

Voluntary Action South West Surrey

*supporting the voluntary and community sector
in Guildford and Waverley*



annual report

for the financial year of 01 April 2023 to 31 March 2024

Companies House Registration Number: 05841344



Legal and Administrative Information

Charity Registration Number: 1116293

Company Registration Number: 05841344

Registered Office:

G09 & G10 Old Millmead House,
Millmead,
Guildford,
Surrey,
GU2 4BB

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

p.05

**The
Chair's
Report**

p.06

**Joint CEOs
Report**

p.08

**Meet the
Board**

p.09

**Meet the
Staff**

p.10

**Our
Projects**

p.11

**Mission
Statement**

p.12

**Volunteer
Centre**

Table of Contents

**Voluntary Action South West Surrey
Annual Report 2023/24**

p.14

**Organisational
support**

p.16

Events

p.20

**Social
Prescribing**

p.30

**Financial
Review**

p.32

**Independent
Auditors
Report**

p.35

**Financial
Statements**

p.38

**Notes to the
Financial
Statements**

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 Chair's Report

for the year ending 31 March 2024

For the 2023/24 Annual Report, VASWS Chair of the Board of Trustees, Debbie Hustings explains how the organisation has continued to grow whilst remaining committed to its values of public benefit.

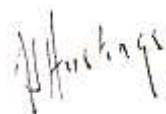
This year, building on our previous recovery plan, we have continued to stabilise and grow under the leadership of our joint CEOs, Caroline and Ian, with the dedicated support of our board members. Their combined efforts have ensured that the organisation remains committed to its values of continuous improvement and public benefit. We were pleased to welcome back former staff and volunteers, whose return has enriched our team.

Despite the challenging environment, we are proud to support a thriving voluntary sector community in SW Surrey. Our annual conference allowed us to reconnect with both old and new partners, deepening our commitment to equity and better community representation. We remain focused on building inclusive cultures that truly reflect the diverse community we serve. However, as core costs rise, income streams for our services and those of our member charities are increasingly at risk.

The cost-of-living crisis is impacting everyone, including our statutory partners, narrowing the gap between income and spending. We are grateful for the continued collaboration with these partners to prevent deepening inequalities and to protect the most vulnerable. Yet, we face the challenge of using limited reserves to meet rising demands, both in complexity and volume. The board has engaged in frank discussions on diversifying our income streams to enhance sustainability.

The charity sector in SW Surrey continues to play a crucial role in supporting those most affected by the cost-of-living crisis, while also addressing the ongoing impacts of the pandemic and backlogs in statutory services. This has led to a surge in demand for charitable services, with more people requiring more intensive and prolonged support. In response, the board has prioritised risk management and safety, which will be central to our new business strategy.

Finally, we extend our heartfelt thanks to all staff and volunteers, particularly Ian Handy and Adam Watkins, who resigned this year. Ian's energy and insight were invaluable, and Adam's role as Freedom to Speak Up Guardian was pivotal. We wish them both the very best for the future.



Debbie Hustings

Chair of the Board of Trustees

28/11/2024

“The charity sector in SW Surrey continues to play a crucial role in supporting those most affected by the cost-of-living crisis, while also addressing the ongoing impacts of the pandemic and backlogs in statutory services.”

The Joint CEO Report

for the year ending 31 March 2024

The Joint CEOs look back on a year during which VASWS continued to support voluntary and community organisations, both new and old, across the boroughs of Guildford and Waverley. We also worked collaboratively with our health and statutory partners to address the broader determinants of health.

The year has seen the sector under increasing pressure leaving many voluntary organisations in a vulnerable position as, alongside concerns for their income, there have also been challenges for those who are more reliant on volunteer help and support. With volunteering numbers still yet to recover to pre-pandemic levels, many have struggled to meet the additional demand on their services, often resulting in increased waiting lists.

In April we held our Conference, entitled Recovery, at the University of Surrey, which was a huge success with over 100 people attending. The day provided a great networking opportunity for those who came along and, as well as hearing from the speakers, people attended morning and afternoon workshops and had the opportunity to network over lunch. The feedback from delegates and stall holders was extremely positive, with everyone taking something away from the day. We look forward with excitement to our next Conference in April 2025.

During the year, we teamed up with the mental health support charity Catalyst as part of The Hope Project. The project offers a range of services, one being wellbeing walks, which we have led on the first Monday of each month from The Hive in Guildford. We also became part of the Guildford & Waverley Health & Wellbeing Partnership Board, helping to design and drive a partnership approach to ensure we identify health and wellbeing priorities and address wider determinants of health that matter to our communities. In addition, we are part of both operational groups for the boroughs.

To celebrate Volunteers Week this year we asked organisations to invite their own volunteers to go on one of two wellbeing / local history walks – one in Guildford town centre and the other in Godalming. Afterwards, participants on the Guildford walk were invited back to our office for tea and cakes; while those on the Godalming walk enjoyed tea and cakes at Godalming Baptist Church.

From funding received from the Members' Community Allocation and the Stoughton Area Community Fund, we were able to produce the 2023-24 edition of our 'Volunteering it's for Everyone' booklet with 2,000 copies being printed. The booklet lists a number of volunteer roles available from a variety of different organisations, all of whom list their volunteer roles with Voluntary Action South West Surrey, and is ideal for people who may be new to volunteering and are not sure what type of volunteering to choose. The booklets are being distributed throughout South West Surrey and are available at libraries, community centres, council offices, and other public places. They are also available at our office and any events that we attend.

The Volunteer Coordinators Networks that we run served as a meeting platform for Volunteer Coordinators from voluntary organisations and community groups. The Network aimed to facilitate opportunities for networking and sharing best practices in volunteer management and continues to provide a confidential space for coordinators to discuss issues, offer peer support and share information and training on relevant subjects. The other Networks that we ran across Guildford & Waverley, including the Mental Health Forum, continued to flourish during the year, with many new organisations joining and in total we ran 19 Networks, with 233 people attending.

“None of this would be possible without the support from our commissioners, who continue to believe in us, so we would like to take this opportunity to thank them. We would like to finish by thanking our wonderful staff, volunteers and the board, who work tirelessly to strengthen our service.”

In December we were informed by the National Lottery that we were successful with our application and have been awarded 4 years funding to increase the level of volunteering amongst small charities and voluntary organisations in South West Surrey to enable them to deliver their services more effectively. The project began in April 2024. As well as volunteering support, we continued to help build the capacity of our local voluntary and community organisations, providing support around funding, governance and organisational development.

The SPARKS Funding from Surrey County Council, distributed by ourselves supported small-scale community led initiatives in 5 wards across Guildford and Waverley. In total we allocated funding to 26 different organisations during the year and have received some great feedback detailing the difference the money has made in areas of Ash, Guildford, Godalming and Farnham.

The year ended with us moving offices to Old Millmead House when our current office, owned by Guildford Borough Council, was auctioned. We are thankful that the year has again seen staff stability, with morale remaining high. In the coming year, we look forward to commencing our Volunteering Connections project, which will give us the opportunity to work more closely with organisations on a 1:1 basis on their volunteer offer. As part of the project we will look to provide more training and networks. We will also work to raise awareness of Equality, Diversity and Inclusion.

We will continue growing our Social Prescribing service, which once again saw an increase in referral numbers, and in the coming year we will liaise with our Social Prescribing commissioners to update the current service specification and to re-evaluate the model we follow to best match the demand of the local community. In addition, we will look to strengthen our board, working with them to develop and promote our collective vision.

And of course, none of this would be possible without the support from our commissioners, who continue to believe in us, so we would like to take this opportunity to thank them. We would like to finish by thanking our wonderful staff, volunteers and the board, who work tirelessly to strengthen our services. We are a great team!

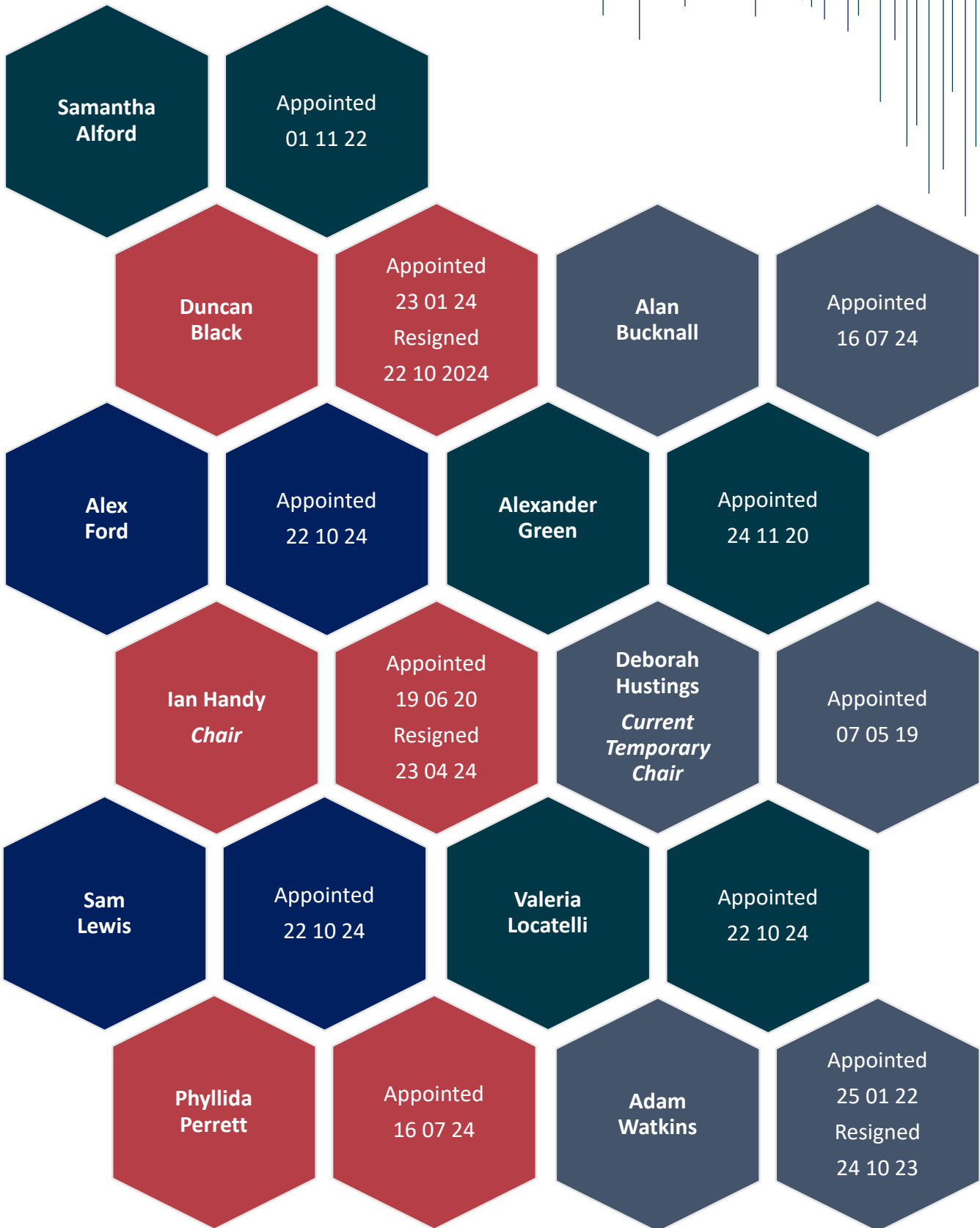


Caroline Keith
*Joint CEO;
Volunteer Development Manager*



Ian Ross
*Joint CEO;
Development Manager*

28/11/2024



VASWS Board of Trustees 2023/24

During the 2023/24 financial year, VASWS had six Board members. Ian Handy stepped down from the Board and his role as Chair, with Deborah Hustings appointed as the interim Chair of the Board. Alex Green was reappointed to the Board on 28/11/2023. Jane Weaver (VASWS Finance Manager) was appointed Company Secretary on 23rd April 2023.

VASWS Staff 2023/24

During the 2023/24 financial year, VASWS had 18 staff members in total. The year was a period of stability amongst the organisation, with very little staff turnover. The Joint CEOs and Senior Management Team provided regular stability, allowing the organisation the opportunity to grow in the next financial year with the introduction of a new project with its own team in 2024/25.

<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>	Joint CEO; Volunteer Development Manager; <i>Senior Management Team</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>	Joint CEO; Development Manager; <i>Senior Management Team</i>
<i>Helena Routledge</i>	Social Prescribing Link Worker
<i>Alice Sheppard</i>	Social Prescribing Link Worker
<i>Ben Standing</i>	Operations Manager; <i>Senior Management Team</i>
<i>Helena Steinfeldt-Kristensen</i>	Social Prescribing Link Worker
<i>Rachel Truelove</i>	Social Prescribing Link Worker
<i>Jane Weaver</i>	Finance Manager; Company Secretary; <i>Senior Management Team</i>
<i>Karina Young</i>	Social Prescribing Link Worker

Our Projects

As an infrastructure organisation we aim to strengthen the voluntary and community sector across South West Surrey. We run a number of different projects all aimed at helping members of the local community to access services to improve their health and wellbeing.



Volunteer Centre

We work with the voluntary, community and public sectors to develop volunteering opportunities, whilst enabling individuals to access brilliant volunteering opportunities that will bolster our community.



Social Prescribing

The Guildford and Waverley Social Prescribing Service addresses the wider determinants of health in the local population. The service links health and community by finding out what matters most to an individual and supporting them to access local and national services that can address their needs.



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 and helps people to find the right volunteer role for them, whilst working alongside organisations looking to recruit volunteers across Guildford and Waverley. The Centre offers a bespoke service for anyone needing help and support, including specialist advice to people struggling with mental health and other challenges.

Timeline of the 2023/24 Volunteer Centre Year

QUARTER 1

April 2023 – June 2023

- We put on our Annual Conference, themed 'Recovery, with over 100 attendees at the University of Surrey.
- The 2023-24 edition of our 'Volunteering: It's for Everyone' booklet was published and distributed throughout South-West Surrey with 2000 copies printed, highlighting a number of volunteer roles at a variety of organisations.
- We celebrated Volunteers' Week by putting on two wellbeing and history walks in Guildford and Godalming for local volunteers.
- We had a stand at the Guildford College Employment and Volunteer Fair with details of volunteer roles.
- We gave a talk at the Mothers' Union at St Peter's Church in Ash about the work we do and how it supports organisations relying on volunteer help.
- We attended a volunteers fair at Godalming College.
- We teamed up with Catalyst as part of its Hope Project to deliver wellbeing walks in Guildford.
- We resumed our fishing trips at Godalming Angling Society, for individuals suffering from mental ill-health, loneliness, or isolation.
- We had a stand in Guildford town centre as part of a networking event hosted by Experience Guildford.

July 2023 – September 2023

- We attended the Community Wellbeing Team's Grassroots Marketplace event, networking with a variety of organisations and meeting, informing and advising many people on the day.
- Our Volunteer Coordinator, David Rose, attended a community Tea and Talk which highlighted a new charity start up by a local restaurant in Guildford, aimed at upskilling people and building confidence.

QUARTER 2

Architects at Scott Brownrigg’s Guildford office have been receiving help and advice from David Rose about volunteering roles they can undertake as a group or individually. The firm’s co-ordinator for volunteering, Fiona Grieve, said: “Thank you for coming to talk to us, we really appreciate your support.”

637

New volunteer registrations

70

New volunteering opportunities

484

New volunteer referrals

186

New volunteer placements

98

Organisations assisted with volunteer recruitment

23

Organisations assisted with volunteer best practice

volunteer with disabilities achieved placements

QUARTER 3

October 2023 – December 2023

- We helped in recruiting volunteers for a charity Christmas gift-wrapping service in Guildford’s White Lion Walk shopping centre over five days in December. Twenty-five volunteers took part offering to gift-wrap shoppers’ presents in return for a donation to Real Change Guildford.
- We were asked to join the Partnership Board for a health and wellbeing partnership formed by Guildford and Waverley Borough Councils, to help to design and drive a partnership approach to identify health and wellbeing priorities and address wider determinants of health in our communities.

January 2024 – March 2024

- Our relationship with Guildford Jobcentre Plus continued developing, leading to a member of staff visiting the Jobcentre twice a month to give volunteering help and advice to people with pre-booked appointments.
- We provided advice to young adults with learning disabilities when two groups of young adults from the halow project’s Building Futures service visited the Volunteer Centre in January, where they learned about the services that are offered and the many types of volunteer roles that are available.
- We were successful in our bid to the National Lottery and obtained funding to increase the level of volunteering amongst small charities and voluntary organisations in South West Surrey to enable them to deliver their services more effectively. The new Volunteer Connections project begins at the start of April 2024.
- Headway Surrey, the charity that supports people with acquired and traumatic brain injury, invited us to visit and deliver a talk to a younger group of the adults it helps.

QUARTER 4

Organisational Support

During the 2023/24 financial year Voluntary Action South West Surrey continued to work with local groups and organisations across Guildford & Waverley to help build capacity by providing 1:1 support and advice on both funding and best practice. Continuing austerity has led to a reduction in public money available for grant funding to the voluntary sector, and pressures on health and social care budgets have also highlighted the importance of the voluntary sector and the critical role that volunteering plays in delivering health and social care outcomes. During the year we provided continued support and guidance to organisations looking to recruit volunteers to help them with their volunteer offer. Nationally there has been a fall in people volunteering and in addition the cost of living crisis is also having a huge impact on people’s wellbeing, making the services that we provide even more critical than they were before. Through our networks and bespoke support we have been able to help the local VCFS to be able to meet the challenge of current needs and trends.

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



Charity Registration



Governance



Funding Advice



Setting Up New Groups



Funding Searches

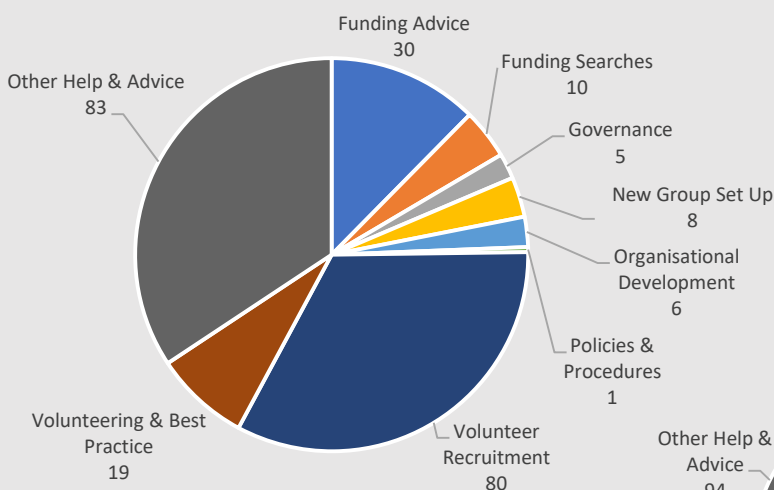


Policies and Procedures

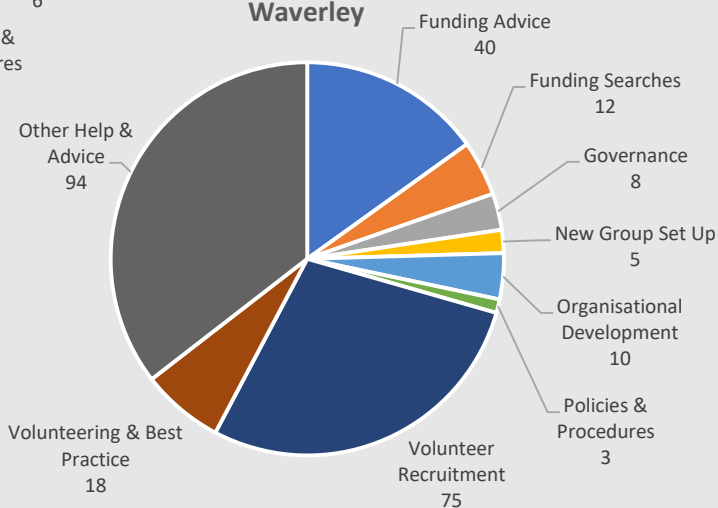
In 2023/24,
we supported
200+
groups and
organisations

Areas of support

Guildford



Waverley



"VASWS, in particular Ian, has been most helpful with assisting us with fundraising forms and we couldn't have completed them without his knowledge and expertise, I highly recommend them for support in this field and with information about community resources."

- Jenniann Davies, MindWaves Youth Project

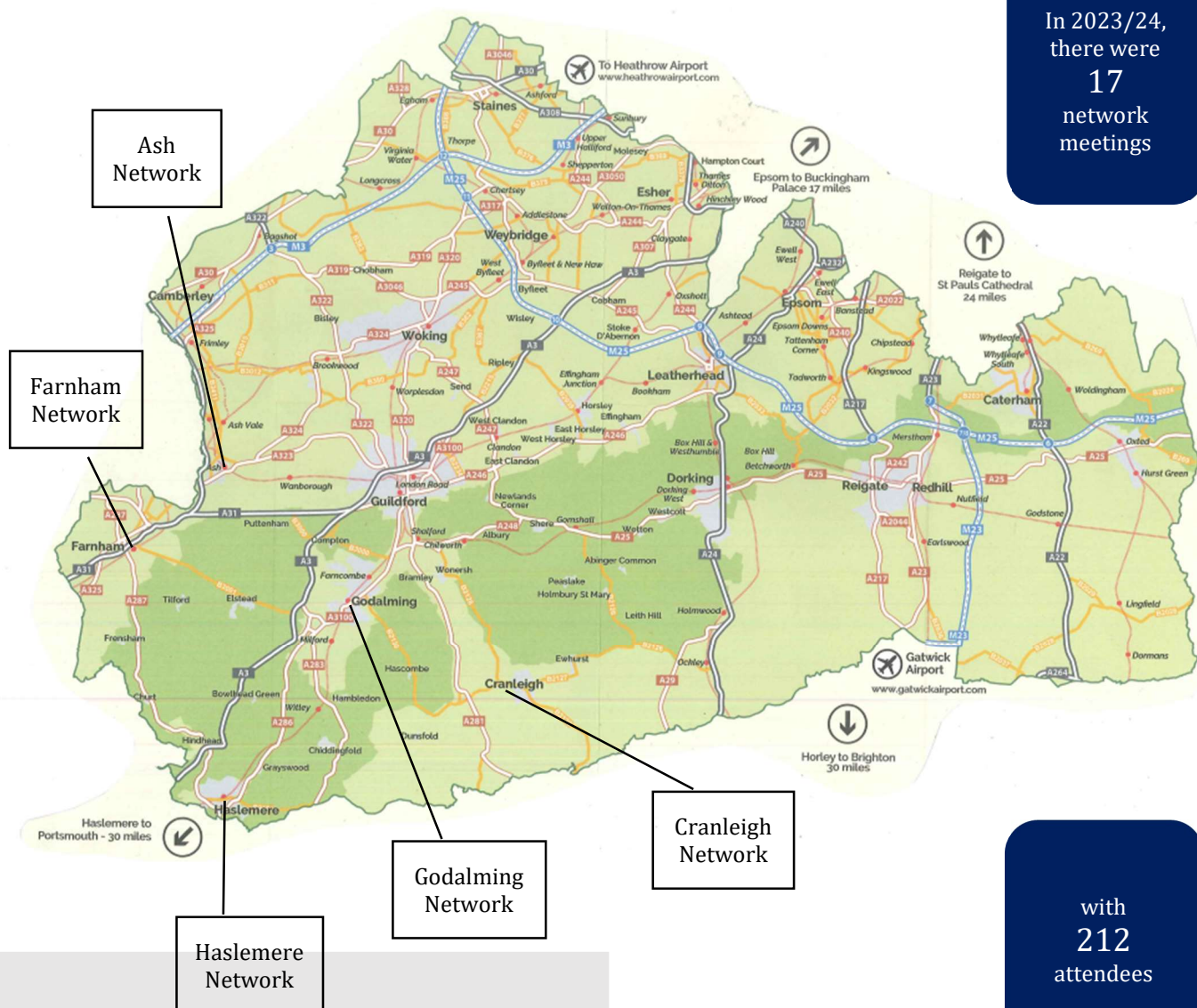
"Ian at VASWS was hugely helpful to us when we registered with the Charity Commission. He patiently talked us through all the necessary templates and procedures. Without his support and input, I am not sure that the process would have been as straightforward or uncomplicated. As a small charity, we are deeply grateful to him and VASWS for their support."

- Leza Milligan, Optimise Foundation

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 also runs three times a year. In addition we compiled fortnightly e-newsletters of sector-relevant local information, for distribution to all networks and contacts. Information was cascaded out on behalf of network members on a regular basis.

In 2023/24,
there were
17
network
meetings



with
212
attendees

During the 2023/24 year, VASWS moved from our Castle Street office (image right) to our new offices at Old Millmead House (image below).



Events at VASWS

During 2023/24, 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. We were excited to kick off the financial year with our dynamic Annual Conference at the beginning of April, with over 100 attendees enjoying a range of speakers and workshops. Throughout the year our staff enjoyed presenting at, and attending, events both in the community and online, highlighting the positive work of both the organisation and the voluntary sector as a whole. The year ended with great positivity with funding confirmed for a new ‘Volunteer Connections’ project, starting in April 2024.

Annual Conference 2023

Our Voluntary Action South West Surrey 2023 Conference, on April 4 2023, was themed ‘Recovery’, and provided a day full of interesting discussion and debate, with a line-up of expert speakers and workshop presenters.

The event gave attendees, many from across the charity and voluntary sector, the chance to explore the impact that the pandemic has had on the charity and voluntary sector and how we have had to adapt our working practices to reflect the change in society.

There were a variety of different workshops for delegates to take part in, both in the morning and afternoon, plus an opportunity to visit our networking marketplace – a space where delegates had a chance to meet an array of businesses whose services support the voluntary sector, and network with other delegates.

The Conference was a huge success with over 100 people attending. It provided a great networking opportunity for those who came along, with many people commenting that it was lovely to see people face-to-face again and not over Teams, or Zoom. The feedback from delegates and stall holders was extremely positive and everyone thought that the university was a great venue to hold the conference.



Image (up): opening address from Ian Handy, then Chair of the Board of Trustees

Image (below): staff and volunteer representatives from VASWS, brilliantly aiding the running of the conference



“The theme was spot on, very relevant to our times and every organisation can relate.”

- Conference attendee

“Fantastic speakers [...] All very relevant. I learnt so much! just right length too.”

- Conference attendee



Image (clockwise, starting from left): Our charity marketplace allowed for networking space and stalls to engage with; delegates waiting in the main auditorium for our guest speakers; delegates in one of our many specialised workshops

The Annual Conference consisted of three main elements: guest speakers, interactive workshops, networking opportunities.

The crux of the morning programming consisted of a series of talks from a range of amazing guest speakers, starting with an opening address from Ian Handy, our Chair of the Board of Trustees and the Community and Events coordinator at the University of Surrey. Our keynote speaker was Dr. Priya Singh, Chair of NCVO, and we were lucky enough to also have presentations from Maria Zealey, David Rose and Dr. Georgina Gould.

Our workshops allowed delegates the opportunity to gain more specialist knowledge in a variety of areas, or indulge in something creative and different to their traditional work. We ran two sessions for workshops, and offered the choice of nine different workshops to attend.

As our conference was being attended by a variety of individuals in the Charity and Voluntary Sector, it provided a great opportunity for delegates to meet new individuals and to network. We also ran a marketplace with a variety of stalls from organisations involved in the charity sector.

100+

attendees of the 2023 Annual Conference

97%

found the workshops useful and relevant

100%

found the speakers informative and helpful

97%

came away with new ideas to help their organisation

100%

would attend a future conference

“The talks at the beginning of the day were a great way to frame the day. Really interesting and engaging talks with very thought provoking topics.”

- Conference attendee



Image (above): Our Volunteers' Week Volunteers Walk in Guildford

Volunteers' Week

To celebrate Volunteers Week this year, Voluntary Action South West Surrey asked organisations to invite their own volunteers to go on one of two wellbeing / local history walks – one in Guildford town centre and the other in Godalming.

The weather was good and after the walks (about 45 minutes each in duration), participants on the Guildford walk were invited back to Voluntary Action's office for tea and cakes; while those on the Godalming walk enjoyed tea and cakes at Godalming Baptist Church.

Image (below): Our Volunteers' Week Volunteers Walk in Godalming



Community Talks and Events

April 2023: Guildford College Employment and Volunteer Fair

We had a stand with details of volunteer roles at Guildford College's employment and volunteer fair. This event was aimed at students who have a range of disabilities and challenges.

May 2023: Mothers' Union Talk

We gave a talk at a meeting of the Mothers' Union at St Peter's Church in Ash. We talked about Voluntary Action and the work it does promoting volunteering and how it supports organisations who rely on volunteer help.

May 2023: Godalming College Volunteers Fair

We attended a lunchtime volunteers fair at Godalming College (sixth-form college). This was the first fair of its type the college had hosted, and it reports it plans to hold more of these in the new academic year.

July 2023: Community Wellbeing Team's Grassroots Marketplace

The marketplace event was a successful day open to organisations and the general public. There were plenty of networking opportunities and we were able to inform and advise many people on the day. It was attended by David Rose and Gillian James, one of our volunteers as part of our volunteer outreach service, and Catherine Johnson, one of our Social Prescribing Link Workers.



Image (above): The Community Wellbeing Team's Grassroots Marketplace Event, July 2023

Fishing Days

Voluntary Action continued offering its fishing days, hosted by Godalming Angling Society at Marsh Farm fishery in Milford.

The society provides two fantastic fishing coaches (volunteers from the angling society), with all tackle and bait supplied. The trips typically includes a small group of about seven or eight people.

Once again, these prove to be of great benefit to people who face challenges and suffer with their mental help. Being in peaceful surroundings, in great company with the angling coaches on hand, makes for a great day out.



Image (right): VASWS staff member Alice Sheppard at one of our fishing days

Experience Guildford Event

In June we had a stand outside at Guildford town centre at a public drop-in and networking event hosted by Experience Guildford (the town's business improvement district scheme).

This was to promote its Safe Places scheme, of which Voluntary Action is a member and participant. These include shops and buildings to which someone, visiting the town centre, will always be welcome to call at if they are feeling unwell, anxious, or in need of a sitdown, and so on, and help given as necessary



Image (above): VASWS stall at the Experience Guildford Event

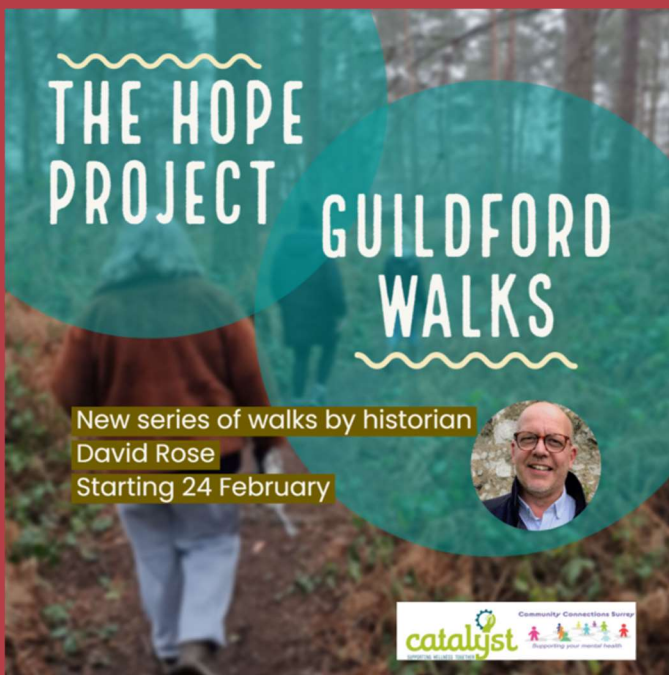


Image (above): Poster for our Wellbeing Walks, led by our Volunteering Coordinator, run in partnership with Catalyst

Wellbeing Walks

Voluntary Action has teamed up with the mental health support charity Catalyst as part of its project called The Hope Project. It offers a range of services, one being wellbeing walks. We are leading these on the first Monday of each month.

These short one-hour walks start and finish at The Hive community centre (run by Guildford Borough Council) in Park Barn, Guildford. The walks give details of the area's local history, and take in the green spaces and adjoining countryside of this housing estate on the edge of Guildford.

A number of routes are taken that include the nearby greenspace. These are short, easy and friendly walks, which offer people valuable time to get out, have some exercise, meet and chat to each other. Afterwards tea and cake is enjoyed at The Hive's café.

Social Prescribing

Improving health, wellbeing and
social welfare through the community

Social Prescribing Senior Management Team Report
for the year ending 31 March 2024

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 emotional and physical wellbeing 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.

2023/24 was a year that brought periods of consistency and development. Referral numbers remained high when compared to the previous year, demonstrating the trust displayed in the service by referrers, as well as the continuous need for the service for clients. In comparison to previous years, when referral numbers had soared past capacity, we have worked continuously alongside our Primary Care Network (PCN) partners to determine how the service can be used most effectively, and for whom.

Our Social Prescribing Link Workers have worked tirelessly this year with a range of increasingly complex referrals. We have seen a large increase in the number of referrals for clients with enduring long-term health conditions and disabilities; clients requiring multiple avenues of support; clients with safeguarding needs; and clients living across county borders. The increase in complexity has demanded more time and resource from our link worker team, whose resilience and skill has been demonstrated throughout the year. We are proud to still be evidencing high staff satisfaction and staff retention, and that the service continues to be well regarded by local and national partners.

“The increase in complexity has demanded more time and resource from our link worker team, whose resilience and skill has been demonstrated throughout the year. We are proud to still be evidencing high staff satisfaction and staff retention, and that the service continues to be well regarded by local and national partners.”

This year, we have received an increase in data gathering and monitoring requests, as we work with health and community partners to better understand and manage factors that impact the wider determinants of health in our communities. Our Link Workers continued their engagement with Green Social Prescribing, and the green health budget fund has been pivotal in allowing clients additional support to access these nature-based activities. Our team has been effective in actively promoting the service through the distribution of high-quality flyers, leaflets and a brilliant quarterly newsletter. Participation in GP practice meetings and events has increased awareness of the service and has given health partners better knowledge to help and refer appropriate individuals.

Other notable moments in the year included the Social Prescribing workshop that was given at the 2023 VASWS Conference at the beginning of April. The Social Prescribing Art courses at Watts Gallery continue to be a great success, with continued excellent feedback. Attendees have also reported that they have formed ongoing friendship groups after the course has ended which has helped with their social isolation. We were also successful in completing our Data Security and Protection Toolkit for 2023/24, and the Surrey Heartlands Information Sharing Agreement, which has enabled us to successfully streamline our referral process and could allow us to transition smoothly to other operational platforms such as EMIS, an electronic patient record system used in the NHS, in the future. We were also successful in our efforts to sponsor the visa application of one of our Link Workers, who is grateful to stay in the service.

The year ended with the departure of our longstanding Service Manager, Nicola Freeman, whose commitment to helping individuals in the community led to her joining and then leading the service from its beginning at VASWS. The newly created Social Prescribing Senior Management Team (SMT) recognise the incredible role she played in establishing and developing the service, and wish her all the best in her future work. The upcoming year presents itself as one of great promise and potential, with the SMT meeting with PCN leads to develop a new service specification that reflects the substantial developments that have occurred in the service in recent years.



Caroline Keith
*Joint CEO;
Volunteer
Development
Manager*



Jonathan Knight
*Social Prescribing
Team Leader;
Social Prescribing
Lead (Internal)*

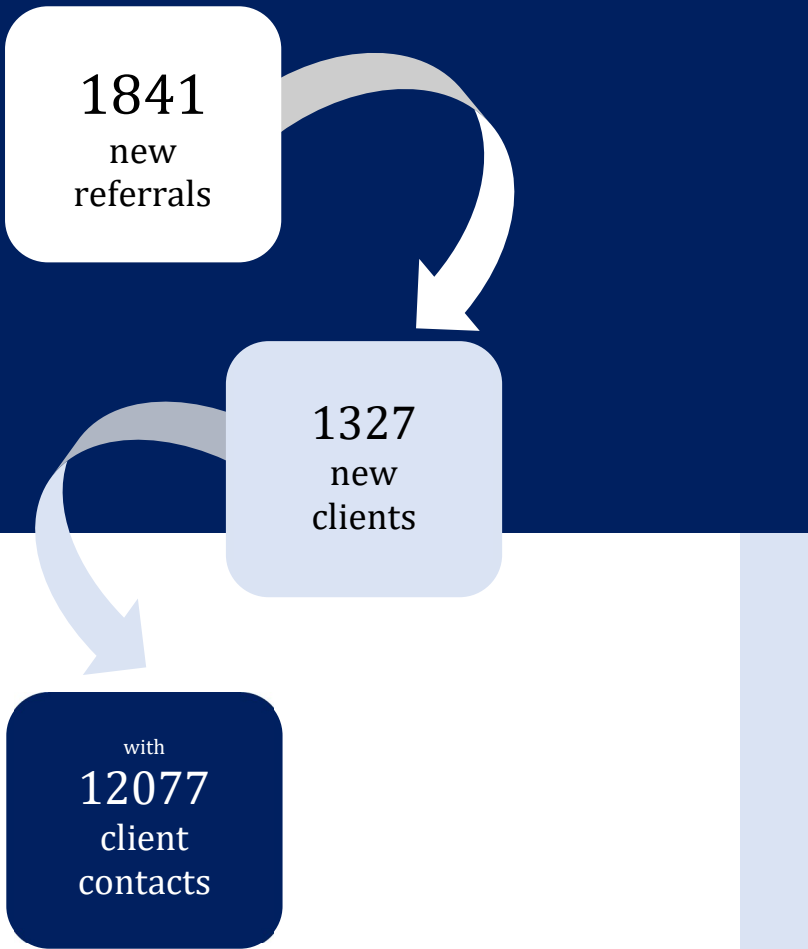


Ian Ross
*Joint CEO;
Development
Manager*



Ben Standring
*Operations Manager;
Social Prescribing
Lead (External)*

In the 2023/24 financial year, the Social Prescribing team supported...



45

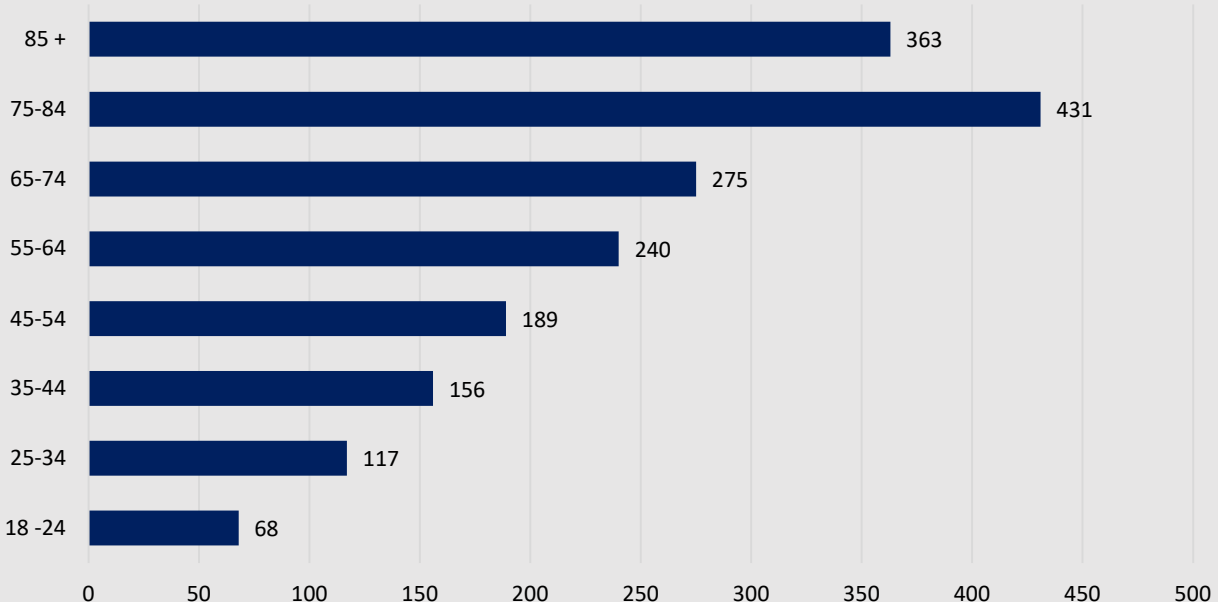
different referrer organisations, including GP surgeries, allied health partners, governmental organisations and councils, and charities

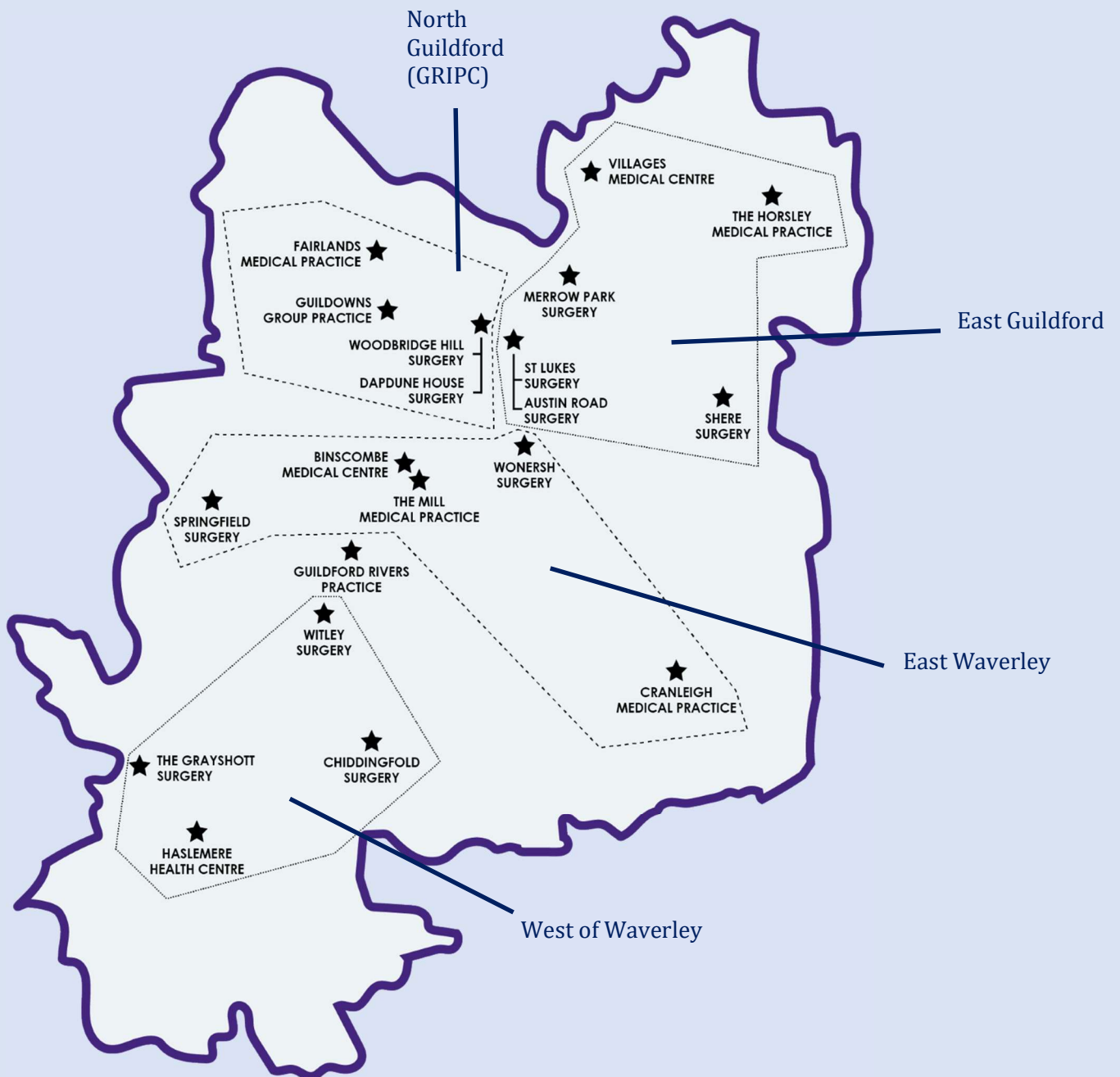
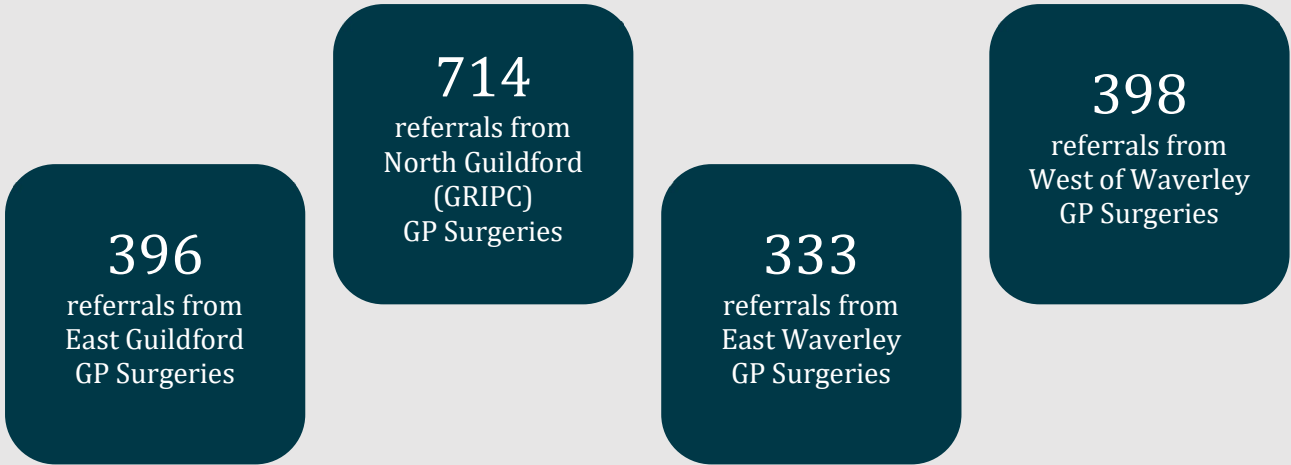
Primary Care Network (PCN) Breakdown

The Guildford and Waverley Social Prescribing Service works in four PCNs: East Guildford; North and Central Guildford; East Waverley; and West of Waverley. 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: Jane

Jane was referred to social prescribing by the Milford Integrated Care Hub. She is 86 years old and lives alone after losing her husband recently. She is described as very independent and previously declined any help, but has now said that she would like some support in particular areas of her life. She has a step-daughter who she gave permission to be included in all conversations with the SP service.

One of our East Guildford Social Prescribing Link Workers (SPLWs) contacted Jane to discuss how social prescribing could help in her life. Jane wanted a variety of support outcomes, including face-to-face companionship but specifically one-to-one and not groups, as group activities didn't appeal to her; support with medication deliveries; information about transport options for appointments; help with confidence and motivation; and to learn a new hobby.

The SPLW spoke to the client's step-daughter and suggested referrals to Community Angels for befriending, and Chit Chat and Chores who provide a range of housework services alongside companionship. The SPLW then spoke to the client who was happy to be referred to Community Angels but did not feel she needed assistance with cleaning or any other household tasks. She said that she would like to do one thing at a time so as not to get overwhelmed.

The SPLW made the referral to Community Angels but made sure the client was aware that it might take a while for them to find the right volunteer to match her with. The SPLW also gave the client details of Care for Guildford who provide transport to medical appointments in case her friend was unable to take her. The SPLW additionally informed the client and her step-daughter how to set up regular deliveries of her medication with Boots. The SPLW also spoke to the client about the 'Wednesday Club' which runs from a local church and provides coffee and conversation and will also arrange transport. The client was keen to join and attend.

Finally, as Christmas was coming, the SPLW also checked with the client what she was doing on the day and agreed to make a referral for her to Gaskins Christmas Lunch, a local delivery of a Christmas meal on Christmas Day. When the SPLW called the client after Christmas for feedback, the client said that she was looking forward to meeting her Community Angels volunteer shortly; that she was also looking forward to returning to the Wednesday Club; that her medication delivery was now sorted and that she had greatly enjoyed her Christmas dinner. She also thanked the SPLW for calling her on her birthday.

Additional client compliments

"I am grateful for your support and advice. You have always been very helpful. You can receive my highest appreciation of your activity and support to me and my family."

- *Anonymous client feedback*

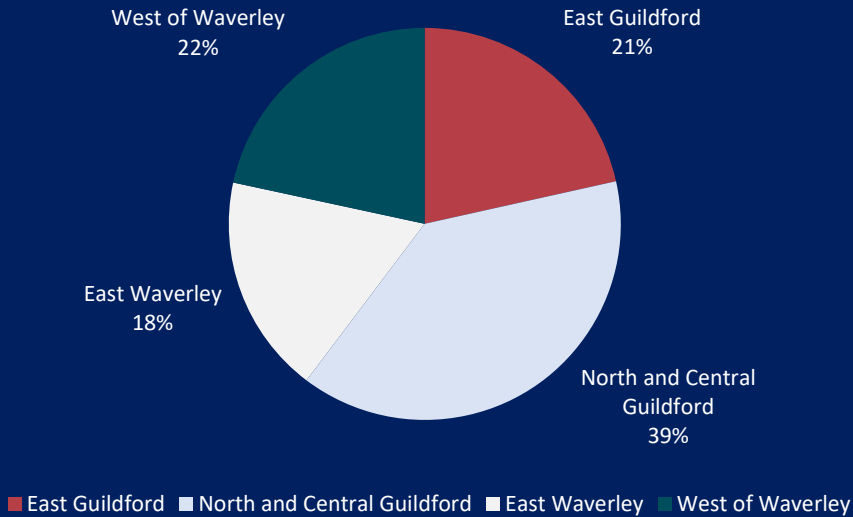
"I'm now going to Men in Sheds and helping out with the garden at The Hive. Thank you so much, without social prescribers, I don't think I would still be alive."

- *Anonymous client feedback*

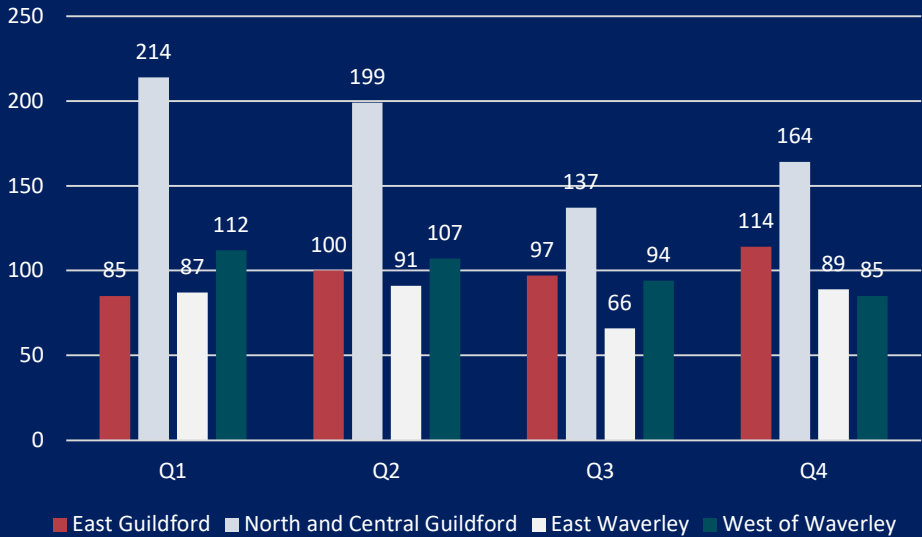
1468
referrals from
GP Practices

373
referrals from
other organisations

Referrals by PCN



Referral breakdown by PCN



19%

of clients supported were identified as carers

25%

of clients supported were identified as being cared for

45%

of clients were identified as living alone

3146

long-term health issues and disabilities supported in referrals

87%

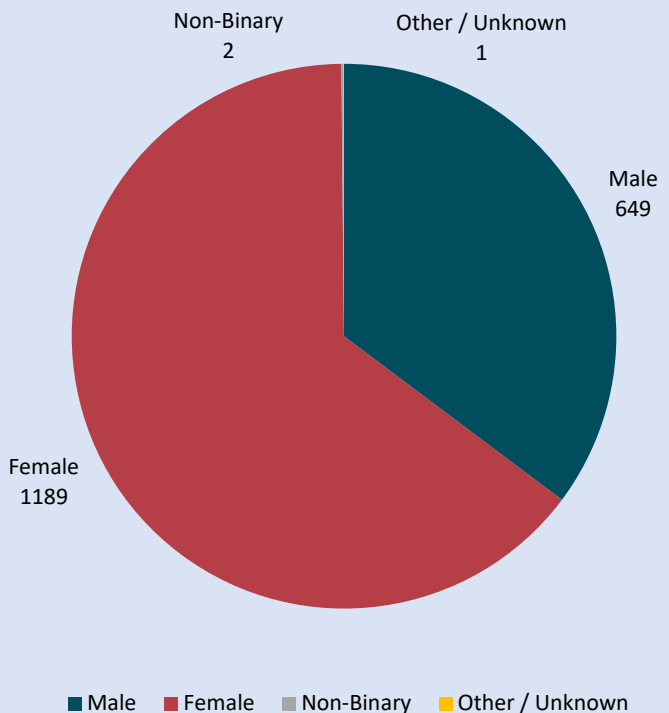
of patients surveyed reported that the service made a positive difference

In 2023/24, total referrals increased by 1% in comparison to 2022/23, the number of client contacts increased by 1.5%, whilst the number of referrals closed increased by 1%, highlighting the demand for the service and the increase of service productivity.

1917 closed referrals

4271 destinations referred to from 1917 closed referrals

Gender Breakdown of Clients



Case Study: Lucy

Lucy was referred to social prescribing by the mental health practitioner at Farnham Road Hospital. She is a carer for her husband who had a stroke a year ago, but whilst she was in hospital with him, her mother passed away. She felt that she had not been able to grieve for the loss of her mother, and was struggling with the changes in her husband, who was unable to tolerate their grandchildren as much as he used to, as well as being unable to do the gardening and teaching he loved, and was unwilling to try new things.

Lucy wanted support for carer strain, support for bereavement, counselling advice and social activities for herself and her husband. One of our East Guildford Social Prescribing Link Worker's (SPLW) contacted the client and in their initial conversation the client said that she was really struggling with dealing with her husband as he has recently been diagnosed with Dementia. She said he is depressed and in denial. The mental health practitioner had referred her to the Alzheimer's Society but she had heard about the Admiral Nurses and asked if the SPLW could make a referral for her to them.

Lucy also said that she would like to know about social groups that her husband could go to or they could go to together. She said that she was already registered at the GP practice as a carer but nothing else. The SPLW told her about Action for Carers and agreed to send her information about this and make a referral to the Admiral Nurses for her.

The SPLW provided information about The Sunflower Café in Guildford; The Loop who offer Dementia Music Therapy Awareness Session in West Clandon; the Vintage Tea Party at Horsley and a list of all the activities at the Vyne Centre at Knaphill as Lucy expressed an interest in this too. Lucy said that she would like some emotional support in the form of counselling and was happy to take contact details for Mind Matters but asked the SPLW to make a referral to Oakleaf for counselling for her, which the SPLW did.

During the follow-up call, Lucy said that she had been contacted by the Admiral Nurse and had a home visit arranged. She has also been to a music group which she found very welcoming and had enjoyed. She was particularly pleased that her husband had also enjoyed it and was keen to go again. She said she was waiting to hear from Oakleaf but in the meantime was happy to contact Mind Matters herself. The client thanked us for the service and for all the support she had received.

Additional client compliments

"We are just discussing how truly grateful we both are for our now everyday things that have only been available through you including writing this email. We do appreciate how much you have been there for us with everyday problems and you solving them ...we just want to say thank you so much for being there for us both from day one and sticking with us and helping so much. If we can only offer a thank you ... You deserve it so much ... thank you!!!"

- Anonymous client feedback

"Just a quick note to thank you again for your help at a difficult time. Your care and concern has been a psychological support to me as much as a practical one. I hope your help will have lasting implications for me, and I wanted to let you know how grateful I am."

- Anonymous client feedback

Case Study: Joanna

Joanna was referred to social prescribing by the pharmacist at her GP surgery. She is 29 years old and lives with her partner and young child. Joanna felt like she lacked structure in her life, which was contributing to growing anxiety and depression. Neither she nor her partner work and her child is too young for school, so there was little structure in the household. The referrer felt that a gym membership and getting access to courses would help Joanna focus and develop a more positive outlook on the future.

One of our West of Waverley Social Prescribing Link Workers (SPLW) contacted Joanna to find out how she could be supported by social prescribing. Joanna explained that she would like to learn about exercise classes or groups that could be a good outlet for herself. She was keen to start free courses in counselling or mental health at Guildford College as she has always loved to learn and has completed trainings in her previous roles in hospitality and care. She also wanted to try and source a free laptop to complete her coursework on.

The SPLW contacted Joanna and discussed a referral to her local gym, but unfortunately she could not currently attend the scheme offered. They then discussed free options which Joanna thought could be beneficial. Joanna mentioned that she needed a laptop for courses that she would like to attend but she was unable to afford to buy one. The SPLW agreed to look into options for obtaining a laptop with a Microsoft package, and the SPLW was able to inform the client that this could be obtained for free once Joanna had an academic email address.

Joanna said that she was currently being supported by 3 Counties as she was in debt with British Gas. Her meter had stopped working and she had not been made aware of this until she was told by the supplier that she was in debt to them. She felt that she was in control of the rest of her finances and is working with 3 Counties to understand her debt and set up a manageable repayment method.

Joanna explained that she looks after her daughter on her own and felt that engaging in learning would help her focus better. She was getting free child care for her daughter from September which would free up 9 hours a week for her. Joanna told the SPLW that she had recently been referred for an Autism assessment. The SPLW also discussed the Richmond Fellowship and the support that can be provided for people wanting to get back into work. Joanna thought this would be a good option to consider in the future. Joanna requested a letter and an email detailing all the issues covered with the SPLW and all the information about services discussed, which was provided.

The SPLW was able to secure a laptop for the client, and also ear pods which are particularly helpful for people who are sensitive to sound, from the Farnham Lions. During the feedback call, Joanna updated the SPLW that she had now applied for an online college course with Guildford College, had collected her laptop and already used the ear pods on the bus and found they were really helpful in reducing her anxiety. She also said that she received the SPLW's letter with information about a personal trainer and exercises classes and she is trying to put money aside for the personal trainer sessions. Joanna stated the following: "I am so super grateful for all of your help. It's amazing how much support is available. Thank you so much."

Additional client compliments

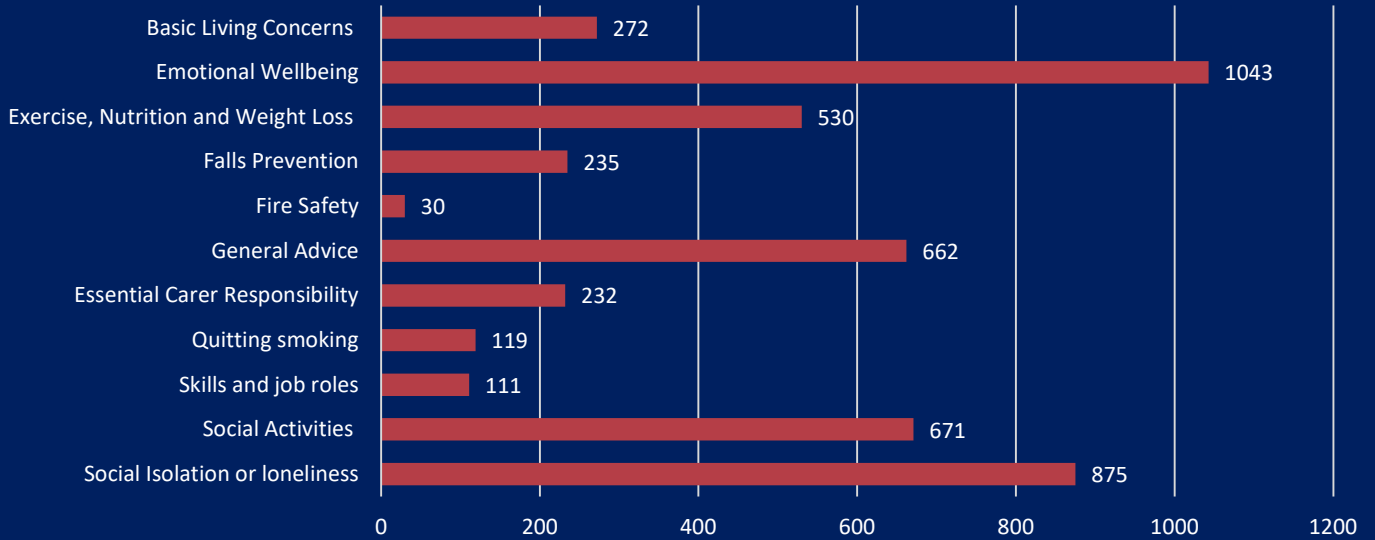
"Thank you so much, I have been stuck for so long, just hearing your voice and having you patiently listen to me and help identify ways for me to move forward, has given me a lot of hope."

- *Anonymous client feedback*

"Your service is so beneficial. It changes my attitude to things, taking away some of the despondency and drip-feeding hope."

- *Anonymous client feedback*

Referral Reasons



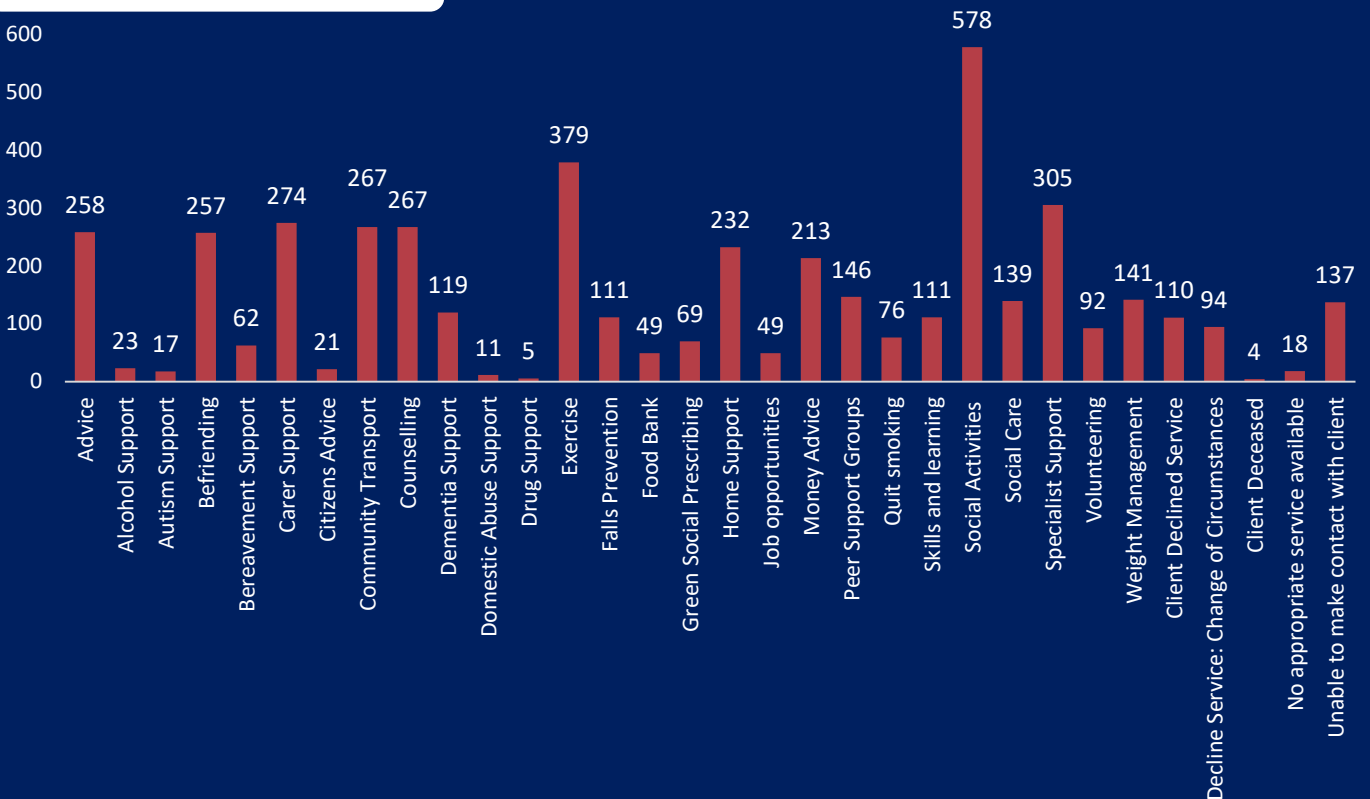
Client Ethnicity

22

different ethnic groups recorded

of the referrals that the Social Prescribing team received in 2023/24, 89% were for clients who identified as White British, 4.4% of clients supported identified as White Other, whilst approximately 1.1% identified as Asian, and 0.9% identified as being from Any Other Asian Background.

Referral Destinations



Financial Review

Income

Our income was virtually static compared to the previous financial year (less than 1% increase). This reflects the cessation of our funding from the Big Lottery for the Welcome to Volunteering five year initiative, and the end of funding for an administrative post relating to our Social Prescribing offering.

This reduction in income was offset in part by income from administrative services, from a managed increase on returns from our cash assets, and by a generous pro bono donation of legal fees relating to our office relocation.

As ever, we are grateful for and reliant on the core funding we receive from Surrey County Council, Guildford Borough Council and Waverley Borough Council; and from Surrey Heartlands ICB (previously Guildford and Waverley CCG). This enables us to continue to deliver our core services. It is worth noting however that three out of the four core grants did not include an inflationary uplift in 2023/24.

Expenditure

Staffing levels were stable during the year, reducing only in response to changed service contracts. Our staffing costs represent 89% of our total costs, so staff satisfaction and continuity are very important factors in our success, and the SMT invest time and attention into team meetings, consultation, appraisals and (where appropriate) supervision.

The ad hoc cost of office relocation in February 2024 was kept to a minimum by the help we gratefully received from volunteers; and the substantial legal fees incurred (£9,075) were very generously donated by the London office of Dentons UK and Middle East LLP.

Thanks go to those councillors from Surrey County Council who supported the printing of information booklets via the Your Councillor Community Fund.

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 2023 our general reserves of £208,704 represented 4.9 months' expenditure. The position at 31st March 2024 of £237,368 represents 5.3 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 relatively high inflationary climate our costs are inevitably set to go up. In particular our premises expenses will increase subsequent to the office relocation precipitated by our landlord. This erodes the number of months covered by our reserves – our 2024/25 budget shows a further modest surplus but a reduction to the number of months' expenditure represented; and we continue to budget and spend prudently.

Cash sufficient to cover day to day cashflow requirements is held in a current account and on instant access, with surplus cash held in a charity investment fund - CCLA COIF Charities Deposit Fund. In addition, last year we 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 2024 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 2024 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
.....

17/12/2024

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 2024

		2024	2023		
	Unrestricted funds	Restricted funds	Total funds		
	£	£	£		
Note			Total funds		
			£		
Income from:					
Donations and legacies	3	10,075	-	10,075	2,425
Charitable activities	4	448,793	84,077	532,870	549,695
Other trading activities	5	10,188	-	10,188	2,510
Investments	6	9,520	-	9,520	3,824
Other income		150	-	150	-
Total income		478,726	84,077	562,803	558,454
Expenditure on:					
Charitable activities	7	450,062	84,077	534,139	511,537
Total expenditure		450,062	84,077	534,139	511,537
Net income / (expenditure) for the year	8	28,664	-	28,664	46,917
Transfers between funds		-	-	-	-
Net movement in funds		28,664	-	28,664	46,917
Reconciliation of funds:					
Total funds brought forward		208,704	-	208,704	161,787
Total funds carried forward		237,368	-	237,368	208,704

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.

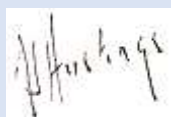
BALANCE SHEET

As at 31 March 2024

	Note	2024 £	2024 £	2023 £	2023 £
Fixed assets:					
Tangible assets	10		-		528
			-		528
Current assets:					
Debtors	11	28,875		42,368	
Cash at bank and in hand		<u>262,309</u>		<u>295,276</u>	
		291,184		337,644	
Liabilities:					
Creditors: amounts falling due within one year	12	<u>53,816</u>		<u>129,468</u>	
Net current assets			237,368		208,176
Total assets less current liabilities			237,368		208,704
Creditors: amounts falling due after one year			-		-
Total net assets			237,368		208,704
The funds of the charity:					
Restricted funds	14		-		-
Unrestricted funds:					
Designated funds		-		20,000	
General funds		<u>237,368</u>		<u>188,704</u>	
Total unrestricted funds			237,368		208,704
Total charity funds			237,368		208,704

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 28/11/2024
and signed on their behalf by:



Name: Debbie Hustings
Trustee

Company registration no. 05841344

The attached notes form part of the financial statements.

STATEMENT OF CASH FLOWS

For the year ended 31 March 2024

	Note	2024 £	2024 £	2023 £	2023 £
Net cash provided by / (used in) operating activities	15		(32,967)		98,747
Cash flows from investing activities:					
Sale/ (purchase) of fixed assets		-		-	
Cash provided by / (used in) investing activities			-		-
Cash provided by / (used in) financing activities			-		-
Change in cash and cash equivalents in the year			(32,967)		98,747
Cash and cash equivalents at the beginning of the year			295,276		196,529
Change in cash and cash equivalents due to exchange rate movements			-		-
Cash and cash equivalents at the end of the year	16		262,309		295,276

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024**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 2024

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.

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 operates stakeholder pension schemes.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

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

	2023 Unrestricted £	2023 Restricted £	2023 Total £
Income from:			
Donations and legacies	2,425	-	2,425
Charitable activities	405,520	144,175	549,695
Other trading activities	2,510	-	2,510
Investments	3,824	-	3,824
Other	-	-	-
Total income	414,279	144,175	558,454
Expenditure on:			
Charitable activities	367,362	144,175	511,537
Total expenditure	367,362	144,175	511,537
Net income / expenditure	46,917	-	46,917
Transfers between funds	-	-	-
Net movement in funds	46,917	-	46,917
Total funds brought forward	161,787	-	161,787
Total funds carried forward	208,704	-	208,704

3 Income from donations and legacies

	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Donations	1,000	-	1,000	2,425
Donations of services	9,075	-	9,075	-
	10,075	-	10,075	2,425

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

4 Income from charitable activities

	Unrestricted	Restricted	2024 Total	2023 Total
	£	£	£	£
Surrey County Council	52,627	-	52,627	50,121
Guildford and Waverley CCG	30,065	-	30,065	30,065
Guildford Borough Council	9,747	-	9,747	9,747
Waverley Borough Council	30,000	-	30,000	30,000
Big Lottery Fund: Reaching Communities	-	-	-	38,340
Procure Health: Social Prescribing Link Workers	325,639	-	325,639	285,587
Surrey County Council: Social Prescription	-	67,667	67,667	62,424
NHS Surrey Heartlands: Social Prescription	-	13,750	13,750	33,000
Catalyst	715	-	715	2,975
The Angling Trust	-	-	-	3,650
Screwfix Foundation	-	814	814	3,786
Stoughton Area Community Funding	-	300	300	-
SCC Members Booklet Funding	-	1,546	1,546	-
	<u>448,793</u>	<u>84,077</u>	<u>532,870</u>	<u>549,695</u>

5 Income from other trading activities

	Unrestricted	Restricted	2024 Total	2023 Total
	£	£	£	£
Fees	8,140	-	8,140	2,510
Learning & networking lunches and others	2,048	-	2,048	-
	<u>10,188</u>	<u>-</u>	<u>10,188</u>	<u>2,510</u>

6 Income from investments

	Unrestricted	Restricted	2024 Total	2023 Total
	£	£	£	£
Bank interest	4,175	-	4,175	1,611
Investment income	5,345	-	5,345	2,213
	<u>9,520</u>	<u>-</u>	<u>9,520</u>	<u>3,824</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

7 Analysis of expenditure

	Charitable activities	Support costs	2024 Total	2023 Total
	£	£	£	£
Staff costs (Note 9)	392,402	84,052	476,454	458,337
Direct costs				
Project expenses	600	-	600	609
Networking & lunch events	1,821	-	1,821	-
Training events	382	-	382	1,286
Staff & volunteer travel expenses	496	-	496	2,071
Recruitment	195	-	195	99
Administration expenses				
Printing, postage & stationery	2,033	435	2,468	5,887
Telephone & Internet	7,499	1,606	9,105	9,350
Rent and utilities	8,685	1,860	10,545	2,329
Insurance	-	1,762	1,762	2,084
Repairs and maintenance	-	(3,346)	(3,346)	3,017
IT & computer equipment	6,048	1,295	7,343	8,886
Audit and accountancy	-	4,200	4,200	3,145
Legal and professional	-	11,686	11,686	2,530
Marketing & publicity	-	1,289	1,289	-
Subscriptions	-	7,310	7,310	9,994
Sundry expense	1,446	310	1,756	1,784
Bank charges	-	73	73	129
	421,606	112,533	534,139	511,537
Support costs	112,533	(112,533)	-	
2024 total	534,139	-	534,139	

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

Of the total expenditure, £450,062 was unrestricted (2023: £367,362) and £84,077 was restricted (2023: £144,175).

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024**7 Analysis of expenditure (cont.)****Analysis of expenditure (prior year)**

	Charitable activities	Support costs	2023 Total
	£	£	£
Staff costs (Note 9)	374,285	84,052	458,337
Direct costs			
Project expenses	609	-	609
Training events	1,286	-	1,286
Staff & volunteer travel expenses	2,071	-	2,071
Recruitment	99	-	99
Administration expenses			
Printing, postage & stationery	4,807	1,080	5,887
Telephone & Internet	7,635	1,715	9,350
Rent and utilities	1,902	427	2,329
Insurance	-	2,084	2,084
Repairs and maintenance	-	3,017	3,017
IT & computer equipment	7,256	1,630	8,886
Audit and accountancy	-	3,145	3,145
Legal and professional	-	2,530	2,530
Subscriptions	-	9,994	9,994
Sundry expense	1,457	327	1,784
Bank charges	-	129	129
	401,407	110,130	511,537
Support costs	110,130	(110,130)	-
2023 total	511,537	-	511,537

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

8 Net income / (expenditure) for the year

This is stated after charging /
(crediting):

	2024	2023
	£	£
Auditor's remuneration (excluding VAT):		
Audit fees	3,500	2,500
	<u> </u>	<u> </u>

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

Staff costs were as follows:

	2024	2023
	£	£
Salaries and wages	419,169	403,330
Social security costs	32,134	31,088
Employer's contribution to defined contribution pension schemes	25,151	23,919
	<u>476,454</u>	<u>458,337</u>

No employee earned more than £60,000 during the year (2023: nil).

The total employee benefits including pension and national insurance contributions of the key management personnel and support staff were £61,675 (2023: £60,441)

The trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2023: £nil).

Staff numbers

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

	2024	2023
	No.	No.
Charitable activities	14	16
Support	2	2
	<u>16</u>	<u>18</u>

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

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	15,435	2,575	18,010
Charge for the year	528	-	528
Eliminated on disposal	-	-	-
At the end of the year	<u>15,963</u>	<u>2,575</u>	<u>18,538</u>
Net book value			
At the start of the year	<u>528</u>	-	<u>528</u>
At the end of the year	<u>-</u>	-	<u>-</u>

All of the above assets are used for charitable purposes.

11 Debtors

	2024 £	2023 £
Trade debtors	24,488	37,818
Prepayments & accrued income	4,387	4,550
	<u>28,875</u>	<u>42,368</u>

12 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	1,149	4,659
Taxation and social security	8,204	9,285
Other creditors	39,263	89,880
Deferred income	-	15,880
Accruals	5,200	9,764
	<u>53,816</u>	<u>129,468</u>

Deferred income

	2024 £	2023 £
Balance at the beginning of the year	15,880	76,350
Amount released to income in the year	(15,880)	(76,350)
Amount deferred in the year	-	15,880
Balance at the end of the year	<u>-</u>	<u>15,880</u>

Other creditors includes £34,526 held on behalf of Real Change, £3,700 held on behalf of SPARKS fund, £637 held on behalf of Green SP fund and £400 held on behalf of Guildford Philanthropy Loneliness Initiative.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

13 Analysis of net assets between funds

	General unrestricted £	Designated £	Restricted £	Total funds £
Net current assets	237,368	-	-	237,368
Net assets at the end of the year	237,368	-	-	237,368

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:					
Surrey County Council:					
Social Prescription	-	67,667	(67,667)	-	-
NHS Surrey Heartlands:					
Social Prescription	-	13,750	(13,750)	-	-
Screwfix Foundation	-	814	(814)	-	-
Stoughton Area					
Community Funding	-	300	(300)	-	-
SCC Members Booklet					
Funding	-	1,546	(1,546)	-	-
Total restricted funds	-	84,077	(84,077)	-	-
Unrestricted funds:					
Designated funds:					
Organisation Contingency	20,000	-	-	(20,000)	-
Total designated funds	20,000	-	-	(20,000)	-
General funds	188,704	478,726	(450,062)	20,000	237,368
Total unrestricted funds	208,704	478,726	(450,062)	-	237,368
Total funds	208,704	562,803	(534,139)	-	237,368

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.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024**15 Reconciliation of net income / (expenditure) to net cash flow from operating activities**

	2024 £	2023 £
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	28,664	46,917
Depreciation	528	528
(Increase)/ decrease in debtors	13,493	54,007
Increase/ (decrease) in creditors	<u>(75,652)</u>	<u>(2,705)</u>
Net cash provided by / (used in) operating activities	<u>(32,967)</u>	<u>98,747</u>

16 Analysis of cash and cash equivalents

	At 1 April 2023 £	Cash flows £	Other changes £	At 31 March 2024 £
Cash at bank and in hand	295,276	(32,967)	-	262,309
Total cash and cash equivalents	<u>295,276</u>	<u>(32,967)</u>	<u>-</u>	<u>262,309</u>

17 Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Equipment	
	2024 £	2023 £
Less than 1 year	1,385	-
1 - 5 years	5,194	-
	<u>6,579</u>	<u>-</u>

18 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.

19 Related party transactions

The charity has no related party transactions during the year. (2023: 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 2024

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

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	528	-	-	528
Net current assets	188,176	20,000	-	208,176
Net assets at the end of the year	188,704	20,000	-	208,704

b. Movements in funds (prior year)

	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At the end of the year £
Restricted funds:					
Catalyst Welcome Buddies	-	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)	-	188,704
Total unrestricted funds	161,787	414,279	(367,362)	-	208,704
Total funds	161,787	558,454	(511,537)	-	208,704

**BLANK
PAGE**



Voluntary Action South West Surrey

Annual Report 2023/24

Produced in house

Charity Registration Number: 1116293

Company Registration Number: 05841344