

# Stronger families Brighter futures

Giving hope to children  
who need it most

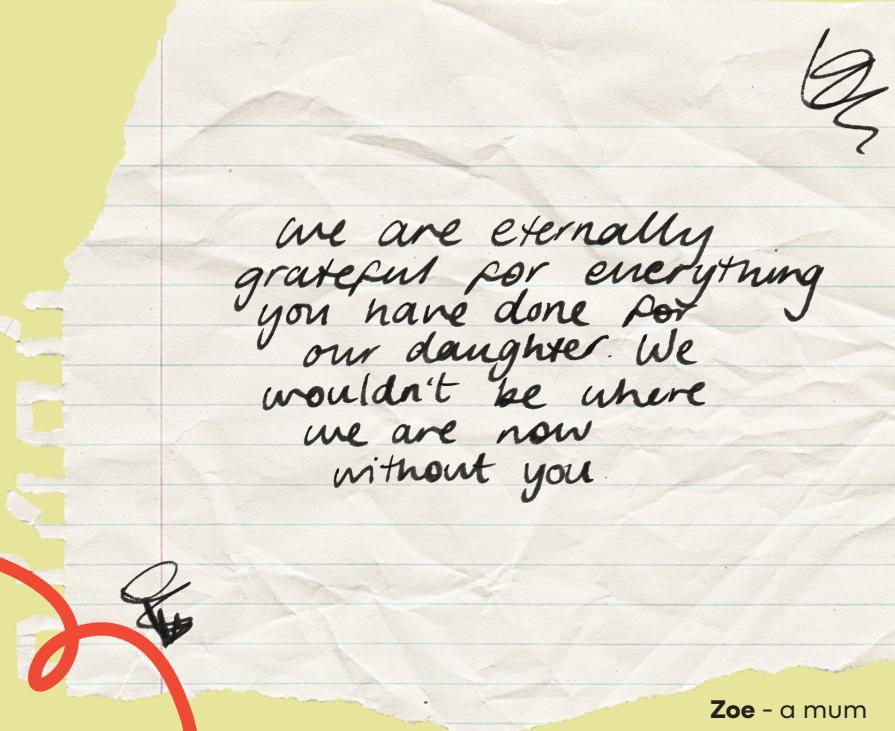
**Impact report 2025**



# At Spurgeons we believe *every child* deserves the chance to thrive

We work at the *heart of communities* to support families to be *strong and resilient*. We partner with local authorities, the NHS and other health providers, social care, education providers, faith communities, HMPPS and the Ministry of Justice, as well as the third sector.

Inspired by the Christian faith of Charles Spurgeon we offer a safe place where families can receive love, support and expert care when they need it most. We hope this impact report will offer our generous supporters the opportunity to see the difference our wraparound services and support make in the lives of children and their families.



we are eternally grateful for everything you have done for our daughter. We wouldn't be where we are now without you

Zoe - a mum

\*Names have been changed to protect anonymity

## Impact over the past 12 months

Over **27,500** children and families supported by Spurgeons



Over **21,500** people accessed our support online



**680** new children received support for their emotional wellbeing through our professional counselling services



**87%**

of people who have received support from Spurgeons say they would recommend us to their friends and family



**694**

people were safeguarded and kept safe from domestic abuse, neglect and the effects of poor mental health



**9,328**

children and families have been supported through our prison intervention services



**"At the heart of Spurgeons is  
the ability to meet the needs of  
families wherever they are, with  
whatever they need."**

**Sarah James**  
Director of Fundraising  
and Engagement



# Strengthening families so that every child can have a *happy, healthy and hopeful future*

## Our values



Fairness



Compassionate



Committed

### In all our work we:

Listen without judgement



Place children and young people first

Respect and value every individual



Act with kindness

Do our absolute best and ensure we do what we say



Bring out the best in each other as we work together for the right result



## Message from Mike Rebeiro, Chair of Spurgeons Board of Trustees

In these challenging times, our work is more important than ever. Our 2025-2030 strategy is focussed on growth in our services to children and families. A key part of this strategy is to equip faith-based groups with the knowledge and expertise they need to support and care for the children and families in their communities.

I am pleased to report that we are now piloting these services with a view to implementing at scale over the coming years. We believe this model offers central and local government a low cost, high impact solution to the challenges facing many families today. **You can read more about this on pages 17-18.**

We remain committed to investing in supporting families, with a special focus on Special Educational Needs and Disabilities (SEND), Mental Health, and domestic abuse. We are committed to investing in supporting more families affected by imprisonment and hope to enable them to benefit from Spurgeons' expertise.

**Mike Rebeiro**  
Chair of the Board of Trustees



# Our mission

Recent research by University College London estimates that a quarter of children will be referred to children's services at a time when national and local government is less able to respond. Our ambitious five-year strategy is designed to address this need.

**There are 195 million families in the UK, and for many of those families, life can be particularly challenging:**

**2 million**

families with young children are struggling with mental health or financial hardship



**4.5 million**

families say their mental health and quality of life have deteriorated

**1.5 million**

families are in distressed relationships



Parents feel isolated and overwhelmed, and children grow up vulnerable and without hope for the future.

**"In these challenging times our work is more important than ever."**

# There is *hope*

For over 150 years, Spurgeons has offered a safe place where families can receive the *love, support and expert* care when they need it most.

**Our focus today is to bring our experience and expertise to even more families in desperate need.**

## Our 5 year plan

Between 2025 and 2030 we pledge to:

### **Grow our support for families through our family hub network**

By partnering with more churches and faith groups, and developing our prison-based services.

### **Increase our impact by providing bespoke and innovative support to families**

By expanding our digital services, integrating health and wellbeing support into our family provision and investing in staff training.

### **Championing families by influencing policy and partnerships to improve outcomes**

By advocating for policy changes and campaigning for the voice of children and families to give them the best start in life.

**We are proud to have supported nearly 27,500 people through our family focussed services, but there are many more in need of our expert care and support.**

**"Together, we can ensure that no family faces life's struggles alone and that *every child* has the opportunity to look to the future with *confidence*."**

# Stronger families, brighter futures

Having successfully renewed and extended our public sector contracts in 2023-24, we spent the last year ensuring these contracts have been mobilised effectively. Despite increased financial pressures and budget constraints, we are proud to have continued delivering the highest standard of expert care, ensuring families receive the support they need to flourish in life.

## Case study Birmingham Forward Steps

Birmingham City Council, Birmingham Community Healthcare Trust, Barnardo's, St Paul's, Springfield and Spurgeons.

### Overview

- Successful partnership since 2018
- Operating across 10 locations including Family Hubs and Children's Centres
- Wide range of services from play groups and breast-feeding clinics to SEND support
- Specialist advice on debt, housing and immigration

### Impact

**11,552**

people have access to the service



**90%**

of families who accessed the service would recommend it to those they care about.

**9.4/10**

rating given by families



## Case study Wiltshire Family Hub

### Overview

- A county-wide network of family support
- Range of parenting support groups and classes
- Online and in person support for young people

### Impact

**3,157** adults and **3,803**

children newly registered in 2024-25



**90%**

of families made meaningful progress in their wellbeing, relationships or stability



**70%**

of parents reported increased confidence and improved child outcomes



We have provided more than **1,000 baby bundles** filled with clothes, essentials and toys to families in Wiltshire who are facing challenges such as low income, homelessness or displacement, domestic abuse and poor health.

# Counselling

## A growing need in young people

Qualified Spurgeons counsellors provide individual counselling for children and young people in a variety of settings including schools, our own centres and online. We offer a safe, confidential, and non-judgmental space where children can build a trusting relationship with a professional and talk about anything that is troubling them.

## Impact

**15,313**

counselling sessions delivered in 2024-25

**69%**

of our clients attending counselling achieved their goals

**89.5%**

of clients achieved a positive outcome on the Routine outcome measures for under 12s

**75%**

of clients achieved a positive outcome on the routine outcome measures for over 12s

Angie helped me get rid of the bad things in my life. I liked seeing Angie on a Tuesday. Now I am happy

Sarah - a child

\*Names have been changed to protect anonymity

# Family Support



We support struggling families through a combination of one-on-one home visits and group courses. These include specific courses for parents of children with Autism Spectrum Disorder and people dealing with domestic abuse. Additionally, we offer informal support through drop-in sessions at local primary schools and parent-toddler groups.



Spurgeons also operates two Buttons preschools in Kent where children learn through play in a nurturing and relaxing environment. We prioritise places for children with special educational needs, English as a second language and those who are eligible for Early Years Pupil Premium. Many children at our preschools are in local authority care or under child protection services.

**100%**

of parents achieved positive changes across key areas such as wellbeing and confidence

**98%**

of parents would recommend our preschools

**"They have an inclusive culture, where all are skilled at adapting activities so all children can join in."**

Ofsted report on Buttons preschool in Ramsgate

 **Ofsted**  
Good Provider

# Our prison interventions

Our Prison Family Hub at HMP Winchester is an award-winning family support service designed to help fathers in custody reconnect with their families, reduce reoffending, and improve outcomes for the whole family.

We also provide tailored support for fathers and their families up to six months before and for up to 12 months after release to help rebuild relationships and ensure successful reintegration into the community.

'Since working with Spurgeons my relationship with all my kids has got better 100%'



**9,328**

children and family members affected by imprisonment have been supported through our visits provision and one-on-one casework.

**308**

dads have been supported through Invisible Walls

It is different because usually I live with him ~~at the moment~~ I live with my Grandmother and its not bad there but its unusual because its not with my dad. Family Visits are far more enjoyable due to the more relaxed rules and the board games and food. It would be better if we could get family visits more frequently.

- I live with my dad full time so everything has changed for me. At the moment I live with my nan ~~now~~ ~~at the moment~~ so I don't get to live in my own house with my things. One thing that good is that my dad calls me and the Spurgeons family visits I don't get to interact properly on normal visits. So family visits make it feel like a proper visit. My dad likes phone me as much as he can but its expensive at day so we only get to speak at night time. I wish my dad could phone me whenever he wants, it would be nice if he could visit me more often.

My dad being away from home makes me feel confused and frustrated.

Coming on visits, especially family day + homework clubs helps me feel closer to him. So I can play + move around with him.

I love how Spurgeons have gone especially out of their way to help me see my dad as the prison

didn't let me come for a few months which upset me but now I'm so happy to see him again. I wish I could see him more often though. I like making friends + spending time with the other children as they also miss their dads too. I like the games, snacks + crafts. I wish we could have more family days as they're less more fun and I can run around + play with my dad.

## Joy's *story*

Joy, a 14-year-old girl who had been in care for eight years, was referred to us by her school as she was struggling with attendance and maintaining healthy relationships.

After taking part in our intervention programme, Joy's relationships with peers, professionals and family all improved and she is now engaging with school. She is working towards her GCSEs with the aim of attending college.

Joy says she has finally gained her independence and aspires to be an ambassador for change.



## Digital Family Hub

Our digital family hub acts as a *lifeline* for thousands of families looking for *trusted guidance* in their parenting journey, enabling us to extend our reach beyond those we see in person. It also serves as a valuable resource for practitioners and partners supporting families in our communities.

There is a huge demand for high quality on-demand parenting support. Our library of free online resources and courses has been created by Spurgeons expert team of parenting and mental health professionals and is continually updated.



**Our Digital Family Hub offers online support with:**

SEND  
Separation and divorce  
Early years  
Teenagers  
Online safety  
Mental health  
Domestic abuse  
Downloadable activities for children  
Monthly parenting tips by email

## Digital Family Hub impact:

**27,500**

families (including **680 children**) supported annually through in-person services

‘Your course has been incredibly helpful so far. It’s clear, achievable and compassionate. It will give my children the best chance in life, despite the challenges I face’.

**Simon** - a father

\*Names have been changed to protect anonymity

**21,514**

users accessed our online content



# Spurgeons Connect

In 1867, Charles Spurgeon opened an orphanage in London and engaged the church to help provide much needed support for the most vulnerable children in the city. More than 150 years later we continue his legacy, partnering with Church and State to ensure that vulnerable children, young people and families have a safe environment and the support they need to flourish.

Mid-way through its pilot, Spurgeons Connect is a groundbreaking initiative to help churches create family hubs within their own communities.

## Our vision for family hubs

Our family hubs help children and families before they reach crisis point, saving lives and reducing pressure on overstretched public services. By embedding hubs within communities, we make support immediate, familiar, and sustainable—creating a lasting impact on family resilience and child wellbeing.

The need is great, and our resources are limited, and over the coming years we want to expand our work to reach more families in need. To do this we want to empower and equip the local church to provide vital support to families in their communities. Churches have buildings, resources and volunteers. We can partner with them to deliver expert and specialist help to families when they need it and in any way that they need it.

**Our goal is to ensure no family is without a local Family Hub. This is Spurgeons Connect.**

**Spurgeons**  
Together with families  
**connect**

## Impact

**123**

volunteers trained

**4.6/5**

average church satisfaction



**95%**

families recommending church family hubs



**100+**

families engaged

*Caring for our neighbours is a game-changer for deprived communities*

*\*Chris - a supporter*

*I'm proud to be a part of our church family hub, it's inspiring to be making a difference*

*\*Leslie - a supporter*

## Benefits for churches

**Upskilled**

to support families with more complex needs

**Equipped**

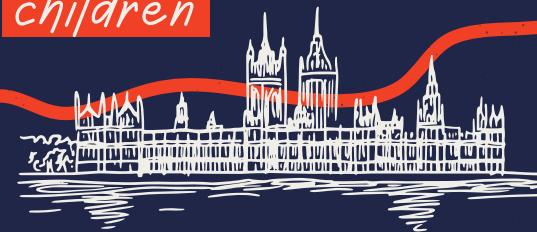
to reach more families and serve them better

**Confident**

in identifying needs and engaging specialist services

\*Names have been changed to protect anonymity

# Advocacy for *children* and *family*



As part of our plan to raise awareness of Spurgeons and increase our influence for the benefit of children and families, we launched a political advocacy strategy

## Our priorities

1. Accessible, expert counselling for children and young people to be provided in school
2. A national agenda to deliver parenting programmes so that all families benefit
3. Urgent reform of the Education Health and Care plan process and provision within mainstream schools
4. Political leadership to ensure an end to domestic abuse

The year culminated in the launch of the All Party Parliamentary Group on Family Hubs, **chaired by Tom Collins MP**, with Spurgeons serving as secretariat. Going forwards this will enable us to convene and collaborate with a range of stakeholders, across public, voluntary and private sectors, to achieve better outcomes for children and families through innovation in policy and practice.

## Impact

**20** parliamentarian meetings at the House of Commons

**5** MPs hosted at our Family Hubs



## Investing in people and quality

We couldn't achieve what we do without the **dedication, expertise** and **passion** of our entire team. This includes our employees, volunteers and faithful supporters. As well as creating a welcome and inclusive environment, we continue to develop a learning culture across our organisation through training opportunities and knowledge sharing.

**304**

employees\*

**92**

volunteers\*

\*on 31 March 2025

## Quality and practice

We continue to evaluate the effectiveness of our interventions through monitoring and quality assured practice. This includes continually reflecting and acting upon internal learning as well as listening and responding to feedback from our children, families, commissioners and colleagues.

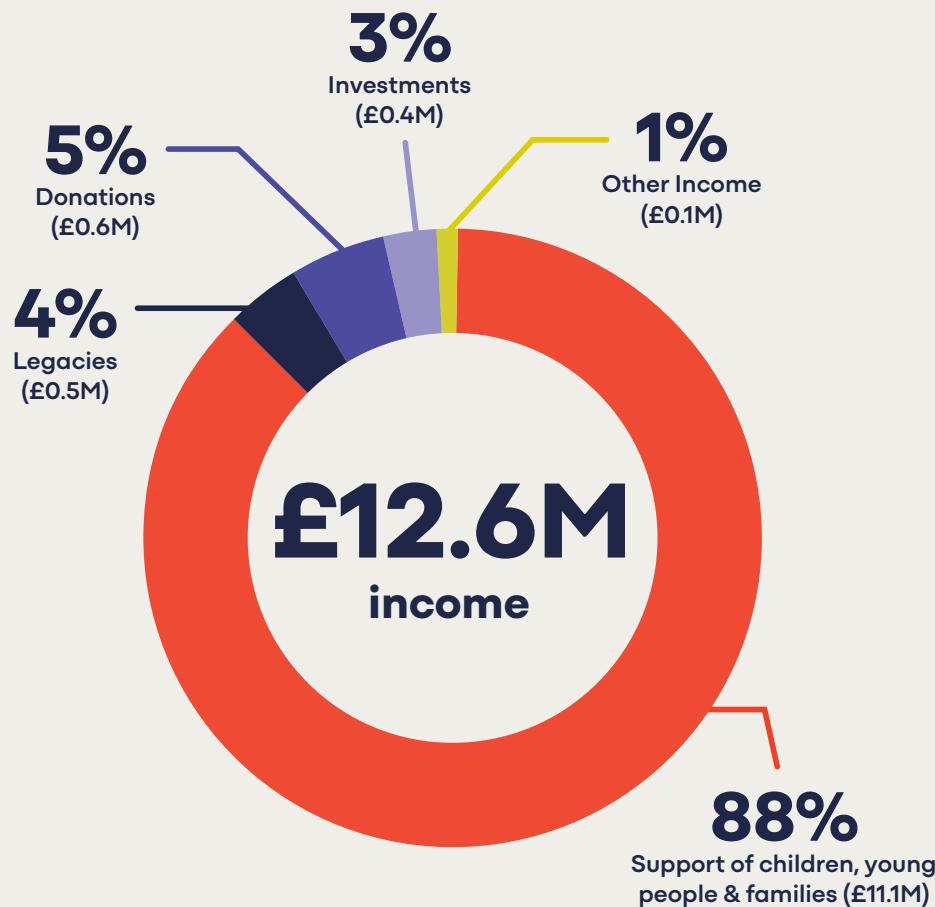


Quality of our practice underpins all our actions, programmes and support and our new Practice Handbook sets a high bar for how we quality-assure and deliver our services. The handbook was introduced 12th June 2024 via a dedicated roadshow.

## Our financials

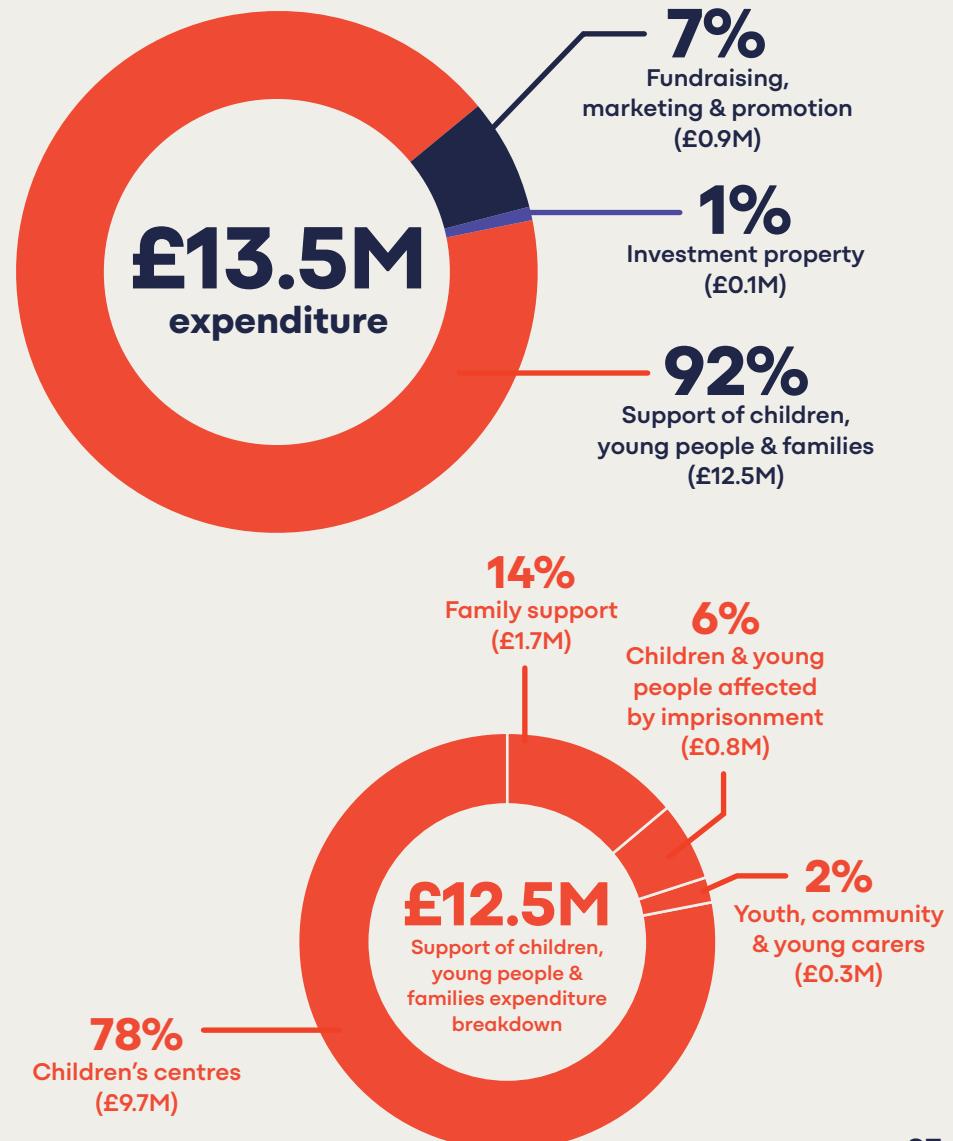
### Income

Our total income increased in the year **2024-25 to £12.6M (2023-24: £12.1M)**, reflecting the growth in our services for children and young people.



## How we spent it

Following change management in 2024-25 and further efficiency and digitisation savings in 2025-26, **expenditure has reduced by 11% to £13.5M** (2023-24: £15.2M)



# How can you help?

## Your support

All our work *wouldn't be possible* without the support of our generous donors. As we embark on our ambitious five year strategy your support is more vital than ever to help us *reach more children and families* with the expert care and support that they need.

*We remain committed* to our strategic fundraising priorities and are thrilled that Sarah James has joined Spurgeons to lead our partnerships and develop our supporter engagement. If you would like to find out more about how you can support our work please contact her at [sjames@spurgeons.org](mailto:sjames@spurgeons.org) or call her on **07779 924366**.

### Regular giving



### Corporates



### Fundraising



### Fundraising challenges



### Leave a gift in your will



### Church partnerships



# There is hope.



**Thank you for being a vital supporter of our work and continuing to give hope to the families who need it most.**



If you would like to find out more about how you can partner with us and see how we're helping over 30,000 children and families each year, please **get in touch**, and sign up to our mailing list to hear about our latest projects.

**Modern life can be tough for children and families, but together, we can bring hope.**

**“Faith goes up the stairs that  
*love* has built and looks out at  
the windows which *hope*  
has opened.”**

Charles H. Spurgeon





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