



Bringing People Together

# Annual Report

2019/20

# Our Mission

## **Sandford Talking Shop Ltd ('Talking Shop') aims to**

- create a space where everyone is welcome
- provide a range of activities and services that meet local needs
- offer a rewarding and constructive volunteer programme
- build local skills particularly in growing, cooking and eating healthy food
- provide the community with a source of quality, fresh, local produce
- support independent local producers
- run a community-owned, economically viable project with all surplus fed back into community benefit

# Our Values

Talking Shop is a project that brings people together. As a group we have defined how we look after each other and how we work together.

## Open to everyone...

Everyone is welcome just as they are. Everyone has something to offer. Everyone has a say and a right to be listened to. We ensure it is easy to get involved.

## Support each other...

We respect difference and embrace diversity. We avoid judgment. We encourage, support and take care of each other. We make time for people. We allow everyone to give what they can, when they can. We recognise every effort and contribution.

## Create opportunities to learn...

We create a safe space to build confidence and skills. We enable people to share skills, knowledge and experience, in particular across generations. We build local partnerships and networks.

## For the community for the long term...

We are committed to health, good food, fair prices and environmental sustainability. We support local producers. We actively encourage growth and fresh starts for individuals and for our local economy.

## Proud to do the best we can...

We provide top quality customer service, products and resources. We are valuable, relevant and meaningful for our community. We achieve the most when we work together and have fun!

# To make sure we can all play our part

## **Talking Shop is committed to:**

- providing a safe, secure environment
- respecting confidentiality
- honesty and integrity
- being responsible and reliable
- clear structures and processes, with plenty of support
- transparency in decision-making and inclusion through information-sharing, high standards and professionalism.

## Chair's Report

April 2019-March 2020

I suspect I'm not the only one struck by how swiftly last year became the distant past. In just a few months so much has changed and the year we're now in has taken on a shape not anticipated. Looking back though, to the year we're reporting on, a lot we did stood us in good stead to turn overnight into what we needed to become for lockdown.

In the year 2019 to 2020 a key priority for the Board was continuing to build the financial stability of the project so as to secure the resources we provide to the community, for the long term. One step we took was to seek funding from The Plunkett Foundation to work with their specialist advisers. They visited us and we spent a whole day discussing our operations on the ground, our systems behind the scenes and where we could ease and improve them.

They recommended that we keep doing what we do! They emphasised the value in retail of understanding the details and encouraged us to continue to collect and interrogate our sales data. Consistent with this, we upped work on our systems capabilities. We introduced a new accounting package, meeting HMRC's digital reporting requirements and acknowledging the demands of a growing turnover. Thanks to work by Roger Drage and Jason Henry, we increased the sophistication of our stock management systems, reducing waste through the shop and enabling tighter, more targeted stock ordering. This was a key driver in the significant improvement we achieved in our balance sheet this year: we ended the year with a deficit just one third of the previous year's, and less than depreciation for the year.

The advisers also recommended, in recognition of the significant day to day work needed to run a shop & café like ours well, that we increase our people power – grow our board and grow our volunteer team. We welcomed Terry Green and Roger Drage as co-opted members in response to our ad for Board directors. They, together with the fact that Jason Henry, longstanding member of our finance team, increased his support even further, brought a vital boost to our board's capacity. I'm really pleased that all three are standing for election for the coming year. In addition, all directors now carry specific responsibilities, meaning we as a Board are clearer on how we are meeting our strategic, legal and other responsibilities and making it easier for our teams on the ground to get the support they need when they need it.

While working on our systems we still kept our eye firmly on the heart of the project, the people who work, volunteer, shop, eat, socialise and spend time in Talking Shop. We took steps to further grow the ways we support people working with us. Thanks to Clare Wakeham's professional expertise, we have been able to start regular professional development sessions for our paid weekday managers. The managers in turn, continued to ensure that volunteers wanting to work towards particular goals had regular catch up sessions with them and the opportunity to complete our Learning Record. Strong partnerships with Restore, Response and the Occupational Therapists at the Littlemore Mental Health Centre, meant we benefited for another year from the fantastic volunteers that they have referred. Again, we saw volunteers grow in confidence and skills, again, we saw at least one volunteer move from volunteering into paid work.

This year we also ran workshops with trainers from Restore, funded by the Oxfordshire Community Foundation, to explore together how we can make sure we offer an equally warm welcome to all. We looked at the different ways we can receive the same bit of information and the big impact small things can have. We started to look at the way that we organise our space, the stock that we sell, what our prices are, all affect the welcome Talking Shop offers for different people. This in turn affects how well we can

make a difference in reducing isolation and loneliness in our community. The same funding provided for managers and team leaders to attend Restore's Mental Health First Aid courses. All of this goes to building our collective and individual capacities to pay attention, and to take care of and make time for each other.

With hindsight, the work we did in 2019-20 to sharpen the efficiency of our systems meant that we were well placed to keep our focus on people when in March we had to adapt overnight to the restrictions of the pandemic and become somewhere local people could safely do their full weekly shop. The community relationships we had built over nearly 10 years offered up an incredible foundation for the partnerships and collaborations necessary to deliver support to residents in a new kind of need, enabling the launch of Walking Shop to make home deliveries and introducing new volunteers to work with us when many others found themselves suddenly unable to leave home.

Overnight in March we had to shut down a vital chunk of what we had been delivering in 2019-20. Our 'pay what you can' Food Surplus Café had been a popular monthly event, drawing a varied crowd. We'd introduced a 'pay what you can' dish to the weekday menu and promoted our free tea and instant coffee refills to try to remove cost as a barrier to people spending time in our café. Throughout the year our wonderful groups continued to offer their different opportunities to bring people together, to learn new things, to build friendships: Knit & Stitch, the Garden Team, Spoke Shop Bike Mechanics, Lunch Club and Table Tennis, and our 'Leafleteers' kept local people, no matter how digitally literate, in touch. Our structured volunteering programme brought a daily purpose and social network for many. We know that the connections formed have enabled many to support each other from a distance but the loss of all of this vital community over the past few months has been acute.

Priorities for this current year will be to find new ways to bring people together while they can't be together in the usual way; to ensure the shop continues to be both well-used and useful, as well as providing a viable financial engine for the project as a whole; to create new roles and safe ways for a wide range of people to volunteer with us, and for us to breathe life back into our café in whatever form that needs to be, so that we can share good food in our community again soon.

### Since March 2020

This report reflects on the year 19-20 but as the close of that year ushered in something so very different it seems strange not to mention also how we adapted for lockdown. We closed the cafe in mid-March, before lockdown was introduced, conscious that lots of our volunteers and customers fall into vulnerable categories and aware of our responsibility to them. We started a home delivery service, 'Walking Shop' around the same time and shortened the shop day soon after to 10am to 2pm to enable our now much smaller team to meet the extra demands of keeping the shop space and stock clean and safe. We put up a screen at our counter, introduced visors for our team and ensure that all customers wash their hands before coming in, at first one at a time and now with limited numbers so as to meet distancing requirements. Volunteers developed a call and collect service, for people to pre-order to add to our delivery service for local residents confined to their homes. We've stayed open throughout, including on Saturdays although sadly without our usual array of guest stalls.

The shop saw significantly increased customer numbers as people sought out small safe shops over the supermarkets and we expanded our stock lines to meet needs. We now hold a pretty comprehensive range of fresh and store cupboard produce, aiming to maintain staples at prices competitive with the bigger shops and also to bring customers great local produce. Our teams, comprising old and new volunteers, adapted impressively to the demands of managing a much higher turnover and wider range of stock. We have seen much higher takings through the shop but the loss of cafe sales significantly

impacts our margins. General grocery retail is a low margin business and the profit we could generate through the cafe was a vital element in balancing the overall costs of the project.

This year we face two key challenges: maintaining an income stream through the shop and without the sit-in café that meets our costs and recruiting new volunteers to help as significant numbers of our previous teams cannot presently join us in our space.

If everyone who can, remembers to include us as part of their weekly shopping patterns no matter how small the shopping basket it secures the shop as a vital resource for those who need us.

On the volunteering front, we have shifts of just 3 hours and we don't require any skills or experience, so anyone with a little time, a smile and an open mind can help make a huge difference.

With people on the ground to throw open our doors and people with shopping baskets in hand we can continue to bring our community both a well-stocked, well-priced shop and a friendly drop-in space to keep people supported and connected.

Thank you to all of our volunteers, customers, staff and Talking Shop members for your truly humbling support over the past few months.

Abi Johnson  
Chair 2019-20



# **Sandford Talking Shop Limited**

(Register No. 32389 R)

## **Financial Statements**

for the year ending

**31 March 2020**

# Sandford Talking Shop Limited

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## Board Report

The Board has pleasure in presenting their report and the financial statements for the year ending 31 March 2020

### Principal activities

Social enterprise pursuing 5 Charitable Objectives:

- the advancement of education, training or re-training;
- the creation of workspace, buildings, and/or land for public use on favourable terms;
- the maintenance, improvement or provision of public amenities;
- the creation of public facilities for the public at large or those who by reason of their youth, age, infirmity or disablement, poverty or social circumstances, have need of such facilities;
- the protection or conservation of the environment.

The community shop and café continued throughout this year to provide a welcoming, comfortable drop-in space open to everyone. We delivered our shop and cafe through our inclusive, structured volunteering programme providing opportunities for local people to build confidence, transferable skills, social networks and more. Our volunteers ran diverse community benefit groups throughout the year including a monthly lunch club, food surplus cafe, table tennis sessions, gardening, knit & stitch and bicycle mechanics group. Partnerships with local mental health organisations continue to be strong and enable us to offer volunteering roles for people recovering from or managing poor mental health.

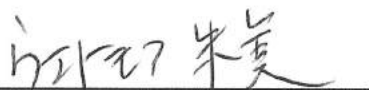
### Directors

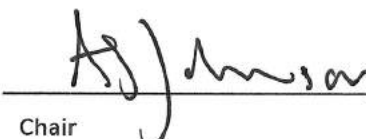
|                      |                    |                                   |
|----------------------|--------------------|-----------------------------------|
| Chair                | Abi Johnson        |                                   |
| Vice Chair           | Georgina Ashburner | (position appointed January 2020) |
| Secretary            | Anita Lightstone   | (resigned January 2020)           |
|                      | Akemi Wedmore      | (position appointed January 2020) |
| Membership Secretary | Anita Lightstone   | (position appointed January 2020) |
| Treasurer            | Dawn McGinness     |                                   |
|                      | Alison Bell        | (resigned November 19)            |
|                      | Clare Wakeman      |                                   |
|                      | Terry Green        | (co-opted November 2019)          |
|                      | Roger Drage        | (co-opted December 2019)          |

### Disclosure of information to the auditors

Each director has taken steps that they ought to have taken as a director in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information. The directors confirm that there is no relevant information that they know of and which they know the auditors are unaware of.

By order of the Board

  
Secretary

  
Chair

Date: 17/09/20



**INDEPENDENT EXAMINER'S REPORT**

TO THE OFFICERS OF THE SANDFORD TALKING SHOP

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John Andrews F.F.A. F.F.T.A  
Financial Accountant  
**Andrews Accountancy Services Ltd**  
Hackwood  
Robertsbridge  
East Sussex TN32 5ER  
**Dated**

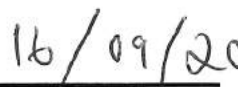
# Sandford Talking Shop Limited

## PROFIT AND LOSS

April 2019 - March 2020

|                     | Notes | Apr 2019 - Mar<br>2020 | Apr 2018 - Mar<br>2019 |
|---------------------|-------|------------------------|------------------------|
| Total Income        |       | £141,446               | £124,321               |
| Total Cost of Sales |       | £81,219                | £76,790                |
| Gross Profit        | 3     | £60,227                | £47,531                |
| Expenses            | 4     | £70,289                | £60,042                |
| Other Income        |       | £11,712                | £4,776                 |
| Other Expenses      |       | £6,252                 | £6,525                 |
| Net Other Income    | 5     | £5,460                 | (£1,750)               |
| Net Profit / (Loss) |       | (£4,602)               | (£14,260)              |

  
Chair

  
Date

  
Treasurer

  
Date

## Sandford Talking Shop Limited

### BALANCE SHEET

As of March 31, 2020

|   | Notes | 31 March 2020 | 31 March 2019 |
|---|-------|---------------|---------------|
| <b>Fixed Asset</b>                                    |       |               |               |
| Fixtures and Fittings Cost                            |       | £31,251       | £31,251       |
| Fixtures and Fittings Depreciation                    |       | (£21,599)     | (£15,347)     |
| <b>Total Fixed Asset</b>                              | 6     | £9,652        | £15,904       |
| <b>Current Assets</b>                                 | 7     | £39,007       | £45,983       |
| <b>Creditors: amounts falling due within one year</b> | 8     | £15,295       | £15,601       |
| <b>Net current assets (liabilities)</b>               |       | £23,712       | £30,382       |
| <b>Total net assets (liabilities)</b>                 |       | £33,364       | £46,286       |
| <b>Capital and Reserves</b>                           |       |               |               |
| Ordinary shares                                       | 2     | £27,816       | £27,816       |
| Retained Earnings                                     | 9     | £10,151       | £32,731       |
| Profit for the year                                   |       | (£4,602)      | (£14,260)     |
| <b>Total Capital and Reserves</b>                     |       | £33,364       | £46,286       |

## NOTES TO THE FINANCIAL STATEMENTS

### 1 Accounting Policies

#### Basis of Accounting

Financial Statements have been prepared in accordance with the Co-operative and Community Benefit Society Act 2014. The Society meets the criteria set out in section 83(2) of the Act and does not need to be audited.

#### Income

##### **Recognition of incoming resources**

These are included in the accounts when: entitled to the income, certain of receipt of the income, monetary value can be measured reliably.

##### **Income with related expenditure**

Where income has related expenditure the income and related expenditure is reported gross in the accounts.

##### **Tax reclaims on donations and gifts**

Income from tax reclaims are included in the accounts on receipt.

##### **Volunteer help**

The value of any voluntary help received is not included in the accounts.

##### **Investment Income**

This is included in the accounts on receipt.

#### Expenditure and Liabilities

##### **Liability recognition**

Liabilities are recognised as soon as there is a legal or constructive obligation to pay.

##### **Grant with performance conditions**

Where grants with conditions for its payment being a specific level of service or output to be provided, such grants are only recognised in the accounts once the recipient of the grant has provided the specified service or output

##### **Grants without performance conditions**

These are only recognised in the accounts when a commitment has been made and there are no conditions to be met relating to the grant which remain in the control of the directors.

#### Assets

##### **Tangible fixed assets**

These are capitalised if they can be used for more than five years. They are valued at cost.

Depreciation is provided, after taking account of any grants received, at the following annual rates in order to

Fixtures and fittings - 10% on cost

Equipment and furniture - 20% on cost

##### **Stocks**

Stocks are valued at cost with the exception of Café stocks which are expensed on purchase and held a zero value.

### 2 Shares

The directors are paid up members of the organisation.

Public Share offer which closed in July 2016 raised £27,750.

## Sandford Talking Shop Limited

### 3 Trading Contribution

|                                 | Apr 2019 - Mar<br>2020 | Apr 2018 - Mar<br>2019 |
|---------------------------------|------------------------|------------------------|
| <b>Total Income</b>             |                        |                        |
| Shop                            | £87,415                | £84,344                |
| Café                            | £46,081                | £32,615                |
| Fund Raising                    | £7,950                 | £7,362                 |
|                                 | <u>£141,446</u>        | <u>£124,321</u>        |
| <b>Contribution</b>             |                        |                        |
| Shop                            | £17,383                | £24,108                |
| Café                            | £36,330                | £20,890                |
| Fund Raising                    | £6,514                 | £2,534                 |
| <b>Net Trading Contribution</b> | <u>£60,227</u>         | <u>£47,532</u>         |

Sales continue to grow. The introduction of new products and evolving shopping trends have changed the allocation of revenue and the profit margin profiles.

### 4 Expenses

|             | Apr 2019 - Mar<br>2020 | Apr 2018 - Mar<br>2019 |
|-------------|------------------------|------------------------|
| Salaries    | £39,955                | £39,235                |
| Cleaning    | £5,061                 | £4,526                 |
| Rent        | £4,576                 | £2,340                 |
| Maintenance | £2,091                 | £694                   |
| Training    | £6,369                 | £100                   |
| Other       | £12,238                | £13,147                |
|             | <u>£70,289</u>         | <u>£60,042</u>         |

Cleaning - the Village Hall had to change cleaning contractors with a consequent increase in our costs.

Rent - Table Tennis entered additional teams into the league increasing the number of village hall rentals.

Maintenance - kitchen dishwasher breakdowns cost £918 (2019 £nil).

Training - MHFA course (£6,250) funded by grant from Oxfordshire Community Fund received in 2017/18

### 5 Other Income

|   | Apr 2019 - Mar<br>2020 | Apr 2018 - Mar<br>2019 |
|---|------------------------|------------------------|
| Donations   | £2,081                 | £2,099                 |
| Interest Received   | £122                   | £14                    |
| Miscellaneous Income  | £1,191                 | £456                   |
| Reserve Transfers - Grant Funding   | £8,318                 | £2,207                 |
| <b>Other Income</b>   | <u>£11,712</u>         | <u>£4,776</u>          |
| Miscellaneous Income includes VAT refund on electricity charges from 2017 to 2019 of £1191. |                        |                        |
| <b>Depreciation</b>   | <u>£6,252</u>          | <u>£6,525</u>          |
| <b>Net Other Income</b>   | <u>£5,460</u>          | <u>(£1,750)</u>        |

## Sandford Talking Shop Limited

### 6 Fixed Assets

| 6.1 Cost or Valuation        | Equipment      | Furniture     | Total          |
|------------------------------|----------------|---------------|----------------|
| Balance brought forward      | £25,759        | £5,492        | £31,251        |
| Additions                    |                |               |                |
| Balance carried forward      | <u>£25,759</u> | <u>£5,492</u> | <u>£31,251</u> |
|                              |                |               |                |
| 6.2 Accumulated Depreciation | Equipment      | Furniture     | Total          |
| Balance brought forward      | £12,536        | £2,811        | £15,347        |
| Charge for current year      | £5,162         | £1,090        | £6,252         |
| Balance carried forward      | <u>£17,698</u> | <u>£3,901</u> | <u>£21,599</u> |
|                              |                |               |                |
| 6.3 Net Book Value           | Equipment      | Furniture     | Total          |
| Brought forward              | <u>£13,224</u> | <u>£2,681</u> | <u>£15,904</u> |
| Carried forward              | <u>£8,061</u>  | <u>£1,591</u> | <u>£9,652</u>  |

### 7 Current Assets

Debtors £2492 (2018/19 £1311) represent card sales in transit.

Increased operating costs and the training of volunteers from the Oxfordshire Community Fund grant have depleted cash holdings to £31307 from £39703 held last year.

Increase in the Stock on hand to £5208 from £4970 held last year is in response to the increased Turnover.

### 8 Current Liabilities

Trade Creditors £6942 (2018/19 £3181) are paid within 7 days of receipt of goods or services. Other Creditors £2821 (2018/19 £3441) include VAT £2253 (2018/19 £2996). Utility charges (2018/19 £3551) previously accrued pending invoice confirmation are now paid by regular standing orders, reducing accruals to £5533 from £8979 previously held.

### 9 Retained Earnings

|                                  | Unrestricted    | Restricted     | Total         |
|----------------------------------|-----------------|----------------|---------------|
| Reserves brought forward         | (£10,845)       | £29,314        | £18,469       |
| Current year surplus / (deficit) | (£4,602)        | (£8,318)       | (£12,921)     |
| Transfers between funds          | £7,016          | (£7,016)       | £0            |
| Reserves carried forward         | <u>(£8,432)</u> | <u>£13,980</u> | <u>£5,548</u> |

#### Restricted Funds Movements

|                                    | Brought forward | Movement         | Carried forward |
|------------------------------------|-----------------|------------------|-----------------|
| Operating                          | £17,689         | (£7,016)         | £10,673         |
| South Oxfordshire District Council | £5,304          | (£2,050)         | £3,254          |
| Oxfordshire Community fund         | £6,250          | (£6,250)         | £0              |
| Hub Development Grant              | £72             | (£18)            | £54             |
|                                    | <u>£29,314</u>  | <u>(£15,334)</u> | <u>£13,980</u>  |

Surplus Cash funds to cover 2 months operating costs have been reserved.

South Oxfordshire District Council grant is partial funding for equipment purchased in 2017/18.

Delivering Impact Loneliness & Isolation project training costs in 2019/20 have been funded by the Oxfordshire Community Fund grant received in 2017/18.