



Run for the community
by the community



Annual Report 2016/17



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 financial year opened and closed with very visible changes in our operations and our space. In April last year we were still closed more than we were open. Then our Pop-Up Shop days at the end of that month were a huge success, giving people a taste of what it would be like to have a shop & café on their doorstep and none of us have looked back since. By March this year, we were comfortably open for business Monday to Saturday, proud of our exciting new workshop for the garden and bike teams, we were preparing to upgrade our retail credentials with the installation of a 'proper shop chiller'. Big changes, with an exciting story of growth and progress in between, and increasing numbers of brilliant people involved.

Thanks to the support of 86 investors our community share offer injected an invaluable £27,750 into the project last summer. This financial boost gave us the cash flow security to take on paid managers (for the shop and café in addition to the existing post of market coordinator). It was also vital match funding for our successful grant application to SODC which enabled our investment in new equipment and in turn the opening of the shop Monday to Friday from the end of November last year.

Since then footfall and takings in the shop & cafe have been good and we've been constantly learning. With the help of customer input (including feedback surveys and a spring evening where customers met suppliers and tasted their produce) and volunteers' ideas we are refining both stock lines and the café menu to meet local demand and people's budgets. In the coming year we will be developing systems to analyse the sales data to better shape what we sell.

With our doors open nearly every day we offer a more meaningful project for a lot more people. For customers we are already many different things: somewhere to pick up their daily paper, get supplies or top up a bigger shop; coffee after a club in the hall; somewhere local to meet friends; the venue for a weekly chess challenge; a friendly spot to sit when it's raining; a lunch break for local workers; a relaxing space to bring small children, and much more. Our different groups and teams have gone from strength to strength providing activities and services for the local community. New developments included the Food Surplus Café that started in March last year, which welcomed queues of people to eat every month for the year and the growing garden team starting to harvest delicious produce for the shop and kitchen.

For volunteers our new weekday shifts offer valuable opportunities to get work experience, build confidence, learn skills and meet new people. We've been excited to support volunteers with references for job applications and we can see how Talking Shop can be a real step on the pathway to employment for some. We offer a welcoming, inclusive environment where volunteers can work at their own pace and over the past year we have continued to enjoy the support of mental health charity Restore and the Littlemore mental health teams so further increasing local people's access to our volunteering programme.

Since the end of the last financial year we won OCVA's Best Community Project 2017 and we were shortlisted in the Management of Volunteers' category. These awards celebrate the achievements of charities and voluntary organisations across the whole of Oxfordshire. Best Community Project (which we first won in 2013) is a fantastic tribute to the genuine collective effort that is Talking Shop. Our teams bring together people of many ages, backgrounds and social groups, reflecting the communities we serve and in this year Talking Shop's 'old hands' have continued to welcome new faces into the project and we have grown into a more diverse group.

In 2016-17 Talking Shop has further demonstrated the power of a local grassroots project to enable individual and community transformation: the benefits to individuals of volunteering (social, skills-development, increased confidence, the value of helping others); the benefit to the community of the new groups and services that volunteers deliver; and the increased community cohesion from working, learning and socialising together. In the coming year we look forward to strengthening the trading base we have laid down, continuing to improve our offering in the shop & cafe and increasing the reach of our community benefit.

Community Benefit

The Talking Shop space was opened in direct response to expressed needs: for more local resources, for a hub that brings people together to reduce isolation and improve wellbeing, that delivers community services, that creates opportunities for volunteering & learning to counter the effects of long term ill health and worklessness, and that offers a network of support for more vulnerable local people. We deliver a variety of services and activities through a structured, inclusive volunteering programme offering supportive, independent volunteering opportunities for everyone.

Our Services

Weekday Shop & Café, Monday to Friday 9.30am to 5pm



We significantly expanded what we offer this year by opening the doors to our airy shop & café through the week in late November 2016. It's a convenient, well-stocked, affordable shop and a valuable social space for local people.

Our weekday volunteer teams are a wonderful mix of 'old' and new faces. Under the steady and supportive leadership of our managers Richard and Beth, they have tackled the steep learning curve of opening a daily shop & café with fantastic energy, team spirit and resilience. Together they have solved the problems that arise and supported each other to bring a wonderful new resource to the community. Ever welcoming and friendly they make our space an easy place for everyone to feel comfortable, including those more isolated or vulnerable residents for whom there may be few social or shopping opportunities within walking distance

The range of stock was developed and will continue to be informed by local consultation, customer and volunteer feedback as well as conversations with other successful community shops: we stock a great range of

local produce from small independent producers as well as bigger brand items; we sell as refills where we can to avoid unnecessary packaging; we're always aiming to get both quality and price right for a range of budgets. Over the coming year we will be analysing our sales data and building up the role of our fledging stock management committee to ensure our stock lines meet local needs. We will too continue to refine the systems on our counter and in the shop for a positive experience for volunteers and customers alike.

Running a community café brings exciting challenges: among them how to deliver a consistently high standard of food with mixed-ability teams while keeping our kitchen an enjoyable, low-stress, learning environment; devising a menu that is interesting and affordable, that can be served quickly, and that can be adapted to unpredictable footfall levels with minimal waste. The teams have risen to these challenges well. We've been delivering very tasty food to happy customers. We continue to learn and we have high aspirations for the coming year.

The Saturday Market & Café, weekly, Saturdays 9am to midday



This was our 6th year of the market. Still the result of at least 80 hours' work each week (most of this donated volunteer time) and still drawing 100-140 customers every Saturday, it is a wonderful testament to the power of community ownership and delivery: local people working together, shaping and running something for their own neighbourhood.

Saturday's volunteers do an incredible job. It is a labour intensive operation, requiring setting up and packing away, with 3 hours of trading in between and they deliver week after week with a smile, no matter what. The volunteers span a wide age range and this year we have welcomed several young people volunteering as part of the Duke of Edinburgh award scheme. We hope to support more young people in the coming year: the market offers a rare opportunity to work in a diverse, multi-generational team, delivering a community resource and at the same time gaining valuable confidence and experience.

Over the past year, with the imaginative and tireless leadership of our Market Coordinator, Louise, Saturday mornings have continued to thrive as an incubator for small businesses and as a buzzy social hub for local residents. She has organised several fantastic special markets, including Christmas fairs, harvest markets, apple pressing; she has brought in new stallholders to join established favourites and introduced a new play session for 2 to 6 years olds before the market opens (a welcome activity for parents of early risers). The market continues to give local people access to good traceable produce, increasing spending in the local economy with consequent benefit for the wider local community.

Our Saturday market and café were the start of Talking Shop and they continue to sit firmly at the heart of what we do.



Skills Groups:

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. Our skills' group teams are all supportive, inclusive learning environments and each has members with training in mental health first aid. Under the umbrella of the bigger project they have run a great range of activities and services again this year for the benefit of the community.



Spoke Shop Bike Mechanic Team

Our volunteer bike mechanic team started the financial year with some more training with the Broken Spoke Cooperative. A new member joined them for this and the team went on to run their clinics at the Saturday market throughout the spring and summer again, offering basic bike diagnostics and repairs at affordable prices and very friendly 'bikes and cycling chat'. They are a learn-at-your-own-pace group, between them spanning a range of skills and confidence levels and they work brilliantly together to support each other in learning more, building confidence and keeping local people out on their bikes. The end of this financial year saw the building of a new workshop space for this team and our gardeners, which will hopefully make their jobs easier and make it possible to create some opportunities for them to share their skills more widely in the community.

Knit & Stitch, Mondays 10am - midday

This friendly, informal group met again throughout the year in the café on Monday mornings and also on Thursday evenings. Between them they boast a wealth of skills and experience across a variety of stitching crafts, which they are brilliant at sharing with newcomers. Anyone is welcome, no experience is necessary and no problem is too small (or big) to share.

Talking Garden, Mondays 10am - midday

The garden team really got into their stride this year, feeding delicious salad leaves into the café, potatoes into the market and providing beautiful flowers for the café tables. Since the close of the financial year we've had their beans, tomatoes, onions, garlic, shallots and more for sale in the shop too. They've also helped to keep the village hall's garden and planters tidy. The team has grown and was really pleased to move its tools into the new workshop. In the coming year, equipped with a few months of weekday opening under their belt, the café team will be working more closely with our gardeners so that lots more of the food cooked in the kitchen comes from our own plot.

Table Tennis, Tuesdays 5.30pm to 7.30pm

A team of 6 volunteers runs open table tennis sessions on Tuesdays in the village hall. Players range in age from 12 to 60+. Anyone is welcome, of any age and any experience (if you can see over the table you can play!). Over the last year they have also been competing and hosting matches in the Didcot and District League Division 5. Excitingly, the Sandford A won the league and Sandford B finished 4th. We have high hopes for 2017/18.

Community Eating:

Talking Shop has always recognised the value of good food in breaking down barriers and bringing people together. With our own space we have been able to create more opportunities to eat together and on two Wednesdays in the month for the past year volunteers have been dishing up extra special feasts for the community.

Talking Lunch Club, first Wednesday in the month



The Talking Lunch team have been going for years! This year they have continued to work hard, bringing a thoughtful menu cooked with great care every month to often 30+ diners. They do all the shopping, preparation and cooking. They lay beautiful tables, run a raffle, serve the food and do all the washing up. They make sure that guests are made very welcome and they organise lifts when people need transport. This year they have also risen to the not insignificant challenge of running the lunch alongside our weekday shop and café. This has meant change and extra work but despite all this the team continued to deliver great results. This lunch is a lovely opportunity for adults across the age ranges to get together over a delicious two-course meal and is a much-valued date in the local monthly diary for many people.

Food Surplus Café, third Wednesday in the month



Talking Shop's Food Surplus Café was launched in March 2016 with training and support from the Oxford Food Surplus Team. We have grown our 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. The first year of this café has been a wonderful success bringing a lot of new faces to Talking Shop. In the coming year we plan to build on this, hopefully raising awareness of our pay what you want meal and increasing its accessibility.

Board of Directors 2016/17

Abi Johnson (Chair)

Dawn McGinness (Treasurer)

Gina Ashburner

Kurt Moxley

Clare Oxenbury Palmer (April 2016)

Al Bell (June 2016)

Anita Lightstone (Secretary, Dec 2016)

Our Thanks

The first and loudest thanks go to our growing team of inspiring volunteers, without whom there would be no Talking Shop.

To Our Local Partners, Supporters, External Consultants

Broken Spoke Cooperative

Good Food Oxford

Lottery Awards 4 All

Mental health teams at Littlemore

Neal Howard Ltd (Business planning and share offer support)

OCVA

Oxford Academy

Oxfordshire CAG Network

Oxford Community Markets (OCM)

Oxford Food Bank

Oxfordshire Learning Network

Oxfordshire MIND

Restore

Sainsburys Heyford Hill Community Team

Sandford on Thames Parish Council

Sandford on Thames Village Hall Committee

South Oxfordshire District Council

The Nature Effect

Transition by Design (Creative design)

Volunteer Link Up

And to all of our local suppliers
and market stallholders



Sandford Talking Shop Limited

(Register No. 32389 R)

Financial Statements

for the year ending

31 March 2017

Sandford Talking Shop Limited

Contents

	Page
Board Report.....	3
Income and Expenditure Statement.....	4
Balance Sheet.....	5
Notes to the Financial Statement.....	6 - 9

Board Report

The Board has pleasure in presenting their report and the financial statements for the year ending 31 March 2017

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 (resigned June 2016)
Anita Lightstone (appointed December 2016)
Treasurer Dawn McGinness
Rebecca Murcott (Resigned June 2016)
Georgina Ashburner
Kurt Moxley
Clare Oxenbury (appointed April 2016)
Alison Bell (appointed May 2016)


Fixed Assets

The movements in fixed assets are set out in note 7 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.

By order of the Board



Date: 12 Sept 2017

Sandford Talking Shop Limited

Income and Expenditure Statement

for the year ending

31 March 2017

	Notes	2016/17	2015/16
Turnover	3	<u>67,115</u>	<u>40,709</u>
Trading Income		24,822	11,667
Fundraising Income	4	8,319	8,122
Grant Income	4	15,496	8,710
Other Income		<u>523</u>	<u>227</u>
Total Income		49,160	28,726
Less:			
Operating Expenditure	5	21,261	8,141
Fundraising Expenditure		3,418	3,528
Grant Expenditure		10,000	8,710
Other Expenditure		5,910	4,381
Depreciation		<u>2,272</u>	<u>766</u>
Surplus / (Deficit) after normal activities		6,298	3,200
Donations	6	0	2,000
Transfer (from) / to Reserves		4,928	0
Surplus / (Deficit) for the year		<u>1,370</u>	<u>1,200</u>

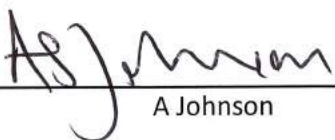
Sandford Talking Shop Limited

Balance Sheet


as at

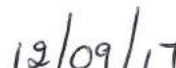
31 March 2017

	Notes	2016/17	2015/16
Fixed Assets	7	17,465	6,577
Current Assets	8	47,095	19,357
Current Liabilities	9	9,282	4,816
Net Current Assets / (Liabilities)		<u>37,813</u>	<u>14,541</u>
Net Assets		<u>55,278</u>	<u>21,119</u>
Shares	2		
Issued		27,816	66
Reserves	10	27,462	21,053
Total Reserves		<u>55,278</u>	<u>21,119</u>


A Johnson


Date


D G McGinness


Date

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.

Sandford Talking Shop Limited

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 valued at cost with the exception of the Weekly Market and Café stocks which are expended 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 2017 raised £27,750.

3 Turnover

	2016/17	2015/16
Café	24,970	13,323
Market	23,461	27,385
Shop	18,684	0
	<u>67,115</u>	<u>40,709</u>

Shop was launched in April 16 opening Mondays and Fridays and offering the Café menu. Opening hours were extending to 5 days per week in December 2016. The Saturday Market and Café have continued to be well supported.

4 Fundraising Income

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

Grants -

	2016/17	2015/16
Resource Futures - Garden project		250
Groundwork - Our Place project training		7,960
Volunteer Link - volunteer program		500
Lottery - Project Officer	10,000	
SODC - Capital Expenditure funding	5,496	
	<u>15,496</u>	<u>8,710</u>

Donations -

	2016/17	2015/16
Kitchen equipment appeal	625	1,620
Match Funding & Gift Aid	83	377
	<u>708</u>	<u>1,997</u>

Notes to the Financial Statements (continued)

4 Fundraising Income - continued

Activities - Weekly / monthly activities raised the following

	2016/17	2015/16
Lunch Club	2,102	2,009
Cycle Workshops	269	267
Table Tennis	2,334	2,174
Knitting and Sewing	72	199
Garden Club	135	280
Wild Walks	47	26
Food Surplus Café	1,741	0
Sunday Tearoom	910	1,170
	<u>7,611</u>	<u>6,125</u>
Fundraising Income	<u><u>8,319</u></u>	<u><u>8,122</u></u>

5 Operating Expenditure

	2016/17	2015/16
Salaries	13,988	3,696
Cleaning	2,969	1,488
Rent	2,572	2,243
Equipment	1,425	108
Other	307	606
	<u>21,261</u>	<u>8,141</u>

6 Donations made

	2016/17	2015/16
Sandford Youth Playground Group		2,000

Notes to the Financial Statements (continued)

7 Fixed Assets

7.1 Cost or Valuation	Equipment	Furniture	Total
Balance brought forward	5,078	2,266	7,343
Additions	12,973	187	13,160
Revaluations			
Balance carried forward	<u>18,051</u>	<u>2,452</u>	<u>20,503</u>

7.2 Accumulated Depreciation	Equipment	Furniture	Total
Balance brought forward	564	202	766
Charge for current year	1,817	455	2,272
Revaluations			
Disposals			
Transfers			
Balance carried forward	<u>2,381</u>	<u>657</u>	<u>3,038</u>

7.3 Net Book Value	Equipment	Furniture	Total
Brought forward	<u>4,514</u>	<u>2,064</u>	<u>6,577</u>
Carried forward	<u>15,670</u>	<u>1,795</u>	<u>17,465</u>

8 Current Assets

	2016/17	2015/16
Debtors	296	135
Cash at Bank / on hand	41,924	19,222
Stock on hand	<u>4,875</u>	<u>0</u>
	<u>47,095</u>	<u>19,357</u>

9 Current Liabilities

	2016/17	2015/16
Creditors - amounts falling due within one year		
Trade	5,292	2,743
Other Creditors	774	769
Accruals	3,216	0
Deferred Income		1,305
	<u>9,282</u>	<u>4,816</u>

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

Sandford Talking Shop Limited

Notes to the Financial Statements (continued)

10 Reserves

	Unrestricted	Restricted	Total
Reserves brought forward	8,752	12,300	21,052
Current year surplus / (deficit)	1,370		1,370
Grant Receipts carried forward		5,040	5,040
Expenses carried forward			0
Transfers between funds	(6,284)	6,284	0
Reserves carried forward	3,838	23,624	27,462

Surplus funds of £18584 (2015/16 = £12300) to cover 3 months operating costs have been reserved.

www.sandfordtalkingshop.org

Sandford Talking Shop Ltd,

Community Benefit Society, Register number 32389 R

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