



Trustees' Annual Report for the period							
From	Period start date			To	Period end date		
	1st	April	2020		31st	March	2021

Section A Reference and administration details

Charity name The Westway
Community & Wellbeing Centre

Registered charity number (if any) 1188850

Charity's principal address The Westway
25 Chaldon Road
Caterham, Surrey
Postcode CR3 5PG

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Hugh Jeremy Webster	Chair	1 October 2019 – Resigned 1 July 2021	
2	John Orrick		1 October 2019 – Resigned/ Died 10 November 2020	
3	Christopher Botten		1 October 2019 – present	
4	Lesley Dodd		1 October 2019 – present	
5	June Hopkins		20 August 2020 - present	
6	Connie Lewis		20 August 2020 - present	
7	Caroline Liggins		20 August 2020 - present	

Names and addresses of advisers

Type of adviser	Name	Address
Volunteer Advisor	Lynne Martin	Tandridge Voluntary Action, Oxted, RH8 0BQ
Health Advisor	Dr Richard Wright	Eothen House Surgery, Caterham, CR3 6JU
Transport Advisor	Patrick Cannon	East Surrey Dial a Ride, The Westway, Caterham, CR3 5PG
Council Advisor	Alison Boote	Tandridge District Council, Oxted,

Name of chief executive or names of senior staff members

Claire Richards – Westway Manager

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document	Constitution
How the charity is constituted	CIO - FOUNDATION Registered 01 Apr 2020 as amended on 17 Jan 2021
Trustee selection methods	<ol style="list-style-type: none">1. Open request to community made via newsletter, social media, Tandridge Voluntary Action2. Informal Interview with Trustee board or representative3. Reference checks4. Appointment by Chair for a term of 3 years

Additional governance issues

Relationship with any related parties;	<p>The Westway Charity receives an annual £100,000 grant from Tandridge District Council.</p> <p>In March 2019 the Tandridge District Council Housing Committee agreed that:</p> <p>“... in accordance with its delegated powers, the Committee determines that in principle, a contract for providing activities from the Douglas Brunton Centre (renamed The Westway), which includes reducing social isolation among older people, be offered to a Community Interest Company (now The Westway Charity), commencing on the 1st October 2019 for an initial three-year period with the potential for an extension following review.”</p> <p>The Westway Charity is independent – Tandridge District Council Officers continue to have oversight of the initial aims that the centre should operate in a way that reduces social isolation among older people. They nominate an advisor to the Trustee Board.</p>
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**Summary of the
objects of the
charity set out in its
governing document**

The objects of the Westway Charity are:

1. To support and work together with people who live in our local area (Caterham and Caterham on the Hill and the neighbourhood).
2. To link up and work with partners, charities and businesses from health, education, leisure and social care.
3. To be active in our community, running a community centre and an outreach programme so we can develop services that are needed locally – offering people:
 - Somewhere to meet others and learn new skills.
 - Somewhere to chat, dine and feel part of the community – combating social isolation and loneliness.
 - Somewhere to enjoy music, leisure activities, gardening, arts and crafts.
 - Somewhere to volunteer and make a difference.
 - Somewhere that's safe to ask for help, find out information or access more specialist support.
4. We aim to improve the quality of life of people in our area by providing health and wellbeing services:
 - provide an effective multi agency approach to support residents with various health related and wellbeing issues.
 - receive from and make referrals to local authorities, GP surgeries, health organisations, charitable organisations, voluntary groups and other associated services.
 - provide a signposting service to other local organisations and specialist services.
 - not duplicate services provided elsewhere which could be accessed locally unless there should be a specific need to do so.
5. To support people during times of local or national crisis by
 - providing emotional and practical support.
 - being a focal point and link organisation within the community.

We are inclusive and aim to support anyone in need whatever their age or background, whether they are unwell or have a disability, whether they are struggling financially or something else.

Summary of the main activities undertaken for the public benefit in relation to these objects

The first year of The Westway Charity has seen us providing services to local people for public benefit during the pandemic in the following ways:

- The Westway have run an activity and social programme for local people of all ages. Costs to join are kept to a minimum and are waved wherever they pose a barrier to participation. Activities are planned together with service users and volunteers, and promote social interaction, learning and enjoyment.
- The centre operated under a Government Covid Exemption during the lockdown period to ensure those most vulnerable had access to face to face support. As restrictions relaxed people were able to return to the centre for music, tea and chat, craft and social sessions.

There are 550 people registered as service users with The Westway.

During this year the charity recruited over 350 volunteers to support our wellbeing offer to the local community. The Westway work jointly with local agencies: Salvation Army, CAB, Community Matrons, Tandridge Wellbeing Service, Hygiene Bank and Food Bank to name a few. Outreach support has been available to vulnerable community members throughout the pandemic—including emotional and practical support such as shopping, travel and prescription collection services, phone befriending, meals on wheels, emergency food parcels. Where appropriate people were signposted to and supported to access services provided by other agencies.

To support our community at a time of crisis, working in partnership with our local GPs, the Westway centre building becoming a Vaccine Centre providing a focal point within the community. It has operated for 12 months providing Covid and flu vaccinations in the local area.

The Westway worked throughout the year in partnership with other health and wellbeing services – during the pandemic offering covid secure accommodation to ensure local people were able to access family health, carer, mental health, Salvation Army breakfast club and baby weighing services with an aim of reducing health and food inequality.

We take the safety of older and vulnerable people very seriously and with advice from local clinicians ensured that the benefits of running activities during the pandemic outweighed the risks.

The Westway trustees have due regard to the Charity Commission’s public benefit guidance and have been mindful of it when exercising their powers and duties in areas of the Charity’s work, where the guidance is relevant. Any private benefits from The Westway operations are incidental, other than to those as a beneficiary.

Additional Information

Special note is made of the fantastic contribution made by the Westway Volunteers - people of all ages and backgrounds - who have worked together tirelessly throughout the year. As a new charity their contribution and enthusiasm in difficult circumstances has been immeasurable.

Summary of the main achievements of the charity during the year

The Westway Community and Wellbeing Centre has completed its first year as a charity – notable achievements include:

Partnership working - developing community connections with a diverse group of agencies, statutory services and community groups;

- Health partners such as St Catherine's Hospice, First Community Health – Children & Family Services, Tandridge Wellbeing Prescription Service and Blue Badge Assessment Services that avoid local people with disabilities needing to travel to Guildford.
- Community partners such as The Lions – organising materials for distribution, Tandridge Voluntary Action – working together to recruit a larger and diverse Westway team of volunteers, whilst also working with local schools - exploring events and resilience opportunities together.
- Delivery Partners such as The Salvation Army – working to ensure emergency food and toiletries are available to all and delivering Christmas and School Holiday support activities.
- Young Partners such as The Duke of Edinburgh volunteering programme ensuring The Westway benefits from the contribution young people can make when helping out in the evenings at weekends.
- Local partners building community resilience such as the Parish Council.
- Local partners who can help us build an 'inclusive Westway' such as Surrey Choices, Prospero Theatre company and The Arc.
- Hosting the Christmas Day Churches Together Christmas lunch, Salvation Army and Rotary Club carol services.

Offering new inclusive services and activities – building on work previously undertaken;

- Offering a week long programme of community activities.
- Strictly Westway – inclusive dance classes.
- Welcoming visits (and volunteers) from Clifton Hill special school.
- Starting a Meals on Wheels Service, with financial support from the North Tandridge PCN, and practical help from East Surrey Dial-a-Ride.
- Offering 'reflection' sessions with the support of the Salvation Army whilst churches were closed – for those with a faith and none.
- Opening our dining room for fresh cooked meals and companionship.
- Working with local volunteers to develop their own ideas including: language classes for residents new to the area, inclusive music activities and social support for those recently bereaved.

Establishing The Westway in the wider community - identifying local needs;

- Bringing our adapted bathroom into use for those needing accessible facilities due to changed mobility, hardship or temporary housing.
- Creating a volunteer induction video that was used by numerous Covid response groups across the country.
- Fund raising for and delivering a Welfare / Hardship fund – making awards to those in need throughout the pandemic.
- Providing researched information about pandemic issues, sources of support and activities in accessible formats. – printing signposting information for those without internet access, linking people to additional services etc.
- Interviews on BBC radio and news articles.

Supporting Others – using The Westway to help other agencies deliver their own programme of activities and thus widening our community reach:

- Fundraising events for Dial-a-Ride and Bletchingley Skills Centre for people with disabilities.
- Opening to new hirers so they could use our building and garden to re-open services whilst other venues remained closed – this included a doubling of the children's services offer, space provided to the U3A and Paracise exercise groups and space for community nurses to meet face to face with clients and peers.
- We have worked with Surrey County Council and the parish resilience team to showcase ideas (flood mitigation planters) that, if adopted by the community, will reduce the impact of flash flooding.

Taking a 'Hub' approach during a crisis - Within a week of the Government announcing that people should self-isolate, the Westway had formed a partnership of staff, councillors and volunteers that became known as The Four Parish Response – to support local people in Caterham on the Hill, Caterham Valley, Chaldon and Whyteleafe.

Supported by the Parish and District Councils, local funders, volunteer groups and partners we have worked collaboratively to deliver on-going and ad hoc support to over 380 people – at the height of the pandemic we delivered services and responded to requests for help 7 days a week:

- Volunteers forced to self-isolate rang everyone known to the Westway and offered a welfare check / befriending service to those isolated – the list of regular contacts grew as referrals flooded in.
- Shopping and prescription collections – and delivering on behalf of chemists.
- Support with essential transport utilising Dial-a-Ride resources.

Summary of the main achievements of the charity during the year

- The provision of free face coverings and other PPE to residents in need – with support from the North Surrey Primary Care Network (PCN) and First Community Health Care.
- Support for shielding people without bank cards or internet banking to access cash.
- Delivery of emergency food and hygiene packs to those in need – supported, in part, by the collection and redistribution of government food parcels and generous donations from local people.
- Providing IT access and the setting up of Zoom calls for residents – including the use of free Westway WiFi and loan IT equipment.
- Welfare visits to check on those at risk or shielding that couldn't be reached by phone.
- Practical support – including supporting people deal with plumbing emergencies, light bulb changing, organising newspapers and puzzle books, the clearance of rubbish, liaising with statutory services on behalf of people shielding, essential gardening, the provision of phones, clothing and other essentials.

People shielding in Tandridge were statistically more vulnerable than residents in almost all other areas of Surrey due to age, access to care and deprivation (including poor digital access). Over 3.8% of Tandridge residents were shielding.

As lockdown eased, we began:

- Providing a free Shopping Shuttle to enable anxious people or those who had not driven for months to start the process of shopping again.
- Supporting the Parish Council conduct a survey to identify emerging needs – particularly for older people.
- Re-opening the Westway as a Covid Secure building at the earliest opportunity (in an effort to combat the impact of isolation on the mental wellbeing of our members) – initially offering small group activities and much needed hairdressing and podiatry services.
- We supported evening hirers return – risk assessments were changed to reflect changes in legislation, the R number locally and using insight from our PCN Trustee advisor.

We have had fantastic volunteers !

Three Westway Volunteers, deservedly, won Tandridge Voluntary Action Local Heroes Awards.

Recruitment of a larger and more diverse Trustee group to better reflect the community we serve and the ambitious Westway plans – and the increasing workload generated.

We conducted a survey with the help of students from Caterham School to assess our impact in our first year as a charity – Stakeholders and Partners were unanimous in their assessment that The Westway added social value! They were clear that we contributed to Health Improvement and community inclusion. People could see huge potential going forward for the Westway to become an activity and networking hub.

Partners told us:

“There’s nowhere else like it.” “Not having the Westway would be a major blow to our health plan”.....“you offer “the full package”..... The Westway has good facilities, you’re a good team and you do more than just provide a service”

“Securing the future of the Westway is essential as hub for health promotion, social prescribing and care navigation. We have to care for people in our community. (you) reduce the impact of isolation” “(The Westway is) an exemplar of how volunteering and community work can be made to happen together.”

“This is exactly the sort of community asset that is needed. I need a Westway in every PCN... you should franchise.”

Volunteers told us:

“People contact is so important - their joy affects me.” ... “Volunteering at The Westway has inspired me” “I am delighted we have come so far in such a short space of time” “When my husband died, I thought what am I going to do now?-(Volunteering) saved my life.” “In the past I couldn’t make things happen. Now I can and I feel important. - I feel what I do is appreciated.”

“I am amazed and humbled about how volunteering has restored my faith in the community. “

Service Users reported placing a very high level of value on social interaction and the contribution of the Centre to their mental well-being.

“I come to keep the brain cells working - I am less stressed and calmer.”“I engage with people more - my Mum said (because of what you do there) I have my son back”“I was depressed, my life had been closing down”..... “This is helping me, I thought I ought to do something - otherwise I would stay at home – now I feel I have not retired” “It puts me in the Community where I can get to know people.” “I live alone and wanted to get out and meet friends. I talk to everyone, that’s my problem! “

Carers told us: “(my mum’s) health is worse if she doesn’t come - she is more upset and confused.” “Dad is happier. His whole demeanour is lifted.” “ I drive up to the Centre (with partner with dementia). When we are there a light goes on in her.”

Shielding people said: “The biggest relief! (The shopping and phone buddying) took a big worry away from me” “I am housebound. When he (my husband) was ill and the Westway did my shopping, I had a stronger sense of security.”

“The Westway has offered me a lifeline What would I have done if you hadn’t been there?”

Section E

Financial review

Brief statement of the charity's policy on reserves

The Trust will build and maintain sufficient reserves to meet:

- fluctuations in short-term expenditure
- regular maintenance requirements
- provision of alternative services in the event of a major loss of facilities

The Trust's reserves will be held in a current account and in savings accounts (if needed) with any reputable financial organisation providing an acceptable rate of interest and instant access. The level of these reserves shall aim to be equivalent to three months gross income.

Any changes to these banking arrangements must be approved by the Trustees at a Trustee's meeting.

The Centre Manager or Bookkeeper will report on changes to the reserves at each meeting of the Trustees. The Trustees will review the locations and the levels of the reserve funds when reviewing the following year's proposed budget, to determine any adjustments to be made.

Details of any funds materially in deficit

N/A

Further financial review details (Optional information)

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

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

In our first year as a charity we have exceeded our planned goals.

We've been able to deliver a significantly increased offer than the centre was able to in its last year of operation. The reach of the service across all age profiles has increased, as has the centre footfall – indicating an increased value for money.

We have had to compensate for loss of potential income since March 2020. We have therefore been active in raising funds to support our work

Money raised included:

Unrestricted donations from small organisations (eg Rotary Club, local schools etc):

£9,449

Unrestricted Grants

Primarily Tandridge District Council Grant

£105,000

Restricted Donations

£58,675

Examples Include:

Community Foundation £20,000 – Outreach Team support

Big Lottery Community Fund £9,250 – Covid recovery

Chaldon Cares £1,665 – Welfare Grant Funds

Restricted Grant

Primarily Tandridge District Council Grant

£14,356



Section F**Other optional information**

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Section G**Declaration**

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

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Lesley Ann Dodd	Christopher Botten
Position (eg Secretary, Chair, etc)	Trustee	Trustee
Date	29/03/2022	29/3/2022



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name	No (if any)
The Westway Community and Well Being Centre	1188850

CC16a

Receipts and payments accounts

For the period from	Period start date	To	Period end date
	01/04/2020		31/03/2021

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations from Individuals	16,334	-	-	16,334	-
Donations from organisations/Companies	9,449	58,675	-	68,124	-
Grants	105,000	14,356	-	119,356	-
Meals on Wheels / Café sales	11,112	-	-	11,112	-
Venue Hire	5,682	-	-	5,682	-
Activities/Events	840	-	-	840	-
Membership fees	-	-	-	-	-
Sub total (Gross income for AR)	148,417	73,031	-	221,448	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	148,417	73,031	-	221,448	-
A3 Payments					
Cost of Activities/Events	26,568	-	-	26,568	-
Transport /Travel	6,263	-	-	6,263	-
Staff costs	99,723	-	-	99,723	-
Welfare	4,347	-	-	4,347	-
Health & Safety	1,719	-	-	1,719	-
Repairs and Maintenance	4,597	-	-	4,597	-
Printing and Stationery	3,777	-	-	3,777	-
IT costs	6,290	-	-	6,290	-
Insurance	844	-	-	844	-
Utilities	16,040	-	-	16,040	-
Professional fees and services	11,681	-	-	11,681	-
Other equipment	5,899	-	-	5,899	-
Other expenses	1,468	-	-	1,468	-
Sub total	189,216	-	-	189,216	-
A4 Asset and investment purchases, (see table)					
Asset - screen	4,704	-	-	4,704	-
Sub total	4,704	-	-	4,704	-
Total payments	193,920	-	-	193,920	-
Net of receipts/(payments)	- 45,503	73,031	-	27,528	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	15,856	-	-	15,856	15,856
Cash funds this year end	- 29,647	73,031	-	43,384	15,856

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Petty Cash	289	160	-
	Current account	26,236	15,369	-
	Amenities account	1,330	-	-
	Total cash funds	27,855	15,529	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

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B3 Investment assets**Details**

**Fund to which
asset belongs**

Cost (optional)

-
-
-
-
-

**Current value
(optional)**

-
-
-
-
-

**B4 Assets retained for the
charity's own use****Details**

Screen

**Fund to which
asset belongs**

Cost (optional)

-
4,704
-
-
-
-
-
-
-

**Current value
(optional)**

-
-
-
-
-
-
-
-
-

B5 Liabilities**Details**

**Fund to which
liability relates**

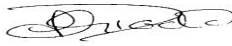

**Amount due
(optional)**

-
-
-
-
-

**When due
(optional)**

Signed by one or two trustees on behalf of
all the trustees

Signature

Print Name

Lesley Dodd
Christopher Botten

Date of
approval

29/03/2022
29/03/2022

Independent examiner's report to the trustees of The Westway Charitable Incorporated Organisation (the C.I.O)

I report to the trustees on my examination of the accounts of The Westway C.I.O for the year ended 31st March 2021.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. Accounting records were not kept as required by section 130 of the Act; or
2. The accounts do not accord with those records

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

Signed: 

Name: Nicholas Mole

NMM Accounting Services Limited

AFA/MIPA Member of the Institute of Financial Accountants.

Address: 1 Marden Manor, 1 The Crescent, Woldingham , Surrey. CR3 7DB

Date: 29-03-2022