

The Hub at Henley Community Centre CIO

Annual Report for the year ending 31st March 2025

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 2024 to 31st March 2025.

1. Chairman's Report

I have now been chairman for a year and need to thank the other trustees for the support they have given me in this role. Our trustees deserve much thanks for the work they do throughout the year providing governance, guidance and support to the staffing team. They work tirelessly to perform many responsibilities, such as financial accounting, regular review of procedures, operational support, and generation of income. Without them, the Hub would not be the lively place it is today.

Following on from the free Cranfield Trust consultation, we appointed someone to help apply for funding and this is bearing fruit. We received a significant sum of money for additional youth activities and with other donations / grants, our income exceeded expectations. Our main source of income is and will continue to be our local supporters and local organisations, who so generously continue to put their hands in their pockets. Without this, we would be nowhere.

Our youth staff consisted usually of three ladies and one man and the centre also employed a Trust Administrator, a cleaner and part way through the year, outsourced the Fund Raiser. Our staff and session volunteers still deliver that energy and professionalism that provides our full timetable of high quality activities for the young people and others in our community. They are the ones that are committed to ensuring that our service makes a real difference to our community.

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 meet each week. Total attendances for 2024-25 was 362 adults, at an average 6.2; and 478 children at an average attendance of 8.2. 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 Wednesdays from 3.15 to 4.30 pm and is staffed each session by two volunteers and one part-time youth worker. Total attendance for 2024-25 was 3590 young people coming into the coffee bar and staying for at least 10 minutes and significant activities were undertaken during that period by 264 attendances. The average number of contacts made for these sessions was 42, with significant activities taking place with an average of 3.2 young people. The environment created is meant to be relaxed and informal, allowing young people to chill out after school whilst waiting for their parents, whilst 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 have an opportunity to receive 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

Our mission is to facilitate socialisation with education among the children, foster connections with their peers, and enhance their self-esteem through the creation of inclusive games and projects.

The youth club met only on Mondays and Wednesdays until September, when funding from a grant enabled us to open an additional evening on Tuesdays for 9 to 11 year olds. This started with low numbers, but rapidly increased, as did our senior youth sessions. The numbers attending the new younger age session was 108 with an average attendance of 6.4 and 22 registered members. The Tuesday club engages children in a diverse array of activities, including sports, physical exercises, arts and crafts, cooking, and outdoor pursuits.

So the club now meets on Mondays, Tuesdays and Wednesdays with each evening usually being staffed by two youth leaders and one volunteer. Mondays were focused more on opportunities for creative and artistic activities, whilst the Wednesday club focused on sporting ones. We have enhanced our operations by renting facilities from Henley Secondary School during the winter months, thereby providing the young participants with increased space for sports activities. The number of attendances in 2024-25 for the older age session was 600 with an average attendance of 8.7 and peak attendance of 22.

The satisfaction rating of 7.95 out of 10 was shown in our survey and we are working to improve upon this.

Furthermore, during the summer of 2024, 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.

(d) Thursday Club

This seniors group meets on a Thursday morning every week except when Christmas occurs on a Thursday. Total number of attendances in 2024-25 was 1163; average attendance was 23 and the satisfaction average was 9.8 out of 10. This group is run by Derek Hill, Peter Crathorne, Kath Beck, John and Pat Bates, Pam Byrne and Cailin Gallagher. It catered for those of a more senior age who like to just 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 2024.

(e) Tuesday Club

This is a smaller group of senior men who meet up every Tuesday just to play pool; total attendances in 2024-25 were 69 with an average of 4 and a satisfaction rate out of 9.3 out of 10. Although we have tried to increase the numbers, so far this has been unsuccessful. 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 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 pay £4 per session but this is seen as a donation. For the youth clubs no charge is 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 21 registered volunteers delivered 2460 hours in 2024-25.

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.

4. Finance Report

The income and expenditure statement and balance sheet may be read alongside this report. Income exceeded expenditure this year to give a surplus of £3,192. Originally the budget predicted a £11,500 deficit but several successful grant applications and increased business sponsorship helped to turn things around.

Since September we have had Mark Clarke to help apply for grants, which is proving very fruitful. We still rely heavily for funds from our local supporters, both individuals and organisations, and are extremely grateful for these.

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. Also, we need to find a couple more trustees; if possible, somewhat younger than most of those already in the role.

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)
Rob Houlston	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
Derek Hill	Centre Users Representative
Peter Ford	Community Representative
Margaret Tomlinson	Community Representative
Jayne McClean	Co-opted
Tim Sturges	Co-opted

This report was presented to the Annual General Meeting of the Trust on 30th September 2025 and approved for signature by the chairman at a meeting of the trustees held on the same day.

Penny Stott (Chairman)

12th September 2025