



Run for the community
by the community



Annual Report

2015/16

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

This year we have taken great strides forward in securing a strong foundation for the diverse range of community activities we run: physically, in the shape of our new home, Talking Shop at the village hall; financially, through our Community Share Offer and people-wise, in terms of the skills, experience, systems and structures within the project.

We achieved the long worked-for goal of securing our own dedicated home. This year we signed a long lease on the Talking Shop space (to December 2055), with Sandford-on-Thames' Parish Council, granted to us for the express purpose of creating a Community Hub. We installed a new commercial kitchen and moved in. A short sentence but no small task and only made possible through the long hours, extraordinary commitment, humour and team spirit of Talking Shop's volunteers. This beautiful light airy space is a pleasure to spend time in and it, together with our hiring of the main hall, provides the home for all of our regular activities .

This year we also delivered our Community Share Offer. This was run to generate capital towards the c£60k costs of starting up a through-the-week community café and shop (equipment, salaries, reserves etc.). We benefited from very experienced external professional support, funded by the 'Our Place' programme, to plan and write the offer and were awarded the Community Shares Unit's quality kite mark. The community share offers that tend to attract significant investment are big recognisable landmark projects or green energy proposals. Ours, a small, local community project, falls into the category of enterprises that can struggle. Our share offer however closed (just outside this last financial year, in July 2016) a great success, generating £27,750. An achievement of which, we should be very proud. Our open days in April gave everyone a little glimpse of what it would be like to have a community café and shop. The fantastic turnout confirmed strong support and the real local need, socially and practically, that we had identified. We are working hard to get this through-the-week resource up and running, hopefully before Christmas.

Our community benefit activities have expanded and our teams have grown. As volunteer numbers pushed towards 100 this year (from 21 volunteers in April 2011) we prioritised work on volunteer opportunities, systems, and support. With grant funding from 'Our Place' we were able to start building a skills development programme to create learning chances for our volunteers and the wider community. We hosted open garden skills workshops, training in Food Safety, Mental Health Awareness and Emergency First Aid. We also held volunteer consultations and workshops to create a new Handbook bringing the project's objectives and policies into one place together with key information. In the coming year and beyond we will continue to build and strengthen the model to ensure that being part of Talking Shop is a positive, constructive and enjoyable experience for everyone who gets involved.

Long-term sustainability of the project requires us to support the growing volunteer teams with paid staff members. This year we have benefited from the creation of our first paid post, recruiting our first paid Market Coordinator in July 2015, for one day a week, funded from the project's turnover. With the share offer capital and grant funding from applications recently submitted we are confident we will be able to fund staffing needs for the start up of weekday operations and that longer-term turnover from the shop and café will cover these and other running costs.

This was also our first full year as an incorporated Community Benefit Society: a legal structure that formally safeguards our principles of community ownership and benefit. We welcomed our first community members and membership now numbers 85+. We hope that our membership will grow over the coming year, ensuring that our activities continue to be inspired and shaped by the ideas and needs of our community.

The past year has seen us build on some very valuable local partnerships.

- Local charity Restore has continued to offer us fantastic support and to share with us their extensive expertise and experience as we work to make sure our project offers a welcoming, supportive volunteering opportunity for local people with mental health issues.
- Starting last year the Oxford Academy now study Sandford Talking Shop Ltd (alongside BMW Mini) in their business studies programme and we hope this year to build on foundations laid with the school to create work experience and enterprise opportunities for local young people.

- Working with the Oxfordshire Learning Network has meant that we can access and offer free training in diverse areas to volunteers and other groups in the community.

A huge amount has been achieved in the past year and exciting challenges lie ahead for the next 12 months. As a Board we will continue to work to ensure we have the experience, skills and capacity to meet the changing needs of the project as it grows.

Abi Johnson, Chair 2015/16

Community Benefit

Talking Shop was set up to bring people together – whether as volunteers or as customers or users of our activities.

Over the years we have started up various groups as a result of a local volunteer's personal interest or in response to local need.

All of the groups are delivered by volunteers.

In the year 2015/16 a week as delivered by Talking Shop's teams has looked something like this...

The Saturday Market & Café, 9am to midday

This was our fifth year and we ran 51 Saturday market / cafés, including one with community apple pressing, a Harvest Tasting Market, and our annual Christmas craft and food fairs. The market aims to create access to good local produce at affordable prices, to be an incubator space for new small businesses, to provide a welcoming social hub and a fun constructive volunteering or work experience opportunity for the community.

Each week 19 volunteers work in shifts from 7.30 to 12.30/1pm, together donating over 45 hours on a Saturday morning. In addition, behind the scenes in the week, a team brings together the next Saturday's rota; the takings are counted, banked and accounted for; stock is ordered; invoices paid; the books are kept; the monthly delivery of 1700 leaflets is organised, coordinated and carried out; cakes are baked; aprons are washed and much, much more.



We estimate that each market/café is the result of 80 hours' work and most of this is donated volunteer time. This incredible commitment of time and the success of the market/café (100-140 customers / week) come from community ownership and delivery: local people working together, shaping and running something for their own neighbourhood.

Over the past year we allocated some of the market work to our new paid Market Coordinator and as a result we saw our reach to new stallholders increased, new capacity to build relationships with more suppliers, enabling us to bring a greater range to the customers and create a new route to market for more local businesses.

Skills Groups and Community Support:

One of the aims of Talking Shop is to create opportunities for local people to learn and develop skills: whether as a means of building confidence, just to learn something new or as steps on the path to employment. Our experience has been that people learn very well from their peers and that this model is at the same time effective in overcoming social or other barriers within communities. The intention is that Talking Shop can offer an umbrella under which very diverse groups and activities can be started up and run for the benefit of the community.

Over the past year Talking Shop volunteers have run the following groups as activities and resources open to the community:



Spoke Shop Bike Mechanic Team

Our volunteer bike mechanic team brought its fantastic skills to the community for another year. They ran bike clinics at the Saturday market throughout the spring and summer. Originally trained by The Broken Spoke Cooperative the team went back for some further training this year. They offer basic bike diagnostics and repairs at affordable prices and, as important as that, they are a very friendly and approachable group with whom to chat bikes and cycling. This is crucially a learn-at-your-own-pace group. The diverse team span a range of skills and confidence levels and work brilliantly together to support each other in learning more, building confidence and keeping our local communities on their bikes. In the coming year the plan is to fund a workshop space for this team and our gardeners to make their jobs easier, to enable greater skills sharing from this team with the community and to make it possible for them to run more cycle clinics throughout the year.

Knit & Stitch, Mondays 10am - midday

This is a very friendly, informal group meeting in the Talking Shop space on Monday mornings (and more recently also on Thursday evenings by request). The group brings a wealth of skills and experience across a variety of stitching crafts. Anyone is welcome, there are no expectations and no problem is too small (or big) to share. The group has become a valuable social and learning date in the weekly diary. They have also taken a stall at markets through the year selling the very impressive results of their hard work.



Talking Garden, Mondays 10am - midday

With the Talking Shop space came a 'garden' or at least outdoor space with the potential for a garden. The Talking Garden volunteers, over the past year, cleared and transformed the space then mapped and planned the plot and prepared for the first growing season. With the support of the Oxfordshire Learning Network and The Nature Effect we hosted open workshops on a variety of skills – planning and mapping, building raised beds, propagating from seed and cuttings, natural pest control.

Our team leaders trained in Mental Health First Aid this year with Restore at Manzil Way. Since then we have been able to welcome and support volunteers referred by Restore and by occupational therapists at Littlemore Mental Health centre, offering the opportunity for their members to volunteer in a more independent role and in a diverse team, something that has been explicitly welcomed. The Garden team works hard but everyone is supported to learn and contribute at their own pace.

In the past year they have created a beautiful and productive space, run on organic principles and now much appreciated by café customers. In the coming year, closer collaboration between the café and garden teams will see food grown in our space cooked up and served in our café.



Table Tennis, Tuesdays 5.30pm to 7.30pm

This group was started in February 2015, by two Sandford residents, both of whom are passionate about table tennis. Now 5 volunteers organise and lead these Tuesday sessions. By the end of this last financial year the group had grown from a handful of attendees to a weekly average of 15 regular players. The age of players range from ten to late seventies, and although there are mostly men there are several women regulars too. A significant success is the number of young people attracted to play. The group purchased training equipment that contributed to some rapid development and having entered a team into the Didcot and District League in October 2015, league participation has galvanised the most committed members, giving a focus to practice, and giving the younger players something to aim for. The Sandford Table Tennis team continue to play in the Didcot and District League Division 5 and have nine squad members (all are Tuesday session regulars). Talking Shop's Table Tennis group offers a way into sport in a fun and competitive environment for a wide cross section of the community: if you are tall enough to see over the table, you can play!

Good Neighbour Scheme

With the support and advice of Witney's Volunteer Link Up we have built the basics to get started with a Good Neighbour Scheme: a means to pair up willing volunteers with residents in need. Volunteers can provide lifts, companionship, help with small jobs. In the year 2015 to 2016 we have got 6 volunteers ready to help and 6 requests for support. In the coming year we need to firm up the administrative structures around our helpers to make the pairing up and actual supporting of local residents easier.

Our Cafes:

Talking Shop started up by bringing people together over good food. Creating access across the community, regardless of income, to healthy affordable food and the skills to grow, cook and eat well remain at the heart of the project. Over the past year we have been expanding the opportunities we offer for people to eat together in our community and these will form the strong foundations for our drop-in café through the week in the coming year. In addition we will continue to create opportunities for learning food skills (like the accredited Food Safety and Hygiene training run this year by the Oxfordshire Learning Network for our volunteers).



Talking Lunch Club, first Wednesday in the month

Talking Lunch has been running successfully for a few years now thanks to the commitment and energy of this volunteer team. It is a very popular and valued date in the local monthly diary. The team paused the club while the hall was under redevelopment but restarted with great support once it reopened in January 2015. The lunch club is run wholly by volunteers and provides an opportunity for local people to get together over good food, at a good price in friendly company. Everyone is welcome and the lunch provides a social opportunity that is accessible to those who may be socially isolated or vulnerable in our community. Throughout this past year the team has worked incredibly hard to deliver a very special two course meal to about 30 guests each month. Without fail there are beautiful flowers on the table, a carefully considered menu, a raffle, entertaining speeches, good company and conversation, and caring friendly service. This meal will continue to be an important part of our community-eating programme as we plan towards opening the shop and café through the week.

Food Surplus Café, third Wednesday in the month

Talking Shop held its first Food Surplus Café in March 2016, just before the end of this financial year. With training and support from the Oxford Food Surplus Team, Talking Shop has grown its own team of volunteers who now, each month, collect food from the Oxford Food Bank that would otherwise go to waste. Bringing together a wide range of cooking skills from a variety of food cultures the team turns these ingredients into a feast. The café doors are then opened and the food is served on a 'pay-what-you-want' basis, the intention being that everyone is welcome and able to access a good healthy meal, irrespective of budget. This new café continues with great success. The team has brought a lot of new faces to Talking Shop and has created a much-welcomed opportunity for closer collaboration between the communities of Sandford and Littlemore. We look forward to seeing its continued growth and development in the coming year.

Friday Café, 10am – 2.30pm

We started to open the café on Fridays late in 2015 to increase what we offer for customers and volunteers and to learn how best to model the menu and systems for a café that will work for our community and our volunteer teams. The Friday café quickly became a great space for people to join the team in a supportive, learn-at-your-own-pace environment. We have welcomed new faces to our team through the Friday café including younger volunteers and people keen to build the confidence and skills to return to work after periods out. We have introduced learning records and regular supervisions as a structured way to support those volunteers who'd like this. The Friday café has been a valuable learning tool and a very welcome resource for the community and will continue to be the incubator space for our through-the-week community cafe.

Board Report

The Board has pleasure in presenting their report and the financial statements for the year ending 31 March 2016

Principal activities

Social enterprise pursuing 5 Charitable Objectives:

- Education and training
- Providing work or other spaces for use at favourable rates
- Providing public services
- Creating recreational opportunities
- Environmental protection and conservation

Working to create sustained community regeneration through the setting up and running of a Community Hub delivering a healthy mix of services and facilities, which respond to the needs of the community. Fundraising activities to generate start up funds continued throughout the year , including weekly market & cafe run by volunteers.

Directors

Chair Abi Johnson
Secretary Sarah Bergin
Treasurer Dawn McGinness
Rebecca Murcott
Georgina Ashburner
Pauline Rudman (deceased June 2015)
Kurt Moxley
Jane Parkinson (resigned September 2015)

Fixed Assets

The movements in fixed assets are set out in note 6 of the Financial Statements

Independent Review

An independent review of financial information consisting of making enquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures has found no course to believe that the accounts are not a true reflection of the financial position for the period being reported.

Income and Expenditure Statement

for the year ending

31 March 2016

	Notes	2015/16	2014/15
Turnover	3	<u>40,514</u>	<u>28,273</u>
Trading Income		11,472	5,227
Fundraising Income	4	8,316	18,298
Grant Income	4	8,710	28,919
Other Income		<u>227</u>	<u>24</u>
		28,726	52,468
Less:			
Operating Expenditure		8,141	844
Fundraising Expenditure		3,528	893
Grant Expenditure		8,710	29,123
Other Expenditure		4,381	1,756
Depreciation		<u>766</u>	<u>0</u>
Surplus / (Deficit) after normal activities		3,200	19,852
Donations	5	2,000	0
Transfer (from) / to Reserves		0	0
Surplus / (Deficit) for the year		<u>1,200</u>	<u>19,852</u>

Balance Sheet

as at

31 March 2016

	Notes	2015/16	2014/15
Fixed Assets	6	6,577	1,532
Current Assets	7	19,357	40,214
Current Liabilities	8	4,816	21,886
Net Current Assets / (Liabilities)		<u>14,541</u>	<u>18,329</u>
Net Assets		<u>21,119</u>	<u>19,860</u>
Shares	2		
Issued		66	8
Reserves	9	21,053	19,852
Total Reserves		<u>21,119</u>	<u>19,860</u>

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: entailed 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.

Notes to the Financial Statements (continued)

Assets

Tangible fixed assets

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

Depreciation is provided, after taking account of any grants received, at the following annual rates in order to write off each assets over its estimated useful life.

Fixtures and fittings - 10% on cost

Equipment and furniture - 20% on cost

Stocks

Stocks are expended on purchase and held a zero value.

2 Shares

The directors are paid up members of the organisation.

A prospectus has been drawn up and offered to public in following financial year.

3 Turnover

Weekly Market and Café in the village hall is a much valued resource to the community.

	2015/16	2014/15
Café	13,129	7,479
Market	27,385	20,794
	<u>40,514</u>	<u>28,273</u>

Moving the café in October 2015 to the newly built kitchen increased sales and provided the opportunity to open for a limited time on Fridays.

4 Fundraising Income

All income generating activities have been fund raising for the start-up of the community hub.

Grants -

	2015/16	2014/15
SIB - business plan development	0	28,919
Resource Futures - Garden project	250	0
Groundwork - Our Place project training	7,960	0
Volunteer link - volunteer program	500	0
	<u>8,710</u>	<u>28,919</u>

Donations -

	2015/16	2014/15
Kitchen equipment appeal	1,620	1,495
Match Funding & Gift Aid	377	933
Parish Council	0	630
Talking Shop Group	0	13,202
	<u>1,997</u>	<u>16,260</u>

In 2014/15 the disbanding Talking Shop fundraising group donated £13,202 being surplus funds raised.

Notes to the Financial Statements (continued)

4 Fundraising Income - continued

Activities - Weekly / monthly activities raised the following

	2015/16	2014/15
Lunch Club	2,008	632
Cycle Workshops	267	177
Table Tennis	2,368	328
Knitting and Sewing	200	0
Garden Club	280	0
Wild Walks	26	0
Quizzes	0	899
Sunday Tearoom	1,170	0
	<u>6,319</u>	<u>2,037</u>
Fundraising Income	<u>8,316</u>	<u>18,298</u>

5 Donations made

	2015/16	2014/15
Sandford Youth Playground Group	2,000	0

6 Fixed Assets

6.1 Cost or Valuation

	Equipment	Furniture	Total
Balance brought forward	1,420	112	1,532
Additions	3,658	2,154	5,812
Revaluations	0	0	0
Disposals	0	0	0
Grants	0	0	0
Balance carried forward	<u>5,078</u>	<u>2,266</u>	<u>7,343</u>

6.2 Accumulated Depreciation

	Equipment	Furniture	Total
Balance brought forward	0	0	0
Charge for current year	-564	-202	-766
Revaluations	0	0	0
Disposals	0	0	0
Transfers	0	0	0
Balance carried forward	<u>-564</u>	<u>-202</u>	<u>-766</u>

6.3 Net Book Value

	Equipment	Furniture	Total
Brought forward	<u>1,420</u>	<u>112</u>	<u>1,532</u>
Carried forward	<u>4,514</u>	<u>2,064</u>	<u>6,577</u>

Notes to the Financial Statements (continued)

7 Current Assets

	2015/16	2014/15
Debtors	135	129
Cash at Bank / on hand	19,222	40,085
Stock on hand	0	0
	<u>19,357</u>	<u>40,214</u>

8 Current Liabilities

	2015/16	2014/15
Creditors - amounts falling due within one year		
Market & Café	2,743	1,721
Other Creditors	769	20,165
Accruals	1,000	0
Deferred Income	305	0
	<u>4,816</u>	<u>21,886</u>

Creditors are paid within 7 days of receipt of goods or services.

9 Reserves

	Unreserved	Reserved	Total
Reserves brought forward	9,252	10,600	19,852
Current year surplus / (deficit)	1,200		1,200
Grant Receipts carried forward			0
Expenses carried forward	0	0	0
Transfers between funds	(1,700)	1,700	0
Reserves carried forward	<u>8,752</u>	<u>12,300</u>	<u>21,053</u>

Surplus funds to cover 3 months operating costs have been reserved.

Board of Directors 2015/16

Abi Johnson (Chair)

Dawn McGinness (Treasurer)

Gina Ashburner

Kurt Moxley

Jane Parkinson (resigned September 2015)

Rececca Murcott

Pauline Rudman (died June 2015)

Sarah Bergin (Secretary)

Board members co-opted since end of Financial Year:

Clare Oxenbury Palmer (April 2016)

Al Bell (June 2016)

Our Thanks

First and foremost to Talking Shop's incredible, inspiring volunteers

To Our Local Partners, Supporters, External Consultants

Broken Spoke Cooperative

Good Food Oxford

Locality

Mental health teams at Littlemore

Neal Howard Ltd (Business planning and share offer support)

OCVA

Our Place (funding)

Oxford Academy

Oxfordshire CAG Network

Oxford Community Markets (OCM)

Oxford Food Bank

Oxfordshire Learning Network

Oxfordshire MIND

Restore

Sainsburys Heyford Hill Community Team

Sam Hollick (training on natural pest control)

Sandford on Thames Parish Council

Sandford on Thames Village Hall Committee

The Nature Effect (garden skills workshops)

Transition by Design (Creative design)

Trevor Lowe (Mental health awareness)

Volunteer Link Up

And to all of our local suppliers

Pauline Rudman was a valued member of the Talking Shop Steering Group from the very beginning. She was really excited at the prospect of our new kitchen. Sadly she died suddenly in June last year, not having had the chance to roll up her sleeves and get cooking in it. As a way of sharing it with her the volunteer team named Talking Shop's new kitchen after Pauline.



This was our tribute to Pauline in June 2015.

'From the moment Pauline joined the Talking Shop project she added what we now know to have been her extra special energy, enthusiasm and passion. Abi went knocking door to door and was greeted by Pauline from an upstairs window, hair wet and clearly busy but she'd heard about the project, "Wait there, I'm coming down!" She joined our Steering Group and set about helping get Sandford's market and café started. Meetings were fun with her, just as she added fun to whatever element she was involved with. She'd arrive with her wonderful smile, full of questions about how we all were. Always interested. Then, usually with a glass of red in hand, we'd settle down to the business of the meeting. Pauline cared deeply about this project, the market, her beloved cafe and cafe team. She was passionate about what it could and should mean to the people of this village if we got it right. She had an opinion on the points that mattered for the people and shared them freely.

Pauline's commitment to our Saturday market was simply amazing and we couldn't have made it this far without her. Unless she was on holiday, she was in the cafe pretty much every Saturday for over four years. She gave us her time, her laughter, her care and her unbeatable bacon sandwiches. She was at the heart of our wonderful cafe team. She took such pride in the team, who they were, what they produced for people and what they gave to the market. She cared about the takings too, she was so proud of great days, long queues and big orders. Whilst it was hard work, it excited her that proceeds were going back into the community and she was so much part of that. She had a wonderful relationship with her team. She had their interests at her heart and cared for them all. You could never get past Pauline without her knowing how you were, how your children were, or your grandchildren.

And you could never expect to see Pauline or talk to her at any length without hearing about her family. She was so open about her love and passion for them. She talked about them with huge pride and loved nothing more than to be with them. We all knew about her family holidays, the excitement, the build-up and then she'd be back, usually looking very brown and refreshed and full of stories. This winter was no different when she went for a very special trip to Australia - as she said, a chance for us girls to all be together again. That trip meant so much to her.

The fact that so many of us feel so shocked and so sad to have had to say goodbye so suddenly is testament to just how full of energy and vitality she always was. We are so grateful to Pauline for her time with us, and to Geoff, for sharing her with us. We have lost a fantastic lady, with a lust for life. She's a lady whose soft voice, beautiful smile and great laugh we will always remember. Pauline - thank you from all of us. What you did for us you did without complaint, you were endlessly giving and kind. We'll miss you every meeting and every market. It's going to be hard to make a bacon sandwich like you could but we'll carry on in your name and we'll always think of you, remember you and be grateful for the times we shared.'

Written by Rebecca Murcott, read in June 2015 by Gina Ashburner

www.sandfordtalkingshop.org

Sandford Talking Shop Ltd,

Community Benefit Society, Register number 32389 R

Registered office 50 Church Road, Sandford-on-Thames, OX4 4XZ