

# CHANGING LIVES IN CHALLENGING TIMES



Resilient, efficient and innovative approaches ensured we reached each and every person who needed our vital support



enabling  
ability

## A warm welcome from our new CEO

I feel honoured and privileged to be joining White Lodge at such a pivotal time – with both the phenomenal response to the pandemic and that next year the charity will be celebrating its 60th Anniversary. There are some exciting times ahead! But for now, there is time for reflection and celebration of our successes and achievements this past year.

I would like to take this opportunity to thank my predecessor Lesley Robbins who led White Lodge for nearly 13 years and successfully led the teams throughout the pandemic, her commitment and tenacity ensured that White Lodge was able to deliver the much-needed services at a time that was probably the most challenging time in our lives.

The last year has been very challenging for all of us but for people living with disabilities they are no stranger to the kind of exclusion that the pandemic created. Many of us came face to face with feelings of isolation from normal life, but for people with disabilities, this sense of isolation and detachment from “normal” life isn’t a temporary phase – these are the challenges they face each and every day.

Whilst we continued to deliver the vital services needed, we recognise that the pandemic compounded this isolation for the children and adults that use our services and greatly impacted their families and carers. Our families and individuals faced many more challenges – changes to routines and support provided in their homes, changes to social care plans or hospital appointments and the closure of schools and education provision.

Since the start of the pandemic, our focus has been on the health and wellbeing of the children, adults, their families and carers, as well as White Lodge staff and volunteers. This focus guided us throughout, our staff and trustees acted to ensure that services were able to be delivered in the safest way possible.

We are very proud of the agility and resilience of our staff and volunteers, who worked tirelessly to ensure that we continued to meet the needs of everyone using our services. These achievements are captured in this report and encapsulate our successes despite the mounting challenges White Lodge faced.

We also demonstrated a dexterous focus to fundraising, raising funds with a combination of appeals and securing financial support from grants. Future fundraising will continue to be challenging and we will need your support more than ever. Despite these challenges, we will continue to deliver, innovate and grow the offer of support to meet demand. This challenge will require a resilient, efficient and innovative approach from White Lodge. A challenge we intend to meet.

We hope you enjoy looking at our Impact Report where you will see first-hand how White Lodge rose to the challenges and continues to change lives. Please do continue to support us going forward, we are needed more than ever.

*Lesley Bounds*



**Lesley Bounds**  
CEO of White Lodge

## Moving forward we aim to

- ensure all services and functions are fully recovered from the pandemic
- continue to develop our 18-25-year-old day service
- increase numbers accessing our adult activities program
- improve our outdoor wooden decked areas
- refurbish the flooring in the Pathways building

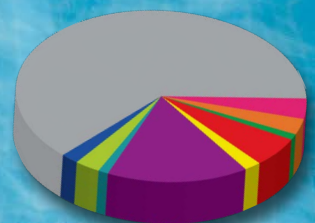
## Refurbish our much loved and heavily utilised hydrotherapy pool

It was last modernised in 1997 and is in need of modernisation and refurbishment. At the time of going to press we have raised £73,000 of the £139,000 needed so still need £66,000 to get the works started. Please get in touch if you can support this.



**We still supported 1206 individuals during the pandemic!**

**Vision**  
A world which is inclusive to all, regardless of ability



6/10 deaths from Covid-19 were disabled people (ONS: 2020)

Requiring help from another person to meet daily needs, increased exposure to the virus (Health Organisation: 2020)

Parents of disabled children are at increased risk of anxiety and depression (Varni and Wallander, 1998)

**28%** of those living in poverty are disabled (NPI: 2016)

It costs three times more to raise a disabled child (NHS: 2006)

Weakened immune systems have necessitated shielding for extremely long periods - at the cost of increased isolation and loneliness (Scope: 2020)

**Mission**  
We provide services and support that enable those with a range of disabilities, their families and carers to lead fulfilling lives

**Our values**

- E Encourage**  
We encourage and enable people to achieve as rewarding lives as possible.
- N Nurture**  
We provide our services in a friendly, caring and supportive environment.
- A Alliances**  
We respect and value each other. We work with a variety of organisations and individuals to cultivate and strengthen our services and support.
- B Believe**  
We believe in being open and honest, working with integrity at all times to earn vital trust from the families, carers and individuals we support.
- L Listen**  
By listening we constantly adapt, diversify and evolve our services and environments to meet the needs of our service users, their families and carers.
- E Excellence**  
We continually strive for excellence in all that we do through the expertise, experience and professionalism of our team and support network.

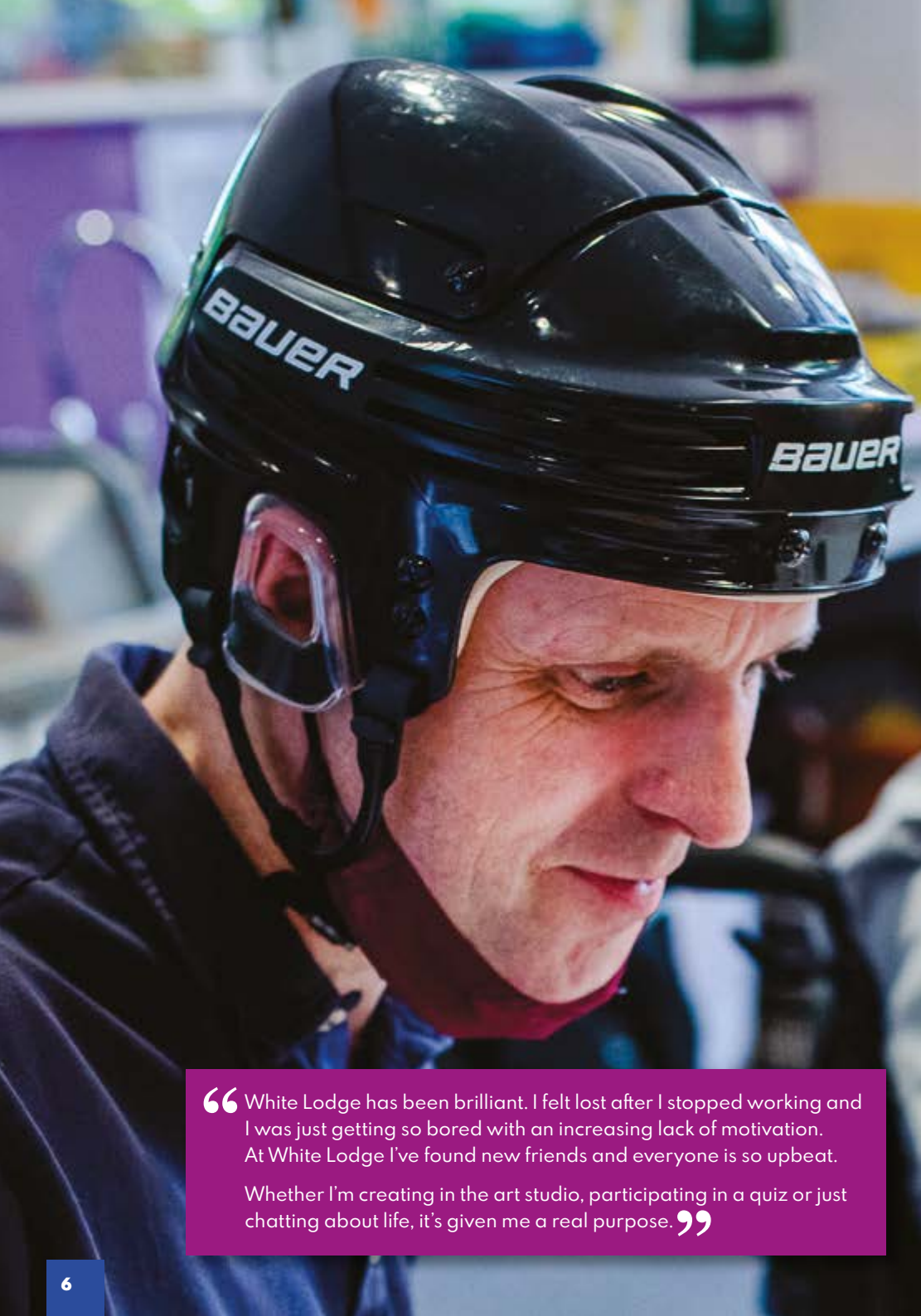
**Keeping proactive and reacting to the situation**

During this period White Lodge was needed more than ever. The pandemic was extremely challenging but we worked hard to be as proactive and reactive as possible, so we could still provide critical support.

We remained open to the most vulnerable children and adults and diversified our services to reach people whilst complying with restrictions.

**344** children supported  
**862** adults supported





“ White Lodge has been brilliant. I felt lost after I stopped working and I was just getting so bored with an increasing lack of motivation. At White Lodge I've found new friends and everyone is so upbeat.

Whether I'm creating in the art studio, participating in a quiz or just chatting about life, it's given me a real purpose. ”

## Did you know?

**60** White Lodge was born in 1962 and will be 60 next year

**500**

Adult activity sessions provided every year

We are the only paediatric cerebral palsy centre in Surrey supporting babies – 5 year olds

**15** Different play and youth clubs on offer

We are the only nursery in Surrey to integrate physiotherapy, occupational therapy, speech and language therapy and hydrotherapy into the daily nursery curriculum

**20** years How long we have been delivering play and youth schemes to disabled 4 – 18 year olds

**75%**

Of the children/young people attending our 4–18 play schemes are autistic

**£2.6** million The cost to run White Lodge every year

**75%**

Of the children in our nursery have cerebral palsy or similar neurological disabilities

**1964** We have the only hydrotherapy pool in North Surrey and have had one onsite since 1964

“ Without White Lodge I would be sitting at home, lost and wallowing in self-pity. ”

Andrew was a happy, lively teenager who developed a real obsession for motorbikes. Then in 1986, aged just 17, one moment changed his life forever. Whilst overtaking another motorcyclist a car pulled out in front of him and Andrew hit it head first. Miraculously, Andrew survived, thanks to his helmet. The trauma of his injuries not only caused multiple fractures in his skull and body but he suffered damage to his

left side similar to a stroke. Andrew also subsequently developed seizures which he takes medication to control. With ongoing rehabilitation and support he learnt to walk again and live independently. He started coming here in September 2020 and now spends two full days enjoying our adult activities and once a week he receives physiotherapy from our specialist physiotherapy and fitness services.



## Vital early year's provision

“White Lodge has simply given me hope where I thought there was none.”



Lucas was born just before the first lockdown in 2020, but his Mum Charlotte soon realised something wasn't right as he struggled to breath and feed. Unable to have face to face interaction with a Health Visitor or GP Charlotte took him to A&E at just six weeks old. He had chronic dehydration and would not have survived a few more hours without medical intervention.

After many blood tests, MRI's and ultrasounds Lucas was diagnosed with several rare congenital conditions. Lucas has Septo Optic Dysplasia (SOD), causing severe visual impairment, hormone

deficiencies requiring lifelong medications and brain abnormalities contributing towards learning difficulties and behavioural challenges. Charlotte was told he may never walk, talk, or even smile.

Lucas was referred to White Lodge at around four months old where the family met our wonderful children's therapy team. From the amazing bespoke support and pure determination of Lucas he can now support his own head and is able to sit upright with very little support. And look at that smile, he has proved his initial diagnosis wrong!

“Lucas still has a very long journey ahead of him and I am so grateful that he has the support of White Lodge every step of the way. We are looking forward to making use of the many facilities White Lodge has to offer like the hydrotherapy pool, Little Stars stay and play group and the nursery. I could not do this without White Lodge, what was once a terrifying future now feels like a much more positive one.”

## Nursery



The nursery only closed for the mandatory few weeks and was opened as soon as restrictions allowed supporting the most vulnerable young children and key worker families who needed us.

22

children supported, of these 17 have a disability



7,208 hours of provision provided

## Children's Therapy

Our children's therapy team set up a virtual therapy hub. This gave our clinicians a private and professional space to be able to demonstrate, advise and guide parents via video call on therapy treatment ideas and exercises for their child. It was imperative that the children's therapy continued to ensure progress was maintained and families were supported. Where and when possible face-2-face was provided.



4,196 hours of specialist therapy provided to children with disabilities

“Our baby son suffered a severe brain haemorrhage and subsequently has mobility issues. White Lodge scooped us all up and have gone straight to work on our little chap. Without them, we would be in a very different place, looking at a very different future. They have already changed our lives.”





## Continued support for children and young people

Our children and young people (cayp) provision was critical to so many individuals and their families. As soon as any restrictions were eased to allow services to run we undertook risk assessments and devised new procedures and measures that allowed us to welcome back some of the most vulnerable children who really needed our support and their families who needed some vital respite.

### Play and Youth Clubs

Our cayp had to stay onsite so we got creative! We strengthened our relationship with local activity providers asking them to adapt their activity to meet our needs.

- A local ceramic company provided tiles and paint for isolated members both at home and onsite

- A DJ company developed quizzes and open mic Zoom sessions
- A staff member, isolated in America, filmed herself reading storybooks so the children would recognise her through our YouTube channel

**219** children attended our play and youth schemes

### Short breaks at Treetops

Our short break (respite) service that Treetops provides proved critical to children and their families during the pandemic. Families were so grateful to still have this support especially as most other services had to close.

Once restrictions eased many

improvements were made to the facility including a new sensory room, decking improvements and the bedrooms and corridors were refurbished.

**1,272** overnight stays provided



### Transition and Personal Support

We were still there to support 0-18 year olds (Personal Support) and 18-25 year olds (Transition Services) with support at White Lodge, home, or in the community. This was a vital service that supported

16 cayp and the families that were the most in need.



**“Toby’s disability makes it hard for him to attend clubs, sleepovers and play dates that are part of most children’s lives.”**

Christy, Toby’s mum

**Toby is ten years old and has been coming to our playschemes for five years. He has a severe learning disability, plus ASD and ADHD, caused by a genetic disorder. His Mum Christy explains why White Lodge is so vital for him.**

“Toby is a much-loved member of our family; however our main challenge is that, because of Toby’s genetic disorder, he requires a high level of care. He finds it hard to sit still or concentrate on a task and his impulsiveness and need for sensory stimulation mean that my husband or I need to be actively looking after him all the time, which has a

massive impact on the whole family.

That’s where White Lodge comes in. When Toby goes to their playschemes, we are so reassured. He does the activities he loves and interacts with his friends. Toby is challenging to look after. We can’t use babysitters, so White Lodge is becoming a lifeline for us. White Lodge really did all that was possible for us during the pandemic. They were the first of the special needs playschemes to start running face-to-face again and they kept in touch with us even when they weren’t running. It meant a lot for us to know that White Lodge was there in spirit.”



## Supporting adults of all ages

Many of the adults who use our support services have found lockdowns and shielding very challenging, with isolation and loneliness being compounded with a lack of information, changed routines and changes to social care plans.

For many, a visit to White Lodge is the only escape from home. Thankfully, we continued to support people throughout

the pandemic with physiotherapy and fitness sessions and social activities that ran in-house where possible but mostly remotely. Accessing White Lodge remotely allowed vital social interactions with staff and friends.

We visited disabled adults at their home where necessary, including delivering food parcels and cooked meals!

**75** remote individual physio & fitness sessions

**79** adults supported with neuro-physiotherapy

**158** remote group exercise sessions



of leisure activities to 77 disabled adults

## Critical support for families and carers

We were also there for families who needed support. Our Face2Face service continued to provide a free and confidential 1:1 befriending service for parents of children with a disability. This could be parents/carers coming to terms with a child's diagnosis or simply just finding things very difficult.

**30** families supported by our Face2Face service

We continued to support families and carers who care for a person with a disability through our Moving and Handling support. Support was provided for carers looking after a child, partner, relative or friend who has limited movement or requires assistance with daily living tasks. Our support was available predominately remotely to ensure carers felt supported with the right advice, training and equipment.

**700** carers supported through our Moving and Handling support services

“ I started coming to White Lodge over five years ago and the support and friendships I have made changed my life. The pandemic brought back feelings of isolation and fear for the future, which is why being back is so amazing! ”

Russ, 36



“ I have cerebral palsy and I have been coming to White Lodge since I was two years old. I was so depressed in lockdown, I stopped eating. But they were still there for me. No one will ever really know what White Lodge means to me, I struggle to put it into words. But they are simply my everything. ”



Jake, 21



## AND HERE'S WHY WE DO IT...

“We are so lucky to have you, especially at this difficult time, and to have such amazing, caring, kind hearted young people who look after these special young people of ours.”

Play and Youth Club Parent

“Words can't really express how grateful we are for all your hard work, for the endless optimism and encouragement for Natalie. Natalie absolutely loves playing with all of you and now is a lot more aware of her own body. Natalie has the biggest smile when she's in. Thanks again for all that you do.”

Children's Therapy Parent

“White Lodge has been a god send for our family during covid, we would have struggled to cope without you.”

Parent of 18-25 Pulse Club User

“The cycling and exercise weekly sessions are enormously beneficial in helping me combat stiffness and lack of movement in my legs caused by Parkinson's Disease (PD). I also really enjoy meeting others with PD and the Physiotherapists who are so friendly and positive.”

Physiotherapy and Fitness Adult



Dear White Lodge,

I honestly do not know how to explain my gratitude to you for everything you have done. You have not only shown such incredible support, love and guidance to my daughter, but also to me... You allowed me to grow in confidence and become the Mummy and advocate she deserves... Your love and belief in her has set her up for a life of striving to expect more. Because of your belief and the foundations you have laid she will continue to break barriers and experience the world in magical ways... I have no idea how the future will look, but one thing I do know is that my daughter and I have all the tools needed to make it life changing and that is down to White Lodge. You will forever have a place in our hearts.

Extracts from a letter sent to our Children's Therapy Team from a parent 2021



## We kept everyone connected

We picked up the phone where needed and/or made home visits. We provided virtual sessions and even dressed up as Peppa Pig and walked down the streets to wave to the White Lodge children

who were isolating at home. Our brand new website launched in April 2020 which was a much more effective platform for communications and for people to reach out to us.

## Huge thanks to our volunteers who still supported us



Turning up for duty



Revamping the bedrooms at Treetops

Thanks to all our volunteers who continued to support us (when safe to do so) during the pandemic. There are always great opportunities here to volunteer so if you have any free time please do get in touch. Doing good feels good!

 **17,000**  
website users

 **34%** increase in  
Instagram users

 **25,000**  
website sessions

 **35%** increase in  
LinkedIn users

 **Over 2 minutes**  
average session (up 40%)

 **17%** increase in  
Facebook users

 **10%** increase in  
email subscribers

 **4%** increase in  
Twitter users

Lights, camera, action – our  
cinema room launched in  
September 2020

## Special projects still happened

It was a challenging time but due to some fantastic support special projects still took place. Huge thanks to Together for Cinema and some of our wonderful corporate supporters who created our very own cinema room, this is an amazing asset to everyone who comes to



White Lodge and is now a firm favourite!

We also had an upgrade of our Hedgehog room for the nursery children, a revamp at Treetops and plenty of outdoor maintenance and more. A huge thank you from us to you all!



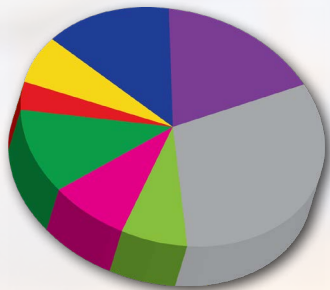
# White Lodge changes lives, but we can't do it without your support

The pandemic hugely impacted our fundraising and social events. But we rose to the virtual challenge to keep everyone connected and raise vital funds where possible.

We want to take time out to thank our awesome supporters who became at home superheros, ran, cycled, walked, climbed stairs, drank wine, got wet and raised vital funds to support our critical

services during this challenging time. And thanks to everyone who simply donated and made it possible for us to reach people in need from Trusts and Foundations, Corporates, Community groups to fabulous individuals. We have a deficit of £500,000 a year to keep current services running as are and despite 66% of our traditional fundraising activities being cancelled; we still managed to raise £493,000.

## Our fundraising 2020-21



- Trusts – 32%
- Individual giving – 17%
- Donations and special projects – 14%
- Challenge appeals – 11%
- Events (at home) – 4%
- Big Give appeal – 7%
- Community – 7%
- Corporate – 8%



£40,000 raised through our Stay at Home Hero Appeal



£42,000 achieved in our Big Give "double your donation" campaign



Raising £2,600 virtually through our wine tasting night

For every £1 you raise, 91p is spent on enabling the ability of children, young people and adults. White Lodge changes lives, but we can't do it without the support of people like you.



## Your money does so much good

£5

provides an arts and crafts resource pack to children in our specialist nursery

£25

provides a child aged 4-12 with 1-2-1 support from a playworker for 3 hours

£50

funds a meeting for a parent coming to terms with their child's disability with one of our volunteer parent befrienders

£100

supports a pre-school child with cerebral palsy with a hydrotherapy session for 5 x 30 minute sessions

£500

funds a group music therapy session for adults with disabilities

£1000

supports four wonderful external activities for play groups of up to 15 children a time





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