

HUNGERFORD TOWN COUNCIL

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MINUTES of the **Full Council Meeting** held on Monday 6th February 2023 at 7.00pm in the Library, Hungerford

Present: Cllrs Simpson, Fyfe, Alford, Carlson, Keates, Greenwell, Schlanker, Downe, Hudson, Knight, Winsor.
Also: West Berks District Cllrs James Cole (JC), Dennis Benneyworth (DB), Claire Rowles (CR)
Representatives from Penny Post, Newbury News and the Adviser
In attendance: Claire Barnes (Town Clerk), representatives from Hungerford Nursery, and a few members of public.

Police Report: The police were not in attendance however a **Police Report is attached.**

Suzanne Taylor from Hungerford Nursery School and Family Centre addressed Town Council. **Please refer to her full report attached.** It was noted that although they are an outstanding setting and have recently received a Gold Award for Learning Outside the Classroom amongst other achievements, they are facing significant and increasing financial challenges. The percentage of children with Special Educational needs or Disability (SEND) has increased to 28% (higher than other settings) and 29% of children are vulnerable receiving WB Food Vouchers. They require volunteers, sponsorship and funding and are grateful for any support or help available. **Refer to 'highlighted' part of the report for specific requests.**

The Mayor congratulated and thanked Suzanne and her team for all the work they do. She hopes that the press present will help provide wider awareness of their situation.

Suzanne Taylor left the meeting.

A member of public addressed council concerning a formal complaint he has made to Sovereign Housing about Redwood House. **Please refer to full report attached.**

DB advised that Sovereign are putting in writing their response to the 5 points raised and confirmed that as soon as this is received it will be forwarded on. DB added that Sovereign are currently restructuring to improve communication and in future we should have some direct points of contact. The Mayor thanked the member of public for attending and wishes to help ensure that no problems of this nature reoccur.

The member of public left the meeting.

FC20230015 Note apologies for absence – Cllrs Lewis and Yakar-Wells

FC20230016 Declarations of interest – None

FC20230017 Approval of Minutes of the Full Council meeting of 3rd January 2023, and of the Extraordinary Full Council meeting of 23rd January 2023 and outcome of actions.

Proposed: Cllr Downe

Seconded: Cllr Schlanker

Resolution: To approve minutes of 3rd January 2023 as a true record. Two abstentions.

Proposed: Cllr Keates

Seconded: Cllr Fyfe

Resolution: To approve Extraordinary minutes of 23rd January 2023 as a true record. Three abstentions.

Outcome of actions: The Mayor will be following up the issue of EV Chargers with the CEO of West Berks Council when he attends March Full Council. A few councillors have attended the Soup Kitchen to support the initiative. It had a few visits last week and will continue for a three-month trial. The location of the van may be changed if it is felt it would be better attended elsewhere in Hungerford. Cllr Schlanker suggested an indoor location would help.

ACTION: Cllr Knight will ask if the Hub could be available.

ACTION: Cllr Schlanker and JC will arrange to attend a survey with West Berks Council (WBC) and a resident about the flooding problems (mentioned in previous minutes).

FC20230018 **Receive Mayor's Report – See attached.** The Mayor added that a homeless person had been sleeping on the town hall steps. Whilst the Plume kindly provided him with a hot dog unfortunately he was beaten up a few days later. He was offered overnight accommodation but refused. It was commented that Hungerford does not have the resources that Newbury has for helping the homeless.

FC20230019 **Receive District Councillor's Reports –** JC reported that New Master Planning held their second Town Centre Strategy meeting however few people attended. Cllr Hudson would like to consider information from the strategy for the H2036 NDP.

ACTION: CR will chase up a copy of the presentation.

JC advised that bus journeys nationally are capped at £2 a journey until the end of March. He pointed out the Draft Council Strategy Consultation deadline is 26th Feb, and the Local Plan Review consultation ends on 3rd March.

JC read out his report on Chestnut Walk. **See report attached.** Cllr Fyfe queried since this is a joint venture between Sovereign and WBC, why WBC haven't driven this, particularly as there is an environmental climate crisis. JC advised there have been delays and problems on both sides however progress is now looking positive. They have moved on from the finance and are now working on the legals. Cllr Downe commented that it is good that cost effectiveness for future tenants has been taken on board.

JC confirmed JOG's Pitch project is proceeding as planned this year and the new dance studio at the Leisure Centre should be completed by August.

DB and Cllr Fyfe attended the District Council Meeting. The Planning and police reports were well received.

FC20230020 **To highlight awareness of election and co-option process.** The Clerk advised that Nominations papers will need to be handed in, by 4th April, to West Berkshire Council offices in person and shouldn't be posted or emailed, The forms can be downloaded from the home page of HTC website. There is also a link to more information. Polling Day takes place on 4th May and existing councillors will remain in situ until 8th May. Our Annual Full Council meeting will take place on 15th May. Questions were raised on purdah and how this effects HTC and particularly how this will effect the holding of our Town Meeting.

ACTION: Clerk to obtain clarity from West Berks Council.

FC20230021 **Health & Safety – Any complaints or concerns.** Nitrous oxide cannisters have been found along the alley way by Church Way and Prospect Road. The Police are aware. There is no street lighting along there. CR reminded members of the Safer Streets App for reporting areas where you feel unsafe.

FC20230022 **Receive Committee reports (no more than 3 minutes per report) –See F&GP and H&T reports attached.** It was noted that an extra H&T meeting will be held on 27th February to discuss safety in the high street.

FC20230023 **Receive report from H2036 Project Team – Refer to attached report.** Cllr Hudson read out the report. The Mayor thanked Cllr Hudson and Denise Gaines for stepping up as the new co-chairs for the Team. Cllr Greenwell asked if the NDP will align with WBC dates. Cllr Hudson advised this will be checked when the document is submitted to WBC. The priority is to include allocation of 55 dwellings however the NDP will also include Town Centre Strategy objectives and aspirations.

Cllrs Keates and Fyfe advised they met with Mr Mayer of Hungerford Primary School. He had commented that there is not much in the current Town Plan about education and asked that this be expanded upon in the NDP. He is concerned about the age demographic which is older than the norm in Hungerford and is keen for starter homes. Cllr Hudson advised at the moment H2036 are looking at proposing the housing mix that is identified in the Local Plan.

- FC20230024 Propose authorisation of payment run (circulated along with copies of invoices) for January**
Proposed: Cllr Winser
Seconded: Cllr Knight
Resolution: Agree payment run for January totalling £32, 942.91
- FC20230025 Propose Year to date accounts – refer to circulated Income/Expenditure Report.**
Proposed: Cllr Winser
Seconded: Cllr Simpson
Resolution: Agree year to date accounts as accurate with a positive variance of £16,848. Chairmen were encouraged to check what is left in their budget before the year end.
- FC20230026 Propose acceptance of the Annual Risk Assessments (Local Council Risk System) as recommended by each committee)**
Proposed: Cllr Simpson
Seconded: Cllr Winser
Resolution: Accept updated Annual Risk assessments.
- FC20230027 Propose acceptance of the environmental aims and objectives for inclusion in the Action Plan**
Proposed: Cllr Carlson
Seconded: Cllr Schlanker
Resolution: Adopt the Environmental Policy and include aims and objectives in the Action Plan.
- FC20230028 Consider budget and planning for the Coronation – Cllr Keates would like to arrange a picnic type event similar to what we had for the Jubilee. He pointed out we can't guarantee good weather and may wish to consider having a large marquee. Last year we relied on good will but this year we may need a larger budget. To simplify arrangements this year the Community Market should not be held on the same day, and we will focus on entertainment on the green. Town & Manor will charge for use of the green but can be approached for a donation.**
- FC20230029 Agree format for the Annual Town Meeting – It was agreed format should be like last years but also include a question-and-answer session. Post its can be used by public to submit their questions. (note Clerk is checking how Purdah affects this meeting).**
- FC20230030 Skate Park Project – Receive update.** The final design has been agreed and details of this can be seen on our website. Our Project Manager is progressing the application for a Certificate of Lawful Development and submitting this. A JCT Minor Works contract will need to be agreed.
- FC20230031 Croft Field Project – Receive update.** A builder has been appointed and we are awaiting a start date for the works. There has been a delay of 2 weeks so far, but we are being updated weekly.
- FC20230032 Any other Reports (3 minutes each) not to include any proposals – None.**

PART 2 Confidential

The public and press may be excluded from the meeting on the grounds that publicity might be prejudicial to the public interest as per the Public Bodies (Admissions to Meetings) Act 1960.

FC20230033 Consider contractors' quotes – refer to reports.

Proposed: Cllr Keates

Seconded: Cllr Greenwell

ACTION: Resolution: Appoint Bloom Cleaning to resume cleaning at Croft Field Centre after the renovations at a cost of £ 18.50 an hour.

Proposed: Cllr Knight

Seconded: Cllr Simpson

ACTION: Resolution: Appoint Penny Post to continue their services at an annual cost of £ 3,300 from April 2023. One objection.

Meeting closed 8.40pm

HTC POLICE REPORT February 2023

Like December, January has been a quiet month in Hungerford Town.

1 report of Anti-social behaviour

1 Criminal damage

1 shoplifting

1 Burglary to a garage in Priory Close.

We are continuing to experience rural burglaries to outbuildings in our rural areas across West Berkshire as well as further afield. The team have been focusing on target hardening - visiting targeted premises offering tool marking, crime prevention surveys and advice.

23rd-29th January was Neighbourhood Policing week. During this week the team hosted Have Your Say events across our area, visited schools, youth clubs, care homes and such like.

We are aware that the Big Issue seller has been the subject of conversation recently. We have already confirmed with Big Issue that he is a legitimate seller and that his ID is not fake.

We have attempted to speak with him on a couple of occasions in the last week, but due to the language barrier we contacted his boss. Through an interpreter the Big Issue seller has been made aware of the complaints being made about his conduct and has been advised accordingly.

There has been a slight increase in rogue traders targeting the town. Offering driveway/ gutter cleaning, tree cutting and various other maintenance. This work is usually of a poor quality and the home owner is overcharged. Visit www.citizensadvice.org.uk for further information and how to report.

The Newbury Soup Kitchen has gone mobile and is currently trialling a weekly visit to Hungerford to see if it's a service that is needed in our town. It is parked in the Library car park 1800-1900hrs on a Tuesday. We popped along last week to say hello to the three wonderful ladies that were manning it. This is a great addition to the town and an opportunity for those in our community that need a bit of extra help.

The Team

The current set up of the Hungerford and Downlands Neighbourhood Police Team is 1 x Inspector, 1 x Sergeant, 2 x Police Constables and 5 x Police Community Support Officers. The team are contactable by email but this should not be used in an emergency or for reporting crime as it is not monitored 24/7. The email address is below –

HungerfordandDownlandsNHPT@thamesvalley.pnn.police.uk

And finally a plea to keep reporting incidents to us via 101, the TVP website (www.thamesvalley.police.uk) or 999, in an emergency.

Report to Hungerford Town Council on 6th February 2023

Peter Christian C.Eng., MICE.

Good evening and thank you for giving me this opportunity to address your Council. My name is Peter Christian I am a Chartered Civil Engineer with over 30 years design and project management experience within the water industry.

My mother-in-law Eileen Wilkinson lives in Redwood House. she is terminally ill and requires considerable care from the excellent Radis Care staff at Redwood.

Heating and hot water at Redwood House and Lindley Lodge is provided by two main boilers on a community heating system. Each of the 74 flats then takes heat from the system via a heat exchanger.

On Monday 16th January 2023 a plumber came to Flat 32, Redwood, RG17 0HR to change the heat exchanger.

On Tuesday evening at 7.30pm, I visited my mother-in-law to find that ALL potable water supplies to the flat had been cut off, and this had been so since Monday. I was asked by her to get buckets of water from the communal bathroom down the corridor to flush the toilet! The toilet in the communal bathroom is also out of service! The heat exchanger replacement was completed on Wednesday when it was established that all the room thermostats had failed; these were replaced on Friday.

To leave anyone without potable water for three days is totally unacceptable, and for the personnel involved in the work to think that this is acceptable needs addressing. At the very least a cold water temporary bypass to the heat exchanger unit should have been installed each night, giving toilet flushing and drinking water. See attached picture.

I have raised a formal complaint with Sovereign Housing, and the Commercial Gas Supervisor has agreed that it is unacceptable for potable water to be planned to be cut off for 3 days.

Further to this problem, on the weekend of 28th/29th January all the residents of Lindley Lodge and Redwood House were without hot water or heating. Temporary fan heaters were provided for heat, but there was no running hot water to in any of the 74 flats. One boiler had burst and flooded the plant room, whilst the other is blocked and not working. The Sovereign sub contactor, Anchor, was on site at 17.30 on Sunday, but with no access to parts, they were trying to get something running.

I am also aware that other residents do not have working showers in their flats. There are also faults with the gutters and surface drainage systems at the properties.

Whilst Redwood House is an asset to our Community, providing great care for our elderly residents, it is currently being badly let down by lack of appropriate maintenance.

Recommendations

1. that the Council ask the Directors of Sovereign Housing to issue a memorandum to all staff to advise that it is never acceptable to plan to leave residents without potable water overnight.
2. that the Council request Sovereign Housing to provide them with the numbers and basic details of all currently reported faults at Redwood House and Lindley Lodge with details of how long they have been outstanding.

3. that the Council request Sovereign Housing to conduct a survey of all 74 flats in the complex to establish that the heat exchanger units are working correctly, that the thermostats are effective and that the showers are fully operational.
4. that the Council request that the directors of Sovereign Housing explain why both the duty and standby boilers at the complex both failed at the same time.
5. that the Council be advised on the programme for the replacement of the heat exchanger units in all 74 flats.

Mayors report Jan 2023

3rd Jan – Full Council Meeting

4th Jan - H2036 Meeting. A call for sites has now concluded and work will commence to assess each site using the same criteria used for the first call to sites.

9th Jan – Planning meeting

10th Jan – First Soup Kitchen visit to Hungerford. Although uptake has been slow initially, the kitchen is now receiving a few regular visitors on a Tuesday evening. There may be a change of venue as it's felt the van isn't visible enough within the town. It's a tough decision because they want to respect those who prefer privacy but be central enough that more residents will see them.

10th Jan – Opening of Terrace View Restaurant located in Herongate Leisure Centre
The restaurant opening was very well attended, we were served with some delicious canapes. The restaurant is being run by a local family and I'd like to wish them every success in their new venture. Please pop in to welcome them.

11th Jan - Finance and General purposes committee meeting

12th Jan – Site Visit for Planning, this application has now been discussed at West Berkshire

14th Jan – Royal British Legion Committee Dinner

16th Jan - Recreation and Amenities meeting

18th Jan - H2036 Meeting

19th Jan – Town Strategy Meeting. The consultation closed and findings were presented with discussion. Work will now commence to produce the Town Strategy and be presented in due course. Thank you to all those who committed their time to the project so far.

Sadly, we lost my Father-in-law following a long battle with Lung Cancer. My focus is currently with my family. I'd like to thank Councillors and staff for their understanding and support as my family comes to terms with our loss.

Cllr Helen Simpson
Mayor

Report from District Councillor James Cole

I talked at some length to the new Head of JVs & Partnerships at Sovereign on Thursday – the problem really has been the S106 agreement where there have been legal difficulties arising on both sides; both sides have taken their time over this - I see no point in apportioning blame.

This has been compounded by changes within Sovereign – the person I was talking to was clearly new to this job and I cannot blame her for being new.

Nevertheless I was given a promise on Thursday to expect that Sovereign would be giving answers back to West Berks in the middle of this week – that’s just a couple of days away – so the ball will then be back in West Berks’ court.

Sovereign have said – and I quote:

“The specification at Chestnut walk has been prepared to ensure that the homes will produce 75% less carbon emissions and more environmentally friendly than homes currently being built and that are being delivered under 2013 building regulations. This is the equivalent carbon reduction to that proposed in the Future Homes standard (the building regulations being introduced in 2025). We will achieve this by improved insulation, heating and hot water powered by air-source heat-pumps, and PV panels. This specification ensures that the homes will have a lower demand for energy and are more cost efficient for residents to live in.

In terms of start on site, we are hoping to be on site in Autumn.”

End quote

Yes, there will be a press release.

“Autumn” makes sense – once the S106 element is dealt with they have no choice but to go out to tender and the nature of the tender process means that it will take time.

So this is not the greatest piece of development history and I know we all share Howard Woollaston’s undoubted frustration over the time taken, but it does sound as if things are now going to happen and Hungerford will end up with a good result at Chestnut Walk. My feeling is that if we have achieved anything by putting feet down and insisting on improvement it is that we have forced some clarification of the waffle in the amended design and access statement with a date on the West Berks system of 2nd November 2021.

FINANCE & GENERAL PURPOSES REPORT

FOR FULL COUNCIL MEETING ON 6TH FEBRUARY 2023

MONTH 10, JANUARY 2023 INCOME & EXPENDITURE REPORT

101 FINANCE:

The Annual Precept of £328,357 been received.

102 ADMINISTRATION:

Net Income over Expenditure is a £1,827 positive variance.

103 GRANTS & DONATIONS:

No Expenditure this month.

104 POOL HOUSE:

Net Income over Expenditure is a £77 negative variance.

105 CONTINGENCY:

No Expenditure this month.

106 TOURISM SUPPORT BUDGET:

No Expenditure this month.

109 HUNGERFORD 2036 PROJECT:

Net Expenditure is a £269 positive variance.

201 RECREATION & AMENITIES:

Net Income over Expenditure is a £1,478 positive variance.

202 WAR MEMORIAL GROUND:

No Expenditure this month.

203 ST SAVIOURS:

Net Income over Expenditure is a £1,347 positive variance. Burial Fee income was up by £109.

204 CROFT FIELD:

Net Income over Expenditure is a £1,072 positive variance. Income was up by £513.

205 LIBRARY MAINTENANCE COSTS:

No Expenditure this month.

206 TRIANGLE FIELD:

Net Income over Expenditure is a £262 positive variance.

301 CHRISTMAS LIGHTS:

Net Income over Expenditure is a £5,471 positive variance.

302 HIGHWAYS:

Net Income over Expenditure is a £212 negative variance.

303 CCTV:

Net Income over Expenditure is a £1,136 negative variance, payment of annual maintenance contract.

This month's Net Income over Expenditure is a £16,848 positive variance.

Year to date Net Income over Expenditure is a £74,203 positive variance.

Claire Winser

Chair of F&GP

5th February 2023

Highways and Transport Report. Highlights 23rd Jan 2023

1. Speed and Traffic Calming
 - After the speeding incident that took place in the town a discussion took place about potential traffic calming and speed reductions that could be introduced.
 - Due to the public interest in this issue, we agreed to increase the frequency of H&T to monthly

- The additional meeting would be focused on this issue, the normal meeting covering the usual agenda points including speeding
- We want to include additional members of the public, DC and if possible WBC Highways at these meetings.
 1. Parking in the Town
- Large parts of the town are seeing residents use the pavements to park. After some debate we felt it would be difficult to police and enforce this activity but we would continue to monitor the situation.
 2. Additional SID
- A request to have an additional SID potentially funded by a 3rd party has come in. We shall be taking this opportunity up.
 3. Bus Routes
- We have been informed the route 20 from the town to Bedwyn (via Ham and Shelborne) was being withdrawn and replaced with an on demand service.
- We currently pay towards the provision of the H1 local service. Current usage numbers are very low and we are reviewing the continuation of this funding to see if we could save and divert this grant.
- The Chain bus currently provides a local service from Redwood in to the town - we are exploring the option of increasing the grant to the Chain to see if the service could do additional stops.
- 4. Coach Friendly Awards
- The Great West Way approached H&T with information needed to secure a coach friendly award for the town. It was felt the infrastructure needed to be put in place to become coach friendly was not appropriate nor cost effective for a small town such as Hungerford



Hungerford Nursery School Centre for Children and Families
(Suzanne Taylor - Headteacher Chair of Governors – Maureen Martin)

'Everyone Matters – Be the best you can be'

Our vision – Achieve, Lead and Learn

6th February 2023

Briefing for Hungerford Town Council

Nursery School - Aim - To continue to be high quality and sustainable

- 104 Pupils currently
- 29% Early Years Pupil Premium (vulnerable) – 29 children receiving WB food vouchers
- 26% of our 2 year olds receive Free entitlement 2 year old funding (vulnerable)
- 28% are SEND (Special Education Needs or Disability) including 5 EHCP applications in process and 1 EHCP confirmed (EHCP - Education & Health Care Plans)
- Nursery provision now 8.00-17.30 every day including breakfast and tea club, all year provision (49 weeks) to support parents who work
- Children attend school for a cooked lunch every day. As there is no DfE money, the Nursery is currently funding FSM children for lunches, 11 children at £3.20 a lunch costing the school = £2229 per term – this will have to stop unless funded by other means in the future

Successes since April 2022

- Since September we now have **all year provision and extended hours provision**
- We have **gained the GOLD Award for Learning Outside the Classroom**
- We have been **running Action Research projects with Universities of Oxford and Bristol**
- We have recently achieved our **Communication Friendly Spaces Award from Elklan**
- Two staff are trained in **Level 4 Communication and Language Development**
- **5 Staff are part of the National Early Years Covid Recovery Programme for the Department of Education – We are supporting other settings all over the South.**
- We have been part of a **successful bid to form a National Early Years Stronger Practice Hub** with 5 other partners from West Berkshire, Reading Wokingham and Windsor and Maidenhead known as Thames Valley Early Years Stronger Practice Hub (We are one of 13 nationally designated Early Years Stronger Practice Hubs covering the South East – there are only two in the South East region)
- **HT ran training for WB on Outstanding EY Settings** following our latest Ofsted Outstanding report
- **HT conducting Footprint visits to support other schools** in the Local Authority for WBC
- **HT contributed to WBC Education Review**
- **HT facilitator for NPQEYL** (National Professional Qualification in Early Years Leadership)
- We have a focus on Wellbeing
- HT member of **SEN Toolkit Group which has produced supportive materials** which are available online for West Berkshire settings
- From September **all staff are trained in Emotional coaching for children**
- **Greenham Trust fund supporting us with SEN resources** – current bid live

Professional Training improving Early Years - Aim - To Grow expertise

- 1 Nursery Nurse gained Qualified Teacher Status
- 1 staff have gained Level 3 Early Years Practitioner award
- Headteacher National Leader supporting and mentoring Headteachers in other Authorities
- Headteacher now Area Lead for the DfE Early Years Covid Recovery Programme in Wiltshire
- 3 teachers appointed Experts for the DfE Early Years programme supporting Hampshire and Wiltshire
- 1 teacher is a Mentor for Early Years Recovery programme in Reading

Challenges and Threats

- **Funding cut Challenges and changes**
- **More children are identified to be entitled to FSM** and more children are barely above this point. Continuing to fund from the school long term **will not be possible**
- **High number of SEN children** require higher numbers of staff, increasing the numbers above ratio, so that they are provided with the best education and are safe – **SEN high cost only**

- For Additional Needs support – Nursery has to provide the additional funds for staff to give children the best opportunities this will not be possible long term
- Continue concern re lack of young families in the town – birth rate down – fewer numbers so lack of funding = lower income
- Cut in funding threat due to West Berkshire deficit in Early Years fund
- Cost of electricity and gas

Hungerford and Area Family Centre (Service Level Agreement with LA - led by Hungerford Nursery School)

Aim - Support for families through improving parenting, self-confidence and mental health

- Reduction in staff levels due to level of funding now 1.4, plus leadership from the Nursery School Headteacher
- Underpinning focus is development of the individual, with a particular target on emotional health growth - leading to emotional resilience to cope with life's ups and downs.
- Individuals encouraged to take ownership of their own lives and engage with their peers. This creates self-sustainable individuals who can look for their own solutions, which has economic benefits because they then have the tools to move on.

Successes

- **Strong relationships lead to individuals** disclosing what they might not share with anyone else (e.g., poor levels of literacy, domestic abuse) and signposted to appropriate support.
- **Improvement in families support for mental health** – new me time Monday programme 'Take 5'
- **New programme on healthy eating – CAN project**
- **'Advice and a slice' group – Group for parents of SEND** - this group meet monthly– now supported by some professionals such as Family Autism worker, Family Support Worker from Dingleys Promise
- **Boost Course - Resilience and Assertiveness course running for Women**
- **Toddler Group weekly in Croft hall – attendance grown**
- **Review of The Family Hub and its services completed and reflected its value for money in serving the wider community.**

Challenges and Threats

- **Continuing funding for the Family Centre**
- **Limited staffing**

Hungerford Nursery School and Family Centre is looking for:

- **Volunteers for Family Centre**
- **Sponsorship Funding for FSM**
- **Funding to Support for SEND children**
- **Increase in lower income housing to bring young families into the town**
- **Sponsorship for services cost – gas/electricity etc**

Please NOTE: Even though we are an outstanding setting, achieve impressive outcomes for the children and are highly effective in all we do, we are still facing significant, and increasing financial challenges. Quality is no protection for us. In view of these challenges we are very grateful for any support or help during these challenging times.

