



## **TRUSTEES ANNUAL REPORT FOR THE YEAR ENDING MARCH 2023**

### **1. STRUCTURE, OBJECTIVES AND MANAGEMENT**

Ambleside Parish Centre was initially run by St Mary's Parish Centre [Ambleside] Trust, a registered charity [No 1093947]. Located on Vicarage Road, Ambleside LA22 9DH, the Centre is held on a 28 year lease from 1 January 2002 from the Carlisle Diocesan Board of Finance Limited as set out in a Declaration of Trust dated 10 October 2001, and a Lease and Trust Deed dated 29 January 2002 which set up the original Committee of Management.

These trusts were modified by further deeds of 2 April 2008 and 8 August 2008, which established the Sharing Agreement that incorporated the interests of Ambleside Methodist Church and that the Management Committee should include eight members, five elected and up to three co-opted, who could be drawn from the membership of the two named Churches.

A further trust, the Ambleside with Brathay Trust, was created in 25 October 2007 controlling the property of Ambleside Parish Centre, with its trustees drawn equally from the two Churches.

Ambleside Parish Centre was incorporated under the Companies Act 2006, limited by guarantee [No 7640743], and in this connection, has Articles of Association which closely mirror the governing deeds listed above. The company is a registered charity No 1145971 with its Articles establishing that the premises are available for the benefit of the wider community and not just for the two named Churches. The previous Management Committee was replaced by a Board of Directors.

On 1 April 2012 St Mary's Parish Centre [Ambleside] Trust gifted the whole of its assets and liabilities to the charitable company Ambleside Parish Centre and the charitable company carried on the activities of the former charitable trust as from that date.

On 1 April 2015 the Parish of St Mary's Church with Holy Trinity Brathay was dissolved and became the Parish of St Mary's Church Ambleside. This change is now reflected in our formal Constitution.

The members of the Board of Directors are as follows

- Five members from St Mary's Church to include the Vicar and a churchwarden [appointed at the Church's Annual General Meeting]
- Five members from Ambleside Methodist Church, including the Superintendent Minister [appointed by the Ambleside Methodist Church Council]
- The Head Teacher of Ambleside Primary School or his/her nominee
- Alternately, the Treasurer of St Mary's Church or the Treasurer of Ambleside Methodist Church or their nominee
- Up to five members elected from organisations using the Parish Centre
- Up to three co-opted members

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**2. RESPONSIBILITIES OF THE TRUSTEES**

The trustees (who are also the directors of Ambleside Parish Centre for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and the income and expenditure of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**3. MEMBERS OF THE MANAGEMENT COMMITTEE 2022-23**

Dr Rob Ashworth*	[Chair]
Mrs Alison Pickering*	[Treasurer]
Mrs Margaret Burford*	
Mr David Stothard*	
Mrs Jennifer Harrop*	
The Revd Beverley Lock*	[Retired Jan 2023]
Lady Renna Kellaway	[Lake District Summer Music]
Mrs Linda Kingdon*	[Secretary]
Dcn Maggie Patchett *	[Resigned May 2022]



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Mrs Allison Peak\*

Mrs Grace Cauldwell\* [Joined Aug 2022]

Mrs Catherine Powloski\* [Our Place Youth Project]

The Revd Graham Ransom\* [Retired May 2022]

Mrs Marion Riley\* [Ambleside Art Society]

Mr Michael Corin\*

NB. \* Directors of Ambleside Parish Centre

**MEMBERS OF STAFF**

Gale Chen All Together Now and Stories Together Co-ordinator [p/t]

Mandy Dorman Cleaner/caretaker [p/t]

Sophie Bryde Centre Manager [p/t] (MAT leave July 2022- April 2023)

Jane Affleck Administrator/Booking Co-ordinator [p/t] from May 2022 – Jan 2023

Shan Porter Events and Facilities Co-ordinator [p/t] from Feb 2023

Einir Roberts Finance Administrator [p/t]

Chris Shepherd Games for Men Co-ordinator [p/t]

Laura Firth Community Support Coordinator [p/t] until Sept 2023

Centre Manager Maternity Cover from July 2022- June 2023

**CONTRACTED SERVICES**

Ian Parr YES (Youth Engagement Service) Lead Youth Worker [p/t]

Debbie Parr YES Youth Worker [p/t]

We are grateful for the service provided by our bankers:

NatWest Bank	Charities Investment Fund
699 Wilmslow Rd,	[COIF]
Didsbury	CCLA
Manchester	80 Cheap Street
M20 6NW	London EC2 6DZ

We would also like to thank our accountants:

Saint and Company

The Old Police Station

Church Street

Ambleside

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Cumbria LA22 0BT

and our Solicitors:

Davenport and Scott

Lancaster House

Lake Road

Ambleside

Cumbria LA22 0AD

#### **4. GOVERNANCE**

For the majority of this year, the following Governance groups met in person, with the minutes being taken and circulated ahead of the relevant quarterly Board of Directors meetings:

- Facilities group – oversees the maintenance of the building and its fabric. In this subgroup there is one trustee, two co-opted members with relevant expertise and the Centre Manager.
- Finance group – oversees the financial position and projections of the Centre. In this subgroup are the Treasurer, Chair, Finance Administrator, and the Centre Manager.
- Youth [Our Place Youth Project] governance group – which provides governance for the Centre’s youth work. YES, who have been contracted to provide the youth services since September 2015, continue to work with both the junior and senior youth groups that make up “Our Place”. This sub group consists of two trustees, the Centre Manager and two representatives from YES.



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### **5. PROGRESS IN ACHIEVING TARGETS SET FOR 2022-23**

This financial year, whilst seeing a return to a near normal usage, was challenging with the increased cost of living and, in particular, the increase in energy prices. Although progress was made with fundraising at the beginning of 2023 to cover increases in gas and electric during quarter three, this did little to reduce the overall deficit as costs rose considerably in the last quarter.

There was an increase in members of the community requiring support from the community food cupboard as well as help with funding towards hospital transport. Despite the challenges we have been able to provide positive experiences through community events and activities and continued to create revenue through room hire and fundraising.

**i. For income to match expenditure; through meeting room hire target and matching fundraising need. To balance the budget, we need to apply for grant funding and generate revenue to address the identified shortfall.**

The projects ended the year with a positive balance. However, overall income failed to meet expenditure due to the unforeseen increase in running costs. Gas and Electricity bills were far higher than expected and despite a lottery grant of £7000, plus a warm spaces grant allocated to energy costs, the significant increase in energy prices meant that insufficient funding was raised. In addition to this the cost of maintenance, services and products increased.

**ii. To monitor a 'normal year' of operation; this being the first full business as usual financial year since 2019-20. It was agreed this was important to do, before committing to significant developments.**

Post pandemic there has been an increased level of engagement in activities at the Centre with our community groups, regular bookings and one-off bookings.

**iii. To seek to raise funds for additional investments and developments; before committing to spending (acoustics/ coffee machine/ access improvements)**

There was an attempt to find funds for the conversion to LED lighting project, however the bid was unsuccessful. This led to a piece of work being completed to understand all the maintenance and improvement needs of the Centre. Updated quotes were gathered, and we are in the process of collating the information into a booklet to send out to prospective funders.

**iv. To begin the planning process earlier again; with a view to be where we were in May 2022, in March 2023 (for the financial year 2023-24).**

Planning conversations for 2023-24 took place during the last quarter of this year.

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### **6. OTHER ACHIEVEMENTS AND DEVELOPMENTS**

#### **Establishing of Dementia Support Services with Dementia Awareness Hubs**

These dementia awareness events follow the model of the 'South Lakes Dementia Community' Hubs, which meet monthly in Kendal. Organisations, charities, and other groups who provide services to those living with dementia, their families and carers are invited to the hubs where they are able to provide information, support and share their expertise with those who attend. We have received regular support from all the organisations we have invited.

Ambleside held hubs in June and September 2022 and March 2023. They were well advertised on social media, posters and parish magazines but the response from the public has been negligible. Many organisations have attended ranging from specialist dementia charities to more general charities, from personal carers support groups to home care businesses, from solicitors to library services, from local health care professionals to those from the Memory Clinic. All have welcomed the opportunity to network in beautiful surroundings and they have appreciated the hospitality provided by Ambleside Parish Centre.

Looking to the future it would seem organising dementia awareness hubs twice yearly in Ambleside is not necessary as the Kendal hub is monthly and can be accessible to most people looking for information and guidance. But the format is good for organisations to network and the public to access information and guidance in one convenient place. Perhaps the Parish centre can look to widening the scope to enable the networking as well as attracting more of the public.

#### **Dementia Support Group**

Following feedback at the first Dementia Hub in September 2021, this group was established in February 2022 to offer support to local people living with dementia, their families, and carers. A diagnosis of dementia can be frightening for all those involved and, for some, the chance to talk about the situation in which they find themselves can be helpful.

The group continues to meet monthly on the 3rd Tuesday 10.00 to 12.00 offering a non-judgemental space where people can meet for a coffee and a chat. All the 5 volunteers have experience of caring for or working with someone with dementia.

Members talk about their frustrations, feelings of loss or some particularly difficult episodes or they may talk about their lives and experiences. They are not under any pressure to join the conversation, for some just listening and being in an accepting environment is sufficient with appropriate volunteers will speak with group members individually to ensure all is well.

We have access to a number of activities designed for those living with dementia. These include games, jigsaws, memory cards, conversation prompts and lego.



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In addition, following our work with the organisations attending the Dementia Hubs, we have gathered a lot of literature available to signpost people to various organisations for more practical help. Many of these organisations attend the group, when they can, to offer support.

We have had three regular attendees, all carers of people with dementia. In addition, others have dropped in seeking specific help with a particular situation or just somewhere to air their thoughts. Over the year a few people with dementia attended; two live alone and no longer attend, two have partners, one has attended with his partner and may return, the other decided it was not for him.

We set up an activities table, an information table as well as the table where we sit and have a coffee and chat and are considering inviting charity group members to the meeting every other month and advertising their presence to see if more people would then attend.

We constantly review our poster and other advertising methods with a view to attracting more members and we meet regularly to reflect on how the meetings are going and plan further strategies.

When asked, those who attend the group said how helpful they find the time to be with others who are in a similar position and understand to some extent what they are experiencing. For some, it is a form of respite away from the daily turmoil of caring for loved ones or the difficulties of living with dementia.

### **Archiving**

Volunteer Chris Turner continues to give her time generously to carry out the important, and considerable task of archiving the Centre's historic and more recent documentation. The process is close to completion and with the organisation having for the first time correctly archived historic and contemporary documentation, accessible at the point of need. This has been greatly appreciated by the Centre and will ensure the archives are maintained and updated to ensure an ongoing archiving process is adhered to and implemented.

## **7. TRUST RUN PROJECTS AND GROUPS**

### **Evergreens**

The Evergreens group enjoyed a successful year engaging in a wide range of activities and outings. Throughout the year 28 members took part in sessions with 14 regularly attending. We are extremely lucky to have a super team of volunteers supporting this group and are grateful to Agnes Backhouse and the Lakes Parish Council for funding to the running of this group.

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We started the year with a visit from the Library Staff to talk about music and creating a playlist that triggered happy memories. We had a talk from Steve Watts who shared his stunning images from his book *A year Like No Other*, and talked to us about his charitable work. Gillian Kelly from

AAFAF delivered an interesting talk that prompted the group to asking questions and discuss climate change. Homecare shared experiences and talked about the services they offer as did Age UK. Judith Myers talked about the Shoebox Appeal and shared slides. Local Photographer John Shedwick stunned everyone with his images from a trip to Svalbard (everyone adored the footage of the polar bears) and local Author Marion Veevers came to talk about some of the books she has written. Taffy Thomas brought his talents of storytelling to the group in *Memory of Betty Ingham* and Ursula challenged the group with a workout with chair exercises! We participated in Seasonal Crafts and flower arranging to celebrate Valentines Day, the Platinum Jubilee, Rushbearing and for the summer flower show, Christmas and Easter.

The Evergreens also enjoyed local visits to Ambleside Library, The Armit Museum a Heritage tour and afternoon tea at Brockhole, and travelled to the Wordsworth Museum & Dove Cottage on the open top bus. We then went a little further afield to The Theatre by the Lake in Keswick to see *The Borrowers* and in August had a Summer Day out in Blackpool. We took a heritage tram ride which rattled along, had a walk along the prom to the Lifeboat Museum, a picnic lunch then a hot drink. The weather was kind to us and a great day was had by all!

In addition to the outings, Gale delivered a super session for Chinese New Year, year of the Rabbit. We had school dinner at Ambleside Primary School in the Summer and later in the year the Children joined us in the Parish Centre for Christmas Dinner. The Oral History Society talks were extremely popular. The group love to listen to Ali, Judith and Will talk about and share presentations of life in Ambleside in the past. Ali Peak also delighted us with quizzes about the local area. We had games Sessions, time to knit and natter, lots of tea and cake and the icing on the cake this year was a visit from the Air Cadets with their aircraft simulator. Members of the group thoroughly enjoyed participating in flying, landing and sometimes crash landing the aircraft on the simulator.

### **Stories Together**

Our Library continues to grow and we now have almost 400 books in over 30 languages. We are grateful to our supporters for donations of books and craft supplies. We have loaned out 74 books in 17 languages with many more books being enjoyed in the park or Parish Centre.

We made cards for Easter, Eastern Orthodox Easter and Mother's Day as well as Ukrainian style decorated eggs. A popular activity was making underwater goldfish pictures inspired by *The Rainbow Fish* by Marcus Pfister (we have copies in the original German, English and Russian). We've





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since made kits for this activity so families borrowing these books can also taking a craft kit.

We held a Rushbearing making workshop. Many families did not know anything about the tradition and all enjoyed making a bearing and learning a little about this festival weather they took part in the procession with their bearing or not.

We made owls out of loo rolls and flower arrangements in the shape of birds to enter into this year's bird themed flower show and are delighted that some of our regulars won prizes. We made super heroes out of wooden spoons and the children were encouraged to write a story about their character.

During black history month we looked at the civil rights movement. We made buses out of cardboard boxes and the children were sent home with a challenge to find out who Rosa Parks, Roy Hackett and Tarsem Singh Sandhu were and what their connection was to buses. October was a great time to research books on black history to add to our wish list. We continue to be inspired by nature even though we were indoors. Activities included printing with autumn leaves and making acorn people. We enjoyed Christmas activities then learned about the ways people celebrate lunar new year by reading stories and making Spring festival decorations. We also made dolls inspired by Red Riding Hood and planted seeds.

### **All Together Now**

Overall, this has been a fairly settled year with no major challenges with the opportunity to make new connections with new people and new organisations. We established a relationship with CDEC Cumbria Development Education Centre and through them, had opportunities to work with Cumbria Libraries and artist Cathrine Sulyvan. A total of 57 people from 21 different countries joined us in activities or looked to us for assistance. These countries included Australia, Austria, Bolivia, Cambodia, China, Colombia, Dominican Republic, Ecuador, Philippines, Hungary, Italy, Latvia, Malaysia, Poland, Romania, Spain, Taiwan, Thailand, Ukraine and the UK.

The group planted potatoes and enjoyed the spring weather on lovely walks including Rydal caves. With more lovely walks in Spring including Stockghyll waterfalls,.We did some Asian fusion cooking and made borscht. Later we sewed beetroot seed and look forward to even better borscht if they grow well. As always, we took part in Rushbearing and the Flower Show. We also enjoyed the picnics, paddleboarding, made herbal teas from wildflowers and said goodbye to Maggie Pratchett who has been a big part of All Together since its beginning.

Thanks to free tickets from Cumbria Libraries, we enjoyed a fantastic trip to the Comic Art Festival in Bowness. Twelve of us ranging in age from 9 to 69 years enjoyed a range of activities including live drawing sessions by leading comic artists projected onto a large screen, a trip into an artist's fantasy world via virtual reality headsets, exhibitions, and talks with artists from all over the world. Language was no barrier as most of the event was very visual however most of the group met with people from their own home countries and artists who spoke their first language which made this

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trip even more enjoyable. Other popular activities included table tennis, writing poetry, and foraging walks.

We enjoyed lots of craft activities, especially crochet, and had a lovely evening of Bolivian cooking. We hope to recreate this dish by growing our own Bolivian chilies next year. The carol service was

attended by some of the group, but we all had an opportunity to be part of it even if we could not be there in person as we made a video greeting in seven different languages which was played in church! We held our Christmas party later than usual this year to include our Orthodox friends and celebrated winter solstice with Chinese solstice dumplings. We saw in the new year Latvian style with a special new year dish made from our own Latvian “maple peas” grown from seeds saved from plants we grew at Brockhole. We celebrated the Year of the Rabbit with Chinese food and began a project with Cumbria libraries and Cathrine Sulyvan, a storytelling artist. We had a couple of workshops with her and plan to create our own stories which we will illustrate and perform in the Japanese style known as Kamishibai. We hope this will continue into next year.

### **ESOL English speakers of other languages**

Following the closure of Learning Plus, the entre took on the delivery of this service which was funded by a shared grant from the Methodist Church. During the period April 2022 to March 2023 classes delivered by Tutor Richard Dugdale saw 36 students of many different nationalities. The students came from Ukraine, Spain, Hungary, Bulgaria, Romania, Bolivia, Ecuador, Columbia, Canary Islands and Thailand. The majority of new students were from Ukrainian refugees fleeing the ongoing war and now residing with host families in the Ambleside area. The students have been of various ages and educational backgrounds. Ages have ranged from mid-teens to early 50s, though the majority are in their 20s and 30s with the majority working in local hotels, restaurants and shops, and this includes many of those recently arrived from Ukraine.

Lessons included a grammar/vocabulary building element with lots of conversation and fluency practice. The main practical language focus continued to be English for work and everyday living, including topics such as 'giving directions', and English for CVs and 'covering letters'. Students are also encouraged to suggest specific language topics that are useful for them. The classroom environment is relaxed and friendly, and students are encouraged to use the English they know without the fear of making mistakes.

The main challenge of these lessons has been the range of language levels. Many of the new Ukrainian students had little or no knowledge of English whilst we also accommodate students at an intermediate or advanced level. To deal with this it is often necessary to divide the class into different groups for some or all activities.



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Some students have brought their children to the class and they joined in with the class. Where this has not been possible, we have arranged for a volunteer to look after the children so that the parents can focus on the lesson. We have continued to offer online classes on a Tuesday evening for those unable to attend classes at the Centre due to work commitments etc. Student feedback has been very positive and students have reported increased confidence and ability in using English in and outside of work.

### **The Village Mum and Baby/Toddler Support Group**

At the beginning of the year, we had a number of mums and babies who attended regularly. However, the children reached an age where they were starting nursery, so numbers attending the group reduced.

We were fortunate this year to have Grace Cauldwell bring along her sling library to Mum and baby support group and be on hand to offer support to new mums.

Links with school and other services were explored in the early part of the year, however with sporadic attendance and the fact that those who attended have a close network of support, we found at the time extra support was not required.

Moving forward though, there are families in the community who would benefit from support and Grace and Sophie will work together to identify those needs and make links with relevant services.

### **Our Place Youth Project**

Our Place Youth Club aims to provide an inclusive, stimulating, empowering and enjoyable youth project for young people living in the rural area of Ambleside and the wider Lakes Parish; this includes running a weekly junior and senior youth club, delivering issue-based project work, delivering activities and trips out during school holiday periods.

The Our Place junior (10 – 12 years) and senior (12 – 16 years) youth clubs are held on a Tuesday evening at the youth club room in the Parish Centre Ambleside.

There is currently an average attendance of 19 members at the junior club with 29 members in total. An average of 12 members at the senior club each week with 34 members in total. However, both clubs currently have a membership of 63 young people who attend over the year.

The junior club sessions usually starts with baking, the favourite and quickest bake to do are choc chip cookies. The group have also made sweet necklaces, decorated gingerbread hearts for Valentine's Day and gingerbread trees for Christmas.

The junior members have enjoyed many crafts over the year, several with a theme. Rabbits and lanterns for Chinese New Year, decorated trophies for Mother's Day, and for Christmas they made Gongs, candy cane reindeers, Poppy and Christmas wreathes to name but a few! The Nintendo Switch, table tennis, pool, table football and air hockey are always available throughout the session.

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Sports and Games in the hall with Calvin (qualified sports coach) are always looked forward to. Dodge ball and football are still the firm favourites.

In the lighter nights the group use the park instead of the hall. The playground is the main attraction although several of the group play football or manhunt. This has helped the youth club to reduce its overheads by not renting the hall.

The Senior Club is still male dominated with 7 females attending in total since September 2022. It is currently a mixture of old and some new members. The year 7 members come to play football and look forward to Calvin, the Sports Coach, attending. With the older members, it's a bit hit and miss. Other than football practice and youth club the majority of the group don't go out of their family homes to socialise.

Toasties and refreshments are on offer each week and any left over from the junior baking session. The pool table and table tennis are the most popular with the senior members. Arts and crafts are being done by a couple of Year 7 females.

This year 2 senior club members have finished helping in the junior club as part of their Duke of Edinburgh Award. This brings the total to 5 seniors who have volunteered for their Award. One of the young volunteers is coming back to volunteer as part of his Silver Duke of Edinburgh Award.

There were 26 youth club members who enjoyed a brilliant day at the Pleasure Beach during the Easter Holidays. There were 2 staff and an adult volunteer who accompanied the group. Everyone behaved themselves during the coach travel. The highlights were 2 junior club members going on the Big One as they were tall enough this year and really excited.

Funding was secured from Cumbria Youth Alliance to cover the costs to offer Community Bingo Sessions to raise funds for the delivery of the youth club. The first session took place this April, it was relatively quiet with roughly 13 people attending. The Chocolate Raffle was a big success and the whole event raised around £150. It is hoped that the Bingo will become a regular event at the Parish Centre and will help to raise much needed income to support the continuation of the Our Place Youth Club.

We would like to thank this year's funders: Lakes Parish Council: Kelsick Trust: Frieda Scott Charitable Trust: Cumbria Youth Alliance

### **Games for Men**

This group continued to enjoy getting together on a Thursday morning to play pool, table tennis, complete a crossword together and have a cuppa, conversation and snacks. The group saw new members at the start of the year, but as work commitments increased numbers dwindled again.



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The group were pleased to finally have the pool table renovated, with new felt, cushions, pockets and cues!

### **Community Food Club, Lunches & Cafe**

This group continues to attract a mix of those who need support with food, those who come for the company and those who support zero waste. It has been lovely to see familiar but new faces come

along on a Wednesday morning and good to see people who first came along to the Community Lunch now coming to the Café. In particular, we have seen an increase in the number of men who come along for the social aspect of this group. It has become quite a social hub. Vulnerability can cover a range of things from food poverty to mental health and companionship, so we are delighted that this project can support a variety of needs through coming together to share food.

Numbers who need support fluctuate each week but there have been 16 households within the Lakes Parish area who have needed support at some point through each month. We were able to deliver hampers and vouchers to those who receive support from the food cupboard over Christmas.

We now work more closely with Angela Clark who operates the foodbank support in Grasmere. She brings donations to us, we make up food parcels as needed and Angela has been helping with any deliveries that are required for Grasmere residents. And this year we have supported Angela and her team with enabling collection of donations for the Air Ambulance at our food club café. Over £1000 was raised at each collection.

The Community Lunches have made a popular monthly appearance this year. Those who attend would like to see it become a weekly event, however there were not enough volunteers to maintain a weekly rota.

Without volunteers, donations and funding the project would not be able to support vulnerable people or our community in general. Thanks go to all our volunteers, local businesses: Granny Smiths, Tesco, Co-op, Apple Pie, Cornish Bakery, Spar who we regularly purchase from and receive donations from for the food project. And also to our benefactors who make financial donations through participating in the group and purchasing refreshments, individual donations and grants. Thank you in particular to The Lakes Parish Council, Cumbria County Council, Cumbria Community Foundation, South Lakeland District Council and The Roseland Trust who have supported us with grants and donations.

### **Working with Volunteers**

All of our community groups, and the community events that we deliver, are done thanks to the dedication and support of the Centre's volunteers. We are fortunate to have individuals who have

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been volunteering at the Centre for many years, and others who have only recently joined us.  
Thanks you!

**8. MANAGEMENT OF RISK**

We continue to be diligent in regularly assessing and monitoring our risk factors through the involvement of the trustees and the Centre Manager in each of the governance groups.

We continue to remain diligent in our governance and vigilant in our promotional work to offset our risks and strengthen our position.

**Financial Scrutiny**

We are pleased to report that we continue to work to a robust financial governance framework. Working with the relevant groups, our Finance Administrator works with the Treasurer to produce annual budgets for the office administration, maintenance, Our Place Youth Club and the community projects. Our Finance Administrator also prepares quarterly reports showing income and expenditure, which is scrutinized by the Finance governance group before being presented at the Board of Directors Management meetings. The Directors have a reserves policy which is attached as Appendix 1.

**Maintaining growth**

An active and concerted effort was made to enhance and maximise use of the Centre as venue to hire and return usage to pre-pandemic levels. This includes commercially through room hire, aided by marketing and advertising, as well as engagement with our community groups and events.

**Health and Safety of the Organisation**

The Facilities group continues to monitor and plan for the Health & Safety requirements of the building. We continue to work within the Centre's Fire Safety and Safeguarding Policies and update all our policies regularly, including our Health and Safety Policy. The Maintenance Plan is used in the day to day running of the operation, this includes regular risk assessments being completed for the building and its fabric.

We continue to keep an incident book to record accidents and incidents, whilst the individual community groups carry out risk assessments for all their day and residential trips and activities.



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### **9. TARGETS FOR 2023-24**

As part of the analysis of this year, and financial planning for 2022-23, we identified the following aims;

#### **i. Explore and implement new ways of generating our own income, beyond room hire and grant funding**

Through a collaborative and creative team planning process, to identify new and different income streams that can be trialled or piloted in 2024-25, to increase our resilience and ability to match income with expenditure.

#### **ii Expand and strengthen our volunteer base**

To actively promote our community groups and recruit new volunteers, with specific role profiles and duties to increase capacity and sustainability of the groups, whilst equipping existing volunteers with skills and resources required to fulfil their potential. Also look to recruit new Directors to the Board with skills, experience and attributes that can contribute to the Centre's development.

#### **iii. Gain a better understanding as to who the community is that we serve**

To begin to carry out market research to identify who is, and who isn't, currently engaged with the Centre and in what ways. This should include permanent residents, visitors, transient workers, second homeowners, service providers, businesses, and other charitable organisations.

#### **iv. Consider ways in which we can become more environmentally and economically sustainable in both our operation and charitable work**

To identify, and implement where possible in our day-to-day ways of working, the maintenance and improvement of the building and our generation of income.

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**10. RESERVES POLICY 2022 -2023**

The APC Board of Directors continues to operate the Reserves Policy which is reviewed quarterly.

The “Centre General Reserve” was re-named to “Unrestricted general funds”. At the close of the financial year this fund was showing a deficit of £8,153.

The Ambleside Parish Centre Board of Directors has an established Reserves Policy which helps to explain how these **Unrestricted Funds** are managed and provide better clarity in the APC accounts for potential Grant Funders. Any movement within the Designated Reserves needs to be agreed at Board meeting of Directors and Trustees, and the decision minuted.

Throughout the financial year none of the Trustees Designated Reserves were used.

For clarity, the agreed purposes of the Designated Reserves are as below:

**Operation and Contingency Fund**

The “Operation and Contingency” fund ensures the Centre would be financially capable of continuing to operate its core activities for a period of 9 months (ie running the office, paying staff, utilities and essential building maintenance) and to support key community projects. This approach is taken to mitigate any event that could result in lack of Grants and income being received, plus providing time for the APC Directors to review and amend the appropriate business strategies.

**Community Projects Cash Flow Fund**

For community projects to help with the timing of Grants received and associated cash flow problems.

**Building Development Fund**

To enable future development of rooms and facilities to further the Charitable aims of the APC.

**Major Repairs Fund**

To help cover major structural repairs and (for example) replacement of the lift. Accessibility to all levels in the building by a reliable lift is a necessity within the Ambleside Parish Centre community setting.





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**Equipment Fund**

To purchase or replace key equipment which helps to generate funds (for example a coffee machine - the working life of which may be assumed to be five years).

Within the financial year 2022/23 the funds in the Designated Reserves were not modified at all.

<b>Fund</b>	<b>£ Balance as at March 2023</b>
Operation & Contingency	51,709.00
Community Projects Cash Flow Fund	1,864.05
Building Development Fund	6,000.00
Major Repair Fund	7,237.85
Equipment Fund	4,364.49
<b>TOTAL</b>	<b>£71,175.39</b>

Core expenditure was kept to a minimum through the year except to offer a 5.4% staff wage increase in response to increasing inflation rates.

No major repairs were carried out and general maintenance was for essential or urgent issues only.

However, with a reduction in the opportunities for grant funding towards core costs the Unrestricted General Funds\* ended with a deficit of £8,153.

\*In previous years this has been referred to as the Centre General Reserve.