

Charity Registration Number: 1116293

Company Registration Number: 05841344



Voluntary Action South West Surrey

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDING 31 MARCH 2021



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LEGAL AND ADMINISTRATIVE INFORMATION



Charity Registration Number: 1116293

Company Registration Number: 05841344

Registered Office: 39 Castle Street, Guildford, Surrey, GU1 3UQ

Auditors

Goldwins Limited, 75 Maygrove
Road, London, NW6 2EG

Bankers

CAF Bank Limited. 25 Kings Hill
Avenue, West Malling, ME19 4JQ

Principal Funding Sources:



Board Of Trustees:

Alex Kissin

Date of appointment
23 September 2014

Anna-Marie Davis

Secretary

Date of Appointment
16 February 2021

Debbie Hustings

Chair

Date of Appointment
7 March 2019

Fiona Bovino

Date of Appointment
11 February 2021

Ian Handy

Date of appointment
19 June 2020

Kathy Atkinson

Date of Appointment
5 January 2021

Alex Green

Date of appointment
24 November 2020.

Peter McQuaid

Treasurer

Date of Appointment
11 February 2021

Tim Sheen

Deputy Treasurer

Date of Appointment
11 February 2021

CHAIR REPORT

It's incredibly inspiring that following a year of unprecedented challenge, brought on by the Covid-19 pandemic, Voluntary Action South West Surrey (VASWS) has remained true to our charitable purpose, to provide services to support voluntary and charitable organisations in the borough of Guildford and Waverley, and in particular the advancement of education, the protection of health, the relief of poverty, distress and sickness. For never has there been a time when our services have been needed more..

As leaders in our sector, we have seen the lived experience of the pandemic through the lens of our members, volunteers and service users and for us it was never an option to stand down our services. Our staff quickly adapted finding new ways of remaining available and responsive to those that need us most. We became expert at pivoting our delivery models away from 'in-person' and 'venue-based' outreach to online and digital front of house services. Moving forward digital technology will continue to play an important part in keeping us connected, but we recognise that we will need a blended approach, as many in the community lack the means or ability to access information on-line.



DEBBIE HUSTINGS
CHAIR OF TRUSTEES

This has also been a year of substantial change for the organisation with the planned retirement of our CEO Carol Dunnet in February 2021. The board would like to express their deep gratitude to Carol for her 14.5 years of service and wish her well in the future. Membership of the board has also changed, as we seek to better reflect the community we serve, and bring in new talent to take the organisation forward in a more sustainable way.

The funding situation continues to be of concern to the board, and as such, we have agreed to embark on a thorough review of our activities and develop a new business/strategic plan, which will take the organisation forward and to be completed in this calendar year. Our strength lies in that we can scale our shared voice with our scaling our organisation are losing our close connection to community and place.

It has been, and continues to be, a hugely challenging and exhausting period. Managing the extreme uncertainty caused by the pandemic and the anxiety and distress among our staff, volunteers and service users has been at the heart of our response as much as anything operational or strategic. Our challenge now is to begin that work and use our visibility, voice and influence to build back better for the voluntary and charity sector community of South West Surrey

CEO REPORT

The charity has experienced an unprecedented challenge like many others in responding to the pandemic. Whilst there was much uncertainty our staff, volunteers and board remained determined to supporting the communities of Guildford and Waverley throughout this unsettling time.

Voluntary Action South West Surrey has adapted to continue supporting charities and voluntary groups across Guildford and Waverley through a period of uncertainty. An influx of mutual aid and neighborhood support groups appeared to support the local community. We provided virtual support around governance, safeguarding and volunteer recruitment. Networking opportunities were strengthened to avoid duplication and encourage partnership working wherever possible.

At the start of the pandemic we signposted people using our phone line who were shielding and requiring support to local groups and volunteers who were able to help with collecting shopping, prescriptions and walking dogs to name a few. This invaluable service ensured that those most vulnerable in society were able to receive immediate support. The local knowledge held by our charity was instrumental in ensuring that signposting happened swiftly.



LANCE LATHINO

CHIEF EXECUTIVE OFFICER (CEO)

An area of growth is our social prescribing service which experienced a 77% increase in referrals in comparison to the previous year. This has placed substantial pressure on resources and we have needed to adapt our delivery model to utilise more remote and technological methods to assessing and supporting clients to streamline processes.

Both Welcome Buddies and Welcome to Volunteering which support adults in their local community have adapted over the past year. Staff have set up virtual gardening, book and arts sessions to support clients experiencing isolation and loneliness during periods of lockdowns. Clients have benefited from support when a number of services closed during initial lockdowns. For some clients, the support provided by Voluntary Action South West Surrey was the only human interaction they experienced during lockdowns.

Recruitment of COVID-19 vaccination volunteers has been a huge success, with over 800 volunteers registering in less than three months. The previous investment made by the charity in online software to manage volunteer applications and shift allocation proved invaluable to booking volunteers on shifts at different vaccination sites. We thank all the volunteers that came forward to support this effort.

Over the next year we will be focusing on recovering from the pandemic and how we move forward with a new way of working. Our strategy is currently being updated with staff and board members to ensure we remain current and able to respond to all situations. The success of Voluntary Action South West Surrey could not happen without the amazing staff, volunteers and board who support the charity to carry out critical work across Guildford and Waverley. On behalf of the charity I would like to thank all those that support Voluntary Action South West Surrey to carry out its charitable aims.

MEET THE TEAM



Caroline Keith
Volunteering
Development



David Rose
Welcome
Buddies



Diana Rang
Social Prescribing
Link Worker



Francesco Agyei
Social Prescribing
Link Worker



Ian Ross
Development
Officer



Jonathan Knight
Social Prescribing
Link Worker



Karina Young
Social Prescribing
Link Worker



Lorrain Yates
Welcome to
Volunteering
Coordinator



Liz Lodge
Social Prescribing
Link Worker



Nicola Freeman
Social Prescribing
Service Manager



Thahera Abdulahad
Administrative
Assistant

Claire Lane
Welcome to
Volunteering
Coordinator

Denise Graves
Welcome Buddies
Coordinator

Mary Brightman
Finance
Officer

Rachael Doeg
Social Prescribing
Link Worker

OUR MISSION & VALUES



MISSION

To help find volunteer roles, support groups and organisations for those in need.



VALUES

As an organisation, we are committed to:

- Being positive
- Respecting and valuing each other
- Being accountable
- Working cooperatively
- Delivering excellent customer service
- Continuously improving



“The work of Voluntary Action is integral to supporting community groups, especially over the past year due to the pandemic. This also includes its work supporting people with their mental health, and its social prescribing service.”

- Lance Lathino

Interview by the Guilford Dragon

CORE DELIVERY

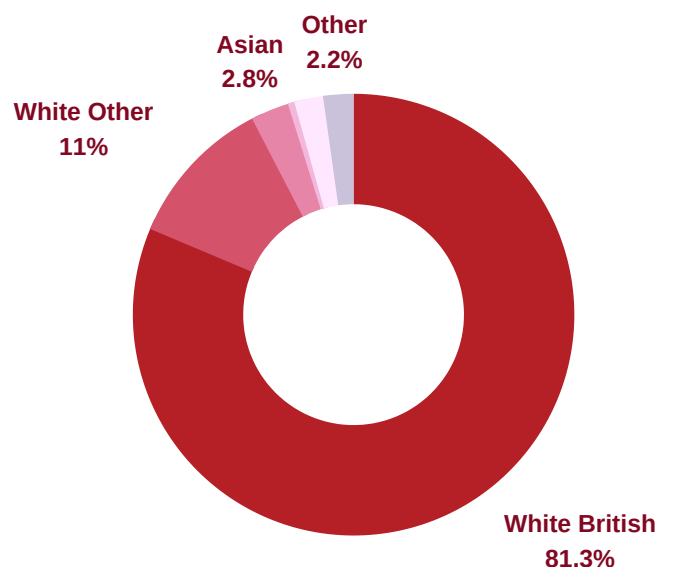
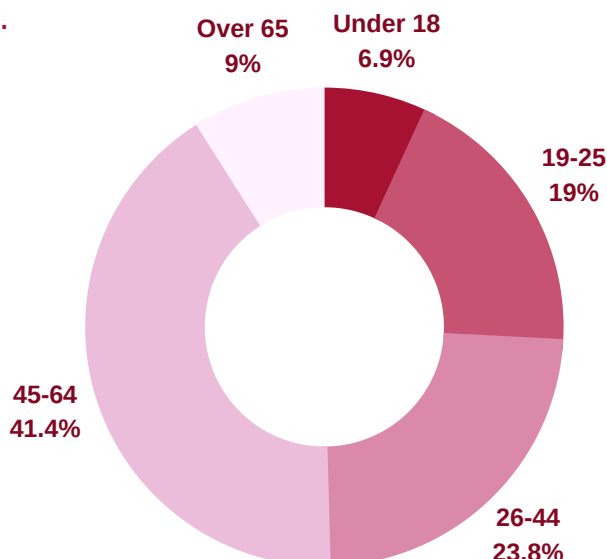
Volunteer Recruitment Support

Voluntary Action South West Surrey is delighted to support charities and voluntary groups by supplying volunteers from our Welcome to Volunteering and Welcome Buddies projects.



Demographics of Volunteers registered with Voluntary Action

Our volunteers come from a range of age groups and backgrounds. However, over half of our volunteers are aged above 45 and around 90% are white.



CARL

VOLUNTEER

Carl is a volunteer at The Spike Heritage Centre in Guildford, which he was pointed to by our staff member, David Rose. Volunteering has turned his life around, allowing him to meet new people and give something back to the community as a gardener and handyman; he finds fulfilment in the varied tasks.

Carl said:

I've been affected by mental and physical illness most of my life. After leaving the army, I fell in with the wrong crowd and unfortunately ended up in trouble. By chance, I met some people who gave me the support I desperately needed, and who inspired me to change my life around. I joined the Joining In Men's Group at Park Barn where I met David Rose of Voluntary Action South West Surrey. He mentioned that The Spike Heritage Centre in Guildford needed a volunteer gardener/handyman. I thought this would be a great opportunity to give something back, have something positive to focus on and meet some new people as I had been feeling quite isolated.

The garden needed a lot of work but, along with another volunteer gardener, we managed to reclaim it and are now concentrating on filling up the beds with new plants. I now also do lots of other types of maintenance work at The Spike.

This suits me as I prefer to be outside and have lots of different things to do - no two days are ever the same. I can work at my own pace with no pressure and I enjoy the friendship and camaraderie with the two other members of the maintenance team, Liam and Frances.

”



KIERAN

VOLUNTEER

Kieran was referred to Welcome to Volunteering (WTV) by our local hospital, where he was receiving support with mental ill health and recovery from addiction. Kieran was really struggling, feeling lonely and isolated, and needed and wanted some structure to his week.

The WTV team worked with him to establish the type of volunteering he was interested in. With the support of our in-house colleagues, we managed to secure Kieran a role on our Community Point project, which helps to connect people in the area to community groups and activities. He very quickly became a reliable and important part of the volunteer team.

In addition to this admin role, Kieran volunteered as a buddy on our Welcome Buddy project, offering a listening ear to others in need. Because of his experience, Kieran recognised the value of this work and kindly arranged a birthday fundraiser to contribute to the project.

Kieran has recently been in contact to thank everyone at VASWS for their support in helping him get his life back to a normal routine. He is now living in Barcelona and has a flat and a full-time job. This is an outstanding success story and demonstrates how all the different strands of work at VASWS can come together to make an enormous difference to the lives of people we support.



GUILDFORD LIONS CLUB

We help connect willing volunteers with many organisations in the local area, from the Yvonne Arnaud Theatre in Guildford to Cherry Trees in East Clandon.

The Guildford Lions has 45 member volunteers and organises fundraising events throughout the year to provide help for those in need in the Guildford area, while also supporting other local charities and organisations. Through their fundraising efforts, which have included the Fireworks Fiesta in Stoke Park, the Easter Fayre at Shalford Park, and the Raft Race on the River Wey, they have had a positive impact on the community.

The funds raised by their events have provided everything from furniture, including cookers, fridges and carpets, to Christmas supermarket vouchers, outings for the elderly and for young carers, and creativity packs for children during lockdown. Guildford Lions has also channelled the money they've raised to local organisations, such as the Guildford food banks, Cherry Trees, Shooting Star Chase and others.

The volunteers of the Guildford Lions club are their organisation; without them many people in need in the local area would go without help.

**Where there is a need, ”
there is a Lion.**



VOLUNTEERS WEEK

For Volunteers' Week (from the first to the seventh of June), we asked some local organisations to share how volunteers have helped them and their local communities over the course of the pandemic.

Crossroads Care Surrey

Since the start of the pandemic, Crossroads Care Surrey have been providing telephone befriending, and shopping and prescription collections for carers and vulnerable people across Surrey, on top of their usual service providing respite breaks for unpaid carers.

In April, their care co-ordinator for Guildford and Waverly received an emergency call from VASWS requesting help for an older gentleman. He was unable to work due to disability and other medical conditions and found himself having to isolate and rely on the help and support of others. When he reached out, he had not had a government food parcel for nearly three weeks and was down to his last bits of food, milk and bread. One of Crossroads' staff volunteers, Rosemary, did his shopping that evening. He was so grateful and showered Rosemary with thanks and praise, making a donation to Crossroads as a thank you. He said that Crossroads were the only people he was able to reach out to for support during the pandemic and said how much he appreciates and values the support.

Crossroads Care Surrey are extremely grateful to their staff who volunteered the time to help their COVID-19 response. Their efforts have been immensely appreciated by all those who have received support. Crossroads are overwhelmed by their volunteers' dedication and enthusiasm.

Fairlands Community Association

Fairlands Community Association have 69 volunteers who have delivered food and prescriptions to their local area, as well as further afield to Guildford and parts of Woking. In addition to the 4,500 prescriptions they delivered, Fairlands volunteers set up a mobile library and a newsletter. The library allowed people to keep busy during the lockdowns; they could request to have books delivered to them, which they could then keep or return later. The fortnightly "Keeping in Touch" newsletter kept the community connected, and was distributed by volunteers who printed them at home and delivered them around Fairlands and the surrounding area.



Advice From Our Volunteer

"To be a volunteer fundraiser you have to enjoy charity work and enjoy meeting people and talking to them. Always smile and make them feel you are genuinely interested in them."

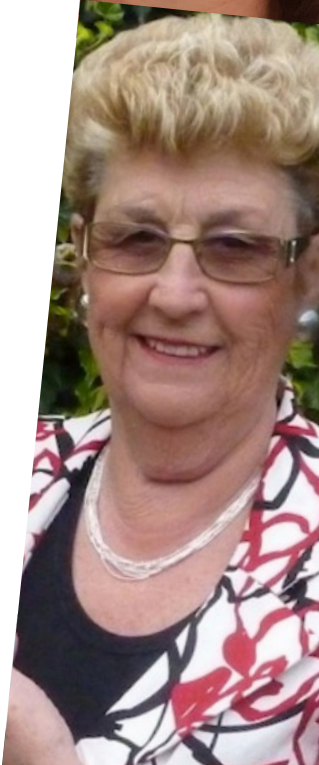
- Shirley West

"You need to be reliable, committed and to have an interest in whatever your volunteering is. Also, be aware that you may well be part of a team and to do what's required of you."

- Jan Messinger

"I would advise anyone interested in volunteering to take time to really look into all the opportunities available before they make a commitment. Also, be patient as checks and training can take longer to complete than they would for paid employment and it takes a while to build up experience and skills when you're doing something on a very part-time basis."

- Claire



Support for voluntary and community groups and charities

Voluntary Action South West Surrey continued to offer support to local groups and organisations despite the Coronavirus situation. Using online platforms, we supported groups with help and advice on the following:

- Charity Registration
- Funding advice
- Funding searches
- Governance
- New group set up
- Policies & Procedures

The VASWS Volunteer Centre also helped organisations with volunteer-related support (including volunteer recruitment and management) and ran a Volunteer Coordinators Network to supplement this

We ran regular network meetings for local groups and organisations in Ash, Cranleigh, Farnham, Godalming and Haslemere. As well as the local Older People's Forum and Mental Health Forum.

We also compiled a weekly e-newsletter, of sector-relevant local information, for distribution to all our networks and contacts.

Quotes:

Aileen McGibbon, from Crossroads Care, said "Many thanks to Ian for his advice on our successful National Lottery application – it clearly helped!

”

Ben McCallan, from Zero Carbon Guildford, said "Ian was instrumental in our successful application to become a Charity and his help with our policies and procedures and funding searches has been invaluable!

”

Roger Macdivitt, from Cancer Testing South, said "We are indebted to Ian Ross of VASWS for his input and suggestions that made our grant application procedures so relevant and easy. It is always good to know that Ian and VASWS are there when we need assistance.

”

COVID-19

VACCINATION VOLUNTEERS

Our volunteers took part in various local COVID-19 vaccination programmes across Guildford and Waverley.

12156.5
HOURS
COMPLETED



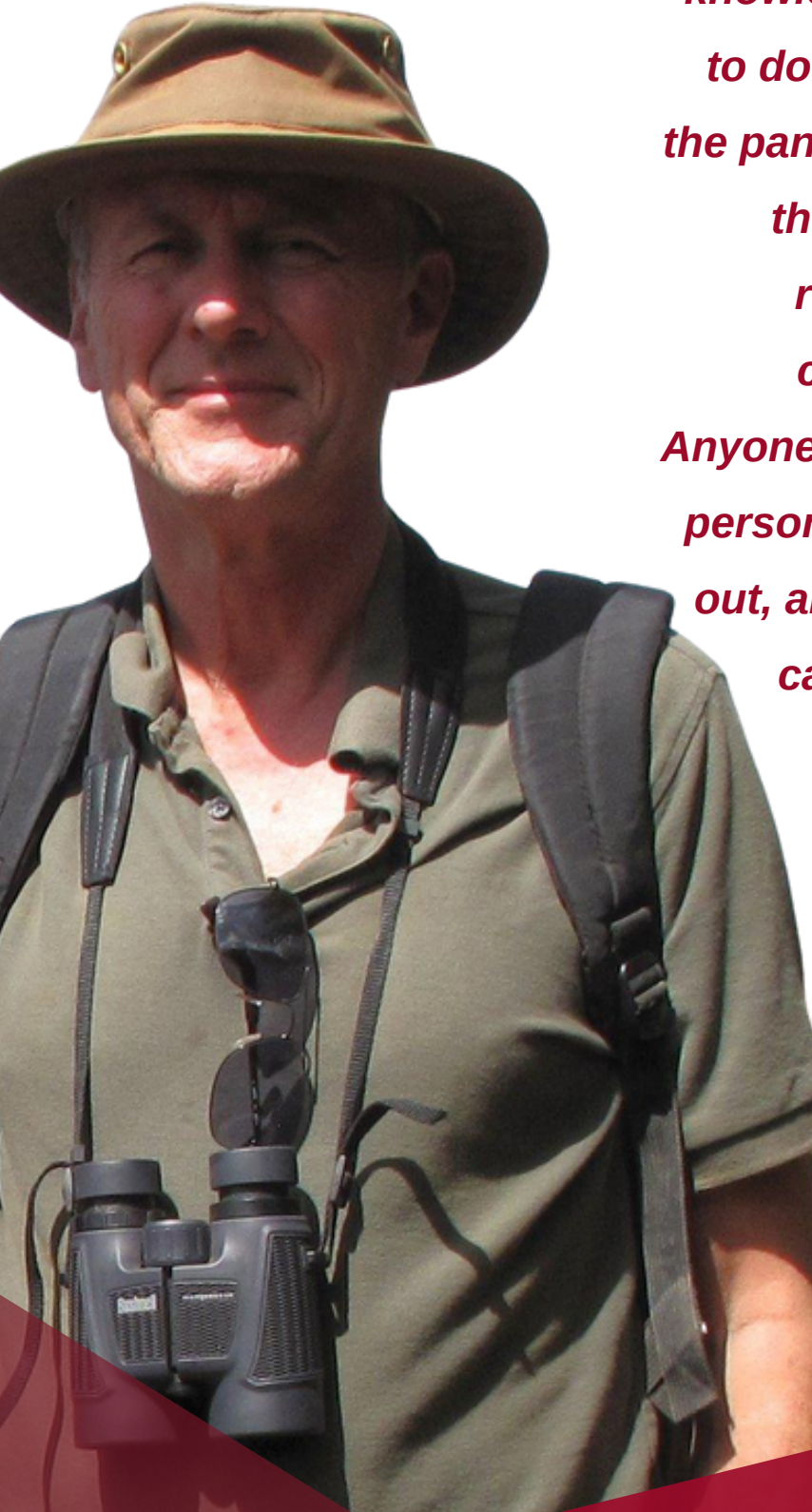
2815
SHIFTS
COMPLETED



845

**REGISTERED VOLUNTEERS ACROSS
GUILDFORD AND WAVERLEY**

COVID-19 COMMUNITY VOLUNTEER

A photograph of a man from the chest up. He is wearing a brown bucket hat, a green polo shirt, and a black backpack. He has binoculars hanging from his neck. He is smiling slightly and looking towards the camera.

“ I don't have any medical knowledge, and I simply wanted to do something to help during the pandemic. This seemed to be the perfect opportunity, so I registered and asked to be considered as a volunteer. Anyone with an ongoing, friendly personality would enjoy helping out, and you really feel that you can help make a difference.”

- Adrian Clark

COVID-19 TIMELINE

17TH APRIL

We sent an email to all the Guildford & Waverley Covid-response groups with helpful attachments discussing what VASWS could do to help them.

MAY

For 'Volunteer's Week', we sent an email to ask groups what we could share for them on our newsletter or social media.

OCTOBER

One of our volunteers (James van Doorp) contacted all the groups and updated our records and support based on the responses we recieved.

FEBRUARY

Shifts at the Cranleigh local vaccination site were filled within 52 minutes.

23RD MARCH

We contacted all the local foodbanks to ask if they had made any changes or required help.

28TH APRIL

We organised 'Waverley Covid-19 Support Groups' and 'Guildford Covid-19 Support Groups'.

JUNE

We sent another e-mail to all the Guildford & Waverley COVID-response groups with more tailored information and collected details about their current situations.

JANUARY

Our projects provided aid to individuals with mental health issues. VASWS distributed PPE supplies on behalf of Surrey County Council to charities and voluntary groups.

MARCH

We shared details of groups with those needing help. Individuals were keen to attend these opportunities as it allowed them to network with like-minded people.



COVID-19 MUTUAL AID & NEIGHBOURHOOD SUPPORT GROUP RESPONSE

STOUGHTON NEIGHBOURHOOD SUPPORT FACEBOOK GROUP

One of the first groups set up in Guildford was the Stoughton Neighbourhood Support Facebook Group, who called a meeting to gauge interest and start planning their response to the community's needs. David Rose, the head of our Welcome Buddies project, attended to give advice on setting up a group with volunteers and how to help and support them. The group coordinated pharmacy collections, drop-offs, shopping, telephone befriending and dog walking. We kept in touch, offering them help and advice.

Something we discussed with them was how to overcome the situation of paying for shopping and prescriptions. Other groups were having similar issues and we gave advice gained from our conversations with them. We have also sent out support e-mails with relevant help and guidance. The group continues on Facebook as a Covid-19 support group and a general community support mechanism.

Stoughton Neighbourhood Response Group said:

All volunteers have been absolute stalwarts. What they have done, has rescued this government of ours.

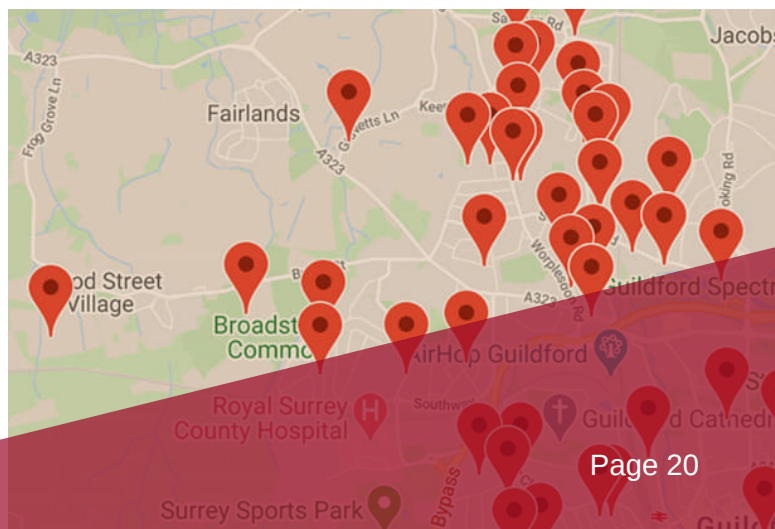


ELSTEAD PARISH EMERGENCY RESPONSE

Another group, Elstead Parish Emergency Response, set up by the Parish Council, Elstead Help, Elstead Volunteer Response Team and the local Facebook Group, all worked together to coordinate a similar service. As with the Stoughton Neighbourhood Support Group, Voluntary Action gave Elstead Parish Emergency Response advice and support, with regards to helping and supporting volunteers and coordinating shopping and prescription payments via one of the Parish Councillors.



Elstead Parish Emergency Response said: VASWS supported them 'by helping share awareness of the existence of the group - to those we may have been unable to reach' and they encourage other support groups to 'share simple and effective updates with volunteers about how else they can help.'



OUR PROJECTS

SOCIAL PRESCRIBING

Social Prescribing aims to link our clients with local services and activities to support improvements in their health and wellbeing.



WELCOME BUDDIES

Welcome Buddies aims to engage our clients with group activities that are focused on integrating them into society, with a particular focus on improving wellbeing and supporting recovery from mental ill-health.



WELCOME TO VOLUNTEERING!

Volunteering is an amazing opportunity to contribute to your community, help people, learn new skills, broaden your horizons and make friends. Volunteering is also a great stepping stone to paid work as it requires transferable skills which are valuable anywhere.



REAL CHANGE GUILFORD

Real Change Guildford is an initiative to raise funds for those sleeping rough on the streets of Guildford, giving them the opportunity to change their lives.



SOCIAL PRESCRIBING

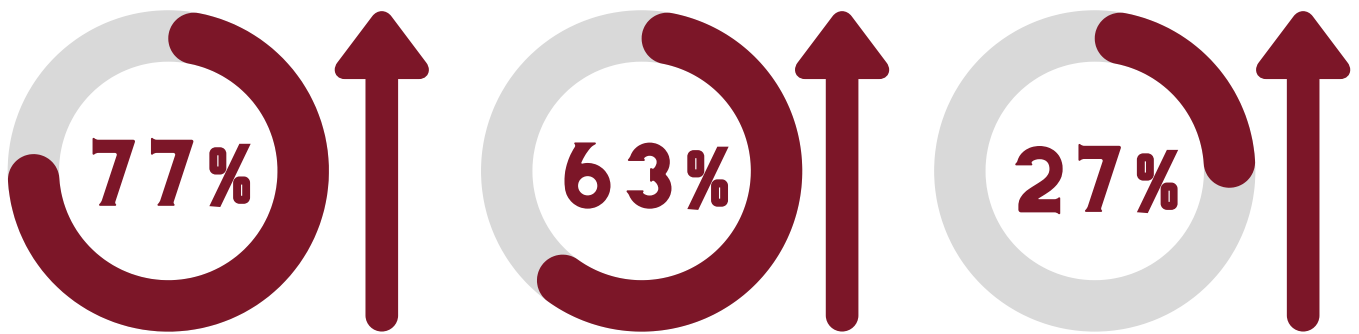
Social Prescribing aims to link our clients with local services and activities to support improvements in their health and wellbeing.

Overview of 2020 - 2021

NEW REFERRALS

NEW CLIENTS

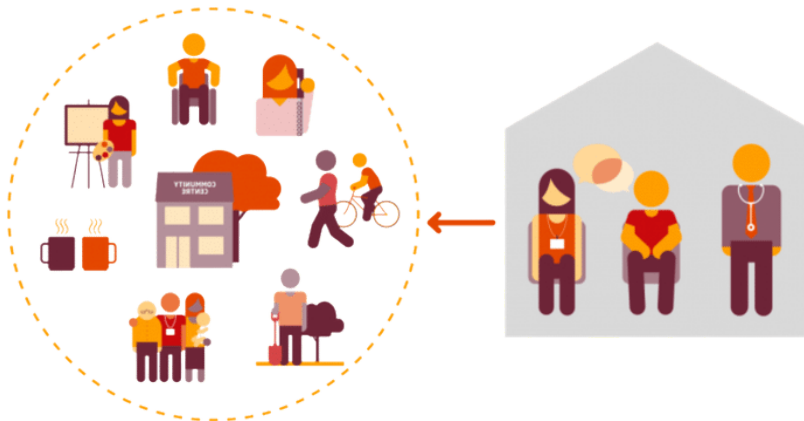
CLIENT CONTACTS



NEW REFERRALS

NEW CLIENTS

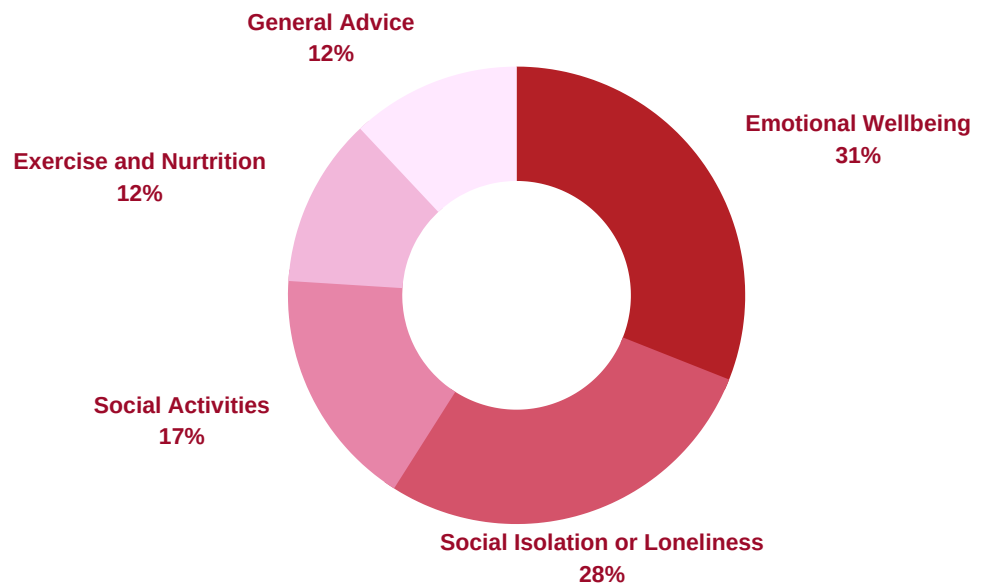
CLIENTS' CONTACTS COLLECTED



Social Prescribing Data Breakdown

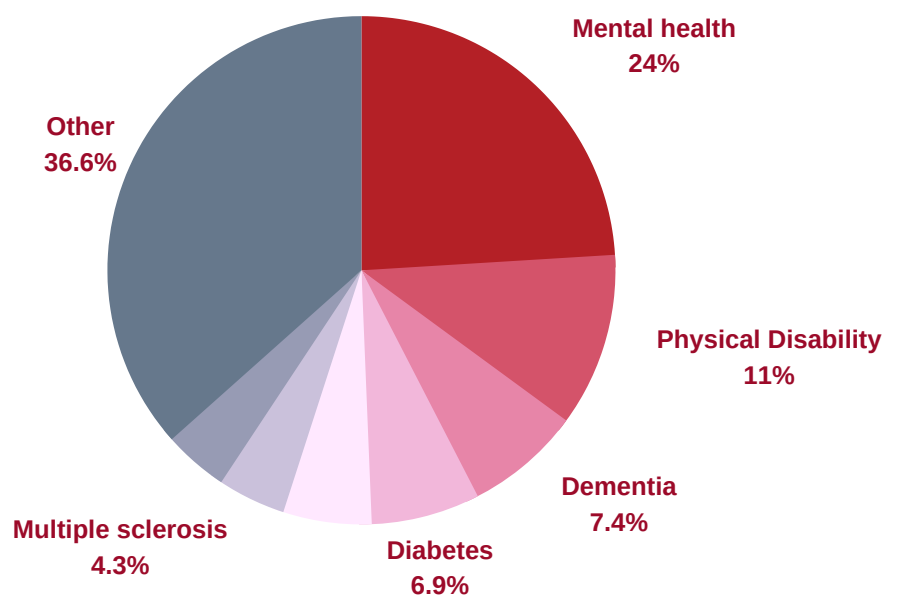
Referral Reasons

Emotional wellbeing and social isolation / loneliness made up about half of our referral reasons.



Disability / Long-term health conditions

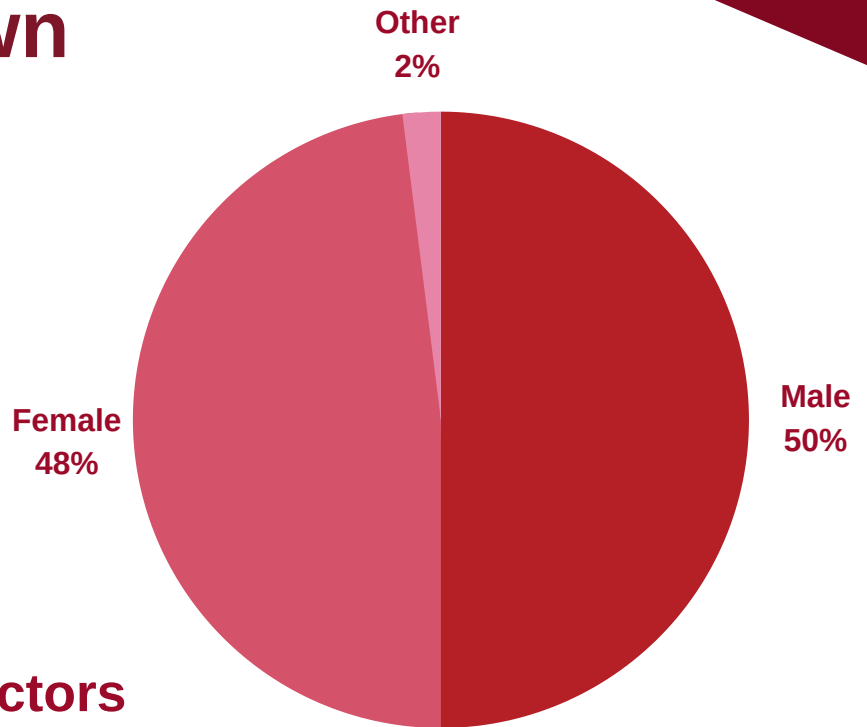
462 clients stated that they had a disability or long-term health condition.



Social Prescribing Data Breakdown

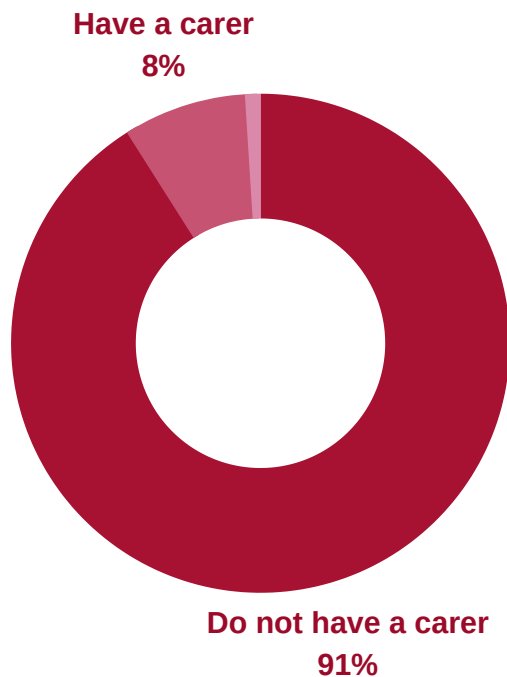
Gender

Our clients are evenly split between men and women.

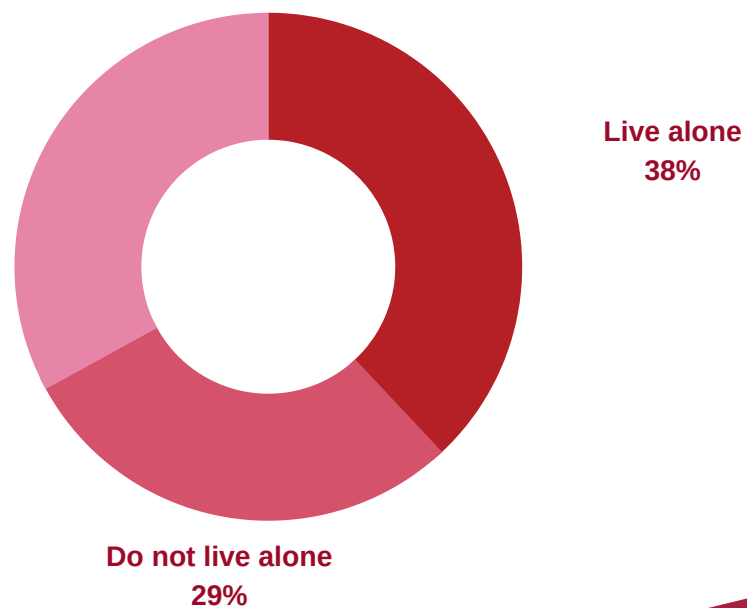


Other demographic factors

61 of our clients have a carer and 300 live alone.

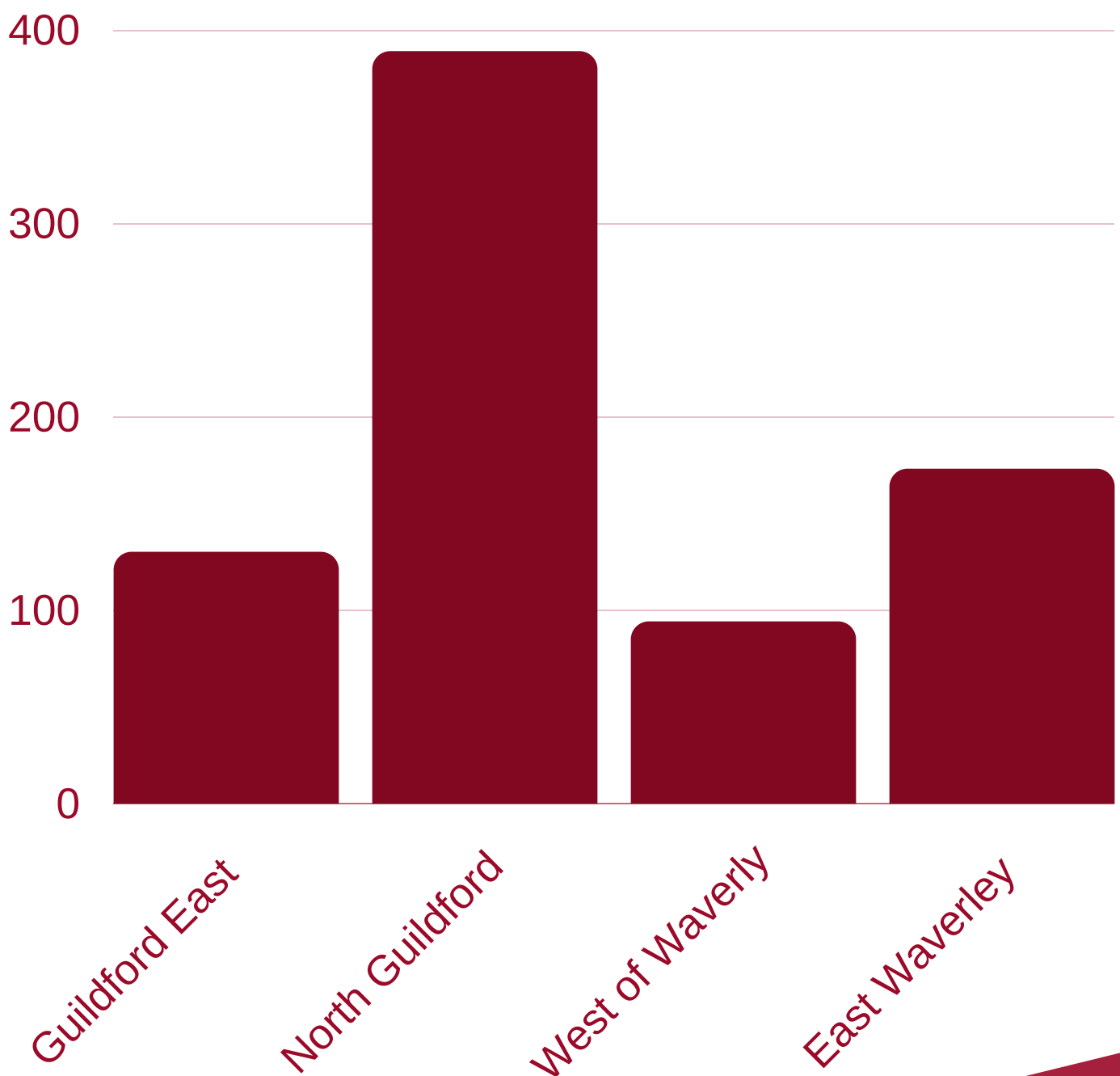


Unknown
33%



PRIMARY CARE NETWORK (PCN) BREAKDOWN

There was a significant increase in the number of new referrals comparing data from 2019-2020 to 2020-2021. This chart shows the number of new referrals by PCN.



PETER

CLIENT FOR SOCIAL PRESCRIBING

Peter is 31 years old and was referred to Social Prescribing by his GP to seek support for social isolation, emotional well-being, help with fire safety, and general advice.

Jack, Peter's five-year-old son, has been receiving ongoing cancer treatment for two years. This put a lot of pressure on Peter and his wife financially, emotionally and practically. Peter's wife gave up work to look after Jack, but unfortunately, the immense worry of caring for a child with a life-threatening illness has led to her suffering from anxiety and depression. Peter has just returned to work himself after taking time off to support his family.

Peter and his wife are struggling to manage Jack's behaviour and are unsure if it is caused by the trauma he experienced because of being ill or the beginning of ADHD.

The Link Worker made a referral for the family to Homestart, who quickly allocated them a family worker who visited Peter and his family at home. They provided support and advice around understanding Jack's behaviour and offered consistent parenting strategies they could implement straight away.

The Link Worker also referred Peter to the CAB to determine if there were any benefits he could claim to ease his financial situation. Peter said that the CAB advisor was 'brilliant. She phoned me several times with really helpful advice and information.'



ALISON
LINK WORKER

What Peter really needed was some time with his wife as they had been totally focused on caring for their son for two years and had very little family support around them. The Link Worker made a referral to Crossroads, who provide three and a half hours of free care each week to support adults who are carers to enable them to have some 'recharge' time.

Peter was concerned that if there was a fire in the night, he might not wake up and get his family to safety. The Link Worker made a referral to Surrey Fire and Rescue Service, who came and did a full safety check of the home. Peter said that this really reduced his anxiety and that it was also a special treat for Jack as the fireman made a big fuss of him, and he got to see the fire engine up close.

The Link Worker found 'The Kids Cancer Charity', which helps children with life-threatening illnesses and their families access free holidays. With Peter's consent, the Link Worker made a referral for the family to the charity. In addition, they completed an application for Jack to the 'Make a Wish Foundation' for something else for Jack to look forward to.

Peter was very grateful for the help he received through the Social Prescribing Service.

”

Peter said:

'For so long our family hasn't been able to make plans for the future. Our family was broken but with the help I received, especially the holiday, it feels like this is the first step to us building it back up again.'

PENNY

CLIENT FOR SOCIAL PRESCRIBING

Penny was referred to the Social Prescribing Service because she was feeling extremely isolated. She suffered from long-term depression and anxiety and struggled to get out of bed daily, which was made worse by the lockdown restrictions.

Talking to the Link Worker, Penny said that she wanted to improve her mental health. She wanted to become more mindful again and manage her intrusive thoughts better, as well as make some new social connections within her local community to pursue her hobbies, hoping to meet some like-minded people along the way.

Penny said she quickly became overwhelmed with too much information, so the Link Worker provided everything in small chunks.



JONATHAN
LINK WORKER

The Link Worker gave Penny the local mental health crisis line and safe haven details for when she might be feeling desperate or suicidal. She made a referral to IAPT Mind Matters for CBT to help Penny treat her anxiety and depression.

Penny was not ready to engage with local befriending services at this time but was very keen to learn how to use Zoom and connect with others, so the Link Worker referred her to the Tapestry Lunch Club, where she was loaned a 'grandpad'. She was given clear instructions on how to use it and was then able to take part in the online lunch clubs and keep in touch with friends. She was also able to access other services, such as the virtual wellbeing hub.

Penny said: 'The regular lunch clubs and being digitally included, at last, had a really positive effect on my mental health and my overall sense of wellbeing.'

The Link Worker also made a referral to Reconnections, and as a result of this, Penny has gone on to start Tai Chi classes and connect with someone who shares her interest in photography. Penny was also referred to the Headspace app and some online mindfulness sessions via Zoom.

Penny said:

'The Social Prescribing service has given me a ray of hope, knowing there is help for me to connect with others and have a purpose again'.

'Everything is going well....I am feeling much better. I have some down days, but I am having more good days, even in the mornings now I am getting up and doing things rather than sitting in bed feeling depressed'. 'Thank you for helping me to see that life's for living'.

”

SUSAN

CLIENT FOR SOCIAL PRESCRIBING

Susan was referred to Social Prescribing by her GP for weight loss issues.

Susan has few friends and very little support but would do anything for her kids, whose father passed away 16 years ago due to a brain tumour. She currently lives with her 21-year-old son, who has autism, and their four dogs. She and her son cannot work because of their health issues, and they both claim state benefits. Susan is being supported by CAB, who are helping her to manage her debt.

Susan was desperate to have a breast reduction to ease respiratory issues and severe back pain, but her GP would not refer her to the specialist until she lost weight.

Though she was desperate to lose weight and make lifestyle changes in order to be referred for surgery, Susan had no idea how to start or what to do. She was feeling breathless and uncomfortable, could not fit in her clothes and had difficulty walking. She was keen to encourage her son to be healthier but understood that changes needed to start with her as she and her son do everything together.

Before making any changes, Susan weighed 18 stone and had never owned a pair of scales. She and her son didn't eat breakfast or lunch. They ordered takeaways or bought meal deals for dinner and ate crisps and snacks from four pm onwards whilst drinking. As a result, neither of them felt motivated to exercise.

She was referred to social prescribing to help her work out what she needed to change and how to go about it.

DIANA

LINK WORKER



The Link Worker shared the government guidelines on alcohol consumption, and Susan agreed to cut down and take some exercise. In addition, they made a referral to the local food bank, which provided Susan with fresh food and help with fuel payments.

With the guidance and support of the Link Worker, Susan lost 23lbs over the next seven weeks, eating three meals a day. Susan began to cook meals from scratch, cut takeaways down to once a week, and eat breakfast every day before ten. Susan and her son have started eating salads, including vegetables, in their meals and have eaten rice, broccoli and peppers for the first time. They have completely changed their eating patterns.

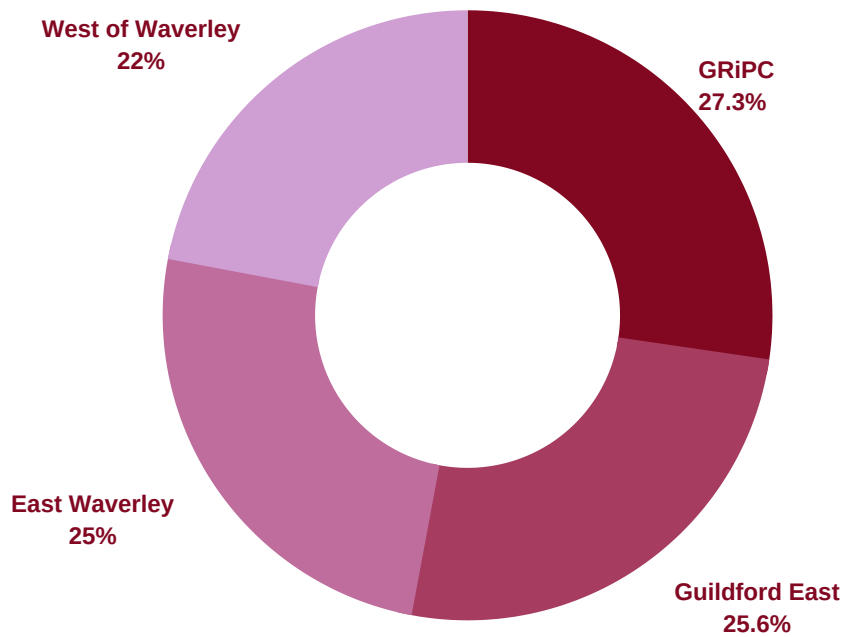
Susan has also cut out fizzy drinks and reduced her alcohol consumption dramatically. She tries to have at least one alcohol-free day a week. She is also trying to walk more often and is keen to start swimming.

Susan says that she feels less breathless, although her back still causes her pain.

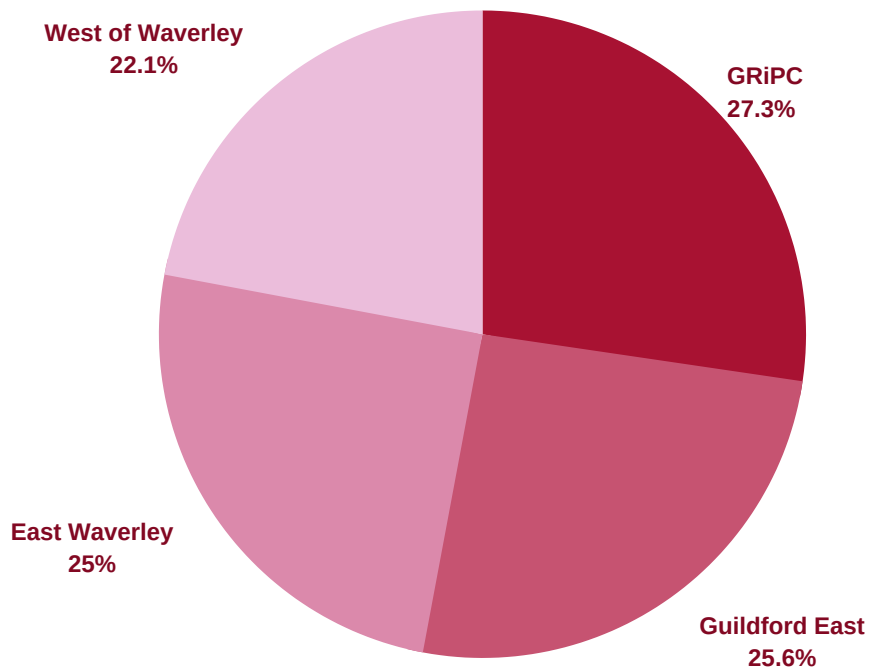
As a result of her efforts and the help of the link worker, Susan's GP has now made a referral for her to have her breast reduction operation.

Share of PCN Multi-Disciplinary Team (MDT) Action Planning Referrals

Practice List size for calculations (raw 1st May)



Annual Guildford & Waverley Practices



This table shows the four **Primary Care Networks (PCN)** in Guildford and Waverley and the GP practices belonging to them.

GUILDFORD EAST

Austen Road Surgery
 Horsley Medical Practice
 Merrow Park Surgery
 Shere Surgery
 St Luke's Surgery
 Villages Medical Practice

NORTH GUILDFORD

Dapdune House Surgery
 Fairlands Medical Practice
 Guildowns
 Woodbridge Hill Surgery

WEST OF WAVERLEY

Chiddingfold Surgery
 Grayshott Surgery
 Guildford Rivers Practice
 Haslemere Health Centre
 Witley Surgery

EAST WAVERLEY

Binscombe Medical Centre
 Cranleigh Medical Practice
 The Mill Medical Practice
 Springfield Surgery
 Wonersh Surgery

WELCOME TO VOLUNTEERING!

We led the way locally, offering support to our clients and organisations and many hundreds of people locally in the vulnerable and shielding groups during the Covid-19 pandemic. We've worked with lots of groups in our local community to keep things up and running throughout the year.

Helping Our Local Theatre

5 WEEKS **12** WTV VOLUNTEERS

Over a period of five weeks, 12 Welcome To Volunteering! (WTV) volunteers helped clear the paths, trim the shrubs, jet wash the area and re-paint the steps. As a result, the theatre was able to hold an outdoor music event bringing in some much-needed revenue. WTV will continue to support the theatre with monthly garden tidy-ups.



And... Our Local Art Gallery!

4 VOLUNTEERS PER SESSION

The Art Gallery's volunteer base was typically white, middle-aged retired people, but they have really embraced the diversity amongst our group and could not have been more welcoming. As a result, we have now developed a robust referral pathway into this organisation for supported volunteers.

Because of the increase in the volunteer workforce off the back of the pandemic, we anticipate our Welcome to Volunteering Officers needing to advocate for greater diversity within organisations now more than ever as it is always tempting to choose the easier option when it comes to a volunteer, rather than taking the time to discuss the reasonable adjustments needed by a disabled volunteer.

This year, a positive outcome for Welcome to Volunteering (WTV) was organisations' greater understanding of people's mental health difficulties, during the pandemic, particularly around social isolation and fear of catching COVID-19.

Book club

The zoom book club aimed to prevent social isolation while also drawing on the group's shared experience of mental ill-health to reflect on how literature can be used as a means of escape.

110

ATTENDEES IN TOTAL

The first session saw 14 people attend, and the atmosphere was electric; everyone was keen to share their favourite books and forgot about being stuck indoors under lockdown restrictions. As the months have gone by, we have had 110 attendees to these sessions and regularly see between five to eight attendees each week.

20

**SELECTED BOOKS WILL BE
DONATED TO OUR LOCAL
PSYCHIATRIC HOSPITAL**

Craft group

Another successful weekly zoom session was our craft group. This was a slightly smaller group seeing four to five clients attend each week. This group focuses on sharing crafts you enjoy and teaching others new crafting techniques.

We explored crochet, card making and cross-stitch and made some excellent decorations!



GRACE

CLIENT FOR WELCOME TO VOLUNTEERING

Grace was referred to WTV by a local family support service. Grace was feeling very isolated and desperate to find an opportunity to interact with others. She is a single mum following a divorce due to domestic violence and severe back problems, which often leaves her in pain and suffering with low moods. Grace has a real artistic streak and so we sought her a role at a local charity that offers an art-based day service for people with learning disabilities. Her induction couldn't have gone better. She interacted really well with all the clients but especially a Portuguese gentleman, who the team at the charity had struggled to communicate with due to the language barrier. Grace speaks Portuguese as she is Brazilian and so suddenly he was able to communicate! It was a magical moment for all involved.

Grace said:

Thank you so much for helping me find a nice voluntary job. The team are incredible, and the place has such a good atmosphere.

”

NATALIE

CLIENT FOR WELCOME TO VOLUNTEERING

Natalie was referred to WTV by our Social Prescribing Team. Natalie had recently been made redundant as a result of the pandemic, and was feeling isolated, tearful and hopeless. Natalie is an extremely bright lady and her work really stimulated and motivated her. The lack of routine and focus during lockdown was having a huge impact on her mental health. Due to the covid restrictions we were unable to help Natalie find a volunteer role but instead invited her to our book and craft zoom clubs. Initially she was very shy and reserved but week on week grew in confidence and very soon became a very key member of the group. Natalie said our groups were the highlight of her week and she was so grateful for them. This new-found increased confidence saw Natalie apply for and successfully gain new employment.

To witness such a turnaround in Natalie was a joy to see, what we were able to offer her came at just the right time and as a result changed the trajectory of her life and caught her before she become more unwell, depressed and disillusioned.

“

Natalie said:

Thank you for inviting me to join the book/film and craft zooms. They quickly became the focus of my week and gave me something to really look forward to. I felt like I made new friends albeit virtual friends. I will miss you as I start my new job but will remember what we shared at a tough time fondly.

RUTH

CLIENT FOR WELCOME TO VOLUNTEERING

Ruth has been a client of WTV for some time. She is a middle-aged single mum who has been under the care of the Community Mental Health Team for 30 years. Just before Christmas 2020, Ruth was told that her support would come to an end, which came as a huge shock and caused a great deal of anxiety. Ruth saw WTV as a way to help her keep busy and start to use some of the resilience she has been taught over the years.

Ruth is very friendly and sociable, and really enjoys supporting others, especially older people. Because of this, WTV supported her to find a role delivering meals on wheels. Very quickly, Ruth became a valued member of the team, popular with the clients and other volunteers. Her confidence grew steadily. After a couple of months, Ruth asked us to refer her to an employment support charity. She totally embraced the process, updated her CV and started applying for jobs. Despite getting interviews she wasn't offered a position. She was starting to feel despondent, but we were able to encourage her to keep trying. To everyone's delight, a couple of months later Ruth was offered a permanent position in a care agency – her dream job.

Ruth has made enormous strides this year; her mental health has really stabilized, and she has stopped self-harming. Ruth has a minor criminal record from many years ago, which has plagued her and shut many doors for her. Her newfound confidence meant she felt comfortable sharing this information with her new employers, and thankfully they have been very supportive.

Ruth is a really big success story. WTV was the springboard for this positive change at such a turbulent time.

Ruth said:



WTV has given me so much, the opportunity to restart my life. They believed in me and supported me and now I have a paid job. I am very happy and extremely grateful.

THE GUILDFORD INSTITUTE

The Guildford Institute's 30 volunteers are key to keeping the organisation running. Their historic library and archive is manned solely by volunteers, and this resource would not be accessible to the residents of Guildford and beyond without their help. Volunteers work both front of house and behind the scenes at the Guildford institute. They welcome visitors and help with event set-up, but also attend 'brochure stuffing parties' to help prepare the mail-out of their termly brochure to several thousand people. The Guildford Institute also enlists the help of local professionals who provide advice on matters such as HR regulations.

Their volunteers have been really flexible during the past year, with some still continuing to offer support while working from home. The Institute has taken the time to consider some new volunteer roles they'd like to develop in order to serve the community further.

“

Our volunteers provide an incredible support to our staff team, enabling the Institute to grow and offer a far wider range of activities to the local community as a result. Put simply, we couldn't operate without them!



WELCOME BUDDIES

Welcome Buddies supports people to join in with activities and groups, helping them improve their general well-being, recover from mental ill-health and become part of their local community.

172

NO. OF NEW
REFERRALS

202

SUPPORTED
CLIENTS

6

MONTHS OF SUPPORT

This project provides life coaching and volunteer support for six months for people who are experiencing anxiety, depression other mental health difficulties and those in recovery from drug and/or alcohol addiction.

4

PEER MENTORS WERE TRAINED

Our volunteer Welcome Buddies have been swimming, walking, shopping, going on public transport, and many other activities with people from the local community. Welcome Buddies increased their contacts within mental health recovery and mental health services. We learnt much and will continue to do so.

During the year we trained four Peer Mentors who are all active on the programme.

We are now taking new referrals for our Welcome Buddies project, which offers support to people who are looking to move forward with their mental health.



What Our Clients Say

We introduced workshops for social anxiety and walks based on sociability. We attended gardening events run by Welcome to Volunteering, and many clients moved on to either volunteering or employment.

“

"I would have gone back to prison if I hadn't found someone who believed in me."

– Client A of Welcome Buddies

“

"I liked that the walks, made me feel normal."

– Client B of Welcome Buddies

“

"I felt like a real person and not an alcoholic for the first time."

– Client C of Welcome Buddies

"I started having real anxiety about going outside and my Care worker suggested the Welcome Buddies. Initially we only spoke on the phone and eventually we met in a coffee shop with the co-ordinator. I was so anxious I had to leave early. I attended a few walks and am now thinking about volunteering for the SwingBridge next Spring. My buddy challenged me and always believed I could do it."

– Client from Probation

”

WELCOME BUDDIES VOLUNTEERS

Voluntary Action South West Surrey continues to recruit welcome buddies volunteers to provide short-term assistance to people needing a helping hand on a wide range of social and practical tasks. The role is ideal for people who have recently been helping others during the coronavirus crisis and wish to continue welcome buddies volunteering.

Volunteering roles typically include:

- Shopping for someone who is housebound.
- Accompanying a person to an appointment.
- Light gardening or simple DIY work.
- Help with food prep or cooking.
- Going for a walk with someone.
- Exercising, for example, swimming.
- Form filling or paperwork for people in need.



REAL CHANGE GUILDFORD

JASMINE

When Jasmine turned 62 in August 2018, she had been rough sleeping in Guildford for over ten years, and the thought of facing another cold winter living on the streets filled her with fear.

As with many homeless people we work with, Jasmine experienced significant adversity and instability in her early life that significantly impacted her later. Despite this, for many years, Jasmine persevered and managed to hold down a full-time job, working nights and using recreational drugs to sustain her. Unfortunately, over time, her mental health deteriorated, and eventually, her use of drugs became an uncontrollable addiction, and Jasmine ended up living on the streets of Guildford.

Things went from bad to worse as Jasmine's drug use escalated, her mental health deteriorated, and she struggled to maintain any form of emergency or temporary accommodation. Finally, following a short prison sentence, Jasmine was back on the streets of Guildford. By this time, Jasmine's awareness that life was passing her by grew, and she realised she didn't want to continue the stressful and dangerous rough sleeping lifestyle she had lived for the past ten years.

Jasmine was referred to the Indigo service by the Homeless Outreach and Support Team (HOST). Indigo is based within the HOST team and directly provides specialist mental health and well-being support to individuals living on the street. Indigo worked in partnership with Guildford Action, whose day service supported Jasmine and with Guildford Borough Council, who sourced suitable long-term accommodation.

Jasmine + HOST + Indigo +
Guildford Action + Council + Real
Change Guildford
= rough sleeping ended

”

However, we knew bricks and mortar alone wouldn't provide the solution as a home is so much more than this. So, once a suitable property was found and ongoing support for Jasmine was in place, Indigo applied to Real Change Guildford to help fund this transition.

Real Change funding helped Jasmine to:

- Buy essential furniture for her new property, which helped turn a building into her home.
- Pay upfront for basic utilities (electricity, water etc.) and household items, which helped Jasmine to remain stable. At the same time, her benefits changed and reduced the risk of her developing debt during the first few weeks.
- Cover travel expenses back into Guildford town centre so that Jasmine could continue to maintain her support network and gently ease herself back into a more regular lifestyle.

£400 helped make a house a home for Jasmine, refreshed her faith in humanity, and helped her start a new life on the right foot. Jasmine has enjoyed her new home for over 6 months now, her drug use has reduced significantly, and her mental health is stable. She now feels part of a community and volunteers regularly to help others. We wish Jasmine all the very best for the future.

REAL CHANGE GUILDFORD

MARK

Mark spent 15 years in and out of homelessness services and sleeping rough, and his time on the streets significantly impacted his overall health and mobility. Mark had been living at the Number 5 HUB for several months when Guildford Borough Council offered him a property. Unfortunately, Mark was on welfare benefits and had no savings to use to pay the two weeks rent in advance he needed to secure his accommodation and move on with his life.

Mark's support workers applied to Real Change Guildford to fund £202 for his rent in advance. His case was approved by Real Change and they provided the funds within 48 hours of receiving the application, allowing Mark to secure his future home. Because of Mark's success, a bed space was created at the HUB, providing an opportunity for another rough sleeper to move away from the streets during the peak of the COVID-19 pandemic.

When he first received the keys to his new home, Mark was very emotional and unable to express his gratitude in words. Three months later, Mark continues to sustain and maintain his accommodation. He has also taken on a new four-legged lodger called Snowy! Mark would like to thank all the agencies involved in changing his life, especially Real Change Guildford, for transforming his aspirations into reality.

”

Because of Mark's success, a bed space was created at the HUB, providing an opportunity for another rough sleeper to move away from the streets during the peak of the COVID-19 pandemic.

DIGITAL MARKETING TRAINEESHIPS

We offered opportunities for enthusiastic, dedicated young people aged 16-24 wanting to gain experience in digital marketing and the charity sector.

Paid progression opportunities were available with Kickstart Placements and Apprenticeships for young people who were interested in a career in marketing.

10

DIGITAL MARKETING TRAINEES
PROMOTED

We also partnered with a number of local schools to work with their students.

Meet Our Trainees



DARIAN LAMBERT
DIGITAL
MARKETING TRAINEE

"I have developed my communication skills; I have more confidence in myself and my abilities. VASWS give you the perfect opportunity to improve on yourself. I have anxiety, and this has helped me grow into a better person. I have also developed my computer skills tremendously by being part of VASWS traineeship scheme. If you are looking to build your confidence, then VASWS is the perfect place to do so!"



TOBY MORRIS

FORMER DIGITAL
MARKETING TRAINEE

"My experience working with VASWS enabled me to move onto an apprenticeship successfully at a company that I am very much enjoying working for. Working with VASWS enabled me to gain valuable experience in Digital Marketing that employers are always looking for. I am very grateful for the experience and all of the feedback that I received from all of the team at VASWS."

“

DEBRA FOSTER
SKILLS COACH AT
LETMEPLAY EDUCATION

"Toby has been committed throughout; his work ethic is outstanding...a pleasure to teach"

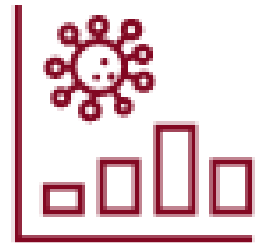
“

LANCE LATHINO
CEO AT VOLUNTARY
ACTION SOUTH
WEST SURREY

"Toby completed a Digital Marketing Traineeship with us and we are thrilled the skills and experience Toby developed with Voluntary Action South West, which has supported him to gain a paid apprenticeship."

FUTURE PLANS AND PRIORITIES

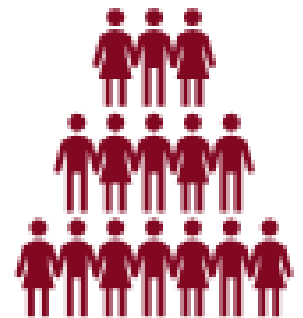
Prepare and embed a new strategy for the charity which focuses on recovery from the COVID-19 pandemic



Enhance staff training and development



Enhance governance within the charity and strengthen the board



Increase financial reserves



Approved by the trustees on and signed on their
behalf by
Date; 12/16/2021

Name: Debbie Hustings
Chair




Auditors Report

Opinion

We have audited the financial statements of Voluntary Action South West Surrey for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Auditors Report

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Auditors Report

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
- identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
- The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [\[www.frc.org.uk/auditorsresponsibilities\]](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Anthony Epton

.....
 Anthony Epton (Senior Statutory Auditor)
 for and on behalf of
 Goldwins Limited
 Statutory Auditor
 Chartered Accountants
 75 Maygrove Road
 West Hampstead
 London NW6 2EG

16 December 2021

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDING MARCH 2021

		UNRESTRICTED	RESTRICTED	2021 TOTAL	2020 TOTAL
INCOME FROM:	NOTE	£	£	£	£
DONATIONS AND LEGACIES	3	1,275	--	1,275	750
CHARITABLE ACTIVITIES	4	106,473	336,505	442,978	349,193
OTHER TRADING ACTIVITIES	5	717	--	717	19,907
INVESTMENTS	6	134	--	134	671
TOTAL INCOME		108,599	336,505	445,104	370,521
EXPENDITURE ON:	7				
CHARITABLE ACTIVITIES		100,889	336,144	437,033	369,338
TOTAL EXPENDITURE		100,889	336,144	437,033	369,338
NET INCOME / (EXPENDITURE) FOR THE YEAR	8	7,710	361	8,071	1,183
TRANSFERS BETWEEN FUNDS		--	--	--	--
NET MOVEMENT BETWEEN FUNDS		7,710	361	8,071	1,183
RECONCILIATION OF FUNDS:					
TOTAL FUNDS BROUGHT FORWARD		103,972	17,944	121,916	120,733
TOTAL FUNDS CARRIED FORWARD		111,682	18,305	129,987	121,916

All of the above results are derived from continuing activities.
 There were no other recognised gains or losses other than those stated above.
 The attached notes form part of these financial statements.

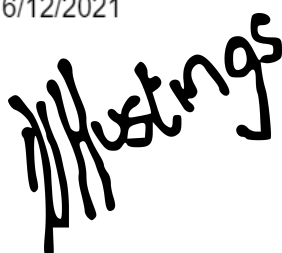
BALANCE SHEET

AS AT 31 MARCH 2021

	NOTE	2021 £	2021 £	2020 £	2020 £
FIXED ASSETS:					
TANGIBLE ASSETS	10		--		
			--		
CURRENT ASSETS:					
DEBTORS	11	38,676		11,094	
CASH AT BANK AND IN HAND		180,221		161,720	
		<u>218,897</u>		<u>172,814</u>	
LIABILITIES:					
CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	12	88,910		50,898	
NET CURRENT ASSETS / (LIABILITIES):			129,987		121,916
TOTAL ASSETS LESS CURRENT LIABILITIES			129,987		121,916
CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR			--		--
TOTAL NET ASSETS / (LIABILITIES)			129,987		121,916
THE FUNDS OF THE CHARITY	14				
RESTRICTED FUNDS			18,305		17,944
UNRESTRICTED FUNDS:					
DESIGNATED FUNDS		20,000		50,000	
GENERAL FUNDS		91,682		53,972	
TOTAL UNRESTRICTED FUNDS			111,682		103,972
TOTAL CHARITY FUNDS			129,987		121,916

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the trustees on 16/12/2021
 and signed on their behalf by



Name: Debbie Hustings
 Chair

Company Registration no. 05841344

The attached notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

1 ACCOUNTING POLICIES

A) BASIS OF PREPARATION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - Charities SORP (FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

B) GOING CONCERN

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

C) INCOME

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

1 ACCOUNTING POLICIES (CONTINUED)

D) DONATION OF GIFTS, SERVICES AND FACILITIES

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

E) INTEREST RECEIVABLE

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

F) FUND ACCOUNTING

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

G) EXPENDITURE AND IRRECOVERABLE VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings.

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

1 ACCOUNTING POLICIES (CONTINUED)

H) ALLOCATION OF SUPPORT COSTS

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity and its activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 7.

I) OPERATING LEASES

Rental charges are charged on a straight line basis over the term of the lease.

J) TANGIBLE FIXED ASSETS

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Fixtures and fittings	33% straight line basis
Computer equipment	33% straight line basis

K) DEBTORS

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

L) CASH AT BANK AND IN HAND

Cash at bank and cash in hand includes cash and bank deposit or similar account.

M) CREDITORS AND PROVISIONS

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

N) FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

O) PENSIONS

The charity operate stakeholder pension schemes.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

2 DETAILED COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES (PRIOR YEAR)

	2020 UNRESTRICTED £	2020 RESTRICTED £	2020 TOTAL £
INCOME FROM:			
DONATIONS AND LEGACIES	750	--	750
CHARITABLE ACTIVITIES	100,973	248,220	349,193
OTHER TRADING ACTIVITIES	19,907	--	19,907
INVESTMENTS	671	--	671
TOTAL INCOME	122,301	248,220	370,521
EXPENDITURE ON:			
CHARITABLE ACTIVITIES	121,873	247,465	369,338
TOTAL EXPENDITURE	121,873	247,465	369,338
NET INCOME / (EXPENDITURE)	428	755	1,183
TRANSFERS BETWEEN FUNDS	--	--	--
NET MOVEMENT BETWEEN FUNDS	428	755	1,183
TOTAL FUNDS BROUGHT FORWARD	103,544	17,189	120,733
TOTAL FUNDS CARRIED FORWARD	103,972	17,944	121,916

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

3 INCOME FROM DONATIONS AND LEGACIES

	UNRESTRICTED £	RESTRICTED £	2021 TOTAL £	2020 TOTAL £
DONATIONS	1,275	--	1,275	750
	1,275	--	1,275	750

4 INCOME FROM CHARITABLE ACTIVITIES

	UNRESTRICTED £	RESTRICTED £	2021 TOTAL £	2020 TOTAL £
SURREY COUNTY COUNCIL	48,661	--	48,661	48,661
GUILDFORD AND WAVERLEY CCG	30,065	--	30,065	30,065
CATALYST	--	45,000	45,000	45,000
GUILDFORD BOROUGH COUNCIL	9,747	--	9,747	9,747
WAVERLEY BOROUGH COUNCIL	8,000	--	8,000	8,000
BIG LOTTERY FUND: REACHING COMMUNITIES	--	71,105	71,105	69,330
BIG LOTTERY FUND: BUILDING CONNECTIONS	--	33,690	33,690	32,100
POSTCODE COMMUNITY GRANT: VOLUNTEER BUDDIES	--	6,500	6,500	--
PROCARE HEALTH: SOCIAL PRESCRIBING LINK WORKERS	--	113,010	113,010	45,190
SURREY COUNTY COUNCIL: SOCIAL PRESCRIPTION	--	60,400	60,400	56,600
COMMUNITY FOUNDATION FOR SURREY: VOLUNTEER BUDDIES	--	5,300	5,300	--
SURREY COUNTY COUNCIL: WORKING FROM HOME	--	--	--	3,000
GUILDFORD BOROUGH COUNCIL: H&W-2018 CONFERENCE 'INSPIRE'	--	--	--	1,500
GUILDFORD BOROUGH COUNCIL: VOLUNTEER BUDDIES	--	1,500	1,500	--
SMALL BUSINESS GRANT RE: COVID-19	10,000	--	10,000	10,000
	106,473	336,505	442,978	349,193

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

5 INCOME FROM OTHER TRADING ACTIVITIES

	UNRESTRICTED £	RESTRICTED £	2021 TOTAL £	2020 TOTAL £
FEES	717	--	717	18,797
LEARNING & NETWORKING LUNCHES AND OTHERS	--	--	--	360
TRAINING WORKSHOPS AND SEMINARS	--	--	--	750
	717	--	717	19,907

6 INCOME FROM INVESTMENTS

	UNRESTRICTED £	RESTRICTED £	2021 TOTAL £	2020 TOTAL £
BANK INTEREST	134	--	134	671
	134	--	134	671

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

7 ANALYSIS OF EXPENDITURE	CHARITABLE ACTIVITIES £	SUPPORT COSTS £	2021 TOTAL £	2020 TOTAL £
STAFF COSTS (NOTE 9)	256,884	118,995	375,879	314,007
DIRECT COSTS :				
PROJECT EXPENSES	1,478	--	1,478	3,622
NETWORKING & LUNCH EVENTS	100	--	100	859
TRAINING EVENTS	3,395	--	3,395	3,522
STAFF & VOLUNTEER TRAVEL EXPENSES	6,255	--	6,255	7,482
RECRUITMENT	1,070	--	1,070	110
ADMINISTRATION EXPENSES :				
PRINTING, POSTAGE & STATIONERY	1,133	525	1,658	3,514
TELEPHONE & INTERNET	6,361	2,947	9,308	5,159
RENT AND UTILITIES	1,058	490	1,548	1,739
INSURANCE	--	1,392	1,392	1,244
REPAIRS AND MAINTENANCE	--	6,893	6,893	342
IT & COMPUTER EQUIPMENT	10,703	4,958	15,661	13,097
AUDIT AND ACCOUNTANCY	--	4,087	4,087	5,387
LEGAL AND PROFESSIONAL	--	48	48	48
MARKETING & PUBLICITY	813	377	1,190	2,473
SUBSCRIPTIONS	--	1,851	1,851	761
SUNDRY EXPENSES	3,449	1,597	5,046	4,383
EVALUATION	--	--	--	1,504
BAD DEBT	--	60	60	70
BANK CHARGES	--	114	114	15
	292,699	144,334	437,033	369,338
SUPPORT COSTS	144,334	(144,334)	--	--
2021 TOTAL	437,033	--	437,033	369,338

Support and governance costs were allocated pro rata to total direct costs.

Of the total expenditure, £100,889 was unrestricted (2020: £121,873) and £336,144 was restricted (2020 £247,465).

ANALYSIS OF EXPENDITURE (prior year)

	CHARITABLE ACTIVITIES £	SUPPORT COSTS £	2020 TOTAL £
STAFF COSTS (NOTE 9)	259,768	54,238	314,007
DIRECT COSTS :			
PROJECT EXPENSES	3,622	--	3,622
NETWORKING & LUNCH EVENTS	859	--	859
TRAINING EVENTS	3,522	--	3,522
STAFF & VOLUNTEER TRAVEL EXPENSES	7,482	--	7,482
RECRUITMENT	110	--	110
ADMINISTRATION EXPENSES :			
PRINTING, POSTAGE & STATIONERY	3,035	479	3,514
TELEPHONE & INTERNET	4,455	703	5,159
RENT AND UTILITIES	1,052	237	1,739
INSURANCE	--	1,244	1,244
REPAIRS AND MAINTENANCE	--	342	342
IT & COMPUTER EQUIPMENT	11,311	1,786	13,097
AUDIT AND ACCOUNTANCY	--	5,387	5,387
LEGAL AND PROFESSIONAL	--	48	48
MARKETING & PUBLICITY	2,136	377	2,473
SUBSCRIPTIONS	--	761	761
SUNDRY EXPENSES	3,785	589	4,383
EVALUATION	--	1,504	1,504
BAD DEBT	--	70	70
BANK CHARGES	--	15	15
	301,589	67,750	369,338
SUPPORT COSTS	67,750	(67,750)	--
2020 TOTAL	369,338	--	369,338

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

8 NET INCOME/(EXPENDITURE) FOR THE YEAR

THIS IS STATED AFTER CHARGING/ (CREDITING):

	2021	2020
	£	£
AUDITOR'S REMUNERATION :		
AUDIT FEES	3,000	4,000

9 ANALYSIS OF STAFF COSTS, TRUSTEE REMUNERATION AND EXPENSES , AND THE COST OF KEY MANAGEMENT PERSONNEL

STAFF COSTS WERE AS FOLLOWS:

	2021	2020
	£	£
SALARIES AND WAGES	330,980	275,333
SOCIAL SECURITY COSTS	22,801	19,206
EMPLOYER'S CONTRIBUTION TO DEFINED CONTRIBUTION PENSION SCHEMES	22,098	19,468
	<u>375,879</u>	<u>314,007</u>

No employee earned more than £60,000 during the year (2020: nil).

The total employee benefits including pension and national insurance contributions of the key management personnel and support staff were £84,052.

The trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2020: £nil). No trustees received payment for professional or other services supplied to the charity (2020: £nil).

STAFF NUMBERS

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2021	2020
	NO.	NO.
RAISING FUNDS	--	--
CHARITABLE ACTIVITIES	13.5	11.3
SUPPORT	2.1	2.3
	<u>15.6</u>	<u>13.6</u>

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

10 TANGIBLE FIXED ASSETS

COST	ICT EQUIPMENT £	FURNITURE £	TOTAL £
AT THE START OF THE YEAR	14,378	2,575	16,953
ADDITIONS IN YEAR	--	--	--
DISPOSALS IN YEAR	--	--	--
AT THE END OF THE YEAR	<u>14,378</u>	<u>2,575</u>	<u>16,953</u>
DEPRECIATION			
AT THE START OF THE YEAR	14,378	2,575	16,953
CHARGE FOR THE YEAR	--	--	--
ELIMINATED ON DISPOSAL	--	--	--
AT THE END OF THE YEAR	<u>14,378</u>	<u>2,575</u>	<u>16,953</u>
NET BOOK VALUE			
AT THE END OF THE YEAR	<u>--</u>	<u>--</u>	<u>--</u>
AT THE START OF THE YEAR	<u>--</u>	<u>--</u>	<u>--</u>

All of the above assets are used for charitable purposes.

11 DEBTORS

	2021 £	2020 £
TRADE DEBTORS	36,519	8,263
PREPAYMENTS & ACCURED INCOME DEBTORS	2,157	2,831
	<u>38,676</u>	<u>11,094</u>

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

12 CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
TRADE CREDITORS	18,923	9,141
OTHER CREDITORS **	10,930	16,668
DEFERRED INCOME **	43,700	17,800
ACCRUALS	15,358	7,289
	<u>88,910</u>	<u>50,898</u>
DEFERRED INCOME		
	2021	2020
	£	£
BALANCE AT THE BEGINNING OF THE YEAR	17,800	16,150
AMOUNT RELEASED TO THE INCOME IN THE YEAR	(17,800)	(16,150)
AMOUNT DEFERRED IN THE YEAR	43,700	17,800
BALANCE AT THE END OF THE YEAR	<u>43,700</u>	<u>17,800</u>

*Deferred income includes Community Foundation for Surrey: Volunteer Buddies £4,700, Surrey County Council: Social Prescription £15,000 and Guildford Borough Council: Real Change £24,000. ICT equipment

**Other creditors includes £1,125 held on behalf of Farnham Locality Group and £9,055 held on behalf of Real Change.

13 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	GENERAL UNRESTRICTED £	DESIGNATED £	RESTRICTED £	TOTAL FUNDS £
TANGIBLE FIXED ASSETS	--	--	--	--
NET CURRENT ASSETS	61,682	50,000	18,305	129,987
NET ASSETS AT THE END OF THE YEAR	61,682	50,000	18,305	129,987

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

14 MOVEMENT IN FUNDS

	AT THE START OF THE YEAR £	INCOMING RESOURCES & GAINS £	OUTGOING RESOURCES & LOSSES £	TRANSFERS £	AT THE END OF THE YEAR £
RESTRICTED FUNDS:					
CATALYST WELCOME BUDDIES	14,289	45,000	(44,773)	--	14,516
TIME BANK GUARDIAN ANGELS	1,342	--	-	--	1,342
REACHING COMMUNITIES	2,303	71,105	(71,092)	--	2,316
BUILDING CONNECTIONS	(6)	33,690	(33,686)	--	(2)
SOCIAL PRESCRIPTION PROCARE	2	113,010	(112,929)	--	89
SOCIAL PRESCRIPTION SURREY	14	60,400	(60,409)	--	5
VOLUNTEER BUDDIES	--	13,300	(13,261)	--	39
TOTAL RESTRICTED FUNDS	17,944	336,505	(336,144)	--	18,305
UNRESTRICTED FUNDS :					
DESIGNATED FUNDS					
ORGANISATION CONTINGENCY	50,000	--	--	--	20,000
TOTAL DESIGNATED FUNDS	50,000	--	--	--	20,000
GENERAL FUNDS	53,972	108,599	(100,889)	--	91,682
TOTAL UNRESTRICTED FUNDS	103,972	108,599	(100,889)	--	111,682
TOTAL FUNDS	121,916	445,104	(437,033)	--	129,987

Purposes of restricted funds

Income, which is received for specific projects, as – for example – grants, donations and earned income – is accounted for as restricted funds, with expenditure usually attributed over a specific period of time.

Purposes of designated funds

The Organisation Contingency Fund is a fund that is designed to be used for meeting any unforeseen emergencies. The primary objective is to enhance the charity's financial stability and to protect the financial plan which enable to continue its charitable activities in case of emergencies.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

15 LEGAL STATUS OF THE CHARITY

The charity is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the charity being wound up.

16 RELATED PARTY TRANSACTIONS

The charity has no related party transactions during the year. (2020: Nil)

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 2021

17 A. ANALYSIS OF NET ASSETS BETWEEN FUNDS (PRIOR YEAR)

	GENERAL UNRESTRICTED £	DESIGNATED £	RESTRICTED £	TOTAL FUNDS £
TANGIBLE FIXED ASSETS	--	--	--	--
NET CURRENT ASSETS	53,972	50,000	17,944	121,916
NET ASSETS AT THE END OF THE YEAR	53,972	50,000	17,944	121,916

B. MOVEMENTS IN FUNDS (PRIOR YEAR)

	AT THE START OF THE YEAR £	INCOMING RESOURCES & GAINS £	OUTGOING RESOURCES & LOSSES £	TRANSFERS £	AT THE END OF THE YEAR £
RESTRICTED FUNDS:					
CATALYST WELCOME BUDDIES	14,289	45,000	(45,000)	--	14,289
TIME BANK GUARDIAN ANGELS	1,342	--	--	--	1,342
REACHING COMMUNITIES	1,590	69,330	(68,617)	--	2,303
BUILDING CONNECTIONS	(32)	32,100	(32,074)	--	(6)
SOCIAL PRESCRIPTION PROCARE	--	45,190	(45,188)	--	2
SOCIAL PRESCRIPTION SURREY	--	56,600	(56,586)	--	14
TOTAL RESTRICTED FUNDS	17,189	248,220	(247,465)	--	17,944
UNRESTRICTED FUNDS :					
DESIGNATED FUNDS:					
ORGANISATION CONTINGENCY	50,000	--	--	--	50,000
TOTAL DESIGNATED FUNDS	50,000	--	--	--	50,000
GENERAL FUNDS	53,544	122,301	(121,873)	--	53,972
TOTAL UNRESTRICTED FUNDS	103,544	122,301	(121,873)	--	103,972
TOTAL FUNDS	120,733	370,521	(369,338)	--	121,916