

# MIDHURST COMMUNITY HUB

England & Wales · Charity number 1199385

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2022-06-20

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** The Old Library (side entrance)  
Knockhundred Row  
Midhurst  
West Sussex  
GU29 9DQ

**Phone** 01730-770403

**Email** [mike@midhurstcommunityhub.co.uk](mailto:mike@midhurstcommunityhub.co.uk)

**Website** [midhurstcommunityhub.co.uk](http://midhurstcommunityhub.co.uk)

## Activities

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**Objects:** TO PROMOTE SOCIAL INCLUSION FOR THE PUBLIC BENEFIT BY PREVENTING PEOPLE IN THE MIDHURST AREA FROM BECOMING SOCIALLY EXCLUDED, RELIEVING THE NEEDS OF THOSE PEOPLE WHO ARE SOCIALLY EXCLUDED AND ASSISTING THEM TO INTEGRATE INTO SOCIETY, IN PARTICULAR BY:1. PROVIDING ADVICE AND ASSISTANCE TO PEOPLE WHO ARE EXCLUDED FROM SOCIETY, AS WELL AS THE DEVELOPMENT OF PROJECTS AIMED AT REDUCING EXCLUSION.2. REFERRING THOSE INDIVIDUALS WHO ARE SOCIALLY EXCLUDED TO PARTNER ORGANISATIONS.3. ESTABLISHING A MIDHURST COMMUNITY FORUM BRINGING TOGETHER THE MULTIPLICITY OF CHARITIES, LOCAL TRUSTS, LOCAL AUTHORITIES AND OTHERS ALL SERVING THE WIDER MIDHURST AREA SO THAT COMMON ISSUES AND CONCERNS CAN BE SHARED.FOR THE PURPOSE OF THIS CLAUSE 'SOCIALLY EXCLUDED' MEANS BEING EXCLUDED FROM SOCIETY, OR PARTS OF SOCIETY, AS A RESULT OF ONE OF MORE OF THE FOLLOWING FACTORS: UNEMPLOYMENT; FINANCIAL HARDSHIP; YOUTH OR OLD AGE; ILL HEALTH (PHYSICAL OR MENTAL); SUBSTANCE ABUSE OR DEPENDENCY INCLUDING ALCOHOL AND DRUGS; DISABILITY; POOR EDUCATIONAL OR SKILLS ATTAINMENT; RELATIONSHIP AND FAMILY BREAKDOWN; POOR HOUSING (THAT IS HOUSING THAT DOES NOT MEET BASIC HABITABLE STANDARDS).

**Activities:** Midhurst Community Hub is a "one-stop-shop" advice centre for people coping with multiple problems to do with debt, benefits, housing issues, utility companies, Blue Badge/PIP forms etc. It is run by local volunteers for local people. The Hub is based in the Library at the Grange Community centre but with

"spokes" linking to over 30 specialist providers in the public and charity sectors.

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities

## Geography

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- West Sussex

## Finances

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Period end	Income	Expenditure	Assets	Employees
2025-03-31	£19,768	£17,796	-	-
2024-03-31	£21,128	£8,348	-	-
2023-03-31	£12,478	£3,298	-	-

## Trustees

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Name	Role	Appointed
<b>CHRISTINE ABBOTT</b>	Chair	2021-06-15
Christopher Gladstone		2024-10-06
James Yeates		2021-06-15
Jeanette Sutton		2021-06-15
Laura Jandac		2021-06-15
<b>MARK PURVES</b>		2021-06-15
Martin Roberts Roberts		2021-06-15
Shelagh Legrave CBE DL		2026-01-21

**MIDHURST COMMUNITY HUB**

England & Wales - Charity number 1199385

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# Accounts

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# ANNUAL REPORT 2024 -2025



Registered Charity No.1199385



## **Introduction**

1. This is the third Annual Report of Trustees for Midhurst Community Hub which was established as a registered charity on 20 June 2022. This Annual Report covers the period from 1 April 2024 to 31 March 2025, and was approved by the Trustees at a Board meeting on 15 October 2025.

2. This report is produced following the guidance of the Statement of Recommended Practice (SORP) appropriate to this form of charity, namely FRS102, as reflected in this link: <https://www.gov.uk/guidance/prepare-a-charity-trustees-annual-report#charities-sorp>

## **Object of the Charity**

3. The Constitution of the Hub states that its main purpose is :

*To promote social inclusion for the public benefit by preventing people in the Midhurst Area from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society, in particular* by:

- 1. Providing advice and assistance to people who are excluded from society, as well as the development of projects aimed at reducing exclusion.*
- 2. Referring those individuals who are socially excluded to partner organisations.*
- 3. Establishing a Midhurst Community Forum bringing together the multiplicity of charities, local trusts, local authorities and others all serving the wider Midhurst area so that common issues and concerns can be shared.*

*For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; disability; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards)'.*

*Notes: "The Midhurst area" comprises the town of Midhurst and the fifteen rural parishes in the north-west of Chichester district within the County of West Sussex.*

## **Form of Governance-CIO**

4. The Hub is constituted as a Charitable Incorporated Organisation (CIO) and is one of the forms of charitable organisation recommended by the Charity Commission.

## **The Trustees**

5. At its launch the Hub had six trustees who are all local people with extensive experience of the community. The Board has since been joined by Jane Roberts as Treasurer, and by Chris Gladstone and now comprises:

Chrissy Abbott (Chair)	Jeanette Sutton
Jane Roberts (Treasurer)	Martin Roberts
Laura Jandac	James Yeates
Mark Purves	Chris Gladstone

6. The board meets on a regular basis with formal agendas, papers, and minutes in accordance with best practice. The secretary/administrator to the Board is Mike Abbott. Safeguarding, finance and performance management – a review of client numbers/results – are now standard items on every agenda.

7. The formal constitution allows not less than three trustees and not more than nine. Trustees are elected for a period of three years initially.

## **Office**

8. The registered office for the Hub is currently St Ann's Hall, St Ann's Hill, Midhurst, GU29 9NN. However, as and when the Hub obtains its own premises, the registered office will revert to new premises about which there are ongoing discussions with Midhurst Town Council. These are drawing to a conclusion and it is expected that the Hub will have an agreed tenancy on a new Office in the centre of the town in the very near future.

## **Our Mission**

9. The mission of Midhurst Community Hub is to enable local people in need to access integrated help at a single one-stop-shop advice centre doing so in conjunction with partner organisations that are specialists in their field. These needs are likely to be complex, and include issues pertaining to poverty and debt, housing need, caring issues, mental health and wellbeing, family support, unemployment/seeking work, and loneliness.

10. The Hub does not claim any particular specialist expertise but, with the written consent of the client, and in compliance with GDPR, undertakes to work with over thirty partner organisations who are specialists in their field.

## **Our Values: "Enabling independence, building community"**

11. The first aim, agreed by trustees at their very first meeting in June 2021, is to provide a personal service to clients, that follows through and resolves their issues to the best possible extent, and to their satisfaction. This is done by local volunteers helping local people, enabling their greater independence. The further aim is to build community life, by bringing local organisations together to share issues and possible actions. Trustees adopted the slogan of **"Enabling independence, Building community"** to summarise this endeavour. The trustees also adopted core values so that all the trustees, volunteers, and service providers to the Hub would undertake to being non-judgmental, and yet accountable, treating all our clients and providers with:

- Kindness
- Respect
- Discretion
- Compassion
- Humility

## **Bankers**

12. The Hub banks online with the CAF Bank (Charities Aid Foundation Bank).

## **Review of 2024/25**

13. There has been a sharpening of the focus of the Hub during this year upon its two strategic aims of enabling independence and building community.

### *Enabling Independence- Advisory Service - Clients*

14. The enabling independence Advisory Service has seen client numbers grow from 103 in April 2024 to 182 by the end of March 2025 . The Hub operates with four Teams of three volunteer advisers in each team and whilst some valued advisers withdrew in the year, new volunteers have been recruited. Ideally each team should have four volunteers to allow for absences and unavailability. The Hub's Advisory Service continues to operate from the Grange Community Centre, but now does so adjacent to the Registrar's Office with kind permission of the management of the Grange Centre, as unfortunately the Hub was displaced from its original location in the Library.

15. Funding was received from the Hyde Charitable Trust to improve internal procedures, the website and to reach out to the 1,000 Hyde households in the area. Flyers were hand delivered to these residents in the area, and two outreach events were scheduled. Unfortunately there was no agreement with Hyde about one of the locations and features of the event which was dropped, and the other, in Fernhurst took place on a stormy Saturday. Improvements to the Policies and procedures have been made and the website updated.

16. The Trustees agree a performance management framework at its meeting in October and this was implemented at the February meeting when the Board received quarterly performance management reports (QPMR) for the first three quarters (Q1,Q2,Q3). The benefit of this is reflected in the next section on Performance Management with a detailed breakdown of client issues and results.

17. A grant of £5,000 was also received from Chichester District Council in October towards the running costs of the Hub and for this advisory service.

### *Building Community – Forum, Projects and outreach*

18. The Hub facilitates two meetings of Midhurst Community Hub each year, the first in 2024/25 was held on 24 May 2024. The purpose of this Forum was to provide a brief update on the progress of the main projects, but also to set the operational activity of the Hub and its many partners into a wider strategic context. In this regard the Forum was addressed by Frank Soodeen, Director of Communication and Engagement for the Joseph Rowntree Foundation (JRF). The second Forum was held on 19 March 2025 to address two issues: concerns about older people, and about children and families. The Forum was addressed by speakers respectively from Age UK (delivered by another) and by the local outreach worker from Family Support Work(FSW). The Forum agreed that both topics deserved closer attention and would be returned to at the November 2025 Forum. Reports of Proceedings of all Forums can be found on the Hub website.

19. Four current projects have been endorsed by the Forum, the first two to address the top concern about loneliness and isolation:

- In Touch is a telephone befriending service
- Midhurst Community Lunches are a free weekly lunch
- Work Connections is a half day work readiness course aimed at those at edge of the labour market
- Midhurst Uniform Shop is a new project initiated by a Volunteer Adviser and approved by the Board in October aimed at recycling Primary School clothing in collaboration with Midhurst, Easebourne and Stedham Primary Schools. The plan is to launch the pop-up shop in Spring 2025.

20. The Hub sends out a quarterly e-newsletter to partner organisations, service providers and other stakeholders, giving updates on Hub activities and information on other topics that may be of interest to subscribers. The audience for the newsletter started at 105 in 2023, and we now have a total of 177 active subscribers.

21. Several events were held in 2024/25, including a fund-raising concert on 5 July involving Midhurst Primary School Choir and the Milton Choir. The Chair again held a garden party lunch for all volunteers and further events for volunteers were held in the Summer and at Christmas funded by Hyde Charitable Trust's Surprise Fund grant of £1,000.

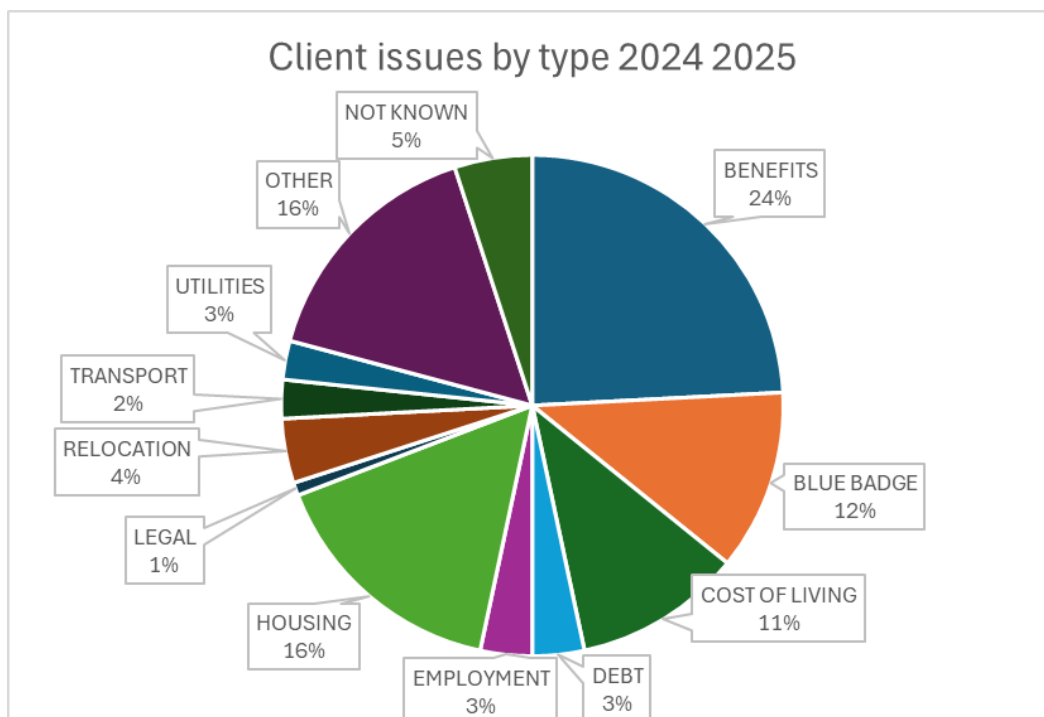
## Performance Management- Outcomes

22.The Board now receives a quarterly performance monitoring report (QPMR) at each quarterly Board meeting, and which is summarised in this Annual Report for the 2024/25 year. The structure follows the format of the outcomes intended to be achieved as agreed by the Board’s approach to performance management.

### ***Enabling independence – Advisory service***

23. In 24-25, the Hub helped 79 clients. It is not uncommon for each client to seek assistance with more than one issue, so the number of cases dealt with was 118 (see figure 1).The importance of the Hub working in partnership with other organisations is demonstrated by 10% of new client referrals coming from public sector bodies (e.g. Chichester District Council) and voluntary organisations (e.g. MIND). Four “returning” clients had first been referred by one of these organisations. Some 54 referrals were made to the Foodbank.

#### Cases by type (fig 1)



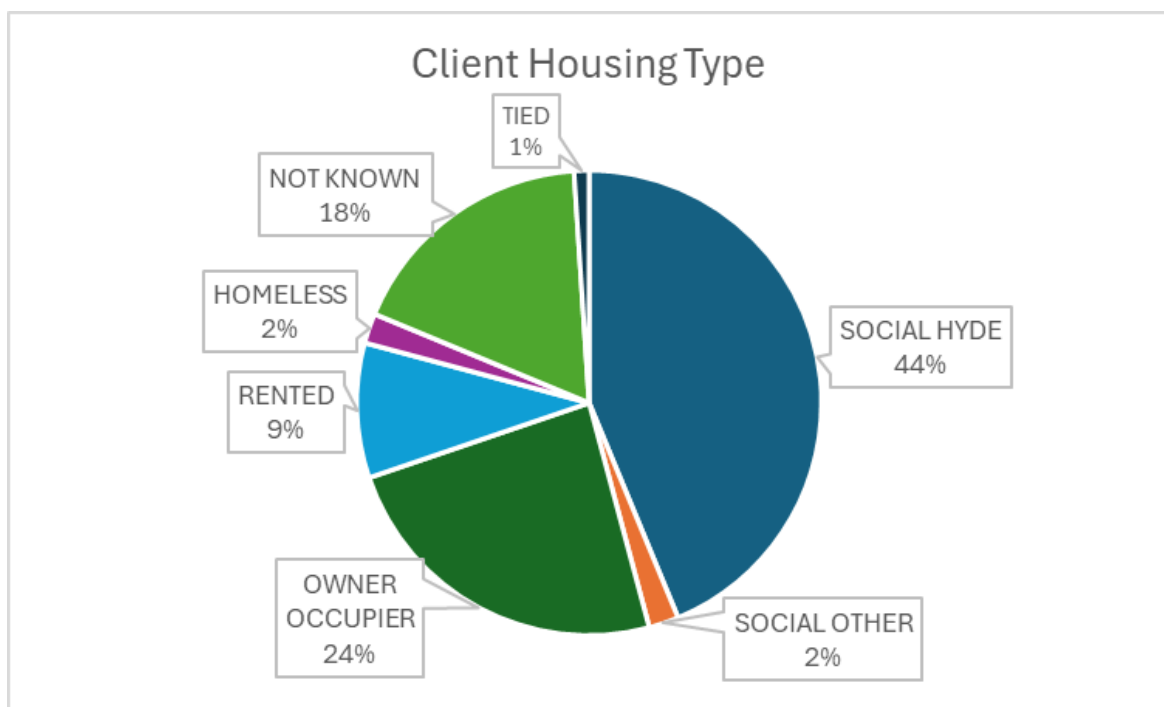
The 3 main reasons for clients seeking support from the Hub make up 50% of the cases dealt with. These issues are:

- Benefits - including advice on entitlement and assistance with applications
- Housing - including assistance with complaints to social and private landlords about maintenance issues and concerns over rent and maintenance charge issues

- Blue Badge applications - including assisting with online applications and getting supporting documentation.

24. According to the National Census data for 2021, 17.7% of the population of Midhurst live in social housing (the percentage in the neighbouring parishes is lower). This is in-line with national average. However, nearly half of the Hub's clients are currently living in social housing, a far larger proportion than would be expected looking at the breakdown of housing type alone. Some 63% of cases about housing issues brought to the Hub were presented by Hyde clients. The Hub has developed a close working relationship with the Tenancy Sustainment team at Hyde to help support their clients across a range of issues. There has been a marked increase in the number of clients who own their homes coming to the Hub for assistance up from 6.5% in 23-4 to 24% in 24-25. Of the 23 cases from clients in this category, 8 were about benefits and 6 for Blue Badge assistance.

Housing Type (Figure 2)



## Client Feedback

25. The Hub receives feedback from clients in 2 ways - testimonials given after their issue has been resolved and comments given during an informal client follow up phone call.

### Testimonials

- *Mrs xx rang ...to say she had just heard from Hyde Housing that the worrying service charge increase had just been reduced by £100 per week as the result of the Hub (MLA) taking up her case. She was very appreciative of the Hub acting on her behalf and persevering with it. She was delighted with the outcome.*
- *I'm sure I speak on behalf of all the Hyde residents when I say how grateful we are for all that (the Hub) are achieving for us all, I think that 2025 is going to be even greater still with our community coming together to support each other*
- *This client had been caring for her mother for years in the family home and undertaken work to do so that meant that in theory she had excess paid employment hours which had the effect of disqualifying her from being eligible for a PIP. In reality her hours of care far exceeded her working hours but nevertheless she was ineligible for PiP. So as her mother became more infirm she decided to reduce her working hours and take the risk of applying for a PIP. She needed Hub assistance in completing the application form which was successful and the PIP awarded. She is delighted with the help received.*
- *This client had been caring for a family member who sadly died. She was coping with the stress of bereavement and mistakenly ticked the wrong box on a PIP renewal form and her PIP was withdrawn. The DWP offered to conduct a telephone interview with her about her circumstances but she couldn't face this additional stress. The Hub contacted the DWP on her behalf, and so after multiple phone calls arranged for her case to be dealt with by paper only to avoid further stress for the client. The Hub provided the necessary evidential details to the DWP. The client then came in to express her thanks to the Hub for, to its credit, the DWP not only reinstated the PIP but did so at a higher level, for a longer period of two years, and backdated the payments. The client was immensely grateful and relieved that she no longer had this worry at least.*

## **Follow up phone calls**

26. Around 10% of clients whose issues were resolved during the year are randomly selected for a follow up phone call to seek their views on being supported by the Hub and what difference it has made. Ten clients were identified for contact, but despite multiple phone calls only 4 respondents were reached. Their comments were uniformly positive:

- “...(the adviser) was brilliant and did lots of chasing and following up. I’m so grateful – they went above and beyond in making referrals etc. The Hub were lifesavers when I didn’t know where to turn. My issues would not have been resolved without them”
- “...(the adviser) was lovely – so helpful and patient with us. We really appreciated their kindness and helping us through the process.”
- “As soon as the adviser stepped in, everything started to happen. I don’t know what they did, but it was like magic! I had been getting nowhere and within days there was positive action and the problem has been resolved. The Hub are a godsend!”
- “The Hub were very helpful and I am 100% happy with what they did for my parent, who was also very pleased. It was a fantastic level of service.”

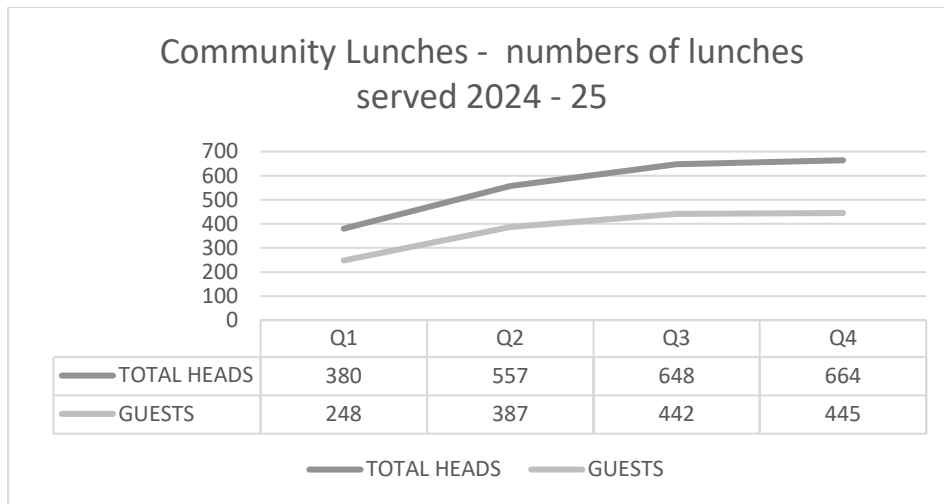
## ***Building community - social connectivity***

### **Improved Employment Prospects**

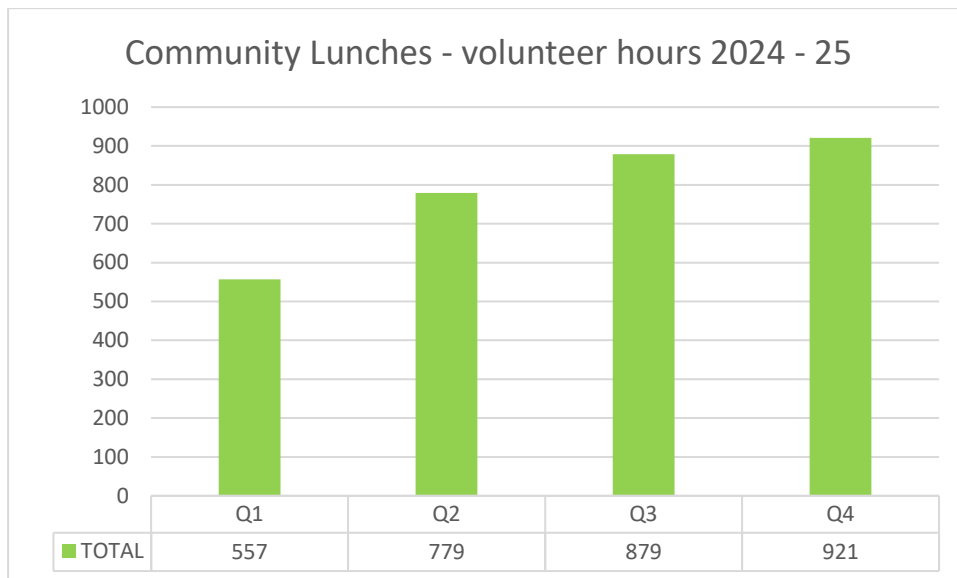
27. In May 2024, a workshop was held with the Midhurst Business Partnership and Chichester District Council’s Choose Work team to provide readiness for work training for clients. It was a limited success. A further workshop is planned for October 2025.

### **Reducing loneliness and isolation**

28. The Midhurst Community Lunches have proved to be an outstanding success in providing a free cooked lunch to guests every Monday. The lunches are funded by grants, including a new grant in March 2025 of £5,250 from the Sussex Community Foundation, and by donations. The Lunches are funded in a Restricted account. The average number of clients increased from 23 at the beginning of April 2024 to 38 at the end of March 2025. The highest number of clients served lunch at one sitting was 40 in March 2025. The highest total number of lunches served at one sitting (including guests and volunteers as well as clients) was 61, also in March 2025.



- “Total heads” includes volunteers, visitors from partner organisations and other guests, in addition to the lunch clients.



- Volunteer hours include the purchasing and collecting of food and preparing the meals, as well as looking after clients and guests, cooking and serving the meals, and clearing up. The total number of volunteer hours in 24/25 was 3136, at an average of 64 hours per lunch.

29. Although the success of the lunches can be seen through the statistics, the real impact is seen from client testimonials. Here are just a few:

- *A very good welcome, good company, conversation, without forgetting good food*

- *We try to get here every week, the volunteers are super kind and funny. The food is outstanding and plentiful, amazing all round.*
- *Welcome sense of community and friendship, complimenting the high standard of homely catering*
- *They make Mondays worth getting up for . You are all wonderful as is the food.*
- *To eat with people rather than just on my own. Being on UC it is nice to know I will always have at least one full meal. The most important part is the social side rather than being by myself*
- *Having lived in Midhurst for about 7 years and not knowing anyone we started coming to here and the afternoon tea on Thursday. We have met numerous people and find that walking through the town we meet people that we have met through these gatherings. Thank you.*

## In Touch

30. The In Touch project launched in April 24, with the intention that volunteers would make weekly calls to clients who would welcome a chat. The project was promoted to the local community and partner organisations through leaflets, posters, our newsletter, website and social media and briefings e.g. to Parish Councils. Take-up has been lower than anticipated. Two-thirds of the clients were referred to us either by the CDC Social Prescriber or by MIND. A review of the project will be started in May 25.

## Finance & Grants

31. The “business model “ of the Hub is to minimise core costs by using volunteers and having pro bono premises. The 2024/25 Accounts are appended to this Annual Report. The year closed at 31 March with a total of £18,200 in the Hub’s bank account. assisted by the Restricted grant from Surrey Community Foundation of £5,520

32. Funding derives mainly from successful grant bids and the Hub is most grateful to grant donors and to the individuals who make monthly donations which are gift aided. During this year grants were received from:

- Hyde Charitable Trust - £2,866.40 (Unspent grant from 2023/24 c/f to General Account by agreement)
- Chichester District Council - £5,000
- Sussex Community Foundation - £5,250 (Restricted for Community Lunches)

## **Safeguarding**

33. The Hub maintains a single central record that lists the roles and names of posts requiring DBS clearance. This includes all Trustees, all Volunteer Advisers helping clients in the Advisory Service and the In Touch volunteers. The record is checked by the Trustee responsible for safeguarding before every Board meeting and the subject is a standard item on the Agenda. In October 2024 the Board adopted the policy that all Trustees and Volunteer team leaders should all undertake an excellent "Gateway to Safeguarding" online training course run by the Hub's professional safeguarding advisers Thirty-one Eight (31.8). The achievement of this is now incorporated into the Central Record.

## **Looking Forward to 2025/26**

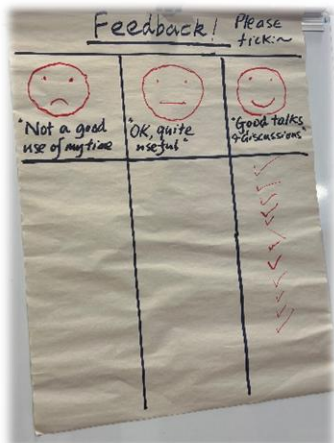
34. The Hub's ambition is simply to grow organically and improve its service to clients by keeping its operational procedures under review and making improvements to its processes. Its focus begins and ends with helping clients, but effective procedures are needed to achieve this.

35. The Hub is crucially dependent on its volunteers who number some 35 (12 volunteer advisers, 8 In Touch volunteers, and a team of some 15 cooks and helpers for the Lunches). Ideally more volunteer advisers need to be recruited so that each of the four teams has four volunteers in each one.

36. A Forum is planned for March 2025, focussing on issues affecting older people with a speaker from Age UK, and also on issues affecting children and families with a speaker from Family Support Work.

37. However the main change in 2025/26 is likely to be the successful conclusion of work undertaken to create the Hub an office in the Old Library in Knockhundred Row subject to agreement on terms with the Midhurst Town Council as landlord. This will give the Hub a new office base in the centre of the town at a peppercorn rent, and will be a " game-changer" for the Hub.

Exciting news!





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name Midhurst Community Hub	1199385
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## Receipts and payments accounts

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 £
<b>A1 Receipts</b>					
Grants	5,125	-	-	5,125	20,400
Grant - Community Lunches	5,520	-	-	5,520	708
Bank Interest	28	-	-	28	20
Gift Aid	670	-	-	670	-
Donations	3,219	-	-	3,219	-
Donations - Community Lunches	3,026	-	-	3,026	-
Hyde Surprise Funding	1,000	-	-	1,000	-
Events	1,180	-	-	1,180	-
<b>Sub total (Gross income for AR)</b>	<b>19,768</b>	<b>-</b>	<b>-</b>	<b>19,768</b>	<b>21,128</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>19,768</b>	<b>-</b>	<b>-</b>	<b>19,768</b>	<b>21,128</b>
<b>A3 Payments</b>					
Admin Consultant	6,090	240	-	6,330	2,190
Administration	961	-	-	961	886
Advertising	275	-	-	275	688
Bank Charges	60	-	-	60	60
Communications	1,555	-	-	1,555	956
Community Lunches	5,085	490	-	5,575	1,341
Events	668	129	-	797	887
Office Supplies	276	-	-	276	381
Printing	541	465	-	1,006	414
Hyde Surprise	1,019	-	-	1,019	-
Lilac Cottage	500	-	-	500	-
Website	766	-	-	766	545
	-	-	-	-	-
<b>Sub total</b>	<b>17,796</b>	<b>1,324</b>	<b>-</b>	<b>19,120</b>	<b>8,348</b>
<b>A4 Asset and investment purchases. (see table)</b>					
	-	-	-	-	330
	-	-	-	-	330
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>330</b>
<b>Total payments</b>	<b>17,796</b>	<b>1,324</b>	<b>-</b>	<b>19,120</b>	<b>8,678</b>
<b>Net of receipts/(payments)</b>	<b>1,972</b>	<b>- 1,324</b>	<b>-</b>	<b>648</b>	<b>12,450</b>
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	13,923	4,191	-	18,114	5,664
<b>Cash funds this year end</b>	<b>15,895</b>	<b>2,867</b>	<b>-</b>	<b>18,762</b>	<b>18,114</b>

## 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 £
<b>B1 Cash funds</b>	General Fund	8,066	2,867	-
	Community Lunch Fund	5,829	-	-
	Lilac Cottage Fund	2,000	-	-
	<b>Total cash funds</b>	<b>15,895</b>	<b>2,867</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK

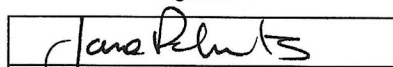
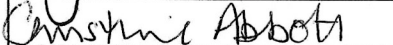
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	JANE ROBERTS	07.05.25
	CHRISTINE ABBOTT	11.05.25

**MIDHURST COMMUNITY HUB**

England & Wales - Charity number 1199385

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# Accounts

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**Introduction**

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**Object of the Charity**

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*To promote social inclusion for the public benefit by preventing people in the Midhurst Area from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society, in particular by:*

- 1. Providing advice and assistance to people who are excluded from society, as well as the development of projects aimed at reducing exclusion.*
- 2. Referring those individuals who are socially excluded to partner organisations.*
- 3. Establishing a Midhurst Community Forum bringing together the multiplicity of charities, local trusts, local authorities and others all serving the wider Midhurst area so that common issues and concerns can be shared.*

*For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; disability; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards)'.*

*Notes: "The Midhurst area" comprises the town of Midhurst and the fifteen rural parishes in the north-west of Chichester district within the County of West Sussex.*

**Form of Governance-CIO**

4. The Hub is constituted as a Charitable Incorporated Organisation (CIO) and is one of the forms of charitable organisation recommended by the Charity Commission.

## **The Trustees**

5. At its launch the Hub had six trustees who are all local people with extensive experience of the community. The Board has since been joined by Jane Roberts as Treasurer, and now comprises:

Chrissy Abbott (Chair)	Jeanette Sutton
Jane Roberts (Treasurer)	Martin Roberts
Laura Jandac	James Yeates
Mark Purves	

6. The board meets on a regular basis with formal agendas, papers, and minutes in accordance with best practice. The secretary/administrator to the Board is Mike Abbott.

7. The formal constitution allows not less than three trustees and not more than nine. Trustees are elected for a period of three years initially.

## **Office**

8. The registered office for the Hub is St Ann's Hall, St Ann's Hill, Midhurst, GU29 9NN. However, as and when the Hub finds its own premises, the registered office will revert to new premises about which there are ongoing discussions with Midhurst Town Council. Meanwhile the Hub continues to operate from the Library at the Grange Community Centre with kind permission of West Sussex County Council.

## **Our Mission**

9. The mission of Midhurst Community Hub is to enable local people in need to access integrated help at a single one-stop-shop advice centre doing so in conjunction with partner organisations that are specialists in their field. These needs are likely to be complex, and include issues pertaining to poverty and debt, housing need, caring issues, mental health and wellbeing, family support, unemployment/seeking work, and loneliness.

10. The Hub does not claim any particular specialist expertise but, with the written consent of the client, and in compliance with GDPR, undertakes to work with over thirty partner organisations who are specialists in their field.

## **Our Values: "Enabling independence, building community"**

11. The first aim, agreed by trustees at their very first meeting in June 2021, is to provide a personal service to clients, that follows through and resolves their issues to the best possible extent, and to their satisfaction. This is done by local volunteers helping local people, enabling their greater independence. The further aim is to build community life, by bringing local organisations together to share issues and possible actions. Trustees adopted the slogan of **"Enabling independence, Building community"** to summarise this endeavour. The trustees also adopted core values so that all the trustees, volunteers, and service providers to the Hub would undertake to being non-judgmental, and yet accountable, treating all our clients and providers with:

- Kindness
- Respect
- Discretion
- Compassion
- Humility

## **Bankers**

12. The Hub banks online with the CAF Bank (Charities Aid Foundation Bank).

## **Review of 2023/24**

13. This has been the first full year of the Hub's operation, and one characterised by a period of promotion and development. The advisory service to clients has resulted in 75 clients being helped in 2023/24 about whom further details are given below. The structure of having 4 teams of 3 volunteers in each has continued, and efforts have been made to increase the number of volunteers to 4 per team. Improvements have been made to operating practices to ensure accurate records are kept on each client and that agreed actions are followed up. Enjoyable social gatherings for all volunteers and partners were held in the summer and at Christmas.

14. Service development has been achieved largely through the Hub convening hugely successful Midhurst Community Forum meetings in May and November 2023 that brought together over 50 people from over 30 local organisations on each occasion. The top issue of concern was loneliness and isolation and its consequences. Full Reports of Proceedings can be found on the website.

15. The issue of loneliness and isolation has been addressed, following endorsement by the November Forum, by two projects. The highly successful **Midhurst Community Lunches** launched in January as a free weekly lunch funded by grants from the Boltini Trust and Hyde. Similarly, work was undertaken in early 2024 to recruit volunteer callers for the (Keeping) **"In**

**Touch**” telephone buddying service modelled on the experience of colleagues in the Selsey Care Shop with their “Good Morning Call”. In Touch’s first client came forward in June 2024 and will therefore be reported next year.

16. Successful bids to the Lottery (Awards for All) and to the Hyde Charitable Trust enabled the commissioning of a self-employed Admin Services consultant to improve systems and procedures. This has included an improved newsletter and mailing system, a spreadsheet to log DBS clearances and training provision, improved and more secure client files, assistance in promoting the Forum, establishing the process for online team meetings and commissioning a review of the website.

17. The Board of Trustees met on 4 occasions this year, and besides approving essential grant bids has focussed on redressing weaknesses in its policies and procedures. The appointment of a volunteer Treasurer in December 2023 has achieved a security of practice and the approval of new Financial Regulations. Improvements have been made to reporting on Safeguarding, and the adoption of a Risk Register and Critical Incidents procedure. In March 2024 the Board approved a proposal to update the website and this has since been achieved.

18. To sum up, 2023/24 has been a period of rapid growth for the Hub sustained by committed and capable volunteers and with welcome funding from grant donors. It is intended that 2024/25 should be a quieter year of implementation and consolidation.

## **Impact**

19. Part of the accountability to clients and to funders is to demonstrate the effectiveness of the Hub’s contribution against its mission and core purpose. As is noted on the website this process is known as the theory of change and sequences the impact of our efforts on those we serve.

## **Advisory Service**

### Inputs

20. The Hub operates with 4 teams of approx.3 people with each being on duty one week in four. The Hub is open for 3 hours on each of Saturday and Monday (except Bank Holidays) but allowing for set -up/take down of a further hour this amounts to some 24 hours a week or approx. 1,100 hours pa. To this should be added:

- Time spent outside opening times on client follow up:
- Time of the Secretary
- Time of Chair and Trustees

21. Adding in these activities effectively doubles the total volunteering time to around 2,800 hours pa.

## Outputs

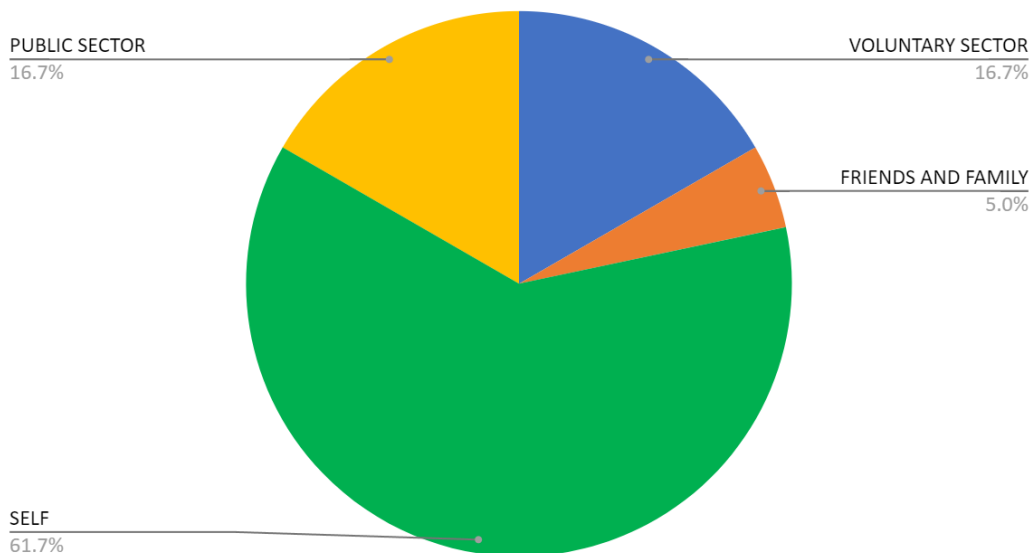
22. An information sheet is completed for each client who has contact with the Hub. Each new client is also given a unique identifying reference number. The information sheets capture contact information, how clients came to the Hub (referral pathway), their housing type (e.g. social, private rented) the issue(s) that brought them to the Hub and the agreed actions that the Hub will take to address those issues, subsequently described as "cases". The information for the client information sheets is then analysed to help the Hub get a deeper understanding of our clients and the challenges they face in order to provide better support in future.

23. In 23-24, the Hub helped **75 clients**. It is not uncommon for each client to seek assistance with more than one issue, so the number of cases dealt with was **105** (see figure 3). The importance of the Hub working in partnership with other organisations is demonstrated by around a third of referrals coming from public sector bodies (e.g. Chichester District Council) and other voluntary organisations (e.g. the Midhurst Food Bank).

### REFERRAL PATHWAY

Figure 1

REFERRAL PATHWAY 23-24



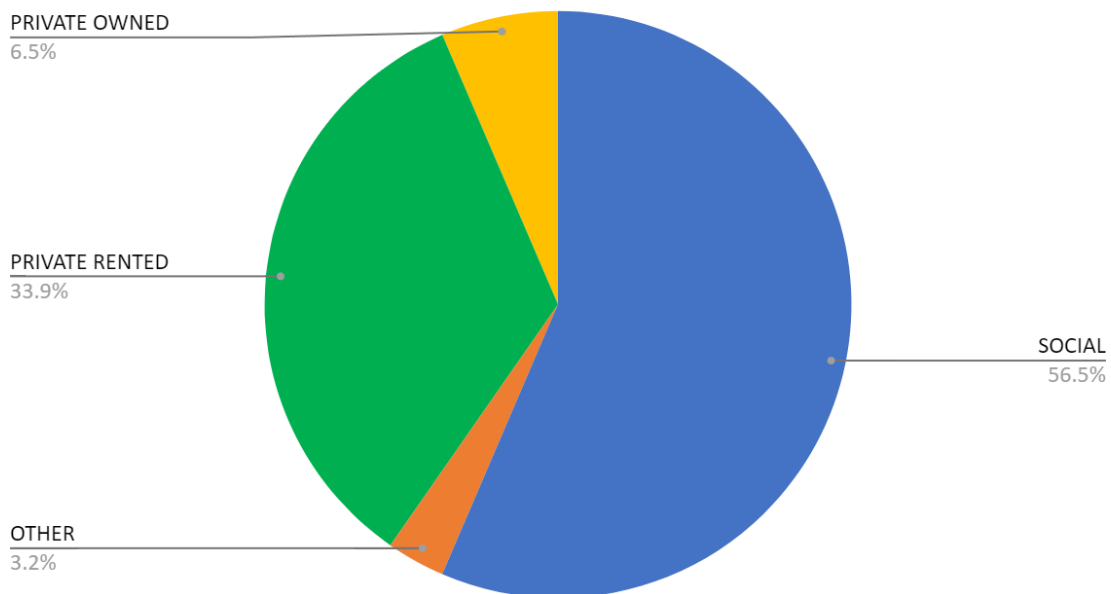
24. According to the National Census data for 2021, 17.7% of the population of Midhurst live in social housing (the percentage in the neighbouring parishes is lower). This is in-line with the national average. However, over half of the Hub's

clients are currently living in social housing, a far larger proportion than would be expected looking at the breakdown of housing type alone.

The same applies for the percentage of the local population living in rented accommodation (18.1% but a third of the Hub's clients)

### HOUSING TYPE *Figure 2*

#### HOUSING TYPE 23-24



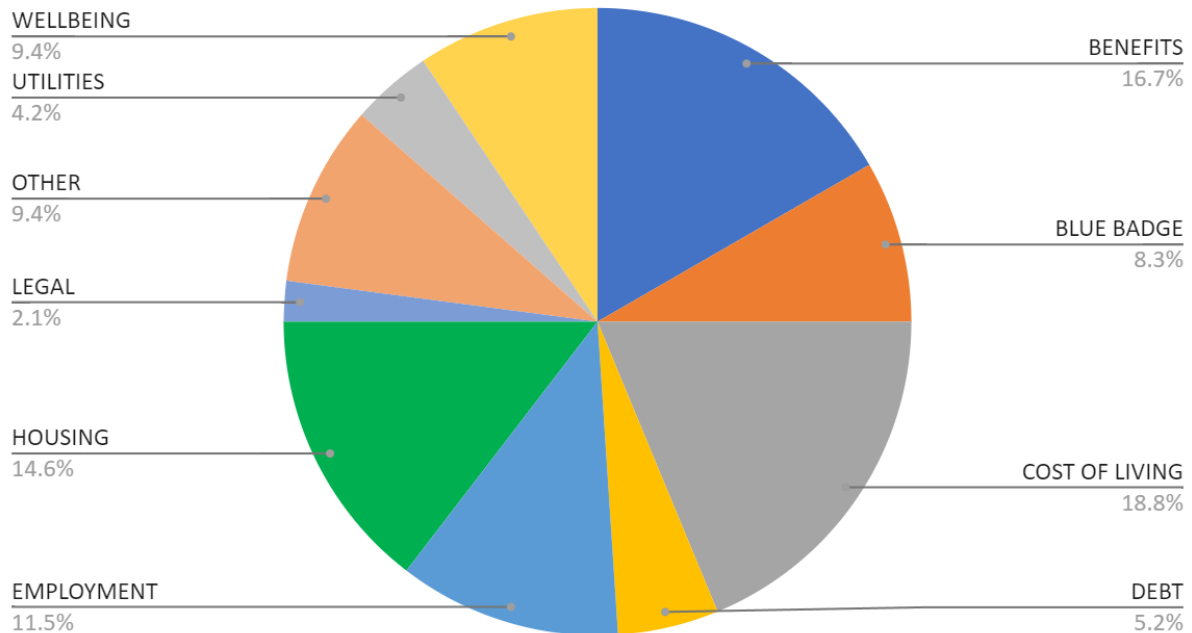
25. The 3 main reasons for clients seeking support from the Hub make up 50% of the cases dealt with. These issues are:

- Cost of living - including Food Bank referrals and assistance with basics such as furniture and white goods
- Benefits - including advice on entitlement and assistance with applications
- Housing - including assistance with complaints to social and private landlords about maintenance issues and concerns over rent and maintenance charge issues.

## CASES BY TYPE

Figure 3

### CASES BY TYPE 23-24



## **Main Projects**

### Midhurst Community Lunches

26. The Midhurst Community Lunches began in mid-January, following endorsement at the November Forum. This initiative was conceived as a way to encourage lonely and isolated members of our local community to reconnect with family, friends and local support services. The plan was for a steady increase towards a weekly target of 25 guests by the summer. The lunches take place on Mondays at the Methodist Church, under generous rental terms, and in a hall with good facilities. This location is in a safe and secure space in the centre of the town, close to public transport connections, and with the facilities enabling a nourishing homecooked meal to be provided.

27. The core start-up team of 8 volunteers has been boosted by a further dozen helpers, allowing individual time and attention to be given to each of our guests. After serving meals and refreshments to each table the volunteers make a point of joining guests to eat and continue conversations. We are seeing two or three new faces each week as word spreads; by the end of March more than 50 guests

had come along at least once and weekly we are averaging 20 to 25. The peak attendance so far was 28 at the start of Easter week.

28. Guests frequently comment on the warmth of our welcome, the friendly atmosphere and both the quality and choice of our meals. It has been very encouraging to see and hear directly about the positive impact that has already been achieved in these first months of operation and we look forward to further strengthening these new links within the local community.

29. Meals are entirely free of charge, though many guests insist on making a donation. After set-up costs just under £700, net weekly running costs have settled within the budget of £2.50 per head. Generous gifts and grants already guarantee our first twelve months operation through to 2025.

30. A link has been established with UK Harvest to receive excess farm and supermarket produce for use in our meals, with any surplus offered free to guests each week.

#### In Touch

31. The concept of In Touch was endorsed at the second Community Forum in November 2023 Forum at which the Chairman of Selsey Care Shop and Forum gave a presentation about their "Good Morning Call" service upon which In Touch is based. Further invaluable advice was obtained from Selsey colleagues at a meeting in March. The process of recruiting, briefing, clearing (DBS and signed confidentiality forms) was then begun. In Touch then went live in April (the next 24/5 Report year)

#### Work Connections

32. During the period of this Report meetings were held with Chichester District Council's Choose Work team and the newly formed Midhurst Business partnership to discuss and agree a way of providing readiness for work training to those at the edge of the employment market with vacancies that might exist in local businesses.

### **Overall Impact**

33. The Hub has reached out to many people and organisations in the Midhurst area through:

- Well attended meetings of Midhurst Community Forum in May and November 2023.
- Development of new projects in response to the Forum's concerns, particularly about loneliness and isolation. The Lunches already have 20-25 guests each week. In Touch telephone befriending service is just launching.
- Promoting awareness of the Hub to schools, parish clerks, churches, health centre, social prescriber, Hyde Housing, which has 1,000 residents in the Midhurst area and some 30 partner organisations

- Assisted 75 clients in the year addressing 105 separate cases they raised
- Impacted on individuals in a beneficial way, including for example:
  1. commissioning catering services from a Hyde tenant trying to set up in business.
  2. a Hyde tenant becoming a volunteer cook at the Lunches.
  3. by the close engagement with the tenant of a private landlord facing eviction, supporting him in the eviction being stayed
  4. by securing Blue Badge forms for infirm clients needing disabled parking badges and unable to complete the 36 page online form themselves
  5. by securing benefits for those entitled to them and, with Frontline, obtaining debt relief orders
  6. challenging utility companies about energy accounts and bills
  7. challenging social landlords about damp/mould in properties
  8. finding white goods and furniture for those moving into new properties without these facilities

34. The scope of the Hub's impact is reflected in these verbatim comments from clients:

*"It was good to see you and thank you for your visit and help. I do tend to panic when faced with numbers, but with your kind help all was very satisfactorily dealt with "* (MCH 036)

*"We are extremely grateful to you and the Midhurst Community Hub for all the help you gave us. I have no doubt that without your intervention we would still be struggling to contact OVO"* (MCH054)

*"It has been such a difficult 10 years since losing my husband, and I have even wanted to give up, sell up, curl up, but I know I have to stay strong for my gang, which is a little easier knowing that people like you are ready to listen, support and try get some help to come along. So, yes, thank you so much"* (MCH 055)

*"Thank you so much for all the help you have given me and my family"* (MCH 077)

*"I really appreciate all the help and support that your giving me and time isn't a concern because I'm always At Home and I'm grateful for any help and support that I can get."* (MCH 085)

*"I couldn't have done it without your amazing work and support."* Application for attendance allowance (MCH 090)

### **Safeguarding**

35. The Hub was established with a safeguarding policy and procedure from its inception. However, this original policy was revised at the Trustees meeting in

March 2024. A single central record of names, roles, DBS clearances and training has now been established. The principle is established that all Trustees, Voluntary advisers and In Touch volunteers should be DBSd. The principal organisers of the Lunches are all DBSd but the advice of the agency used by the Hub for Enhanced DBS clearances, Thirty-one Eight, is that those just helping/serving the weekly lunches on a rota do not need to be DBSd. Safeguarding is a standard item on every Trustee agenda.

## **Finance**

36. The full accounts for 2023/24 are as Appended. The accounts are produced on a Receipts and Payments basis as the income of the Hub is under £25,000.

## **Looking Forward to 24/25**

37. This year, 2023/24 has been a Development Year for the Hub, promoting awareness since its launch in November 2022, securing grants and promoting projects to address issues raised in the Forum.

38. The Trustees wish to use 2024/25 as a year of consolidation of both its advisory service and projects. The successful grant bids have enabled the commissioning of Admin Services from a self-employed consultant, and this has enabled procedures and processes to be improved. The key aims in 2024/25 are to:

- further improve client record keeping and the assessment of client satisfaction
- to enable the four teams to reach the point in volunteer numbers, and effective procedures and processes that they can take full responsibility for client phone calls, emails and personal visits during the entirety of their duty week
- ensure all volunteers have had safeguarding training
- reach out more to the rural villages outside Midhurst itself and in particular to Hyde residents
- to secure longer term funding, allowing core costs to be funded and the continued retention of an Admin Services person
- to move into Lilac Cottage as an office base.

**Chrissy Abbott, Chair of Midhurst Community Hub**

**July 2024**



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Midhurst community Hub

1199385

## Receipts and payments accounts

CC16a

For the period from	01/04/2023	To	31/03/2024
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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 £
<b>A1 Receipts</b>					
Grants	15,000	5,400	-	20,400	7,900
Donations	708	-	-	708	4,568
Bank Interest	20	-	-	20	10
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>15,728</b>	<b>5,400</b>	<b>-</b>	<b>21,128</b>	<b>12,478</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>15,728</b>	<b>5,400</b>	<b>-</b>	<b>21,128</b>	<b>12,478</b>
<b>A3 Payments</b>					
Admin consultant	2,190	-	-	2,190	-
Administration	886	-	-	886	183
Advertising	688	-	-	688	817
Bank charges	60	-	-	60	40
Communications	956	-	-	956	335
Community Lunches	132	1,209	-	1,341	-
Events	887	-	-	887	255
Office Supplies	381	-	-	381	412
Printing	414	-	-	414	222
Refreshments	-	-	-	-	35
Set Up Costs Phones & Laptops	-	-	-	-	602
Website	545	-	-	545	397
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>7,139</b>	<b>1,209</b>	<b>-</b>	<b>8,348</b>	<b>3,298</b>
<b>A4 Asset and investment purchases. (see table)</b>					
Table & Chairs	330	-	-	330	-
Phones & Laptops	-	-	-	-	3,516
<b>Sub total</b>	<b>330</b>	<b>-</b>	<b>-</b>	<b>330</b>	<b>3,516</b>
<b>Total payments</b>	<b>7,469</b>	<b>1,209</b>	<b>-</b>	<b>8,678</b>	<b>6,814</b>
<b>Net of receipts/(payments)</b>	<b>8,259</b>	<b>4,191</b>	<b>-</b>	<b>12,450</b>	<b>5,664</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>8,259</b>	<b>4,191</b>	<b>-</b>	<b>12,450</b>	<b>5,664</b>

## 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 £
<b>B1 Cash funds</b>		-	-	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	<b>13,923</b>	<b>4,191</b>	<b>-</b>
	(agree balances with receipts and payments account(s))			

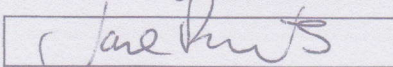
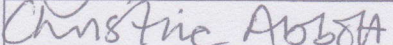
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	4 x laptops	Unrestricted	-	-
	4 x mobile phones	Unrestricted	-	-
	Table & 4 chairs	Unrestricted	-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	JANE ROBERTS	24.07.24
	CHRISTINE ABBOTT	24.07.24

**MIDHURST COMMUNITY HUB**

England & Wales - Charity number 1199385

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# Accounts

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## **Midhurst Community Hub**

**Annual Report 2022-23**

**January 2023**

### **Introduction**

1. This is the first Annual Report of Trustees for Midhurst Community Hub which was established as a registered charity on 20 June 2022, and covers the period from that date to March 2023. This Report was approved by Trustees on 26 January 2024

2. This report is produced following the guidance of the Statement of Recommended Practice (SORP) appropriate to this form of charity, namely FRS102.

### **Object of the Charity**

3. The Constitution of the Hub states that its main purpose is to:

*To promote social inclusion for the public benefit by preventing people in the Midhurst Area from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society, in particular by:*

- 1. Providing advice and assistance to people who are excluded from society, as well as the development of projects aimed at reducing exclusion.*
- 2. Referring those individuals who are socially excluded to partner organisations.*
- 3. Establishing a Midhurst Community Forum bringing together the multiplicity of charities, local trusts, local authorities and others all serving the wider Midhurst area so that common issues and concerns can be shared.*

*For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; disability; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards)'.*

*Notes: "The Midhurst area" comprises the town of Midhurst and the fifteen rural parishes in the north-west of Chichester district within the County of West Sussex.*

### **Form of Governance-CIO**

4. The Hub is constituted as a Charitable Incorporated Organisation (CIO) and is one of the forms of charitable organisation recommended by the Charity Commission.

## **The Trustees**

5. At its launch the Hub has six trustees who are all local people with extensive experience of the community, namely:

Chrissy Abbott (Chair)	Jeanette Sutton
Laura Jandac	Martin Roberts
Mark Purves	James Yeates

6. The board meets on a regular basis with formal agendas, papers, and minutes in accordance with best practice. The secretary/administrator to the Board is Mike Abbott.

7. The formal constitution allows not less than three trustees and not more than nine. Trustees are elected for a period of three years initially.

## **Office**

8. The registered office for the Hub is St Ann's Hall, St Ann's Hill, Midhurst, GU29 9NN. However, as and when the Hub finds its own premises, the registered office will revert to new premises about which there are ongoing discussions with Midhurst Town Council. In the interim period the Hub will continue to operate from the Library at the Grange Community Centre with permission of West Sussex County Council and pro bono.

## **Bankers**

9. The Hub has an account with the CAF Bank (Charities Aid Foundation Bank).

## **A Brief History**

10. The Hub's founders had many years of experience with Midhurst Foodbank. That experience led them to conclude that food poverty is simply a manifestation of wider, more complex issues. However, in recent years most of the direct face-to-face services to the area have been withdrawn, obliging people with needs to access services in Chichester, Bognor Regis and Worthing, or do so impersonally by phone or online. Not everyone has a computer or the skills to access services online. Moreover clients with complex problems may be obliged to approach several different public authority services, which are organised on a single function basis, when so often their needs cross-cut multiple organisations.

11. The first meeting of trustees took place on 15 June 2021, when the values of the Hub were agreed. In this set up phase, four meetings were held in 2021. In 2022 a further seven meetings were held to guide the submission to the Charity Commission and to establish:

- the operating policies and procedures for the Hub
- secure start-up funding and bankers
- establish an operating base
- obtain computers and phone systems
- establish links with partner organisations.
- set up website and public facing access – marketing
- recruit and train volunteers

12. The Hub was approved as a Registered Charity on 22 June 2022.

13. The Hub was launched by the local MP, Gillian Keegan on 22 November 2022 and became fully operational on 7 January 2023.

### **Our Mission**

14. The mission of Midhurst Community Hub is to enable local people in need to access integrated help at a single one-stop-shop advice centre. doing so in conjunction with partner organisations that are specialists in their field. These needs are likely to be complex, and include issues pertaining to poverty and debt, housing need, caring issues, mental health and wellbeing, family support, unemployment/seeking work, and loneliness.

15. The Hub does not claim any particular specialist expertise but, with the written consent of the client, and in compliance with GDPR, undertakes to work with over thirty partner organisations who are specialists in their field.

### **Our Values: "Enabling independence, building community"**

16. The aim agreed by trustees at their first meeting is to provide a personal service to clients that follows through and resolves their issues to the best possible extent and to their satisfaction. so that we enable their independence, and in so doing build community life, by local volunteers helping local people. Trustees adopted the slogan of "**Enabling independence, Building community**" To this end the values of the trustees, volunteers, and service providers to the Hub include being non-judgmental and accountable, and treating all our clients and providers with:

- Kindness
- Respect
- Discretion
- Compassion
- Humility

### **Policies and Procedures**

17. The Board has approved policies relating to:

- GDPR
- Client Confidentiality
- Safeguarding
- Health and safety
- Equality and diversity
- Complaints
- Volunteer Handbook

18. These policies and procedures are kept under review by the trustees with an annual programme for reviewing particular policies and procedures at each (quarterly) meeting.

### **Achievements and impact**

19. In these first four months (Nov 22- March 23) the Hub assisted 34 clients. The range of issues was quite wide, but the principal issues were:

- Benefits (7)
- Cost of living (5)
- Utilities (3)
- Housing (3)

20. The Hub works closely with other partners and so for example was able to work with Frontline (Registered debt advice agency) to secure a debt reduction order for a client who was otherwise facing eviction. Some clients in social housing have faced issues with damp and mould and others have struggled to gain access to their utility accounts in the transfer of accounts from SSE to Ovo.

21. A full Excel spreadsheet analysis of clients, their issues and the resulting actions and impact has been drawn up in 2024 and the results will feature prominently in next year's (2023/24) Annual Report.

22. Some comments made by clients in these four months include:

*"10/10 for the help provided by the Hub"*

*"We are extremely grateful to you and the Midhurst Community Hub for all the help you gave us. I have no doubt that without your intervention we would still be struggling to contact our energy provider.....you and your colleagues do a great service. Sometimes when looking for solutions to a problem just finding a sympathetic ear is a huge relief."*

*"(The client) rang me today to say thank you very much for the work you carried out...she was very pleased with it. Thank you so much."* From client referrer.

### **Finances**

23. The Hub is a small charity that operates with volunteers and at pro bono premises at the Library in the Grange Community Centre (Saturday mornings

and Monday afternoons) and with a telephone, email and web presence. The Hub's core operating expenses are thus kept very low. In this period of July 2022-March 2023, the Hub received start -up income totalling £12,478.

24.The details of Receipts and Payments accounts are included in the Annual Return to the Chairity Commission.

## **Risk**

25.The Trustee Board receives a regular quarterly monitoring report at each meeting addressing the key areas of the Hub's activities including client numbers, volunteers, finance, office base, and policies and procedures. Trustees are aware that having established the Hub in just eighteen months (June 2021- November 2022) some of its procedures need refinement.

26.The financial procedures have been agreed by trustees at meetings but not yet codified into a single document.

27. A priority is securing DBS clearances for trustees and volunteers, though most have valid DBS from other roles in work, church or school.

28.Similarly the training of volunteers will be put on an established basis by holding monthly Microsoft Teams (recordable) training sessions, particularly on safeguarding, and involving external partner speakers.

29.Trustees are also aware that the Board should include someone who has life experience representing that of the Hub's beneficiaries or clients and is actively seeking someone who might bring that perspective to the Board.

## **Ongoing development 2023/24**

30. It is proposed to convene two meetings of Midhurst Community Forum in 2024, to appoint a Treasurer and to address processes and procedures relating to safeguarding and the keeping of client records.

31. In short if 2022/23 was a start-up year, 23/24 is, and will be, a development year!

Chrissie Abbott, Chair of Trustees.

26 January 2024



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Midhurst Community Hub

1199385

## Receipts and payments accounts

CC16a

For the period from	Period start date 01/07/2022	To	Period end date 31/03/2023
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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 £
<b>A1 Receipts</b>					
Grants	7,900	-	-	7,900	-
Donations	4,568	-	-	4,568	-
Bank Interest	10	-	-	10	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>12,478</b>	<b>-</b>	<b>-</b>	<b>12,478</b>	<b>-</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>12,478</b>	<b>-</b>	<b>-</b>	<b>12,478</b>	<b>-</b>
<b>A3 Payments</b>					
Administration	183	-	-	183	-
Advertising	817	-	-	817	-
Bank Charges	40	-	-	40	-
Communications	335	-	-	335	-
Event Catering	255	-	-	255	-
Office Supplies	412	-	-	412	-
Printing	222	-	-	222	-
Refreshments	35	-	-	35	-
Set up costs phones & laptops	602	-	-	602	-
Website	397	-	-	397	-
<b>Sub total</b>	<b>3,298</b>	<b>-</b>	<b>-</b>	<b>3,298</b>	<b>-</b>
<b>A4 Asset and investment purchases. (see table)</b>					
Mobile phones	1,716	-	-	1,716	-
Laptops	1,800	-	-	1,800	-
<b>Sub total</b>	<b>3,516</b>	<b>-</b>	<b>-</b>	<b>3,516</b>	<b>-</b>
<b>Total payments</b>	<b>6,814</b>	<b>-</b>	<b>-</b>	<b>6,814</b>	<b>-</b>
<b>Net of receipts/(payments)</b>	<b>5,664</b>	<b>-</b>	<b>-</b>	<b>5,664</b>	<b>-</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>5,664</b>	<b>-</b>	<b>-</b>	<b>5,664</b>	<b>-</b>

## 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 £
<b>B1 Cash funds</b>		5,664	-	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	<b>5,664</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))			

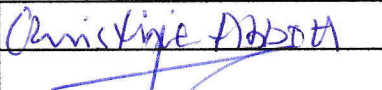
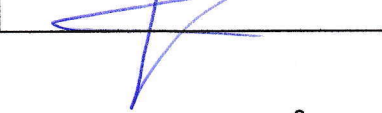
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	4 x Apple iphones	Unrestricted	-	-
	4 x Asus Ryzen laptops	Unrestricted	-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	CHRISTINE ABBOTT	29/01/24
	JANE ROBERTS	29/01/24