

VOLUNTARY SUPPORT NORTH SURREY

England & Wales · Charity number 1141587

Details

Other names	RUNNYMEDE ASSOCIATION OF VOLUNTARY SERVICES, RAVS
Status	Registered
Legal form	Other
Registered	2011-04-26
Register	View on the Charity Commission register

Contact

Address	6 The Sainsbury Centre Guildford Street Chertsey KT16 9AG
Phone	01932571122
Email	info@voluntarysupport.org.uk
Website	www.voluntarysupport.org.uk

Activities

Objects: TO PROMOTE THE BENEFIT OF ALL RESIDENTS IN THE COMMUNITY OF NORTH SURREY[HEREINAFTER CALLED "THE AREA OF BENEFIT "] BY ASSOCIATING TOGETHER VOLUNTEERS AND ORGANISATIONS IN A COMMON EFFORT TO ADVANCE EDUCATION, PROTECT HEALTH, RELIEVE POVERTY, SICKNESS AND DISTRESS AND PROMOTE ANY OTHER CHARITABLE PURPOSE.

Activities: VSNS is the Council for Voluntary Service with integrated volunteer centres in the Boroughs of Runnymede, Spelthorne and Surrey Heath that provides support and services to all charity and community groups in our area of benefit across all 3 boroughs, established as a charity in 1996 and incorporated in February 2011.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£644,782	£684,276	£320,217	11
2024-03-31	£0	£657,361	£359,711	0
2023-03-31	£428,007	£399,920	-	-
2022-03-31	£443,079	£399,848	-	-
2021-03-31	£443,079	£399,848	-	-

Trustees

Name	Role	Appointed
Helen Elizabeth Frary	Chair	2021-02-10
Anne Elkington		2021-07-27
David Douglas Camp		2022-12-15
Harry Cunningham		2024-07-11
Helen Sellers		2024-05-28
Lucy Ann Franklin		2025-10-30
Nicola Brown		2024-05-16
Paul Raymond Amphlett		2024-05-16

VOLUNTARY SUPPORT NORTH SURREY

England & Wales - Charity number 1141587

Accounts



Voluntary Support
N O R T H S U R R E Y

VOLUNTARY SUPPORT NORTH SURREY

Annual Report 2024/25

Voluntary Support North Surrey (VSNS) is an independent charity that supports circa 1500 voluntary and community organisations from three main locations, Camberley, Chertsey and Staines.

OUR MISSION

The lives of residents in Runnymede, Spelthorne and Surrey Heath are improved through stronger voluntary, community and faith sectors.

OUR VALUES

- Community at the centre of everything we do:

“If it isn't happening in the community then it isn't happening”



- Improving lives locally: **Communities are welcoming and supportive, especially of the most vulnerable;**
- Fairness and respect for difference: **Regardless of gender, ability, religion or race;**
- Learning organisation: **Striving for continuous improvement and reflection;**
- **We are passionate about what we do.**



During the period 2024/25, Voluntary Support North Surrey's work had a significant impact on local communities in North Surrey, equating to a social value* **of £4.8m.**

This is an increase **of £900,000** or 23% on last year.

THIS IS BROKEN DOWN AS FOLLOWS:

Funding granted to local groups following VSNS support	£1,400,000
Volunteering	£2,683,800
Befriending volunteers	£343,000
Employee volunteering	£207,000
VSNS grant funding	£45,000
Donations / gifts in kind	£98,000
Training	£60,000
Total	£4,800,000

*Social Value refers to the wider financial and nonfinancial value created by an organisation through its day-to-day activities in terms of the wellbeing of individuals and communities, social capital created and the environment.

This annual report describes the work of the Charity, including achievements in the reporting period. The report also includes a statement of financial activities and an independently produced examiner's report.

THE YEAR IN NUMBERS 2024/25

Social Value Generated **£4,800,000**

Grants Awarded After Support **£1,400,000**

Grants Awarded Local Funds **£59,000**

Beneficiaries **1500** charities/voluntary groups

Employee Volunteers **828** volunteers

Team Volunteering **93** teams

New Volunteers Registered **994** volunteers

Volunteer Training **12** sessions for **86** volunteers

Charity Staff Trained **250** staff trained across **12** topics

Mental Health and Older People's Forums **12** forums

Networking Events **24** events

Fundraising Training **35** organisations trained

Governance Support **48** organisations assisted

Befriending Service **73** lonely people supported

Funding Advice **69** charities received tailored support

Corporate Engagement **26** businesses took part in charity events

Business Funding Secured **£74,000** provided to **16** organisations

Websites Created **6** new charity websites developed
and **8** regularly maintained

Newsletters Issued **68** newsletters year in **2025**

CHAIR HELEN FRARY'S FOREWORD



The last twelve months have continued to be a challenge for the voluntary sector and our residents – efforts to secure funds and resources have been set against a backdrop of changing local authority priorities and uncertainty. Budgets are stretched and we are ever more reliant on volunteers.

Voluntary Support North Surrey has played a vital role in ensuring that our charities and community organisations remain supported, empowered, and effective in delivering for our residents.

We are following the Government's plans for local authority reform closely. 2026 promises to be a year of great change as we move to a new statutory body for Surrey. VSNS is fully engaged in the process and is positioning itself to be able to build on the opportunities that this change will present. I am confident that we have the networks, proven track record for delivery, agility and drive to be the best we can be for all residents in the new structure. The Board is tracking the process of change and we are excited to build a new VSNS in line with identified needs. I reiterate our commitment to our local voluntary sector.

Through significant hard work our finances remain stable. We are ever mindful that – while it is necessary to use reports such as this one to demonstrate impact and value for money – our work is about the individual – that one person who is lonely, in crisis or simply wanting to give back.

Our project with the National Lottery is continuing to bring key organisations back to pre-Covid capacity and is being considered as a national model.

Our annual volunteer awards for Spelthorne, Surrey Heath and Runnymede delivered again this year. In Surrey Heath alone the 20 individuals nominated for a long-service award had over 200 years of volunteering between them. From established teams like the volunteers at The Camberley Alzheimer's Cafe to small groups that supporting our local Ghurkha community, the impact that a single person or organisation can have on their community shines brightly. The purpose of these awards is to celebrate the magnificent – and often unsung – kindness that exists among the people of Surrey.

In 2025 VSNS had the tremendous honour of being nominated for a King's Award for Voluntary Service. It was a great opportunity to reflect on what we do and the impact we can, and have had, and to enjoy a great evening meeting with other nominees as the guest of the Lord Lieutenant of Surrey. VSNS has strengthened its governance in 2025 with the appointment of new Trustees who bring fresh skills and experience. I am grateful for their support as we guide VSNS through choppy waters. On their behalf we extend our thanks to all those who make VSNS the tremendous success that it is: our staff, our volunteers, and our partners.



CHIEF EXECUTIVE OFFICER SOLETTE SHEPPARDSON'S REPORT FOR 2024/25:

Introduction

The voluntary, community and social enterprise sector consists of many very small organisations with limited internal infrastructure to meet the demands of compliance.



As a consequence, local organisations rely on the existence and activity of Voluntary Support North Surrey as an infrastructure organisation that supports them with a range of operational and strategic issues.

The sector continues to face huge challenges, particularly around funding and resourcing, in the face of increasing demand for services. **So it was not without a small amount of pride that we look back at the last year and the support Voluntary Support North Surrey has delivered, generating a£4.8m in social value.**

Voluntary Support North Surrey purpose is to support voluntary and community organisations, statutory agencies and the business community to promote voluntary work, be a voice for the voluntary sector and identify gaps in provision of services.

We offer many free services to local voluntary groups as part of our investment in building the sector's capacity. We have supported members, and in turn their communities, to work well with local and regional authorities. And we have worked to influence the local and national government policy and the health system, advocating for our sector and community.

One of our core values is improving lives locally and part of our work involves delivering services to local people. Our growing Time to Talk befriending services in Surrey Heath and Runnymede tackle isolation and loneliness, while our support service for Ukrainian refugees, working with local partners, has included social and emotional support through community groups and practical support to get back to work through our STEP programme.

Our success is a combination of vision, hard work and the dedication and commitment of staff, volunteers, partners and funders. The reward is in healthy, strong communities. We were thrilled to have this dedication and commitment recognised early in 2025 when we were nominated for The King's Award for Voluntary Service, the highest accolade for voluntary groups in the UK.

Success does not happen in isolation, and none of this would have been possible without the support of Surrey County Council, District and Borough councils, Frimley ICS, Surrey Heartlands, and the National Lottery. Their continued support and funding throughout this year have been invaluable in helping us champion volunteering and strengthen our local communities.

Our heartfelt thanks, also, to the local organisations and volunteers who do the work, supporting people in need and investing time and resources into the people and places in North Surrey that make it a great place to live. We are so fortunate to have such amazing charities and volunteers in our area who give so much to our communities.

We look to the future with focus and determination to support our voluntary and community sector as we move into a new year and a new phase in local and national government.

KEY ACHIEVEMENTS

Three functions of infrastructure serve as the foundation of our work and provide a framework to ensure effective support for the groups we support. These three functions are:

- volunteer recruitment
- corporate engagement
- building the third sector's capacity through strengthening governance, free training courses and funding support and advice.

Our services have provided an estimated £4.8m in social value over this period.

1. Volunteer recruitment and management support

This year, as part of promoting volunteering across our communities, we held our North Surrey Community Focus event on 18 June which brought together groups and voluntary organisations at Elmsleigh Shopping Centre in Staines. The event offered the public a chance to find out more about the support available to them in what was North Surrey's biggest showcase of volunteering opportunities and community support. It was fantastic to see so many local groups get involved.

We also held our annual summer roadshow, where we had stands at six community events over the summer. Again, this is an important way that we raise awareness of volunteering opportunities in North Surrey with members of the public.

We ran an online volunteer recruitment campaign, supported by Surrey Heath Borough Council, to raise awareness of volunteering in North Surrey and reach new volunteers, including from harder to reach communities. This campaign ran across social media and Google Ads, resulting in a significant increase in volunteer registrations.

We also held our annual Runnymede and Spelthorne Volunteer Awards celebration on Monday 3rd June, coinciding with Volunteers Week, in partnership with Royal Holloway University. This was followed on 28th November by our Surrey Heath Volunteer Awards, held in partnership with Surrey Heath Borough Council. Nominations reflected the many heartwarming stories of people caring for one another in our communities.

2. Working with community partners



On 12 February, we hosted Reconnect, Reset, Rebuild, an event exploring how organisations can work together to improve health and wellbeing in Surrey Heath. This event provided a valuable opportunity to work together, share ideas, amplify voices and define priorities that can help shape communities and improve health outcomes.

For many years, we have run two specialist community forums – our Surrey Heath Mental Health Forum our Spelthorne Older People's forum, both of which bring together professionals working in these areas, with around 40 statutory and voluntary organisations that attend. This year, we launched our Runnymede Older People's Forum. As in Spelthorne, this forum focuses on older people (55+) in the borough and highlights the services available to them, funding and developments in that space and provides a platform to discuss any challenges affecting this age group.



This year, VSNS also partnered with Active Surrey and Sport England on a research project aimed at giving voice to residents of Stanwell – the only Surrey neighbourhood to be selected for Sport England's Place Partnership funding programme and one of England's most deprived areas. Through face-to-face conversations with 1% of local adults, alongside Active Surrey's school visits engaging young people, the project explored how physical activity can address inactivity and inequality in challenging environments.

The resulting Stanwell Resident Research Report provides valuable insights into the barriers facing this community **of 14,495 residents and offers a roadmap for improving lives** through increased physical activity and community engagement, ensuring local voices shape future support and services.





3. Corporate engagement and donations

We have a long and proud track record of working with Surrey-based businesses. In this period **26 businesses sent 93 teams of volunteers to corporate volunteering events, with 829 volunteers taking part in volunteering days.**

Throughout the year, five companies donated £74000 to 38 charities (including donations to our Angel Tree and Easter egg schemes). Alongside financial donations, items including laptops, stationery and office furniture were donated to groups.

Our Angel Tree Christmas giving scheme and easter donation schemes were also very well supported.

VSNS facilitated 1800 Christmas gifts to 36 groups, and just under 1400 Easter eggs were donated to 24 groups, totalling an estimated value of £9,000 on Christmas gifts and just under £4,000 on Easter eggs.





4. Funding support and grant making

A core part of our objectives is to build capacity in our voluntary, community and faith sector. As part of this service, VSNS offers:

- 1-2-1 advice and guidance with fundraising. This year, this has included a dedicated Charity Development Manager, funded by Spelthorne Borough Council, and charity support specialists funded by the National Lottery;
- Access to and support with finding grants;
- Free fundraising training sessions, and meet the funder sessions;
- A monthly fundraising newsletter which includes the latest funds, plus fundraising news, tools and guidance;

We have had a number of successes in helping groups with their fundraising strategy and applications, with 35 groups receiving tailored support, and 66 groups attending training courses. We are delighted that local groups have successfully received considerable funds in the order of £1,500,000 from a number of national trusts and grant givers.

In 2010, our Board of Trustees agreed that VSNS reserves should be used to establish community funds which are invested with the Community Foundation for Surrey. This year in Runnymede alone we granted funds of £14,917 to five groups. To date VSNS has granted £310,000 through our local grants funds. In addition, there are now two active funds in Spelthorne and we have a seat on the Spelthorne panel helping to support local groups with grant funds. We also administered £44k of Surrey County Council's Sparks funding, allocating funding to 16 different groups.



5. Governance support

Over the year VSNS supported trustees and boards from more than 70 organisations. VSNS provided training on charity law and governance as well as 1-2-1 support to trustee boards and senior leaders. One-to-one tailored charity training has been delivered and individuals and groups have been supported in making applications to the Charity Commission.

We held four networking events, with speakers invited to deliver talks on Governance and other topics. These events are proven to be effective at encouraging and enabling voluntary sector organisations to support one another and build sustainable capacity at a local level. We are grateful to Royal Holloway University and Enterprise, who have generously hosted these events for us.



In June, in partnership with Surrey Heath Borough Council, we also held our 'Making Boards Better' event which brought trustees together from various organisations to talk about good board practice and the challenges they face in the voluntary sector.

6. Training



VSNS provides a broad training programme, offered free to participants, which has been devised to support and develop North Surrey's third sector. This year we had 250 people attending the following training courses:

• charity law for trustees

• equality, diversity and inclusion

• emergency first aid at work

• digital fundraising

• GDPR

• grant and trust application writing

• safeguarding awareness

• an introduction to social media

• volunteering and the law

• volunteer recruitment and management

We use feedback forms to regularly develop and improve the training. New courses for the coming year include an introduction to crowdfunding and social media marketing and remarketing.

7. Social media and websites



VSNS believe that a digital presence is an essential part of successful fundraising and engaging supporters and volunteers. We have developed new WordPress websites for six organisations and helped maintain a further eight, free of charge. We have also provided social media advice to assist local organisations with the delivery of their messages to multiple and diverse audiences, as well as provided 1-2-1 advice and support.

8. Resource building

In October 2022, VSNS was awarded £459,000 National Lottery funding to support communities' recovery from the Covid-19 pandemic.

The project's goal is to build the capacity of organisations providing services to local communities across the three boroughs. This is the second year of the four-year funding.

This year we worked with 48 community groups, working across these six main areas:

- Recruiting new volunteers;
- Recruiting and training trustees;
- Linking groups so they can share knowledge, skills, volunteer recruitment campaigns, admin tasks and training to improve capacity to deliver their services;
- Upskilling groups with digital skills;
- Providing hands on support to improve sustainability;

In addition, VSNS has enabled some local charities to have affordable premises and access to much needed resources thus supporting the delivery of their services locally. For example, the Charity directly hosts Cruse Bereavement Care and Camberley Care.



9. Voice for the Third Sector

VSNS is a voice for North Surrey's third sector, helping shape local services with our local authority and health partners through our presence on local boards and committees. Boards that we sit on include Borough partnership groups, ICS steering committees, Place based alliances, and community task groups in the areas of deprivation. Over the last year we have devoted much time to the creation of Voluntary Sector Health Alliances and we are members of the 11 strong leadership group in Surrey Heartlands.

ADDITIONAL SERVICES



Time to Talk

VSNS's Time to Talk befriending schemes in Runnymede and Surrey Heath support people of all ages that feel isolated, including individuals that are suffering from dementia or mental poor health.

This year we have matched 73 wonderful volunteers with people feeling alone or isolated, spending over 3500 hours with befriendees. Volunteers meet regularly – usually weekly – in people's homes or in the community.



There continues to be a waiting list of isolated people needing to be matched with suitable volunteers. We work closely with our local social prescribers and other partners.

In January, we celebrated five years of our Time to Talk in Surrey Heath at a special gathering of volunteers, befriendees and community partners at Pine Ridge Golf. Mayor Pat Tedder joined us for the event along with Surrey Heath Borough Council's commissioner, who commented on what a lovely community Time to Talk has become.





We continue to hold our drop-in sessions for Ukrainians in North Surrey. These are friendly, informal places where people can meet other Ukrainians and take place every Tuesday at Revive Café in Chertsey.

We also hold drop-ins in Addlestone, Egham and Camberley and offer a range of support to Ukrainian people in North Surrey. Supported by a Ukrainian-speaking volunteer, the groups provide social, practical and employment support and are a friendly, informal places where people can meet other Ukrainians.

The STEP programme, which was initially funded for one year by World Jewish Relief, supports Ukrainian refugees in rebuilding their careers in the UK by recognising international qualifications, developing employability skills, and bridging sector-specific knowledge gaps.





The environment voluntary organisations are operating in continues to be challenging, with many organisations grappling with increasing demand for services while funding is reduced and Local Government reorganisation is pending. **Our efforts will concentrate on a few areas for successful impact including;**

▮ **Enabling voluntary organisations to grow and develop in challenging times by providing one to one tailored support.**

▮ **Responding to the continued uncertainty around statutory funding driven by economic circumstances by keeping our business plan under regular review.**

▮ **Maintaining a reserve level of £100,000 to cover the cost of redundancy and possible lease terminations**

▮ **Improving board diversity, training and inclusion.**



We are expanding our Time to Talk befriending service into Spelthorne, following the success of our schemes in Runnymede and Surrey Heath. Will need to continue to grow befriending and ensure that there are well trained and supported volunteers.

VSNS Governance



VSNS applied to the Charity Commission in 2019 and changed status becoming a CIO on 11th December 2019. The Board oversees the Charity, sets its strategic direction, and works with the CEO and the team to deliver key outcomes. All Trustees sign, and are held accountable, to a code of conduct.

Our Trustee Board



VSNS is managed by a Trustee Board comprising up to seven trustees. Trustees are appointed for a three-year term and can serve no more than nine consecutive years as a trustee. The Chair is appointed by trustees and again must serve no more than nine years.

In 2024/25, our Chair was Helen Frary, and Vice Chair was Anne Elkington. The Board is served a standing sub-committee for Finance, chaired by Anne Elkington. The Board establishes working groups on specific topics, chaired by a trustee, to undertake tasks delegated to them by the Board, and advise the Board on policy and strategy.

New trustees are provided with induction, ongoing support and development to help them fulfil their role.

All trustees give their time freely and no trustee was paid for their role as trustee during the year.

Trustees are required to disclose all relevant interests and register in accordance with the organisation's Memorandum and Articles, withdraw from decisions where a conflict of interest arises.

Internal control and risk management



The trustees examine the major risks faced by the charity, in relation to external factors and relationships, its governance and management, its internal operations and its business. The management of risk is reviewed by the senior management team and the Trustee Board.

The principal risks and their mitigations are:

- The trustees keep the systems of internal financial control under review. Systems have been designed to provide reasonable, but not absolute, assurance against material misstatement or loss. **They include:**
 - a 5-year strategic and one year business plan supported by an annual budget approved by the trustees;
 - regular consideration by the trustees of financial results, variance from budgets and performance against the non-financial annual plan;
 - clear delegation of authority and separation of duties.



VSNS finances are managed in compliance with SORP 2005.



Voluntary Support

N O R T H S U R R E Y

ACCOUNTS

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDING 31st March 2025

1 ACCOUNTING POLICIES

Basis of preparation

These accounts have been prepared under the historical cost convention and comply with the Charities Act 2011, and Accounting and Reporting by Charities: Statement of Recommended Practice SORP applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS102 published on 16 July 2014.

Company Status

VSNS is a registered charitable incorporated organisation (number 1141587).

Incoming Resources

All income is recognised in the Statement of Financial Activities (SOFA) when entitlement to that income is virtually certain and the amount can be reasonably quantified.

Income received by way of grants, donations and gifts is included in full in the SOFA at the time of receipt.

Income from grants, where such income is dependant upon performance or specific deliverables, is recognised upon satisfactory completion of the performance or delivery.

The value of donated services and the value of services provided by volunteers are not included in these accounts.

Investment income is included when received.

Resources Expended

Expenditure is recognised on an accruals basis as the liability is incurred.

Expenditure includes VAT which is not recoverable

Governance costs include the costs associated with meeting the organisation's constitutional and statutory requirements.

Pension

The company operates a defined contribution pension scheme for staff

2 ANALYSIS OF INCOMING RESOURCES

	Unrestricted	Restricted	2025 Total	2024 Total
	£	£	£	£
DONATIONS				
Chertsey Combined Charity	-	-	-	-
Other	3,881	-	3,881	-
	<u>3,881</u>	<u>0</u>	<u>3,881</u>	<u>0</u>
GRANT INCOME				
Surrey County Council	85,099	-	85,099	85,099
Runnymede Borough Council	37,070	-	37,070	37,070
Surrey Heath Borough Council	20,000	-	20,000	20,000
Spelthorne Borough Council	38,000	-	38,000	35,000
North West Surrey CCG	40,088	-	40,088	40,088
Surrey Heath CCG	20,044	-	20,044	20,044
	<u>240,301</u>	<u>-</u>	<u>240,301</u>	<u>237,301</u>
COMMUNITY PROJECTS				
SHCCG - Integrated Local Care	39,000	-	39,000	39,000
SHCCG - Time to Talk	35,300	-	35,300	30,000
SHCC - Youth Volunteer	3,000	-	3,000	3,000
Lottery Community Funding	-	117,161	117,161	112,187
Surrey CC - SPARKS Funding	6,546	31,223	37,769	48,422
RBC - Befriending Funding	-	29,755	29,755	26,744
Spelthorne BC Prosperity Fund	-	29,397	29,397	13,097
Community Foundation for Surrey	*	-	0	1,985
SCC Ukrainian Fund	-	5,970	5,970	5,779
Covid-19 Related Income	-	-	0	0
	<u>83,846</u>	<u>213,506</u>	<u>297,352</u>	<u>280,194</u>
OTHER INCOME				
Office Rental & Other Services	6,073	-	6,073	6,971
Bank Interest	17,626	*	17,626	10,722
Sundry	79,549	-	79,549	56,069
	<u>103,248</u>	<u>-</u>	<u>103,248</u>	<u>73,762</u>
TOTAL INCOME	<u>431,276</u>	<u>213,506</u>	<u>644,782</u>	<u>591,257</u>

3 ANALYSIS OF RESOURCES EXPENDED

	Unrestricted	Restricted	2025 Total	2024 Total
	£	£	£	£
CHARITABLE ACTIVITIES				
a Staff Costs	366,490	88,415	454,905	415,634
b Premises Rental and Other Expenditure	10,294	6,226	16,520	32,910
c IT	13,478	-	13,478	9,275
d Broadband, telephone & postage	4,850	735	5,385	5,225
e Travel & volunteer expenses	5,397	-	5,397	4,527
f Project related expenditure - Other	61,043	107,598	168,642	141,611
g Covid-19 related expenditure	0	-	0	0
h Health & Safety	288	-	288	69
i Marketing & advertising	136	681	817	8,416
j Office costs	1,971	448	2,419	11,609
k Subscriptions	1,643	-	1,643	1,323
l Insurances	1,642	-	1,642	1,541
m DBS	219	-	219	140
n Community networking	507	-	507	2,086
o Printing & stationery	1,421	1,050	2,471	3,629
p Sundries	6,063	-	6,063	4,566
q Restricted Funds expenditure	-	-	-	-
r Bank charges	60	-	60	60
s Bad Debts	0	-	0	0
TOTAL	475,302	205,154	680,456	642,621
GOVERNANCE COSTS				
t AGM Expenses	-	-	-	-
u Independent Examiners fee	200	-	200	200
v Legal & consultancy	3,620	-	3,620	14,540
Total	3,820	0	3,820	14,740
TOTAL EXPENDITURE	479,122	205,154	684,276	657,361

4 DEBTORS & PREPAYMENTS

	2025 £	2024 £
Trade Debtors due within 1 year	1,000	0
Prepayments & Advances	6,629	7,877
	7,629	7,877

5 INVESTMENTS

	2025 £	2024 £
Surrey Community Fund	0	0

Reserve funds were repaid from the Community Fund and currently held within the bank account, pending re-investment.

6 CREDITORS & ACCRUALS

	2025 £	2024 £
Trade Creditors due within 1 year	7,971	6,295
HMRC PAYE & NIC	12,734	10,328
Pensions Fund	3,641	3,123
Payments received in advance	358,158	297,136
Accruals	20,683	31,841
	403,187	348,723

7 MOVEMENT IN FUNDS

	01/04/2024 £	Income £	Expenditure £	31/03/2025 £
Unrestricted Funds				
General Fund	323,997	431,276	479,122	276,151
Total	323,997	431,276	479,122	276,151
Restricted Funds				
Surrey County Council	26,584	-	-	26,584
Runnymede Borough Council	900	-	-	900
Chertsey Combined Charities	200	-	-	200
Smoke Free Alliance	7,000	-	-	7,000
Forest Estate Community Hub	1,030	-	-	1,030
Lottery Community Fund	-	117,161	108,809	8,352
Surrey CC SPARKS Funding	-	31,223	31,223	0
Runnymede BC Befriending Grant	-	29,755	29,755	0
Spalthorne BC Prosperity Fund	-	29,397	29,397	0
SCC Ukrainian Fund	-	5,970	5,970	-
Total	35,714	213,506	205,154	44,066
TOTAL FUNDS	359,711	644,782	684,276	320,217

8 EMPLOYEE COSTS

	2025	2024
	£	£
Salaries	379,356	255,403
Social security costs	37,005	30,637
Employer pension contributions	29,906	19,046

One employee received emoluments (excluding employer pension costs) of more than £60,000

This employee's emoluments (excluding pension costs) were in the band £100,000 to £110,000

The average number of employees during the year, calculated on the basis of full time equivalents was 11 (2024 10)

9 TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No remuneration was paid to any trustee member of the board during the year.

No trustee or member of the board had any personal interest in any contract or transaction entered into during the year

10 TAXATION

VSNS as a charity is exempt from taxation on its income and gains under sections 466 to 493 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Capital Gains Act 1992, to the extent that they are applied for charitable purposes.

VOLUNTARY SUPPORT NORTH SURREY

Independent Examiners Report

Independent Examiner's Report to the trustees of VOLUNTARY SUPPORT NORTH SURREY

I report to the trustees on my examination of the accounts of Voluntary Support North Surrey for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011('the Act'). The trustees consider that an audit is not required for this year under the Charities Act 2011, s.144(2) (the 2011 Act) and that an independent examination is needed.

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 can 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:

- the accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts did 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.

MHMatthews FCCA FMAAT

Mrs M H Matthews
FCCA
MHM Accounting Solutions
13 Mapledrakes Close
Ewhurst

GU6 7QR
20th December 2025

VOLUNTARY SUPPORT NORTH SURREY

England & Wales - Charity number 1141587

Accounts



Voluntary Support
N O R T H S U R R E Y

VOLUNTARY SUPPORT NORTH SURREY

Annual Report 2023/24



Voluntary Support North Surrey (VSNS) is an independent charity that supports approximately 1,500 voluntary and community organisations within the North Surrey boroughs of Runnymede, Spelthorne and Surrey Heath, and their 300,000 residents.

VSNS has three offices located in Camberley, Chertsey and Staines.

OUR MISSION

The lives of residents in Runnymede, Spelthorne and Surrey Heath are improved through stronger voluntary, community and faith sectors.

OUR VALUES

- Community at the centre of everything we do: “If it isn’t happening in the community then it isn’t happening”;
- Improving lives locally: Communities are welcoming and supportive, especially of the most vulnerable;
- Fairness and respect for difference: regardless of gender, ability, religion or race;
- Learning organisation: striving for continuous improvement and reflection;
- We are passionate about what we do.

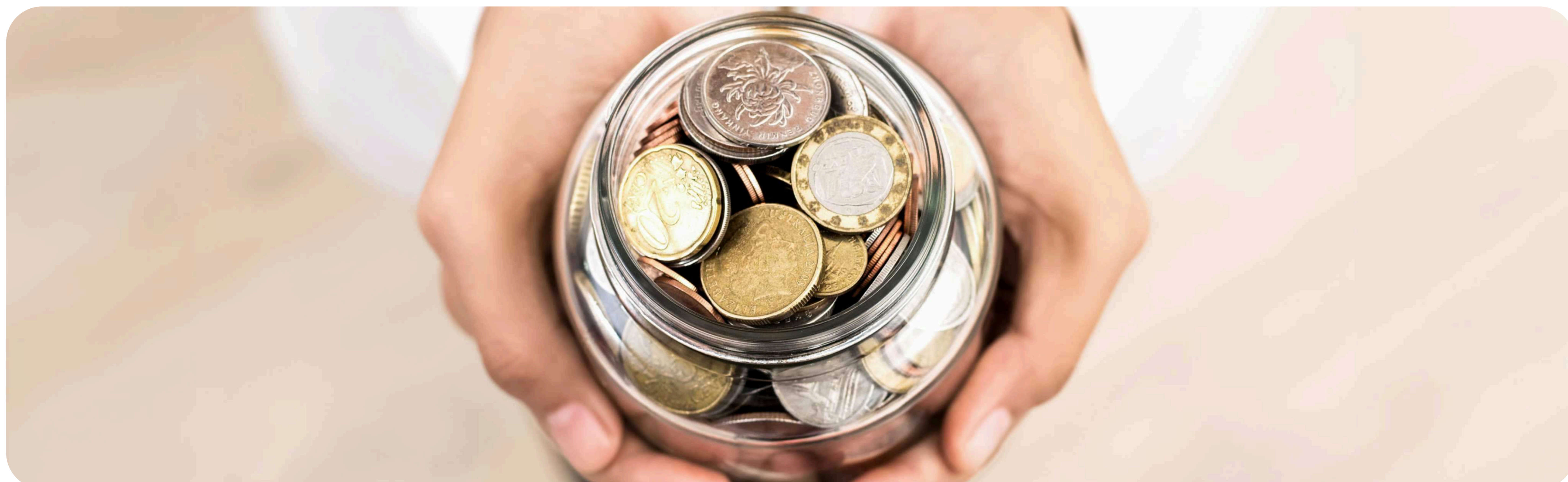
In 2023/24 Voluntary Support North Surrey's work had a significant impact on local communities in North Surrey, equating to a social value of **£3.9 million**.

VSNS SOCIAL VALUE IS BROKEN DOWN AS FOLLOWS:

Funding granted to groups following VSNS advice	£1,918,000
Volunteering	£1,750,000
VSNS grant giving from local funds – Sparks funding	£59,000
Donations/gifts in kind from businesses	£78,000
Befriending volunteers	£31,500
Training	£50,000
Total	£3,900,000

* Social value refers to the wider financial and non-financial value created by an organisation through its day-to-day activities in terms of the wellbeing of individuals and communities, social capital created and the environment

This annual report describes the work of the charity including achievements in the reporting period. The report also includes a statement of financial activities and an independently produced examiner's report.



THE YEAR IN NUMBERS 2023/24

- **£3,900,000** in social value;
- **£2,000,000** granted for North Surrey;
- **1500** charities and voluntary groups as beneficiaries – including **218** surrey wide charities;
- **£59,000** in grant giving from local VSNS managed community funds and SCC SPARKS;
- **893** employee volunteers deployed in the community;
- **96** teams of volunteers engaged in charity work, an average of **9.3** people per event;
- **597** new volunteers registered in voluntary organisation;
- **6** volunteer training sessions for **70** volunteers;
- **250** charity workers trained in **11** topics;
- **4** mental health forums including **35** charities;
- **300** people better connected through **14** networking events and forums;
- **66** organisations trained in fundraising tools and techniques;
- **61** organisations assisted and informed on good governance and best practice;
- **99** lonely people befriended;
- **35** charities received individual tailored funding advice;
- **35** different corporates or businesses held events organised by VSNS;
- **49** new befrienders as volunteers;
- **18** organisations directly received funding from business connections via VSNS totalling **£58k**;
- **11** charity websites created by VSNS at no cost to the charities;
- **64** Newsletter per year – **12** general newsletters; **12** fundraising newsletters; **12** volunteer newsletters for each borough including Spelthorne, Runnymede and Surrey Heath.

FOREWORD FROM HELEN FRARY, CHAIR OF THE BOARD OF TRUSTEES, VOLUNTARY SUPPORT NORTH SURREY



Reflecting on 2023/2024, I am struck by the incredible resilience and adaptability shown by the voluntary sector in North Surrey. Against a backdrop of the cost-of-living crisis, increased demand for services, and financial pressures on local authorities, Voluntary Support North Surrey has played a vital role in ensuring that our charities and community organisations remain supported, empowered, and effective in delivering for our residents.

Our annual report is intended to show our impact and value as an organisation against our objectives, and the easiest way to do this is with numbers. However, we are mindful that every number and statistic in this report is a real-life person – either someone who may be finding life a little tricky or someone who wants to make a difference, but all of whom are usually unseen.

I was again privileged to be part of the Spelthorne and Runnymede Volunteer Awards in 2024 and was struck by the critical need for the nominated groups and individuals – a wholly volunteer-led family child contact centre is not a nice-to-have, it is a fundamental requirement to support families in crisis; similarly, we saw how a local boxing club can be transformative in the lives of young people at a time when horrendous news headlines seem ever more prevalent. We also saw how one person can make a difference with a serendipitous act of kindness that resulted in a single donation to an organisation which represented a quarter of their annual income.

The Trustees are particularly proud of the strides made in volunteer engagement this year. Through innovative digital campaigns, we've expanded our reach, quadrupling volunteering enquiries and connecting even more people with opportunities to give back. And, our corporate engagement has also been a key success, with businesses stepping up to support community projects both financially and through active participation.

Looking ahead, it is clear that the challenges facing the voluntary sector will not abate. Rising costs, funding uncertainties, and increasing demand require us to be both strategic and bold in our approach. As Trustees, our focus remains on ensuring that VSNS continues to provide the infrastructure and support needed to strengthen the sector and enhance its capacity to deliver for the people of North Surrey.

We are following the Government's plans for local authority reform with close interest. Political change only reinforces the need for action at community level. While our geographical boundaries will change, we remain passionately committed to supporting groups wherever they will sit and all residents of North Surrey – we will leave no one behind.

We have worked hard in the last year to recruit new trustees ensuring that we have a strong set of skills, and I am particularly grateful for their individual support and engagement. On behalf of the Board of Trustees, I extend my heartfelt thanks to our staff, volunteers, funders, and partners for their unwavering dedication and commitment. Your efforts are at the core of everything we do, and together, we are continuing to build a future where the voluntary sector thrives and our communities flourish.



CHIEF EXECUTIVE OFFICER, SOLETTE SHEPPARDSON

My initial thoughts on writing this foreword turn to the amazing drive and creativity of our sector. As a local infrastructure organisations (LIO) 2023-2024 was a time of significant pressure: the cost-of-living crisis; some local authorities declaring bankruptcy in the face of diminishing finances; and voluntary and community organisations continuing to step up to support people and communities to meet some of the most basic needs.



The role of local infrastructure has remained critical in helping to bring communities together to build partnerships that strengthened the collective impact. This year has seen a renewed focus on volunteering and general capacity building of local charities. Through the hard work of the team working closely with local charities there is an emerging, wider understanding of the role infrastructure plays at place.

VSNS's leadership role, to stimulate the sector, and be an intelligent connector and influencer working with statutory partners and other stakeholders, remained key to creating the conditions where innovation and related growth could thrive. We have supported and strengthened local charities and helped them to identify and channel new opportunities. Our work with local networks for food provision, mental health, older people and dementia has substantially impacted the lives of local residents.

The funding we received from the National Lottery has been pivotal in ensuring that we offer critical, timely one-to-one support to crucial local charities.

Our work during the year included influencing and developing VCSE connection with Integrated Care Boards; working closely with Surrey Heartlands and The Frimley System as a members to fully understand the challenges emerging from the reshaping of public health services and working closely with local authorities as they face ever more precarious finances and perhaps Section 114 notices.

We will be working hard over the next year to ensure our communities, partners and stakeholders can draw on the assets and intelligence of the Voluntary, Community and Social Enterprise (VCSE) sector to enable a focus on holistic delivery, and those much-needed long-term solutions which help us tackle inequality and poverty. Throughout the coming year, VSNS will continue to foster a strong network of high-quality support for the VCSE sector across North Surrey.

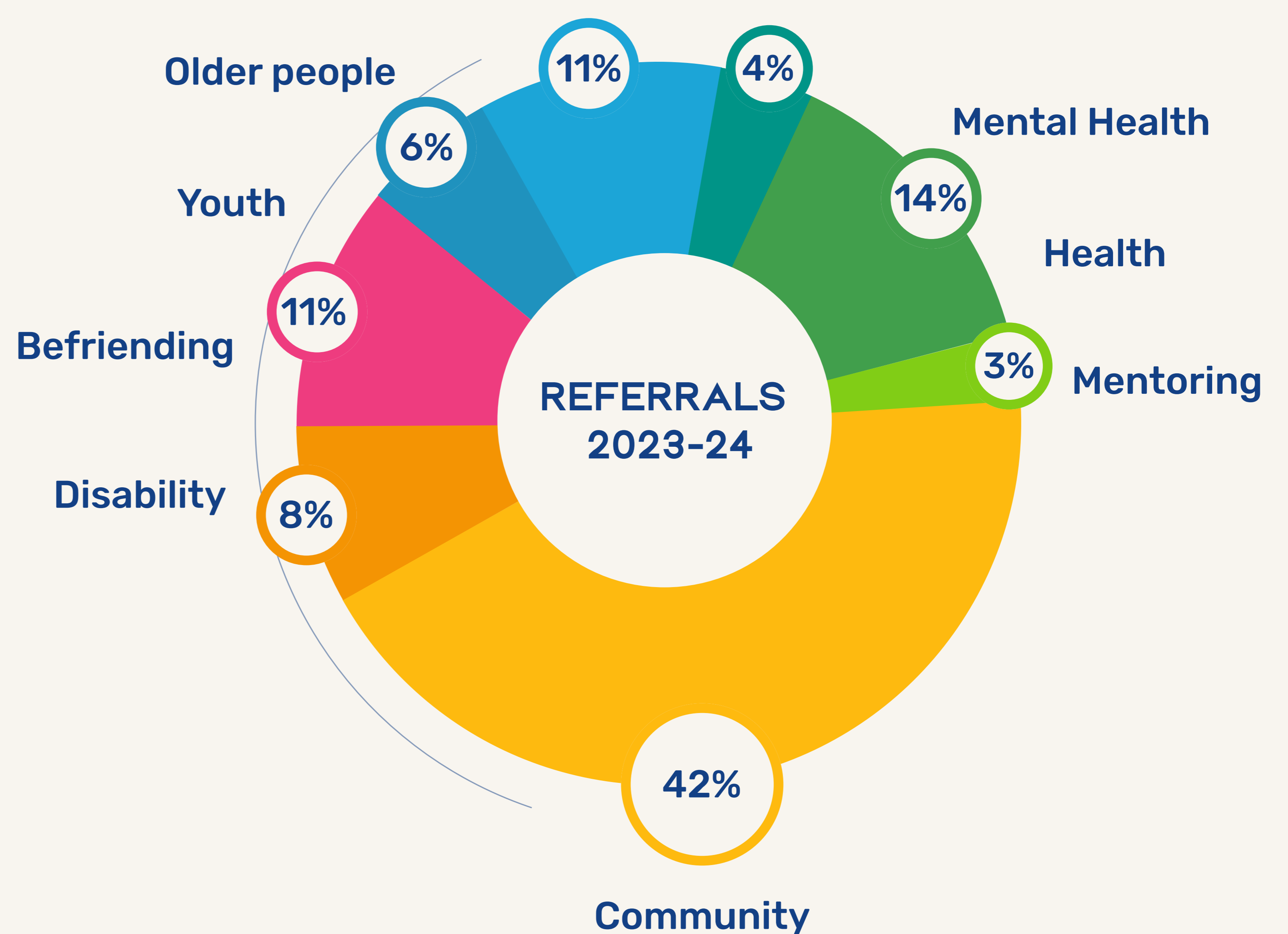
With much gratitude to our partners and funders for their continued support, to our local charities for their input and contribution to local residents, to our staff for their steadfast commitment, resourcefulness and hard work and to my Board of Trustees for their strategic vision, sound knowledge and kindness.



KEY ACHIEVEMENTS

Through volunteer recruitment, corporate engagement, building the third sector's capacity, strengthening governance, free training courses and funding support and advice, our services have provided an estimated £3.9 m in social value over this one-year timeframe.

Volunteers have supported a variety of local causes and activities, as follows:



1. Volunteer recruitment and management support

This year, VSNS has focused on promoting and recruiting volunteers to support local need and address volunteering gaps in the community. To this end, we launched a digital promotional campaign using advertisements on both Google and Facebook for the first time with the aim of widening our audience. The success of this campaign was demonstrated by a fourfold increase in volunteering enquiries. Local organisations joined the campaign using the downloadable resources we provided.

2. Impact Assessment

In order to ensure we meet the needs of our clients and communities, we conducted our annual impact survey.

The results were very positive with 100% satisfaction scores for our services.

3. Corporate engagement and donations

VSNS places emphasis on working with Surrey-based businesses and has a good track record of connecting businesses with the voluntary sector. In this period, 35 businesses sent 96 teams of volunteers to corporate volunteering events, with 893 volunteers taking part in volunteering days.

Throughout the year, five companies donated £47,000 to 17 charities.

Our Angel Tree Christmas giving scheme and easter donation schemes were also very well supported. VSNS facilitated the delivery of 1460 Christmas gifts to 25 groups, and 1000 Easter eggs were donated to eight groups, totaling an estimated value of £13,000.



4. Funding support and grant making

Capacity-building for voluntary sector groups is a core part of our service. This includes individual advice and guidance, access to and support with finding grants, free fundraising training sessions, meet the funder sessions and a monthly fundraising newsletter which includes the latest funds and fundraising trends.

We have supported more than 250 organisations with their fundraising, helping them succeed with their fundraising strategies and applications. We are delighted that local groups have successfully received considerable funds of approximately £1,900,000 from national trusts and grant givers during this period.

Following a decision in 2010 to use reserves to establish community funds, VSNS has been able to grant £295,000 to date (regional community funds established by VSNS). This year, we contributed £9,000 from our two local funds in Runnymede and Surrey Heath and have a seat on the Spelthorne panel to help support local groups with grant funds. We also administered and awarded £48,000 of Surrey County Council's SPARKS funding, enabling many local businesses to initiate new services and offerings throughout North Surrey.



5. Governance support

VSNS provided training on charity law and governance for trustee boards and senior leaders. Over the year, VSNS has supported trustees and boards from more than 30 organisations. One-to-one tailored charity training has also been delivered to individuals and groups including support in making applications to the Charity Commission.

We also held our quarterly charity networking events networking events which are proven to be effective at encouraging and enabling voluntary sector organisations to support one another and build sustainable capacity at local level.

We are grateful to Royal Holloway, University of London and Enterprise who have generously hosted these events for us.



6. Training

VSNS provides an extensive training programme, offered free to all local participants. They are devised to support and develop North Surrey's third sector and, this year, 250 people attended the following training courses:

- Grants and trusts fundraising applications;
- Developing a fundraising strategy;
- Digital fundraising;
- Volunteer recruitment and management;
- Youth volunteer recruitment and management;
- Volunteering and the law;
- An introduction to social media;
- Charity law for trustees;
- The theory of change;
- Basic safeguarding awareness;
- Measuring impact.



We use feedback forms to regularly develop and improve our training provision. New courses for next year include **first aid training and communications planning.**

7. Networking and events

We hosted four networking events during this period, connecting and upskilling 250 local organisations. We invited speakers on topics identified as pertinent to local charities in North Surrey, including discussions on prevention in health and care, cyber security, artificial intelligence, the importance of measuring impact and fundraising plans and strategy.

In June, we held a charity marketplace event which brought together local voluntary organisations, businesses and the public. It provided a great opportunity for people to find out about the community support available to them and to see how they can support their communities through volunteering. It also provided third-sector colleagues and businesses the opportunity to network and connect.

We also held our annual Runnymede and Spelthorne volunteer awards in June in partnership with Spelthorne Borough Council, Runnymede Borough Council, and Royal Holloway, University of London. In November, we held our Surrey Heath volunteer awards in partnership with Surrey Heath Borough Council. These annual awards are a way of honoring and thanking local volunteers for all they do in their communities.



8. Resource building

In October 2022, VSNS was awarded £459,000 National Lottery funding over four years to support communities. The project continues to build the capacity of organisations in North Surrey, providing services to local communities across the three boroughs.

We have worked with 40 community groups addressing six main areas:

- Recruiting new volunteers;
- Recruiting and training trustees;
- Linking groups so they can share knowledge, skills, volunteer recruitment campaigns, admin tasks and training to improve capacity to deliver their services;
- Upskilling groups with digital skills;
- Providing hands on support to improve sustainability.

In addition, VSNS has been instrumental in the setting up of Dementia Friendly Spelthorne which launched in February. This initiative helps to raise awareness of dementia and to provide information and support to people living with dementia and their carers.

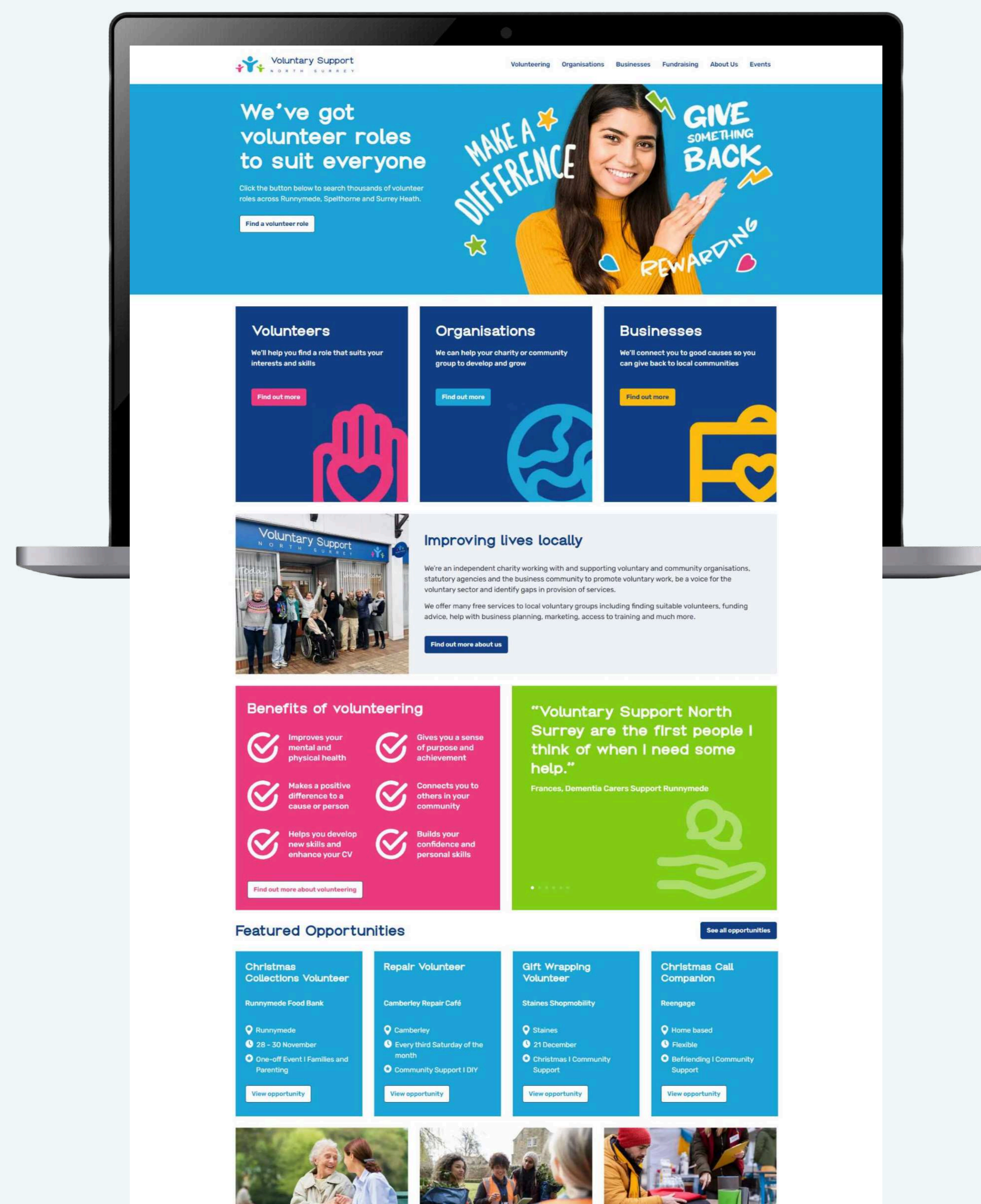


9. Voice for the Third Sector

VSNS is a voice for North Surrey's third sector, helping shape local services in partnership with our local authorities and health partners. We are members of local boards and committees, including borough partnership groups, ICS steering committees, place-based alliances and community task groups in areas of deprivation. Over the last year, we have devoted much time to the creation of Voluntary Sector Health Alliances, and we are members of the leadership group in Surrey Heartlands.

VSNS also coordinates three sector specific networking groups: the Surrey Heath Mental Health Forum and the Spelthorne Older People's Forum. Both forums have an attendee list of approximately 40 statutory and voluntary organisations. They meet on a quarterly basis and have proved to be a valuable way for attendees to connect and share practice and information.

In July we launched our new look website with a brighter and modernised branding that will appeal to a broader audience.



10. Befriending Service-Time to Talk

In January 2024, VSNS celebrated the 5-year anniversary of our Surrey Heath befriending scheme.

VSNS's Time to Talk befriending scheme is a free service that provides trained volunteer befrienders to the lonely and/or isolated in Surrey Heath, including individuals that are suffering from dementia or mental poor health. Thanks to the support from Runnymede Borough Council, we opened a new Time to Talk befriending service in Runnymede this summer.



This year, the scheme has grown with a further 49 volunteers matched with 99 clients. Time to Talk's volunteer befrienders meet with their clients on a weekly basis in people's homes or the community. One in five people in the UK feel lonely and one of the best ways to combat this is to talk with someone. Our Time to Talk volunteers make a real difference to local people's lives by meeting with clients on a weekly basis for a chat, coffee, walk or other activity.



UKRAINIAN SUPPORT

Since the spring of 2022, VSNS have been able to support families fleeing the war in Ukraine with settling into the local area. Working with our partner, Runnymede Borough Council, we have set up four weekly drop-in sessions where local Ukrainian refugees can meet each other and where local agencies can provide support.

We also received funding for a STEP Employment Adviser from the Jewish Relief Fund and have begun successfully helping refugees prepare for competitive employment, enabling Ukrainians to access relevant training and work opportunities.

This funding will allow us to assist approximately 80 people over one year with considerable impact.



VSNS CHALLENGES 2023-24

The environment voluntary organisations are operating in is challenging, with many organisations grappling with a combination of reduced funding and increased demand for services. To help address this, our efforts will concentrate on the following areas:

- Enabling voluntary organisations to grow and develop in challenging times by providing more fundraising assistance, training and one-to-one support;
- Responding to the continued uncertainty around statutory funding driven by economic circumstances by keeping our business plan under regular review;
- Maintaining a reserve level of £100,000 to cover the cost of redundancy and possible lease terminations;
- Improving board diversity, training and inclusion.

VSNS GOVERNANCE

VSNS applied to the Charity Commission in 2019 and changed status to become a CIO on 11 December 2019. The Board oversees the charity, sets its strategic direction, and works with the CEO and the team to deliver key outcomes. All trustees sign, and are held accountable, to a code of conduct. VSNS finances are managed in compliance with SORP 2005.



IMPROVING LIVES LOCALLY



Voluntary Support
N O R T H S U R R E Y

ACCOUNTS



3 ANALYSIS OF RESOURCES EXPENDED

	Unrestricted	Restricted	2024 Total	2023 Total
	£	£	£	£
CHARITABLE ACTIVITIES				
a Staff Costs	340,126	75,508	415,634	316,937
b Premises Rental and Other Expenditure	31,085	1,825	32,910	29,958
c IT	8,602	573	9,275	10,033
d Broadband, telephone & postage	4,946	279	5,225	4,728
e Travel & volunteer expenses	4,278	249	4,527	4,222
f Project related expenditure - Other	33,535	108,076	141,611	48,693
g Covid-19 related expenditure	0	-	0	300
h Health & Safety	69	-	69	278
i Marketing & advertising	7,195	1,221	8,416	7,595
j Office costs	7,711	3,899	11,609	897
k Subscriptions	1,323	-	1,323	1,088
l Insurances	1,541	-	1,541	1,483
m DBS	140	-	140	220
n Community networking	2,086	-	2,086	416
o Printing & stationery	2,607	1,022	3,629	2,262
p Sundries	4,566	-	4,566	4,223
q Restricted Funds expenditure	-	-	-	15,079
r Bank charges	60	-	60	72
s Bad Debts	0	-	0	0
TOTAL	449,870	192,751	642,621	448,484
GOVERNANCE COSTS				
t AGM Expenses	-	-	-	-
u Independent Examiners fee	200	-	200	180
v Legal & consultancy	2,730	11,819	14,540	10,267
Total	2,930	11,819	14,740	10,447
TOTAL EXPENDITURE	452,800	204,561	657,361	458,931

4 DEBTORS & PREPAYMENTS

	2024 £	2023 £
Trade Debtors due within 1 year	0	15
Prepayments & Advances	7,877	7,565
	7,877	7,580

5 INVESTMENTS

	2024 £	2023 £
Surrey Community Fund	0	150,000

Reserve funds were repaid from the Community Fund and currently held within the bank account, pending re-investment.

6 CREDITORS & ACCRUALS

	2024 £	2023 £
Trade Creditors due within 1 year	6,295	5,527
HMRC PAYE & NIC	10,328	7,848
Pensions Fund	3,123	0
Payments received in advance	297,136	184,676
Accruals	31,841	23,747
	348,723	221,798

7 MOVEMENT IN FUNDS

	01/04/2023 £	Income £	Expenditure £	31/03/2024 £
Unrestricted Funds				
General Fund	390,101	386,696	452,800	323,997
Total	390,101	386,696	452,800	323,997
Restricted Funds				
Surrey County Council	26,584	-	-	26,584
Runnymede Borough Council	900	-	-	900
Chertsey Combined Charities	200	-	-	200
Smoke Free Alliance	7,000	-	-	7,000
Forest Estate Community Hub	1,030	-	-	1,030
Lottery Community Fund	-	112,167	112,167	-
Surrey CC SPARKS Funding	-	39,242	39,242	-
Runnymede BC Befriending Grant	-	26,744	26,744	-
Spelthorne BC Prosperity Fund	-	13,097	13,097	-
Community Foundation for Surrey	-	1,985	1,985	-
Total	35,714	193,235	193,235	35,714
TOTAL FUNDS	425,815	579,931	646,035	359,711



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDING 31st March 2024

1 ACCOUNTING POLICIES

Basis of preparation

These accounts have been prepared under the historical cost convention and comply with the Charities Act 2011, and Accounting and Reporting by Charities: Statement of Recommended Practice SORP applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS102 published on 16 July 2014.

Company Status

VSNS is a registered charitable incorporated organisation (number 1141587).

Incoming Resources

All income is recognised in the Statement of Financial Activities (SOFA) when entitlement to that income is virtually certain and the amount can be reasonably quantified.

Income received by way of grants, donations and gifts is included in full in the SOFA at the time of receipt.

Income from grants, where such income is dependant upon performance or specific deliverables, is recognised upon satisfactory completion of the performance or delivery.

The value of donated services and the value of services provided by volunteers are not included in these accounts.

Investment income is included when received.

Resources Expended

Expenditure is recognised on an accruals basis as the liability is incurred.

Expenditure includes VAT which is not recoverable.

Governance costs include the costs associated with meeting the organisation's constitutional and statutory requirements.

Pension

The company operates a defined contribution pension scheme for staff.

2 ANALYSIS OF INCOMING RESOURCES

	Unrestricted	Restricted	2024 Total	2023 Total
	£	£	£	£
DONATIONS				
Chertsey Combined Charity	-	-	-	-
Other	-	-	-	-
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GRANT INCOME				
Surrey County Council	85,099	-	85,099	81,047
Runnymede Borough Council	37,070	-	37,070	33,000
Surrey Heath Borough Council	20,000	-	20,000	30,000
Spelthorne Borough Council	35,000	-	35,000	35,000
North West Surrey CCG	40,088	-	40,088	40,088
Surrey Health CCG	20,044	-	20,044	20,044
	<u>237,301</u>	<u>-</u>	<u>237,301</u>	<u>239,179</u>
COMMUNITY PROJECTS				
SHCCG - Integrated Local Care	39,000	-	39,000	39,000
SHCCG - Time to Talk	30,000	-	30,000	30,000
SHCC - Youth Volunteer	3,000	-	3,000	45,884
Lottery Community Funding	-	112,167	112,167	53,240
Surrey CC - SPARKS Funding	9,180	39,242	48,422	5,000
RBC - Befriending Funding	-	26,744	26,744	80
Spelthorne BC Prosperity Fund	-	13,097	13,097	-
Community Foundation for Surrey	-	1,985	1,985	691
SCC Ukrainian Fund	-	5,779	5,779	-
Covid-19 Related Income	-	-	0	2,284
	<u>81,180</u>	<u>199,014</u>	<u>280,194</u>	<u>176,179</u>
OTHER INCOME				
Office Rental & Other Services	6,971	-	6,971	11,100
Bank Interest	10,722	-	10,722	2,486
Sundry	50,522	5,547	56,069	58,144
	<u>68,215</u>	<u>5,547</u>	<u>73,762</u>	<u>71,730</u>
TOTAL INCOME	386,695	204,561	591,257	487,088

8 EMPLOYEE COSTS

	2024	2023
	£	£
Salaries	355,403	268,497
Social security costs	30,637	22,761
Employer pension contributions	19,046	20,096

One employee received emoluments (excluding employer pension costs) of more than £80,000.

This employee's emoluments (excluding pension costs) were in the band £90,000 to £100,000.

The average number of employees during the year, calculated on the basis of full time equivalents was 10 (2023 6.9).

9 TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No remuneration was paid to any trustee member of the board during the year.

No trustee or member of the board had any personal interest in any contract or transaction entered into during the year.

10 TAXATION

VSNS as a charity is exempt from taxation on its income and gains under sections 466 to 493 of the Corporation Tax Act 2010 and Section 265 of the Taxation of Capital Gains Act 1992, to the extent that they are applied for charitable purposes.



VOLUNTARY SUPPORT NORTH SURREY

Independent Examiners Report

Independent Examiner's Report to the trustees of VOLUNTARY SUPPORT NORTH SURREY

I report to the trustees on my examination of the accounts of Voluntary Support North Surrey for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act'). The trustees consider that an audit is not required for this year under the Charities Act 2011, s.144(2) (the 2011 Act) and that an independent examination is needed.

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 can 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:

- the accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts did 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.

M H Matthews FCCA FMAAT

Mrs M H Matthews

FCCA

MHM Accounting Solutions

13 Mapledrakes Close

Ewhurst

GU6 7QR

26th November 2024

VOLUNTARY SUPPORT NORTH SURREY

England & Wales - Charity number 1141587

Accounts



Voluntary Support North Surrey (VSNS) is an independent charity that supports approximately 1,500 voluntary and community organisations within the North Surrey Boroughs of Runnymede, Spelthorne and Surrey Heath, and their 300,000 residents.

VSNS has three offices located in Camberley, Chertsey and Staines.

OUR MISSION

The lives of residents in Runnymede, Spelthorne and Surrey Heath are improved through stronger voluntary, community and faith sectors.

OUR VALUES

- Community at the centre of everything we do;
- Improving lives locally: Communities are welcoming and supportive, especially of the most vulnerable;
- Fairness and respect for difference: Regardless of gender, ability, religion or race;
- Learning organisation: Striving for continuous improvement and reflection;
- We are passionate about what we do.

During the period 2022/23, Voluntary Support North Surrey's work had a significant impact on local communities in North Surrey, equating to a social value* of £2m.

VSNS SOCIAL VALUE IS BROKEN DOWN AS FOLLOWS:

Funding granted to groups following VSNS advice	£1,450,000
VSNS grant giving from local funds	£60,000
Donations / gifts in kind from businesses	£50,000
Befriending volunteers	£25,200
Free training to 300 people	£15,000

*Social Value refers to the wider financial and nonfinancial value created by an organisation through its day-to-day activities in terms of the wellbeing of individuals and communities, social capital created and the environment

This annual report describes the work of the Charity including achievements in the reporting period. The report also includes a statement of financial activities and an independently produced examiner's report.



THE YEAR IN NUMBERS

- **£60,000** in grant giving from local VSNS community funds and SPARKS;
- **1500** charities and voluntary groups as beneficiaries;
- **850** employee volunteers deployed in the community;
- **400** new volunteers registered in voluntary organisation;
- **300** people trained in a dozen topics;
- **300** people better connected through 15 networking events and forums;
- **95** teams of volunteers engaged in charity work;
- **79** organisations trained in fundraising tools and techniques;
- **59** organisations assisted and informed related to good governance and best practice;
- **53%** increase in the number of young volunteers recruited;
- **50** lonely people befriended;
- **30** charities received individual tailored funding advice;
- **30** corporates or businesses held events organised by VSNS averaging 2 per month;
- **20** new befrienders as volunteers;
- **17** organisations directly received funding from business connections via VSNS;
- **10** charity websites created at no cost to the charities.

CHAIR HELEN FRARY'S REPORT



In an ever-more challenging environment VSNS has had a strong year – we have grown in impact, reach and size at a time when many were forced to cut-back. Through a consistent funding record VSNS is seen as a trusted partner, an established ally with a proven track record for delivery.

Our networking events and training courses are often over-subscribed, demonstrating our value to the organisations we serve. This, coupled with the fact that we can continue to source and place volunteers, shows the value of what we can do for the community.

We are grateful to our funders and partners: Surrey County Council, Runnymede, Spelthorne and Surrey Heath Borough Councils, Surrey Heartlands and NHS Frimley for their ongoing support. Consistent core funding has a multiplier effect of 8x the benefit on the community, that means, for every £1 of core funding from borough, council and NHS trusts, VSNS is able to deliver £8 benefit in social value terms. However, we remain mindful that this success is only possible if core funding is maintained so, as Chair and along with our CEO, I prioritise attendance at council meetings and events.

In addition to the core funding, VSNS helps charities apply for grants, attracts sponsorship from corporates, and supports lottery funding which delivers a 70% increase in funds into North Surrey for direct use by charities.

We are also immensely grateful to the many corporate organisations that work through VSNS to bring joy and comfort to our residents through their generous contributions.

A standout achievement for me this year was the work to diversify our funding base which resulted in a successful and first ever application to the National Lottery securing £450,000 over four years. In our role as an infrastructure organisation for the third sector the majority of VSNS's time is spent on capacity building for charity and voluntary organisations. This grant is allowing us to go one step further and actually embed resources within those organisations which were most heavily impacted by Covid, and which are so desperately needed by their communities: a hand-up, not a hand-out. Results are already showing the benefits of this approach, to the point that the National Lottery is looking to roll-out this innovative model elsewhere.

But what would we be without our volunteers - I was privileged in 2023 to be both on the judging panel and part of the presentations for the volunteer awards in the three boroughs. The number, breadth and accomplishments of nominees was simply staggering: the combined Runnymede and Spelthorne event was attended by some 350 people. From the human Womble, still litter-picking well into his old age, to the team that has raised over £150,000 pounds through weekly summer afternoon teas, to the Parkinson's and dementia support groups that form the lifeline for affected families, to the court team that support those whose lives are descended into chaos - I could go on and on. These awards are an opportunity to say a small thank you and an inspiring and joyous celebration of all that is good in our communities.

We have created a vibrant Ukrainian community - no longer of refugees, but now, friends, colleagues and school mates.

We have also rebranded this year - a new look for a post-Covid era. We are brighter, better organised and working with social media to get the voice of the third sector heard.

Finally, I would like to give my heartfelt thanks to my fellow Trustees and all the staff and volunteers at VSNS for all that they have done and achieved this past year.

CHIEF EXECUTIVE OFFICER SOLETTE SHEPPARDSON'S REPORT FOR 2022/23:

At Voluntary Support North Surrey, we provide a range of vital services, supporting directly and indirectly those most at risk of social exclusion and enabling individuals to contribute to public life and the development of their communities.



We are a local partner contributing to opportunities for co-design, community engagement, capacity building and policy development and planning. The voluntary, community and social enterprise sector in North Surrey largely consists of many very small organisations with limited internal infrastructure to meet the demands of compliance. As a consequence local organisations rely on the existence and activity of VSNS as an infrastructure organisation that supports them with a range of operational and strategic issues.

It has been a challenging year for the third sector, with many organisations still recovering from the impacts of the pandemic. This has been compounded by the cost of living crisis which is creating an increased demand for services, while funding is reduced and costs rise.

Despite these challenges, there are many notable successes and it has been a busy and productive year as Voluntary Support North Surrey has grown our infrastructure support and continued to invest and grow services in our North Surrey communities.

At the start of the year, we were gratified to hear that the Surrey Heath Covid-19 vaccination service, of which we were a partner, had been named the South East regional winner of the 2022 NHS Parliamentary Awards and a finalist for the national title.

The award recognised the way different organisations came together to support their community in response to Covid. In Surrey Heath GP practices worked together with the NHS, the voluntary sector and borough and county councils to create a caring, efficient, responsive, high-performing vaccination services.

This for us was proof that a strong voluntary and community sector is vital, successfully providing the safety net for those residents who are most vulnerable. It was also an excellent example of team work at its best, with everyone coming together at speed in a challenging situation. Many hundreds of volunteers contributed to this success.



With the continuing impact of the pandemic and the rising cost of living, we were especially pleased to receive funding from the National Lottery which means we can offer additional timely and in-depth support to crucial voluntary services.

The idea for this project was born in the community itself where, for some charities, the advice, training and information we typically offer are not enough to help them make the necessary changes to move forward. Through our Lottery-funded project, we can respond to their immediate needs, with our development managers sitting alongside charities to do the work with them, providing practical support where it is needed most, working in partnership to help local organisations reach their potential.

This new model is being replicated with positive results by other organisations too as we lead the way in listening and responding to the needs of the sector.

The promotion and development of volunteering continues to be an important part of our work. This year, as well as investing in training and support for organisations both locally and Surrey-wide with our free training and the Time to Change youth volunteering project, we have also ensured volunteering has a visible presence at local events and online. We invested in updating our logo and branding to make it more consistent, stand out online and help us attract younger volunteers.

One of our core values is Improving lives locally. In addition to ensuring that we champion and support the strength of our third sector, we also support and deliver local services. This year saw us working with local partners to provide support to Ukrainian refugees. Our befriending service in Surrey Heath also continues to tackle isolation and loneliness, and plans are underway to expand this service in Runnymede.

As ever, our success is a combination of vision, hard work and the dedication and commitment of staff, volunteers, partners and funders – and the reward is in healthy, strong communities.



KEY ACHIEVEMENTS

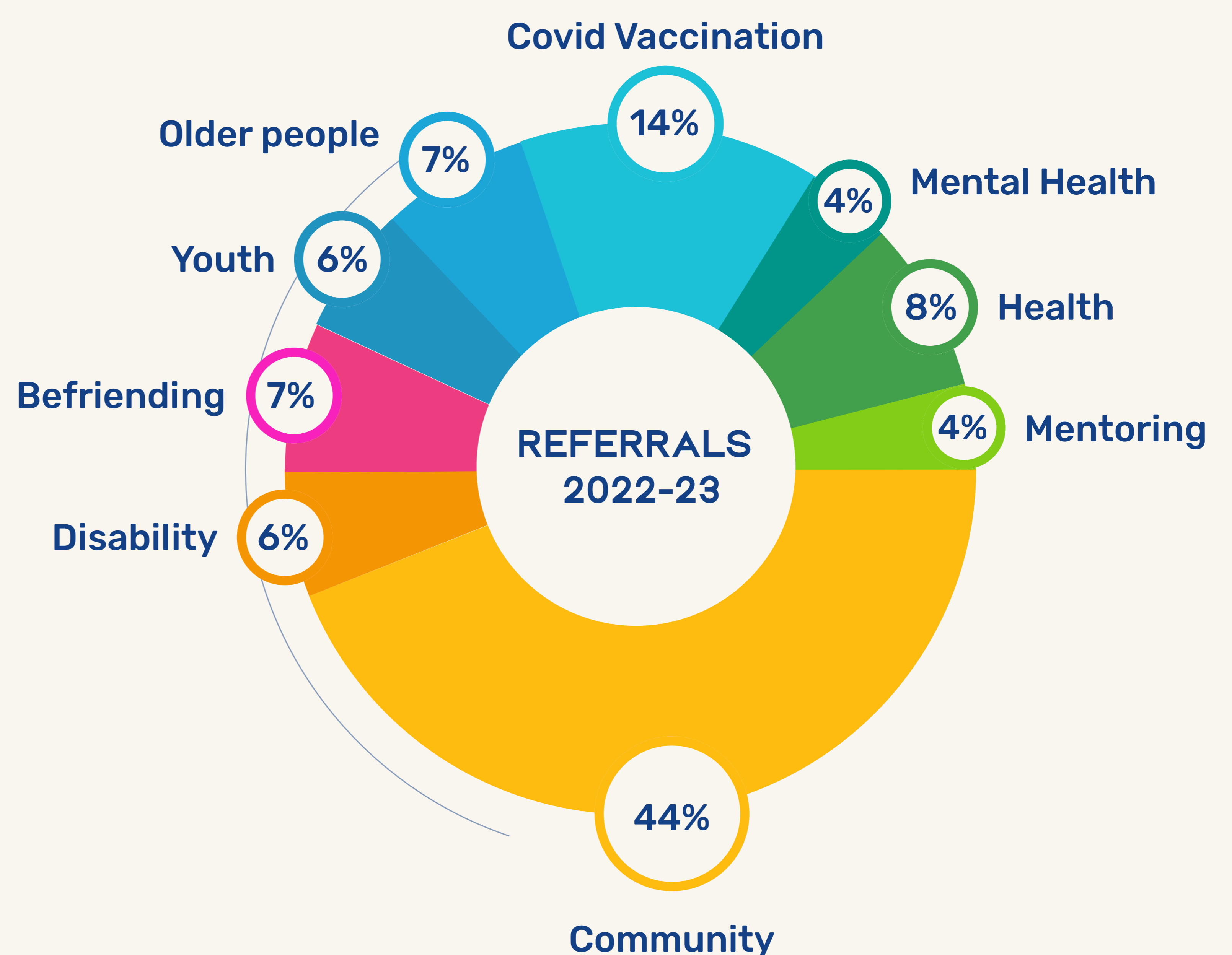
Through volunteer recruitment, corporate engagement, and building the third sector's capacity through strengthening governance, free training courses and funding support and advice, our services have provided an estimated £2m in social value over this period.

1. Volunteer recruitment and management support

Charities have experienced a loss of volunteers following the pandemic and the way people are volunteering is also changing. VSNS has focused efforts to help promote and recruit volunteers through working to build groups' capacity to recruit and retain volunteers, and by promoting volunteering opportunities online and at public-facing events. We have hosted training on communication and social media messaging to boost charities' skills and supported 10 organisations with website designs.

VSNS continued to recruit volunteers for vaccination centres in the Spring of 2022 and Autumn/Winter of 2022/23. In April 2022 alone, 112 volunteers supported 247 shifts at the Lakeside Vaccination Centre.

Volunteers have supported a variety of local causes and activities, as follows:



This year, as part of promoting volunteering across our communities, we have:

- Hosted in person stands at 12 events and fairs across Runnymede, Spelthorne and Surrey Heath throughout the year;
- Led and launched the county wide initiative to promote Youth Volunteering resulting in excellent results;
- Worked jointly with partners including the with Royal Holloway University, attending their annual partners conference in September with a focus on diversity;
- Provided volunteer information and opportunities at the Camberley Job Fair at High Cross church and registered 10 people with volunteering opportunities;
- Presented to and held 1:1 appointments with Afghan refugees in Spelthorne;
- Provided advice to teens looking to volunteer through the Duke of Edinburgh scheme at a free Easter event, and connected Schools to local organisations able to take sixth form students;
- Supported the organisation of the Surrey Heath Show, held on 14th May.

VOLUNTEER AWARDS 2022



VSNS held our Volunteer Awards celebration in Surrey Heath on 24th November in partnership with Surrey Heath Borough Council. Nominations reflected the many heartwarming stories of people caring for one another in our communities. In total, seven awards were given to individuals and local organisations.

In February, we were delighted to attend the inaugural Runnymede Civic Pride event, where several of the volunteers we had nominated were honoured with awards including our Ukraine Support Manager Oksana Belcher.



Looking ahead, our Runnymede and Spelthorne Volunteer Awards returned in June 2023 after a break due to the pandemic.



Time to Change



TIME TO CHANGE -YOUNG VOLUNTEERS

Launched in April 2021, the Time to Change project, led by VSNS, has worked across Surrey to increase the number of young people aged 19-25 years who are volunteering.

In the last year:

- Organisations that worked with the project saw a 53% increase in the number of young volunteers they recruited;
- The project increased volunteers managers' skills and knowledge of how to reach and recruit young people;
- Ten 'Recruiting and managing young volunteers' training sessions were delivered to 90 people.

2. Corporate engagement and donations

Since our inception, VSNS has placed emphasis on working with Surrey-based businesses. In this period 30 businesses sent 95 teams of volunteers to corporate volunteering events, with 850 volunteers taking part in volunteering days. Two companies also provided support and training.

Throughout the year, five companies donated £47,000 to 17 charities.

Our Angel Tree Christmas giving scheme and easter donation schemes were also very well supported. VSNS facilitated 1460 Christmas gifts to 25 groups, and 1000 Easter eggs were donated to eight groups, totalling an estimated value of £13,000.



3. Funding support and grant making

Capacity-building for voluntary sector groups is a core part of our service. This includes individual advice and guidance, access to and support with finding grants, free fundraising training sessions, meet the funder sessions and a monthly fundraising newsletter which includes the latest funds and trends in fundraising.

VSNS offers excellent funding advice and training to new and existing organisations which has been successfully adapted and is now delivered both face-to-face and virtually as required.

We have had a number of successes in helping groups with their fundraising strategy and applications and in total supported 79 organisations with their fundraising.

VSNS offers excellent funding advice and training to new and existing organisations which has been successfully adapted and is now delivered both face-to-face and virtually as required.

We have had a number of successes in helping groups with their fundraising strategy and applications and in total supported 79 organisations with their fundraising. We are delighted local groups have successfully received considerable funds in the order of over £500,000 from a number of national trusts and grant givers.

Following a decision in 2010 to use VSNS reserves to establish community funds which are invested with the Community Foundation for Surrey, VSNS has been able to grant £286,000 to 138 projects. We contributed £35,000 from our two local funds in Runnymede and Surrey Heath to 10 projects. In addition, there are now two active funds in Spelthorne and we have a seat on the Spelthorne panel helping to support local groups with grant funds. We also administered £25,000 of Surrey County Council's Sparks funding.

CASE STUDY: DEMENTIA CARERS SUPPORT RUNNYMEDE

VSNS has supported Dementia Carers Support Runnymede since it was first set up 16 years ago. Run by volunteer founder Frances Dyble-Goode, it provides social support for carers and their loved ones living with dementia.

Frances said, “As well as promoting volunteer opportunities, VSNS has connected me to Enterprise and other businesses. Ever since we started, Enterprise has been donating Christmas presents to our carers, and more recently Easter Eggs. Last Christmas, for the first time, all 60 Christmas gifts that we gave to people were donated by local businesses.

“VSNS always informs me of any details of new funding grants that they think I might be interested in, which is so helpful.”

This year VSNS supported Frances with writing a grant application: “It [The application] looked so involved, so I came in to see Alison.



I learnt such a lot from her. The application had to be in the next day, and I wouldn't have been comfortable putting it in without her involvement.

And we were successful!

“VSNS are the first people I think of when I need some help. They pass on their connections to us – they're so helpful.”

4. Governance support

VSNS provided training on charity law and governance as well as 1-2-1 support to trustee boards and senior leaders. Over the year VSNS supported trustees and boards from more than 56 organisations. One-to-one tailored charity training has been delivered and individuals and groups have been supported in making applications to the Charity Commission.

We also held networking events which are proven to be effective at encouraging and enabling voluntary sector organisations to support one another and build sustainable capacity at a local level. We are grateful to Royal Holloway University and Enterprise, who have generously hosted these events for us.

Through the Time to Change project VSNS has continued to put emphasis on recruiting young trustees.



LEWIS RUSSELL, YOUNG TRUSTEE, VSNS:



“I’m a business manager at the McDonald Peacock Centre, Woking. I wanted to gain a better understanding of my community and be part of that community and felt that volunteering could give me a better understanding of who lives and works in the local area and what the need is.

“Working with an organisation like VSNS means I can have a positive impact on local services, business and local residents. Volunteering in this way is how I can help those that live and work around my local area to feel proud of their communities and encourage them to put more back into it.”

5. Training

VSNS provides a broad training programme, offered free to participants, which has been devised to support and develop North Surrey’s third sector. This year we had 300 people attending the following training courses:

- Grant and trust application writing;
- Developing a fundraising strategy;
- Digital fundraising;
- Volunteering and the law;
- Charity law for trustees;
- An introduction to social media;
- Volunteer recruitment and management.



We use feedback forms to regularly develop and improve the training. New courses for next year include first aid training and communications planning.

6. Social media and websites

VSNS believe that a digital presence is an essential part of successful fundraising and engaging supporters and volunteers. We have enabled ten organisations to gain web presence and given social media advice. We used in house knowledge to design and create WordPress websites free of charge.

We have developed and delivered a training workshop on social media to assist local organisations with the delivery of their messages to multiple and diverse audiences, as well as provided 1-2-1 advice and support.

7. Resource building

In October 2022, VSNS was awarded £459,000 National Lottery funding to support communities' recovery from the Covid-19 pandemic. The project, which will run over four years, will build the capacity of organisations providing services to local communities across the three boroughs.

We plan to work with 20 community groups a year, and are already on track, supporting ten organisations in the first six months of the project. Our work addresses six main areas:

- Recruiting new volunteers;
- Recruiting and training trustees;
- Linking groups so they can share knowledge, skills, volunteer recruitment campaigns, admin tasks and training to improve capacity to deliver their services;
- Upskilling groups with digital skills;
- Providing hands on support to improve sustainability.

In addition, VSNS has enabled some local charities to have affordable premises and access to much needed resources thus supporting the delivery of their services locally. For example, the Charity directly hosts Cruse Bereavement Care and Camberley Care.

8. Voice for the Third Sector

VSNS is a voice for North Surrey's third sector, helping shape local services with our local authority and health partners through our presence on local boards and committees. Boards that we sit on include Borough partnership groups, ICS steering committees, Place based alliances, and community task groups in the areas of deprivation. Over the last year we have devoted much time to the creation of Voluntary Sector Health Alliances and we are members of the 11 strong leadership group in Surrey Heartlands.

VSNS also coordinates two sector-specific networking groups, Surrey Heath Mental Health Forum and Spelthorne Older People's Forum.

In May 2022, we also coordinated a forum in Runnymede specifically looking at loneliness across Chertsey and Addlestone together with the social prescribing team.

It was a useful session to explore which organisations are offering space and share information about the Sport in Mind charity which is currently expanding into Surrey and explore both venue and coaching opportunities.



9. In Addition:



Time to Talk



VSNS's Time to Talk befriending scheme in Surrey Heath supports people of all ages that feel isolated, including individuals that are suffering from dementia or mental poor health. This year the scheme has grown with a further 20 volunteers matched with people feeling alone or isolated. Volunteers meet regularly – usually weekly – in people's homes or in the community.

This brings the total number of referrals made to Time to Talk since 2019 up to 260, equating to over 1800 hours of support.

There is a small waiting list of isolated people needing to be matched with suitable volunteers. We work closely with our local social prescribers and other partners including befriending schemes such as Surrey Heath Age Concern.

Ann (Befriender)

Jam (Befriender)

'Befriending has enriched my life. It is vital to reach out to lonely people'

'Something for me to look forward to. I feel good after each visit'



CASE STUDY: ALAN AND JOYCE

Alan Barwick is one of Time to Talk's long-term volunteers. He said, "I find volunteering really rewarding."

Everyone's got stories and it's so rewarding listening to them. I know from people's families that it means something to them as well. That, to me, is enough."

He was matched with Joyce after she was referred to Time to Talk by one of the local social prescribers.

Joyce says she looks forward to Alan's visits, saying, "I don't have anyone else to talk to."



UKRAINE SUPPORT

During the spring of 2022, VSNS felt compelled to help the families fleeing the war in Ukraine. Initially, working with our partner Runnymede Borough Council, we set up a weekly drop-in at Revive Café in Chertsey where local Ukrainian refugees could meet each other, and where local agencies could provide support.

Supported by a Ukrainian-speaking volunteer, the group was a success. Following funding from NAVCA and the British Red Cross, we were able to expand our support offer, employing our volunteer and developing a number of further groups in Runnymede and Spelthorne.

The drop-ins provide social, practical and employment support and are a friendly, informal places where people can meet other Ukrainians.



VSNS CHALLENGES 2023-24

The environment voluntary organisations are operating in continues to be challenging, with many organisations grappling with increasing demand for services while funding is reduced. Our efforts will concentrate on a few areas for successful impact including;

- Enabling voluntary organisations to grow and develop in challenging times by providing more training and one to one support;
- Responding to the continued uncertainty around statutory funding driven by economic circumstances by keeping our business plan under regular review;
- Maintaining a reserve level of £100,000 to cover the cost of redundancy and possible lease terminations;
- Improving board diversity, training and inclusion;
- We are expanding our Time to Talk befriending service into Runnymede, following the success of our scheme in Surrey Heath, and need to continue to grow befriending generally and ensure that there are well trained and supported volunteers.

VSNS GOVERNANCE

VSNS applied to the Charity Commission in 2019 and changed status becoming a CIO on 11th December 2019. The Board oversees the Charity, sets its strategic direction, and works with the CEO and the team to deliver key outcomes. All Trustees sign, and are held accountable, to a code of conduct.

VSNS finances are managed in compliance with SORP 2005.



IMPROVING LIVES LOCALLY



Voluntary Support

N O R T H S U R R E Y

ACCOUNTS

**3 ANALYSIS OF RESOURCES EXPENDED**

	Unrestricted	Restricted	2023 Total	2022 Total
	£	£	£	£
CHARITABLE ACTIVITIES				
a Staff Costs	282 312	34 625	316 937	285 714
b Premises Rental and Other Expenditure	27 997	1 961	29 958	24 681
c IT	9 624	409	10 033	10 823
d Broadband, telephone & postage	4 478	250	4 728	4 988
e Travel & volunteer expenses	3 292	930	4 222	3 208
f Project related expenditure - Social Prescribing	-	-	-	-
g Project related expenditure - Other	48 693	-	48 693	35 280
h Covid-19 related expenditure	300	-	300	2 815
i Health & Safety	278	-	278	-
j Marketing & advertising	7 523	72	7 595	738
k Office costs	854	43	897	264
l Subscriptions	1 088	-	1 088	1 072
m Insurances	1 483	-	1 483	1 722
n DBS	220	-	220	-
o Community networking	416	-	416	40
p Printing & stationery	1 730	532	2 262	872
q Sundries	4 223	-	4 223	2 506
r Restricted Funds expenditure	0	15 079	15 079	-
s Bank charges	72	-	72	96
t Bad Debts	0	-	0	-16
TOTAL	394 583	53 901	448 484	374 803
GOVERNANCE COSTS				
AGM Expenses	-	-	-	-
Independent Examiners fee	180	-	180	360
Legal & consultancy	5 157	5 110	10 267	3 272
Total	5 337	5 110	10 447	3 632
TOTAL EXPENDITURE	399 920	59 011	458 931	378 435

4 DEBTORS & PREPAYMENTS

	2023 £	2022 £
Trade Debtors due within 1 year	15	127
Prepayments & Advances	7 565	6 394
Total	7 580	6 521

5 INVESTMENTS

	2023 £	2022 £
Surrey Community Fund	150 000	150 000

6 CREDITORS & ACCRUALS

	2023 £	2022 £
Trade Creditors due within 1 year	5 527	4 492
HMRC PAYE & NIC	7 848	6 571
Payments received in advance	184 676	51 004
Accruals	23 747	11 911
Total	221 798	73 978

7 MOVEMENT IN FUNDS

	01.04.2022 £	Income £	Expenditure £	31.03.2023 £
Unrestricted Funds				
General Fund	361 944	428 077	399 920	390 101
Total	361 944	428 077	399 920	390 101
Restricted Funds				
Surrey County Council	26 584	-	-	26 584
Runnymede Borough Council	900	-	-	900
Chertsey Combined Charities	200	-	-	200
Smoke Free Alliance	7 000	-	-	7 000
Forest Estate Community Hub	1 030	-	-	1 030
Lottery Community Fund	-	53 240	53 240	-
Surrey CC SPARKS Funding	-	5 000	5 000	-
Runnymede BC Befriending Grant	-	80	80	-
Community Foundation for Surrey	-	691	691	-
Total	35 714	59 011	59 011	35 714
TOTAL FUNDS	397 658	487 088	458 931	425 815



8 EMPLOYEE COSTS

	2023	2022
	£	£
Salaries	268 497	252 119
Social security costs	22 761	16 617
Employer pension contributions	20 096	15 395

One employee received emoluments (excluding employer pension costs) of more than £60,000
This employee's emoluments (excluding pension costs) were in the band £80,000 to £90,000
The average number of employees during the year, calculated on the basis of full time equivalents was 6.9 (2022 7.0)

9 TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No remuneration was paid to any trustee member of the board during the year.
No trustee or member of the board had any personal interest in any contract or transaction entered into during the year

10 TAXATION

VSNS as a charity is exempt from taxation on its income and gains under sections 466 to 493 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Capital Gains Act 1992, to the extent that they are applied for charitable purposes.



VOLUNTARY SUPPORT NORTH SURREY

Independent Examiners Report

Independent Examiner's Report to the trustees of VOLUNTARY SUPPORT NORTH SURREY

I report to the trustees on my examination of the accounts of Voluntary Support North Surrey for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act'). The trustees consider that an audit is not required for this year under the Charities Act 2011, s.144(2) (the 2011 Act) and that an independent examination is needed.

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 can 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:

- the accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts did 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.

M H Matthews FCCA FMAAT

Mrs M H Matthews
FCCA
MHM Accounting Solutions
13 Mapledrakes Close
Ewhurst

GU6 7QR
7th December 2023

VOLUNTARY SUPPORT NORTH SURREY

England & Wales - Charity number 1141587

Accounts

Voluntary Support North Surrey

**ANNUAL REPORT
2020/2021**



Voluntary Support
N O R T H S U R R E Y

Voluntary Support North Surrey (VSNS) is an independent charity that supports approximately 1,500 voluntary and community organisations within the North Surrey Boroughs of Spelthorne, Runnymede and Surrey Heath. The Charity has three offices located in Camberley, Chertsey and Staines. Indirectly we serve the needs of circa 300,000 Surrey residents.

Key Achievements

Youth Volunteering

Befriending Services

Vaccination Centre
Support

Fundraising

This annual report describes the work of the Charity including achievements in the reporting period: to ensure financial transparency the report also includes a statement of financial activities and an independently produced examiner's report.

www.voluntarysupport.org.uk

VSNS

KEY ACHIEVEMENTS

Building on successes of supporting the residents with Covid vaccinations, VSNS received accolades and praise from Spelthorne Borough Council and Surrey's Lord Lieutenancy on behalf of the work of Voluntary Support North Surrey and local third sector organisations. We continued to support two Integrated Health Partnerships with the recruitment and management of volunteers. In Surrey Heartlands this resulted in 10,597 shifts and 42,388 volunteer hours and in Surrey Heath 5011 shifts equating to 20,044 volunteer hours.

Volunteering: charities have suffered from loss of volunteers during the pandemic and VSNS has focused efforts to help promote and recruit volunteers. We have hosted training on communication and social media messaging to boost the charities' skills and supported 12 organisations with website designs.

Volunteering figures for the year were once again enhanced by the public's continued favourable response to the coronavirus pandemic. In total VSNS were directly responsible for the recruitment of circa 1500 volunteers across three Boroughs.



62,432

hours of
volunteering

During the year, VSNS developed its targeted approach in the form of proactive work with selected organisations. This new approach was in reaction to increased pressures on certain voluntary groups post Covid. This led to the submission of a National Lottery bid to further strengthen work with charities.



Volunteer recruitment initiatives have been successful and our use of social media is helping us to widen our reach. We are concentrating our efforts on strengthening charity leadership and focusing on the training needs of trustees, good governance and sharing good practice.

Since our inception, VSNS has placed emphasis on working with businesses and through the year we have successfully enabled circa 55 organisations to engage with local charities.

In this period 30 businesses sent teams of volunteers to 41 corporate volunteering events, a total of 450 volunteers took part in volunteering days.



IMPROVING LIVES LOCALLY

1. Funding support

Capacity-building for voluntary sector groups represents the core business of VSNS and is achieved through a number of initiatives and projects.

VSNS offers excellent funding advice and training to new and existing organisations which has been successfully adapted and is now delivered both face to face and virtually as required.

We have had a number of successes in helping groups with their fundraising strategy and applications and in total supported 200 organisations with their fundraising. We are delighted local groups have successfully received considerable funds in the order of over £500,000 from a number of national trusts and grant givers. We contributed £18,000 from our two local funds in Runnymede and Surrey Heath. In addition, there are now two active funds in Spelthorne and we have a seat on the Spelthorne panel helping to support local groups with grant funds.

£500,000
Received by
local groups



IMPROVING LIVES LOCALLY

2. Governance

VSNS provided training on charity law and governance as well as forums and networking events which are proven to be effective at encouraging and enabling voluntary sector organisations to support one another and build sustainable capacity at a local level.

Over the year the Charity supported trustees and boards from more than 1,000 organisations. One-to-one tailored charity training has been delivered and individuals and groups have been supported in making applications to the Charity Commission. We have been working with the Young Trustees Movement to identify ways of encouraging young people to become trustees and welcomed a young person to our own Board.

We will continue to put emphasis on recruiting young trustees.





IMPROVING LIVES LOCALLY

3. Training

VSNS's free training programme was developed and adapted to include more topics and for delivery using digital technologies. The training available includes: grant and trust application writing, digital fundraising and legacy fundraising, volunteer management, volunteering and the law, social media and charity law. We use feedback forms to regularly develop and improve the training and have documented the content so that the knowledge base is available to all employees and can be delivered by a number of individuals should the need arise.

4. Social Media and Website Support

VSNS believe that a digital presence is an essential part of successful fundraising and engaging supporters and volunteers. We have supported a dozen organisations with website and social media advice and designed and created WordPress websites free of charge on their behalf from a VSNS volunteer.

We have developed and delivered a couple of workshops on the subject of social media to assist the local organisations with the delivery of their messages to multiple and diverse audiences.



IMPROVING LIVES LOCALLY

5. Resource Building

VSNS has enabled some local charities to have affordable premises and access to much needed resources thus supporting the delivery of their services locally. For example, the Charity directly hosts Cruse Bereavement Care, Chloe's and Sophie's Special Ears Fund and Camberley Care.

6. Third Sector Representation

VSNS is a voice for local voluntary groups in shaping local services with our statutory partners. Through our presence on local boards and committees we work to ensure that the voluntary groups are represented within the community. Boards that we sit on include Borough partnership groups, ICS steering committees, Place based alliances, and community task groups in the areas of deprivation. These relationships and partnerships have proven to be one of the reasons why the local response to the pandemic was so well and quickly executed in Surrey. Over the last year we have devoted much time to the creation of Voluntary Sector Health Alliances and we are members of the 11 strong leadership group in Surrey Heartlands.

7. Grant Making

Following a decision in 2010 to use VSNS reserves to establish community funds to be invested with the Community Foundation for Surrey, the Charity has been able to grant £251,000 to 110 projects. In the current financial year we have granted £18,000 to seven projects.

VSNS Governance

VSNS applied to the Charity Commission in 2019 and changed status becoming a CIO on December 11th of that year. The Board oversees the Charity, sets its strategic direction, and works with the CEO and the team to deliver key outcomes. All Trustees sign, and are held accountable, to a code of conduct.

VSNS finances are managed in compliance with SORP 2005.



Time to Talk

Voluntary Support's befriending scheme in Surrey Heath has grown with circa 50 volunteers supporting those feeling alone or isolated with befriending services in their own homes. We support those of all ages that feel isolated, including individuals that are suffering from dementia or mental poor health.



There is a small waiting list of isolated people needing to be matched with suitable volunteers. This is an area where we work closely with other befriending schemes including Surrey Heath Age Concern, there are many individuals that would benefit from this scheme and others and this is a service that we hope to grow.

VSNS Challenges

The next year will be a challenging year across the third sector and at VSNS our efforts will be concentrating on a few areas for successful impact including;

- Enabling voluntary organisations to grow and develop in challenging times by providing more training and one to one support.
- Responding to the continued uncertainty around statutory funding driven by economic circumstances by keeping our business plan under regular review.
- Maintaining a reserve level of £100,000 to cover the cost of redundancy and possible lease terminations.
- Improving board diversity, training and inclusion.
- Time to Change, the need to engage young volunteers is an area where we can add value and share best practice.
- Time to Talk and befriending in general, we aim to grow and improve the befriending services within Surrey and ensure that there are well trained and supported volunteers.



IMPROVING LIVES LOCALLY

Accounts

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDING 31st March 2021

1 ACCOUNTING POLICIES

Basis of preparation

These accounts have been prepared under the historical cost convention and comply with the Charities Act 2011, and Accounting and Reporting by Charities: Statement of Recommended Practice SORP applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS102 published on 16 July 2014.

Company Status

VSNS is a registered charitable incorporated organisation (number 1141587).

Incoming Resources

All income is recognised in the Statement of Financial Activities (SOFA) when entitlement to that income is virtually certain and the amount can be reasonably quantified.

Income received by way of grants, donations and gifts is included in full in the SOFA at the time of receipt.

Income from grants, where such income is dependant upon performance or specific deliverables, is recognised upon satisfactory completion of the performance or delivery.

The value of donated services and the value of services provided by volunteers are not included in these accounts.

Investment income is included when received.

Resources Expended

Expenditure is recognised on an accruals basis as the liability is incurred.

Expenditure includes VAT which is not recoverable.

Governance costs include the costs associated with meeting the organisation's constitutional and statutory requirements.

Pension

The company operates a defined contribution pension scheme for staff

2 ANALYSIS OF INCOMING RESOURCES

	Unrestricted	Restricted	2021 Total	2020 Total
	£	£	£	£
DONATIONS				
Chertsey Combined Charity	-	-	-	-
Other	-	-	-	-
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GRANT INCOME				
Surrey County Council	80,286	-	80,286	78,686
Runnymede Borough Council	33,000	-	33,000	31,000
Runnymede Community Fund	3,000	-	3,000	5,000
Surrey Heath Borough Council	30,000	-	30,000	30,000
Spelthorne Borough Council	30,000	-	30,000	30,000
North West Surrey CCG	40,088	-	40,088	40,088
Surrey Health CCG	20,044	-	20,044	20,044
	<u>236,418</u>	<u>0</u>	<u>236,418</u>	<u>234,818</u>
COMMUNITY PROJECTS				
SHCCG - Integrated Local Care	64,000	-	64,000	39,000
SHCCG - Time to Talk	30,000	-	30,000	20,000
DoH - Social Prescribing	19,000	-	19,000	38,000
Catalyst - Amigo Befriending Project	-	35,000	35,000	60,500
Covid-19 Related Income	78,474	-	78,474	8,200
	<u>191,474</u>	<u>35,000</u>	<u>226,474</u>	<u>165,700</u>
OTHER INCOME				
Office Rental & Other Services	7,253	-	7,253	17,521
Bank Interest	92	-	92	305
Sundry	7,842	-	7,842	8,613
	<u>15,187</u>	<u>0</u>	<u>15,187</u>	<u>26,439</u>
TOTAL INCOME	<u>443,079</u>	<u>35,000</u>	<u>478,079</u>	<u>426,957</u>

3 ANALYSIS OF RESOURCES EXPENDED

	Unrestricted	Restricted	2021 Total	2020 Total
	£	£	£	£
CHARITABLE ACTIVITIES				
a Staff Costs	274,963	34,861	309,824	315,651
b Premises Rental and Other Expenditure	22,670	-	22,670	27,799
c IT	12,683	-	12,683	13,250
d Broadband, telephone & postage	5,645	-	5,645	6,256
e Travel & volunteer expenses	1,251	95	1,346	6,826
f Project related expenditure - Social Prescribing	40,000	-	40,000	30,800
g Project related expenditure - Other	849	-	849	3,177
h Covid-19 related expenditure	30,253	-	30,253	5,223
i Health & Safety	816	-	816	880
j Marketing & advertising	60	-	60	1,076
k Office costs	376	-	376	744
l Subscriptions	1,458	-	1,458	1,034
m Insurances	1,645	-	1,645	1,474
n DBS	164	-	164	388
o Community networking	-32	-	-32	638
p Printing & stationery	582	-	582	1,609
q Sundries	1,624	44	1,668	4,208
r Restricted Funds expenditure	-	-	-	-
s Bank charges	69	-	69	70
t Bad Debts	70	-	70	-
TOTAL	395,146	35,000	430,146	420,903
GOVERNANCE COSTS				
AGM Expenses	-	-	-	-
Independent Examiners fee	-	-	-	-
Legal & consultancy	4,702	-	4,702	5,281
Total	4,702	0	4,702	5,281
TOTAL EXPENDITURE	399,848	35,000	434,848	426,184

4 DEBTORS & PREPAYMENTS

	2021 £	2020 £
Trade Debtors due within 1 year	4,278	5,620
Prepayments & Advances	6,991	7,978
	11,269	13,598

5 INVESTMENTS

	2021 £	2020 £
Surrey Community Fund	150,000	150,000

6 CREDITORS & ACCRUALS

	2021 £	2020 £
Trade Creditors due within 1 year	4,809	2,327
HMRC PAYE & NIC	5,573	6,637
Payments received in advance	58,467	2,000
Accruals	25,813	17,871
	94,662	28,835

7 MOVEMENT IN FUNDS

	01/04/2020 £	Income £	Expenditure £	31/03/2021 £
Unrestricted Funds				
General Fund	291,072	443,079	434,848	299,303
Total	291,072	443,079	434,848	299,303
Restricted Funds				
Surrey County Council	26,584	-	-	26,584
Runnymede Borough Council	900	-	-	900
Chertsey Combined Charities	200	-	-	200
Catalyst	-	-	-	-
Smoke Free Alliance	7,000	-	-	7,000
Forest Estate Community Hub	1,030	-	-	1,030
Total	35,714	0	0	35,714
TOTAL FUNDS	326,786	443,079	434,848	335,017

8 EMPLOYEE COSTS

	2021	2020
	£	£
Salaries	282,737	276,249
Social security costs	8,394	22,038
Employer pension contributions	18,429	15,585

One employee received emoluments (excluding employer pension costs) of more than £50,000

This employee's emoluments (excluding pension costs) were in the band £70,000 to £80,000

The average number of employees during the year, calculated on the basis of full time equivalents was 7.8 (2020 8.2)

9 TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No remuneration was paid to any trustee member of the board during the year.

No trustee or member of the board had any personal interest in any contract or transaction entered into during the year

10 TAXATION

VSNS as a charity is exempt from taxation on its income and gains under sections 466 to 493 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Capital Gains Act 1992, to the extent that they are applied for charitable purposes.

VOLUNTARY SUPPORT NORTH SURREY

Independent Examiners Report

Independent Examiner's Report to the trustees of **VOLUNTARY SUPPORT NORTH SURREY**

I report to the trustees on my examination of the accounts of Voluntary Support North Surrey for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act'). The trustees consider that an audit is not required for this year under the Charities Act 2011, s.144(2) (the 2011 Act) and that an independent examination is needed.

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 can 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:

- the accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts did 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.

Mrs M H Matthews FCCA FMAAT

Mrs M H Matthews
FCCA
MHM Accounting Solutions
13 Mapledrakes Close
Ewhurst

GU6 7QR
23rd January 2022

VOLUNTARY SUPPORT NORTH SURREY

England & Wales - Charity number 1141587

Accounts

Voluntary Support North Surrey

ANNUAL REPORT
2020/2021

voluntary
support



North
Surrey

Voluntary Support North Surrey (VSNS) is an independent charity that supports approximately 1,500 voluntary and community organisations within the North Surrey Boroughs of Spelthorne, Runnymede and Surrey Heath. The Charity has three offices located in Camberley, Chertsey and Staines. Indirectly we serve the needs of circa 300,000 Surrey residents.

Key Achievements

- Covid Response
- Building Communities
- Volunteering
- Representation
- Co design

This annual report describes the work of the Charity including achievements in the reporting period: to ensure financial transparency the report also includes a statement of financial activities and an independently produced examiners report.

www.voluntarysupport.org.uk

VSNS

KEY ACHIEVEMENTS

Building-on the existing strong partnership with Boroughs, County and health the Charity was responsible for providing and scheduling volunteers for 6 vaccination sites through the use of an app and online scheduling platform. During the reporting period life saving vaccines were delivered by circa 350 volunteers covering 6578 shifts equating to 185,000 volunteering hours and a saving to the NHS of approximately £2,210,000.

Covid response: VSNS quickly adapted and supported local charities and mutual aid groups so that they were able to meet urgent requests for food, prescriptions and medical equipment. The Charity also directly supported the delivery to residents' homes of PPE and oximeters, and led/chaired the group of Covid Champions delivering support within the area.

VSNS helps with all aspects of volunteering including writing and promoting the volunteer job roles and running training for volunteers and volunteer managers.

VSNS Volunteering figures for the year were enhanced by the public's response to our appeals for help during the coronavirus pandemic but within the sector research showed that at least a third of charities suffered from loss of volunteers due to covid. The number of volunteers willing to support the NHS well exceeded the need and VSNS has been looking at initiatives to interest and engage volunteers that offered their time but were not utilised by the vaccination centres.



Flu response: prior to Covid VSNS supported residents with the flu vaccination initiative by recruiting volunteers and managing them using an app. The success of the flu vaccination programme was timely as it acted as a pilot and proof-of-concept for the Covid vaccination volunteer initiatives locally.



During the year VSNS developed a targeted approach in the form of proactive work with selected organisations. We were especially keen to support the charities that were struggling to continue to offer services throughout the pandemic. A number of charities that were reliant on older volunteers suffered considerably to adapt services.



We have been able to measure our impact through improved monitoring and reporting.

Volunteer recruitment initiatives have been successful and our use of social media is helping us to widen our reach. We are an active member of a task group for strengthening charity leadership focusing on training needs of trustees, good governance and sharing good practice.

Since our inception VSNS have placed emphasis on working with businesses and through lockdown we have successfully enabled circa 50 organisations to engage with local charities. In this reporting period we supported less physical volunteering opportunities, instead there was a shift to monetary donations and virtual volunteering and in some cases micro volunteering.



Capacity-building for Third Sector groups: this represents the core business of VSNS and is achieved through a number of initiatives and mechanisms

1. Funding support

VSNS offers excellent funding advice and training to new and existing organisations which has been successfully adapted to be delivered virtually as required. One-to-one funding surgeries have also taken place on-line during lock down.

We have had a number of successes in helping groups with their fundraising strategy and application including Stanwell Foodbank, Just a Helping Hand and many more. We are delighted that some groups have successfully received considerable funds from a number of national trusts and grant givers. VSNS moved its funding support services to Funding Central, in part to save costs, but also to improve functionality.

We administered £16,000 for charities in Spelthorne that supported residents throughout the pandemic. This money was a lifeline and well received by almost 20 groups





TRUSTEES' WEEK

2. Governance

VSNS provided training on charity law and governance as well as forums and networking events which are proven to be effective at encouraging and enabling voluntary sector organisations to support one another and build sustainable capacity at a local level.

Over the year the Charity supported trustees and boards from more than 1,000 organisations. One-to-one tailored charity training has been delivered and individuals/groups are supported in making applications to the charity commission.

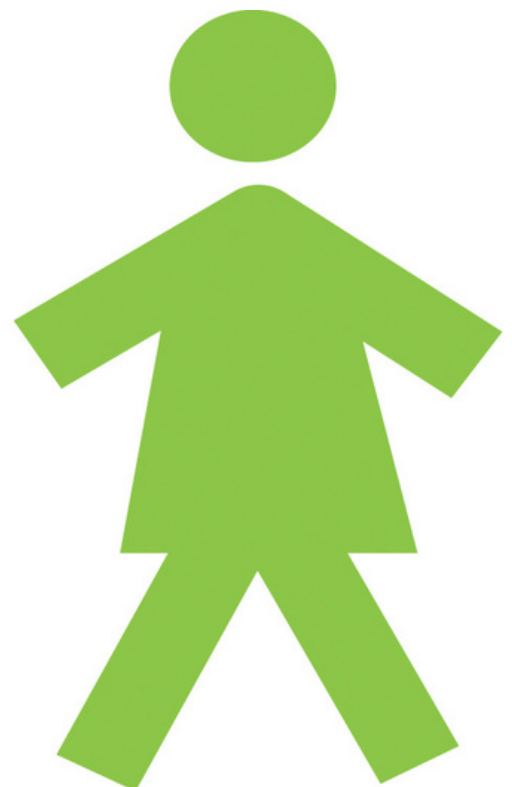
Helping trustees to manage charities diligently is essential to the growth and sustainability of the sector and area where we will be focusing future efforts.

We will put emphasis on recruiting young trustees to increase diversity and inclusion.



What is a charity trustee?
What do they do?
How do I become one?

#TrusteeThursday





3. Training

VSNS's free training program was developed and adapted to include more topics and for delivery using digital technologies. The training available includes: grant and trust application writing, digital fundraising, legacy fundraising, volunteer management, volunteer and the law and charity law. We use feedback forms to regularly develop and improve the training and have documented the training so that the knowledge base is available to all employees and can be delivered by a number of individuals should the need arise.

There is also demand for social media training and we are in the process of developing this for delivery next year



4. Social Media and website support

VSNS believe that a digital presence is an essential part of fundraising and engaging supporters and volunteers. We have supported a dozen organisations with website and social media evaluation and advice, and organisations have benefited from a VSNS volunteer designing and creating a WordPress website free of charge on their behalf in this financial year.

We are very grateful to our volunteers for this support. VSNS also uses social media itself to target volunteer recruitment on behalf of the local organisations using platforms including twitter, Facebook, Instagram and Linked-In. In addition, the Charity has identified the unmet need for smaller groups to better engage with social media and has begun an initiative that will result in training and workshops in this area next year.



5.Resource-building-

VSNS has enabled some local charities to have affordable premises and access to much needed resources thus supporting the delivery of their services locally. For example, the Charity directly hosts Cruse and Camberley Care. The Charity also remains actively engaged in place projects to ensure visibility of Third Sector organisations on the high-street.

6.Third Sector Representation:

VSNS is a voice for local voluntary groups in shaping local services with our statutory services. We sit on local boards and committees to ensure that the voluntary groups are represented within the community. Boards that we sit on include Borough partnership groups, ICS steering committees, 'place based' alliances, and community task groups in the areas of deprivation. These relationships and partnerships have proven to be one of the reasons why the local response to the pandemic was so well and quickly executed in Surrey.

Grant making:

Following a decision in 2010 to use VSNS reserves to establish community funds to be invested with the Community Foundation for Surrey, the Charity has been able to grant £233,000 to 103 projects. In the current financial year we have granted £18,000 to 8 projects



Time to Talk

Voluntary support's befriending scheme has grown from strength to strength with circa 40 volunteers supporting those feeling alone or isolated with befriending services in their own homes. The scheme morphed to accommodate our residents during the pandemic and we began to offer telephone befriending. There is a small waiting list of people looking for volunteers. This is an area where we work closely with other befriending schemes including Surrey Heath Age Concern. VSNS sees this as a growth area as there are many individuals that would benefit from befriending.



VSNS challenges

The next year will be a challenging year across the third sector and at VSNS our efforts will be concentrating on a few areas for successful impact including;

- Enabling voluntary organisations to grow and develop in challenging times by providing more training and one to one support.
- Responding to the continued uncertainty around statutory funding driven by economic circumstances by keeping our business plan under regular review.
- Maintaining a reserve level of £100,000 to cover cost of redundancy and lease terminations.
- Improving board diversity and training.
- Time to Change, the need to engage young volunteers is an area where we can add value and share best practice
- Time to Talk and befriending in general, we aim to grow and improve the befriending services within Surrey and ensure that there is a supply of well trained and supported volunteers



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDING 31st March 2021

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Basis of preparation

These accounts have been prepared under the historical cost convention and comply with the Charities Act 2011, and Accounting and Reporting by Charities: Statement of Recommended Practice SORP applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS102 published on 16 July 2014.

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Expenditure is recognised on an accruals basis as the liability is incurred.

Expenditure includes VAT which is not recoverable.

Governance costs include the costs associated with meeting the organisation's constitutional and statutory requirements.

Pension

The company operates a defined contribution pension scheme for staff.

2 ANALYSIS OF INCOMING RESOURCES

	Unrestricted	Restricted	2021 Total	2020 Total
	£	£	£	£
DONATIONS				
Chertsey Combined Charity	-	-	-	-
Other	-	-	-	-
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
GRANT INCOME				
Surrey County Council	80,286	-	80,286	78,686
Runnymede Borough Council	33,000	-	33,000	31,000
Runnymede Community Fund	3,000	-	3,000	5,000
Surrey Heath Borough Council	30,000	-	30,000	30,000
Spelthorne Borough Council	30,000	-	30,000	30,000
North West Surrey CCG	40,088	-	40,088	40,088
Surrey Heath CCG	20,044	-	20,044	20,044
	<u>236,418</u>	<u>0</u>	<u>236,418</u>	<u>234,818</u>
COMMUNITY PROJECTS				
SHCCG - Integrated Local Care	64,000	-	64,000	39,000
SHCCG - Time to Talk	30,000	-	30,000	20,000
DoH - Social Prescribing	19,000	-	19,000	38,000
Catalyst - Amigo Befriending Project	-	35,000	35,000	60,500
Covid-19 Related Income	78,474	-	78,474	8,200
	<u>191,474</u>	<u>35,000</u>	<u>226,474</u>	<u>165,700</u>
OTHER INCOME				
Office Rental & Other Services	7,253	-	7,253	17,521
Bank Interest	92	-	92	305
Sundry	7,842	-	7,842	8,613
	<u>15,187</u>	<u>0</u>	<u>15,187</u>	<u>26,439</u>
TOTAL INCOME	<u>443,079</u>	<u>35,000</u>	<u>478,079</u>	<u>426,957</u>

3 ANALYSIS OF RESOURCES EXPENDED

	Unrestricted	Restricted	2021 Total	2020 Total
	£	£	£	£
CHARITABLE ACTIVITIES				
a Staff Costs	274,963	34,861	309,824	315,651
b Premises Rental and Other Expenditure	22,670	-	22,670	27,799
c IT	12,683	-	12,683	13,250
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f Project related expenditure - Social Prescribing	40,000	-	40,000	30,600
g Project related expenditure - Other	849	-	849	3,177
h Covid-19 related expenditure	30,253	-	30,253	5,223
i Health & Safety	816	-	816	880
j Marketing & advertising	60	-	60	1,076
k Office costs	376	-	376	744
l Subscriptions	1,458	-	1,458	1,034
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o Community networking	-32	-	-32	638
p Printing & stationery	582	-	582	1,609
q Sundries	1,624	44	1,668	4,208
r Restricted Funds expenditure	-	-	-	-
s Bank charges	69	-	69	70
t Bad Debts	70	-	70	-
TOTAL	395,146	35,000	430,146	420,903
GOVERNANCE COSTS				
AGM Expenses	-	-	-	-
Independent Examiners fee	-	-	-	-
Legal & consultancy	4,702	-	4,702	5,281
Total	4,702	0	4,702	5,281
TOTAL EXPENDITURE	399,848	35,000	434,848	426,184

4 DEBTORS & PREPAYMENTS

	2021 £	2020 £
Trade Debtors due within 1 year	4,278	5,620
Prepayments & Advances	6,991	7,978
Total	11,269	13,598

5 INVESTMENTS

	2021 £	2020 £
Surrey Community Fund	150,000	150,000

6 CREDITORS & ACCRUALS

	2021 £	2020 £
Trade Creditors due within 1 year	4,809	2,327
HMRC PAYE & NIC	5,573	6,637
Payments received in advance	58,467	2,000
Accruals	25,813	17,871
Total	94,662	28,835

7 MOVEMENT IN FUNDS

	01/04/2020 £	Income £	Expenditure £	31/03/2021 £
Unrestricted Funds				
General Fund	291,072	443,079	434,848	299,303
Total	291,072	443,079	434,848	299,303
Restricted Funds				
Surrey County Council	26,584	-	-	26,584
Runnymede Borough Council	900	-	-	900
Chertsey Combined Charities	200	-	-	200
Catalyst	-	-	-	-
Smoke Free Alliance	7,000	-	-	7,000
Forest Estate Community Hub	1,030	-	-	1,030
Total	35,714	0	0	35,714
TOTAL FUNDS	326,786	443,079	434,848	335,017

8 EMPLOYEE COSTS

	2021	2020
	€	€
Salaries	282,737	276,249
Social security costs	8,394	22,038
Employer pension contributions	18,429	15,585

One employee received emoluments (excluding employer pension costs) of more than £60,000

This employee's emoluments (excluding pension costs) were in the band £70,000 to £80,000

The average number of employees during the year, calculated on the basis of full time equivalents was 7.8 (2020 8.2)

9 TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No remuneration was paid to any trustee member of the board during the year.

No trustee or member of the board had any personal interest in any contract or transaction entered into during the year

10 TAXATION

VSNS as a charity is exempt from taxation on its income and gains under sections 466 to 493 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Capital Gains Act 1992, to the extent that they are applied for charitable purposes.

VOLUNTARY SUPPORT NORTH SURREY

Independent Examiners Report

Independent Examiner's Report to the trustees of VOLUNTARY SUPPORT NORTH SURREY

I report to the trustees on my examination of the accounts of Voluntary Support North Surrey for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act'). The trustees consider that an audit is not required for this year under the Charities Act 2011, s.144(2) (the 2011 Act) and that an independent examination is needed.

Independent examiner's statement

I have completed my examination. I can 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:

Responsibilities and basis of 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.

- the accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or

- the accounts did 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.

Mrs M H Matthews

FCCA

MHM Accounting Solutions

13 Mapledrakes Close

Ewhurst

GU6 7QR

23rd December 2021

Page 0

Thank You

We could not help as many people without the support of funders including, Spelthorne Borough Council ,
Runnymede Borough Council, Surrey Heath Borough Council, Surrey County Council, Surrey Heathlands CCG,
Surrey Heath CCG, and The Community Foundation of Surrey.

The Heath and Wellbeing Fund has given us 3 year funding for social prescribing and the CAB in Surrey Heath and
we are in the third year of delivering this initiative.

We had generous grants/donations and funds from
Enterprise Rent a car
Johnson and Johnson

The Trustees

Arthur Birkby MBE (Chair)

Heather Schroder CBE

Dr Brian Perry BEM

Sue Loveday

David Bell

Karen Ancell

Philip Peberdy

