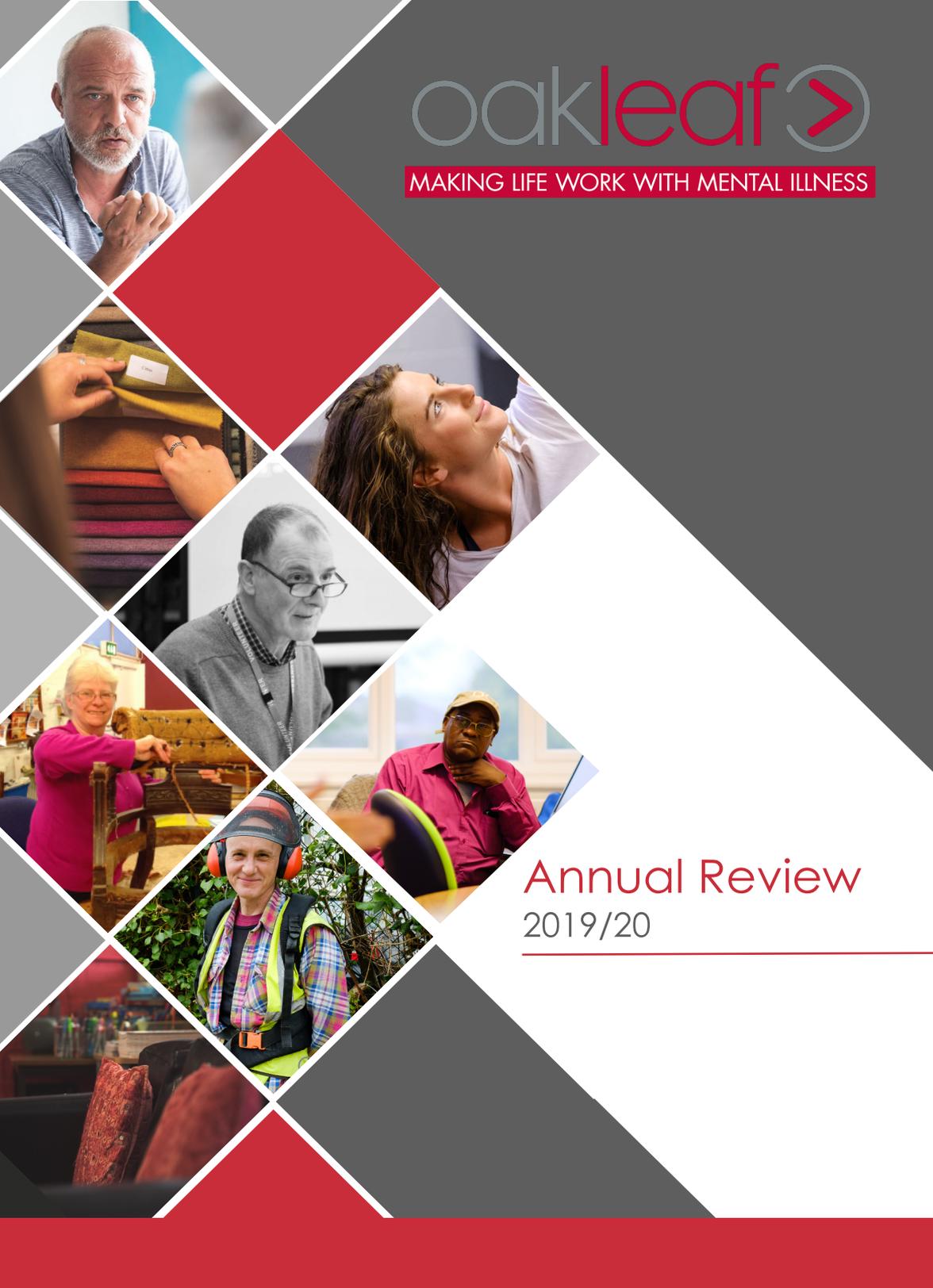


oakleaf >

MAKING LIFE WORK WITH MENTAL ILLNESS



Annual Review

2019/20

The image shows a close-up of a white garment with the 'oakleaf' logo embroidered on it. The logo consists of the word 'oakleaf' in a lowercase, sans-serif font, with 'oak' in grey and 'leaf' in red. To the right of the text is a circular icon containing a stylized leaf or arrow shape.This image shows another view of the 'oakleaf' logo on a white garment, similar to the one above but with a slightly different perspective and lighting.

We have been working tirelessly since 1997 to support vulnerable adults in the Surrey community who are struggling with their mental health. We help clients, aged 16-67, to overcome huge barriers and work with them to rebuild their future by providing three main pillars of support: work-related training, counselling services, and wellbeing activities.

MISSION STATEMENT

We work to foster confidence and reduce social isolation by actively training, engaging and supporting individuals with mental ill-health to empower them to participate as active members of society.

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Messages from our Chair & Chief Executive

“The last financial year, between April 2019 and March 2020, has been one of consolidation. Operational efficiencies alongside the continued support of existing donors and the help of new funders has enabled Oakleaf to end the year in a strong financial position.



Feedback from our clients has been extremely positive. The delivery of our services would not be possible without the support of our volunteer base, which has continued to expand throughout the year.

Our social enterprises continue to grow, enabling our clients to participate in service delivery, and we've seen a significant

increase in the number of vocational training courses delivered and exams passed, giving increased confidence to our clients – many more of whom have been successful in securing jobs.

Furthermore, it has been an absolute pleasure to witness our staff's ongoing loyalty and commitment as they take on an ever-increasing client base, especially during these unprecedented times.”

–**Lorraine Andrews,**
Chair of Trustees

“As always, the past 12 months have brought a number of challenges and opportunities but thankfully all managed in the collective stride of my amazing staff team. Their overall care and consideration of our clients is exceptional, with so many going the extra mile to ensure the upmost level of support is in place.

We have continued to gain extremely valuable feedback

from our clients, helping us shape the activities we deliver, with a view to providing the best possible chances of individual stability and progression. We know the journey towards improved mental health is different for everyone, but measurable through the growth of our clients' confidence and self-worth.



It is unclear what the next year will bring and I am sure there is much hard work ahead, but I also feel confident in our team's ability to rise to the challenge and continue providing much-needed support to the Surrey community.”

– **Clive Stone,**
Chief Executive

Thoughts from our Patrons



Dame Penelope Keith

"I am delighted to see yet another year of success for Oakleaf, especially the positive outcomes achieved with so many clients the organisation supports.

I have been Patron of Oakleaf for twenty years, during which time I have been so pleased to see it grow and flourish. Starting with a very small client base focused predominately on Guildford, to its work today with over 300 clients per week, with a reach across West Surrey.

Furthermore, the range of wellbeing activities just keeps on growing. Alongside this, the Client Services team

provides one-to-one support to so many people who are struggling with profound mental health problems. I am left in awe of how much can be achieved by this team.

I am now looking forward to a new year, aware of the challenges post Covid could bring but confident Oakleaf will rise to the occasion."

"I am pleased to see Oakleaf continue to grow and develop its support and services for people who are struggling with their mental health.

This year has seen the largest number of new referrals in Oakleaf's history and to meet demand, the charity's dedicated team has held a wider variety of activities, workshops, and courses for clients than ever before.

We know that moving forwards, the impact of the pandemic will result in even greater numbers of individuals in Surrey needing experienced mental health support and I know Oakleaf will make certain they receive it.

I would like to thank every member of staff, volunteer, client, donor, and supporter of Oakleaf, as it is you who ensures the charity continues to thrive and

help those who need it most."



Shaun Attwood



Our Services

Work-Related Training

Our upholstery and garden maintenance departments also act as social enterprises, providing services which can be purchased by the public. This income is then re-invested back into the charity.



Our IT Training helps to give clients confidence with their computing skills. We offer a 6-week introductory course and the National Vocational Qualification for IT Users (ITQ) of 2 levels.

Our garden maintenance department is designed to teach our clients about soft landscaping and maintenance. They work on real customers' gardens with our trained and qualified staff.



We have developed our own upholstery course which is overseen by our Master Upholsterer. Clients work towards an initial 6-week introductory course and then have the option to extend it.

Wellbeing Activities

Our Wellbeing Activities are designed to build confidence, physical health and wellbeing whilst reducing isolation and loneliness. We offer a wide range of courses which cater to each individual's different interests and abilities.



Counselling Service

We offer a counselling service registered with the British Association for Counselling and Psychotherapy, which operates through a partnership scheme with the universities of Surrey and Roehampton, and Guildford and Farnborough colleges.



Mental Health Matters

The facts and figures around mental health in the UK are alarming. Even before the pandemic, one in four people will experience some kind of mental health problem in the course of a year, so it is likely you know someone who suffers.

Whatever the issue, it can create multiple difficulties medically, psychologically, socially, and financially. Every aspect of life is impacted.



The reality is that it can impact not only the lives of sufferers, but also their family and friends.

At Oakleaf Enterprise, our aim is to improve the lives of our clients by recognising an individual's value and empowering them to fulfil their aspirations.



Globally, **suicide** takes more lives than war and homicide put together

World Health Organisation (2001)



Mental illnesses are the **leading cause** of disability worldwide.

Freidrich, MJ (2017)

The estimated cost of mental health per annum in the UK is

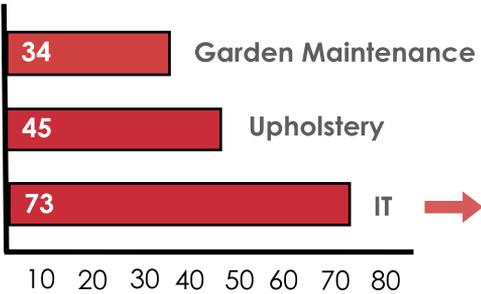
£105.2 billion
Centre for Mental Health (2010)

Our Impact

Training Courses

We offer a variety of work-related training courses in upholstery, garden maintenance and IT, which enable our clients to gain qualifications and practical experience.

Number of clients trained:



582

Individuals used our services

Total number of new clients

258

Total number of volunteers

72

IT has gained in popularity, especially with the ability to undertake the Information Technology Qualification course.

We have awarded 80 certificates since April 2019.



Our Impact

Wellbeing Activities



This year we provided **46** distinct wellbeing activities over a total of **887** sessions, including:

Physical	Emotional	Creative	Life Skills
Tai Chi	LGBTQ+ Group	Choir	CV Writing
Karate	Women's Group	Creative Writing	Budgeting
Football	Mindfulness	Guitar	Maths
Yoga	Confidence Course	Cookery	Literacy
Pilates	Anxiety Management	Art Therapy	Job Club

Total number of attendances:

Wellbeing Activities:

5,080

Training Courses:

2,324

Our Impact

Recovery Star

Percentage of clients who remained the same or improved in each area of the Recovery Star:

Living Skills	97%
Social Networks	97%
Work	97%
Managing Mental Health	96%
Trust & Hope	96%
Responsibilities	96%
Relationships	95%
Self-esteem	95%
Self-care	94%
Addictive Behaviours	91%

Client Satisfaction Survey

We conduct bi-annual client satisfaction surveys. Our December 2019 survey yielded these results:

Felt less isolated



93%

Felt more confident



94%

Felt their mental wellbeing had improved



97%

Safe Haven

An evening drop-in service for people and their carers who are experiencing a mental health crisis or emotional distress. This service is delivered at Oakleaf, working in partnership with Catalyst and Surrey & Borders Partnership NHS Foundation Trust

3,723

Safe Haven attendances

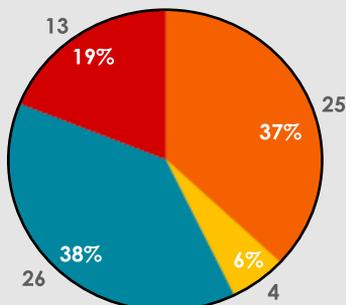
All clients meet with our Client Services team every three months, to assess their progress and monitor recovery using the 10 key indicators of the Recovery Star Mental Health assessment tool.

700+
Counselling sessions



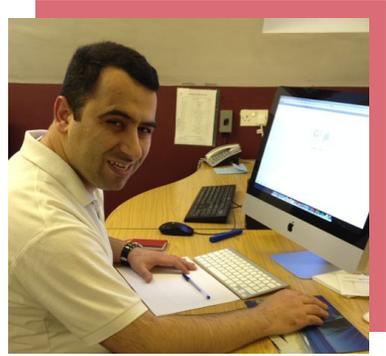
Clients who resumed employment:

- Part-time
- Full-time
- Voluntary role
- Further education



Client Stories

"I have been a client at Oakleaf for a number of years and their support is brilliant. I volunteer in their IT Department and choir, as well as attending weekly counselling sessions with their team. I find it hard to deal with new people, which is why Oakleaf is so unique. Having people that I know I can trust has made me feel safe and I would not have been able to participate in any of the above if it wasn't for the continued support from all of the staff at Oakleaf." **Current client**



"The experience made me feel like society wasn't so scary..."

"The experience made me feel like society wasn't so scary all the time. Although I wasn't at Oakleaf for long, it gave me confidence, structure and normality, which I very much needed at a time when I felt like I had little purpose." **Former client**



"Oakleaf has given me purpose in life again..."

"Counselling has been invaluable. I would never be able to afford counselling privately and NHS waiting lists are far too long. Oakleaf has given me purpose in life again with upholstery training and I'm able to socialise again with people without the fear of mental health stigma." **Current client**



Wendy's Story

"When I first started attending Oakleaf I was in a deep depression, with high anxiety and strong feelings of isolation. So much so, I only left my flat to attend my part-time job in a small shop.

That was until I was offered a place on Oakleaf's watercolour painting class. When I arrived I was so anxious I just stood there until the art teacher told me where to sit.

Within a few minutes, I became so focused on the activity that all the chaos in my head drifted away and I experienced calmness for the first time in a long time.

"I experienced calmness for the first time in a long time."

As I tackled my social anxiety, I started volunteering with a local organisation, helping to teach classes for people with mental health conditions and I even enrolled on a counselling skills course.

When I learned that I would soon be made redundant, I asked to join the IT courses, where I was able to brush up on my out-of-date computer skills and learn new ones, gaining OCR level 1 and 2 certification in IT user skills. One of the Oakleaf team helped me to write a CV (something I hadn't done for more than 15 years), which helped me gain an interview for a wonderful job.

I now have an exciting new career working in mental health, with the aim of helping and supporting other people the same way that Oakleaf helped me."



Highlights of the Year



We were honoured to be shortlisted for the Surrey Business Awards 2019 and came away triumphant with the prestigious title: 'Charity of the Year.' Around 400 of the county's leading business people gathered together for the annual awards ceremony at Epsom Downs Racecourse on November 21st.



We are proud to have helped 85 people become qualified Mental Health First Aiders through both our Youth and Adult MHFA courses, including staff from Clyde & Co, Delivered Social, Lattymor Upper School and Metro Bank.



In celebration of World Mental Health Day, we held one of our hottest fundraising challenges yet – the Oakleaf Firewalk. On 10th October 2019, we challenged supporters to focus their mind over matter by walking on hot coals to show their commitment to better mental health in the community.



We were so pleased to hear that the Oakleaf football team, 'The Mighty Oaks', became champions of the Mental Health and Wellbeing Football League for 2019. This was an amazing achievement for everyone involved and a fantastic way to round off the season.

Highlights of the Year



We held our annual Client Christmas Party on 17th December to bring the Oakleaf family together, share Christmas gifts and celebrate everyone's achievements over the past year.



On 14th February Oakleaf shared its love of its many hardworking and loyal volunteers, welcoming them to an appreciation event with an entertaining quiz and afternoon tea.



Oakleaf was delighted to receive support for the second year in a row at Kelly's Guildford 10k, held in association with the University of Surrey Student's Union. The event took place on 22nd February 2020 and saw a fantastic turnout - nearly 600 runners took part, achieving a magnificent total of over £17,000.



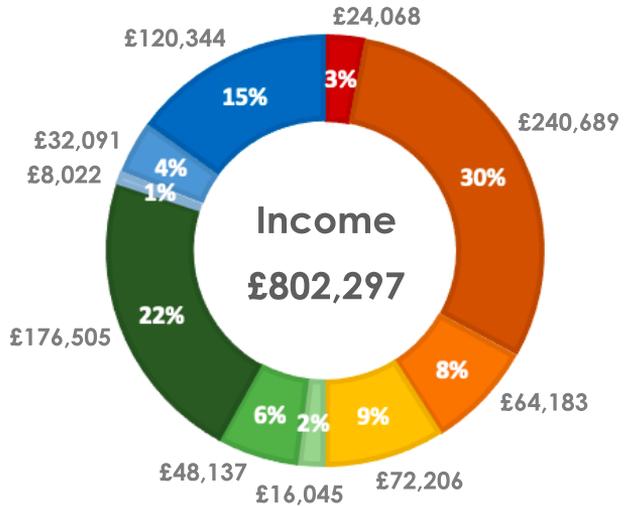
On March 24th 2020, due to Covid-19 we rapidly shifted our focus from hosting face-to-face activities to providing online alternatives to ensure our hundreds of clients could access support over the phone and via video. This included dozens of different wellbeing activities and trainings via Zoom as well as moving our counselling service to phone and video.

Our Finances

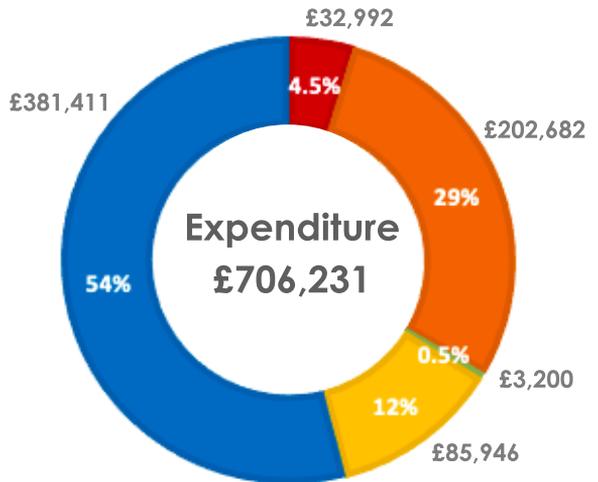
It cost over £700,000 to provide all of our services in 2019/20.

Our social enterprise activities i.e. garden maintenance and upholstery, not only provide valuable training but also generate turnover which currently represents 22% of our total income. All other income originates from fundraising activities with trusts, foundations, community groups, individuals, local companies and through events.

For a small charity, raising these funds is a huge task, but a challenge we embrace. We are very grateful for the support we receive and work hard to ensure we are innovative in our fundraising approaches and communications to demonstrate our donors' positive impact.



- Contracts for services
- Statutory Bodies
- Charitable Trusts
- Corporate
- Community
- Events
- Donations
- Social Enterprise
- Client Fees
- Other



- Direct Charitable Costs
- Direct Fundraising Costs
- Governance
- Charitable Activity Support
- Fundraising Support

Thank You

Due to the Covid-19 pandemic beginning in March 2020, all face-to-face Oakleaf services were put on hold until August. Many of our fundraising streams have been badly affected, from events being cancelled to businesses cutting back staff and charitable support. We were also aware that along with the impact of the pandemic on everyday life, lack of regular face-to-face support had a detrimental effect on our clients. We worked hard to ensure that all clients could access online support via phone or video, and from August we resumed face-to-face activities in a limited capacity with Covid-19 procedures in place. All of this would not be possible without the continued generosity of our supporters.

Whatever the coming year holds, we are committed to continuing our provision of mental health and wellbeing services to our hundreds of clients, to ensure they will be supported by us throughout this difficult period.

We therefore thank all donors including the individuals, businesses, community organisations, foundations and trusts, which supported Oakleaf in both 2019/20 and since Covid-19 began. We would be unable to deliver our vital services to clients without this support.

If you are able to donate to Oakleaf and help us to continue to provide much-needed mental health and wellbeing support, we would be incredibly grateful—we need you now more than ever.

Visit: www.oakleaf-enterprise.org to make a donation, or get in touch with us: info@oakleaf-enterprise.org / 01483 303649

However you are able to support us, we greatly appreciate it.





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