



**The Queen's Award
for Voluntary Service**

JUBILEE INSTITUTE ROTHBURY

CHARITY No 227913

ANNUAL REPORT 2010-11



**Project Part-Financed
by the European Union**

**European Regional
Development Fund**

1. ADMINISTRATIVE DETAILS

1.1 Address Jubilee Institute
Bridge Street
Rothbury
Morpeth
Northumberland
NE65 7SD

1.2 Trustees during 2010-11

John Lewis	Chair	
Clive Wilkinson	Vice-chair	
Ian Armstrong	Secretary & Compliance	
Siobhan Sheehy	Treasurer	
Pat Lewis	Treasurer	
David Richardson	Facilities management	
Paul Hawkins	Facilities management	Until 21 st Feb 2011
Sandra Gutherson	Social secretary	
Margaret Hammond	Social secretary	
Shirley Harrison	Social secretary	
Maggie Wallace	Cinema sub-committee chair	
Helen Roberts	Archives & legal	

1.3 Employees

The charity has one paid employee, a part time caretaker and booking clerk.

1.4 Governing document

The governing document under which the charity operates is a Scheme (Trust Deed) adopted on 15th October 2009 prepared with the guidance of the Charity Commission. Title to the land and property covered by the Scheme is vested in the Official Custodian for Charities. The Scheme specifies that the trustees should be elected each year at the Annual General Meeting, and their number should be between 10 and 15. The trustees subsequently elect the chair, secretary and treasurer from among their number. On appointment trustees are provided with copies of the Scheme and relevant Charity Commission guidance concerning their duties and responsibilities. Ten meetings of trustees are normally held each year. All trustee time is given voluntarily and no trustee receives any remuneration or other financial benefit.

2. PURPOSE AND BACKGROUND

2.1 Object of the Charity

This is stated in the Scheme as follows:

The object of the charity is the provision and maintenance of the Jubilee Institute, Rothbury, for use by the inhabitants of the area of benefit without distinction of political, religious or other opinions, including use for:

- (a) meetings, lectures and classes; and
- (b) other forms of recreation and leisure-time occupation

with the object of improving the conditions of life for the inhabitants.

2.2 The Jubilee Institute, its use and financial support

The Jubilee Institute is a large building with a variety of rooms and facilities, ranging from the 250-seater Angus Armstrong Hall through three meeting rooms for up to 50 people down to a number of smaller rooms and storage areas. There is a kitchen and further kitchen facilities in two other rooms. The main hall has a stage, film projection and surround sound. The building is right at the centre of Rothbury and has provided a social centre for the area for many years. The premises are licensed for public entertainment and the licence also currently covers the sale of alcohol.

The main source of income comes from hiring rooms to individuals and organizations for a wide variety of purposes. All room hire is covered by contracts agreed between the trustees and the user or user group. Current users with long-term contracts include the Scouts, a Youth Centre, a club for the over 60s, the Coquetdale Amateur Dramatic Society, a day care centre and the Oaklea Trust. There is a wide range of 20 to 30 other regular users covering such activities as Keep Fit, the study of local history, Council meetings, public meetings of the Police, U3A sessions, music rehearsals, and wildlife study. Individual bookings include uses for wedding celebrations, music festivals, dances, parties, elections and the Blood Transfusion Service. Occasionally commercial organizations hire the facilities but preference is always given to non-profit making organizations.

An invaluable degree of financial security to the affairs of the Jubilee Institute is provided by the Patrons Scheme through which local inhabitants make regular donations, often increased by GiftAid. This allows the trustees to make improvements to the premises that would otherwise not be possible. The trustees also run social events of various types to raise funds. Grants for capital expenditure are obtained whenever possible. The trustees receive regular advice on charitable operation from CAN (Community Action Northumberland).

In 2009 the trustees received the Queen's Award for Voluntary Service. In 2011 the Jubilee Institute was awarded Hallmark 1 status, a quality standard scheme overseen by ACRE (Action with Communities in Rural England) that recognises effective management.

3. MANAGEMENT REPORTS FOR 2010-11

3.1 Activities and progress (John Lewis)

In the past few years Rothbury has had its fair share of emergencies and the Jubilee Institute has been a central resource used on all such occasions. One of the results of this was that in 2009, after firming up our role in emergencies with the local authorities, we amended our contracts with users to make it clear that emergencies took precedence over standard bookings, with return of fees where appropriate. We rather hoped and expected that this provision would never be needed. However, in 2010-11 we have suffered two emergencies requiring use of the Jubilee Institute facilities. The first was in July 2010 when the police were seeking Raoul Moat in Rothbury culminating in the unfortunate ending of which we are all aware. The police presence in Rothbury was huge and it was natural that they used the Jubilee Institute as a coordinating point. Their appreciation was later recognized by a letter from the Police Divisional Commander and by a donation to our funds. Later in November / December the heavy snowfall and low temperature damaged the roof of the Middle School, which could not be re-opened until the weather had allowed inspection. We were very pleased that the Jubilee Hall was able to provide the solution to the urgent need for premises where some pupils could undergo key tests. Episodes of this kind show the value to the community of the accommodation that we provide.

Major repair work followed the harsh winter, which damaged the roof and guttering in a number of places, and rendered the Bridge Street stone staircase liable to intermittent collapse of individual steps. The visibility and safety of this staircase has also been improved by the addition of yellow lines. For unrelated reasons, the control system for a solar panel on the roof needed repair and the cinema equipment required substantial attention after accidental damage. Much of the cost of all this repair work was covered by insurance or guarantee. Many other more minor maintenance and decorating jobs have been carried out.

As reported by the treasurer, the main improvements made to the premises during 2010 arose from a study of energy conservation. As a result of this study we addressed the problems of cold experienced in the Angus Armstrong Hall during the winter. The windows were double glazed, the roof was provided with extra insulation, pooling of warm air at ceiling level was addressed by down flow fans, and shutters were added to existing ventilation outlets. The improvements have been noticeable, but there are still some residual concerns that may be unavoidable.

We obtained a licence for the sale of alcohol in 2010. This has meant that we are no longer restricted to 12 licensed events in a year, thus avoiding the awkward and time-consuming competition for licences. Our paper-work and supervisory work has increased but we recoup the cost of the licence through appropriate charges. The value of the licence is already showing itself in 2011 with increased numbers of relevant bookings. So far the potential problems of alcohol sales have been successfully managed.

Apart from the predictably successful Duck Race at the Rothbury Street Fair, the trustees have run just one other event in the past year, namely an Antiques Roadshow. An event of this type had not been run for several years and it was a clear success, both in terms of the enjoyment of the audience and the money raised. An eagerly anticipated performance of Godspell by a touring company unfortunately fell through because the production company collapsed.

The users of our facilities provide the measure of our success. We were very pleased that the Youth Project obtained major funding during the year allowing it to continue to run its Drop-In Centre here. We were also pleased to welcome a number of new activities to the Jubilee Institute, including Tae Kwando, the Accordion Club, the newly established Coquetdale U3A, the Volunteer Information Station, the recently formed Basketry Group and the Zumba Class. Furthermore, we welcomed the Oaklea Trust as a new long-term tenant. Most of our users report their satisfaction with the facilities and management of the Jubilee Institute. And most of the time the trustees are happy with the way that users comply with the hiring conditions. However there are exceptions and we have taken these seriously, reviewing all reported problems at meetings of the trustees and implementing appropriate action where necessary.

Our application for Hallmark 1 status was finally made in early March of this year after a great deal of preparatory work, ensuring our compliance with relevant practices. This is a quality standard scheme overseen by ACRE (Action with Communities in Rural England) that recognises effective management. Progress was fast and successful and we were delighted to receive our award in April.

Last year the annual report recognised three priorities for the trustees' attention. First was the need to maximise the income from hiring out our facilities at a time of economic downturn. Judging by the accounts, we have achieved this comfortably, with losses of users more than matched by new users. The second point was to check that the Patron's Scheme was achieving its full potential. The generosity of the local community in supporting this scheme is something we value highly and, after our review, we can gratefully report that some new patrons have come forward. Finally, it was recognised that we should be looking for new blood for the trustees. When we come to the election of trustees, we expect to find that we have made some progress on this front, but there remains more to be done.

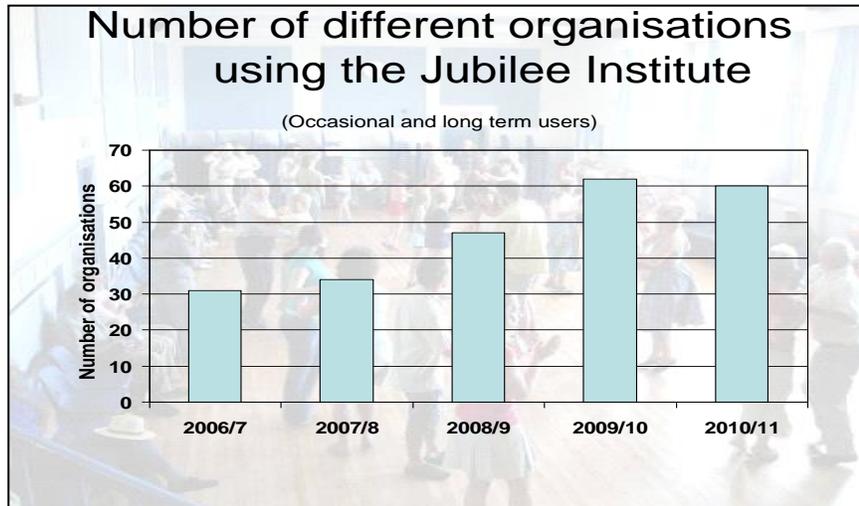
Priorities for the coming year are presented later in this report.

3.2 Monitoring Report for the year 2010-2011 (Clive Wilkinson)

3.2.1 Organisations using the Jubilee Institute

Last year saw a slight fall in the number of organisations using the Jubilee Institute, but compared with previous years the position is still a healthy one, as can be seen from diagram 1.

DIAGRAM 1



3.2.2 Gains and losses

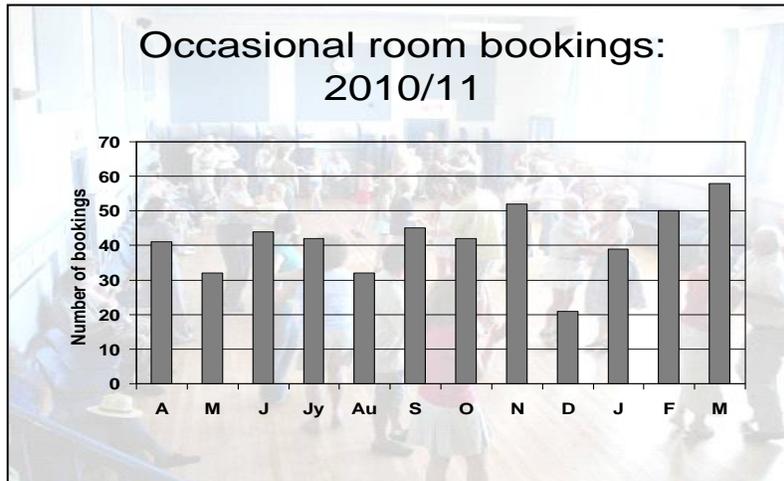
Over the past year there have been gains and losses in the way the Jubilee Institute's facilities have been used. Although we have a number of core organisations that use our facilities on a regular weekly or monthly basis and booked well in advance with a yearly contract, other organisations prefer to book on an occasional basis, some of them putting in an appearance for a short while, perhaps even disappearing to be heard of no more. It is these 'occasional users' that account for the greatest fluctuation in room use. For example, 29 organisations that used the Jubilee Hall in 2009/2010 did not do so in the last year. Chief among them was Alcoholics Anonymous, which made 23 bookings in 2009/2010 but none at all last year. Last year we lost 89 bookings in this way.

On the other hand 21 new users appeared and brought with them an additional 134 room bookings. Chief among these were Tae Kwando (31 new bookings), the Accordion Club (19), the newly established Coquetdale U3A (17), the Volunteer Information Station (15), the recently formed Basketry Group (12) and the Zumba Class (11). Other new organisations brought a further 29 bookings. So although there were slightly fewer organisations using the Jubilee Institute in the past year we actually made a net gain in the number of bookings. Altogether there were 498 occasional room bookings in 2010/2011 compared with 444 the previous year.

3.2.3 Monthly pattern of bookings

The pattern of occasional bookings fluctuates markedly from month to month, as can be seen from diagram 2.

DIAGRAM 2



March was by far the busiest month, accounted for mainly by a variety of keep fit activities, including the new Tai Chi class, some bookings by Newcastle University, and a cluster of private functions. What is particularly noticeable, however, is the marked dip in bookings in December. This was caused by the very severe weather, during which some organisations cancelled bookings already made. However, the number of bookings is not always the best guide as to how well the Jubilee Institute is used. A better guide is to measure both the number of rooms and the number of hours for each booking, as shown in Diagram 3.

3.2.4 Room-hours

DIAGRAM 3

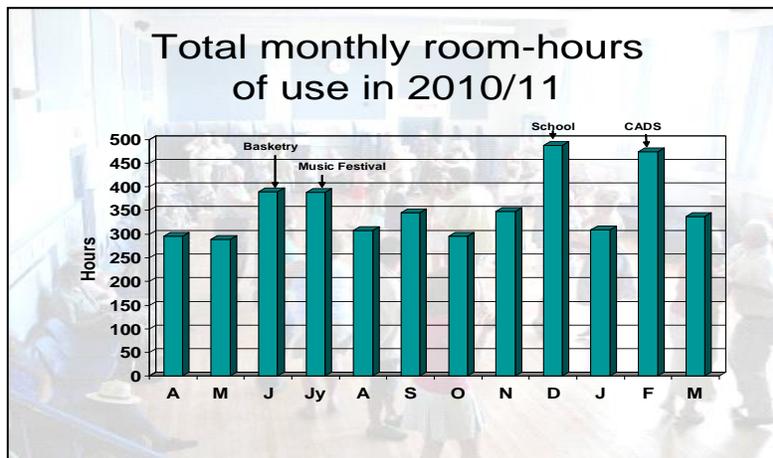


Diagram 3 shows a rather different monthly pattern. The measure used here is ‘room-hours’. Very often an organisation will make a single booking but use more than one room at the same time in that one booking, sometimes several rooms, and sometimes the hours for which the rooms are used are considerable. ‘Room-hours’ is therefore a better measure of use than the simple measure of ‘bookings’, as it incorporates the number of rooms used in a single booking and the total number of hours in each room. Room-hours thus measures the intensity with which the space of our facilities is used.

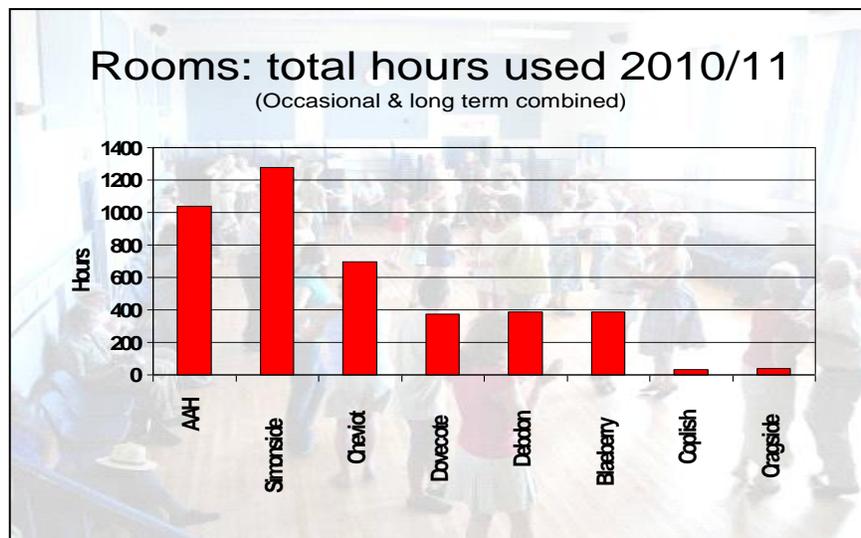
It is clear from Diagram 3 that in terms of room-hours December was actually the busiest month. Although the number of actual bookings (Diagram 2) was very low because of the bad weather, the number of “room-hours” was extraordinarily high. This is because the Middle School hired several rooms for long periods of time in the Jubilee Institute for some of its classes on account of damage to its buildings caused by the severe weather. The diagram also brings out the importance of one of our long term users, the Coquetdale Amateur Dramatic Society (CADS), whose annual show takes place in February, the use of the Jubilee Institute in June by the Basketry Group (a new user this year), and the Rothbury Traditional Music Festival annual event in July.

Altogether there were 4,239 room-hours of use in 2010/2011 compared with 3761 the previous year, so although the actual number of bookings was slightly lower this year than last, the overall intensity of use was higher.

3.2.5 Individual Room Use

For occasional users the Angus Armstrong Hall is the most well-used room, but for long-term users the Simonside Room is the most popular. This is largely accounted for by the fact that the Pottergate Centre has a long-term contract to use the Simonside Room two days a week for eight hours a day. Combining both short-term and long-term users gives the overall picture shown in Diagram 4.

DIAGRAM 4



3.2.6 Who are the users?

By far the most important category of user is ‘health and fitness’, comprising mostly Keep Fit, Yoga, Tae Kwando, Zumba, and Tai Chi, the latter three being new organisations this year. Whilst we lost ‘Weight Watchers’ and ‘Slimming World’ two years ago, this year we have gained Tae Kwando, Zumba and Tai Chi.

Of the roughly twenty or so clubs and societies that use our facilities, the most important and consistent, in terms of bookings, are the Pipers, who hold their regular weekly practice in the Angus Armstrong Hall, the Over 60s, who meet three times a week in the Cheviot Room, and the uniformed organisations who meet in the Armstrong Hall and the Cheviot Room. Other stalwarts are the History Society, the Wild Life group, and the cinema. A new club this year is the Accordion Club.

Adult Education in the Jubilee Institute has been given a boost this year with the formation of the Coquetdale U3A, some of whose activities are scheduled to meet regularly in the Jubilee Institute.

3.2.7 Other Rooms

Two rooms are used on a full-time basis by single organisations. These are the Thrum Room, which is occupied permanently by the Rothbury & Coquetdale Youth Project, and the Howarth Room, which is exclusively occupied by the Oaklea Trust. The Cragside Room, which is available as a small meeting room but which is rarely used as such, is used as a repository for Jubilee Institute archive material. The Coplish Room is mainly used as a supplementary kitchen for preparing light refreshments by users of the Dovecote Room. However the Coplish & Cragside Rooms are also used intensively once a year by the Drama Society as ‘green rooms’.

3.3 Treasurer’s Report (Siobhan Sheehy)

A simplified statement of our income and expenditure has been circulated which, I hope, alongside our formal accounts, will give you a clear picture of our finances.

Our main source of income, room hire was just under £19k, almost £4000 higher than the previous year. This was higher for several reasons: Firstly, we are very pleased to have secured a long term tenant for the Howarth Room, The Oaklea Trust, who are a locally operating charity. Also in September we reviewed both the room hire rates and the discounts in operation for our frequent hirers. The room hire charges hadn’t increased since September 2005, unlike our utility costs, so we felt that an increase of 10% was both needed and justified. I am also happy to report that the Youth Project, whose future was in jeopardy, secured 3 years funding which means they can continue to rent rooms in order to operate their service in the Jubilee Hall. The acquisition of a premises licence, which allows us to have unlimited licensed events, has also resulted in more party type bookings which trend seems set to continue into this year.

Once again we are very grateful to our Patrons who contributed £4,695 including gift aid. As I remind you every year, we couldn’t undertake any improvements to the hall without

their valuable support. Our main improvement focus this year was to try and both improve the comfort of the main hall and to reduce our energy costs for that room. Following an energy efficiency survey, carried out in conjunction with CAN, we undertook the installation of double glazing, destratification fans to redistribute heat from the ceiling level, adding closing shutters to the large ceiling air ducts and laying additional loft insulation to bring the level up to current standards. All of which should reduce our energy usage going forward. The total cost of the project was £4,700 with £2,200 being grant aided and the balance of £2,500 being paid for from the Patrons Fund. The balance of this year's contributions from the Patrons have been transferred to our deposit account awaiting the next improvement project.

Once again the Trustees continued to fundraise during the year with our Annual Duck Race, (and of course ducks are on sale tonight for this year), and the Community Cinema which has recently restarted following a period of closure, due initially to the snow and then equipment failure. This year we already have a full fundraising programme in place with our recent successful Antiques Roadshow and the planned 'Evening with Alexander Armstrong' in July.

Our expenditure on wages, utilities and maintenance were as forecast with no unusual items to report. Our repair costs this year were increased by snow damage to the roof and gutters of approx. £2500. Although this was covered by insurance the payment for this did not arrive in the bank until after the year end so is not included in my summary.

Most important of all I am happy to report an excess of receipts over payments in the year of £5070.

Summary of Income and Expenditure for Year to 31st March 2011

Income from:	
Room rental	18,786
Grants, fundraising & interest	4,476
Patrons donations	4,695
Total Income	<u>27,957</u>
Expenditure on:	
Costs of Employee	2,946
Utilities & insurance	5,672
Maintenance, repairs & renewals	13,084
Sundries	1,185
Total expenditure	<u>22,887</u>
Excess Income over Expenditure	<u><u>5,070</u></u>

4. DRAFT SPECIFIC OBJECTIVES FOR 2011-12

These draft objectives are intended to be additional to the underlying objectives of maintaining the Jubilee Institute facilities, attracting and serving the community needs of Coquetdale through our users, and ensuring financial stability. They will need to be confirmed after any agreed amendments by the new management committee of trustees for 2011-12.

1. Review the way in which room space and cupboard space is utilized throughout the Institute buildings, following a decision on whether to abandon the provision of a computer room. Make any modifications necessary to the allocation of rooms and cupboards, and to their structure, fittings and contents, cost permitting. Particular attention should be paid to the Bridge Street entrance and to the caretaker's needs.
2. Re-assess the possibility of installing a cooker in the kitchen, taking into account space considerations, the need (if any) to implement additional health and safety measures, and cost.
3. Capitalise on the order that Hallmark 1 has brought to our documentation by ensuring that all important documentation is appropriately stored and maintained in an accessible manner.

Report signed on behalf of the trustees.

Signature:

Name: Dr John A Lewis

Position: Chair of Trustees

Date:

Attachment: Independent Examiner's Report on the Accounts