



John Travis (chair)



Chair's Report

This report records the progress made since last year across all aspects of the Hub business. The Hub has sustained a good position, against a challenging backdrop of rising costs and the emerging cost of living crisis.

The Scope

This covers the financial position as of 30th September 2024, alongside a general review and assessment of Hub operational highlights up to this date.

Our Board of Directors

The board welcomed two additional new directors - Sarah Alderton and Jackie Fox who bring extensive skills, further enhancing the experience and professionalism of the group. The directors continue to be supported by a number of other specialist individuals that help to deliver The Hub's positive business outcomes. Thank you to all of those offering this crucial support!



Linsey Craike



Jose Hales



Jonathan Berks



Jeannie Seers



Sarah Alderton



Steve Kilmurray



Jackie Fox



Our Staff...

form a strong and friendly team, responding professionally to the challenges faced by regular demand peaks in our popular cafe. Some recruitment of additional staff has been necessary to keep pace with kitchen duties and cafe service demand. The appointment of Gemma Dowling as Hub Manager this year, has had a positive impact on the day to day practical management of the overall Hub operation.

Our Community Library....

is a key service within The Hub's portfolio. In addition to providing access to an extensive book stock that is regularly refreshed, the library volunteers organise free meet the author events so the public can meet and learn more about the work of published authors. The service supported by a large team of volunteers including Mandy who runs the weekly 'story time' for the under 5s.

Room Hire...

remains stable but there is further capacity available to maximise, which is being worked on. The dedicated medical space created on the ground floor as part of '**Health at The Hub**' initiative, continues to generate regular income from the NHS block booking that remains in place. Weekly outreach services also contribute to room hire income.

Events...

'Turn on to Christmas' 2023 in partnership with Melbourn Fete, saw another fantastic community turnout to enjoy music, mulled wine and mince pies, plus children's activities, culminating in the switch on the Christmas tree lights. Other events and activities through the year included The Hub providing catering at Melbourn Fete in the summer, our annual Christmas Craft Fair and various pop up shops. Our popular art exhibitions continue to be booked up at for at least a year ahead! A projector and large screen was also added into the Atrium for use at public event presentations from visiting authors and health professionals etc.

Volunteers....

are a crucial element of our Hub business model. The Hub was proud to be nominated for the **BBC 'Make a Difference Awards'** for its contribution to volunteering and made it to the final four! Volunteering at The Hub provides opportunities for people of a variety of ages and abilities in the library, cafe and at The Hub front desk. A vital role is performed by Linda Samson who provides essential Hub administration support, handling communications into and out of The Hub and room bookings. We continued to welcome several young people for work experience placements or for their Duke of Edinburgh awards. Whilst we have a significant number of volunteers, the recruitment of people volunteering for the cafe remains a little more challenging.

Marketing & Promotion...

continues to receive attention with the latest 'What's on' information about events and services published on our regularly refreshed website and on social media. Social media is also used to promote cafe food, special offers, events and room hire. We provide articles for and advertise Hub events in three local magazines, plus distribute occasional leaflets across the village.

Future Outlook...

is optimistic. Management processes and practices are further strengthened, with the help of the additional skills recently injected into the management team, plus the appointment of a dedicated Hub manager. Our annual customer satisfaction survey ensures that we are listening to our customers who have pleasingly rated us highly again this year! Improvement opportunities to cafe services are ongoing, to grow further trade and help counter the financial challenges that exist in the current climate. The management team is also working to secure the financial future of the established and successful 'Health at The Hub' partnership with Meridian Primary Care Network. This will benefit The Hub and the community it serves.

John Travis

Health at The Hub (HATH)



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HATH Mission:

We strive to partner the NHS and other healthcare providers by offering top-tier community-based capacity. Our goal is to create a welcoming patient-centric environment that enhances accessibility, significantly improving health outcomes through a proactive focus on preventative measures in a neighbourhood setting:

”



HATH, the collaboration between Melbourn Hub and Meridian Primary Care Network (PCN), continues to support residents with chronic health conditions, mental health, and other wider determinants of health such as finances and employment. It provides local, community-based outreach to improve access to services such as employment support clinics, Citizens Advice, vaccination clinics, menopause cafes, health promotion, health checks, talking therapies and more. The initiative brings care closer to the community, improving accessibility to a growing range of health promoting services.

The Hub's dedicated treatment room has continued to host patients benefiting from GP surgery nursing clinics, offering services including phlebotomy, smear tests & suture removals etc. Diabetes checks, physiotherapy, mental health and Alzheimer's clinics are also a regular feature. The increasingly popular GP led menopause clinic has proved a vital support for so many local women.

The Hub proves popular generally with patients who comment on the relaxed setting and of course the availability of coffee and cake! Interestingly the patient 'did not attend' rate for Melbourn surgery booked appointments scheduled at The Hub, has been significantly lower than for those appointments scheduled at the GP surgery reinforcing the positive feedback received from patients.

HATH Future

To evaluate and quantify the current impact and outcomes of Health at the Hub, a steering group was formed involving The Hub, PCN, South Cambs District Council and the Integrated Neighbourhood Project team, to inform its strategic planning and build the case for further investment. The group has enlisted the support of Rose Regeneration, an economic development business, who will analyse the outcomes of HATH, to evidence its social value using a nationally recognised evaluation system, to help support future funding.



Health & Wellbeing Partnerships



The Hub has formed key partnerships with other health and wellbeing services that benefit the community.

We continue to collaborate with and host the NHS vaccinators on tour, delivering seasonal Covid 19 vaccination 'walk in' clinics, resulting in several thousands of people receiving a Covid jab to date.



Partnering with Nuffield Health, The Hub has hosted well attended evening events, offered free to the community, to provide advice and information from specialists about knee and hip replacements and breast health awareness.

Other partnerships have included 'Healthy You' offering health checks and Mind CPSL supporting mental health



Local councils such as Melbourn Parish Council (who own the building) and South Cambs District Council are very much partners in helping to support the Hub's future.



Melbourn Hub's relationships go from strength to strength with advice and counselling services such as Citizen's Advice, Relate and Rape Crisis who recognise the benefits of the Hub's accessible and safe setting.



Community Support For Dementia



The Hub maintains close links with local services such as Community Support for Dementia, the Mobile Warden Scheme, Community Transport, Timebank, organisers of the wellbeing walks and Foodbank to help direct people where these may be of help.

**MELBOURN COMMUNITY HUB
MANAGEMENT GROUP**

Directors' Report and Unaudited Accounts

Year Ended

30 September 2024

Company Number 08320569

Melbourn Community Hub Management Group

Accounts for the year ended 30 September 2024

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Melbourn Community Hub Management Group

General Information

Directors

John Travis (Chairman)
Stephen Kilmurray
Jonathan Berks
Linsey Craike
Graham Hales
Jean Seers
Sarah Alderton
Jacqueline George

Registered office

30 High Street
Melbourn
Royston
Hertfordshire
SG8 6DZ

Company number

08320569

Melbourn Community Hub Management Group

Report of the Directors

The directors present their report and unaudited accounts for the year ended 30 September 2024.

Directors

The following directors have held office since 1 October 2022:

| | |
|------------------------|----------------------|
| John Travis (Chairman) | (Appointed 22.02.17) |
| Stephen Kilmurray | (Appointed 22.02.17) |
| Graham Hales | (Appointed 22.02.17) |
| Jean Seers | (Appointed 16.05.17) |
| Jonathan Berks | (Appointed 13.06.18) |
| Linsey Craike | (Appointed 29.09.22) |
| Sarah Alderton | (Appointed 06.06.24) |
| Jacqueline George | (Appointed 26.09.24) |

STATEMENT OF DIRECTORS' RESPONSIBILITIES

The directors are responsible for preparing the Directors' report and the accounts in accordance with applicable law and regulations.

Company law requires the directors to prepare accounts for each financial year.

Under that law the directors have elected to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the accounts unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these accounts, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the board on 6th March 2025, and has been prepared in accordance with the small companies regime of the Companies Act 2006.

By order of the board

John Travis (Director)

Melbourn Community Hub Management Group

Profit and Loss for the year ended 30 September 2024

| | Note | 2024 £ | 2023 £ |
|---|------|----------------|---------------|
| Turnover | | 284,109 | 254,920 |
| Other income | | | - |
| Donations | | 2,734 | - |
| Bank interest | | 1,206 | 620 |
| | | <hr/> | <hr/> |
| Total Income | | 288,049 | 255,540 |
| Cost of sales | | (232,599) | (194,654) |
| | | <hr/> | <hr/> |
| Gross profit | | 55,450 | 60,886 |
| Administrative expenses | | (57,094) | (42,344) |
| Depreciation | | (3,160) | (3,949) |
| | | <hr/> | <hr/> |
| Profit/(loss) on ordinary activities before taxation | | (4,804) | 14,493 |
| Taxation on profit on ordinary activities | | - | - |
| | | <hr/> | <hr/> |
| Profit/(loss) for the financial year | | <u>(4,804)</u> | <u>14,593</u> |

The notes on pages 6 to 9 form part of these financial statements.

Melbourn Community Hub Management Group

Registered in England Company No: 08320569
Balance Sheet at 30 September 2024

| | Note | 2024 £ | 2024 £ | 2023 £ | 2023 £ |
|---|------|---------------|----------------|---------------|----------------|
| Fixed assets | | | | | |
| Tangible assets | 3 | | 38,910 | | 42,070 |
| Current assets | | | | | |
| Stock | | 900 | | 900 | |
| Debtors | 4 | 3,950 | | 4,623 | |
| Cash at bank and in hand | | 79,403 | | 77,834 | |
| | | <u>84,253</u> | | <u>83,357</u> | |
| Creditors: amounts falling due within one year | 5 | (21,996) | | (21,511) | |
| Net current assets | | | <u>62,257</u> | | <u>61,846</u> |
| Net assets | | | <u>101,167</u> | | <u>103,916</u> |
| Capital and reserves | | | | | |
| Restricted and unrestricted grants | | | 230,375 | | 230,375 |
| Other reserves | | | 3,779 | | 1,724 |
| Profit and loss account | | | (132,987) | | (128,183) |
| Members' Funds | | | <u>101,167</u> | | <u>103,916</u> |

For the year ending 30 September 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102 Section 1A – small entities.

Directors' responsibilities:

- the members have not required the company to obtain an audit of its accounts for the year 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 accounts
- these accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

The financial statements were approved by the board of directors on 6th March 2025 and were signed on its behalf by:-

John Travis - Director

Company registration number: 08320569

Melbourn Community Hub Management Group

Notes forming part of the financial statements for the year ended 30 September 2024

1 Accounting policies

These financial statements for the year ended 30 September 2024 comply with FRS 102 Section 1A small entities. The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year.

The accounts have been prepared under the historical cost accounting rules, modified to include the revaluation of certain assets.

Turnover

Turnover represents the amounts (excluding value added tax) derived from the provision of goods and services to customers during the year.

Pension costs

The company operates a defined contribution pension scheme. Contributions are charged to the profit and loss account for the year in which they are payable to the scheme. Differences between contributions payable and contributions actually paid in the year are shown as either accruals or prepayments at the year end.

Tangible Fixed Assets

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

| | |
|--------------------------------|-----------------------|
| Computer equipment | 33.3% on cost |
| Fixtures, fittings & equipment | 25% on reducing basis |

Stock

Stock is valued at the lower of cost and net realisable value.

2 Operating profit

| | 2024 £ | 2023 £ |
|---------------------------------------|-----------|-----------|
| This is arrived at after charging: | | |
| Depreciation of tangible fixed assets | 3,160 | 3,949 |

Melbourn Community Hub Management Group

Notes forming part of the financial statements
for the year ended 30 September 2024 (continued)

3 Tangible fixed assets

Property fixtures and equipment

£

Cost or valuation

At 1 October 2023

65,665

Additions

-

At 30 September 2024

65,665

Depreciation

At 1 October 2023

23,595

Provision for year

3,160

At 30 September 2024

26,755

Net book value

At 30 September 2024

38,910

At 30 September 2023

40,636

4 Debtors

2024

£

2023

£

Trade debtors

2,986

4,071

Prepayments and accrued income

964

552

3,950

4,623

Melbourn Community Hub Management Group

Notes forming part of the financial statements
for the year ended 30 September 2024 (continued)

5 Creditors: amounts falling due within one year

| | 2024 £ | 2023 £ |
|------------------------------|-----------|-----------|
| Trade creditors | 5,762 | 5,956 |
| Taxation and social security | 11,775 | 9,760 |
| Other creditors | 709 | 150 |
| Accruals and deferred income | 3,750 | 5,645 |
| | <hr/> | <hr/> |
| | 21,996 | 21,511 |
| | <hr/> | <hr/> |

6 Additional information

The company is a private company, limited by guarantee and registered in England

Its registered number is: 08320569

Its registered office is:

30 High Street
Melbourn
Royston
Hertfordshire
SG8 6DZ

Melbourn Community Hub Management Group

Notes forming part of the financial statements
for the year ended 30 September 2024 (continued)

Trading Profit and Loss account For the year ended 30 September 2024

| Income | £ | £ |
|---|---|-----------------------|
| Café sales | | 233,604 |
| Events income | | 2,258 |
| Room rental | Commercial and Community Melbourn Parish Council | 43,497 |
| | | 14,750 |
| Turnover | | <u>284,109</u> |
| Donations | | 2,734 |
| Bank interest | | 1,206 |
| Total income | | <u>288,049</u> |
| Cost of Café Sales | | |
| Supplies | 78,386 | |
| Staff costs | 147,772 | |
| Café equipment | 3,294 | |
| Collection charges | 3,147 | |
| | | <u>(232,599)</u> |
| Gross profit | | <u>55,450</u> |
| Expenses | | |
| <i>Administration</i> | | |
| Hub Manager costs | 10,124 | |
| Advertising and marketing | 994 | |
| Bank charges | 184 | |
| IT costs | 2,708 | |
| Business insurance | 2,493 | |
| Office expenses | 3,771 | |
| Professional fees | 2,912 | |
| <i>Premises</i> | | |
| Light, heat & water | 15,997 | |
| General maintenance and landscaping | 15,043 | |
| Waste disposal | 2,868 | |
| | | <u>(57,094)</u> |
| Trading profit/(loss) for the year | | <u>(1,644)</u> |
| Depreciation | | <u>(3,160)</u> |
| Net profit/(loss) for the year | | <u><u>(4,804)</u></u> |

17 July 2025

Melbourn Community Hub Management Group
30 High Street
Melbourn
Royston
Hertfordshire
SG8 6DZ

Independent Examiner's Report to Melbourn Community Hub Management Group

I report to the trustees on my examination the accounts of the Melbourn Community Hub Management Group for the year ended 30 September 2024

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for the year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

Examine the accounts under section 145 of the Charities Act, to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes a consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In connection with my examination, I can confirm that no matter has come to my attention in connection with the examination

1. Which gives me reasonable cause to believe that in any material respect, the requirements to keep accounting records in accordance with section 130 of the Charities Act;

and

to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met: or
2. To which in my opinion, attention should be drawn in order to enable a proper understanding of the accounts reached

Deborah Martin FMAAT