

Complex & Compounded

THE REALITY OF DISADVANTAGE IN SURREY



SURREY
CARE TRUST

Background

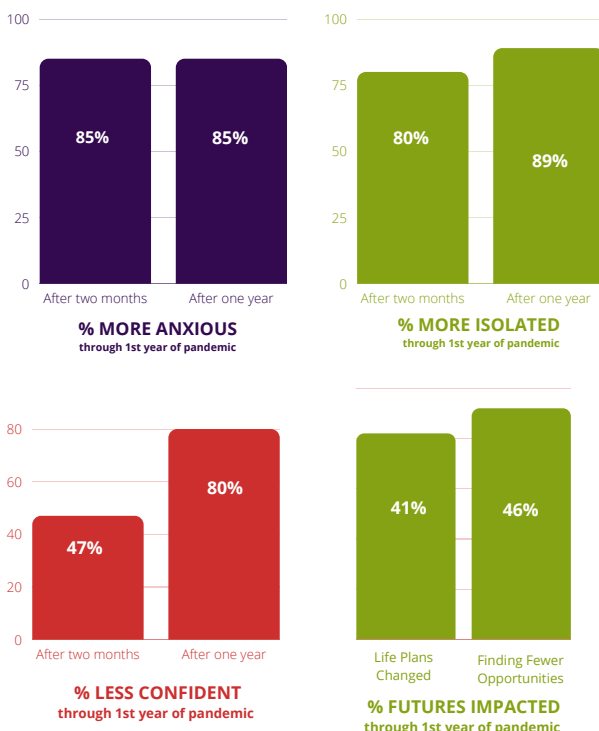
COVID-19 RESEARCH

Surrey Care Trust supports **3,800** vulnerable Surrey residents every year, whose needs encompass education, family and mental health struggles.

This report is the result of a 2023 study of a representative group of our beneficiaries: capturing and analysing the fact that disadvantaged Surrey residents' needs are multiple, complex and compounded.

This research follows a year-long project in 2020-2021. Concerned that the Covid-19 pandemic would influence our beneficiaries in hitherto unpredictable ways, we conducted a roster of similar surveys: firstly within the first two months of lockdown (spring 2020), secondly six months later, and finally one year after the start of the pandemic.

We published our findings as the report "Covid 19 One Year On", which can be found on our website.



Our Covid Research project's key finding was that, on average, our beneficiaries faced

5 DISTINCT PROBLEMS PER PERSON

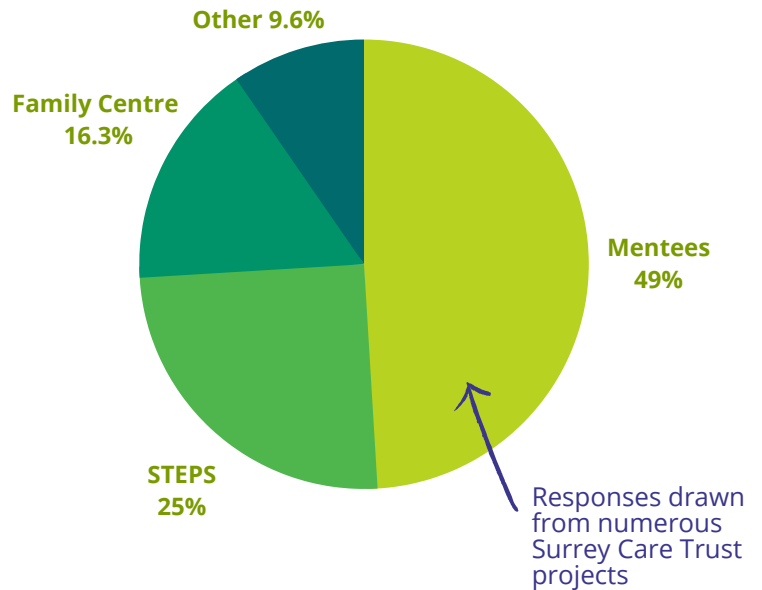
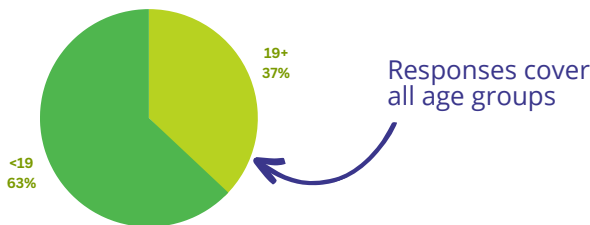
This year, we have conducted further research to better understand this image of compounded needs: the reality that most people are not facing one or two issues with which they need support, but a complex range of discrete issues.



Methodology

2023 SURVEY

In winter 2023 we surveyed over 100 Surrey Care Trust beneficiaries: a representative range of people with mental health needs, family issues, challenges in their education or employment, or other needs - drawn from across our numerous programmes, covering all parts of the county and all age groups from children to the retired.



Our custom-designed survey was generally completed with support from a volunteer or staff member.

In only 6% of responses, the volunteer or staff member identified further issues that the beneficiary themselves had not.

In 33% of responses, the beneficiary identified further issues that they felt our survey had not adequately captured - primarily 'general education' concerns.

Further issues identified by volunteers or staff

- Domestic Violence
- Gender Identity
- Education Issues
- Relationship Issues
- Communication Skills
- Severe Mental Health Problems

Many of these issues were part of the survey, but the beneficiary in question had chosen not to select them.

Further issues identified by beneficiaries

- Education Issues
- Severe Mental Health
- Gender Identity

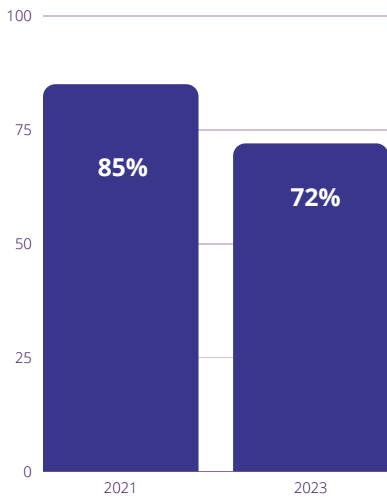
Beneficiaries felt these issues had not been captured successfully by the existing questions in the survey

These additional problems have been incorporated into our analysis where possible.

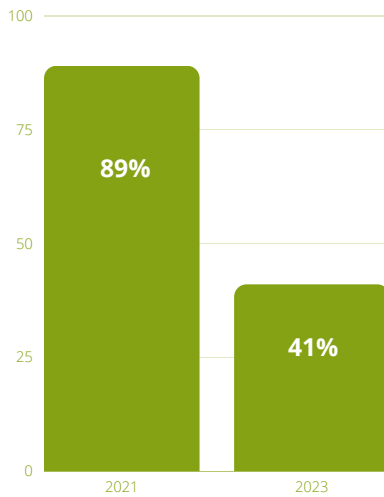
CHANGES SINCE PANDEMIC

COMPARISON WITH PREVIOUS REPORT

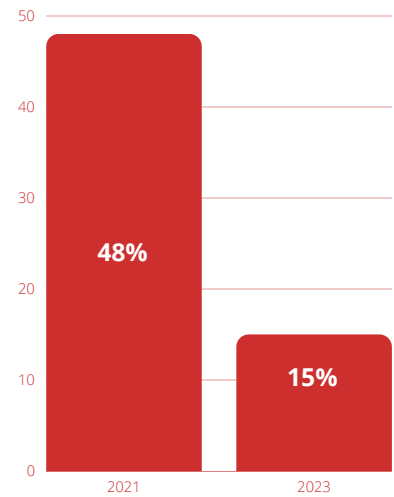
Inevitably, people's needs have changed since we surveyed them in 2021; and generally for the better.



% of our beneficiaries feeling ANXIOUS

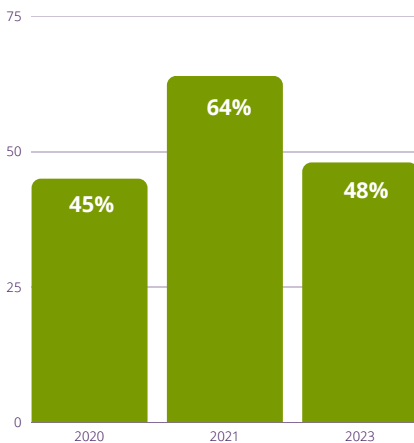


% of our beneficiaries feeling ISOLATED

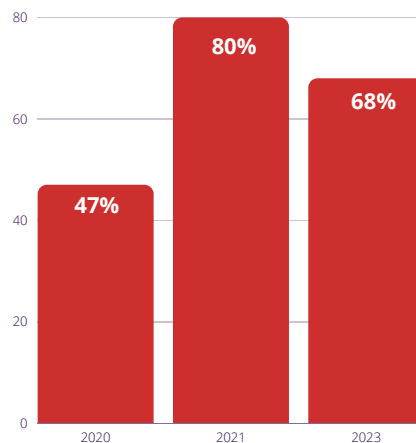


% of our beneficiaries facing FINANCIAL ISSUES

The number of people struggling with anxiety, isolation and financial issues has dropped significantly.



% of our beneficiaries accessing MULTIPLE SERVICES



% of our beneficiaries with LOW CONFIDENCE

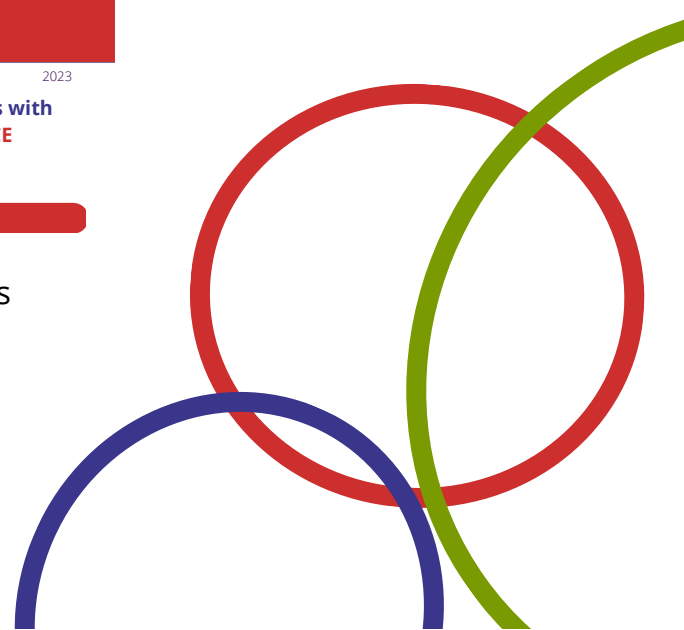
Fewer people need to access extra support in addition to Surrey Care Trust's services, and fewer people are struggling with low confidence: though this need is still higher than at the start of the pandemic.

Most worryingly, however, the number of discrete issues faced by each beneficiary has risen:

5 DISTINCT PROBLEMS PER PERSON in 2021



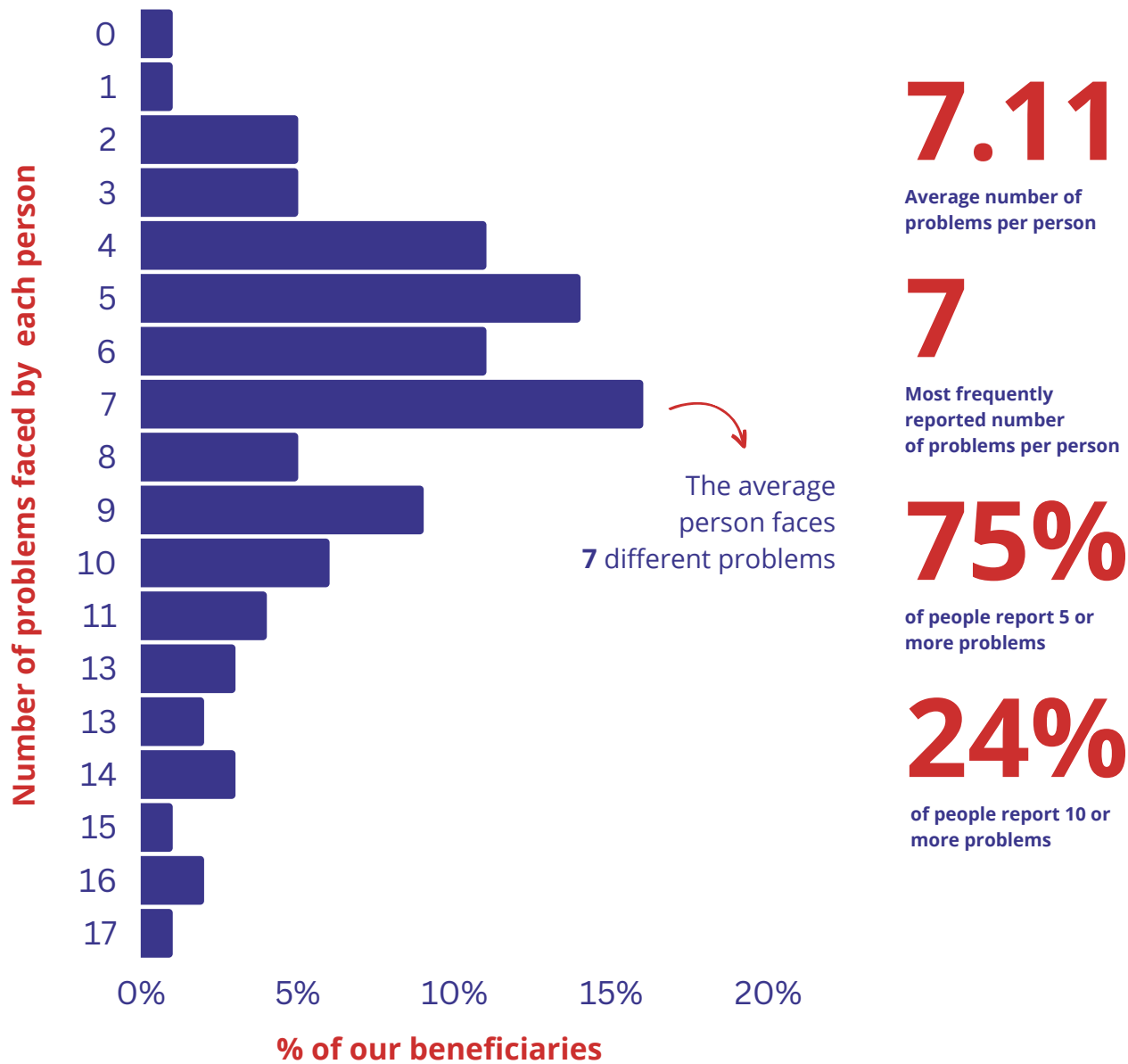
7 DISTINCT PROBLEMS PER PERSON in 2023



Complexity of Need

EACH PERSON FACES MANY PROBLEMS

Even more so than during the pandemic, each disadvantaged person is facing a significant host of discrete issues, all of which require support.



This is a highly significant finding. When people seek support, they often highlight one particular need. However this can obscure the fact that, in reality, their needs are complex and compounded: support that only addresses one or two challenges will not fully equip a disadvantaged individual to thrive.

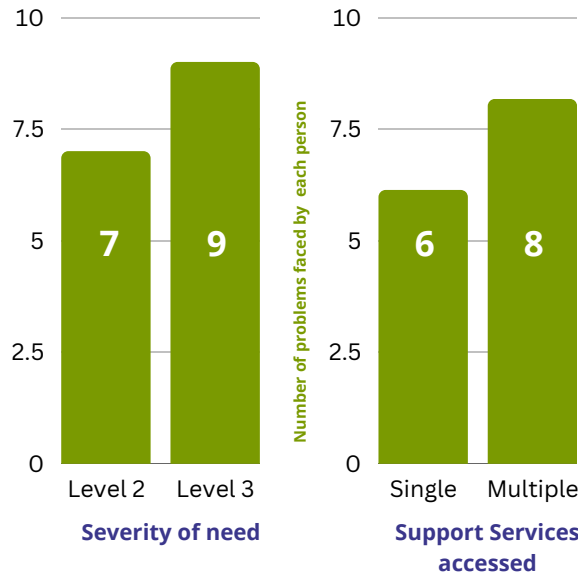
Needs Compound With Time

ISSUES WORSEN AND MULTIPLY

We have some evidence to suggest that people whose disadvantages are more extreme also face more unique issues - in addition to more intense individual problems.

Level 2:
"some extra support"
"No need for specialist services"

Level 3:
"needs are more complex."
This refers to the range, depth or significance of the needs"



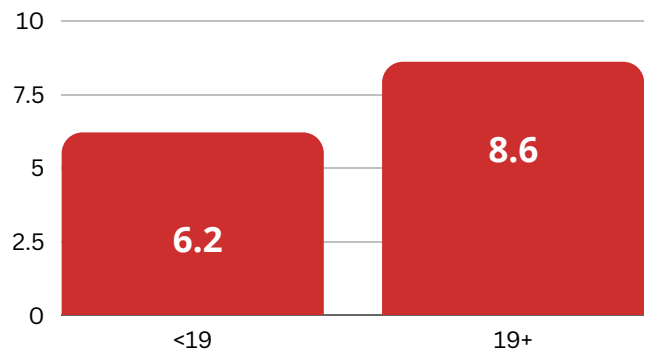
People whose needs are categorised as Level 2 face fewer challenges than those whose needs are categorised at the higher Level 3.

People who have sought support from multiple services, often resulting in a longer referral process or fragmented support, face more discrete needs than those who have not.

This strongly suggests that effective early intervention will not only stop individual issues from intensifying, but will stop further additional needs from compounding.

Older people (those aged 19+) on average face more needs than those who are 18 or younger.

This is directly comparable to our findings during the pandemic, when young people on average faced 2.4 fewer problems than adults.



Using the broad categories of **Wellbeing**, **Skills & Opportunities**, and **Relationships**, on average people reported:



3.3 Wellbeing

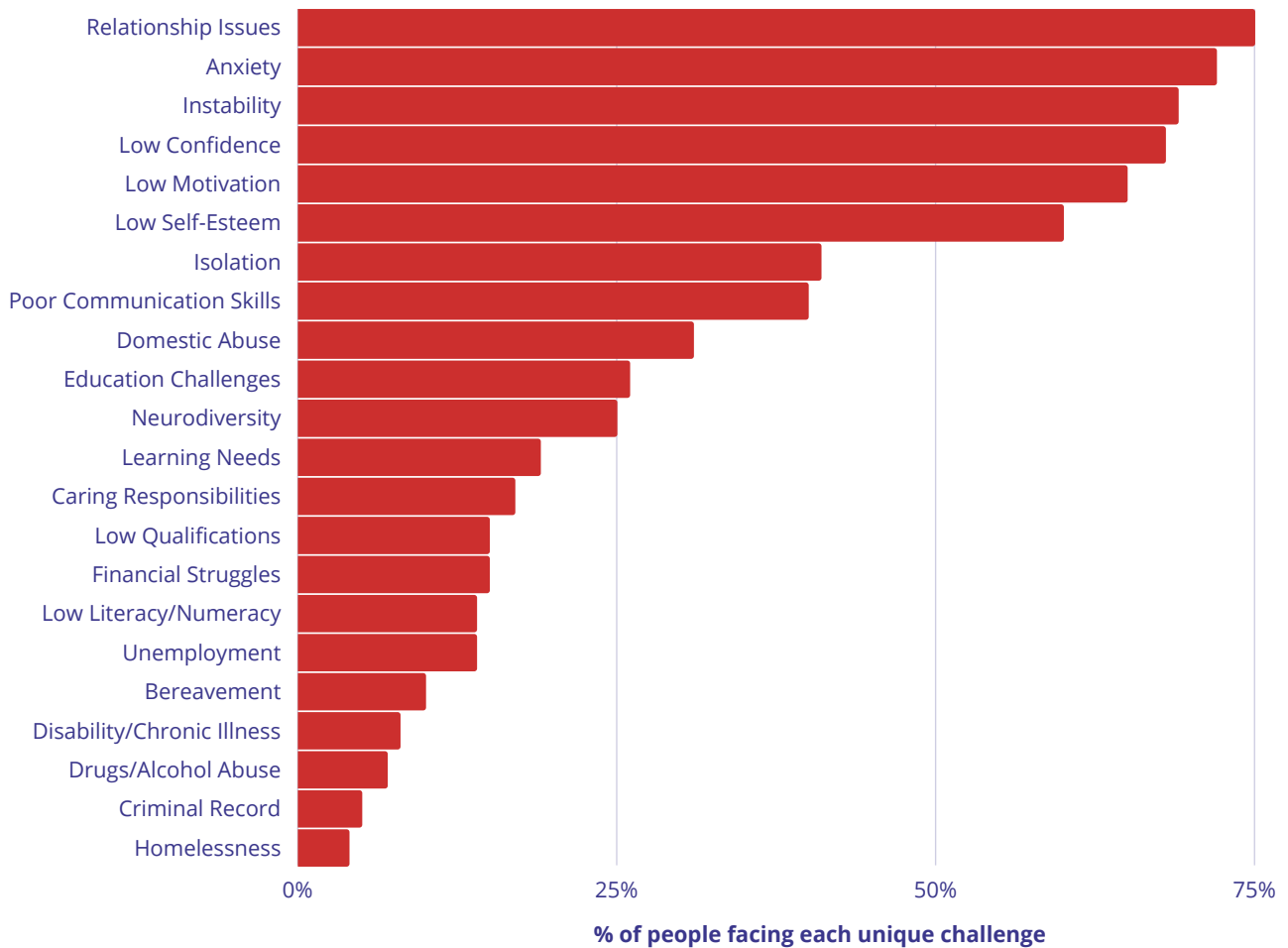
2.1 Skills & Opportunities

1.7 Relationship

issues per person

The Issues People Face

% OF PEOPLE AFFECTED BY EACH CHALLENGE



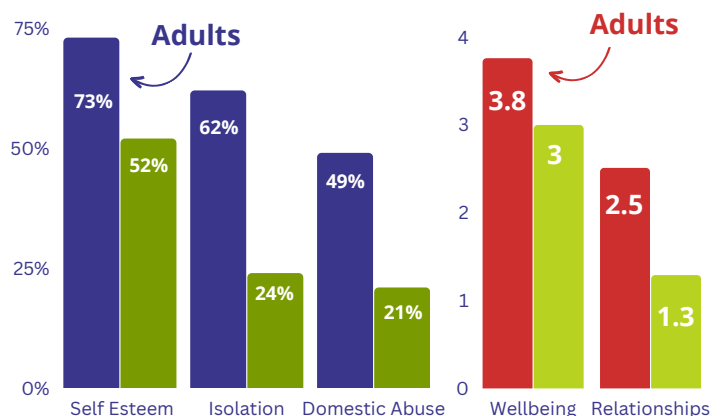
While people face many unique issues, there are six that affected over 50% of all respondents and are clearly much more widespread than any other problem:

Relationship Issues, Anxiety, Instability, Low Confidence, Low Motivation and Low Self-Esteem.

Instability refers to a lack of daily routine, affecting aspects of life such as healthy, regular eating and sleeping.



There are very few connections between people's needs and their demographic. On average, adults struggle more with self-esteem, isolation and domestic abuse, and also face more Wellbeing or Relationship issues.

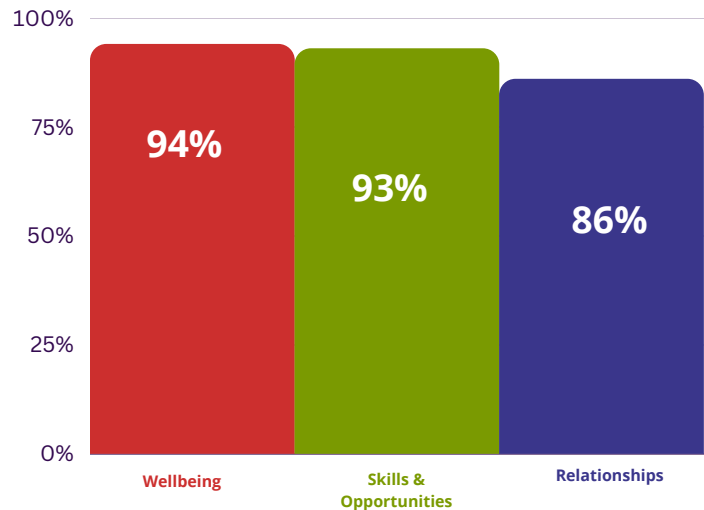


Multi-Faceted Disadvantage

MOST PEOPLE FACE ISSUES OF ALL TYPES

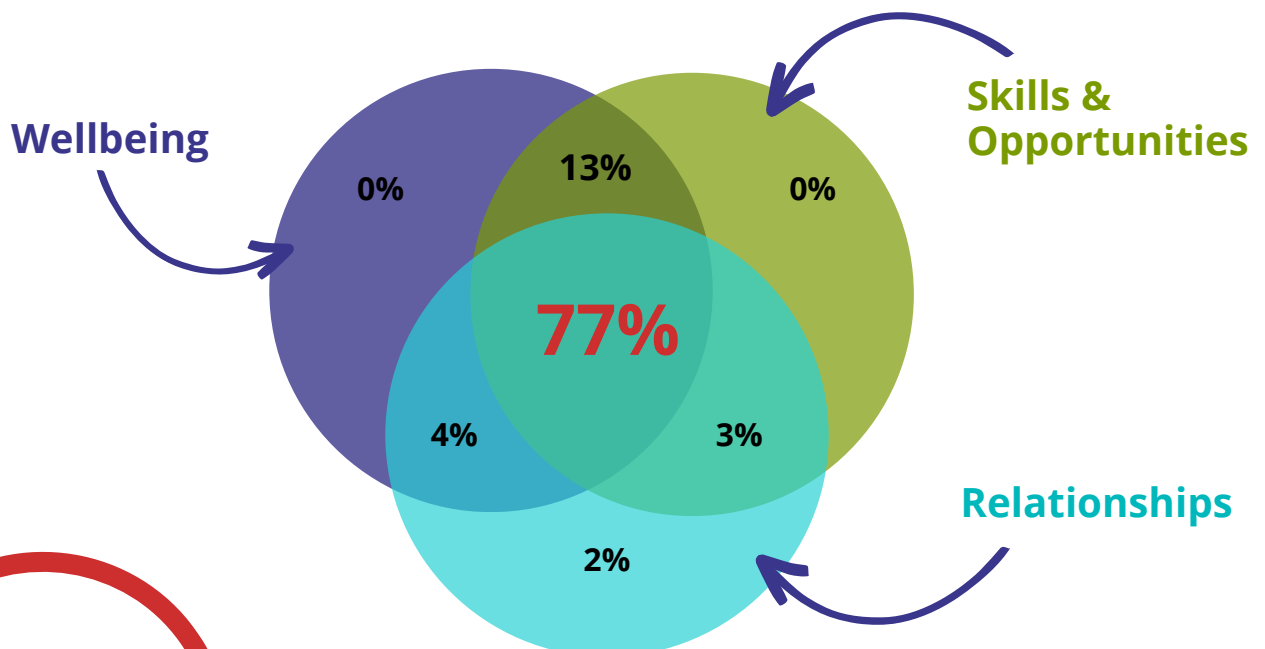
By roughly categorising each challenge as a **Wellbeing**, **Skills & Opportunities**, or **Relationship** issue, we can see that the vast majority of people have selected at least one issue from each category.

This is contrary to a widespread assumption that people facing, for instance, mental health needs can be adequately supported by purely mental health support.



It is very striking that most people - **77%** - face at least one issue from all three categories: at least one Wellbeing issue AND at least one Skills & Opportunities issue AND at least one Relationships issue.

Very few people face issues that all sit within one category.

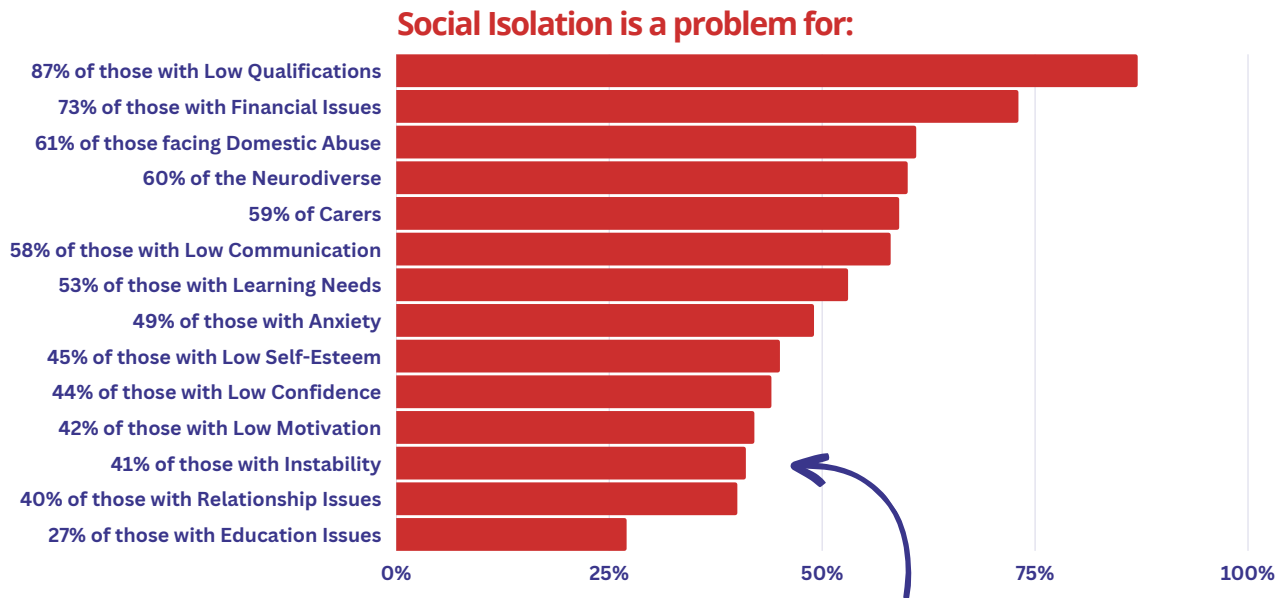


This is a another highly significant finding. To fully support people facing disadvantages, support services (or partnerships thereof) clearly must offer assistance that simultaneously covers wellbeing (mental and physical), up-skilling, and relationship support.

Connections Between Issues

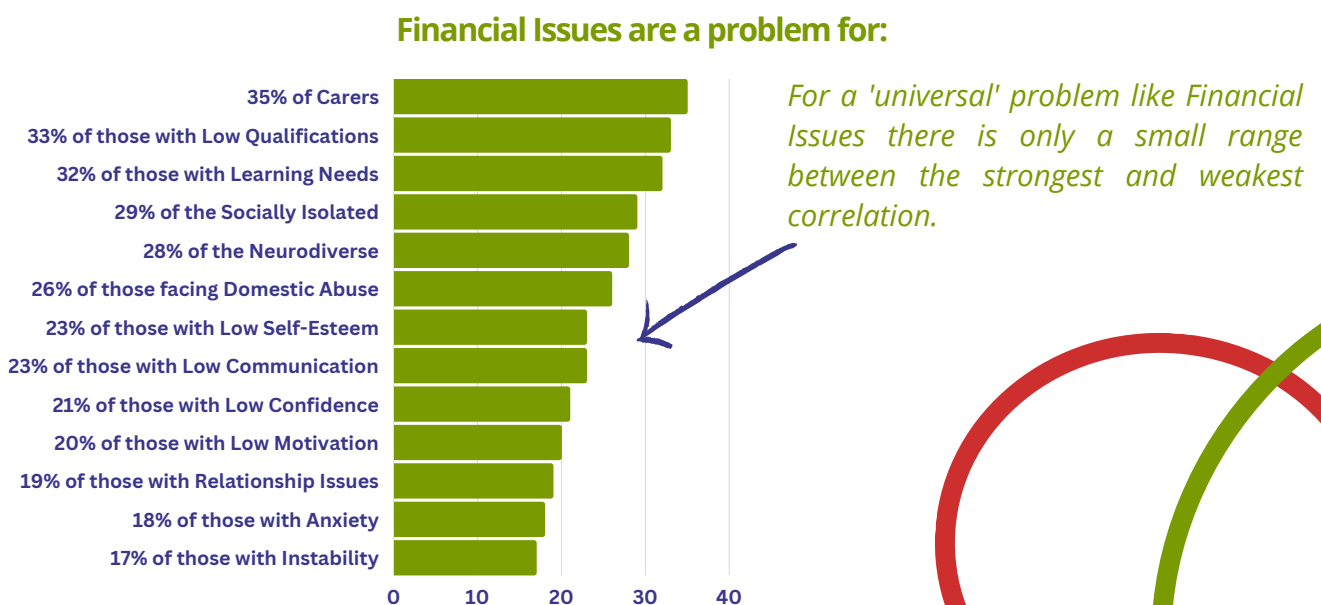
SOME CHALLENGES GO HAND IN HAND

Some challenges, such as Social Isolation or Low Self Esteem, are 'partnered' problems: they show very clear connections with *some* specific other issues, but not with *all* other issues.



For a 'partnered' problem like Social Isolation, there is a large range between the strongest correlation (87% of those with Low Qualifications) and the weakest (only 27% of those with Education Issues).

Other challenges, such as Financial Issues, are 'universal' problems and occur fairly randomly alongside all other possible issues.

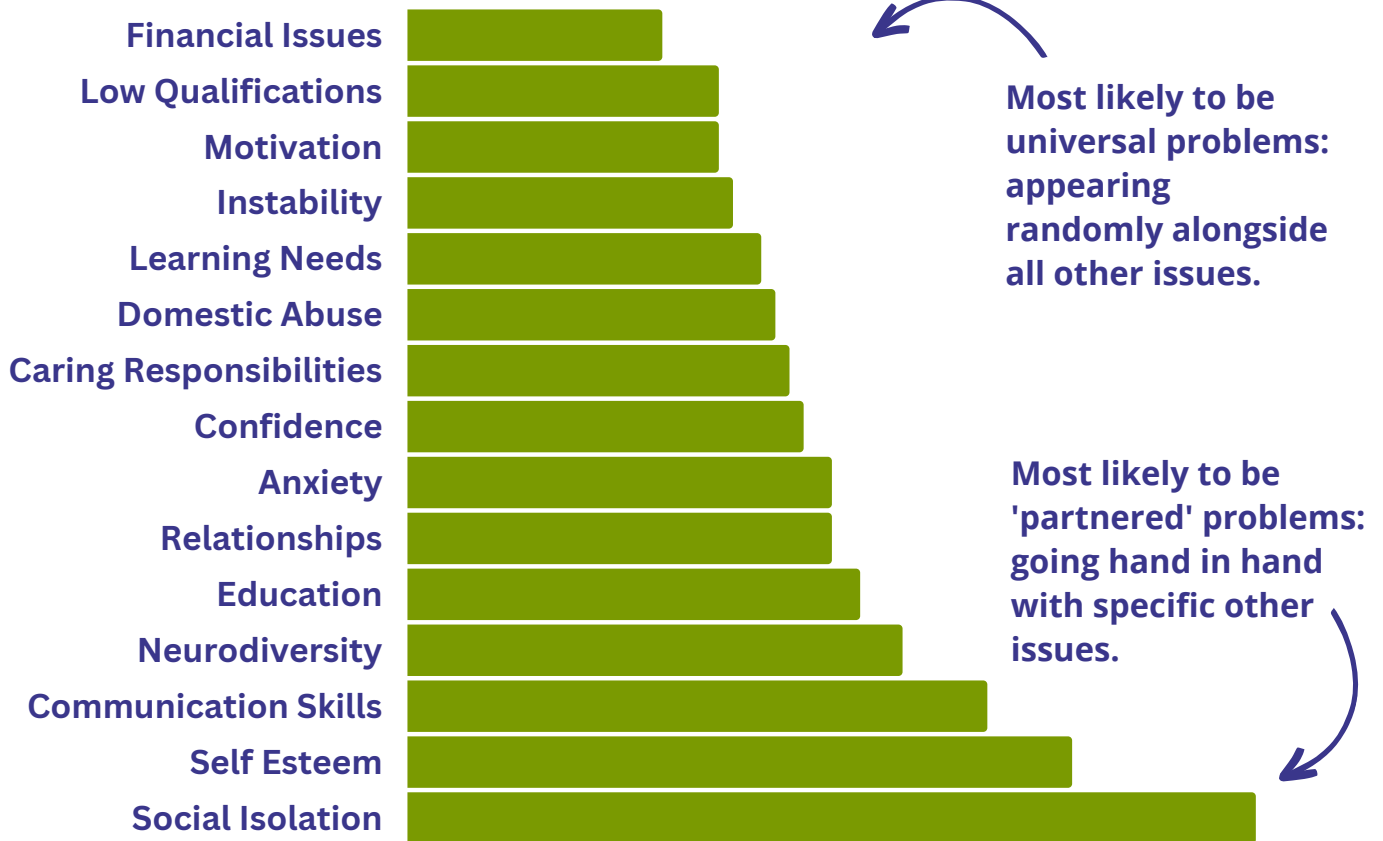


It is useful to identify this, as support services targeting 'partnered' problems can reasonably predict which additional needs their users are likely to encounter.

'Partnered' Problems

THOSE MOST LIKELY TO GO HAND-IN-HAND

We have ranked issues based on which appear most likely to be 'partnered' problems, and which are most likely to be universal problems.



SOCIAL ISOLATION:

Most frequently occurs for those with Low Qualifications and those with Financial Issues

LOW SELF-ESTEEM:

Most frequently occurs for those with Financial Issues and those with Neurodiversities

COMMUNICATION SKILLS:

Most frequently a problem for those with Neurodiversities or Additional Learning Needs

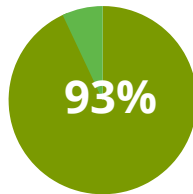
Of the more universal problems, Low Motivation is the most significant: in addition to appearing universally across all other needs, it affects 65% of people.

Strongest Connections

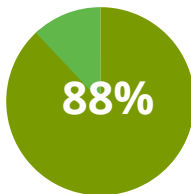
ISSUES THAT MARKEDLY OCCUR TOGETHER

We have highlighted instances where more than 4 in 5 people who have Issue A also have Issue B.

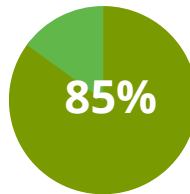
LOW CONFIDENCE:
affects



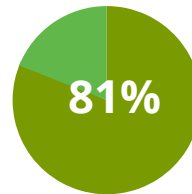
of people with
Financial Issues



of people with
Low Self-Esteem

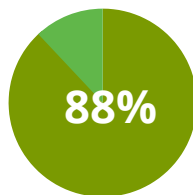


of people with
Low
Communication
Skills

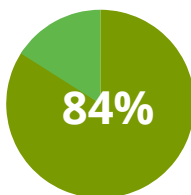


of people with
Anxiety

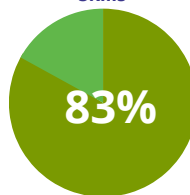
INSTABILITY:
affects



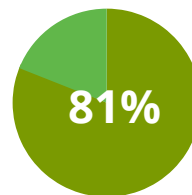
of people with
Caring
Responsibilities



of people with
Neurodiversities

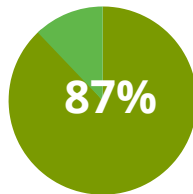


of people with
Low Motivation

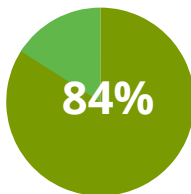


of people facing
Domestic Abuse

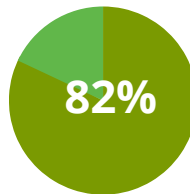
LOW MOTIVATION:
affects



of people with
Financial Issues

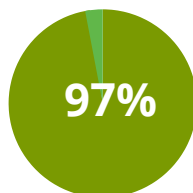


of people with
Neurodiversities

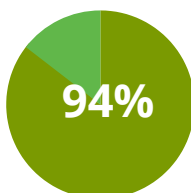


of people with
Caring
Responsibilities

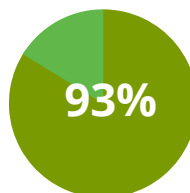
RELATIONSHIP ISSUES:
affect



of people facing
Domestic Abuse

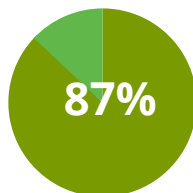


of people with
Caring
Responsibilities



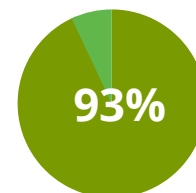
of people with
Financial Issues

SOCIAL ISOLATION:
affects



of people with
Low
Qualifications

LOW SELF-ESTEEM:
affects



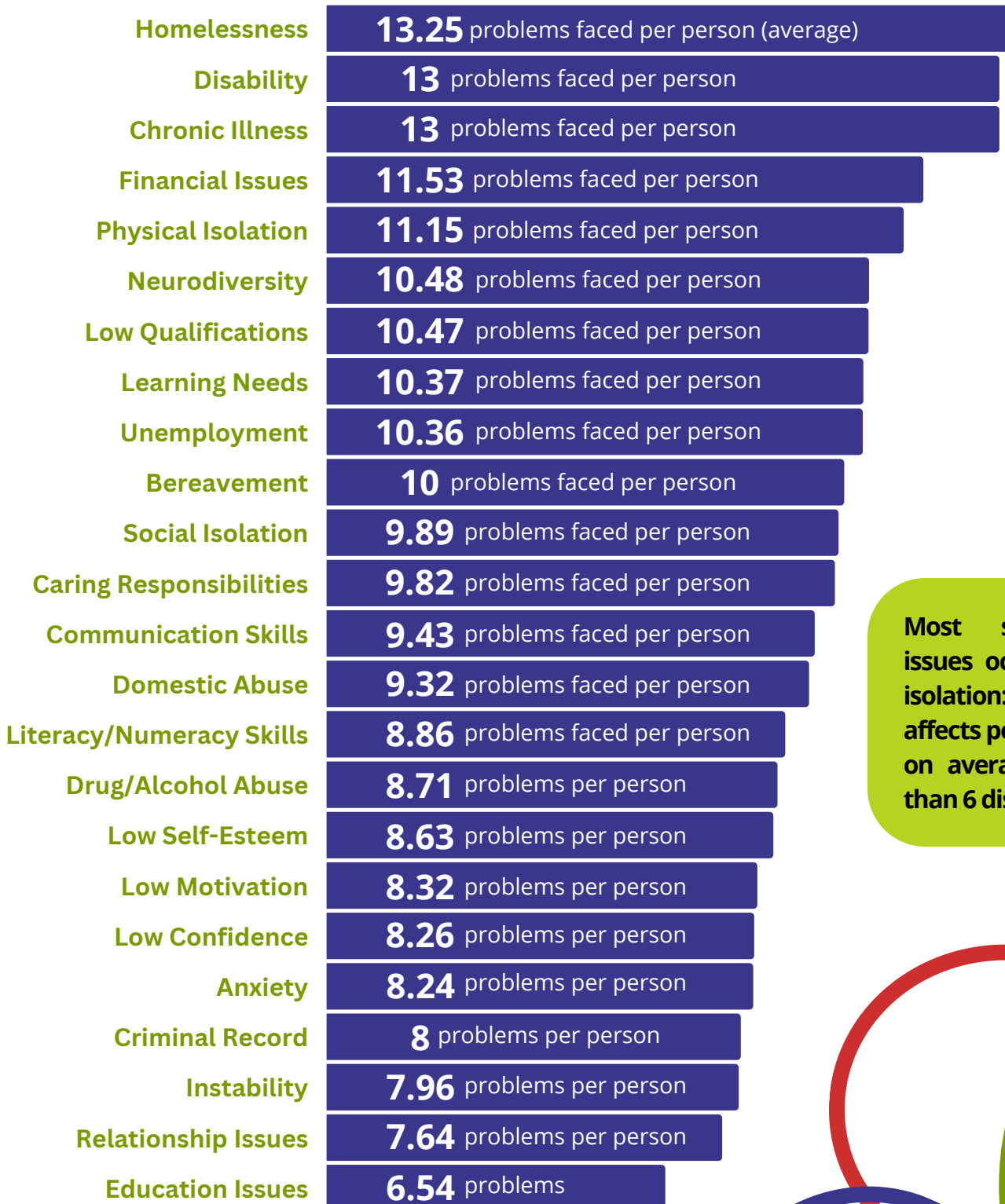
of people with
Financial Issues

Additionally, Anxiety affects more than 4 in 5 people across 10 other problems, running the full gamut of need. Anxiety is clearly a highly frequent and highly universal issue.

Most Complex Needs

THE ISSUES THAT MOST FREQUENTLY COMPOUND

Some issues correlate with a larger number of problems overall: ie people experiencing Homelessness or Disability face on average 13+ unique problems per person: much higher than the 7 unique problems faced by our average beneficiary.

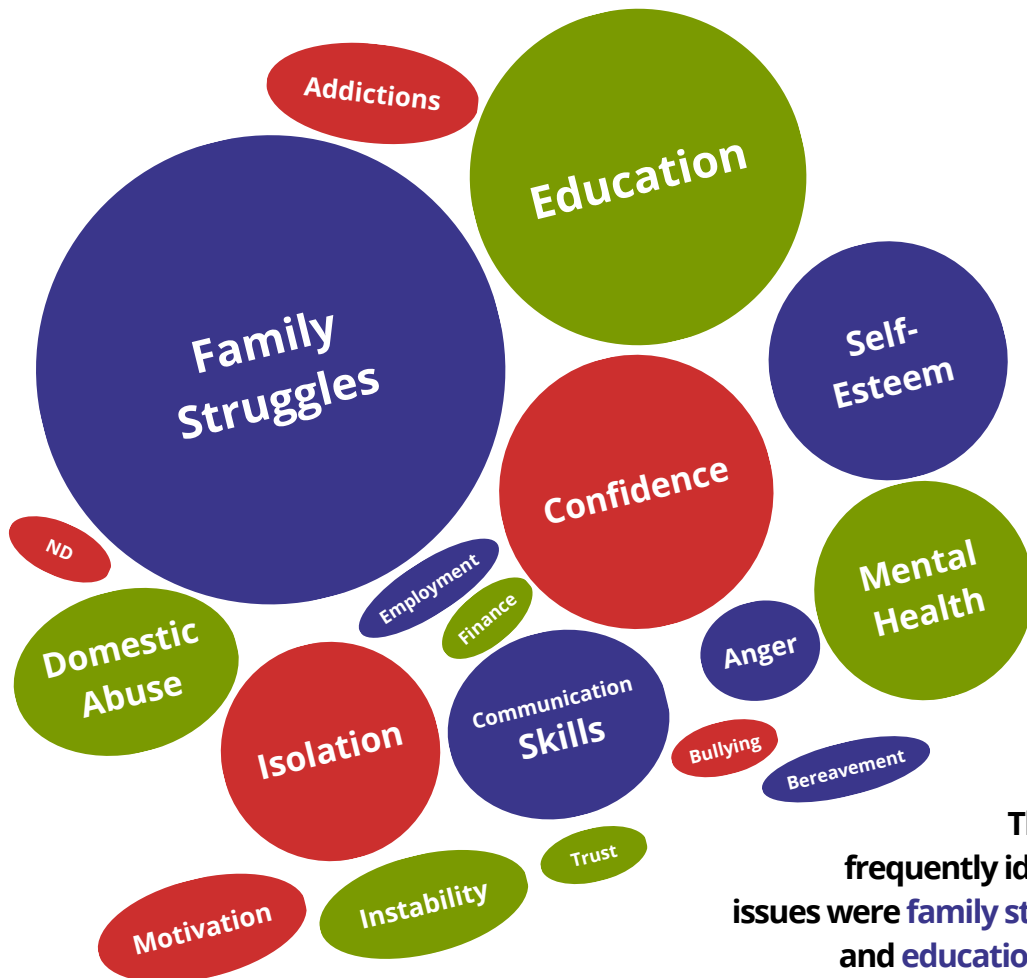


Most strikingly, no issues occur in relative isolation: every problem affects people who, on average, face more than 6 distinct issues.

User Voice

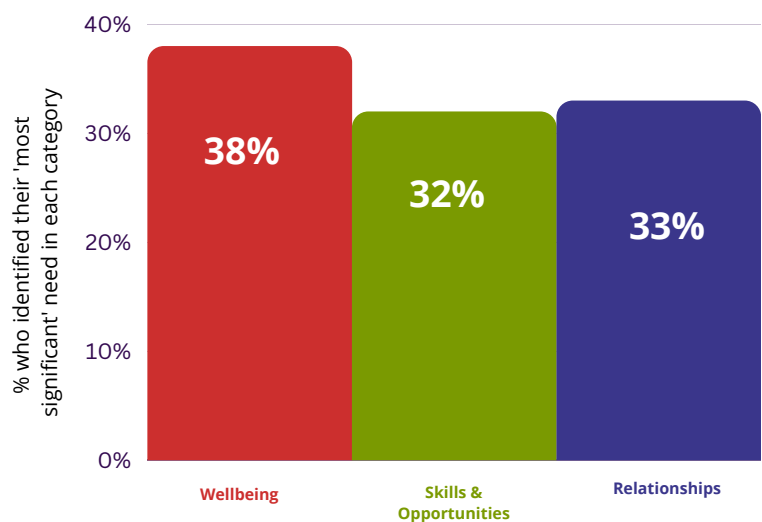
SELF-DEFINED SIGNIFICANCE

Asked to identify their 'most significant' issue, people chose a huge variety of needs.



However, once categorised as either **Wellbeing**, **Skills & Opportunities**, or **Relationship** needs, it becomes apparent that people's self-identified 'most significant' needs are split almost evenly across the three categories.

This reinforces that services must seek to offer support across all three areas, as well as demonstrating that our sample is not skewed towards one type of need.

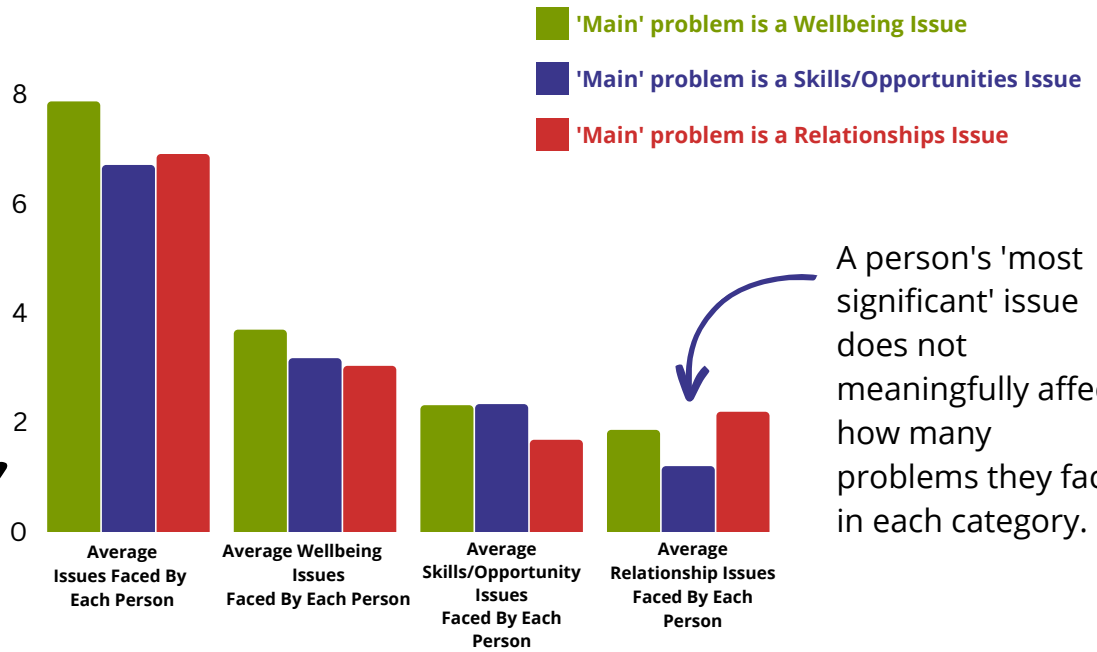


User Voice

IMPLICATION OF SIGNIFICANCE

Despite the importance of understanding which issue is most significant to each beneficiary, this information does NOT help identify how many issues a person will face: or even what category their issues are most likely to be.

The average number of issues faced by each person is not meaningfully affected by their choice of 'most significant' issue.

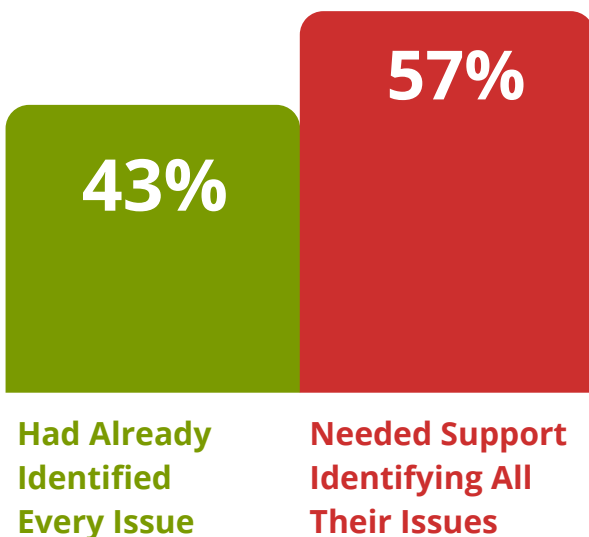


A person's 'most significant' issue does not meaningfully affect how many problems they face in each category.

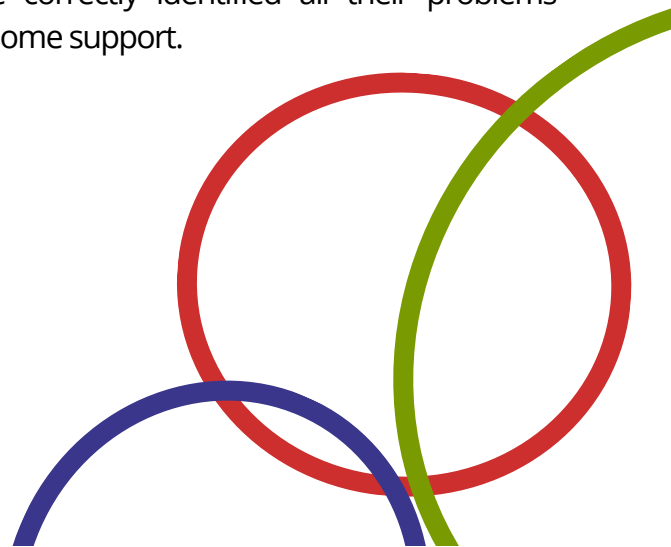
It would have been reasonable to assume that, if a person's 'most significant' issue affected their Wellbeing, they would face more Wellbeing issues than a person whose 'most significant' issue affected a different category. This is generally not the case.

Identifying Needs

USER VOICE + EXPERT SUPPORT



Over half of all beneficiaries said that they would not have correctly identified all their problems without some support.



In Context

COMPARISONS WITH EXTERNAL RESEARCH

Surrey Schools Health and Wellbeing Survey 2022

22% (47% higher than pre-pandemic) of primary school students, and 32% (10% higher than pre-pandemic) of secondary students are facing 5+ issues that 'worry' them 'quite a lot', speaking to an **INCREASE** in people having **MULTIPLE NEEDS**.

Surrey Children's Community Health Service Needs Assessment 2023

Cites increasingly complex needs: "whilst this is postulation, it is felt that the growth in Surrey is faster than nationally", speaking to an **INCREASE** in people having **MULTIPLE NEEDS**.

CAP 2022 Annual Report

While focussed on people facing debt, the report highlights the **MULTIPLE NEEDS** faced by their clients, with a particular **INCREASE** since 2020 in isolation and mental health needs.

MEAM Approach 2017-2022 Report

While focussed on people facing homelessness, the study proves the impact of holistic, connected support across **MULTIPLE NEEDS**, and led to the national 'Changing Futures' programme.

British Medical Journal, numerous reports

A study of adolescents with disabilities uncovered a Covid-19 related **INCREASE** in **MULTIPLE ADDITIONAL NEEDS** including mental health, financial and education issues.

A headline-grabbing international study suggested mental health needs have not on average increased since the pandemic; however it uncovered that they have **INCREASED** for women.

2020 UN Adolescent Wellbeing Framework

Codified the connectedness of health, wellbeing, isolation, education, skills and future opportunities for adolescent wellbeing: the coexistence of **MULTIPLE NEEDS**.

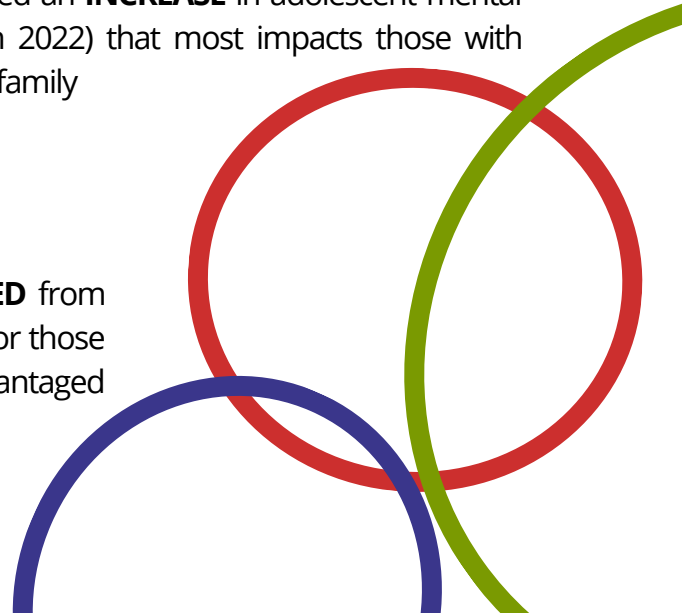
COVID Social Mobility and Opportunities Study

Wave 1 of research from the Sutton Trust et al identified an **INCREASE** in adolescent mental health needs (23% in 2007, 35% in 2017 and 44% in 2022) that most impacts those with **MULTIPLE NEEDS** including minority backgrounds and family disruption, while also causing further needs such as low motivation and academic performance.

Department for Education data

2023 reports show that persistent absence **INCREASED** from 11% pre-pandemic to 23%, and is much higher (37%) for those with **MULTIPLE NEEDS** as suggested by disadvantaged backgrounds.

Please contact us for precise citations



In Conclusion

OUR PRIMARY FINDINGS

Multiple & Complex

On average, people face 7 unique problems per person; more than during the pandemic. 75% of people face 5 or more.

Worsen & Compound

Evidence suggests that, as people's problems deepen, they also acquire new unique needs. Early Intervention thus not only reduces the severity of issues, but ensures that people face fewer problems.

Multi-Faceted

It is very rare for someone to face issues that only affect one part of their life. 77% of people face at least one Wellbeing Issue *and* at least one Skills/Opportunities Issue *and* at least one Relationship Issue.

Connected

Certain issues are 'Partnered Problems' and typically go hand-in-hand with identifiable other issues. Analysing these connections will help support services provide effective holistic support.

Elusive

Over 50% of people could not independently identify every one of the issues they faced. It is imperative that services incorporate an ongoing element of diagnosis, and recognise that not every issue will be identified at the point of referral.

CARE SURREY TRUST

Surrey Care Trust

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