

THE INDEPENDENT ADVICE CENTRE
Serving Wantage, Grove and District
Annual Report 2010-2011

MANAGEMENT COMMITTEE – APRIL 2010- MARCH 2011

Hon. Chairman	Ann Rowe/Geoff Hamer (current)
Hon. Vice Chairman	Colin Wilkins /Ann Rowe
Hon. Treasurer	Spencer Clubb
Hon. Secretary	Keith Robbins
Committee Members	Peter Harbour Councillor Jenny Hannaby Roger Homer Councillor Joyce Hutchinson George Gordon Councillor Jean Nunn-Price Councillor Dave Parry

EMPLOYEES APRIL 2010 – MARCH 2011

Joint Operations Manager	Lisa Benge
Joint Operations Manager	Wendy Watson
Admin Officer	Celia Cotton

VOLUNTEER ADVISORS APRIL 2010 - MARCH 2011

Janet Browning	Adrian Buck	Jo Cross
Margaret Cumberland	Jacky Elger	Jeanne Felmingham
David Fox	Malcolm Fretter	Geoff Hamer
Peter Harbour	Jim Hetherington	Roger Homer
Helen Howe-Jones	Jill Kowszun	Sue Knights
Dallas Lidington	Sarah Matthews	Zelda Moorwood
Lyn Morton	Gill Panton	Kay Porter
Janet Price	Valerie Rose	Ann Rowe
Janet Smith	Lorraine Todd	Len West



VOLUNTEER DRIVERS APRIL 2010 - MARCH 2011

Duke Ashford
Adrian Buck
Wendy Carney
John Collie
Ernest Draper
Roger Evans
Lois Greenhalgh
Roger Homer
Jean Lees
Derek Punter
George Spalding
Eddy Todd
Ian Weeden
Mary Whittaker

Alison Baker
Dennis Buckland
Alan Clark
Bill Cosgrave
Michael Eden
Susan Ferris
David Gregory
Helen Howe-Jones
Alan Parker
Tom Saunders
Dudley Stevens
Philip Tomlinson
Paul White
Jack Young

Colin Bayley
Bill Campbell
Peter Cole
Don Dallow
Susan Eden
Angela Goodenough
Jack Gutteridge
Jim Kowszun
George Pullinger
Rob Soames
Alison Stokes
Malcolm Vernon
Peter White



VOLUNTEER GOOD NEIGHBOURS APRIL 2010 - MARCH 2011

Helen Bailey
Terry Cornford
Lois Greenhalgh
Lorna Haynes
Peter Rumsey
Lorna Williams

Adrian Buck
Kathleen Foster
Jack Gutteridge
Jane Huggett
Alison Stokes

Paula Chapman
Julie Garvey
Chris Haynes
Maurice Huggett
Connie Tonks

“Driving Miss Daisy* – a tale from the frontline of volunteering!”**

The request was quite simple: would I collect an elderly lady from Wantage and take her to a doctor’s appointment at the Newbury Street Practice for 10.00am.

I duly collect this lovely lady and deliver her to the Health Centre at 9.50am, checked in and seated, ready for her 10.00am appointment. At 10.35 I take her to the Doctor’s room and return to the waiting area to continue reading my book. At 11.03 she is returned to me by her Doctor, I’ve read 11 pages since entering the Centre.

Miss Daisy then informs me that she had a blood test appointment at 10.30 which she has now missed. (The last words I read on page 127 of my book were, ‘keep cool man’.) I sit her down and return to reception and after 10 minutes of pleading and smiles in between other people booking in, I’ve achieved an 11.15 appointment for her. Back to the book. Five pages later, I walk her to Dracula’s room to offer some vintage blood for testing. Miss Daisy then remembers that she should have been upstairs for a podiatry appointment at 11.00. By now the charming language is on its fourth rewind, **“I don’t know what would I do without you lot, you’re wonderful, you are very patient people.”**

Back to reception; more pleading and apologies achieves an appointment upstairs at 11.45. “What?” (at this point I had to adjust my two hearing aids), “you have a prescription you haven’t handed in?” Again, I calmly sit her down, hand in her prescription to the pharmacy and arrange to collect later. Now into the lift and after another 4 pages Miss Daisy departs for her feet treatment, allowing me time to reorganise my brain for the next happening.

At 12.03 we’re heading downstairs to collect her prescription and hopefully, the car and a cup of coffee at home. In the pharmacy waiting area, Miss Daisy produces a cardboard container. **“I’m very sorry (ninth time), I have run out of these steroids and I need them today.”** I’m almost sure that this is a test the IAC have developed for drivers every five years to test their understanding and patience while dying of thirst. Not for the first time, I grind my false teeth, adjust my glasses, check my hearing aids are on, smile and say (the younger generation’s phrase), “no problem.”

Back to the pharmacy to perform my fourth academy award performance. The Almighty must have looked down and felt sorry for me, as he gave me a mini-break. The manager took Miss Daisy into a consulting room to sort out her problems. After 20 minutes I’m called to sit with her pending arrival of her medication. After receiving my eighth **‘Wonderful’** badge we finally depart. We arrive back home at 12.57, and receive the standard fee of £4.50 for a total time of 3hours 12 minutes IAC service.

Note to all drivers - be polite to Dallas, Adrian or Wendy (as they give you the drives), and be aware of 84 year plus Dames who heap verbal medals upon you.

Bill Cosgrave
(Award winner – volunteering beyond the call of duty)

**Not the client’s real name. **This version very much abridged from the original!*

Chairman's Report

As this is my first Report since taking over as Chairman, I must first of all thank Ann Rowe for her Chairmanship over the past 5 years. She oversaw a number of big changes in the Independent Advice Centre during this time. In her report last year she highlighted the fact that there had been a change in the management structure. I am pleased to report that this has been very successful and I would like to give my personal thanks to Lisa Benge, Wendy Watson and Celia Cotton for all their hard work to take the IAC forward in what are obviously difficult times.

Another point raised in last year's report was the closure of the Council's Local Services Point. This has had an impact on the IAC. About 11% of clients coming through the door would have gone to the LSP if it had still been there. Although some of the queries are not really ones we can resolve (e.g. the new rubbish collections scheme introduced late in 2010 and queries about replacement bus passes in March this year), our volunteers do not like to turn people away and they offer advice or telephone the Council on their behalf.

The other Reports within this document go into detail about the various functions carried out within the Centre. The three areas (Advice, Transport and Good Neighbour Scheme) are becoming increasingly integrated. Obviously, with the current economic climate, debt is still a major advice issue and many cases are becoming increasingly complex. Our clients welcome the face-to-face contact with an individual advisor, much more than the remote telephone contact offered by some other organisations. This sometimes uncovers other issues, like benefits not being claimed or underlying problems which the Good Neighbour Scheme volunteers can help with. The GNS started when volunteer drivers identified clients who needed additional help. With the current increase in petrol/diesel prices our drivers are noticing the impact on the cost of their drives for clients. However, it is to their credit that they have said that they will accept a freeze on rates paid to them, for the time being, as they do not want the clients to have to pay more.

One of our biggest problems at the moment is the shortage of office space. We only have two small interview rooms and sometimes one of these is occupied by external advisors who give us their time free (e.g. Solicitors) It is essential that we have the ability to deal with clients in a confidential manner. Whilst we think we could probably raise grants to deal with the actual move and necessary capital expenditure, the real problem would be the ongoing increased annual running costs. Obviously, at this time, we fully understand that this will be difficult to obtain. We continue to be grateful for all the grants that we receive, in particular of course, our ongoing grant from the Vale of White Horse District Council, our main source of income. We are delighted that they have recognised the valuable contribution we make to Wantage and the surrounding area by continuing our Grant for the 2011/12 Financial Year. During the year, they also acknowledged the sterling work done by the Transport Scheme in assisting so many local elderly & disabled clients.

As you may be aware, this year is the 40th Anniversary of the initial founding of the Community Information Centre in 1971. I was delighted to welcome our MP, Ed Vaizey, to start our celebrations and cut a commemoration cake, which had been kindly donated

by a friend of the IAC. We always find him very helpful if we need him to cut through red tape for us.

We now look forward to another year, which is likely to be at least as difficult as the last. However, I have every confidence that the staff and many volunteers will rise to the challenge and continue to serve the local community in the way that it has for so many years.



Ed Vaizey, MP celebrates 40 years of the IAC with chairman Geoff Hamer and Joint Operations Managers Wendy Watson and Lisa Bengel.



Volunteer Ann Rowe tries out the new automatic door. "I've waited ten years for this!"

50% of funding for the door and exterior re-decoration provided by the Shop Front Grant Scheme.

ADVICE SERVICES REPORT 2010/2011

At the last AGM, my first as joint manager, I reported that times were tough for both our clients and ourselves. Our case records show that clients continue to face difficulties; those in work no longer have “jobs for life”, even in the public sector, and those out of work struggle to get back on the employment ladder. Pensions don’t stretch quite as far as they once did and for the rest of us, planned retirement will take several years longer to arrive. There also seems to be a tendency to make claiming benefit entitlement much harder. We have seen several instances where benefit payments were stopped without warning or notification, leading to further hardship for already desperate people. So, in some respects, one year followed another in similar fashion.

However, for the IAC as an organisation, I believe that the year brought progress. Along with the management committee, Wendy and I have worked to build a stronger identity within the community, one that celebrates the importance of all of our services and their interaction with each other to better support the client base. To this end we have redesigned our printed material to cover Advice, Transport and Good Neighbour and included an “identity” graphic, which aptly shows how one service drives another. Courtesy of a donation from the residents of St Katharine’s House, we have also provided “identity” shirts for our volunteers to wear. This is particularly important when volunteers are going to client’s homes.

I also attended several events, including the regional Money Matters conference and live spots on BBC Radio Oxford. This gave the opportunity to promote the achievements of the Advice Centre and argue the case that services such as ours must not be allowed to disappear.

We were, once again this year, supported financially by the district council, Wantage town council, Grove and many other parish councils. This support is fundamental to our existence and we remain very grateful to those public authorities in times of difficult financial choices. The general public, too have been generous, and we were delighted to receive an individual donation of £1000 from an appreciative client.

It seems only right that if we receive public money, the public must be assured we maintain high standards of quality. Using a framework provided by the group “Working Together for Advice”, we implemented an internal audit to rigorously monitor not only quality of advice, but also operational excellence in areas such as financial management and overall governance. Dr Graham Curtis, very kindly agreed to act as auditor and his report will be published towards the end of 2011.

My volunteers have been, as ever, outstanding and introducing a mentoring team has been hugely beneficial to everybody. Towards the end of the year we relaxed our moratorium on recruitment and brought in a volunteer to be trained specifically as a debt advisor. Our new training system has worked well and will be continued. Our only difficulty is that we know many more people would like to volunteer and client numbers would warrant recruitment. However, space constraints are still a big problem and sadly, this is one issue we have not been able to resolve this year.

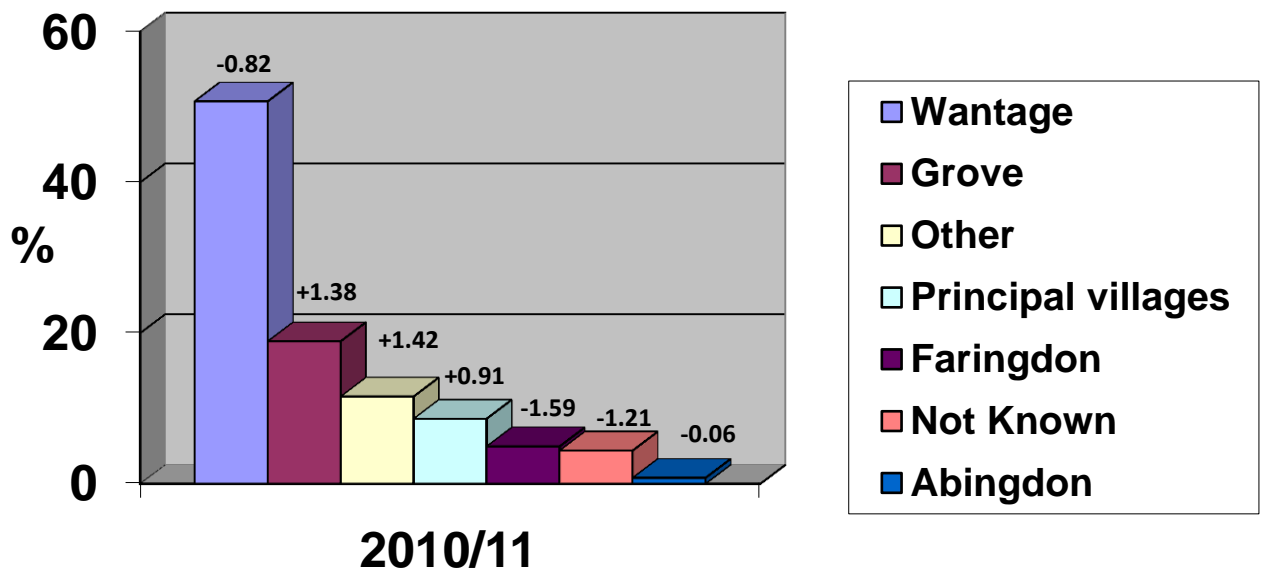
Practical progress has been made too. We purchased new computers and courtesy of a grant from Anglian Water Trust, we are purchasing a bespoke case management

system, specifically designed for the services offered by the IAC and the way we work with clients. This will much improve *data recording and reporting*. A contribution from the Shop Front grant scheme enabled us to buy an automatic door, giving easy access to wheelchair users and baby buggy pushers! Our IT volunteer, Dave Fox, went way beyond the call of duty to cope with BT and complete the switch of broadband and phone supplier, which we estimate saves nearly £500 per year.

Of course, no report would be complete without mentioning our 40th year celebrations. The foundations of the IAC we have today were first put together in 1971. I don't know if the starting group had any idea how services would develop or how much demand would grow. We have achieved much over the last 12 months but the last 40 years is a remarkable testament to the outstanding contribution individuals have made to our community. I look forward to serving the Advice Centre and the community for the next year.

Advice Services Statistics 2010/11

Distribution of client location



+/- figures indicate increase/decrease from previous year.

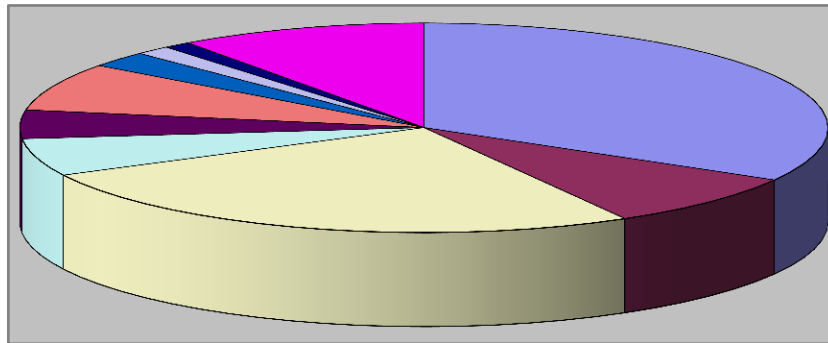
Principal villages include: Ardington, Challow, Childrey, Hanneys, Hendreds, Letcombe Regis, Stanford.

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

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

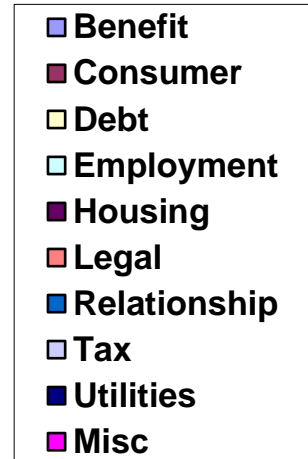
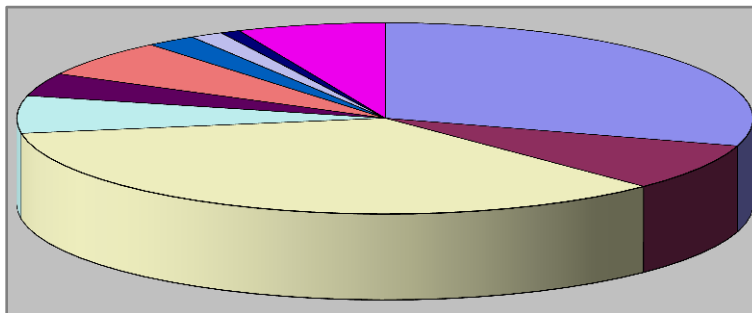
22 advisors handled a total of 4181 client interactions over 2157 hours.

Distribution of Advice Topics by Volume



Benefit and debt queries combine to just under 60% of the total and are very often linked problems. We have seen increasing cases where benefits are stopped without warning, which leads to further hardship for clients.

Distribution of Advice Topics by Time



Debt continues to occupy the majority of available time. Most new debt clients are allocated a debt advisor within 1-2 weeks.

85 free legal consultations carried out by local solicitors

22 referrals to the Food Bank since IAC became a referral point in October 2010

Lisa Benge

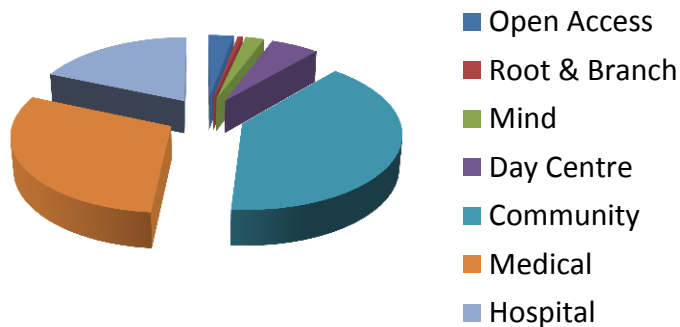
Joint Operations Manager and Advice Services Lead

Transport Report 2010/2011

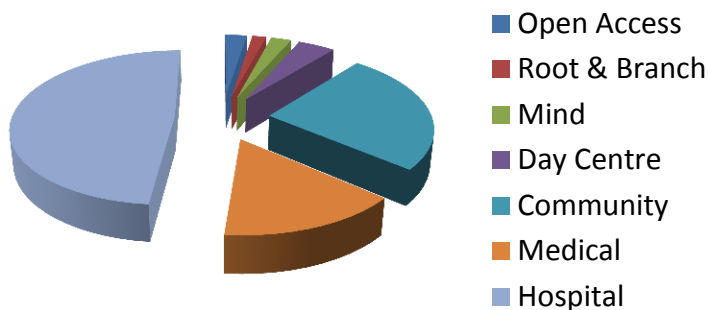
Last year's report started with us saying goodbye to our Day Centre clients, and now we are welcoming them back! New clients to the Day Centre who do not have their own transport will be offered a place under our new transport agreement. They will be given free transport as part of their Day Centre trial day. Once committed to go regularly, they will sign an agreement form and will then pay in advance for their transport. We will endeavour to keep the cost for each client as low as possible. This will mean we will have a two tier charging system and will cause us more administration work. Oxfordshire County Council have said that they are very pleased that we are able to work in partnership with them. They have promised to support us to be able to sustain the first class service we provide to the community and have pledged to help us extend the service.

Our client profile has changed quite a bit over the last couple of years, due to the loss of the Day Centre clients but we have still driven 3982 clients over 68900 miles.

3982 People Transported 2010 / 2011



68900 Miles driven 2010 / 2011



East Hanney, West Hanney & Lyford Parish Councils

The above Parish Councils have a fund that they can use to support some of their residents who fit certain criteria. We can now transport these residents to the Oxford hospitals and for those who are not on benefits that allow them to claim transport costs from the NHS, we can invoice the Parish Council. We would welcome other Parish Councils contacting us if they feel they would like to set up a similar scheme for their residents.

Annual Drivers & Good Neighbour Scheme Meeting.

This year's meeting was very well attended and there has been positive feedback from the volunteers. We had a very good meeting and the following are some of the topics that were discussed:

Petrol Reimbursement:

The maximum reimbursement we can make to our drivers is set by the government and has been 40p per mile for many years, but it was announced in the budget that this will now rise to 45p. We reimburse our drivers at 39p per mile and because of present petrol costs it was discussed, at the meeting, whether we should increase the amount to 40p. It was agreed by the drivers and good neighbours that we should wait for six months, and then consider what impact the rise would have on our client fares and then the drivers and good neighbours will vote either for or against the increase.

Insurance Costs:

We have found that a lot of Insurance companies have been changing their approach to their customers and there has been a threat of charging volunteer drivers business rates. We have been working alongside Oxfordshire Rural Community Council and Volunteering England to make sure our drivers are not affected. We have informed our volunteers, that if they are told that they need to be charged business rates to contact us and we will talk directly to the manager of the company and explain that the volunteer drivers are being reimbursed below the HMRC rate and therefore should not be charged business rates.

Drivers Survey:

In 2010 we gave the drivers a survey to complete; the first 8 questions were intended to capture a sense of how drivers felt about their work.

- All drivers felt valued and enjoyed their work.
- 65% strongly agreed they were fully supported by the paid staff and that overall the scheme was run well.

The second part of the survey asked specific questions to determine what they would or would not support.

- 60% would not support a minimum advance period for booking a drive.
- 65% felt an annual meeting was sufficient.
- 75% believe hospital/medical drives should take priority over social drives, although it was pointed out that shopping is of social importance as it may be the only outing a client has.
- 80% believe the 2 hour wait at the hospitals is reasonable (even if it turns out to be much longer)
- Most likely reason for a driver to consider leaving the IAC would be family considerations, although low morale and feeling unappreciated accounted for 13% of the total.

Additional comments were reviewed and some changes have been actioned e.g. Wheel chair use has now been included on the transport request form.

Polo Shirts:

This year we have introduced polo shirts for our volunteers; this is a form of advertising but more importantly a form of identity for our clients. Some of the volunteers have also purchased fleeces and sweatshirts.

Risk Assessment:

We have updated our risk assessments and now all drivers and good neighbour volunteers have signed the new risk assessment forms. This will be reassessed annually.

Oxfordshire Rural Community Council

Along with nine other voluntary transport schemes we were asked to join a survey carried out by ORCC. The schemes were asked to keep a tally of all journey types in a three month period. The table below shows the results.

Car Scheme	Hospital Journeys	GP Journeys	Other Health Related Journeys	Other eg. Day Centres, Shopping etc	Total no. Journeys Made
Goring	76	22	11	0	109
North Oxford	5	0	1	22	28
Benson	57	7	18	0	82
Witney	174	51	72	107	404
I.A.C.	221	224	160	371	976
Cherwell	165	36	36	0	237
Blewbury	5	2	3	0	10
Yarnton	3	3	0	0	6
Cholsey	8	6	5	31	50
Total no. Journeys Made	714	351	306	531	1902

Sad News

I am very sorry to announce that Roger Evans, one of our volunteer drivers, has died. Roger 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.

I would like to thank all our wonderful drivers for all their time and help they give to our clients. I would also like to thank the very hard working transport team Jeanne Felmingham, Dallas Lidington, Jill Kowszun & our new recruit to the team Adrian Buck; without all their organisational skills and patience the scheme could not run as well as it does.

Wendy Watson
Joint Operations Manager and Transport Lead

Good Neighbour Scheme

The Good Neighbour Scheme has enjoyed a very busy but mostly satisfying second year.

The same time constraints still exist but these have been eased with the continuing support from Celia Cotton and the team of volunteers. Their adaptability and goodwill is much appreciated. Unfortunately for us we currently number just 9 volunteers as several have left for either personal or employment reasons. Despite advertising for volunteers we have had little response and so consequently always seem to be in this position. However, the good news is that we have somehow been able to meet the clients' needs without compromising the service we offer.

The clients continue to be referred by a variety of people and organisations which appear to be increasing as more statutory cuts take place. This often complicates the referral as it is not always appropriate, or indeed safe, for our service to get involved. An initial assessment is almost always undertaken but referring back or on to someone more appropriate takes time and isn't always satisfactory for the client. These referrals often relate to people with varying mental health issues where available services appear to be very limited. We have also several clients with complex needs who are entering the end stages of life and who obviously require a lot of input. Fortunately we also get requests for simple jobs such as tap washers and changing light bulbs to balance the tasks. During the year we have seen 66 clients and undertaken 316 tasks. 17 clients are currently being supported on a regular basis. Some client comments about the volunteers include "it was very special, he's a lovely man"; "very organised and kind. I am very grateful"; "you're a star" and "thank you so much for looking out for us".

The Good Neighbour Team joined forces with the Transport Team for their annual meeting which was very useful and hopefully will continue. I have been on a few training/study days and in addition have supported other scheme co-ordinators by sharing information and meeting to answer queries.

With the shortage of volunteers the plan to have a volunteer in each village has unfortunately not come to fruition but will remain a long term goal.

Helen Bailey
Good Neighbour Scheme Co-Ordinator



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
- Advice UK (Anglian Water Trust Fund)
- Shop Front Improvement Scheme
- Oxford Community Foundation Winter Fuel Scheme

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

- Ardington & Lockinge
- Buckland
- Charney Bassett
- Childrey
- East Hanney
- Lambourn
- Marcham
- Sparsholt
- Steventon
- Watchfield
- West Challow
- West Hanney

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

- St Katherine's House
- Wantage Methodist Church
- The Gardeners Club
- The Grove Churches
- Childrey Methodist Church
- The Coronation Fund
- Loyd Lindsay Lodge
- Vale Islanders
- Church Street Practice

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

- Local solicitors Patrick Smith, Scott Robinson, Sandy Millikin and volunteer paralegal Jean Nunn-Price for providing legal consultations
- Jonathan Hewitt of Oxfordshire Business Enterprise for providing business surgeries
- Howard Hill of First Ideas for design and hosting of the IAC website
- Rebecca Hyde of Motion Printing for designing IAC printed material

We are also delighted to be one of the nominated charities of Crown Packaging Sports and Social club.

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, IAC Management Committee

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 2011

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.

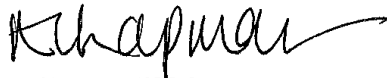
Basis of independent examiner's statement

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 FCA for
Chapman Worth Limited**
Chartered Accountants

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 2011
(Registered Charity No. 270992)**

		<u>Year end</u> <u>31-Mar-11</u>	<u>Year end</u> <u>31-Mar-10</u>
	<u>Notes</u>	<u>Total</u>	<u>Total</u>
<u>RECEIPTS</u>			
Grants (including £5,000 Advice UK Grant)	1	57,117.98	54,472
Passenger Donations		32,080.97	26,414
Transport Repayments		1,987.86	4,968
Donations	2	3,894.45	6,441
Photocopier		146.20	156
Sundry Income		1,257.36	467
Interest Deposit Funds		323.22	432
Parish Councils	3	945.00	1,030
Annual Report/AGM		1,000.00	-
Broadband		181.66	-
<u>Total Receipts</u>		98,934.70	94,379
<u>Less Payments</u>			
Rent		9,675.00	9,675
Water Rates		180.00	168
Insurance		2,244.04	2,799
Electricity and Gas		1,233.09	1,252
Telephone		2,067.09	2,054
Staff Training		2,114.35	3,163
Admin assistant		3,035.58	2,188
JOM-ASL		9,134.70	12,081
JOM-TL		11,356.54	7,941
PAYE & nic		6,012.60	4,974
Mileage Allowance		25,821.96	25,430
Office Supplies and Maintenance		5,322.29	3,524
Publicity and advertising		1,785.56	558
Petty Cash		507.00	483
Photocopier Supplies		307.76	415
Cleaner		906.00	630
Sundry Expenses		1,233.31	90
Staff Expenses		1,199.12	537
Annual Report and AGM		803.80	727
Bank Charges		194.05	236
Broadband Rental		93.35	236
Property Maintenance		4,215.84	2,056
Postage		680.00	1,016
Reference Books		797.23	861
Subscriptions		805.47	692
Subsistence		573.31	309
Printing & Stationery		2,481.61	2,463
		94,780.65	86,559
<u>Excess of Receipts for the year, carried forward</u>		4,154.05	7,820

THE INDEPENDENT ADVICE CENTRE			
SERVING WANTAGE, GROVE AND DISTRICT			
RECEIPTS AND PAYMENTS ACCOUNT			
FOR THE YEAR ENDED 31 MARCH 2011 (Continued)			
(Registered Charity No. 270992)			
		<u>Year end</u>	<u>Year end</u>
		<u>31-Mar-11</u>	<u>31-Mar-10</u>
<u>Excess of Receipts for the year</u>		4,154.05	7,820
<u>Balances brought forward at 1 April 2010</u>			
<u>Working capital</u>			
Bank Current Account		3,627.28	3,239
Charities Fund Deposit Account No.1		2,747.20	3,670
		<u>6,374.48</u>	<u>6,909</u>
<u>Reserve fund</u>			
Charities Fund Deposit Account No.2		53,969.98	45,615
		<u>60,344.46</u>	<u>52,524</u>
<u>Balances at 31 March 2011</u>		<u>64,498.51</u>	<u>60,344</u>
<u>Balances at 31 March 2011</u>			
<u>Working capital</u>			
Bank Current Account		958.11	3,627
Charities Fund Deposit Account No.1		3,767.42	2,747
		<u>4,725.53</u>	<u>6,374</u>
<u>Reserve fund</u>			
Charities Fund Deposit Account No.2		59,772.98	53,970
		<u>64,498.51</u>	<u>60,344</u>
NOTE 1: <u>Grants</u>		<u>2011</u>	<u>2010</u>
		<u>Total</u>	<u>Total</u>
Vale of White Horse District Council		39,113.00	39,113
Oxfordshire County Council		5,804.98	5,709
Faringdon Town Council		500.00	950
Wantage Town Council		3,700.00	3,700
Grove Parish Council		1,000.00	1,000
Advice UK		5,000.00	-
Good Neighbourhood Scheme		2,000.00	4,000
		<u>57,117.98</u>	<u>54,472</u>

NOTE 2: Donations	2011	2010
	Total	Total
Mayor's Ball	-	1,200
Wantage Lions	-	1,000
Mackintosh	-	250
Doris Field Trust	-	500
Church Street Practice	250.00	-
Grove Methodist Church	-	43
Wantage Methodist Church	320.00	215
St John Vianney RC	-	100
St Katharine's House	400.00	500
Z Moorwood	-	200
Greenham Common Trust	-	1,000
Good Neighbourhood Scheme	335.00	124
Gardeners' Club	320.19	-
Resident of Letcombe Regis	1,000.00	-
Driver	-	150
General Donations	1,269.26	1,158
	3,894.45	6,441
NOTE 3: Parish Councils	2011	2010
	Total	Total
East Challow Parish Council	-	100
West Challow Parish Council	25.00	-
East Hanney Parish Council	225.00	275
West Hanney Parish Council	50.00	70
East Hendred Parish Council	-	100
West Hendred Parish Council	-	20
Ardington & Lockinge Parish Council	30.00	30
Blewbury Parish Council	-	50
Buckland	50.00	-
Charney Bassett Parish Council	30.00	30
Childrey Parish Council	50.00	75
Drayton Parish Council	-	30
Lambourn	100.00	-
Letcombe Bassett Parish Council	-	100
Letcombe Regis Parish Council	-	50
Marcham	200.00	-
Shellingford Parish Council	-	50
Sparsholt	50.00	-
Stanford in the Vale Parish Council	-	25
Steventon	85.00	-
Uffington Parish Council	-	25
Watchfield	50.00	-
	945.00	1,030

NOTE 4:	Guidelines state that we should be holding a reserve fund of £49,000.00. This would be sufficient for 6 months' activity.		
NOTE 5:	Anticipated Financial Commitments held in reserve are: -	2011	2,010
	New Computer Programme (Including £5,000 Advice UK Grant)	10,000.00	4,000
	Computer upgrade	2,000.00	8,000
	New electric circuit	2,000.00	-
	New toilet	-	1,000
	Up-dating Office Equipment	1,000.00	-
		<u>15,000.00</u>	<u>13,000</u>
	Therefore our net reserve fund holding is only £44,772.98		