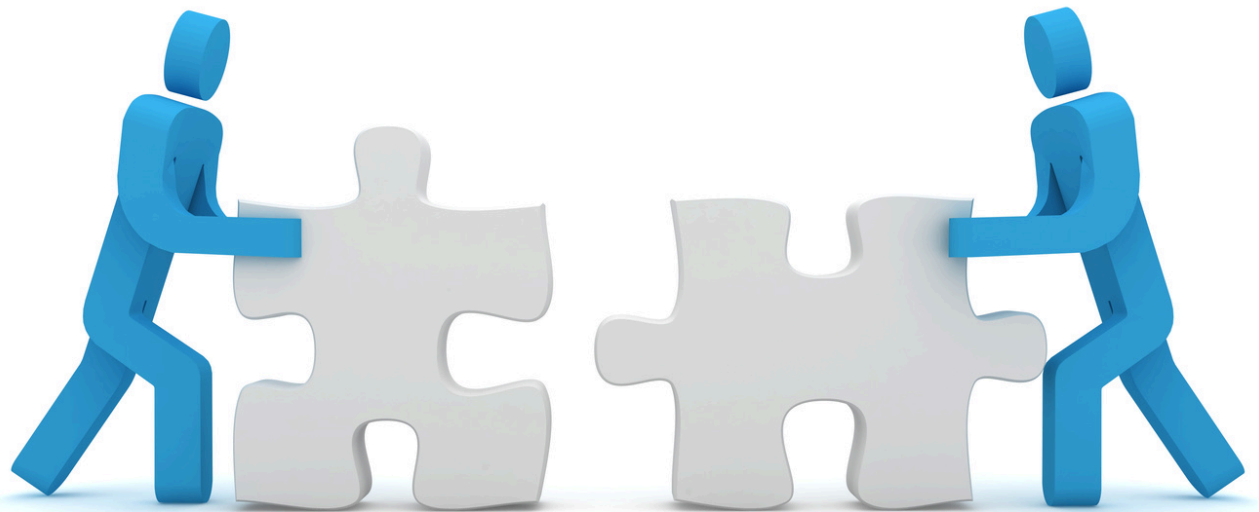


“Innovation & Collaborative.”



Alford Hub 2024-2025 Integrated Annual Report



Registered with
**FUNDRAISING
REGULATOR**



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Chair's Report



Dear Respected Stakeholder,

This past year has marked an important period of development, reflection and renewed purpose for Alford Hub. As Chair and Founder, I have had the privilege of observing first-hand how the Hub continues to evolve in response to the changing needs of our community, and how deeply rooted our values remain in everything we do.

Alford Hub was established to bring people together; to create a space where kindness, dignity and practical support could be offered without judgement. This year, that founding purpose has been more evident than ever. We have strengthened our identity as a source of reassurance, connection and community spirit at a time when many residents are facing uncertainty and pressure from all directions.

One of the most significant developments has been our continued shift towards a more holistic model of support. More people are now seeking not only practical help, but emotional encouragement, advocacy, guidance, and opportunities to regain confidence. In response, we have broadened our approach, ensuring that wellbeing, belonging and empowerment remain central to our day-to-day work. The Hub is no longer simply a point of contact; it is becoming a community anchor where people feel seen, heard and supported.

I am also incredibly proud of how far our volunteer team has come. Their dedication, compassion and willingness to adapt have formed the backbone of our progress. Volunteers have embraced new responsibilities, taken part in training, and continually demonstrated the resilience and warmth that define this organisation. Each volunteer brings their own strengths, and together they create an environment where individuals feel safe to seek help and confident to take positive steps forward.

Our partnerships have also deepened meaningfully over the year. The Hub is now widely recognised as a trusted collaborator, and our work with statutory agencies, local organisations, faith communities, businesses and schools has enabled us to offer truly joined-up support. These relationships have strengthened our ability to respond to complex needs and have highlighted just how powerful collaborative community action can be.

As Chair, governance has remained a key priority. Ensuring that our policies, procedures and safeguarding practices remain robust is essential to maintaining the trust placed in us. This year we have continued to strengthen our structures, support our volunteers more effectively, and ensure that the organisation continues to operate to high standards of accountability, professionalism and care.

Looking forward, our focus will be on building long-term sustainability. As demand increases and the nature of community need continues to evolve, so must our strategy. We are planning further development of wellbeing support, more opportunities for skills-building and personal growth, and ongoing work to ensure that the Hub remains a welcoming, inclusive and forward-looking organisation. Our vision is for Alford Hub to continue growing as a vital community asset—resilient, accessible and positioned to support residents through whatever challenges lie ahead.

As always, my deepest gratitude goes to everyone who has walked alongside us this year. Our volunteers, partners, trustees, supporters and friends continue to make Alford Hub a place where people feel valued and uplifted. I am immensely proud of all we have achieved together and excited for the journey ahead.

Dr. Lynnette Pryke, PSLCC, CILCA, FILCA, Cert.ICCM
Chair and Founder
Alford Hub

Information

Date of Incorporation:

15th March 2000

Operations

To provide and information and support hub across Lincolnshire.

USP's

- Run entirely by Volunteers
- No paid staff
- Free services
- Help is not means tested

Registered Charity Number:

1193992

Registered Address

Alford Hub HQ
15 South Market Place
Alford
Lincolnshire
LN13 9AE

Introduction

The 2024–2025 financial year has been a period of significant growth, community impact, and organisational strengthening for Alford Hub.

As a frontline community support organisation serving Lincolnshire, Alford Hub has continued to deliver essential services while expanding its role in improving wellbeing, reducing isolation, promoting skills, and supporting local families.

This report summarises key achievements, activities, partnerships, service statistics, financial overview, and priorities for the coming year.

Meet the Trustees



Dr Lynnette Pryke PSLCC, CILCA, FILCA, Cert.ICCM

Lynnette started her voluntary life with Oxfam East Midlands in their Marketing Office at the tender age of Fifteen. Thirty-Seven years later she has volunteered on the boards of many leading organisations including some Lincolnshire based charities including, The Befriending Network, Lincolnshire Community Foundation, Police Advisory Board, NHS and Edan Lincs. Lynnette has also advised on government select committees and helped shaped Community and Wellbeing Hubs throughout the UK. Lynnette has been received many awards for her volunteering including but not limited to RVS medal, Queen Elizabeth II Platinum Jubilee Award, and was the BBC Neighbour of the year in 2021. Lynnette founded Alford Hub and holds the post of Chair. When she is not volunteering, she works full time as the Chief Executive Officer for Alford Town Council and audits Councils. She is married to Kevin, who is also an Alford Hub volunteer, has four children, two grandsons, four dogs and a Bearded dragon.

Fun facts

Most likely to be seen wearing - A Tiara and sequins.

Most likely to be listening to - Lady Gaga or Taylor Swift

Most likely to say - "To get sustainable communities it has to be a ground up approach!"

Favourite word - Disclaimer - Alford Hub CANNOT include Lynnette's favourite word!

Claim to fame - Boris Johnson called her a "Pitbull in a meeting!"

Meet the Trustees



Mrs Janice Parrott - Treasurer and Uniform & Baby Bank Trustee

Jan has been involved in charity for many years and held a long career in banking, with prime responsibilities in debt and training staff. Jan is married to David and they achieved a dream of renovating a home in France, with land for their beloved horses. Jan has one grown up daughter, one Grandson and one Granddaughter who live in New Zealand.

Fun facts

Most likely to be seen wearing - Anything from Weird Fish or Joules

Most likely to be listening to - Anything from the 60's

Most likely to say - "If we can just get through this week/month, it will be ok!"

Favourite word - Love

Claim to fame - Ran along the train platform as a little girl into the legs of no other than the pop group the BEATLES!!!! Also shared fish and chips with Berni Clifton

Meet the Trustees



Martin Warmesley - Vice Chair

Martin has extensive knowledge of the needs of the community through his career within local government. This is his first Trustee role. Martin holds the position of Vice Chair within Alford Hub

Fun facts

Most likely to be seen wearing - Running gear

Most likely to be listening to - Very eclectic tastes... So it could be anything!

Most likely to say - "We can do this!"

Favourite word - Doesn't have one favourite.

Claim to fame - Runs marathons for fun and meets lots of famous people!

Meet the Trustees



Stuart Baxter - Alford Hub Aspiration Hub Trustee

Stuart is the Managing Director of the largest employer in Alford, Safelincs, He is passionate about giving people a chance to better themselves and believes with the right support, people can achieve their potential. Stuart is married to Jenny and they raise their three children in Alford and so he is passionate at creating great communities for people to thrive within. This is his first Trustee role. Stuart holds the position of Aspiration Trustee for Alford Hub

Fun facts

Most likely to be seen wearing -Safelincs branded fleece!

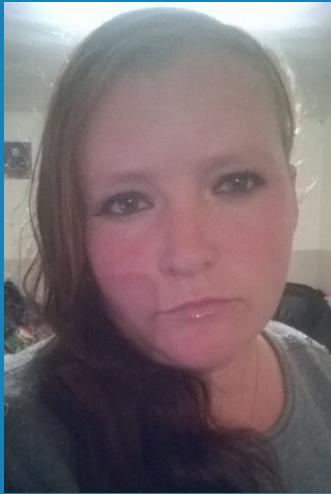
Most likely to be listening to - Depends on mood!

Most likely to say - "Guts!"

Favourite word - Aspiration

Claim to fame - Can't think of any!

Meet the Trustees



Shaney Fretwell - Outreach and Wellbeing Trustee

Shaney has been involved with charity for many years and as an armed forces wife, she has a keen interest in ensuring that the mental health of ex service personnel is supported at ground level. Shaney is married to John and has three children. As a family they are involved in Western re-enactments, where they live and teach members of the public, authentic ways of living as a Cowboy.

This is her first Trustee role. Shaney holds the position of Outreach and Wellbeing Trustee for Alford Hub

Fun facts

Most likely to be seen wearing -Authentic Western Clothing

Most likely to be listening to - Garth Brookes

Most likely to say - "Not a problem...Let me write it on my whiteboard or I will forget!"

Favourite word - Howdy!

Claim to fame - Can't think of any!

SWOT

Analysis Table



Strengths

- Best Prices
- Innovative Mindset
- Proactive not just reactive
- Good reputation
- Inclusive and non judgemental
- Services free to anyone who needs help.



Weaknesses

- Reliance on volunteers makes it difficult to sustain ridged opening hours
- Fewer grants to cover operational costs
- increase in users as the Cost of Living crises continues.
- Lack of IT knowledge,



Opportunities

- Committed to training, so upskilling the volunteers, who will take that skill into the community.
- Helping to engage in conversations so that people can change their future, rather than just solving the immediate issue.



Threats

- Reliance on volunteers.
- Larger organisations are copying what we do and taking a large portion of grants, which prevents us from having them.
- Few unrestricted grants
- Rising costs

Our Mission



Alford Hub exists to:

Support vulnerable residents and families in crisis

Reduce social isolation and loneliness

Improve wellbeing, mental health, and access to opportunities

Provide practical help, advice, and signposting

Strengthen community cohesion

Provide support and aspiration help, so that people can become more self reliant, rather than state reliant.

Build partnerships with statutory agencies, charities, and local organisations

In 2024–2025 the Hub remained committed to ensuring no resident in Lincolnshire faces hardship alone.



Key Achievements



Alford Hub

Key Achievements

Community Support

Delivered over 127,000 direct contacts through the Hub since the launch in 2020, including advice, drop-ins, wellbeing support, crisis assistance, and signposting.

Supported over 4200 in 2024-2025 households with practical financial guidance, benefit queries, form-filling, and referrals to specialist agencies.

Continued the Warm Hub initiative through winter 2024–25, providing a safe and welcoming space during rising cost-of-living pressures.

Distributed emergency provisions to residents in urgent need.

Families who regularly use the Uniform and Baby bank 904 with over 60,000 items been given out.

Key Achievements

Cost-of-Living Services

Provided food vouchers and support through partnerships with local supermarkets and redistribution networks.

Helped families access affordable food, hygiene items, cleaning supplies, and essential household goods through vouchers.

Strengthened partnerships with, ELDC, LCC to ensure coordinated crisis support.

Key Achievements

Health, Wellbeing & Mental Health Support

Offered one-to-one wellbeing support sessions, befriending, and check-ins for vulnerable and isolated individuals.

- Delivered community wellbeing programmes including:
- Social groups
- Craft and hobby sessions
- Walking groups
- Men's wellbeing initiatives including Men's Matters!
- Woman's wellbeing initiatives including Ladies Lounge!
- Armed Forces Coffee mornings
- Family support activities
- Supported 90+ individuals with mental health signposting, companionship, and advocacy.

Key Achievements

Skills & Employment Support

Provided skills sessions in partnership with local training providers
Supported residents with CV writing, job applications, digital skills, and linking into wider employment support pathways.

Supported residents who want to embark on self employment.

Engaged with local schools and youth organisations, helping young people access volunteering, confidence-building, and community opportunities.

Gave a talk at the LFIP Conference on the launch of the Aspiration Hub.

Key Achievements

Volunteering

Maintained a dedicated volunteer base of over 40 active volunteers across the Hub HQ and satellite hub, contributing approximately 4,000 hours of service across all Hub activities. We maintain a record of 150 volunteers who are both active and on standby should emergencies or adhoc requests facilitate a need for additional volunteers.

This has been updated and is protected in accordance with UKGDPR and Data Protection regulations.

Introduced improved volunteer inductions, safeguarding checks, training and wellbeing support.

Recognised volunteers' contributions at the annual celebration event. In March 2025 this was the 5th birthday of Alford Hub, which was paid for by Lynnette Pryke and Jan Parrot out of their personal money, so that no hub funds were used.

Key Achievements

Partnership Work

Alford Hub strengthened its relationships with:

- Alford Town Council
- Lincolnshire County Council
- East Lindsey District Council
- DWP and Jobcentre Plus
- Shine
- AgeUK
- Boston College
- Lincoln University
- GP surgeries and NHS Link Workers
- Alford schools, pre-schools, and youth groups
- Local churches and charities
- Local supermarkets and food redistribution partners
-

These collaborations ensured that residents received joined-up, holistic support.

Projects & Events

Community Events

Alford Hub helped organise, support, or host:

Aspire Maths days

Christmas support initiatives

Craft sessions

Community safety awareness sessions

Charity fundraising events

East Coast Pride.

Collaboration with Alford Town Council on local events including the Fireworks Event and Remembrance Parade support activities providing volunteers to Marshall.

Over 3000 goodie bags containing Alford Hub information and partner information

Highlights and Community Engagement.



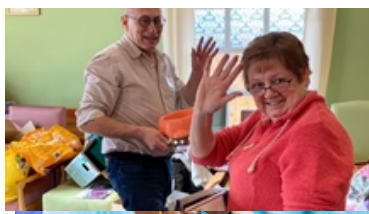
001

Remembrance Parade and Armed Forces support. Alford Hub not only laid a wreath but also assisted veterans to attend. We also provided Marshalls.



004

Alford Hub Volunteers assisted veterans to take part in VE Day and VJ Day celebrations across Lincolnshire and set up a weekly Veteran meet.



002

Alford Hub volunteers were drafted in to sort out donations which were sent to the front line in the Ukraine. This work was in partnership with Boxes of Hope, who are also a satellite Hub for Alford Hub.



005

Alford Hub arranged and supported a community planting of over 200 trees to create a new wood in Lincolnshire. Each person who took part also received an information goody bag containing information about the work of the hub and our partner organisations.



003

Warm Hub winter programme Events collectively reached over 2,000 residents through guest speaking at WI across Lincolnshire and through the Coop Community programme.



006

Alford Hub had a stall at East Cost Pride and gave out over 2000 goody bags. This event also led to engagement with members of the community who shared that they were sleeping on the floor. This event led to the research and provision to eradicate Bed Poverty. Alford Hub is proud to be providing beds to the most vulnerable in the County. Thanks must also go to Roxanne Warwick and ELDC who has supported us with this mission.

Aspiration Hub & Skills Development

2024–25 saw the strengthening the Aspiration Hub, helping residents to: gain confidence, build employability skills, access training opportunities, and develop community projects.

Further expansion opportunities are already planned for 2025–26 26-27 in partnership with ATC, Boston College, and the DWP.



Financial Reports





CHARITY COMMISSION
FOR ENGLAND AND WALES

ALFORD HUB

No (if any)
1193992

Receipts and payments accounts

CC16a

For the period from	Period start date 01/04/2024	To	Period end date 31/03/2025
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	16,800	67,499	-	84,299	36,880
Refunds	25	-	-	25	-
Donations	3,546	-	-	3,546	3,036
Fundraising	8,373	-	-	8,373	8,532
Bank Interest	369	-	-	369	256
	-	-	-	-	-
Sub total (Gross income for AR)	29,113	67,499	-	96,612	48,704
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	29,113	67,499	-	96,612	48,704
A3 Payments					
Befriending/Outreach and Wellbeing	-	-	-	-	-
Ukrainian Support	-	6,582	-	6,582	3,189
Household Support/ Vouchers	16,480	20,542	-	37,022	6,662
Cards, Gifts and employment kit support	120	255	-	375	487
Warm Packs	-	-	-	-	2,220
Uniform Bank	-	-	-	-	-
Uniform and Baby Bank Equipment	-	383	-	383	1,491
Bags and Boxes	-	673	-	673	1,333
Vouchers	-	-	-	-	110
Men Matter and Ladies Lounge	-	393	-	393	-
PREMISES COSTS					
HQ Rent	7,700	3,500	-	11,200	6,240
Shop Rent	-	-	-	-	-
Function Premises	-	370	-	370	549
Electricity	-	1,543	-	1,543	15
Insurance	820	-	-	820	722
Storage Unit Rent	3,600	-	-	3,600	3,900
Computer Equipment	1,920	-	-	1,920	2,652
Repairs and Renewals	-	6,655	-	6,655	9,505
Postage, Stationery, Copying, Phone, Internet and Web	3,412	5,134	-	8,546	8,149
Car and Travel (Fuel)	42	1,500	-	1,542	777
Van Insurance	544	-	-	544	-
Courses, Membership, DBS and Tutor Fees	147	7,173	-	7,320	1,128
Donations	-	-	-	-	500
Sundries	226	-	-	226	376
	-	-	-	-	-
Sub total	35,011	54,703	-	89,714	50,005
A4 Asset and investment purchases. (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	35,011	54,703	-	89,714	50,005
Net of receipts/(payments)	- 5,899	12,796	-	6,897	1,301
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	26,609	-	-	26,609	27,910
Cash funds this year end	20,710	12,796	-	33,506	26,609

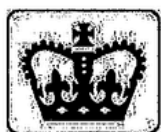
CCXX R1 accounts (SS)

1

18/06/2025

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds		-	-	-
		-	-	-
		-	-	-
	Total cash funds	-	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets		Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use		Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities		Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	


**CHARITY COMMISSION
FOR ENGLAND AND WALES**
**Independent examiner's
report on the accounts**
Section A
Independent Examiner's Report
**Report to the trustees/
members of**

 Charity Name
Alford Hub

**On accounts for the year
ended**

 31st March 2025

**Charity no
(if any)** 1193992

Set out on pages

1 of 1 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:

LCroft

Date:

18/6/2025

Name:

Mrs Linda Croft

**Relevant professional
qualification(s) or body
(if any):**

 Responsible Finance Officer
Alford Town Council
(Retired)

Address:

Cemetery Lodge

Falsthorpe Road

Alford LN13 9PS

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

Governance and Compliance

In 2024–25 the Hub strengthened its governance framework by:

Updating safeguarding policies

Ensuring GDPR and data protection compliance

Delivering mandatory training for all volunteers

Reviewing risk assessments

Strengthening financial oversight

Improving reporting lines with partners and funders

The Hub continues to uphold high standards expected by auditors, funders, and statutory agencies.

Priorities for the coming year

Priorities for 2025–2026

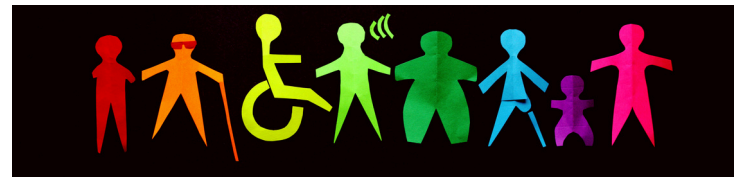
Looking ahead, Alford Hub aims to:

1. Expand wellbeing services

Increasing capacity for mental health support, befriending, and loneliness reduction.

2. Strengthen skills pathways

Supporting jobseekers, and those wishing to retrain.



3. Enhance crisis support

Improving access to food, essentials, and emergency help during continued cost-of-living pressures.

4. Deepen partnership working

Strengthening links with ATC's regeneration projects, the Windmill economic plan, and local organisations.

5. Increase volunteer numbers and training

Introducing more structured development pathways.

6. Secure long-term sustainability

Through strategic funding applications, partnerships, and community fundraising.

Looking ahead.

In 2025-2026

There will be extensive work through education to promote inclusion and diversity. With Courses being created not just for our own Volunteers but offered to other smaller organisations.

Conclusion

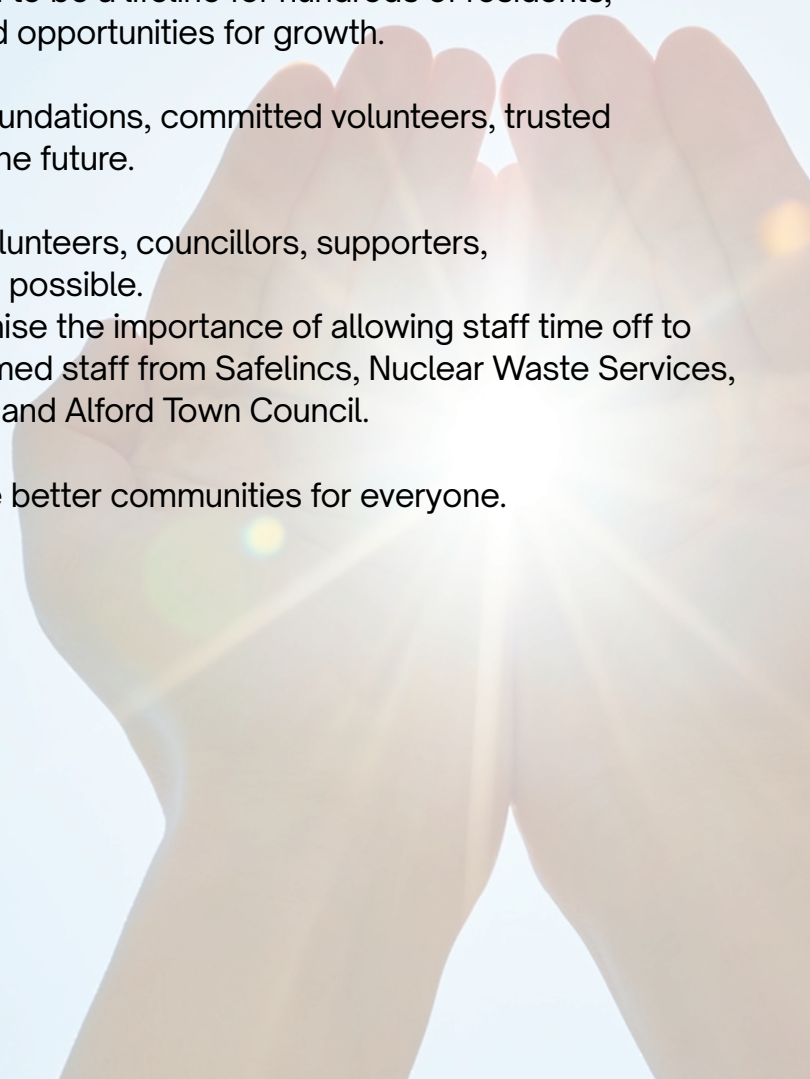
The year ending 31 March 2025 has demonstrated the strength, resilience, and compassion of the Alford community. Alford Hub has continued to be a lifeline for hundreds of residents, delivering practical help, emotional support, and opportunities for growth.

The organisation enters 2025–26 with strong foundations, committed volunteers, trusted community partnerships, and a clear vision for the future.

Thank you to everyone—residents, partners, volunteers, councillors, supporters, and funders—who make the work of Alford Hub possible.

Thanks must also go to businesses who recognise the importance of allowing staff time off to participate in charity work. This year has welcomed staff from Safelincs, Nuclear Waste Services, Lincolnshire Fire and Rescue, Lincoln University and Alford Town Council.

It is only by working together, that we can make better communities for everyone.



Thank You