

Registered Charity No. 1161144



***In the Vale
For the Vale***

16 Market Place
Wantage
OX12 8AE

ANNUAL REPORT
2017 - 2018

Supported by



WANTAGE INDEPENDENT ADVICE CENTRE

Serving Wantage, Faringdon, Grove and District

Annual Report 2017-2018

*Annual General Meeting to be held
Thursday 28th June 2018
The Beacon
7.30pm*

MANAGEMENT COMMITTEE – APRIL 2017 - MARCH 2018

Hon. Chairman	Peter Harbour
Hon. Vice Chairman	Ann Rowe/Geoff Hamer
Hon. Treasurer	Bill Jestico
Hon. Secretary	Keith Robbins

Committee Members	Helen Bailey (summer '17)	Graham Beith (summer '17)
	Cllr Kiera Bentley (winter '17)	Spencer Clubb
	Cllr Charlotte Dickson (to Dec '17)	Cllr St John Dickson
	Cllr James Goodman (spring '18)	Jenny Hannaby
	Joyce Hutchinson	Cllr Dave Parry
	David Wise	

EMPLOYEES APRIL 2017 – MARCH 2018

Joint Operations Mgr.	Pamela Roscoe
Joint Operations Mgr.	Wendy Watson
Advice Supervisor	Karen Muir
Admin Officer	Celia Cotton
Admin Officer (Transport)	Paula Moore
Community Advice Liaison Mgr.	Verity Hollingshead (contract to Dec '17)

VOLUNTEER ADVISORS & OFFICE STAFF APRIL 2017 - MARCH 2018

Roz Boadle	Debbie Bowles	Stella Brecknell
Adrian Buck	John Caldicott	Jeanne Felmingham
David Fox	Malcolm Fretter	Peter Harbour
Jim Hetherington	Rita Hetherington	Shirley Humphreys
Anita Hutchins	Hilary Isaac	Clare Jacobs
Andrew Kerr	Jan Knight	Sarah Matthews
Nicky Middleton	Zelda Moorwood	Lyn Morton
Clare Pennicott	Kay Porter	Janet Price
Nicole Rawlings	Ann Rowe	Janet Smith
Jim Wells		





VOLUNTEER DRIVERS APRIL 2017 - MARCH 2018

Duke Ashford	Colin Bayley	Alison Boyd	David Boyd
Ann Breen	Brendan Breen	David Brooks	Adrian Buck
Dennis Buckland	Peter Butcher	John Caldicott	Guy Calve
Wendy Carney	Alan Clark	John Collie	Geoff Corker
Bill Cosgrave	Cathy Cox	Ernest Draper	John Durban
Charlie East	Ron East	Susan Eden	Nick Ewer
Dick Graham	Monica Graham	David Gregory	June Grunwald
Mark Harrison	Phil Hine	Helen Howe-Jones	Clare Jackson
Lyn Johnston	Lyn Jones	David Kent	Andrew Kerr
Nigel Kilbey	Jim Kowszun	Paul Longworth	Caryl MacRandal
Helen Middleton-Stewart	Frank Parnell	Jenny Penfold	Paul Penfold
David Penn	Adrien Porter	David Powell	Robert Rogers
Peter Rolfe	Tom Saunders	Rob Soames	Arthur Strain
Maggie Swain	Eddy Todd	Paul Townsend	Ernie Trimble
Angela Vernon	Malcolm Vernon	Joyce Ward	Ian Weeden
Lesley Weston	Peter White	Mary Whittaker	John Willemsen
Mike Willis	David Wise		

VOLUNTEER GOOD NEIGHBOURS APRIL 2017 - MARCH 2018

Clare Abolins	Colin Bayley	Pauline Beaton	Lesley Blowfield
Anna Bradford	Ann Breen	Brendan Breen	Jill Broadley
Adrian Buck	Chris Callaghan	Andy Cowan	Angela Cox
Nan Draper	Maya Eadie	Mike Evason	Maxine Eyles
Angie Fisher	Dave Fox	Anne Geach	Helen Green
Lois Greenhalgh	Lorna Hancock	Mark Harrison	Jane Humphreys
Clare Jackson	Mabel Kearvell	Caryl MacRandal	Helen Middleton-Stewart
Veronica Milligan	Tafi Muchavhaira	Karen Muir	Mike Murfin
Mo Nisbet	Jean Orme	Joan Palmer	Claire Parry
Dave Parry	Tina Payne	Janene Pemberton	Sarah Phillips
Tish Phillips	Dave Powell	Janet Price	Pamela Roscoe
Thirza Samuel	George Spalding	Shirley Ward	Philip Wearing
David Wise	Sarah Wyatt		



CHAIRMAN'S REPORT

This has been another year of growth for Wantage Independent Advice Centre. The need for our service is growing constantly and our major challenge has been trying to meet this increase in demand. Both our paid staff and volunteers have been under constant pressure to help but we certainly need more staff and additional volunteers. We hope to be able to move towards addressing this during the coming financial year.

I firmly believe that we have a great organisation which, if it is to grow successfully must change and evolve. In this regard it will be no secret that following a period of mentoring, I have resolved to resign as Chairman. The trustee board has agreed to start the process of recruitment and I hope that I will be able to report progress on this soon.

The financial position of the charity is sound with a small surplus being generated this year. This is mainly as the result of a considerable increase in donations from a number of sources and the reduction in staff, due to maternity leave and no replacement yet appointed.

With the help of the Managers, our Treasurer and not least Lisa Benge, a great friend of the charity, we resubmitted our application for funding to the Vale of White Horse District Council in the autumn and recently the WIAC has been offered a three year grant at the previous level of contribution; this is good news. However, the inference is clear that we need to identify other sources of funding in the future as our costs will inevitably continue to rise.

We now have three sub-committees formed by Trustees and Managers; firstly one that provides emphasis on strategic funding sources, secondly one concentrating on volunteer recruitment and the third and final group has a focus on the recruitment of a Trustee to become Chairperson in the future. This honed attention should help to ensure that we are prepared for the future.

Each year I thank all those volunteers and Trustees without whom we would not have a charity. So once again, on behalf of our clients, thank you very much for your dedication, commitment and hard work. I must also give special thanks to the staff who have worked tirelessly this year, we owe them a great debt as they work very hard donating personal time for a financial reward which is well below their worth.

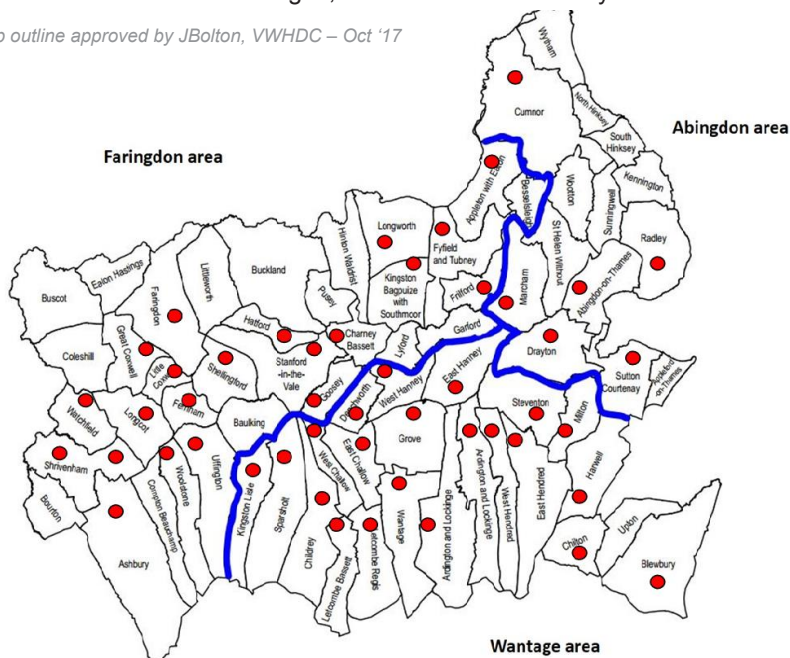
We must not forget the great support we receive in the form of finance from the Vale of White Horse District Council, Oxfordshire County Council, Wantage Town Council, Grove Parish Council and Faringdon Town Council. Together with the smaller grants from the villages of the Vale we have a broad level of support in the Vale. We have also seen noteworthy results from our funding sources sub-committee with donations both large and small from our other supporters.

We have been the nominated charity for both TSB Wantage & Grove and Richmond Village; furthermore we have ongoing commitment from other sponsors. Again our clients and the charity thank all our donors for their generous support.

We now have a trustee fully appointed to the board from the Faringdon Town Council and we hope that this will result in an expanded service for that part of the Vale but again we need more volunteers to provide the services in the area.

I firmly believe that our services are, and should be, open to and indeed accessible to every resident of the Vale should they have the need for help. I am passionately of the opinion that our 2017/18 geographic mapping, which demonstrates we have reached 70+% of the Vale's towns and villages, could be and most likely needs to be extended.

Use of map outline approved by JBolton, VWHDC – Oct '17



It is my hope that with a concentrated effort to raise our profile; a task every resident, volunteer, client and donor can assist us with, we will spread our “support influence” truly to every corner of the District. In time, coupled with this profile raising exercise we may seek to consider our name and ask ourselves, our Community and our supporters whether there is a more fitting match that reflects who we are, what we deliver and the difference collectively we can make.

With careful planning and selection, I trust that the next Chairperson of our organisation will continue this vision and with appropriate guidance and their leadership they will take the WIAC forward towards its next phase of evolution.

In conclusion, I would like to reiterate my sincere thanks to everyone who contributed to making 2017/18 such a successful year and close by stating that there is a sense of anticipation that the year ahead will demonstrate further progress for the WIAC, a charity I am very proud to be a part of.

Peter Harbour
Chairman

ADVICE SERVICES REPORT

As the financial year drew to a close, I would have to say this time I approached the Annual Report with a touch of writer's block. Surely all there was to say was that we had been constantly busy, that on occasion it had taken a great deal to put one foot in front of the other and then a thank you to close. Nothing seemed to stand out specifically as marked news or of particular note and that was puzzling. However that, in part, is the point and it was only by heeding the advice from one of the volunteers that it clicked into place. By allowing myself a quiet breath, permitting myself a real moment to not over-think or be distracted by the mounting 'to-do' pile, I could see that there was more to our achievements than I was surmising.

For those of you not entirely familiar with the WIAC's Advice Centre, we are a vital service, an 'open door' for many people; we offer telephone, face-to-face (booked and drop-in) and increasingly email support to an ever-rising number of people who more and more frequently approach us in crisis with multiple, complex problems. People will often only pluck up the courage to reach out a long way down a troubled road, when they have faced barriers to solving the matter alone, at the point they are at a loss as to what to do next or are simply finding they have little confidence let alone knowledge about what action to take.

Having a problem or feeling confused has a broader impact than the issue itself. The resultant difficulties can impact a client's finances, mental health, indeed existence itself. Mental health and wellbeing has been attracting more public focus recently and rightly so. We have seen in the last year or two a steady increase in the instances where the client's mental health plays a part in the situation at hand, cases where the client's wellbeing is directly affected by the situation and the difficult journey experienced to navigate through it. Our aim is to help find a way forward even if there isn't an immediate 'fix' for the problem and to that end we are looking to secure specific further training to heighten our awareness of and improve our skills in supporting those with mental illness. I am pleased to say that we are working closely with MIND and plan to deliver targeted sessions over the next 6 months to the Advice team.

I have already seen several changes in my relatively short time here, but what has not altered and I am in no doubt will never differ, is the quality of commitment and support from the volunteers to help people who need it. Making the difference motivates me, motivates each member of the office team and certainly each volunteer, every single day. Heading home in the evening and thinking what actually happened today causes many thoughts to fly in a flurry through the mind, but the moments of gold are the ones that can be summarised by - somebody arrived with what felt like the weight of the world on their shoulders and left with the burden seeming a little lighter.

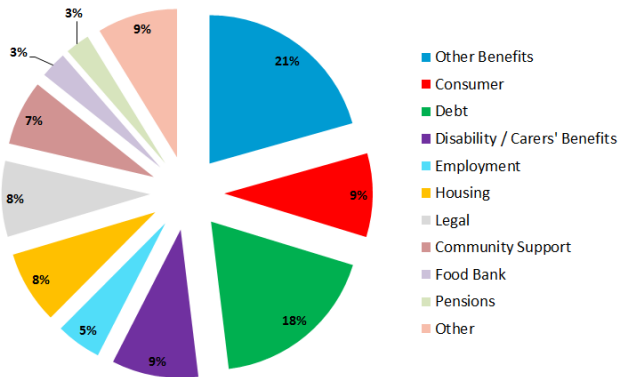
I make reference to an element of change and it would be remiss not to talk a little about a significant one for our Advice Centre over the last 12 months. Universal Credit, a change that has had an impact to many, has meant primary change and uncertainty for an audience broader than just our clients and the volunteer advisors. For those not aware, Universal Credit is a payment to help with living costs, it underwent a phased roll-out and it replaces six other benefits with eligibility depending on various criteria and circumstance. This new benefit works differently from other benefits, for example it is potentially applicable whether you are working or unemployed, payment is typically made monthly and also, on the whole, directly to the individual for them to manage the sum. The introduction of Universal Credit was met with nervous trepidation and the team at times did struggle to remain positive, especially when the new approach appeared

to be to the detriment of vulnerable clients, particularly ones the advisors had been aiding for years. That aside, as the result of the excellent training offered by Oxfordshire Welfare Rights and the accessible, supportive approach tendered by our Partnership Manager at the Department of Work and Pensions we have charted these new waters with limited fall-out. There are still worries and concerns in certain scenarios as for some people budgeting for the month, waiting six weeks, having to predominantly use online communication etc are all steps too far but the advisors and office team will continue to monitor, feedback and adapt methodology over the next 12 months to do our best for those struggling with this new style of benefit.

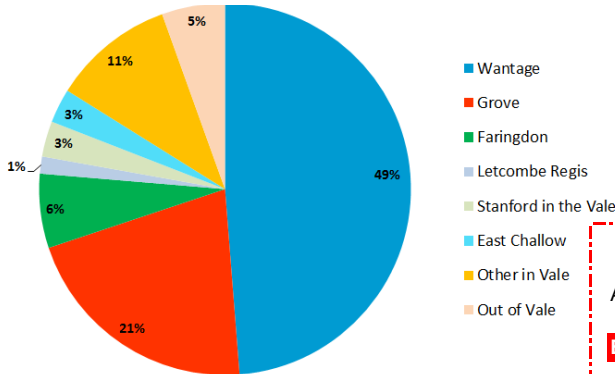
We have been sorry to lose a couple of advisors during the year, though it has been encouraging to see two new faces join and one 'old friend' become well enough to return to the fold. We owe considerable gratitude to this team of volunteers. These volunteers are the Advice Services' lifeblood, providing a crucial contribution to our organisation and the whole community benefits from the expertise, commitment and empathy so generously offered by these individuals.

In conclusion, illustrated below are a few headline statistics. As always, numbers alone can be open to interpretation and they only demonstrate a small fragment of our story for the year, for example they do not indicate the plight of several of our homeless clients or their incredible progress over the last few months.

ADVICE BY TOPIC



ADVICE BY LOCATION



QUICK STATS

Advice Consultations 4,369

Enquiries 67%

Case 33%

Pamela Roscoe
Joint Operations Manager

GOOD NEIGHBOUR SCHEME (GNS) REPORT

Let's take a moment and consider.....

"If nothing is done loneliness will inevitably take its toll
on the entire healthcare system"

Helen Stokes Lampard
Chair, Royal College of GPs

For 3.6 million people aged 65 or over,
television is the main form of company

Age UK

Over 9 million adults are
often or always lonely
British Red Cross & Co-Op

Weak social connection is as harmful to
health as smoking 15 cigarettes a day
AARP study, Prof. Julianne Holt-Lunstad

Our aims within the Good Neighbour Scheme are to improve the quality of life and reduce social isolation by matching lonely or isolated people, often older individuals, to volunteer befrienders who have been Disclosure & Barring checked. It is fantastic to be able to update you with the news that our merry band of Good Neighbours has hit the heights of just shy of 40 people. The pattern of expressions of interest has been quite consistent throughout the year and it would be remiss to not recognise that a considerable number of these have been received thanks to our partnership with Oxford Computer Consultants, through its AMI project.

Verity, our Community Advice Liaison Manager (CALM), was working with the team until December 2017 when she welcomed a new addition into her own family. Thankfully, with the support of the Trustees and our re-secured three year District Council funding, we are now preparing to recruit again for a second 12-month contract position. Many of the responsibilities for the successful candidate will continue to revolve around people and relationships, however change is always an opportunity to reflect and review. Therefore with renewed focus our search will endeavour to complement the latest needs of our clients with the expert team-player our organisation requires moving forward.

The last five months were at times, in honesty, a bit of a juggling act. However, it was our good fortune that two new volunteers, both with home-assessment experience, found their way to us as they were looking for a "new home"! Angela and Lesley have been a joy to work alongside and our scheme has benefitted already from their contribution. This year's jigsaw would not have been complete though without, in particular, my colleagues Celia and Karen. These two ladies have continually gone above and beyond to ensure that our Good Neighbour service is truly worth celebrating.

Last year's annual statement reported a rising trend in terms of "need" and this has persisted for 2017/18. The GNS has recorded 135 new referrals over the last 12 months and well over half of these resulted in a face to face home assessment visit. As a point of interest, the referral figures alone demonstrate a 25% increase year to year. Our initiative to further extend our referral matrix continues and we are encouraged by the early results of working more closely with the White Horse Medical Practice in Faringdon.

Whilst preparing this report, it was nice to have an excuse to really take the time to explore the available research into the different but related concepts of Loneliness and Social Isolation. According to definitions by Age UK, *"loneliness is a subjective feeling about the gap between a person's desired levels of social contact and their actual level of social contact. It refers to the perceived quality of the person's relationships. Loneliness is never desired and lessening these feelings can take a long time. Social isolation is an objective measure of the number of contacts that*

people have. It is about the quantity and not quality of relationships. People may choose to have a small number of contacts. When they feel socially isolated, this can be overcome relatively quickly by increasing the number of people they are in contact with". These definitions underpin not only the demand for our GN scheme but the linkage back to our Transport service. They also emphasise how valuable it is that under a single umbrella a client can benefit from both; surely at the heart of the challenge in terms of social isolation in a rural area is a lack of mobility and transport.

It was encouraging to hear that the Royal College of General Practitioners had been working with other organisations on a manifesto to raise the profile of these interlinked topics, to read that as of last month an Action Plan to tackle them had been published was particularly pleasing. There is also now of course the Jo Cox Commission on Loneliness and a Minister for Loneliness within central government.

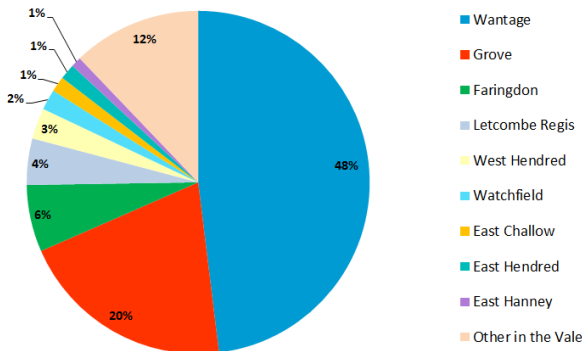
We continue to attend quarterly meetings in Oxford with Volunteer Link-up, we remain closely associated with Age UK and its Community Information Network and it was a pleasure to be able to attend two Loneliness Summits, one hosted by the WI in Cumnor on Valentine's Day and the other by Age UK last summer. Although this year we did not exhibit at the Caring Matters Conference in November, it was still a valuable day from a networking perspective. Our community connections have also extended in the last 12 months with a series of workshops delivered to residents of several of Sovereign's Independent Living complexes.

Through the volunteer team, the scheme supported **over 60** clients on a weekly/fortnightly basis last year, with more than **140** different clients in total receiving our support. It may seem hard to believe but there were more than **1,500** client visits undertaken during 2017/18 in the name of the WIAC Good Neighbour scheme.

CLIENT LOCATIONS

Loneliness....is something many of us could easily help with. Looking in on a neighbour, visiting an elderly relative or making that call or visit we've been promising to a friend we haven't seen in a long time.

Jo Cox, Member of Parliament



I'd like to close by expressing my sincere thanks to the whole GN volunteer team. The support, determination and noteworthy level of commitment these volunteers provide continues to astound me. It is only as the result of their collective action that the Good Neighbour Scheme, here at the WIAC, has continued to prosper and successfully embrace the increased number of individuals in need of our companionship and input.

"He visits me on a regular basis and we normally walk down to the coffee shop, and in addition he does the odd job for me. I must say that he is one of the reasons that I NOW have the will to live a bit longer".

"Clive" – moved to the area following the death of his dear wife

Pamela Roscoe

Good Neighbour Scheme Co-ordinator / Joint Operations Manager

TRANSPORT REPORT

The WIAC was approached last year by Wantage Town Council (WTC) to administer a mini bus scheme. The withdrawal of town buses had resulted in complaints from residents saying, since the buses had stopped, they could not get into town.

We have in the past been asked by other Councils to start mini bus services, which we considered but were faced with a number of problems.

- Where would we park and house the mini bus?
- Who would pay for the up-keep, maintenance & insurance?
- Where would we get trained mini bus drivers?

WTC had already negotiated a rental mini bus from Comet (an Oxfordshire County Council run scheme). This would enable us to rent a safe working mini bus, with a trained driver, with no worry over insurance, parking or up-keep. WTC allocated the WIAC a grant to launch and run a pilot.

We launched the Wantage Transport Scheme in September 2017. This Scheme, which is in the pilot phase, is for elderly and infirm people in Wantage. Clients can register with us, free of charge, then purchase tickets either in the office or by post. We will be re-launching this scheme with a new route and drop off points in the near future.

After the closure of Wantage Day Centre and the withdrawal of the County Council transport for the Grove Day Centre and the October Club, there was a request for the WIAC to provide alternative transport options. The number of clients being taken to the Grove Day Centre on a weekly basis is now 30 and to the October Club a further 14, resulting in 88 drives as they are taken in to these Centres in the morning and home again in the afternoon.

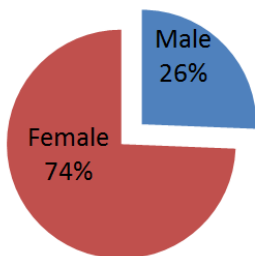
Due to the increase in demand for the above destinations we have had to redesign our invoicing process. In the past we have tried to keep the price as low as possible for the clients. We have now got to the stage where this is unsustainable and we will be changing the prepayment process that currently operates to that of a monthly invoicing system. We will be introducing a standard pricing per town/village to each destination. The cost to each client will remain affordable. For example, Wantage and Grove clients going to either the Grove Day Centre or The October Club will pay a standard £5 per day. This change will result in reduced administration workload and allow us to accommodate many more new, regular clients.

We could not launch this new invoicing method into our old software system and had to wait for the completion of the system migration project. We are hoping the new invoicing will be up and running before July.

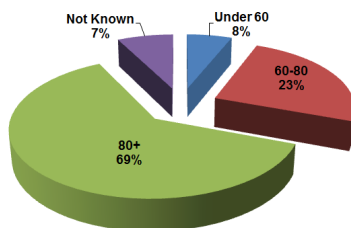
This year we have had over **1000 extra transport requests**, resulting in 800 actual additional drives in comparison to the previous 12 months. Drives are cancelled sometimes due to the clients being unwell or by the hospitals/doctors. These cancellations can sometimes be very last minute.

With a new focus on volunteer recruitment we will endeavour to reduce the “No Booking” figure. This statistic is calculated when a client calls to request a drive and we do not have any available drivers to allocate. Mostly this occurs when the client gets a last minute appointment.

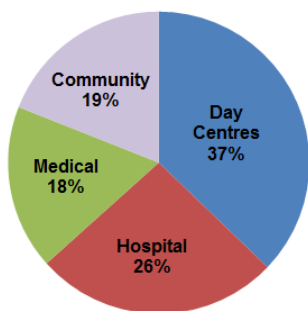
CLIENTS BY GENDER



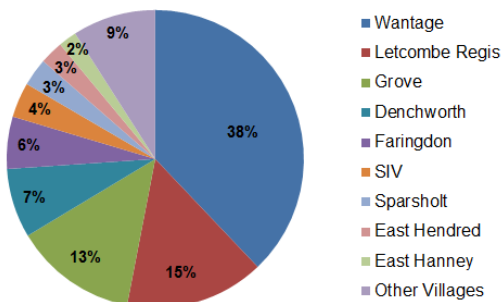
CLIENTS BY AGE



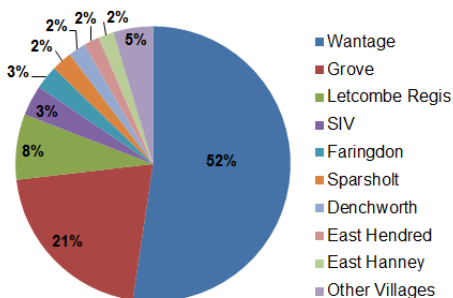
PEOPLE BY DESTINATION



MILES BY LOCATION



BOOKINGS BY LOCATION



As always my thanks go to the Transport Admin Team and the drivers who all work very hard and incredibly well together to deliver this essential, first class service.

Wendy Watson
Joint Operations Manager

BIG THANK YOU

Wantage Independent Advice Centre is very grateful to the many individuals, councils and groups who support us as without this support the Centre would not be able to continue to help an ever increasing number of clients.

So it is a **BIG** thank you to our Grant Providers:

- Vale of White Horse District Council
- Oxfordshire County Council
- Wantage Town Council
- Grove Parish Council
- Faringdon Town Council
- Sovereign Housing Association

We are also indebted to the following parish councils for their grants:

Ardington & Lockinge
Charney Bassett
Childrey
East Hanney
East Hendred
Harwell

Kingston Bagpuize
Letcombe Regis
Marcham
Shellingford
Southmoor
Sparsholt

Stanford in the Vale
Steventon
Uffington
West Hendred

Thank you to the following people/organisations that have raised money for us in a variety of ways:

Care4kids
The Charn Group (WI)
Childrey Methodist Church
Coronation Fund
Harwell Out & About
Lockinge & Ardington Relief in Need
Richmond Village Residents
Ridgeway Unicorn

Shell International
St John Vianney
The Swire Charitable Trusts
TSB Partner of the Year
Waitrose
Wantage Bridge Club
Wantage Gardeners Association
Wantage Methodist Church

We would also like to thank those organisations and individuals who generously donate practical support and assistance throughout the year:

- Chapman Worth Ltd, Chartered Accountants
- Local solicitors Elianne Edgington, Sandy Millikin, Tina Friend and volunteer paralegal Jean Nunn-Price for providing legal consultations
- Howard Hill of First Ideas for design & hosting of the WIAC website and email provision
- Motion Printing for designing the WIAC printed material

It is partly as the result of the unstinting individual donations from members of the public that we have been able to achieve the printing of this Annual Report.

So it is a **BIG** thank you from all of us and we hope that you will be able to continue to support us in the future.

Keith Robbins

Hon. Secretary, WIAC Management Committee

WANTAGE INDEPENDENT ADVICE CENTRE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

WANTAGE INDEPENDENT ADVICE CENTRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr P Harbour (chairman)	
	Mr G Hamer (vice chairman)	
	Ms A Rowe (vice chairman)	
	Mr W R Jestico (treasurer)	
	Mrs H Bailey	(Appointed 24 August 2017)
	Mr G Beith	(Appointed 13 June 2017)
	Ms K Bentley	(Appointed 24 January 2018)
	Mr S Club	
	Mr S Dickson	
	Mr J Goodman	(Appointed 6 March 2018)
	Mrs J T Hannaby	
	Ms J Hutchinson	
	Mr D Parry	
	Mr K Robbins	
	Dr. D Wise	
Charity number	1161144	
Principal address	16 Market Place	
	Wantage	
	Oxfordshire	
	OX12 8AE	
Independent examiner	Chapman Worth Limited	
	6 Newbury Street	
	Wantage	
	Oxfordshire	
	OX12 8BS	

WANTAGE INDEPENDENT ADVICE CENTRE

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2018

The trustees present their report and financial statements for the year ended 31 March 2018.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Wantage Independent Advice Centre Governance and Management Policies Manual, the Charities Act 2011 and "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)".

Objectives and activities

Mission Statement

Wantage Independent Advice Centre works at the heart of the local community and is dedicated to serving those in need of Advice, Transport or Good Neighbour services. Consideration for volunteer and client welfare is the foundation of everything we do. We strive to be the best notwithstanding limitations of budget, space and other resources.

Object

The object of the CIO is the relief of those in need, for any reason including but not limited to ill health, disability, financial hardship, social exclusion or other disadvantage.

The object will be met by the provision of services as set out below for the benefit of residents who live in the Vale of White Horse District Council.

1. An advice and information service
2. A transport service
3. A good neighbour service
4. Other services, provided from time to time, which are deemed appropriate and in accordance with the stated charitable objective.

During the year, Wantage Independent Advice Centre has carried out its public benefit duty and its duty with regard to the objectives of the charity. The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

Plan 2017 - 2018

- Maintain the provision of free advice services, the volunteer transport and good neighbour schemes.
- Build on our enhanced outreach advice service to Faringdon.
- Continue with the recruitment campaign for more volunteers in all areas.
- Work with Faringdon Council to explore a recruitment campaign to obtain local Faringdon volunteers over all three services.
- To incorporate our calendar/rota on WIAOnline.
- To incorporate our good neighbour details on WIAOnline.
- Carry out a quarterly client satisfaction survey. Results to be submitted to the Vale of White Horse District Council via SLA target reporting.
- Establish reporting systems to meet the SLA commitments with Sovereign Housing and OCC Transport.
- Attend annual meeting with grants officer, review targets and performance to targets.
- Continue to develop WIAOnline for all services to manage future growth.
- Manage finances within budget and in accordance with the reserves policy.
- Maintain close contact with elected Councillors to ensure that the Advice Centre has a high profile.
- Support and train staff and volunteers to foster continuous service improvement.
- Hold an Annual General Meeting in accordance with the Constitution.
- Maintain a safe working environment.
- Keep paid staffing levels under review.

WANTAGE INDEPENDENT ADVICE CENTRE

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

Achievements during 2017 - 2018

- We have maintained the provision of free advice services, the volunteer transport and good neighbour schemes.
- We have continued a fortnightly advice service in the Pump house in Faringdon.
- We have recruited 10 volunteer drivers, 2 volunteer advisors, 15 volunteer good neighbours.
- The trustees have set up a subcommittee to concentrate on recruitment.
- The trustees have set up a new Strategic subcommittee to look at funding and to plan ahead.
- We have recruited three new trustees. One of which has been appointed by Faringdon Town Council, to give more focus on the Faringdon area.
- We have migrated and updated our bespoke software.
- The client satisfaction surveys have taken place and collated. The results will be submitted at our next funding meeting.
- Reporting systems, Sovereign & OCC Transport project, have been set up and are working well.
- Our trustee Councillors are attending meetings and feedback to their relevant Councils.
- Training and one to one interviews have taken place throughout the year.
- We have had our three year grant application from the Vale accepted.
- We have launched a pilot Wantage Transport Service in conjunction with Wantage Town Council and The Comet bus service.

Plans for the future

- A committee has been formed consisting of two trustees and an experienced volunteer advisor to recruit more trustees and to plan for the resignations of our chairman and treasurer in autumn 2019.
- Develop the invoicing of transport clients within WIAOnline software.
- To upgrade our Server and replace 13 computers.
- At the AGM to record an update to our constitution.

Financial review

At the end of the year the charity has achieved a level of reserves of £109,536. (2017: £99,421) which includes designated reserves of £5,000 (2017: £3,000). The trustees aim to set aside an unrestricted reserve of approximately 6 months running costs to be regularly reviewed and adjusted for any changing liabilities.

The Charity's funds come largely from government and performance related grants however donations are also received.

Structure, governance and management

The charity is a Charitable Incorporated Organisation registered with the Charities Commission for England and Wales. The charity was established by a charitable trust deed on 1st April 2015. The Wantage Independent Advice Centre commenced trading on the 1 January 2016.

The trustees who served during the year were:

Hon. Chairman
Hon. Vice Chairman
Hon. Treasurer

Peter Harbour
Ann Rowe/Geoff Hamer
Bill Jestico

Charlotte Dickson (resigned 20 December 2017)
David Parry
Joyce Hutchinson
Kiera Bentley
Jenny Hannaby
Helen Bailey

Spencer Clubb
St John Dickson
Graham Beith
James Goodman
David Wise

WANTAGE INDEPENDENT ADVICE CENTRE

TRUSTEES' REPORT (CONTINUED)

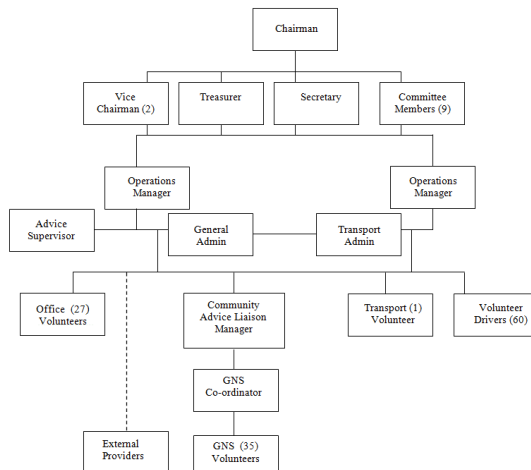
FOR THE YEAR ENDED 31 MARCH 2018

All new committee members, either elected at the AGM or co-opted during the year, shall complete an induction process as listed below. The induction will be conducted by the Chairman or other officers or, where appropriate, by Operations Management.

- Completion of personnel file including contact details, DBS, signed confidentiality agreement
- Overview of the WIAC, its history and current activities and objectives
- Overview of WIAC finances including principal funders, annual budget and anticipated capital projects
- Introduction to officers, Committee Members and Operations Management
- Review of key roles and responsibilities
- Review of WIAC policy documents
- Completion of the Register of Members' interests

New members will be given the following documents on joining:

- Copy of the Constitution
- Copy of the most recent Annual report
- Minutes of Committee meetings for the previous 12 months
- Calendar of Committee meeting dates for the current year



The trustees have assessed the major risks to which the charity is exposed and are satisfied that the systems are in place to mitigate exposure to the major risks.

The trustees' report was approved by the Board of Trustees.

On behalf of the board of trustees

Peter Harbour (Chairman)

Dated: 4th May 2018

WANTAGE INDEPENDENT ADVICE CENTRE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF WANTAGE INDEPENDENT ADVICE CENTRE

I report on the financial statements of the charity for the year ended 31 March 2018, which are set out on pages 5 to 13.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the financial statements. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- (i) examine the financial statements under section 145 of the 2011 Act;
- (ii) to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- (iii) to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no other matter except that referred to in the previous paragraph has come to my attention:

- (a) which gives me reasonable cause to believe that in any material respect the requirements:
 - (i) to keep accounting records in accordance with section 130 of the 2011 Act; and
 - (ii) to prepare financial statements which accord with the accounting records and comply with the accounting requirements of the 2011 Act;have not been met or
- (b) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



A Chapman FCA
Chapman Worth Limited
6 Newbury Street
Wantage
Oxfordshire
OX12 8BS

Dated: 4/5/18

WANTAGE INDEPENDENT ADVICE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2018

	Notes	Unrestricted funds general £	Unrestricted funds designated £	Total 2018 £	Total 2017 as restated £
<u>Income from:</u>					
Donations and legacies	3	113,983	3,900	117,883	99,655
Charitable activities	4	68,344	-	68,344	59,068
Investments	5	240	-	240	418
Total income		182,567	3,900	186,467	159,141
<u>Expenditure on:</u>					
Raising funds	6	3,407	-	3,407	1,136
Charitable activities	7	176,417	973	177,390	152,308
Total resources expended		179,824	973	180,797	153,444
Net incoming resources before transfers		2,743	2,927	5,670	5,697
Gross transfers between funds		927	(927)	-	-
Net income for the year/ Net movement in funds		3,670	2,000	5,670	5,697
Fund balances at 1 April 2017		96,593	3,000	99,593	93,896
Fund balances at 31 March 2018		100,263	5,000	105,263	99,593

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derives from continuing activities.

WANTAGE INDEPENDENT ADVICE CENTRE


STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2018

	Notes	2018 £	£	2017 £	£
Current assets					
Cash at bank and in hand		120,890		112,953	
Creditors: amounts falling due within one year					
	11	(15,627)		(13,360)	
Net current assets			105,263		99,593
Income funds					
<u>Unrestricted funds - general</u>					
Designated funds	12	5,000		3,000	
Unrestricted funds		100,263		96,593	
			105,263		99,593
			105,263		99,593

The financial statements were approved by the Trustees on ...4th May 2018.


.....
Mr W R Jestico
Trustee


.....
Mr P Harbour (chairman)
Trustee

WANTAGE INDEPENDENT ADVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2018

1 Accounting policies

Charity information

Wantage Independent Advice Centre is a charity registered with the Charities Commission in England and Wales.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Charities Act 2011 and "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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

The accounts (financial statements) have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

1.2 Prior period adjustment

In 2017 a grant from Sovereign had been included in performance related grants within charitable activities in error. This grant totalling £4,000 has been moved to donation and legacies this year.

1.3 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.4 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Designated funds are reserves set aside by the trustees for a particular project.

1.5 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

WANTAGE INDEPENDENT ADVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

1 Accounting policies

(Continued)

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.6 Resources expended

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.

Charitable activities include expenditure associated with meeting the charitable objectives.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities.

Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

WANTAGE INDEPENDENT ADVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

1 Accounting policies

(Continued)

1.8 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds general £	Unrestricted funds designated £	Total 2018 £	Total 2017 as restated £
Donations and gifts	21,696	3,900	25,596	7,830
Grants	92,287	-	92,287	91,825
	<u>113,983</u>	<u>3,900</u>	<u>117,883</u>	<u>99,655</u>
For the year ended 31 March 2017	<u>99,655</u>	<u>-</u>		<u>99,655</u>
Grants receivable for core activities				
Vale of White Horse District Council	57,787	-	57,787	57,825
Oxfordshire County Council	16,000	-	16,000	16,000
Wantage Town Council	10,000	-	10,000	9,500
Faringdon Town Council	1,500	-	1,500	1,500
Grove Parish Council	3,000	-	3,000	3,000
Sovereign	4,000	-	4,000	4,000
	<u>92,287</u>	<u>-</u>	<u>92,287</u>	<u>91,825</u>

WANTAGE INDEPENDENT ADVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

4 Charitable activities

	2018	2017
	£	as restated £
Transport reimbursements	54,984	39,938
Performance related grants	13,360	19,130
	<hr/>	<hr/>
	68,344	59,068
	<hr/>	<hr/>

5 Investments

	2018	2017
	£	£
Interest receivable	240	418
	<hr/>	<hr/>

6 Raising funds

	2018	2017
	£	£
<u>Fundraising and publicity</u>		
Advertising	3,407	1,136
	<hr/>	<hr/>
	3,407	1,136
	<hr/>	<hr/>

WANTAGE INDEPENDENT ADVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

7 Charitable activities

	2018 £	2017 £
Staff costs	74,212	70,797
Good neighbour expenses	2,622	2,036
Staff expenses	4,401	3,663
Driver reimbursements	40,604	30,479
Other charitable expenditure	5,665	3,806
	<u>127,504</u>	<u>110,781</u>
Share of support costs (see note 8)	49,886	41,107
Share of governance costs (see note 8)	-	420
	<u>177,390</u>	<u>152,308</u>
Analysis by fund		
Unrestricted funds - general	176,417	
Unrestricted funds - designated	973	
	<u>177,390</u>	

For the year ended 31 March 2017

Unrestricted funds - general	<u>152,308</u>
	<u>152,308</u>

WANTAGE INDEPENDENT ADVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

8 Support costs

	Support costs	Governance costs	2018	2017	Basis of allocation
	£	£	£	£	
Rent	18,000	-	18,000	18,000	100% support costs
Utilities	4,227	-	4,227	4,979	100% support costs
IT support/upgrade	8,030	-	8,030	6,510	100% support costs
Maintenance and repairs	9,867	-	9,867	1,985	100% support costs
Photocopier	1,485	-	1,485	1,187	100% support costs
Cleaner	2,862	-	2,862	2,480	100% support costs
Bank charges	679	-	679	699	100% support costs
Subscriptions	1,371	-	1,371	1,595	100% support costs
Printing and stationery	1,301	-	1,301	2,134	100% support costs
Insurance	1,768	-	1,768	1,538	100% support costs
Miscellaneous items	296	-	296	-	100% support costs
Independent examiners fee	-	-	-	420	Governance
	<u>49,886</u>	<u>-</u>	<u>49,886</u>	<u>41,527</u>	

There were no fees charged by the accountants for the independent examination of these accounts (2017 £420).

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration, expenses reimbursed or benefits from the charity during the year.

10 Employees

Number of employees

The average monthly number of employees during the year was:

2018	2017
Number	Number
<u>6</u>	<u>5</u>

Employment costs

Wages and salaries

2018	2017
£	£
<u>74,212</u>	<u>70,797</u>

WANTAGE INDEPENDENT ADVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

11 Creditors: amounts falling due within one year

	2018 £	2017 £
Other creditors	13,122	13,360
Accruals and deferred income	2,505	-
	<u>15,627</u>	<u>13,360</u>

12 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2018 £
Provision for replacement assets	3,000	3,900	(973)	(927)	5,000
	<u>3,000</u>	<u>3,900</u>	<u>(973)</u>	<u>(927)</u>	<u>5,000</u>

13 Analysis of net assets between funds

	Unrestricted funds £	Designated funds £	Total £
Fund balances at 31 March 2018 are represented by:			
Current assets/(liabilities)	97,763	7,500	105,263
	<u>97,763</u>	<u>7,500</u>	<u>105,263</u>

14 Related party transactions

There were no disclosable related party transactions during the year (2017 - none).



In The Vale For The Vale

The **W.I.A.C** is based in Wantage but helps and supports lots of people living in villages & towns within the Vale.

We run a Community Transport Scheme, volunteer drivers in their own cars, for elderly and infirm people. To enable them to reach vital services such as Doctors, Hospitals, Day Centres & we also take them shopping.

We run a Good Neighbour Scheme for people who might require a befriending volunteer because they are feeling lonely or isolated, we help with paperwork and other small tasks. We can also help liaise with other specialist agencies.

We offer **FREE** confidential Advice on a host of subjects including Debt & Benefits.

Volunteers

Driver

Could you offer transport to other people in your community?

Your time commitment is completely decided by you even one hour a week would be beneficial.

Volunteer drivers are reimbursed at 40p per mile



Volunteers

Good Neighbour

If you like having a cuppa, you could befriend a lonely person in your community.

Very flexible time commitment, typically one or two hours a week.



Volunteers

Advisor

Two sessions a week, lasting four hours are required or one whole day. Full training will be given and will cover a range of topics.

Benefits

Debt

Employment

Consumer

Housing issues



If you require any further information about our services or you would like to join our volunteer team please make contact:

help@wantageadvice.org.uk

www.wantageadvice.org.uk

01235 765348



In the Vale
For the Vale
empowering people!

Funded by:

Vale of White Horse District Council
Wantage Town Council
Faringdon Town Council
Grove Parish Council
Oxfordshire County Council
Sovereign Housing Association
and other Parish Councils



unsung heroes



**The Queen's Award for
Voluntary Service 2008**

