

 **NICKEL SUPPORT**

**IMPACT**

**REPORT**

**2025-2026**

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# MESSAGE FROM THE FOUNDERS

Fifteen years ago when we founded Nickel Support, we did so with the view that the traditional social care landscape was failing to see the true potential of individuals with learning disabilities and Autism. We envisioned a community where people aren't defined by their support needs, but empowered by their capabilities, passions, and aspirations.

Looking back over the past year, the growth of our community has been amazing. Beyond data and metrics, the true measure of our impact lies in the profound shifts in confidence, independence, and belonging experienced by our trainees every single day.

Through our Employment, Health & Wellbeing, and Relationships pods, we have watched individuals transition from isolation to active leadership. We see it when a trainee confidently steps behind the counter at Beans & Bloom, takes pride in crafting our Interestingly Different products, or shares their voice with the public through our 'Challenging Perceptions' exhibition. These moments don't just build skills; they break down societal stigma and rewrite what is possible.

Our achievements belong primarily to our trainees, whose resilience inspires us daily, alongside our deeply dedicated staff, supportive families, and visionary partners. Together, we aren't just providing a service, we are shaping a movement of radical inclusion.

Please enjoy and share this year's impact report and we thank you for sharing our vision and joining us on this journey.

With gratitude,



Nick Walsh and Elena Nicola  
Co-Founders, Nickel Support

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# PURPOSE, PROGRESS, AND POTENTIAL

At Nickel Support, our mission is simple yet radical: to ensure every person with a learning disability and/or Autism leads a purposeful and fulfilled life. We believe that fulfillment is found through contribution, connection, and the courage to challenge expectations. This past year has seen our community grow to 147 trainees, each navigating a unique journey, which we are hugely privileged to be a part of.

Our impact is measured through the lens of our three Purpose Pods, which form the foundation of everything we do:

## EMPLOYMENT

With only 4.8% of adults with learning disabilities in the UK in paid employment<sup>1</sup>, we refuse to accept the status quo. Through our enterprises—from the artisan production of jams and chutneys to our hospitality training at Beans & Bloom—we are proving that our trainees are not just capable of work; they are essential to the workforce.

## HEALTH

Health inequality remains one of the greatest challenges facing our community. We counter this by integrating wellness into every session. Whether it is through our healthy cooking workshops or physical exercise sessions, we are seeing tangible results. We aren't just supporting physical health; we are building mental resilience and confidence.

## RELATIONSHIPS

True inclusion happens when barriers are replaced by real connections. We create a space where friendships grow and a strong sense of belonging is built. By nurturing these meaningful bonds, we empower every individual to move through the world with the confidence of a supportive community behind them.

As you read through this report, you will see the data of our growth, but most importantly, this data is a reflection of stories of individual triumphs. We are not just providing support; we are building a movement where everyone has the right to a life of purpose.

All trainee statistics in this report are derived from a survey conducted in March and April 2026, representing a 50% response rate of the total trainee cohort.

<sup>1</sup> Official data published by NHS England (formerly via NHS Digital) (Ward et al., 2025)

# THE NICKEL SUPPORT TEAM:

## STRONGER THAN EVER

Guided by energy, dedication and genuine care, we have driven bold structural changes over the past year to elevate our service to the highest possible calibre.



### LEADERSHIP AND TEAM EVOLUTION

#### ROY'S NEXT CHAPTER

Our long-standing Head of Service departed to return to Portugal. We thank him for all his hard work.

#### MAISY STEPS UP

Maisy has stepped into the role of Head of Service, bringing fantastic continuity as well as fresh energy and leadership.

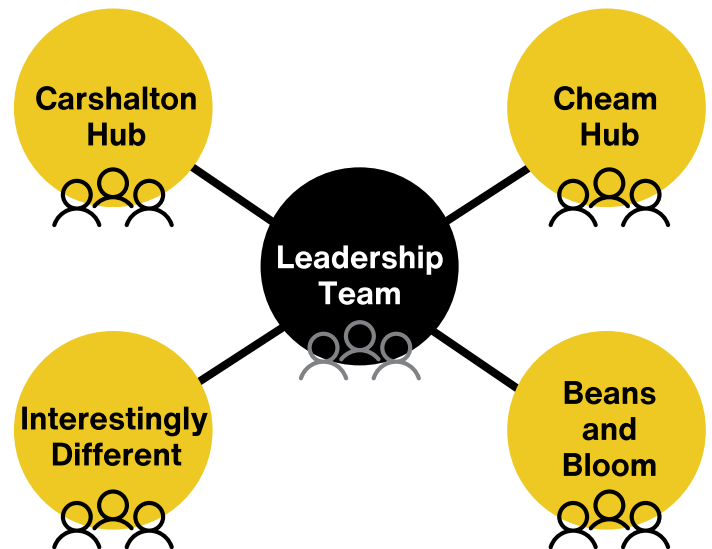
#### STRONGER TOGETHER

We have united a dynamic, cross-functional leadership team who meet weekly for strategic reviews, keeping us agile, accountable and completely aligned.

### FRONTLINE SERVICE RESTRUCTURE

To enhance our team we restructured our service team by assigning specific staff to dedicated sites.

*One Team. Dedicated to our sites. Focused impact.*



### THE IMPACT OF OUR EVOLUTION

#### CONSISTENCY

Trainees thrive alongside familiar faces and reliable routines.

#### STABILITY

Parents and carers have a dependable, site-specific point of contact.

#### QUALITY ASSURANCE

Individual site needs are met with absolute precision.

**THANK YOU** to our staff for the hard work, enthusiasm, and relentless drive you bring to Nickel Support every single day.

# LEADERSHIP TEAM

Meet the leadership team driving Nickel Support forward—not just through titles and strategies, but through a shared dedication to our community. We asked each of our leaders a simple yet profound question: "If you had to describe your role as a single 'mission' within Nickel Support, what would it be—and what part of your daily work brings that mission to life?" Their answers reveal the heart of who we are, offering a glimpse into the personal passions, daily routines, and driving purposes that shape the future of our organisation.



## Maisy Carter - Head of Service

I see my mission as being the 'Nurture Link.' My daily work involves connecting with all other parts of the organisation to deliver a smooth, positive and fantastic place to attend, work or to connect with. I like to throw a good dose of positive energy into every day in the hopes of always making a real, constructive difference for the team and everyone we support.



## Tony Shales - Head of Operations

My mission is to be the silent and largely invisible force that ensures the smooth, safe and uninterrupted running of the service. Whether it's buildings, equipment, training or implementing new processes, the less you see of me the better - as it usually means things are running well.



## Katy Deck - HR Manager

I am the 'Culture Catalyst.' I bring this mission to life by securing empathetic, energetic, flexible and proactive employees who serve as excellent role models for our trainees, and by actively valuing their ideas to foster positive workplace transformation and maintain engagement.



## Karen Stewart - Development & Impact Manager

I am the 'Evidence Translator.' My mission is to take the incredible breakthroughs we see every day and turn them into the data and stories that prove our model works, helping us to both gain funding and ensure that our service is the best it can be.



## Ashley Walsh - Business Development Manager

I am the 'Opportunity Connector.' My role is to build relationships, create opportunities and turn ideas into growth that benefits the organisation and people we support. Whether it's developing partnerships, growing social enterprises or increasing community impact, I create opportunities that help trainees thrive while ensuring Nickel continues to grow with purpose.

# LEADING WITH HEART: MEET OUR SERVICE MANAGERS

At the core of Nickel Support are the leaders who ensure our hubs remain safe, ambitious, and joyful. Hannah Glazier (Carshalton) and Hannah Brandon (Cheam) both began as volunteers, driven by a shared philosophy: that every trainee deserves a voice and the opportunity to exceed expectations.

Both Hannahs followed organic paths into leadership. Hannah Glazier, who started eight years ago, felt drawn in by the community:

***"Once volunteering, the trainees were the big draw. I feel privileged to get to be a part of their lives."***

Hannah Brandon joined in 2022 to run dance therapy before helping launch Beans & Bloom. Her transition to Service Manager in 2025 was fueled by a desire to support trainees holistically:

***"I wanted to learn more, primarily around the other areas that impact the trainees' lives—parents, carers, social worker input, and funding."***

## Life in the Hubs: Joy in the Every Day

The role of a Service Manager is a balance of high-level oversight and "boots on the ground" support. Despite the administrative demands, they stay rooted in daily sessions, which they both see as a highlight of their work.

## Fostering a Supportive Culture

Leading a frontline team requires empathy and patience. Hannah B believes it is vital to remember that "trainees are the experts of their lives." To maintain this, Hannah G prioritises open communication, ensuring the team supports one another through the challenges of the job.



Hannah Glazier - Carshalton Service Manager

**“ Every day there is a moment when I think how lucky I am to work with so many amazing people.” – Hannah G**

“

**You will never get more life satisfaction than seeing the joy on trainees' faces as they arrive and come through the door.**

— Hannah B

”



Hannah Brandon - Cheam Service Manager

## **Celebrating "Small" Wins as Massive Achievements**

Impact is measured by personal growth, where "small" milestones represent monumental success.

- In Carshalton, Ryan—previously tied to a strict routine in upcycling—is now thriving in kitchen, art, and exercise sessions.
- In Cheam, Matthew has improved his ability to handle change and form genuine friendships, reaching a level of independence his mother "never thought possible."

*"It can be easy to overlook the little things, but actually these things are big! It's a joy to see people smashing goals no matter how big or small they are."*

— Hannah G

## **Looking to the Future**

The vision for Nickel Support is growth. Hannah G aims to expand enterprises to reach more people, while Hannah B is focused on the "glow up" of the Cheam hub and integrating more dance therapy. Her invitation to those considering joining the service is simple:

“

**You instantly become part of something great. Having that holistic support system that will go above and beyond to help you achieve what you want.**

”



# CHANGING PERCEPTIONS. IMPROVING LIVES.

Reporting May 2025 - April 2026



**147**

Adults with learning disabilities supported



**594**

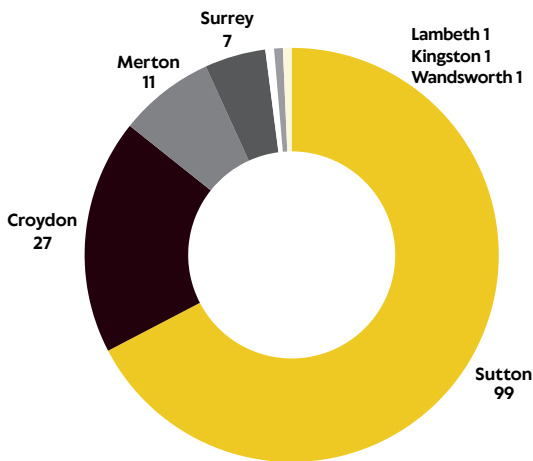
Trainee sessions delivered weekly



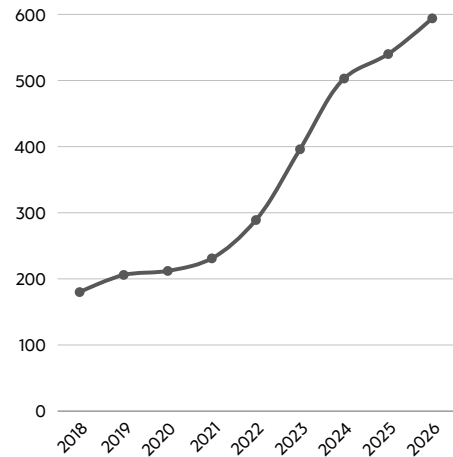
**60,000**

Hours of individual training delivered annually

## Number of trainees by Borough



## Session growth over the years



## Health and Social Sessions

**17**

Dance, Exercise and Mindfulness sessions each week

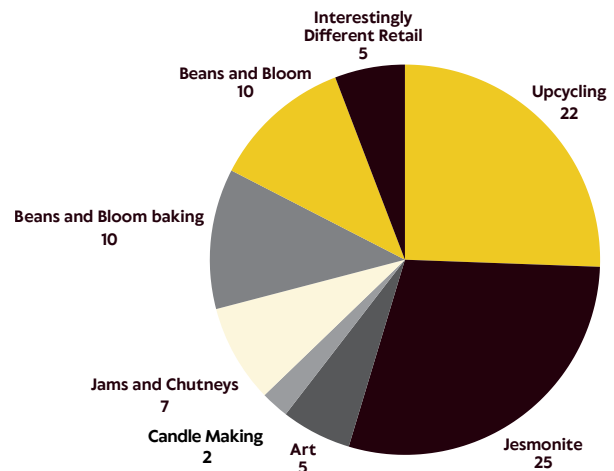
**73**

Trainees attending Dance, Exercise and Mindfulness sessions each week

**21**

Trainees attending social sessions each week

## Enterprise Session Breakdown



# SESSION SUCCESS

## Jesmonite Sessions

**86**

Adults participating in Jesmonite sessions each week

**4,300**

Hours of individual Jesmonite training received each week



## Upcycling Enterprise

**80**

Pieces of furniture saved from landfill, upcycled and sold

**86**

Adults with learning disabilities learning upcycling skills weekly

**3,784**

Hours of individual upcycling training received each week

## Jams and Chutney Enterprise

**1,088**

Jars of jams and chutneys sold

**36**

Individuals participating in jam and chutney making sessions weekly

**504**

Hours of individual kitchen training received each week



# SESSION SUCCESS



## Product Development Sessions

**13**

Adults participating in candle development sessions each week

**78**

Hours of individual product development training received each week

## Art Sessions

**16**

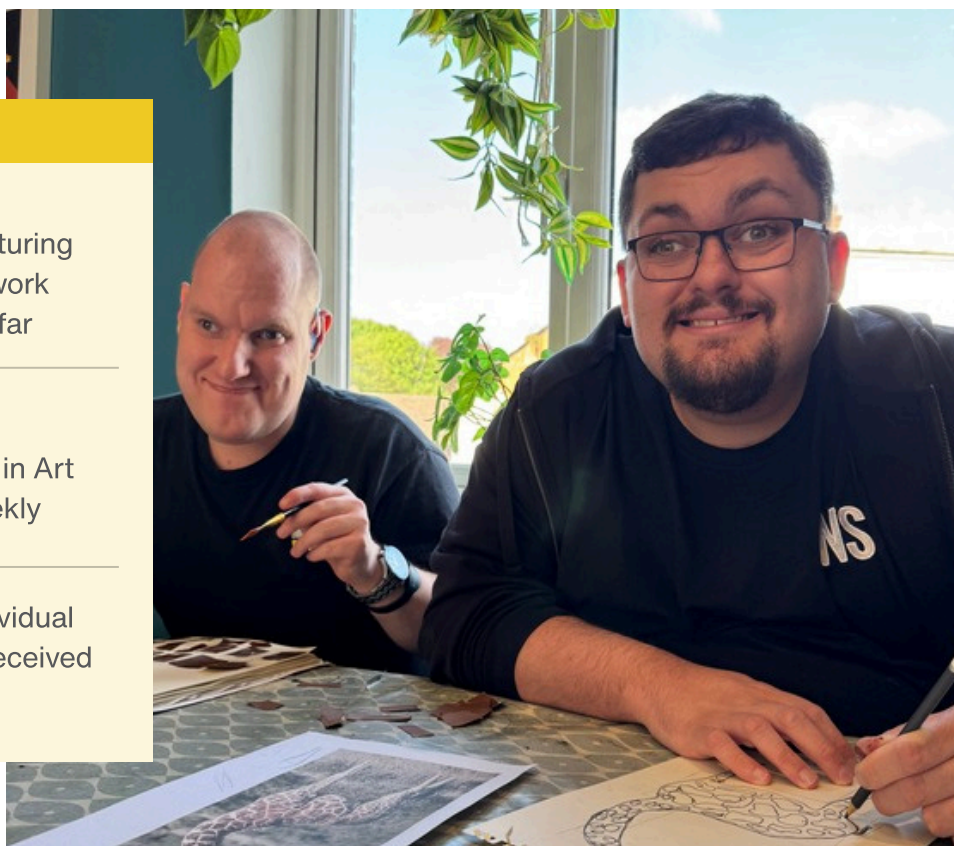
Products featuring trainees' artwork launched so far

**21**

Individuals participating in Art sessions weekly

**210**

Hours of individual art training received each week



# 80%

of trainees surveyed reported feeling more independent since joining Nickel Support

# 86%

of trainees surveyed reported gaining employability skills since joining Nickel Support

# 89%

of trainees surveyed reported feeling more confident since joining Nickel Support



# EMPLOYMENT

# CHANGES TO INTERESTINGLY DIFFERENT



## PUTTING OUR TRAINEES CENTRE STAGE

This year marked an exciting strategic evolution for Interestingly Different (ID).

While we continue to value our longstanding partnerships with social enterprises across the UK, we made the deliberate decision to focus our retail offering on products created by our own talented trainees.

These partnerships helped build the foundations of ID, and we remain deeply grateful for those collaborations. However, we recognised it was time to create a large platform for our own trainees to shine.

“ Our trainees aren't just making products - they're building confidence, developing skills and creating work that customers genuinely value. ”

## LISTENING TO TRAINEES - EXPANDING OPPORTUNITIES

Following on from The Arts Network Sutton project, trainees expressed a desire for more creative outlets centred around their love of art.

As a result we have expanded our timetable to include daily art and product development sessions, allowing us to:



### Design original artwork

Create unique pieces developed specifically for commercial products.



### Expand our product range

Transform original designs into high quality cards, mugs and tea towels.



### Demonstrate professional talent

Showcase work that meets commercial standards and reaches new audiences.



CARDS



MUGS



TEA TOWELS

## IMPACT AT A GLANCE



SHIFTED RETAIL FOCUS TO TRAINEE - CREATED PRODUCTS



INTRODUCED NEW COMMERCIALY FOCUSED PRODUCT RANGES



BEGAN DEVELOPING OUR OWN RANGE OF CANDLES



STRENGTHENED PRACTICAL, ARTISTIC AND ENTREPRENEURIAL SKILLS



EXPANDED CREATIVE OPPORTUNITIES THROUGH ART



CONTINUED SUSTAINABLE FURNITURE UPCYCLING INITIATIVE

# 5

Adults with learning disabilities  
in paid employment

# 764

Hours of retail training this year



INTERESTINGLY  
DIFFERENT

# INTERESTINGLY DIFFERENT ART PROJECT

In April, we were delighted to receive funding from Art Network Sutton to deliver a series of creative workshops for our trainees.

Led by local artists Kate Marsden and Jo Sharpe, the four-week programme introduced trainees to a range of artistic techniques while guiding them through the process of designing for print. Each group explored its own creative theme, covering mark-making, life drawing, painting, printmaking, collage, repeat pattern design and product development.

The artwork created during these sessions was developed into a collection of commercial designs for products including mugs, tea towels and greeting cards, sold through our social enterprises Interestingly Different and Beans and Bloom. The project not only showcased the creativity and talent of our trainees, but also raised awareness of our work across the UK through product sales. Its success has since led to the launch of ongoing daily art sessions, giving 21 trainees the opportunity to continue developing creative and product design skills as we look to expand the range further in the future.



**Kieran is one of the trainees enjoying the new art sessions, developing his creative skills and creating designs that will feature in our next collection of products.**

**Kieran has thrived in these sessions and it's been wonderful to see a new side to him and discover another hidden talent!**

## IMPACT

- Nine trainees took part, developing new artistic skills and gaining insight into the end-to-end design process for printed products.
- Participants reported increased confidence in their creative abilities.
- Trainees described the sessions as calming and enjoyable, supporting positive mental wellbeing.
- Funding enabled investment in new art materials and a colour printer, strengthening our capacity to deliver future creative sessions.
- A collection of original designs was produced and successfully translated into marketable homeware products.



# 18

Adults with learning disabilities trained

# 3,201

Hours of hospitality training this year





## BLOOMFIELD TRUST

The partnership between Nickel Support and The Bloomfield Trust has been a cornerstone of growth within Beans & Bloom throughout 2025. Beans & Bloom is our vibrant social enterprise coffee shop located within the Whitehall House & Museum in Cheam. It is far more than just a place for a caffeine fix, Beans & Bloom serves as a vital training hub where our trainees gain tangible employment skills, confidence, and meaningful community connection.

Funding from the Bloomfield Trust has been transformative, specifically allowing us to restructure our staffing model to better support our mission. With more focused staffing, we were not only able to offer our trainees expert barista training, but it also enabled us to secure funding from Sutton College for a bespoke and accessible training programme within Beans & Bloom. Our team can now provide the support required for trainees to gain employability and hospitality skills.

The impact is visible in every latte poured and every customer interaction. Thanks to the Bloomfield Trust, Beans & Bloom is not just flourishing as a business; it is thriving as a beacon of inclusion, dignity, and purpose.



## INVESTING IN POTENTIAL: SUTTON COLLEGE'S TAILORED LEARNING GRANT

A major highlight of 2025 was the launch of the Beans & Bloom Training Programme, funded by Sutton College's Tailored Learning Programme. Designed to bridge the gap between community learning and professional vocational skills, this pilot supported 12 trainees through a full day of intensive training once a week for four months.

The funding formalised our "learning through doing" philosophy, successfully delivering:

- **Skill accreditation:** A structured progress-tracking framework across technical barista skills, food hygiene, and customer service.
- **Confidence building:** A tailored, self-paced approach that resulted in a 100% increase in self-reported confidence when handling public-facing roles.
- **Pathways to employment:** A proven "proof of concept" showing that sustained, specialist training significantly increases vocational retention.

We are incredibly proud of our trainees' achievements and look forward to developing our partnership with Sutton College to keep our trainees leading the way behind the espresso machine.

# SUCCESS STORY

Macaulay (Mac) joined Nickel Support over 10 years ago as a quiet, shy young man. He was always dedicated, but lacked confidence and hadn't had much experience in a working environment. Like many adults with learning disabilities, his potential was there—it just needed the right support to come through.

Over the years, that's exactly what happened. With steady, person-centred support, Mac built his skills step by step. In the kitchen, he went from helping out, to independently prepping vegetables, and handling the careful labelling and packaging of jams and chutneys. He also got stuck into furniture upcycling, learning how to sand, paint, and repair pieces properly.

Just as important was his confidence. Staff encouraged Mac to push past his comfort zone; and through social sessions and mindfulness, he gradually became much more comfortable communicating. His confidence and vocabulary have grown massively.

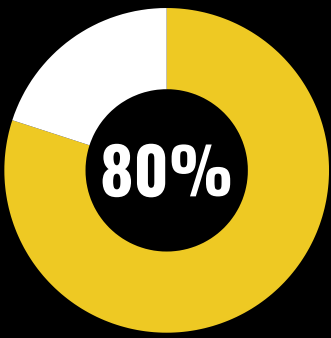
In November 2025, Mac took a big next step and moved into Beans & Bloom, Nickel Support's coffee shop. It's a busy, customer-facing environment, and he has risen to the challenge. He worked through a 16-week course covering barista skills, customer service and food hygiene, while gaining hands-on experience day to day.

He enjoyed working front-of-house—serving customers, handling money, and keeping things running smoothly. His family noticed a huge difference in his confidence, and although he was nervous at first, he became known for always greeting customers with a smile and a real sense of professionalism.

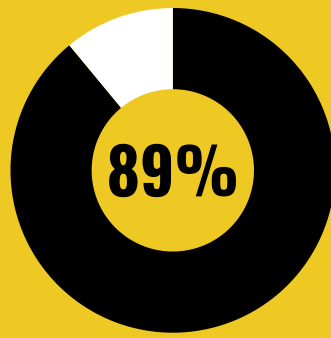
Mac's journey shows what can happen with the right support over time—he's grown from a shy trainee into a confident and capable member of a busy hospitality team.



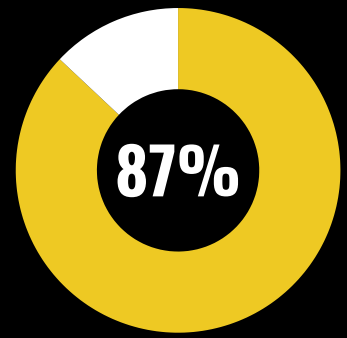
**“ I learnt a lot of new skills at Beans & Bloom, including how to make coffees and using the till. Interacting with the customers has made me feel very confident with speaking to people. Making the coffees was my favourite part of the role. ”**



of trainees surveyed reported feeling less lonely since joining Nickel Support



of trainees surveyed reported making more friends since joining Nickel Support



of trainees surveyed reported an improvement in their communications skills since joining Nickel Support



# RELATIONSHIPS

“Nickel has helped me so much. The staff helped me to cope with my feelings and to talk about my needs. This has helped me a lot at Nickel and in other areas of my life.”



## TRAINEE SPOTLIGHT: HANNAH'S JOURNEY OF CONNECTION

Since joining Nickel Support in 2022, 22-year-old Hannah has become a vital part of our community five days a week. Whether she is meticulously upcycling furniture, working with Jesmonite, or dancing to her favorite songs, Hannah takes immense pride in her results. While she initially found it difficult to praise her own achievements, she has recently begun to embrace the amazing progress she has made.

Over the past year, Hannah's core focus has been navigating and strengthening her relationships. To support her, Nickel staff provided a safe space for honest conversations, helping her find the language to express her feelings. By implementing consistent staffing, providing advanced notice of changes, and aligning support with her family and other professionals, we helped Hannah build a reliable foundation for growth. Hannah has shown incredible resilience in developing her own toolkit for success.

Previously overwhelmed by loud environments and meeting new people, she now welcomes visitors and engages deeply with those around her. Hannah has moved from relying on physical tools like timers and ear defenders to self-regulating through communication; she now asks for space when needed or chooses to write down thoughts she finds difficult to verbalise.

The impact on Hannah's life has been profound. She now navigates social disagreements without letting them derail her day, leading to a significant boost in her self-esteem and daily happiness. Most impressively, Hannah has emerged as a pillar of support for others. She acts as a reassuring presence for nervous newcomers and courageously shares her own past challenges to help peers feel less alone. Hannah's journey from overcoming personal barriers to becoming a compassionate mentor is a remarkable achievement we are honored to support.

# OUR SOCIAL SESSIONS: CONNECTION, CONFIDENCE, AND COMMUNITY



New to our timetable this year, our social sessions have quickly become a cornerstone of the weekly routine at Nickel Support. Created to bridge the gap between structured daytime enterprise training and informal community building, these sessions offer our trainees an entirely new environment to unwind, explore new interests, and strengthen their personal networks.

- **A vital routine:** Twice-weekly sessions offer a welcome break where trainees bond and grow together.
- **Inclusive & diverse:** Activities range from movie nights and community walks to high-energy sports and creative tie-dye workshops to spark joy.
- **A sense of belonging:** A safe, non-judgmental environment ensures everyone feels valued and completely at home.
- **Building resilience:** Stepping outside comfort zones directly boosts trainees' daily self-esteem and confidence.
- **Real friendships:** The informal setup builds a tight-knit micro-community where trainees support each other through shared challenges.
- **Enhanced well-being:** Rooted in fun and genuine care, these sessions are vital for long-term social integration.

# TRAINEE SPOTLIGHT: JAMES'S JOURNEY OF DISCOVERY

James is a dedicated trainee who has been with Nickel Support for five years. He has acquired a range of skills in Upcycling, Dance, Exercise, and Product Art. Whether he is maintaining equipment in the workshop, bringing jokes to the dance floor, or exploring his creative side through research and product trials, James is a vital part of the hub.

While James excelled in hands-on skills, the past year has been defined by an inspiring emotional journey. Previously, James struggled to respond appropriately when upset, which could lead to a breakdown in communication that affected his sessions and relationships. The staff team grouped together to look at the "why," breaking down triggers and contributing factors to create a solid support system for him.

By providing James with a safe space and information he could easily absorb, staff empowered him to better understand his feelings and choose more positive responses. James showed great courage in this process, committing to 1:1 meetings and applying what he learned to group settings. He even used this knowledge to help shape a Trainee Core Values structure for himself, which he is incredibly proud of. Through reflective practice and honest conversation, James moved from reactive responses to thoughtful, positive engagement.

Today, James's newfound ability to manage his own challenges has created space for stronger bonds with others. He has become a mentor figure, offering genuine support and advice to his peers. Where struggle once created a spiral of challenges, James now prides himself on communicating his needs to resolve problems and checking in on others. James's journey is a perfect example of what happens when an individual and a support team work together to make a lasting impact.

**"Nickel is lovely and everyone who works there is really supportive. I enjoyed my time in the office with Maisy where she went through different feelings and how to talk to others. I really enjoy all of my sessions I have recently started a session called Product Development where we make candles. I also enjoy making coasters in Jesmonite sessions."**



# 94%

of trainees surveyed reported feeling happier since joining Nickel Support

# 73%

of trainees surveyed reported eating healthier since joining Nickel Support

# 76%

of trainees surveyed reported doing more exercise since joining Nickel Support



# HEALTH

# CHALLENGING PERCEPTIONS EXHIBITION

An important part of our mission, is to raise public awareness of learning disabilities and challenge societal perceptions.

When we were invited to host an exhibition at Whitehall Historic House in Cheam, we saw an opportunity to bring this mission to life in a meaningful and engaging way.

We set out to create an exhibition that not only celebrated the talents of the incredible individuals we work with, but also challenged the assumptions and misunderstandings often associated with learning disabilities and autism. At its core, the exhibition explored themes of creativity, individuality, awareness, and inclusion.

Opening in October 2025, the exhibition ran for three months at Whitehall Historic House. It featured a powerful series of 20 portraits of Nickel trainees, each showcasing their unique hobbies, skills, and passions. In collaboration with local photographer Yani Yordanova of Nova Photo Atelier, trainees were invited to take part in a professional photoshoot. For many, this was a transformative experience—offering the opportunity to have their hair and makeup done and to present themselves with confidence and pride.

Each striking portrait was accompanied by an individual story, giving trainees a platform to share, in their own words, what they wanted the public to understand about them and their disability.

The response from visitors was overwhelmingly positive, with many reflecting on the impact and importance of the exhibition:

**“Incredible exhibition. brilliant stories and experiences shared. thank you for putting together such an insightful, impactful exhibition. more people should see this.”**

## IMPACT OF THE EXHIBITION:

- Increased community engagement and awareness of the barriers faced by people with learning disabilities
- Encouraged audiences to see ability rather than disability, humanising lived experiences through visual storytelling
- Strengthened partnerships with local businesses and the council
- Increased footfall to the museum and our beans & bloom café
- Provided 24 trainees with a platform to feel visible, valued, and celebrated
- Promoted greater cultural inclusion within the community

**This exhibition was made possible through the generous grant funding of the Raising the Roof Foundation and the valued sponsorship of Bedrock HR. We sincerely thank both organisations for their support.**



# CELEBRATING IMPACT: THE 2025 NICKEL AWARDS

The 2025 Nickel Awards brought the spirit of Ibiza to our community, featuring a face paint station, giant palm trees, and DJ Ian providing top tunes. With over 230 guests in attendance, the event was a vibrant highlight of the year, celebrating the dedication of our trainees and the exciting growth within the organisation.

## TRAINEE AWARDS

The awards showcased exceptional personal and professional milestones across both locations:

- **Carshalton Trainee of the Year:** Billy was recognised for a transformative year, significantly improving his communication skills and building strong social relationships with infectious enthusiasm.
- **Cheam Trainee of the Year:** Claire was honored for her resilient "can-do" attitude, successfully navigating employment and social skills while acting as a compassionate inspiration to her peers.
- **Highly Commended (Carshalton):** Alice became a "guiding light" for newcomers; Jack grew in confidence while sharing his vast knowledge; and Joe H took on greater responsibility at the pop-up cafe, designing boards and navigating menus.
- **Highly Commended (Cheam):** Kate and Elisha were celebrated as vital assets to the "Beans and Bloom" team for their efficiency and selfless customer service, while Matthew flourished in social confidence and lit up the studio with his dance moves.
- **Commended:** Loui invested in employment skills; Rhys was praised for his meticulous work and upbeat nature; and Richard and Claude both grew in confidence and empathy, always being the first to offer support to others.

## STAFF RECOGNITION

The unwavering commitment of our support team was also in the spotlight, with Robyn named Staff Member of the Year. Robyn was celebrated for her incredible way with people and her consistent dedication to providing the highest level of support to our trainees.





# THE 2025 NICKEL AWARDS



# CELEBRATING OUR FAMILIES: CARERS WEEK 2025



- **National campaign:** We proudly supported Carers Week to recognise and celebrate the vital contribution of unpaid carers across the UK.
- **A dedicated celebration:** We hosted a special event at The Duke's Head to honour our trainees' parents and carers, celebrating the families who walk alongside them.
- **Space to connect:** The relaxed afternoon provided goody bags, a free raffle, and a warm environment for parents to unwind and share experiences.
- **Honouring resilience:** The week allowed us to celebrate the dedication of these families, whose strength deeply connects to our trainees' achievements.

# VOICES OF PARENTS

## The impact of Nickel Support through the eyes of families



### Confidence and Growth

Nickel Support has helped our daughter to be more confident, she has a wider network, the opportunity to enhance skills and mature in an environment that enriches her life. She is no longer alone.

- NMA's mum

### Community

Nickel Support is a wonderful community that we feel so fortunate to be a part of. Our son is gaining so much from his sessions there & learning so many new skills.

- OLK's mum

### Family Impact

Nickel have been wonderful for our daughter and for us as a family. The staff have been so helpful and supportive and always put in the extra care, and time. She has made some life long friends, as have I! Meeting Nickel has been life changing for my daughter. We are ever grateful to them. - YR's mum

### Skills and Independence

Nickel Support has helped my son grow in so many ways. Increased confidence, learning new skills, working together as a team as well as learning to work independently in a supportive environment with well trained supporting staff. - JRO's mum



Charlie was lost in the system for a year before Nickel. No support, no social worker - she was a very angry, shy girl that didn't really communicate and wanted to stay in her room 24/7. She was lost, forgotten, and felt shoved under the carpet. If Nickel hadn't come along when it did I honestly don't know what the outcome would have been for her and me. Charlie has blossomed over the years, and that's due to her hard work, with the support and encouragement of Nickel Support.

- CJ's mum



### Opportunity

I can't put into words the joy and happiness I see in Jordan since joining Nickel Support. He has so many amazing opportunities to help him reach his full potential. He surprises us all the time.

- JPW's mum

### Belonging

Our son always sets off and comes home from his sessions with a smile on his face. He loves the sense of belonging.

- CHR's mum



# GOING THE EXTRA MILE: ROSIE AND ANNA'S YORK MARATHON SUCCESS

In 2025, sisters Rosie and Anna took our community spirit to the next level by completing the York Marathon. As daughters of our Interim Referrals Manager, Kelly, the duo have a front-row seat to the transformative impact of our work with adults with learning disabilities. Driven to help us reach even more people, they endured a gruelling training schedule to deliver a fantastic performance—and an even greater impact.

Through their incredible efforts, they raised £1,600 to fund vital, person-centred support for our trainees. We are immensely grateful to Rosie and Anna for proving that when we run together, we go further for our community.

If you have an inspired idea for a challenge or event and would like to fundraise on our behalf, please get in touch with our team at:

**[fundraising@nickel.org.uk](mailto:fundraising@nickel.org.uk)**

We would love to support your efforts.



# HOLLIE'S LEGACY: THE HEART AND PURPOSE OF OUR MISSION

**At Nickel Support, impact is not only measured through outcomes or statistics, but through the people who shape our culture, our values, and the experiences of everyone around them. Following her recent passing, we want to honour Hollie, who was truly one of those people.**

Hollie brought her own unique energy into Nickel Support - honest, bold, fearless, funny, creative, and full of sass. She made an impression wherever she went, simply by being completely herself.



Nickel Support's mission is to ensure that every person with a learning disability has the opportunity to live a fulfilled and purposeful life, and Hollie embodied that in so many ways. She embraced opportunities, built meaningful relationships, worked hard, supported others around her, and became a huge part of the everyday life and spirit of Nickel.

Relationships meant everything to Hollie. She formed strong friendships and connections with trainees, staff, parents, carers, and everyone around her. People naturally gravitated towards Hollie because of her personality, her warmth, and her desire to be involved and part of the team. She made a lasting impact on the people around her simply through the way she embraced life and connected with others.



Hollie also showed incredible determination throughout her life. Despite living with complex health conditions, she continued to approach life with resilience, independence, and a strong sense of who she was. She never allowed challenges to take away her personality, her ambition, or her desire to be involved in the world around her.

Hollie was someone who wanted to contribute. She took pride in being involved, working hard, helping others, and being part of something meaningful. She never shied away from responsibility or opportunity and showed exactly what can happen when people are given the chance to grow, belong, and be valued for who they are.

Seeing the profound difference that Nickel Support made to Hollie's life—and the immense impact her journey had on all of us in return—reminds us why this work matters so deeply. Her growth, independence, and joy are the very definition of the meaningful outcomes we strive to create.

Whilst Nickel Support played a role in Hollie's journey, Hollie also helped shape Nickel Support into what it is today. She reminded us that inclusion is not simply about providing opportunities - it is about creating places where people can belong, grow in confidence, build genuine relationships, and be recognised for everything they bring to the world.

Hollie's impact cannot truly be captured in words. It lives on in the memories, laughter, friendships, and moments created across nearly a decade at Nickel Support. Her personality, determination, and spirit continue to influence the people and culture around her and remain an important part of who we are.

As we reflect on our achievements in this Impact Report, Hollie's story stands as a testament to our mission. Witnessing the transformation and purpose in her life fills us with an even greater motivation to replicate that difference for many more individuals with learning disabilities, ensuring her legacy continues to drive our future impact.



# ACKNOWLEDGEMENTS

At Nickel Support, we believe that "it takes a village." Our work in 2025–2026 has been propelled by a remarkable network of partners, grant-makers, and local heroes. Fundraising isn't just about the numbers; it's about the resources that allow our trainees to access new opportunities, from barista training at Beans and Bloom to furniture upcycling at Interestingly Different.

## Our 2025–2026 Funders & Supporters

We are incredibly grateful to the following organisations whose grants and strategic partnerships have underpinned our core services this year:

- Arts Network Sutton
- SJP
- CareTech Foundation
- The Bloomfield Trust
- RTR Foundation
- Sutton College Tailored Learning Fund
- Bedrock HR
- The Beddington Lodge Freemasons
- Cheam Arts Society
- Carshalton Jazz Society
- The Plough Pub

We would also like to extend our heartfelt gratitude to our individual donors, whose personal contributions and monthly gifts provide the vital, flexible funding that allows us to respond to our trainees' needs the moment they arise.

### Support Us via GoodHub

Whether you are donating your own funds or the proceeds from a community event, **GoodHub** is our preferred platform for secure and simple giving.

To make a contribution follow the QR code.



# THANK YOU FOR YOUR CONTINUED SUPPORT