



Trustees' Annual Report for the period

Period start date

Period end date

From 1st April 2024 To 31st March 2025

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		Until 01.04.2024	
3	Julie Smith		Until 01.04.2024	
4	Ian Gordon			
5	Peter Richard Sparkes			
6	Tracy Cleaver			
7	Sandi Pierre		09.11.2023 – 16.02.2025	
8	Sue Simmons	Secretary	09.11.2023 -	
9	Annette Turner	Treasurer	12.02.2024 -	
10				
11				
12				
13				
14				
15				
16				
17				
18				

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 consists of:

Trustees: this group consists of the main office holders. Chair, Treasurer Secretary and other Trustees responsible for the overall Management of the Charity. Our Trustees have a wealth of experience from many years serving in various industries and sectors allowing for a breadth of communication, skills and experience required to deliver our business plan.

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 focus remains to support the advancement of education and learning for the benefit of the public in and around Crowland through our provision of services, which offer a much wider service than library, offering activities for all ages through our interaction with nurseries, schools and adults.

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 have come forward who may 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) The Management Groups have continued to blossom. 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:

Recruitment of Trustees

Three of the original Trustees, Julie Smith, David Kennerley and Paul Bywater had previously announced their intention of stepping down after over 10 years of involvement with the Hub. During the last year a number of suitable candidates to enable the succession have come forward and have been appointed. Julie and David have now resigned. Paul has since agreed to stay on as a Trustee.

Further achievements

Please see the attached reports.

Section E

Brief statement of the charity's policy on reserves

Lincolnshire County Council has confirmed the annual grant will continue for the 2025/2026 period. Negotiations regarding the renewal of the lease and rent have commenced.
SHDC have indicated that although the discretionary charity relief on Business Rates continues for 2025/2026, 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)

Our income for the year is marginally under £25,000 and therefore we don't need an external examination of the accounts (as we were required to do last year). The financial report is included. Our new treasurer has also spent a lot of time reviewing our accounting procedure and has proposed some areas to improve our process operation and financial reporting.

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

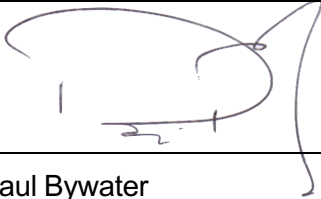

In a small town of 4k people we feel we continue to make an impact by retaining a valuable community facility in terms of the library but also in the extension of that by saving a building that has huge potential as a community facility and by continuing to develop that potential.

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
Position (eg Secretary, Chair, etc)	Chairperson	Secretary
Date	06/05/2025	

Financial Statements for the Year Ended 31 March 2025

for

Crowland Community Hub

Treasurer Report

I report on the accounts for Crowland Community Hub for the year ended 31st March 2025

Responsibilities and basis of report

As trustees of the Charity we are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

Notes to the Financial Statements

ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company have been prepared on a cash basis and in accordance with the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has received the funds.

Expenditure

Expenditure is recognised on cash basis when the charity pays for good or services.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity.

Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Crowland Community Hub currently has no restricted funds.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Treasurer report on the 2024 2025 Accounts for Crowland Community Hub

The income from our shop Togs and Cloggs remains consistent, thanks to the hard work of the shop manager and her team of volunteers.

We also have regular income for hiring out the Library space at Crowland Community Hub for regular and ad hoc clubs. This is shown as Venue Hire on the Profit and Loss statement.

We have been working hard to support many community projects within Crowland during 2024 25, which supports our constitution. This is shown as Events on the Profit and Loss statement. All spend is in line with our Charities Budget Policy and within our agreed annual budget spend.

Maintenance wise, Crowland Community Hub had new brighter lights fitted in its foyer by an electrician and a decorator made good the area for us.

Our reserves remain strong and allow us to continue supporting community projects for around 10 years, if we still received our LCC grant going forward and there are no other extreme pressures on our income or expenditures.

Statement of Financial Activities

CROWLAND COMMUNITY HUB

PROFIT AND LOSS STATEMENT

2024 25

INCOME

£ %

Library	Printing	292.61		
	Fines/Cards/Talking books	113.75		
	Computer use	0.00		
	Venue Hire	3423.75	£3,830.11	15.33%
Donations			£118.09	0.47%
Walkers			£0.00	0.00%
Funding LCC			£5,167.00	20.68%
Events			£1,201.16	4.81%
Trading			£0.00	0.00%
Website			£0.00	0.00%
Commission Sales			£2.25	0.01%
Fund Raising			£0.00	0.00%
Togs 'n Cloggs			£14,671.96	58.71%
Misc Income			£0.00	0.00%
Gross Income			£24,990.57	

EXPENDITURE

Utilities	Water	362.97	
	Phones/Internet	0.00	
	Electricity	1863.34	
	Heating	0.00	£2,226.31
Rates			£0.00
Insurance			£96.00
Library	Printing	145.61	
	Events/Public Service	9795.74	
	Janitorial	2129.41	
	Walkers	0.00	
	Misc	1372.70	
	Refreshments	111.75	
	Craft	19.27	
	Stationery	105.13	
	Licenses/Permits	907.50	
	Equipment	909.80	
	Repairs & Maintenance	966.37	£16,463.28
Trading			£0.00
Website/IT			£1,273.25
Publicity & Promotion			£0.00
Library			£20,058.84
Commission Sales			£0.00
Fund Raising			£0.00
Togs 'n Cloggs			£6,214.04
Capital Works			£0.00
Total Expenditure			£26,272.88

Net Income **-£1,282.31**

Cash at Bank B/fwd	2023/24	£73,845.52	
	Library Float	£20.00	
	RFID Float	£48.50	
	Activities float	£100.00	
	Trustee Event Petty Cash	£50.00	
	Togs 'n Cloggs Float	£60.00	£74,124.02
Total C/Fwd to	2025/26		£72,841.71

Statement of Financial Activities for the shop Togs n Cloggs that feeds into the main statement

TOGS 'N CLOGGS

PROFIT AND LOSS STATEMENT

2024 - 25

INCOME

£

Sales

CASH	£5,768.50	
CARD	£8,208.85	
CFC	£300.00	£14,277.35

Donations £117.61

Events £277.00

Gross Income £14,671.96

EXPENDITURE

Trading £0.00

Refresh/Janitorial £331.83

Misc £1,068.25

Card Costs £346.42

Equipment £261.88

Telephones £0.00

Maintenance £68.57

Rent £1,800.01

Rates £256.11

Water £0.00

Electric £2,080.97

Insurance £0.00

Total Expenditure £6,214.04

Net Income (transferred to Crowland Community Hub & Library A/c) £8,457.92

The financial statements were approved by the Board of Trustees and authorised for issue on 28th April 2025 and were signed on its behalf by



P Bywater – Trustee

A Turner – Trustee

Sue Simmons Trustee Report to Trustees April 2025

- The last year has been a very busy period for me as Trustee, Secretary and Development Group Lead. Within this time, I believe we have moved from ideas phase to implementation phase with a number of positive projects being delivered / implemented.

Highlights from the year include:

- Ensuring the hanging of the poppy drape for the second year at Crowland Abbey in liaison with Abby 345 and their children, the Strickland Brothers and the press. From comments on social media, it is evident that the town are pleased to see the continuation of the puppy drape and we hope 2025 will see the third year of this. Crowland cares have committed, through their craft group, to knitting more poppies and refreshing the drape prior to hanging. We have retained Abbey 345 poppies for the path and will invite them again to plant the poppies once the drape is up
- Annette and I visited four preschools in Crowland in November to explore how we could work with them on an educational project. This was again very well received and presentations were made to 3 of the four groups on the 29th of January 2025 at the hub. There was good Facebook coverage and thanks to us with a good press summary too.
- The idea of a quiz was muted about 18 months ago and we were delighted to hold our first quiz in February 2025 successfully welcoming 10 teams to the Hub and raising £187 as a profit. This event was expected to be a breakeven event, so a really good result will see. I have written quiz number 2 and this will be held on July 5th 2025.
- Good relationships have been formed, predominantly by Heather Beacon, with Southview primary school where we have supported them with three projects, Verbo speech and language, the purchase of some chickens and also support for some cooking within after school clubs. Very positive feedback was received in a letter from the headteacher in December 2024.
- In April 2025, we launched our first Coffee, Cake and Natter sessions - these will continue monthly until the end of the year and will be reviewed as they progress.
- Part of my role has been to develop relationships with a number of people with Crowland. This has included hirers of the Hub, local organisations such as Crowland cares, the parish council and of course our volunteers.
- Planning has also commenced for our 10th anniversary celebrations in October and November where we celebrate the 10th Anniversary of the Hub. We will also recognise those volunteers who have been actively volunteering with us for the 10 years (12 people)
- We have tried to improve our social media and outward facing projection to the local community which included developing a new website for the Hub. I took responsibility for writing the majority of the content, getting up to date photos for this and liaising with the website set up company with Peter. It is clearly evident that people are using this website and hopefully are enjoying what they now see. We need to continue to promote this.
- Health and safety is now more compliant than it was and checks have been completed by me. I really would like to pass this responsibility to another Trustee.
- I believe we have recognised our volunteers more this year than previously with input to their meetings with the Hub, celebrating our Trustee retirees in June 24 and at Christmas with Christmas cards and the Christmas meal at the Abbey Pub- all well received. I would like to recommend we use this venue again for Christmas 2025.

- The Hub booking process went through an overhaul at the end of last year with forward booking for all our hirers being put into place, allowing them to book for one year in advance. This seemed to work well and has cut down the amount of administration needed.
- We have been approached by two people wanting to support the hub
 - R volunteer wanting to be a trustee – very focused on her own personal agenda but would not listen to or appreciate Hubs values and constitution – This was not a match and so released.
 - Approached by someone with ideas on marketing for us but again this was part of building their new business and not in a voluntary capacity – advised would not proceed with her quote.
- We received the resignation from our cleaner in January and recruited a replacement promptly via Facebook. She started in March and is going a good job. Positive feedback has been received.

Challenges

- There have been challenges in 2024/25 and this has been in relation to getting responses from Trustees in relation to decisions needing to be made / questions being asked. As we move forward it is essential that trustees respond to communications promptly rather than ignoring them. The other area is the lack of support for activities we are doing leaving generally Annette and I to do all the work. There needs to be more doing by all in the forthcoming year to fulfil duties as a Trustee.

As we progress into the 2025/26 year – we plan our focus will be on:

- Continued presence at volunteer meetings to ensure they know who their trustees are and can talk to them freely
- Devolving the development group and setting up a new events and activities team to try and spread some of the doing with a wider group. We would aim to set activities for the forward year in December and get planning into place in January so that we can consider how we resource each one in the marketing that needs to be done to get the best out of the activity. Following our meeting on 29.03.2025 we have actioned this change and a new group of 12 is set up.
- To look at launching speaker sessions once a month at the Hub from September 2025. A potential list has been informed but now needs to work to bring it to life.
- Continue with the quizzes hopefully twice a year and also develop a children's quiz that could be run on a Saturday afternoon at the Hub.
- Explore the opportunity to work with Southview school on a forest school project, but are awaiting further details on this to allow discussions to happen.
- Through Heather, explore young people 's voice through her Youth Voice sessions – the local council joined us at the last meeting in March
- Greater presence at the Christmas light switch on

A busy but enjoyable year – my thanks go to Annette for her valuable support during this year.

Library Report to Trustees April 2025

Highlights/Events April 24-25

- Statistics show our library is the 2nd highest (behind Deepings) in terms of visits, book issues, pc usage etc
- Lego. This is still popular on Saturday mornings. The addition, the Lego lending library has seen most of our sets borrowed at least once since the launch in October. The organization and management of this is now part of Saturday routines and does not take up too much time from library services. Huge thanks to Helen Maguire for all her hard work in looking after this.
- Craft sessions. These are always well attended. These are now more sustainable by the collection of, and provision for junk materials storage in the office. More volunteers are confident in supporting these sessions
- Office. Volunteers have spent many hours in reorganising the office storage, cupboard and kitchen to better reflect the library's needs
- Volunteers. Following a recruitment drive, we have taken on 4 new volunteers, as well as retaining our DoE student on completion of her award.
- Local history. This has become increasingly popular over the year, with many regular members, as well as people seeking help with their research. The group has put on open days and interactive exhibitions, for the public, and for the school. They liaise with the Abbey to provide excellent displays during remembrance
- Southview school. Every class has visited the library for an awareness session and story or quiz. In addition, Year 5 children visited to look at the interactive WW1/2 displays and talk to our local history volunteers during remembrance studies in November. This was very well received by children and staff.
- Summer Reading Challenge. This was hugely successful again, better organised therefore easier to manage. This year over 82% children who started the challenge, finished it, an increase of 11% on previous year
- Summer holiday programme. This ran over each Monday of the holiday and included craft sessions, jewellery workshops and a seaside coach trip. All were well attended and much appreciated by the users.
- Volunteer Meetings. Held regularly, these prove to be a very useful mechanism for giving information, ironing out issues, and for exchanges of ideas so all feel included in our Community Hub. This has expanded this year to include a couple of volunteer meals out locally.
- Networking. 3 meetings have been held between Crowland, Pinchbeck and Deepings libraries, to exchange, and magpie ideas/policies etc, which are proving more useful for trustees than library staff, so I am now meeting separately with Deepings manager.
- Youth Voice. 2 meetings have been held. Early days, but ideas are emerging. Good support from Southview pupils
- Trustee liaison. This has been a real strength over the past year. Great support. Thank you so much
- Lobby. This has been painted and new lighting installed. Much better and brighter, thank you.

Ideas for the future/current projects

- Homework Club. Idea came from the Youth Voice. Due to commence late April 2025
- Investigating how to use the much-improved interment access for the large screen (via Youth Voice and Volunteer meetings)
- Liaise with Parish Council re support for Youth Voice group. (ideas are around the future of the tennis courts)
- Training opportunities for Youth work. Look into this via Peterborough youth council, for parents/adults in Crowland.
- Art displays. A timetable of changing over artists/groups needs to be established
- Window clings. Could these be changed, to better reflect the expanded activities now happening?
- Activities. 3 coach trips booked this year. Expand the range of holiday activities
- Query. Do volunteers need db's checks for homework club?
- Lobby. Still need to improve display options there for both the library and local history. Do we need the Who's Who board reinstated with photos of trustees, key volunteers.

Togs n Cloggs Report to Trustees April 2025

The shop has had a good year with some great sales week figures. These events prove to be popular and boost sales by approximately 25% on a normal week. Donations continue to be given throughout the year.

We have needed to purchase a new till for the shop and the team are now getting to grips with this.

There are some areas of damp in the shop which may need some action.

From an operational perspective mens trousers now have size cubes to make shopping easier.

The team are also going to have identification lanyards as per the Hub

We need to look at how we can optimise the marketing for Togs as there seems to be an imbalance of this between Togs and the Hub.

Buildings and History Club Report to Trustees April 2025 - Mike

Building Report Overall, it has been a good year for the building. There were no major building problems, and any minor issues we have encountered, have been dealt with well, and with no great time lag. We had an almost clean bill of health on our yearly building safety check, with only displaying an out-of-date insurance policy as an issue. (We had the insurance; it just was not displayed).

Main Issues during the years other checks were,

- All Usual Checks – We had a clean bill of health on our electrics, gas, asbestos, emergency lighting and fire checks. The only item I had to deal with from a safety visit was descaling all the taps, then send photographs to prove I'd completed it. Last year I put into practice weekly, monthly and yearly sign off sheets and they were very happy with these.
- Lobby Heater – They were called out twice for this as the first time they came they switched it on and said it was working. (I was not on site for this visit). But the issue reported was it was getting too hot, so we had turned it off. The second guy who turned up explained that we cannot control the heat using a thermostat in the lobby. There isn't one! There is an internal heater thermostat, and he set it the best he could, so it is all or nothing with this heater. He says it will get fairly warm then switch off.
- Main Doors – Again we had to call them about four times during the year. The worst occasion was after leaving us with a stuck door after they had been out to service it. I complained to Vinci who arranged another contractor who fixed the problem. We did get an apology. Since this issue, the plastic door closure safety strip did come away again, but this was then replaced with longer screws.
- Heating - One of the boiler pumps was replaced.

Sue has now produced a very good Health & Safety guide which is available for all in the office. This was shown to all the library volunteers who attended the volunteers meeting earlier this year. I also ran through what to do in the event of a fire. We spent some time on this which I hope was helpful and not confusing. (Togs & Clogs?).

When I took over from Peter Stowe, he did give me a quick run through on how to use the CCTV system. I'm not sure how many people know how to do this and think a discussion may be needed, and maybe a help guide produced. Similarly, I believe a help guide should be produced for the new computer, DVD, TV system. (I don't want to step on anyone's toes).

Local History Group

When I was asked to help with extra duties at the Hub by Julie, I did say I would look after the Local History section. This has now grown into much more than just putting things in the cabinets. I know not all like this side of the library's brief, but I can tell you that to most of the local people who are involved, they say that it has given them a new lease of life. These people tend to be of the older generation, but it does get them out of the house, gives them a purpose and makes them feel useful and needed. They also get to speak to people instead of feeling lonely and isolated. Three people who attend regularly come from Deeping, and say they like the 'feel' of our library better than the Deepings library, so we must be doing something right! Wish List I'm only putting this forward as I was told new ideas were welcome.

Wish 1 - New lockable glass display cabinets. (Including a layout review).

Wish 2 - Looking at the Hub from solely my viewpoint, if money were no object, I would like to see if the two exterior sheds could be combined. One large useable 'brick built' shed on the footprint of the two existing sheds. Storage is a problem at present and the existing sheds are not too good. The one known as the craft shed is half brick, half wood and does leak badly. The tin shed is slightly better, but all tin sheds suffer with condensation so again is damp. This would then free up the interior storage cupboard to be used purely as a cleaner's cupboard.

6. Other Motions

As agreed at the previous AGM, we are to amend our constitution to comply with the requirements of the Equality Act 2010.

The following change to clause 3 (2) of this constitution has been agreed by the Trustees and if approved by 75% of the members attending the AGM will be sent to the Charity Commission within 15 days for recording in the Register of Charities.

PROPOSAL

That Clause 3 (2) of the charity's constitution shall be amended as shown below:

3. Objects

The objects of the CIO are

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 age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation (or other protected characteristics defined by the Equalities Act 2010 or future amended legislation) 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.

Nothing in this constitution shall authorise an application of the property of the CIO for the purposes which are not charitable.