



Droxford Community Hub

Community Interest Company (DCH CIC)



OPERATIONS TEAM ANNUAL REPORT 1 JUNE 2026

It doesn't make sense this year for me to give you my usual quick summary of the numbers and comparisons of items sold year on year, but we have continued to grow our customer base and sales through the year.

We are now looking resolutely forward and are really pleased to see that whilst we may be currently open for only a few hours twice a week our sales continue to build strongly but more importantly Wilfrid's at the village hall has become a place for community. The venue buzzes with chat and joy and it is wonderful to be able to give that back to the community again. We continue to receive positive feedback with some customers preferring our new venue but all thoroughly loving our quality Wilfrid's offerings and our fantastic volunteers and cake bakers. Our change of venue has led to us having to adapt to new working practices with more physical challenges, develop and write new procedures and use new equipment but I am so thankful for the wonderful way that our volunteers and our customers have supported us through this new learning process and helped us to maintain the Wilfrid's way. We have even managed to reimplement a young persons employment scheme with Amelia.

And in the background to running the cafe in its new location, the ops team are constantly thinking about how we can serve the community more and are pleased to announce that from the 17th of June we are going to stay open for an hour longer on both shifts. We are also introducing jacket potato lunches to Wednesdays.

We also have plans to work closely with the village hall for further Saturday events including another country market, potentially open for bank holiday Mondays and will be open for Cream teas at the Droxford fair.

Now to the thanks

When we really didn't know what was in our future, The Wilfrid's family, volunteers, bakers and customers, have stood by and supported us all and for that we are truly thankful. It is you that has given us the drive to bring Wilfrid's back as a place for the community.

Closing Wilfrid's for many of us was like our whole world became much smaller and I for one missed everyone, the chat, the laughs and the happy faces. Having that again and feeling that support and love has been truly amazing and the customers can feel it too.

We would also like to thank Pardeep at Meringtons for his support with milk supplies, Mike Wiggleworth for his plumbing support and thank the whole board of the Village Hall for being so amazingly accommodating to us.

As always, I would like to give a special thanks to my ops team who in the background are making all the magic happen and to marketing for advertising all the events we come up with as well as Jacky who is keeping a tight rein on the budgets and fully backing up ops with shifts and cakes.

To Margaret, our strong and determined Chair for working so tirelessly in the background glued to her laptop and pushing us to introduce new ideas including Bacon bap Sundays with Reg as the sizzle king. We thank you.

From all of us to all of you, volunteers, families of volunteers, supporters and customers –
THANK YOU

OPS – Sarah, Margaret, Stephen and Louise

1 June 2026