

# **Glenthorne Quaker Centre and Guest House Charity Number 232575**

## **Achievements and performance Year ending 30th November 2022 Report for Quakers in Yorkshire and Swarthmore (South West Cumbria), Kendal and Sedbergh, and Lancaster Central and North Area Quaker meetings**

### **Introduction**

We summarise the 2022 as a year of consolidation and change. It was the first full year without restrictions imposed by the Covid 9 pandemic. During the year Roy Love laid down the Clerkship and two new Co-Clerks were appointed, Jym Paris from September 2022 and William Taylor, from November 2022. William is from Garstang Meeting and newly appointed Trustee but with many years of experience in working for, or being a Trustee, of Charities. Jym is from Preston Meeting and was approaching the end of his period as a Trustee. It has been a steep learning curve for both of us.

Quakers in Yorkshire have been sent a report annually in July in the past. We have included the Area Meetings of the old Westmorland General Meeting as the other Quaker Meetings that provide Trustees and support for Glenthorne.

We record a challenging year as we came out of the pandemic. There has been a high demand for holidays in the UK and considerable pressure in finding and maintaining staff levels. The Corona Virus pandemic restrictions on the numbers of bookings ceased and 2022 saw Glenthorne reopening as fully as prior to the epidemic. Precautions such as sanitising stations continued to be taken and guests were asked to maintain sensible precautions to restrict the chances of spread.

### **Finances.**

The accounts will be available with this report, so to summarise. Glenthorne in 2022 produced an operational surplus of £5,012 (2021: £97,732). Guest income was £459,883 (2021: £317,918); guest income received by the non-primary purpose trading subsidiary company Glenthorne Guest House Ltd was £50,375(2021: £37,964) so the combined guest income for the charity and company was £510,258 (2021: £355,882). The amounts received from the trading company in the form of service charges, licence fee and gift aid donation, totalled £48,948 (2021: £36,663). The total incoming resources<sup>1</sup>, including donations grants and staff accommodation charges was £525,320 (2021: £471,991). The reduction in the surplus compared with 2021 results from a combination of two factors. Our agreed charges to guests not being sufficient to take account of the rapid increase in inflation while we increased staff remuneration in line with inflation; and there was increased expenditure on property maintenance following a lack of maintenance in 20221 and the lifting of restrictions on working. Our charges for 2023 have been increased appropriately.

## **Activity including the Programmed Courses**

The year started with a high numbers of bookings. Over the year as a whole we achieved 74% occupancy. This could have been higher had staff shortages not resulted in some bookings of free rooms not being accepted. This compares favourably with previous years. A full programme of courses was planned and twenty six were run. Ten others were cancelled for reasons including lack of bookings and illness of the course leaders. Of note was the popularity of the course on Transformative Adaptation to Climate Change and more courses for 2023 are planned.

We have continued to develop the Welcome Project. In 2022 seven groups of asylum seekers/refugees visited us, all from the north of England. Forty two individuals came in total including 23 children accompanied by six befrienders or volunteers. This means that since the project started in 2008 eight hundred and fifty men, women and children from fifty eight countries have benefited from a respite break at Glenthorne. We have also initiated a relationship with the Morecambe Bay Poverty Truth Commission offering short breaks, using the Bursary Fund, for guests referred by the Commission. Unfortunately the first booking was cancelled following family bereavement. We hope to develop further our links with organisations supporting those in need but denied the resources to pay for it.

We have continued to maintain the buildings where necessary while more major works await the outcome of the Quinquennial Review that will be carried out in 2023. From this we will develop a programme of planned maintenance as we seek to maintain the condition of the buildings while improving their carbon footprint and environmental impact. In November we received a report from our insurers listing a number of recommendations on three main areas:-

1. To carry out an Asbestos Management Survey
2. A legionella risk assessment
3. A health and safety assessment with the appointment of a health and Safety Consultant

These recommendations have been followed and planned for the closed season in December 2022 and January 2023

The garden has featured in the last three annual reports but the pandemic has meant progress has been slow. Our objective is to maintain the garden as place where guests can sit in peace and quiet reflection while developing our design and planting to improve the habitat for our local wildlife and increase biodiversity. We have consulted widely and now have a professionally designed plan which will be developed gradually and sensitively over the coming years.

## **Future Developments**

We have added a categories classification to our course brochure for 2023 as guidance for new attenders. These are Activity, Arts Craft and Creativity, Climate Change and Sustainability, Equality, Diversity and Inclusion, Music Literature and Poetry, Quakerism,

Spiritual and Yoga and Meditation. We hope this classification will better inform potential guests and help improve us the balance of courses.

As the year ended we held a meeting with Martin Ford, temporary Chief Executive of the Woodbrooke Quaker Centre in Birmingham with a view to developing some courses in partnership between the two Quaker Charities. This will be developed by linking some of our existing 2023 courses to Woodbrooke with a view to including a number of joint courses in 2024. We hope to develop a stronger focus on spirituality, of enabling adaptation to climate change and enabling younger people to enjoy the facilities and spiritual atmosphere of Glenthorne.

In November 2022 we reviewed the role of the Friend in Residence resulting in a reappraisal of the spiritual importance of Glenthorne as a place of rest and refreshment in a turbulent world. We are the only remaining Quaker Residential Centre in the UK with a Resident Friend and it is clear from feedback this is much appreciated and not only by Quakers. As a result we are holding an extra Meeting of Trustees in January 2023 for reflection on, and development of, our vision for the future. This will be done with participation from our permanent staff.

We conclude with our grateful thanks to Laura Tortosa and her staff for the exceptional service they have given over the year in difficult circumstances.

Jym Paris

William Taylor

Co Clerks

Glenthorne Quaker Centre and Guest House, Easedale Road, Grasmere LA22 9QH ·