



ANNUAL REPORT 2022/2023



Financial year from 1 April 2022 to 31 March 2023

Companies House Registration Number: 05841344



Legal and Administrative Information

Charity Registration Number: 1116293

Company Registration Number: 05841344

Registered Office:

39 Castle Street,
Guildford,
Surrey,
GU1 3UQ

Auditors:

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

Bankers:

CAF Bank Limited,
25 Kings Hill Avenue,
West Malling,
Kent,
ME19 4JO

Redwood Bank Limited
Suite 101,
The Nexus Building,
Broadway,
Letchworth Garden City,
Hertfordshire,
SG6 3TA

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Our Principal Funding Sources



Surrey County Council



NHS Surrey Heartlands ICB



Guildford Borough Council



National Lottery
Big Lottery Fund



Waverley Borough Council



Catalyst



The Angling Trust



The Screwfix Foundation

The Chair's Report

for the year ending 31 March 2023

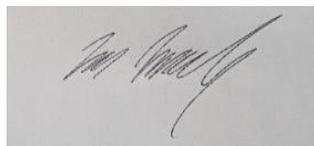
For the 2022/23 Annual Report, VASWS Chair of the Board of Trustees, Ian Handy explains how the organisation not only survived but thrived beyond Covid-19.

As we reflect upon the past year, the impact of Covid on the VCFSE sector is still unfolding. What remains unequivocally clear is the invaluable role our sector plays in local health and care partnerships. We've ventured beyond our traditional boundaries, connecting with new communities, building trust, and forging enduring relationships, which contribute to the cohesion and social fabric of our communities.

Amidst the perennial challenge of funding, we've confronted other hurdles. Adapting to the evolving landscape of system architecture and working dynamics, we've vigilantly identified potential community gaps and promising business opportunities. This year we have still been in the foothills of our recovery phase, post pandemic, but our experiences have created a more flexible and resilient organisation going forward.

Our enhanced collaboration with health and care partners, as well as our role in local policy and delivery planning, including social prescribing services, empowers us to address local challenges together. Our primary mission is to support our local residents, and any funding constraints directly affect our broader contributions. We aim to influence local policies, always mindful of our symbiotic relationship with statutory partners.

The past year has brought stability to our operations, and we extend our gratitude to our joint chief executives, senior management team, and all our dedicated staff and volunteers. At the board level, we recognise the need to better mirror our diverse community, which will be a focal point in the year ahead. Together, we continue to evolve and strengthen our collective impact, realising the depth of our interdependence.



Ian Handy
Chair of the Board of Trustees

In November 2022 Debbie Hustings resigned as Chair, and Ian Handy agreed to be appointed in her place.

“We've ventured beyond our traditional boundaries, connecting with new communities, building trust, and forging enduring relationships, which contribute to the cohesion and social fabric of our communities.”

The Joint CEO Report

for the year ending 31 March 2023

During a time of national change, the VASWS Joint CEOs reflect on a year where the organisation has continued to build on its relationships with voluntary and statutory partners across Guildford and Waverley. It has been a year where the Cost of Living crisis has had a huge impact on people's wellbeing and where we are still seeing the lasting impacts of Covid-19.

This year has seen a year of staff stability, where we have built on our strengths and expanded our team of Social Prescribing Link Workers. We have experienced many more people coming to visit us at our Volunteer Centre in Guildford, but have also seen the end of our Welcome to Volunteering project.

Through our Welcome to Fishing Project, funded by the Angling Trust, we saw the volunteers' confidence grow as they attended each session. As well as taking them out of their comfort zone in learning a new skill, it also gave them the opportunity to be in peaceful surroundings and escape daily life challenges. In a world where people feel isolated it gave them connection and friendship.

As part of our Welcome to Volunteering project, we set up a Photography Group to help people who have had setbacks and suffer from mental ill-health. The group was led by David Rose and met up for seven weekly sessions. These proved a great success with everyone working well together both from a creative point and of enjoying each other's company.

We also received funding from Catalyst to run Wellbeing History Walks in Farnham and sessions at Hale Community Centre helping them with their Community Fridge and Pop Up Café. One volunteer in particular has gone from being out of work and isolated at home to volunteering every week at the Centre.

To celebrate Volunteers' Week, we held a "Tea and Cake" afternoon at our office. It was a lovely afternoon with lots of volunteers popping in to have a chat and to enjoy some cake. It was nice to be able to hold a face-to-face event after the last two years where the majority of activities were held virtually. In addition, we ran two Volunteer Coordinator training sessions around Recruiting and Retaining Volunteers post-Covid, which were very well attended.

In total we placed 407 volunteers this year and ran 21 networks with 299 people attending. By supporting Surrey County Council's Surrey Warm Hubs project, our call for volunteers resulted in 140 people across Guildford and Waverley signing up via our volunteer database.

"With input from the staff team, we will spend the year ahead ensuring that we have updated our Business Plan and Strategy in order to remain current and able to react to situations as they arise."

“This year has seen a year of staff stability, where we have built on our strengths and expanded our team of Social Prescribing Link Workers. We have experienced many more people coming to visit us at our Volunteer Centre in Guildford, but have also seen the end of our Welcome to Volunteering project.”

We continued to help build the capacity of our local voluntary and community organisations, which included giving funding and volunteering advice, help with governance and organisational structure, plus support with policies, procedures and organisational development. In total we provided this on 336 separate occasions during the course of the year.

In addition, we secured 800 Sim cards from Vodafone, giving people isolated in the community (including Ukrainian refugees) 6 months, free calls and data, and we are listed as an official collection point on the Vodafone website.

In the Social Prescribing team, we received 1823 referrals, an increase of 224 on last year’s referral number. We additionally supported 1413 new clients across Guildford and Waverley, and the team expanded to ten Social Prescribing Link Workers. Throughout the year, the Link Workers produced a monthly newsletter that was shared with other local organisations and service providers and distributed posters to GP surgeries helping to raise awareness of the support they offer.

We also completed the Data Security and Protection Toolkit, to demonstrate that the organisation is practising good data security and that personal information is handled correctly. This will increase compliance within the organisation and is essential when receiving NHS information for actions such as social prescribing, whilst also becoming more cohesive with ICS partners.

With input from the staff team, we will spend the year ahead ensuring that we have updated our Business Plan and Strategy in order to remain current and able to react to situations as they arise. We will also look to secure additional funding, partly to help us to expand our volunteering offer, but also to ensure that our organisation remains sustainable going forward.

As always, we would like to thank our commissioners for their ongoing support and also our brilliant staff team, volunteers and the Board of Trustees, who always work tirelessly to ensure that we provide the best service possible.



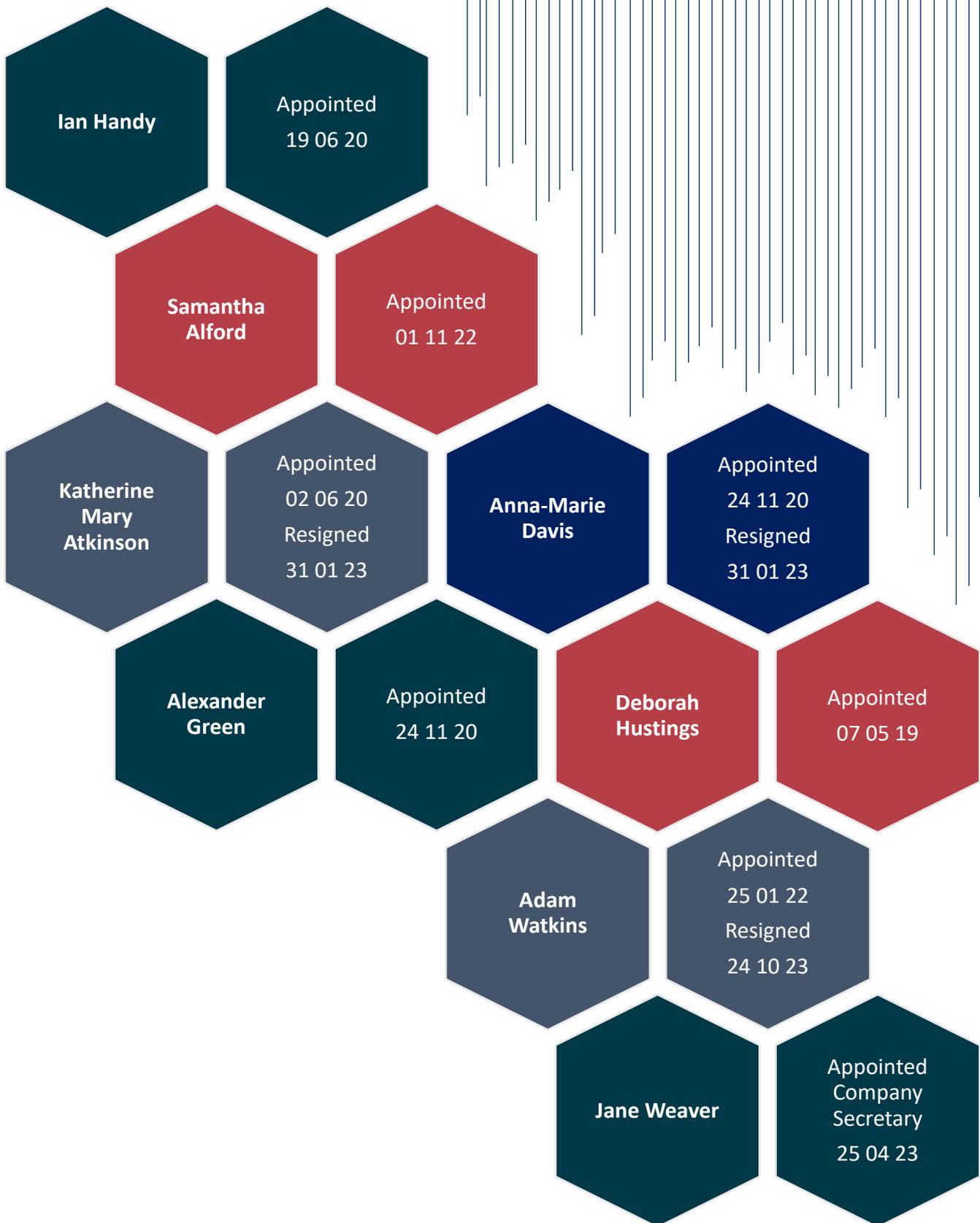
Caroline Keith

*Joint CEO;
Volunteer Development Manager*



Ian Ross

*Joint CEO;
Development Manager*



VASWS Board of Trustees 2022/23

During the 2022/23 financial year, VASWS had seven Board members, with Ian Handy replacing Deborah Hustings as the interim and later permanent Chair of the Board. Samantha Alford also joined the Board, with Katherine Mary Atkinson and Anna-Marie Davis stepping down. Jane Weaver was appointed Company Secretary after the conclusion of the financial year.

VASWS Staff 2022/23

During the 2022/23 financial year, VASWS had 18 staff members in total. The year was a period of great stability amongst the organisation, and included the expansion of the Social Prescribing Link Worker team. The Senior Management Team remained in place, but the introduction of Joint CEOs has provided more structure to the organisational template.

<i>Thahera Abdulahad</i>	Office Manager
<i>Francesco Agyei</i>	Social Prescribing Link Worker
<i>Christine Bruce-Reid</i>	Social Prescribing Link Worker
<i>Nicola Freeman</i>	Social Prescribing Service Manager; <i>Senior Management Team</i>
<i>Catherine Johnson</i>	Social Prescribing Link Worker
<i>Kate Jones</i>	Social Prescribing Link Worker
<i>Caroline Keith</i>	Volunteer Development Manager; <i>Senior Management Team; Joint CEO</i>
<i>Jonathan Knight</i>	Social Prescribing Link Worker
<i>Diana Rang</i>	Social Prescribing Link Worker
<i>David Rose</i>	Volunteer Centre Coordinator
<i>Ian Ross</i>	Development Manager; <i>Senior Management Team; Joint CEO</i>
<i>Helena Routledge</i>	Social Prescribing Link Worker
<i>Alice Sheppard</i>	Welcome to Volunteering Coordinator
<i>Ben Standing</i>	Operations Manager
<i>Helena Steinfeldt-Kristensen</i>	Social Prescribing Link Worker
<i>Rachel Truelove</i>	Social Prescribing Link Worker
<i>Jane Weaver</i>	Finance Manager; <i>Senior Management Team</i>
<i>Karina Young</i>	Social Prescribing Link Worker

Our Projects



Social Prescribing

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



Welcome to Volunteering

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



Welcome to Fishing

Welcome to Fishing aims to take individuals out of their comfort zone in learning a new skill. It allows for the opportunity to be in peaceful surroundings and escape daily life challenges, creating connection and friendship in an often isolating world.

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

- Caroline Keith, *Joint CEO and Volunteer Coordinator*

Our Mission Statement

As an infrastructure organisation we aim to strengthen the voluntary and community sector across South West Surrey. We support all members of the local community to access services to improve their health and wellbeing.

Our Vision

We at Voluntary Action South West Surrey will champion a resilient, inclusive voluntary sector to enable residents, volunteers and the community to flourish. We will address the wider determinants of health and wellbeing, enhancing accessibility and diversity.

Our Values

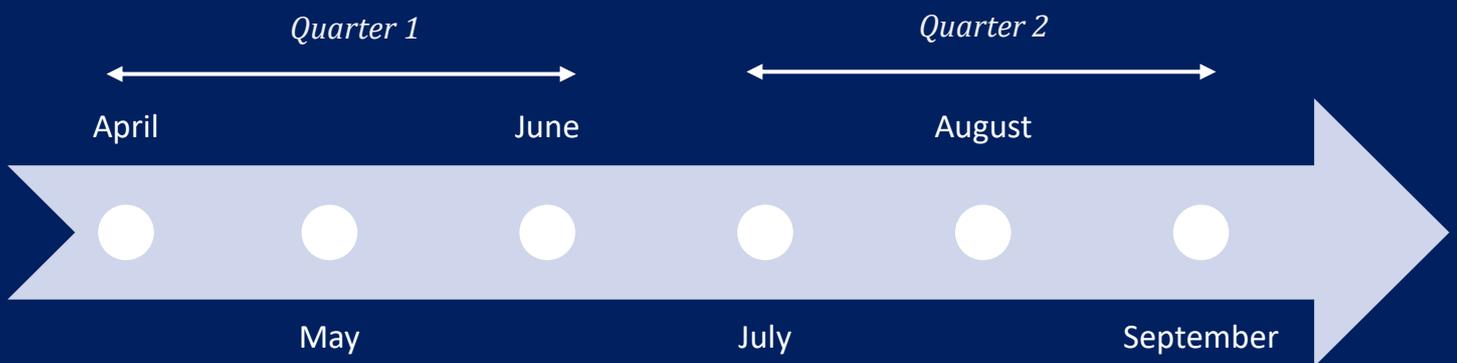
The organisation has committed to the following values:

- Recognising and addressing barriers
- Promoting equality, diversity and inclusion at all times
- Forming collaborations across the sector to champion health and wellbeing
- Respecting and valuing each other
- Striving to be the best we can be

Volunteer Centre and Volunteer Recruitment

The Volunteer Centre is the central physical hub of Voluntary Action South West Surrey, connecting potential volunteers with an array of placement opportunities. The centre itself is manned by our Volunteer Coordinator David Rose, along with his brilliant team of volunteers. It helps people to find the right volunteer role for them and works alongside the organisations who are looking to recruit volunteers across Guildford and Waverley, providing a bespoke service for anyone who needs help and support, including specialist advice to people struggling with mental health and other challenges.

Timeline of the 2022/23 Financial Year



QUARTER 1

April 2022 – June 2022

- We celebrated Volunteers’ Week with a Tea and Cake Afternoon at the Volunteer Centre.
- We attended sessions at the Guildford Jobcentre Plus to talk to clients about the benefits of volunteering.
- We were visited by the Halow Project, who came to the Volunteer Centre to hear about volunteering opportunities.

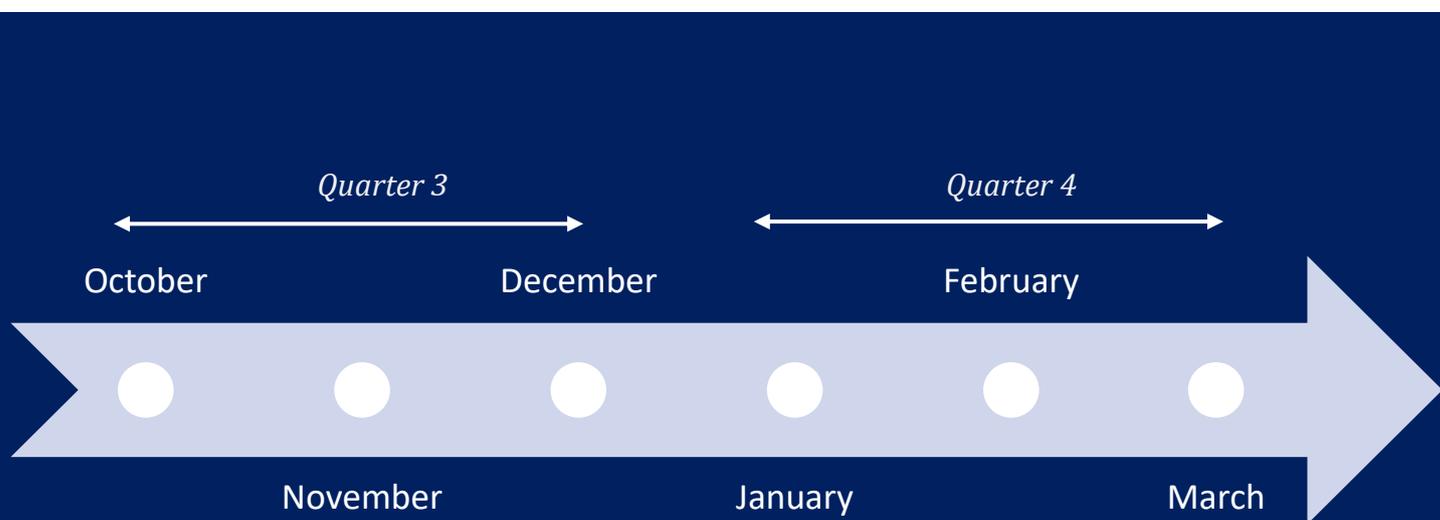
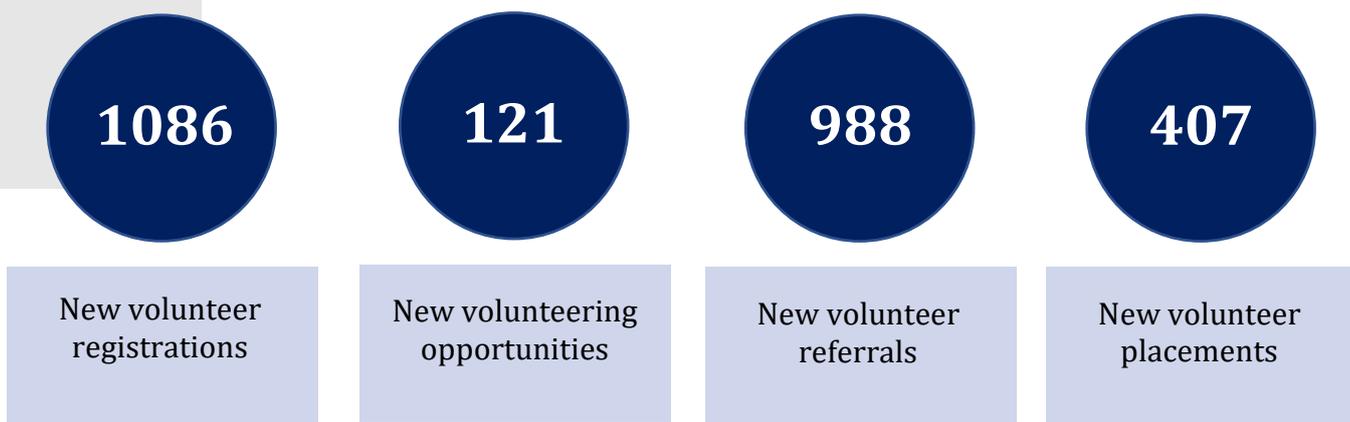
QUARTER 2

July 2022 – September 2022

- There were two corporate volunteering events, with a total of 25 volunteers taking part.
- We started a Photography Club in the office, under the Welcome to Volunteering project, providing an activity for its clients to learn a new skill whilst socialising with new individuals.
- We continued running our Farnham History Walks, under the Welcome to Volunteering Project.

“Thanks to the great work that you do and all the VASWS team. Huge thanks to you for the great service that you fulfil for Guildford (and SW Surrey) volunteering.”

- Adrian Thompson, Guildford Environmental Forum



QUARTER 3

October 2022 – December 2022

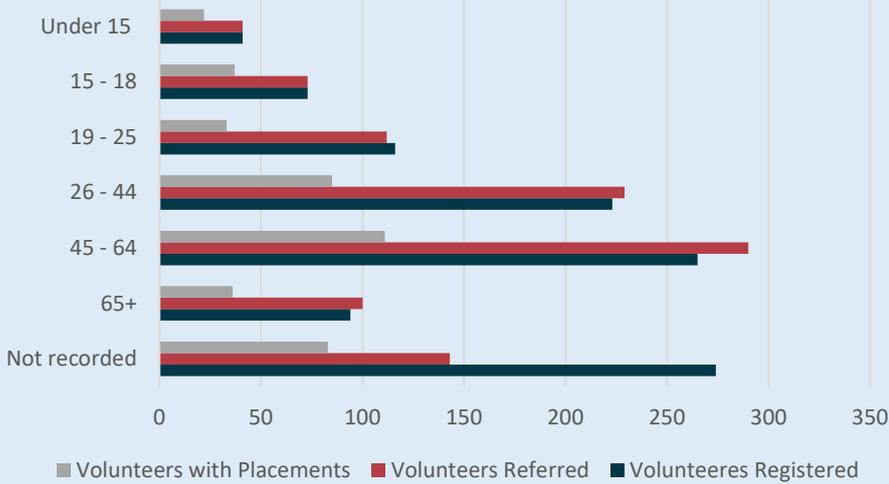
- We aided Surrey County Council by helping 140 people sign up to volunteer for Surrey Warm Hubs.
- We ran two Volunteer Coordinator networks in October, focused around recruiting and retaining volunteers post-Covid, allowing volunteer coordinators to get together in a confidential environment.

QUARTER 4

January 2023 – March 2023

- David Rose spoke to pupils at Moor House School, a school for boys with specific learning and language difficulties, about volunteering.
- We took part in the Ability Fair at Guildford Jobcentre Plus, where we spoke to individuals struggling with mental and physical health about the benefits of volunteering.
- The organisation completed its Data Security and Protection Toolkit to Standards Met.

Age range of volunteers



Corporate volunteering

Between April 2022 and March 2023, there were three corporate volunteering events, which were supported by 34 volunteers.

84

Volunteers with disabilities registered for placements

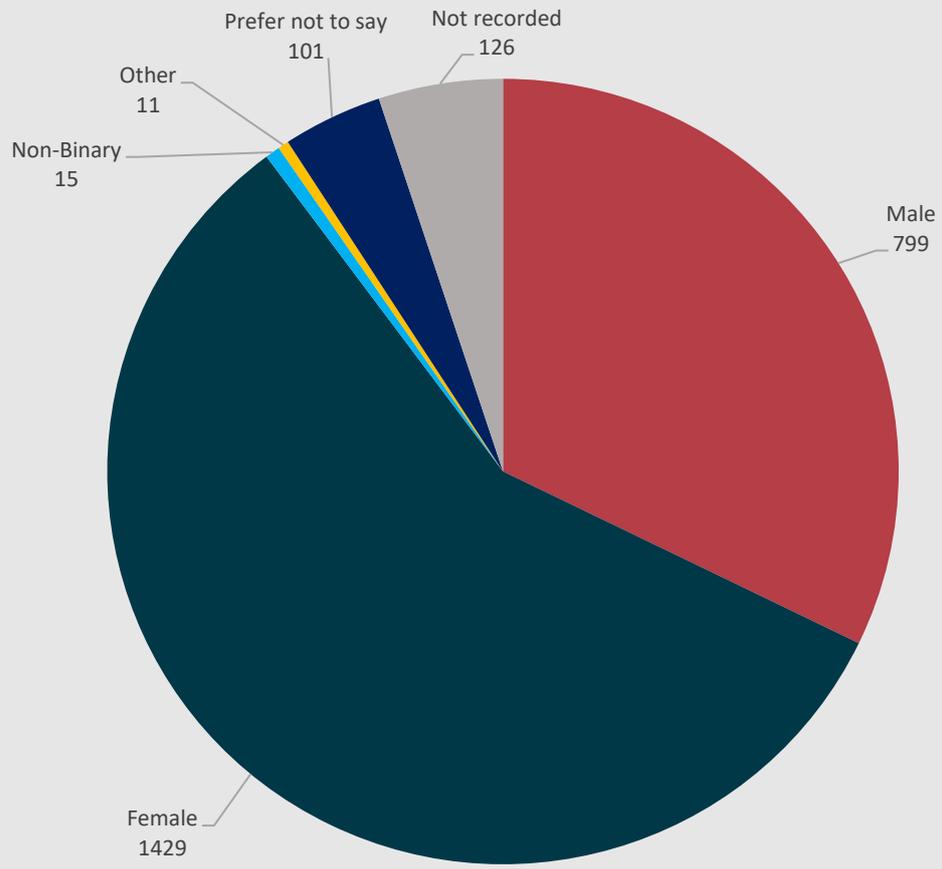
119

Volunteers with disabilities referred to placements

64

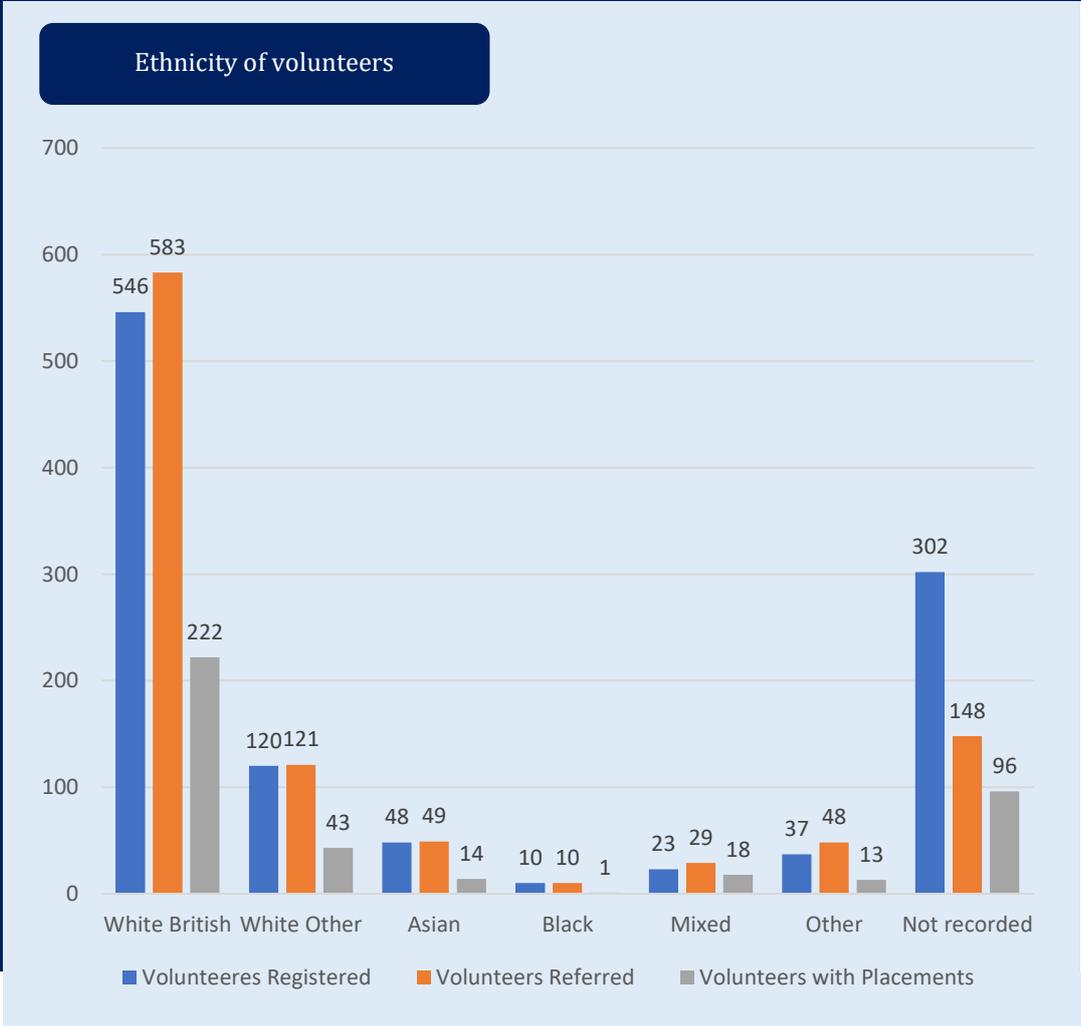
Volunteer with disabilities achieved placements

Gender of volunteers



“We recently held an event at Loseley Park. It was a lot of money for a charity to pay out for an awareness event, but it was an area we need to be seen and heard in so we did it. Caroline helped us to get over 20 volunteers to help us at the event, which was greatly appreciated.”

- Quote from The Brigitte Trust



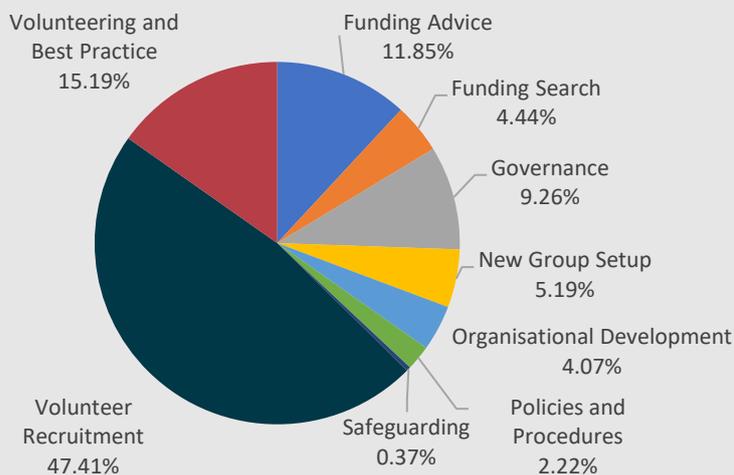
Organisational Support

During the 2022/23 financial year, Voluntary Action South West Surrey continued to provide support to local groups and organisations who were not only still feeling the effects from the coronavirus pandemic, but were also having to contend with the cost of living crisis and the extra struggles that brought with it. The organisation worked tirelessly to help build capacity within these groups by providing 1:1 support and advice on both funding and best practice. Through the Volunteer Centre, we worked with groups, who had all seen a decrease in volunteer numbers, by offering support and guidance on recruiting and managing volunteers. Where needed, we also provided advice on their volunteer recruitment process.

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

-  Charity Registration
-  Funding Advice
-  Funding Searches
-  Governance
-  Setting Up New Groups
-  Policies and Procedures

Areas of support



In 2022/23,
we supported
182
groups and
organisations

“Cranleigh Heritage Trust CIO have found VASWS immensely helpful in identifying funding and potential uses for our project to obtain National Heritage Lottery Fund support to conserve and use the first cottage hospital in England, in Cranleigh. Their advice and networking opportunities have aided approval for this project of national importance.”

- Trevor Dale, Cranleigh Heritage Trust CIO

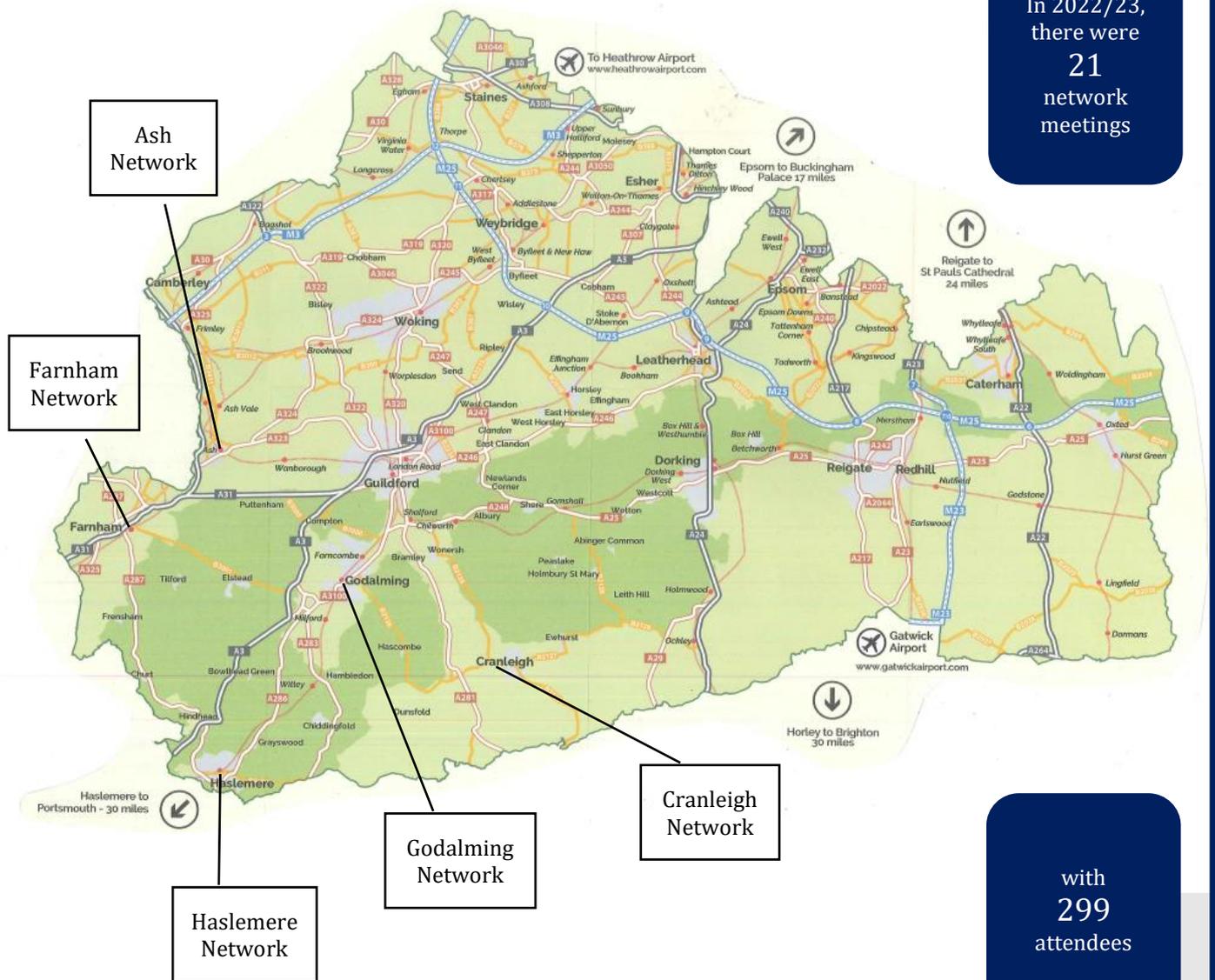
“Ian has been an amazing support for I’m All Ears, we feel so very lucky to have an organisation like VASWS to give us sound help and advice in our times of need.”

- Tracy Castell, I’m All Ears

Network Meetings

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

In 2022/23,
there were
21
network
meetings





Events at VASWS

During 2022/23, Voluntary Action South West Surrey was delighted to participate in and organise events once more, celebrating the organisation's work and connecting with our enthusiastic community which was reignited following the Covid-19 pandemic. Throughout the year our staff enjoyed presenting at, and attending events both in the community and online, whilst we opened our doors to a variety of new opportunities, including the hosting of a photography club.

Photography Group

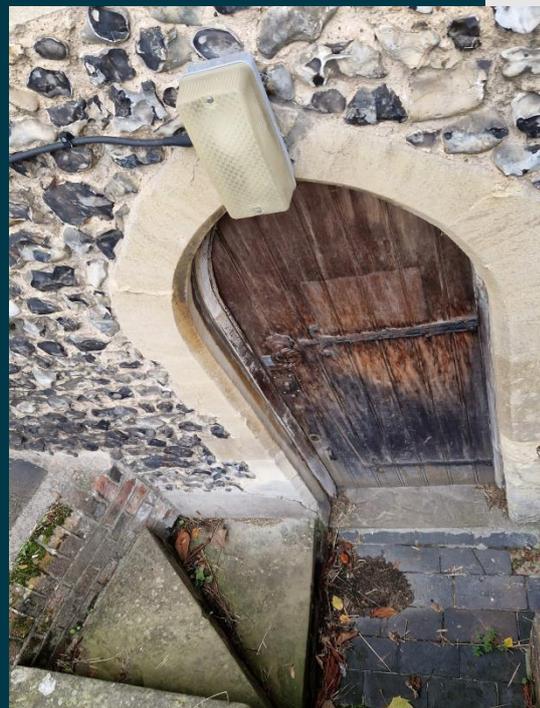
During the autumn a photographic group helped people who have had setbacks and suffer from mental ill-health.

The sessions were led by Voluntary Action's David Rose and the group of seven people, plus a volunteer, met weekly for seven sessions of about an hour and a half each time.

The first session was for people to get to know one another, and the group went to the Castle Grounds in Guildford to practise their skills.

The following week the group met to look at each other's pictures taken the previous week and discussed their techniques and photographic interests.

Subsequent sessions followed the same format with a different photographic theme each time with the group going out in Guildford town centre to take images. They were also encouraged to share photos they have taken at other times as well.



Jobcentre Plus Talks

Volunteer co-ordinator David Rose attended two drop-in sessions for job seekers and unemployed people at Guildford Jobcentre Plus (Department of Work and Pensions). These half-day sessions are organised by the centre's disability employment advisor Justine McManus.

The sessions are aimed at people who may be long-term unemployed, sometimes suffering with their mental health, confidence and / or physical health.

Other outside organisations who attend these sessions include Richmond Fellowship (mental health recovery support) and Oakleaf Enterprise (helping to build new futures for adults managing their mental health).

David met a number of people of different ages and some of other nationalities and gave advice about volunteering and suggesting roles that may be of interest to them.

Guildford Jobcentre Plus is fully aware that it has clients who may not be able to undertake paid employment at present. Therefore, these sessions are one of the ways its helps its clients, and in turn undertaking some volunteering may benefit those clients as well, and also those they volunteer for.

jobcentreplus



Our wonderful volunteers celebrating Volunteers' Week with Welcome to Volunteering Coordinator Alice Sheppard

7 June 2022

Guildford College Opportunities Fair

Voluntary Action held a tea and cake afternoon to celebrate Volunteers' Week at our volunteer centre office on Tuesday June 7.

It was a lovely afternoon with lots of volunteers popping in to have a chat and to enjoy some cake. It was nice to be able to hold a face-to-face event after the last two years where everything was virtual.

Our office manager Thahera also had an interview with That's TV Surrey on the same day.

SOCIAL PRESCRIBING 2022/23

Foreword by Nicola Freeman
Social Prescribing Service Manager



Improving health, wellbeing and social welfare through the community

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

2022/23 was a year of consolidation for the Social Prescribing Service. Having re-established our reputation for providing an effective and responsive service with both funders and referrers, we have continued to strengthen these relationships and those with our community colleagues. This period of stability has enabled the team to develop their strengths and build a culture of mutual respect, support and safety in which the exchange of knowledge and skill is commonplace. The Link Workers have had the opportunity to develop their individual interests in areas such as green social prescribing and have embraced the need to promote the service by producing high quality fliers, leaflets and a regular newsletter. We have continued to participate in practice meetings and this has increased the collaborative aspect of the work we do which in turn has benefitted the clients we support. We end the year with a service that is stable and very well-regarded by both health professionals who refer to us, and the patients who are referred.

In the 2022/23 financial year, the Social Prescribing team supported...



50

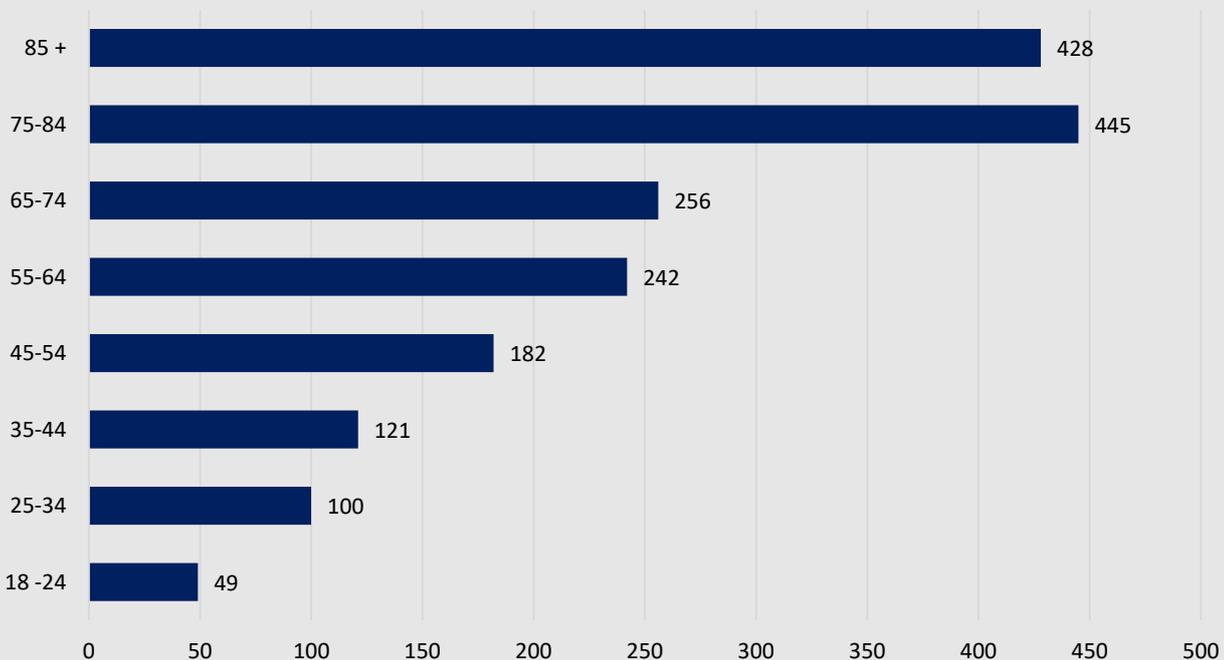
different referrer organisations, including GP surgeries, allied health partners, governmental organisations and councils, and charities

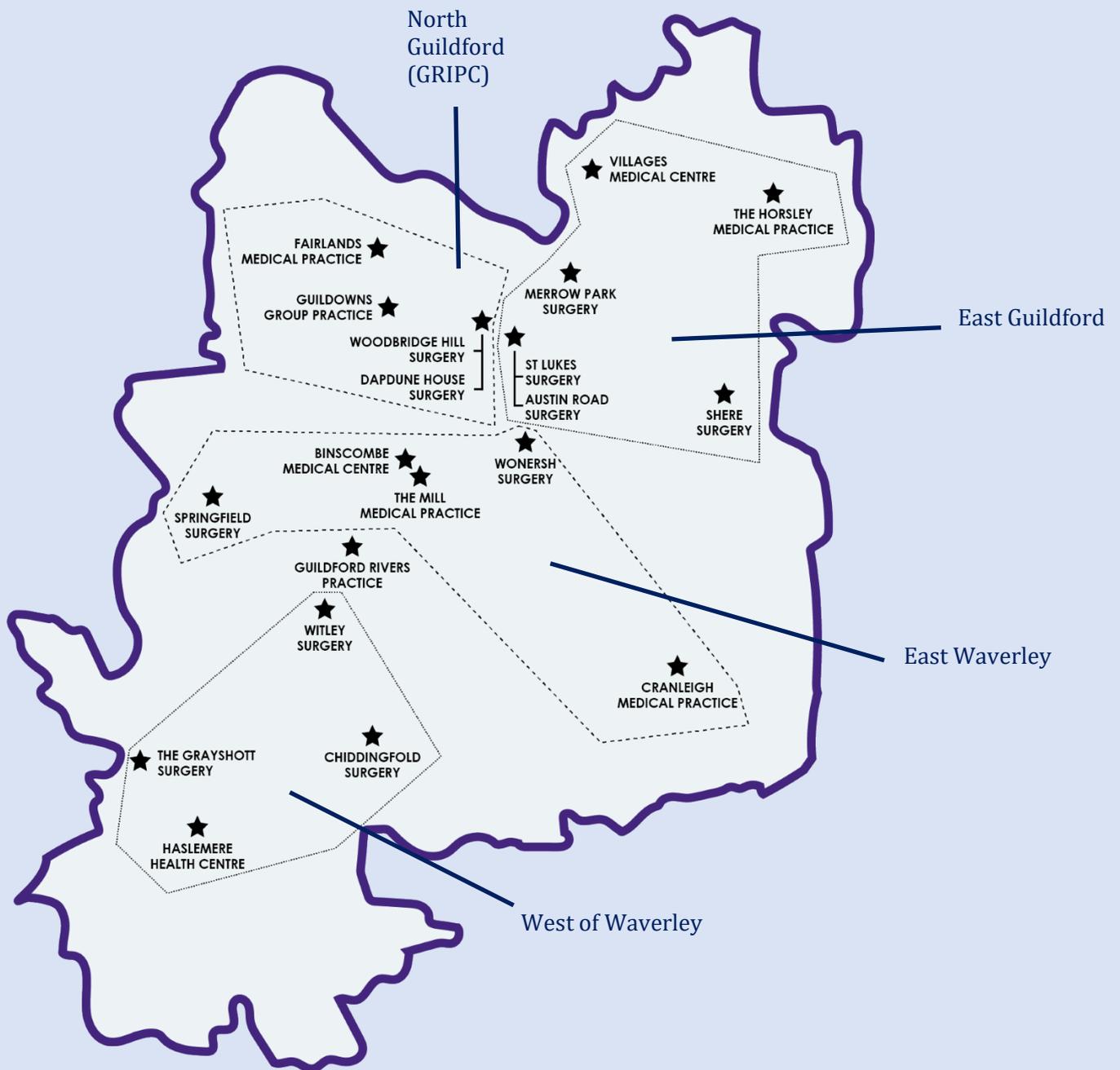
Primary Care Network (PCN) Breakdown

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

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

Age range of clients





Map courtesy of Guildford and Waverley Health Care Alliance

Case Study: Alice

Alice was referred to social prescribing by her GP to encourage her into appropriate social activities. Alice is 22 years old and has physical disabilities. She is quadriplegic and is supported by a full-time carer and her mother.

Alice requested that the communication between herself and the Link Worker be via email as this is easiest for her. In conversation with the Link Worker Alice said that she felt socially isolated and lonely and was concerned that her physical disabilities would restrict what kind of life she could have. She said that she often felt trapped in her body and her house.

She said that she had tried many activities over the years but felt that they had often ended up being unsatisfactory and she was left with a feeling that nothing would ever work. However, she also said that she knew that if she didn't give things a chance then her life would never get better. She also told the Link Worker that she had experienced trauma in her life and often the support suggested to her would trigger high levels of anxiety connected to this trauma.

Together, Alice and the Link Worker were able to explore the types of activities Alice might be interested in, excluding some of the organisations she had already had bad experiences with.

The Link Worker suggested a six-week course being run by the Wellbeing Garden and Alice was very keen to try this. The Link Worker had already visited the Wellbeing Garden and ascertained that it would be suitable for a disabled person and a wheelchair to avoid disappointment further down the line. A risk assessment session at the Wellbeing Garden was arranged for Alice. The Link Worker also attended and was able to meet Alice in person and support her through the assessment.

Alice mentioned to the Link Worker that she had been part of a LGBTQ+ group before the lockdown but it had been stopped during the pandemic. She said she had really enjoyed being part of this group. The Link Worker found an online LGBTQ+ group and Alice agreed to a referral being made for her.

Alice expressed an interest in book clubs and the Link Worker mentioned one run by a local charity but unfortunately Alice had previously had a disappointing experience with this organisation and did not feel able to give it another chance at this time. The Link Worker found an online debating group for disabled people run by Surrey Coalition for Disabled People which was of great interest to Alice and a referral was made on her behalf.

Additional client compliments

"Just want to say thanks once again as your professionalism, dedication, people skills and proactiveness are well appreciated and an asset to the service you provide."

- *Anonymous client feedback*

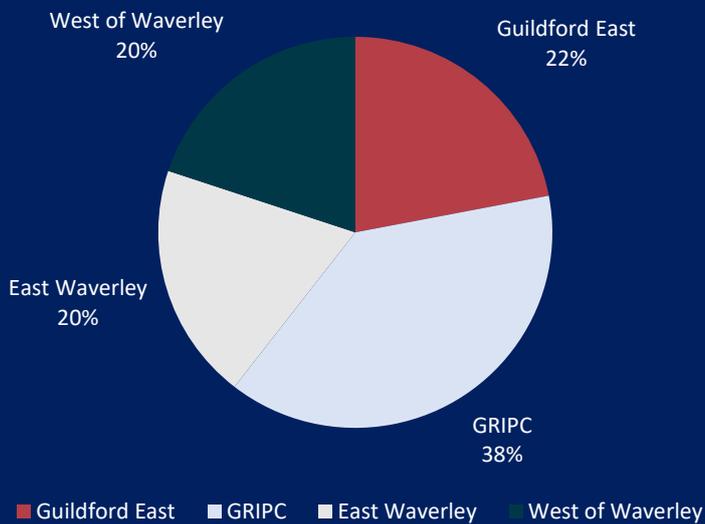
"Thank you so so so much, your support has been invaluable. I was so stuck and I am now getting help in more ways than I could have imagined."

- *Anonymous client feedback*

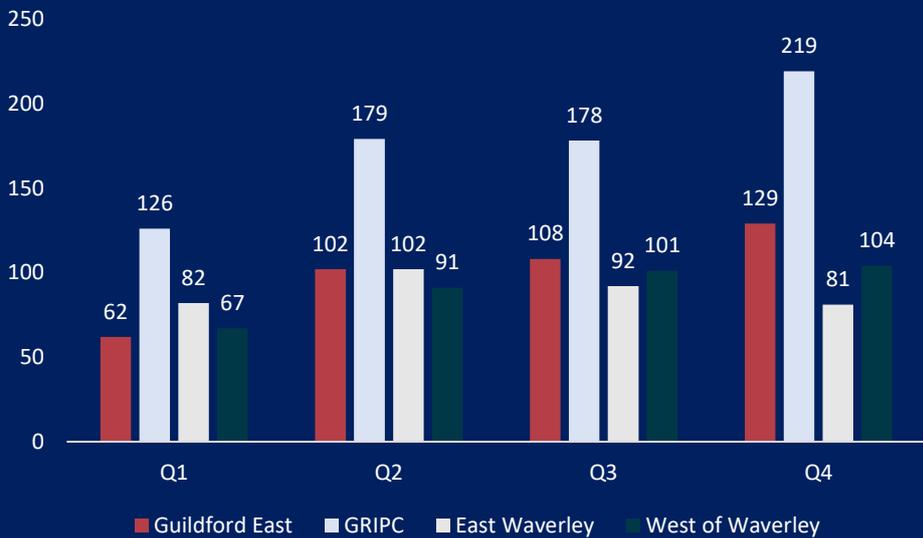
1387
referrals from
GP Practices

436
referrals from
other organisations

Referrals by PCN



Referral breakdown by PCN



17%

of clients supported were identified as carers

26%

of clients supported were identified as being cared for

45%

of clients were identified as living alone

2842

long-term health issues and disabilities supported in referrals

77%

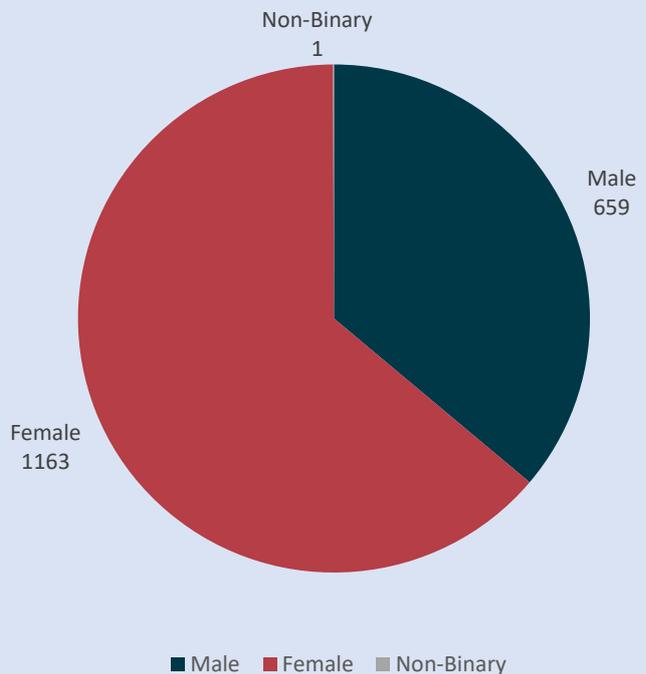
of patients surveyed reported that the service made a positive difference

In 2022/23, total referrals increased by 14% in comparison to 2021/22, whilst the number of new clients increased by 7% and the number of client contacts increased by 41%, highlighting both the increase in demand for the service and the increase of service productivity

1903
closed
referrals

3921
destinations
referred to from
1903 closed
referrals

Gender Breakdown of Clients



Case Study: Karen

Karen was referred to the Social Prescribing Service by her GP. She is 73 years old and has two adult children and a number of grandchildren and great grandchildren. She has been married to her second husband for over thirty years and he is now her carer. They used to live in a property provided by his employer, but since he retired, they have had to move to a flat in the town centre and Karen says she misses the space and the garden.

Karen suffers with depression and a number of health conditions that affect her mobility. She describes herself as 'obese' and says that she is no longer able to get into the car and moves around the flat in a wheelchair.

Karen told the Link Worker that she finds it really hard to motivate herself to exercise or eat healthily. However, her grandson is getting married in four months' time and she really wants to attend the wedding but knows she will need to make some changes if this is to be possible.

During several in-depth conversations with Karen, the Link Worker was able to discuss a referral for a physio home visit service and also one to a digital weight management service which Karen agreed to. In the course of these discussions, Karen opened up to the Link Worker about some emotional trauma she had experienced earlier in her life but had never spoken about. The Link Worker suggested counselling and although Karen was reluctant at first, she agreed to give it a try. The Link Worker made a referral to a free counselling service that provided telephone and online counselling. Karen said she would also like to get her teeth sorted out before the wedding, so the Link Worker provided information about local NHS services.

In the follow-up call, Karen said that she had made some changes in her lifestyle: she was now trying to eat more healthily and was seeing some weight loss. She had attended a residents' coffee morning which was a big step for her and had also been out of the house for the first time in years, allowing her husband to push her in her wheel chair to her dentist appointments. Karen told the Link Worker that she was now having weekly counselling sessions and had found this to be deeply beneficial to her emotional and mental wellbeing. Karen thanked the Link Worker for her sensitive and gentle approach which had enabled her to begin to make these changes in her life.

Additional client compliments

"Thank you very much for your help and advice - it has been needed at a difficult time. Lovely to speak to you on the phone even just having that contact has given me some more confidence. It's great there is a service like this for people that are struggling with things. Thank you again for your help."

- *Anonymous client feedback*

"Thank you for everything you have done for me. I really appreciate everything. You showed me the light when I was in the dark. You have been a godsend, thank you from the bottom of my heart. Thankfully I'm now back at work on reduced hours, my body is not in a great place but I'm a lot better mentally."

- *Anonymous client feedback*

Case Study: Colin

Colin was referred to social prescribing by his GP. He has suffered with depression for many years. He is married and his wife has recently stopped working and they currently have no income as Colin is unable to claim benefits because he has no bank account. Both he and his wife are worried about how they will now afford the rent, bills and food: they are already using the local foodbank and Colin is currently unable to afford to pay for the prescriptions that he needs.

One of our Social Prescribing Link Workers, Catherine, contacted Colin who told her that his priority was getting help to set up a bank account. He also said that he had been going to the library but was finding that the walk there and back was causing him pain in his feet because he needed new trainers but couldn't afford them. Catherine was able to refer Colin to the Surrey Lifelong Partnership for support with setting up a bank account. Once this was achieved he was able to start his claim for Universal Credit.

Catherine also contacted Cranleigh Lions who offered to meet Colin in town and go with him to purchase a new pair of trainers for him. These are some of the messages Colin sent at this time:

'feeling like it's my birthday... working out how many years ago I got new trainers not charity shops wrong size things'.

Colin then had a few weeks of feeling very low and Catherine was able to make sure he had contact information for his local Safe Haven and the Crisis Line should he need this support. When he was feeling better, he called Catherine to say that his bank account was now set up but there was going to be a delay of 5 weeks before his benefits would be paid and he and his wife were worried that even when the benefit arrived, they would only cover the rent. He was also aware that he was coming to the end of his quota of Food Bank referrals. Catherine was able to signpost him to the Community Pantry for further support with food. Catherine also referred Colin to Step Change for support with requesting a pause in his debt repayments to alleviate some of the current financial pressure on him.

In conversation, Colin mentioned that he was interested in photography and agreed to Catherine setting up an appointment for him with the Passport to Wellbeing courses. He was accepted on to the course which had a positive impact on his week, saying *"I'm nervous but looking forward to it. I had a really bad week so it was good that this went okay. Thank you for all you do."*

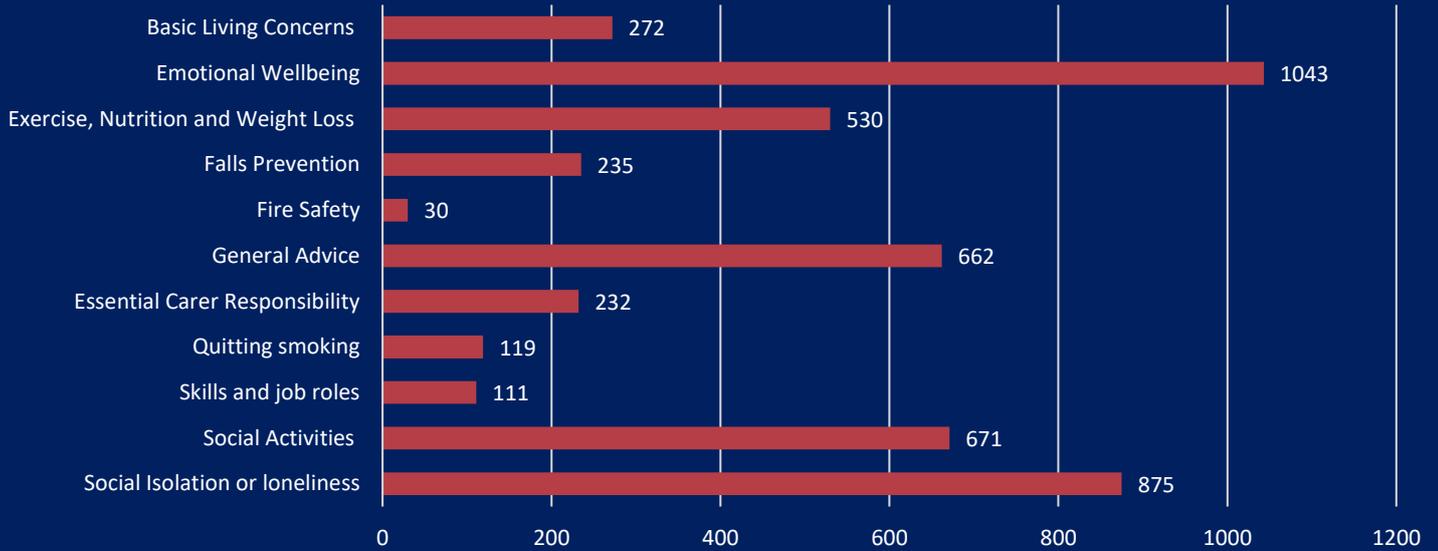
It turned out that Colin was very good at photography and the tutor suggested that it would be good if he had a laptop to download his pictures on to and to be able to edit them. Catherine contacted the Guildford Lions who delivered a reconditioned laptop to Colin's door several weeks later, much to his surprise and delight.

By this point, Colin's benefits were in payment, his prescriptions were now free and he was greatly enjoying his photography. However, he was still experiencing low times and Catherine gently suggested that some counselling might be helpful. After an initial reluctance, Colin agreed to her making a referral to I'm All Ears and he is currently having weekly sessions.

In order to further support Colin in staying connected with people and activities outside of his home, Catherine invited him to join a local Fishing Taster Day. VASWS were fortunate to be given a small fund of money from Surrey County Council for assisting people in accessing outdoor activities and Catherine used this to fund Colin's transport costs to both his photography course and the fishing day. What made the fishing day particularly special was Colin's response:

'For years I used to be a qualified fishing coach for England...I haven't been fishing for a couple of years and the other day I was just saying that I miss it. So yes, please if possible. It's also the day before my birthday so even better. Another big thank you'.

Referral Reasons



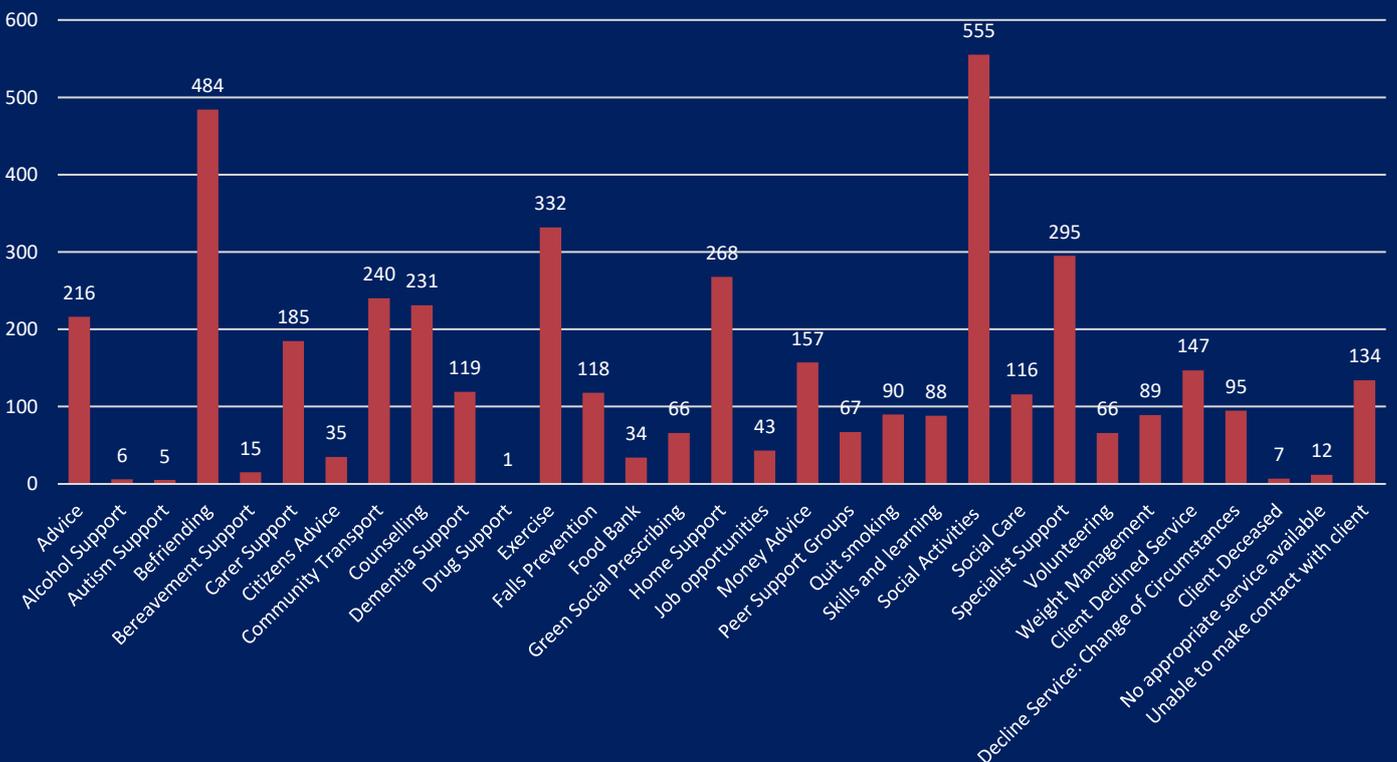
Client Ethnicity

19

different ethnic groups recorded

of the 1823 referrals that the Social Prescribing team received in 2022/23, 77% were for clients who identified as White British, 2.5% of clients supported identified as White Other, whilst approximately 1.2% identified as Asian or Asian British Bangladeshi.

Referral Destinations



Foreword by Alice Sheppard
Welcome to Volunteering Coordinator

Our supported volunteering project, Welcome to Volunteering continues to go from strength to strength. Starting to volunteer can be daunting, especially if you are experiencing mental ill health, have been out of work for a long time or English isn't your first language. These are just a few of the reasons why people are referred to our one to one bespoke support but it is available to anyone who feels they need it who lives in the Guildford and Waverley area. This year we have registered 142 new clients and reengaged many former ones. We placed 110 clients in a wonderful range of social and voluntary opportunities. We found that social activities can be a fantastic stepping stone into volunteering as people build confidence and feel more able to take on new challenges. Strong support networks have grown amongst the volunteers, with many people experiencing profound changes in their lives by getting involved.

WELCOME TO VOLUNTEERING 2022/23

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

WELCOME TO FISHING

22
volunteers
attended

4
sessions
attended

We linked up with Godalming Angling Society (GAS) and ran four fishing days, which were attended by 22 people.

The GAS coaches have been fantastic at supporting each individual, whatever their level of experience and personal challenges.

One volunteer arrived feeling very anxious but she ended the day with a big smile on her face and returned for several sessions. Research shows that increasing social connection and being in nature improve well-being and reduce stress. This activity beautifully combines both, with very few barriers to entry.

Whilst this is a social activity we feel that participants are volunteering as they are giving their time to support one another. Most have experienced mental ill health and find it helpful talking to someone who understands. Some volunteers are keen anglers but due to various life circumstances, such as being homeless or on a very low income, they've been unable to go fishing.

When asked about the difference WTV support made to the experience one volunteer said "WTV has given me encouraging and positive feedback which led to gained self-awareness plus confidence."

Another reflected "I spend a lot of time isolating at home. I suffer from PTSD along with depression and anxiety. The fishing trip is a huge morale boost and a chance to relax in a small social setting."



HISTORICAL WALKS



Farnham Hop Garden

As part of the opportunities given to people through the Welcome to Volunteering project, wellbeing walks with a local history theme were enjoyed in Farnham.

David Rose led these short monthly walks each one lasting about an hour and a half with tea and cake afterwards at the Farnham Maltings arts and community centre. An average of six people at a time came on the walks, which focused on Farnham town centre and extending into the historic Farnham Park and also along the River Wey.

Walkers enjoyed each other's company and support and visited locations and sites to hear about the story of Farnham Castle, the town's links with brewing beer, an early motor-vehicle pioneer, the war memorial and some of those who made the supreme sacrifice during both world wars, as well as famous Farnham people including the English radical, writer and politician William Cobbett and the 1950s racing-car ace Mike Hawthorn. The walks were in conjunction with the mental health support charity Catalyst.

“I think WTV is incredible for the rehabilitation of people who haven't perhaps worked in a while for many different reasons. Especially mental health.”

- Feedback from anonymous client

PEOPLE SEEKING ASYLUM

8
individuals
attended

1
session
attended

Working with people seeking asylum was completely new for WTV and not without its challenges.

For some, the language barrier immediately ruled out most opportunities and made it a challenge to place them. Many of those with a good level of English wanted to work in caring roles that required DBS checks but as they had only been in the UK for a short time this was not always possible. Often, their mental health and overall well-being were severely affected by the experiences they had been through. Many said they felt disempowered and fearful for the future.

These feelings, coupled with practical barriers such as a lack of money, contributed to engagement being low and it being hard to place people.

Our networks were invaluable in overcoming these challenges and several organisations, such as the Queen Elizabeth Foundation and Zero Carbon Guildford, stepped up to help find placements.

We collaborated with RHS Wisley and were able to offer a group of eight the opportunity to visit the garden and take part in a workshop making willow bird feeders with the community outreach team.

The attendees were thrilled that they were out of the hotel and engaging with the local community. Guildford Refugee Aid recognised the difference the WTV support made to the lives of hotel residents who engaged: GRA commented “Thank you so much for your care, efficient work and impact.”

This day gave us the chance to get to know individuals and subsequently led to greater engagement. With the support of WTV, one Ukrainian woman has secured several voluntary roles and it is clear from the smile on her face and her words that volunteering has made a huge difference to her experience in the UK. “Volunteering has a very positive effect on me, thanks to this I assimilate into society, make new friends, improve my English level, and I also believe that it will help me in the future in employment.”



Mr. J. H. KNIGHT'S STEAM ROAD CARRIAGE, 1868.

John Henry Knight's Steam Road Car 1868



Case Study: Tom

Words kindly written by his mother.

Tom is a young man of nineteen years old, with a number of physical disabilities. Following a referral from our social prescriber, we met Alice at "Welcome to Volunteering".

Tom is often nervous about meeting new people, and was very unsure about what to expect, but Alice very quickly put him at ease. She helped him understand the difference between volunteering in pursuit of a job or career, and volunteering to improve his social life.

After a good conversation, Alice left with a really good idea of what might make Tom smile. Within a few days, she had sent a list of volunteering opportunities for him to have a think about. She made it seem so easy that he was able to apply for one of the opportunities with only a little help from Mum.

A few weeks later, Tom started work as a volunteer youth worker for a local youth club on a Friday evening. He's been working there for a few months now and it's the highlight of his week. He loves playing with the kids, but also being one of the adults! He's looking forward to going on their annual camping trip in the summer and his confidence has grown visibly since he started.

Soon afterwards, he came into the kitchen glowing with pride - he had just studied and earned his Advanced Safeguarding Children Level 2 certificate. Thank you so much for opening up his world - we couldn't have done it without Welcome to Volunteering and Alice.

“His confidence has grown visibly since he started [...] Thank you so much for opening up his world.”

Referrer compliments

“WTV has been an excellent service and has helped so many clients throughout the years by giving them support and confidence to enable them to volunteer. I know that when I make a referral that the client will be met and supported throughout their journey into volunteering. I know of so many clients that have benefitted from your service and have gone on to gain employment.”

- Feedback from anonymous referrer

123

people using the service reported having an increase in wellbeing

124

people using the service reported feeling less isolated

81

people using the service reported that learning new skills helped with their personal development

64

people contributed to their community through taking up and sustaining a volunteering role

24

The number of new organisations reporting having policies in place to support volunteers with mental ill-health, that have suitable volunteer roles with support available and that actively seek volunteers from the Welcome to Volunteering project.

130

clients placed in volunteering roles reported they feel welcomed, included and not stigmatised because of mental ill-health issues

109

people have increased their social networks developed as a result of their volunteering

30

people reported that their confidence had increased and they are now better able to cope in their daily lives.

Case Study: Jim

Prior to volunteering I had been homeless and living in isolation in some woods for nearly two years. As you can imagine this had a large impact on my mental well-being, personality, future expectations and self-worth. If this wasn't large enough a hurdle, I also have a number of medical conditions which can prove quite incapacitating at times.

Originally, I joined a volunteer taster session to test the waters. The task was to assist the RHS in planting a well-being garden at the Surrey Fire Station. I got really engrossed in the task even forgetting my woes for a while, made a few and started to feel a level of self-worth. The half day led to the whole day, and I returned for more of the same the following day too. Since this humble beginning I have taken every opportunity, medical condition permitting, to volunteer. Litter picking, gardening, testing out country walks for the National Trust, helping out at an animal sanctuary, to name but a few.

At first glance it might seem very noble, but the truth is that I feel I have gained far more from the experience than I have given. It has provided me with focus and a positive distraction from the past. My physical condition has improved and I am coming out of my shell. Most of all I feel that I am a person of value that really does have something worthwhile to offer, to individuals and the community, and more like a 'normal' person than I have for a long time.

I have also 'profited' in a tangible way too. I was given the opportunity to attend the Community Allotment Project run by the RHS, which I enjoyed immensely. So much so that I successfully applied for a registered volunteer post at RHS Wisley within their Community Projects Team. My duties include taking care of their sizeable allotment area and greenhouse, and taking part in the workshops we run for various communities both at RHS Wisley and out in the communities too. In addition, we build garden areas for communities.

Later this year I shall be taking part in a build project at a community centre in Knaphill and a Mental Welfare Garden build in my old garrison at Colchester. Through volunteering I have now become a member of a Rock Choir, where not only do I get to take part but also am making friends and indeed have romance too.

My newfound confidence and feeling of self-worth have enabled me to enrol and attend the Recovery College run by the Help for Heroes Charity. Through this I have been able to complete various therapeutic courses that have helped myself and gives me insight to assist others too.

“The truth is that I feel I have gained far more from the experience than I have given. It has provided me with focus and a positive distraction from the past.”

Compliments

“I’m very grateful for Welcome to Volunteering. At every session I’ve felt supported and empowered. I don’t think I would be volunteering without the help of Welcome to Volunteering.

- Feedback from anonymous client

“As a social prescriber being able to refer to WTV offers clients encouragement and tailored support to make an application for suitable volunteering opportunities. The WTV project gives bespoke support to each client empowering confidence to make appointments and apply for volunteering positions to improve their wellbeing. This is something that my clients would not feel confident to do independently and this project supports their motivation to participate in the community.

- Feedback from anonymous referrer

Case Study: Penny

When we first met Penny, she expressed her desire to switch careers but didn’t know how to do it as she had no experience in the new field. Our networks were invaluable in finding her some amazing opportunities that changed her life completely.

In her own words, she says “Volunteering through Welcome to Volunteering enabled me to get back into paid employment despite my mental health problems. Prior to this, prospective employers had been unwilling to take a chance on me. Welcome to Volunteering placed me with a number of different organisations and I was able to regain workplace skills and confidence.”

She continues, stating that “As a volunteer I was able to rebuild my CV and demonstrate my abilities to prospective employers. Eventually one of those organisations offered me a paid role. Once they got to know me as a volunteer they could see that with small accommodations my mental health problems would not be an issue in the workplace. Now that I have paid work, my children and I have been able to escape from an unhealthy domestic situation. So, the opportunities provided by Welcome to Volunteering have benefited my children as well.”

“Welcome to Volunteering placed me with a number of different organisations and I was able to regain workplace skills and confidence.”

PHOTOGRAPHY CLUB

During the autumn a photographic group helped people who have had setbacks and suffer from mental ill-health.

The sessions were led by Voluntary Action's David Rose and the group of seven people, plus a volunteer, met weekly for seven sessions of about an hour and a half each time.

The first session was for people to get to know one another, and the group went to the Castle Grounds in Guildford to practise their skills.



HALE COMMUNITY CENTRE

In June 2022, a small group of enthusiastic volunteers arrived at Hale Community Centre, not knowing what to expect and feeling nervous. Our volunteers were immediately made to feel welcome and offered ongoing support by us, the staff and centre volunteers.

Our volunteers help with running the cafe, serving food, talking to customers and managing the community fridge. Volunteers were encouraged to use the fridge and consequently felt comfortable to access fridges in other areas which is particularly helpful in the current climate. They look forward to seeing each other and learning new skills.

One volunteer has gone from being out of work for years and isolated at home to volunteering every week. He says: "Before I started volunteering I had hardly any human contact outside my immediate family. I was under-confident and fearful of social interactions."

"I had a strong desire for things to change but any step looked too large for me to take alone. Alice agreed to meet me and talk to me about my situation and about the possibility of volunteering. It is thanks to her support and encouragement that I took the first step to volunteer. She helped me connect to my motivation to make changes and volunteer."

He continues by saying "This has opened doors for me and things continue to change for the better. I now enjoy and look forward to volunteering (and social interaction in general). I must stress that I would not have been able to make this life change without Alice's help and support. I can never be thankful enough."

32
volunteers
attended

8
sessions
attended

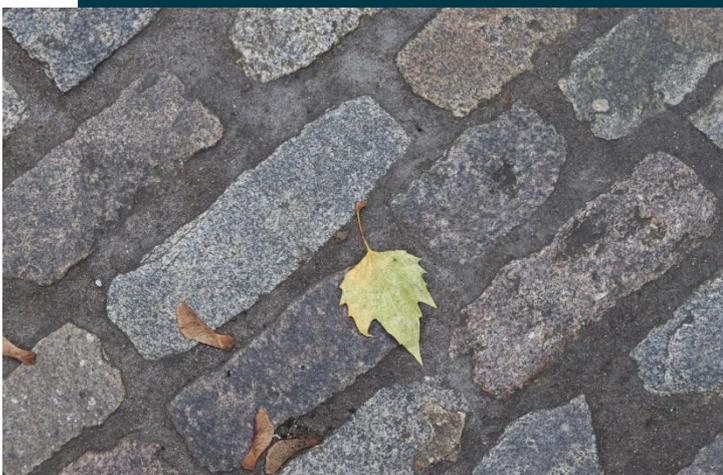
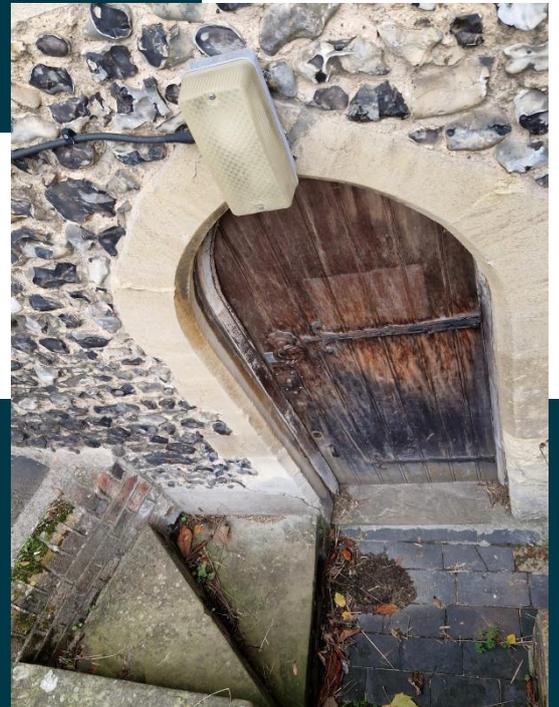
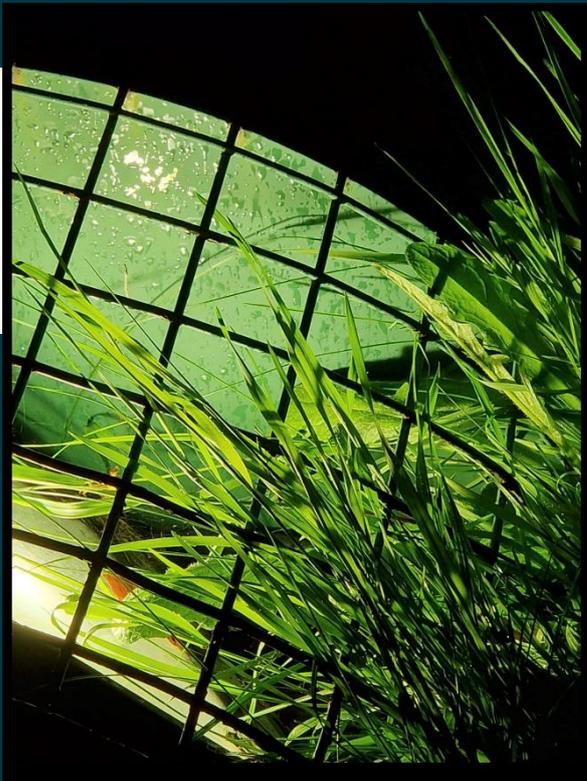
The following week the group met to look at each other's pictures taken in the previous week, leading to further discussions of their techniques and photographic interests.

Subsequent sessions follow the same format with a different photographic theme each time with the group going out in Guildford town centre to take images. They were also encouraged to share photos they have taken at other times as well.

You can see below for a selection of photographs taken by the group.

7
volunteers
attended

7
sessions
attended



Financial Review 2022/23

Income

We are pleased to have increased our overall income by 5% compared to the previous financial year. This largely relates to an increase to our core grant funding from Waverley Borough Council.

In addition, we placed our surplus operational funds on deposit to generate some modest interest income, whilst ensuring we had operational liquidity.

Prior year other income of £13,888 related to government traineeship funding, and this was not applicable in the current year.

We continue to be most grateful for the core funding we receive from Surrey County Council, Guildford Borough Council and Waverley Borough Council; and from Guildford and Waverley ICB. This enables us to continue to deliver our core services.

Huge thanks are due to the Big Lottery for funding our Welcome to Volunteering initiative for the fifth and final year. This service has been hugely appreciated, and it with regret that we will be forced to discontinue its provision going forward.

Expenditure

Staffing levels and staff turnover were stable during the year, fluctuating only in response to changed service contracts, but also reflected growth in our service delivery programme. Our staffing costs represent close to 90% of our overall costs, so staff satisfaction and continuity are very important factors in our activities.

We were grateful to receive some ad hoc funding from the Screwfix Foundation which was spent on office equipment and repairs, from the Angling Trust which was spent on fishing trips.

Reserves and Investments

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

Our reserves increased modestly in the financial year. At 31st March 2022 our general reserves of £161,787 represented 3.4 months' expenditure. The position at 31st March 2023 of £208,704 represents 4.9 months' expenditure, so we continue to hold reserves in line with the charity's reserves policy. We have thus achieved last year's objective of increasing our general reserves.

In this unsettled financial climate our costs are inevitably increasing with inflation. This erodes the number of months covered by our reserves, and we continue to budget and spend prudently and hope to achieve further modest increases in reserves in the coming years to counter this inflationary effect.

Cash sufficient to cover day to day cashflow requirements is held in a current account and on instant access, with surplus cash held on deposit with CCLA COIF Charities Deposit Fund. In addition, and as outlined in last year's accounts, we have implemented a more pro-active treasury function by placing £85,000 with Redwood Bank on relatively short notice, thus increasing our interest income without jeopardising our operational cash requirements. Our cashflow is "front-loaded" to the first half of the financial year, and there is potentially more room to manoeuvre in this area.

No other investments are held.

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

Opinion

We have audited the financial statements of Voluntary Action South West Surrey for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its income and expenditure for the year then ended:
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of the trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

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

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

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

Use of our report

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

Anthony Epton

28/11/2023

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

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

For the year ended 31 March 2023

	Note	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Income from:					
Donations and legacies	3	2,425	-	2,425	1,000
Charitable activities	4	405,520	144,175	549,695	511,499
Other trading activities	5	2,510	-	2,510	2,841
Investments	6	3,824	-	3,824	50
Other income		-	-	-	13,888
Total income		414,279	144,175	558,454	529,278
Expenditure on:					
Charitable activities	7	367,362	144,175	511,537	497,478
Total expenditure		367,362	144,175	511,537	497,478
Net income / (expenditure) for the year	8	46,917	-	46,917	31,800
Transfers between funds		-	-	-	-
Net movement in funds		46,917	-	46,917	31,800
Reconciliation of funds:					
Total funds brought forward		161,787	-	161,787	129,987
Total funds carried forward		208,704	-	208,704	161,787

All of the above results are derived from continuing activities.

There were no other recognised gains or losses other than those stated above.

The attached notes form part of these financial statements.

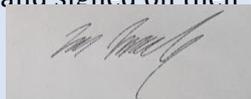
BALANCE SHEET

As at 31 March 2023

	Note	2023 £	2023 £	2022 £	2022 £
Fixed assets:					
Tangible assets	10		<u>528</u>		<u>1,056</u>
			528		1,056
Current assets:					
Debtors	11	42,368		96,375	
Cash at bank and in hand		<u>295,276</u>		<u>196,529</u>	
		337,644		292,904	
Liabilities:					
Creditors: amounts falling due within one year	12	<u>129,468</u>		<u>132,173</u>	
Net current assets			<u>208,176</u>		<u>160,731</u>
Total assets less current liabilities			208,704		161,787
Creditors: amounts falling due after one year			<u>-</u>		<u>-</u>
Total net assets			<u>208,704</u>		<u>161,787</u>
The funds of the charity:					
Restricted funds	14		-		-
Unrestricted funds:					
Designated funds		20,000		20,000	
General funds		<u>188,705</u>		<u>141,787</u>	
Total unrestricted funds			<u>208,705</u>		<u>161,787</u>
Total charity funds			<u>208,704</u>		<u>161,787</u>

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

Approved by the trustees on 28/11/2023
and signed on their behalf by:



Name: Ian Handy
Chair of the Board of Trustees

Company registration no. 05841344

The attached notes form part of the financial statements.

STATEMENT OF CASH FLOWS

For the year ended 31 March 2023

	Note	2023 £	2023 £	2022 £	2022 £
Net cash provided by / (used in) operating activities	15		98,747		17,893
Cash flows from investing activities:					
Sale/ (purchase) of fixed assets		-		(1,585)	
Cash provided by / (used in) investing activities			-		(1,585)
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			98,747		16,308
Cash and cash equivalents at the beginning of the year			196,529		180,221
Change in cash and cash equivalents due to exchange rate movements			-		-
Cash and cash equivalents at the end of the year	16		295,276		196,529

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

1 Accounting policies

a) Basis of preparation

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

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

b) Going concern

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

c) Income

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

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

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

d) Donations of gifts, services and facilities

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

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

e) Interest receivable

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

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

1 Accounting policies (continued)

f) Fund accounting

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

g) Expenditure and irrecoverable VAT

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

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

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

h) Allocation of support costs

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

i) Operating leases

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

j) Tangible fixed assets

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

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

k) Debtors

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

l) Cash at bank and in hand

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

m) Creditors and provisions

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

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

**1 Accounting policies
(continued)****n) Financial instruments**

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

o) Pensions

The charity operate stakeholder pension schemes.

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

	Restated		
	2022	2022	2022
	Unrestricted	Restricted	Total
	£	£	£
Income from:			
Donations and legacies	1,000	-	1,000
Charitable activities	314,913	196,586	511,499
Other trading activities	2,841	-	2,841
Investments	50	-	50
Other	13,888	-	13,888
Total income	<u>332,692</u>	<u>196,586</u>	<u>529,278</u>
Expenditure on:			
Charitable activities	282,676	214,802	497,478
Total expenditure	<u>282,676</u>	<u>214,802</u>	<u>497,478</u>
Net income / expenditure	50,016	(18,216)	31,800
Transfers between funds	-	-	-
Net movement in funds	50,016	(18,216)	31,800
Total funds brought forward	111,771	18,216	129,987
Total funds carried forward	<u>161,787</u>	<u>-</u>	<u>161,787</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023**3 Income from donations and legacies**

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Donations	2,425	-	2,425	1,000
	<u>2,425</u>	<u>-</u>	<u>2,425</u>	<u>1,000</u>

4 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Surrey County Council	50,121	-	50,121	53,161
Guildford and Waverley CCG	30,065	-	30,065	30,065
Catalyst	-	2,975	2,975	22,156
Guildford Borough Council	9,747	-	9,747	9,747
Waverley Borough Council	30,000	-	30,000	8,000
Big Lottery Fund: Reaching Communities	-	38,340	38,340	74,280
Procure Health: Social Prescribing Link Workers	285,587	-	285,587	213,940
Surrey County Council: Social Prescription	-	62,424	62,424	62,450
NHS Surrey Heartlands: Social Prescription	-	33,000	33,000	33,000
Guildford Borough Council: Volunteer Buddies	-	-	-	4,700
The Angling Trust	-	3,650	3,650	-
Screwfix Foundation	-	3,786	3,786	-
	<u>405,520</u>	<u>144,175</u>	<u>549,695</u>	<u>511,499</u>

5 Income from other trading activities

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Fees	2,510	-	2,510	2,841
	<u>2,510</u>	<u>-</u>	<u>2,510</u>	<u>2,841</u>

6 Income from investments

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Bank interest	1,611	-	1,611	50
Investment income	2,213	-	2,213	-
	<u>3,824</u>	<u>-</u>	<u>3,824</u>	<u>50</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

7 Analysis of expenditure

	Charitable activities	Support costs	2023 Total	2022 Total
	£	£	£	£
Staff costs (Note 9)	374,285	84,052	458,337	434,411
Direct costs				
Project expenses	609	-	609	594
Networking & lunch events	-	-	-	6,000
Training events	1,286	-	1,286	2,563
Staff & volunteer travel expenses	2,071	-	2,071	4,258
Recruitment	99	-	99	2,099
Administration expenses				
Printing, postage & stationery	4,807	1,080	5,887	1,564
Telephone & Internet	7,635	1,715	9,350	7,146
Rent and utilities	1,902	427	2,329	1,997
Insurance	-	2,084	2,084	1,624
Repairs and maintenance	-	3,017	3,017	1,529
IT & computer equipment	7,256	1,630	8,886	7,129
Audit and accountancy	-	3,145	3,145	3,800
Legal and professional	-	2,530	2,530	13,470
Marketing & publicity	-	-	-	(1,190)
Subscriptions	-	9,994	9,994	8,176
Sundry expense	1,457	327	1,784	2,212
Bank charges	-	129	129	96
	401,408	110,129	511,537	497,478
Support costs	110,129	(110,129)	-	
2023 total	511,537	-	511,537	

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

Of the total expenditure, £367,362 was unrestricted (2022: £214,802) and £144,175 was restricted (2022 £282,676).

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023**7 Analysis of expenditure (cont.)****Analysis of expenditure (prior year)**

	Charitable activities	Support costs	2022 Total
	£	£	£
Staff costs (Note 9)	350,359	84,052	434,411
Direct costs			
Project expenses	594	-	594
Networking & lunch events	6,000	-	6,000
Training events	2,563	-	2,563
Staff & volunteer travel expenses	4,258	-	4,258
Recruitment	2,099	-	2,099
Administration expenses			
Printing, postage & stationery	1,261	303	1,564
Telephone & Internet	5,763	1,383	7,146
Rent and utilities	1,611	386	1,997
Insurance	-	1,624	1,624
Repairs and maintenance	-	1,529	1,529
IT & computer equipment	5,750	1,379	7,129
Audit and accountancy	-	3,800	3,800
Legal and professional	-	13,470	13,470
Marketing & publicity	(1,190)	-	(1,190)
Subscriptions	-	8,176	8,176
Sundry expenses	1,784	428	2,212
Bank charges	-	96	96
	380,852	116,626	497,478
Support costs	116,626	(116,626)	-
2022 total	497,478	-	497,478

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023**8 Net income / (expenditure) for the year**

This is stated after charging / (crediting):	2023	2022
	£	£
Auditor's remuneration (excluding VAT):		
Audit fees	2,500	2,500
	<u>2,500</u>	<u>2,500</u>

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

Staff costs were as follows:

	2023	2022
	£	£
Salaries and wages	403,330	330,980
Social security costs	31,088	22,801
Employer's contribution to defined contribution pension schemes	23,919	22,098
	<u>458,337</u>	<u>375,879</u>

No employee earned more than £60,000 during the year (2022: nil).

The total employee benefits including pension and national insurance contributions of the key management personnel and support staff were £60,441 (2022: £55,442)

The trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2022: £nil).

Staff numbers

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

	2023	2022
	No.	No.
Charitable activities	15.8	13.5
Support	2.2	2.1
	<u>18.0</u>	<u>15.6</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

10 Tangible fixed assets	ICT equipment £	Furniture £	Total £
Cost			
At the start of the year	15,963	2,575	18,538
Additions in year	-	-	-
Disposals in year	-	-	-
At the end of the year	<u>15,963</u>	<u>2,575</u>	<u>18,538</u>
Depreciation			
At the start of the year	14,907	2,575	17,482
Charge for the year	528	-	528
Eliminated on disposal	-	-	-
At the end of the year	<u>15,435</u>	<u>2,575</u>	<u>18,010</u>
Net book value			
At the end of the year	<u>528</u>	<u>-</u>	<u>528</u>
At the start of the year	<u>1,056</u>	<u>-</u>	<u>1,056</u>

All of the above assets are used for charitable purposes.

11 Debtors	2023 £	2022 £
Trade debtors	37,818	93,045
Prepayments & accrued income	4,550	3,330
	<u>42,368</u>	<u>96,375</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

12 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	4,659	6,629
Taxation and social security	9,285	6,269
Other creditors**	89,880	29,183
Deferred income*	15,880	76,350
Accruals	9,764	13,742
	<u>129,468</u>	<u>132,173</u>

Deferred income

	2023	2022
	£	£
Balance at the beginning of the year	76,350	43,700
Amount released to income in the year	(76,350)	(43,700)
Amount deferred in the year	15,880	76,350
Balance at the end of the year	<u>15,880</u>	<u>76,350</u>

*Deferred income includes Surrey County Council: Bettercare admin post £13,750 and booklet printing £1,166, Screwfix Foundation £814 and April 2023 conference sale £150.

**Other creditors includes £55,000 held on behalf of SPARKS fund, £1,000 held on behalf of Green SP fund and £34,102 held on behalf of Real Change.

13 Analysis of net assets between funds

	General unrestricted	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	528	-	-	528
Net current assets	188,176	20,000	-	208,176
	<u>188,704</u>	<u>20,000</u>	<u>-</u>	<u>208,704</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

14 Movements in funds	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Catalyst Welcome Buddies	-	2,975	(2,975)	-	-
Reaching Communities	-	45,776	(45,776)	-	-
Better Care Social Prescribing	-	95,424	(95,424)	-	-
Total restricted funds	-	144,175	(144,175)	-	-
Unrestricted funds:					
Designated funds:					
Organisation Contingency	20,000	-	-	-	20,000
Total designated funds	20,000	-	-	-	20,000
General funds	141,787	414,279	(367,362)	-	188,705
Total unrestricted funds	161,787	414,279	(367,362)	-	208,705
Total funds	161,787	558,454	(511,537)	-	208,704

Purposes of restricted funds

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

Purposes of designated funds

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

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

	2023 £	2022 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	46,917	31,800
Depreciation	528	529
(Increase)/ decrease in debtors	54,007	(57,699)
Increase/ (decrease) in creditors	(2,705)	43,263
Net cash provided by / (used in) operating activities	98,747	17,893

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023**16 Analysis of cash and cash equivalents**

	At 1 April 2022 £	Cash flows £	Other changes £	At 31 March 2023 £
Cash at bank and in hand	196,529	98,747	-	295,276
Total cash and cash equivalents	<u>196,529</u>	<u>98,747</u>	<u>-</u>	<u>295,276</u>

17 Legal status of the charity

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

18 Related party transactions

The charity has no related party transactions during the year. (2022: Nil)

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

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

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

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

b. Movements in funds (prior year)

	At the start of the year £	Incoming resources & gains £	Restated Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Catalyst Welcome Buddies	14,516	22,156	(36,672)	-	-
Time Bank Guardian Angels	1,342	-	(1,342)	-	-
Reaching Communities	2,316	74,280	(76,594)	(2)	-
Building Connections	(2)	-	-	2	-
Better Care Social Prescribing	5	95,450	(95,455)	-	-
Volunteer Buddies	39	4,700	(4,739)	-	-
Total restricted funds	18,216	196,586	(214,802)	-	-
Unrestricted funds:					
Designated funds:					
Organisation Contingency	20,000	-	-	-	20,000
Total designated funds	20,000	-	-	-	20,000
General funds	91,771	332,692	(282,676)	-	141,787
Total unrestricted funds	111,771	332,692	(282,676)	-	161,787
Total funds	129,987	529,278	(497,478)	-	161,787



Voluntary Action South West Surrey
Annual Report 2022/23
Produced in house
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Company Registration Number: 05841344