



Bringing People Together

Annual Report

2020/21

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 on the year April '20 to March '21

The financial year 20/21 started in the shock of lockdown, so much change in the space of a couple of weeks. Almost overnight the café had to close, our groups had to stop meeting, we had to cease our supported volunteering programme and many more of our volunteers couldn't come to work. We pulled back to a skeletal team running just the shop. We took on new cleaning regimes and managed unpredictable and unreliable supplies of stock just as customer numbers rocketed with people seeking a small safe place to shop. We had to reduce our opening hours to reflect volunteer capacity as we found ourselves without managers on site for several weeks.

That summer was a particularly unsettling and frightening time for many. Yet just as people found themselves physically isolated from each other so we saw a wider community reach out, leaning on established connections and creating new networks to support each other.

Our volunteers developed a new service, Walking Shop: a means by which people could call to order what they needed and either collect or receive a delivery. Old and new Talking Shop volunteers generously gave their time: offering much needed social interaction, taking time to talk to people on the phone or from a distance outside someone's home; walking, cycling, or driving shopping to people unable to leave home; working hard and imaginatively to source the stock that people needed, with many hours spent converting 25kg bags of pasta or flour into convenient portions for customers. It proved a vital resource, in May and June 2020 Walking Shop orders made up nearly a quarter of sales.

The shop too stepped up to meet changing needs. Overnight, volunteers came together to adapt our space: installing a screen to keep the team and customers safe, spreading out shelves to give people more space, creating one-way systems and additional till points to ease queues, adapting the kitchen to host the organisation of customer orders. We welcomed old and new customers and those in the shop felt lucky to say hello to so many each day when most people suddenly found themselves alone.

Our long-term partners the Village Hall Committee and the Parish Council reached out to help too: we were invited to expand the shop into the unused hall, this gave our customers valuable welcomed space for social distancing and the Parish Council committed generous funding to help meet some of the costs of adapting.

Friendships and connections formed through Talking Shop adapted, people kept in touch and worked together to help others: Knit & Stitch met virtually through deep lockdown and then outside in the recreation ground as restrictions were eased; Spoke Shop bike mechanics offered their time to help with local requests for bike repairs; the Garden Team leaders kept our space beautiful, welcoming more volunteers back as soon as they could; the lunch club team kept in contact with many of their lunchers; volunteers invited donations of Christmas present donations and clothes, then sorted and transported them to groups supporting families in need in Littlemore, Rosehill, Blackbird Leys and Kidlington.

As we neared the end of summer last year we adapted to another big shift as both of our longstanding managers moved from Talking Shop to take on new career challenges. Together and individually, over many years, Miranda and Richard gave a huge amount to the project: building strong relationships with customers and volunteers, guaranteeing a warm open welcome for anyone coming into our space and working hard to support many volunteers to gain the confidence and skills to take on new challenges. We wished them every success in the next stage of their working adventures and knew they would be much missed. Every change brings with it new opportunities: we had a great response to our job ads and were really excited to welcome Kylie and Ingrid as our new shop managers. Despite starting with us fully masked, separated from customers and volunteers by screens, one-way systems and social distancing, they took quickly to their responsibilities with warm smiles.

The new financial year to date:

As we hit the end of 20/21 the Board was really grateful to everyone involved for how well the project had adapted to the crisis and how generously so many had stepped up to help. Having been unable to do much of our usual work we had accumulated an unexpected surplus: salary savings through fewer manager hours from the summer with the closed café; no cleaning, maintenance of key equipment or printing of leaflets as companies delivering non-essential services were closed; no hire costs for the hall as we were unable to run the market. Yet we recognised that the surplus

amounted, for the most part, to costs deferred or savings with accompanying lost income: equipment left unused now needing replacement or maintenance; reduced manager costs from reduced manager capacity with the consequent loss of our structured volunteering programme and of the closeness of our volunteering community. We identified as priorities (1) recognising the likely financial instability and uncertainty of the coming year and (2) the urgent need to restart our volunteer base and volunteering programme in order to secure again a range of services (including the shop) for the community for the future. The Board therefore decided re-investment of the surplus was needed to achieve (1) an increase in our operating reserves and (2) the creation of a new post for one year, of Volunteering Manager, explicitly dedicated to building up our teams, creating a resilient structure to recruit and support and helping people to get involved again. We welcomed Fiona into the role in late May and since then she has been working to build up and support our teams.

Talking Shop was set up ten years ago to bring people together. In this very unexpected year, we've seen all over again the strength and resilience of our community. We did incredibly well to balance through the pandemic but this is now a critical time for Talking Shop. The local need for a strong community hub with doors open to all is greater than ever: many people are finding themselves accustomed to less social interaction yet for some, isolation can be devastating. Ideally, as a project we would want to be completely stable in our day-to-day operations, certain of our financial stability so that we could dedicate our time to supporting people. This is not yet the case, we still need to get our café restarted and we're watching shopping patterns change yet again as people work out how they want to shop and socialise as we head into the autumn.

More than ever Talking Shop needs each of us to do what little bit we can – to include Talking Shop in our weekly shopping, to help with ideas for the shop or activities, to give time to volunteering or to commit to a small regular donation – to ensure we keep our shop open for everyone who needs it and to get our café restarted. I hope that experienced supporters of Talking Shop will join with newcomers, with the Board, the managers and the volunteer teams on the ground as everyone works to open up, reach out and welcome people to get together in our community space again.

Abi Johnson
Chair 2020/2021

And from the ongoing Board Members, a note about the future:

- Our first thought is how to continue the successes of the last year and face continued uncertainty. We made a strategic plan in June with the aim of restarting our café operation and are still on track to reopen the café and reshape the space this autumn in line with government advice. We know shop operations can be maintained in any further lockdown but continuing to thrive and re-emerge is a challenge.
 - The shop, which did so well to remain open during the whole of lockdown and to provide a much-needed local service, now faces competition to remain a part of people's shopping patterns as people return to supermarkets and continue with greater online supermarket deliveries.
 - Thanks to the hard work and imagination of the Garden Team we have more space to welcome people to sit in our garden. The café needs to build in new space requirements for seating indoors and to rethink its menu for a leaner production set-up.
 - Volunteer numbers are taking a while to build up again, as many people's lives and working patterns have changed in the last 18 months and not yet settled into a routine. We continue to campaign to attract more volunteers and make the volunteering experience an enjoyable and fruitful one.
 - Groups are starting to come back together and doing their vital work of making connections in the community.
- We plan to build the Board gradually and would like potential new Board members to contact us. For the time being we will be having a rotating chair. We will close the Contact Talking Shop email, and open a new email for the Chair: chair.talkingshop@gmail.com
- Our heartfelt thanks are due to Abi Johnson who, since starting the Talking Shop project in 2010, has worked tirelessly to make it a success. Abi has kindly agreed to remain available to the Board for her knowledge and experience and she will continue to support us as a volunteer.



Sandford Talking Shop Limited

(Register No. 32389 R)

Financial Statements

for the year ending

31 March 2021

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Board Report

The Board has pleasure in presenting their report and the financial statements for the year ending 31 March 2021

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 Coronavirus pandemic and the evolving guidance from government heralded a year of constant change. Through the dedication of a reduced team of volunteers and stoic staff, we continued to run the community shop and a limited café (when possible) throughout the year providing a valued service to local residents. Our home delivery / pre-order services proved very popular. The volunteering programme had to be paired back, but we are looking forward to re-establishing the teams when possible to continue providing opportunities for local people to build confidence, transferable skills, social networks and more. Most of our diverse community benefit group activities were suspended throughout the year including a monthly lunch club, food surplus cafe, table tennis and knit & stitch. The out door gardening and bicycle mechanics groups were able to benefit for during the summer when the restrictions were partially lifted.

Directors


Chair Abi Johnson
Vice Chair Georgina Ashburner
Secretary Akemi Wedmore (resigned March 2021)
Clare Wakeman (appointed March 2021)

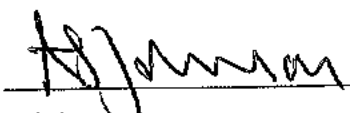
Membership Secretary Anita Lightstone
Treasurer Dawn McGinness
Terry Green
Roger Drage
Jason Henry

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: 14/09/21

**Report of the Independent examiner to the shareholders of
The Sandford Talking Shop Ltd**

I have examined the financial statements of The Sandford Talking Shop Ltd for the year ended 31st March 2021. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (effective from April 2008)

This report is made solely to the company's shareholders and my audit work has been undertaken so that I might state to them those matters I am required to state to them in an examiners' report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's members as a body, for my audit work, for this report, or for the opinions I have formed

As explained more fully in the Board Report, the Board members are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view

My responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK & Ireland) Those standards require me to comply with the Auditing Practices Board's Ethical Standards for Auditors

An examination involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement whether caused by fraud or error.

In my opinion the financial statements:

Give a true and fair view of the state of the company's affairs as at 31st March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended.

Have been properly prepared in accordance with UK Generally Accepted Accounting Practice and

Have been prepared in accordance with the Companies Act 2006

In my opinion the information given in the report for the financial year for which the financial statements are prepared is consistent with the financial statements.

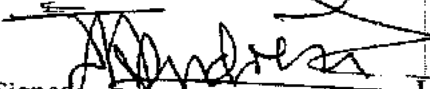
I have nothing to report in respect of the following matters where the Companies Act 2006 requires me to report to you if, in my opinion:

Adequate accounting records have not been kept or returns adequate for my audit have not been received

The financial statements are not in agreement with the accounting records and returns; or certain disclosures of members remuneration specified by law are not made; or

I have not received all the information and explanations I require for my audit; or

The members were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small company's exemption in preparing the report to the shareholders


Signed.....

J. ANDREWS F.F.A (INDEPENDENT EXAMINER)

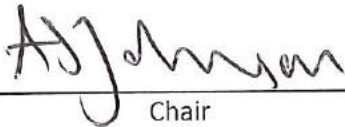
Date 1/9/2021

Sandford Talking Shop Limited

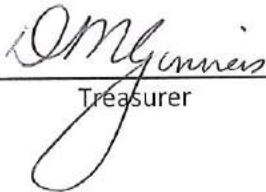
Profit and Loss

April 2020 - March 2021

	Notes	Apr 2020 - Mar 2021	Apr 2019 - Mar 2020
Total Income		£189,030	£141,446
Total Cost of Sales		£126,929	£81,219
Gross Profit	2	£62,102	£60,227
Expenses	3	£50,238	£70,289
Other Income		£11,657	£11,712
Other Expenses		£6,855	£6,252
Net Other Income	4	£4,802	£5,460
Net Profit / (Loss)		£16,665	(£4,602)


Chair

14/09/21
Date


Treasurer

14/09/21
Date

Sandford Talking Shop Limited

Balance Sheet

As of March 31, 2021

	Notes	31 March 2021	31 March 2020
Fixed Asset			
Fixtures and Fittings Cost		£32,140	£31,251
Fixtures and Fittings Depreciation		(£27,695)	(£21,599)
Total Fixed Asset	5	£4,445	£9,652
Current Assets	6	£55,901	£39,007
Total Creditors: amounts falling due within one year	7	£12,643	£15,295
Net current assets (liabilities)		£43,258	£23,712
Total assets less current liabilities		£47,703	£33,364
Total Creditors: amounts falling due after more than one year	8	£600	£0
Total net assets (liabilities)		£47,103	£33,364
Capital and Reserves			
Ordinary shares	9	£27,027	£27,816
Retained Earnings	10	£3,411	£10,151
Profit for the year	10	£16,665	(£4,602)
Total Capital and Reserves		£47,103	£33,364

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 expended on purchase and held a zero value.

2 Trading Contribution

	Apr 2020 - Mar 2021	Apr 2019 - Mar 2020
Total income		
Shop	£172,459	£87,415
Café	£16,292	£46,081
Fund Raising	£279	£7,950
	<u>£189,030</u>	<u>£141,446</u>
Contribution		
Shop	£48,330	£17,383
Café	£13,555	£36,330
Fund Raising	£217	£6,514
Net Trading Contribution	<u>£62,102</u>	<u>£60,227</u>

Covid-19 pandemic government guidance has required a great deal of flexibility and quick adaption. Community benefit activities ceased in April 20. Café was closed for many months, opening with a reduced take away menu when possible. Shop as the preferred supplier saw threefold increase in sales. The introduction of pre-orders and home delivery proved very popular.

3 Expenses

	Apr 2020 - Mar 2021	Apr 2019 - Mar 2020
Salaries	£34,319	£39,955
Cleaning	£3,168	£5,061
Bank Charges	£3,000	£1,399
Rent	£0	£4,576
Maintenance	£809	£2,091
Training	£150	£6,369
Other	£8,793	£10,839
	<u>£50,238</u>	<u>£70,289</u>

Reduced opening hours and suspension of services resulted in savings on salaries, cleaning, rent and maintenance.

An increase in bank charges is a result of the pandemic guidance for card payments instead of cash plus an increase in turnover.

Training - 2019/20 MHFA course (£6,250) funded by grant from Oxfordshire Community Fund received in 2017/18

4 Other Income

	Apr 2020 - Mar 2021	Apr 2019 - Mar 2020
Donations	£4,814	£2,081
Interest Received	£79	£122
Miscellaneous Income	£4,626	£1,191
Reserve Transfers - Grant Funding	£2,138	£8,318
Other Income	<u>£11,657</u>	<u>£11,712</u>
Miscellaneous income includes £2000 Local Councils COVID-19 funding and £2372 HMRC Job Retention Scheme claims.		
Depreciation	<u>£6,855</u>	<u>£6,252</u>
Net Other Income	<u>£4,802</u>	<u>£5,460</u>

5 Fixed Assets

5.1 Cost or Valuation	Equipment	Furniture	Total
Balance brought forward	£25,759	£5,492	£31,251
Additions	£1,648		£1,648
Disposals	(£758)		(£758)
Balance carried forward	<u>£26,648</u>	<u>£5,492</u>	<u>£32,140</u>

5.2 Accumulated Depreciation	Equipment	Furniture	Total
Balance brought forward	£17,698	£3,901	£21,599
Charge for current year	£5,952	£903	£6,855
Disposals	(£758)		(£758)
Balance carried forward	<u>£22,892</u>	<u>£4,804</u>	<u>£27,695</u>

5.3 Net Book Value	Equipment	Furniture	Total
Brought forward	<u>£8,061</u>	<u>£1,591</u>	<u>£9,652</u>
Carried forward	<u>£3,757</u>	<u>£688</u>	<u>£4,445</u>

6 Current Assets

Debtors £1408 (2019/20 £2492) represent card sales in transit.

Operating profit has bolstered cash holdings to £48645 from £31307 held last year.

7 Current Liabilities

Trade Creditors £6955 (2019/20 £6941) are paid within 7 days of receipt of goods or services. Other Creditors £1065 (2019/20 £2821) include VAT £862 (2019/20 £2253).

8 Loans

Public Shares held by deceased estates, pending pay out or transfer to beneficiaries.

9 Shares

The directors are paid up members of the organisation.

	Apr 2020 - Mar 2021	Apr 2019 - Mar 2020
Ordinary shares		
8 Founder Shares of £1.00 each	£8	£8
69 Membership Shares of £1.00 each	£69	£58
26950 Public Shares of £1.00 each	<u>£26,950</u>	<u>£27,750</u>
	<u>£27,027</u>	<u>£27,816</u>

Sandford Talking Shop Limited

10 Retained Earnings

	Unrestricted	Restricted	Total
Reserves brought forward	(£8,432)	£13,980	£5,548
Current year surplus / (deficit)	£16,665	(£2,138)	£14,528
Transfers (to) / from Operating reserve	(£5,250)	£5,250	£0
Post COVID-19 Start Up	(£10,000)	£10,000	£0
Reserves carried forward	<u>(£7,016)</u>	<u>£27,092</u>	<u>£20,076</u>

Restricted Funds Movements

	Brought forward	Movement	Carried forward
Operating Reserve	£10,672	£5,250	£15,922
South Oxfordshire District Council	£3,254	(£2,084)	£1,170
Post COVID-19 Start Up	£0	£10,000	£10,000
Hub Development Grant	£54	(£54)	£0
	<u>£13,980</u>	<u>£13,112</u>	<u>£27,092</u>

Surplus Cash funds to cover 3 (2019/20 2) months operating costs have been reserved at pre COVID-19 pandemic spend patterns .

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

Post COVID-19 Start Up has been established from current year surplus to fund the building up and training of our volunteer base as we start to come out of lock down post pandemic.