

Registered Charity No. 270992



## ADVICE CENTRE

16 Market Place  
Wantage  
OX12 8HE

# ANNUAL REPORT

## 2009-2010

*Sponsored by*



Rotary Club of Wantage

# **THE INDEPENDENT ADVICE CENTRE**

## **Serving Wantage, Grove and District**

### **Annual Report 2009-2010**

#### **MANAGEMENT COMMITTEE – APRIL 2009- MARCH 2010**

Hon. Chairman	Ann Rowe
Hon. Deputy Chairman	Colin Wilkins
Hon. Treasurer	Spencer Clubb
Hon. Secretary	Merilyn Dean
Committee Members	Roger Homer
	Councillor Joyce Hutchinson
	Geoff Hamer
	George Gordon
	Keith Robbins
	Councillor Jenny Hannaby
	Peter Harbour
	Councillor Jean Nunn-Price

#### **EMPLOYEES APRIL 2009 – MARCH 2010**

Office Manager	Emma Kahlon
Deputy Office Manager and	Wendy Watson
Transport Manager	
Admin Officer	Lisa Bengé

#### **VOLUNTEER ADVISORS APRIL 2009 - MARCH 2010**

Rosemary Bate	Lisa Bengé	Janet Browning
Celia Cotton	Margaret Cumberland	Jo Cross
Merilyn Dean	Carla Didcock	Jacky Elger
Jeanne Felmingham	David Fox	Malcolm Fretter
Geoff Hamer	Peter Harbour	Roger Homer
Jim Hetherington	Helen Howe-Jones	Jill Kowszun
Sue Knights	Dallas Liddington	Annabelle Long
Sarah Matthews	Jeffrey Miles	Claire Moley
Zelda Moorwood	Lyn Morton	Gill Panton
Kay Porter	Janet Price	Ann Rowe
Janet Smith	Lorraine Todd	Len West

#### **VOLUNTEER DRIVERS APRIL 2009 - MARCH 2010**

Duke Ashford	Alison Baker	Colin Bayley
David Bradfield	Adrian Buck	Dennis Buckland
Bill Campbell	Wendy Carney	John Collie
Bill Cosgrave	Don Dallow	Jon Dearden
Ernest Draper	Michael Eden	Susan Eden
Roger Evans	Angela Goodenough	Lois Greenhalgh
David Gregory	John Hobbs	Roger Homer

Helen Howe-Jones  
Alan Parker  
Tom Saunders  
Dudley Stevens  
Ian Weeden  
Mary Whittaker

Jim Kowszun  
George Pullinger  
Rob Soames  
Eddy Todd  
Paul White  
Colin Wilkins

Jean Lees  
Derek Punter  
George Spalding  
Malcolm Vernon  
Peter White  
Jack Young

## **VOLUNTEER GOOD NEIGHBOURS APRIL 2009 - MARCH 2010**

Helen Bailey  
Kathleen Foster  
Lorna Haynes  
Kate Phillips

Adrian Buck  
Lois Greenhalgh  
Jane Huggett  
Lorna Williams

Paula Chapman  
Chris Haynes  
Maurice Huggett  
Samantha Robinson

We do not normally blow our own trumpet but.....

### Debt Counselling

"We hope that the Centre continues to manage in these difficult times and trust that you will still be able to operate. Thank you for doing your best for our parishioners with help and advice and long may you be able to assist"

"Brilliant, friendly & very helpful"

67,312 miles driven by  
Our volunteer drivers.



### Benefits Advice

"You are the best Advice Centre in the world.....the volunteers are extremely dedicated and they help people to an exceptionally high level and go above and beyond"

"Many thanks for your help with the DLA form I am delighted with the outcome and can relax about it now"

### "Excellent Service"

### "A1 Service, friendly staff"

"Members of our community expressed their gratitude for the support they have received through the I.A.C."

4,140 Clients used our Transport Scheme!

### "Outstanding Advice"

"The I.A.C. should be canonised and become The Patron Saints of people who have lost their way!"

"Absolutely fantastic help & advice without this service I don't know what I would have done"

### Employment Advice

"You have changed my life....The drivers are just fantastic!"

## Chairman's Report

The Independent Advice Centre has had yet another successful year. I am delighted to report that we have seen the arrival of 10 new volunteers; advisors and drivers.

The new volunteers have settled in well and are progressing with various training courses. Luckily many are interested in working with debt, as we have had to start a 'waiting list' for debt clients. The backlash from the 'credit crunch' has seen a marked increase in our debt client numbers.

We have launched a new initiative – the "Good Neighbour" scheme and this has taken off, led by Helen Bailey, who has acquired 10 'good neighbours' and the use of the IAC drivers. These able and willing volunteers have trimmed hedges, changed lightbulbs, put up shelves etc.

Our drivers are a multi-talented bunch. Not only do they transport our clients to all their many and varied destinations, but also they turn their hands to all sorts of odd jobs.

The year ended with a major change at the Advice Centre. Our Office Manager, Emma, left us after ten years, to pursue her own interests and spend some time at home. I should like to thank Emma for her years of hard work. She took us from a green and brown dull office to the brightly coloured, professional office that we have today.

With the various changes in demand on our services, it was decided to merge the manager and deputy manager's jobs and create a job share, which has resulted in two Joint Operations Managers. Wendy is J.O.M. – Transport and Lisa is J.O.M. – Advice Services. They are supported by Celia as Admin. Assistant. Next year's report will tell you how this arrangement is working out, but so far all is well. Thank you so much to my professional colleagues, Wendy, Lisa and Celia, who have taken all the worries off my hands, as they are getting 'stuck in' to all the challenges we face..

Another change that has just happened, that may impact on The Advice Centre, is the closure of the Local Services Point. Again, it is too soon to report on this, but surely the fact that the Advice Centre is now the only place in Wantage for advice on benefits, housing matters, debt, employment etc., must increase our workload. I have met David Buckle, CEO at the Vale of White Horse District Council, who assured me that there should be little long term impact on the Centre. He was very positive about the Vale's continued support for the Centre, which is good news in these straitened times. The Service Level Agreement with the Vale has been renewed for the third time; it is encouraging to have such a good working relationship with our funders; however I believe they are getting a good return for their investment.

I am so grateful to all of our volunteers, without them we couldn't run the Advice Centre, the Transport Service or the Good Neighbour scheme; also a big thank you to our professionals – solicitors Patrick Smith, Scott Robinson, Michael Berrett, Sandy Millikin, Accountants Chapman Worth and Howard Hill of First Ideas for all their help and support.

Finally I have to say thank you and good-bye to Marilyn Dean and Rosemary Bate. **Merilyn** started working at The Advice Centre just after me, in 1997. She specialised in

debt and employment, but when I became Chairman and Mary Rousseau, the secretary, died, she joined the Management Committee as Secretary. Her time became so stretched between an elderly parent and three grandchildren that she couldn't fit the Advice Centre in.

**Rosemary** dates back almost 30 years (1981), when the Advice Centre was called the Community Information Centre and was housed in a small bungalow behind the old Woolworth's site. Rosemary was the Publicity Officer for many years and we had no paid members of staff. The only things that haven't changed since the good old days are the willingness of all the volunteers and the economical efficiency of the administration.

Ann Rowe  
Chairman

Goodbye and thank you to Rosemary and Marilyn!



## ADVICE SERVICES REPORT 2009/2010

I think I can safely say, that it has been a tough year for both the advice centre and our clients. Our community has not been immune to the recession and in the early part of 2010 we had to introduce a waiting list for clients seeking debt management advice. We have also seen many more clients facing redundancy or a cut in hours and pay, who find themselves, for the first time, having to negotiate an increasingly complex benefits system. The closure of the Local Services Point in March has also brought clients to our door.

For ourselves, we have faced the inevitable constraints of budget, space and staff. However, the Vale of White Horse District Council have continued to support us financially, despite cutbacks elsewhere, as have Wantage Town Council, Grove and the many other parish councils. We remain extremely grateful for this support and indeed for grants from other organisations and public donations. Throughout the year we have been supported by local solicitors and Jonathan Hewitt (Oxfordshire Business Enterprise), who generously donate their time and expertise to help our clients. We also much appreciate the support of our MP, Ed Vaizey, for those occasions when only the intervention of an Under Secretary of State will do!

On the volunteer side, we had an intake of ten new recruits, who have weathered the initial shock of discovering the extent of our work and are still with us! The Good Neighbour Scheme has gone from strength to strength this year, working with the local PCSO's during the snow season and forging links with organisations such as Age Concern. . Alongside advice services and transport, we are providing a "one stop shop" of help to those in need.

During the latter part of the year, it became clear that we needed to look at all aspects of running the Advice Centre to cope with increases in workload and avoid undue pressure on the volunteers. I undertook a review of both operations and strategy and presented a report and 23 recommendations to the Management Committee. Some of these recommendations have already been implemented or addressed via the new management structure and work is continuing on others.

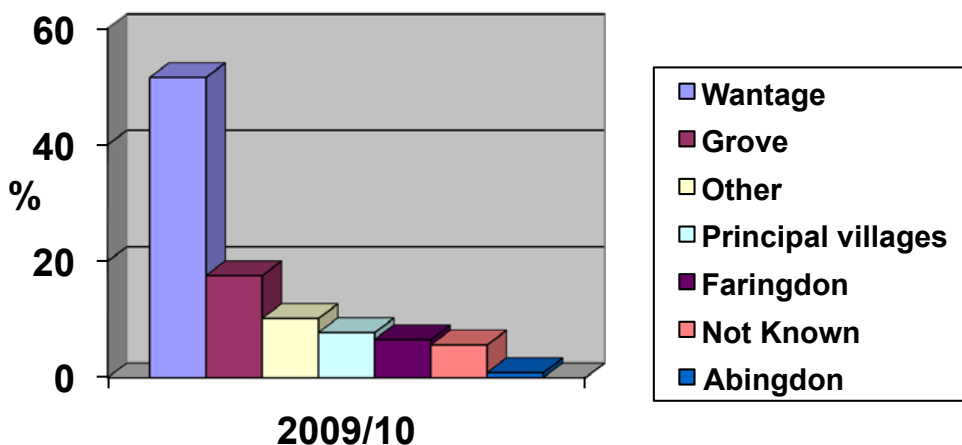
One recommendation was to conduct a survey of our volunteers, which has been completed. As a key resource, I felt it was important to understand their opinions and concerns on various topics in a concerted way, but also to assess what levels of change they would or wouldn't support. Among the outcomes was strong support for a structured mentoring system for new volunteers. While 90% enjoy working at the IAC, nearly 40% felt under pressure during their volunteer sessions and stress was the #1 factor that would cause volunteers to leave. This is something we take very seriously.

Another improvement was to sweep away decades of working with pen and paper and bring the joy of the spreadsheet to the IAC! Key tasks such as the staff rota, case records and client appointments are now accomplished on the PC only. This helps us be more efficient as well as saving resources with less paper, less filing, less archiving and less shredding. I must also report that the volunteers have adapted to the new systems brilliantly.

On a personal note, it has been a roller coaster year; beginning as a volunteer two afternoons a week, taking on my first debt client, (also my first bankruptcy) then graduating to paid assistant and ending with my appointment as joint manager, with Wendy Watson. I was proud to be a volunteer and, with Wendy, I am privileged to take the Advice Centre through the next year. Benjamin Franklin famously said “nothing is certain except death and taxes”. To my mind, there is another certainty: there will always be someone who needs help, and we, at the IAC, will do our utmost to be there for them.

## Advice Services Statistics 2009/10

### Distribution of client location



Principal villages include: Ardington, Challow, Childrey, Hanneys, Hendreds, Letcombe Regis, Stanford.

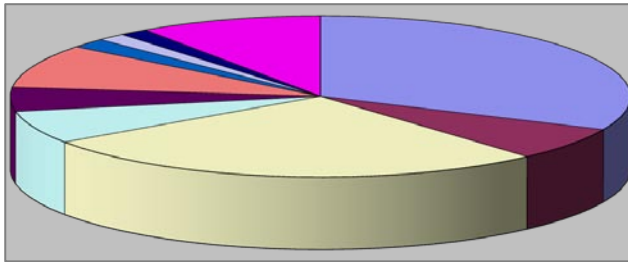
“Other” includes: Shrivenham, Lambourn, Uffington, Sparsholt and more.

Not known arises as we respect a client’s right to remain anonymous.

24 advisors handled a total of 3914 client interactions over 2092 hours.



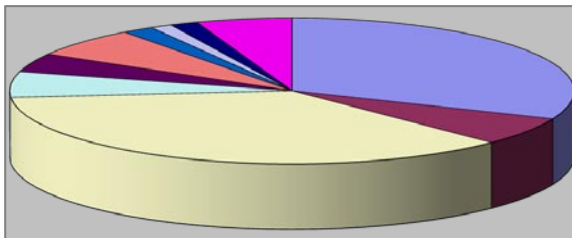
## Distribution of Advice Topics by Volume



- Benefit
- Consumer
- Debt
- Employment
- Housing
- Legal
- Relationship
- Tax
- Utilities
- Misc

Of the total benefits queries, Disability benefit accounted for 20.75%; Housing/Council tax benefit equalled 15.56% and Income support/Pension credit totalled 8.27%.

## Distribution of Advice Topics by Time



- Benefit
- Consumer
- Debt
- Employment
- Housing
- Legal
- Relationship
- Tax
- Utilities
- Misc

Debt cases are increasingly complex and therefore substantially more time consuming in proportion to the number of interactions.

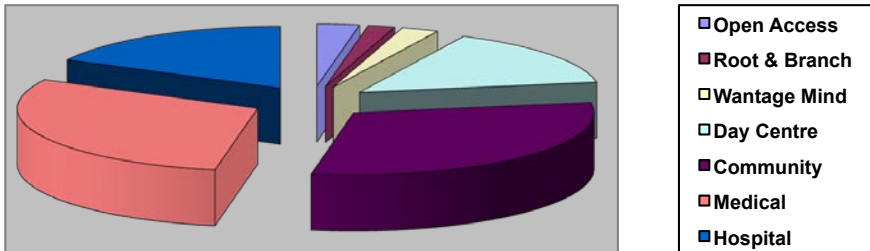
Lisa Bengé  
Joint Operations Manager and Advice Services Lead

## Transport Report

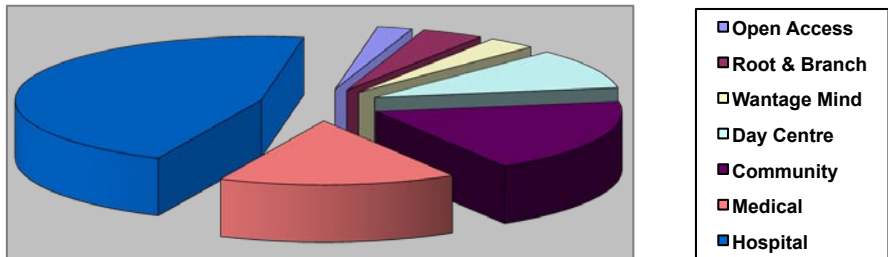
There was a big change for the Transport Scheme in July as we said good-bye to the Day Centre, after over 20 years of driving for their clients. There were some sad farewells as a number of drivers and Day Centre clients had built up good friendships over the years. The Day Centre was given another mini bus from Social Services to transport their clients. Despite this, where some of the clients live outside the area the mini bus covers or they find it difficult travelling on a mini bus, we do still transport a handful of clients.

It is difficult to assess how much this will affect our statistics as we stopped transporting them half way through the year. Although at first we were concerned about the effect the loss of our Day Centre clients would have on our business, it has had the positive effect of allowing us to take more clients to medical and community appointments. With more and more housing being developed in our area the demand for affordable, safe and reliable transport to the hospitals has also increased. This year our statistics have also been affected by the severe weather conditions experienced earlier in the year. Many drives were cancelled either by the client, the hospital or in a few circumstances where the driver could not get his car out of the drive.

### 4,140 People Transported 2009 / 2010



### 67,312 Miles Driven 2009 / 2010



## Recognition from Oxfordshire County Council.

Neil Timberlake, Assistant Public Transport Officer at Oxfordshire County Council, stood up at last year's AGM to say

*"I would just like to say and have it recorded the Independent Advice Centre's Transport Scheme is one of the largest and best I have come across and that anyone involved in transport at Oxfordshire County Council would always hold the Independent Advice Centre up as an example of good practice and we really appreciate all the hard work the transport team and the drivers do"*



His comments were very much appreciated by us all and reflected many clients' views on the service provided. Another example of the many letters and telephone calls we receive from clients who are very grateful for the service we offer is quoted below:

*"I am writing to say how grateful my husband and I are to your team. My husband is 87 and I am 83 so I am afraid we need all the assistance we can get. We seem to have had a lot of hospital visits recently and without your help things would have been very difficult.*

*All your drivers have been very helpful and considerate and the last driver had the rotten job of getting my husband to the hospital for 7am for a back operation and he was splendid. With many thanks to you all".*

## Oxfordshire Rural Community Council

We have been working very closely with ORCC this year, and we are very grateful for all their help and support. We were very pleased to hear the news that all three of the major hospitals in Oxford (John Radcliffe, Churchill and the Nuffield) had come on board with the OCTABADGE Scheme. Our drivers find this a very useful tool when taking clients to the hospitals.

We took part in a three month survey that ORCC have organised to get a better picture of volunteer transport in our area, to establish who is using the scheme and where they are being taken.

ORCC have produced a very good 'Volunteer Drivers Handbook' using contributions from us incorporating a lot of our policies, good practice and anecdotes from our drivers' experiences. The handbook is a very comprehensive guide for new volunteer drivers and for organisations wishing to set up a new scheme.

## Sad News

I am very sorry to announce that David Bradfield one of our volunteer drivers, died in April. David was a very valuable and reliable member of our team and he will be sorely missed by the transport team and many of our clients.

## The Year Ahead

The next obstacle that we have to overcome for our clients is to extend the same system we have for eligible clients claiming transport costs from the Oxford hospitals, to clients travelling to the Abingdon and Witney hospitals.

We have a very good relationship with the Oxford hospitals in respect of clients who qualify for free hospital transport and in this coming year I hope to be able to set up a similar system with the Abingdon and Witney hospitals. When clients could go to the Wantage hospital for x-rays they only had to pay our minimum fare but a return trip to Abingdon hospital is £12.00. I first tackled this in July 2008, but without success. I am hopeful that with our new management structure I will be able to put some of my time into reaching a solution as soon as possible.

Otherwise we intend to deliver more of the same high quality service and by listening to our clients ensure we always seek to exceed what they demand from us.

Wendy Watson

Joint Operations Manager And Transport Lead

## Good Neighbour Scheme

The Good Neighbour Scheme has now been operating for a complete year. Most people will be aware it originated from an apparent identified need from the extra tasks that the transport drivers were undertaking for their clients. Funding was applied for from the OCVA and after a successful bid a grant was allocated to the IAC. A voluntary Co-ordinator working 4 hours a week was then appointed.

The initial stages of setting up the Scheme were both challenging and rewarding as there was basically a blank canvas. Promotional literature was a priority and after some research using Microsoft Publisher, a logo depicting helping hands was created alongside the colour choice to tie in with the IAC's colours. Leaflets and flyers explaining the Scheme and what we do alongside one for a request for volunteers were created. An attempt to advertise the Scheme was then undertaken commencing with a display board in Wantage Library swiftly followed by one in Wantage Day Centre, GP surgeries, podiatrists, clubs and societies. All Parish councils, churches and shops were then targeted and presentations given where appropriate.

Time constraints have at times been problematic but a volunteer, Kate Phillips, was recruited solely to assist with the publicising of the Scheme. Her help was invaluable in assisting and expanding the promotion but sadly Kate relocated to Shropshire in April. Our huge thanks go to her for all her efforts and flexibility. Fortunately further help has come along in the form of Kay Porter and currently Celia Cotton. The extra help with administration and general assistance is greatly appreciated and will, hopefully, ease the said time constraints.

Clients initially were predominantly from the transport drivers but this has evolved over time with the Scheme's promotion. Referrals from neighbours, relatives and friends as well as professional bodies and self-referring clients have followed. It has become more apparent of late that advisors at the IAC have begun to refer some of their clients that need regular long-term help mainly with managing with both their financial and general correspondence. Hopefully, the Scheme will be able to support them through the use of GNS volunteers and free the advisors' time for more urgent or complex cases.

New clients are assessed by the Scheme's Co-ordinator and a volunteer assigned where appropriate; volunteers are always introduced to the client and clear boundaries set. Volunteers wear identity badges at all times and they are a good balance of males/females of varying ages.

A database for recording clients, volunteers' details and other relevant details was set up to record essential data for funding and statistical purposes.

The Scheme has supported over 135 people in its first year and completed in excess of 200 jobs. There are currently 12 clients being supported on a regular basis (at least weekly) by a wonderful team of 10 volunteers. There are also, of course, tasks being undertaken regularly by some of the transport team in addition to this. The clients are predominately elderly with both physical and mental frailties but we have also helped younger people with mental health issues and young, usually single, parents with young families. In addition, the Co-ordinator has been involved in liaising with other agencies and professional bodies and has undertaken attending professional meetings as well as partaking in training and planning meetings.

The plans for the forthcoming year are to have at least two volunteers in Wantage and Grove and one in each village; this would enable a swift response in case of emergencies or inclement weather. It is hoped that there will also be a resource bank created.

Hopefully the coming year will be as successful and rewarding.

Helen Bailey  
Good Neighbour Scheme Co-Ordinator



## Creating a holistic approach to support services.....a client's story

Two of our clients, who we shall call Client X and Client Y, have very kindly given permission for us to tell their story.

Client X and Client Y are a couple. Client X suffered from Post Traumatic Stress Disorder (PTSD) having served in the army. Client Y was his carer but also had health problems herself. Over the years Advisor Z had been helping them with debt and benefits issues and had been a sympathetic ear listening to their general problems.

They found it very difficult to use public transport as Client X suffered from paranoia as part of his PTSD. Our volunteer transport scheme was able to help – taking them to hospital appointments, benefit interviews and more.

During 2009 the IAC set up the Good Neighbour scheme and we suggested to the clients they might find it useful. Our volunteer co-ordinator made an initial visit to their home and then assigned a volunteer Good Neighbour. Our volunteer, (who was also part of our transport scheme) took Client X on social outings, giving him male companionship for the first time in years, which the client really looked forward to. This gave Client Y some much needed respite as she recovered from a serious illness. Our co-ordinator liaised with official agencies and the GP, as an advocate for the couple. She visited regularly to monitor Client Y's health situation and gave support in practical day to day matters. Another Good Neighbour also helped Client Y to plan her weekly grocery shopping and food budget.

**3 services, 2 clients, 1 place to get help!**

## A **Big** Thank You

The 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:

- The Vale of White Horse District Council
- Oxfordshire County Council
- Wantage Town Council
- Grove Parish Council
- Faringdon Town Council
- The Greenham Common Trust

We are also indebted to the following Parish Councils for their grants:

- |                        |                        |
|------------------------|------------------------|
| • Ardington & Lockinge | • Letcombe Bassett     |
| • Blewbury             | • Letcombe Regis       |
| • Buckland             | • Marcham              |
| • Charney Bassett      | • Shellingford         |
| • Childrey             | • Stanford in the Vale |
| • Drayton              | • Steventon            |
| • East Challow         | • Uffington            |
| • East Hanney          | • West Challow         |
| • East Hendred         | • West Hanney          |
| • Lambourn             | • West Hendred         |

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

- Wantage and Grove Lions
- St Katharines House
- Wantage Methodist Church
- Grove Methodist Church
- St John Vianney Catholic Church
- The Doris Field Trust
- Wantage Gardeners Association
- Wantage Bridge Club

We are also delighted to be one of the nominated charities of the Mayor of Wantage.

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  
Management Committee Member

**THE INDEPENDENT ADVICE CENTRE SERVING WANTAGE, GROVE AND DISTRICT**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE INDEPENDENT ADVICE CENTRE  
SERVING WANTAGE, GROVE AND DISTRICT**

**For the year ended 31 March 2010**

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**Respective responsibilities of trustees and examiners**

The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act), as amended by s.28 of the Charities Act 2006) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 43 of the Act, as amended);
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 43(7)(b) of the Act, as amended); and
- to state whether particular matters have come to my attention.

**Basis of independent examiner's statement**

My examination was carried out in accordance with 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 accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

**Independent examiner's statement**

In the course of my examination, no matter has come to my attention:

- 1) which gives me reasonable cause to believe that in any material respect, the trustees have not met the requirements to ensure that:
  - proper accounting records are kept (in accordance with section 41 of the Act); and
  - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
- 2) to which in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



**Anna Chapman ACA for  
Chapman Worth Limited**  
Chartered Accountants

275710

6 Newbury Street  
Wantage  
Oxfordshire  
OX12 8BS



**THE INDEPENDENT ADVICE CENTRE  
SERVING WANTAGE, GROVE AND DISTRICT  
RECEIPTS AND PAYMENTS ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2010  
(Registered Charity No. 270992)**

				<b>Year end 31-Mar-10 Total</b>	<b>Year end 31-Mar-09 Total</b>
	<b>Notes</b>	<b>Restricted</b>	<b>Unrestricted</b>		
<b>RECEIPTS</b>					
Grants	<b>1</b>	4,000.00	50,472.40	<b>54,472.40</b>	47,677
Passenger Donations		-	26,413.68	<b>26,413.68</b>	23,712
Transport Repayments		-	4,967.84	<b>4,967.84</b>	10,089
Donations	<b>2</b>	-	6,440.59	<b>6,440.59</b>	3,597
Photocopier		-	155.61	<b>155.61</b>	152
Sundry Income		-	467.27	<b>467.27</b>	656
Interest Deposit Funds		-	432.02	<b>432.02</b>	1,823
Parish Councils	<b>3</b>	-	1,030.00	<b>1,030.00</b>	365
Fund Raising		-	-	<b>-</b>	384
<b>Total Receipts</b>		4,000.00	90,379.41	<b>94,379.41</b>	88,454
<b>Less Payments</b>					
Rent		290.00	9,385.00	<b>9,675.00</b>	9,675
Water Rates		-	168.00	<b>168.00</b>	84
Insurance		265.52	2,533.80	<b>2,799.32</b>	2,673
Electricity and Gas		42.00	1,209.98	<b>1,251.98</b>	1,350
Telephone		152.00	1,901.93	<b>2,053.93</b>	2,116
Staff Training		-	3,163.35	<b>3,163.35</b>	1,348
Salaries		1,872.00	25,312.12	<b>27,184.12</b>	25,985
Mileage Allowance		-	25,430.39	<b>25,430.39</b>	27,232
Office Supplies and Maintenance		-	3,524.40	<b>3,524.40</b>	2,695
Publicity and advertising		280.00	277.97	<b>557.97</b>	654
Petty Cash		-	483.00	<b>483.00</b>	362
Photocopier Supplies		-	415.28	<b>415.28</b>	325
Cleaner		-	630.00	<b>630.00</b>	630
Sundry Expenses		-	89.69	<b>89.69</b>	1,066
Staff Expenses		-	537.22	<b>537.22</b>	223
Annual Report and AGM		-	727.24	<b>727.24</b>	672
Bank Charges		-	235.87	<b>235.87</b>	169
Broadband Rental		7.00	229.01	<b>236.01</b>	238
Property Maintenance		-	2,055.90	<b>2,055.90</b>	1,671
Postage		-	1,016.00	<b>1,016.00</b>	1,072
Reference Books		-	861.34	<b>861.34</b>	316
Subscriptions		-	691.60	<b>691.60</b>	978
Subsistence		-	308.72	<b>308.72</b>	161
Printing & Stationery		700.00	1,762.87	<b>2,462.87</b>	1,397
		3,608.52	82,950.68	<b>86,559.20</b>	83,090
<b>Excess of Receipts for the year, carried forward</b>		391.48	7,428.73	<b>7,820.21</b>	5,364

**THE INDEPENDENT ADVICE CENTRE  
SERVING WANTAGE, GROVE AND DISTRICT  
RECEIPTS AND PAYMENTS ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2010 (Continued)  
(Registered Charity No. 270992)**

			<b>Year end 31-Mar-10</b>	<b>Year end 31-Mar-09</b>
<b><u>Excess of Receipts for the year</u></b>				
<b><u>brought forward</u></b>			7,820.21	5364
Balances brought forward at 1 April 2009				
Bank Current Account			3,239.09	2698
Charities Fund Deposit Account No.1			3,669.73	3509
Charities Fund Deposit Account No.2			45,615.43	40953
			52,524.25	47160
Balances at 31 March 2010			60,344.46	52524
Balances at 31 March 2010				
Bank Current Account			3,627.28	3239
Charities Fund Deposit Account No.1			2,747.20	3670
Charities Fund Deposit Account No.2			53,969.98	45615
			60,344.46	52524
<b>NOTE 1: Grants</b>				
	<b>Restricted</b>	<b>Unrestricted</b>	<b>2010 Total</b>	<b>2009 Total</b>
Vale of White Horse District Council	-	39,113.00	39,113.00	37,812.28
Oxfordshire County Council	-	5,709.40	5,709.40	5,464.90
Faringdon Town Council	-	950.00	950.00	-
Wantage Town Council	-	3,700.00	3,700.00	3,600.00
Grove Parish Council	-	1,000.00	1,000.00	800.00
Good Neighbourhood Scheme	4,000.00	-	4,000.00	-
	4,000.00	50,472.40	54,472.40	47,677.18
<b>NOTE 2: Donations</b>				
	<b>Restricted</b>	<b>Unrestricted</b>	<b>2010 Total</b>	<b>2009 Total</b>
Methodist Circuit	-	-	-	106.00
Mayor's Ball	-	1,200.00	1,200.00	-
Wantage Lions	-	1,000.00	1,000.00	-
Mackintosh	-	250.00	250.00	-
Doris Field Trust	-	500.00	500.00	-
Church Street Care Fund	-	-	-	150.00
Grove Methodist Church	-	43.31	43.31	100.00
Wantage Methodist Church	-	215.00	215.00	-
St John Vianney RC	-	100.00	100.00	-
St Katharine's House	-	500.00	500.00	851.00
Z Moorwood	-	200.00	200.00	-
Greenham Commion Trust	-	1,000.00	1,000.00	-
GNS	-	124.30	124.30	-
Round Table Ramp	-	-	-	1,000.00
Newbury Street Practice	-	-	-	200.00
Peter Training	-	-	-	95.00
Driver	-	150.00	150.00	180.00
Anonymous	-	-	-	200.00
General Donations	-	1,157.98	1,157.98	714.76
	-	6,440.59	6,440.59	3,596.76

<b>NOTE 3:</b>	<u>Parish Councils</u>		<b>2010</b>	<b>2009</b>	
		<b>Restricted</b>	<b>Unrestricted</b>	<b>Total</b>	<b>Total</b>
East Challow Parish Council	-	100.00	100.00	-	
West Challow Parish Council	-	-	-	25.00	
East Hanney Parish Council	-	275.00	275.00	100.00	
West Hanney Parish Council	-	70.00	70.00	-	
East Hendred Parish Council	-	100.00	100.00	-	
West Hendred Parish Council	-	20.00	20.00	20.00	
Ardington & Lockinge Parish Council	-	30.00	30.00	30.00	
Blewbury Parish Council	-	50.00	50.00	-	
Charnsey Bassett Parish Council	-	30.00	30.00	30.00	
Childrey Parish Council	-	75.00	75.00	60.00	
Drayton Parish Council	-	30.00	30.00	-	
Letcombe Bassett Parish Council	-	100.00	100.00	-	
Letcombe Regis Parish Council	-	50.00	50.00	-	
Shellingford Parish Council	-	50.00	50.00	-	
Stanford in the Vale Parish Council	-	25.00	25.00	50.00	
Uffington Parish Council	-	25.00	25.00	50.00	
	-	1,030.00	1,030.00	365.00	
<b>NOTE 4:</b>	The £5,000 remaining at the start of the year from the Legacy received in the year ended 31 March 2007 has been spent on updating and improving the centre. The Legacy has now been spent.				
<b>NOTE 5:</b>	Anticipated Financial Commitments held in reserve are: -		<b>2010</b>	<b>2009</b>	
	New Computer Programme		4,000.00	1,000.00	
	Computer upgrade		8,000.00	-	
	New toilet		1,000.00	-	
	Up-dating Office Equipment		-	4,000.00	
			13,000.00	5,000.00	



# **ADVICE CENTRE**

*empowering people!*

## ***Funded by:***

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

