



# Our Impact

Annual Report 2016



# The Fircroft Trust is a charity which supports adults living in the community with mental health issues and/or learning disabilities.

Welcome!

Dear Friends,

It is with great pleasure that we publish our Impact Report for the year 2015/16. It's been another busy year where we have had the privilege to support some of the most vulnerable adults in the community. I hope you enjoy reading about some of our achievements.

As always, we are incredibly grateful to all our supporters who have given of their time, money or expertise to make sure that we continue to sustain and develop our work. Thank you.

With best wishes  
Kay Harris

Chief Executive





Our shops recycled  
**35,400Kg**  
in rags alone last year



We run the  
Mental Health  
**Network**



We are also on the  
Mental Health  
Planning Board  
which covers  
South West London



We support service users to  
have their say  
in Borough-wide  
consultations  
which affect their care

# The Fircroft Centre: Achievements

## What we achieved this year...

- We supported over 90 adults with a severe to moderate mental health issue
- We welcomed four groups of youngsters from the National Citizenship Service (NCS) to spend time with our service users
- We were able to give 16 service users intensive support to keep them from going into hospital
- Opened Christmas Day to 30 service users who would otherwise have nowhere to go
- We were able to provide a wide range of activities to help our service users manage their illness, learn new skills and improve their quality of life
- We grew fresh fruit and vegetables to use at the Centre and have partnered with Nando's to use their surplus chicken and cut down on food wastage

Our aim at the Fircroft Centre is to provide a welcoming and supportive environment for adults living in the community who are experiencing or recovering from a wide range of mental health issues. We also run a small gardening project that provides horticultural activities and garden plants that are sold in aid of Fircroft.



## Case studies

During an art session, service users made a display about what Fircroft means to them. These are some of their comments:

Friends, fun, cooked meal, safe haven, tranquillity, welcoming, listening, warm, peace.

“One thing clear to me is that if there were more places like Fircroft, life would be an awful lot better for those struggling with mental health issues”

– A carer



“When I was at my lowest ebb the Fircroft Trust was there to raise me up. I owe them a debt that I cannot repay”

– A service user

A gentleman who works in a school experienced a severe episode of anxiety and depression. When he arrived at Fircroft he was very agitated and clearly very unwell. With time and intensive support from staff, he was able to return to work. And like any of our service users, he is welcome to pop in if he needs some extra support.

# Firs Court: Residential and Supported Living



## Our Aims:

- We aim to meet all individual needs; we always involve service users when making decisions about their care
- We support service users in their personal growth and development, encouraging them to maintain the necessary independent living skills they need to maximise their potential
- We encourage and support our tenants to keep in regular contact with their families and friends

## Achievements:

- The Care Quality Commission rated us "Outstanding" for Care in their latest inspection
- We were able to support a service user during the end of her life and accommodate her wishes for after her passing.
- All our service users and tenants were able to go away on holiday to destinations of their choice



## Case studies

"I like my house. Colin and I would like to be here when I die"

– A tenant



"I am very happy living here. I would like to thank all the staff for making me feel happy about being here"

– A tenant

John\* (not his real name) arrived two years ago from a home that was closing. As he loves his iPad, staff were trained by his speech and language therapist to support his communication skills with specialised apps. Thanks to the hard work of everyone involved, his therapist has been amazed at how his vocabulary has improved ten-fold in the short time he's lived at Firs Court.

# Thank you from The Fircroft Trust

## Trusts:

Alfred Charitable Trust  
The Ardwick Trust  
Awards for All  
Bellinger Donnay Charitable Trust  
The Graham Burrough Charitable Trust  
Chaucer Foundation  
Chessington Charities  
Dandy Charitable Trust  
Davis Rubens Charitable Trust  
Douglas Arter Foundation  
The Worshipful Company of Gardeners  
Kingston Nursing Association  
The Leathersellers' Company Charitable Fund  
Marsh Christian Trust  
The Sir Jules Thorn Charitable Trust  
Stock Exchange Veterans  
Sydney Black Charitable Trust

## Tarim Charitable Trust

WO Street Charitable Foundation

## Companies:

ASDA Community Life  
Ashdown Group  
Atkins Property Limited  
Brand Learning  
Centrepoint Computer Services  
Clockwise Design  
Eden Kafevend  
Nando's

## Groups:

Buckland Women's Club  
Chessington Methodist Church  
Churches Together in Surbiton and Tolworth  
Elmbridge Lodge Charities Association  
Hillcroft College staff  
Hook Singers  
Malden Golf Club

## National Citizen Service (NCS)

New Malden Methodist Church  
Radnor House School  
Rotary Club of Kingston  
Rotary Club of New Malden  
Rotary Club of Surbiton  
Royal Kingston Scouts  
Shrewsbury House Preparatory School  
St Andrews & St Marks Fellowship  
St John the Baptist, Malden  
St Matthew's Church  
St Matthew's CoE Primary School

## Statutory / Charity:

Surbiton Chess Club  
Surbiton Farmer's Market  
Surbiton Hill Methodist Church  
Surbiton New Life Baptist Church  
Tolworth United Reformed Church  
Easyfundraising  
Recycle4Charity  
Royal Borough of Kingston

We would also like to thank the many individuals who have donated time, expertise, energy and finances to enable us to provide such a vital service to vulnerable adults. We are also grateful to our Patron, Rt Revd Dr Richard Cheetham DD Bishop of Kingston and to our Board of Trustees.

For a copy of our Audited Accounts, please contact:

The Fircroft Trust, 96 Ditton Road, Surbiton, Surrey, KT6 6RH

Tel: 020 8399 1772 Email: [office@thefircrofttrust.org](mailto:office@thefircrofttrust.org) Web: [www.thefircrofttrust.org](http://www.thefircrofttrust.org)

# Looking ahead at The Fircroft Trust



## The future:

- We have re-registered with the Charity Commission and have become an Charitable Incorporated Organisation which will modernise our legal status
- We are looking forward to celebrating our 50th anniversary next year
- We continue to battle stigmas and misunderstandings surrounding mental health
- We are researching how we can best support young adults with complex needs moving on from children's services

## Donation Form

### Can you help the Fircroft Trust?

### Every penny really does make a difference

I would like to support The Fircroft Trust and help continue the provision for people with mental health issues in Kingston. Please find enclosed a cheque made payable to The Fircroft Trust for £

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Postcode: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone No. \_\_\_\_\_

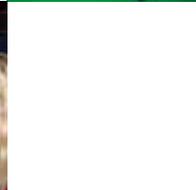
Please tick here if you do not want an acknowledgement

If you are a UK tax payer, we can claim 25p from the Inland Revenue for every pound donated at no cost to yourself. Please tick if we can Gift Aid this donation

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Data Protection: we will use your personal data for the purposes of reclaiming Gift Aid from the Government and will share this information, if requested, with relevant Government agencies.

**Thank you!**



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