WHiTMORE VALE
PROMOTING COMMUNITY LIVING

Celebrating Diversity and Inclusion

Annual report 2025 - 2026



At this time, we reflect on the focus of the years' work. This year we are celebrating diversity and inclusion which is vital, to the People We Support, families and staff members.

Each of us are individuals with our own strengths and ideas about things we want to get better at, combined with a clear sense of who we are and what makes us happy. We appreciate the importance of listening, understanding and valuing people, who are at the heart of our organisation. This ensures the People We Support, families and staff have the opportunity to flourish.

I hope as you read this report you reflect on how working together to recognise diversity ensures everyone feels included. Through diversity and inclusion, we make the community of Whitmore Vale a special place to live, work and learn.

I would like to thank the Board members, who are all volunteers, for their work, support and tireless contribution. If anyone wishes to become a member or volunteer to help support our work, do please contact us.

Thank you for taking the time to read our Annual Report, I hope you find it informative.



Deborah Robinson
Chair of The Board/ Committee



2025/2026 has been a year of diversity and inclusion. It has been wonderful to see the impact we've had at a local and national level.

At a local level, People We Support are now essential in our quality audits, visiting alongside paid staff to ensure our values are apparent in everything we do.

We are embracing accessibility of our vehicles, properties and information.

It is so important that not-for-profit organisations become involved at a national level and we were instrumental in the The Renters' Rights Act Information Sheet 2026 being created in an easy read format.

We are moving along really well with our five-year co-produced strategy, as can be seen in this report, through our financial pages, and the outstanding people who live and work here.

With the roll out of the electronic medication records, we will have achieved full digital transformation ahead of schedule.

As ever it remains a privilege to work alongside you all with an enthusiastic Board supporting us into a positive future.



Sonja Jones
CEO and Association Secretary

Sonja

Secure Financial Control for the Future

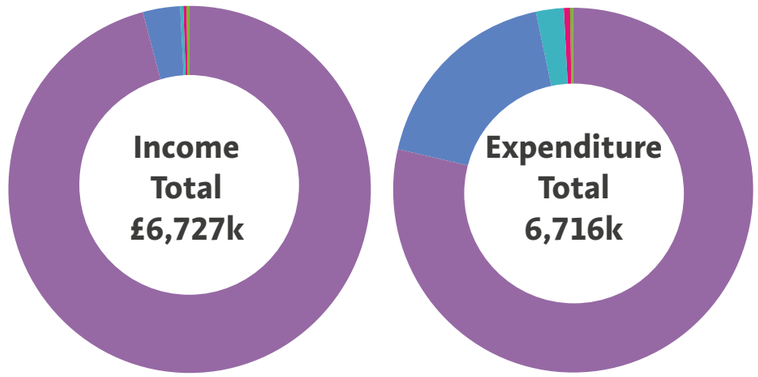
Continuing robust financial performance is ensuring growth in reserves for future long-term stability.

With 100% occupancy across all our services, we were able to report a small surplus again this year despite the rise in employer National Insurance rates, allowing us to continue to reinvest money to enhance facilities and support all departments in enhancing the lives of the People We Support.

Family members and deputyships have been consulted in the creation of a financial affairs policy for the People We Support, ensuring their money is securely and effectively managed.

The Finance Team continue to work closely with the Care and Support team to ensure we receive the correct level of funding so that each individual Person We Support is able to have adequate one to one support to enable them to be included in a diverse range of activities and experiences.

We have also supported the Care and Support team in reviewing some of the fees that Surrey County Council pay towards peoples' residential packages, particularly those which were agreed several years ago and had not kept pace with the rate of inflation or the costs of running our services. This has led to us securing a significant uplift in these fees which will be invaluable to us as a charitable organisation as well as creating equity between residents receiving the same level of service.



People We Support auditing against our values



Two People We Support now play an active role in auditing the Values of the organisation alongside the Quality Assurance Team. They visit services and ask People We Support questions around their experiences. Everyone said they feel seen and heard and could say what they want as individuals and express how they feel and think.



New and donated vehicles

Journey Together

How do you invest in new vehicles? The answer isn't simple, but it starts with including those who are going to travel in them and drive them. We were given a tour of the conversion workshops exploring the vehicles to determine which would work best. We ordered four new adapted Renault Trafics and received a wonderful donation of a Mercedes Vito from one of our families. It really is a Journey Together...

and it continues with our journey together appeal, fundraising to help keep travel as affordable as possible for the People We Support.

Phil Lambert elected as Chair of Surrey Peoples Group and High Sheriff Award

We were delighted for Phil Lambert, who was elected Surrey People's Group West Chairperson.

He was also invited to the High Sheriff Awards evening to receive an award in recognition of his voluntary service and the positive impact he has made across the Surrey and Whitmore Vale communities.







Stuart Swimathon

In March this year, Stuart Mitchell joined thousands of other swimmers to raise money for two charities, Cancer Research UK and Marie Curie. This was his 8th year taking part in the swimathon, and he swam an incredible 100 lengths and raised over £700 for the causes, both very close to his heart.



Stephen designs and models for Lucy & Yak

ARTHOUSE Unlimited is a charity that showcases the artistic talents and skills of adults who live with diverse learning and physical disabilities. They recently collaborated with the design brand 'Lucy and Yak' and produced a range of clothing with textiles designed by the artists. One of the People We Support, Stephen, was chosen to model his dungarees for Lucy and Yak's website.

Inclusive communication

Makaton is an important part of communication for many People We Support and here you can see Adriana and John signing at our AGM. Adriana has now qualified as a Makaton trainer and will be running workshops for all staff as we work hard to ensure every voice is heard.



New kitchens

Creating accessible and welcoming environments for the People We Support and our staff teams are key to the Estates and Housing Team. We designed a kitchen and garden with People We Support and staff so that they were accessible, practical and chosen by those who live there. We installed a new resin ramp and patio to provide easy access to our gardens and have created raised beds and a pergola for shade from the sun.







Myself and my colleagues from the Community Team for People with Learning Disabilities would like to share a compliment with you regarding one of your services. We met with them this afternoon to undertake a workshop for one of their residents. The resident has a trauma history and a difficult past experience in another home. Quite simply, we were blown away by the thought, compassion and collaboration that your staff have undertaken to work with this resident to provide good quality, trauma-informed care.

Thank you, it was a pleasure to work with everyone.

Dr Stephanie Santos
Senior Counselling Psychologist, CTPLD West

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