

Bilbo's Café Report for year ending December 2024

Introduction

The café was open for fewer sessions in 2024. We were open for 189 sessions. This was due to the building having a new heating system installed. The Café as only open for 4 days in September. In December we were open for 11 days instead of 12 when the old heating system was The table below shows our footfall was lower than 2023, this was due to the closures during the autumn of 2024

Footfall is based on the number of drinks sold. The table below shows that in 2024 we sold 6014 drinks.

Our sales of baked goods have held up even after the closures.

Footfall

Financial Year	2024	2023	2022	2021 P	2020 P	2019	2018	2017	2016	2015	2014	2013	2012
Drinks sold	6014	6368	6040	3274	2270	7513	7097	6996	6794	7029	6468	6859	3746
Baked goods sold	4173	2991	3410	2330	1364	4361	4371	4380	4159	4271	4349	NR	NR
Loyalty cards	210	173	104	108	100	400	391	393	376	380	NR	NR	NR

P – Pandemic, **NR** Not recorded

Trading Surplus passed to the Treasurer

Year	Cash	Cards
2024	3972.00	9826.86
2023	2507.45	8848.82
2022	2557.86	8409.81
2021	3081.20	2751.45
2020	3951.32	
2019	12491.89	
2018	12010.91	
2017	11646.12	
2016	11209.93	

2015	11587.20	
2014	10472.77	
2013	10500.04	
2012	5808.99	

As can be seen above cards have taken over from cash as the preferred method of payment. The consequence of this is that we are paying the card company for their services.

We are now using BACS for consumable purchases. This system is working well. We are monitoring the price of coffee beans and Hot chocolate, as in the local Supermarket it has gone up to £6.50 a tub. If these items continue to increase in price we will have to consider increasing the selling price of these drinks.

Volunteers and procedures

Volunteers are very loyal to the Café. We have recruited several new volunteers. It is our volunteers, including those who work in the Café or bake the cakes or do the purchasing or undertake the many other roles that have made the Cafe the success that it is.

We have recruited some new volunteers this year but need to attract more people to volunteer as we are finding it difficult to cover the all the shifts with a full cohort of volunteers. We intend to launch a recruitment programme in the spring.

The members of the committee help to ensure that standards are maintained and take responsibilities.

The procedures are reviewed on a regular basis. All new volunteers receive a copy of all the procedures as a part of their induction.

We had an Intern working towards their D of E on Saturdays in 2024.

Cleaning

The cleaning of the whole building takes place at the weekend, when the facility is not in use. The current cleaners are very accommodating and are willing to clean on a different day if that is required.

Health and Safety

We have had no accidents or safety issues in the last year.

We hope that the Café will continue to thrive. The Volunteers and the Committee Members have continued to support the Café in 2024. I would like to give my personal thanks to them.

