

The Sunnybank Trust Grant Report: Epsom and Ewell Borough Council

Over the past year, The Sunnybank Trust has continued to provide the key services to the increasing need amongst people with learning disabilities (LD). We witness an increase in need due to weakened national infrastructures of health and social care as well as the ongoing economic challenges.

Since October 24, we have supported 315 adults with learning disabilities through a range of services that continue to support the rights of the person with LD to have a voice, have access to leisure and social activities, be supported to be safe in their community and become more employable. We listened to the people we support and found that through Sunnybank services, people feel that they are heard, belong and greatly enjoy working together with each other and the wider community.

Being Heard: Through our advocacy service, we provided advocacy for 164 advocacy issues each month ranging from benefit support, abuse and scams, accommodation challenges as well as health and social care. Over 50% of the issues have remained to be supporting access to health and social care. We also continued to promote the use of the Health Passport amongst professionals and GPs.

Advocacy Issues	Total no. Oct 24 – Sept 25
Accommodation	255
Finance/Legal/Benefits	265
Health & Medical Needs, GP & Hospital Appointments	628
Social Care & Support	525
Employment & Training	11
Transport & Marketing	48
Activities & Clubs	73
Safeguarding	14
Working with external agencies	101
Homes Monitoring	54
Total	1974

Belonging: Through our clubs and activities, we have enabled 130 people with LD to access over 300 clubs and activities throughout the year. All activities have used community spaces to enable better inclusion and opportunity for the people we support. Activities have included 12 monthly discos, over 40 weekly Allotment gardening groups, weekly Coffee and Chat drop ins, a variety of sports clubs as well as our weekly Sunny Afternoon Club for those with complex support needs. Attendance for each club has increased by over 10% with our monthly disco catering for an average of 38 people each month and our Sunny Afternoon Club supporting an average of 37 people per week. In partnership with the Epsom Bowling Club, we launched a new bowling club for those with reduced mobility. Whilst small (weekly KPI of 16) it has proved popular and one we will be seeking to grow as it proved a great opportunity to be outdoors and taking exercise.

Following a review on the clubs we learnt that 98% of those attending the Sunny Afternoon Club for those with more complex support needs, do not attend anything else during the week – making this club vital for well being and isolation.

Our drama group performed their annual summer performance, 'Circus'. As part of the preparation, the group visited a professional circus and had the opportunity to talk with the performers. Of their own show, 98% said that they felt proud and more confident of themselves.

'This has been the best thing I have ever done'. (Drama member).

Link to short video:

https://www.instagram.com/reel/DL96QSuKVH6/?utm_source=ig_web_copy_link&igsh=MzRIODBiNWFlZA==

Link to a Case Study: [Frankie's Gardening Blog](#)

Through our transition programme, we have provided 18 young adults with LD with the next steps towards employment, independence and greater confidence. 4 of whom have progressed to further work and employment as well as 6 who have now joined the Understand Us business enterprise.

Working together: Throughout the year we delivered over 100 radio shows to an average of 170 listeners per show – building connections which Understand Us (our inhouse consultancy led by people with LD) have now further developed. Understand Us has also delivered some key projects including providing the lived experience voice in SCC housing tenders, providing input into how cervical cancer screenings can become more accessible for people with LD as well as accessibility audits for local community settings such as the local Museum.

This year we were delighted for Understand Us to be featured on BBC Surrey Radio and online in the Spring, highlighting the challenges that face so many:

<https://www.bbc.co.uk/news/articles/cd651p8pnj0o>



We are proud of what we have achieved and would not have been able to achieve any of the above without the support of Epsom and Ewell Borough Council. Thank you!

AGE CONCERN EPSOM & EWELL – 2025 SERVICE DELIVERY REPORT FOR EEBC

2025 saw a significant increase in enquiries through our I&A desk resulting in an increase in our client database by promoting our services at outreach settings, and increasing our marketing presence through social media channels, newsletters, and increased marketing activity. We also have seen an increase of referrals from the statutory sector including the ICP, PCN and EEBC

Our service delivery included:

Information & Advice - support providing a free and confidential information & advice service on a wide range of issues affecting older people, through a dedicated help desk by phone, e mail or one to one. Providing the right information at the right time we save clients and their carers time, money, as well as unnecessary worry and ensuring effective interventions. Delivered by our Information & Advice Officer supported by 7 volunteers on the I&A desk. 2945 clients made use of our I&A service. 8 office volunteers support office administration.

Home Visiting - assessing clients' needs in their own surroundings including welfare benefits checks. Increase in income by benefits successfully claimed. Improved financial circumstances a key indicator for improved health and wellbeing. Successful Blue Badge applications helping mobility. Referral to Social Services, Occupational Therapist or other specialist organisations i.e. for Dementia and Parkinson's support. Delivered by our Home Visitor. Attendance Allowance claims = 277 worth over £500,000. Blue Badge applications = 104.

Medical Transport Scheme - service used by clients to medical appointments, or to visit family or friends in hospital or residential homes. Less medical appointments missed. Monies saved as service less expensive than taxis. Cost effective service as run by volunteers. Clients raise issues with the drivers who pass the matter onto our I&A and Home Visiting team. Overseen by our Office Manager. Supported by 21 volunteer drivers (2 volunteers have completed 2500 drives each) and 6 transport desk volunteers. 184 members, 1017 drives made.

Men's Club - dedicated to like-minded men within the borough sharing knowledge and skills and meeting to enjoy activities of their choice. Alleviating and reducing isolation and loneliness within the Borough. Delivered by our Men's Club Co-ordinator with 26 members.

Befriending Service - supporting lonely and isolated older people, who live alone, with volunteer befrienders. Delivered by our Social Support co-ordinator, supported by 58 volunteer befrienders.

Monthly Sunday Teas - providing a full tea and entertainment once a month with transport. Overseen by Social Support Co-ordinator, supported by 10 volunteers at the tea and 22 drivers. 35 members.

IT Support 'Helping Hands' – one to one support in clients' own home with computer, tablet or phone. Overseen by I&A volunteers. Supported by 7 volunteers with a broad knowledge of modern technology. 49 visits made.

DIY Support - doing small DIY jobs in clients' homes. Overseen by I&A volunteers. Supported by 5 DIY volunteers. 20 visits made.

Volunteers - supporting the services that Age Concern Epsom & Ewell deliver. Delivered by our Volunteer co-ordinator supporting 188 volunteers. Volunteer hours' worth £175,000 per annum

Fundraising & Marketing – delivered by our Fundraising & Marketing Co-ordinator

Our fundraising events include: An Easter Egg Trail in Rosebery Park, Fundraising dinners, Quiz Night, Candlelit Christmas concert, Christmas fundraising stalls, including 10 days in the Ashley centre selling knitted and crafted goods.

Local businesses have been very generous with donations. Charities, local not for profit groups and councillors have also supported us: Epsom Rotary, EEBC & Surrey Councillors John Beckett, Jan Mason, and Eber Kingston.

We have had very generous private donations and legacies which have been a major part of our income this year.

ACEE 'In Memory Woodland' - Launched in June 2025 for residents of the borough to reflect, remember and connect with nature in Long Grove Park, Epsom.

Accelerator Reform Funding – Funding secured to deliver an Outreach Information & Advice service 'ACEE Here to Help' project concentrating on Court Ward, Epsom. Also delivering in Ruxley & Town wards. 171 people of pensionable age accessed the service with positive outcomes: signposting to all ACEE services for support and referring to statutory, health and other charities for appropriate support due to client's needs.

Please note that this report encompasses the period of 1st April 2024 to 31st March 2025

Citizens Advice Epsom & Ewell 2025 Impact Report

This report to EEBC's Community & Wellbeing Committee, demonstrates how CAEE partners with EEBC and other community organisations to enhance our offering and enable more local people to access the help they need. We are extremely grateful to EEBC for the support it provides.

- We continued to distribute the Household Support Fund in 2025 initially extending our partnership with EEBC and now managing the latest tranche of funds from Surrey County Council. We remain the only partner to receive direct applications via EEBC's website as well as identifying clients who need support via our other advice channels.
- In 2025 we were one of only 16 local Citizens Advice offices awarded national SGN funding to provide energy advice in outreach settings. We are now giving energy advice in seven different locations throughout the borough.
- We also extended our generalist outreach service, working within community hubs and advice cafes to help reach those who are not aware of the services we offer or who find it difficult to visit our Epsom town centre premises. We are particularly pleased to be supporting Court Ward residents, as part of a targeted Surrey wide outreach project for Key Neighbourhoods. We are now looking at offering advice within prisons to help those about to be released back into our community.
- The success of the Surrey-wide Advice First Aid project continues with almost 100 people from community organisations trained to understand the help we can provide, how to use Citizens Advice resources and to enable a direct referral when more in-depth support is needed.

Key Statistics 2025:



We helped **3,675** people with **10,459** issues



Over **£1.5m** income gained for our clients



We helped **407** clients and their families access charitable support and food banks.



86% of clients said that it was easy to access our service and **88%** said they would recommend our service

'Thank you very much, people like you inspire me every day of my life, words are not enough to say how grateful I am.'

A thank you from one of our clients:

Citizens Advice Epsom & Ewell 2025 Impact Report

Impact	Activities
Enhanced service and access	- Expanded access to our services by: - Increasing outreach advice to ten different locations across the Borough - Focus on increased AdviceLine capacity (our telephone service) which significantly increased the numbers of clients we helped - Almost 100 Advice First Aiders trained across Surrey to increase awareness of the support available from online resources and local Citizens Advice offices - Widened our community partnerships enabling direct grants to those clients most in need, these now include Household Support Fund, Wenceslas Fund, Hardship grants and grants for carers. - Recruited 14 new volunteers during 2025 to develop our service capacity covering key areas such as digital support officers, volunteer advisers, back office support and research and campaigns. - Awarded Double Green rating for our performance audit.
Community engagement	- Awarded Family Building Society Charity of the Year for the second year - Bi-monthly engagement with local MP's team to raise awareness of local issues and escalate matters to support resolutions where required.

2026 Risks & Issues:

- The funding environment is increasingly competitive with the focus of many grant funders on specific demographic groups rather than wider community support. In 2025 we lost a long running source of funding for the provision of money advice, and two three year grant funds for mental health and financial wellbeing support will end in 2026.
- Our ambitions to increase and enhance our much needed service are limited by our inability to plan long term with decreasing and short term income streams. Financial uncertainty may result in the loss of vital knowledge and experience from within our small team.
- The decision to split Surrey into two unitary authorities will impact local Citizens Advice offices who receive funding from Borough Councils. We are collaborating with the East Surrey offices however decisions around funding and accommodation post April 2027 will be critical in assessing the long term viability of CAEE.

Update on work undertaken from November 2024 – November 2025

Central Surrey Voluntary Action have supported 361 organisations in the last 12 months. The interests of the sector range from older people to sports, environment and children and young people. We do this through back-office support, advice and information, networking and advocating for the sector through our relationships with local authorities and health. This year we have particularly worked on making sure that information about LGR and changes within the local ICB have been communicated in a timely manner and that our sector has had the opportunity to have it's voice heard.

We have allocated 36 hours a week staff time to Epsom and Ewell at a total of £624 per week. Epsom and Ewell Borough Council fund us £7998 per annum. We currently have 2 volunteers supporting our Epsom and Ewell work which equates to an indicative cost for volunteer support of £8,610 per annum.

Indicative salary for volunteers is based on £13.80 per hour for standard support and £25.00 for "professional" support. These rates are used by Surrey County Council. Those volunteers who receive a significant amount of training and are therefore an expert in their field would come under the higher rate.

We have undertaken 107 DBS checks and have over 50 organisations signed up to do their own checks.. We have gone back to providing face to face checks at the behest of DBS. We have signed up organisations to do the checks themselves if they are able to through our account. Charges for the checks done through CSVA have increased to: Volunteers check (for all levels) £20, Staff Enhanced DBS - £70. These charges are due to increase due to higher costs passed on by DBS.

Volunteer Centre

Our Volunteer Centre in Epsom is open to the public but only on Mondays and Thursdays unless an interview has been booked.

We invite potential volunteers in for a chat with an adviser, when people express an interest in volunteering, we are giving them a call first to ascertain whether they need to come in. Volunteer roles have picked up a lot over the last year with organisations looking to recruit volunteers

and more people during the summer months looking to volunteer. Figures have not returned to pre-pandemic numbers even though we have put a lot of effort into recruitment and many of our organisations are still struggling with the lack of new volunteers coming forward.

Over the last year we have registered 220 new volunteers, referred 263, recorded 145 new opportunities, and placed 262 volunteers. This equates to approximately £376,022 worth of volunteering.

Funding

During this period a lot of our Charities have been affected by the cost-of-living crisis. Increased costs on utility bills, rent and staffing costs and the loss of regular funding streams they rely upon, has put an inordinate strain on the sector. This situation was compounded by the increase in NI for employers and the increase to the minimum wage. We have been supporting Charities with new funding applications, making them aware of new funding streams and sending out information of new funding when it becomes available. We are sending out regular monthly funding newsletters and have delivered 4 online webinars focussing on the funding cycle and meeting the funders. Over the last year our funding advisor has enabled over £500,00 to be raised for the support of VCSE organisations work within Epsom and Ewell.

STEP Ukraine

Specialist Training Employment Program (STEP)

Central Surrey Voluntary Action, in partnership with [World Jewish Relief](#), launched a project to assist Ukrainian refugees in finding employment. The Specialist Training and Employment Programme (STEP) for Ukrainian refugees living in Epsom & Ewell, Mole Valley and Elmbridge. Weekly drop-in sessions at the Epsom & Ewell Employment Hub have allowed consistent access to guidance and resources, directly impacting the community by offering a reliable support structure.

In addition to the STEP programme we also support the Ukrainian community in many ways here are some examples of what we have been doing.



Central Surrey Voluntary Action

Supporting the voluntary sector in Elmbridge, Epsom & Ewell and Mole Valley

- "Back to School" Bags for Ukrainian Children
Thanks to this project, 105 Ukrainian children in Surrey will be starting school with essential stationery, helping them feel more confident, prepared, and included as they settle into their new learning environment.
- National Trust Annual Passes.
40 National Trust annual membership cards were distributed for Ukrainian refugees, including 17 Family passes to give them access to heritage sites and help them feel more connected to local culture.
- Laptop Support for Ukrainian Guests
We distributed 8 laptops to Ukrainian guests to help them develop essential digital skills and enable them to use the devices for studying, job searching, and other employment-related activities.
- Online English Classes
<https://www.centralsurreyvoluntaryaction.co.uk/home/about-us/projects/refugee-support-and-integration/english-courses>
In June, we launched online English classes in collaboration with a local provider specifically for Ukrainian guests. And in September we opened an additional registration for those who want to join, and we have over 40 new registrations making it over 160 participants for now, helping them improve their language skills and build confidence.
- Weekly Wellbeing Sessions
<https://www.centralsurreyvoluntaryaction.co.uk/home/about-us/projects/refugee-support-and-integration/wellbeing-meetings>
We continue to hold weekly wellbeing sessions in Epsom where people can share experiences, find emotional support, and connect with others facing similar challenges.
- Wellbeing Golf Sessions for Men
<https://www.centralsurreyvoluntaryaction.co.uk/home/about-us/projects/refugee-support-and-integration/golf-lessons>

Recognising the particular vulnerability and isolation of Ukrainian men, in May we launched weekly wellbeing golf sessions tailored to this group. These provided a welcoming and relaxed environment for socialising and improving mental health through gentle physical activity. 12 Ukrainian men benefited from this project. It is closed for now and we have great feedback from the participants!

- Youth Club for Ukrainian Children
We also launched youth club meetings for Ukrainian children in collaboration with the Epsom and Ewell Refugee Network. These sessions offer a safe space for young people to socialise, express themselves, and build lasting friendships.

In Refugee week we were proud to host a Ukrainian Art Exhibition at Bourne Hall. It was really well attended and allowed local artists to showcase their talent