



Trustees' Annual Report for the period

Period start date		Period end date		
From	01	01	2022	To 31 12 2022

Section A Reference and administration details

Charity name

Work Stress Solutions

Other names charity is known by

WSS

Registered charity number (if any)

1135144

Charity's principal address

173a Kingston Road

Epsom

Surrey

Postcode

KT19 0AA

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Sarah Brook Garroch	Acting Chair		
2	Patricia McGuire	Secretary and Governance		
3	Steven Desborough	Treasurer	Started July 2022 Ended 9 October 2022	
4	Phillip Hayes	Deputy Chair, IT, HR and Temporary Finance Trustee		
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1				
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1				
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9				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance, and management

Description of the charity's trusts

Type of governing document (e.g., trust deed, constitution)	Constitution
How the charity is constituted (e.g., trust, association, company)	Trust
Trustee selection methods (e.g., appointed by, elected by)	Elected

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees.
- the charity's organisational structure and any wider

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network with which the charity works.

- relationship with any related parties.
- trustees' consideration of major risks and the system and procedures to manage them.



Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

The charity has three main objectives as outlined in its governing document:

Providing holistic and therapeutic services: The charity aims to be a leader in offering comprehensive and therapeutic support to individuals. These services are designed to help individuals develop new skills, unlock their potential, and make progress towards gaining or retaining employment, education, or voluntary work.

Supporting vulnerable individuals: The charity focuses on working with individuals who are over the age of 16 and are actively seeking or maintaining employment, education, or voluntary work. These individuals may face various challenges such as social exclusion, disadvantage, mental or physical health problems, or loss of confidence. The charity aims to provide targeted assistance to help them overcome these barriers.

Geographical scope: While the charity primarily operates within Surrey, it is not limited exclusively to this area. It may extend its services to other locations as specified by Grant Funding. This indicates that the charity is open to expanding its reach and impact beyond Surrey if funding opportunities arise.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

We undertook a range of activities for the benefit of the clients in relation to their objects in 2022, which included providing personal development, therapy, coaching, and training to clients who were vulnerable or experiencing mental or physical health problems and who wished to retain or gain employment, education, or voluntary work. These activities aimed to support and empower individuals to improve their overall well-being and enhance their chances of success in various areas of their lives.

Some of the specific activities carried out by us are as follows:

Building confidence (GROW course): We offered a course focused on building confidence, which helped individuals develop self-esteem and self-assurance.

1-to-1 support: Personalised support was provided to clients, catering to their specific needs and goals.

IT skills: We delivered a group to enhance clients' IT skills, enabling them to improve their digital literacy and access employment and educational opportunities.

Mentoring and referrals: Clients were provided with mentoring support, and if necessary, they were referred to other services or organisations that were able to address their additional needs.

Work experience: We facilitated work experience opportunities, allowing clients to gain practical skills and increase their chances of securing employment.

Integrative therapy: We offered 12 sessions of integrative therapy to address mental health and emotional well-being concerns of clients.

Online nutrition courses: Clients had the opportunity to participate in online nutrition courses, promoting healthy lifestyles and overall well-being.

Developing numeracy skills group: We conducted a group program aimed at developing numeracy skills, empowering individuals to improve their mathematical abilities.

Realise your potential and value yourself educational group: An educational group was set up to help clients recognise their potential and value themselves, fostering personal growth and self-empowerment.

Revamp of website: We revamped our website to reflect our work and make it more user-friendly, improving accessibility for clients and the general public.

Setting up a professional buddy service: We established a professional buddy service called "Solutions Together," which offers support and guidance to individuals, further assisting them in their personal and professional development.

In-house therapy via trainee therapists: We initiated our first in-house therapy service provided by trainee therapists, expanding their therapeutic offerings, and increasing accessibility for clients.

Partnership work with other organizations: We collaborated with other organisations to provide holistic support to our clients, ensuring a comprehensive approach to their well-being and development.

Securing a safe and secure long-term venue: We successfully secured a safe and secure long-term venue, ensuring stability and continuity in their operations.

Our activities demonstrated our commitment to supporting vulnerable individuals with mental or physical health problems, enabling them to improve their skills, well-being, and overall quality of life. In undertaking these activities, we as trustees have declared that we had regard to the guidance issued by the Charity Commission on public benefit, ensuring our actions aligned with the regulatory standards and requirements.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking.
- policy programme related investment.
- contribution made by volunteers.

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

This year saw another record number of clients accessing our courses and also an expansion of the courses and services we deliver, whilst still maintaining very pleasing outcomes for our beneficiaries.

- **We have continued to offer our Confidence Courses**

- Building confidence (GROW course)
 - 1 to 1 support
 - IT skills.
- Mentoring and referrals to other services as required.
 - Work experience

We started:-

- 12 sessions of integrative therapy.
- Online Nutrition courses- and other groups

Through the free 1 to 1 therapy sessions, we supported 30 vulnerable individuals, to tackle their issues, so they can control their emotions and thinking, change behaviour and use the strategies learnt in their everyday life. Consequently, helping them to either retain or gain meaningful activities that is suited to their individual needs. The 30 people who were supported recognised and learnt to manage their feelings and emotions and look after their own well-being through support from the therapist, experienced facilitators, and staff. The 30 individuals developed increased knowledge, skills, and understandings. 100% improved their confidence. 5% gained employment. 10% retained their employment and 20% improved their ability to build a healthy relationship.

The fundings enabled us to get a comprehensive insurance which was better than our last one- which reflected what we are doing and add more activities on it.

Following on from that WSS started their In-house therapy service in addition to using Mind Growth Mastery. We recruited first trainee therapist who is supporting 8 clients making it a total of 38 clients supported. We booked more than 50 clients on the therapy service.

We now are in the process of recruiting our trainee second trainee therapist. The funding helped us to

provide them mandatory trainings and DBS. We have added one successful case study for this section to help you see how the person progressed.

We delivered 2 Meal on a budget online one in 2022 and the other 2023. They were both 8 weeks and 1.5hour long. We delivered it in collaboration with Mary Frances Trust. Out of the 28 clients booked on the course 20 attended it. Both courses were delivered via Zoom to make it accessible to people who were unable to leave their house due to anxiety, mobility, and other issues. All sessions were stand alone and allowed options to attend as required. Also, additional support and advice were offered to those who required personalised nutritional support outside of the weekly sessions. We could not run a course for just young people as planned due to running other groups.

In November 2022, we successfully launched our new website, which has significantly enhanced our marketing capabilities and made it easier for both new and existing clients to access our services. This now means we are able to share accurate and timely information about us and other support available to anyone who needs it. One remarkable aspect of this project was the active involvement of our Client-Volunteers, who have been participating in our Volunteer Work Experience Group throughout 2022.

From the initial stages of website design to monitoring its development and conducting thorough testing, our Client-Volunteers have been an integral part of the entire process leading up to the launch. They have also played a crucial role in providing ongoing updates and maintenance.

By engaging in this project, our clients not only improved their technological skills but also experienced a newfound sense of self-empowerment and accomplishment. Their opinions and voices were valued and actively incorporated throughout the project, ensuring their active participation and ownership. Our website continues to evolve with regular updates, driven by the dedication of our volunteer team. This ongoing process not only keeps the website relevant but also allows our volunteers to enhance their skills, knowledge, and understanding of the

significance of a website as a crucial component of effective marketing and targeting the right audience.

Our Make Technology Work For You (MTWFY) Group was re-launched on 7th December 2022 with the aim of helping clients acquire basic technology skills. Since then, we delivered 24 sessions (36 hours in total, 1.5 hours per week) supporting clients with various topics such as online shopping, email communication, and comparison websites. The group was led by a digitally skilled facilitator who worked under our guidance and catered to the needs and interests of the clients. Most of the clients had little or no digital skills and lacked confidence, so they needed intensive hands-on support.

We also provided WSS laptops for the clients to use during the sessions, so they could practice and learn digital skills in a safe environment. The sessions helped them become more independent and connected with their friends, family, and the community. The sessions were not structured as a course, but rather run as an open space for the clients to learn what they wanted each week or whenever they dropped in. Our technical facilitator run the group with our direction, and we also recruited volunteers through our Solutions Together Project to assist the clients in overcoming their digital barriers. Due to the increase in referral for this group we had to run it 3 times a week and 24 clients are attending per week over the 3 days.

The inception of our initiative, the "Our Solutions Together Project," took place during the early months of 2022. The primary objective of this project was to assist a client in overcoming barriers that hindered their engagement in meaningful activities, leveraging the

expertise of a volunteer in a professional capacity. Thanks to the funding we secured, we were able to launch the project in January 2023. Although it took a considerable amount of time to initiate this new endeavour, we dedicated our efforts to recruit a Volunteer Coordinator responsible for managing this project and our team of volunteers. Extensive groundwork was required before commencing the project's operations. Since then, we have successfully recruited three to four volunteers who enthusiastically joined our cause. Through a meticulous matching process, we connected these volunteers with suitable clients, aiming to achieve positive outcomes. We are proud to announce that our efforts yielded immediate success with the first client and volunteer pairing.

Our Voluntary Work Experience group, (an established group), continues to make a positive impact by providing comprehensive training to our volunteers. We have delivered 48 sessions (192 hours) to date. We helped to enhance their proficiency in digital, social, administrative, financial, and social media skills. In addition to supporting charitable endeavours, our volunteers are acquiring valuable skills that will assist them in their professional development, educational pursuits, and future voluntary work. Our volunteers have successfully completed a diverse range of courses, including Workplace First Aid, Health & Safety, and social media. These courses not only enable them to excel in their assigned tasks but also equip them with transferable skills and recognized qualifications applicable to both their personal and professional lives. As a result of their involvement, members of our group are experiencing notable personal growth. They are gaining confidence, fostering

independence, honing valuable work-related skills, and feeling empowered. We are especially proud to have supported two member of our group, one who faced learning difficulties, in securing a full-time supported apprenticeship role in Business & Finance. Throughout this journey, he has acquired new technical skills, actively participated in work-related discussions, learned to meet deadlines, and developed confidence in collaborative teamwork. His accomplishments are a testament to his newfound abilities and the success of our supported apprenticeship program. The other individual secured a full-time with a local car company.

Our Realise Your Potential and Value Yourself Group has been instrumental in helping individuals develop confidence and improve their self-esteem. This group, led by peers, offered a unique platform for people to connect, interact, and learn from one another. While traditional educational institutions primarily focused on grades and credentials, our group placed a strong emphasis on mental health. We strived to provide education that not only enhances clients' motivation and emotional well-being but also improved their prospects for employment. Many of our clients have expressed a desire to further their education, but they often found mainstream schooling overwhelming. To address this, we created a smaller, more nurturing learning environment that replicated the educational experience while ensuring inclusivity for all.

Finally, we successfully implemented a numeracy program aimed at assisting clients in enhancing their numeracy skills. The participants in this program presented unique challenges due to their intricate vulnerabilities. To cater to their needs, we offered

personalised one-on-one support and designed daily numeracy tasks that were achievable for the clients.

Unfortunately, the group had to be discontinued temporarily due to a shortage of volunteers to oversee its operations. However, we remain optimistic about resuming the program in the future.

Our weekly groups, both online and offline, held in the morning and afternoon, played a crucial role in helping people feel less lonely and be part of their local community. By providing a supportive and inclusive space, our project facilitated social interaction and a sense of belonging, which are vital for mental health and emotional wellbeing.

Due to the funding, we received especially a large sum from Surrey Downs Better Care fund, we participated in collaborative work with the Rainbow Leisure Centre in Epsom Surrey, to promote our charity to the local community, recruiting new volunteers who have been accompanying our clients and helping them access services at the Leisure Centre, negotiating subsidised membership rates for our clients, so they can improve their physical health and engage in meaningful activities in the community.

We have worked in collaboration with the Epsom Refugee Network, supporting Ukrainian refugees to overcome cultural barriers to engaging with medical or mental health professionals. We felt we were the only local charity to break the stigma faced by this group of clients when it came to receiving the talk therapy, they

needed to address the intense trauma they have experienced. These clients are also now in the process of attending our Voluntary Work Experience Group and gaining valuable softer social skills to help them adapt and make a contribution in their new country of residence.

We have also worked in collaboration with the Job centre Plus in Epsom, achieving positive outcomes for younger adults attending our VWE group where they have gained valuable people related office skills and confidence which they missed out on due to the Covid pandemic.

Our referral rates have increased month on month for both clients and volunteers and we are seeing more clients engaging in our weekly sessions.

In September we undertook a review of our client database and received the following feedback:

- I did pass a counselling skills course recently for which I'm thankful.

•Hi SB (staff member), Just to say I am going to be starting a maths and IT course soon. I am also going to a group to learn how to crochet. Doing a dance fitness group and a yoga one at the rainbow centre in epsom. Also still looking for work. I am seeing a lady who I used to see to help me look for work. So, I don't think I need any help from you at the moment but thank you for your help before. From G

•Hello SB, thanks for your email. I've been in full time employment since October last year, holding down the job well and no sick days! One or two short wobbles, however. I received a good deal of support whilst I was unwell and this was invaluable. If it's ok, I'd still like to receive emails or updates, just in case. Many thanks D

•Thank you so much for touching base. I'm currently working with my mental health coaches and doing some volunteering - I have recently attempted writing my own book and the accounts of my short comings in life, which has been eventful. It's really nice being able to communicate with my thoughts and feelings on a document.

•I have a success story for you since I last did any courses with you. I have had a really tough time over the past 3yrs where 3yrs ago i was at rock bottom and didn't know what way to turn. I have learnt so many new skills that I've put to good use to get me into a better place. I love animals and animals are what help me get through each day and motivate me. Animals are my therapy. Last year September 2021 I set up my own business where I offer pet sitting, dog walking, pet visits etc of all animals. I also set up my business Facebook Page . My initial goal was to set it up to save up for a vehicle so that I could expand and get more customers. One year on and I now have a car which I bought 3weeks ago. In those 3 weeks I have gained 2 new customers. I am now able to take on new customers and expand. I love doing what I do and I am so proud of how far I have come over the last 2yrs. I have had so many hurdles in the way but I persevered

and used the animals as my motivation to get my out of bed each day and for therapy. It has also helped me with anxiety, self-esteem, and confidence. On reflection, I have come such a long way since then and I really am proud of what I have achieved. Many thanks L

•Hi SB,I have received your email and I would like to stay on your mailing list. I have recently completed my level 2 counselling course and I am now waiting for the results for my level 3 counselling course. I have also completed my level 1 football coaching course. I now coach for the football team delivered by a Charity in leatherhead. would just like to say thanks for the service you are offering as it has been a lifeline for me. Thanks A

•I would be ok for you to close my referral now as I am pleased to say that I have now managed to obtain a part-time job working for a local charity as a Receptionist. My health situation has gradually improved over time since I originally met with you and I am feeling more positive about my situation now. It has been helpful for me to know that your Service has been there to offer some support and I thank-you for this. Once again, thank-you for contacting me .Best wishes, M.

Section E**Financial review**

Brief statement of the charity's policy on reserves

We aim to maintain at least 4 months operating costs as reserves.

Details of any funds materially in deficit

None

Further financial review details (Optional information)

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising).
- how expenditure has supported the key objectives of the charity.
- investment policy and objectives including any ethical investment policy adopted.

Section F**Other optional information****Section G****Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)



Full name(s)

Sarah Garroch

Position (e.g., Secretary, Chair, etc)

Acting Chair

Date

22.06.2023

WORK STRESS SOLUTIONS

BALANCE SHEET AT 31 DECEMBER 2022

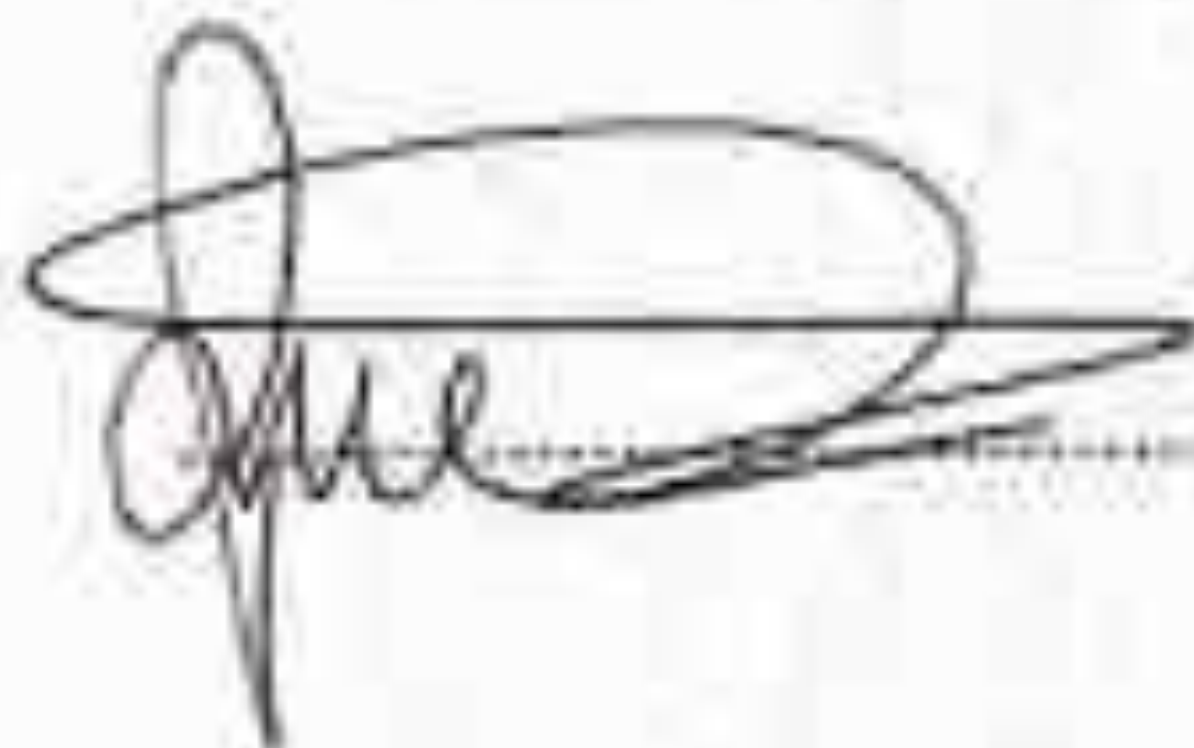
	<u>2022</u>		<u>2021</u>	
	£	£	£	£
CURRENT ASSETS				
Cash at bank and in hand	33,557		6,614	
Prepayments	639		-	
	<u>34,196</u>		<u>6,614</u>	
CURRENT LIABILITIES				
Accruals	<u>2,435</u>		<u>-</u>	
NET ASSETS		<u>31,761</u>		<u>6,614</u>

REPRESENTED BY:

Income and expenditure account at 1 January	6,614	15,818
Surplus/(Deficit) for the year	<u>25,147</u>	<u>(9,204)</u>
Income and expenditure account at 31 December	<u>31,761</u>	<u>6,614</u>



Sarah Garroch - Chair



Parvin Ahmed - Manager

WORK STRESS SOLUTIONS

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 2022

	<u>2022</u>		<u>2021</u>	
	£	£	£	£
INCOME				
Grants		53,177		2,450
Donations		2,162		392
Other income		-		288
		<u>55,339</u>		<u>3,130</u>
EXPENDITURE				
Staff costs	20,371		7,644	
Sessional staff	1,830		3,615	
Training courses	672		-	
Rent	2,042		-	
Insurance	407		90	
Telephone, postage and stationery	284		94	
IT support and services	3,867		816	
Travelling expenses	56		-	
Legal and professional fees	172		-	
Accountancy	375		-	
Refreshments	39		-	
Sundry expenses	78		75	
		<u>30,192</u>		<u>12,334</u>
SURPLUS/(DEFICIT) FOR THE YEAR		<u>25,147</u>		<u>(9,204)</u>

WORK STRESS SOLUTIONS

REGISTERED CHARITY NO. 1135144

ACCOUNTS

- for the year ended -

31 DECEMBER 2022

WORK STRESS SOLUTIONS

Independent examiner's report to the trustees of Work Stress Solutions

I report to the trustees on my examination of the accounts of Work Stress Solutions for the year ended 31 December 2022.

Responsibilities and basis of report

As the charity trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 

Cliff Powell FCA
ICAEW Membership No. 8333555
Court Farm House, Clay Lane, Jacobs Well, Surrey GU4 7NA
06-Apr-23