

Bristol Bike Café Community Interest Company (trading as Roll for the Soul)

CIC registered in England 08205951

Year from April 2016 to March 2017

Part 1: General description of the company's activities and impact

The company operates a café, bike repair workshop and event space. We serve Bristol's cycling community by providing a space for people to meet formally and informally, to participate in and develop cycling culture.

We also aim to support community activity more generally by providing a non-corporate city-centre space which enables making, doing and activism as well as consuming. We provide free space for many voluntary and non-profit groups to plan and carry out their activities and we try to be a hub for social enterprise in Bristol.

Our bike workshop services more than 1,000 bikes each year and while this is a service to the cycling community, it is also offered by many other bike shops in the city. We aim to be different from conventional for-profit bike shops in a number of ways, however. We have an open workshop, where customers are able to watch repairs and talk to mechanics while they work. We also try to be more accessible in terms of dealing with walk-in and emergency jobs on the spot, and allowing people to borrow tools for their own repairs, or borrow locks if they've forgotten their own. If a customer's bike isn't safe and they can't afford the full price of the necessary repairs, we do the work for what they can pay.

Our retail offer focuses on practical cycling items such as locks (which are always sold at 20% below recommended retail price), lights, pumps and mudguards. Decisions about what to stock are guided by the principle that we want to make cycling safer, more comfortable and more enjoyable so that people will ride their bikes more often and with more confidence. We stock nothing that we would not use ourselves and we are keen to impress upon customers that the cheapest product is not always the best value.

We deliver one-to-one and one-to-many maintenance sessions, and try to assist anyone who wants to develop their mechanic skills, whether or not they are paying us for help.

In addition to delivering our own bike-related activities, we seek to support other cycling organisations in Bristol, especially non-profits, charities and voluntary groups. We did not generate enough surplus in financial year 16/17 to pass any money to other organisations, but we provided in-kind support in the following ways.

- Providing free meeting and event space to Bristol Cycling Campaign, amounting to 97 hours (valued at £1,455).
- Providing free meeting space to The Bristol Bike Project, amounting to 38 hours (valued at £570).
- Providing a free mailbox and storage space to Bristol Cycling Campaign and Bristol Cycle Festival.
- Providing free space for events run by Lifecycle UK for its Bike Minded project (which uses cycling to provide support to people suffering from mental health problems) and Two's Company project (which pairs sighted riders with partially-sighted or blind riders on tandems, so that the latter can enjoy cycling).
- Providing signposting and information about volunteering opportunities at The Bristol Bike Project and Lifecycle UK, as well as promoting their trading activities.
- Providing information about cycling events in Bristol and the West Country, and publicising on behalf of Bristol City Council consultations on infrastructure projects likely to affect cyclists.

Although the company was established primarily to serve Bristol's cycling community, its Articles of Association also refer more generally to "the people of Bristol". During financial year 16/17, we sought to benefit this broader community in a number of ways.

- We paid all employees at least the living wage (£8.25 per hour at the beginning of the year, rising to £8.45 from November 2016). We also reduced management wages to £9.20 per hour from £10.00 per hour as a move towards wage equality across the company: valuing each person's time equally.
- We hosted a memory café for Bristol Alzheimer's Society (a monthly informal drop-in session for people with early-onset dementia and their carers).
- We provided free venue space for fundraising events (e.g. in aid of the Russian LGBT Network and LaDIYfest). We have also provided free meeting and/or event space Friends of the Earth, Greenpeace, Fin Fighters (a marine

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conservation charity), See It From Her (an organisation working with women who have suffered trafficking), and No More Taboo (an organisation seeking to address stigma around menstruation).

- We accept and actively promote the Bristol Pound (£B), a complementary currency which keeps money in the local economy and helps local businesses to support each other. We also actively seek suppliers who accept £B.
- We seek to provide an inclusive environment where anyone feels welcome and nobody is discriminated against. This is reflected in our events programme and in the organisations with whom we work.
- We buy produce from local non-profit growing projects (e.g. Edible Futures CIC, registered in England 08010554). We have also provided free meeting space to local food projects (e.g. FoodCycle, registered in England charity 1134423 and Sim's Hill Shared Harvest (a local Community Supported Agriculture project).
- We always respond positively to requests for assistance in setting up social enterprises.
- We have presented at School for Social Entrepreneurs events. We seek to demonstrate and promote the idea of social enterprise and people's understanding of it.
- We provide an environment in which informal social enterprise meetings happen on a daily basis, providing an environment for innovation, creativity and change for good.
- We provide a platform for local music and musicians, offering free performance space for people wishing to promote all-ages, fully-accessible, free-entry shows.
- We have become increasingly aware of and involved with rough sleepers in Bristol city centre. We have sought to look after everyone sleeping near our premises, offering use of our toilets for washing, and providing storage space and free food and drink. We also run a 'suspended coffee' scheme, where customers can pay for a (discounted) hot drink which can later be redeemed by someone who cannot afford one.

Part 2: Consultation with stakeholders

The company's main stakeholders include Bristol Cycling Campaign, The Bristol Bike Project, Bristol Cycle Festival and Lifecycle UK: all non-profit/voluntary cycling organisations in Bristol. We work closely with each of these groups - often seeing their members on a daily basis - to ensure that we support them where we can. We actively promote their projects and services in our premises and via social media. We have also worked with Bristol City Council and Sustrans to publicise local sustainable transport initiatives and consultations to which cyclists may like to respond.

We maintain active social media accounts (Facebook and Twitter) via which we engage with customers and other stakeholders. We always respond to constructive feedback - positive or negative - and act upon it where necessary.

Part 3: Directors' remuneration

Total payment to directors during the year was £14,283, which was paid entirely as salary.

Part 4: Transfer of assets

We made a donation of £50 towards the production and publication of a magazine about mental wellbeing, which raised funds for mental health charities including Mind and Beat. No other transfer of assets other than for full consideration has been made. (This means that anything we've sold has been at the full market value.)