

Melbourn Hub Business Plan Update Parish Council

26th June 2017



Overview

- Introduction to our Business Plan
- Purpose and Strategic Aims
- Our approach
- Financial position
- Summary



2017/18 Business Plan

- Melbourn Hub Business Plan - why we need it
 - Grant funding of £14,500 being sought
 - Opportunity to develop and agree our purpose, vision and strategic aims
 - Take a comprehensive look at how we operate and how we might improve
 - An opportunity to start over and continue what was good
 - Support staff and volunteers as best we can
 - 5 key areas have been identified to do this; **financial, operations, people, governance** and **customer** to assign actions and activity under and give focus to our Plan and approach



Purpose and Strategic Aims

Purpose:

‘A centre for the community run by the community’

The Melbourn Hub is a community driven enterprise which exists for the residents of Melbourn. It provides a range of community facilities including a library access point.

Our purpose is underpinned by the founding principle of the Charity Governance Code:
To deliver with integrity a vibrant, open, cost effective and trustworthy service for the residents of Melbourn.”

Strategic aims:

Aim one - Enhance and protect the Hub’s reputation

Aim two - Provide consistent and appropriate community services

Aim three - Value and support our staff and volunteers



Our approach/work so far

- Work so far challenges/highlights & opportunities
 - SWOT analysis
 - Cost reduction exercise; suppliers, new menus and enhanced 'customer experience'
 - New website and FB page; thematic events
 - VAT strategy; financial reporting improvement
 - Training manual & HR procedures; Director roles and responsibilities
 - Financial position - Antonia



	actual	forecast	plan
	FY16	FY17	FY18
INCOME & EXPENDITURE	£	£	£
ROOM RENT	22,053	20,153	22,084
PC LICENSE (PC ROOM RENT)	12,580	12,775	-
CAFÉ	80,444	83,465	95,008
TOTAL INCOME	115,077	116,393	117,092
TOTAL EXPENDITURE	136,804	134,578	144,367
LOSS	(21,727)	(18,185)	(27,275)
Grant funding (consistent with previous years)	15,000	14,500	14,500
Grant funding - (previously received as license fee)	-	-	12,775
Loss (net of grant funding)	(6,727)	(3,685)	-

- Management Group have taken a conservative approach to forecasting the first 18 months to the end of September 2018
- Forecasting break even (after grant funding) in next financial year
- Forecast assumes modest increase in sales and intent to register for VAT in 2017
- Actual opportunity for increased sales is expected to exceed this
- Already seeing positive upward trends in café takings and advance room bookings
- In FY18 license fee will be requested as grant income and forecast reflects this approach (£1,354)
- Grant funding of £14,500 in FY17 is factored into the plan and we hope that as a result of this presentation this will be approved



Summary & Forward Look

- We think we have the right people / skills
- We are aware of our costs and our cashflow with a more focussed approach to financials and the addition of a Chartered Accountant to the Management Group
- We are developing a 6 month activity plan for marketing (rolling/ ongoing) and a new menu and pricing and customer strategy with support from two additional Directors with these skills
- This process has delivered a working document *'the Hub Action Plan'*
- Continuing to meet our aims and promoting the Hub as a community asset which is what it was always intended to be, ***run by the community, for the community.***



Questions?

