

The Hub at Henley Community Centre CIO

Annual Report for the year ending 31st March 2024

Charity Number 1160710

Introduction

This report has been prepared under the regulations supervised by the Charity Commission. The Charitable Incorporated Organisation was formed on 2nd March 2015 and received by transfer from the Henley-in-Arden War Memorial Trust (Charity Number 229334), the assets, property and responsibility for the lease from Warwickshire County Council on 1st September 2015. This report covers the period from 1st April 2023 to 31st March 2024.

1. Chairman's Report

This past year has flown by, with many challenges overcome and successes to celebrate, and taking the next steps in how we shape for the future. Big thanks for making this possible goes to all our staff, volunteers, partners, trustees, supporters and attendees who benefit from the sessions.

Our staff and session volunteers are the driving force in ensuring we deliver a full menu of daily high quality engaging sessions that meets the needs and wants of our local community. Their commitment and dedication has ensured we continue to evolve and provide young people and community with a service that makes a real difference.

Various partners have provided essential funding and we saw the beginning of a strategic guidance exercise, freely provided by the Cranfield Trust. In addition, local supporters and donors have provided invaluable financial support that enables us to keep the doors open to the local community.

Finally, massive thanks to our Trustees who provide support, guidance and governance to our staffing team. Together they have undertaken a number of responsibilities for the Hub including income generation, financial accounting and operational support that has seen us grow. Without their tireless work and commitment we would not be here today.

2. How our Objectives Deliver Public Benefit

Constitutional objectives:

To further or benefit the residents of Henley-in-Arden and the neighbourhood, without distinction of sex, sexual orientation, race or of political, religious or other opinions by associating together the said residents and the local authorities, voluntary and other organisations in a common effort to advance education and to provide facilities in the interests of social welfare for recreation and leisure time occupation with the objective of improving the conditions of life for the residents.

In furtherance of these objects but not otherwise, the trustees shall have power:

To establish or secure the establishment of a community centre and to maintain or manage or cooperate with any statutory authority in the maintenance and management of such a centre for activities promoted by the charity in furtherance of the above objects.

All the activities set out below match our objectives perfectly and justify the wide range of duties and responsibilities carried out to a high degree.

a) Hub-a-Bubbas

This is a group for parents and babies that meets twice a week. Total attendances for 2023 was 385 adults, at an average 7.7; and 658 children at an average attendance of 13. This provides a welcoming environment for young children and their parents. The children are entertained with a wide variety of stimulating equipment and activities. There is often an opportunity for them to see if they wish to sit and listen to a story and some musical activities. For the parents there is an opportunity for them to talk together and share their experiences and offer support to each other.

b) After School Coffee Bar

This group meets Mondays to Thursdays from 3.15 to 4.30 pm and is staffed each session by two volunteers and one part-time youth worker. Total attendances for 2023 was 2615 young people coming into the coffee bar and staying for at least 10 minutes and significant activities were undertaken during that period by 467 attendances. The average number of contacts made for these sessions was 35, with significant activities taking place with an average of 6.2 young people. The environment is created to set up a relaxed and informal opportunity for young people to chill out after school whilst waiting for their parents or others choose to stay with their friends and chat. A youth leader is available to counsel young people, steer them in the right direction, give them the opportunity to express their frustrations of the day and to provide them with relaxation before they make their journey home. Young people receive an opportunity to have free toast and hot chocolate or squash. They can also purchase a limited number of items such as sweets, chocolates and soft drinks.

c) Youth Club

The youth club meet on Mondays and Wednesdays and was staffed by three youth leaders + 1 volunteer. The age range was 9 to 16 and the Monday club focused more on creative and artistic opportunities of all kinds, the Wednesday evening was focused on sports and activities. The total number of attendances in 2023 was 369 with an average attendance of 9. A report indicates the satisfaction rating was 7.95 out of 10.

d) Thursday Club

This seniors group meet on a Thursday morning every week except when Christmas occurs on a Thursday. Total number of attendances in 2023 was 1230; average attendance was 25 and the satisfaction average was 9.8 out of 10. This group is run by Derek and Janet Hill supported by Kath Beck, Peter Crathorne and occasionally Lauren Morgan. It catered for those of a more senior age who do like just to sit and relax and have a good old chat over a cup of coffee. Each week there is also an opportunity to play games such as pool and that's enjoyed mainly by the men. During

the year we celebrated Christmas and we enjoyed everybody's birthday. Over half the group enjoyed a day out to Weston-Super-Mare taking advantage of the Hub's big day out in July 2023.

e) Tuesday Club

This is a smaller group of senior men who meet up every Tuesday just to play pool; total attendances in 2023 were 285 with an average of six and a satisfaction rate out of 9.3 out of 10. At the same time, we provide an opportunity for people to undertake training using the laptops and iPads as part of a Learn My Way programme that provides free support for solving problems and developing skills.

f) 24 Hour Help Line

This is staffed by one volunteer and answers an average of three telephone calls each week. It is impossible to summarise how these calls develop as it can range from just a chat on the telephone; a longer discussion on some issue; a problem which can be solved over the phone; or we can arrange a meeting at the hub to provide support. We undertake a home visit when appropriate and if the issue is too complicated ultimately pass them on to more expert assistance.

g) Support in the Financial Crisis

In order to provide equality for all our attendees in the latter part of the year no specific charges were made for any of the events that we undertook but we encourage people to make a donation towards the specific costs of each activity if they feel they can.. For example the Thursday club attendees generally pay £4 per session but this is seen as a donation. For the youth club this year we've made no payment in the latter part of the year but we have had donations from the parents of some of the young people.

The Learn My Way Centre has also sourced a supply of free Sim cards for mobile phone accounts which under certain circumstances we can offer to people who are struggling to maintain communications because of the cost of having a landline or mobile phone.

Those in need also have access to small emergency loans.

3. Volunteers

The records show that 15 registered volunteers delivered 2124 hours in 2023-24.

Volunteers assist with the youth work, they also run our free on line IT training centre, the Senior Citizens provision, the after school coffee bar, supporting the work of the parenting project, substituting for staff vacancies where recruitment has been difficult and working with our wonderful sponsoring tradesmen to maintain the building. The volunteers assist our 4 paid youth leaders and caretaker/cleaner in delivering the wide ranging and effective programme.

4. Finance Report

The income and expenditure statement and balance sheet may be read alongside this report. Expenditure exceeded income by £6,343 which was met from the reserves. This was a greater deficit than the £2,570 predicted in the 2023-24 budget. Business sponsorship and grant income were much lower than budgeted and so expenditure was reined in and we benefitted from much reduced payroll expenses due to staff shortages.

5. Reserves Policy

The Trust maintains a policy of a minimum holding of usable funds of three months anticipated expenditure. In addition it has implemented a long term maintenance fund aiming at a minimum of raising £5,000 per year to be allocated to this fund. This will ensure that the building will be maintained to a high standard. It should be noted that this aim was not achieved in 2023-24

6. Future Plans

The challenge now is how to provide the funds to continue with the sustainable management ensuring that the people of Henley and the surrounding district are provided with the services they need into the foreseeable future.

7. Administrative External Relationships

Bank: Barclays Bank Ltd
Registered office: 1 Churchill Place, London E14 5HP

Accounts Examiner: Ian Fox

Solicitors: None appointed, when required the trust goes out to tender

Landlord: Warwickshire County Council

8. Trustees:

Rob Houlston	Co-opted (Chairman)
Tim Sturges	Co-opted (Vice Chairman)
John Garner	Community Representative (Treasurer)
Penny Stott	Community Representative (Secretary)
Gail Shuttleworth	Community Representative
Mike Bleby	Co-opted
Peter Crathorne	Community Representative
Chris Duffin	Community Representative
Derek Hill	Centre Users Representative
Peter Ford	Community Representative
Andrew Clarke	Co-opted

Margaret Tomlinson Community Representative
Sophie Kirkwood-Horne Centre Users Representative

This report was presented to the Annual General Meeting of the Trust on 17th September 2024 and approved for signature by the chairman at a meeting of the trustees held on the same day.

Rob Houlston (Chairman)

17th September 2024

The Hub CIO

Balance Sheet

As of March 31, 2024

		<u>Total</u>
Fixed Asset		
Leasehold Improvements		4,160.00
Total Tangible assets	£	4,160.00
Total Fixed Asset	£	4,160.00
Cash at bank and in hand		
Barclays Hub CIO		2,940.69
Barclays Hub deposit acct		35,354.16
Total Cash at bank and in hand	£	38,294.85
Debtors		
Accounts Receivable		0.00
Total Debtors	£	-
Current Assets		
Stock Asset		496.24
Total Current Assets	£	496.24
Net current assets	£	38,791.09
Creditors: amounts falling due within one year		
Accounts Payable		281.05
Total Trade Creditors	£	281.05
Current Liabilities		
Dell Court		476.03
Payroll Liabilities		0.00
HMRC		0.00
Pension		151.11
Tax and National Insurance		0.00
Total Payroll Liabilities	£	151.11
Xmas Day Lunch carried forward		2,426.16
Total Current Liabilities	£	3,053.30
Total Creditors: amounts falling due within one year	£	3,334.35
Net current assets (liabilities)	£	35,456.74
Total assets less current liabilities	£	39,616.74
Total net assets (liabilities)	£	39,616.74
Charity funds		
Cumulative Reserves		33,827.40
Adjustment to reserves		12,482.69
Surplus/(Deficit)	£	(6,693.35)
Total Charity funds	£	39,616.74

see Note 1

Note 1. The Adjustment to reserves is a result of a review of old long-standing balances in the accounts which are no longer required.

Note 2. £4,853.75 is owed by HMRC in respect of Gift Aid donations but in view of the excessive delay in receipt this has not been included in the accounts.

The Hub CIO

Financial Activities

1 April 2023 - 31 March 2024

		Total
Income		
A Income		
Interest Income	421.19	
Business Sponsorship	6,634.89	
Donations	2,294.04	
Donations (gift aided)	9,741.00	
Fund raising income	2,107.40	
Grants	9,675.00	
Total A Income	£ 30,873.52	
B Buildings income		
Lettings	539.90	
Office income	12.10	
Total B Buildings income	£ 552.00	
C Internal activities		
Coffee Bar sales	3,415.59	
HUBBA BUBBAS	633.83	
Thursday Seniors income	6,470.82	
Total C Internal activities	£ 10,520.24	
Total Income	£ 41,945.76	
Expenditures		
Depreciation Expense	350.00	
Fund raising expense	1,300.00	
	£ 1,650.00	
P Property		
Cleaning	329.37	
Computer and Internet Expenses	880.27	
Insurance Expense	2,504.30	
Licences & permits	361.18	
Office/General Admin	533.18	
Rates	112.64	
Repairs and Maintenance	1,614.10	
Software rental	777.48	
Telephone & Broadband	15.00	
Utilities	2,056.14	
Total P Property	£ 9,183.66	
Payroll Expenses		
Pensions	1,393.93	
Training & Volunteers' thanks	181.43	
Wages	28,353.76	
Total Payroll Expenses	£ 29,929.12	
S Staffing		
DBS checks	163.00	
Staffing costs	250.00	

Travel		10.35
Total S Staffing	£	423.35
W Internal Activities		
Beach		208.23
Coffee Bar expenditure		2,897.86
HUBBA BUBBAS expenses		370.15
Thursday Seniors expenditure		3,579.70
Youth Club activities		397.04
Total W Internal Activities	£	7,452.98
Total Expenditures	£	48,639.11
Net Operating Income/(Deficit) for year	£	(6,693.35)



The Hub at Henley,
Stratford Road,
Henley-in-Arden
B95 6AF
01564 794042

17, Brookend Drive
Henley In Arden

18th August 2024.

Accounts for the period ending the 31st of March 2024

I have reviewed the Profit and Loss account and the Balance Sheet at the 31st of March 2024 and confirm that they are in accord with the records and explanations received. I have not conducted an audit.

