



The
Fircroft Trust

Our impact

2024-2025

Mental Health & Learning Disabilities
Supporting people to live well locally





Olga Bowey-Cockburn

Chair of Trustees

It is a pleasure to introduce our 2025 Impact Report and share with you a snapshot of our work. The past year has been another busy and successful year, bringing support and reassurance to an even wider number of people who we support, their carers and families.

Our 2025-28 strategy commits us to expanding the reach of our services, making the most of our resources, and ensuring we respond to the changing demographics and needs of those we support. We are fortunate to work alongside a vibrant network of local organisations. We aim to expand these partnerships in 2026 to identify gaps in services and develop new initiatives to support more vulnerable people live fulfilling, healthy and independent lives.

We are investing in staff training, including the use of AI technology, and our fundraising activities to enable new services.

We are deeply grateful to our funders, whose support makes our work possible. Particular thanks go to the Royal Borough of Kingston upon Thames for their extension of our core contract for a further two years.

We also thank everyone who donates directly and those who have left a gift in their will – support that makes a lasting and increasingly vital difference. Finally, my heartfelt thanks goes to our dedicated staff and volunteers, whose commitment makes our work possible.

Olga

Learning Disability

There are over 3,000 adults with Learning Disabilities in the London borough of Kingston upon Thames.



Kay Harris

Chief Executive

It's been a very productive year. Following our refurbishment in 2023, we are now rebuilding our Wellbeing Hub to full capacity with a new programme of Life Skills in 2026 - enabling meaningful independence for the people we support. Need for our services; supporting people with mental health challenges and learning disabilities is greater than ever.

One in four adults will have mental health problems at some time in their lives. Most recover, but there are people who will have issues throughout their lives. Due to cutbacks in statutory funding, there are increasing numbers of people with enduring mental health problems who require significant support to manage their illness and be valued members of their local community.

There are over 3,000 adults with Learning Disabilities in Kingston, many of whom do not access person-centred support and Life Skills that meets their needs.

We aim to make good on our commitment to ensure that the views and experiences of the people we support are heard by those taking decisions that affect their lives - starting with a consultation and engagement programme early in 2026 to present our service delivery plans.

We could not do what we do without the help we receive from our amazing staff teams, volunteers, local businesses, funders and the general public.

Thank you!

Kay

Mental health

One in four adults will have mental health problems at some time in their lives.

Our Services

We support people with mental health challenges and/or learning disabilities to live full and inclusive lives, not just living within their communities, but taking an active and inclusive part in shaping what is meaningful to them.

Residential Services in the form of

- Residential Care for adults with multiple needs
- Supported Living in smaller houses for people requiring less support.

A Wellbeing Hub

For adults who live in the local community facing wellbeing issues. This is both a centre-based and community-based service in Kingston upon Thames. It provides a range of Life Skills and activities, designed with the people we support, to manage their mental health, learn new skills and improve their wellbeing. We also run a Man Shed.

Charity shop in Tolworth

Our shop sells a wide range of donated items, including furniture and electrical goods. It also provides opportunities to volunteer and learn new skills in retail in a safe and encouraging environments.





Values that underpin all our work:

- Respect, transparency, support, trust and empathy
- Everyone should be seen as a person first
- Independence, involvement and empowerment
- We put the views, experiences, and wellbeing of the people we support at the heart of what we do
- We consider diversity and inclusion in all aspects of our work including the impact of health inequalities
- We base our decisions on evidence not assumptions
- Working in partnership with other organisations in Kingston who share our values.

Wellbeing Hub

The Hub provides daily support for people experiencing wellbeing issues whether short term or for longer periods. Activities are varied but always chosen by the people we support. These include Life Skills e.g. using IT to make health or benefit appointments, cooking healthy meals, arts and crafts, exercise and outings which are very popular, and a Man Shed provides a place to make friends and feel valued.



Mark's Story

Mark was living in a hotel for 6 months since he was made homeless. Mark was referred to the Hub by his Social Worker who has only recently started supporting him. At his hotel he did not have access to cooking facilities. He has been supported by the Fircroft Trust to secure permanent accommodation and now has a flat.

At the Hub he receives healthy, hot meals, teas and coffees and access to daily fruit. Mark has been involved in a range of activities but particularly enjoys Art at which he is very talented. He comes to the Hub most days. He has made a few friends who he now sees outside of the drop ins and activities.

Mark is now volunteering weekly at the Fircroft Trust Charity Shop in Tolworth and likes it. Staff at the Shop say he is very helpful and friendly to customers. Having gained confidence - he also now has a part time paid job for a few hours a week gardening for a private client.

“ If I did not come here, I would have been stuck in my hotel room on my own being lonely. It is always a place to go; it is a friendly place. ”



80
mental health
clients



5548
Vol hrs given



20
different groups
activities



586
activities



87%
happy with service



1976
Meals cooked



Residential Care and Supported Living

Firs Court:

- Residential care for adults with learning disabilities and/or complex needs.
- Supported living houses for adults who are more independent but who still need some support.

How?

Person Centred Approach:
Tailored support to ensure people achieve their aspirations and live their best life. This includes the use of technology (Log my Care) and Life Wheel so that people we support and staff can ensure their goals are reached.



Why?

To achieve excellence in care and support.

Our CQC rating is “Good” in all areas.





Maggie's Story

Maggie is 82 years old and has been living with the Fircroft Trust for over 30 years. Maggie has mild learning disabilities and has not been able to live independently. Although she

struggles to recall some memories from her earlier life, she is extremely hot on local bus routes and what she likes in her immediate area.

She really likes going out on local trips; e.g. to the library, to get a Scratch Card, to buy Radio/TV times and visit the local shops. As a result, Maggie (and many other people we support at Firs Court) are well known by local businesses e.g. the barber, library, shops, who are friendly and supportive. This adds to the people we support being part of the local community and breaks down any barriers or misconceptions.

Maggie really likes to cook and is especially fond of making cupcakes and Victoria Sponges.

“When my sister comes, she might like a cake with her coffee ...I'd like to try bread”



Over 80% of people

- are becoming more independent in daily routines e.g. cooking, personal care, travel and managing their home life
- now **feel more hopeful about the future**, supported by calm routines, trusted relationships, and meaningful time with staff and peers
- 250 activities and outings have enabled people to take part, contribute and feel more connected to their local area.

Over 80% of Personal Goals are now **achieved or progressing well**, with noticeable improvements in confidence, self-direction, and decision-making.

“

To see him so content, happy and well cared for was a huge relief to us and he continues to love living there and taking part in a variety of activities each week. Firs Court is truly now his home.

A parent

”

The Fircroft Trust Shop

What?

Our shop at Tolworth sells a wide range of donated items, including furniture and electrical goods.

How?

Our charity shop has been serving three main purposes:

- Raising funds for the charity
- Being the 'face' of the charity
- Supporting people in work experience.



“

The busy-ness of the shops helps my mental health, and staff are so supportive.

”

volunteer

Angie with her PAT Testing and First Aid certificates



**Over
3,000**

Volunteer Hours



**Over
a third**

of Volunteers are
receiving support
from the Trust



180

furniture
Collections



100%

staff trained in
Customer Services,
Fire awareness,
Equalities and
Moving and
Handling

“

*I used to volunteer at the shop,
looking back the shop gave me
the skills and courage to go on
to paid employment.*

”

Thank you

A special mention to all our supporters: we are incredibly grateful for your generosity.

Hook Singers

New Malden Methodist Church

Surrey Freemasons

Surbiton Hill Methodist Church

St Matthews Church

Southborough High School

Waitrose Surbiton

Tolworth Girls School

St Marys Junior School

Claremont Fan Court School

John Lewis Kingston

British Legion

Staywell

London Borough Kingston

Hampton Court Palace

Shrewsbury House School

St Matthews School

Kingston University

Nescot College

Surbiton Chess Club

St Andrews Church

Surbiton, New Malden, and Elmbridge Rotary Clubs

Squires Garden Centre

Kingston Chamber of Commerce

Sainsbury Tolworth

Surbiton Farmers Market



Volunteer support

How you can help...

Does your company encourage staff to volunteer for charities? We can offer a range of activities that will make a difference to the people we support. Get a team together or go solo. We can offer a space at Fircroft or a choice of outdoor challenges.



Tough Mudder's Team
September 2025 at West Sussex

“

I had such a great time helping out at the pre loved fundraising event, all in support of such a meaningful cause.

Dora

”

If you want to find out more ...

Supported Living - Service Manager

David Brum: david@thefircrofttrust.org

Wellbeing Hub - Hub Manager

Gaja Malinowska: gaja@thefircrofttrust.org

Fundraising and Legacies Manager

Kathleen Egan: kathleen@thefircrofttrust.org

Community Events and Volunteering

Karen Philips: karen@thefircrofttrust.org

Fircroft Charity Shop Manager

Emma: emma@thefircrofttrust.org

Organisational Development Lead

Damien Ellis: damien@thefircrofttrust.org



“ I’m happier than I’ve been in years, with my weekly routine, sense of purpose and hope for the future. ”





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