

# Glenthorne Quaker Guest House and Conference Centre

## 2018 annual report

Glenthorne, which is a Quaker centre is based in Grasmere in the centre of the Lake District. Quakers in Yorkshire and Westmorland Regional Meeting each appoint four trustees to serve on the Management Committee.

Glenthorne has had another successful year. It has received good support from Quaker Meetings and there has been a good take up of the programmes and courses offered. There is also an increasing number of family's and friends using it for reunions. The increased number of guests is reflected in the occupancy which has risen to 69.35%. This has resulted in an operational surplus of £5,987 on a turnover of £442K.

Glenthorne continues to provide a Quaker presence in the area with regular meeting for Worship open to the public and it ably supported by our Friend in Residence. The decision some years ago to make the Friend in Residence a permanent position has helped the continuity of the support to the Quaker presence and he can discuss and provide information about Quakersim.

The Welcome project continues to be a success and appreciated by asylum seekers and refugees who have short breaks at Glenthorne. In 2018, 77 participants used this opportunity. Bursary funds have been provided to help F/friends with respite care when needed.

The Trustees have continued to maintain the quality of Glenthorne's environment. The fabric of the interior have been improved to provide and a simple but high standard of accommodation. In 2018 Bankside, the accommodation separate from the main house had its exterior rendered, windows replaced and painting done. Following the floods in 2015, Glenthorne has had a programme of improving flood defences and in 2018 a new soak away trench has been put under one of the lawns.

The recruitment of staff is always a challenge and Trustees have been concerned about the effect of BREXIT. Some of the key posts were difficult to recruit too and we are thankful to the other staff for their hard work and commitment to cover the gaps.

Glenthorne continues to repay to Quakers in Yorkshire the loan provided to help the exit from the Pension fund in 2016.

The prospects for 2019 are encouraging with guest numbers continuing to hold up and the key posts have now been filled.

## **2018 Welcome project report**

The Welcome Project provides short respite holidays to groups of asylum seekers and refugees from the urban distribution centres throughout the mid and north of England. The report gives the details of the project's activities during 2018, the project finances and feedback from the beneficiaries.

In 2018, 6 groups came to Glenthorne, a total of 77 guests from 18 different countries on 5 weekends and one 3 day mid week break.

Each group was accompanied by a befriender from the group's organisation. Also this year Chris Terry, a regular Glenthorne guest and supporter of the project helped out with one of the groups. The Friend in Residence, Terry Winterton hosted the weekends. Robin Hargreave, a Glenthorne trustee, accompanied one of the weekends and looked after the group from New Beginnings, Blackburn, on the August mid week break. The full time staff at Glenthorne catered and looked after all the practical hospitality

Total number of guests 77 Adult asylum seeker/refugee guests: 45 Children/young people as guests (infant to 16 years): 24 Accompanying befriender & volunteers: 8

Countries of origin of asylum seeker/refugee guests: Welcome Project guests came from 18 different countries in 2018:

Afghanistan, Bahrain, Peru, Jamaica, Mongolia, Italy, Eritrea, Ethiopia, Somalia, Congo, Zimbabwe, Nigeria, Uganda, Cameroon, West Sudan, Pakistan, Kurdistan, Albania.

Average cost per guest for a weekend stay in 2018 £161.90 (£160.57 in 2017)

The Welcome Project has run every year since the pilot project in 2008. Over that time, 669 men, women and children refugees, asylum seekers and bendifenders from 55 countries have benefited from a respite break at Glenthorne.