The Hub at Henley Community Centre CIO

Annual Report for the year ending 31st March 2026

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 2025 to 31st March 2026.

1. Chairman's Report

Our trustees deserve many thanks for the work they do throughout the year providing governance, guidance and support to the staffing team. They work tirelessly, taking on many responsibilities — from financial accounting and regular review of procedures to operational support and income generation. Without their dedication, the Hub would not be the vibrant, welcoming place it is today.

Our Fundraiser has continued to apply for grants throughout the year. However, it became clear that funding for building works and specific projects was more readily available than for general running costs. Thanks to a generous grant from The National Lottery for building improvements, we were able to enhance the Hub with new flooring, improved lighting, fresh paintwork, and comfortable furniture.

While grants are important, our main source of income remains the generosity of our local supporters and organisations. Their ongoing willingness to contribute ensures that the Hub can thrive and serve our community. We are deeply grateful for their commitment and kindness.

Our youth staff typically comprised three women and one man, supported by a Trust Administrator, a cleaner, and a contracted Fundraiser. Together with our session volunteers, they bring the energy, professionalism, and dedication that make it possible to deliver a full timetable of high-quality activities for young people and others in our community.

Their commitment ensures that our services truly make a difference to the lives of those we serve. This year, we faced staffing challenges due to sickness, which meant our trustees and volunteers stepped in to take on additional management and staffing responsibilities. Their willingness to go above and beyond is a testament to the strength and spirit of our team.

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

Our Parents and Babies group usually meets twice a week, and offers a warm and welcoming space for families. In 2025–26, we recorded a total of 323 adult attendances (an average of 5.9 per session) and 330 children (an average of 6 per session). Attendance numbers naturally vary throughout the year, but the spirit of the group remains constant.

For the children, there is a wide variety of stimulating toys, equipment, and activities to enjoy. Sessions often include opportunities to sit and listen to a story or join in with musical activities.

For parents, the group provides a valuable chance to connect, share experiences, and offer mutual support, building friendships and a sense of community along the way.

(b) After School Coffee Bar

Running from Monday to Wednesday, 3:15–4:30 pm, our After-School Coffee Bar is staffed by two dedicated volunteers and one part-time youth worker each session. In 2025–26, we recorded 1,755 attendances of young people who stayed for at least 10 minutes, with 317 staying until the end of the session. On average, we made 37 contacts per session, with around 6.7 young people staying until the end. Some sessions had to be cancelled over the winter while building improvement works were carried out.

The environment is intentionally relaxed and informal and a place where young people can unwind after school, wait for parents, or simply spend time with friends. A youth leader is always on hand to listen, offer guidance, and provide a safe space for young people to share their thoughts or frustrations before heading home.

Free toast and hot chocolate or squash are available at every session, and a small selection of sweets, chocolates, and soft drinks can be purchased.

(c) Youth Club

Our mission is to encourage social interaction and learning among children, helping them build friendships, develop new skills, and boost their self-esteem through inclusive games and creative projects.

The younger 9 to 11 age group met every Tuesday evening and welcomed 216 attendances in 2025–26, with an average of 7 children per session and a peak of 15. Activities are varied and engaging, ranging from sports and physical games to arts and crafts, cooking, and outdoor adventures — all designed to inspire creativity, teamwork, and confidence.

The older youth sessions ran on Monday and Wednesday evenings until January, when the Wednesday session was paused due to staffing challenges. Each evening was supported by two youth leaders and one volunteer. Mondays offered more opportunities for creative and artistic expression, while Wednesdays focused on sports and physical activities.

In 2025–26, these sessions recorded 415 attendances, with an average of 7.9 young people per session and a peak of 16. Our annual survey showed a satisfaction rating of 8 out of 10, and we are committed to building on this by expanding activity choices and enhancing the overall experience.

Furthermore, during the summer of 2025, we fulfilled our objective of offering at least one free excursion outside of Henley each year, by including some of the young people on the trip to Weston Super Mare. We also organised a trip to a bowling alley.

(d) Thursday Club

Our Seniors Group meets every Thursday morning, except when Christmas Day falls on a Thursday. In 2025–26, we recorded 990 attendances, with an average of 20.6 members each week and an impressive satisfaction score of 9.7 out of 10.

Although numbers were slightly affected by building improvement works, the group kept its momentum by visiting The View Café and the Heritage Centre during the disruption.

Run by the dedicated team of Derek Hill, Peter Crathorne, Kath Beck, John and Pat Bates, Pam Byrne, and Cailin Gallagher, the group offers a welcoming space for those of a more senior age to relax, chat over coffee, and enjoy each other’s company. Weekly activities include games such as pool, and the year is punctuated by celebrations from Christmas festivities to marking every member’s birthday.

A highlight of the year was when over half the group joined the Hub’s big day out to Weston-Super-Mare in July 2025, enjoying sunshine, sea air, and plenty of laughter.

(e) Tuesday Club

Our Senior Men's Pool Group meets every Tuesday for a friendly game and good company. In 2025–26, the group recorded 220 attendances, with an average of 5 participants per week and a strong satisfaction rating of 9.1 out of 10. While efforts to grow the group have not yet been successful, the sessions remain a valued part of our weekly programme for those who attend.

Alongside the pool games, we also offer opportunities for people to develop their digital skills through the 'Learn My Way' programme. Using laptops and iPads, participants can access free support to solve everyday tech problems, build confidence online, and learn new skills at their own pace.

(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 no specific charges are required 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 paid £4 per session but this is seen as a donation. For the youth clubs, no charge was required but we have had donations from some of the parents.

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 20 registered volunteers delivered over 1472 hours in 2025-26.

Volunteers assist with the youth work, they also run our free online 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. At times during the year trustees and volunteers took on extra management roles within the organisation.

4. Finance Report

The income and expenditure statement and balance sheet may be read alongside this report. Our budget for 2025-26 predicted a break even situation for the year as we recognised that grants were becoming much harder to come by. Although we did manage £11K in general grants and £5.7K in business sponsorship (for which we are very grateful) these were well down on 2024-25 as were donations, all leading to a deficit of £13.9K. In spite of a general increase in costs we did manage to reduce our expenditure overall but not enough to avoid the deficit. This meant that we had to eat into our reserves at intervals during the year.

It should be mentioned that we did also receive a £19,980 grant from the National Lottery for refurbishment of the Hub building but that was restricted to this project and was fully spent on the refurbishment so does not show up in the income and expenditure statement.

Our forecast for 2026-27 remains depressed by the difficulty of obtaining grants and sponsorship but we are nevertheless working hard on generating additional income so that we can continue to provide our services to the people of Henley.

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 mainly aimed at the eventual replacement of the roof of the building.

6. Future Plans

The challenge, as always, is how to obtain the funds to sustain the services we provide to the people of Henley and the surrounding district. We recruited one younger and more active trustee during the year and earmarked a number of other suitable people who may become trustees in the future. We will be focusing on more local businesses in order to seek financial support for our activities.

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:

Penny Stott	Co-opted (Chairman)
Tim Sturges	Co-opted (Vice Chairman)
John Garner	Community Representative (Treasurer)
Cecile Wong	Co-opted (Secretary)
Gail Shuttleworth	Community Representative
Peter Crathorne	Centre Users Representative
Chris Duffin	Community Representative

This report was presented to the Annual General Meeting of the Trust on 10th September 2026 and approved for signature by the chairman at a meeting of the trustees held on the same day.

Penny Stott (Chairman)

27h August 2026