

**WANTAGE INDEPENDENT ADVICE CENTRE**  
**Serving Wantage, Grove and District**  
**Annual Report 2015-2016**

*Annual General Meeting to be held*  
*Tuesday 28<sup>th</sup> June 2016*  
*The Beacon*  
*7.30pm*

**MANAGEMENT COMMITTEE – APRIL 2015 - MARCH 2016**

Hon. Chairman	Peter Harbour	
Hon. Vice Chairman	Ann Rowe/Geoff Hamer	
Hon. Treasurer	Spencer Clubb/Bill Jestico	
Hon. Secretary	Keith Robbins	
Committee Members	Spencer Clubb (also HT) Councillor St John Dickson Joyce Hutchinson Rebecca Norris-Bulpitt Colin Wilkins	Councillor Charlotte Dickson Jenny Hannaby Bill Jestico (also HT) Councillor Dave Parry David Wise

**EMPLOYEES APRIL 2015 – MARCH 2016**

Joint Operations Manager	Lisa Benge/Pamela Roscoe
Joint Operations Manager	Wendy Watson
Advice Supervisor	Karen Muir
Admin Officer	Celia Cotton
Admin Officer (Transport)	Pam Evans/Paula Moore

**VOLUNTEER ADVISORS & OFFICE STAFF APRIL 2015 - MARCH 2016**

Stella Brecknell	Adrian Buck	John Caldicott
Jeanne Felmingham	David Fox	Malcolm Fretter
Peter Harbour	Jim Hetherington	Rita Hetherington
Shirley Humphries	Anita Hutchins	Andrew Kerr
Dallas Lidington	Sarah Matthews	Nicky Middleton
Zelda Moorwood	Lyn Morton	Gill Panton
Clare Pennicott	Kay Porter	Janet Price
Valerie Rose	Ann Rowe	Janet Smith



### **VOLUNTEER DRIVERS APRIL 2015 - MARCH 2016**

Duke Ashford  
David Boyd  
David Brooks  
Peter Butcher  
Wendy Carney  
Geoff Corker  
Ron East  
David Gregory  
David Kent  
Trish Laverie  
Jenny Penfold  
Peter Rolfe  
Eddy Todd  
Malcolm Vernon  
John Willemsen  
David Wise

Colin Bayley  
Ann Breen  
Adrian Buck  
John Caldicott  
Alan Clark  
Bill Cosgrave  
Susan Eden  
Helen Howe-Jones  
Andrew Kerr  
Paul Longworth  
Adrien Porter  
Tom Saunders  
Paul Townsend  
Ian Weeden  
Peter White

Alison Boyd  
Brendan Breen  
Dennis Buckland  
Guy Calve  
John Collie  
Ernest Draper  
Julie Garvey  
Lyn Jones  
Jim Kowszun  
Frank Parnell  
Robert Rogers  
Rob Soames  
Angela Vernon  
Lesley Weston  
Mary Whittaker

### **VOLUNTEER GOOD NEIGHBOURS APRIL 2015 - MARCH 2016**

Clare Abolins	Helen Bailey	Colin Bayley	Anna Bradford
Stella Brecknell	Ann Breen	Brendan Breen	Jill Broadley
Adrian Buck	Nan Draper	Marian Durban	Maxine Eyles
Angie Fisher	Anne Geach	Lois Greenhalgh	Trish Laverie
Fiona Miles	Veronica Milligan	Rebecca Norris-Bulpitt	Jean Orme
Claire Parry	Pamela Roscoe	George Spalding	David Wise



## CHAIRMAN'S REPORT

Well first for the good news. This is a combined report for The Independent Advice Centre (Registered Charity No. 2709920) and Wantage Independent Advice Centre (Registered Charity No. 1161144). After much hard work, stress and heartache we received our licence from the Financial Conduct Authority and from January 2016 we started to function as the WIAC. Lisa Bengel deserves great credit and thanks for this achievement.

The less than good news is that Lisa has departed to spend more time with her husband who has retired; they are hoping to move to the West Country in the near future. More good news is that we have managed to recruit a very able replacement in Pamela Roscoe. Pamela was already a volunteer on the Good Neighbour Scheme and we welcomed her as a paid member of staff from mid January. I wish to thank Lisa for everything she has done for the WIAC, without doubt her contribution to many aspects of the charity has been immense, so well done Lisa, and we wish her well for the future.

The next and very important part of this report is to say thank you to all our stakeholders. I must thank our volunteers; these individuals are the most important people in the organisation and of course without them, we could not function. Good Neighbours, Drivers, Advisors and backroom Volunteers have all given a great deal of hard work and dedication and they are truly Unsung Heroes. Once again I would also like to give a special thank you to Helen Bailey who is our Good Neighbour Co-ordinator. Her excellent and caring service continued in this year.

I would like to thank our loyal, dedicated and hardworking paid employees. This back-office team is central to the management function of our organisation and they successfully co-ordinate the many demands and numerous elements that collectively underpin all three of our services.

During the last 12 months we have had some changes in the membership of the Trustee Management Committee and it is important to note them all:-

- **Colin Wilkins** - We have lost a very loyal, hardworking and dedicated member of the committee. Colin sadly passed away on 24<sup>th</sup> June 2015. Colin was an

important promoter of our services in the community and in that role was responsible for a number of important donations to our funds. He played an active role in the administration of the charity and additionally was a volunteer driver.

- **Rebecca Norris-Bulpitt** has resigned due to other commitments and broader plans! We thank her for her service while a member of the Committee.
- **Spencer Clubb** has resigned as Treasurer and I would like to thank Spencer for his service in this role. I am pleased to say that Spencer has remained though as a valuable member of our Trustee Board.
- **Bill Jestico** has taken on the position of Treasurer and we welcome him into this important role.
- We welcome onto the Committee **David Wise** who brings with him a broad range of talents and experience. David continues as a volunteer good neighbour and driver.

Last year I predicted that the charity would run at a small financial deficit and this has proved to be the case, however we are still in a healthy financial position. Our grant from the Vale of White Horse District Council comes up for renewal in 2017 and obtaining an increase to our funding is vital if our plans for continued growth are to be fulfilled.

My focus for the coming year will continue to be recruitment & retention across each of the channels - volunteers, staff and trustees. This emphasis remains the priority so as to not only maintain our stable footing but also to look towards building for our future with confidence. It is fair to describe this ongoing recruitment drive as both challenging and rewarding in equal measure. However the change in our charity structure to that of a Charity Incorporated Organisation, CIO status, does mean that the positive change in liability for Trustees (no longer personally liable) makes for a more attractive proposition for new board representatives.

We have had continual dialogue with Faringdon Town Council throughout the last year which has resulted in the creation of solid groundwork that will allow us to further extend our existing accessibility for Faringdon residents. Once this enhancement has been truly embedded, with the Town Council now operational in their new Pump House home, we will be looking collectively to concentrate our joint efforts in the localised recruitment of both volunteers and clients.

We have in the WIAC a very valuable and respected service that enhances and improves the quality of life for many people within the Vale. I continue to be very proud of leading this fantastic charity and I look forward to sharing with you our successes and achievements as we move forward and develop in the future.

The “WIAC with CIO status”  
is launched

Chairman Peter Harbour (left) and Operations Manager Lisa Bengé proudly  
reveal the **GREEN** light!



Peter Harbour  
Chairman

## ADVICE SERVICES REPORT

So I sat with a blank computer screen and a LONG list of pen & ink bullet points for quite some time before starting to bring together my thoughts for this first report as a Joint Operations Manager within the WIAC. In honesty, it felt cheeky and rather disrespectful to be the author when the majority of the period in question was navigated so successfully with Lisa Benge at the helm and it is testament to her guidance and training that I have an Advice Services Report to write and a team to be inspired by.

I began by asking myself what the definition of an annual report was, questioning its purpose, exploring the potential audience and considering what the objective of the report truly was. My answer was as much about what I didn't want the report to be as what I did...ultimately though it became clear that I needed to present a showcase of our achievements and provide an insight into our busy, rewarding and very "real" year.

2015/16 has continued to cement our existing relationships with other agencies and has seen foundations created for new connections with others, for example Elmore Community Services.

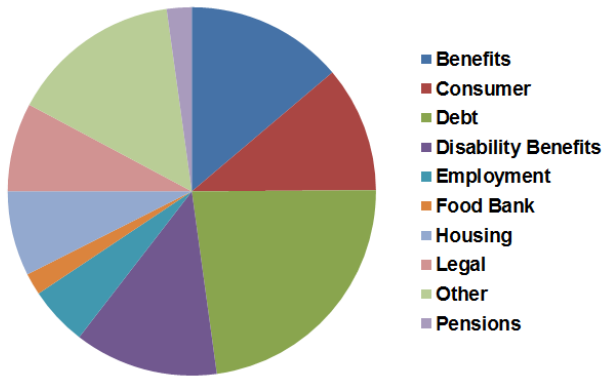
The commencement of Karen Muir in the role of our paid Advice Supervisor in the Summer of 2015 enabled us to focus more closely on dedicated support for our invaluable volunteers and Karen's practice of "walking a mile in the Advisors' shoes", with her fresh perspective, has already been beneficial across the board. If previous years had seen a consolidation period then these last 12 months brought with them the opportunity to further embed our essential processes whilst adapting to reflect the fluid changes within the Advice environment, the excellent client survey results and sterling output from the two internal quality reviews evidence this.

We have welcomed two new faces who support our drop-in and pre-booked appointments with two half-days per week each. I'm sad to say though we have also had to say goodbye to a couple of valued individuals and additionally one or two of the team have had to scale back their preferred hours. We are hoping to ramp up our recruitment campaign in the coming months, so keep the eyes peeled for adverts and posters....it might be an "old chestnut" but a truism all the same – a few hours can make a significant difference.

Reported overleaf is a snapshot in terms of statistics to provide colour with regard to our activity statistics. As always though, in isolation these only provide a fraction of our story. Underpinning these headline facts and impressive detail is the reality that it is sometimes when people find themselves in a very stressful situation things that they would normally just deal with seem mountainous and unachievable. This is when our advisors can offer advice, a guiding hand and support to get the individual back on an even keel.

We are indebted to our deeply committed band of volunteers. The gifts of time, wisdom and heart offered by this team are genuinely priceless to the organisation and to the community we serve and reside in.

## ADVICE VOLUMES BY TOPIC



## QUICK STATS

Advice Consultations 3,749

Enquiries 68%

Cases 32%

Tuesdays & Wednesdays are the busier days of the week

## QUICK STATS

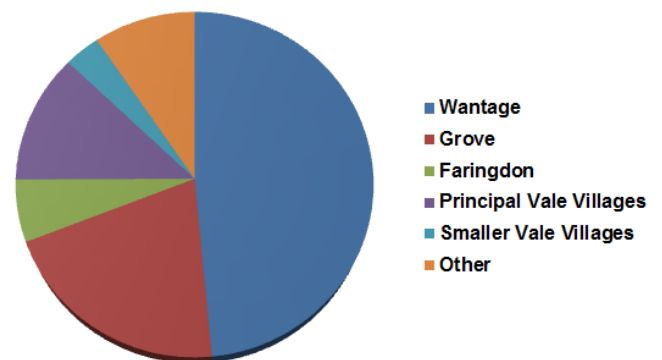
**1,391** individual clients

**58%** of clients recorded a single enquiry

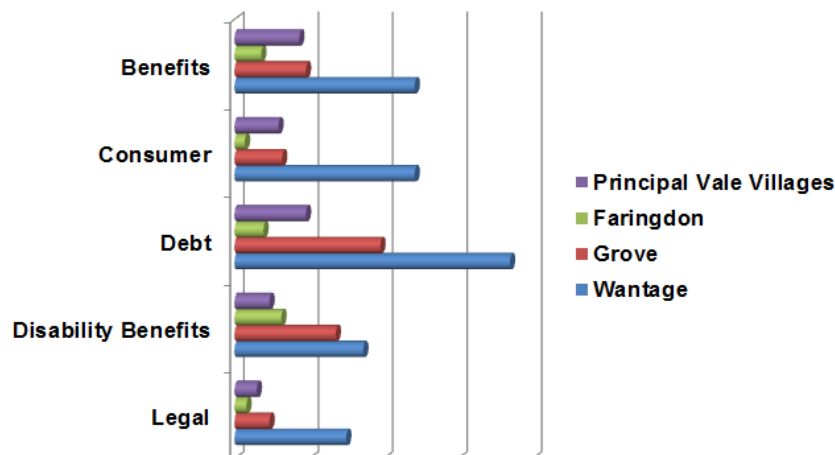
**1.2%** of clients recorded 10 or more enquiries – this includes clients who do not read or write and are supported by the WIAC

Several clients identified as more suited to case management practices

## ADVICE VOLUMES BY LOCATION



## KEY ADVICE TOPICS BY LOCATION (%)





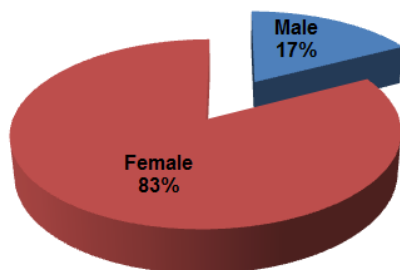
## TRANSPORT REPORT

In June we had a changeover of Transport Administrators. We said goodbye and thank you very much to Pam Evans and wished her well for the future. We were then very lucky to say hello and welcome to Paula Moore, who took over Pam's role. Paula immediately became a valued member of the team; her good work ethic meant she very quickly built up a great rapport with all our volunteer drivers and clients alike. Paula has been able to build on the excellent work Pam had started in the introduction of the driver's software Phase Two and I am happy to say this has now been completed.

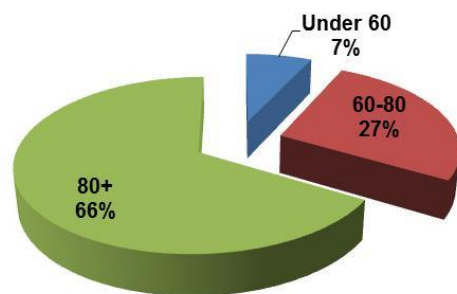
Our Oxfordshire County Council (OCC) Revenue Grant was up for renewal in July 2015. We held meetings with Shirley McAneny, Transport Coordinator for OCC, to discuss the future of the Transport Scheme. I am very pleased to announce that we have been awarded a six year grant of £16,000 per year. This result shows great confidence and support by the Council for our Transport Scheme and the staff and volunteers that run it. At a time when bus services are being cut it will give a little bit of comfort to those who are finding themselves isolated and unable to reach vital services.

Within this new funding agreement we have been asked to produce more detailed statistics, this exercise has presented us with interesting results. For example, the ratio between female and male clients is significant but perhaps not quite so surprising are the age group percentages.

CLIENTS BY GENDER



CLIENTS BY AGE

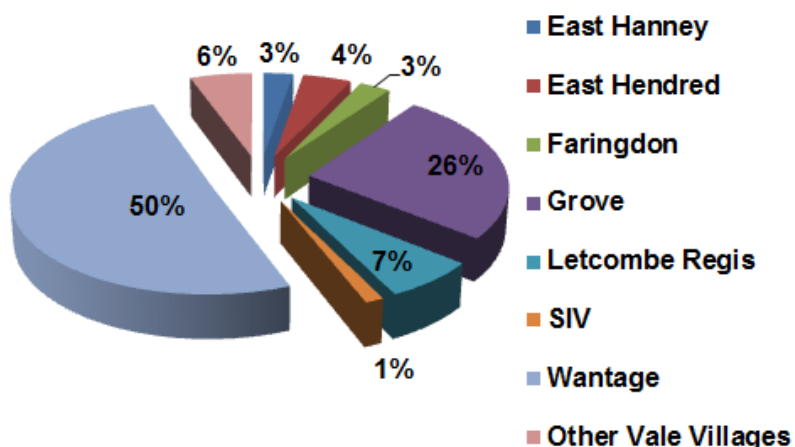


At the very end of March 2016 we entered into a two year project with OCC to expand our Day Centre transport. The aim of this project is for the WIAC to provide transport for a number of Day Centre clients who previously travelled by OCC special buses. This project, once plans are implemented, will enable OCC to yield a reduction in their transport budget. This is a very new and exciting project for us and you may well have seen our publicity around the town asking for new volunteer drivers. Please spread the word if you know any car drivers with an hour a day to spare to take an elderly person to and from the local Day Centre. The WIAC reimburses the drivers mileage at 40p per mile. We presently have 47 drivers on our database but we are always pleased to add to our very busy and happy team.

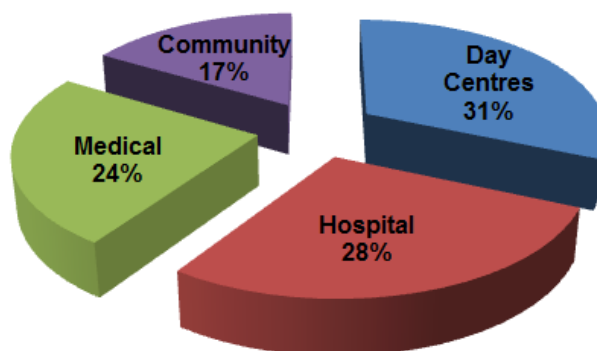
Dallas Lidington, who had been a long time member of the transport team, sadly died last May. It was very sudden and Dallas will be missed by the team & our clients.



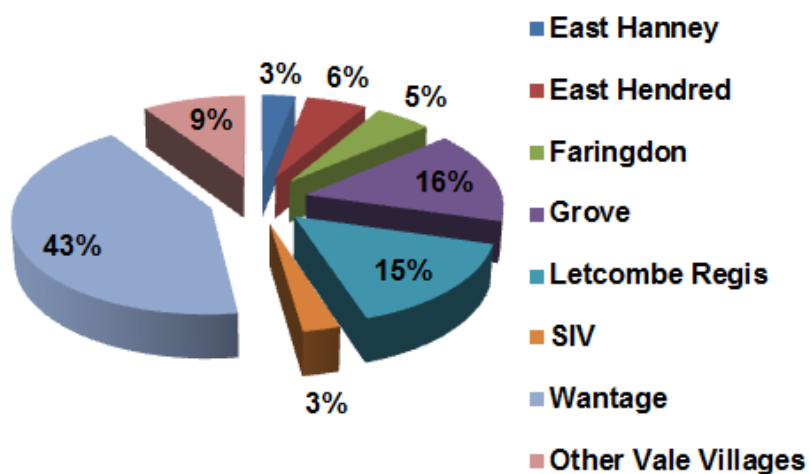
## BOOKINGS BY LOCATION



## DRIVES BY DESTINATION



## MILES BY LOCATION



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

Wendy Watson  
Joint Operations Manager

## GOOD NEIGHBOUR SCHEME (GNS) REPORT

The last year seems to have simply flown by for our Good Neighbour Scheme and it has been pleasing to see how the knowledge, understanding and utilisation of our service has increased across the community, as well as the referral agencies, during the last 12 months. In the past perhaps we have thought of ourselves as a hidden gem, but our gleam is starting to shine!

We have noticed a rising trend in need, with a significant increase in the number of referrals being received this year, 92 were recorded in total compared to 60 last year. Furthermore, it is interesting that the number of face to face client assessments carried out is substantially higher in recent months compared to the beginning of the 2015/16 period, almost 30 in the last quarter. It will be important for us to fully explore and comprehend if this is a new plateau, an exception or are we entering into a pattern of continuing elevation? The continuing enhancement and development of our service relies on the WIAC understanding the community, the environment and their dynamic, woven evolution.

The natures of the GNS requests are becoming more complicated and the needs of the clients are often carefully entwined across all three services that the WIAC provides. The GNS is certainly detecting that the starting point for the GNS team is often Advice related and that befriending is a part of the solution, but not the sole answer.

The success and high level of service seen over the past year however would not have been achieved without the kind and generous nature of our scheme's 22 remarkable volunteers. They are a tremendous group of people often working alone with very vulnerable individuals in desperately sad or difficult circumstances and I am truly grateful for their commitment and contribution. I don't feel it excessive to spell out that were it not for the dedication of this team, the Good Neighbour Scheme could not be planning to flourish and grow. More importantly the true reality is that without these volunteers and their enthusiastic, quality approach we would have no heart-beat for the Scheme and it would be "no more". So THANK YOU volunteers.

I'm pleased to say that this year, as planned, has seen the introduction of an additional Co-ordinator into my team. This has also provided the opportunity to take stock and begin to re-evaluate our service offering; I can't believe it will have its 7<sup>th</sup> birthday in 2016! Once we identified the most effective way to work together, Pamela (Roscoe) and I set about launching a Client Review Programme which enables us to proactively visit the clients, six-monthly or annually as appropriate, as representatives of the WIAC and the GNS. These review appointments over and above the regular volunteer be-friending visits ensure we seek ongoing feedback from clients, thus providing a continual comprehension of needs and, not surprisingly, action plans are identified for us to implement.

The GNS positively impacts clients and its volunteers. Here are a few of the words or phrases that **clients** and **volunteers** have used to describe their participation in the scheme:-

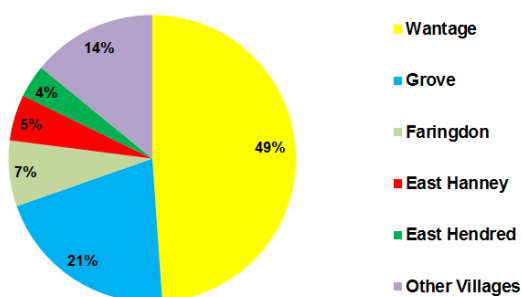
<i>Giving something back</i>	<i>Rewarding</i>	<i>Always something to learn</i>
<i>Keeps me grounded – little things can influence quality of life</i>	<i>Gives me the confidence to move forward and make decisions</i>	<i>It's important to experience new challenges in life</i>
<i>Always there when I need you</i>	<i>Laughter</i>	<i>A life-line</i>

Our regular meetings with the volunteers have continued and the framework, now working well, is typically for us to gather together every 2 or 3 months with a speaker attending at alternate sessions. Recent speakers have included Trading Standards and the Sensory Impairment team which with clever use of role-play provided some pivotal insight for us to take away and apply. Following feedback from this volunteer group, at the other gatherings a closed session is operated that provides quite simply a chance to chat with each other to share experiences, worries and take input and support from each other. These round-robin sessions also offer a valuable window to Pamela and me in respect of training or broader scheme needs and help to identify client specific actions that we, as the Co-ordinators, need to take ownership for.

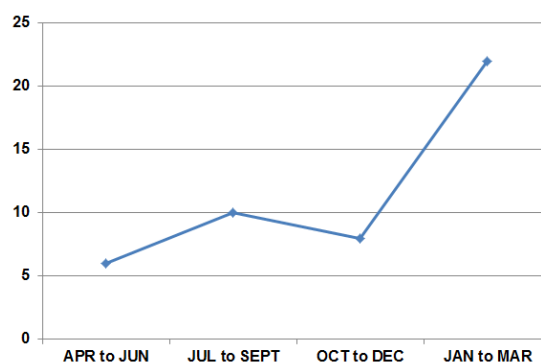
We continue to attend quarterly meetings in Oxford with Volunteer Link-up and we still work closely with the Wantage Community Information Network.

Through the volunteer team the Scheme now supports 44 clients on a regular basis with approximately 1,100 client visits undertaken during 2015/16. Across all of the elements of the GN Scheme there have been 3,260 hours documented with a total of 135 different clients receiving support.

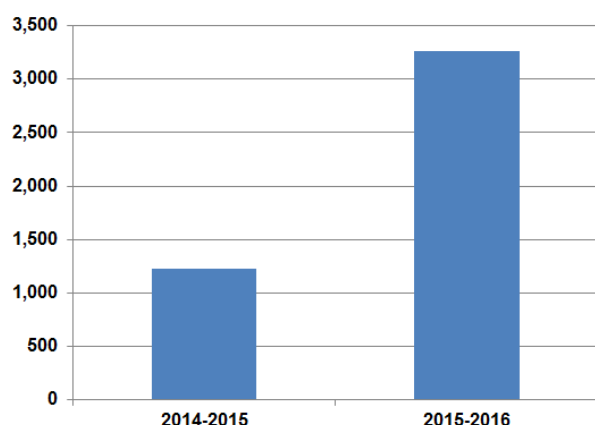
### SUPPORTED CLIENTS BY LOCATION



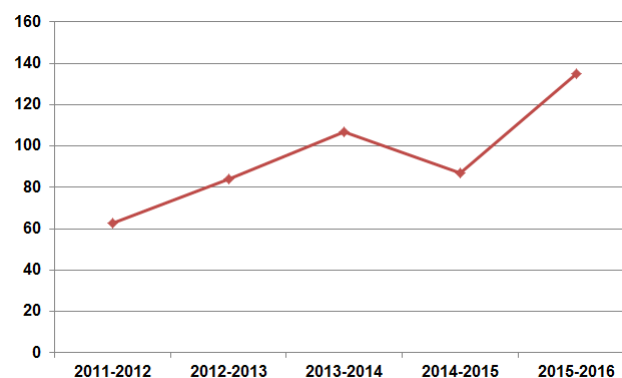
### NEW REFERRALS THIS YEAR



### HOURS SPENT SUPPORTING CLIENTS



### NUMBER OF CLIENTS SUPPORTED (YEAR ON YEAR)



Looking to the future, it is important to prepare and as such, discussions about my own succession planning have started. We would like to find a new lead for the Scheme, who in turn can take us onwards and upwards with fresh ideas, so watch this space as a new role may emerge...

For now though, thank you again to the team for all of their contributions and commitment and I look forward with genuine excitement to watching 2016-17 unfold.



*Could you befriend a lonely person?*

*Perhaps you enjoy a game of scrabble...*

*Do you have a little time to spare?*

*Maybe you have a flair for organising & admin...*



***Or do you simply enjoy a natter over a “cuppa”!!***

The ideal person will have at least a couple of hours a week available to offer as a flexible commitment.

To find out if volunteering might be for you or if you simply wish to find out a little more about becoming part of this supportive Good Neighbour team come in and speak to Helen or Pamela at:-

**16, Market Place, Wantage, OX12 8AE** (behind Barclays Bank)

or email us at [help@wantageadvice.org.uk](mailto:help@wantageadvice.org.uk)



Helen or Pamela

Tel: 01235 765348

Email: [help@wantageadvice.org.uk](mailto:help@wantageadvice.org.uk)

Website: [www.wantageadvice.org.uk](http://www.wantageadvice.org.uk)

Helen Bailey  
Good Neighbour Scheme Co-ordinator

## 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:

- The 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 Challow         | • East Hanney          | • East Hendred |
| • Letcombe Regis       | • Marcham              | • Shellingford |
| • Sparsholt            | • Stanford in the Vale | • Watchfield   |
| • West Hendred         |                        |                |

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

- |                              |                            |
|------------------------------|----------------------------|
| • Challow Afternoon Club     | • Charney WI               |
| • Childrey Methodist Church  | • Coronation Fund          |
| • Grove Afternoon Club       | • Hanney Drama Group       |
| • In Memory of Jack Young    | • Pandemonium              |
| • Richmond Village           | • Waitrose                 |
| • Wantage Garden 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, Patrick Smith, Scott Robinson, Rachel Whitehead, Rhiannon Jones, Geraldine McTier 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

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

## **The Trustees present their report and accounts for the period ended 31<sup>st</sup> March 2016**

The accounts have been prepared in accordance with the accounting policies set out in note to the accounts and comply with the WIAC Governance and Management Policies Manual, the Charities Act 2011 and the Statement of Recommended Practice. "Accounting and Reporting by Charities" issued in March 2005.

### **Structure, Governance and Management**

The Charity was established by a charitable trust deed on 1<sup>st</sup> April 2015. WIAC commenced trading on 1/01/2016.

**Trustees:** Serving during the period.

Hon. Chairman	Peter Harbour
Hon. Vice Chairman	Ann Rowe/Geoff Hamer
Hon. Treasurer	Spencer Clubb/Bill Jestico
Hon. Secretary	Keith Robbins
Charlotte Dickson	St John Dickson
Jenny Hannaby	Rebecca Norris-Bulpitt
Colin Wilkins	David Parry
Joyce Hutchinson	David Wise

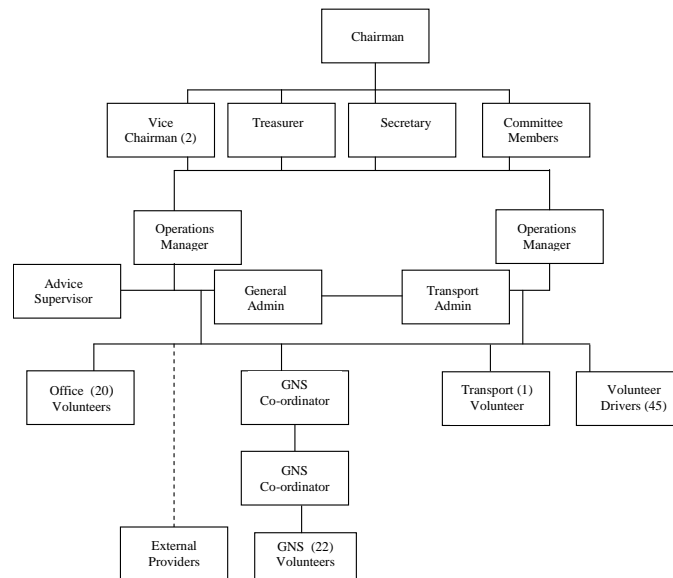
### **Recruitment of Trustees**

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 and 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 systems are in place to mitigate exposure to the major risks.

## 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 Wantage, Grove and neighbouring villages.

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

### PLAN 2015 – 2016

- Maintain the provision of free advice services, the volunteer transport and good neighbour schemes.
- Investigate need for and provision of an outreach service to Faringdon and/or other areas identified as having particular needs.



- Continue with the recruitment campaign for more volunteers in all areas.
- 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.
- Complete all regulatory requirements and associated tasks to commence operating Charity No. 1161144.
- Dissolve existing Charity No.270992 in accordance with Charity Commission requirements.
- Continue to develop IACOnline 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.

### **Public Benefit Statement**

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

During the period, Wantage Independent Advice Centre has carried out its duty with regards to the objectives of the charity and to public benefit.

### **Achievements and Performance**

For the details of achievements and performance in relation to our 2015-2016 plan see the relevant reports in this booklet under the following headings:

- |                   |                  |
|-------------------|------------------|
| • Chairman        | • Transport      |
| • Advice Services | • Good Neighbour |

### **Financial Review**

For our financial review please see the following pages where you will see both sets of accounts independently examined by Chapman Worth, Chartered Accountants.

### **Plans for the Future**

- Day Centre Project – see Transport Report for details
- Migration of Silverlight software for IACOnline

On behalf of the board of trustees

..........

Peter Harbour, Chairman

18<sup>th</sup> May 2016

Dated

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

**For the period ended 31 December 2015**

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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 144(2) of the Charities ACT 2011) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Act;
- 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
- 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 no opinion is given as whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

**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 130 of the 2011 Act); and
  - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the 2011 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 FCA for  
Chapman Worth Limited  
Chartered Accountants

18/5/16

6 Newbury Street  
Wantage  
Oxfordshire  
OX12 8BS

THE INDEPENDENT ADVICE CENTRE				
SERVING WANTAGE, GROVE AND DISTRICT				
RECEIPTS AND PAYMENTS ACCOUNT				
FOR THE PERIOD ENDED 31 December 2015				
(Registered Charity No. 270992)				
		Period end		Year end
		31-Dec-15		31-Mar-15
	Notes			
<b>RECEIPTS</b>				
Grants	1	88,825.00		87,862.37
Passenger Donations		26,850.65		35,224.14
ASTF Partnership		751.00		3,182.00
Donations	2	4,512.88		8,415.41
Photocopier		18.75		43.00
Sundry Income		53.60		695.50
Interest Deposit Funds		277.26		395.11
Parish Councils	3	925.00		920.00
Total Receipts		122,214.14		136,737.53
<b>Less Payments</b>				
Donations		117,372.53		-
Rent		13,500.00		18,000.00
Water Rates		81.00		156.00
Insurance		1,334.66		1,554.99
Electricity and Gas		1,980.87		1,698.01
Telephone		1,225.27		1,697.46
Staff Training		1,171.92		1,585.19
GNS		1,253.25		1,627.59
IAC Online Tech Support		7,916.39		8,770.63
Salaries		40,830.99		46,346.74
Driver repayments		19,888.90		26,156.60
Office Supplies and Maintenance		5,800.21		2,337.63
Publicity and advertising		1,812.81		634.76
Petty Cash		337.00		388.00
Photocopier Supplies		542.67		439.17
Cleaner		1,696.03		1,793.50
Sundry Expenses		352.10		392.16
Staff Expenses		379.10		288.34
Annual Report and AGM		661.36		865.25
Bank Charges		188.65		245.80
Blue Badges		90.00		80.00
Property Maintenance		723.27		2,728.93
Postage		324.00		1,034.00
Reference Books		188.88		144.48
Subscriptions		1,295.80		1,911.60
Subsistence		509.19		569.86
Printing & Stationery		1,454.68		1,955.19
Professional fees		910.00		-
		223,821.53		123,401.88
Transfer between funds		-		-
<b>Excess / (Shortfall) of Receipts for the year, carried forward</b>		- 101,607.39		13,335.65

<p style="text-align: center;"><b>THE INDEPENDENT ADVICE CENTRE</b>  <b>SERVING WANTAGE, GROVE AND DISTRICT</b>  <b>RECEIPTS AND PAYMENTS ACCOUNT</b>  <b>FOR THE PERIOD ENDED 31 December 2015 (Continued)</b>  <b>(Registered Charity No. 270992)</b></p>			
	<b>Period end</b> <b>31 December 2015</b>		<b>Year end</b> <b>31 March 2015</b>
<b>Excess of Receipts for the year</b>	- 101,607.39		13,335.65
Balances brought forward at 1 April 2014			
<b>Working capital</b>			
Bank Current Account	5,742.90		5,802.36
Charities Fund Deposit Account No.1	19,197.67		6,135.51
	24,940.57		11,937.87
<b>Reserve fund</b>			
Charities Fund Deposit Account No.2	76,666.82		76,333.87
	101,607.39		88,271.74
Balances at 31 March 2015	-		101,607.39
Balances at 31 March 2015			
<b>Working capital</b>			
Bank Current Account	-		5,742.90
Charities Fund Deposit Account No.1	-		19,197.67
	-		24,940.57
<b>Reserve fund</b>			
Charities Fund Deposit Account No.2	-		76,666.82
	-		101,607.39
<b>NOTE 1: Grants</b>	<b>Period end</b> <b>2015</b>		<b>Year end</b> <b>2015</b>
	<b>Total</b>		<b>Total</b>
Vale of White Horse District Council	57,825.00		57,825.00
Oxfordshire County Council	16,000.00		12,037.37
Wantage Town Council	9,500.00		15,000.00
Grove Parish Council	2,000.00		2,000.00
Faringdon Town Council	1,500.00		1,000.00
Sovereign	2,000.00		-
	88,825.00		87,862.37
<b>NOTE 2: Donations</b>	<b>Period end</b> <b>2015</b>		<b>Year end</b> <b>2015</b>
	<b>Total</b>		<b>Total</b>
Charney WI	100.00		-
Childrey Methodist	70.00		-
Coronation Fund	200.00		-
General Donations	1,373.64		-
Gift Aid	235.51		-
Grove Afternoon Tea Club	100.00		-
Letcombe Regis GN scheme	-		243.50
Letcombe Singers	-		300.00
Loyd Charitable Trust	-		5,000.00
Metal Box	-		780.00
Pandemonium	61.90		-
Richmond Village	1,797.29		-
Waitrose	300.00		-
Wantage 41 Club	-		100.00
Wantage Catholic Church	-		100.00
Wantage Garden Association	124.54		146.47
Wantage Lions	-		107.50
Wantage Methodist Church	150.00		244.00
Wantage Tangent	-		100.00
	4,512.88		7,121.47
<b>NOTE 3: Parish Councils</b>	<b>Period end</b> <b>2015</b>		<b>Year end</b> <b>2015</b>
	<b>Total</b>		<b>Total</b>
Ardington & Lockinge	50.00		50.00
East Challow Parish Council	-		100.00
East Hanney Parish Council	150.00		150.00
East Hendred Parish Council	-		200.00
West Hendred Parish Council	-		20.00
Charney Bassett Parish Council	-		30.00
Childrey Parish Council	25.00		-
Letcombe Bassett Parish Council	-		200.00
Letcombe Regis	200.00		-
Shellingford Parish Council	-		20.00
Sparsholt	100.00		-
Standford in the Vale	200.00		-
Watchfield	50.00		-
Marcham	150.00		150.00
	925.00		920.00
<b>NOTE 4:</b>	As at the 31st December 2015 The Independent Advice Centre ceased operations and has transferred all available assets of the charity, totalling £117,373, into Wantage Independent Advice Centre. This is a charitable incorporated organisation registered as of the 1st January 2016 by the trustees to continue the same objectives of The Independent Advice Centre.		

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE WANTAGE INDEPENDENT ADVICE CENTRE

For the period ended 31 March 2016

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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 144(2) of the Charities ACT 2011) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Act;
- 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
- to state whether particular matters have come to my attention.

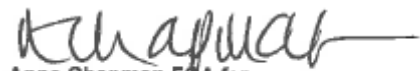
**Basis of independent examiner's statement**

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 no opinion is given as whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

**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 130 of the 2011 Act); and
  - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the 2011 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 FCA for  
Chapman Worth Limited  
Chartered Accountants

18/5/16

6 Newbury Street  
Wantage  
Oxfordshire  
OX12 8BS

WANTAGE INDEPENDENT ADVICE CENTRE					
STATEMENT OF FINANCIAL ACTIVITIES					
INCLUDING INCOME AND EXPENDITURE ACCOUNT					
FOR THE PERIOD ENDED 31 MARCH 2016					
(Registered Charity No. 1161144)					
		Period end			
		31-Mar-16			
		Total			
INCOMING RESOURCES	Notes	£			
Incoming resources from generating funds					
Donations and legacies	2	128,695			
Investment income	3	113			
<b>Total Incoming Resources</b>		<b>128,808</b>			
RESOURCES EXPENDED					
Costs of generating funds					
Costs of generating donations and legacies		470			
<b>Net incoming resources available</b>		<b>128,338</b>			
Charitable activities					
Direct charitable expenditure	4	36,442			
<b>Total charitable expenditure</b>		<b>36,442</b>			
Governance costs	5	-			
<b>Total Resources Expended</b>		<b>36,912</b>			
<b>Net outgoing resources before transfers</b>		<b>91,896</b>			
Gross transfers between funds		-			
<b>Net movements in funds</b>		<b>91,896</b>			
Fund balances at 1 April 2015		-			
<b>Fund balances at 31 March 2016</b>		<b>91,896</b>			
The charity's incoming and outgoing resources relate to continuing activities.					
The charity has no recognised gains and losses other than the net movement in funds for the year.					

WANTAGE INDEPENDENT ADVICE CENTRE				
BALANCE SHEET				
AS AT 31 MARCH 2016				
(Registered Charity No. 1161144)				
			Period end 2016	
	Notes		£	
<b>Current assets</b>				
Cash at bank and in hand			113,026	
<b>Creditors</b>				
Amounts falling due within one year	6		(21,130)	
<b>Total assets less current liabilities</b>			91,896	
<b>Income funds</b>				
Unrestricted funds			91,896	
<b>Total funds</b>			91,896	
This report has been prepared in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities (the FRSSE).				

The financial statements were approved by the Board of Trustees on 18/5/16 and were signed on its behalf by:

*William R. Jestico*

Mr W Jestico  
Treasurer

*Peter Harbour*

Mr P Harbour  
Chairman

<b>NOTE 1: Accounting policies</b>				
<b>1.1 Basis of preparation</b>				
The accounts have been prepared under the historical cost convention and in accordance with applicable accounting standards, the Statement of Recommended Practice, "Accounting and Reporting by Charities" (the FRSSE).				
<b>1.2 Incoming resources</b>				
Donations, legacies and other forms of voluntary income are recognised as incoming resources when receivable, except insofar as they are incapable of financial measurement.				
<b>1.3 Resources expended</b>				
Charitable activities include expenditure associated with the delivery of its activities and services. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.				
Governance costs include those incurred in the governance of the charity and its assets. They are primarily associated with constitutional and statutory requirements.				
<b>1.4 Funds</b>				
Unrestricted funds - these are funds which can be used in accordance with the charitable objectivity at the discretion of the trustees.				















<b>NOTE 2: Donations and legacies</b>	<b>2016</b>			
	<b>Total</b>			
Challow Afternoon Club	200			
Coronation Fund	500			
Hanney Drama Club	235			
In memory of Jack Young	128			
Richmond Village	129			
Wantage Methodist Church	100			
Other	810			
Charney Bassett	35			
East Challow	125			
East Hendred	300			
Shellingford	50			
West Hendred	50			
Passenger Donations	8,660			
The Independent Advice Centre	117,373			
	<b>128,695</b>			
<b>NOTE 3: Investment income</b>	<b>2016</b>			
	<b>Total</b>			
Investment income	<b>113</b>			
<b>NOTE 4: Direct charitable expenditure</b>	<b>2016</b>			
	<b>Total</b>			
Rent	4,500			
Utilities	790			
IAC Online Tech Support	287			
Salaries	18,160			
Office Supplies and Maintenance	413			
Photocopier Supplies	165			
Cleaner	446			
Sundry Expenses	115			
Staff Expenses	1,539			
Good Neighbour expenses	477			
Bank Charges	128			
Subscriptions	860			
Subsistence	6,401			
Printing & Stationery	161			
Provision for replacement assets	2,000			
	<b>36,442</b>			
<b>NOTE 5: Trustees remuneration and benefits</b>				
There were no trustees' remuneration or other benefits for the period ended 31 March 2016.				
There were no trustees' expenses paid for the period ended 31 March 2016.				
<b>NOTE 6: Creditors: Amounts falling due within one year</b>	<b>2016</b>			
	<b>Total</b>			
Prepaid income	19,130			
Provision for replacement of assets	2,000			
	<b>21,130</b>			
<b>NOTE 7:</b>	Charity Commission guidelines state that we should be holding an appropriate reserves fund. The WIAC reserves fund policy is set at a minimum of three months and a maximum of six months running costs. This is estimated to equate to between £35,000 and £70,000.			



**In The Vale  
For The Vale**

Car drivers urgently needed for transporting elderly clients to and from the **Wantage Day Centre**

-  Client to be at the Day Centre for **9.30am**
-  Client collected to go home at **2.30pm**
-  Drivers in their own cars
-  Driver reimbursement of **40p** per mile
-  47 drivers are already in our team
-  It is a very rewarding role
-  Drivers approached a week in advance
-  We need drivers for all weekdays
-  Availability is driver's decision
-  Even one day a week will help
-  We have public liability insurance
-  We will obtain a DBS certificate for you

If you have any spare time and would like to join our caring, happy team, please contact us.

An hour out of your day and **YOU** will be improving the quality of life for many people who go to the Day Centre for a hot meal and social interaction.

To find out more about the Wantage Independent Advice Centre and our volunteer vacancies, contact Wendy Watson on

**01235 765348**, or **help@wantageadvice.org.uk**

<http://www.wantageadvice.org.uk/volunteering/>

**We look forward to hearing from you soon**





**In The Vale  
For The Vale**

Make a difference to your community  
and join our happy band of volunteers!



***We need  
Advisors***



To find out more about  
Wantage Independent Advice Centre  
& our volunteer vacancies –

Please contact Pamela Roscoe or Karen Muir on  
**01235 765348** or **help@wantageadvice.org.uk**

<http://www.wantageadvice.org.uk/volunteering/>