

**ANNUAL REPORT OF THE HUB@HENLEY COMMUNITY CENTRE CIO**  
**1<sup>st</sup> April 2020 - 31<sup>st</sup> March 2021**  
**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> 2020 to March 31<sup>st</sup> 2021.

**1. CHAIRMAN'S REPORT**

The Hub is entering its 10th year as an independent trust. First as a part of the Henley in Arden War Memorial Trust and then as an independent CIO. Since 2012 it has raised just over £500,000 and spent every penny on supporting its local community. Without the practical and financial support of many residents and businesses in Henley, the Hub would not exist. The Trust extends thanks to everyone who contributed. In a year that the Hub re-invented its operation to respond to the Covid 19 Lockdown it should be noted that the community support that shone through this period would not have been possible without the substantial infrastructure already in place based at the Hub.

Our volunteers and paid staff went beyond anything the Hub has experienced before to ensure that everyone in the parishes of Beaudesert and Henley in Arden, including the surrounding district, who has been identified as in need of support received the help they required. Without our volunteers' 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 a part time Executive Officer, a part time Deputy Executive Officer and a Caretaker/Cleaner who undertake their duties with dedication and efficiency. They share the Trust's 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.

The self-management of our centre is a brave venture by our community, raising their game beyond what can be realistically expected of a relatively small population in order to provide a vital resource of support to local residents. Henley should be very proud of its great success in this endeavour.

**3. 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.

Our weekly provision in the centre for this financial year consisted of:  
 A group and individual help for parents and carers of 0-5s (Hub-a-bubbas)  
 Responding to the needs of young people either using Zoom or where appropriate in sensibly managed face to face contacts  
 1 x social and activity group for the over 65s in smaller bubbles on most days of the week. (Thursday Club)  
 Extensive free IT support to local residents to keep them in touch with their friends and families.

The global pandemic, Covid-19, impacted on the running of activities during this financial year. Set out below are some statistics summarising this exceptionally busy year.

Every aspect of our work was adapted to support our fellow residents in Henley and the surrounding district. As the long drawn out isolation continued we discovered more and more of our neighbours requiring increasing amounts of resources. The phone calls got longer more and more direct help is requested, and often Covid Secure personal visits are the only way to meet the need. The Hub, its volunteers and staff in doing all they can to help have made a fantastic contribution to maintaining the health and welfare of many residents in Henley .

ACTIVITY	PERSONS BENEFITTING	DEVELOPMENT PLAN
1. PHONE SUPPORT SERVICE OVER 1000 PHONE CALLS MADE MOSTLY ONCE EVERY WEEK	70	RECRUIT 2 MORE VOLUNTEERS TO SHARE THE WORK
2. WEEKLY NEWSLETTER 33 EDITIONS	80 SENT OUT EVERY WEEK BY EMAIL EXCEPT 15 PRINTED EDITIONS	KEEP A NEWS ITEM GOING ON THE WEBSITE
3. INTERMITTENT SPECIAL SURPRISE GIFTS	EG: CHOCOLATES, CAKE, PLANTS FOR THE GARDEN, DAFFODILS AND A CARD FOR EASTER	NO PLANS TO CONTINUE THIS
4. THREE ZOOM MEETINGS EACH WEEK PLUS SOME INDIVIDUAL ONES AT OTHER TIMES IN TOUCH WITH 40 PEOPLE	145 FULL SESSIONS COMPLETED	THESE HAVE NOW ENDED ONLY USED FOR IT SUPPORT NOW
5. IT. SUPPORT SOLVING SIMPLE ISSUES, CONTACT WITH ABILITY NET FOR MORE COMPLICATED ONES	40 OVER THE PHONE, 5 BY ZOOM AND THREE HOME VISITS	SERVICE NOT WIDELY KNOWN MORE ADVERTS.

FIRST ATTEMPTS OVER THE PHONE, THEN BY ZOOM AND FACETIME, IF ALL ELSE FAILS THEN COVID SECURE HOME VISITS		
6. ARRANGING COLLECTION OF SHOPPING AND MEDICINES COVID SECURE SYSTEMS IN PLACE WORKING WITH THE PARISH COUNCIL VOLUNTEERS	36 SEPARATE EVENTS	ANTICIPATING THAT NEEDS WILL REMAIN EVEN AFTER LOCKDOWN ENDS NEED BETTER CO-ORDINATION WITH OTHER VOLUNTARY SERVICES

Youth Work provision was maintained with telephone contacts with an open invitation to young people who felt they needed to talk to someone having access to a trained youth leader. In addition there were a number of online internet group calls available to anyone who wished to take part.

During March the Centre provided support for those filling in their census forms on line. Volunteers and staff provided assistance every weekday during the census period.

#### **4. VOLUNTEERS**

The records show that 14 people delivered 700 hours of help to the Hub during the year. Volunteers assisted with the youth work, also the running of our free on line IT training centre, the Senior citizens provision, the after school coffee bar and supporting the work of the parenting project. Thanks are also due to our wonderful sponsoring tradesmen who give their time to maintain the building.

#### **5. FINANCE REPORT**

This report is for the year April 1<sup>st</sup> 2020 to March 31<sup>st</sup> 2021. It is attached to this report. It shows that we were able to put £20000 into reserves towards building improvements. This was in line with the expenditure plan agreed by the Trustees and resulted from savings in the budget as all staff were furloughed during most of the Lockdown.. The annual costs were significantly reduced and the grant income increased during the financial year with a total expenditure of £32,875, resulting in a surplus of £24,700 in the year ending March 31<sup>st</sup> 2021. Much of this income is fund raising for the year 2021-22.

#### **6. RESERVES POLICY**

The Trust maintains a policy of a minimum holding of usable funds of three months anticipated expenditure. In addition they have 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 and it is protected against any emergencies that may arise. It should be noted that this aim was achieved as the fundraising was more successful this year.

#### **7. FUTURE PLANS**

The challenge facing the trust has been exacerbated by the decision of the parish council to remove its one third funding from the precept previously agreed at a public meeting by the whole community, now joining the national government and local authority policy of ceasing to fund all youth work and community support in our village. The challenge now is how to provide the funds to ensure sustainable management guaranteeing that people of all ages are provided with the services they need into the foreseeable future. The Covid 19 situation has encouraged a more creative approach using technology more widely to support residents, particularly those who were going to have had to isolate alone. This has generated a wider view of the support that can be given by the centre that is not restricted to its building.

## **8. 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

## **9. TRUSTEES:**

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

Peter Crathorne, Community Representative (Chairman)

Jan Crathorne, Community Representative (Secretary); Resigned January 2020

John Garner, Community Representative (Treasurer );

Penny Stott, Community Representative; ( Secretary)

Gail Shuttleworth, Community Representative;

John Pudney Community Representative;

Mike Bleby Co-opted

Chris Duffin Community Representative

Derek Hill Centre Users' Representative

Peter Ford Community Representative

Margaret Tomlinson Community Representative

Sally Harfield Community representative

This report was presented to the Annual General Meeting of the Trust on 21st September 2021 and approved for signature by the chairman at a meeting of the trustees held on the same day.

Peter Crathorne (Chairman).

21st September 2021



17 Brook End Drive  
Henley-in-Arden

27<sup>th</sup> August 2021

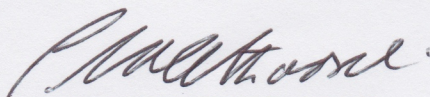
## Accounts for the period ended 31st March 2021

I have reviewed the Profit & Loss account and Balance Sheet at 31 March 2021 and confirmed that they are in accord with the records and explanations received. I have not conducted an audit.



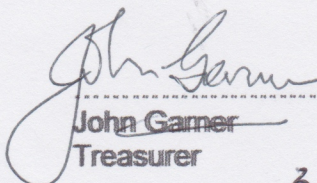
Ian Fox

Signed:



Peter Crathorne  
Chairman

21. 09. 21



John Garner  
Treasurer

21. 09. 21.

# The Hub CIO

## Balance Sheet As of March 31, 2021

	TOTAL
Fixed Asset	
<b>Total Fixed Asset</b>	
Cash at bank and in hand	
ARC holding account	0.00
Barclays Hub	0.00
Barclays Hub CIO	49,336.55
Dell Court holding account	(134.45)
<b>Total Barclays Hub CIO</b>	<b>49,202.10</b>
Cash on hand	360.00
HSBC Hub	0.00
Hub COIF	0.00
HWMT loan account	2,705.23
<b>Total Cash at bank and in hand</b>	<b>£52,267.33</b>
Debtors	
Accounts Receivable	120.00
<b>Total Debtors</b>	<b>£120.00</b>
Current Assets	
Covid loans	260.00
<b>Total Current Assets</b>	<b>£260.00</b>
<b>NET CURRENT ASSETS</b>	<b>£52,647.33</b>
Creditors: amounts falling due within one year	
Trade Creditors	
Accounts Payable	(479.64)
<b>Total Trade Creditors</b>	<b>£ (479.64)</b>
Current Liabilities	
Client Trust Accounts - Liabilities	680.00
Other Payroll Deductions	2,513.72
Payroll Clearing	201.66
Payroll Liabilities	
HMRC	5,214.97
Pension	2,097.00
<b>Total Payroll Liabilities</b>	<b>7,311.97</b>
Tax and National Insurance	(2,097.04)
VAT Liability	0.00
<b>Total Current Liabilities</b>	<b>£8,610.31</b>
<b>Total Creditors: amounts falling due within one year</b>	<b>£8,130.67</b>
<b>NET CURRENT ASSETS (LIABILITIES)</b>	<b>£44,516.66</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	<b>£44,516.66</b>
<b>TOTAL NET ASSETS (LIABILITIES)</b>	<b>£44,516.66</b>
Charity funds	
Share Capital Account	17,551.75
Unrestricted Net Assets	2,238.09
Surplus/(Deficit)	24,726.82
<b>Total Charity funds</b>	<b>£44,516.66</b>



# The Hub CIO

Financial Activities  
April 2020 - March 2021

	TOTAL
Income	
A Income	
Business Sponsorship	6,465.94
Donations	2,075.87
Donations (gift aided)	12,236.10
<b>Total Donations</b>	<b>14,311.97</b>
Gift Aid refund	3,017.83
Grants	16,919.21
Covid support	11,165.00
<b>Total Grants</b>	<b>28,084.21</b>
<b>Total A Income</b>	<b>51,879.95</b>
C Internal activities	
Census project	3,257.00
Coffee Bar sales	115.00
Thursday Seniors income	595.00
Youth Club subs	
Youth Club subs (gift aided)	120.00
<b>Total Youth Club subs</b>	<b>120.00</b>
<b>Total C Internal activities</b>	<b>4,087.00</b>
D External project income	
Xmas Day Lunch receipts	635.00
<b>Total D External project income</b>	<b>635.00</b>
<b>Total Income</b>	<b>£56,601.95</b>
<b>TOTAL</b>	<b>£56,601.95</b>
Expenditures	
P Property	
Computer and Internet Expenses	729.79
Insurance Expense	1,745.54
Licences & permits	157.50
Office Expense	46.80
Post and Stationery	185.90
Printing	30.00
Purchases	59.99
Repairs and Maintenance	3,517.42
Software rental	516.00
Sundries	96.44
Telephone & Broadband	169.79
Utilities	2,522.90
<b>Total P Property</b>	<b>9,778.07</b>
Payroll Expenses	
Furlough recovery	-19,710.43
Pension	2,943.81
Taxes	1,575.85

# The Hub CIO

## Financial Activities

April 2020 - March 2021

	TOTAL
Training	28.00
Wages	32,394.24
<b>Total Payroll Expenses</b>	<b>17,231.47</b>
W Internal Activities	
Census project expenditure	643.80
Coffee Bar expenditure	17.33
Covid support project	2,749.93
HUBBA BUBBAS expenses	17.73
Thursday Seniors expenditure	634.02
Youth Club activities	13.81
<b>Total W Internal Activities</b>	<b>4,076.62</b>
X External Activities	
Dell Court expenditure	134.45
Xmas Day Lunch expenditure	654.52
<b>Total X External Activities</b>	<b>788.97</b>
<b>Total Expenditures</b>	<b>£31,875.13</b>
<b>NET OPERATING INCOME</b>	<b>£24,726.82</b>
<b>NET INCOME/(EXPENDITURE)</b>	<b>£24,726.82</b>



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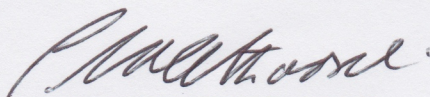
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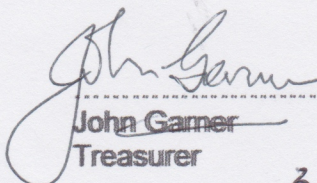
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