



Kyle of Sutherland Hub Ltd Annual Report 2018



**Kyle of Sutherland Hub Ltd, The Bus, South Bonar Estate, Bonar Bridge, Sutherland IV24
3AQ**

**Charity Registered in Scotland SC036130
Company Limited by guarantee registered in Scotland No 501958**

About Us

Kyle of Sutherland Hub is an incorporated registered charity and social enterprise providing access to leisure and recreational activities that aims to enhance the social, physical, intellectual, creative and emotional well-being of the residents from the three remote rural parishes within the Kyle of Sutherland, visitors from outlying communities and tourists.

Starting life on an old double decker bus and two temporary classrooms the project has evolved into what it is today, a vibrant facility developed by volunteers, which we hope everyone has an enjoyable experience at.



The Hub is a project at the heart of the community striving to be a welcoming, non-judgemental and engaging place for everyone.

Through our employment and volunteering we support young people, those with additional needs, and provide a much-needed local opportunity to access skills development and growth. Through community engagement we aim to provide clubs, activities and classes that meet the needs of all ages and abilities and enhance the Kyle of Sutherland as a place to live, work and visit. The Hub is voluntarily managed and currently employs three full time and four part time employees and young casual staff.

"What's on?" THE HUB
Sun 18th to Saturday 24th November 2018

18	Cafe open for food & drinks (eat-in or take-away) 10am to 3pm Gym 10am-11.30pm Soft Play 10am-5.30pm
19	Cafe open for food (eat-in or take-away) 9am to 4pm—drinks till 7.45pm Gym 9am-11.30pm Soft Play 9am-3.45pm
20	Cafe open for food (eat-in or take-away) 9am to 4pm—drinks till 7.45pm Gym 9am-11.30pm Soft Play 9am-3.45pm 2.45pm-4.15pm After School Club P1-P2
21	Cafe open for food (eat-in or take-away) 9am to 4pm—drinks till 7.45pm Gym 9am-11.30pm Soft Play 9am-3.45pm 2pm-2pm Music & Movement 0 to 3yrs
22	Cafe open for food (eat-in or take-away) 9am to 4pm—drinks till 7.45pm Gym 9am-11.30pm Soft Play 9am-3.45pm 9.30am-10.30am Arts & Crafts 0 to 3yrs 3.15pm-4.30pm After School Club P4-P7 6.00pm-7.00pm Bangla Bazaar 7.00pm-7.30pm Assembly
23	Cafe open for food (eat-in or take-away) 9am to 4pm—drinks till 7.45pm Gym 9am-11.30pm Soft Play 9am-3.45pm 2.00pm-3.00pm Youth Gym 7.00pm-8.00pm Youth Club
24	Cafe open for food & drinks (eat-in or take-away) 9am to 4pm Gym 9am-11.30pm Soft Play 9am-3.45pm

The Kyle of Sutherland Hub
 South West Links, Broom 10 miles south of Inverness, NE21 2JG
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 www.kylesutherlandhub.com

WE LOOK FORWARD TO WELCOMING YOU AT THE HUB.

The Soft Play Centre

Our aim is to help children remain active through the provision of year-round, fun access to physical activity. The soft play centre incorporates three levels of challenging activity for children aged 0-11 with a separate baby and toddler area. There are slides, climbing tunnels, hideouts, and climbing nets all designed to keep children on the move. The space has a capacity of 48 with separate toilet facilities and a viewing window from the café. This is the North Highlands premier soft play facility, chosen by children and parents at design stage.



The soft play is the biggest attraction of the Hub generating over a third of our income. We currently have over 242 members of our soft play facility which gives a reduced entrance fee entitlement. Our members visit the hub on average 226 times per month. We have developed pricing strategies which increases accessibility opportunities for all. The soft play has also enabled schools and other community groups to access a facility without long travel distances for outings and further provides opportunity to support their own work.

Over 50% of our Soft Play visitors are from outlying communities, with Tain, Dornoch and Golspie being the largest users visiting on average 234 times per month.



Soft play parties are available for a minimum of 8 and maximum of 24 children. Parties include soft play time, exclusive use of the multi - use room where food is served, space for games and photo stands for keepsake birthday pictures

This year the Hub has hosted 39 birthday parties receiving fantastic feedback.

Quote

What a fantastic venue for a child's birthday party! We had our 4 year old daughter's party at the Hub last weekend and it was the most stress free party we've ever organised. The Hub staff were welcoming and helpful; the food was provided by the Hub and was perfect for a child's party; the soft play is epic!; and best of all, they even clean up at the end of it all so all you have to do is gather your children & go home! And all for a really reasonable price. I would highly recommend this venue for anyone organising a children's party. Thank you all so much 💎
8 October 2018

The Cafe

Our Hub café is striving to bring you an exciting variety of fun, healthy and creative alternatives to the more conventional menu.

Promoting a low to no sugar policy, along with the use of fresh, natural ingredients we aim to compliment other services at the Hub which facilitate healthy lifestyles and choices. During the summer months customers can take advantage of our beautiful decked patio where they can enjoy refreshments with views of stunning scenery.

For parents/carers this is a place where they can relax and supervise children whilst not worrying about noise levels or offending other customers made possible through our viewing window into the soft play. For our young people it provides them with somewhere else to meet their friends outside of school, and when youth group is not operating.



The café is welcoming to all ages, a relaxing place to have a healthy smoothie after a workout in the fitness suite, a choice of teas and coffees after a browse through our second hand donation point or somewhere just to come and have a blether in this most warm and welcoming setting and enjoy a glass of our naturally flavoured water that is available for free self - service daily. The café really is the heart of the Hub.

The café has enabled the group to provide training and work experience opportunities supporting young people to achieve their Saltire and Duke of Edinburgh awards.



Second Hand Sale Point

A series of fitted alcoves in the reception area house the Hub's second-hand sale point. This area supports the groups volunteering aspirations creating opportunities for older people to engage and participate in a part of the project which supports direct community benefit. Funds raised from this area help towards the running costs of the children's and young people's clubs enabling a free service. Last year £3,062 was raised from the kind donations people give.



We sincerely thank everybody who
supports this area.

The Multi Use Room

This space is a flexible room that is used during busy times as additional seating for the café, classes for preschool children, presentations and fitness activities. With stunning views of the Kyle and high ceilings this is a fantastic space for mixed activities.

We have hosted training events, activities run by Lairg Learning Centre and more recently our youth café



Youth Room

This vibrant room with games, technology, cooking, and art opportunities support extra-curricular development, and reduces social isolation for our dispersed young people is very popular. The room is open every evening after school for use on an open access basis, supported by the Hub staff for our secondary aged young people. On Friday nights there is a supervised Youth evening until 9pm staffed and supported by Highlife Highland and the Youth Scotland Rural Action Fund who supported holiday youth provision during the summer and Autumn. The Hub volunteers host two after school clubs on Tuesday and Thursday which has regular attendance from the three primary schools in the Kyle of Sutherland. The room leads directly onto the outdoor play area which means the children can have access to safe outdoor play as well as the facilities available in the youth room. This is a fantastic space which is owned by the young people.



Clubs for children and young people include:

Boogie Bounce Insanity High Intensity Step *Afterschool club * Youth Group * Pre -school music & Movement * Pre-school art club * Youth café * Holiday club

The Fitness Suite



Located on the first floor of the Hub, the Fitness suite has amazing views of the Kyle, perhaps Scotland's most scenic gym. With 15 workstations there is cardio, resistance, and strength training opportunities with a focus on community general use rather than power training.

We currently have 45 gym members which is lower than anticipated, however we are researching new ways to provide more support in this area to increase accessibility and promote fitness to a greater number of people. Having this facility in our remote location is amazing, it is not only providing opportunities to reach and maintain improved fitness for people, it is also supporting rehabilitation and providing opportunity to manage and in some reported instances reversing chronic illnesses.

The Hub also supports a Youth hour for our secondary school aged users that may otherwise find access difficult. Engaging young people in activity will hopefully create long term desire and benefits that continue into adulthood.

Community Support Room

The aim of this room is to create a safe and welcoming environment for families requiring support. Working in partnership with a wide range of agencies in a neutral soft space we aim to provide the facilities that will enhance the success of multi-agency support work. This room is also rented by remedial therapists whose work compliments the Hubs health and well-being ethos.



Community Engagement

The Hub is a project which places the community at its' core. Engagement, consultation and transparency is an important aspect that will help to provide a service that is needed, desired and owned.

We continuously review our services in response to community needs and desires and where possible through volunteers, existing staff and external funding facilitate activities to meet those identified.

Our Team

Chair: Hayley Bangs, **Secretary:** Pauline Smith, **Treasurer:** Amber MacLennan

Members: Liz Phelps(resigned Sept 2018), Kay Smart, Irene Warner Mackintosh, Alison MacInnes (resigned down Feb 2018), Sam Simco, Lucy Williams, Elissa Stevens, Rachel Snoddy (resigned April 2018), Marina Grant (resigned April 2018) Carline Cook (Resigned April 2018), Posy Macrae (Resigned April 2018)

Employees: Adele Newlands - Hub Manager (resigned August 2018), Paul Martin – Café Manager, Hazel Martin – Cleaner , Ann Renouf – Café Assistant, Emma MacKay – General Assistant, Jan Burdett – General Assistant, Rachel Holden – General Assistant, Storm Dobson – General Assistant, Stephen Corrigan – General Assistant.

Volunteers: Rachel Holden after school club, Carol MacCleod – reception, Paige Mathews – café, Sheila Lall – after school club, Carrie Vettors – after school club, Hayley Bangs – after school clubs, Paula Maclean – after school club, Storm Dobson – after school club & youth group, Elissa Stevens - music & movement and art club, Pauline Smith – after school club, Marion Bangs -second hand Sale point, Kaye Hurrion - second hand sale point. Cassie Sutherland – café and promotion, Kayleigh Sutherland - café and promotion, Nicole Miller art club, Hope Warner Mackintosh football club, Austin Murray – café.

Finance

The Hub has received support for running costs, build costs, and activities from the following;

The Big Lottery – Growing Community Assets, The Eon Rosehall, SSE Achany, Beinn Tharsuin Criech & Ardgay, Leader, The Hugh Fraser Foundation, The Tudor Trust, The Whisky Fund – Scottish foundation, The Foyle Foundation, Youth Scotland Rural Action Fund

Chairs Message

As we reach the end of our first year of operations, I think it is fair to say it has been an enormous rollercoaster ride. As both the Board and staff team find our feet with running such a complex project it has been a delight to have been part of the journey. Over 2000 people have benefitted from the Hub, which is firmly placed at the heart of the community and a place to visit from our neighbouring communities.

Each week we see children and young people enjoying the clubs and classes we run in an area that previously had little to offer this section of the community. We see parents and carers supported, enjoying time to be able to socialise with other parents/carers in an environment where children can be children and there is no judgement. The fitness suite, our room with a view has helped people get fitter, overcome illness and aid rehabilitation. Our volunteering support has helped young people achieve awards and others be able to engage in a project that reduces isolation.

We have lots of plans for the coming year which we hope will continue to meet the needs and demands of this remote rural community and our outlying neighbours.

I would like to thank the staff team for their hard work and commitment, and also for the warm, welcoming environment they have created at the Hub. To our volunteers we just couldn't do it without you...the time you give to the project is much appreciated. To the Board thank you for your support not only to the Hub, but also to me personally we are a great team.

Finally a BIG BIG thank you to our funders who make this fantastic community asset possible. For believing in the project, understanding what we are aiming to achieve and acknowledging its worth and importance. The Hub is providing a vital service, and whilst in an area so remote financial stability is a challenge your support is of huge encouragement.

I look forward to seeing the project continue to grow further tackling the issues that affect this remote rural population.

Hayley