



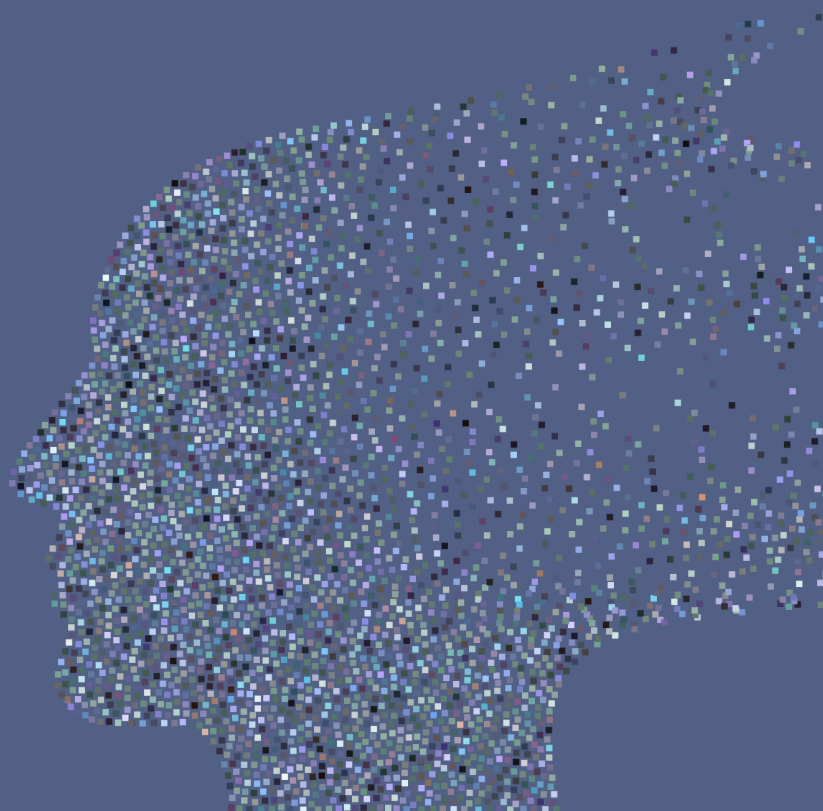
BUILDING NEW  
FUTURES WITH ADULTS  
MANAGING THEIR  
MENTAL HEALTH

# IMPACT REPORT 2024/25

We have been a registered charity since 1997, working to transform lives and build new futures with adults managing their mental health across Surrey. We help clients aged 16+ through a wide range of wellbeing activities, work-related training, employment support, and counselling.

## Our vision

Clients are empowered to manage their mental health and wellbeing and are supported to achieve their goals.



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# A message from our Chief Executive

As we look back on the past year, it's clear that our work has grown in both depth and reach. Whilst much of our focus remains on the present and what's ahead, this reflection offers a chance to acknowledge the progress we've made and the challenges we face.

We've continued to respond to increasing demand across all areas of our work.

Our trauma-informed Bridge the Gap outreach service provides critical support for adults facing multiple disadvantages. This year, we expanded the service to include a gambling-related harm provision, with a focus on supporting women and minority communities. Through our Path to Success employment project, delivered in partnership with Guildford Action, we've helped clients gain confidence and move towards work through mentoring, workshops and Job Club sessions.

Demand for our counselling service remains high, with 188 clients benefitting over the year and a majority of positive outcomes recorded using the Warwick-Edinburgh Wellbeing Scale.

The funding landscape is challenging, but thanks to our generous supporters and committed team, we remain focused on delivering meaningful, person-centred support across Surrey.

**Clive Stone**  
Chief Executive

## Thoughts from our Chair



Over the last 12 months it has been very gratifying to see Oakleaf's success being recognised. Local statutory bodies have awarded us several new contracts or extended existing ones to deliver key mental health services in the community, such as our 'Bridge the Gap' project.

Further, the Big Lottery Fund has awarded us another multi-year grant to provide employment services to our clients in partnership with Guildford Action.

Our client base grows every year and through the generosity of our donors and volunteers we can continue to make a difference to the lives of the people we support.

**Lorraine Andrews**  
Oakleaf Chair

## Work-Related Training

Courses in Gardening and IT help our clients gain new skills, qualifications and work experience. **Gardening** teaches clients about soft landscaping and garden maintenance, working on commissioned work with our qualified staff. **IT** improves clients' digital skills in preparation for the workplace. We offer a range of courses including Microsoft Office, programming, cybersecurity and more.

There were

795

client  
attendances  
across our  
two training  
departments.



## Employment Support

In June 2024, we launched our five-year '**Path to Success**' employment **project** in partnership with Guildford Action. Funded by The National Lottery Community Fund, the project delivers tailored training and mentoring to help clients return to the workplace. Within the first year, **148 clients** were supported on our project.

● Number of clients who...

59

*progressed to full-time/part-time employment  
or a volunteering role*

48

*gained a certificate or qualification*



## Counselling For All

We offer a low-cost, accessible counselling service from £5 per session. This is delivered either face-to-face or online for up to 18 sessions, providing clients with a safe and confidential space to talk with a counsellor on a weekly basis.



**2,059** counselling sessions delivered

**188** clients received counselling

Following attendance to counselling sessions, across the financial year 24/25, 86% of clients reported meaningful positive growth in their overall wellbeing (measured by the Warwick-Edinburgh Mental Wellbeing Scale).

In addition, the number of clients reporting having low wellbeing, dropped from 78% before counselling to just 32% after.

## Safe Haven

The Guildford Safe Haven, run by Oakleaf, Catalyst and Surrey and Borders Partnership NHS Trust, is a drop-in service situated at Oakleaf's premises and open 6-11pm, 365 days a year.

This vital service supports individuals and their carers who are experiencing a mental health crisis or in need of emotional support.

**1,898** attendances to the Guildford Safe Haven



4,172

Number of online and  
in-person wellbeing  
attendances

88.2%

of clients felt  
Oakleaf's online and  
in-person wellbeing  
activities were helpful

698

Number of wellbeing  
sessions

## Wellbeing Activities

Oakleaf delivers a variety of in-person and online wellbeing activities designed to increase confidence and improve physical and mental wellbeing, whilst reducing isolation and loneliness.

**285** clients took part in one or more of our wellbeing activities:

This year we provided **100** distinct wellbeing activities online and in-person, under the following four categories:

### PHYSICAL

Karate

Kickstart

Pilates

### EMOTIONAL

Meditation

Men's Group

Loss & Grief

### CREATIVE

Gelli Art

Mixed Media

Crochet

### LIFE SKILLS

Finances

Spanish

Literacy



# Client Satisfaction Surveys

We conduct bi-annual client satisfaction surveys, which together yielded these results:

percentage of clients who felt...

82%

Oakleaf improved their mental wellbeing

85%

Oakleaf reduced their isolation

87%

Oakleaf improved their confidence

*"I never realized how much I needed guidance until I started with Oakleaf. They've helped me rediscover joy and build routines that actually work for me." - **Oakleaf client***



# Bridge the Gap

We provide support on a one-to-one basis for people with multiple disadvantages through 'Bridge the Gap' - an assertive outreach programme offered through Surrey County Council's Changing Futures initiative.

Covering but not limited to: physical and mental health care and assistance with accommodation, daily living tasks, substance use, criminal justice and finances.

## Gambling Support

As part of our Bridge the Gap service, we support women across Surrey affected by gambling-related harm, including family members, carers, and individuals from minority communities. The service provides 1:1 trauma-informed outreach work and weekly peer support groups. This expansion directly responds to Surrey's Joint Strategic Needs Assessment findings, which identified the need for more targeted support for women.

### Our Client Base

703

Number of  
registered clients

542

Number of active  
clients

222

Number of new  
clients

*"Counselling has given me the tools to handle challenges without feeling overwhelmed. I now feel more resilient and connected to the people who support me."* - **Oakleaf client**

*"Oakleaf has helped me with my mental, physical and emotional wellbeing; to have faith in myself and try new things. The sense of community is so special. Life saving and life changing."* - **Oakleaf client**



# Client Success Stories (Employment Project)

Path to Success is Oakleaf's five-year employment project, funded by The National Lottery Community Fund and delivered in partnership with Guildford Action. The programme offers personalised mentoring, workshops, and job coaching to help individuals facing mental health challenges build confidence and take steps toward meaningful employment.

This moving testimonial from a client illustrates how Path to Success supports not only career goals but also emotional wellbeing and long-term recovery.

## A Journey of Healing and Growth



Three years ago, this client experienced a severe mental health crisis that led to hospitalisation. Isolated and at rock bottom, they were later referred to Oakleaf and began engaging with activities and courses at their own pace.

“Coming to Oakleaf instilled in me a ‘one step at a time’ mentality,” they shared.

“It helped me rebuild confidence and gave me back the space to try again.”

As their confidence grew, they began volunteering at Oakleaf's Wellbeing Café, helping others feel seen and supported.

“Now, I give back because Oakleaf gave me so much. I'm truly grateful for the care, compassion and opportunities they've provided as I continue my recovery and look to the future.”



# Highlights of the year



## Quiz Night

Our annual Oakleaf Quiz Night with a foodie twist was a huge success. We had a wonderful weekday evening, and with over 130 attendees we managed to bring in £5,800 – a fantastic amount.



## Five Year Path to Success

We were thrilled to have been awarded a generous grant from The National Lottery Community Fund to continue running our 'Path to Success' employment project for the next five years.

## Comedy Night

We had a wonderful evening filled with laughter at Oakleaf's Comedy Night, sponsored by DMH Stallard. We celebrated Mental Health Awareness Week and raised funds to support better mental health in Surrey.



## Wall of Positivity

To celebrate Mental Health Awareness Week in 2024, we created a Wall of Positivity in collaboration with The Friary, and received 100s of messages of encouragement from the public.





# Highlights of the year



## Oakfest 2024

Bringing together the Oakleaf community, we were delighted to host our annual client summer party 'Oakfest' - everyone had a fantastic time and got to enjoy delicious food and games with entertainment.

## Dinner & Dance

Oakleaf's Dinner & Dance event was a huge success - a truly memorable evening, made possible through our headline sponsor Kelly's Storage. The event raised a total of £36,610.



## Client Christmas Party

We had a wonderfully festive time celebrating clients' achievements at our Client Christmas Party at Guildford United Reformed Church. It was great to see just how much these events positively impact our clients.

## Gambling Support

Oakleaf has expanded its Bridge the Gap Trauma-Informed Outreach Service to offer dedicated support to family members and carers, and extending to minority communities in Surrey impacted by gambling-related harm.





# Social Enterprise: Gardening

We act as a social enterprise, selling our gardening services to the public; the funds of which are fed back into the charity. Our gardening team provides a first-class service for households, businesses and organisations, whilst giving clients on-site training in commissioned work in soft landscaping and garden maintenance.

Between 1st April - 31st March:

Our gardening team completed private work for **26** customers and undertook ongoing work at **11** premises for Guildford Borough Council.

## Mental Health Leaders Network

Oakleaf's MHLN is for businesses committed to promoting workplace mental health. Membership includes quarterly meetings, webinars and training to aid companies' wellbeing goals, whilst individual membership supports Oakleaf. Thank you to all 17 member companies for being part of the network this year.

## Mental Health Training & Awareness

Oakleaf offers internationally recognised Mental Health First Aid training courses as well as bespoke mental health awareness sessions to equip staff at all levels of local businesses manage mental health challenges effectively. Proceeds from courses are reinvested back into the charity to support the mental health of our local community.





# Theory of Change

To help identify and clearly demonstrate the building blocks necessary to reach our long-term goals, we've developed an evidence-based 'Theory of Change' – a graphic representation of the transformation clients experience when accessing our services.





# A Heartfelt Testimonial (Bridge the Gap)

**Bridge the Gap, part of the Changing Futures initiative, provides trauma-informed, person-centred support to people in Surrey facing multiple disadvantages.**

Oakleaf offers 4–8 hours of tailored weekly support across health, housing, finances and daily living. A recent testimonial from a mother (M) and her son shows the impact of this long-term approach.

M shared how transformative the support has been for her son, praising Oakleaf's Support Workers for their consistent, compassionate care:

*"This is the first time I've truly had a break... The changes in my son are immeasurable."*



She highlighted how short-term services often fall short, while Bridge the Gap's sustained approach has made a lasting difference. Her son echoed this sentiment:

*"Tommy always turns my frown upside down... he goes above and beyond. I've never had a support worker like him."*

M stressed the importance of guidance that helps people build independence over time, not quick fixes, and called for greater funding for effective, cost-efficient services like this, noting that her son previously received far more expensive support with far less impact.



Our Support Workers Colin, Tommy and Georgia exemplify the empathy, dedication and person-centred approach that define Bridge the Gap. This family's experience is a powerful reminder of how sustained, compassionate support can transform lives.

# Our Finances

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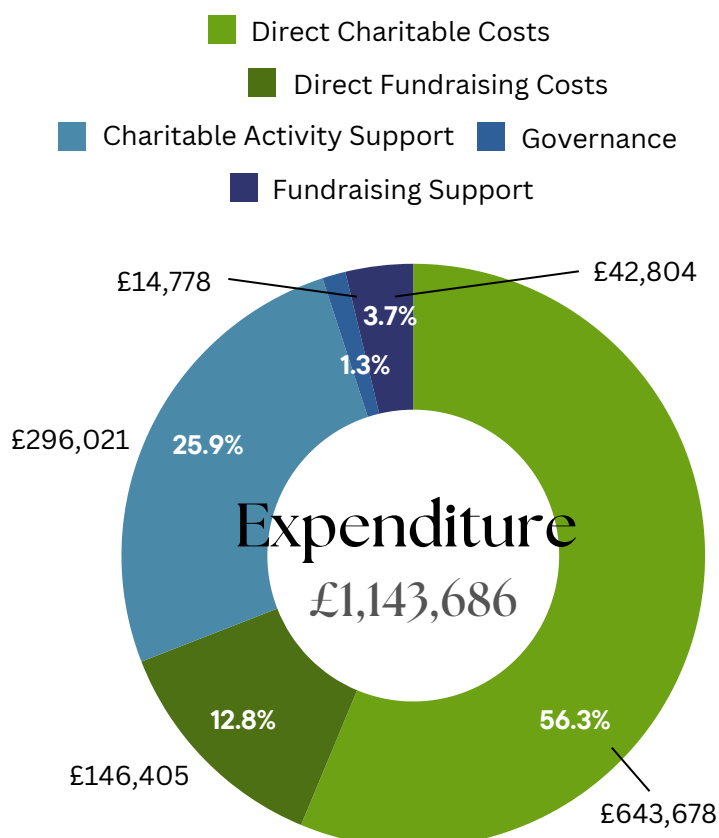
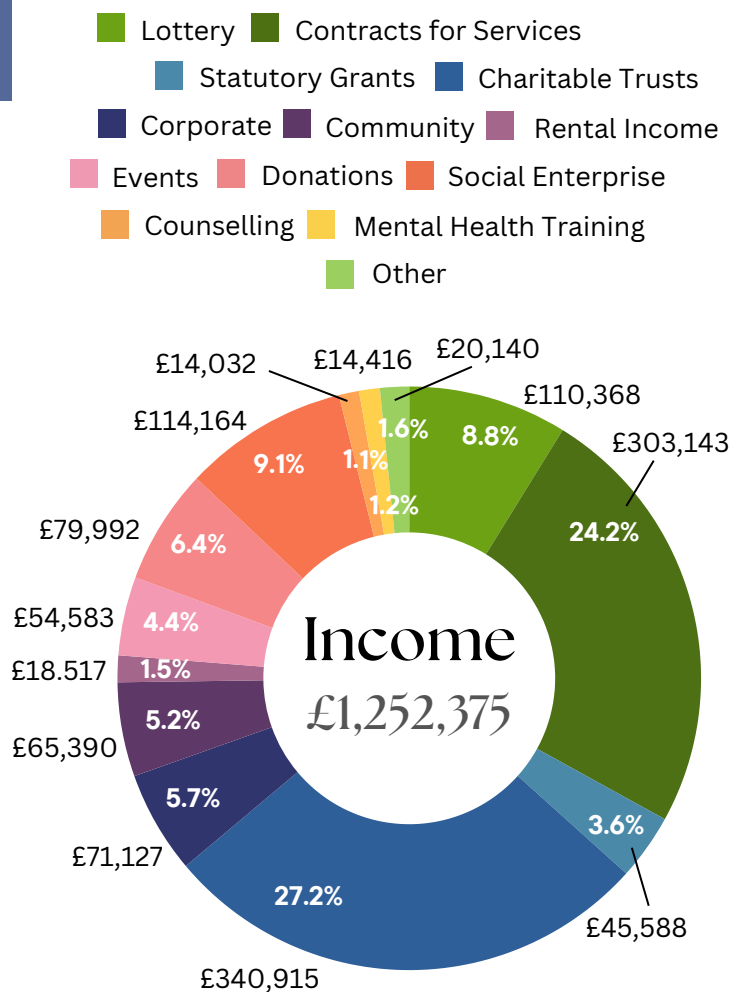
In 2024/25, we continued to provide invaluable mental health support to clients in Surrey through our main service areas of counselling, wellbeing activities, employment support and work-related training.

We delivered life-saving, trauma-informed support through our Bridge the Gap scheme.

We also launched a new Gambling Support project aimed at minority communities, which has enabled us to welcome new specialist staff to the team, expanding our ability to support this underserved demographic.

These developments have, however, increased our cost base and overall overheads. Combined with a challenging fundraising climate, we have had to monitor expenditure closely to ensure any deficit remains manageable and sustainable.

We remain deeply grateful to all our donors for their continued commitment and generosity.





# We couldn't have done it without your generous support.

Our ability to deliver life-changing services continues to rely on the generosity of our supporters. As the demand for accessible mental health, employment, and wellbeing support grows, we remain focused on adapting our services to meet evolving needs with care and impact. We are deeply grateful to every individual, community group, business, charitable trust, funder and customer who supported Oakleaf in 2024/25. Your commitment has helped us empower adults facing mental health challenges to take meaningful steps toward stability, self-confidence, and brighter futures.

If you feel able to help our work in any way, please visit our website or contact us using the details below.

## Thank you.



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