



ANNUAL REPORT

2021/2022



Financial year from 1 April 2021 to 31 March 2022

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,
Kent,
ME19 4JO

Principal Funding Sources



National Lottery
Big Lottery Fund



Catalyst



Guildford Borough Council



NHS Surrey Heartlands CCG



Surrey County Council



Waverley Borough
Council



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The Chair's Report

For the 2021/22 Annual Report, Chair of the Board of Trustees, Debbie Hastings explains how the unity and resilience of staff steered an organisation through challenging waters, into a brighter and optimistic future.

Over the last year we have all been navigating uncertain and volatile times, and like many others, our organisation has had to adapt to new challenges and changes in circumstances. For VASWS, last year was particularly challenging, with our direction of travel proving to be incompatible with our organisational values, yet from this difficulty, we have grown to become stronger and more unified as one organisation and therefore better placed to meet the challenges of the future.

Following a difficult nine months, the Board unanimously agreed to accept the resignation of our CEO in December 2021. One of the things that kept many from speaking out earlier was a desire to protect the organisation that we loved but once aware of the circumstances the board moved quickly to respond to the allegations and commissioned an independent review which took place between January and March 2022. That process is now closed and the recommendations are being taken forward in partnership with staff, volunteers, commissioners and stakeholders.

Despite the hardship that occurred during this period of time, the spirit of the staff body to rally together ensured that the fundamental purpose of the organisation was still projected across our community, and we were honoured to receive the Surrey Lord Lieutenant's award in February 2022 in recognition of our outstanding work during the pandemic. Under the new leadership of our executive Senior Management Team there is now an organisational commitment to meaningful change, to build on our core values and to support those most vulnerable in our community, helping to fill the gap in public sector provision and create a thriving voluntary sector for South West Surrey. This is where our charity had its origins, in our social fabric and although over time services have evolved to meet new needs, this is where we feel we can provide most added value.

“VASWS is in a great place to drive local action and positive change for the third sector, to support the challenge of building social infrastructure and create that togetherness and pride in the area we live.”

“There is now an organisational commitment to meaningful change, to build on our core values and to support those most vulnerable in our community, helping to fill the gap in public sector provision and create a thriving voluntary sector for South West Surrey”

As Chair I would like to extend my heartfelt thanks and appreciation to all the staff, volunteers and fellow trustees who stepped up to the mark to support our charity through this challenging time which has enabled us to reconvene around what we do best and look to the future to bring about lasting and tangible change for the community we all service. Looking forward, we know that the cost-of-living crisis is affecting both individuals and the charities who respond to their/these needs. We also know that there is huge pressure of unmet need in our geography as we move to ‘living with Covid-19’. Taken together, it will cost us more to pay staff, run premises and deliver services. As a charity we will be considering carefully how best to respond to these challenges to ensure our staff and volunteers are treated fairly.

Guildford and Waverley are two diverse and vibrant boroughs with a reputation for affluence, However, it is often the case that the rich and the poor will live side by side and experience parallel lives as distant neighbours. Our role is to help address the most pressing social inequalities in our community and to help influence local policy at Place (Guildford and Waverley Borough).

Through the board and our experienced Senior Management Team, using our knowledge, expertise, and local networks, we will tackle these social inequalities. VASWS is in a great place to drive local action and positive change for the third sector, to support the challenge of building social infrastructure and create that togetherness and pride in the area we live. So much has been achieved this year and this is testament to the commitment of our staff, volunteers and trustees. We owe them all a debt of gratitude. As such I am honoured to present this year’s annual report.

Debbie Hustings

11/08/2022

Debbie Hustings

Chair of the Board of Trustees

Please Note:

At the Trustees’ meeting of 1st November 2022, Debbie Hustings stood down as Chair, and Ian Handy was elected Interim Chair. It is therefore Ian Handy who signs this report and accounts. The Board of Trustees would like to extend their heartfelt gratitude for her superb handling of the chairmanship over her tenure.

The Senior Management Team's Report

The VASWS Senior Management Team reflect on a year where the organisation emerged into a post-Coronavirus landscape, battled adversity, and achieved success across its plethora of organisational activities and projects

Although this has been a challenging year for our organisation, we have continued to respond to the need of the communities we serve across the boroughs of Guildford and Waverley. We would like to thank our commissioners for the support and patience that they have shown us during this time. Their belief in us has enabled us to move forward as an organisation. We would also like to thank our amazing staff, volunteers and the board, who have worked so hard over the past year in helping us to carry out our charitable aims.

In total we placed 1178 volunteers to help at the Covid-19 Vaccination Centres, formerly in Cranleigh, Guildford and Haslemere, and latterly in Guildford. Our volunteer database allowed volunteers to be able to sign up for shifts, helping to enable the smooth running of the vaccination programme. We were further able to continue our one-to-one work, via online platforms, with local voluntary, community, charity and faith organisations throughout the year. This included advice on setting up new charities and/or new projects, funding, governance and answering general enquiries.

Our Welcome to Volunteering project has continued to flourish, enabling those who need additional support to find the right volunteering role for them. In addition, we have been developing the project to include taster sessions, which support somebody who doesn't yet feel ready to commit to a regular volunteer role, but would like to take the first step into gaining confidence and finding their way again. The activities range from guided walks, litter picks and gardening to volunteering at an animal sanctuary. We are also looking at setting up a fishing group. The goals of the project are to break down the stigma surrounding mental health, build bridges with local communities and ask organisations to broaden their volunteer workforce, and to give everyone in society a chance to volunteer. The project also supports people with physical disabilities.

“We see the coming year as a period of calm where we look to build up relationships again, whilst continuing to provide the same level of service as we always have across the boroughs of Guildford and Waverley.”



Past and present staff, trustees and volunteers collect the Lord Lieutenant's Award on 8 February 2022 as recognition for VASWS's work during the Coronavirus pandemic

Our Social Prescribing team has grown greatly over the last year, a period which saw the team receive a record number of referrals (1599), and supporting 1324 new clients. The team supported an array of needs and due to the diverse experience and knowledge of link workers, were able to signpost clients to a variety of support destinations. The three main referral reasons across the year were emotional wellbeing, social isolation and loneliness, and looking for social activities, whilst the main signposted destinations were for befriending, social activities, and home support. The Social Prescribing team has continued to expand as a result of service demand, and the link workers work closely with our Welcome to Volunteering project and also with our Volunteer Centre.

Our Volunteer Centre re-opened after being shut due to government Covid guidelines and we have spent the time building up relationships with the organisations we work with and supporting them with the recruitment of volunteers, as they continue to rebuild and restart their services again. During the last year we have run seventeen Network Meetings with 311 people attending from a variety of organisations. The network meetings are a great opportunity for organisations to come together to share their updates and there is often a lot of collaborative working that comes from them. We also relaunched the Mental Health Forum, which is very well attended.

We see the coming year as a period of calm where we look to build up relationships again, whilst continuing to provide the same level of service as we always have across the boroughs of Guildford and Waverley.

Nicola Freeman
11/08/2022

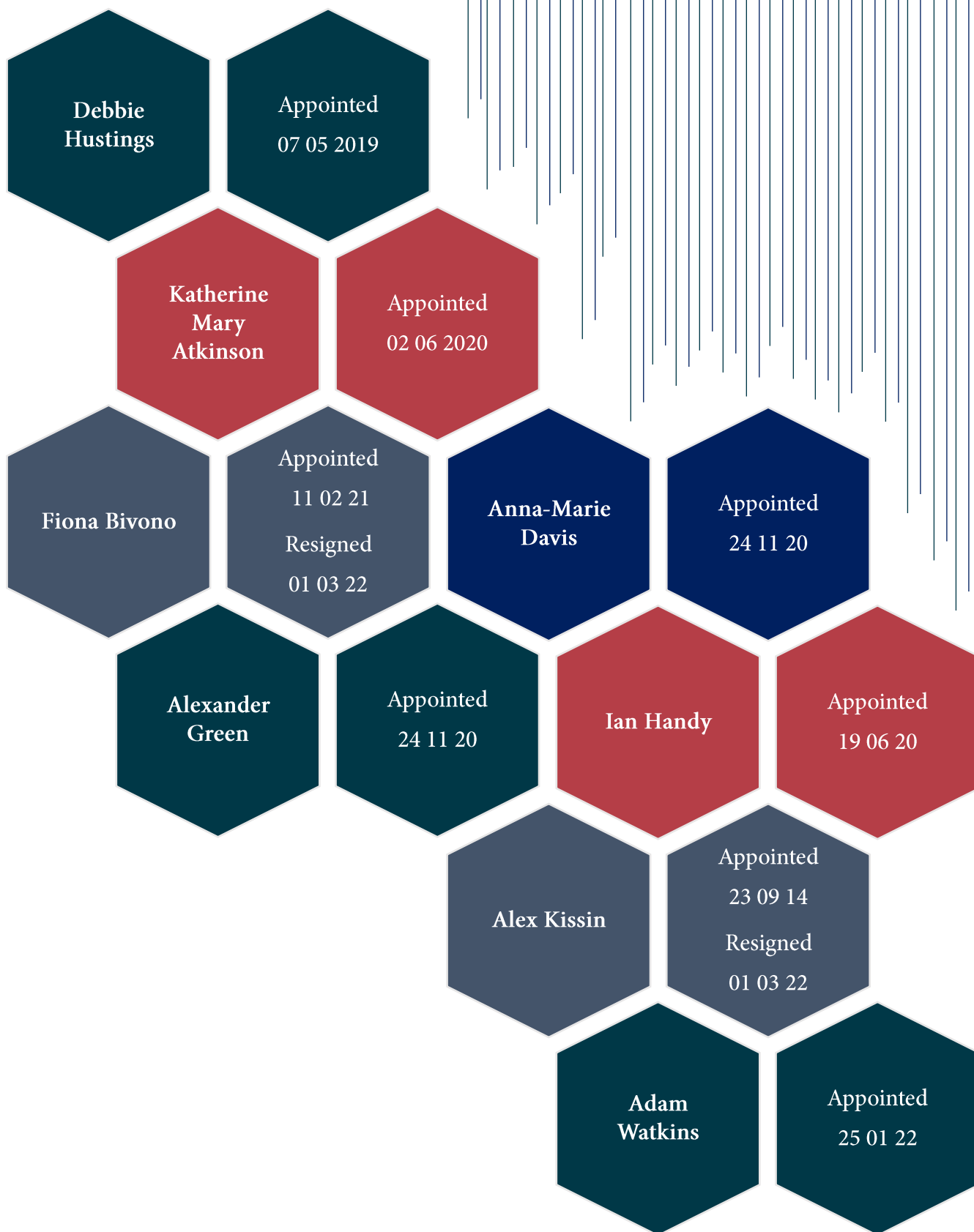
Nicola Freeman
Social Prescribing
Service Manager

Caroline Keith
11/08/2022

Caroline Keith
Volunteer Development
Manager

Ian Ross
11/08/2022

Ian Ross
Development
Manager



VASWS Board of Trustees 2021/22

During the 2021/22 financial year, VASWS had eight Board members, with Debbie Hustings as the Chair of the Board. Adam Watkins joined the Board as the organisation's Freedom to Speak Up Trustee.

VASWS Staff 2021/22

During the 2021/22 financial year, VASWS had 27 staff members in total. This was due to high staff turnover but also the expansion of the Social Prescribing team, which grew in numbers as a result of increasing demand for the service. Restructuring of the staff structure towards the end of the financial year saw the introduction of a Senior Management Team, in place of a traditional CEO.

<i>Thahera Abdulahad</i>	<i>Administrative Assistant (former); Office Manager (current)</i>
<i>Francesco Agyei</i>	Social Prescribing Link Worker
<i>Mary Brightman</i>	Finance Officer
<i>Mick Brooks</i>	Welcome to Volunteering Coordinator
<i>Alison Copleston</i>	Social Prescribing Link Worker
<i>Rachel Doeg</i>	Social Prescribing Link Worker
<i>Lucy Duffy</i>	Social Prescribing Link Worker
<i>Nicola Freeman</i>	Social Prescribing Service Manager; <i>Senior Management Team</i>
<i>Denise Graves</i>	Welcome Buddies Coordinator
<i>Catherine Johnson</i>	Social Prescribing Link Worker
<i>Caroline Keith</i>	Volunteer Development Manager; <i>Senior Management Team</i>
<i>Jonathan Knight</i>	Social Prescribing Link Worker
<i>Claire Lane</i>	Welcome to Volunteering Coordinator
<i>Lance Lathino</i>	CEO
<i>Liz Lodge</i>	Social Prescribing Link Worker
<i>Miranda Millward</i>	Welcome Buddies Coordinator
<i>Diana Rang</i>	Social Prescribing Link Worker
<i>David Rose</i>	Volunteer Centre Manager and Temporary Welcome Buddies Coordinator
<i>Ian Ross</i>	Development Manager; <i>Senior Management Team</i>
<i>Helena Routledge</i>	Social Prescribing Link Worker
<i>Alice Sheppard</i>	Welcome to Volunteering Coordinator
<i>Ben Standring</i>	Administration and Monitoring Assistant (former); Operations Manager (current)
<i>Helena Steinfeldt-Kristensen</i>	Social Prescribing Link Worker
<i>Rachel Truelove</i>	Social Prescribing Link Worker
<i>Jane Weaver</i>	Finance Manager
<i>Lorraine Yates</i>	Welcome to Volunteering Coordinator
<i>Karina Young</i>	Social Prescribing Link Worker

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 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.



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.

“The growth of our projects has enhanced the service that we provide to the community and bolstered the stability of the organisation. We at Voluntary Action South West Surrey have championed a resilient, inclusive voluntary sector to enable residents, volunteers and the community to flourish.”

- Caroline Keith, *Senior Management Team and Volunteer Coordinator*

Our Values

Organisational values reflect the collective judgement of what is important for an organisation. These values should be operationalised, lived and communicated in order to form a sense of organisational unity. Organisational values create a purposeful and fully committed work climate. As part of our development plans, we will be reviewing these values.

As an organisation, we are committed to:



Being positive



Respecting and valuing each other



Being accountable



Working cooperatively and in partnership



Delivering excellent customer service



Continuously improving

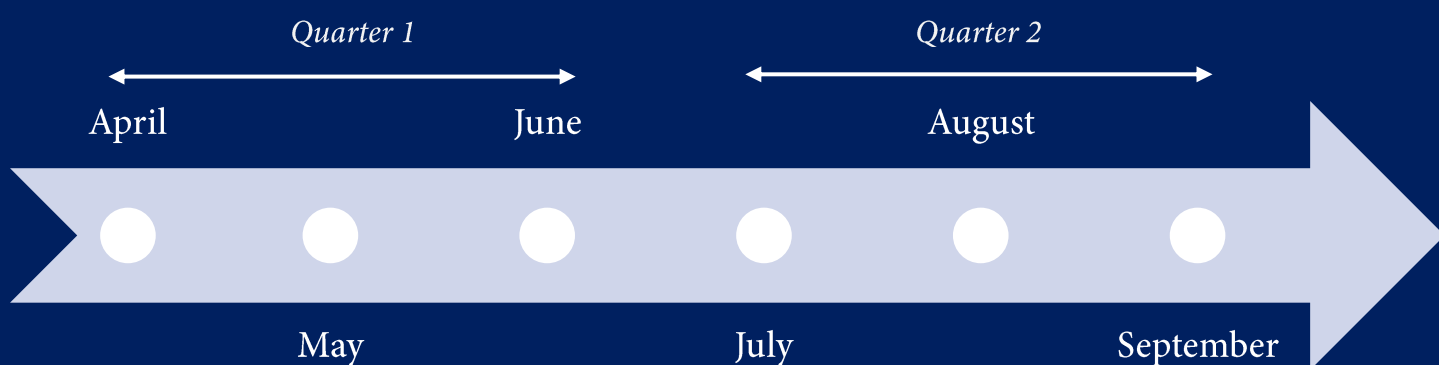
The organisation has committed to the following future goals:

- Enhance our relationships within the sector and continue to broaden our reach
 - Enhance governance within the charity and strengthen the board
 - Secure funding for continuation of projects and explore new revenue streams
 - Increase financial reserves
-

Volunteer Centre and Volunteer Recruitment

The Volunteer Centre is the central physical hub of Voluntary Action South West Surrey, aiming to connect potential volunteers with an array of placement opportunities. The centre itself is manned by brilliant volunteers who aid our quest to link opportunities to individuals, whether online, by telephone or in person. The Volunteer Centre has continued to be a hive of activity for staff and volunteers throughout the weeks of 2021/22, despite Covid-19 related closures.

Timeline of the 2021/22 Financial Year



QUARTER 1

April 2021 – June 2021

- UK Covid-19 lockdown measures ended and towards the end of Q1, the Volunteer Centre reopened.
- Of the 469 volunteer placements in Q1, 344 were Vaccination Volunteers at G Live.
- We also recruited 22 volunteers for Marie Curie's events over the summer.

QUARTER 2

July 2021 – September 2021

- Volunteer figures were back to pre-Covid levels and we spent time helping organisations to recruit volunteers, as they started to open up again following the pandemic.
- 16 Royal Holloway students volunteered with us on 4 weeks placements.
- We also recruited some new Volunteer Advisers for our Volunteer Centre.

“I like to help people so they can improve their lives and that helps me as well.”

- Quote from anonymous volunteer

1757

New volunteer
registrations

134

New volunteering
opportunities

1612

New volunteer
referrals

975

New volunteer
placements

Quarter 3

Quarter 4

October

December

February

November

January

March

QUARTER 3

October 2021 – December 2021

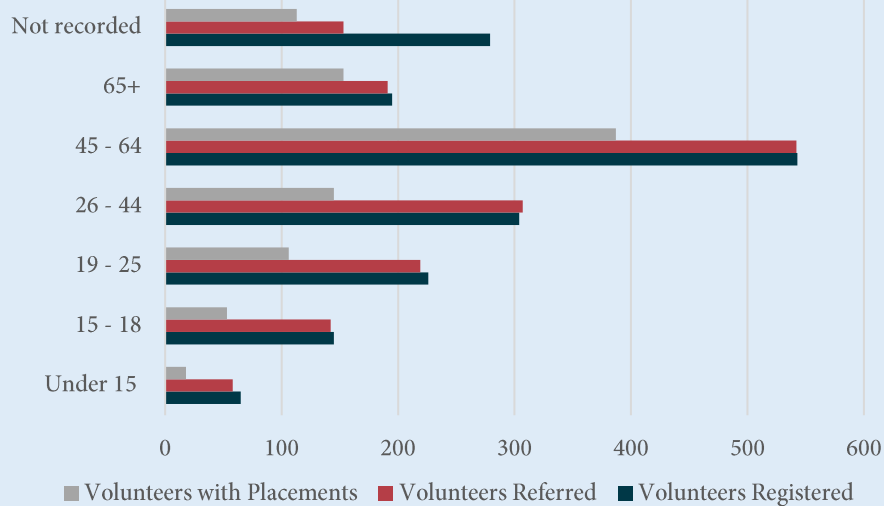
- Many placements in Q3 can be attributed to Zero Carbon Guildford, which opened its doors to great interest.
- We received enquiries from Corporates again before Christmas, leading to 2 volunteering days with 17 people taking part.
- We strengthened our Volunteer Centre capacity to full strength.
- Government guidelines meant that work transitioned to home-based work, with limited office-based activity.

QUARTER 4

January 2022 – March 2022

- Organisations started to review, revamp and reinstate volunteering opportunities, giving potential volunteers more choice for placements.
- We had a stand at Guildford College to talk about volunteering which was highly successful.
- The Volunteer Centre fully reopened again and hosted a Lord Lieutenant's Award celebration in February following our work during the pandemic.

Age range of volunteers



Corporate volunteering

Between April 2021 and March 2022, there were three corporate volunteering events, which were supported by 33 volunteers.

90

Volunteers with disabilities registered for placements

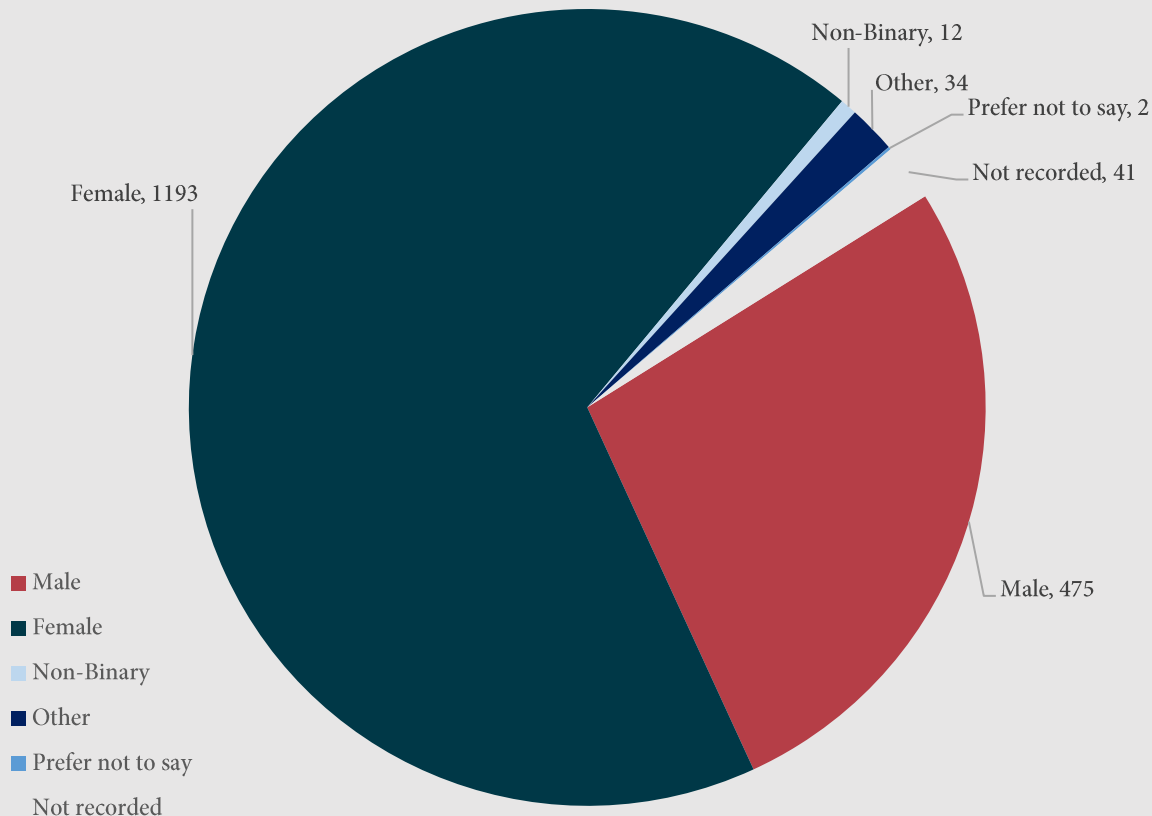
92

Volunteers with disabilities referred to placements

26

Volunteer with disabilities achieved placements

Gender of volunteers



“Our volunteers bring a fresh living presence into a very different human landscape marked by severe and complex neurological problems. A different voice, a gentle touch on the shoulder, a short walk out into the fresh air, all undertaken out of compassionate understanding, and informed by our regular volunteers’ forum meetings. We could not do what we do without our volunteers.”

- Quote from Holy Cross Hospital in Haslemere, where VASWS has helped supply volunteers

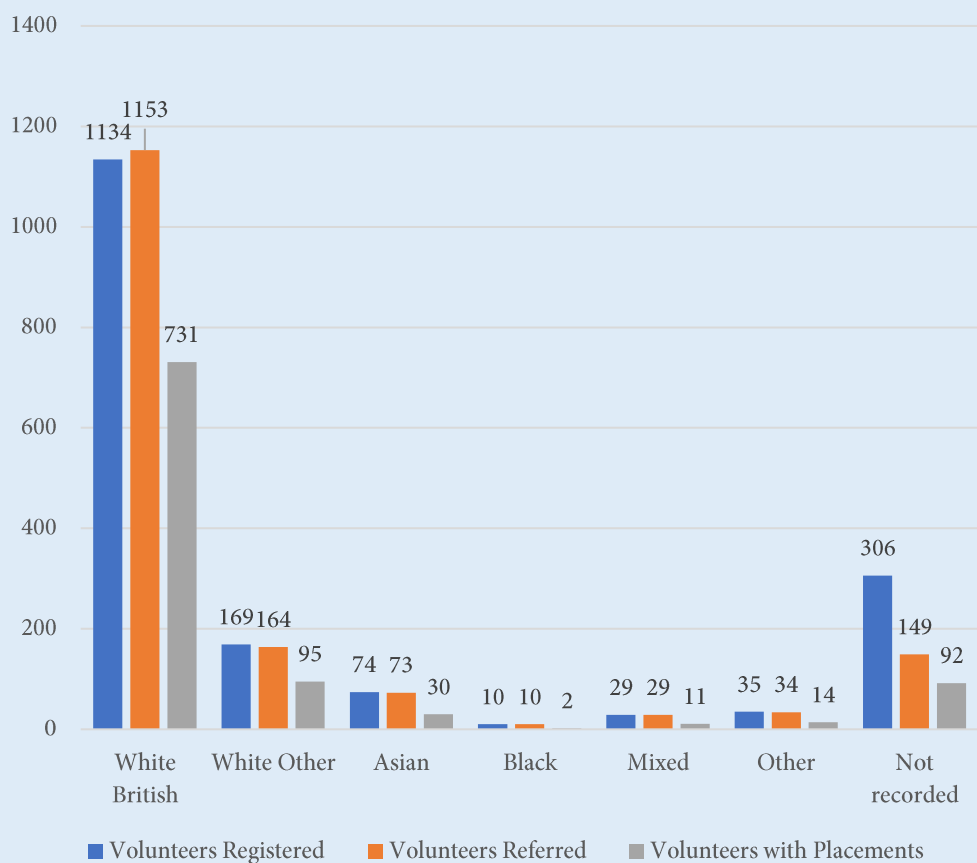
16

Training events held
for volunteers and the
community

293

Individuals that
attended training
events

Ethnicity of volunteers



Organisational Support

During the 2021/22 financial year, Voluntary Action South West Surrey continued to offer support to local groups and organisations, as the sector emerged from the Coronavirus pandemic. As a result of the pandemic, the organisation utilised its online capacity to continue supporting groups, and connecting our communities efficiently. As the Volunteer Centre reopened, the organisation was able to begin supporting local groups in person again, bolstering its community connections.

As an organisation, we are committed to supporting local groups and organisations with help and advice on:



Charity Registration



Funding Advice



Funding Searches



Governance

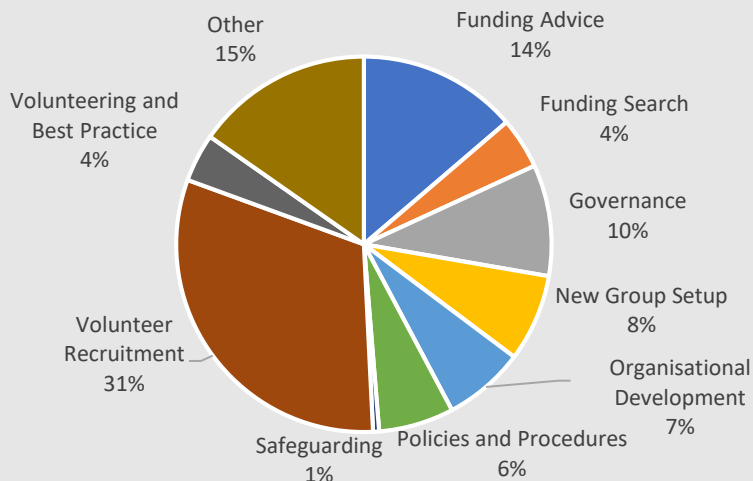


Setting Up New Groups



Policies and Procedures

Areas of support



In 2021/22,
we supported
163
groups and
organisations

“Without the support of VASWS we wouldn’t have been able to keep going for 12 years! Help with funding, constitutions and snags along the way, that we wouldn’t otherwise know how to deal with, allowing us to run the group to support a variety of people – A big thank you!”

- Gordon Paterson, KJs

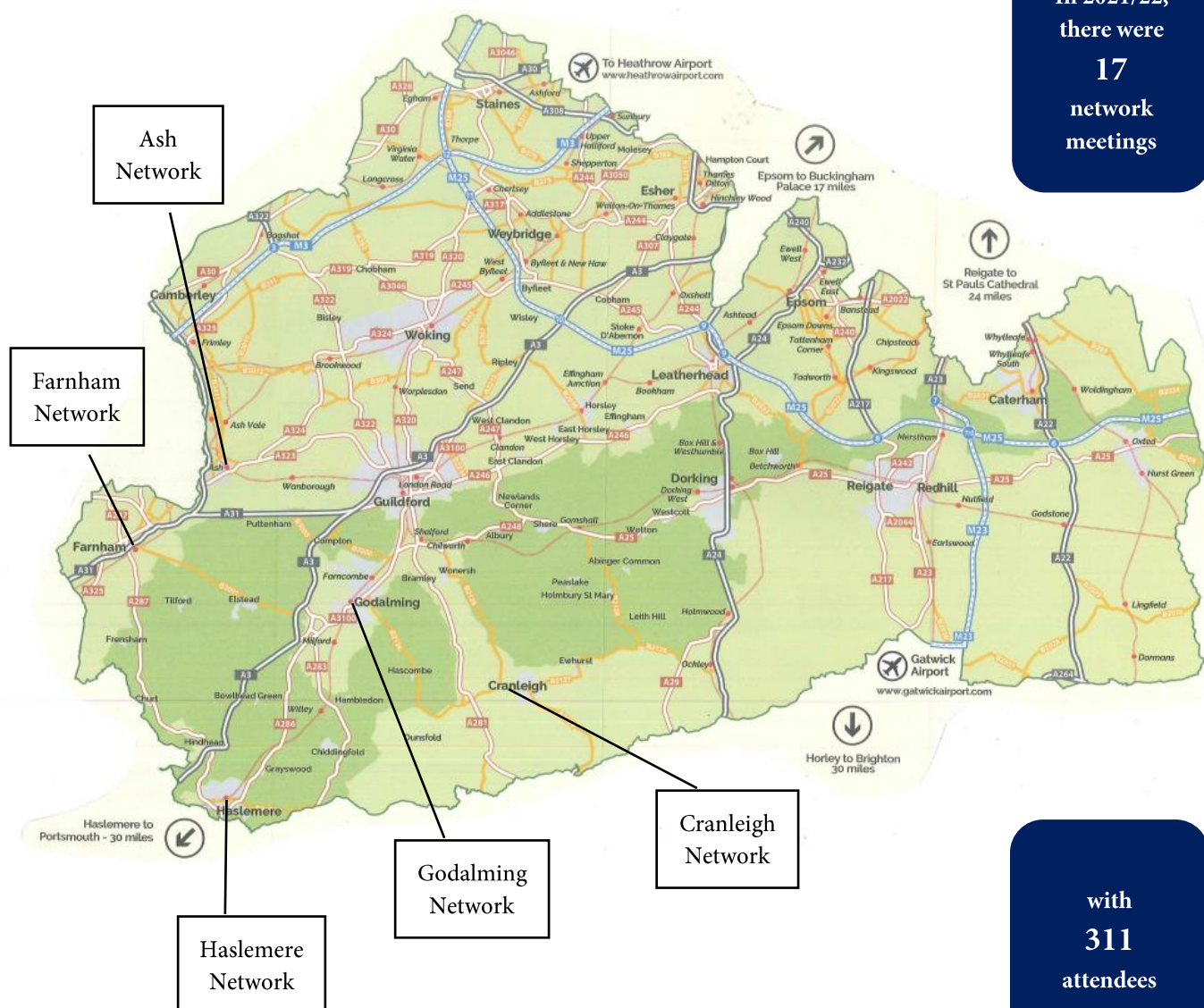
“Our founding team were profoundly grateful for the support and guidance provided by VASWS in preparing our submission to the charity commission. This significantly bolstered our confidence during the application process and helped provide a solid foundation for starting our work when we formally become a charity in November 2021.”

- David Faraday, What Next? - Climate Emergency Centres for Waverley

Network Meetings

As part of our aim to connect local groups and organisations both together and to the communities we all reside in, VASWS organises a variety of network groups online, meeting three times a year. Alongside the networks outlined below, we are proud to also run the bi-monthly Mental Health Network, and participate in the Older Person’s Network. We also compiled weekly e-newsletters of sector-relevant local information, for distribution to all networks and contacts.

In 2021/22,
there were
17
network
meetings



with
311
attendees



Events at VASWS

During 2021/22, Voluntary Action South West Surrey emerged into a post-pandemic world, reopening its doors following lockdown procedures. As the organisation started to adjust to the new reality, it was delighted to participate in and organise events once more, celebrating the organisation's work and connecting with our enthusiastic community.

8 February 2022

Lord Lieutenant's Award

"Voluntary Action Honoured for Its Vital Support Work During the Pandemic"

By David Rose

Please note that the original article was published in The Guildford Dragon on 8 February 2022.

At the start of the first lockdown of the coronavirus pandemic, Voluntary Action South West Surrey quickly rose to the challenge to become an important hub where people could go to for help.

During those first weeks from mid-March 2020 onwards, it received hundreds of phone calls from people urgently needing help as they struggled during a time of uncertainty and fear.

The charity's vital role across the boroughs of Guildford and Waverley was to signpost people in need to organisations and local groups offering help – typically for deliveries of food and prescription medicines.

In recognition of this, Voluntary Action has been awarded the Lord Lieutenant of Surrey's Certificate of Appreciation for the work it has done throughout the pandemic.

The award was presented by the lieutenantcy's Deputy Lieutenant, Caroline Breckell, at Voluntary Action's office in Castle Street, Guildford on 8 February 2022.

It was an occasion to which current staff and volunteers attended, along with trustees, guests and former members of staff. Carol Dunnett, who was the charity's Chief Officer at the time of the first lockdown, and who retired at the end of March 2021, accepted the award. She said her team excelled themselves in the amount of work they did as Covid-19 spread and lockdowns were imposed.

Led by staff members at the time, Linda Mussell and Laura Dunham, they and other members of staff manned the phones from their homes as the calls came in. Some of its own volunteers also helped in the support that was being given.

The volunteer centre manager Caroline Keith recalled she took 60 calls within three hours on one particular day, highlighting how busy they were at times.

She added that staff members Ian Ross and David Rose worked to identify and list for those answering the calls the many organisations and people who were offering help.

She added that staff members Ian Ross and David Rose worked to identify and list for those answering the calls the many organisations and people who were offering help.

These included newly formed Covid support groups (most using Facebook), as well as borough and parish councils, churches, residents' associations and other community organisations.

Caroline summed up Voluntary Action's response as being an important link within the overall jigsaw puzzle of services working in their local communities.

Voluntary Action also played an important part in linking up and helping organisations via Zoom calls as they soon became the norm. And its figures show that it assisted to place 1,000 people who volunteered to help in their local areas.

Throughout the past two years, Voluntary Action's team of Social Prescribing Link Workers has grown. They have also been busy, and now more ever, with people who need help and support in their lives.

And Voluntary Action played a key part in the vaccination programme with the recruiting of more than 1,200 volunteers at vaccination centres, its website being used as the portal for volunteers to register to help out.

"Voluntary Action's response [was] an important link within the overall jigsaw puzzle of services working in their local communities."

With its role of advising people who wish to volunteer now getting back to normal, it says its relationship with those organisations and groups who require volunteers is stronger than ever.

Also during the presentation, via a Zoom call, Sue Tresman, who chairs the Guildford & Waverley Health and Care Alliance, thanked Voluntary Action for the huge contribution it has made to the Covid vaccine roll-out, saying that without its help it would not have been possible locally.

VASWS's former CEO Carol Dunnett (middle) with Nicola Freeman and Ian Ross.



23 March 2022

Guildford College Opportunities Fair

Voluntary Action South West Surrey were pleased to be able to attend the 'What's Next' Opportunities Fair at Guildford College.

David Rose and Alice Sheppard attended the event to promote the organisation and the work we do in the community, alongside the benefits and opportunities that volunteering offers young adults. The event garnered great attention for the organisation, and we were pleased to connect with other organisations and businesses at the event.



David Rose and Alice Sheppard at the Guildford College Opportunities Fair, March 2022



SOCIAL PRESCRIBING 2021/22



Foreword by Nicola Freeman
Social Prescribing Service Manager

Improving health, wellbeing and social welfare through the community

The Guildford & Waverley Social Prescribing Service was set up in 2019 to address the wider determinants of health in the local population. It was recognised that the social, emotional and practical needs of people were having a significant impact on their physical health and that the community and voluntary sector had a wide range of services that could support people with these needs. The Social Prescribing Service provides the link between health and community by finding out what matters most to the person and supporting them to access local and national services that can address their needs. The service is funded by NHS England and Surrey County Council.

2021/22 was a challenging year for Social Prescribing for many reasons: we experienced an exponential increase in referrals to the service as GP practices were given incentivised targets for referral to the service. At the time we were under-resourced to meet this demand and struggled to manage increasingly long waiting times whilst we recruited. The pandemic and internal management issues additionally impacted staff morale for a while. Despite these challenges, we have ended the year with all waiting lists significantly reduced, successful recruitment and the establishment of an experienced and knowledgeable team with a wide range of skills. We have strengthened our relationships with funders, commissioners and referrers and are looking forward to the further development and expansion of the service. We would like to thank our commissioners for providing additional funding to meet demand, and our allied health partners for their continued support and collaboration.

In the 2021/22 financial year, the Social Prescribing team supported...



49

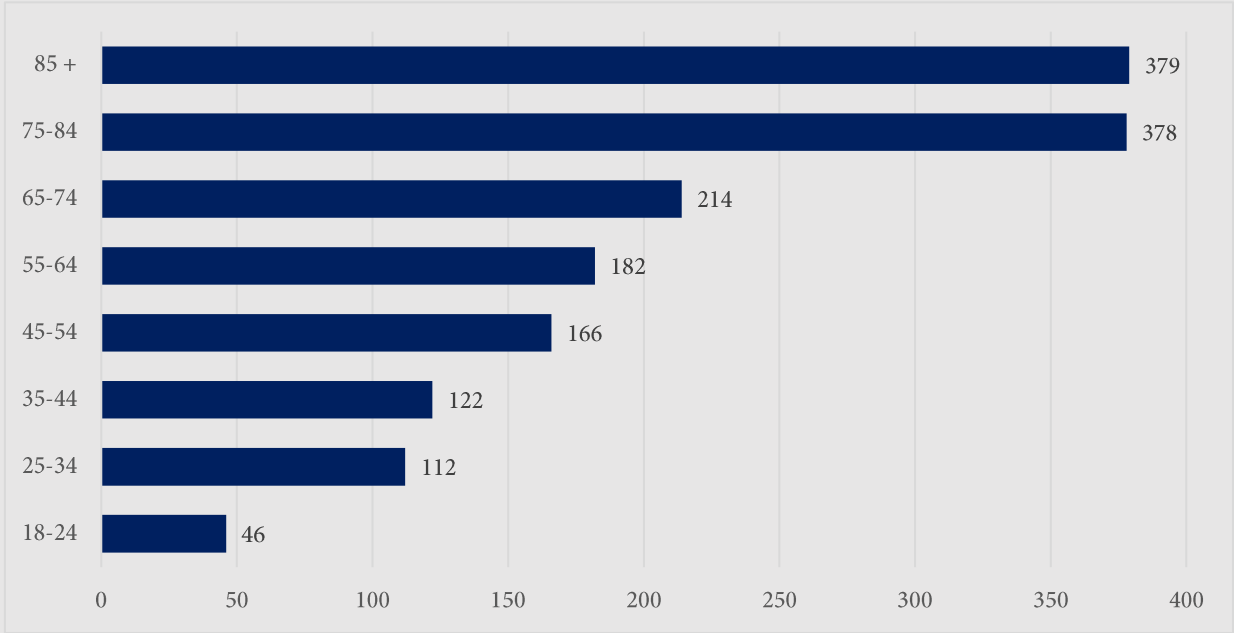
different referrer organisations,
including GP surgeries,
allied health partners,
governmental organisations
and councils, and charities

**Primary Care Network (PCN)
Breakdown**

The Guildford and Waverley Social Prescribing Service works in four PCNs. The four PCNs incorporate a total of twenty GP practices.

The service serves a population of just over 220,000, and covers diverse areas including Guildford, Cranleigh, Godalming and Haslemere.

Age range of clients



206

referrals from
East Guildford
GP Surgeries

583

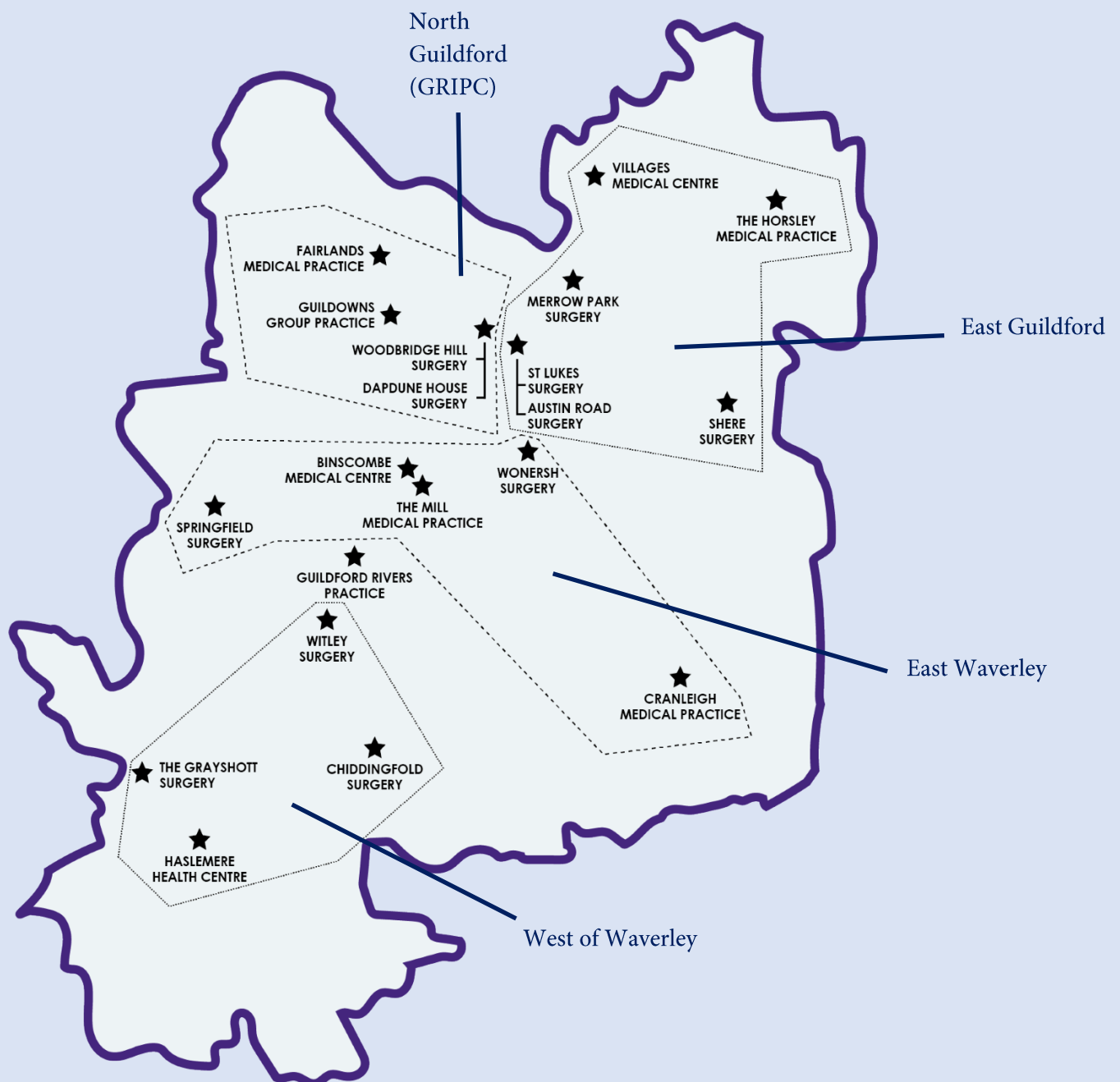
referrals from
North Guildford
(GRIPC)
GP Surgeries

234

referrals from
East Waverley
GP Surgeries

121

referrals from
West of Waverley
GP Surgeries



Map courtesy of Guildford and Waverley Health Care Alliance

Case Study: Barbara and Graham

Barbara was elderly and frail when she was referred to Social Prescribing by her GP for support with her diet, food, exercise and issues around social isolation in November 2021. The GP was particularly concerned that neither Barbara nor her husband Graham were keen to accept any support.

As Barbara didn't like speaking on the phone, she asked one of our East Guildford Link Workers, Diana Rang, to speak to Graham. As Graham had previously experienced scam calls, Diana took some time to explain Social Prescribing to him and reassure him that it was a legitimate service.

Graham explained that he had had a heart attack earlier in the year and had been hospitalised for four weeks during which time Barbara had needed to go into a home, which she had hated. Graham said that whilst they both had adult children, they did not have much contact with them. Graham said that neither of them had good mobility nor been out of the house for over ten months because of the pandemic. Graham said they were both fed up with not seeing anyone apart from the carers but that he felt he had managed to hang on to his sense of humour despite the challenges they were facing.

The Link Worker discussed a referral to Reconnections for befriending, but Graham was not sure this is what he wanted. The Link Worker sent Graham a Falls Prevention pack which he found very helpful. Graham told the Link Worker that what he and Barbara would really like would be a gardener to sort out their pond and garden but that he could only afford to pay £15 for this. Through her local contacts and those at VASWS, the Diana was able to find a local gardener, Tom, for Graham at a price he could afford.

Two months later Diana received an email from Graham thanking her for finding Tom and saying what a difference he had made to their lives. Graham said he and Barbara were so enjoying looking out on the garden again as Tom had done such a good job of making the garden come to life again: they were particularly delighted to see the birds returning. Graham said that Tom was a very special man, both friendly and understanding, and that Barbara particularly looked forward to his visits as he stayed for tea after the gardening and would sit and chat to them.

We heard from Tom later, that he had become very fond of Graham and Barbara and was very upset when Graham died a year ago. He had thought the gardening work would end but Barbara's daughter had asked him to visit Barbara every week, to do a bit of gardening, but primarily to sit with her as she enjoyed his company so much and it made such a difference to her sense of wellbeing. Tom said he went around every week and held her hand whilst she told him stories about Graham. Tom would feed the birds for her and sat with her often until she died.

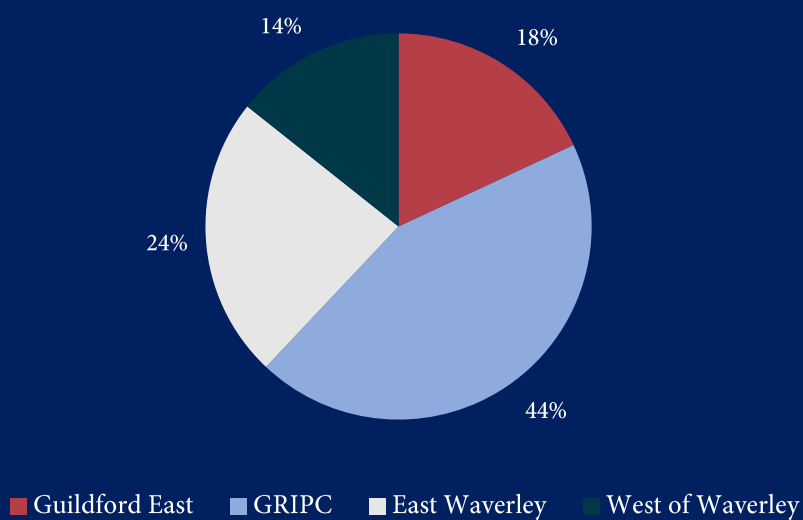
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referrals from
GP Practices

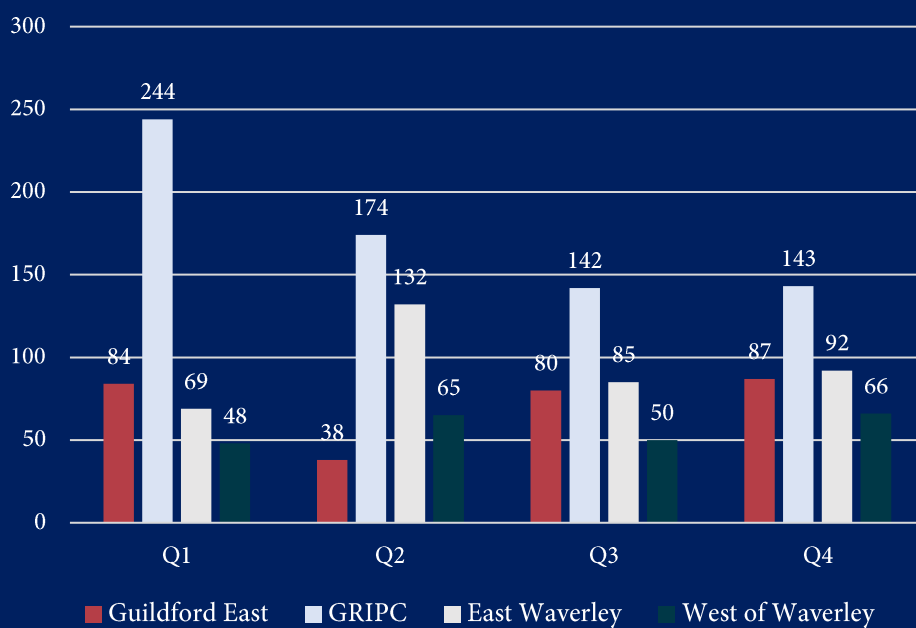
455

referrals from
GP Practices

Referrals by PCN



Referral breakdown by PCN



14%

of clients supported were
identified as carers

39%

of clients were identified
as living alone

1032

long-term health issues
and disabilities supported
in referrals

1878

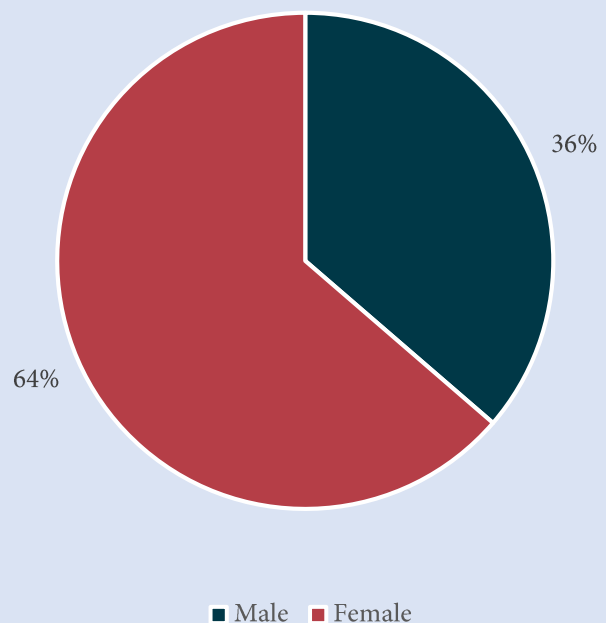
destinations referred to
from 1599 referrals

76%

of patients surveyed
reported that the service
made a positive difference

In 2021/22, total referrals increased by 103% in comparison to 2020/21, whilst the number of new clients increased by 94% and the number of client contacts increased by 337%, highlighting both the increase in demand for the service and the increase of service productivity

Gender Breakdown of Clients



Case Study: Suzanne

Suzanne is 25 years old and was referred to Social Prescribing for social activities. She has some physical and emotional challenges that she is dealing with.

One of our GRIPC Link Workers, Helena Routledge, contacted Suzanne and they explored the different types of things she might be interested in. They discussed the possibility of Suzanne going to the Therapy Garden but she expressed some anxiety about it because of past disappointments when she has tried something new, saying “I’m used to things not working out, but I want to try it because if I don’t, I’ll never know. Life will never get better if I don’t give opportunities a chance.”

Suzanne said that although she had lost the ability to read, she still loved poetry and found it a better way to express the complexities of her emotions and situation. She had also belonged to an LGBTQ+ group before the Coronavirus pandemic, which she had enjoyed.

With her permission, Helena referred Suzanne to Catalyst’s LGBTQ+ group, to the Surrey Coalition of Disabled People, and to the Therapy Garden’s Gardening for Wellbeing project.

Suzanne said afterwards: “My wings have been clipped and I’m caged but I hope, with your help, I can fly again.” Helena heard from the Therapy Garden that Suzanne had attended the Gardening for Wellbeing course with her mother. They were able to include Suzanne in all activities and adapted things as necessary.

A volunteer assisted her and encouraged her to do as much as she was able to, and helped her with anything she couldn’t manage. Suzanne was able to take her time, without being pressured to finish at the same time as everyone.

Additional client compliment

“Thank you so much for arranging the food parcel delivered this morning, five banana boxes full of essential groceries, and some wonderful treats including two Easter eggs for my twins! My other daughter tested positive for Covid-19 this morning, so all three of us have it currently, so this was like a miracle on the doorstep, and has lifted our spirits! Please thank the people who sent this, and delivered this on my behalf, they knocked and were gone before we got downstairs. I’m sending this e-mail with tears rolling down my cheeks - this has definitely taken some stress away. I’m so thankful to everyone.”

*- Email from an anonymous client, supported by GRIPC Link Worker
Helena Routledge, following a referral for food bank assistance*

Case Study: John

John was referred by his GP practice to the Social Prescribing service. John had multiple physical disabilities and was also experiencing some mental health issues. He had recently arrived in the UK to join his family who had been in the country for several years. John was unable to communicate in English and was living with his parents who were acting as translators and advocates for him.

A Social Prescribing Link Worker communicated with John with support from his parents and was able to establish some of the things that were important to John which would enhance his quality of life and his wellbeing.

The priority for John was to enable him to get a national insurance number, apply for disability benefits and a blue badge; the Link Worker made a referral for him to his local Citizens Advice, who were able to help him with all these issues with the support of a translator.

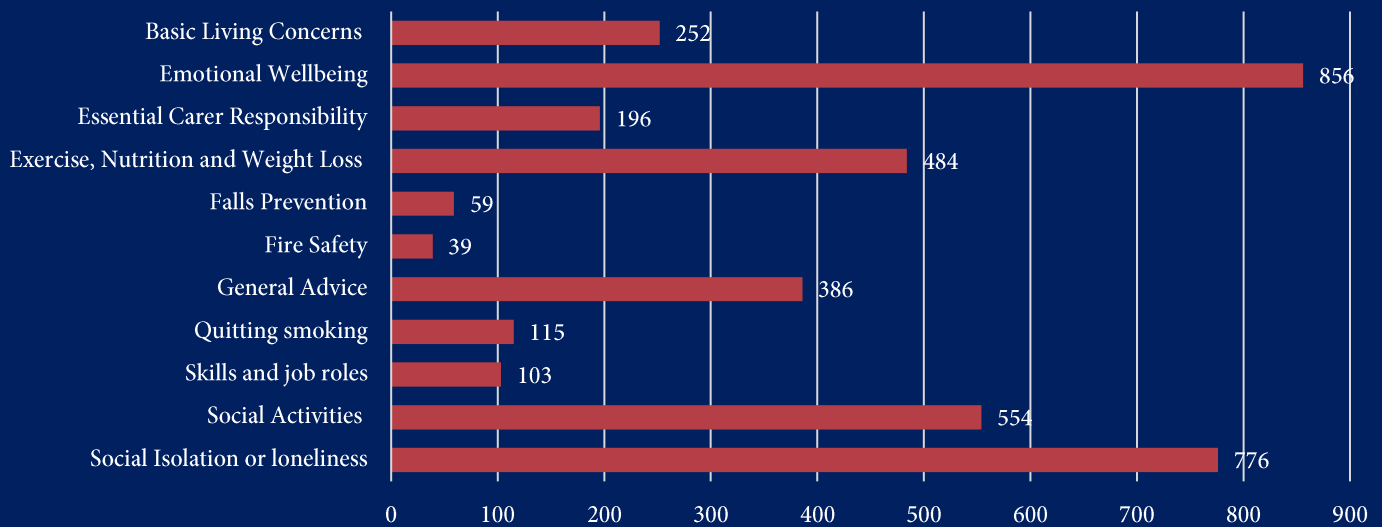
John recognised how important it was for him to learn English, and the Link Worker was able to signpost the family to free Surrey English for Speakers of Other Languages (ESOL) courses. John and his family felt that they should be able to complete this referral themselves. John had identified that he was in need of emotional support and the Link Worker made a referral to talking therapies via the Improving Access to Psychological Therapies Mind Matters service. They were able to arrange a translator to ensure John could talk about the emotional challenges he was experiencing in a private space.

The Link Worker discussed John's hobbies and interests with him and was able to signpost him to local clubs and activities of interest so that he could start to make friends and do the things he loved doing. His family agreed to attend these activities with him to start with in order to help with the language barrier, with a view to John attending more independently as he progressed on his ESOL course and his language skills improved. John was also referred to the 'exercise on referrals' scheme at his local sports centre and was particularly pleased to be able to access a Friday Swimmers club which caters specifically to disabled swimmers' needs.

John was very keen to get support in finding work once he had reached a reasonable level of skill in communicating in English. The Link Worker signposted him to Surrey Choices who provide a range of support services dedicated to improving the independence, confidence and life skills of disabled people including employment support. In addition, with John's consent, the Link Worker contacted his social worker to look into funding opportunities which could support him with specialised employment help in the future.

“The Link Worker discussed John's hobbies and interests with him and was able to signpost him to local clubs and activities of interest so that he could start to make friends and do the things he loved doing.”

Referral Reasons



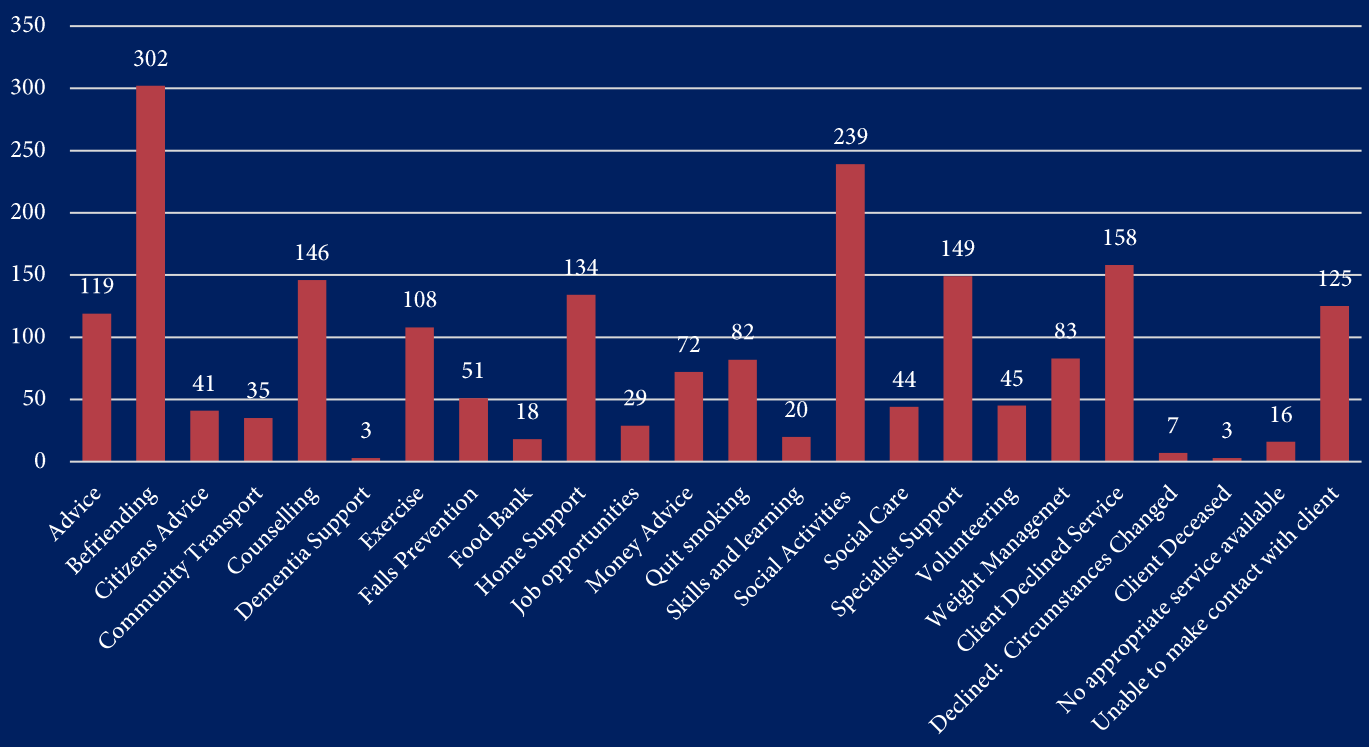
Client Ethnicity

15

different ethnic
groups recorded

Of the 1599 referrals that the Social Prescribing team received in 2021/22, 90.2% were for clients who identified as White British, 5.8% of clients supported identified as White Other, whilst approximately 2% identified as Asian or Asian British Bangladeshi.

Referral Destinations





Foreword by Alice Sheppard
Welcome to Volunteering Coordinator

Following the Coronavirus pandemic, face-to-face volunteering slowly started to resume once more. Despite the world starting to open up, many of our volunteers faced heightened anxiety and mental ill health. Welcome to Volunteering provides an essential service for those who struggle to access volunteering. Now, even more than ever, people rely upon our support. As one volunteer said “without you I would still be sat on my sofa thinking I couldn’t do it”. In 2021/22, we have focused upon building more links with local organisations. This has allowed us to offer a diverse range of volunteer ‘taster’ sessions, giving the opportunity for people to experience the benefits of volunteering without feeling overwhelmed. We recognise that isolation is a very real problem and have developed social groups around learning, which form connection and community and encourage people to start volunteering.

WELCOME TO VOLUNTEERING 2021/22

**Improving
confidence and
supporting
individual wellbeing
through a personal
approach to
volunteering**

WELLBEING GARDEN

In conjunction with RHS Wisley's Community Outreach Team, our volunteers worked tirelessly to create a beautiful wellbeing garden at the Guildford fire station to be used by the blue light team, veterans and local community groups.

There were nice touches, such as using the old fire pole and snooker table as features. When I met one of the volunteers at the opening of the garden I was struck by how lit up he was by the experience. In a later email he said: "It was a great experience, with a good group of people from all walks of life/the community... I thoroughly enjoyed the experience and would jump at the chance again".

Another volunteer was amazed at the impact the fire station volunteering had on her life: "Fast forward to January 2022 - that project sparked my own interest with plants and now I have eight indoor plants and counting... soon to become a crazy plant lady! That project not only taught

me a new skill but it made me comfortable working with a variety of different people. It has benefited me by improving my confidence with socialising and has given me a new-found hobby that really calms down my anxiety."

This experience led to two of the volunteers being awarded a much-coveted community allotment at RHS Wisley. Staff noticed their commitment and enthusiasm when volunteering and encouraged them to apply, waiving the joining fees and funding their transport. One of these volunteers has since been encouraged to become a mentor for future allotment volunteering opportunities.



5
volunteers
attended

2
days
attended

SECRET GARDEN SANCTUARY

The desire to volunteer with animals has grown but, due to the pandemic, opportunities had fallen away.

Welcome to Volunteering were thrilled to begin a new monthly project with the Secret Garden Sanctuary, an idyllic safe space for vulnerable adults and children. With over 140 rescued and donated animals to care for, our volunteers were spoilt for choice. From emus to giant rabbits, pigs to llamas, turkeys to goats, there was something for everyone.

Our volunteers' confidence has grown over time, as have the smiles, with one volunteer sharing his knowledge to help shape the sanctuary's budding allotment and another hoping that this experience will help her shift into a new career.

One of the unexpected benefits for the volunteers was lasting friendship. The volunteers have formed tight friendships and engage in a very busy WhatsApp group

“I really enjoyed this gardening project as it enabled me to feel proud of something.”

- Feedback from anonymous client



WREATH MAKING

During the winter months, we managed to stave off cold winter days with some festive cheer, creating wreaths with the help of RHS Wisley's Community Outreach Team.

As this session was on Zoom, everyone was able to access it, which was great for people who were isolating or worried about being in public spaces. There were some initial nerves as people said they were worried that they couldn't do it, but under the guidance of the RHS Community Outreach Team, people quickly became absorbed in the activity.

As one participant said “It's nice to have something to do at home and is really good for my peace of mind. I am looking to push forward in my returning to work, and events like this always make me feel more positive and give me things to look forward to.”

12
volunteers
attended

3
sessions
ran

5
volunteers
attended

8
Completed
wreaths

One volunteer said “I can't believe how lucky I am to have made true friends from volunteering. It's such a relief to have someone to talk who understands about my mental health struggles.”



Case Study: Jenny

Jenny came to Welcome to Volunteering after being made redundant. She had been out of work for several months, was isolated and had lost her confidence. She wanted to make a career shift but didn't know where to start.

At our initial meeting it became clear that she loved animals and had tried to find opportunities herself but failed. Due to the pandemic, volunteering with animals was increasingly hard to find. Welcome to Volunteering gave her an opportunity to join the Secret Garden Sanctuary project, providing transport to get there and supporting her in moving out of her comfort zone. Her face lit up as she cared for the different animals.

As Jenny's confidence grew, she started to reach out to other organisations. She began volunteering at a café and gradually taking on more responsibility. The café said "Jenny is doing wonderfully well! Her confidence is gently growing, and she has really gelled with the rest of the staff team."

Jenny feels better able to cope with her daily life and shared that one unexpected benefit of volunteering was friendship with other volunteers: "We have lots in common, we meet up when we can, support each other and I can be myself with her and she says the same about me. It so nice to have friendship and I value it."

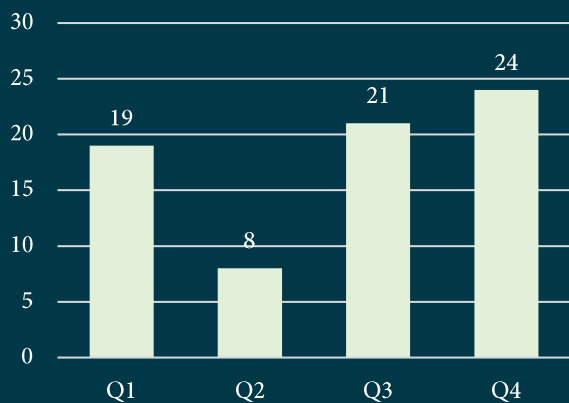
"Jenny feels better able to cope with her daily life and shared that one unexpected benefit of volunteering was friendship with other volunteers."

Client compliments

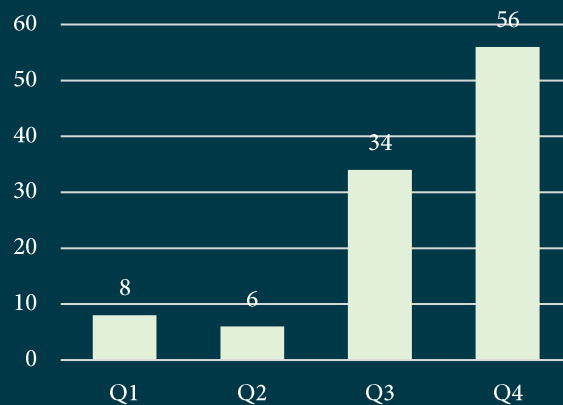
"You were so kind and so approachable that I could talk to you. If it wasn't for you I would still be sat here thinking I couldn't do it and instead I've applied for two positions."

- Feedback from anonymous volunteer

Client registrations per quarter



Volunteer referrals sent per quarter



72

registered
clients

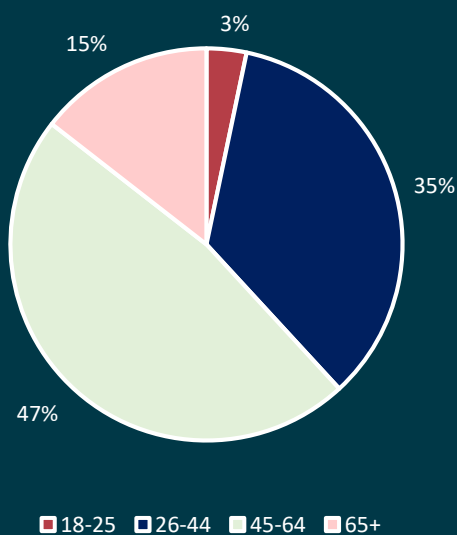
104

volunteer
referrals sent

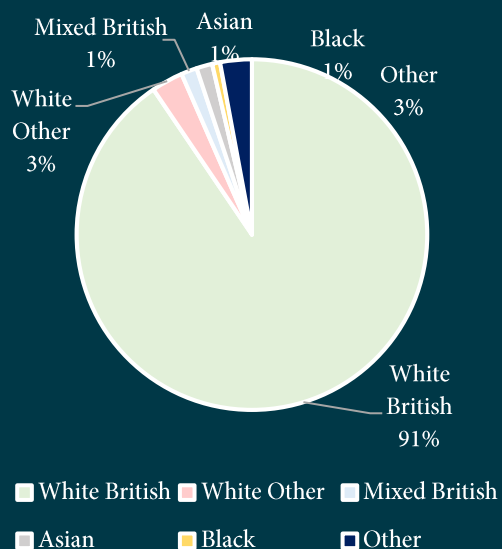
97

volunteer placements
achieved

Client age range



Client ethnicity



Case Study: Ella

Ella was living in supported housing, suffering with a variety of mental health diagnoses including anxiety and was signed off work due to her mental ill health. She had no confidence in partaking in voluntary activities even though she really wanted to.

Ella benefitted enormously from the one-to-one support that Welcome to Volunteering gave her. With our support she joined the wellbeing garden project and really blossomed. Initially signing up for a couple of hours, she ended up returning for an extra day. Shortly after that she started looking for a weekly volunteering opportunity. As she says, “This should illustrate how much volunteering has boosted my confidence because I was ready to add something more long term/structured into my routine.”

Welcome to Volunteering supported Ella by walking with her to the volunteering opportunity and listening to her worries. The placement manager shared “she’s fantastic at talking with the clients and a real asset”.

Welcome to Volunteering were thrilled to hear that volunteering had led to Ella getting a paid job! Ella’s transformation has been amazing to witness and an inspiration to those around her. “Volunteering has helped me get to where I am today by giving me the confidence to pursue my dream of helping people, and now I am working in a paid role as a Citizen’s Advice advisor where I can continue working with organisations revolving around mental health.”

“Volunteering has helped me get to where I am today by giving me the confidence to pursue my dream of helping people.”

Client compliments

“Thanks so much for meeting me today. I haven’t felt happy for a while and just having you understanding is really helping.”

- Feedback from anonymous volunteer

Client compliments

“Thank you for a wonderful, instructive and creative day, led by the lovely RHS staff and brilliant company of the other volunteers and Alice at Welcome to Volunteering.”

- Feedback from anonymous volunteer

“It was a wonderful experience. Certain skills that had been forgotten or become dormant were reawakened.”

- Feedback from anonymous volunteer

“It was a good way to have a mind break.”

- Feedback from anonymous volunteer

Case Study: James

James experiences severe anxiety and hasn't worked for over 15 years. He lives with his mum and is socially isolated. James loves woodwork but has no space to do it at home and no tools.

Welcome to Volunteering referred him to a new carpentry project called Reskilled. James started attending weekly and soon requested to go more frequently. James enjoyed making different things from wood, such as boxes and key rings and was readily available to help with other tasks.

James joined other volunteering such as gardening but is happiest when he's at the workshop. When asked how he was getting on, James said “I'm so happy I could cry.” The project manager is full of praise for James saying that “It has been encouraging working with James and seeing his commitment... he is more confident and engaging than when he first arrived, realising that this is a safe space.”

“It has been encouraging working with James and seeing his commitment... he is more confident and engaging than when he first arrived, realising that this is a safe space.”

4

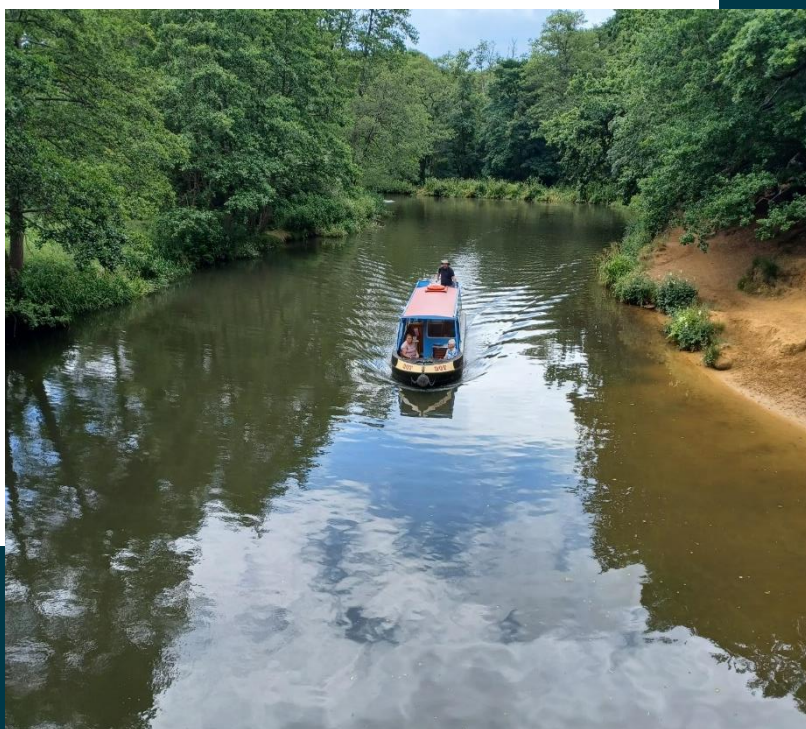
volunteers
attended
first session

LITTER PICKS

It's amazing that something as simple as litter picking can increase a person's wellbeing and reduce isolation.

The litter picks have been a fantastic way for people to contribute to their local community and not feel stigmatised due to their mental ill health.

Litter picks are great because volunteers immediately see the positive impact of their actions and it is something that most people can get involved with.



HISTORICAL WALKS

March 2022 saw the introduction of a healthy / social walks initiative for people who are supported by the project. However, it is more than meeting up with others and going for a stroll as those taking part are actively volunteering too.

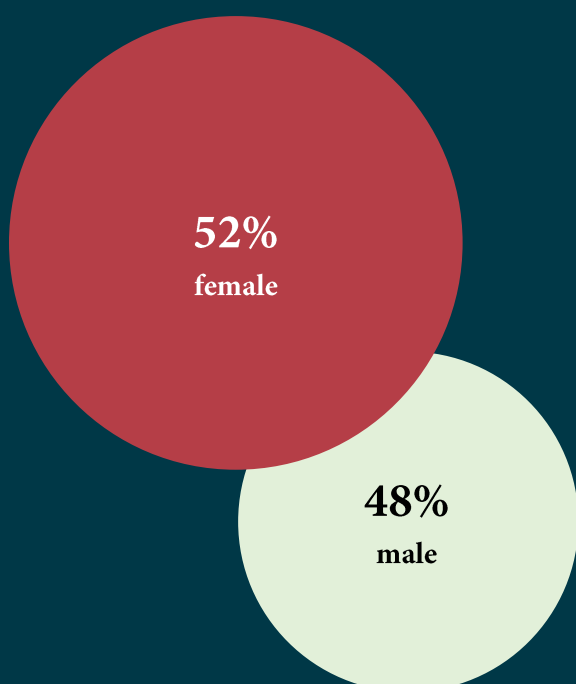
Outside of his role at the organisation, Voluntary Action South West Surrey's David Rose leads guided history walks in conjunction with the National Trust's River Wey Navigations. Ahead of these actual walks, David walks the proposed circular routes with Welcome to Volunteering clients. These walks take in parts of the waterway as well as nearby footpaths, to check suitability, distance, time, and so on.

He says: "To check out the routes of the walks with our Welcome to Volunteering clients as volunteers themselves is most useful. Their feedback as we walk, such as where we stop to look at features and hear about the waterway's history and any obstacles that may be encountered are important to me, to make sure the walk, when the public attend, goes smoothly."

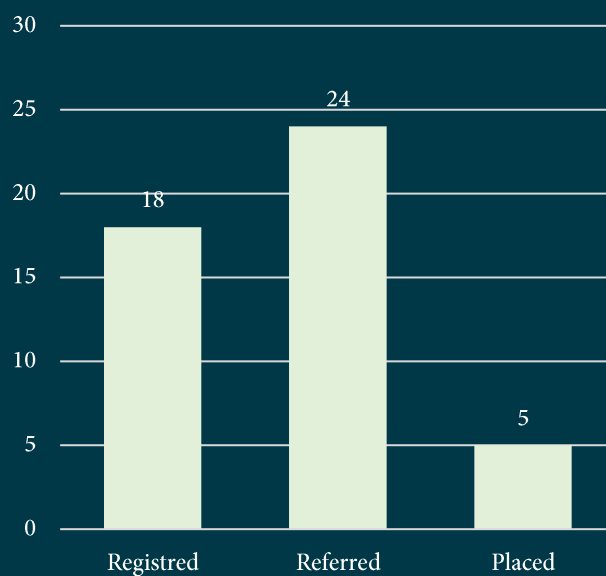
"These 'walk checks' also involve some of Voluntary Action's own volunteers, plus staff from the National Trust, and therefore there's a nice mix of people, everyone gets along well and we have a great time!"



Breakdown of client gender



Clients registered, referred and placed with disabilities



WELCOME BUDDIES 2021/22

The year of this report saw the completion of the Welcome Buddies project, a project that ran for a total of five years.

During the project, trained volunteer buddies supported many people who had been referred to it. They helped people improve their general wellbeing, often in their recovery from mental ill health, the aim being for them to re-engage with others and become active in their local community if they desired, or to gain paid employment in the future.

The intention of the project was that a trained volunteer buddy supported an individual for six months, meeting them in person or by a phone call once a week for an hour or two at a time. However, this has not been sufficient for some people, therefore extra time has had to be allowed.

As of June 2021, there were eight buddies volunteering with the project, six of whom were engaged in very long-running buddying. However, the people being supported were without doubt benefitting greatly due to the state of their mental health, which included extra pressure put on them from the effects of the pandemic.

Referrals to the project continued throughout the year, although slowing towards the year end. With not having enough volunteer buddies available to support new people, therefore, after assessing their needs, some people were successfully signposted to other services, including Voluntary Action's Welcome to Volunteering project.

"The project certainly helped many people. To see the progress people were making in their recovery, whether large or small, was very rewarding. Our volunteer buddies did great work and must be thanked for the time they put into a very challenging volunteer role. Their dedication and support was immense, and I know they also found the volunteering extremely fulfilling."

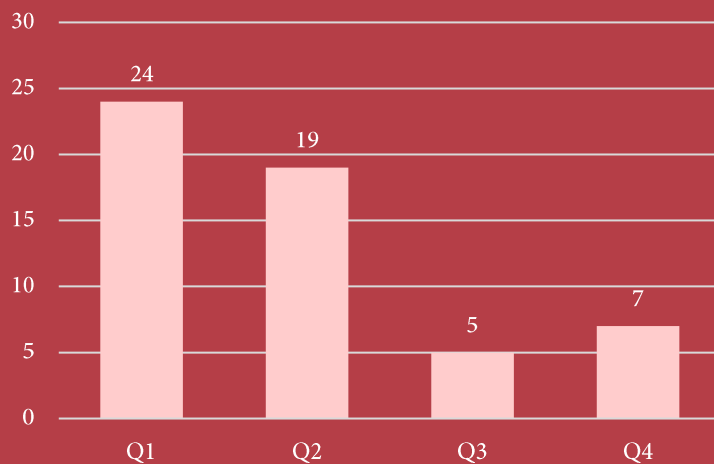
- David Rose, acting coordinator

Support was also offered to people being referred by creating a number of healthy / social walks within Guildford and Waverley which they were invited to attend, if they had expressed an interest. These were offered during the autumn of 2021, but with limited numbers eventually attending.

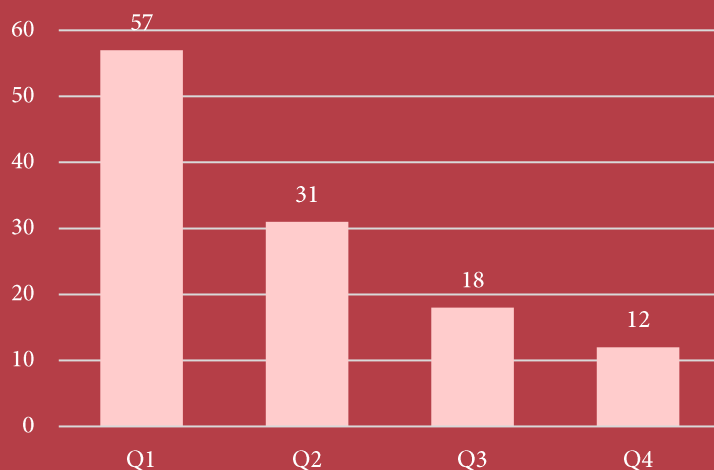
Towards the completion of Welcome Buddies, there was a handover to the project's funders Catalyst, the drug, alcohol and mental health charity, who have taken it in-house as part of its existing Amigo service.

Of the active volunteer buddies at the close of the project, three agreed to continue supporting those they had been helping and transferred their volunteering to the Amigo project. Two volunteer buddies agreed to continue their support on their own basis, three buddies stepped back from volunteering.

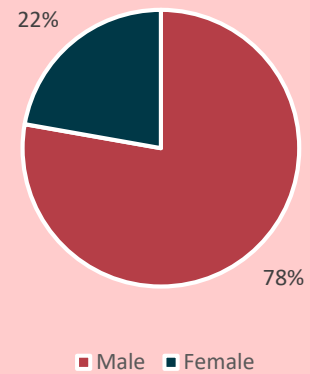
Number of referrals per quarter



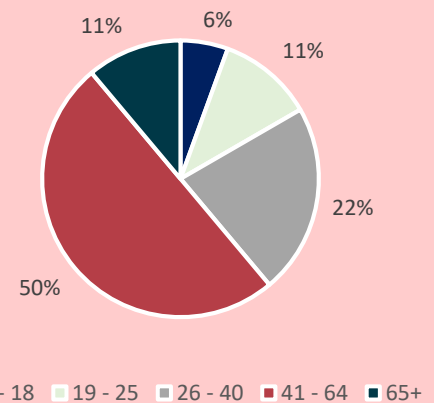
Number of clients supported per quarter



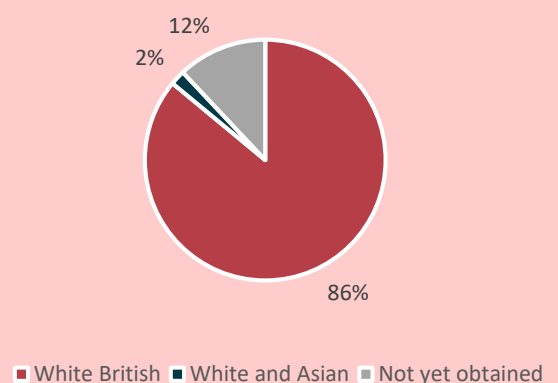
Client gender



Client age range



Client ethnicity



Financial Review 2021/22

Income

We were pleased to have increased our overall income by some 19% compared to the previous financial year, whilst related costs were relatively contained.

The most significant change to funding was an increase to funding for Social Prescribing, a nationally recognised initiative which continues to grow in order to relieve pressure on the NHS. This quote is from the NHS England website “In the Long Term Plan NHS England committed to building the infrastructure for social prescribing in primary care.” In addition, we were delighted to secure further funding from the Better Care Fund to support our related administrative costs.

We continued to receive vital core funding from Surrey County Council, Guildford Borough Council and Waverley Borough Council; and from Guildford and Waverley CCG.

We are incredibly grateful to the Big Lottery for funding our Welcome to Volunteering initiative. Without this continued five-year funding we would be unable to deliver this service.

In addition, we availed ourselves of the government’s Kickstart scheme, with two placements.

Expenditure

Staffing levels and staff turnover had a turbulent year, but also reflected growth in our service delivery programme. Some external services were commissioned to cover short-term gaps in staffing. By March 2022 staffing had returned to stability. Our outsourced payroll has been returned in house from April 2022. A subscription to an HR advisory organisation was entered into during the financial year, and continues to be used to inform and support implementation of required legislative changes to our employment contracts.

We were grateful to receive some ad hoc funding from the Postcode Lottery which was spent on office equipment and furniture; and some necessary repairs were effected.

Reserves and Investments

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six months' expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

Our reserves increased modestly in the financial year. At 31st March 2021 our general reserves of £111,682 represented 3 months' expenditure. The position at 31st March 2022 of £141,787 represents 3.4 months' expenditure. We have thus achieved last year's objective of increasing our general reserves. In this unsettled financial climate, we would have hoped to have more substantial reserves, and we continue to budget and spend prudently in order to further ameliorate the reserves position.

Cash sufficient to cover day to day cashflow requirements is held in a current account and on instant access, with surplus cash held on deposit with CCLA COIF Charities Deposit Fund. As our cashflow is "front-loaded" to the first half of the financial year, in future we will be implementing a more pro-active treasury function, and using a range of short term cash deposit accounts to earn a better return than currently achieved.

No other investments are held.

INDEPENDENT AUDITOR'S REPORT: TO THE MEMBERS OF VOLUNTARY ACTION SOUTH WEST SURREY

Opinion

We have audited the financial statements of Voluntary Action South West Surrey for the year ended 31 March 2022 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 2022 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.

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.

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

**STATEMENT OF FINANCIAL ACTIVITIES:
INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT**

For the year ended 31 March 2022

		Unrestricted funds	Restricted funds	2022 Total funds	2021 Total funds
	Note	£	£	£	£
Income from:					
Donations and legacies	3	1,000	-	1,000	1,275
Charitable activities	4	100,973	410,526	511,499	442,978
Other trading activities	5	2,841	-	2,841	717
Investments	6	50	-	50	134
Other income		13,888	-	13,888	-
Total income		118,752	410,526	529,278	445,104
Expenditure on:	7				
Charitable activities		68,647	428,831	497,478	437,033
Total expenditure		68,647	428,831	497,478	437,033
Net income / (expenditure) for the year	8	50,105	(18,305)	31,800	8,071
Transfers between funds		-	-	-	-
Net movement in funds		50,105	(18,305)	31,800	8,071
Reconciliation of funds:					
Total funds brought forward		111,682	18,305	129,987	121,916
Total funds carried forward		161,787	-	161,787	129,987

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 2022

	Note	2022 £	2022 £	2021 £	2021 £
Fixed assets:					
Tangible assets	10		1,056		-
			<u>1,056</u>		<u>-</u>
Current assets:					
Debtors	11	96,375		38,676	
Cash at bank and in hand		<u>196,529</u>		<u>180,221</u>	
		292,904		218,897	
Liabilities:					
Creditors: amounts falling due within one year	12	<u>132,173</u>		<u>88,910</u>	
Net current assets			<u>160,731</u>		<u>129,987</u>
Total assets less current liabilities			161,787		129,987
Creditors: amounts falling due after one year			<u>-</u>		<u>-</u>
Total net assets			<u>161,787</u>		<u>129,987</u>
The funds of the charity:	14				
Restricted funds			-		18,305
Unrestricted funds:					
Designated funds		20,000		20,000	
General funds		<u>141,787</u>		<u>91,682</u>	
Total unrestricted funds			<u>161,787</u>		<u>111,682</u>
Total charity funds			<u>161,787</u>		<u>129,987</u>

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 29/11/2022
and signed on their behalf by:

Ian Handy

Name: Ian Handy

Chair of the Board of Trustees

Company reg no. 05841344

The attached notes form part of the financial statements.

STATEMENT OF CASH FLOWS

As at 31 March 2022

	Note	2022 £	2022 £	2021 £	2021 £
Net cash provided by / (used in) operating activities	15		17,893		18,501
Cash flows from investing activities:					
Interest/ rent/ dividends from investments		-		-	
Sale/ (purchase) of fixed assets		(1,585)		-	
Sale/ (purchase) of investments		-		-	
Cash provided by / (used in) investing activities			(1,585)		-
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			16,308		18,501
Cash and cash equivalents at the beginning of the year			180,221		161,720
Cash and cash equivalents at the end of the year	16		196,529		180,221

For the year ended 31 March 2022

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.

d) Donations 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.

For the year ended 31 March 2022

1. Accounting policies (continued)

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.

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.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

1. Accounting policies (continued)

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.

2. Detailed comparatives for the statement of financial activities (prior year)

	2021	2021	2021
	Unrestricted	Restricted	Total
	£	£	£
Income from:			
Donations and legacies	1,275	-	1,275
Charitable activities	106,473	336,505	442,978
Other trading activities	717	-	717
Investments	134	-	134
Total income	<u>108,599</u>	<u>336,505</u>	<u>445,104</u>
Expenditure on:			
Charitable activities	100,889	336,144	437,033
Total expenditure	<u>100,889</u>	<u>336,144</u>	<u>437,033</u>
Net income / expenditure	7,710	361	8,071
Transfers between funds	-	-	-
Net movement in funds	7,710	361	8,071
Total funds brought forward	103,972	17,944	121,916
Total funds carried forward	<u><u>111,682</u></u>	<u><u>18,305</u></u>	<u><u>129,987</u></u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

3. Income from donations and legacies

	Unrestricted	Restricted	2022 Total	2021 Total
	£	£	£	£
Donations	1,000	-	1,000	1,275
	<u>1,000</u>	<u>-</u>	<u>1,000</u>	<u>1,275</u>

4. Income from charitable activities

	Unrestricted	Restricted	2022 Total	2021 Total
	£	£	£	£
Surrey County Council	53,161	-	53,161	48,661
Guildford and Waverley CCG	30,065	-	30,065	30,065
Catalyst	-	22,156	22,156	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	-	74,280	74,280	71,105
Big Lottery Fund: Building Connections	-	-	-	33,690
Postcode Community Grant: Volunteer Buddies	-	-	-	6,500
Procure Health: Social Prescribing Link Workers	-	213,940	213,940	113,010
Surrey County Council: Social Prescription	-	62,450	62,450	60,400
NHS Surrey Heartlands: Social Prescription	-	33,000	33,000	-
Community Foundation for Surrey: Volunteer Buddies	-	-	-	5,300
Guildford Borough Council: Volunteer Buddies	-	4,700	4,700	1,500
Small business grant re: Covid 19	-	-	-	10,000
	<u>100,973</u>	<u>410,526</u>	<u>511,499</u>	<u>442,978</u>

5. Income from other trading activities

	Unrestricted	Restricted	2022 Total	2021 Total
	£	£	£	£
Fees	2,841	-	2,841	717
	<u>2,841</u>	<u>-</u>	<u>2,841</u>	<u>717</u>

6. Income from investments

	Unrestricted	Restricted	2022 Total	2021 Total
	£	£	£	£
Bank interest	50	-	50	134
	<u>50</u>	<u>-</u>	<u>50</u>	<u>134</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

7. Analysis of expenditure

	Charitable activities	Support costs	2022 Total	2021 Total
	£	£	£	£
Staff costs (Note 9)	350,359	84,052	434,411	375,879
Direct costs				
Project expenses	594	-	594	1,478
Networking & lunch events	6,000	-	6,000	100
Training events	2,563	-	2,563	3,395
Staff & volunteer travel expenses	4,258	-	4,258	6,255
Recruitment	2,099	-	2,099	1,070
Administration expenses				
Printing, postage & stationery	1,261	303	1,564	1,658
Telephone & Internet	5,763	1,383	7,146	9,308
Rent and utilities	1,611	386	1,997	1,548
Insurance	-	1,624	1,624	1,392
Repairs and maintenance	-	1,529	1,529	6,893
IT & computer equipment	5,750	1,379	7,129	15,661
Audit and accountancy	-	3,800	3,800	4,087
Legal and professional	-	13,470	13,470	48
Marketing & publicity	(1,190)	-	(1,190)	1,190
Subscriptions	-	8,176	8,176	1,851
Sundry expense	1,784	428	2,212	5,046
Bad debt	-	-	-	60
Bank charges	-	96	96	114
	380,852	116,626	497,478	437,033
Support costs	116,626	(116,626)	-	-
2022 total	497,478	-	497,478	437,033

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

Of the total expenditure, £68,647 was unrestricted (2021: £100,889) and £428,831 was restricted (2021 £336,144).

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

7. Analysis of expenditure (cont.)

Analysis of expenditure (prior year)

	Charitable activities	Support costs	2021 Total
	£	£	£
Staff costs (Note 9)	291,827	84,052	375,879
Direct costs			
Project expenses	1,478	-	1,478
Networking & lunch events	100	-	100
Training events	3,395	-	3,395
Staff & volunteer travel expenses	6,255	-	6,255
Recruitment	1,070	-	1,070
Administration expenses			
Printing, postage & stationery	1,287	371	1,658
Telephone & Internet	7,227	2,081	9,308
Rent and utilities	1,202	346	1,548
Insurance	-	1,392	1,392
Repairs and maintenance	-	6,893	6,893
IT & computer equipment	12,159	3,502	15,661
Audit and accountancy	-	4,087	4,087
Legal and professional	-	48	48
Marketing & publicity	924	266	1,190
Subscriptions	-	1,851	1,851
Sundry expense	3,918	1,128	5,046
Bad debt	-	60	60
Bank charges	-	114	114
	330,841	106,192	437,033
Support costs	106,192	(106,192)	-
2021 total	437,033	-	437,033

8. Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2022	2021
	£	£

Auditor's remuneration (excluding VAT):

Audit fees	2,500	2,500
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NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

9. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2022	2021
	£	£
Salaries and wages	383,707	330,980
Social security costs	28,006	22,801
Employer's contribution to defined contribution pension schemes	22,698	22,098
	<u>434,411</u>	<u>375,879</u>

No employee earned more than £60,000 during the year (2021: nil).

The total employee benefits including pension and national insurance contributions of the key management personnel and support staff were £55,442.

The trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2021: £nil). One trustee received a payment of £5,476 for professional services supplied to the charity (2021: £nil).

Staff numbers

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

	2022	2021
	No.	No.
Charitable activities	15.5	13.5
Support	1.7	2.1
	<u>17.2</u>	<u>15.6</u>

10. Tangible fixed assets

	ICT equipment £	Furniture £	Total £
Cost			
At the start of the year	14,378	2,575	16,953
Additions in year	1,585	-	1,585
Disposals in year	-	-	-
At the end of the year	<u>15,963</u>	<u>2,575</u>	<u>18,538</u>
Depreciation			
At the start of the year	14,378	2,575	16,953
Charge for the year	529	-	529
Eliminated on disposal	-	-	-
At the end of the year	<u>14,907</u>	<u>2,575</u>	<u>17,482</u>
Net book value			
At the end of the year	<u>1,056</u>	<u>-</u>	<u>1,056</u>
At the start of the year	<u>-</u>	<u>-</u>	<u>-</u>

All of the above assets are used for charitable purposes.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

11. Debtors

	2022	2021
	£	£
Trade debtors	93,045	36,519
Prepayments & accrued income	3,330	2,157
	<u>96,375</u>	<u>38,676</u>

12. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	6,629	18,922
Taxation and social security	6,269	-
Other creditors**	29,183	10,930
Deferred income*	76,350	43,700
Accruals	13,742	15,358
	<u>132,173</u>	<u>88,910</u>

Deferred income

	2022	2021
	£	£
Balance at the beginning of the year	43,700	17,800
Amount released to income in the year	(43,700)	(17,800)
Amount deferred in the year	76,350	43,700
Balance at the end of the year	<u>76,350</u>	<u>43,700</u>

*Deferred income includes Screwfix Foundation £4,600, NHS Surrey Heartlands: Recruitment £58,000 and Surrey County Council: Better Care admin post £13,750.

**Other creditors includes £1,125 held on behalf of Farnham Locality Group and £25,162 held on behalf of Real Change.

13. Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	1,056	-	-	1,056
Net current assets	140,731	20,000	-	160,731
Net assets at the end of the year	<u>141,787</u>	<u>20,000</u>	<u>-</u>	<u>161,787</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

14. Movements 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	14,516	22,156	(36,672)	-	-
Time Bank Guardian Angels	1,342	-	(1,342)	-	-
Reaching Communities	2,316	74,280	(76,594)	(2)	-
Building Connections	(2)	-	-	2	-
Procure Social Prescribing	89	213,940	(214,029)	-	-
Better Care Social Prescribing	5	95,450	(95,455)	-	-
Volunteer Buddies	39	4,700	(4,739)	-	-
Total restricted funds	18,305	410,526	(428,831)	-	-
Unrestricted funds:					
Designated funds:					
Organisation Contingency	20,000	-	-	-	20,000
Total designated funds	20,000	-	-	-	20,000
General funds	91,682	118,752	(68,647)	-	141,787
Total unrestricted funds	111,682	118,752	(68,647)	-	161,787
Total funds	129,987	529,278	(497,478)	-	161,787

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.

15. Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2022 £	2021 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	31,800	8,071
Depreciation	529	-
(Increase)/ decrease in debtors	(57,699)	(27,582)
Increase/ (decrease) in creditors	43,263	38,012
Net cash provided by / (used in) operating activities	17,893	18,501

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

16. Analysis of cash and cash equivalents	At 1 April 2021 £	Cash flows £	Other changes £	At 31 March 2022 £
Cash at bank and in hand	180,221	16,308	-	196,529
Total cash and cash equivalents	180,221	16,308	-	196,529

17. 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.

18. Related party transactions

The charity has no related party transactions during the year. (2021: 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 31 March 2022

19a. Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	-	-	-
Net current assets	91,682	20,000	18,305	129,987
Net assets at the end of the year	91,682	20,000	18,305	129,987

19b. 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	(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	(112,923)	-	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	-	-	(30,000)	20,000
Total designated funds	50,000	-	-	(30,000)	20,000
General funds	53,972	108,599	(100,889)	30,000	91,682
Total unrestricted funds	103,972	108,599	(100,889)	-	111,682
Total funds	121,916	445,104	(437,033)	-	129,987

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Voluntary Action South West Surrey
Annual Report 2021/22
Charity Registration Number: 1116293
Company Registration Number: 05841344