

“intrinsic in transforming the lives of those who suffer from mental ill- health, drug and alcohol misuse. Through their exceptional counselling services, I have seen firsthand how lives have been transformed”

- Client nomination for Queen's Award

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Thank you to all the staff, volunteers and clients who contributed to this review



Helping People Change

IMPACT REVIEW 2016

OUR STORY

Our roots are in the Westminster Advisory on Alcoholism, a counselling and advice service for problem drinkers and their families, founded in 1985. Over the next seven years, we grew from four to over thirty counsellors, working with 600 people every year. Catalyst itself came into being in 1989 as Surrey Alcohol and Drug Advisory Service (SADAS), part of a multi-agency group with health authorities, probation, police and social services.

Working as Southern Addictions Advisory Services (SAdAS) until 2015, we grew into an organisation offering a wider range of outreach, training and support.

Today, as Catalyst, our emphasis is on helping people change through personalised, non-judgemental, friendly and professional support.

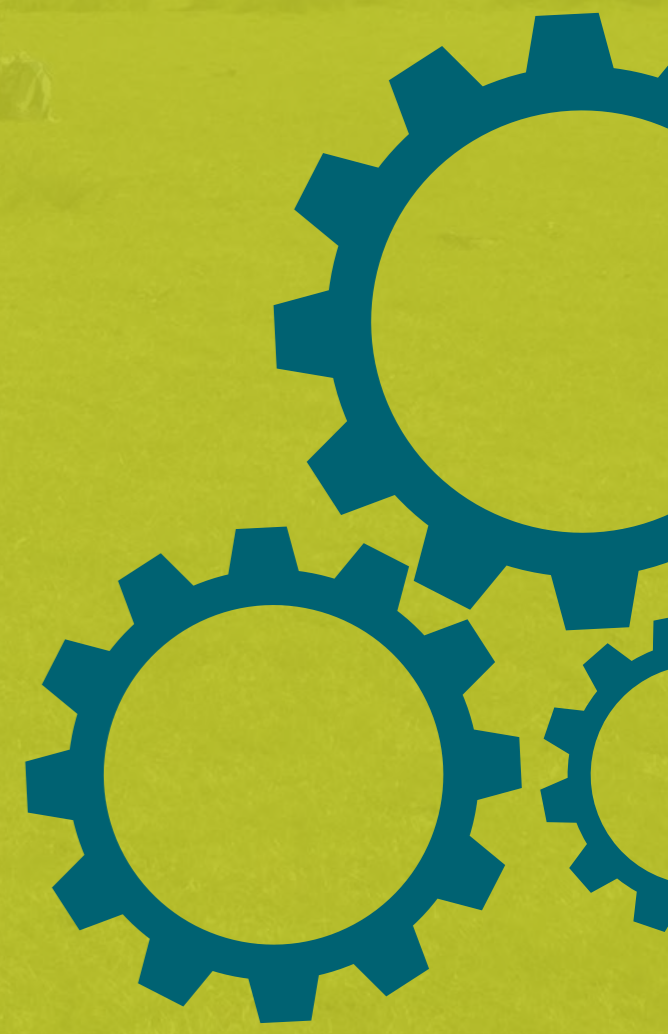
“You have given me so much courage to do things”

- Catalyst client



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A MESSAGE FROM OUR CHIEF EXECUTIVE



But there is another impact that comes second on our list and, in an ideal world, should come second on any list. And that's a financial impact. The work we do, the manner in which we do it and the people we work with all produce enormous individual change in behaviour and thus the need for services. Emotional resilience means not phoning the ambulance when you are lonely but speaking to a friend, confidence means attending that job interview rather than thinking you are not good enough.

Better relationships mean fewer police callouts for domestic issues, reduced alcohol intake means no assault charge and court costs. Constructive activity means less demand for medication. But it could be so much more.

“How many people could change if they really wanted to and what would be the impact on demand?”

The voluntary sector is excellent at working with people in very real distress. First and foremost people in dire circumstances require being listened to and treated with respect, with an emphasis on humanity and understanding. How you offer help is as important as what you offer. There are many ways to change if it is really desired and a human touch can engage that desire. Texts not letters, mobile numbers exchanged, culturally relevant conversation, non medical language and a real desire to work alongside as an equal.

HAYDN MORRIS, CHIEF EXECUTIVE

When asked what it is we achieve in the voluntary sector and here at Catalyst, the question is usually framed in terms of 'success'. Our answer is usually framed in terms of that success being relative. For many people it does mean a return to active participation in the world of work, caring parenthood or creative fulfilment, but for others success is measured in terms of being able to leave the house for the first time for years or being free of medication. It is impossible to put into words the effect on the hundreds of people who leave our services every year with their hope rekindled and the parallel effect that has on our motivation and our drive to continue the work that we do.

This is the impact that comes first on any list for us. We have nothing to offer people other than hard work and often the heartache as they resolve the issues that control them, but they put themselves through this believing a better future is possible. Change is possible. Personal impact is possible.

FROM OUR PATRON



centred approach, which research strongly suggests has the most impact on addressing addictions and mental health issues, is apparent throughout all their work. From one to one counselling, SMART groups, engagement with other agencies to access a range of support including housing to activities which engage and promote health and self-esteem.

“On my visits to see Catalyst in operation and talking with counsellors, volunteers, staff and most, importantly, clients, I have noted how the Catalyst ethos and aims are carried through into practice.”

In summary, I have seen the enormous benefits that their approach brings to people's lives and look forward to supporting Catalyst in all its future developments.

LADY LOUISE O'CONNOR DL, PATRON

I have a long-term involvement in health, addictions and mental health issues in schools and Adult and Higher Education, including leading research and graduate courses on alcohol and drug prevention and education at Roehampton University. My role as a Deputy Lieutenant allows me to be an ambassador for Catalyst, publicising the importance of the work throughout the county. On my visits to see Catalyst in operation and talking with counsellors, volunteers, staff and most, importantly, clients, I have noted how the Catalyst ethos and aims are carried through into practice. The multi-faceted, person-

AND CHAIRMAN



Many feel alienated in the modern world, and we believe this lies at the heart of the social crisis in our society. Successive governments have cut funding to charities, and it would be a tragedy if this were to endanger the work that we and others are doing to remedy social ills. Our sole aim is to do the best for our clients, and we're working closely with commissioning agencies to ensure we can deliver the best possible services for the money available.

We would be nowhere without our wonderful, dedicated volunteers. I would like to thank them and their families, as well as the Catalyst staff, who have coped so magnificently with the consequences of funding reductions.

I am convinced that our work is vital. I am equally confident that we are well placed to continue tackling the problems in society, while achieving value for money.

PETER WALLIS, CHAIRMAN

We have now been Catalyst for a year and our new name clearly expresses our fundamental aim – to be a catalyst for our clients recovery. The problems they face are many and varied and their responses equally diverse. Our strength is treating everyone as an individual doing all they can to come to terms with and resolve their particular problems.



OUR DRUG AND ALCOHOL SERVICES

Catalyst has built its reputation on developing highly skilled people-centred approaches for dealing with the challenges and traumas which have led them into substance use. Whether referred by GPs or organisations, or self-referred, everyone has their own personalised care plan. Strong partnerships and relationships are crucial in making sure people are given the best possible opportunities when they are working to change their lives. If it's a brief intervention or longer-term work around more complex issues, our approach is the same. Friendly and welcoming – two words our clients use about us a lot – our approach is based on the belief that people CAN change, given the right support.

We work with adults in Surrey through commissioned services from Public Health and Adult Social Care, with additional funding from a range of sources. Our Head Office in Guildford is a referral, triage, meeting and counselling centre, and there are four hubs in Woking, Walton, Camberley and Redhill supporting teams of Recovery workers, who work locally. There are one to one sessions, ongoing group support with SMART – Self Management and Recovery Training – access to Reach Out Counselling and links with Community Connections wellbeing support as well as referral or signposting to other support services. We also operate a needle exchange from our Woking hub for drug and steroid users which uses every contact to reduce risk and harm. With 14 SMART meetings a week across Surrey, Catalyst run more than anywhere else in the country and is a Centre of Excellence

The process is simple – it can start with a phone call, email or text. We help people to change to reduce the harm alcohol and drug use causes them, their families and communities.

Meet R

Sometimes it is the simple things that make the difference. R was referred to us by a housing provider who was struggling to keep him in accommodation. With schizophrenia and bipolar disorder and a long history of alcohol misuse, he had been homeless and been in psychiatric care after trying to kill himself. He was living in supported housing, and binge drinking whenever he had money. With support, he managed to keep abstinent and to help him live a healthier life and combat his isolation, his Catalyst worker applied to a local charity for a grant to buy a bicycle. We keep in touch with him – he is still alcohol free, engaged with services for his mental health and getting good use out of the bike!

KEY FIGURES



220,000
An estimated 220,000 people in Surrey misuse alcohol*

Public Health England 2016 Local Alcohol Profiles



73m
Alcohol Harm costs the NHS in Surrey £73m every year

NHIS 2014

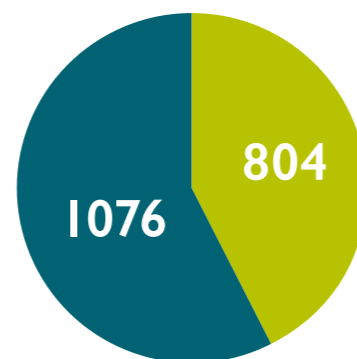


3000
Estimated number of problematic drug users in Surrey about 3000

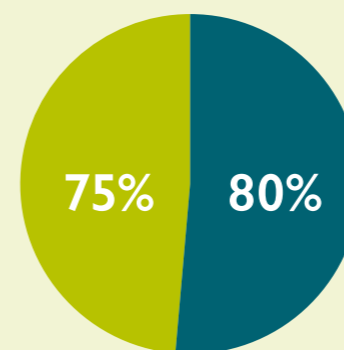
Surrey Uncovered

1880 referrals to Catalyst in 2015 - 2016

- Drug Referrals
- Alcohol Referrals

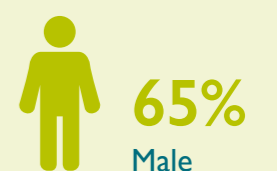
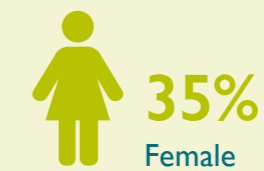


SMART GROUPS



REFERRALS

Age	25-34	45-54
Total	27%	21%
Drug	41%	9%
Alcohol	17%	30%



REACH OUT COUNSELLING

Drug and alcohol problems profoundly affect people, families and communities. Giving up substances is often the easy part: what's hard is long-term change. Focused on the client and non-judgemental, counselling allows people to explore the causes of their problems, develop insights and find lasting, workable solutions.

Our Big Lottery-funded Reach Out Counselling service is one of the three key strands of Catalyst's work to improve people's wellbeing. Building on our long experience of counselling, its success has been striking. It works alongside other Recovery options, including one-to-ones, group work, activities and skill development.

Through Reach Out, clients have access to a qualified counsellor for up to 12 weeks. They come to us with very difficult issues, often stemming from early trauma. They may have challenging thoughts and behaviour, requiring skill, patience and acceptance.

Our team of over 40 volunteer counsellors come from a variety of backgrounds and experience: some have used substances in the past. All, however, have a gift for relating to people in an accepting and open and honest

way. They have 12 weeks' training in addition to any college placement requirements or other qualifications before they can begin to see clients. Some counsellors stay with us for many years, some leave after placement: throughout their time with us, we support them with effective supervision and training.

It's very important for family members to realise they are pivotal in helping someone using drugs or alcohol. However, they are often the hardest group to reach, because of stigma, guilt, or not recognising that they may actually be colluding with the user. Happily, we're making real progress, and seeing a growing number of family and friends in our Reach Out groups.

We were delighted to be awarded a further four years' funding by The Big Lottery Fund in September 2015, giving us a great opportunity to develop and reach more people.

It was fantastic to be nominated by a client for the Queen's Award for Voluntary Service in 2015 – because of the support they received. The positive impact on community of delivering social value through the counselling service is huge.

A Reach out Family and Friends Meeting - A Snapshot

"There is an atmosphere of slight tension tempered with some cautious smiles as those who recognise each other from previous meetings greet one another. The evening opens with a bit of a hush and the group leader introduces himself and his co-facilitator. In turn, family members and friends begin to talk over their last week's experiences and we hear difficult and personal accounts of how life has been for them while looking out for and trying to support their loved-ones.

Someone's son is taking a break from his cocaine habit this week while S's wife is binge drinking again and upsetting their children leading to family rows over and over again. The group offers sympathy and frank exchanges; some comments are robust but there is also consideration for those caught up in the cycle of angst common to living with challenge. G tells the group that her son is desperate to quit his marijuana habit but is too

ill to deal with it. There is a box of tissues in the centre of the floor and people are reaching out for them. There are constructive ideas and suggestions from the group members and leaders about setting boundaries of acceptable behaviour within family relationships and effective ways of communicating needs. Responses are lively and not always accepted, but challenged. The group explore this together and decide how they might move forward in the coming week. After an hour and a half the meeting is drawn to a close.

There is a burst of loud chatter as the group leaves the meeting room and it becomes clear that they leave feeling understood, supported and accepted.

Telephone numbers are exchanged, coffee meetings planned – all to support each other in the coming weeks."

DID YOU KNOW?

2011-2015

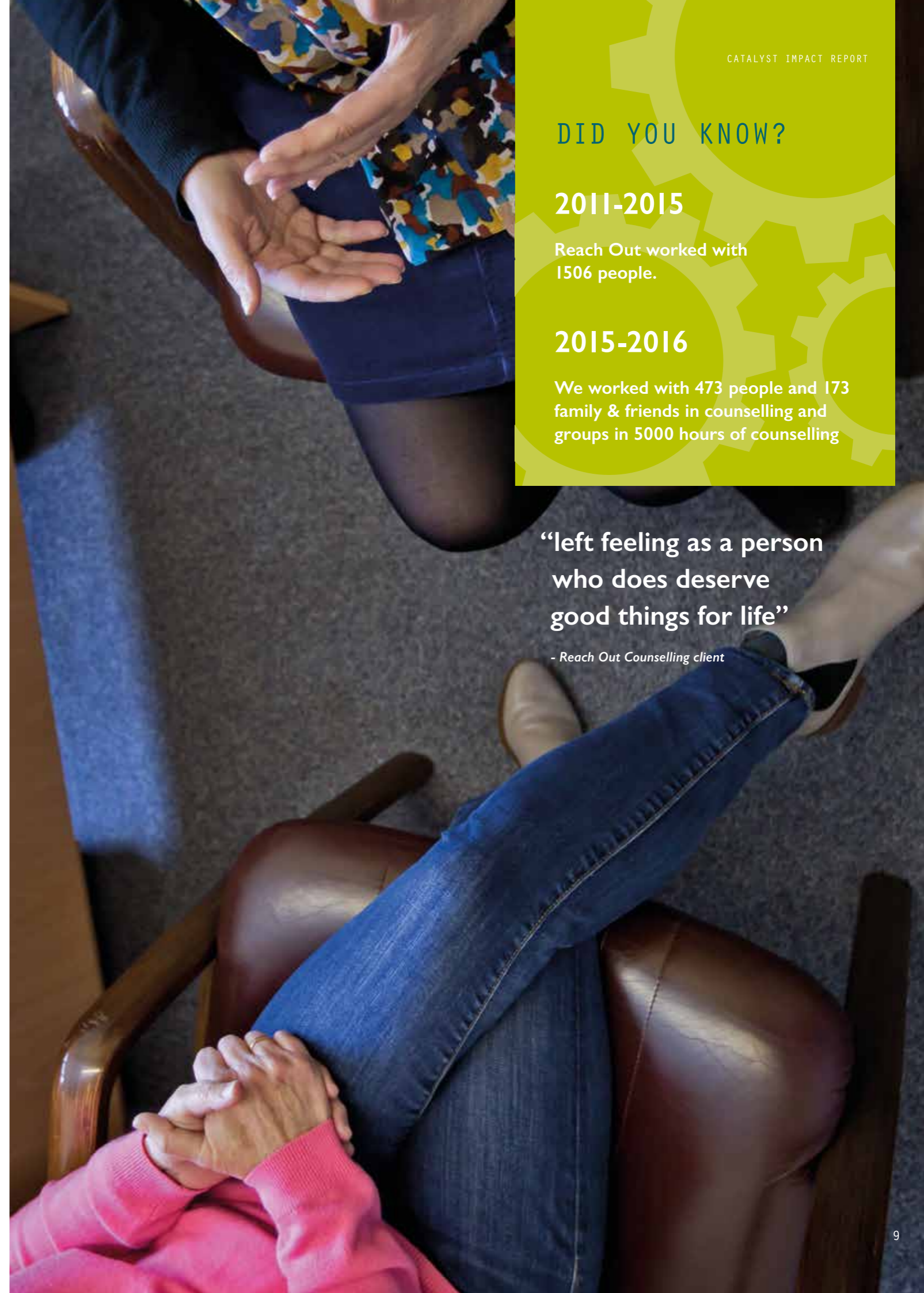
Reach Out worked with 1506 people.

2015-2016

We worked with 473 people and 173 family & friends in counselling and groups in 5000 hours of counselling

"left feeling as a person who does deserve good things for life"

- Reach Out Counselling client



THE WELCOME PROJECT

Wellbeing is at the heart of all Catalyst's work. The Welcome Project has developed successful programmes which promote inclusion and participation.

Those we see are affected by the stigma and widespread lack of awareness that's still attached to mental health issues. Working to overcome these, The Welcome Project engages people into communities to reduce their sense of isolation. We also believe people are the true experts when it comes to their mental health: our teams are there to support and help them move forward. The Project is part of the county-wide Community Connections service, funded until March 2017 by Surrey County Council and Clinical Commissioning Groups. Community Connections is open to anyone interested in looking for support for emotional wellbeing; we welcome self referrals as well as from GPs and Community Mental Health Recovery Services (CMHRS) and other organisations.

Each area offers a variety of activities according to local need, key to the growth and success of the work. In Surrey Heath, most are run in the community by staff, volunteers and peers: Waverley has a combination of centre – based activities and using community spaces – coffee shops, garden centres and halls to offer art, music, eco gardening, mindfulness and gym visits in the local area – anything you think of! In Guildford, partnerships with Oakleaf Enterprise, Guildford Action, Voluntary Action South West Surrey and others, provide a wide range of social, practical and confidence-building support.

The Welcome Project successfully enables people to develop and maintain their own support networks, and be active in their own recovery. In 2014/15, 89% reported a positive effect. The value of our approach is shown not just in successful outcomes, but in the words and appreciation of clients.

Meet A

A came to us when anxiety and depression made it very difficult to continue in her full-time job in retail. She had been struggling for a while, trying to keep going in a job she had enjoyed, but felt she couldn't continue any more. The Welcome Project worker met and listened to her and together did an initial assessment and a Recovery Star – a simple but effective way of seeing where someone is – looking at things like managing mental health, living skills, relationships, self-esteem and trust and hope. Together they set some goals and explored getting involved in new activities. All the while, she had meetings with the Welcome Project team and worked through how to handle situations and people – moving away from years of trying to please everyone.. She had counselling and tried out and loved Tai Chi. She has set up a support group for people with hearing issues, made new friendships and is volunteering.

“A lifeline provided by no other service, competent, caring, cheerful staff. Prompt response in times of crisis, champions of best interest of their clients.”

- Welcome Project Client



DID YOU KNOW?

In Godalming, a team is working to help restore The Garden House grounds in Hambleton to be available for the whole community.

In Camberley, funding from Community Foundation for Surrey has helped the football activity launch as The Welcome Wizards and join a league.

Age Range

	2015		2016	
	26-40	41-65	26-40	41-65
Surrey Heath	57%	29%	35%	35%
Waverley	46%	40%	46%	36%
Guildford	58%	37%	23%	42%



- Waverley
- Guildford
- Surrey Heath

ALPHA EXTREME SERVICES

Alpha Extreme Services is a social enterprise, owned by Catalyst, which works with some of the most vulnerable and challenging individuals. Its mission is to enable clients to live safe, happy and fulfilled lives, by providing high-quality practical support, and enhancing life skills and independence.

“I can think of no other service that can deliver the results with the patience and understanding that is required”

- supported housing provider Guildford

How to describe Alpha’s unique mix of practicality, outreach and problem-solving? It’s a complete and responsive service for extreme need, in situations that can be hard to deal with. Clients are complex,

chaotic and often risky: many have mental health issues, compounded by drug and alcohol problems, producing some very challenging behaviour. Alpha’s services come with a “can do” attitude, and cover everything from clearing needles, reducing hoarding to taking people to appointments – or just helping someone change a house into a real home.

Alpha staff are highly skilled across a broad range of experience, conditions and risks. They work with people with acquired brain injuries, organic brain disease, learning difficulties, anti-social behaviour, sex workers, people with blood-borne viruses, drugs and alcohol, and domestic violence situations, while working with the individual to tackle deeper-seated issues. They are deservedly held in high regard by councils, social care providers and Community Incident Action Groups (CIAG). Through robust, holistic services, built on mutual respect, honesty and openness, Alpha develops positive interventions for people who are creating problems for themselves and the community.

Meet F

F was an elderly, alcohol-dependent client with a long history of 999 misuse. Over time, he became more aggressive and less manageable, finally ending up in prison. He refused to engage with any services, so during his second prison term, the Community Incident Action Group (CIAG) contacted Alpha. They met him, worked through a thorough but respectful assessment and risk analysis, and included him in an informal contract. Once he left prison, they:

- Made a memory/diversion board to give him alternatives to calling 999
- Improved his home by providing a new armchair, replacing a dangerous gas cooker with a microwave, fitting smoke alarms and fixing the plumbing
- Arranged daily meals-on-wheels and support worker visits five days a week
- Home visits by his GP, chiroprapist and hairdresser
- Provided a shopping service to help manage his alcohol use

Although F still won’t leave his property, he is supported and has stopped calling 999. Change takes time but the benefits to him and the community are huge.



We have worked with over 200 people in 2015-2016



We provide 153 hours of support to an average of 48 clients per week



We have grown from 2 to 11 full and part time staff in 4 years

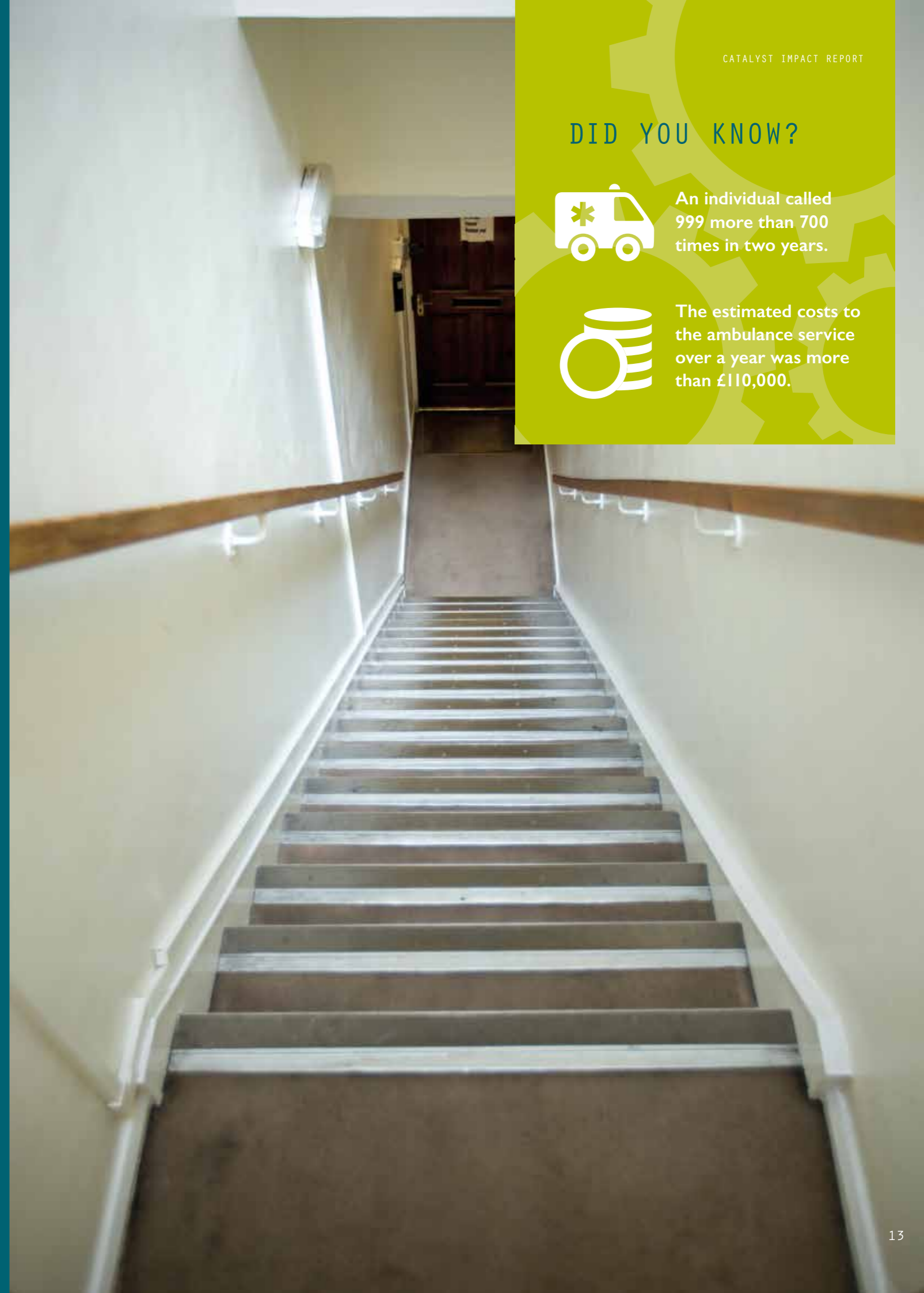
DID YOU KNOW?



An individual called 999 more than 700 times in two years.



The estimated costs to the ambulance service over a year was more than £110,000.



WHAT MAKES CATALYST?

Why are we good at helping people change? None of our work relies on fancy equipment - it is just about people. We work almost anywhere – out of offices, church halls, coffee shops, community hubs. Our people are the key. They sit with someone who is struggling and work with them to focus on change and the future. Asking the question – how are you going to get there from here? And focusing on the whole person means that we can support their health needs, tenancy, friends and family, wellbeing – whatever is needed. And everyone who comes into contact with us has access to all the work we do.

People who are treated with dignity and respect, and offered person-centred care are much more likely to engage successfully. But we make sure we equip our teams with the right skills too – starting with a commitment to value based recruitment.

We attract and select employees, volunteers, and students on aligning their values and behaviours with ours. Comprehensive training and induction, ongoing regular supervision and support, a wide range of continuing professional development all mean that we have a high retention and low absence rate – despite the often challenging and traumatic case loads staff deal with daily.



We now have 54 members of staff full and part time



We have over 80 Volunteers



Our sickness absence rate is 1.43%



We link with a growing list of over 100 organisations

“The voluntary, community and social enterprise sector has a significant role to play in the delivery of health and social care, in assessing need, reaching out to vulnerable sectors of the community as well as delivering services”

– Social Enterprise UK

- ✓ We listen
- ✓ We welcome people into a collaborative partnership
- ✓ We believe in individual ability to change
- ✓ We believe that how help is offered is as important as the help
- ✓ We believe in the whole person

CATALYST IN ACTION

It's been a very busy and productive year - challenging at times, but with much to celebrate, and many rewards for the hard work of staff, clients and volunteers. People are what make Catalyst.



1. The launch 2. Walking is good for wellbeing – staff and clients go out regularly 3. Raising funds and awareness 4. Talking about Managing Emotions with homeless clients from the York Road Project 5. We celebrated opening a Safe Haven in Camberley 6. Two of our The Banned members – staff and clients play at many events 7. The inspirational Dan Eley at our Mental Health Awareness Week 2016 event 8. Hats on for the Queen's Garden Party 9. 46 miles cycled to raise money for Catalyst 10. The Welcome Wizards football team 11. Staff and clients 12. Working hard at Always The Sun Festival

VOLUNTEERS

Volunteers have been central to the work of Catalyst over the last 30 years and we wouldn't be able to reach as many people as we have without their skills and support. Like many organisations, we work with volunteers in lots of different capacities. Training, support and supervision are all provided and volunteers are encouraged to become really involved with Catalyst – a volunteer sits on the Trustee Board, many of our current staff were originally volunteers and we even have members of staff who volunteer in their own time! Their contribution is highly valued – there is a Volunteer Representative Group, co-ordinated by a volunteer, who meet regularly to ensure good communication and feedback.

Counsellor volunteers on the Reach Out programme provide a highly skilled and professional service to people struggling with substance use. Many come to us on placement as part of their counselling qualification – most stay on average for 3 years afterwards – a fantastic validation of the work. A new initiative is the development of trained Peer Mentors in conjunction

with a non-statutory partner – people well established in their recovery who use their personal experience and knowledge to inspire others starting their treatment journey. The Welcome Project has volunteers involved in wellbeing activities – from gardening to football to

“the service is so valuable to us, it enables people to take the next step away from us towards volunteering and work”

music – and A Novel Idea, our fantastic bookshop in Godalming, is entirely run by volunteers. Winning the Queen's Award for Voluntary Service in 2015 was a great recognition of all their work. And with our funding of volunteer work done by other organisations like Voluntary Services South West Surrey, we are able to widen the impact and social value volunteers provide.



DID YOU KNOW?



There are 29 volunteers in The Welcome Project



There are 44 volunteer counsellors in Reach Out



Offering 5000 hours of counselling every single year



Volunteer Counsellors have 12 weeks of training with Catalyst



30 hours of required CPD every year



2 of our volunteers have more than 25 years service



We have 8 volunteer trustees

PARTNERSHIPS

Providing help to the residents of Surrey is what we do. But we do not do this alone. Working together is what brings the best outcomes for people. Our values and vision are extended by partnering with others.

Catalyst services are a part of a structured and integrated system that depends on its various parts to function as a whole. As such we would always want to recognise the dedication of all our partner services across the county and acknowledge their vital assistance in helping us to pursue our agenda.

“Our values and vision are extended by partnering with others.”

Thanks too are of course due to our volunteers staff and clients without whose willingness, drive and courage ‘no change’ would be standard, and of course all our sponsors and contractors without whose, often unseen, work for the benefit of Surrey residents we could not exist in the way we do.

Catalyst is continuing to help people change - thank you.

- Since the launch of the first Safe Haven pilot in Aldershot in 2013, Catalyst have worked with other voluntary sector providers, statutory providers and Clinical Commissioning Groups to deliver and extend this award-winning out of hours support which provides safe, welcoming spaces for adults (and their carers) who may be in emotional or mental health crisis.

- Relevant and challenging training is something we offer as well. With funding from a Surrey Homeless Alliance Voluntary Sector grant, we developed and delivered Managing Emotions workshops for homeless people in Woking, Leatherhead and Guildford in partnership with LeatherHEAD START. It will benefit over 60 people to gain confidence in Understanding Emotions, Managing Anger, Effective Communications and Improving Relationships.

OUR SUPPORTERS

And thank you to all our funders and supporters including:

Contributions from clients

Fundraising by staff, clients and supporters

The Big Lottery Fund

Community Foundation for Surrey

Community Incident Action Groups (CIAG)

NHS Clinical Commissioning Groups

Public Health Surrey

Surrey and Borders Partnership NHS Trust

Surrey County Council



“the strength of the partner relationship combined with the clarity of the referral pathway means that people get the best possible outcome”

- Voluntary Services South West Surrey

