

Annual Report 2024



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<https://www.facebook.com/arcloughborough>

https://www.instagram.com/thearccommunityhub?utm_source=qr&igsh=MTljGppamh5ODU3dQ==

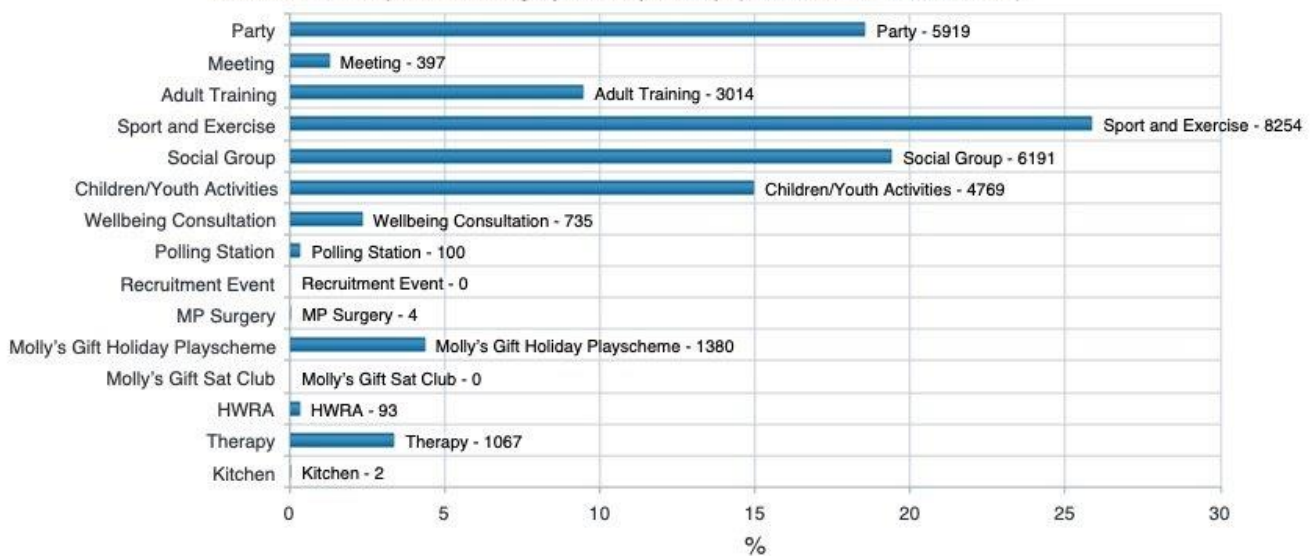
Registered Charity number 1157806

Introduction

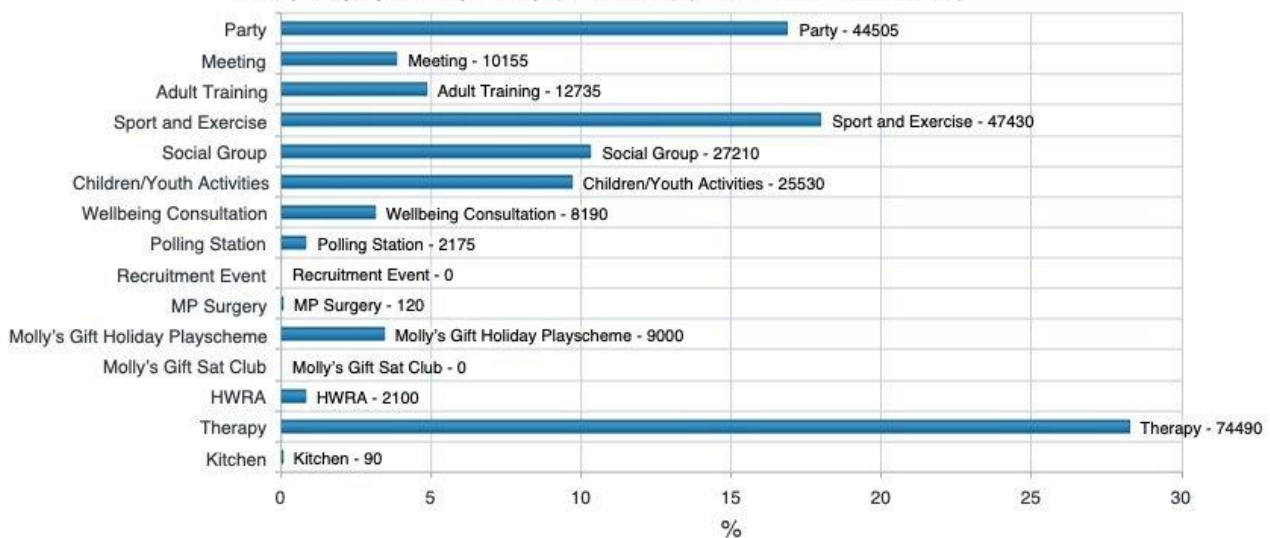
Wow, 2024 has been an amazing year! At the end of 2023, we estimated that 26,628 people had visited The Arc. Our data shows that this has increased to almost 32,000 with our community supporting a varied programme of activities and events. This, of course, helps us on our journey to becoming self-sustaining which is vitally important, especially in the current economic climate.

The increase in provision of and participation in sporting activities is welcome but we are particularly pleased to see the use of The Arc for therapy, one of the original aims of the charity back in 2019.

Number of People Attending by Activity Group (01/01/2024 - 31/12/2024)



Occupancy by Activity Group (in Minutes) (01/01/2024 - 31/12/2024)



Our social media presence continues to grow with an increase of over 400 Facebook followers, to 1872, and our new Instagram account is starting to gain momentum.

There was a very positive reaction to our website, which was redesigned and relaunched in 2023. Over 3000 people visited our website, most by organic search, which show us that our profile is gradually being raised. More hirers are using the website to book parties, hire the room for classes and visit our What's On pages. This is particularly important as The Arc is run by a very small team. In fact, all 4 members of staff are part time and the centre runs on less than 2 full time equivalents and our valuable team of volunteers. Aside from hiring, it is interesting to note that Little Stars generated a lot of 'hits' demonstrating the need for the provision, followed by our first beer festival, which was a great vehicle for bringing the community together through sessions for families and real ale enthusiasts alike.

☐	Page title and screen class ▾ +		↓ Views	Active users
☒	Total		9,188 100% of total	3,315 100% of total
☐	1	The Arc Community Centre - The Arc Community Hub A Community Centre in Loughborough	3,200	2,083
☐	2	What's on Loughborough - at The Arc Community Hub	2,223	1,233
☐	3	Room Hire in Loughborough - The Arc Community Hub	1,111	708
☐	4	Rooms for hire in Loughborough - The Arc Community Hub	355	236
☐	5	Little Stars Baby and Toddler Group - The Arc Community Hub	263	159
☐	6	Beer Festival at The Arc - The Arc Community Hub	154	108
☐	7	Pop up Pub - The Arc Community Hub	123	61
☐	8	Meet the Trustees - The Arc Community Hub	104	80



The Arc Community Hub charity exists to help people to come together, sustaining a stronger community



Cohesion - The Arc Groups

Monday  Little Stars baby & toddler group Little Stars 10-11.30am	Come and join the fun with your little one(s) and meet local families with similar aged children. We have lots of toys for all ages to enjoy in a free play setting. £2 per adult, no booking required. Free drink for each paying adult. Suitable from newborn to 4 years.	Friday  60+ Exercise 9.30-10.30am	Busy on a Thursday afternoon but would like to join in with some gentle exercise? A repeat of Thursdays class for those who cannot make it. Join our qualified instructor for £2 per person, no need to book, just turn up!
Tuesday  The Arc Community Hub Cafe Café 10am-1pm	A chance to grab a coffee, tea or some food in the heart of our community. The Arc Community Hub Cafe is a weekly cafe on your doorstep! All welcome, pop along between 10am and 1pm, we will be serving hot drinks and light bites such as bacon cobs and toasties.	Saturday  Once a month 4.15-6.15	Love Warhammer and looking for a place to play in Loughborough? Maybe you would like to give it a try? That's ok too! All welcome 11+ (children to be accompanied by an adult). £5 per person, tables provided. Email warhammer@arc-hub.org.uk to book your place.
Tuesday  Tuesday Treks Walk 10.30am-12pm	Looking for gentle exercise in Loughborough? Join our free walking group and enjoy a walk around the local area, starting at The Arc Community Hub every Tuesday morning. Don't worry it won't be a 'trek', walks will be tailored to the group. No need to book, all welcome!	Sunday  Table Tennis Club 7-9pm (Excluding first Sunday of the month)	All ages and abilities welcome, whether you actively engage in lots of sport or just fancy trying something new. There is no need to book, just turn up! £2.50 per session per person. Pop along and enjoy some sport, exercise and socialise with some of your local community!
Thursday  60+ Exercise 2.30-3.30pm	A gentle fitness class, tailored to your needs and ability. All people aged 60+ are welcome regardless of fitness level. Each session is delivered by a qualified, friendly and very approachable instructor. Each class costs just £2 per person and there is no requirement to book.		

Our portfolio of Arc Groups grew this year. Our Thursday afternoon Over 60s exercise group became so well attended that we decided to start a 2nd one which is proving equally popular. A massive thank you to members of the Co-op, who chose us as their cause, raising funds for us each time they shopped to help cover the cost of our amazing instructor.

Completely new to us is Warhammer. Described as the ultimate hobby for collecting, building and painting armies and engaging in strategic tabletop battles, we provide a safe space for those wanting to take their hobby a little further and play against others in the community.

Our established groups, Little Stars and Table Tennis continue to be well attended and much appreciated by attendees of all ages. Tuesday Treks is much more than just a walk, with attendees valuing the opportunity to socialise and enjoy a bacon butty or cheese and tomato toastie at our pop up café after their walk.

Energise, Grow, Peace



THE ARC COMMUNITY HUB

WELLBEING WEEK

OCTOBER 2024

Join us at The Arc, take some time out and prioritise your wellbeing and mental health. We have arranged a programme of free activities to help you take some time for yourself, engage in mindfulness activities, exercise and meet new people.

ACTIVITIES INCLUDE

- Yoga
- Art Therapy
- Soundbath
- Boccia & Kurling
- Felting
- Journaling for mindfulness

FIND OUT MORE

07562467356
Sue@arc-hub.org.uk
www.arc-hub.org

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2024 also saw our first Wellbeing Week. A week of activities, offered completely free of charge, to help boost the mental and physical health of attendees. Most classes were fully booked within a week or so of going live and we are very grateful to Miller Homes who gave us a grant which helped make this happen. Feedback was extremely positive and as a result, we are putting on more soundbaths, an extra yoga class and Tai Chi in 2025. Talking to participants, we also realised there was a demand for more craft-based activities and will be adding that to our focus for 2025.

Our long term hirers offering taekwondo and Pilates have expanded to meet demand

We are delighted to be able to assist the NHS by offering our space for their pulmonary and respiratory rehabilitation clinic. We believe it is so important to be able to offer health care in the community and this sits alongside Vita Health Care, who offer the NHS Talking Therapy programme from the centre 3 days a week.

The Arc continues to host regular bookings for people of different faiths with weekly services from STB Church, Muslim study sessions with AMAS, a youth group with The Well Church and a monthly Iranian community group. We are proud to be a safe space for all members of our community.



STB kindly filled our planters with winter bedding and shrubs

Entertain, Everyone



It's fair to say that the community now expect certain events from The Arc during the year. We try not to disappoint and replicated our favourites of the previous year. Our fundraising fashion show was first on the calendar, closely followed by a family Easter fun day. Our community day in August saw a visit from the Fire Brigade – very popular with younger children - BBuddies and the local PCSO and beat officers came to talk about cycle safety. We hosted our inaugural beer festival (an initiative developed from the really popular monthly pop up pub, run by Zander Events) which went down very well! The last weekend of October was very busy with both our Christmas Gift and Craft fair (shop early for Christmas!) and our Halloween Party. The Christmas party saw around 200 through the door and santas grotto sold out in 2 days!

We will endeavour to continue to bring people together to celebrate, socialise and have fun, key elements of our mission as a charity.

Our People



'Bob has been involved in the Arc Community Hub for many years having been a part of Haddon Way Residents Association when the concept of the centre was first suggested over 10 years ago. They volunteer their time for a variety of tasks, from maintenance and setting up/supporting events to bringing ideas and suggestions to improve or fill gaps in the Arc's provision.

Bob initiated and leads the Arc's wellbeing walking group, Tuesday Treks, which is a much needed exercise and social session for local residents. This is incredibly popular and has been instrumental in bringing people together. Bob has committed to achieving 100 hours of volunteer time to the Arc this year and has offered to coordinate volunteers for us. This is a huge commitment as Bob also works so uses much of their limited free time for the benefit of others.

Bob also makes an amazing elf and our Santa's grotto wouldn't be complete without them!

Thank you, Bob, for your continuous service to the local community.



'Sue is the Operations Manager at The Arc Community Hub. When people tell me about their experiences at The Arc, their main response is that the manager there greets them on arrival and because of that the place is always welcoming.

'Sue carries out a wide range of activities at The Arc. She is a "people's person" and is widely recognised as the "face" of The Arc. As her manager, I set her targets which she not only meets, but smashes on a regular basis.

'She is the person who drives the charity; it is becoming extremely busy following Covid and she is the reason for its success. Her personal time is used to further deliver to the charity.

'I know of no other person who goes above and beyond the call of duty to provide an amazing service to the community. Because of this I recommend her as a community hero.'

Thank you Sue for your dedication to your hard work and making [The Arc Community Hub](#) a valuable community venue for local people.



'David became a Trustee of The Arc Community Hub early in 2023 and quickly became an invaluable member of the team. His passion for serving the local community sees him at the centre most days and he will turn his hand to almost anything!

David has been instrumental in supporting community events - he is the first to offer his time to help set up the hall, to cover our wellbeing walking group (Tuesday Treks), oversee our beer festival and is a valuable key holder, often turning out at unsociable hours to let groups in or out of the centre. He manages the ops team in a proactive and supportive way and is now leading on a major project which will see The Arc deliver vital services to even more centre users. He picks up countless maintenance issues and has saved the charity hundreds of pounds in labour costs.

David's approachable, friendly manner makes him popular with our hirers and visitors alike and he is a great asset to The Arc. On top of all this, he makes a great cup of tea!

Our chair of Trustees, Operations Manager and one of our key volunteers were all recognised as Charnwood Community Heroes this year. The fact remains that we could not run The Arc without the support of our volunteers, whether they be our trustees, responsible for the strategic direction of the charity, our Tuesday kitchen team (Ang and Thomasina) our Little Stars volunteers (Jo, Helen, Emma, Zoe, Jazvinder, Stella, Pauline, Gemma, Brogan and Nellie) our keyholders (Nicholas, Liz, Jason and Meetal) our designer of the What's On Guide (Kat) and those who help fix things, paint things or help at events (Bill, Kitty, Sue, Sandy, David and Helen). They are all heroes!



Festive Tuesday Treks and keeping the community tidy



Funders



As a registered charity, we do not receive regular sources of income from external bodies so rely heavily on income from hirers. Whether this be a party or a regular weekly class, this income stream meets the majority of our costs. In a year that has seen massive increases in utilities, our increase in hirers has been crucial on our journey to becoming self-sustaining.

We are extremely grateful to organisations who have appreciated the need for the services we provide and responded favourably to grant applications. Our biggest donor is the Garfield Weston Foundation who awarded us a two year grant to help with running costs. This just about covered our gas and electricity costs in 2024 and we look forward to the cushion that this grant will give us in 2025.

Other grants have been for specific projects and we are very thankful to the Co-op and Active Charnwood for awarding us grants to cover the cost of an instructor for our Over 60s exercise group, especially as demand was so high, we started a 2nd group. The East Midlands Community Fund kindly agreed to cover the costs of some large scale games for community events and The Helen Jean Cope Foundation have provided funding for the Little Stars group which spanned the autumn of 2024 into summer 2025. Miller Homes, as previously mentioned awarded us funding which was used for our wellbeing week and its legacy and finally Charnwood Borough Council have contributed towards the employment costs of a part time caretaker who joins us in February 2025.

We must also give a shout out to Tesco, Shelthorpe. Their community champion, Caroline, is a great supporter of The Arc and we have been grateful recipients of prizes, tea and coffee throughout the year.

We continue to benefit from the clothing bank in our carpark, receiving payment per ton of your unwanted clothing, bags and shoes and receive a small percentage from shopping done via Easyfundraising, a free platform which we would love you to consider joining to help us in 2025.

Going Forward

2024 was an amazing year for us. We had an unprecedented increase in hirers and raised our online profile massively. 2025 will be about consolidating that and building on our successes.

We believe we have a greater understanding of your priorities and will continue to work to deliver them in a sustainable manner. Our provision of exercise for the over 60s will continue and will be complimented by Tai Chi, aimed at all ages and abilities. The desire for craft activities will be met initially by a new crochet social group (including cake!) and we will consider how else to meet your requests for more arts based activities.

Provision of therapy and health care in the community is close to our hearts and the NHS pulmonary and respiratory clinics are a long term commitment covering the next 3 years. We expect Vita Health Care's team of mental health experts, working in partnership with the NHS, to continue to offer face to face talking therapy from the centre during 2025, and hopefully beyond.

It was disappointing to see the fall in demand for a youth group in 2024 and the provision, which was delivered for us by Go Getta, ceased in the autumn. We will review ways of meeting need for youth activities in 2025 but hope our Warhammer group will attract some of the young people in the community.

We have received some great feedback about our events and activities and will act on points raised where possible. You said that you missed the Easter trail in 2024 – don't worry, it will be back in 2025! Our last major survey was in 2023 and we intend to repeat that in 2025 to ensure that we are responsive to changing need.

We are here for all residents of the Grange Park, Shelthorpe, Fairmeadows and Woodthorpe estates and look forward to welcoming you soon.



The Legal Bit

Reference and Administrative Information

The Arc Community Hub

22 Knox Rd

Loughborough

LE11 2UP

T: 01509 212026

E: enquiries@arc-hub.org.uk

Legal Status

Charitable Incorporated Organisation (CIO)

Governing Document

Charitable Constitution

Charity Number

1157806

Trustees

Mike Ellerby (to June 2024)

Gina Piscopo (to Sept 2024)

David Sangwine

Anne Grey

Anatu Mahana

Amit Patel (from Feb 2024)

Helen Clarke (from March 2024)

Accountant

Michael Welbourne, Coalraven Ltd

Independent Examiner

Colin Wood

Bank

Lloyds Bank plc

Staff Team

Operations Manager

Sue

Bookkeeper

Ian

Social Media/Events Coordinator

Camille

Cleaning

Lucy

2024 Financial review

The primary aim for 2024 was to establish that The Arc could be made financially sustainable.

With improved support and the ambitious targets, the Operations Team have delivered this objective extremely well, resulting in a £15k surplus. This compares to the £23k loss of 2023.

Room hire increased by 63.4% and was identified as the main driver as the surplus, rising from £47.3k in 2023 to £77.3k in 2024, and total turnover increased by 67.2% from £63.4k to £106k.

Grant funding also increased, up from £10k in 2023 to £15.8k in 2024, a 58% increase, with further funds already secured for 2025. This included grants to help support our Little Stars parent and baby group, the Over 60's exercise group, games for events, Well Being activities and the employment of a Caretaker. Additional funding in 2025 is aimed at improving the kitchen and external areas.

Restricted funding sits at £17.5k at the end of 2024 with £90.4k unrestricted (including tangible assets). This includes our strategic reserve which is currently under review with our Treasurer following the Finance Review with our Accountant. Typically, this has been set at 9 months of running costs but may yet change. A separate savings account is also planned for this strategic reserve.

Owing to the increased activity, staff hours have increased slightly; 2 additional hours for the Events Co-ordinator and 4 hours for the Cleaner. Wages increased from £38.9k in 2023 to £49.8k in 2024 (+28%).

In line with the upcoming Strategic Plan, resourcing changes are planned for the Staff at the end of this year, including an increased focus on improving volunteer resource, supported by the creation of Friends of The Arc

Statement of Trustees' responsibilities

The Trustees of the charity are responsible for preparing the annual report and financial statement in accordance with legislative requirements and UK accounting standards.

The Charities Act in England and Wales requires the Charity Trustees to prepare final statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming financial resources and application of resources of the charity for that period. In preparing the financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe methods and principles of the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable 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 charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose the reasonable accuracy at any time of the financial position of the charity and to enable them to ensure the financial

statements comply with the Charities Act 2016, the Charity Regulations 2013 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence taking responsible steps for the prevention of detection of fraud and other irregularities.

The Trustees, for the purposes of charity law, who served during the end and up to the date of this report are set out within this document.

Approved by the Trustees and signed for on their behalf by:

David Sangwine

Chair of Trustees – 01 April 2025