

Run for the community By the community



Annual Report

2017/18

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

2017/18 has been fantastic, with our brilliant volunteers and staff working hard over 12 months to fit the pieces of the jigsaw together, giving us our first real glimpse of the full potential of what we are building at Talking Shop. It was our first financial year of full weekday opening, with a more comprehensive range of products plus equipment plugged in and working, and with our staff hours increased to better meet the project's needs. As we anticipated, with our doors open Monday to Saturday we have been able to offer a more consistent, reliable resource and we have seen footfall, takings, volunteer numbers and general awareness of us build as a direct consequence over the year. Inevitably, this has come with an increase in operating costs to a level probably more closely reflecting the bills we will need to meet longer term. We decided to invest in increased manager time and their imagination and hard work in controlling the costs of sales means our accounts remained healthy and we've kept our prices affordable for customers. The vital scaling up of the past year was only possible thanks to the community share offer investment and the capital grant we secured from SODC. That external funding gave us the crucial firm foundation from which our staff and volunteer teams have worked incredibly hard to achieve fantastic progress this year.

Talking Shop is a project with two equally important and mutually dependent dimensions. On one side there is what we offer to customers. Our teams work hard to bring local residents access to a valuable range of resources: the weekly market, shop, café, lunch club, food surplus café, garden team, bike mechanic clinics, knit & stitch, table tennis sessions, our monthly leaflet and our small good neighbour scheme. On the other side there is our structured volunteering programme through which many of these activities are delivered. This is intended to create diverse opportunities for lots of very different people to reap the recognised benefits of volunteering: including (in the words of the NHS) "Improved quality of life. Better ability to cope with ill health. Healthier lifestyle. Meeting new people. Improved self-esteem & sense of purpose," as well as gaining real skills and experience for a pathway into work.

We've seen first hand this year the transformational potential of well-supported volunteering roles. All of our paid managers and volunteer team-leaders have risen to the significant challenges of working at a greater pace this year with inspiring energy, ideas, warmth & empathy. We are very lucky to have them all. This year because of the brilliant people involved we have expanded and strengthened our reach into the community for both customers and volunteers. Volunteers have built up skills and confidence, taking responsibility for cooking and running the shop counter, nurturing friendly, encouraging peer groups to support each other and some, excitingly, taking a next step on from us into paid work. In turn, the atmosphere of friendship and support between the volunteers and the diversity of our teams, make for a warm and friendly welcome to all customers. We have become a regular drop-in for lots of local people, including vulnerable or isolated residents who may not otherwise get much company in their day, we're also a valuable resource for groups hiring the hall and an unexpected treat for passers by.

In the winter when the snow closed roads, schools and workplaces the value of our local hub was even more apparent. So many people came in - to stock up, eat, warm up, sit for as long as they wanted, find some neighbourly help, play games, read the papers, fill buckets of water when pipes burst, find people with time to give. There was a lot of laughing, a lot of new connections were formed and we all enjoyed the shared community experience. As a customer recently wrote of Talking Shop: "[it is] the social hub of our village. Always open. Always welcoming. This sort of place is hard to find... an invaluable space.."

I'm very proud to be a part of Talking Shop and I'm excited about the year to come.

Community Benefit

One side of our work is to ensure access for local people to much-needed resources, services, social opportunities and activities.

The Market & Café, Saturdays 9am to midday

The weekly market is the oldest strand of our project. Set up in 2011 to create a much-needed social hub, it continues to thrive 7 years on and offers a source of good affordable local produce, an incubator space for new micro businesses and a vital route to market for local producers.

Each market/café is still the result of about 80 hours' work. Most of this is donated volunteer time and the team was coordinated and supported throughout this year with great kindness and commitment by our Market Coordinator, Louise. About 15 volunteers work every Saturday, ranging in age from teens to 80+. This year we welcomed a good number of young DofE volunteers to our teams of regulars too.





Each week volunteers start at 7.30am to get the market set up, café and stall teams arrive from 8 for the first shift and handover at 10.15 to the second shift who work until everything is cleared away after the market closes. They serve about 100-140 customers each week, hundreds of coffees, plates and plates of bacon & egg baps, newspapers and fresh produce, all of it delivered with a smile and a personal interaction you just won't get in the supermarkets.

This year, again, the team ran a series of very popular special markets, with extra guest stalls and activities, including the annual apple pressing market and the Christmas craft and food fairs.

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

Opening our doors throughout the week has allowed us to expand into what we really wanted to offer, a friendly welcoming space open every day for anyone to drop in. We run a café serving cakes and drinks all day and lunch from midday to 2. We aim to provide nourishing, tasty food at low prices. Our menu range is cooked in house and our amazing cakes are homebaked by our talented and tireless volunteer, Anne Pitson.

A key weapon in our battle to keep café prices low this year was the start of a weekly delivery of food from the brilliant Oxford Food Bank. Our cooking teams now make fantastic soups and specials from ingredients, often fresh and always still great to use, that would otherwise be thrown away by restaurants and supermarkets in the city. This has been vital in enabling us to absorb increasing operating costs and our new liability to charge VAT while keeping a good selection of lunches around the £3/4 mark.





Through the shop we aim to provide a convenient resource that caters to all budgets, as useful for when you run out of milk, need to top up a weekly shop, buy a present or get something for supper as it is need to shop somewhere smaller and closer than the supermarket. We consciously sell the daily staples at prices that compete with the big shops and we have a good range of popular named brands as well as produce from independent and local producers. We try where we can to offer refills (so far, eggs and a good selection of SESI cleaning products) so as to reduce packaging waste.

We're very aware that our community encompasses a wide range of tastes and needs and we continue to invite feedback from our customers so that we can put our shelf space to best use. We recently added shelves for fresh produce and we've been surveying customers on what fruit and veg they'd like us to stock. We now also have a full year's data of stock sales that our teams are using to inform future buying decisions.

And the other wonderful stuff... Outside of the city the opportunities to join or learn something new can be limited particularly for those with poor mobility, limited budgets or for those who are reliant on limited public transport. Well aware of this gap Talking Shop volunteers set up and run a fantastic array of activities, services and clubs for the local community: things they enjoy doing and wanted to share, ways to bring people together.

This year the Talking Lunch Club continued to invite residents each month to book their place at a beautiful sit down two-course meal. It's a valuable opportunity for adults of all ages to get together and be treated to some very special home cooking. A huge amount of thought and work goes into every lunch: fresh flowers and table cloths, changing menus, a raffle with great prizes, speeches and care to make sure everyone enjoys good company and conversation.



Our **Table Tennis** volunteers are another friendly bunch. They run weekly sessions open to anyone and their players this year ranged in age from their teens to 70+. They run competitive teams and had some great successes this summer: their A Team won Division 4 of the Didcot league (they'll be playing in Division 2 in the coming year) and the B-Team played well too, concentrating on developing players. They welcome new players with or without experience and make time each week to coach and support anyone starting up. They're hoping to set up a dedicated session for new younger players this year.



The Food Surplus Café is a drop in 'pay what you can' lunch run once a month from our space. Volunteers go to the Oxford Food Bank depot in Botley and choose ingredients from the range of surplus food collected from the city's restaurants and supermarkets. They devise a menu of several main courses and desserts, which the wider team prepares and cooks up the next day. It's a very sociable, popular lunch, bringing lots of very different people together to feast for whatever donation works for them that day.



Our Knit & Stitch Group meet weekly in our café for a couple of hours, sharing stitching skills and challenges over hot drinks and home cooked cake. The group is open to anyone to drop by and join them.

Our Good Neighbour Scheme, small at present but hugely valuable to those involved, has volunteers visiting housebound residents at home bringing friendly conversation and regular company or bringing people down for lunch in our café, a welcome sociable trip out.



The Talking Garden team work every Monday, whatever the weather, with a lot of laughs and inspiring hard graft. Over the years they have turned our small project garden from a rubble pile into a beautiful productive plot, with flowers, fruit, veg and lovely spaces to sit. This year they started to work more closely with the café team to plan their growing with the menu in mind. They overcome the endless challenges of our small, often shaded plot and the unpredictable weather and this year they fed an impressive array of produce, flowers and plants into the kitchen and onto the shop shelves.



Our Bike Mechanics, Spoke Shop, continued to share their knowledge and skills with new volunteers and our local cyclists throughout this year. They run regular clinics at the Saturday market carrying out check ups and basic repairs at really good prices. They're a wealth of cycling know how and an really friendly approachable group. Cyclists pop down for a chat even when their bike is in top shape. This year the team moved their kit into their exciting new workshop and in this coming year we will see what opportunities this new space creates for wider skills sharing.



And none of this would be half what it is if no one knew it was going on! Our brilliant Leafleteers pound the streets of Sandford, Littlemore, Rosehill and Kennington every month, rain or shine, 30 of them delivering about 1700 leaflets door to door. This often unseen role is vital. We know that this friendly delivery of an old world piece of communication, means a huge amount to lots of people.

Community Benefit

The other side of our work is a structured, supported volunteering programme, meaning our shop and café are much more than a conventional enterprise, making them an opportunity for local people to learn, develop skills and build confidence.

We offer a number of supported volunteering roles in each of our shifts in the shop and cafe. People can work in the kitchen, on the shop counter, in cooking teams or try a variety. They can learn to use the till, make espresso coffees, maintain and manage the stock. We have two paid weekday managers who lead the teams of volunteers, supporting everyone to work at their own pace, identifying personal goals with individuals and reflecting with them on progress in written Learning Records.

People volunteer for many different reasons and we welcome them all. We continued to benefit this year from the fantastic skills, energy, time and commitment of a very varied team of local people, of all ages, backgrounds, experience, some retired, some working, some caring for families. As the shape of their lives change from year to year so they may be able to give more or less time but we can always find a role to fit the contribution people want to make. We have over 100 volunteers registered with us and this fantastic diverse cast of personalities makes getting involved a huge amount of fun.

We have seen this year how volunteering with us offers a wonderful introduction to the community for people newly moving into the area: a way to meet neighbours and find out what's going on while making a really valuable contribution. We've seen how our teams (including our brilliant Garden Team) can offer a way in too for people arriving from a different country, with little English: setting to work with a friendly team is a great opportunity for immersion learning. This coming year we will be working on how best to support young adults who, for various reasons might not be well served by mainstream education, and learning how we can help them to gain key skills and work experience as well as boosting confidence and a sense of possibility, trust and responsibility.

With the support of mental health professionals at Littlemore Mental Health Centre and local charity Restore we have been able to establish ourselves as a valuable resource for people managing their recovery. Where appropriate we can offer a next step for people after therapeutic work placements, somewhere people can continue to work towards their goals and build the skills and confidence to find paid employment. For other volunteers we aim to offer roles with enough variety, progress and possibility that they can enjoy volunteering with us for many years.

We have seen in 2017/18 how we can offer a significant resource for volunteers and we have seen how those volunteers in turn make Talking Shop a space with a particularly warm welcome and an unusually diverse reach. Volunteers this year have left us to take up paid work and college places. Lots of others have become very confident and capable in a wide variety of roles. All of them help to welcome and support new volunteers. In the coming year we will be working hard to strengthen and grow what we offer volunteers, exploring opportunities for accredited learning and developing our own ongoing training programmes.

Our volunteering programme is a success in very large part because of the fantastic managers we have. In the coming year we will be working to ensure opportunities for their professional development and training, and working with them to keep their roles interesting and rewarding.

Board of Directors 2017/18

Abi Johnson (Chair), Dawn McGinness (Treasurer), Gina Ashburner, Alison Bell

Kurt Moxley (resigned March 2018), Clare Oxenbury Palmer (resigned November 2017)

Anita Lightstone (Secretary)

Board members co-opted since end of Financial Year:

Clare Wakeham (April 2018)

Our Thanks

As ever, the loudest shout of thanks goes to Talking Shop's incredible, inspiring volunteers. Thank you!

To Our Local Partners, Supporters, External Consultants

Broken Spoke Cooperative, Good Food Oxford, Locality, Mental health teams at Littlemore

Neal Howard Ltd (Business development support), OCVA, Oxford Academy, Oxfordshire CAG Network

Oxford Community Markets (OCM), Oxford Food Bank, Oxfordshire Learning Network, Restore

Sainsburys Heyford Hill Community Team, Sandford on Thames Parish Council,

Sandford on Thames Village Hall Committee, The Nature Effect (garden skills workshops)

Volunteer Link Up (for our Good Neighbour Scheme)

And To Our Fantastic Local Suppliers



Program No. 32385-70

FINANCIAL STATEMENTS

the the said profess

31 MARCH 2018

CONTENTS

	Page
Soard Report	à
ncome and Expenditure Statement	4
Balance Sheet	5
Notes to the Financial Statement	6-11

SANDEURO TALKING SHOP LIMITED

BOARD REPORT

The Board has pleasure in presenting their report and the financial statements for the year ending 31 March 2018

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 running of a community hub, delivering a mix of services and facilities, including a local shop & cafe, shaped to respond to the need of the community.

Directors

Chair Abi Johnson

Secretary Anita Lightstone
Treasurer Dawn McGinness
Georgina Ashburner
Kurt Moxley (regional March 2008)
Clare Oxenbury (respond femories 27)
Alison Bell
Clare Wakeman (appeared April 28)

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

INCOME AND EXPENDITURE STATEMENT

for the year ending

31 March 2018

OUR PRINCIPLE STATE			
	Notes	2017/18	2016/17
Trading Income	3	106,197	67,115
Fundraising Income	4	8,439	8,319
Grant Income	5	11,745	15,496
Other Income		28	523
Total Income		126,409	91,452
Less:			
Trading Expenditure	3	63,383	42,292
Operating Expenditure	6	44,246	24,298
Fundraising Expenditure	4	2,795	3,418
Grant Expenditure	5	640	9,688
Other Expenditure		2,363	2,973
Depreciation		5,783	2,272
Total Expenditure		119,010	85,042
Surplus / (Delick) after normal activities		7,399	6,430
Transfer (from) / to Reserves	7	8,771	5,040
Surplus / [Deficit] for the year		(1,371)	1,370

BALANCE SHEET

as at

31 March 2018

	Notes	2017/18	2016/17
Fixed Assets	8	21,287	17,465
Current Assets	9	54,562	47,095
Current Liabilities	10	13,149	9,282
Net Current Assets / (Liabilities	d	41,413	37,813
Net Asset	s :	62,699	55,278
Shares Issued	2	27,816	27,826
Reserves	11	34,683	27,462
Total Reserve		62,699	55,278

Al mount

18/9/18

D G MAGINNESS

18/9/18

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 recialms 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.

Firtures 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 investment Share offer which closed in July 2017 raised £27,750. Annual Society membership accounts for the balance.

3 Trading Income / Expenditure

	2017/18	2016/17
Trading income		
Market	31,312	23,461
Café	26,726	24,970
Shop	48,160	16,604
	106,197	67,115

Market income increase in 2017/18 is partially due to our capacity to accept card payments through out the year (2016/17 = 4 months). Shop income in 2017/18 is our first full year of 5 day trading (2016/17 = 3 months)

Trading Expenditure

	63,383	42,292
Shop	43,232	19,109
Café	3,829	7,240
Market	16.322	15,943

Café expenditure saving in 2017/18 can be attributed to the weekly delivery from Oxford Food Bank (unsold fresh food from local supermarkets and wholesalers that would otherwise be wasted) which we use to make soups and 'specials', enabling us to keep costs to customers low while also meeting our operating expenses (Note 7).

		Annual Control of the
Net Trading Contribution	42.814	24,822

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

4 Fundraising Income / Expenditure

Activiti	ers - 10	scom		
			-	

Activities - Income		
Weekly / monthly activities raised the following		
	2017/18	2016/17
Lunch Club	2,108	2.102
Cycle Workshops	520	269
Table Tennis	2,038	2,334
Knitting and Sewing	112	72
Garden Club	180	135
Wild Walks	0	47
Food Surplus Café	1,963	1,741
Food Team Catering	359	910
	7,280	7,611
Denations : Income		
	2017/18	2016/17
Donations.	1,024	625
Match Funding & Gift Aid	135	83
Total Received	1,159	708
Fundralsing Income	8,430	8,315
Activities - Expenditure		
10	2017/18	2018/17
Lunch Club	1,008	1,357
Cycle Workshops	396	68
Table Tennis	1,247	1,917
Garden Club	21	45
Food Surplus Café	- 6	0
Food Team Catering	77	0
	2,756	3,387
Donations - Expenditure		
Donations (Local Giving fees)	39	31
Total expenditure	39	31

5 Grant Income / Expenditure

Fundraising Expenditure

Grants -

	2017/18	2016/17
Lottery - Project Officer		10,000
500C - Capital Expenditure Funding	5,495	5,496
Oxfordshire Community Fund	6,250	
Total Received	11.745	15,496

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

6 Operating Expenditure

7
588.
999
572
425
350
284
862
443

Salaries in 2017/18 reflect the first full year of payroll costs. Electricity costs are significantly higher in 2017/18 reflecting full years running costs following the installation of fridges, freezers and commercial chiller and reflects the likely future costs.

7 Transfer (from) / to Reserves

to the state of th		
	2017/18	2016/17
Grant neceipts transferred to Reserves		
South Oxfordshire District Council	5,045	5,496
Oxfordshire Community fund	6,250	
DCLG Assets - Development Project	(33)	112
Grant expenditure transferred from Reserves		
South Oxfordshire District Council	(2,470)	(568)
Chrifordshire Community fund		
DCLG Assets - Development Project	(22)	
Net transfer to Reserves	8,771	5,040

NOTES TO THE FENANCIAL STATEMENTS (CONTINUED)

8 Fixed Assets

8.1 Cost or Veluation	Equipment	Furniture	Total
Balance brought forward	18,093	2,410	20,508
Additions	0,525	5,082	3,695
Revaluations.			
Balance carried forward	24,626	5,492	30,108
8.2 Accumulated Depreciation	Equipment	Furniture	Total
Balance brought forward	2,381	657	3,038
Charge for current year	4,726	1,057	5,783
Revaluations.			
Disposals			
Transfers.	_		
Balance carried forward	7,107	1,714	8,821
8.3 Net Book Value	Equipment	Furniture	Total
finought forward	15,712	1,753	17,465
Carried forward	17,509	3,778	21,287
9 Current Assets			
	2017/18		2016/17
Debtors	280		296
Cash at Bank / on hand	50,408		41,924
Stock on hand	3,874		4.875
	54,562		47,095
10 Current Uabilities			
	2017/18		2018/17
Creditors - amounts falling due within one year			
Trade	4,445		5,292
Other Creditors	3,585		774
Accruals	5,116		3,216
Deferred income	100		
	13,149		9,282

Creditors are paid within 7 days of receipt of goods or services. Provision of £3,395 (2016/17 £ Nil) for VAT payable pending registration has been made.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

11 Reserves

Unrestricted	Restricted	Total
3,838	23,624	27,462
(1,871)		(1,371)
	0,713	8,793
		0
1,316	(3,316)	0
3,782	31,101	34,883
	3,838 (1,871) 1,316	3,838 23,624 (1.871) 0,753 1,316 (1,316)

Surgius funds to cover 2 months (2016/17 - 3 months) operating costs have been reserved. Hence transfer between funds of £1,316. The board's intention is to return to a reserve for 3 months in 2018/19.

Restricted Funds Movements	trought		Carried
	forward	Movement	forward
Operating	18,584	(3,310)	17,269
South Oxfordshire District Council	4,928	2,565	7,493
Oxfordshire Community fund	0	6.250	6,250
DCLG Assets - Development Project	112	(22)	90
	23,624	7,477	31,101

www.sandfordtalkingshop.org
Shop & Café at Talking Shop
The Village Hall, Henley Road, Sandford-on-Thames, OX4 4YN

Sandford Talking Shop Ltd,

Community Benefit Society, Register number 32389 R

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

4XZ