

**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 October 2003.

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

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**President: THE WORSHIPFUL, THE MAYOR OF WOKING**

**Vice-Presidents:**

Mrs Marjorie Richardson	Mrs Margaret Gammon
Mrs Pauline Powell	

## **EXECUTIVE COMMITTEE**

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

The following also served as Trustees during the year to 31 March 2004:

<b>WBC Representative</b>	Cllr Elizabeth Evans
<b>In attendance</b>	Mr Paul Russell

## STAFF AND VOLUNTEERS

<b>Director</b>	Mrs Lesley Kitchen
<b>Support Services Manager</b>	Ms Anne Outterside (from May 03)
<b>Community Finance Adviser</b>	Mr David Clayton (from Aug 04)
<b>Information and Communications Officer</b>	Mr David Cook
<b>Partnership Finance Administrator</b>	Mr Colin Harland
<b>Office Manager</b>	Miss Katya Slavianova
<b>Volunteers</b>	Mrs Ann Cole Mrs Sheila Burrows Mr Ken Dormor Mr Dermot Fleming Dr Geoff Lane Mrs Hazel Lane Mrs Diana Merrill Mr Martin Scullion Ms Sarita Talwar

## BANKERS

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

## INDEPENDENT EXAMINER

<b>Herbert Parnell</b>
<b>Chartered Accountants</b>
123 Goldsworth Road
Woking GU21 1LR

## WAVS AFFILIATED MEMBERS

### Affiliated 2003/04

Achor Pregnancy Counselling Trust	Horsell Care
Age Concern Surrey	Horsell Common Preservation Society
Age Concern (Woking Information Centre)	Irish Association (Woking and District)
Alzheimer's Society	Knaphill Care
Arthritis Care (Woking Branch)	Link Leisure
Bernard Sunley Nursing Home	Marjorie Richardson's
British Lung Foundation	Maybury Centre Trust, The
British Vascular Foundation	Meniere's Society
Brookwood Autumn Club	Multiple Sclerosis Society (Woking & District)
Byfleet Community Action	Museum and Arts and Crafts Centre (Woking Galleries)
C.A.M.E.O. Club, St Mary of Bethany Church	Myasthenia Gravis Association
Carers Support Woking	National Osteoporosis Society (West Surrey Group)
Citizens Advice Bureau (Woking)	National Reye's Syndrome Foundation of the UK
Civil Service Retirement Fellowship (Woking Group)	Neighbourhood Advice Centre
Coign Church, The	New Approaches to Cancer
Community Furniture Project (Woking)	North Surrey NHS Primary Care Trust
Community Partners	North West Surrey Association of Disabled People
Conquest Art	North West Surrey Chest & Heart Care Committee
CornerHouse	North West Surrey Cruse Bereavement Care
Crossroads (Woking and Surrey Heath)	One to One (North West Surrey)
Cystic Fibrosis Trust	Open Door Counselling Service
DeafPlus	Outline
Depression Support Group	Parkinson's Disease Society (Woking and Weybridge Group)
Drink Driver Education	Relate West Surrey
Dolphins (Woking)	Royal Association for Deaf People
Friends of the Elderly	Salvation Army, The (Woking Corps)
Friends of the West Byfleet Health Centre	Samber Group - Riding for the Disabled
Goldsworth Care	Soroptimist International of Woking & District
Grange Centre, The	SSAFA Forces Help (Woking Division)
Greenoak Housing Association	
Home-Start Woking	

St John's Memorial Hall Association  
Strollers  
Surrey Association for Visual Impairment  
Surrey Business Enterprise Agency  
Surrey Care Trust, The  
Surrey Law Centre  
Surrey Wildlife Trust  
Surrey Women's Aid  
Surrey Young Enterprise  
TALK  
Terrence Higgins Trust - Surrey  
The Evergreens  
Trinity Methodist Church  
Victim Support (North West Surrey)  
Volunteer Reading Help (Surrey)

White Lodge Centre  
Witness Service Surrey  
Woking and District Sea Cadets  
Woking College  
Woking Community Transport  
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

### **To be ratified (New members)**

Face the Future  
Garden Project, The  
Eating Disorder Support Group  
Elected Tenant Representative Office  
Lakeview Community Action Group  
Lifetrain Trust, The  
Maybury Estate Neighbourhood Watch  
No Panic - Woking  
Sheerwater / Maybury Partnership, The

Shifa  
Surrey Users Network  
Tax Help for Older People  
Woking Accord  
Woking Community Relations Forum  
Woking Cygnets  
Woking Different Strokes  
Woking Miniature Railway Society  
Wood Green Animal Shelters - Woking

# TRUSTEES' REPORT

## 1. Introduction by the Chairman

Another year and more growth and changes for WAVS.

One of the big changes was in the way WAVS is funded, it used to be that we were funded only by Woking Borough Council — to whom we give our sincere thanks for all their years of support. Now we are funded from 3 sources - Woking Borough Council, Surrey County Council and the Primary Care Trust. Woking now has a Local Strategic Partnership where several groups meet to work for the benefit of the Borough and this is chaired by our own Lesley Kitchen. As the year has gone on, so Lesley's workload has increased — to the extent that we are working to reduce it. The voluntary sector in Woking, and the statutory agencies who depend on it, owe a huge debt of gratitude to Lesley, the Director of WAVS.

The staff of WAVS are fantastic, and do a great job. Katya and David were joined last year by Anne Outterside and this year by Colin Harland who was formerly a volunteer and has now joined the staff. Some of you may remember seeing Colin's photo in the local press when he won an award from the Queen Elizabeth College at Leatherhead. Congratulations, Colin, on a very successful year after a lot of hard work. We are incredibly lucky to have so many great volunteers working with us, in the office Ken Dormor, Diana Merrill, Ann Cole, Dermot Fleming, Geoff and Hazel Lane provide many hours of valuable expertise. Our Trustee Board completes what is a stable and supportive team. More good news is that one of our Trustees, Abdul Ghafoor, was chosen as his Eminent Citizen by the Mayor, Cllr Richard Sanderson.

We are already hard at work on the next year at WAVS. It will be our Centenary and we plan to celebrate in style. 100 years of united volunteering in Woking! It really is an organisation to be proud of and I feel very privileged to be the current Chairman. We wouldn't be here today had it not been for the foresight and compassion of those early volunteers and Committee members.

So another year begins for WAVS. Our AGM this time is delayed until January so that it celebrates our 100th birthday. We look forward to your support in helping with the events which mark this auspicious occasion.

## 2. Review of Business Objectives

The Business Plan sets out our aims and objectives to enable us to fulfil the core functions of a Council for Voluntary Service (CVS) with an integrated Volunteer Bureau (VB). Underpinning all of WAVS activities is the need to ensure that the voluntary and community sector in Woking has the support and capacity to deliver their services. In the light of the Government's commitment to the voluntary and community sector and their own review of the relationship with the sector, Surrey County Council (SCC) began discussions to support infrastructure organisations. WAVS was actively involved in the negotiations to develop a funding model for all CVS/VB in Surrey and to support the development of CVS where there is currently no provision. As a result a core business model which meets national standards and takes account of local need has been produced and from April 2004 WAVS funding will be aligned to this. WAVS has worked closely with, and has been supported by Woking Borough Council for many years and we are grateful for their continuing support. Together with the new financial support from SCC and Surrey Heath and Woking Primary Care Trust (SHAW PCT) we are able both to meet the core business standards and to begin to develop the type of services requested by our members.

The funding model requires us to adopt very detailed performance measures. WAVS has met Investor in People and Volunteer England quality standards for several years and, in 2004, will be applying for the Community Legal Service accreditation for our information service. We have regularly monitored our services but we are required to provide further statistical information and the systems needed will take some time to implement and embed. A user survey will also form part of these measures.

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

**Volunteer recruitment** is a major part of our business. In the last year we made over 600 referrals to 142 organisations and interviewed 396 potential volunteers. The charts on pages 15-16 give a breakdown of these placements and reflect the diversity of both the local community and the agencies which support it.

A major development this year has been the registration of WAVS as a recognised umbrella body able to undertake criminal records bureau checks on behalf of our member organisations. The Criminal Records Bureau (CRB) issues disclosures in relation to potential staff and volunteers who will be working with children or vulnerable

adults. These disclosures contain information about the individuals spent and unspent convictions, reprimands and warnings held on the National Police Computer and, depending on the level of disclosure applied for, information from local police forces.

As an umbrella body, WAVS has a responsibility to ensure that organisations using our CRB service comply with all the requirements of the CRB. These requirements include rules on data protection, confidentiality and the employment of ex-offenders. Anne and Katya have developed a comprehensive information pack for organisations to make them aware of these requirements and to detail the process of applying for a disclosure. Monday has been designated 'CRB Day' and where possible CRB applicants are interviewed on that day. As WAVS is closed to the public on a Monday, we will be able to provide a focused and efficient service without the interruptions of a busy office. However, given the need of organisations to fit interviews into the working patterns of their staff and volunteers, the trend is towards visiting the organisation, often in the evenings or at the weekend.

Interviewing and referring volunteers to our organisations is core to our work and some idea of the diversity of this is given in the following paragraphs. Some volunteers are particularly rewarding but need more time and identifying a suitable placement for them is more difficult. Examples include:

- A young man with brain damage who wishes to undertake volunteering as part of his rehabilitation. He attended the interview supported by his neurophysiologist and support worker and will take some time to settle into voluntary work and to gain confidence in his own abilities.
- A woman with learning disabilities who has been caring for her husband, also disabled. She gave up her work to become his carer. Her husband has died and she has lost the social contact she had through accompanying her husband to his Day Centre. She is keen to volunteer and needs a particularly supportive environment.

Following discussion with the Resettlement Team at HMP Send WAVS agreed to co-ordinate volunteering for selected prisoners. The initial reaction amongst Woking voluntary groups has been good, with seven signing up initially. However the terms set by the prison for the placement meant that none of these organisations actually qualified! Links have also been strengthened with the Probation Service and five organisations are now working with the various schemes.

We continue to provide placements for the Duke of Edinburgh Award Scheme and WAVS volunteering information for young people has been updated. Although young people should have been signposted to WAVS by their schools, we have found that some teachers are using our 'Young Persons Opportunities' list to persuade people to contact groups direct. This means that some opportunities may no longer exist and young people and organisations aren't able to benefit from WAVS support and good practice guidelines.

Connexions (formerly the Careers Service) have recognised the role of voluntary work in preparing the young people they see for work. They have referred several young people to us, including one needing special support to make the transition from school to college and work.

In 2004 we brokered a placement for a local firm to undertake a one-day volunteering challenge at White Lodge. This was hugely successful and a number of other organisations also responded to our request for one-day challenges and we have included them in a newspaper article appealing for teams of colleagues, friends, family etc to come forward to do something similar.

An article we submitted to the Woking News and Mail about volunteering at Christmas, with the theme of 'The meaning of Christmas' was printed in a much reduced form but still attracted 18 new volunteers — more than we had places for! We try to interest them in regular volunteering as well.

During the year we were successful in obtaining funding for a short-term project to provide mentoring to volunteers who have support needs such as mental health problems, learning difficulties, those with a history of substance misuse and people whose command of English is currently acting as a bar to volunteering. Unfortunately, it has proved difficult to recruit a suitable mentor and an arrangement with the University of Surrey to supply a student to work on this scheme as part of their industrial year experience was unsuccessful. Negotiations are currently taking place with Brunel University and we may be able to apply for additional funding to make the post more attractive.

The Bureau actively promotes volunteering and we have had articles published in the Woking magazine, the Goldsworth Park Community Association newsletter and the Woking News and Mail and Review. We regularly provide displays featuring

volunteering opportunities as well as supporting national initiatives such as Make a Difference Day and twice a year a major promotion is held in Woking Library. We try to promote the diversity of volunteering opportunities through our links with the Job Centre, Careers Service, Universities, Business Link and the army at Pirbright in addition to schools and churches, the police, fire service, health clubs and local businesses, all of whom have been asked to include information about WAVS and volunteering in their newsletters and on their notice boards. Whilst our greatest asset in promoting volunteering is undoubtedly our town centre location we receive an increasing number of enquiries through our website and through the national volunteering site.

**Opportunities for Training** remain high on the wish lists of our members as evidenced by the good response to our training needs analysis. We do not have a budget to enable us to provide for training but have facilitated in-house training for trustees, employment law, how to make successful funding bids, valuing volunteers and working with people with mental health problems. WAVS continues to be an active member of the West Surrey Joint Training Strategy Group which supports health and social care training and which has enabled our groups to access free courses in first aid, anti-discriminatory practice and manual handling skills which complement the range of courses run by Surrey Community Action. Together with the Co-ordinator for Joint Training we were involved in negotiating access to Surrey County Council's in-house training and continue to advocate support for organisations to meet quality standards. 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 our website.

**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. As well as training we publicise funding opportunities and support groups with their applications as well as co-ordinating responses to consultation papers. Much of this is emailed and will also appear on our website but the office staff and volunteers spend a lot of time mailing information to groups, often at very short notice. We offered a limited independent minute taking service this year but hope in the future to develop this as part of our wider support. 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. This service will be quality marked in 2004. Our information racks are the envy of many and are meticulously kept up-to-date and stocked by volunteer Ken Dormor. Supported by Katya Slavianova, our volunteer receptionists Diana Merrill, Ann Cole and Dermot Fleming answer a wide range of queries each day, *from 'where is the job centre', 'where can I get help for someone with ... problem' to 'I'd like to give away twelve size ten left shoes'*. These volunteers continue to map the services available in Woking and ensure that the information we hold is accurate.

New and developing groups are also supported. WAVS supported the Surrey 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 Director has recently undergone training to become part of Woking's independent facilitators network and it is hoped that more staff from the voluntary sector will become involved. The CVS/VB network across Surrey also meets regularly to share best practice and has been working to advocate the benefits of a strong voluntary sector infrastructure and clearly define our role within it.

Partnership Working/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 a Community Strategy for Woking and monitors its delivery. In order to ensure the involvement of and communication with the community a system of Linked Partners or networks of organisations and individuals with a common interest has been established. The LSP is working towards a Compact

with the voluntary and community sector which fits with those produced by SCC and the Government but which sets out how we will work together in Woking. The first practical guidelines will deal with the process of consultation.

There has been much closer working between health and social care providers and voluntary sector interests are represented by WAVS on a variety of planning groups and local implementation teams, such as the PCT-led Health and Social Care Group, Older People LIT, Health Inequalities, Single Assessment Group, Adult Protection and Youth Strategy Group. The Director is also a co-opted member of the SHAW PCT Board and works closely with the PCT's Communications Manager to enable patients and carers to receive appropriate information and to give their views.

Along with Voluntary Services Surrey Heath, WAVS has undertaken to administer the PCT's partnership funding programme. Colin Harland, who initially came to us from Queen Elizabeth College for work experience, has been employed to administer the application procedures.

The above examples give but a flavour of the enormous amount and diversity of the work undertaken by WAVS. 2005 will be our Centenary year and we have begun the fascinating task of looking back at our achievements. Throughout the many developments and changes in health and social care legislation that have taken place, our organisation has been constant in enabling the well-being of the people of Woking.

### 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 increased by £49,663 over the year.

The grant provided by Woking Borough Council was again our main source of income, but this year we have also received substantial grants from Surrey County Council and the Surrey Heath and Woking Primary Care Trust. These grants have supported both our core work and the new tasks that we have taken on which are described elsewhere in the Report. We are very grateful for this support from the statutory authorities, which makes all our work possible.

Of our other income, £13,451 came from donations, fees and fund raising.  
**We are most grateful for this continuing support for our work.**

The Trustees 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. They have made an assessment of the possible risks to the Association, and are satisfied that they have taken all possible measures to avert them.

## 4. The Year Ahead

We intend to make 2005 a year of celebration of the achievements of 100 years of voluntary working in Woking and the partnerships with our statutory service providers.

WAVS continuing objective is to support our members so that they can provide sustainable and quality services, which meet the needs of the local community. We will therefore set up a community accounting service and seek to develop support mechanisms for affiliated organisations' personnel procedures.

We are committed to delivering a high standard of service to our groups and intend to retain both the Investors in People and Volunteer England quality standards. We will also seek to attain the Community Legal Service quality mark for our information service.

**Approved by the Trustees at their meeting on 28 July 2004 and signed on their behalf by Diana Landon, Chair:**



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## Volunteer Case Study

Simon Smith is 46 years old and a long time resident of Woking. He registered with WAVS for voluntary work in November 2003 and has been volunteering with the British Heart Foundation Charity Shop since then.

Before becoming a volunteer, Simon had a paid job but the management and the work changed and this made it difficult for him to continue. He had been feeling like a change anyway, so he was pleased when staff where he lives suggested voluntary work.

The staff had begun by calling into WAVS and collecting a Volunteers Needed List. They found the WAVS staff to be 'helpful and positive' about Simon volunteering and they also found them to be 'very quick at finding a suitable opportunity'.

WAVS staff wrote to a number of charity shops about Simon and The British Heart Foundation Shop's offer was among the replies.

Simon says 'I enjoy going to volunteer. I work three days per week. I like making the shop clean. It makes me feel very pleased. I also put clothes into bags and I'm learning to answer the shop phone. The staff are very nice and I sometimes go to the bank and help collect the money. I volunteer with my friend who lives with me and we walk there together. When he started at the shop, I showed him how to do things. I like my time there.'

Simon's manager at the shop says 'Simon is great, we love having him here. He likes a joke and enjoys a challenge. He takes the work seriously and is very kind-hearted. His confidence with the staff has grown as he has got to know us better. He makes a real contribution and is especially good at our special promotions and collections.'

# ACCOUNTS FOR THE YEAR 2003-04

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