

THE INDEPENDENT ADVICE CENTRE
Serving Wantage, Grove and District
Annual Report 2013-2014

Annual General Meeting to be held
Tuesday 15th July 2014
The Beacon
7.30pm

MANAGEMENT COMMITTEE – APRIL 2013- MARCH 2014

Hon. Chairman	Geoff Hamer	
Hon. Vice Chairman	Keith Robbins/Ann Rowe	
Hon. Treasurer	Spencer Clubb	
Hon. Secretary	Keith Robbins	
Committee Members	Councillor Charlotte Dickson	Roger Homer
	Councillor St John Dickson	Joyce Hutchinson
	Jenny Hannaby	George Gordon
	Peter Harbour	Councillor Dave Parry
	Jim Hetherington	

EMPLOYEES APRIL 2013 – MARCH 2014

Joint Operations Manager	Lisa Benge
Joint Operations Manager	Wendy Watson
Admin Officer	Celia Cotton
Admin Officer (Transport)	Pam Evans

VOLUNTEER ADVISORS & OFFICE STAFF APRIL 2013 - MARCH 2014

Stella Brecknell	Janet Browning	Adrian Buck
John Caldicott	Jeanne Felmingham	David Fox
Malcolm Fretter	Peter Harbour	Audrey Harwood
Jim Hetherington	Rita Hetherington	Roger Homer
Anita Hutchins	Andrew Kerr	Jean Lane
Dallas Lidington	Sarah Matthews	Zelda Moorwood
Lyn Morton	Gill Panton	Kay Porter
Janet Price	Valerie Rose	Ann Rowe
Janet Smith	Gill Vale	Len West
Alan Winter		





VOLUNTEER DRIVERS APRIL 2013 - MARCH 2014

Duke Ashford	Alison Baker	Colin Bayley
Alison Boyd	David Boyd	David Brooks
Adrian Buck	Dennis Buckland	Peter Butcher
John Caldicott	Bill Campbell	Wendy Carney
Alan Clark	Peter Cole	John Collie
Geoff Corker	Bill Cosgrave	John Cossburn
Ernest Draper	Michael Eden	Susan Eden
Lois Greenhalgh	David Gregory	Jack Gutteridge
Helen Howe-Jones	David Kent	Jim Kowszun
Jacqueline McLaurin	Geoff Page	Alan Parker
Jenny Penfold	Adrien Porter	George Pullinger
Derek Punter	Tom Saunders	Rob Soames
George Spalding	Jack Taylor	Eddy Todd
Angela Vernon	Malcolm Vernon	Ian Weeden
Colin Wilkins	Paul White	Peter White
Mary Whittaker	John Willemsen	

VOLUNTEER GOOD NEIGHBOURS APRIL 2013 - MARCH 2014

Clare Abolins	Helen Bailey	Colin Bayley	Anna Bradford
Stella Brecknell	Jill Broadley	Adrian Buck	Terry Cornford
Nan Draper	Marion Durban	Maxine Eyles	Angie Fisher
Kathy Foster	Alan Frost	Lois Greenhalgh	Jack Gutteridge
Veronica Milligan	Rebecca Norris	Jean Orme	Claire Parry
Geoff Page	Peter Rumsey	Ian Weeden	



CHAIRMAN'S REPORT

2013 was a momentous year in the 42 year history of the Independent Advice Centre in Wantage. After many years of trying to obtain funding to enable us to expand our accommodation, we were able to see these plans come to fruition. Thanks to increased annual grants from the Vale of White Horse District Council and Wantage Town Council, successful negotiations with our landlady and a very successful campaign to raise capital funds for the project, we were able to add the first floor to our existing ground floor accommodation.

At the beginning of the 2013/14 year we were in the middle of the work. As expected with a project of this size, problems arose along the way but thanks to our volunteer Project Manager, Adrien Porter, and the willingness of our chosen contractors to be flexible, we got through them all. There was much disruption, noise and dust to contend with but, with the exception of a couple of days when asbestos tiles were found under a false floor, we remained open. Even on those days, staff and volunteers manned the telephones to keep clients informed and to take transport bookings etc. The pneumatic drills used to remove the existing concrete disabled ramp, to enable a new one to be installed in a different position, reverberated through the whole building. The cutting of a hole in the ground floor ceiling to install a disabled lift was also quite worrying.

The work had started on 18th February 2013 and we were delighted to welcome Ed Vaizey, our local MP, to perform the opening ceremony on 21st June. (Despite the rumours, the onlooker who threw a £5 note on the pavement, saying how wonderful we were, was not planted by me!). The evening was a great success and was the culmination of so much hard work done by so many people.

So what have we achieved? We now have a much less cluttered front office, which is more welcoming to clients and a better working environment for our volunteer advisors. We have four private interview rooms, including one on the ground floor for disabled advisors and clients, Mums with buggies etc. This compares with the one very small private room we had previously. The other big change is the office for our staff. They previously had another small, cramped office with no natural light. Their new accommodation is spacious with lots of natural light and fresh air. This room is sufficiently large to allow us to hold meetings and training. It means that, on most occasions, we can stay open to the public, unless all advisors are involved.

None of this would have been possible without the dedication and hard work of our advisors and, the four paid staff, in particular, our two joint Managers, Lisa & Wendy. The local population is extremely lucky to have two such dedicated people overseeing our services. They each work 25 hours a week and along with two other part-time employees we have 70 hours of paid staff time supervising nearly 90 volunteers. I would suggest that this is extremely good value for money for the local community.

Whilst all this has been going on, our workload has increased. The advent of new housing in the area has brought us more clients, especially those in Social Housing. These are very often the people who need advice on benefits, debt, domestic relationships etc. We view with some trepidation the amount of new housing planned for the area and the effect that this is likely to have on our workload. In January, we increased our opening hours to deal with the extra work to include Monday afternoons, which previously had only been available for pre-booked appointments.

The obvious focus during this year is on the work done in our offices. However, I must not overlook the great contributions from our volunteer drivers and helpers in our Good Neighbour Scheme. As will be seen elsewhere in this Annual Report, drives are increasing, particularly to the Oxford Hospitals. Starting from very small beginnings, the Good Neighbour Scheme is now established as an essential service in the area. We are also acting as a referral point for the local Food Bank.

I am pleased to see that we have ended the year in a healthy financial situation. 2013/14 was a very unusual year. Project funds were kept separate and with extremely close financial management we were able to come in under budget. Also, we were lucky to have donations in kind from some of our suppliers and these kept the cost down. We also had a number of unexpected, but welcome, donations late in the Financial Year. Therefore, we go forward on a very sound basis. However, we have not yet had a full year of running costs in our new premises and these are rising all the time. Therefore, we shall continue to closely manage our expenditure, getting value for money as always.

In conclusion, I would like to reiterate my sincere thanks to everyone who contributed to making 2013/14 such a successful year for the Independent Advice Centre in Wantage. We still need more volunteers in all our services. Therefore, if anyone reading this feels able to contribute just a few hours per week, or knows someone who might be willing to help, please contact Lisa or Wendy. Similarly, we are also looking for members of the local community to join our Management Committee. This is not an onerous task and would bring some new expertise onto the Committee.

Geoff Hamer **Chairman**



Ed Vaizey officially opens the new, improved Independent Advice Centre (from a step ladder not a soap box!!!)

Project "Accommodating our Community"

Accounts to 31st March 2014

THE INDEPENDENT ADVICE CENTRE				
SERVING WANTAGE, GROVE AND DISTRICT				
RECEIPTS AND PAYMENTS ACCOUNT - PROJECT				
FOR THE YEAR ENDED 31 MARCH 2014				
(Registered Charity No. 270992)				
		Year end		Year end
		31-Mar-14		31-Mar-13
	Notes	Total		Total
RECEIPTS				
Grants	1	6,400.00		16,985.00
Donations	2	200.00		12,766.32
Fundraising	3	-		3,184.00
Interest Received		12.27		122.68
Total Receipts		6,612.27		33,058.00
Less Payments				
Alarms		3,606.00		-
Boiler		1,332.10		6,465.23
Building works		11,523.67		1,545.61
CCTV		2,766.75		-
Computers		2,887.58		-
Decoration		6,019.61		-
Electrics		7,891.20		5,361.60
Legal fees		-		949.00
Lift		4,320.00		-
Miscellaneous		1,692.51		-
Office furniture		519.60		-
Telephone system		4,077.60		-
		46,636.62		14,321.44
Transfer between funds		- 212.21		21,500.00
(Deficit) / Excess of Receipts for the year,				
carried forward		- 40,236.56		40,236.56

THE INDEPENDENT ADVICE CENTRE			
SERVING WANTAGE, GROVE AND DISTRICT			
RECEIPTS AND PAYMENTS ACCOUNT - PROJECT			
FOR THE YEAR ENDED 31 MARCH 2014 (Continued)			
(Registered Charity No. 270992)			
		Year end	Year end
		31-Mar-14	31-Mar-13
(Deficit) / Excess of Receipts for the year		-40,236.56	40,236.56
Balances brought forward at 1 April 2013			
Working capital			
Project Current Account		14,613.88	-
Charities Fund Deposit Account No.3		25,622.68	-
		40,236.56	-
Balances at 31 March 2014		-	40,236.56
Balances at 31 March 2014			
Working capital			
Project Current Account		-	14,613.88
Charities Fund Deposit Account No.3		-	25,622.68
		-	40,236.56
NOTE 1: Grants		2014	2013
		Total	Total
Wantage Town Council		1,400.00	-
Vale of White Horse		5,000.00	-
Oxfordshire Big Society		-	6,985.00
Clothworkers Foundation		-	10,000.00
		6,400.00	16,985.00
NOTE 2: Donations		2014	2013
		Total	Total
Mr and Mrs Curtis		200.00	-
Gift aid		-	390.50
Greenham Common		-	1,500.00
Sammermar Trust		-	5,000.00
Crown Technology		-	785.00
Rotary		-	500.00
Other donations		-	4,590.82
		200.00	12,766.32
NOTE 3: Fundraising		2014	2013
		Total	Total
Ray Collins Fun Day		-	2,559.00
Other fundraising		-	625.00
		-	3,184.00

ADVICE SERVICES REPORT

The purpose of an annual report is usually to summarize the key events, actions and issues of the past year. Sitting down to write this report at the end of another eventful IAC day, led me to ponder how to characterize the last twelve months. It's a cliché to say "successful" – but we are; it's a cliché to say "busy" – but we are; in the end only two words come to mind – Event Full.

Benefit reforms began to impact our clients and will continue to do so in 2014. Not least affected were those clients subject to Atos assessments, with some waiting as much as six months and suffering hardship as a result. For clients on low incomes or incomes derived solely from benefit payments, any disruption can be catastrophic. Add to that, reductions in housing benefit, impending changes to council tax discounts and a tendency to stop payments first and ask questions second, and the landscape becomes almost impossible to navigate. Unsurprising then, that advisors report benefit issues are increasingly impacting on our clients other problems. The number of referrals to the local food bank reached three figures for the first time since the IAC became a referral point. The IAC invested in bespoke benefits training for all advisors to ensure we were giving best advice and we are grateful to Oxfordshire Welfare Rights for their undoubted expertise.

In terms of staff numbers, while we lost three advisors, we also gained six, all of whom are, or will be debt advisors. We were also able to extend our "drop in" hours to Monday afternoons, meaning that clients have full access to advice Monday to Friday, 27.5 hours per week. All paid staff were trained (by me!) in debt advising, to ensure that both volunteers and clients could be properly supported at all times. Advisors are much enjoying the improved premises. The benefit to clients can be seen in the results of our client satisfaction survey and the pleasant stream of biscuits, chocolate and other edible donations from happy customers! I continue to be amazed by and extremely proud of the contribution our volunteers make to their community.

Dr Graham Curtis conducted a second audit of our operational health. I am delighted that we were once again found to be meeting a high standard of governance. However, the most serious risk to our operation remains: an unplanned loss of a paid staff member would present serious difficulty. It is fair to say that our current ratio of volunteers to paid staff is one which would never be tolerated in the commercial sector. Without doubt, our next greatest need is to recruit a further employee, preferably in the guise of debt supervisor, but who would be able to step into a void, particularly at management level.

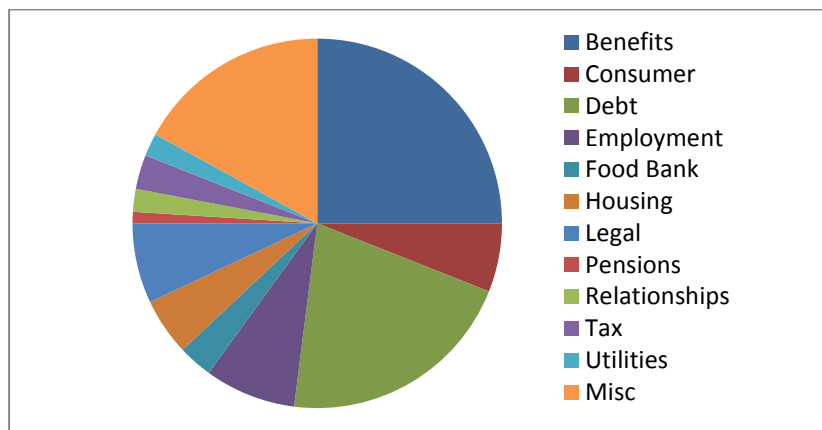
We successfully renewed our Service Level Agreement with the District Council. However, we are now monitored to ensure we achieve expected targets. This is entirely right and proper since our principal funding comes from public money. We have met or exceeded each target set for us and will continue to work with the council in the best interests of our clients.

We also signed a partnership agreement for advice services with other local agencies, including specialist agencies. This partnership is funded for two years by the Lottery. Beyond the attraction of hard cash we have undoubtedly benefited from the forging of closer relationships and networks with our advice sector colleagues. We have agreed a protocol to refer clients between partners so that clients can easily access the full wealth of advice available. The IAC has already successfully referred clients under this partnership and we look forward to further collaboration.

At the end of another eventful IAC day, I am led to ponder “what next for the IAC advice service?” I can only conclude the answer is – do it all again in 2014. I know that my volunteers are as willing, able and dedicated as ever. I know that clients will need us more than ever. I also know that we are very highly valued in the community, probably more so than at any time in our recent history. I will do my best to bring the advice service successfully through another year.

Statistics 13/14

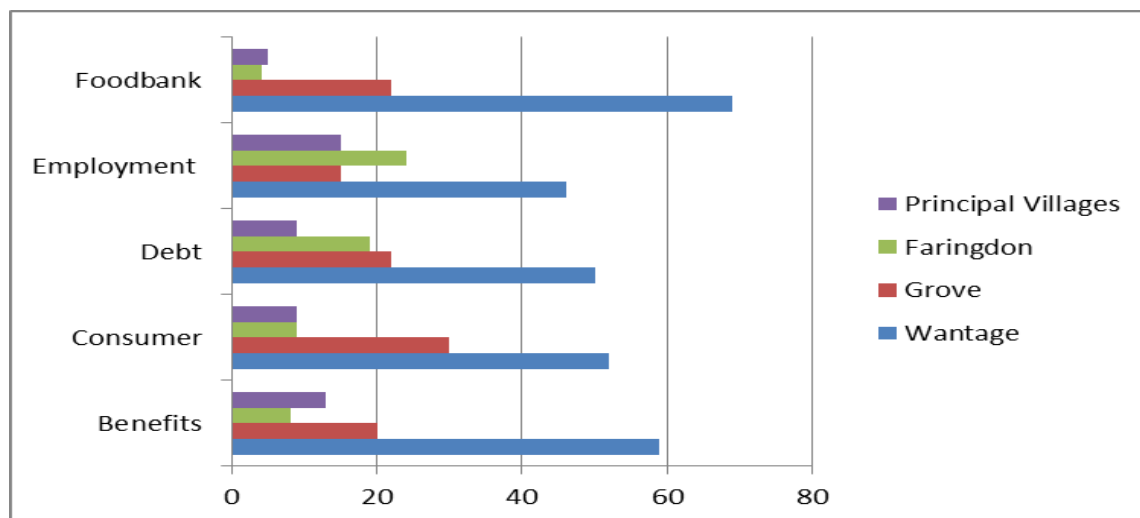
Advice Volumes by Topic



Quick Stats

Advice Consultations 4227
 Solicitor Referrals 121
 Food Bank referrals* 149
 (* *more than double the total of the previous year!*)

Snapshot Key Topics by Client Location



Client Feedback

“Really helpful, great team. Thank you”

“Visit was excellent...after 3 phone calls everything was sorted”

“Fantastic to have someone to deal with paperwork as I find this very difficult”

Lisa Bengé

Joint Operations Manager and Advice Services Lead

TRANSPORT REPORT

This year has been another demanding year for the transport team and the volunteer drivers. Some clients are requiring a higher level of help, especially when visiting the Oxford hospitals. We have purchased three more lightweight folding wheelchairs, bringing our total to five. The wheelchairs are not only a help to our clients but are a very useful time-saving tool for the drivers. After the amount of time they have spent trying to find a parking space at least they do not have to turn into an Indiana Jones character to hunt for a wheelchair or porter.

I am pleased to announce that we have fulfilled the very strict criteria set by Oxfordshire County Council for another vital tool that all the drivers use daily, the [Organisational Blue Badge](#). This allows the drivers to use the preferential parking bays, where they can open the door wide enough for the clients to enter and exit the car with support from the driver. The cost per badge is now £10.00, but a large number of our clients have a walking aid of sorts and do require support getting in and out of the car.

Emily from Oxfordshire Rural Community Council (ORCC) set up a meeting for discussions concerning Non-Emergency Patient Transport (NEPT). The meeting was attended by officers from Oxfordshire County Council, Oxford University Hospital (OUH) staff, South Central Ambulance Service (SCAS) staff and along with myself two other managers from transport schemes in Witney and Banbury. I am very wary of attending meetings just because someone has called one, where there is a lot of talk but no action. This was not the case for this meeting: it was very useful for the two sectors, staff delivering a medical service and volunteers who are transporting patients to access this service. SCAS have been tightening their criteria for patients who are eligible for NEPT, along with a new training scheme in the contact centre. This has led to an increase of patients who need to find their own transport to and from the hospitals and this of course has had an impact on the services of volunteer transport schemes across the county.

It was a very positive meeting with both sides gaining a better understanding of the problems and difficulties we all had. Various action points were raised and we are hopeful that these meetings will continue so we can all work together to make sure that the hospitals, and their services are easily accessible to everyone who requires them.

Due to a general increase in transport requests, (in addition to the hospital ones), we launched a recruitment campaign last December. We were supported with materials from OCC and the local publications very kindly advertised the campaign. We did take on two new drivers but are still in need of more. One driver could take two, three or even four people to local destinations in one day but with hospital trips the time element is so unpredictable that we can only allocate one driver to one hospital client per day. Anyone who has a few hours a week to spare and would be interested in driving clients please do contact the office.

Within the last year the procedure of matching clients to drivers has become increasingly more difficult, almost like doing a jigsaw puzzle of 2000 pieces of a plate of baked beans blindfolded. With this in mind and the knowledge that the transport need will continue to increase, we have met with our software supplier to discuss developing a transport program to add on to IACOnline . This will be a two stage operation; the first stage will deal with allocating drivers to clients, the second stage will deal with the reconciliation of fares and mileage. The first stage should be in operation by July. This software will allow for faster and more accurate allocation of

client to driver, and allow us to better cope with the increasing demand of transport requests. We are hopeful that the new software, when both sections are operational, will allow us even more detailed statistics. This will help us in planning how best to run the scheme to benefit the largest number of clients possible.

Client Location	Number of clients transported
Abingdon	1
Ardington	46
Charney Bassett	14
Childrey	8
Denchworth	5
East Challow	37
East Hanney	116
East Hendred	202
Faringdon	34
Grove	695
Hatford	18
Letcombe Bassett	7
Letcombe Regis	231
Lockinge	26
Longworth	10
Rowstock	4
Southmoor	2
Sparsholt	48
Stanford in the Vale	64
Uffington	3
Wantage	1820
Watchfield	1
West Hanney	42
West Hendred	56
Other	3
Total	3493

These are the numbers of clients that have used our transport scheme in the year 2013/2014

People transported **3,493**
Miles driven **63,041**
Journeys undertaken **8,454**

People

Day Centres	921
Community	871
Medical	903
Hospitals	798

Total **3,493**

Miles driven

Day Centres	6,673
Community	14,192
Medical	7,441
Hospitals	34,735

Total **63,041**

As always my thanks go to the transport admin team and the drivers, who all work really well as a team to deliver this essential first class service.

Wendy Watson
 Joint Operations Manager and Transport Lead

GOOD NEIGHBOUR SCHEME REPORT

An incredible, busy, but interesting year for the Good Neighbour Scheme which continues to go from strength to strength. This once again has been well supported by the managers and admin staff but mostly our ground workers, the lovely volunteers. It has personally been a difficult year for me and a close family member with regard to health and it is both reassuring, and something for the IAC to be proud of, that our clients are well looked after in times of crisis and the work continues. This is not always the case with external agencies where things appear to grind to a halt when sickness or holidays occur.

There have been 68 referrals this year from the usual sources but increasingly from GP's and statutory agencies. We currently have 19 volunteers and are supporting 33 clients on a regular (usually weekly) basis. We have managed to survive without a waiting list but only just!! Volunteers are always welcomed with open arms. The referrals continue to range from the simple to the increasingly time consuming complex cases. These cases can take hours of work (and frustration sometimes!) in trying to work with outside agencies to ensure our clients get the services they deserve. Working as clients' advocates can bring extra problems such as confidentiality, data protection etc which can be troublesome when trying to achieve the safety and well-being of our more vulnerable clientele. There has also been a noticeable increase over the last year of referrals for bereavement / isolation issues including people in sheltered accommodation and residential care.

As a group of volunteers, we began to have regular meetings (usually bi-monthly) to avoid any problems of isolation due to the lone nature of the work, to receive training and a general opportunity for the volunteers to talk about any issues and share their experiences. These sessions appear to be working well and we recently had some training on clients with visual impairment from the Oxfordshire Association for the Blind which was very informative and enjoyed by a well attended group. We have plans for some dementia training later in the year.

As co-ordinator I have also been involved in meetings at the inauguration of the Community Information Network. This involved lengthy sessions listening to tenders etc; Volunteer Link Up and Age UK are jointly running this venture. I have also liaised with other co-ordinators who are in the process of setting up schemes.

And to close, my very grateful thanks to the volunteers who never fall short in terms of commitment, flexibility and pleasantness.

Helen Bailey
Good Neighbour Scheme Co-ordinator

A **Big** Thank You

The Advice Centre is very grateful to the many individuals, councils and groups who support us as without this support the Centre would not be able to continue to help an ever increasing number of clients.

So it is a **BIG** thank you to:

- The Vale of White Horse District Council
- Oxfordshire County Council
- Wantage Town Council
- Grove Parish Council
- Faringdon Town Council

We are also indebted to the following parish councils for their grants:

- Charney Bassett
- East Hanney
- Shellingford
- Watchfield
- Childrey
- Letcombe Bassett
- Stanford in the Vale
- West Hanney
- East Challow
- Marcham
- Uffington

Thank you to the following organisations who have raised money for us in a variety of ways

- Bluedoor Software
- Gardeners Club
- Lloyds Bank
- Sammamar Trust
- St John Vianney Church
- Wantage Methodist Church
- Childrey Methodist Church
- Grove Village Hall volunteers
- Nationwide Building Society
- Sovereign Housing Association
- The Townswomens Guild

We would also like to thank those organisations and individuals who generously donate practical support and assistance throughout the year.

- Local solicitors Patrick Smith, Scott Robinson, Sandy Millikin, Rachel Whitehead and volunteer paralegal Jean Nunn-Price for providing legal consultations
- Jonathan Hewitt of Oxfordshire Business Enterprise for providing business surgeries
- Howard Hill of First Ideas for design and hosting of the IAC website
- Rebecca Hyde of Motion Printing for designing IAC printed material
- The Bear Hotel for sponsoring this year's Annual Report

So it is a **BIG** thank you from all of us and we hope that you will be able to continue to support us in the future.

Keith Robbins
Hon. Secretary, IAC Management Committee

THE INDEPENDENT ADVICE CENTRE SERVING WANTAGE, GROVE AND DISTRICT

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE INDEPENDENT ADVICE CENTRE
SERVING WANTAGE, GROVE AND DISTRICT**

For the year ended 31 March 2014

Respective responsibilities of trustees and examiners

The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charities ACT 2011) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention.

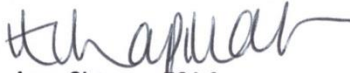
Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In the course of my examination, no matter has come to my attention:

- 1) which gives me reasonable cause to believe that in any material respect, the trustees have not met the requirements to ensure that:
 - proper accounting records are kept (in accordance with section 130 of the 2011 Act); and
 - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the 2011 Act; or
- 2) to which in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



**Anna Chapman FCA for
Chapman Worth Limited**
Chartered Accountants

13/5/14

6 Newbury Street
Wantage
Oxfordshire
OX12 8BS

THE INDEPENDENT ADVICE CENTRE				
SERVING WANTAGE, GROVE AND DISTRICT				
RECEIPTS AND PAYMENTS ACCOUNT				
FOR THE YEAR ENDED 31 MARCH 2014				
(Registered Charity No. 270992)				
		Year end		Year end
		31-Mar-14		31-Mar-13
	Notes	Total		Total
RECEIPTS				
Grants	1	81,091.04		75,911
Passenger Donations		32,265.39		31,670
ASTF Partnership		2,969.00		-
Donations	2	9,714.12		-
Photocopier		94.75		81
Sundry Income		2,596.11		928
Interest Deposit Funds		310.06		530
Parish Councils	3	875.00		810
Total Receipts		129,915.47		109,929
Less Payments				
Rent		18,000.00		12,769
Water Rates		120.00		120
Insurance		1,595.61		1,768
Electricity and Gas		2,039.62		1,303
Telephone		1,754.05		1,642
Staff Training		1,912.80		2,472
Admin assistant		-		3,374
Transport admin		-		2,795
GNS		1,059.50		612
IAC Online Tech Support		2,347.08		1,075
JOM-ASL		-		10,210
JOM-TL		-		12,232
PAYE & nic		-		4,014
Salaries		39,742.65		-
Driver repayments		24,933.00		24,820
Office Supplies and Maintenance		3,539.67		3,541
Publicity and advertising		827.30		2,632
Petty Cash		459.80		370
Photocopier Supplies		1,007.16		874
Cleaner		1,695.00		1,049
Sundry Expenses		991.55		964
Staff Expenses		1,011.38		1,598
Annual Report and AGM		764.62		894
Bank Charges		228.42		256
Blue Badges		340.00		60
Property Maintenance		3,198.28		825
Postage		890.00		1,411
Reference Books		224.09		317
Subscriptions		1,414.80		1,733
Subsistence		451.76		357
Printing & Stationery		1,435.90		1,284
		111,984.04		97,371
Transfer between funds		212.21	-	21,500
Excess / (Shortfall) of Receipts for the year,				
carried forward		18,143.64	-	8,942

THE INDEPENDENT ADVICE CENTRE			
SERVING WANTAGE, GROVE AND DISTRICT			
RECEIPTS AND PAYMENTS ACCOUNT			
FOR THE YEAR ENDED 31 MARCH 2014 (Continued)			
(Registered Charity No. 270992)			
		Year end	Year end
		31-Mar-14	31-Mar-13
Excess of Receipts for the year		18,143.64	- 8,942
Balances brought forward at 1 April 2013			
Working capital			
Bank Current Account		4,003.73	2,837
Charities Fund Deposit Account No.1		8,038.50	2,048
		12,042.23	4,884
Reserve fund			
Charities Fund Deposit Account No.2		58,085.87	74,186
		70,128.10	79,070
Balances at 31 March 2014		88,271.74	70,128
Balances at 31 March 2014			
Working capital			
Bank Current Account		5,802.36	4,004
Charities Fund Deposit Account No.1		6,135.51	8,039
		11,937.87	12,042
Reserve fund			
Charities Fund Deposit Account No.2		76,333.87	58,086
		88,271.74	70,128
NOTE 1: Grants		2014	2013
		Total	Total
Vale of White Horse District Council		57,825.00	52,994
Oxfordshire County Council		11,801.04	13,253
Faringdon Town Council		1,000.00	1,000
Wantage Town Council		8,965.00	7,163
Grove Parish Council		1,500.00	1,500
		81,091.04	75,911
NOTE 2: Donations		2014	2013
		Total	Total
Grove 2000		500.00	-
Sammermar Trust		5,000.00	-
Nationwide Building Society		600.00	-
Lloyds Bank		300.00	-
Sovereign Vale		1,000.00	-
Gardeners' Club		213.00	-
General Donations		2,101.12	-
		9,714.12	-
All donations for 2012/2013 were paid into the Project Fund			

NOTE 3: Parish Councils	2014	2013
	Total	Total
East Challow Parish Council	100.00	100
West Challow Parish Council	-	25
East Hanney Parish Council	150.00	150
West Hanney Parish Council	100.00	100
East Hendred Parish Council	-	75
West Hendred Parish Council	-	10
Buckland	-	50
Charney Bassett Parish Council	30.00	30
Childrey Parish Council	50.00	50
Letcombe Bassett Parish Council	150.00	-
Shellingford Parish Council	20.00	20
Sparsholt	-	25
Standford in the Vale	100.00	100
Uffington Parish Council	25.00	25
Watchfield	50.00	50
Marcham	100.00	-
	875.00	810
NOTE 4: Charity Commission guidelines state that we should be holding an appropriate reserves fund. The IAC reserves fund policy is set at a minimum of three months and a maximum of six months running costs.		
NOTE 5: Anticipated Financial Commitments held in reserve are: -	2014	2013
Transport software	8,000.00	-
Computer upgrade	5,000.00	6,000
Universal Credit in-house training	-	2,000
Transport Admin	-	-
IT support	2,500.00	-
CIO	1,000.00	-
Budget shortfall for 2014/2015	4,525.00	
	21,025.00	8,000
Reserves policy	60,000.00	58,000
Total held in reserve	81,025.00	66,000