



**Bullion Community Resource Centre
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2025**

Bullion Community Resource Centre

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2025

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Bullion Community Resource Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2025

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2025.

Reference and administrative details

Registered charity name	Bullion Community Resource Centre
Charity registration number	1084105
Company registration number	04046498
Principal office and registered office	Bullion Hall South Approach Chester le Street Co Durham DH2 2DW

The trustees

Jennifer Elliott	Chairperson
Alexander Waites	
Brian Ebbatson	Died 19 th July 2024
Colin Reynolds	Treasurer
Richard Taylor	Retired at AGM 26 th July 2024
Cllr Karen Fantarrow Derby	
Graham Smith	
Sam Keogh	Approved by members at AGM 26 th July 2024

Company Secretary Belinda Lowis

Independent examiner JFS Torbitt
Chartered Certified Accountants
58 Durham Road
Birtley Co
Durham
DH3 2QJ

Staff Team at 31st March 2025

Belinda Lowis	Chief Officer
Martin Gollan	Community Development Worker
Pat Lawton	Project Officer
Lisa Dargue	Project Worker
Diane Masterton	Finance Officer
Liz Howe	Café Care Coordinator
Ruth Lowther	Café Care Coordinator
Rachael Purvis	Café Care Coordinator
Tom Welsh	Team Leader/Health & Safety Officer
Ian Taylor	Caretaker
Paul Dalkin	Caretaker
Reece Thompson	Caretaker
David Barrass	Caretaker

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Year ended 31 March 2025

Resignations in 2024-2025

Louise Waller – Café Care Coordinator Sept 2024

Volunteers

Michelle Wharton	Amy Steatham
Louise Dargue	Sharon Gordon
Claire Bevitt	Sheena Morgan
Lisa Dargue	Tina Barrett
Terry O'Donnell	Paul Murchie
Rebecca Beeby	Keith Brannen
Chris Beeby	Lauren Morgan
Martin Ferguson	Hazel Coudry
Anna Ray	Carole Dowd
Sean Simpson	John Anderson
Kieran Galleymore	Dan Smith
Chloe Johnstone	

I would like to open this annual report by conveying the sad passing of Brian Ebbatson on Friday 19th July 2024. Brian had been ill for some time but even so, he made every effort to attend committee meetings, it was only a few weeks before he died that he indicated that he would have to retire as a trustee, which was scheduled to be agreed at the AGM on Friday 26th July 2024.

Brian had been with this charity since its inception as Chester le-Street and District CVS in 1998 and became the Chairperson in 2000 until the charity changed its name and purpose in 2014.

He was a local Councillor and subsequently Durham County Councillor and always had a special interest in our area.

He took the main lead in overseeing the redevelopment of Bullion Hall, a huge challenge with the marvelous outcome of our beloved building and thriving community centre.

A wise, gentle and intelligent man, with patience and empathy for all. He was involved in several charitable causes and was always on call to help. We know Bullion Hall was special to him and his guidance and direction helped us to build and grow and be the success we are today.

Structure, governance and management

Governing Document

The Memorandum of Association sets out the objects of the charity thus:

"... to promote any charitable purposes for the benefit of the communities in the local government area of County Durham and in particular the former local government district of Chester-le-Street and in particular the advancement of education, the protection of health and relief of poverty, distress and sickness. Provided that in carrying out these charitable purposes the charity will seek to challenge all forms of oppression and inequality and to give priority to working with people whose full participation in society is limited by economic, political, and social disadvantage..."

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Year ended 31 March 2025

The dissolution states that if the charity is wound down for any reason the remaining assets would be transferred to a like-minded charity with comparable charitable purposes.

Trustees

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are members of the Executive Committee.

Internal Control and Risk Management

The Executive Committee recognises its duty to safeguard the charity's funds and assets against risk or abuse and thus regularly reviews policies and procedures that aim to protect the charity.

These include risk assessments on our projects, on our day-to-day operations as well as regular reports and appropriate internal controls. This includes financial controls and procedures designed to provide reasonable assurance against material misstatement or loss, Health and Safety policies, procedures and risk assessments for which staff are encouraged to contribute and shape, to test out and where required re-adjust as our learning and experience develops.

Strategic report

The following sections for achievements and performance and financial review form the strategic report of the charity.

Public Benefit, Achievements and Performance

(a) Activities

We have maintained our level of community activity with some 600+ participants taking part in one or several of over 46 scheduled weekly sessions. These include

Social Well-being - Men's Cree, Ladies Cree, Sewing, The Meeting Place - Redeemer Church Coffee Mornings, Redeemed Christian Church of God, Men's Shed, Man Health, Tinnitus Support Group, Carers Drop-in, Art Group (x2) Cestria Stitchers, Chess Club /Board Games, Camera Club, BHI (British Horological Institute),

Music Related Ukulele, Guitar classes for adults,

Exercise and Heath Yoga (x2), Zumba, and Pilates, Seated Exercise with Lunch, Keep Fit Keep Curling, Tai Chi, Senior Carpet Bowls, Judo, Senior Curling, Tea Dance, Let's Dance, Line Dancing.

Children and Young People Parent and Toddler Group, Mini Youth Club, Senior Youth Club, Junior Youth Club. Guitar classes for Young People, Stars Drama, First Class Learning (x2)

Learning Disabilities Lets Connect Social Group, Art and Craft Group with Lunch, Gardening, Film Making, Cookery, Drama and Exercise Class

Food /Meals /Support to Residents Bread & Butter Thing and Bread & Butter Drop- in, Household Support Fund, Fareshare Food, Curry Night and Free Sim Cards/Data

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Year ended 31 March 2025

Training Courses Health and Safety, COSHH, First Aid and Food Safety, Spanish, IT/Digital Courses, Everything in its Place and Driving Theory

Occasional Events Tea with Santa, Halloween Disco, Movie Premieres, School Holiday Activities with free food, Puffing Billy and the Christmas Fair.

All of these activities require ongoing promotion and support which is managed by our Community Development Worker. Martin not only curates all of the leaflets and posters on behalf of the whole organisation including the café and Let's Connect but is also responsible for the website (www.bullionhall.com) and Facebook page (www.facebook.com/bullionhallchesterlestreet) In the last 12 months the website has received over 1800 visitors, with people visiting 2.1 pages per session (which is higher than the 1.7 pages viewed of most non-profit organisations in the UK). 66% of those who visit our site are using a mobile phone and 31% are using a desk top computer and the remaining 3% a tablet. We have over 2,500 followers on Facebook.

At the end of this financial year two sources of "Know Your Neighbourhood Fund" (Dept of Culture Media and Sport) have drawn to a close, these two separate funding streams contributed to a) the salary costs and b) activities of the Let's Connect Project which currently engages around 36 adults with learning disabilities each week who participate in social activities as listed above.

The Let's Connect Social Group is responsible for planning events such as coffee afternoons as well as trips to Sambuca, (restaurant), Beamish and a Pantomime at Park View school. All of these activities have made an observable difference to participants, not only giving them more confidence in novel social situations but also building friendships and experience. The Let's Connect Project has throughout the year raised over £1,500 for various charities across County Durham including hospices, animal shelters and food banks. They have done this with raffles, tombola's, secret bottle sales etc. All of which has only been achieved through the generous donations of our participants, staff from other organisations based at Bullion Hall and volunteers. Our thanks go to Lisa Dargue who has demonstrated the art of persuasion to perfection in collating what we have estimated to be approx. £400 worth of goods over the course of this year.

Almost all the participants of the Let's Connect project volunteer in one form or another at Bullion Hall (and beyond) including Parent and Toddler Group, the Bread-and-Butter Thing and as part of the Curry Night, as well as making crafts and cakes for the coffee morning stalls which they staff. Our Let's Connect Project, and the Junior Youth Club have both worked with Workyticket CIC to produce a series of short films which are all featured on our website. Five films inevitably mean five movie premieres with families, friends, carers and colleagues from partner organisations celebrating the creativity and imagination of participants.

Graham Smith, working with 26 young people aged 8-11, undertook quite a challenge this year in making a film as part of a Youth x Culture award. The themes for the film were chosen by the young people themselves. Jake and the Knife is a short film about knife crime, bullying and not fitting in and it is perhaps quite haunting to realise that these are themes that now preoccupy our very young. The film will now be shared with some of our local schools, most especially because there is very little material available for this age group that covers these issues with such a sensitive yet street wise approach.

Members of the Art group took part in a Big Art Project this year which involved working with new media including ceramics and wire sculpture. Everyone said that they started the 12-week course somewhat daunted and with very little confidence in their own abilities and ended with a new sense of pride and confidence in themselves and their own artistic capabilities.

This was demonstrated by an art exhibition of some really fantastic pieces of work

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Year ended 31 March 2025

This year we have continued to receive monies through the Household Support Fund to better support those local residents facing particular hardship. In total we have distributed some £11,500 primarily through shopping vouchers to people struggling to make ends meet.

(b) Café and associated food matters

The Wait er While café has maintained its 5-star food hygiene rating. It is an incredible achievement and testament to the high standards of hygiene that Liz and her team maintain every day.

As part of this year's annual survey with 222 returns we asked participants about the café - whether it was judged to be good value for money and overwhelmingly it scored 10 out of 10. Respondents all agreed that the Wait er While café offers an excellent menu at very affordable prices and again this is an important component to what we aim to do in helping local residents who are facing hardship.

This support has been accompanied by other elements of our work, including the Bread-and-Butter Thing that each Thursday has offered residents 3 to 4 bags of surplus supermarket food for just £8.50 (actual value is approx. £38). We now have almost 1000 members signed up to the Bullion Hall Bread and Butter Thing.

In addition, our continued membership of Fareshare means that the huge amounts of surplus food received each week that cannot be used by the café is made available to participants of Bullion Hall for a small donation. We also use this food to make small food parcels that have often accompanied those seeking help through the Household Support Fund or simply made small food parcels for participants of groups such as the parent and toddler group.

The value of our food stock at the year-end was £2,162 based on food received from Fareshare as well as our own shopping in local supermarkets. Most of this food will be used by the café including for free meals such as the school holiday activities program or Curry Night, some of the food will be gifted to those who are facing a particularly difficult time, and some will form part of the food available in the foyer or provided direct to groups.

(c) Building and site improvements

This year there was a focus on the fabric of the building. Firstly, to treat woodworm in the floor joists and also to update the broad band infrastructure and connectivity throughout.

However, the biggest task was the replacement of the pitched roof and all the flat roofs so that they are both fit for the next 20 years or so and so that we could install 46 new solar panels with battery energy storage.

The replacement of solar panels was not easy due to the landlord requirements along with our preferred installer going bankrupt very close to the funder's deadline for completion. Ultimately working with Teesdale Renewables the project was completed on time and within budget. Our website maintains a live feed to show how the solar panels are operating and the savings by way of grid electricity and CO₂ emissions.

Funding for the above has mainly been achieved through the UK Shared Prosperity Fund (UKSPF) which has also enabled us to purchase a wide range of new equipment for the kitchen /café including a new water boiler, new bespoke till adapted for use by our service users and our first air fryer.

Visitors and those passing by will have noticed that the front garden to Bullion Hall has evolved to become something of a calming quiet space – we now have two benches in place, the first in memory of Walter Smith and the second installed by the Princes Trust as part of a

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Year ended 31 March 2025

mental health project. Combined they are well used and certainly seem to provide those essential moments of peace and tranquility.

Finally, I want to pay credit to the whole staff team, trustees and volunteers for the way in which we maintain enthusiasm, energy and warmth in Bullion Hall, once again this is reflected in the annual survey where 222 respondents have used words such as Welcoming, Friendly, Fun, Happy, Clean and Affordable to describe their day-to-day experience of our community centre.

The results of the survey are set out in more detail later in this report along with several photos that show the centre in action.

Financial review

Income primarily derives from Grant funding where over 60% is still sourced and it is difficult to see how we can change that balance. The remainder comes from rents and room hire, café sales, Day Care Services Contract with Durham County Council and group contributions.

The Grant funding can be divided into:

(i) Capital monies for equipment, of which this year we have received £54,206.

(ii)

Core funding that pays towards essential overheads such as utility costs, insurance and the salaries of Caretakers, Finance Officer and Chief Officer. Core funding from the National Lottery has continued to contribute to the salary of our Community Development worker as well as underpinning the costs of many of our weekly and occasional activities. (Project funding) Core funding has also been received for a second year from Garfield Weston and Ballinger Trust with no certainty that these funds will be continued beyond March 2026. As funding from the AAP and Locality towards café costs /salaries concludes we have been fortunate to secure new funding from the Wilan Trust. Funding towards the Caretaker Salaries has come from Point North and Awards for All and towards the Team Leader/Health & Safety Officer from the Greggs Foundation. Monies towards the salary costs of the Finance Officer have continued to come from Sir James Knott Trust and Rothley Trust, both of which conclude in this new financial year.

(iii) Project funding for activities

The largest proportion of funding for activities was from the National Lottery Charities Board with match funding from a number of smaller grants including the Primary Care Network, Public Health, Neighbourhood Budget and Cash 4 Clubs.

Small grants from Point North have enabled continuity of the Household Support Fund, Warm and Welcome Spaces and the very popular Curry Night.

Both Sainsburys and Tesco's have provided grants to help with the costs of food and support breakfasts for the parent and toddler group.

Our youth groups are supported by One Youth (a community buildings partnership led by Pelton Youth &Community Centre) along with funding from Karbon Housing Association and a grant for the Junior Youth Club from Youth North East enabled the making of the film Jake and the Knife.

2025 has seen and will see the conclusion of a number of "long term" grants that have played an

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Year ended 31 March 2025

important role in the work that we do at Bullion Hall including funding for the Let's Connect Project. With Know Your Neighbourhood Funding from the Lottery and from Point North coming to a close at 31st March 2025 we have been fortunate to find continuity through the Baily Thomas Trust and the Mayors Fund.

Other key grant monies are also due to end in 2025 that underpin the costs of many of our activities from Ukulele to Spanish, Tea Dance to Seated Exercise. Unlike many other community centres Bullion Hall has always asked participants for a small contribution to the costs because even with grant funding there is a gap between monies received and the total costs of delivering such a diverse variety of activities and if necessary, sustaining them short term to secure new funding. We have our fingers and toes crossed that we will manage to secure the new funding needed to sustain our work into 2026 and beyond.

At any one time we are balancing the start and end of around 15 grants, providing monitoring returns which in some cases such as grants from Durham County Council and Karbon Housing Association are quarterly, managing end of grant reports and new bids to sustain existing activities.

To some extent like many of this year's capital projects such as wood worm treatment – these things go unnoticed and happen so seamlessly that people don't know that they've happened at all.

A member of staff new to charities once asked what was a naïve question to us long serving voluntary sector staff – why when something can be shown to make such a difference does the funding end – I still can't answer his question!

Investment Policy and Reserves

Company Law requires the Executive Committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and its incoming and expended resources. In preparing those financial statements, the Executive Committee seeks to follow best practice and;

- Consistently apply suitable accounting policies and procedures;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on a going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Executive Committee is responsible for maintaining proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Executive Committee is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In accordance with company law, as the company's directors, we certify that:

- So far as we are aware there is no relevant information of which the company's independent examiners are unaware; and
- As the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant independent examination information and to establish that the company's independent examiners are aware of that information.

Clause 59 of the Financial Regulations, which were updated and agreed by the Executive Committee in December 2023, states that:

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Year ended 31 March 2025

"It is the policy of Bullion Community Resource Centre to maintain a general reserve, ideally enough to cover up to six months running costs and winding up costs including statutory redundancy requirements."

The trustees regularly assess and update the liabilities should the charity be forced into closure. In such a situation, as at 31st March 2025:

- (a) **Restricted Monies**, identified as such, would be returned to their original source - in most cases funding from charitable trusts.
- (b) **Unrestricted Monies** would provide Reserves for:
 - (i) Staff redundancy costs estimated at £58,000; and,
 - (ii) A further £16,000 is estimated as being required for the early winding up of contracts.

Accordingly, as at 31st March 2025, the charity has earmarked £74,000 of Unrestricted Monies as the minimum Reserves required to close the charity should that be necessary.

As circumstances change, these figures are subject to review by trustees.

Independent Examination

For the year ended 31st March 2025, the company was entitled to exemption from the requirement to have an audit under the provisions of Section 477 of the Companies Act 2006. Furthermore, there are no members or indeed current funders who have required the company to obtain an audit of the accounts for the year in question. The trustees have elected to have the accounts independently examined believing it to be a more prudent use of resources.

Independent Examiners

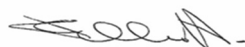
JFS Torbitt were appointed as the charity's independent examiners during the year and express their willingness to continue as such, subject to the approval of members in general meeting.

The report of the directors has been prepared in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities issued in March 2006, and with the special provisions of the Companies Act 2006 relating to small companies.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report and the strategic report were approved on 27th June 2025 and signed on behalf of the board of trustees by:



J Elliott
Chair

Bullion Community Resource Centre

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Independent Examiner's Report to the Trustees of Bullion Community Resource Centre

Year ended 31 March 2025

I report to the trustees on my examination of the financial statements of Bullion Community Resource Centre ('the charity') for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Jane Freeman
FCCA
Independent Examiner
58 Durham Road
Birtley
Co Durham
DH3 2QJ

16/07/2025

Bullion Community Resource Centre

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Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2025

	Note	Unrestricted funds £	2025 Restricted funds £	Total funds £	2024 Total funds £
Incoming Resources					
Grants and Contracts	5	-	324,123	324,123	282,720
Other trading activities	6	199,537	-	199,537	136,725
Investment income	7	6,341	-	6,341	3,321
Total income		<u>205,878</u>	<u>324,123</u>	<u>530,001</u>	<u>422,766</u>
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and contracts and delivering charitable activities	8	101,503	319,571	421,074	341,593
Expenditure on charitable activities	9	1,100	-	1,100	1,110
Total expenditure		<u>102,603</u>	<u>319,571</u>	<u>422,174</u>	<u>342,703</u>
Net income		<u>103,275</u>	<u>4,552</u>	<u>107,827</u>	<u>80,063</u>
Transfers between funds		(1,200)	1,200	-	-
Net movement in funds		<u>102,075</u>	<u>5,752</u>	<u>107,827</u>	<u>80,063</u>
Reconciliation of funds					
Total funds brought forward		147,597	366,509	514,106	434,042
Total funds carried forward		<u>249,672</u>	<u>372,261</u>	<u>621,933</u>	<u>514,106</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

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Statement of Financial Position

31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible fixed assets	13	264,357	240,223
Current assets			
Stocks	14	2,162	1,317
Debtors	15	10,556	11,019
Cash at bank and in hand		348,040	264,671
		<u>360,758</u>	<u>277,007</u>
Creditors: amounts falling due within one year	16	<u>(3,182)</u>	<u>(3,124)</u>
Net current assets		<u>357,576</u>	<u>273,882</u>
Total assets less current liabilities		<u>621,933</u>	<u>514,106</u>
Net assets		<u>621,933</u>	<u>514,106</u>
Funds of the charity			
Restricted funds		372,261	366,509
Unrestricted funds		<u>249,672</u>	<u>147,597</u>
Total charity funds	18	<u>621,933</u>	<u>514,106</u>


For the year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 27th June 2025, and are signed on behalf of the board by:



J Elliott
Chair

Bullion Community Resource Centre

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Notes to the Financial Statements

Year ended 31 March 2025

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Bullion Hall, South Approach, Chester le Street, Co Durham, DH2 2DW.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS102:

- (a) No cash flow statement has been presented for the company.
- (b) Disclosures in respect of financial instruments have not been presented.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Bullion Community Resource Centre

Company Limited by Guarantee Notes to

the Financial Statements *(continued)*

Year ended 31 March 2025

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Bullion Community Resource Centre

Company Limited by Guarantee Notes to

the Financial Statements *(continued)* Year

ended 31 March 2025

3. Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Long leasehold property	- 4% straight line
Fixtures and fittings	- 10% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that are largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

4. Limited by guarantee

Bullion Community Resource Centre is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such an amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

Bullion Community Resource Centre

Company Limited by Guarantee Notes to

the Financial Statements *(continued)* Year

ended 31 March 2025

5. Grants and contracts

	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Capital Grants			
CDCF - Let's Connect & Environmental	-	-	214
Small grants – Neighbourhood Budget	7,097	7,097	2,600
National Lottery Community Fund	32,017	32,017	-
UKSPF Community Infrastructure Fund	15,092	15,092	-
DCC Section 106	-	-	6,894
	<hr/>	<hr/>	<hr/>
	54,206	54,206	9,708
Revenue Grants			
Virgin Money Foundation	-	-	10,000
One Youth	12,907	12,907	1,000
National Lottery Community Fund	48,250	48,250	59,450
DCC Public Health	6,000	6,000	6,000
Sir James Knott	4,000	4,000	4,000
Awards for All	-	-	20,000
CDCF - Organisational Sustainability	-	-	10,000
CDCF – Warm/Welcome Spaces	7,500	7,500	3,000
Rothley Trust	1,000	1,000	1,000
Ballinger Trust	20,000	20,000	20,000
CDCF - Let's Connect & Environmental	-	-	5,286
CDCF - PCN Community Investment Fund	10,000	10,000	10,000
Locality/Guardian Cost of Living Grant Programme	-	-	10,000
Know Your Neighbourhood - Lottery	15,263	15,263	29,737
Know Your Neighbourhood - CDCF	17,770	17,770	14,430
CDCF - Household Support Fund	14,636	14,636	11,500
Garfield Weston Foundation	15,000	15,000	15,000
One Youth – Garfield Weston	2,500	2,500	-
DCC Fun N Food	4,435	4,435	4,600
DCC Youth Work Training	-	-	19,760
UKSPF Community Infrastructure Fund	8,647	8,647	-
UKSPF Community Volunteer Fund	11,530	11,530	-
Groundwork/Tesco Blue Coin	500	500	-
Point North – Northern Gasworks	10,000	10,000	-
Point North – Mayors Fund	9,285	9,285	-
Point North – Banks Group	2,000	2,000	-
Greggs Trust	15,000	15,000	-
Karbon Homes	4,000	4,000	-
Youth x Culture (NE Youth)	2,118	2,118	-
Community Foundation North East	10,000	10,000	-
Baily Thomas	5,000	5,000	-
Cash4Clubs	2,000	2,000	-
Sainsburys/Neighbourly	500	500	-
Wellbeing Through Nature and Creativity - Big Art	2,500	2,500	-
AAP	-	-	15,000
Small grants – Neighbourhood Budget	7,576	7,576	3,249
	<hr/>	<hr/>	<hr/>
	269,917	269,917	273,012
	<hr/>	<hr/>	<hr/>
	324,123	324,123	282,720
	<hr/>	<hr/>	<hr/>

Bullion Community Resource Centre

Company Limited by Guarantee Notes to

the Financial Statements *(continued)* Year

ended 31 March 2025

The 2024 total of £282,720 relates wholly to Restricted Funds

Key:

DCC – Durham County Council

CDCF – County Durham Community Foundation now known as Point

North AAP – Area Action Partnership

NB – Neighbourhood Budget

UKSPF – UK Shared Prosperity Fund

6. Other trading activities

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Bullion Hall - Room hire	72,208	72,208	58,658	58,658
Cafe income	41,055	41,055	38,573	38,573
Contract - Durham County Council	28,510	28,510	27,122	27,122
Other	57,764	57,764	12,372	12,372
	<u>199,537</u>	<u>199,537</u>	<u>136,725</u>	<u>136,725</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Bank interest receivable	<u>6,341</u>	<u>6,341</u>	<u>3,321</u>	<u>3,321</u>

8. Costs of raising donations and contracts and delivering charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Project payments	-	86,035	86,035
Wages and salaries	37,335	186,866	224,201
Pension costs	9,332	-	9,332
Other employee benefits	6,266	-	6,266
Water	1,373	-	1,373
Light & heat	13,968	-	13,968
Repairs & maintenance	12,079	10,416	22,495
Insurance	2,503	-	2,503
Legal and professional fees	2,935	-	2,935
Telephone/Broadband	2,408	-	2,408
Printing, postage and stationery	1,079	-	1,079
Kitchen expenses	5,441	6,181	11,622
Subscriptions	4,680	-	4,680
Sundries	360	-	360
Cleaning	1,547	-	1,547
Bank charges	197	-	197
Depreciation	-	30,073	30,073
	<u>101,503</u>	<u>319,571</u>	<u>421,074</u>

Bullion Community Resource Centre

Company Limited by Guarantee Notes to

the Financial Statements *(continued)* Year

ended 31 March 2025

8. Costs of raising donations and contracts and delivering charitable activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Project payments	–	48,259	48,259
Wages and salaries	41,891	156,399	198,290
Pension costs	7,621	–	7,621
Other employee benefits	5,929	–	5,929
Water	1,016	–	1,016
Light & heat	10,452	5,000	15,452
Repairs & maintenance	11,891	–	11,891
Insurance	1,383	–	1,383
Legal and professional fees	2,515	–	2,515
Telephone	1,779	–	1,779
Printing, postage and stationery	594	–	594
Depreciation	–	26,911	26,911
Bank charges	202	–	202
Kitchen expenses	10,486	4,624	15,110
Subscriptions	1,350	–	1,350
Cleaning	3,291	–	3,291
	<u>100,400</u>	<u>241,193</u>	<u>341,593</u>

9. Governance

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Support costs	<u>1,100</u>	<u>1,100</u>	<u>1,110</u>	<u>1,110</u>

10. Net income

Net income is stated after charging/(crediting):

	2025 £	2024 £
Depreciation of tangible fixed assets	30,073	26,911
Fees payable for the audit of the financial statements	<u>1,100</u>	<u>1,110</u>

11. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2025 £	2024 £
Wages and salaries	224,201	198,290
Employer contributions to pension plans	9,332	7,621
Other employee benefits	6,266	5,929
	<u>239,799</u>	<u>211,840</u>

Bullion Community Resource Centre

Company Limited by Guarantee Notes to

the Financial Statements *(continued)* Year

ended 31 March 2025

11. Staff costs *(continued)*

The average head count of employees during the year was 13 (2024: 12). The average number of full-time equivalent employees during the year is analysed as follows: 7.8

	2025 No	2024 No
Charitable Activities	13	12

No employee received employee benefits of more than £60,000 during the year (2024: Nil).

12. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

13. Tangible fixed assets

	Long leasehold property £	Fixtures and fittings £	Total £
Cost			
At 1 April 2024	581,329	86,797	668,126
Additions	32,018	22,189	54,207
At 31 March 2025	613,347	108,986	722,333
Depreciation			
At 1 April 2024	370,648	57,255	427,903
Charge for the year	24,534	5,539	30,073
At 31 March 2025	395,182	62,794	457,976
Carrying amount			
At 31 March 2025	218,165	46,192	264,357
At 31 March 2024	210,681	29,542	240,223

14. Stocks

	2025 £	2024 £
Raw materials and consumables	2,162	1,317

15. Debtors

	2025 £	2024 £
Trade debtors	9,562	8,654
Prepayments and accrued income	994	2,365
	10,556	11,019

Bullion Community Resource Centre

Company Limited by Guarantee Notes to

the Financial Statements *(continued)* Year

ended 31 March 2025

16. Creditors: amounts falling due within one year

	2025	2024
	£	£
Accruals and deferred income	1,100	1,095
Other creditors	2,082	2,029
	<u>3,182</u>	<u>3,124</u>

17. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £9,332 (2024: £7,621).

18. Analysis of charitable funds

Unrestricted funds

	At 1 April 2024 £	Income £	Expenditure £	Transfers	At 31 March 2025 £
General funds	<u>147,597</u>	<u>205,878</u>	<u>(102,603)</u>	<u>(1,200)</u>	<u>249,672</u>

	At 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
General funds	<u>110,091</u>	<u>140,046</u>	<u>(101,510)</u>	<u>(1,030)</u>	<u>147,597</u>

Key:

DCC – Durham County Council

CDCF – County Durham Community Foundation

AAP – Area Action Partnership

OPSIF – Older Peoples Social Isolation Fund

NB – Neighbourhood Budget

Bullion Community Resource Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

18. Analysis of charitable funds *(continued)*

Restricted funds	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
Renovation Amortisation	240,223	-	(30,073)	54,207	264,356
Virgin Money Foundation	7,500	-	(7,500)	-	-
One Youth	2,365	12,907	(10,359)	-	4,913
Sir James Knott	2,000	4,000	(4,000)	-	2,000
Awards for All	20,000	-	(10,000)	-	10,000
CDCF - Organisational Sustainability	6,667	-	(6,667)	-	-
Rothley Trust	1,000	1,000	(1,000)	-	1,000
Ballinger Trust	20,000	20,000	(20,000)	-	20,000
CDCF - Lets Connect & Environmental	2,431	-	(2,431)	-	-
CDCF - PCN Community Investment Fund	-	10,000	(9,030)	-	970
National Lottery Community Fund	6,070	48,250	(49,152)	-	5,168
National Lottery Community Fund	-	32,017	-	(32,017)	-
Locality/Guardian Cost of Living Grant Programme	5,833	-	(5,000)	-	833
CDCF - Household Support Fund	-	14,636	(14,636)	-	-
Know Your Neighbourhood (Lottery)	14,479	15,263	(29,742)	-	-
Know Your Neighbourhood (CDCF)	57	17,770	(17,827)	-	-
Garfield Weston Foundation	15,000	15,000	(15,000)	-	15,000
One Youth - Garfield Weston	-	2,500	(2,500)	-	-
DCC - Fun N Food	-	4,435	(4,435)	-	-
DCC - Youth Work Training	7,884	-	(9,084)	1,200	-
AAP	15,000	-	(15,000)	-	-
CDCF - Warm/Welcome Spaces	-	7,500	(5,500)	-	2,000
DCC Christmas Meals	-	1,500	(1,500)	-	-
UKSPF Community Infrastructure Fund	-	23,739	(8,647)	(15,092)	-
UKSPF Community Volunteer Fund	-	11,530	(7,453)	-	4,077
DCC Public Health	-	6,000	(6,000)	-	-
DCC Neighbourhood	-	10,573	(3,476)	(7,097)	-
Groundwork/Tesco Blue Coin	-	500	(246)	-	254
Point North - Northern Gasworks	-	10,000	-	-	10,000
Point North - Mayors Fund	-	9,285	-	-	9,285
Point North - Banks Group	-	2,000	-	-	2,000
NB Men Shed	-	500	(500)	-	-
Greggs Foundation	-	15,000	(12,500)	-	2,500
Karbon Homes	-	4,000	(4,000)	-	-
Youth x Culture (NE Youth)	-	2,118	(2,013)	-	105
Tyne & Wear Community Foundation	-	10,000	-	-	10,000
Baily Thomas	-	5,000	-	-	5,000
Cash4Clubs	-	2,000	(480)	-	1,520
NB Everything in Place	-	2,100	(1,320)	-	780
Sainsburys Neighbourly	-	500	-	-	500
Wellbeing Through Nature and Creativity - Big Art	-	2,500	(2,500)	-	-
	<u>366,509</u>	<u>324,123</u>	<u>(319,571)</u>	<u>1,200</u>	<u>372,261</u>

Bullion Community Resource Centre

Company Limited by Guarantee Notes to

the Financial Statements *(continued)* Year

ended 31 March 2025

18. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2023 £	Income £	Expenditure £	Transfers £ £	At 31 March 2024
Renovation Amortisation	257,426	-	(26,911)	9,708	240,223
Tudor Trust	52	-	(52)	-	-
Greggs Trust	4,167	-	(4,167)	-	-
Virgin Money Foundation	19,167	10,000	(21,667)	-	7,500
One Youth	2,655	1,000	(1,290)	-	2,365
DCC Cree Plus	310	-	(310)	-	-
Sir James Knott	2,333	4,000	(4,333)	-	2,000
OPSIF	3,330	-	(3,490)	160	-
CDCF Community Safety	5,345	-	(5,345)	-	-
Awards for All	5,000	20,000	(5,000)	-	20,000
CDCF - Poverty Hurts	9,167	-	(9,167)	-	-
CDCF - Organisational					
Sustainability	8,333	10,000	(11,666)	-	6,667
Rothley Trust	667	1,000	(667)	-	1,000
OPSIF2	6,000	-	(6,000)	-	-
Ballinger Trust	-	20,000	-	-	20,000
DCC Section 106	-	6,894	-	(6,894)	-
CDCF - Lets Connect &					
Environmental	-	5,500	(2,855)	(214)	2,431
CDCF - Welcome Spaces	-	3,000	(3,000)	-	-
CDCF - PCN Community					
Investment Fund	-	10,000	(10,870)	870	-
CDCF- Household Support	-	11,500	(11,500)	-	-
National Lottery Community Fund	-	59,450	(53,380)	-	6,070
Locality/Guardian Cost of Living					
Grant Programme	-	10,000	(4,167)	-	5,833
Know Your Neighbourhood Lottery	-	29,737	(15,258)	-	14,479
Know Your Neighbourhood (CDCF)	-	14,430	(14,373)	-	57
Garfield Weston Foundation	-	15,000	-	-	15,000
DCC - Fun N Food	-	4,600	(4,600)	-	-
DCC - Youth Work Training	-	19,760	(11,876)	-	7,884
DCC Cree	-	6,000	(6,000)	-	-
AAP	-	15,000	-	-	15,000
Small Grants - Neighbourhood					
Budget	-	5,849	(3,249)	(2,600)	-
	<u>323,952</u>	<u>282,720</u>	<u>(241,193)</u>	<u>1,030</u>	<u>366,509</u>

Bullion Community Resource Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

20. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Tangible fixed assets	-	264,357	264,357
Current assets	252,854	107,904	360,758
Creditors less than 1 year	(3,182)	-	(3,182)
Net assets	<u>249,672</u>	<u>372,261</u>	<u>621,933</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	-	240,223	240,223
Current assets	159,677	127,330	287,007
Creditors less than 1 year	(3,124)	-	(3,124)
Net assets	<u>156,553</u>	<u>367,553</u>	<u>524,106</u>

Annual Survey 2025

Introduction

Printed copies of the Annual Survey were circulated to all the regular groups and activities at Bullion Hall during February and March. The survey listed 50 activities that took place at Bullion Hall during the previous 12 months. Many of these activities are run weekly with a regular group of participants for whom the activity is an important event during their week. Others such as training courses and school holiday activities are time limited and more likely to attract one-off or occasional users.

It is worth noting that the list of activities in the survey doesn't capture the total number of events, services and activities that were available at Bullion Hall during 2024. Some of these activities are annual, such as the Christmas Craft Fair, others, including children's discos and school holiday activities are organised more often but only at certain times of the year.

Other one-off or occasional activities and services, for example one-to-one counselling sessions, events and team meetings booked by external organisations or privately booked children's birthday parties were not included in the survey.

By the end of March, we had received 222 survey returns, which were uploaded onto an online survey platform (Smart Survey) to aid assessment of the results.

I was pleasantly amazed at the skill of the tutors for art and sewing. Plus, the low cost for their services.

The holiday activities are a great way to spend time with my little one doing fun things such as art and exercise. Everyone is friendly. Great venue. A credit to Chester-le-Street. We are very lucky to have Bullion Hall.

What do people do at Bullion Hall

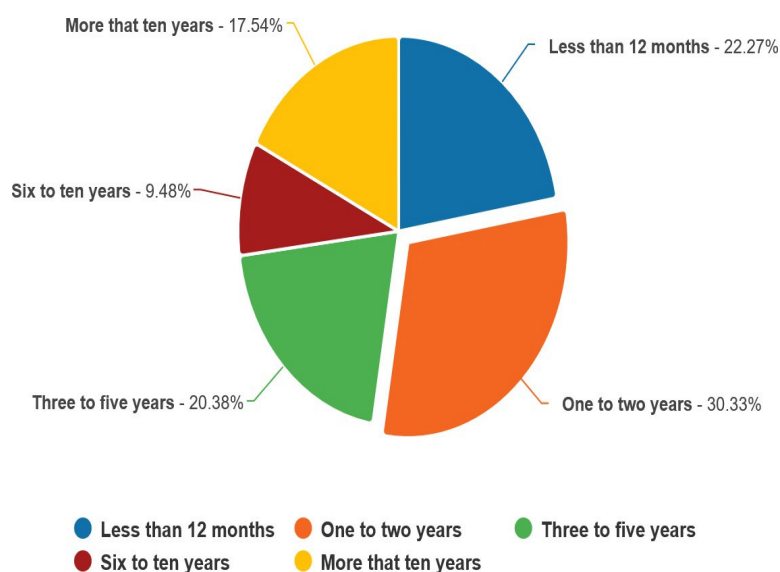
Bullion Hall has approximately 42 regular activities each week. These are a mixture of activities that are organised and supported by Bullion Hall with funding to underpin costs sourced from a variety of charitable trusts.

Other activities are room hires by freelance tutors to deliver their own sessions, many of which are a long-standing feature in the Bullion Hall's weekly calendar. The largest number of surveys returned was from the Bread-and-ButterThing that every week makes available surplus food worth approximately £40 for just £8.50.

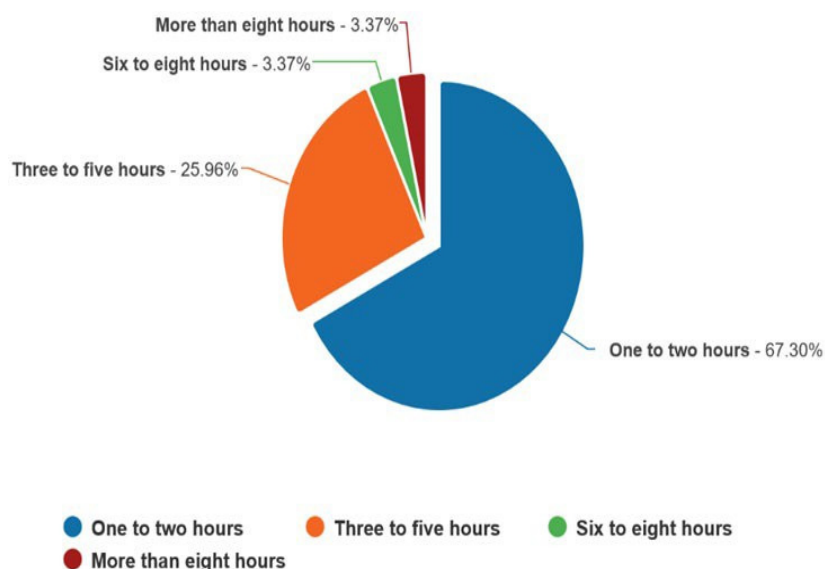
Percentage of Survey Returns from Activities at Bullion Hall			
Art Group	7%	Line Dancing	2%
Bread and Butter Thing	10%	Men's Cree	2%
Bread and Butter Drop-in	4%	Men's Shed	5%
British Sign Language	3%	Other	11%
Camera Club	7%	Pilates	3%
Carers Drop In	5%	School Holiday Activities	7%
Ceramics and Sculpture	2%	Seated Exercise & Light Lunch	9%
Cestria Stitchers	5%	Keep Fit, Keep Kurling	4%
Cookery Class	3%	Senior Bowls	2%
Drama Group	7%	Senior Curling	2%
Film Club	5%	Sewing Club	4%
Curry Night	4%	Spanish Class	4%
Friday Art and Crafts	7%	Tai Chi	4%
Guitar Class	3%	Tea Dance	4%
Hatha Yoga	3%	Toddlers Group	6%
Horological Society	4%	Training Courses	4%
Kurling	3%	Ukulele Group	3%
Ladies Together	6%	Volunteer	4%
Let's Connect	9%	Zumba	2%
Let's Dance	7%		

How long have you been coming to Bullion Hall

The survey finds a fall, from 30% in 2024's survey to 22% this year, in the number of people who have been coming to Bullion Hall for less than 12 months. Morning activities have the highest number of new users overall. The percentage that has been coming for 1 to 2 years is 30%, the same as last year while those coming 3 to 5 years has doubled to 20%.



Thank you so much for providing a brilliant range of sociable groups.



On average, how much time do you spend at Bullion Hall (including the café) For most people, the average time they spend at Bullion Hall is two hours per week, an increase of 5% on last year's survey. Retired people make up the largest proportion (61%) of those attending 1 to 2 hours. There is a significant representation by Let's Connect participants among those who spend 8 hours or more at Bullion Hall.

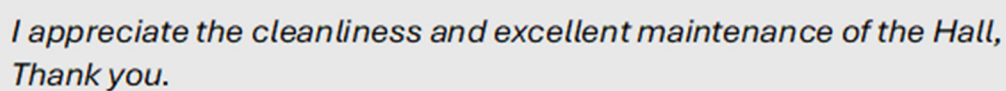
Please describe the benefits from taking part in activities at Bullion Hall.

The benefits that people receive from taking part in Bullion Hall activities continue to be centered around Having Fun, Making New Friends and Getting Out of the House. A substantial 40% benefit from accessing affordable activities with more people seeking 'more affordable meals' when compared with last year's survey.

Describe the Benefits of Taking Part in Activities	
Have Fun	68%
Learn New Skills	48%
Feel Fitter and Healthier	42%
Make New Friends	72%
Feel Happier	56%
Feel Part of the Community	38%
Affordable Meals	24%
Gets Me Out of the House	57%
Affordable Activities	40%
Children' s Activities	5%
Low Cost or Free Food	16%
Free Items in the Foyer	11%
Cost of Living Support	7%

*All of the staff are brilliant and friendly. Always made to feel welcome.
Excellent, affordable groups.*

Once again, the survey asked people to describe Bullion Hall in three words



How would you feel if your activities were no longer available?

The survey asked how people would react to activities ending and what difference that would make? Many respondents gave one-word answers, most frequent being sad, disappointed, devastated, and upset. Others highlighted the impact on their health.

- I would be unhappy and struggle with mental health. Groups are like my medicine.
- I would have nowhere to go to mix with people.
- Sad, bored, lost. I would miss my friends and would be bored without somewhere to be.
- It would affect my social life and routine.
- My mental health would deteriorate without the art class.
- Not happy, it effects my mental health, and I would be more depressed and not go out.
- I would be angry because it would make my mental health bad.

For some the likelihood is that communities would be affected.

- Highly disappointed. No access to the community.
- This would be such a disadvantage to the caring community.
- We need places like Bullion Hall as the councils have closed everything else down

I will be upset if the Let's Connect Group stops.

Apart from Bullion Hall have you used any other community venues

56% of respondents do not attend any other community venues, which is 3% lower than last year's survey. The most visited other venue is the Parish Centre. Others include Refuse Café and Pelton Community Centre. The availability of low cost or free food and meals is the reason for 62% of respondents visiting other venues.

I have enjoyed making new friends and thank all the staff and volunteers for making me feel so welcome. I really didn't know what a fantastic community service was available and hope to come along for many more years. Bullion Hall is the heart of the community and a much-needed service. Thank you.

The Wait 'er While Café

The survey included a set of questions specifically about the Wait 'er While Café asking people to rate their experience of the café from 0 to 10 (where 0 is poor, 10 excellent) on quality of meals, customer service and value for money.

The café scored highly across all three categories, scoring above 90% for value for money and customer service. Among those who rated the café a 10 across each category, 38% attended other community venues, including the Parish Centre and Refuse Cafe.

Quality of Meals and Snacks	90%
Prices & Value for Money	95%
Customer Service	92%

Comments about the café or the meals served included:

- Very friendly staff.
- Staff are wonderful. Very supportive and happy to help.
- Frozen meals are helping to support my son who lives alone with nutritious healthy low-cost meals.
- Great prices.

I feel very lucky to have this service/centre in my area/on my doorstep. I am also impressed with the cleanliness of the kitchen and quality of the cooked food. I buy the freshly frozen food for my son weekly. This is helping him to maintain a healthy intake of food as he is recently out of intensive care as he has poor health and is on disability benefits, so the price is brilliant.

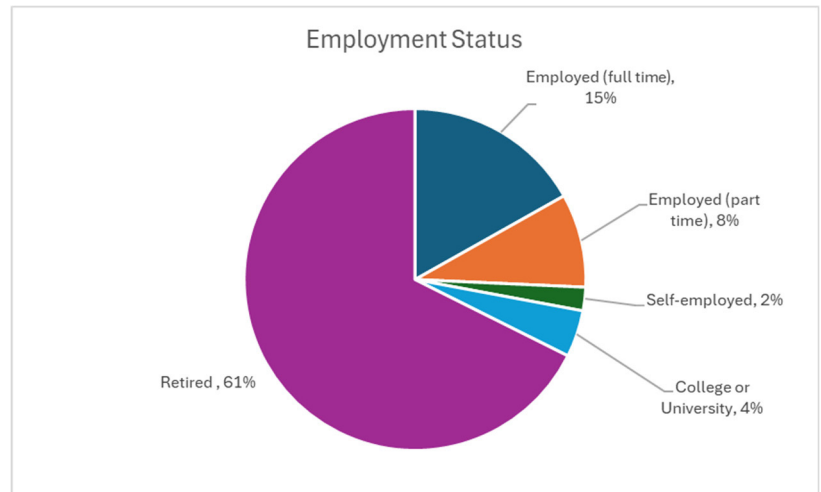
- The occasional special buffets put on for our group are really affordable and excellent quality.
- Fantastic service and provides learning opportunities

Demographics of respondents

Gender	
Women	70%
Men	30%

Age			
75 and over	32%	25 to 34	10%
65 to 74	20%	19 to 24	2%
55 to 64	19%	12 to 18	2%
45 to 54	8%	11 and under	1%
35 to 44	9%		

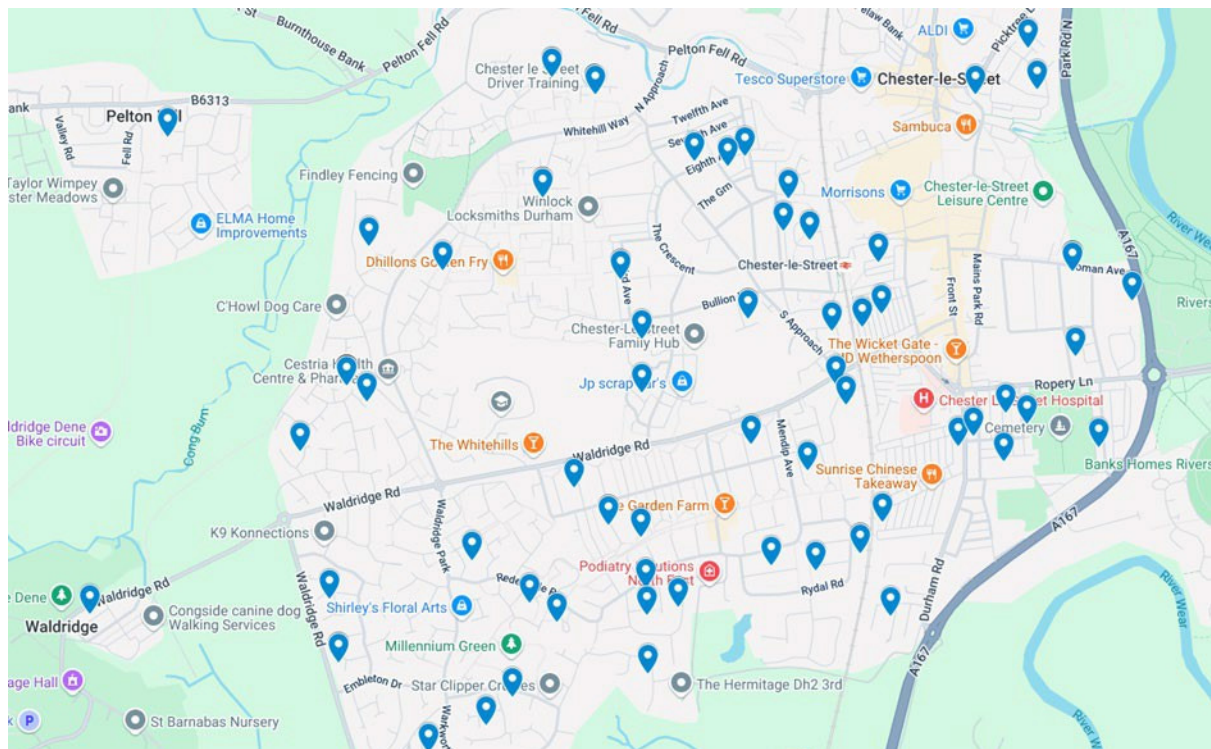
Employment Status



Who else is in your household?

Asked about who else is in their household, 30% said they live alone, of which 9% are retired and 67% are working aged households with 2 children.

Geographical reach



Keep the good work up!



The Rothley Trust



SIR JAMES KNOTT TRUST



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