

**REGISTERED COMPANY NUMBER: 08341899 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1151494**

Report of the Trustees and  
Unaudited Financial Statements  
for the Year Ended 31 March 2024  
for  
Surrey Drug And Alcohol Care Limited

Gilroy & Brookes Accountants Limited  
Suite 15  
The Enterprise Centre  
Coxbridge Business Park  
Farnham  
Surrey  
GU10 5EH

Surrey Drug And Alcohol Care Limited

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for the Year Ended 31 March 2024

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Surrey Drug And Alcohol Care Limited

Report of the Trustees  
for the Year Ended 31 March 2024

**REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024**

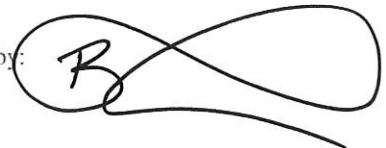
The Directors/Trustees have pleasure in presenting their report and Financial Statements for the period ended 31 March 2024.

**REFERENCE AND ADMINISTRATIVE DETAILS**

Company Registered number	08341899 (England and Wales)
Registered Charity number	1151494
Registered Office	Suites G09 & G10 Part Ground Floor Old Millmead House Millmead Guildford England GU2 4BB
Trustees	Mrs R McKeown (appointed 22-03-2022) and appointed Chair 28-10-2023 Mrs W Coad (appointed 10-03-2020) and retired as Chair 28-10-2023 Mr G Poulter (appointed 20-10-2017) Mrs K Rivers (appointed 31-01-2023) Mr M Tasker (appointed 19-10-2019) Mr G Witcomb (appointed 19-10-2019) Mr M Warren (appointed 28-10-2023) Treasurer Mr D Kerr (appointed 28-10-2023) Mrs J Phillips (appointed 19-10-2019) retired on 28-10-2023
Company Secretary	Miss E Bassett (appointed 01-04-2019)
Independent Examiner	Mrs Anna Coote MAAT Gilroy & Brookes Accountants Ltd Chartered Accountants Suite 15 The Enterprise Centre Coxbridge Business Park Farnham Surrey Farnham GU10 5EH
Bankers	HSBC Bank 6 Commercial Way Woking Surrey GU1 3UQ

Approved by order of the board of trustees on 27th June, 2024 and signed on its behalf by:

Mrs Rebecca McKeown, Chair



Surrey Drug And Alcohol Care Limited

Report of the Trustees  
for the Year Ended 31 March 2024

**OBJECTIVES AND ACTIVITIES**  
**ORGANISATION & GOVERNANCE**

The Company was incorporated on 27 December 2012 as a company limited by guarantee not having any share capital. The Charity is controlled by its governing document, a deed of trust, as defined by the Companies Act 2006.

The Company was registered as a Charity with the Charity Commission (Registration Number 1151494) on 03 April 2013.

The Directors are charity Trustees as defined by section 177 of the Charities Act 2011. Trustees and Associate Directors are appointed and voted into office by voting members of Surrey Drug and Alcohol Limited (SDAC) at the Annual General Meeting and serve for a period of up to three years. Trustees do not have any shares.

Trustees consider their training needs at least once a year to ensure the effective governance of the charitable company and attend specific courses to develop their competencies for their respective roles as deemed necessary. Board meetings are held a minimum of six times a year.

**STRUCTURE, GOVERNANCE, MANAGEMENT**

Chair:	Mrs R McKeown (appointed 28-10-2023)
Company Secretary:	Miss E Bassett (appointed 01-04-2019)
Trustees:	Mrs W Coad (appointed 10-03-2020) Mr G Poulter (appointed 20-10-2017) Mrs K Rivers (appointed 28-10-2023) Mr M Tasker (appointed 19-10-2019) Mr G Witcomb (appointed 28-10-2023) Mr M Warren (appointed 28-10-2023) Treasurer Mr D Kerr (appointed 28-10-2023) Mrs J Phillips (appointed 19-10-2019) retired on 28-10-2023
Independent Examiner:	Anna Coote MAAT, SKS Gilroy & Brookes Accountants Ltd, Suite 15, The Enterprise Centre, Coxbridge Business Park, Farnham , GU105EH
Bankers:	HSBC Bank, 6 Commercial Way, Woking, Surrey, GU1 3UQ

**CHARITABLE OBJECTS**

The object of the charity shall be to relieve sickness, particularly amongst persons suffering from addiction to drugs and alcohol in Surrey and Borders.

It will do this particularly by:

1. Providing advice and guidance to substance users and their friends and relatives.
2. To advance education on the harmful effects of drugs and alcohol amongst young students engaged in full-time education in Surrey and to provide information on how to engage with local NHS services.
3. To provide advice and guidance to those suffering from mental health issues and those closely affected by them.
4. To provide advice and guidance for interested professionals.

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5. To collect and disseminate information on all matters affecting substance use, particularly to prevent substance.
6. To collect and disseminate information on all matters affecting people with mental health issues.
7. To raise funds and invite contributions from any person or persons whatsoever by way of subscription, donation, and otherwise provided that the organisation shall not undertake any permanent trading activities in raising funds.
8. To do all such lawful things shall further the objects of the organisation.

**Chair report - Year in review.**

This past year has been one of substantial growth, challenge, and transformation for SDAC. Amidst the constant uncertainties of the cost-of-living crisis, economic fluctuations, and social unrest, SDAC has remained steadfast in its support to our community, focusing on enhancing mental health and addiction services.

**Governance and Strategic Development**

Committed to excellence in governance, we engaged in a rigorous self-assessment based on the Charity Code of Governance, identifying key areas for organisational enhancement:

**Board Diversity and Expertise:** Recognizing the need to augment the diversity and expertise of our Board, we initiated a targeted recruitment drive, welcoming Marc Warren as Treasurer and David Kerr. Their skills, expertise, and fresh enthusiasm significantly strengthen our governance and strategic oversight

**Trustee Education:** We prioritised educating our Trustees on their duties, significantly enhancing our governance framework.

**Enhanced Communication:** We've revamped our communication strategies with funders and stakeholders, ensuring transparency and accountability. Initiatives include launching a newsletter and overhauling our website for a more streamlined user experience, including an updated volunteer portal and improved signposting documentation.

**Cultural Integrity and Openness:** We reinstated our Leadership group meetings to foster an environment of integrity and openness, strategising on the future planning of SDAC.

**Programs and Impact**

Our core mission-to assist individuals in overcoming substance use and related mental health challenges-has seen considerable progress through client engagement. We've served more clients than ever this past year, delivering countless counselling sessions with a client satisfaction rating of 10/10.

**Operational Resilience**

**Business Continuity Planning:** Our ongoing updates to the Business Continuity Plan ensure that our services can adapt to emergencies and changes, safeguarding our mission and our service users' interests. A comprehensive review of all policies and procedures keeps our operations relevant and efficient.

**Community and Outreach**

**Increased Visibility:** With guidance from James and Paul Vincent at Hot Source, our website overhaul has improved visibility and SEO. Enhanced social media presence has led to an increase in helpline calls from those who discovered SDAC through these platforms.

We were thrilled to unveil the new SDAC website, a truly dynamic platform that reflects our mission and enhances our ability to serve the community. This redesign has been meticulously crafted to ensure it not only captures the essence of SDAC but also significantly improves the user experience.

Our new website allows:



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**Ease of Access:** Navigation has been streamlined, making it easier for users to find information, access services, and understand what SDAC stands for.

**Comprehensive Information:** From detailed descriptions of our programs to resources about substance use and mental health, our website serves as a comprehensive hub for both current and prospective clients.

**Referral System:** We have integrated a straightforward referral system, enabling health professionals and individuals seeking help to easily connect with our services.

**Webchat Functionality:** Understanding the need for immediate assistance, our new webchat feature provides users with real-time support from our resolute staff, enhancing our accessibility and responsiveness.

**Online Donations:** Supporting SDAC has never been easier. Our new online donation feature allows generous donors to contribute directly through the website, with all transactions secured and simplified.

We believe that this new website will improve our interaction with the community, making it easier for everyone to access our services and support our cause. We hope this will help us continue to improve and adapt our online presence to better meet the needs of those we serve.

#### **Leadership and Staff Changes**

**Retirements and Transitions:** We bid farewell to Jana Phillips from her role as Trustee and Volunteer Liaison at SDAC. Jana has been a cornerstone of our board, providing invaluable insight and guidance through countless board and leadership meetings.

During her tenure, Jana excelled in bridging the communication between our board and our dedicated team of volunteers, ensuring that the spirit of teamwork and collaboration was always nurtured. Her efforts have significantly contributed to the smooth operation and positive culture within SDAC.

As Jana moves on to new ventures, we extend our deepest thanks for her dedication and service, which have left a lasting imprint on our organisation. We wish her the absolute best in her future endeavours, confident that she will continue to inspire and lead wherever she goes. Thank you, Jana, for your commitment, leadership, and heartfelt dedication to our cause.

In May 2023, we implemented a significant change to our administrative structure by transitioning the role of Coordinator to a three-person job share. This strategic shift was designed to enhance the effectiveness of our helpline services, ensuring that we can provide continuous support to those in need.

This new arrangement allows for more flexible scheduling, ensuring that our helpline is always staffed, if not covered by a volunteer, even during periods of leave or unexpected absences. We believe that this change will lead to improved service delivery and more robust support systems, reinforcing our commitment to accessibility and responsiveness for our volunteers and those calling the helpline. This adaptation is part of our ongoing efforts to refine our operations and ensure that we can continue to meet the needs of our clients effectively and efficiently.

Marc Warren joined the Board of Trustees at SDAC as Treasurer in October 2023. Marc brings a wealth of expertise in financial management, which will be invaluable to our organisation as we strive to enhance our financial reporting and overall financial health.

Marc's background in finance and his proven record in financial strategy and management will play a crucial role in ensuring that SDAC continues to operate efficiently and transparently. His insights will help us improve our financial processes, enabling better resource allocation and supporting the growth and sustainability of our services.

## Surrey Drug And Alcohol Care Limited

### Report of the Trustees for the Year Ended 31 March 2024

We look forward to Marc's contributions and are confident that his involvement will benefit our financial operations, aiding us in our mission to support individuals making positive, life-changing decisions. We extend a warm welcome to Marc and are excited about the expertise and perspective he brings to our board.

David Kerr joined us in October 2023, focusing on enhancing our fundraising efforts. David brings a rich background in corporate experience, providing us with valuable insights and strategies for engaging with businesses and securing donations.

David's extensive network and understanding of corporate partnerships will be pivotal in expanding our outreach to potential donors. His expertise will help us forge new relationships and strengthen existing ones, ensuring that we can continue to fund and expand our critical services. We are excited to see the impact of his contributions and are confident that his strategic approach to fundraising will benefit our organisation.

As we continue to evolve and grow at SDAC, it is important to recognise the invaluable contributions of our long-standing board members. Giles Witcomb, Kay Rivers, Greg Poulter, and Mike Tasker have been pillars of strength and wisdom for our organisation. Their steadfast dedication and ongoing support play a crucial role in our ability to flourish and expand our impact.

Giles, Kay, Greg, and Mike bring a wealth of experience and governance expertise that significantly benefits SDAC. Their guidance ensures that we remain committed to our mission and uphold our values, navigating the complexities of our work with integrity and foresight. The strategic advice provided by these members is not only appreciated but has also been instrumental in many of our successes.

We are incredibly grateful for their continued service and are confident that their leadership will keep guiding SDAC towards a brighter, more impactful future. Their commitment to our cause underscores the collaborative spirit and dedication that define our organisation. Here's to more years of making a difference together. Thank you, Giles, Kay, Greg, and Mike, for everything you do.

Finally, as we reflect on the achievements and growth of SDAC, it is with profound respect and gratitude that we acknowledge the exceptional leadership of Wendy Coad. Wendy's tenure as a leader has been marked by her unwavering dedication and visionary guidance, which have been pivotal in securing the future of SDAC.

Through numerous challenges and uncertainties, Wendy has led with both a calm head and a compassionate heart, exemplifying the core values of SDAC. Her commitment to seeking the best outcomes for SDAC and its clients has not only steered us through challenging times but has also set a standard for leadership that resonates with everyone connected to our cause.

Wendy embodies the spirit of SDAC in every aspect of her work, advocating tirelessly for those we serve and ensuring that our organisation not only meets but exceeds the expectations placed upon us. Her approachable and inclusive leadership style has fostered a culture of trust, innovation, and excellence that permeates every level of our organisation.

We are truly indebted to Wendy for her profound impact and inspirational leadership. Thank you, Wendy, for everything you have done and continue to do for SDAC. Your legacy is one of strength, compassion, and unwavering commitment to making a difference in the lives of others.

As we look ahead, SDAC remains committed to supporting individuals in creating better lives for themselves. Through continuous improvement, strategic governance, and community engagement, we are poised to tackle future challenges with resilience and determination. We extend our heartfelt thanks to our board, staff, clients, and volunteers for their unwavering dedication and support throughout this transformative year. Together, we continue to inspire and facilitate positive, life-changing decisions across our community.

### **Fundraising for the Telephone Counselling Service**

#### **Trusts and Foundation grants and donations**



## Surrey Drug And Alcohol Care Limited

### Report of the Trustees for the Year Ended 31 March 2024

We are indebted to the many Trusts, Foundations, Schemes, and individuals for the support given to us over this past year. Without their generosity, we would not be able to help clients when they need us the most. We would like to thank all those who have donated to us for the first time; we are extremely grateful.

We would also like to thank those who continue to support our Fundraising Appeal - Ardwick Trust, Shanly Foundation, William Allen Young Charitable Trust, Miss G M Marriage's Charity, Evelyn Charitable Settlement, Rowan Bentall Charitable Trust, Leigh Trust, Surrey PCC Community Safety Fund, FB Coales No 4(Family) Trust, Bassil Shippam & Alsford Trust, Fitton Trust, Charles Lewis Foundation, Billmeir Charitable Trust, Hillcote Trust, Souter Charitable Trust, Farnham Institute Charity and Marsh Charitable Trust.

We would like to take this opportunity to acknowledge the Legacy left to us by Mrs Joyce Smith who consistently supported us during her life. Her generosity has and is supporting so many people.

We would also like to acknowledge and thank the following -

- Aspire Voluntary Grants scheme donated £500 towards our TCS programme for people living in Guildford.
- James Tudor Foundation who donated £5,000 towards TCS
- Borrows Charitable Trust who have supported us for several years and we are extremely grateful for their latest support of £30,000 over 3 years for TCS
- Walton Charity who donated £5,000 towards TCS for people living in Elmbridge
- Sidney Ivor Luck Counselling Trust first enabled us to set the Pilot for family/couples group counselling, this proved so popular and was in demand, that we reached out to the Trust and generously donated £17,000 to run further group sessions
- Martin Geddes Charitable Trust continues to generously support us, and we are extremely grateful for their latest support of £15,000 over 3 years to TCS
- Spelthorne Borough Council who donated £3,000 to TCS for people living in Spelthorne
- Pat Newman Memorial Trust continues to support us. Sadly Judith Johnson: co-founder and trustee of the Trust passed away and she was very keen that the trust continued to support us as part of her legacy. The continuity of these donations will ensure those who need the support will receive it and, in her memory, the excellent work done by Judith continues.

### **Review of principal activities and plans**

#### **Telephone Counselling Service**

Our free Telephone Counselling Service has been running since 2011 originally aimed at those clients deemed to be hard to reach due to disabilities, nonattendance at walk-in services, people in rural areas without easy access to transport, those with children making it difficult to find childcare or have the time to attend sessions, shift workers who cannot attend regular sessions or high-profile users who required discretion for sessions. On referral, clients are contacted within 5 working days maximum and offered sessions at a time that would suit them.

Our counselling service offers a range of services for the client; we normally offer weekly one-to-one counselling sessions via telephone for clients struggling with substance use and any associated mental health issues. Clients are encouraged to work out their recovery pathway from addiction, which takes many forms, in a safe space. More intensive interventions are also available if the client feels this course of action is needed. These are confidential counselling sessions that are offered initially every week for 12 weeks, however, can be tailored to each client's needs and extended further.



## Surrey Drug And Alcohol Care Limited

### Report of the Trustees for the Year Ended 31 March 2024

The telephone counselling service for drug and alcohol difficulties is also available to significant others who will be able to gain help and knowledge of addictions. Couples and families who wish to work through struggles that addictions in the family might have contributed to were developed during 2023 and follow-on groups enabled a continuous support network.

During the year we worked with 517 clients, many of whom have never received treatment previously. 87% of those referred required no further support following counselling sessions or went into our appropriate groups. 30% with dual diagnosis. 42% alcohol, 12% drugs and 16% drugs and alcohol.

336 clients self-referred to our counselling service. Overall, 2% reported long-term traumas or effects as a result of being in the police or armed forces. Family relationships were highly affected in 175 clients, whilst 29 % reported domestic violence issues and 51% sexual abuse. Actively in the criminal justice system 45 clients. 29% have disabilities.

Improvements seen by clients were 49% said physical health, 65 % emotional health, 58% self-esteem, 60% self-care, and 43 % had improvement in meaningful use of time among some of the data collected.

#### Feedback for our Telephone Counselling Service

"The sessions were much better than I had thought they would be. My reluctance to have counselling spanned many years, I think. The standard of counselling I received exceeded my expectations by a very long way."

"Where do I start? I'm not new to this lark. I have had psychotherapy, psychiatrists and group psychodynamic therapy, CBT over many years. The counselling I received from my counsellor has been the most successful."

"Although difficult to find a quiet place for sessions in a small flat, despite this the sessions were prompt, and anonymous and broke down barriers around shame. At times it felt a little distant however having said that, my counsellor was incredibly supportive and encouraging. I had a couple of lapses but managed to stay away from alcohol in the end. We discussed issues behind alcohol use, and we had a sort of road map for recovery. The TCS has been a lifesaver and I look forward with new enthusiasm to the future, I am ever so grateful. Incredibly grateful."

"Extremely welcoming. Helped me see my obstacles. Supportive and great guidance for everyday obstacles helped me verbalise how I was thinking and clarify my thoughts. I recognise when I do well and can see the different outcomes and I manage to get to work most days now. Not drinking. Thank you for staying with me this last year. I now have more time for myself sober, so I have gained time."

#### **Referral Case Study:**

Case study February 2024

Client X had been referred to Surrey Drug and Alcohol Care Ltd on 23 Aug 2023, a binge drinker approx. 30 units per week. Reported anxiety, and low self-esteem and had experimented with alcohol when 19 and had stopped drinking when their first child came along. High functioning and successful at work, but home life was problematic and psychological control had escalated from a partner. The goal was to control or abstain and consequently improve relationships with their children and improve psychological health.

#### **Intervention**

The first session highlighted the client's isolation due to losing friends through separation and stigma as a parent drinking and low self-esteem due to other people's judgements. The client felt intimidated by the ex and what would happen in the court case despite remaining abstinent.

We look at putting in place some boundaries in relationships and also how to de-escalate emotive texts and emails by not responding immediately and only responding to messages that need a response, particularly regarding the children. This reduced the back-and-forth escalation of messages and emotions.

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The client completed 12 sessions x 1 hour and due to the court case and finding the counselling so beneficial requested a further 12 sessions x 1 hour.

Signposted the client to Pat Cravens's book "Living with the Dominator" as there were lots of times the client would self-blame. Further information on accommodation (Shelter). Client X was always proactive and would contact and look at information that was signposted and we explored strengths and qualities to enhance self-esteem and also explored CORE Beliefs and where these messages had come from. Client X had been brought up in a family where the father had used coercive control, so had learned to normalise his partner's behaviour. Explored the benefits of keeping a journal to be able to express thoughts and feelings rather than holding these insides.

Further onward signposting to AA meetings signposted to FLOWS, Shelter, and Domestic Violence Services in Surrey.

**What Outcomes were met?**

We have reached conclusive measurable outcomes. Client X is now 8 months sober and still going to AA meetings, reporting improvement in self-esteem, and able to feel there is now some hope that financially things will improve after a successful financial hearing. The client is still awaiting the children's court hearing regarding access but is feeling hopeful and optimistic about the future.

**TCS Brief Case Overview:**

Client X was a Heroin user, living with a drug dealer and physically and psychologically the client was broken, she was permanently in and out of hospital with broken bones, and the client was kicked out of her home at 16 yrs. and felt she was the silent child in the home as her two brothers would get all the attention because they were more able intellectually, she believes she may have undiagnosed ADHD / dyslexia. Whilst engaged with the client who is currently working towards 24 sessions, she has made much progress in her self-care, she had engaged with D&A services and recently suffered a Complex loss. The client tried to change her heroin addiction by using alcohol but was unaware of how dangerous alcohol use was to her physical and psychological health. The client struggles as she has been diagnosed with Cognitive impairment alcohol-induced neuropathy in her legs and feet, and cirrhosis. The client has engaged and worked on signposting for GP, I Access, Recovery College, Mary Francis Trust, sorting PIP and we explored CORE Beliefs, working on self-care and relationships.

This is the client's feedback:

"I wish to send my sincere thank you to Alison for the outstanding help and support she has given me over the last few months. She has helped me as a person beyond recognition, learn to be kinder to myself and also stand up for myself.

Most importantly on such an overwhelming journey, this is 'Finding me' again. She has given me the tools, the contacts, the support, encouragement and self-belief to carry on my own and continue to find myself. She never once judged me, made me feel ashamed and showed me nothing but genuine care and compassion when I needed it. When I find myself struggling, I will always remind myself what she taught me and think to myself, what would Alison say??"

I could not have been better matched with a better more helpful therapist and I hope the next person to receive support realises how lucky they are. SDAC changes countless lives. Thank you from the bottom of my heart."

SDAC TCS Feedback from Couples Counselling



## Surrey Drug And Alcohol Care Limited

### Report of the Trustees for the Year Ended 31 March 2024

"My wife and I sought help from SDAC after our adult son lost his job and returned home to live with us in Surrey. After failing to find employment our son started to get involved with dealing serious drugs and was also consuming alcohol at all times of day. We were signposted to SDAC from Talk to Frank. It was very hard to make that first phone call but the initial response from SDAC was highly sympathetic, positive and fully confidential. I was so relieved following that first phone call to SDAC. Very soon after the first contact we were called back and after a short discussion over the phone telephone counselling was offered. Our designated phone counsellor contacted us - my wife came on board at this stage, and we started a programme of weekly calls of approximately one hour. Our SDAC counsellor has been utterly reliable and incredibly helpful - not only as a great listener and reflector but also, crucially, as a knowledgeable advisor able to provide truly actionable and practical guidance as well as signposting to other sources of support. Through her guidance and advice, we have managed to divert our son from the dangerous and self-destructive path he was on with drugs. Within a few months he stopped all attempts at dealing drugs, no longer uses them and has reduced alcohol consumption to a small amount of social drinking. A lot of this change is a direct result of the mental strength, confidence and knowledge that our SDAC counsellor gave us. Whilst SDAC is not able to help us resolve all the issues around getting our son back into employment and independent living our counsellor took a holistic view from the outset. Our SDAC counsellor provided us with the realisation that we are at this time acting as carers for our adult son. She also gave us the knowledge and confidence we needed to approach other organisations effectively for support with ongoing employment and mental health issues."

#### **Significant Other (SO) Group Process**

Anyone close to a person struggling with addiction will be aware of the impact the problem has on their lives and health as well as the addicted person.

The "Significant Other" group has regular attendees and explores each week how the SO members are dealing with their SOs as they all live at home apart from one couple, whose son has left the group and a young carer/daughter whose father has Korsakoff. SO, group attendees are retired or nearly retired, but are still carers of their adult sons, or are married/living with a partner who is drinking. The group members struggle to find time for their self-care have high levels of anxiety and/or depression and helpless, dealing with things in isolation or feeling burnout by being passed from one service to another and feeling unsupported in their journey. Certainly, the retired couples in our group, feel caring for their adult child has had a significant effect on their mental health, their relationship and feelings of isolation, stigma and long-term stress, as they constantly feel they live life, treading on eggshells. Any support that was available when their children were younger has now disappeared and both of their adult children's needs are complex as they have HFA, one also has ODD and PTSD and was adopted. The families felt that they were unable to have a break, due to fear of who and what might be going on in the home as well as fearing their adult child's safety as both have self-harmed and have intense emotions and suicidal ideation.

The families have benefited from attending the group in a variety of ways:

- Boundaries setting
- Signposting to appropriate support services, GP, Social Prescribers, CMHT, Autism Society, Family Lives, Action for Carers and Carers UK.
- Support from others in the group around benefits that could help support the individuals to become more independent Universal Credit, PIP Access to Work, and Mary Francis trust.
- Another member to become more independent as before the group he felt unable to leave his wife at home, as he was afraid, she would start to drink. The SO Group enabled him to talk about how this was impacting his mental health, staying indoors and not engaging in hobbies he enjoyed. One group member reflected on the three 'C's I can't cure it, I can't control it and I didn't cause it,
- We also have had a new member join whose father has Korsakoff and struggling to get support between Dementia services and Drug and Alcohol services.
- One member of our group has sadly lost her partner (who was an ex-heroin user) his death was unrelated to substances. This member has found being around people she knows and trusts immensely supportive and helpful at such a difficult time.

Surrey Drug And Alcohol Care Limited

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**Significant Other (SO) feedback**

"Soon after starting the personal counselling with SDAC my wife and I were invited to join the SO Zoom group they organise for people supporting others with alcohol/drug struggles. Any concerns we had about participating in such a group evaporated rapidly. Our counsellor and other counsellors were present but only to facilitate the sharing of experiences by the attendees. Some of the people in the group face very similar problems to ours and others have very different situations and challenges. What we found most helpful is the sharing, listening and interaction with others facing intense and also prolonged difficult situations with loved ones caught up in drugs and alcohol. The atmosphere was kind, supportive, non-judgemental and caring at all times. Truly - attending SO Groups has shown my wife and me that a problem shared with others who face similar problems can help - just simply vocalising our current situation within a supportive and attentive group was healing and encouraging. The SO sessions were expertly run by the counsellors and also other specialist expert advice was offered which gave practical tips on seeking support from social services."

Significant Other group's feedback from clients:

"I would like to thank you with all my heart for the incredible support you have given me over the past 6 months. Words cannot describe how much you have helped me to deal with my problems not only with alcohol but abusive relationships, court battles, etc. I always look forward to our sessions as I know I will get support and understanding from you. I feel that I am much stronger today, much better equipped and have more confidence to handle life on life's terms.

I will forever be grateful to you for everything you have said and done for me. I am very proud of my 8-plus months in sobriety and I would not have done this without you."

"Partner of TCS client. Using this service has helped me to trust myself, without the anxiety I felt around my partner's drinking. The difference in our relationship since we both had individual sessions is like night and day. Nothing was overlooked in my sessions. This has been an eye-opener for me. During sessions other traumatic areas of my life were discussed which was quite healing. I had not been offered help with those traumas previously. This is a vital service and I do wish the best. I hope it continues to help people with addiction issues and their loved ones."

"The group/counselling has been a constant and ongoing support for me throughout my journey over many years. Although I had the worst outcome for my situation, the support of the other members is invaluable to me in moving through the grieving process. I have also found, especially with my new job, being able to help them with my lived experience and knowledge of citizen's advice available help, very rewarding, it's so nice to be able to help and give back, this is part of my healing process. We all learn from each other through these frightening times, often with no prior knowledge of what to expect from our loved one, how to cope or where boundaries should be. All journeys are individual therefore a diverse group with different levels of experiences, problems and strategies is so valuable to all members. The work you and Kay do is priceless and acutely needed, there is no alternative, and this is an escalating problem within families. Affected others are a neglected group nationally as there is almost no support which makes our group even more vital. I can't thank you and Kay enough for all you do."

**Drug Related Death and Non-Fatal Overdose Counselling.**

The group have been able to reflect and process their loss within a safe space and gain new insights and understanding as well as reflect on what they need and that the process of grieving is not linear.

90% of DRD/NFO referrals were taken up consisting of 48% males and 52% females.

Clients were from many backgrounds and included parents, siblings, and other family children, all of whose relationships had been affected. 85% of those attending sessions completed with 57% of these fully achieving goals and 43% significantly achieving goals



## Surrey Drug And Alcohol Care Limited

### Report of the Trustees for the Year Ended 31 March 2024

The SDAC DRD group has been set up to support clients who have been bereaved through drugs and alcohol. The group meets bi-weekly (Monday 6.30 pm - 8.00 pm) via Zoom, with 30-minute access to counsellors after the meeting if they wish to discuss anything that has been left over in the group or have felt emotionally challenged or need to discuss their own wellbeing needs after the DRD meeting ends.

#### Feedback

"I have met a nice bunch of people who share the same pain I do and helped me to understand my loss from other perspectives. It is good to hear the suggestions from the facilitators at the meeting too. I love this group: I feel I can share and get listened to. It's good to talk and also good to listen to others. Alison and Kay are very good at getting conversations going. I have missed a few of the groups, but it's nice to know the group is still there. Talking about coping with life after losing a loved one is so important. Having the support group helps me. I'm so glad and thankful for it. Big thanks for providing a group to support us all"

"I am noticing positive changes in my life, full of positive changes. Seems like a whole new part of my brain has been unlocked. I feel talking therapy is needed with my medication and enabling me to change. I feel the psychoeducation on how trauma affects the brain and body has enabled me to learn more about my triggers and the session on 'Window of Tolerance' has helped me learn how to handle my triggers."

#### **Boot Camp Counselling and Follow-up Recovery Groups**

Bootcamp group remains a strong source of support for its members, offering a therapeutic community underpinned by the 12 steps. Its membership is mixed and ranges from the most recent member through to seasoned members with over 3 years of sobriety. There are a few members that are around the 2-3year mark, and a few more heading to their first year in sobriety. The group has a focused agenda, usually agreed during the week in the group's own WhatsApp page. The groups have full control of the group and can change topics at will.

It is a true space for growth through open dialogue and honest sharing. At its core, it remains simple. A group all working on their program of recovery and sharing the journey of kindness.

100% of those offered Boot Camp took up the opportunity as each client was involved in the assessment for suitability. Of these clients, 62% alcohol, 16% drugs and 22% alcohol and drug use. Males 53% and females 47%

Age range between 23 and 61 years of age many with a high percentage of relationship difficulties.

29% reported domestic violence, and 25% raised sexual abuse to be discussed.

38% used more than £100 per week on alcohol, and 70% took up the opportunity to have weekend calls on top of weekday sessions.

83% completed all sessions with the greatest improvement in physical, emotional, financial and relationships, and were able to have meaningful use of time.

#### Feedback from clients:

"just wanted to let you know, that AA going pretty well, a few blips along the way but sober completely now for a long time. I thank you for your support, and positivity and for giving me the courage and confidence to come out from behind this, dreadful experience, be strong in my mind, and not let my life and everything that is within that be manipulated by someone else. That's been a very important part of getting and staying sober and again I thank you."

#### **Boot Camp and Boot Camp Recovery Groups**

#### Case study:

Surrey Drug And Alcohol Care Limited

Report of the Trustees  
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The client was referred by another counsellor, in desperate need to stop drinking. At the time of referral drinking a bottle of wine, spirits, and beer. We managed to catch her before she descended into a usual blackout and with her consent to liaise with her family to discuss possible means of reduction at her request. The family supervised a simple home reduction over a few days keeping a careful eye on her. Once sober enough to participate in sessions we started the boot camp process immediately, the client took rapidly through 11 of the 12 steps over two weeks, completing two sessions.

Every day and quick check-in texts upon awakening and retiring, once feeling a little steadier began to attend AA meetings in her local area. Completed all aspects of the first eleven steps and is currently seeking a new person to help as part of the 12th step. Once the initial bootcamp had been completed she was invited to join the Bootcamp recovery group. (BCRG) has integrated well and is now considered a key member. At the time of this report, she is 58 days sober and in service at her local 12-step fellowship meetings.

"I am noticing positive changes in my life, full of positive changes. Seems like a whole new part of my brain has been unlocked. I feel talking therapy is needed with my medication and will enable me to change. I feel the psychoeducation on how trauma affects the brain and body has enabled me to learn more about my triggers and the session on 'Window of Tolerance' has helped me learn how to handle my triggers."

Self-reflection on SDAC - Telephone Counsellor and group facilitator:

"I have worked for over 10 years for SDAC, and I have seen lots of good changes in this time, as we now run support groups for clients, as well as the Bootcamp group. I feel these groups offer onward support for clients and a chance to reduce isolation and stigma, as they will be able to share with other people in similar situations. The Bootcamp has enabled a wraparound service for clients needing to take the next step in remaining abstinent.

In the past, I have worked for various Charities (Rape Crisis, CGL D&A Service, AXA, Carers Support West Sussex, Dementia Support and Horsham District Council, which gave me insight into different processes and procedures around client assessments. Since joining SDAC I have always treasured how well supported and valued I feel, as a member of the Charity. I feel encouraged to share ideas and views without fear of someone squashing them. The commitment that Wendy has given to the Charity is amazing and she is inspirational. SDAC, has I believe been successful due to her guiding hands at the top, she always makes time to ensure you can talk things through and is very pragmatic.

Working for SDAC fills me with immense pride and I am so grateful to the wonderful clients that I have the privilege to work with as it has been without doubt the best job role I have ever had. I enjoy hearing from or seeing some of my old clients' names, and working within areas of SDAC, this shows that clients are truly giving back! I think one of the greatest things about SDAC is whilst there are policies and procedures, we can be empowered to do the job we have trained for. I have often felt in other organisations that it becomes scripted, and protocol dictated over and above the client's needs. I also believe that lots of Charities/workplaces have moved towards gathering evidence and sometimes this paperwork detracts from the client's needs. I love the fact that we are not trying to give clients endless questions and forms to complete before engaging with us. The service is the fastest I know for getting counselling support and I am so proud to work somewhere where staff and clients are truly valued and given a lot of thought and care in their journey forward.

I think the client feedback tells the story of how important SDAC support has been for them and it's wonderful to receive such lovely kind words and see clients who have changed so much over a 3-month journey with counselling.

To end I received a text message only 2 weeks ago from an old client who had been with me and then gone into Bootcamp, she was on the verge of ending her life and lost all her family due to drinking, this is her message:

"Hey lovely Alison

Just thought I would check in.

I've only gone and managed a WHOLE YEAR SOBER!!



Surrey Drug And Alcohol Care Limited

Report of the Trustees  
for the Year Ended 31 March 2024

How did that happen? Saw all 5 of my kids /partners and grandson and I'm the proud owner of a Sponsee (You know what I mean) and still have a sense of humour apparently! Hope life is treating you well.

It's great that clients still remember us a year later and the impact it has had, and it is truly amazing and special to hear the changes they have made." "

**TCS projects**

As the world continues with discourse, wars, and financial concerns, we have maintained our telephone counselling service with enthusiasm and mindful of what our clients need. Views and beliefs of the wider cultural community are changing and embraced. Cost of living has meant our free service is in demand with its exceptionally fast streamlined referral system which sees a referral turned into an assessment or first session of therapy within around 3 days.

Breaking down barriers to receiving support has been uppermost since our service's inception. Transport, social stigma which has kept them silent, and work life can make it feel daunting to receive support. Our counsellors and administrators have lived experience of struggling at some time, for some reason in their lives, therefore are accommodating, flexible and innovative in encouraging clients to engage and recover. Feedback 'The fact that the counsellor had experience on both sides of the fence was great and it put me at ease that there was a level of understanding and empathy.'

Increasingly we see clients who have trauma, abuse, and neurodiversity underlying substance use. Referrals from hospital inpatient services, probation, CGL, police and paramedics, along with self-referrals through our Helpline, SMS service, web chat or our website online referral portal, means access is within everyone's ability to make contact quickly. We support people to make a positive change a reality without there being a power imbalance between the client and the organisation.

We have designed, implemented, and maintained access for clients to join our groups. We run groups for significant others, couples, families, drug-related deaths and non-fatal overdoses and our intensive service Boot Camp.

Near-fatal overdose (NFO) group sessions are a form of harm reduction sessions and provide support to avoid or reduce the risk of near-miss as much as fatal overdose. The primary aim of NFO Groups is to save lives and change lives. The group members foster healthy attachments as well as teach individuals new social skills and knowledge on the subject.

A Drug Related Death (DRD) group has been set up to support clients who have been bereaved through drugs and alcohol. The DRD group ensures members are supported and if necessary, may take members back into one-to-one counselling if required or signpost to appropriate external support, as they are processing complex grief and the loss of their loved ones, may have resulted in circumstances that were traumatic for the member quite often their mental health and resilience may be low.

The Boot Camp (BC) group recovery process is a therapeutic-based programme that is strongly underpinned by the 12-step model of recovery as prescribed by Alcoholics Anonymous. The reason the 12-step model has been adopted is that: Speed of delivery and intensity are vital for the client because if the client has to wait for the service and support in the early stages of their thoughts of recovery the clients resolve to get and stay clean and sober can and will evaporate through their cravings to use their substance of choice. The clients then become resigned to the fact they cannot recover and are lost to addiction once more.

Couples Group is an online virtual group consisting of family members affected by the use of their loved one's use of addictive substances and activities. Topics around trusting a partner around alcohol, and or drugs, anger around past behaviours and how to forgive, abstinence versus moderation, and relationships reaching break point before problem drinker/drug user changes (or not).

Significant Other Group. This section of society might be forgotten in the process of supporting the person using alcohol or substances. Isolation, shame and feeling of being de-skilled and unable to cope, no one to turn to might be present. Could also include concerned and close relationship grandparents.

The future for counselling. Going forward we are looking to increase our family groups and set up groups for those who have experienced abuse, whether this is financial, physical, emotional or sexual.

Surrey Drug And Alcohol Care Limited

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for the Year Ended 31 March 2024

**Surrey Drug and Alcohol Helpline**

We offer a telephone helpline service, Monday to Friday, 9 am to 7 pm on free phone 0808 802 5000. Our volunteers receive calls and enquiries from people with an array of difficulties needing support and help.

For people with hearing loss or those who feel uncomfortable discussing their struggles, we have an SMS text service (07537 432411) or web chat at [www.surreydrugandalcoholcare.org.uk](http://www.surreydrugandalcoholcare.org.uk). As with the helpline, the SMS and webchat services are available from 9 am to 7 pm Monday to Friday.

Outside of our opening times, there is an answerphone, so callers can leave a message, alternatively, people can send an email to [coordinator@sdac-helpline.co.uk](mailto:coordinator@sdac-helpline.co.uk). Emails are becoming a more popular platform of communication.

The helpline is staffed by a team of volunteers, some with many years of experience. The team receives basic training before they start working on the helpline, but the real learning is speaking with our service about drugs, alcohol, mental wellbeing and the impact it has on their lives. Our volunteers assist callers with finding the right support or accessing treatment with other services.

Our incredible team of volunteers have adapted to our new opening hours, which include training on new software. Our voicemail facility has been widely used by callers when we have been closed. We are very proud of the existing team of volunteers who give their time to help people and professionals in Surrey.

Once again, we have been the helpline number for the NHS First Steps programme. Our volunteers guide most mental health callers through the process of choosing an NHS talking therapy provider.

We helped over 250 people concerned about their mental health.

There is no doubt about the immense value of being heard. Our volunteers have the time to listen to callers, to understand their concerns, to offer advice, to signpost to services that help further or to refer people directly into treatment for drug or alcohol concerns.

"SDAC support has been life-changing for me. thank you for all you do." Anonymous service user

Our volunteers often receive the first call people make when acknowledging their struggles with substance misuse. Being able to refer callers directly to treatment for substance misuse, particularly to SDAC Telephone Counselling Service, is a real advantage for callers. Our volunteers also feel confident in the knowledge that callers will be helped.

We helped over 300 people concerned about their drug or alcohol concerns.

We always welcome ideas from our volunteers as our approach to management and development is one of inclusion. Our administration team is there to support our volunteers every minute of their time on the helpline and if needed, outside of their voluntary work.

We support our volunteers every step of the way and they support each other as a team.

We are committed to safeguarding those who use our service and those volunteering. We actively promote equality of opportunity for all, and our volunteers come from diverse backgrounds, cultures and work experience, which is a good reflection of the callers to the helpline.

Feedback from our callers is important and we listen. We use this to not only improve our helpline service and inform our volunteer training, but it is also rewarding for our volunteers to know they have helped. Anonymous feedback is given using the Survey Monkey platform on our website.

67% of callers were "very satisfied" with the help they received.



Surrey Drug And Alcohol Care Limited

Report of the Trustees  
for the Year Ended 31 March 2024

There was a major change in how the helpline was administered this year; the role of coordinator was disseminated, and an administration team of three people was created. This gives continual support to the volunteers whilst they are on shift, should they need it. The administrators have each written about their experience:

"I joined SDAC as an Administrator in May'23 and must say that the last year has been an enriching and fulfilling one as it provided a unique opportunity to make positive and practical differences in the lives of people struggling with alcohol consumption and substance abuse. The role has developed multiple skill sets from analysing the call handling statistics to preparing reports for the board and Surrey Public Health Commission to be on the helpline and get the firsthand experience of hearing what people have to say and supporting them by providing the right choices at the right time.

Having been part of an Administrator Team in which responsibilities are shared amongst three team members with diverse backgrounds has certainly developed excellent camaraderie and ample amount of knowledge sharing which certainly reflects in the administrative duties that we are part of and most importantly it has benefited our team of excellent volunteers. Job share can be ambiguous sometimes but as a team, we have shown flexibility to support each other and devised different ways of staying in touch so that we are on top of our work and contribute to the growth of this amazing organisation by touching the lives of many more people on the way."

"I have greatly enjoyed being an Administrator for Surrey Drug & Alcohol Care (SDAC) for over a year. The role has expanded to increase awareness of our services, facilitated by the diverse skillsets of each member in this three-person job share. I have greatly enjoyed focusing on enriching our outreach efforts, such as creating video content for our social media platforms and distributing our external newsletter.

Together, we have set out to support our fantastic volunteer team, for whom we have begun conducting bi-monthly wellbeing checks. Our dedicated volunteers have been overwhelmingly positive in describing their experience with SDAC, particularly the sense of meaning and purpose that comes from serving their community. I share their sentiment, which I derive from being part of this Admin Team and, thus, a more involved member within SDAC.

By communicating openly and collaborating efficiently, we have created a team environment which promotes continuity and where everyone's contributions are valued and respected. This has made us highly effective in helping SDAC reach more people in need across Surrey and beyond."

"Over the past 11 years, I have worked in differing sectors of SDAC, each bringing its challenges and rewards, but always with an overarching sense of serving the community of Surrey.

During the past year, the role of Coordinator changed to Administrator and this new role became a three-person job share, meaning our wonderful volunteers were supported by a dedicated administrator from 9 am to 7 pm. It is good to share the responsibility and work collaboratively to improve the administration of SDAC.

When the helpline is not covered by a volunteer, we have staffed the phone, webchat, and SMS service. Each platform requires a different communication approach that will benefit and help the service user. This has heightened further my respect for our helpline volunteers and the tremendous work they do.

Assisting people with improving their lives and making changes, remains at the heart of SDAC and is the driving force for new initiatives."

Along with changing the administration of the helpline, we changed the opening hours from 24 hours a day, seven days a week, to Monday to Friday, 9 am to 7 pm. We received very few calls outside of our new opening hours and our new voicemail facility means that we do not need to miss a call. Our busiest time for calls tends to be 9 to 10 am and 3 to 4 pm. If we help one person a day, then we have achieved our goal.

We are ready to listen, to support, to signpost and to refer to treatment.

Surrey Drug And Alcohol Care Limited

Report of the Trustees  
for the Year Ended 31 March 2024

**Outcome monitoring**

The feedback from our former clients shows that we provide an excellent service and many of our clients have moved forward with us into a new, and at times, wonderful state of being, however, we are always striving to improve, therefore all feedback is gratefully received.

**Risk Management.**

In the event of a power failure, SDAC documents are all backed up weekly on an external hard drive. The SDAC administrators have backup facilities that can be used in the event of a power failure lasting more than a few hours if required, as does TCS.

95% of our work is paperless.

**Loss of Statutory Funding:**

Contingency planning, including a 3-month expenditure reserve, for such an event and regular engagement with commissioners to ensure enough notice of any event can be managed.

**Staffing:**

We regularly train and retain volunteers. Keeping up to date with current thinking and legislation. We have expanded our administrative team to three people to allow for holidays and coverage of the helpline.

**Trustees:**

Regular training, particularly for governance.

Surrey Drug And Alcohol Care Limited

Report of the Trustees  
for the Year Ended 31 March 2024

**ACHIEVEMENT AND PERFORMANCE**  
**REVIEW OF FINANCIAL POSITION**

Over the year, the Charity reported a loss of £291 and ended the year with a reserve of £84,851.

Trustees regularly monitor the financial performance of the charity, to ensure adequate reserves are always maintained.

Our Financial Policy and combined reserves policy are approved by the Trustees and strictly enforced. The Board of Trustees agrees with quarterly profit and loss and budget forecasts. At each Board meeting, normally monthly, the Treasurer presents the financial position of the charity and highlights any concerns. During the year there have been no apparent breaches of SDAC financial policies

Each SDAC project is carefully monitored against income and expenditure. Balancing funding and costs.

**FUNDING**

Due to funding of £89,803 from Surrey County Council, SDAC can provide a Helpline that is free of charge to callers, along with the associated costs of running and promoting the service.

We received £46,843 From Surrey County Council for DRD/NFO clients and groups.

We are indebted to all the Trusts, Foundations, Community Funding, Police, Lottery, other large and smaller charities, and those clients who donate towards their counselling sessions. We appreciate the work that has gone into assisting us with improving public awareness of our service through all those mentioned above, as well as our key supporters, persons of high public stature, and by word of mouth through personal recommendation.

All restricted and unrestricted funding received has been allocated and used as per the terms and conditions of the donor. This is carefully monitored and recorded by the TCS Manager.

Our successful funding application with the Woking Community Grant has enabled us to continue our invaluable work throughout the year. Without the support of funders and Trusts such as Woking, we would not have reached as many people as intended, and who benefited from the support received.

TCS received £123,641 from generous Trusts and Grants, including £5,084 from clients who donated towards their counselling sessions.

**RESERVES POLICY**

The objects of the charity specify that the income and property of the company shall be applied solely towards the objects of the charity.

The Charity aims to have sufficient reserves to cover operating costs for three months.

Trustees review the Finance and Reserves combined policy at regular intervals.

**PUBLIC BENEFIT**

The company demonstrates public benefit in the following ways:

1. Provision of a freephone telephone Helpline for anyone concerned about drug or alcohol use and mild to moderate mental health.

Data for 2023-2024 for the Helpline

.689 calls for help

. Thirty-six percent of mental health concerns



## Surrey Drug And Alcohol Care Limited

### Report of the Trustees for the Year Ended 31 March 2024

- . Forty-four percent of substance use
- . Eight percent were for both mental health and substance use.
- . Forty-four percent of mental health callers were signposted to local IAPT talking therapies.
- . Alcohol, cannabis, and cocaine were the top three substances callers were using or concerned about other's use.
- . Sixty percent of substance use callers were signposted to or referred to treatment with TCS or other local treatment agencies.
- . 219 substance use referred to treatment of which 87% engaged with therapy.

The Helpline also supports TCS clients in between their counselling sessions and advises professionals on services available in Surrey for substance use.

2. Provision of a Telephone Counselling Service offering twelve weekly therapeutic sessions for those affected by substance use or significant others, without charge to the client.

#### **Data for the year, Telephone Counselling Service**

- . 518 referrals into TCS of which 439 clients engaged.
- . 70 DRD/NFO clients with 840 sessions completed.
- . 32 Boot Camp clients with 548 Boot Camp client sessions completed.
- . 11628 sessions completed overall.

Every client is offered the opportunity to send confidential feedback evaluating their experience of TCS. This feedback is used to develop and maintain the exemplary service provided.

#### **INTERESTS**

Current Trustees and those who served during the year are shown on page 2. The company has no share capital, being a company limited by guarantee.

#### **RISK MANAGEMENT**

The Trustees have considered and identified the major risks that could affect the charity. The Trustees consider the existing system of internal controls and procedures to be adequate in mitigating the charity's exposure to those risks.

We are pleased to report that no serious incidents (serious or otherwise) took place in 2023/24.

#### **TRUSTEES' RESPONSIBILITIES**

The Trustees are responsible for preparing the Annual Report and the financial statements by applicable law and the United Kingdom Generally Accepted Accounting Practice. Company law requires the trustees to prepare financial statements for each fiscal year, which give a true and fair view of the state of affairs and of the income and expenditure of the Charitable Company for that period. In preparing those financial statements, the Trustees are required to:

"Select suitable accounting policies and then apply them consistently; " make judgements and estimates that are reasonable and prudent;"

"State whether applicable accounting standards and statements of recommended practice have been followed and give details of any departures;" and

"Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charitable Company will continue to operate."



Surrey Drug And Alcohol Care Limited

Report of the Trustees  
for the Year Ended 31 March 2024

The Trustees are responsible for keeping proper accounting records that disclose, with reasonable accuracy, at any time the financial position of the Charitable Company and to enable them to ensure that the financial statements comply with the Companies Act 2006, the Memorandum and Articles of Association and the Statement of Recommended Practice Accounting and Reporting by Charities (SORA 2005). They are also responsible for safeguarding the assets of the Charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As far as the Trustees are aware:

There is no relevant audit information of which the charitable company's independent examiner is unaware; and

The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information.

### **Leadership Team**

As a small charity, the Trustees have all played a part in the management of the charitable obligations and activities:

Emma Bassett: Coordinator for the Helpline volunteers and charity administrator  
Joshua Chan: Coordinator for the Helpline volunteers and charity administrator  
Sagar Saxena: Coordinator for the Helpline volunteers and charity administrator  
Wendy Coad: TCS Services Manager, Fundraising Lead and Helpline training lead  
Di Claridge: Fundraiser  
Greg Poulter: Appropriate Adult and Expert Witness in Drug Trials  
Giles Witcomb & Paul Lane: TCS Boot Camp and Boot Camp Recovery Groups  
Inma Ferre Torro and Paul Carrington-Gretton - couples and family groups  
Alison Weeks and Kay Rivers - DRD groups  
Inma Ferre Torro and Joyce Mathiat - Near-Fatal Overdose Group (NFO)  
Boot Camp Groups - Giles Witcomb and Paul Lane

In addition, we are grateful for the conscientious and knowledgeable work done by Lee Tempest, owner of Storm Creative Design who has supported us with our website before its update.

James and Paul Vincent, Hot Source, have been instrumental in developing our social media presence on Instagram, Twitter, LinkedIn, and Facebook and developing our website with adverts, blogs, and feedback posts from clients and for the redevelopment of our website.

We are grateful for the assistance of Snezana Leslie with administration. Her academic skills, and dedication to keeping the databases and spreadsheets continually in order, enable a smooth and efficient analysis of client's TCS engagement in our service.

As the role of Coordinator has evolved into an administrative team, we would like to extend our heartfelt thanks to Emma Bassett, Joshua Chan, and Sagar Saxena. Their efforts in not only evolving and creating the team but also tirelessly supporting our team of helpline volunteers have been invaluable. We are deeply grateful for their dedication and hard work.

We are immensely grateful for Di Claridge's tireless efforts in fundraising for our organisation. Her dedication has been crucial in securing the necessary resources for us to continue our support for our clients through TCS. Di's commitment and hard work have truly made a difference in our ability to ensure we can help as many clients as possible through TCS, Boot Camp and our groups.

Surrey Drug And Alcohol Care Limited

Report of the Trustees  
for the Year Ended 31 March 2024

We would like to show our appreciation to the Helpline Volunteers who, despite reduced numbers and their struggles, have continued to help callers. They have remained committed and for this, we are extremely grateful, as without volunteers we would not have a helpline. Some of our volunteers have been instrumental in helping with and attending our outreach events.

We would also like to honour our team of BACP Registered Counsellors who are competently bringing empathy, a wealth of knowledge, and commitment to their role. Their passion is evident from the positive client feedback. 2023/24

**SMALL COMPANY PROVISIONS**

For the period ending 31 March 2024, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question under section 476.

The Directors acknowledge their responsibilities for complying with the requirements of the Act concerning accounting records and the preparation of accounts.

These accounts have been prepared by the provisions applicable to companies subject to the small companies' regime.

**Trustees' Responsibility Statement**

The Trustees (who are also the directors of SURREY DRUG AND ALCOHOL CARE LIMITED for company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to.

- .select suitable accounting policies and then apply them consistently.
- .observe the methods and principles in the Charity SORP.
- .make judgements and estimates that are reasonable and prudent.
- .prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**REFERENCE AND ADMINISTRATIVE DETAILS**

Approved by order of the board of trustees on 27 June 2024 and signed on its behalf by:



Mrs R Mckeown - Trustee

Independent Examiner's Report to the Trustees of  
Surrey Drug And Alcohol Care Limited

**Independent examiner's report to the trustees of Surrey Drug And Alcohol Care Limited ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Mrs Anna Coote

Gilroy & Brookes Accountants Limited  
Suite 15  
The Enterprise Centre  
Coxbridge Business Park  
Farnham  
Surrey  
GU10 5EH

27 June 2024

Surrey Drug And Alcohol Care Limited

Statement of Financial Activities  
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted fund £	2024 Total funds £	2023 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	116,789	109,884	226,673	202,974
Other trading activities	3	5,400	-	5,400	5,400
Investment income	4	<u>1,510</u>	<u>-</u>	<u>1,510</u>	<u>417</u>
<b>Total</b>		<u>123,699</u>	<u>109,884</u>	<u>233,583</u>	<u>208,791</u>
<b>EXPENDITURE ON</b>					
Raising funds	5	124	60	184	6,482
<b>Charitable activities</b>	6				
Expenditure on charitable activities		133,833	89,322	223,155	187,536
Other		<u>6,272</u>	<u>4,263</u>	<u>10,535</u>	<u>12,395</u>
<b>Total</b>		<u>140,229</u>	<u>93,645</u>	<u>233,874</u>	<u>206,413</u>
<b>NET INCOME/(EXPENDITURE)</b>		(16,530)	16,239	(291)	2,378
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		84,548	594	85,142	82,764
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>68,018</u>	<u>16,833</u>	<u>84,851</u>	<u>85,142</u>

The notes form part of these financial statements



Surrey Drug And Alcohol Care Limited

Balance Sheet  
31 March 2024

	Notes	Unrestricted funds £	Restricted fund £	2024 Total funds £	2023 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	12	-	462	462	292
<b>CURRENT ASSETS</b>					
Debtors	13	-	16,881	16,881	959
Cash at bank		<u>68,258</u>	<u>-</u>	<u>68,258</u>	<u>85,756</u>
		68,258	16,881	85,139	86,715
<b>CREDITORS</b>					
Amounts falling due within one year	14	(240)	(510)	(750)	(1,865)
<b>NET CURRENT ASSETS</b>		<u>68,018</u>	<u>16,371</u>	<u>84,389</u>	<u>84,850</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>68,018</u>	<u>16,833</u>	<u>84,851</u>	<u>85,142</u>
<b>NET ASSETS</b>		<u>68,018</u>	<u>16,833</u>	<u>84,851</u>	<u>85,142</u>
<b>FUNDS</b>	15				
Unrestricted funds				68,018	84,548
Restricted funds				<u>16,833</u>	<u>594</u>
<b>TOTAL FUNDS</b>				<u>84,851</u>	<u>85,142</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

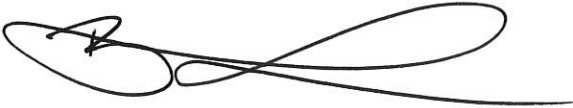
The notes form part of these financial statements

Surrey Drug And Alcohol Care Limited

Balance Sheet - continued  
31 March 2024

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 27 June 2024 and were signed on its behalf by:

A handwritten signature in black ink, consisting of a large, stylized 'R' followed by a long, sweeping horizontal line that ends in a small loop.

R McKeown - Trustee

Surrey Drug And Alcohol Care Limited

Notes to the Financial Statements  
for the Year Ended 31 March 2024

**1. ACCOUNTING POLICIES**

**BASIS OF PREPARING THE FINANCIAL STATEMENTS**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

**INCOME**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

All restricted and unrestricted funding received has been allocated and used as per the terms and conditions of the donor. This is carefully monitored and recorded by the TCS Manager.

**EXPENDITURE**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**TANGIBLE FIXED ASSETS**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

**TAXATION**

The charity is exempt from corporation tax on its charitable activities.

**FUND ACCOUNTING**

Unrestricted funds can be used by charitable objectives at the discretion of the Trustees.

Restricted funds can only be used for purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for purposes. Restricted purposes are telephone counselling sessions, telephone boot camp pilot projects, outreach expenses, and marketing and promotion of SDAC. It is identified within the accounting system when funds have been received for restricted purposes only. It is also identified how these restricted funds have been spent.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.



Surrey Drug And Alcohol Care Limited

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**2. DONATIONS AND LEGACIES**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Donations	60,279	60,616
Grants	<u>166,394</u>	<u>142,358</u>
	<u><u>226,673</u></u>	<u><u>202,974</u></u>

Grants received, included in the above, are as follows:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Other grants	<u>166,394</u>	<u>142,358</u>

**3. OTHER TRADING ACTIVITIES**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Management Income	<u>5,400</u>	<u>5,400</u>

**4. INVESTMENT INCOME**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Bank interest	<u>1,510</u>	<u>417</u>

**5. RAISING FUNDS**

**OTHER TRADING ACTIVITIES**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Advertising & publicity	<u>184</u>	<u>6,482</u>

**6. CHARITABLE ACTIVITIES COSTS**

	<b>Direct Costs £</b>	<b>Support costs (see note 7) £</b>	<b>Totals £</b>
Expenditure on charitable activities	<u>221,216</u>	<u>1,939</u>	<u>223,155</u>

Surrey Drug And Alcohol Care Limited

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**7. SUPPORT COSTS**

**Management**  
**£**  
**1,939**

Expenditure on charitable activities

**8. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Depreciation - owned assets	<b><u>523</u></b>	<b><u>968</u></b>

**9. TRUSTEES' REMUNERATION AND BENEFITS**

No Trustee received any remuneration or other emoluments during the period, although they are reimbursed reasonable out-of-pocket expenses incurred for attending meetings, giving outreach presentations, bank visits, and the purchase of stationery requirements.

A written agreement between the charity and the Trustee (or connected person) being paid along with a specification of the amount to be paid.

As per the Charity Commission guidance, SDAC:

1. agrees the payment is in the charity's best interests and reasonable for the service provided.
2. does not allow payments or other benefits to half or more than half of the board (the number of trustees receiving any payment or benefit is in the minority)
3. The governing document allows the payment of Trustees for services.
4. ensures the Trustee does not take part in decisions made by the board regarding any aspect of the agreement.
5. identifies and records conflicts of interest and prevents them from affecting the decision.
6. keeps records of discussions at meetings and discloses the payment in the annual accounts.

**TRUSTEES' EXPENSES**

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

**10. STAFF COSTS**

There were no staff costs for the year ended 31 March 2024 nor for the year ended 31 March 2023.

The average monthly number of employees during the year was as follows:

	<b><u>2024</u></b>	<b><u>2023</u></b>
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No employees received emoluments in excess of £60,000.

Surrey Drug And Alcohol Care Limited

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**11. COMPARATIVES FOR STATEMENT OF FINANCIAL ACTIVITIES (01/04/2022-31/03/2023)**

	<b>Unrestricted funds £</b>	<b>Restricted fund £</b>	<b>Total funds £</b>
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	30,771	172,203	202,974
Other trading activities	5,400	-	5,400
Investment income	<u>417</u>	<u>-</u>	<u>417</u>
<b>Total</b>	<u>36,588</u>	<u>172,203</u>	<u>208,791</u>
 <b>EXPENDITURE ON</b>			
Raising funds	6,122	360	6,482
<b>Charitable activities</b>			
Expenditure on charitable activities	15,124	172,412	187,536
Other	<u>6,866</u>	<u>5,529</u>	<u>12,395</u>
<b>Total</b>	<u>28,112</u>	<u>178,301</u>	<u>206,413</u>
 <b>NET INCOME/(EXPENDITURE)</b>	 8,476	 (6,098)	 2,378
 <b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	76,072	6,692	82,764
 <b>TOTAL FUNDS CARRIED FORWARD</b>	 <u>84,548</u>	 <u>594</u>	 <u>85,142</u>



Surrey Drug And Alcohol Care Limited

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**12. TANGIBLE FIXED ASSETS**

	<b>Computer equipment £</b>
<b>COST</b>	
At 1 April 2023	2,902
Additions	<u>693</u>
At 31 March 2024	<u>3,595</u>
<b>DEPRECIATION</b>	
At 1 April 2023	2,610
Charge for year	<u>523</u>
At 31 March 2024	<u>3,133</u>
<b>NET BOOK VALUE</b>	
At 31 March 2024	<u>462</u>
At 31 March 2023	<u>292</u>

**13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2024 £</b>	<b>2023 £</b>
Trade debtors	15,854	-
Prepayments	<u>1,027</u>	<u>959</u>
	<u>16,881</u>	<u>959</u>

**14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	<b>2024 £</b>	<b>2023 £</b>
Trade creditors	510	359
Directors loan account	-	6
Accrued expenses	<u>240</u>	<u>1,500</u>
	<u>750</u>	<u>1,865</u>

Surrey Drug And Alcohol Care Limited

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**15. MOVEMENT IN FUNDS**

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
<b>Unrestricted funds</b>				
Unrestricted funds	84,548	(16,530)	-	68,018
<b>Restricted funds</b>				
Restricted funds	594	16,239	-	16,833
	<hr/>	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<u>85,142</u>	<u>(291)</u>	<u>-</u>	<u>84,851</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
Unrestricted funds	123,699	(140,229)	(16,530)
<b>Restricted funds</b>			
Restricted funds	109,884	(93,645)	16,239
	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<u>233,583</u>	<u>(233,874)</u>	<u>(291)</u>

**Comparatives for movement in funds**

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
<b>Unrestricted funds</b>				
Unrestricted funds	76,072	8,476	-	84,548
<b>Restricted funds</b>				
Restricted funds	6,692	(6,098)	-	594
	<hr/>	<hr/>	<hr/>	<hr/>
<b>TOTAL FUNDS</b>	<u>82,764</u>	<u>2,378</u>	<u>-</u>	<u>85,142</u>

Surrey Drug And Alcohol Care Limited

Notes to the Financial Statements - continued  
for the Year Ended 31 March 2024

**16. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2024.