

IMPROVING WELLBEING,
CHANGING LIVES ...



... TOGETHER

SURREY WELLBEING PARTNERSHIP

IMPACT REPORT

2026



SURREY WELLBEING PARTNERSHIP IMPACT REPORT

Surrey Wellbeing Partnership is a consortium of charities with a common goal to provide emotional wellbeing and mental health services in Surrey as part of the Mindworks Surrey alliance for Surrey County Council and Surrey Heartlands Integrated Care Board.

Collectively our services are provided by – **Barnardo's, The east to west Trust, The Eikon Charity, Emerge Advocacy, Learning Space, Leatherhead Youth Project, The National Autistic Society, Peer Productions, SearchLight, Step by Step Partnership, Surrey Care Trust, The Matrix Trust, YMCA East Surrey.**

We do this by supporting children and young people in the community to develop skills and build resilience, to prevent the development of emotional wellbeing and mental health issues/concerns, and/or the deterioration of such issues, enabling them to live full, fun and confident lives.

This impact report summarises key aspects of our strengths-based delivery and the outcomes and impact our services, model and practitioners have on the children, young people and families we support.



How Children and Young People View their Support

"Being able to open up fully regarding my feelings and current situations going on felt very freeing, being in a non-judgemental zone allowed for there to be a weight lifted off of my shoulders a little. It was a time to feel relieved and safe within the environment."

'I liked that we set new goals each week for me to attempt, it gave me a chance to work out where I am and was then able to talk about how to achieve if it didn't work out first time.'

"They helped me feel better about myself and not as hopeless. They helped me find a meaning to life. They put a smile on my face and helped me keep distracted when things were difficult and getting too much for me".

"My counsellor was amazing; she was very understanding of what I was thinking and gave strategies that improved how I deal with anxiety."

"You help me with my mental health because when I first started I was always tired and sad but now I'm awake and happier."

2021 - 2025 at SWP

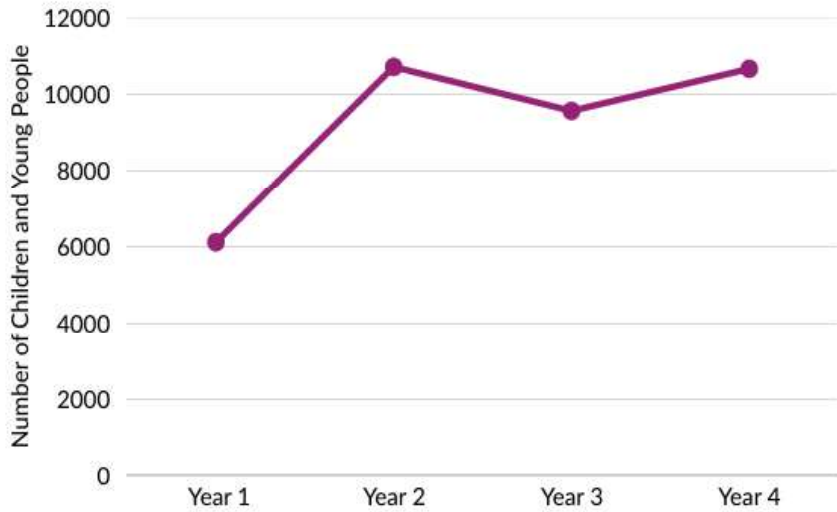


272,170

Support Sessions

Total number of sessions and activities (cumulative for each child) over years 1-4. For one-to-one support and targeted groups.

Total Children Supported by Year



Years 1-4 SWP Performance Data

Data for April 2021-March 2025 (Yr 1: 2021/2022; Yr 2: 2022/2023; Yr 3: 2023/2024; Yr 4: 2024/2025)

SWP objective - 235,892 for the period; represents 15% approx. over delivery against target – data excludes Universal Group sessions (school assemblies, open access youth/community cafes)

Year 4 Overview at SWP

April 2024 -
March 2025



81,702

Support Sessions

The number of sessions and activities (cumulative for each child). For one-to-one support and targeted groups.



61,498

One-to-One Sessions

20,204

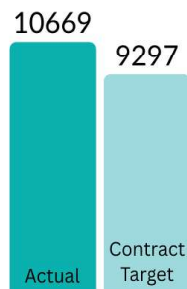
Targeted Youth Group Sessions



10,669

Children & Young People

Have been supported by SWP projects, across Surrey, through one-to-one support and targeted groups. Plus **16,734** seen between our universal groups.



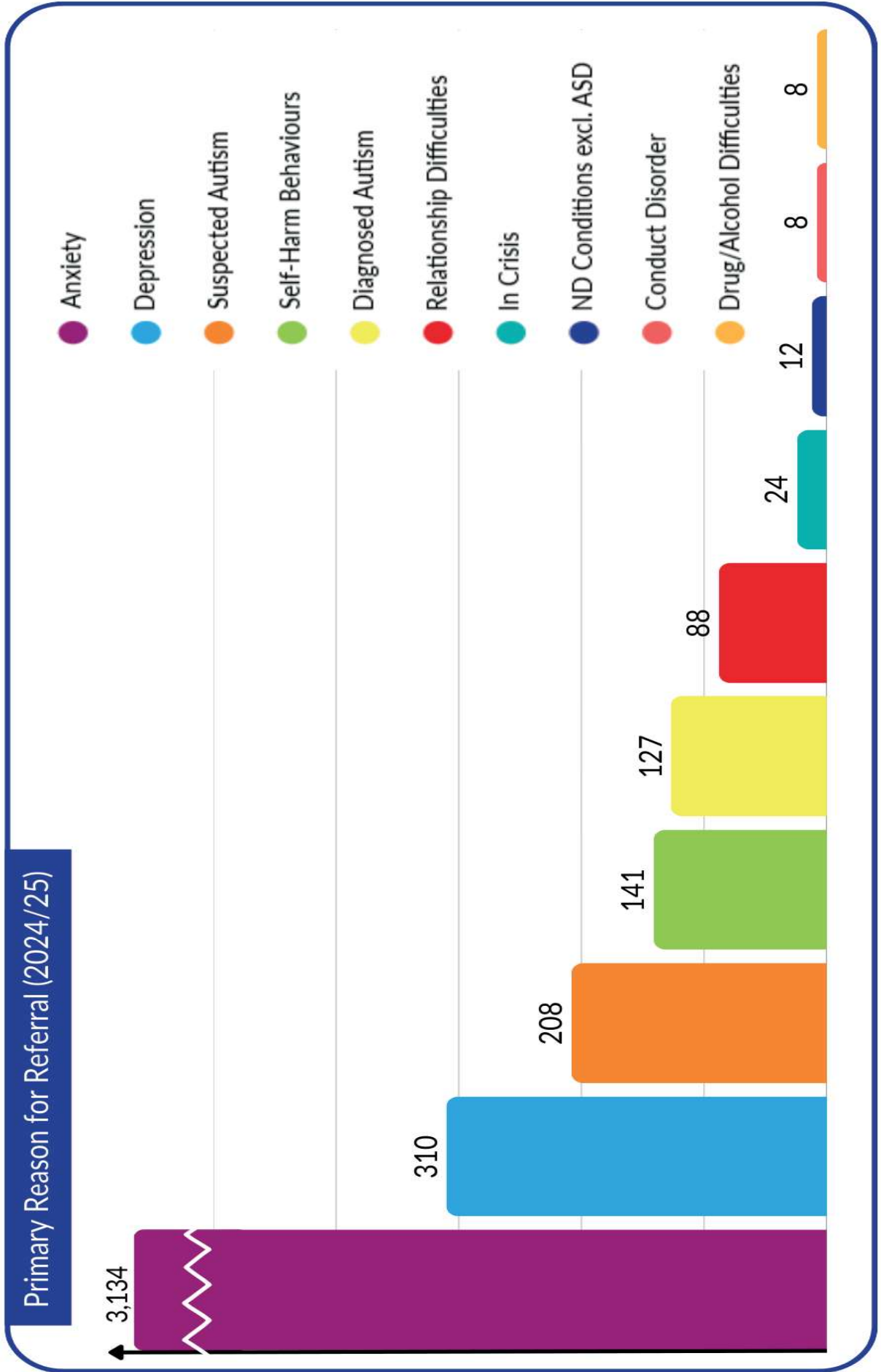
In addition
214,501

Universal Group Sessions Provided

Year 4 SWP Performance Data

Universal Groups: school assemblies, open access youth/community cafes

Reasons People Use SWP Services



EARLY INTERVENTION IMPACT

SWP looks ahead at the longer-term impact of its services and the change that occurs in society because of its work.

When children and young people receive early intervention, they start to build resilience and are more likely to remain in education, contribute to their community and improve their relationships by reconnecting with family, school and friends.

The young person's mother said the help and support had been 'lifechanging' and had given her daughter her life back. The way her daughter had been feeling had a knock-on effect on the whole family but they are now feeling able to cope as a result of the intervention.

"I would say BFree, just the BFree part, was a big part of my secondary school life growing up. I spent a lot of time there. Growing up with just a single parent, we didn't get to go many places, so that would be where I spent a lot of time. And through spending a lot of time there it kept me out of trouble because my friends would be getting involved in things I didn't want to be involved in, and because of the support of the youth workers, I was able to distance myself from those people and keep myself out of trouble. Also, when I had to care for my dad, I would care for him as soon as I got home from school, so when I went to BFree or had a one-to-one meeting, it just provided a space away from that where I could relax and take my mind off things."

"Our sessions have helped me enormously to affirm my skills as a parent of a child with complex SEN needs and navigate the support services at a time when the challenges have been so significant that without your support the outcomes would have been very different and would have had a significant detrimental effect on our family and my child's mental health". Since the 1:1 sessions have ended, our daughter has made great progress in communicating her anxiety and on several occasions she has told us about something due to happen at school which she would struggle to tolerate. This has been so helpful in building trust and in communicating her needs to the teachers."

Source: Case Studies Learning Report 2023

Serving the Surrey Population - Part 1

SWP has looked at the diversity of ethnic backgrounds among children and young people accessing support compared to the Surrey 2021 Census Data to assess its reach and connection with Surrey residents.

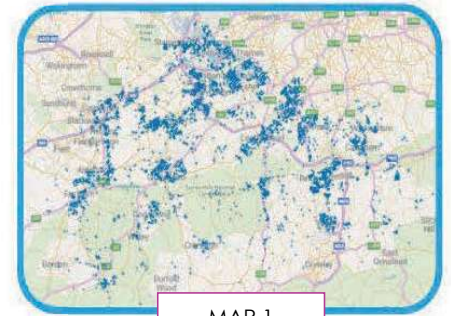
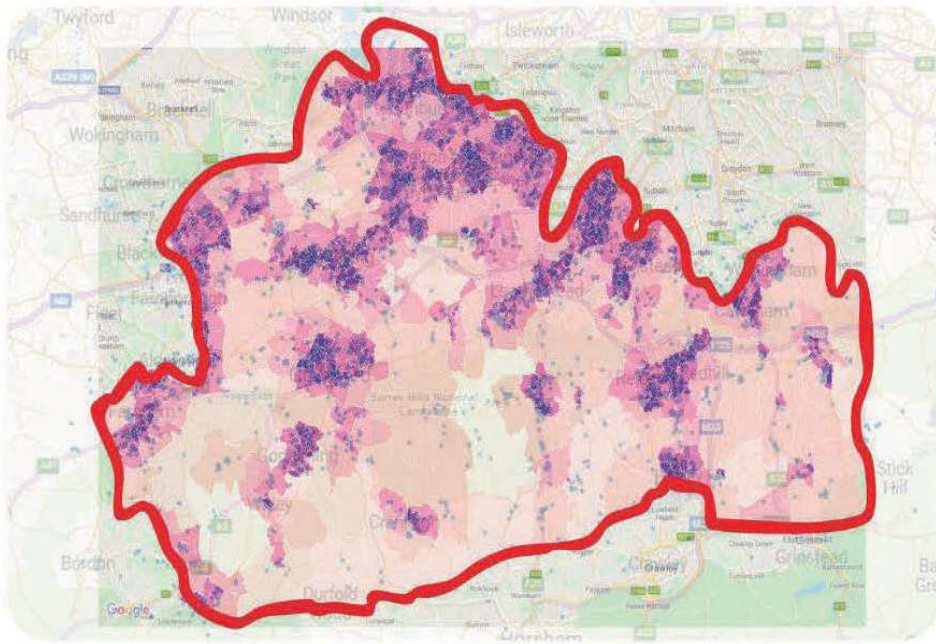
Over time this analysis will help us to identify any groups that might be underrepresented, enabling us to explore other ways to reach and support all young people in the community.



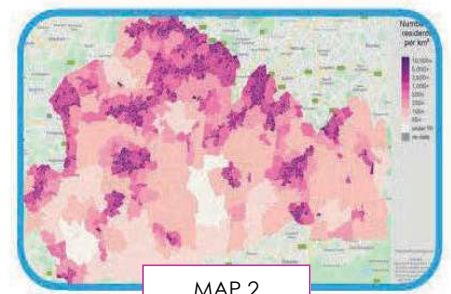
SWP Data 24/25 Compared to Surrey 2021 Census

Serving the Surrey Population - Part 2

Postcodes Submitted to Mental Health Services Data Set (MHSDS), 2024-25 Compared to Surrey Residents Heat Map (2018)



MAP 1



MAP 2

By mapping SWP's delivery against 2018 National Statistics Data for population density we can be assured that access and delivery of services are well distributed across Surrey. This also helps SWP to find hard to reach populations.

Note: Main map shows Map 1 (MHSDS data from SWP) overlaid on Map 2 (National Statistics Data for Surrey).

The Mental Health Services Data Set (MHSDS) is a mandatory, UK patient-level dataset that collects comprehensive information from the health records of individuals in contact with mental health, learning disability, autism, or neurodevelopmental services, used by NHS England for national monitoring, analysis, and improving care quality for all ages).



PARENT SERVICES

SWP offers an extensive range of services for parents and carers that includes:

- Getting advice and help workshops;
- Spaces to connect socially and share experiences;
- Parent/Carer anxiety courses and voice groups;
- Support for everyday parenting challenges;
- Mentoring;
- Parent Wellbeing Services where children are experiencing poor mental health and wellbeing such as anxiety, depression, stress, self-harm and eating disorders;
- Solution focused sessions for children, young people, and their parents together;
- Parent/Carer ND Support Program;
- Parent webinars;
- Parent drop-in sessions.

Parental Feedback

“I really appreciate the support you have given me; I am now able to look at him in a different way. I can see he is not acting in a bad and I can see how I can support him. You have been a pleasure to work with.”

“Thank you so much for all your excellent support. You have so many ideas and strategies I can use. I feel I can be open about the problems I face without judgement; better still, you give me advice on how to tackle the problems I encounter. I feel our family has benefited from your support.”

“Thank you for all of the strategies you have provided, you have helped me so much in such a short space of time.”

“Thank you, I felt really empowered. You have supported my ‘young person’ back into their own beds, which was a challenge we were not looking forward to.”

“Thanks for all your advice and support over last few months. I've found it really helpful, particularly with understanding how to talk to the school and advocate for YP. You've also helped me personally. I am really grateful!”

“I've found this so helpful, especially with understanding how to speak to school staff and advocate for my ‘young person’. I am so grateful.”

Goal Based Outcomes

Developed by Duncan Law (CORC, Anna Freud) and is one of the most widely used tools across child mental health services in England

GBO's take children on a journey that we join them on for a while and give them the skills to carry on without us. Goals are hopes, expectations, wishes, wants, aims.

By setting goals we are:

- asking the child what they want to be different
- showing our intention to care
- laying the foundations to epistemic trust
- creating an environment safe to learn

We should see goal setting as a process not (just) a task:

- the primary aim of goal setting is to signal intention to care
- the secondary aim is to set a goal
- the tertiary aim is to get informative and indicative quantitative data on the success or otherwise of the program

Children can set their own goals and can decide what can be improved or different - **Example Goal:** 'I want to feel good about myself.'

SWP uses two key measures that show the impact of its services as assessed by each individual young person helped.



We work with children and young people to ensure positive change in meeting their goals.

Experience of Service Questionnaires (ESQ)

A method that captures young people's and their families' views across a set of key Emotional Wellbeing Metrics aligned to our organizational goals at the point of completion of support. This approach aligns with the Lundy Model of Participation* based on a child's right to participate and is one of many approaches we use to understand their experience and outcomes.

Our ESQ takes a quantitative and qualitative approach to gathering outcomes and speaks to our organisational principles of:

- Young people empowered
- Adults enabled
- Someone to be there

We believe if we are empowering children and young people and enabling the adults around them, whilst we will always still be there, our need to be there should be reduced.

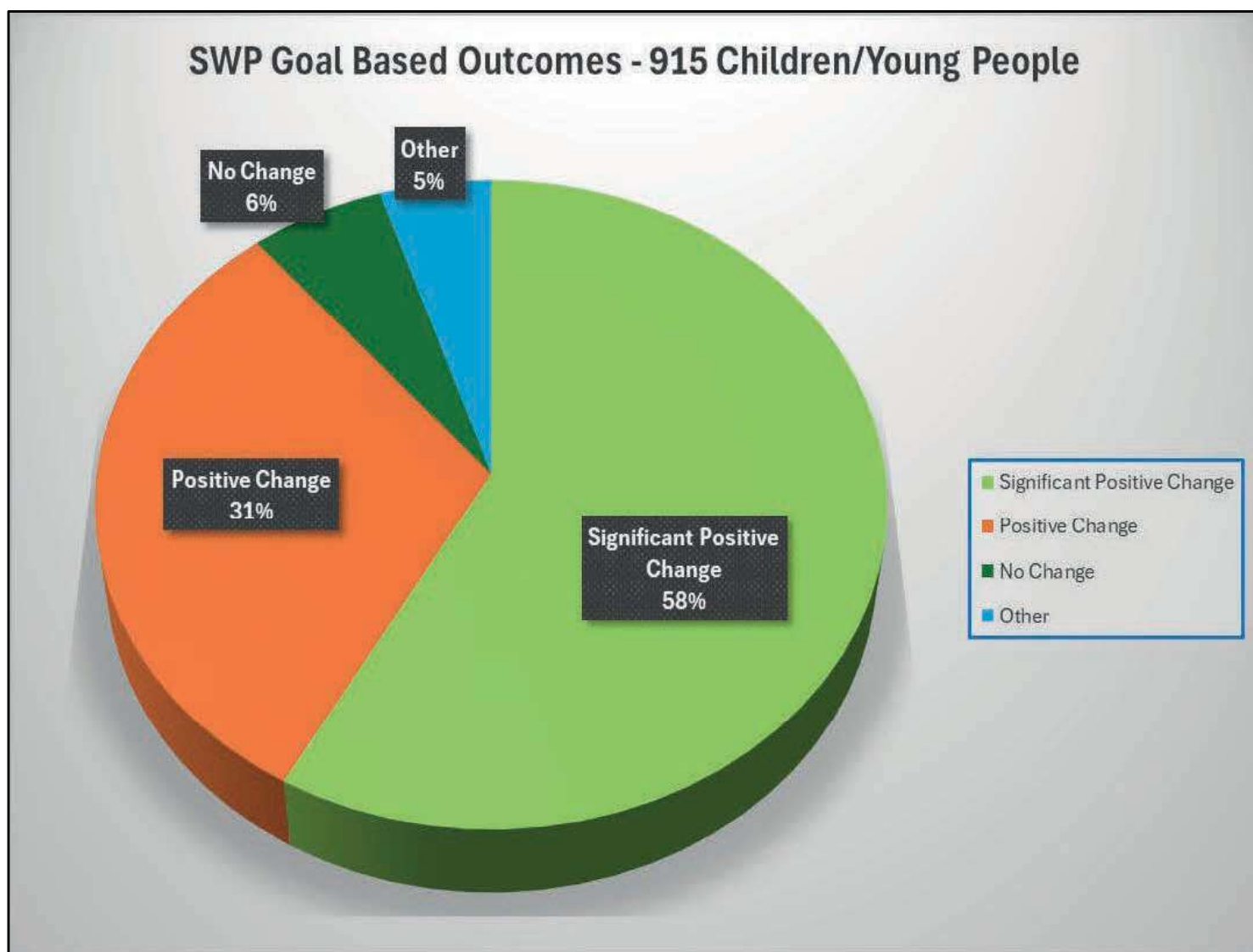
The ESQ is made up of:

- 10 questions that establish the outcome of our support
- 2 open questions to hear 'their' voice
- Young people were involved in shaping our questionnaires, including Amplify, our youth shadow board. Partners have also been involved.

* *Laura Lundy, Professor of international children's at the School of Education at the Queen's University of Belfast.*

Children and Young People Set the Standard - 1

In any one quarter we will review the progress of those children and young people completing their sessions with us against their stated goals and ask them about their experiences. Below are the results for the number of children and young people completing sessions in **Quarter 4, Year 4**.



Goal Based Outcome measures show the impact of SWP services as assessed by children and young people as they move on from their support. SWP was able to adopt this recommended approach early on in the contract.

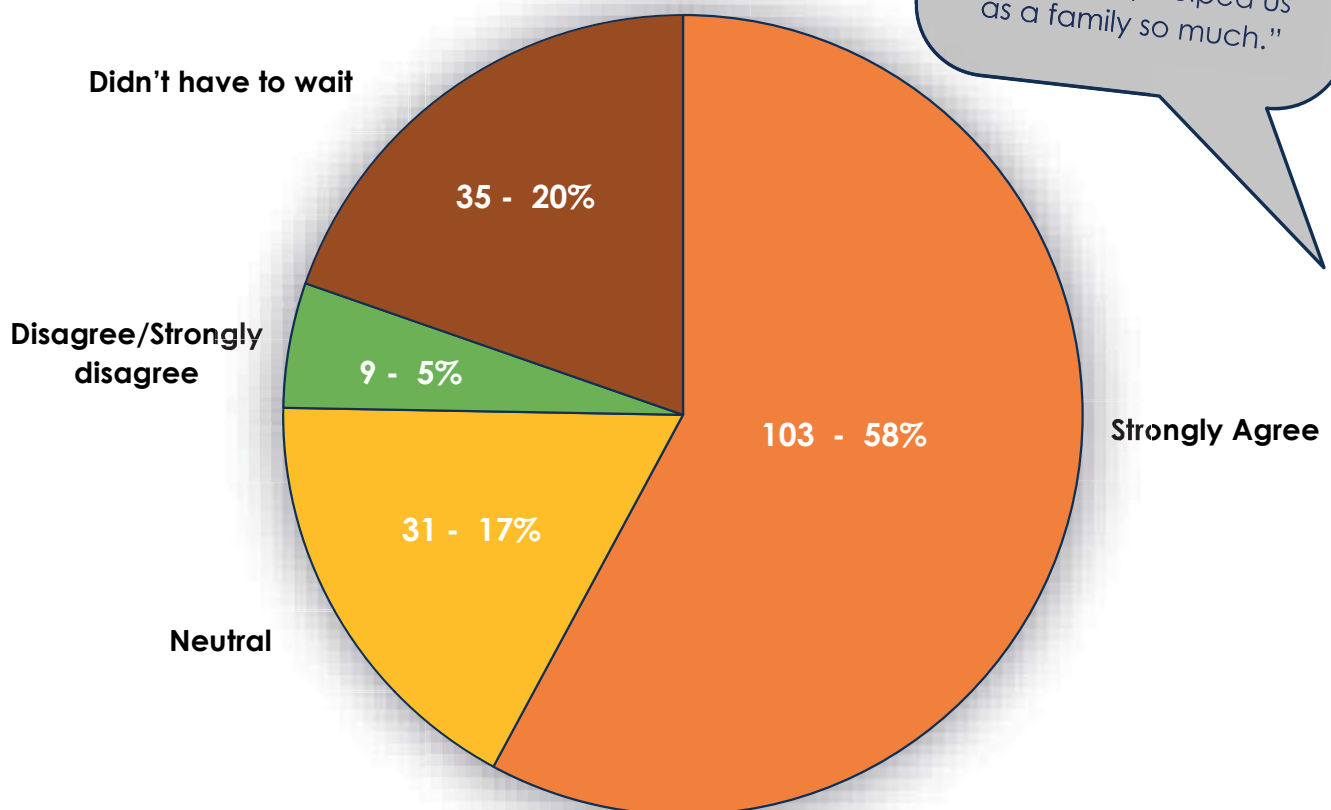
Quarterly results here show approximately 90% of children and young people reported measurable improvement in areas defined for support. The outcomes are assessed between the personal goal starting and ending scores. In a small number of cases we are aware that children feel there has been no improvement or their situation has deteriorated. Our analysis shows that this can be due to significant life events impacting them during their journey with us.

Children and Young People Set the Standard – 2

Experience of Service Questionnaire 2024

- Please rate your overall experience of support - 4.66 /5
- I would recommend support to a friend - 4.67 / 5
- I felt supported while waiting for support (see chart below)

"Everyone who was on the course was amazing I can't thank them enough for all the knowledge and strategies they have given me regarding ADHD is priceless and has already helped us as a family so much."



In addition to activity reporting, SWP has led the way across the Mindworks contract with reporting on Goal Based Outcomes and with responses to the system-wide Experience of Service Questionnaires (ESQs). In 2025, Quarter 1, 11 Partners reported ESQ data with SWP having a 44% ESQ response rate that largely showed positive outcomes and impact. In the same period, SWP GBO reporting accounted for 78% of those reported across the Mindworks contract.

Children and young people are always given the opportunity to tell us in their own words about their experience of our services. Here are some examples:

Improved Health, School Life and Outcomes

"I am less worried and I can concentrate more."

Increased Resilience

"It went amazing. And it's improved my mental and physical wellbeing very much."

Building Confidence

"I was shown that I can put my hand up in class without feeling silly. It doesn't matter if I get it wrong."

Self-Awareness

"The most helpful thing was finding out what was actually happening to me and why I needed this support."

Reducing Stigma

"You showed that you never know what people are going through in their home lives and you showed that it's okay to have mental issues or disabilities such as Autism."

Increased Resilience

"It was amazing. My worries are much less now and I know how to manage them if any do come up."

KEY IMPACT POINTS



In July 2025, NHS England published '**FIT FOR THE FUTURE** -10 Year Health Plan for England.' Amongst other health areas the paper focussed on prevention and expanding mental health support in schools and colleges, providing early on-site support for issues like anxiety and low mood. The paper commits to ensuring that education and healthcare providers work together with other local services to plan and deliver evidence-based early interventions for children.

The **Surrey Wellbeing Partnership's** services are aligned with the NHS and public health vision for the future through early intervention and prevention services. In practical terms:

- The Surrey Wellbeing Partnership (SWP) supports moderate mental health needs, anxiety, depression, thoughts of self-harm, isolating behaviours and neurodiversity.
- SWP's work with young people creates the chance for them to be able to maintain better relationships - with family, support networks and friends - maintains attendance at school or college, increases self-assurance enabling them to be more social and, later in life, gives them the confidence to be better able to maintain jobs and contribute to society.
- In the **short term** the Partnership's impact through its services improves the young person's current situation, for example, supporting immediate needs and helping them feel better. With ongoing support, over the **medium term**, a further range of improvements might be seen such as the young person maintaining attendance at school, having a better family life, being able to maintain relationships and overcome instances of anxiety or friendship breakdowns. The **long-term** impact is the young person having the tools to cope better in the future, be self-empowered to have resilience, as well as knowing and trusting how to reach out for help and support if needed.
- Where a young person does not get the help they need through the type of services SWP provides, the impact can be potential worsening mental health, increased isolation, depression, low mood, increased crisis interventions, and at the extreme of that spectrum potentially young people attempting to take their own lives.

Statement



Surrey Wellbeing Partners work closely with the children and families we support, and our health colleagues provide early intervention, and, to date, prevention services aimed at supporting emotional wellbeing needs as they emerge. Our mission is to support children, young people and families navigate emotional wellbeing and mental health concerns in a way that supports them to stay connected to family and community, engage in education and build skills and resilience to meet the challenges of growing up in today's complex society.

We believe in the value and social value of early intervention and prevention and are embarking on an independent evaluation project that will seek to document the social value outcomes of our work within Mindworks Surrey and in our wider system work.

We are committed to working with all stakeholders to ensure we can provide the best outcomes possible and an encouraging and caring experience for the people we support.

If you would like to know more about how to support SWP and its Partners, please contact info@surreywellbeing.org