

Woking Association of Voluntary Service is a registered charity (no. 255509), which has been serving the people of Woking since 1905 but it was established under its present name in the early 1960s under a constitution that was most recently amended at the Annual General Meeting in September 1998.

The Association is managed by an **Executive Committee** whose members, appointed at the Association's Annual General Meeting, are its Trustees.

The development, activities and achievements of the Association and its financial situation are described in the Trustees Report.

Vision

- To sustain and develop a strong voluntary sector which works in harmony with its statutory partners for the benefit of the people of Woking
- To recognise the value of staff and volunteers and encourage them to learn from both their experiences and the effects of their decision-making

The objects of the Association

are to:

- provide support, representation and advice to voluntary bodies in the Borough of Woking in order that they may work together in the best interests of their service users
- promote voluntary work in the community and actively recruit and place volunteers in organisations of their choice
- enable unmet areas of need to be covered

WOKING ASSOCIATION OF VOLUNTARY SERVICE

**Provincial House, 26 Commercial Way
Woking GU21 6EN
Telephone: 01483-751456 Fax: 01483-740929**

President: THE WORSHIPFUL, THE MAYOR OF WOKING

Vice-Presidents:

| | |
|--|---------------------------------------|
| Mrs Marjorie Richardson Mrs Pauline Powell | Mrs Ann Bailey Mrs Margaret Gammon |
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EXECUTIVE COMMITTEE

| | |
|---|---|
| Chair | Mrs Diana Landon |
| Vice Chair | Mrs Diana Kingdon |
| Treasurer | Mr John Green |
| Members | Mrs Anne Ansell Mr Cliff Bush Miss Pauline Chapman Mr John Davies (co-opted June 2002) Mrs Freda Larham Dr Alauddin Mahoon |
| Woking Borough Council Representatives | Cllr Elizabeth Evans Cllr Ian Fidler Cllr Sue Smith |

The following also served as Trustees during the year to 31 March 2002:

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|---------------------------|--|
| Chair | Rev Malcolm Herbert (to March 2002) |
| Member | Mrs Eileen Long (to December 2001) |
| WBC Representative | Mr Richard Williams Cllr John Kingsbury |

STAFF AND VOLUNTEERS

| | |
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| Director | Mrs Lesley Kitchen |
| Support Services Manager | Mrs Karen Cox (from May 02) |
| Development Officer | Mrs Gill Gibson (Jun 01 to Mar 02) |
| Volunteer Bureau Organiser | Mr Graham Hall (to March 02) |
| Office and Communications Manager | Mr David Cook |
| Administrative Assistant | Mrs Thecla Perkins (to June 01) Ms Vikki Merry (Jul to Aug 01) |
| Support Services Assistant | Miss Katya Slavianova (from Sep 01) |
| Volunteers | Mr Guy Blytheman Mrs Ann Cole Mr Ken Dormor Mr Paul Greathurst Mr Geoff Lane Mrs Hazel Lane Mrs Maureen Meadley Mrs Diana Merrill Ms Anne Outterside Mrs Daphne Powell Mr Martin Scullion Mr Dave Wilson |

BANKERS

| | |
|--|---|
| Lloyds TSB 10 Commercial Way Woking Surrey, GU21 6ET | CafCash Ltd Kings Hill West Malling Kent ME19 4TA |
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INDEPENDENT EXAMINER

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| Herbert Parnell Chartered Accountants 123 Goldsworth Road Woking GU21 1LR |
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| WAVS AFFILIATED MEMBERS |
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Affiliated 2001/2002 (Renewals)

Age Concern Surrey
 Age Concern Woking
 Alzheimer's Society
 Arthritis Care (Woking)
 Bernard Sunley Nursing Home
 Bournemouth NHS Trust
 Breakthrough Deaf Hearing
 Integration
 (now DeafPlus)
 British Lung Foundation
 British Pensioners Action Association
 British Red Cross (Surrey)
 British Vascular Foundation
 Brookwood Autumn Club
 Byfleet Community Action
 C.A.M.E.O. Club, St Mary of Bethany
 Church
 Carers Support Woking
 Christ Church Woking
 CHUMS
 Citizens Advice Bureau
 Civil Service Retirement Fellowship
 (Woking Group)
 Coign Church, The
 Community Furniture Project
 (Woking)
 Community Partners
 Crescent Project, The
 Crossroads (Woking)
 Cystic Fibrosis Trust
 Depression Alliance (Woking)
 Development Centre (Dorincourt)
 Drink Driver Education
 Dolphins (Woking)
 Family Crisis Line
 Friends of the Elderly
 Goldsworth Care
 Grange Centre, The
 Holy Trinity Knaphill

St Hugh's Luncheon Club
 St John's Memorial Hall Association
 St Mary's Day Centre
 St Peter's Home & Sisterhood
 Strollers

Homebeech House
 Home-Start Woking
 Horsell Care
 Horsell Common Preservation Society
 Link Leisure
 Marjorie Richardson's
 Maybury Centre Trust, The
 Meniere's Society
 Motor Neurone Disease Association
 Multiple Sclerosis Society (Woking &
 District)
 Museum and Arts and Crafts Centre,
 (Woking Galleries)
 National Osteoporosis Society (West
 Surrey Group)
 National Reye's Syndrome
 Foundation
 of the UK
 North West Surrey Association of
 Disabled People
 North West Surrey Chest & Heart Care
 Committee
 North West Surrey Cruse
 Bereavement
 Care
 Ockenden International
 One to One (North West Surrey)
 Open Door Counselling Service
 Pincroft Housing Association
 RAFT Surrey
 Relate West Surrey
 Royal Association for Deaf People
 Samber Riding for the Disabled Group
 Salvation Army Over 60's Club
 Send Play Project and Visitors Centre
 Association
 Soroptimist International of Woking &
 District
 SSAFA Forces Help (Woking Division)

West Byfleet Evergreen Club
 White Lodge Centre
 Whyteheart
 Woking Association for the Single
 Homeless (W.A.S.H.)

Surrey Alcohol and Drug Advisory Service
Surrey Association of Victim Support Schemes
Surrey Business Enterprise Agency
Surrey Care Trust, The
Surrey Voluntary Association for the Blind (now Surrey Association for Visual Impairment)
Surrey Wildlife Trust
Surrey Women's Aid
TALK
Trinity Methodist Church
Victim Support (North West Surrey)
Voluntary Association for Surrey Disabled
Volunteer Reading Help West Surrey

Woking Cancer Support Group
Woking Community Transport
Woking Counselling Service
Woking Family Contact Centre
Woking Hospice
Woking Information for Disability Enquiries
Woking Mencap Society
Woking Mind
Woking Shopmobility
Woking Talking Newspaper (1988) Association
Woodcraft Folk, The (Spelthorne & Woking)
Young Enterprise – West Surrey

To be ratified (New members)

Brooklands Museum Trust Ltd
Conquest Art
Coxhill Manor Retirement & Nursing Home
English Churches Housing Group
Gingerbread (Woking)
National Society for Epilepsy
New Approaches to Cancer
Outline
Parkinson's Disease Society (Woking and Weybridge Branch)
Sheerwater Community Centre
York Road Project

TRUSTEES' REPORT

1. Introduction by the Chairman

At the end of each year, WAVS must review what we have done and look ahead to what needs to be done. WAVS workload continues to increase and we rely heavily on our staff and volunteers. Our sincere thanks go to them all but especially to our Trustees and office-based volunteers, without whose dedication and hard work we could not function. David Cook has taken on the role of Office and Communications Manager and, thanks to extra funding from Woking Borough Council, we have been able to recruit Karen Cox as Support Services Manager. David and Karen deputise for Lesley Kitchen, our Director, in her absence and are supported by Katya Slavianova who is Support Services Assistant. Supported by our much valued volunteers who work in the WAVS office, we have a strong team who provide a professional and efficient service to our members. A team to be proud of!

During the past year people have moved on, notably our former Chair, the Reverend Malcolm Herbert. The thanks of all those connected with WAVS went with Malcolm in his change of home and work and we will think of him as he settles in to his new life in Bristol. It is worth mentioning that WAVS was started by an initiative from Christ Church and we continue to value their input into our work.

Eileen Long, a Trustee for 7 years, has also left the organisation. We owe a great debt of thanks to Eileen for the work she did on personnel issues as well as being a valued Trustee.

WAVS felt the loss of Michael Shawcross greatly and we include in this report a tribute from David Robinson who knew him well.

It is rewarding to look back on a year during which so much has been achieved, specifically in those development areas we set ourselves in order to achieve our vision of a sustainable voluntary sector working towards shared goals with its statutory partners.

2. Review of Business Objectives 2000-01

The Business Plan sets out our operational aims together with clear objectives and targets, which enable us to fulfil the core functions of a Council for Voluntary Service (CVS) which also incorporates a volunteer bureau service.

The organisation has worked hard to achieve the outcomes set in its plans for 1999-2002 but has been hampered in its progress by an inability to recruit and retain staff. A complete review of the organisation, its structure and remuneration levels was undertaken and we propose to implement the outcomes of this work over the next 3 to 5 years.

By the end of the year 2001-02, we had met all of the strategic objectives we had set ourselves over the last 3 years. The following paragraphs highlight some of the work we have done during the last year.

2.1 Training Opportunities

We were proud to achieve the Investors in People Award, which recognises our commitment to putting our staff and volunteers at the heart of the organisation. Having achieved this we are encouraging other groups to follow suit and have developed a programme in partnership with Woking Borough Council and the Learning and Skills Council to support them in working towards the Investors in People standard. Nine organisations have been supported through WAVS Build a Better Charity© workshops and Crossroads has already received recognition. Others, namely Woking Community Transport, Woking Mobility, Link Leisure, Neighbourhood Advice Centre, Sheerwater Community Centre, The Maybury Centre and North West Surrey Association of Disabled People together with Woking Information for Disability Enquiries (WIDE) hope to meet the standard during 2002. We congratulate WIDE on achieving the Community Legal Service standard. Following the successful first year this programme will again be run in Woking and will also be delivered in Guildford as the Learning and Skills Council take the programme wider. We strongly believe in the value of appropriate quality marks and are assessing our ability to meet the standards set by the National Association of Volunteer Bureaux and the Community Legal Service Partnership.

WAVS continues to produce a guide to the training opportunities available which is circulated twice a year with Soundwaves. In 2002-03 this information will also be published on the WAVS website. We are keen that our members have access to high quality, affordable training and we work closely with the Woking Community Learning Partnership to promote a co-ordinated programme.

WAVS represents the voluntary sector on the West Surrey Joint Training Strategy Group and during the year we facilitated courses which included Data Protection and an accredited Health and Safety course. Both courses were oversubscribed and will again be run in the coming year as part of a wider voluntary sector programme, funding for which WAVS has been instrumental in gaining. Mencap's Family Adviser volunteer training programme was also moderated by WAVS.

2.2 Community Champions

In September 2001 we were successful in gaining funds from the Government Office of the South East to develop a Community Champions programme in Woking by the end of March 2002. The fund was intended to encourage and assist people over 50 or from the ethnic population in Woking to develop their skills in order to enable them to better support local voluntary or community groups. Eight Champions and their respective organisations have benefited from this initiative to develop and build capacity in Woking.

Champions were enabled to attend a total of seventeen courses either externally or internally facilitated. These ranged from personal skills such as presentation or chairing meetings to the legal responsibilities of Trustees, fundraising and business planning. Each Champion was supported by a mentor who in turn developed their own skills.

The Woking Champions came from a range of organisations representing different cultures, disabilities and needs; reflecting the true diversity of the community. Iris

Chen championed a project to provide health, leisure and educational activities for the Chinese Community, developing her own budget management, fundraising and planning skills along the way. Shazia Razaq is being supported in developing a project for Asian Muslim women to set up a driving scheme for mothers of disabled children and Jean Butler hoped to learn the skills to enable her to run a youth project. Stewart MacDiarmid works with a Helping Hands group in Sheerwater and was helped to gain the skills by which to access funding and manage the group in the future.

Three people, Abdul Ghafoor of the Neighbourhood Advice Centre, Anne Ansell of Woking Shopmobility and Maureen Young of Link Leisure, championed their organisations in working towards the Investors in People standard. The Fund enabled them to attend five sessions of WAVS 'Build a Better Charity' programme as well as additional courses in Employment and Charity legislation. Each group has developed a Business and Training Plan and hope to achieve the full Investors in People Award in the next few months. These organisations will be in a strong position when applying for funding.

Finally, Ragin Patel championed the founding of the Gujarat Samaj. This group wants to enable people, particularly the elderly, to enjoy Hindu celebrations such as Diwali locally as well as encourage the younger members of the community to understand their cultural and religious heritage.

The small investment by the Champions Fund in these individuals has produced enormous benefits for the future sustainability of their organisations and has given them the support they needed to develop their skills and retain their commitment to the community. We are grateful to Elaine Hailwood for helping to administer the programme and to Margaret Morton, Mike Gordon, Chris Eele, Sian Sangarde-Brown, Navina Hakamali and Siu Wan Thomas for their tireless work in mentoring and supporting the Champions.

2.3 Representation and Links with Statutory Partners

WAVS works with the Community Legal Service Partnership (CLSP) to develop and promote a full range of legal advice and information systems in Woking. Partnerships are being developed throughout the country and are being assisted by the Legal Services Commission (LSC) to encourage organisations giving advice and information to achieve the Community Legal Service quality mark. The CLSP has produced a needs analysis from statistical information relating to older people and is developing a referral handbook for use by Woking organisations.

This information was used to support a successful bid for funding to establish a Surrey Law Centre. The Surrey Law Centre will operate an outreach service throughout the county, from its administrative base in Woking. It will provide legal advice and representation to clients referred by agencies such as Citizens Advice Bureaux. WAVS will continue to work with the Steering Group as the new Law Centre seeks to attain charitable status and recruit staff. It is anticipated that it will be able to start assisting clients towards the end of 2002.

WAVS represents the voluntary sector on the Local Strategic Partnership (LSP) whose remit is to produce and monitor the delivery of a Community Strategy for Woking . Following several public meetings in West Woking and a successful Woking-wide consultation evening to seek the views of the local community, the LSP have drafted the first Community Strategy. This is being backed up by an Action Plan in which partners will define their organisation's contributions to delivering the strategy. WAVS needs to develop its communications with groups in order to better feed their views into the process but meanwhile we are working with Woking Borough Council, the Primary Care Trust (PCT) and the Community Learning Partnership (CLP) to map voluntary sector provision, planning processes and participation.

During the year WAVS was co-opted to the Steering Group as the Primary Care Group sought to become Woking Area Primary Care Trust. As part of the consultation process we contacted over 200 voluntary organisations and co-ordinated their views into a formal response. The Director has been co-opted to the Board of the new Trust as the representative of the voluntary and community sector. Over the next year WAVS will be helping to develop a strategy to ensure that the PCT is able to communicate effectively with both groups and the public.

David Cook has produced a database of individuals, many from traditionally hard to reach groups, willing to give their views on health and social care issues and we intend to develop this further in the coming year. Following the election we conducted last year, WAVS plus two others, Chris Eele from Citizens Advice Bureau and Dick Williams, represent voluntary organisations on the Partnership Funding committee. The group has defined the bidding process and monitoring arrangements for partnership finance, which replaced the old joint finance arrangement, and made recommendations on the allocation of funds.

The Woking Access Group is researching access to premises in order to produce an Access Guide for disabled people. This will be published in 2003. Woking Borough Council with WAVS will also publish an up to date Guide for Older People.

2.4 Support Services

Soundwaves continues to receive favourable reviews and the development of the WAVS website by students from Woking College working with Young Enterprise has now been completed. Our thanks go to Geoff Lane for facilitating this and supervising the students as well as his invaluable support in maintaining WAVS IT systems. It is envisaged that the website will go live in the summer and we hope that this will provide a valuable medium both in providing information for our members as well as in promoting volunteer opportunities.

After eight years with WAVS Graham Hall retired from the Volunteer Bureau in March. Graham had worked hard over the years to recruit and place volunteers with our groups and his knowledge and enthusiasm will be greatly missed. We have redefined the way we deliver services to maximise our ability to interview prospective volunteers as well as to promote volunteering and provide alternative appointments to encourage volunteers who work during our normal opening hours. Our thanks must also go to Gill Gibson who worked with us for six months and who began to put in place good practice guidelines and systems which meet National Association of Volunteer Bureaux (NAVVB) standards. Karen Cox will

continue this work. One of our volunteers, Hazel Lane is currently installing the NAVB database which will also assist in promoting our organisations' vacancies as well as providing us with the monitoring reports we require.

Volunteers are placed with a wide range of different organisations and it is interesting to note that many first time potential volunteers are amazed at the range and scope of the opportunities available to them. Our ability to promote the work of our groups widely is therefore important and we continue to give presentations to local organisations in order to inform and encourage people to volunteer. We are always delighted to be invited to judge both the Man and Woman in the Community Award, given jointly by Soroptomist International and Woking Lions, and the Woking Borough Council Community Awards for Young People. Woking has a proud tradition of recognising its volunteers and these awards, whilst only touching a few of the enormous numbers involved in the community, go some way to achieve this.

New schemes and initiatives, such as the Football Association's Surrey-led 'Football Workforce' as well as new and developing local groups, ensure a growing demand for our services. Highly publicised programmes such as the BBCs Timebank and 'Do us a Favour' generate a lot of interest but very few of the referrals turn into actual placements. Recently the government has provided funding for yet another scheme to promote volunteering to the over 50s and an Animator from the Experience Corps has been appointed to cover Woking, Guildford and Elmbridge. Since this initiative duplicates the work of the Volunteer Bureau we are working with the Animator to ensure that volunteers are appropriately placed and vacancies filled.

We continued throughout the year to signpost members of the public to appropriate voluntary and community groups and to give advice and support to our members, especially in relation to funding and governance issues. A great deal of time this year has been given to two organisations facing particular difficulties. New groups have been assisted to set up including a local Gingerbread group, the Gujarat Samaj and Surrey Law Centre. Conference room bookings remain constant and organisations have been encouraged to use the resource room facilities.

3. Financial Developments

The Association's accounts have been prepared in accordance with the Statement of Recommended Practice on Accounting by Charities. The account therefore contains a Statement of Financial Activities, but a conventional analysis of income and expenditure is also contained in the notes to the accounts. The Statement shows that the General Fund fell by £2,838 over the year. We had budgeted for a more substantial reduction in reserves (following a large increase in the previous year), but a saving on salary costs resulting from

staff changes and success in obtaining additional grants enabled us to keep the reduction in reserves to a more modest level. The remaining balance in the Information Fund was spent during the year on computer equipment and this fund is now closed. In the course of the year we obtained a grant from the Government Office for the South East to build community capacity by enabling volunteers to champion their organisation's development. The grant was placed in a Community Champions Fund, which was fully spent by the end of the year.

The grant provided by Woking Borough Council is our main source of income. We are most grateful for the Council's continued support, without which we could not function.

Our other income amounted to £27,600; of this just under £17,000 came from other grants and the balance from donations, affiliation fees and fund raising. We are most grateful for this continuing support for our work.

We have reviewed the level of the Association's reserves, and have concluded that they remain fully adequate to meet cash flow requirements, and any possible redundancy liabilities to staff. We have made an assessment of the possible risks to the Association, and are satisfied that the reserves and insurances are adequate to cover them.

4 . The Year Ahead

By focussing our efforts on key areas and by developing a flexible organisational structure, we hope to maintain a quality service whilst working towards our long term goals. We are grateful to Woking Borough Council for its continuing support of our business. This enables us, on behalf of the wider voluntary sector, to be actively involved in the strategic planning process. We continue to work closely with the Primary Care Trust and hope to further develop this relationship in the coming year. We will also work with Surrey County Council's Area Committee for Woking to ensure that the local slant on county-wide issues is taken into account in the policy and planning processes.

With the changes in legislation and in the ways in which health and social care is delivered, together with a greater need for public bodies to work in partnership with voluntary

organisations, WAVS must ensure that the views and needs of the community are heard. To do this we need robust and quick methods of communication with our members and the wider community. We intend to develop our communication methods and to set up networks of common interest groups. We will continue to develop training opportunities for our members and encourage participation in accredited learning and quality standards schemes which we hope will strengthen groups' ability to attract funding. We will also work with the Local Strategic Partnership and the Primary Care Trust to enable the aims set out in the Community Strategy to be met. We will develop ways of promoting a culture of volunteering and devise ways of supporting groups through shared administrative systems. However our primary focus remains that of supporting the voluntary and community sector in Woking to provide sustainable quality services which meet the needs of the local community.

Approved by the Trustees at their meeting on 17 July 2002 and signed on their behalf by Diana Landon, Chair:

GLOSSARY OF TERMS

| | |
|-------------------------|---|
| Business Plan | The document containing an organisation's plans for the next year or longer together with details of the financial resources required to achieve them |
| CLP | Community Learning Partnership |
| CLS | Community Legal Service |
| CLSP | Community Legal Service Partnership |
| CLS Quality Mark | Community Legal Service Quality Mark |
| CVS | Council for Voluntary Service |

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| GOSE | Government Office for the South East |
| IIP | Investors in People standard |
| LCF | Law Centres Federation |
| LSC | Legal Services Commission |
| LSC | Learning and Skills Council |
| LSP | Local Strategic Partnership |
| NACVS | National Association of Councils for Voluntary Service |
| NAVVB | National Association of Volunteer Bureaux (<i>renamed</i>) |
| PCT | Primary Care Trust |
| SORP | Statement of Recommended Practice (on financial reporting by the Charity Commission) |
| SCC | Surrey County Council |
| Trustee | An individual having legal responsibility for the management of a charity |
| VB | Volunteer Bureau |
| WBC | Woking Borough Council |
| WSJTSG | West Surrey Joint Training Strategy Group |

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| ACCOUNTS FOR THE YEAR TO 31ST MARCH 2002 |
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