



# Trustees' Annual Report for the period

Period start date		Period end date		
<b>From</b>	6th	April	2022	<b>To</b> 5th April 2023

## Section A Reference and administration details

Charity name

CROWLAND COMMUNITY HUB

Other names charity is known by

N/A

Registered charity number (if any)

1163120

Charity's principal address

Hall Street

Crowland

Peterborough

Lincolnshire

PE6 0EW

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Paul Bywater	Chairperson		
2	David Kennerley	Treasurer		
3	Julie Smith	Secretary		
4	Ian Gordon			
5	Peter Richard Sparkes			
6	Tracy Cleaver		30.01.2023 -	
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### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

### Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

### Name of chief executive or names of senior staff members (Optional information)

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## Section B Structure, governance and management

### Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Charitable Incorporated Organisation
How the charity is constituted (eg. trust, association, company)	Association
Trustee selection methods (eg. appointed by, elected by)	Elected by members / appointed by existing Trustees

### Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

The structure of the Charity is:

Trustees: this group consists of the main office holders. Chair, Treasurer Secretary and other Trustees responsible for the overall Management of the Charity.

Management Groups: these consist of Trustees and Members who are responsible for the day-to-day management of the Charity.

Members consisting of the Trustees, Management Groups and Library and Shop volunteers.

There are no paid staff.

The library service element of our use of the building continues to be supported via GLL and the full time GLL Library Development Officer.

## Section C Objectives and activities

### Summary of the objects of the charity set out in its governing document

1. The advancement of education for the benefit of the public in Crowland and the surrounding areas by the provision of library services.

2. To further or benefit the residents of Crowland and the surrounding areas, 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.

Since the formation of the Charity our activities have focused on developing the structures necessary for delivering our business plan including adapting to deal with Covid and post pandemic changes in operation and the needs of the community.

Having regard to the guidance issued by the Charity Commission the following is a summary of the activities undertaken for the public benefit.

- 1) Recruiting people with the skills and experience needed to deliver our business plan via membership of the group.
- 2) Recruiting and training volunteers in the policies and processes necessary to provide a voluntary staffed library service to the standards required by Lincolnshire County council initially and later to the standards required by Greenwich Leisure Services.
- 3) Extending the hours of fully staffed library provision and increasing the numbers of registered library users.
- 4) Negotiating the terms of agreement that would enable the building housing the library to be fully used as a community facility.
- 5) Recruiting and training over 30 volunteers in the running of our fund-raising Charity Shop. Providing opportunities for some of those who are on benefits to fulfil their working time hours.
- 6) Establishing a group of volunteers with a brief to raise funds and promote the purposes of the Charity within the local community.
- 7) Publicising the purposes and activities of the Charity with a view to both establishing community needs and interests and recruiting people to assist in delivering programmes to address these.
- 8) Extending the range of activities provided by the Hub involving the community, particularly young people.
- 9) Providing accommodation and IT facilities for community interest groups.

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

You **may choose** to include further statements, where relevant, about:

- policy on grant making;
- policy programme related investment;
- contribution made by volunteers.

Volunteers have been taken through a process of establishing the skills and experience they bring with them and utilising these in the best way to meet the needs of the Charity.

In conjunction with the Lincolnshire County Council /GLL Library Development Officer all library volunteers have had training in the relevant policies in place that are required to deliver a full and high-quality library service.

Through the establishment of the Charity shop a number of people of people have come forward who do not have an interest in the library service but who do want to be more involved in the community. 30+ people have been inducted in how to run a retail outlet in the context of remote management. This means that each person has to understand and be able to fulfil their responsibilities within a set of policy guidelines.

The above processes have added to the skills pool in the community.

The Charity does not make grants.

The Charity does not invest.

## Section D

## Achievements and performance

### Summary of the main achievements of the charity during the year

Our achievements have been the continuation of the development and expansion of the provision of services set out in our Constitution and business plan.

- 1) Continuing to bring together a group of people with little prior knowledge of each other and forming a cohesive Management Structure to manage delivery of the service.
- 2) Continuing to recruit and train volunteers engaged in the various roles that enable the service to be delivered
- 3) Creation and development of a Local History Archive.
- 4) Following the disruptions through the worst of the COVID pandemic, the Management Groups have blossomed. As well as taking responsibility for the day-to-day organisation of the Library, Hub and shop, they have adopted amended opening hours to maximise the efforts of the volunteers and to extend the community group activities.
- 5) The works to refresh and revitalise the appearance of both the Hub and the shop continued during the year.
- 6) Specific achievement in the year include:

#### **Warm Spaces**

Through January to March, along with many other libraries we set up as a Warm Space on two days a week so people could come and take advantage of our heated building throughout the day. We recruited 3 new volunteers to staff this initiative. It was used but by a very limited amount of people.

#### **Good Mood Cafe**

In September after a lot of preparation we partnered with South Lincs MIND (SLMIND) to establish a 'Good Mood Cafe' for those people who are feeling isolated, lonely, having mental health issues, recently bereaved or who just need to get out and meet people to lift their spirits. The Social Prescriber from the local surgery has also brought along people who have presented at the surgery and who they feel would

## Section D

## Achievements and performance

benefit. We successfully applied for 6 months grant funding for a research period and a facilitator.

The initial sessions were held in a local cafe supported by the cafe owner who is also a Trustee of our Charity. It has proved to be very popular, so much so that a second session was established towards the end of February in our own building. The funding came to an end at the end of March, but the sessions are continuing under our own provision with volunteer facilitators who have had, and will have, ongoing training through SLMIND.

### **Dungeons & Dragons**

One ongoing challenge is how to engage with teenagers in a library setting. Fortunately, one of our library volunteers is a Dragon Master and she has successfully set up a Dungeons and Dragons evening that has proved to be a draw for that age group.

### **First Aid courses**

We have also had a focus on getting people trained in First Aid starting with the very young age group 3 - 6-year-olds, which was very well supported and followed that by a course for 6 – 10-year-olds.

### **Gallery @ The Hub**

We have hosted the Artists of Crowland group for a few years now and this year we have set up Gallery @ The Hub where we have had a continuing display of local artists work on the walls featuring one artist's work for two months at a time and writing a feature about that artist in the local town magazine.

### **Remembrance Event**

We recruited around 85 local people who are knitting and crocheting poppies with the aim of draping our historic Crowland Abbey with a 130ft drape of red poppies for the month of November. They come together once a month to share their makes and patterns and generally get to know others. This is something everyone can get involved with, including those who are housebound. We already have over 2,000 made, just another 2,000 to go.

### **Local History**

In Jan our volunteer who had set up and managed the Local History Display left us. We have been fortunate in that one of our library volunteers who has a keen interest in this area has stepped forward and working with a local historian and author is developing further this area.

## Section E

## Financial review

### **Brief statement of the charity's policy on reserves**

Lincolnshire County Council has confirmed their annual grant will continue for the 2023/2024 period. They have also confirmed that the current peppercorn rent will not be increased.

SHDC have indicated that although the discretionary charity relief on Business Rates continues for 2023/2024, they warn that this is being reviewed and although reserves are being made available to extend the services being offered, a cautious approach is to be maintained.

### **Details of any funds materially in deficit**

N/A

### **Further financial review details (Optional information)**

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

The Charity receives grant monies towards running costs of the building of £5,167 per annum (while funds allow).

The Charity has continued to maintain sustainable streams of income via the charity shop and selling advertising on our crowlandhub.com community website.

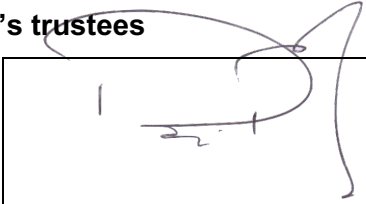
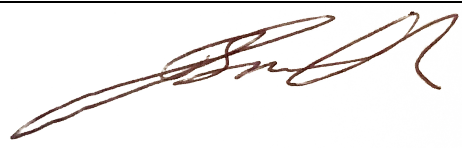
## Section F Other optional information

In a small town of 4k people we feel we continue to make an impact by retaining a valuable community facility in terms of the library but also in the extension of that by saving a building that has huge potential as a community facility and by continuing to develop that potential.

## Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Paul Bywater	Julie Smith
Position (eg Secretary, Chair, etc)	Chairperson	
Date	28/05/2023	

# CROWLAND COMMUNITY HUB

## REPORT ON ACCOUNTS 2022-2023

Both the Hub and Togs 'n Cloggs have shown improved income in all areas. Venue hire income has more than doubled, which along with higher expenditure on Activities (Events/Public Services) indicates a marked increase in Hub use.

Excess Income over expenditure is down significantly, which with the energy price increase was to be expected.

Togs 'n Cloggs energy costs were subject to Government assistance but still cost just over £900 more than the previous year.

Owing to The Hub having a fixed price contract in place, it was not subject to assistance, but in the overall context remained affordable.

Hub energy	2021-22	2022-23	% increase
	£2,071.50	£4,391.07 + £2,319.57	112%

In addition both venues increased self financed\* expenditure on Capital and Maintenance work.

The Hub had new signage, foyer and window murals.

Togs 'n Cloggs was recarpeted and redecorated throughout, which is reflected in the increase in T'nC's costs.

*\* Previous Capital works were subject to a grant from LCC.*

2021-22	2022-23
£26.27	£3,531.60 The Hub
	£2,907.31 Togs 'n Cloggs

T'nC increased maintenance and energy expenditure accounts for all of its increased costs versus the previous year.

As mentioned above Activities (Events/Public Services) spending increased by 5.5 times over the previous year, a welcomed trend.

The issue of the payment for Gas supply remains unresolved despite repeated contact with LCC. Fortunately our strong reserves gives us resilience in the event of a back-dated charge.

Indications are that the LCC annual grant (£5 167.00) will continue.

CROWLAND COMMUNITY HUB  
PROFIT AND LOSS STATEMENT

31/03/2023

**INCOME**

		£	%
Library	Printing	232.25	
	Fines/Cards/Talking books	99.20	
	Computer use	0.00	
	Venue Hire	2896.50	£3,227.95 13.8%
Donations		£309.54	1.3%
Walkers		£0.00	0.0%
Funding LCC		£5,167.00	22.1%
Events		£143.60	0.6%
Trading		£0.70	0.0%
Website		£0.00	0.0%
Commission Sales		£11.50	0.0%
Fund Raising		£0.00	0.0%
Togs 'n Cloggs		£14,469.25	62.0%
Misc Income		£0.00	0.0%
Gross Income		£23,329.54	

**EXPENDITURE**

Utilities	Water	510.44	
	Phones/Internet	0.00	
	Electricity	4391.07	
	Heating	0.00	£4,901.51 21.4%
Rates		£0.00	0.0%
Insurance		£721.21	3.2%
Library	Printing	34.69	
	Events/Public Service	2396.94	
	Janitorial	642.45	
	Walkers	0.00	
	Misc	320.38	
	Refreshments	52.54	
	Craft	0.00	
	Stationery	11.95	
	Licenses/Permits	221.22	
	Equipment	476.90	
	Repairs & Maintenance	120.00	£4,277.07 18.7%
Trading		£0.00	0.0%
Website		£280.36	1.2%
Publicity & Promotion		£414.00	1.8%
Library		£10,594.15	46.3%
Commission Sales		£0.00	0.0%
Fund Raising		£0.00	0.0%
Togs 'n Cloggs		£8,734.78	38.2%
Capital Works		£3,531.60	15.4%
Total Expenditure		£22,860.53	98.0%
Net Income		£469.01	

Cash at Bank B/fwd 2021 - 22	£67,857.90	
Cash		
Library Float	20.00	
RFID Float	36.50	
Activities float	100.00	
Togs 'n Cloggs Float	60.00	£68,074.40
<b>Total C/Fwd to 2023 - 24</b>		<b>£68,543.41</b>



TOGS 'N CLOGGS  
PROFIT AND LOSS STATEMENT  
2022-2023

<u>INCOME</u>		£	%
Sales			
	CASH	£6,009.27	41.5%
	CARD	£7,200.55	49.8%
	CFC	£681.00	4.7%
		<u>£13,890.82</u>	
Donations		£61.87	0.4%
Events		£516.56	3.6%
<b>Gross Income</b>		<b>£14,469.25</b>	
<u>EXPENDITURE</u>			
Trading		£0.00	0.0%
Refresh/Janitorial		£64.06	0.7%
Misc		£548.49	6.3%
Card Costs		£231.79	2.7%
Equipment		£567.40	6.5%
Telephones		£0.00	0.0%
Maintenance		£2,907.31	33.3%
Rent		£1,800.00	20.6%
Rates		£130.56	1.5%
Water		£0.00	0.0%
Electric		£2,366.17	27.1%
Insurance		£119.00	1.4%
<b>Total Expenditure</b>		<b>£8,734.78</b>	60.4%
			100.0%
<b>Net Income (transferred to Crowland Community Hub A/c)</b>		<b>£5,734.47</b>	

Card handling costs (Mobile charges and commission) represent 3.22% of card income.