

# ANNUAL REPORT OF THE HUB@HENLEY COMMUNITY CENTRE CIO

1<sup>st</sup> April 2022– 31<sup>st</sup> March 2023

CHARITY NUMBER 1160710

## INTRODUCTION

This report has been prepared under the regulations supervised by the Charity Commission. The Charitable Incorporated Organisation was formed on March 2nd 2015 and received by transfer from the Henley-in-Arden War Memorial Trust, Charity Number 229334, the assets and property and responsibility for the lease from Warwickshire County Council on September 1<sup>st</sup> 2015. Its financial year runs from April 1<sup>st</sup> to March 31<sup>st</sup> each year. Therefore, this report covers the period from April 1<sup>st</sup> 2022 to March 31<sup>st</sup> 2023.

## 1. CHAIRMAN'S REPORT

The Trustees extend their thanks to everyone who contributed; without the practical and financial support of many residents and businesses in Henley, the Hub would not be able to deliver its extensive community programme.

Our volunteers work so hard supporting a whole range of activities including managing the Coffee bar for the Youth Club, organising the Senior citizens group and supporting students in the online training group. Without their reliability and dedication our service to the community would not happen.

Our Youth Staff consisted of three ladies and two men all either qualified to Level 2 NVQ in Youth Work or undergoing training paid for by the Trust. The Centre also employs an Executive Officer, a Fund Raising Officer and a Caretaker/Cleaner who undertake their duties with dedication and efficiency. They share our passion for delivering essential services to the community. We thank them for their unstinting service.

Finally we are grateful to our Trustees as they have undertaken a variety of responsibilities within the trust.

This report represents the result of 10 years incredible fundraising, a continuous determination to respond to our community's needs and the development of skills and abilities of our local residents to maintain this against substantial challenges.

## 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.

## 2.1. THE HUB-A-BUBBAS

This is a group for parents and babies under three meets twice a week throughout the year including the holiday times this also includes older children. Total attendances during 2022-23 385 adults, average 7.7 and 658 children 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 sometimes some musical activities. For the parents there is an opportunity for them to talk together share their experiences and offer support to each other. During the year a group of mums and babies went to share with the old peoples home in Bearley called Cedar Lodge.

## 2.2 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 2022-23 was 5603 young people coming into the coffee bar and staying for at least 10 minutes and significant activities were undertaken during that period by 1057 attendances. The average number of contacts made for these sessions was 35, with significant activities taking place with an average of 6.6 young people. The environment is created to set up a relaxed and informal opportunity for young people to chill out after school, wait for their parents, others choose to stay with their friends and chat. A youth leader is available to be there 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 proprietary drinks.

## 2.3 YOUTH CLUB:

For most of the year the youth club met on Mondays and Wednesdays and it 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 from 2022 to 23 was 393 with an average attendance of 9.36 . A report indicates the satisfaction rating out of 10 of 7.95.

## 2.4 THURSDAY CLUB:

This meets on a Thursday morning and every week except when Christmas occurs on a Thursday. Total number of attendances in 2022-23 was 1250 ; average attendance was 25

and the satisfaction average out of 10 was 9.8. This group is run by Derek and Jane 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 was 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 lunch; we enjoyed a spectacular celebration of the Queens Jubilee and over half the group enjoyed a day out to Western taking advantage of the Hub's big day out in July 2022.

#### 2.5. TUESDAY CLUB.

This is a smaller group of men who meet up every Tuesday just to play pool; total attendances in 2022-23 were 300 with an average of six and a satisfaction rate out of 10 of 9.3. 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.

#### 2.6. 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 be a range of just a chat on the telephone, a longer discussion on some issue, a problem which can be solved over the phone, arrange a meeting at the hub to provide support, undertake a home visit when appropriate and if the issue was too complicated ultimately passing them on to more expert assistance.

#### 2.7. 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 had access to small emergency loans.

### 3. VOLUNTEERS

The records show that 19 registered volunteers delivered 3578 hours in 2022-23.

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 5 paid youth leaders and caretaker/cleaner in delivering the wide ranging and effective programme.

#### **4. FINANCE REPORT**

This report is for the year April 1<sup>st</sup> 2022 to March 31<sup>st</sup> 2023. It is attached to this report. It shows that the trust needed to draw £8700 from reserves to maintain our delivery plan. This was in line with the revised expenditure plan agreed by the Trustees with a total expenditure of £51,400.

#### **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 2022-23 as the fundraising underperformed by £15,000.

#### **6. FUTURE PLANS**

The challenge facing the trust has been increased by a recorded reduction in fundraising of £15,000. 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:**

Tim Sturges, co-opted Trustee (Vice Chairman);

Peter Crathorne, Community Representative (Chairman)

John Garner, Community Representative (Treasurer );

Penny Stott, Community Representative; (Secretary)

Gail Shuttleworth, Community Representative;

Mike Bleby Co-opted

Chris Duffin Community Representative

Derek Hill Centre Users Representative

Peter Ford Community Representative

Margaret Tomlinson. Co-opted

Sophie Kirkwood Horne. (User Representative). March 2023.

This report was presented to the Annual General Meeting of the Trust on 12th September 2023 and approved for signature by the chairman at a meeting of the trustees held on the same day.

Peter Crathorne (Chairman). 12th September 2023