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Charity no. 1186587

## Perivale Community Hive Annual Report

A report for the Trustees, the London Borough of Ealing Council and the Charity Commission for Financial Year End: 31 March 2022  
Charity Commission Reference: **AR22-CIO-REM-10b**

Prepared by and submitted by the Trustees of Perivale Community Hive – a Community Managed Library

# INDEX

KEY POINTS AND CURRENT STRUCTURE	3
LIBRARY PERFORMANCE	4
PARTNERSHIPS, ACTIVITIES, EVENTS	5
COMPLAINTS AND COMPLIMENTS	6
RISK MANAGEMENT	7
VOLUNTEERS	8
FINANCIAL PERFORMANCE	9
SUMMARY OF INCOME GENERATION AND EXPENDITURE	10
LBE SUPPORT AND WORKING RELATIONSHIP	11
GALLERY OF PICTURES	12

## KEY POINTS AND CURRENT STRUCTURE

Perivale Community Hive (PCH) was created by a group of local residents living in and near Perivale, London Borough of Ealing who have a passion for improving the quality of life and well-being within the area. PCH was appointed custodianship and management of Perivale Library upon conclusion of the bid put out to tender to local community groups by the London Borough of Ealing. PCH established as a group in April 2019 and developed from an informal group to a Charitable Incorporated Organisation 'Perivale Community Hive'. PCH was established specifically to establish a community managed library in Perivale in response to the Ealing Council's consultation and invitation for expressions of interest from the community.

PCH finally opened its doors on 17 April 2021. Initially our opening hours were limited by COVID pandemic restrictions however as the COVID restrictions eased in we were able to open on additional days for additional hours and develop a richer offer for the local community. We were delighted to extend its opening hours and also create a welcoming space with an audiovisual system fresh added to accommodate a film club and presentations.

This report covers the period from 1 April 2021 until 31 March 2022 and outlines details of our activities and broader offer to the Perivale community and our neighbours.

We'd like to thank the Perivale community for staying patient and allowing us to become the warm and welcoming place it is today and our volunteers who have consistently and reliably shown up and dedicated their time and ideas.

### LIBRARY PERFORMANCE

2021/2022	BOOK LOANS	NEW MEMBERS
APRIL		14
MAY		14
JUNE		15
JULY		21
AUGUST		17
SEPTEMBER		19
OCTOBER		37
NOVEMBER		15
DECEMBER		13
JANUARY		25
FEBRUARY		18
MARCH		23
<b>TOTAL</b>	<b>1500 *</b>	<b>231</b>

### VISITOR NUMBERS

2021/2022	WEEKLY VISITS (Estimate)
APRIL 2021 - MARCH 2022	150-175

\*Estimated from actual book loan numbers for Perivale Library supplied by LB Ealing for the months April to December 2021, taking into account that the library was not open for the first half of April 2021 and initially until August opening hours were limited to 2 days per week.

## PARTNERSHIPS, ACTIVITIES, EVENTS

The library opened its doors on April 17, 2021 with restricted opening hours due to COVID regulations. As the COVID restrictions eased we were able to develop our offer further and align it more closely with our initial business plan. Partnering with the charity Light Foundations who provided additional staffing when our own volunteer base was limited enabled us to open for two additional days (four in total) from August 2021.

	Partnerships	New Activities	Events
APR 2021		Opening of CML. Launch of social media pages	“Bygone Perivale” book signing event
MAY 2021		Volunteer recruitment drive	
JUN 2021	Hire of Library premises for theatre rehearsals		Library opening community celebration event and AGM
JUL 2021			
AUG 2021	Light Foundations - twice per week ESOL classes begin	Let’s Read - reading group for young children commences	SPECTRA: Two short theatre plays (The Camden Fringe)
SEP 2021		Volunteer recruitment drive	
OCT 2021		Weekly Story and Song for babies (newborn to 18 months) commences	
NOV 2021		Weekly clay classes commence	

		Weekly book club commences
JAN 2022		Volunteer recruitment drive
FEB 2022		
MAR 2022	Ealing Film Festival event	Ealing Film Festival: Off cycle show

## COMPLAINTS AND COMPLIMENTS

Between 17 April 2021 and 31 March 2022 we registered a small number of complaints, mainly pertaining to the following issues:

- Fines applied to user accounts generally;
- Late return fines applied to items issued prior to the COVID pandemic which could not be returned during that period when the library was closed;
- Users returning items but system failing to record the item returned

PCH raised these concerns with LB Ealing Libraries Services which manages the library stock and the application of fines. None of the complaints was directly related to PCH. The feedback we received from users as an unpaid volunteer group that had taken on management of Perivale Library to prevent it from closing was overwhelmingly positive.

## **RISK MANAGEMENT**

Prior to opening on 17 April 2021, PCH put together general and COVID specific risk assessments for the management of Perivale Library. These were reviewed at calendar year end 2021.

There were no near misses or accidents recorded in the FY to 31 March 2022.

## **VOLUNTEERS**

The library was not open until 17 April 2021. PCH Trustees started recruiting volunteers after the first COVID lockdown lifted. It was challenging rebuilding the momentum we had pre-pandemic. However, it regained slowly in the months that followed, picking up during summer 2021. From August, assisted by our partnership with ESOL charity Light Foundations, we were able to open the library for an additional 2 days per week. Our opening hours thus expanded from two days a week to four days a week: Tuesday, Wednesday, Thursday (am) and Saturday.

Through FY 2021-22 the local community gradually became more and more involved with the library, appreciating the library had been transformed internally by PCH and had reopened entirely due to the willpower and dedication of local resident trustees and volunteers, dedicating their time without being paid. PCH Trustees provided volunteers with training and mentoring and later training was cascaded down to new volunteers by more experienced volunteers. This created a solid and reliable volunteer pool and expertise and a chain of training being passed down that provided resilience in the event of individual trustee or volunteers resigning or moving on. PCH also aligned our volunteers' shift hours with the timing of the events taking place at the library.





PCH was able to upskill a number of local people with librarianship and customer service skills. This ranged from young people looking for unpaid work experience, involved in the Duke of Edinburgh's Award Scheme looking to volunteer for a few hours every weekend for a short period, to older members of the community who had retired and wanted to commit to volunteering for the long term at the library.

## FINANCIAL PERFORMANCE

Profit and Loss (income-expenditure) statement PERIVALE COMMUNITY HIVE from 1st of April 2021 to 31st of March 2022			
Opening balance			5,660.51
Transactions by category of expense	Receipts	Payments	
LB Ealing grant funding	20,165.00		
Hire of space (for theatre rehearsals)	180.00		
Utilities - electricity		5,399.13	
Purchase of audiovisual equipment		3,972.00	
Cleaning service including cleaning supplies		2,297.07	
Office supplies & refreshments (including reimbursements)		766.22	
Film screening licence		320.78	
Utilities - Water		171.07	
Insurance		134.67	
Utilities - Internet connection		60.00	
<b>TOTAL</b>	20,345.00	13,120.94	
Closing Balance			12,884.57



## SUMMARY OF INCOME GENERATION AND EXPENDITURE

The library opened on 17 April 2021, after legal agreements and financial arrangements had been finalised with LB Ealing.

In FY 2021-22 PCH had limited capability to generate any additional income ourselves but received £20,165 in grant funding from LB Ealing. This was used towards the payment of utilities (electricity, water and internet), cleaning and cleaning supplies, office supplies and refreshments and insurance. We also received £180 from hiring out the library space for a theatre rehearsal.

PCH also made use of the £3,000 small grant we applied for and received from the LHC Community Benefit Fund in the previous financial year. We invested this in a new audiovisual system (projector, speakers, screen etc.) for the multi-use space ('The Living Room') at the library which enhanced our potential for additional future income generation.



## **LB EALING SUPPORT AND WORKING RELATIONSHIP**

PCH was appointed as custodian and manager of Perivale Library in partnership with LB Ealing. However the freehold of the building, responsibility for building repairs and the ownership and responsibility for the provision of new library equipment and stock remained with LB Ealing. After opening as a community managed library on 17 April 2021, PCH enacted LB Ealing's requirements and government mandated health and safety regulations with regards to COVID.

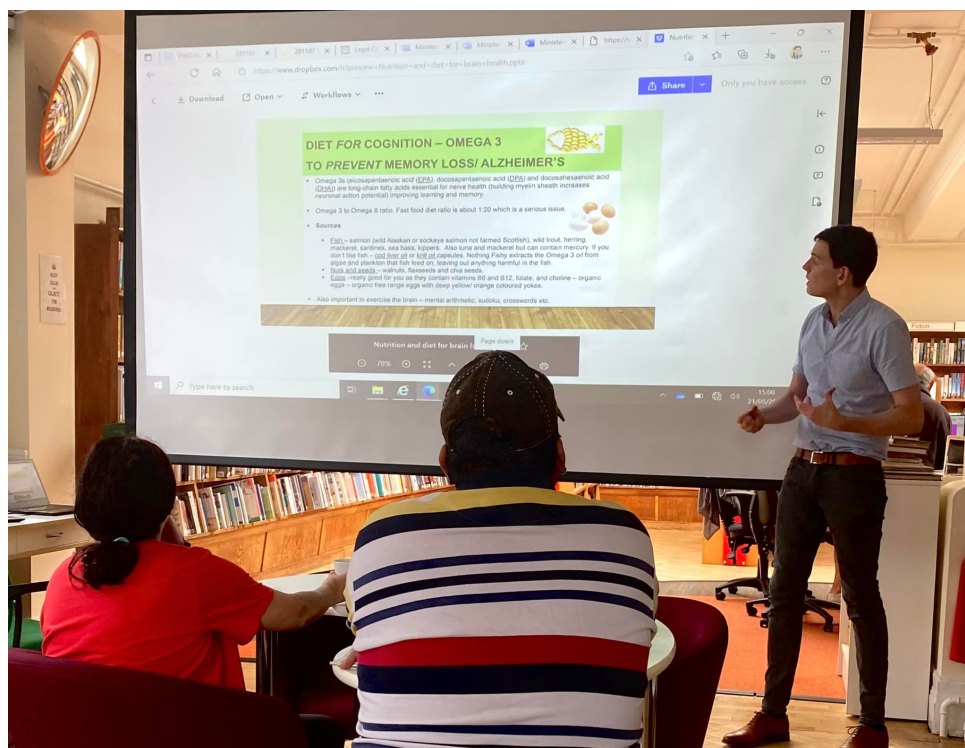
More generally we built a very good working relationship with LB Ealing, as well as with multiple local community organisations.

## GALLERY OF PICTURES



ABOVE – PERIVALE LIBRARY FROM THE OUTSIDE

BELOW – USE OF NEW AUDIOVISUAL MULTIMEDIA ACQUIRED BY PCH







ABOVE - LIBRARY USER REFERENCING BOOKS

BELOW – CLAY CRAFT AT CHRISTMAS





ABOVE – PART OF THE “LIVING ROOM” SPACE IN THE LIBRARY CREATED BY PCH

BELOW – PCH TRUSTEE TRAINING VOLUNTEERS





**Profit and Loss (income-expenditure) statement**  
**PERIVALE COMMUNITY HIVE**  
**from 1st of April 2021 to 31st of March 2022**

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