, and navigate medical appointments.

### Impact

Joe is more engaged with his community and has rebuilt his independence. He continues to attend the service regularly, maintains a stable home, and demonstrates sustained progress in managing his health and wellbeing. Without this support, he would likely have required re-admission to hospital.

This intervention cost just £3,287.04. By preventing relapse and re-hospitalisation, this support potentially saved the system over £13,400, including avoided costs from A&E attendances, inpatient admission, and temporary bed days.

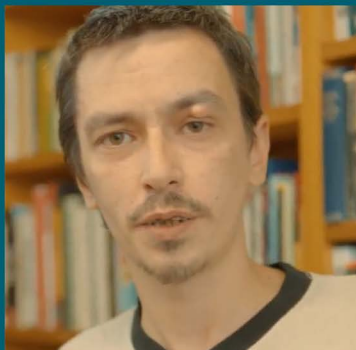
This case illustrates the tangible value of early intervention and the cost-effectiveness of community-based support in preventing crisis and reducing pressure on statutory services.

*\* The names of clients have been changed to preserve confidentiality and privacy*

# Meet Catalyst Support



Watch our film



## Contact us

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