

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

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E-mail: info@wavs.org.uk

Website: www.wavs.org.uk

President: THE WORSHIPFUL, THE MAYOR OF WOKING

Vice-Presidents:

Mrs Marjorie Richardson	Mrs Ann Bailey
Mrs Pauline Powell	Mrs Margaret Gammon

EXECUTIVE COMMITTEE

Chair	Mrs Diana Landon
Vice Chair	Miss Pauline Chapman
Treasurer	Mr John Green
Members	Mrs Anne Ansell
	Mr Cliff Bush
	Mr John Davies
	Mr Abdul Ghafoor
	Mrs Freda Larham
Woking Borough Council Representatives	Cllr Ian Fidler
	Cllr Peter Ford
	Cllr Sue Smith

The following also served as Trustees during the year to 31 March 2003:

Vice Chair	Mrs Diana Kingdon (to October 2002)
WBC Representative	Cllr Elizabeth Evans
STAFF AND VOLUNTEERS	
Director	Mrs Lesley Kitchen
Support Services Manager	Mrs Karen Cox (to May 03) Ms Anne Outterside (from May 03)
Office and Communications Manager	Mr David Cook
Support Services Assistant	Miss Katya Slavianova
Volunteers	Mrs Ann Cole Mr Ken Dormor Mr Dermot Fleming Mr Colin Harland Dr Geoff Lane Mrs Hazel Lane Mrs Diana Merrill Mrs Snehal Pargaonkar Mr Martin Scullion

BANKERS

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

INDEPENDENT EXAMINER

Herbert Parnell

Chartered Accountants
123 Goldsworth Road
Woking GU21 1LR

WAVS	AFFILIATED	MEMBERS
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Affiliated 2002/03 (Renewals)

Age Concern Surrey
 Age Concern (Woking Information Centre)
 Alzheimer's Society
 Arthritis Care (Woking Branch)
 Bernard Sunley Nursing Home
 British Lung Foundation
 British Pensioners Action Association
 British Vascular Foundation
 Brooklands Museum Trust Ltd
 Brookwood Autumn Club
 Byfleet Community Action
 C.A.M.E.O. Club, St Mary of Bethany Church
 Carers Support Woking
 Christ Church Woking
 Citizens Advice Bureau (Woking)
 Civil Service Retirement Fellowship
 (Woking Group)
 Coign Church, The
 Community Furniture Project (Woking)
 Community Partners
 Conquest Art
 Coxhill Manor Retirement & Nursing Home
 Crescent Project, The
 Crossroads (Woking and Surrey Heath))
 Cystic Fibrosis Trust
 DeafPlus
 Drink Driver Education
 Dolphins (Woking)
 English Churches Housing Group
 Friends of the Elderly
 Gingerbread (Woking)
 Goldsworth Care

Grange Centre, The
 Home-Start Woking
 Horsell Care
 Horsell Common Preservation Society
 Link Leisure
 Marjorie Richardson's
 Maybury Centre Trust, The
 Meniere's Society
 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
 National Society for Epilepsy
 Neighbourhood Advice Centre
 New Approaches to Cancer
 North Surrey NHS Primary Care Trust
 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
 Outline
 Parkinson's Disease Society
 (Woking and Weybridge Group)
 Pinecroft Housing Association
 RAFT Surrey
 Relate West Surrey
 Royal Association for Deaf People
 Samber Group - Riding for the Disabled
 Send Play Project and Visitors Centre Association

Sheerwater Community Centre
Soroptimist International of Woking &
District
SSAFA Forces Help (Woking Division)
St John's Memorial Hall Association
St Peter's Home & Sisterhood
Strollers
Surrey Alcohol and Drug Advisory Service
Surrey Association for Visual Impairment
Surrey Business Enterprise Agency
Surrey Care Trust, The
Surrey Wildlife Trust
Surrey Women's Aid
TALK
Trinity Methodist Church
Victim Support (North West Surrey)
Voluntary Association for Surrey Disabled

Volunteer Reading Help (Surrey)
West Byfleet Evergreen Club
White Lodge Centre
Whyteheart Centre, The
Witness Service Staines and Woking
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 Association
Woodcraft Folk, The (Spelthorne & Woking)
York Road Project
Young Enterprise — West Surrey

To be ratified (New members)

Achor Pregnancy Counselling Trust
Corner House
Depression Support Group (Woking)
Friends of West Byfleet Health Centre
Irish Association (Woking and District)
Knaphill Care
Myasthenia Gravis Association
Partners for Positive Change in Mental Health
Surrey Law Centre
The Salvation Army (Woking Corps)
Woking and District Sea Cadets
Woking College

TRUSTEES' REPORT

1. Introduction by the Chairman

Another year has passed and the work of WAVS continues unabated. Again, the staff and volunteers have come up trumps and our sincere thanks go to them all. Karen Cox left us for pastures new, and we thank her for the spark and initiative she brought to WAVS - the proverbial breath of fresh air. We were very happy to welcome Anne Outterside to fill the vacancy. Anne was a volunteer working in the office who, happily, was looking for employment at the time Karen left. Anne was familiar with the role that was required. David and Katya run a smooth office with the grace of swans. Our volunteers continue to provide vital support to the organisation and add to the efficiency and good humour in the office.

My first year as Chairman has been interesting and educational. My initial impression that it only involved Chairing the AGM has been proved naive, to say the least! Fortunately I have the Director, the redoubtable Lesley Kitchen, to keep me on my toes. Lesley has been very busy again this year with her work with the Woking Area Primary Care Trust (PCT) and Surrey Law Centre to add to her other responsibilities.

I have saved the best until last. This year, at the Civic Reception, our Treasurer, John Green, was made an Eminent Citizen of Woking by the Mayor, Councillor Mehala Gosling. Our warmest congratulations and admiration go to John.

I am also delighted that Dr Geoff Lane has been recognised by Young Enterprise, one of the charities he supports, with the presentation of a Gold award, the first to be granted to a Surrey resident. With another hat, Geoff is our volunteer IT adviser!

So it is onwards and upwards for the next year. The work of WAVS is never ending and is vital to the huge voluntary sector in Woking.



2. Review of Business Objectives

The Business Plan was rewritten in 2002 to set out our aims and objectives for the next 3 years and enable us to fulfil the core functions of a Council for Voluntary Service (CVS) with an integrated Volunteer Bureau (VB). Underpinning all of WAVS's activities is the need to ensure that the voluntary and community sector in Woking has the support and capacity to deliver their services.

During 2002-03 WAVS implemented the first stage of its 3 year strategy by putting in place a new organisational structure and ensuring that staff and trustees were adequately trained to meet their responsibilities. Following reassessment we were delighted to receive on-going accreditation as an Investor in People and proud to be considered of a high enough standard to go forward to a new 'star-rated' award. WAVS was also awarded the Volunteer Development England standard for quality volunteer bureau services. This involved submitting 18 pieces of evidence to show that we met the criteria set by the National Body. As less than 50% of National Bureaux qualified we can be justly proud of our performance. Much of the standard crosses with general CVS work and thanks must go to all our staff and volunteers for the hard work they put in on a regular basis to maintain such high standards as well as to Karen Cox for co-ordinating the submission.

The following paragraphs highlight some of the work we have done during the year:

Volunteer recruitment is a major part of our business. Following the reorganisation of this part of the service, we have placed greater emphasis on promoting volunteering and ensuring suitable and successful placements for all volunteers, including those with special needs. In the last year we made over 600 referrals to 142 organisations and interviewed 396 potential volunteers. The charts on pages 14-15 give a breakdown of these placements and reflect the diversity of both the local community and the agencies which support it.

The Bureau actively promotes volunteering and has had articles published in the Woking magazine, the Goldsworth Park Community Association newsletter and

the Woking News and Mail and Review (who have also agreed to feature information about our groups on a regular basis which we hope will raise their

profile locally). Displays featuring volunteering opportunities have been taken to local fetes, the Mela, The Wolsey Centre, The Peacocks, Brooklands and in Sheerwater. Twice a year a major promotion is held in Woking Library. Our aim is to have our display boards out at some location within the Borough at all times. Also as part of the drive to promote the diverse volunteering opportunities, we have improved the links with the Job Centre, Careers Service, University of Surrey, Business Link and the army at Pirbright. Working closely with the Duke of Edinburgh Forum we have placed many of the students doing community service as part of their awards. Local schools and churches, the police, fire service, health clubs and some of the larger local businesses have been asked to include information about WAVS and volunteering in their newsletters and on their notice boards. The response has been slow but there cannot be many people in Woking who have not now heard of WAVS and the groups we support.

All volunteering opportunities are advertised on the new WAVS Web Site. Enquiries as a result of the web site are gradually increasing and we also receive new enquiries through the national volunteering Do-it-all site. The database system which enables us to upload our local opportunities also generates statistics for our management purposes and we are greatly appreciative of all the extra work put in by our volunteers, Hazel and Geoff Lane, and their patience with the new systems.

Our greatest asset in promoting volunteering is undoubtedly our prime town centre location where potential volunteers can drop in to enquire about opportunities.

Opportunities for training remain high on the wish lists of our members as evidenced by the good response to our training needs analysis. We have facilitated courses in Valuing Volunteers, Trustee Responsibilities and Employment Law and a reporter who interviewed us was encouraged to volunteer before she left the office and has since helped train organisations in media relations and writing press releases. WAVS continues to be an active member of the West Surrey Joint Training Strategy Group and secured funding to support training for health and social care which complement the range of courses run by Surrey Community Action. We are currently negotiating access to Surrey County

Council's (SCC) in-house training and continue to advocate the series of courses, developed by WAVS in conjunction with the Learning and Skills Council and sponsored by Woking Borough Council, to support organisations through the Investors in People programme. A guide to the training opportunities available within a reasonable travelling distance of Woking is circulated twice a year with Soundwaves and is also published on the website. WAVS also works with the Woking Community Learning Partnership to seek access to high quality, affordable training for our members as well as the local community.

Advice and information on funding, governance, national and local issues is provided regularly through Soundwaves as well as directly. Several groups have needed a considerable amount of support, help being given on a range of matters such as business planning, staffing and finance and, with the help of the Employment Lawyer at Surrey Law Centre, we are developing a model contract of employment. We have been able to offer a very limited minute taking service this year but hope in the future to provide a much more comprehensive central support system. The meeting room continues to be well-used and two organisations now have their base in the resource room with others using the room on an ad hoc basis.

As well as enquiries from our groups or statutory agencies, members of the public visit or telephone to obtain information about the community services available. Enquiries cover a wide range of subjects including disability, family and children, women's issues, support for specific medical conditions or substance misuse, elderly people, ethnic minorities, social activities for various age groups, animal welfare, etc. Very often visitors to the office just need help with finding their way around Woking.

Our information racks are the envy of many and are meticulously kept up-to-date and stocked by volunteer Ken Dormor. Volunteer receptionists Diana Merrill and Ann Cole have been joined this year by Colin Harland and Dermot Fleming who came to us from the Queen Elizabeth Foundation Training College for work experience and stayed! These volunteers have been invaluable in our quest to map the extent of the voluntary and community sector in Woking and ensure that the information we hold is accurate.

New or developing groups are also supported. One of these, the Surrey Law Centre is up and running following a successful bid to the Legal Services Commission and matched funding from Surrey County Council, Woking Borough Council and some other local authorities. The Law Centre now has 3 lawyers working in the areas of employment, immigration and community care and with a remit to offer training and consultancy to advice-giving organisations as well as taking over complex cases from them. WAVS has supported the Law Centre through its management committee during its set up phase and more recently as it became independent of the Law Centres Federation. Advice and assistance has also been given to two new and two developing groups.

Liaison or networking between voluntary organisations and with statutory bodies provides the opportunity to learn from each other and co-ordinate responses to consultation. It also helps groups identify common problems or share views. In order to support this, WAVS has begun to encourage groups with common interests to meet on a regular basis. To date networks representing Children and Families, Mental Health and Good Neighbour Schemes have been established. Added to our other means of communicating with members, we hope to ensure that all views are heard and fed into the appropriate channels. The CVS/VB network across Surrey also meets regularly to share best practice and has been working together, and with SCC, Boroughs and PCTs, to advocate the benefits of a strong voluntary sector infrastructure and clearly define our role within it.

Representation and links with our statutory partners are vital if the voluntary and community sector is to have a strong voice in the planning and delivery of local services. WAVS acts as the link between the different sectors. As the representative of the voluntary sector the Director chairs the Local Strategic Partnership (LSP). The LSP has produced the first Community Strategy for Woking and is actively working towards ensuring the involvement of the community in its delivery.

Following its successful first year of operation, Woking Area PCT has received 2 stars under the new assessments carried out by the NHS. Along with her

counterpart from Surrey Heath, the Director represents the voluntary sector on the PCT board and is actively involved in developing strategies for communicating with and involving the public in planning and delivering health and social care locally.

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 £639 over the year, substantially in line with the budget we had made. No restricted funds were operated during the course of the year, the Information Fund and Community Champions Fund having been closed at the end of the preceding year.

The grant provided by Woking Borough Council continues to be our main source of income, and we are very grateful for the Council's support, without which we could not function.

Of our other income, £10,944 came from other grants, donations, 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

As the umbrella body for the voluntary and community sector in Woking, WAVS primary objective is to support our members so that they can provide sustainable and quality services which meet the needs of the local community. To this end, we propose in 2003-04 to develop new initiatives to promote volunteering and, thanks to the PCT's Partnership Finance programme, we will be able to set up a pilot scheme to offer mentoring to people with special needs and support to the organisations for whom they volunteer.

We will continue to seek opportunities for training for our members but will review the ways in which WAVS involvement might be funded and delivered. We are committed to delivering a high standard of service to our groups and will seek to attain quality standards appropriate to our work.

Our primary focus in the next year will be to seek funding to set up and deliver a shared services project. This has been identified as crucial to small voluntary and community organisations in that they can benefit from support such as accounting and around employment which is accepted as central to the efficient running of a business.

Finally, in 2005 WAVS will be celebrating 100 years of support to the community and we intend to work towards this by gathering historical information and planning celebratory events.

Approved by the Trustees at their meeting on 17 July 2003 and signed on their behalf by Diana Landon, Chair:

ACCOUNTS FOR THE YEAR TO **31ST** MARCH

2003

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