

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

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Winter Night Shelter Milton Keynes

A company limited by guarantee

Contents

Chair's Statement	2
Directors' Annual Report	3
Structure, governance and management	3
Objectives and activities	4
Achievements and performance	4
Looking forward	5
Financial review	6
Public benefit statement	7
Responsibilities of the Directors	7
Small Company Provisions	8
Independent Examiner	8
Independent Examiner's Report	9
Financial Statements	10
Income and Expenditure	10
Balance Sheet	11
Notes to the Accounts	12
Reference and administrative details	15
Our Supporters	16

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Chair's Statement

The 2019–20 season is the ninth winter that the Winter Night Shelter has been operational in Milton Keynes. Due to COVID-19 we had to close our doors 11 days early on Friday 20th March but by then we had accommodated 81 people (73 men and 8 women) who had nowhere to turn during the coldest months of the year. One in six guests were in paid work of some kind, but still without a roof over their heads, and 70% were in the age range 25-45. Each one counted in this number is an individual with their own story of how they found themselves on the streets, and they each needed individual support to improve their situation.

In addition to providing friendly, safe emergency shelter and nutritious meals the Winter Night Shelter Milton Keynes (WNSMK) has a dedicated welfare team to provide one-to-one support to enable guests to access drug and alcohol support services where needed, and move on to longer-term accommodation, employment opportunities and more sustainable living.

Our Reception Café and base, Unity Park Station (formerly the Old Bus Station), has now been open for 18 months. As well as having a central place to meet with our welfare team WNS guests have benefitted from having access to showers and washing facilities, and exposure to an array of additional support services.

From November 4th WNS guests were bussed to different venues manned by volunteers each night. A second shelter venue for each night was phased in during the first week of December, allowing us to double our provision during the colder months, hosting an average of 20 guests per night. All this was made possible by an army of over 790 volunteers.

By the end of the season we had managed to assist 41 guests into longer-term accommodation and enable 22 guests to return home and had helped a number of guests into employment opportunities. The WNSMK is grateful to the transport and logistics company Kuehne + Nagel who have been partnering with us to provide jobs for guests who are ready to rebuild their lives. Thanks to the efforts of the Welfare Manager and her Team at the end of the season NO GUESTS went back to the streets.

Normally our season would have ended there but lockdown meant that many guests and others were in unsuitable emergency accommodation such as inadequate hotel rooms with no cooking facilities. We committed to providing continued support for a number of individuals we were aware of who were in need and provided emergency food relief at this time.

We thank all the churches and other groups who have made food and accommodation available to us, half of them at no charge to the WNSMK charity. The entire night shelter would not have been possible without the efforts of the large number of volunteers who gave up significant amounts of time to cook, set up, clean, befriend guests, and support the project in countless ways.

We thank Milton Keynes Council who again provided links to follow up services and to the Homelessness Partnership that helped cover some of our costs. We are also grateful to those individuals who made direct personal donations or contributed to an organised collection or a fundraiser event (sponsored or otherwise) and are listed on the last page – thank you organisers.

Thank you, one and all - we invite your ongoing support as we now start to prepare for next winter.

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Directors' Annual Report

The directors have pleasure in presenting their report and the financial statements of the Charity for the year ended 30th April 2020.

Structure, governance and management

The Charity was registered as a Company limited by guarantee on 27 September 2012 with a Memorandum and Articles of Association and as a Charity on 25 October 2012.

The board consists of at least three directors with at least two present at any general meeting to form a quorum. To be eligible each director must be over the age of 18 and all must support the Objects. If any director is a corporate body (of which there are none at present) it must act through a named representative whose contact details are notified to the directors and there must be at least one individual director.

One third (or the number nearest one third) of the directors must retire each year, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A retiring director may be reappointed.

The directors may at any time co-opt any individual who is eligible as a director to fill a vacancy in their number or as an additional director, but a co-opted director holds office only for one year.

The Memorandum and Articles of Association authorise the directors to make and hold investments using the general funds of the Charity. No such investments are held currently.

The Charity is run through its board of directors who meet quarterly and by an operations group of Team Leaders meeting monthly from November to March.

Operational readiness was ensured by a part-time Operations Manager for pre-season set up, service operations at the Reception Café and venues and post season closedown. Working alongside him was the Operations Assistant who was responsible for allocating volunteers to opportunities. We also employed a part-time lockers' attendant who oversaw guest access to their locker at the Café each morning, which strengthened our position to successfully claim Housing Benefit for eligible guests.

A full-time Welfare Manager carried out guest risk assessments, liaised with other agencies and supported guests to the extent possible in addressing their needs, e.g. finding more settled accommodation, accessing benefits to which they were eligible and obtaining work opportunities. Additionally, three assistant Welfare Assistants were also appointed to share the seven days per week welfare workload augmented with some volunteer support.

A part-time Finance Manager handled the day-to-day transactions and budgets, the Communications Manager and the Comms Assistant kept our profile high in the Media (local TV, radio and Citizen newspaper) and on Social Media and the Fundraising Manager liaised with fund raisers, other supporters and grant giving bodies.

Venue team leaders met monthly under the oversight of a Director and the Operations Manager to share experiences and learn from each other, e.g. team resourcing, handling specific guest behaviours, needs and issues, logistical matters on transport, meal arrangements and bedding. Team

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

leaders ran their teams at each venue in liaison with the Operations Manager and the Welfare team throughout the season.

Objectives and activities

The Objects of the Charity are to relieve poverty, distress and homelessness in Milton Keynes and the surrounding area particularly by the provision of temporary emergency accommodation and/or Drop-In Centre facilities.

Achievements and performance

Having operated in its first year under the auspice of the YMCA MK, WNSMK has operated, for this its eighth autonomous season, in liaison with a variety of agencies, churches and organisations delivering the services through volunteer venue teams totalling around 790 people.

During the closed season the ground floor of Unity Park Station, was buzzing. 19 other organisations connected with homelessness support are now using it with many of the groups interacting in signposting services. In October we introduced a Community Club on Tuesdays, reaching out to the vulnerable and marginalised to understand them and their needs. Initially a free café, shop, Speaking English and hairdresser were provided. This was extended during the winter to include hand massages, monthly visits from a doctor, a social prescriber and a well-being and employment adviser. A poetry corner, mini choir and mini library have also sprung up. Unfortunately, all this activity was curtailed by COVID but we hope to restart once restrictions are eased.

Our Facebook presence has continued to be well used in the run up to and throughout the season. Three training sessions were run for new volunteers and Team Leaders.

The 2019-20 season started in November and ran to the 20th March when it had to come to an abrupt stop due to COVID-19. The original 7 venues (one per night) were available from Nov to mid-March (19 weeks) while a second group covered December to the start of lockdown. Unity Park Station was used as a Reception Café, enabling guests to relax, acclimatize, enjoy refreshments and socialize before being transported to that evening's venue. Guest interviews and welfare administration also took place on these premises.

Our transport arrangements between the Reception Café and venues each night again ran smoothly throughout the season thanks to the services of KZ Travels.

15 guests, rising to 30 guests from Dec 2, could be accommodated each night. Thus a total of 3,570 bed nights were available of which 2,432 (68%) were occupied, and over 4,864 meals were served.

This year we have again claimed our guests' Housing Benefit entitlements wherever possible. Our policy and instruction to our Welfare Manager has always been to offer accommodation to those in the greatest need, and not to take into account their eligibility or otherwise to claim Housing Benefit. This year only 28 guests had No Recourse to Public Funds so we claimed roughly the same amount as last year.

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

The venues used this season were:

- **Daily:** Reception Café at Unity Park Station, CMK
- **Weekdays:** Welfare Office at Unity Park Station, CMK
- **Monday:** St Andrew's Baptist Church, Far Bletchley + Loughton Baptist Church
- **Tuesday:** Newport Pagnell Baptist Church + Netherfield Chapel
- **Wednesday:** New Life Church, Wolverton Mill South + Shenley Christian Centre
- **Thursday:** Stony Stratford Community Church + Water Eaton Church Centre
- **Friday:** St George's, Wolverton + MK Christian Foundation, Wolverton
- **Saturday:** Christ the Vine, Coffee Hall + Holy Cross Church, Two Mile Ash
- **Sunday:** St Mary's (Holy Roman Catholic Church), Woburn Sands + Whaddon Way Baptist

Looking forward

Since the end of the season we have responded to the COVID-19 restrictions in a variety of ways. The pandemic has created a situation whereby there are likely to be more people than ever in need of our support this winter, but there are complexities, restrictions and risks to be navigated that make our task more challenging than it has ever been.

We have appointed a COVID Response Manager to look at ways of operating next season and we are working closely with MK Council, Housing Justice, Public Health England etc to provide the most support to the homeless that we can. Income has held up well, although the directors are monitoring.

MK Council will be funded by central government to adopt an 'everybody in' policy this winter, which means they will be providing temporary accommodation for all rough sleepers, regardless of their status. In addition, public health guidance has made it very clear that communal shelters with shared air space overnight and shared bathroom facilities should only be used as a last resort this winter. We therefore expect most homeless people will be spending the winter potentially isolated from their social groups and without access to cooking facilities. For this reason, the WNSMK's primary focus will not be on emergency accommodation this season, but rather on how we rise to the challenge of ensuring that everyone who needs it has access to adequate food provision, welfare services and supportive companionship to combat isolation and loneliness.

We therefore envisage maximising all possible use of our centre and reception café, Unity Park Station (UPS, the old bus station) as a hub for the homeless this winter. We are developing plans for UPS to become the place to feel welcomed, stay warm and safe, access meals, showers and laundry facilities, and be a venue to spend social time with frontline volunteers. We are also looking to develop a programme of social activities and to offer guests opportunities to learn new skills during the sessions. The re-opening of our weekly Community Club in September was a good test for ensuring we can use the building and café in a Covid-secure way as a precursor to expanding this provision.

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Financial review

The Charity is financially dependent on voluntary donations from many sources and on institutions and charitable trusts/foundations awarding grants. This year, many supporters put massive effort into raising money through an enormous variety of fundraising efforts and many corporate, church and public entities also gave very generously. We are very grateful for all this generosity.

The development of Unity Park Station as a 'one stop shop' for homelessness charities in Milton Keynes continued through the year, following the significant changes made two years ago. Since then 19 groups have made use of the facilities and several more are on the waiting list.

We have secured an eight-year lease extension on the Unity Park Station facility, expiring in March 2028 and we want to hold sufficient reserves to facilitate a truly long-term solution to our need for a Registration Centre. A designated reserve of £90,000 is held in order to facilitate these developments if required.

This is the seventh season in which we have benefited from claiming our guests' Housing Benefit to which they were entitled. The amount we were able to claim this year was similar to last year. Our policy is to provide accommodation for those in the greatest need that are able to comply with our rules regardless of whether they are entitled to Housing Benefit so the amount received may not fluctuate directly in line with our guest numbers.

Overall, the year was highly positive financially with funds at year end growing from £190,830 to £216,486. Our cash balances grew by £66,933 (£41,277 more than the surplus) due to a non-cash write-off of a brought forward debtor, collection of other brought forward debtors and receipts of grants in advance of the current year. Our stable financial position owes much to the great generosity and commitment of many volunteers and supporting organisations. We are most grateful for this: without it, the Shelter could not operate in the way it does.

The directors approve an annual budget that is reviewed during the year. They also give attention to financial results, variance from budgets and non-financial indicators. The budget for the 2020/21 season takes into account the risks and potential impacts of the COVID-19 crisis and the directors are still confident in the financial stability of the Charity.

The Welfare Manager and her assistant, the Operations Manager and his support, the Finance Manager, the Communications Manager and her assistant, the Fundraising Manager and lockers attendant were paid positions.

The Fundraising Manager was a new position for the Charity during the year. Building a fundraising pipeline always takes time, but the Fundraising Manager has already had successes during the year, securing access to new funding sources for the Charity and the Directors expect this to continue to grow.

It is important for charities such as this to pay attention to its long-term viability. Accordingly, the directors have adopted a reserves policy. The policy will be to seek to end each season with enough free assets (net of the property fund) to meet the costs of operating the Shelter at one venue per night for the subsequent winter season. This was about £70,000 on this year's figures.

The independent examination was carried out without charge, for which we are thankful.

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

No remuneration or personal expenses were paid to any director.

The Charity holds no funds or assets as custodian trustee.

Public benefit statement

The Charity directors have exercised their powers with due regard to the guidance on public benefit published by the Charity Commission to promote the Charity's Objects by:

- Providing temporary accommodation together with evening meal and breakfast for single homeless persons
- Providing support and information to guests to change the direction of their lives for the better.

Responsibilities of the Directors

The directors are responsible for preparing the Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published on 16 July 2014. In preparing these financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the SORP FRS102
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The directors are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. The directors are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention of fraud and other irregularities.

In so far as the directors are aware:

- There is no relevant audit information of which the charitable company's independent examiner is unaware; and
- The directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the independent examiner is aware of that information.

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Small Company Provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Independent Examiner

Stephen Dunham of Broughton, Milton Keynes was appointed under section 487(2) of the Companies Act 2006.



Richard Wightman, Chair

26 August 2020

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Independent Examiner's Report

I report to the directors of Winter Night Shelter Milton Keynes on the accounts for the year ending 30th April 2020 which are set out on page 10.

Respective responsibilities of directors and examiner

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

It is my responsibility to:

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

Basis of independent examiner's report

My examination was carried out in accordance with the 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 you as directors 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 to 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:

- which gives me reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act; have not been met; or
- to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Independent Examiner

Stephen Dunham

Broughton, Milton Keynes

30 October 2020

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Financial Statements

Income and Expenditure

	<i>Note</i>	2019/2020			2018/2019
		Unrestricted	Restricted	Total	Total
		£	£	£	£
Income					
Individual Donations	1	20,528	-	20,528	15,267
Corporate/Group Donations	2	94,256	-	94,256	122,392
Gift Aid		6,527	-	6,527	0
Grants from MK Council	3	25,000	-	25,000	28,420
Grants from other sources	3	19,002	26,500	45,502	0
Housing Benefit	4	32,873	-	32,837	32,202
Interest		287	-	287	49
		198,857	26,500	225,357	198,330
Expenditure					
Venue costs	5	13,659	6,290	19,949	14,030
Staff salaries and Volunteer costs	5,12	79,570	6,828	86,339	65,935
Guest Transport	5	18,373	9,099	27,472	21,870
Guest Support	6	17,444	2,283	19,727	6,464
Utilities		18,184	-	18,184	18,660
Refurbishment	7	500	-	500	7,077
Debt Write-off	9	12,500	-	12,500	
Management & Administration	5	12,968	2,000	14,968	10,232
		173,200	26,500	199,700	144,268
Surplus for the year		25,656	-	25,656	54,062
 Fund balance brought forward		 190,830	 -	 190,830	 136,768
 Fund balance carried forward		 <u>216,486</u>	 =	 <u>216,486</u>	 <u>190,830</u>

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Balance Sheet

		2019/2020	2018/2019
	Note	£	£
Fixed Assets	8	1,660	-
 Current Assets & Liabilities			
Cash at bank		126,509	159,824
32 Day Notice Account		100,248	-
Debtors & Prepayments	9	6,892	36,024
Creditors & Accruals	10	(18,822)	(5,018)
 Total Net Assets of the Charity		216,486	190,830
 Funds of the Charity			
Designated Property Fund	11	90,000	90,000
General Funds		126,486	100,830
Total Unrestricted Funds		216,486	190,830

None of the Charity's assets, liabilities or brought or carried forward funds are restricted.

The notes on pages 12 to 14 form part of these financial statements.

For the financial year in question the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies. No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to the accounting records and for the preparation of the accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime. These financial statements were approved by the directors of the Charity on 26 August 2020 and are signed on their behalf by:



RICHARD ERIC WIGHTMAN (Chair)
 Director

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Notes to the Accounts

Basis of accounting

The financial statements have been prepared under the historic cost convention and in accordance with the applicable United Kingdom accounting standards, and comply with the Charities (Accounts and Reports) Regulations 2008 issued under the Charities Act 1993 and with the SORP FRS102.

Resources Expended

Expenditure has been accounted for on an accruals basis and has been classified under headings that aggregate costs within a category.

Fixed assets

All fixed assets are initially recorded at cost.

Depreciation

All assets are written off over their useful economic lives. The lives presently in use are:

Property, Plant & Equipment: 5 years

Note 1 – Individual Donations

Donations received direct from individuals are counted as 'individual'.

Note 2 – Corporate & Group Donations

Corporate/Group donations include gifts from companies and a variety of group fund raising activities from various supporting groups, schools and employee groups. Much of this money is received through charity fundraising sites, such as JustGiving and Wonderful. The Gift Aid that is claimed through the fundraising sites on these donations is included in this item.

Note 3 - Grants

Milton Keynes Council made grants this year of £25,000 towards utilities and operating costs. We won £25k from the Cold Weather Fund and MK Community Foundation awarded us £9k from their COVID-19 fund. MK SMART covered £18.7k of guest expenses.

Note 4 – Housing Benefit

Housing Benefit stayed roughly the same this year. Although there were fewer guests more were eligible for it.

Note 5 - Costs

The running costs increased due to the increased staffing, additional venues & the longer season.

Note 6 – Guest Support

We spent much more on guest expenses than budgeted for this year due to the SMART funding and cold weather grant. The guest expenses were covered in full by the £18,652 SMART grants and £2,282.66 of Cold Weather grant funding.

Note 7 - Refurbishment

Minor refurbishment costs that took place this year.

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Note 8 – Fixed Assets

	Property, Plant & Equipment £
<u>Cost</u>	
Brought forward	-
Additions	1,840
Carried forward	1,840
<u>Accumulated Depreciation</u>	
Brought forward	-
Charge in the year	(180)
Carried forward	(180)
<u>Net Book Value</u>	-
Brought forward	-
Carried forward	1,660

Note 9 – Debtors & Prepayments

	2019/20 £	2018/19 £
Donation by Rightmove	-	13,000
Donations & Fundraising	5,445	10,524
MKDP Grants	-	12,500
Housing Benefit	732	-
Other	715	-
Total	6,892	36,024

A £12,500 debt for council grant funding was included within the 2019 balance sheet. This amount was not recovered so has been written off in the current year.

Note 10 – Creditors & Accruals

	2019/20 £	2018/19 £
Deferred MKDP Grant	6,250	-
COVID-19 Grant received (£9,000) and deferred in line with delivery	8,936	-
Taxi Costs	67	1,534
Fundraising Expenses	2,000	459
Utility Bills	1,512	3,025
Other	57	-
Total	9,886	5,018

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Note 11 – Designated Property Fund

The property fund is maintained by the charity in case of future property related developments which may require major investment. In light of the uncertainty going into the 2020/21 season, the directors have not elected to make a transfer into this fund this year. The property fund is an unrestricted fund.

Note 12 – Staff Costs & Employee Numbers

Within staff salaries and venue costs, the following employee costs are included;

	2019/20	2018/19
	£	£
Wages & Salaries	89,930	64,952
Social Security Costs	266	85
Pension	2,202	898
	<u>86,398</u>	<u>65,935</u>

No employee received benefits (excluding employer pension contributions) of more than £60,000 during the year.

None of the trustees received remuneration or expenses during the period and no one employee is deemed to constitute key management personnel.

During the year the charity employed an average of 1 full time staff and 7 part time staff (2018/19: 1 full time and 5 part time)

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Reference and administrative details

Registered charity name	Winter Night Shelter Milton Keynes
Charity registration number	1149480
Company registration number	08232340
Registered office	The Ridgeway Centre, Featherstone Road, Wolverton Mill South, Milton Keynes MK12 5TH

The Charity's directors

The directors who served the Charity during the period were as follows:

Richard Wightman (Chair)
Anne Crowter
Donna Elliot
Oliver Keeler
Stuart Griffith
Brian Stocker

Company Secretary Anne Crowter

Finance Director Oliver Keeler

Independent Examiner Stephen Dunham,
Broughton
Milton Keynes

Bankers Wolverton (772110) Branch,
Lloyds TSB Bank plc,
PO Box 1000, Andover BX1 1LT

Solicitors Roger Snowdon
Rutter and Rutter Solicitors
St Audreys,
Wincanton,
Somerset,
BA9 9DR

Web site: www.winternightsheltermk.com

Facebook: www.facebook.com/wnsmk

Winter Night Shelter Milton Keynes
Annual Report and Financial Statements for the year ending 30th April 2020

Our Supporters

This work has been assisted by funding from



Kuehne & Nagel

and very welcome initiatives (donations, collections & fundraiser events) at

<p>AFL Hyperscale All Saints Church, Loughton Big Yellow Self Storage Milton Keynes Broughton and MK Village Church Buckingham & Stowe Rugby Club Church of Christ the Cornerstone David Lock Associates Dolphin Laundry, Newport Pagnell Grace Church Junction 14 Carol Singers Lavery R Fuchsia Dance Leckhampstead Carol Singers MK Liberal Democrats MK Watling Rotary Mursley Church New City Church MK Newport Pagnell Methodist Church Newport Pagnell URC Open Door Open University PMC Treasury ProAct Cleaning PWC Foundation Rightmove</p>	<p>R2R Holdings SAI Global Salvation Army Santander Scania Finance Sherwood Singers St Joseph's Church, Newton Leys St Leonard's Church, Yardley Gobion St Mary's Church, Woughton on the Green St Michael's Church, Woburn Sands St Paul's Catholic School St Peter & St Paul's Church, Newport Pagnell Stony Stratford Mummers Taylor Wimpey TGI Choir The Blue Marble Limited Thornton College UK Househub Limited Well Street United Church, Buckingham West End Church, Wolverton Whytches Market Ltd Woughton Ecumenical CVCC Yoga Shed</p>
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And finally, to our officers, the venues and their volunteer teams

Thank you