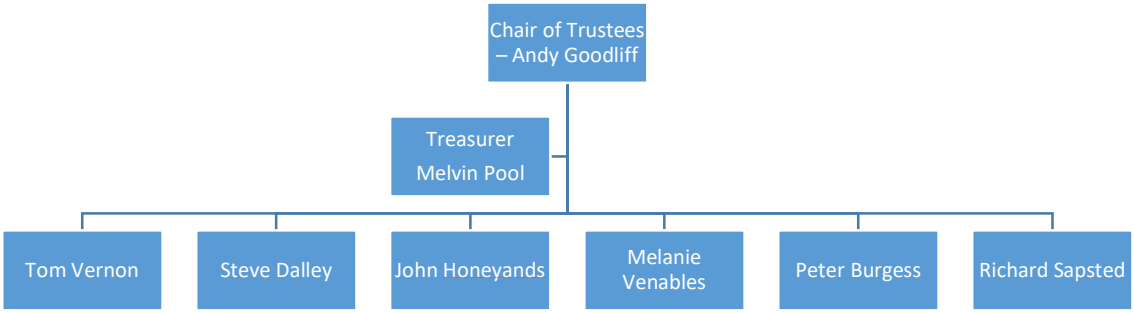
Trustee Report
1 April 2018 – 31 March 2019

Southend Foodbank helps individuals and families in crisis by providing free emergency food to people in crisis. Our vision is to ease poverty and hunger in Southend and Rochford.

Southend Foodbank is made up of a board of seven trustees, two part-time members of staff – a project manager and an administrator -- transport, warehouse and distribution centre volunteers.

Our Trustees:



Board of Trustees 1

Subcommittees:

We have four sub-committees to which each of the trustees are part of.

- **Finance/Fundraising**
- **Trustee: Melanie Venables** – sub-committee split to include a smaller purely Finance section
- Finance Team: Trustee Melanie, Project Manager Natasha, Treasurer Melvin Pool,
- Fundraising team: as above plus co-ordinator Sarah Godfrey

- **Compliance**
- **Trustee: none assigned**
- Team: Project Manager Natasha, Administrator Cass

- **Mission**
- **Trustees: Andy Goodliff, Tom Vernon, John Honeyands and Peter Burgess**
- Team: Project Manager Natasha

- **Operational Management**
- **Trustees: Steve Dalley and Richard Sapsted**
- Team: Project Manager Natasha, Administrator Cass, Voucher Co-ordinator Laurie, all DC Co-ordinators, Warehouse co-ordinators - Simon and Jan, Fundraising co-ordinator Sarah and Logistics co-ordinator Keith

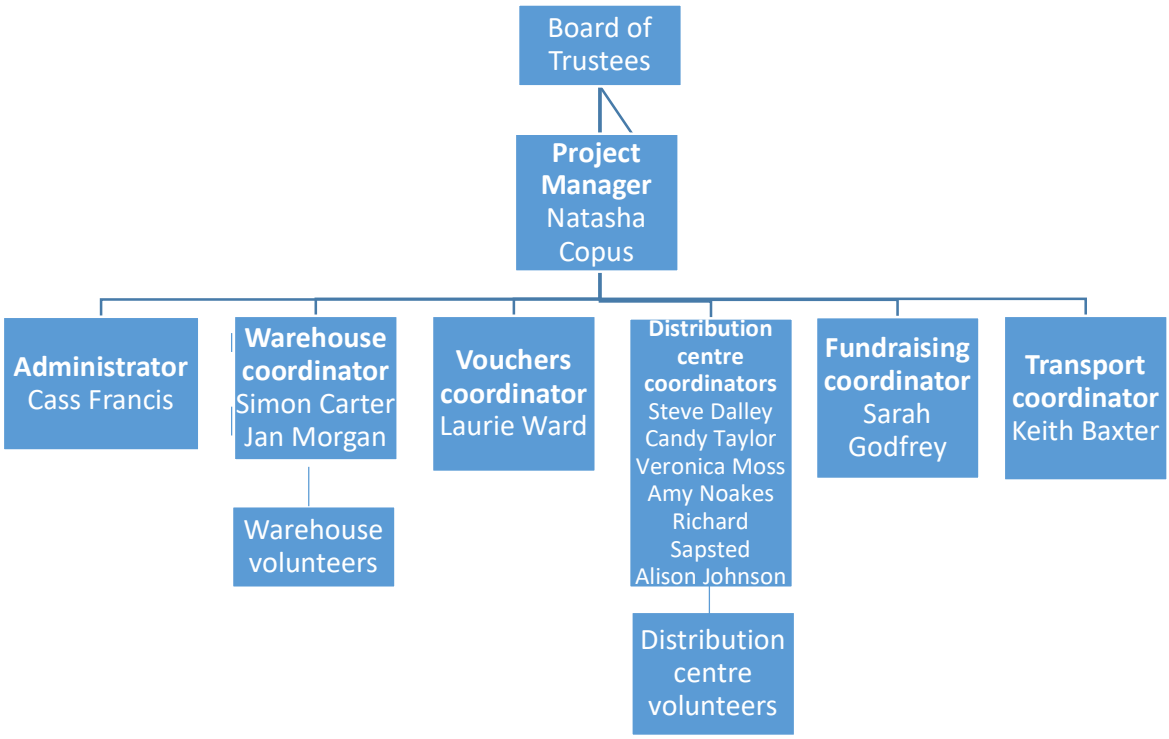
- **Communications**
- **Trustees: Andy Goodliff, Tom Vernon**
- Team: Project Manager Natasha, Fundraiser/Newsletter Sarah, Voucher co-ordinator Laurie

Finance and fundraising: Ensuring the foodbank has enough funds to provide the service
Missions: Inviting guests to become part of the church community by inviting them to church events and services
Operational management: Working with the various streams of warehouse, distribution centre, volunteers, voucher co-ordination and transport to ensure that the Foodbank is working efficiently and that our resources are used effectively
Compliance: Ensuring that we have the correct policies and guidelines and that we are complying with Trussell Trust guidance on running the foodbank
Communications: Ensuring that we are communicating well with volunteers, the public, donors, churches and schools. We also create campaigns to ensure that stock levels meet the demand.

Foodbank organisational structure

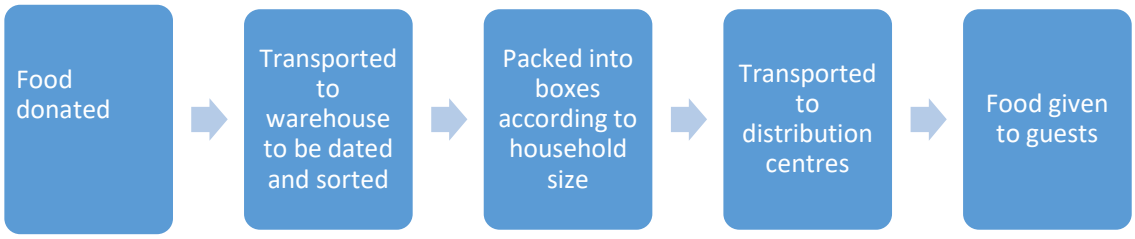
The project manager reports to the Chair of Trustees and reports to the board quarterly on the workings of the foodbank, based on four aspects of the foodbank:

- Compliance
- Communications
- Line management
  Development



Operational structure 1

All our co-ordinators are volunteers and we would not be able to operate without them and without the more than 100 volunteers that make sure that all the food we receive are marked, sorted, and packed according to picklists into boxes, and for those boxes to be taken to the distribution centres and then given out to guests.



Food journey 1

How our guests come to the Foodbank

We work with over 100 local referral agencies who undertake an assessment of the person's situation and issue them with a voucher for three days of emergency food, which they can redeem at one of our seven distribution centres.

The relationship between our referral agency and the foodbank is an important one, as they are on the frontline of meeting and counselling the guests. We have a policy of allowing 3 vouchers in 6 months, so that we know that our guests are getting the help that they need. This is managed by our vouchers co-ordinator, Laurie Ward, who monitors this and communicates regularly with the referral agencies.

We make sure that guests are welcomed and offered refreshments. Food is packed by our volunteers into shopping bags and given to our guests based on the size of their households. We also have a 'take at your own risk' table where guests can help themselves to toiletries and sometimes fresh food that has been donated by supermarkets. There is a distribution centre, all run by volunteers, open every day apart from Sunday. We can't offer counselling, but our aim is to signpost people to agencies who can help them. Issues that guests present can be as varied as illness, benefit delays or changes, bereavement, debt issues and low income. We aim to provide a non-judgemental place where people can be helped. The majority (41%) of people helped are single people aged 25-64 years or single parents (25%) with children aged 5-11 years old.

At Southend Foodbank we offer our guests the chance to tell us what brought them to our doors; everyone has a different story. Some of their comments are below:

I came to Southend Foodbank today because....

'This month I have struggled more due to change of income and a new school start.'

'I'm a single mum on benefits and sometimes I need a bit of help.'

'Impossible to budget my 4 weeks Universal Credit money over 5 weeks.'

'A sudden crisis due to family illness.'

'I have no extra money to buy groceries.'

'My wife left her bag on the bus with her purse/money in it.'

'We were recently made homeless.'

'I lost my job 3 weeks ago.'

Referral agency feedback:

Milton Hall Primary school have been fortunate enough to be able to refer many families in need to the Southend Food Bank. The school is situated in an area of high deprivation and many of our families are living in poverty. Some families are able to cope better than others and some are even too proud to accept help until it really is the last resort. Theorists have established that if the most basic level of needs, physiological needs, such as food and shelter are not met people will not thrive; therefore ensuring that families with children have food is beyond vital. For me, the most touching of families I refer to the Food Bank are those where the parents have no recourse to public funds and are unable to receive benefits from the state - the Food Bank's support gives them hope in human kindness. Thank you.

Laura Blackaby
Family Support Worker
Milton Hall Primary School

The food bank is an essential resource for our clients, and we give out hundreds of vouchers a year. Without this resource client could well face starvation, we often see that debts and benefit issues goes hand in hand with needing a food voucher by being one of the charities that distributes them we get to try and deal with the bigger issues that are causing the crisis. We have seen many families come in that are unable to feed their children providing this lifeline to families is vital. Citizens advice can help people in many ways but sometimes people need encouragement to come in, having the food vouchers there gives us an opportunity to interact and try to help.

Ms Riz Awan
Chief Executive Officer & Advice Service Manager

Notable events:

1. Tesco Collection – February 2018
2. Glenn Tilbrook and Wilko Johnson fundraising at the Cliffs Pavilion – March 2018
3. Adlent campaign and event – April 2018
4. Referral agency lunch – June 2018
5. Tesco one-day collection – June 2018
6. First Holiday club – August 2018
7. QA visit from Trussell – October 2018
8. Five-year commemorative volunteer quiz night – November 2018
9. Three-day Tesco collection – November 2018
10. Warehouse co-ordinator, Anita Chaplin, steps down – December 2018
11. Foresters Financial Christmas Hamper Bag Pack – December 2018
12. New Warehouse co-ordinators – Simon Carter and Jan Morgan take over – Jan 2019
13. Volunteer forum – January 2019
14. Tesco one-day collection – March 2019

Cliffs Pavilion fundraising

Glenn Tilbrook and Wilko Johnson invited the foodbank to a concert at the Cliffs Pavilion to raise funds and food. £440 were raised and two trays of food was collected.

Easter AdLent campaign and event

We ran an AdLent campaign where we asked for donations for each day of Lent. We had an open day at Belle Vue Baptist church on Easter Monday where the community could bring their donations to us.

Holiday Club

We had our first Holiday club in August 2018. This was a partnership project with Hamstel Infant School, Southend Council's Fit and Fed Programme and the foodbank. The club involved taking part in fun activities with children and parents followed by a hot meal. Activities were held indoors and included sport and craft activities. Southend Council provided a coach for the sporting activities.

Holiday club feedback:

The Holiday club is run between Southend Fit and Fed, Southend Foodbank, Belle Vue Baptist Church and Hamstel Infant School and Nursery. This club supports some of the vulnerable families that attend Hamstel. These families do not have access to a garden and it is not always easy for them to go to local parks with many children. The club is run during holiday times and is fun sporting activities, craft activities and a hot meal. The families that have attended have said it has been invaluable as it has meant that they can have some fun and a

meal. This initiative means that families can be supported during school holidays when their children are not receiving school lunches.

I feel the Holiday Club is very beneficial, the parents and children all love it, as do all the adults that volunteer for it.

Andrea Esp
Assistant Headteacher
Hamstel Infant School and Nursery

Volunteer training

We held three training events for our volunteers. A first aid course where volunteers from the warehouse and distribution centres attended, training on improving our signposting abilities and one to which all our volunteers were invited too. We had sessions on safe lifting, mental health awareness and a session for all volunteers to share challenges and highlights.

Volunteer feedback:
Having both retired we wanted to engage in a voluntary cause and were surprised to learn of the amount of people relying on a foodbank in the Southend area, we therefore joined volunteers at the Trussell Trust Foodbank in Southend and are now in our 6th year. Unfortunately the Foodbank has grown far busier than we could have imagined and we believe is something that should not be necessary in 2020!

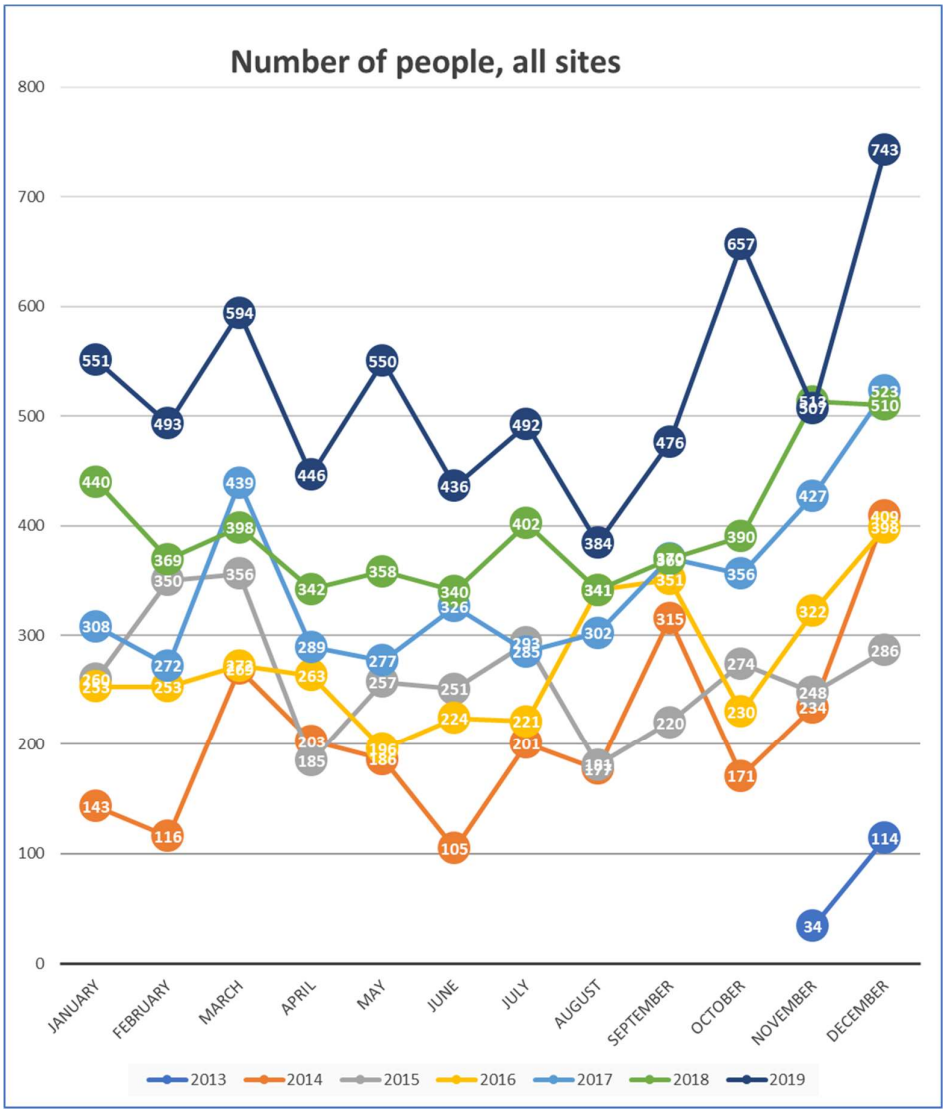
We have made like-minded friends and feel a lot of satisfaction from helping those in need.

Val and Peter Collins
Warehouse volunteers

Financial Christmas Hamper Bag pack

Marilyn Crabtree applied for a grant of £2000 from Foresters Financial to provide Foodbank guests with Christmas hampers for families. These hampers consisted of puddings, tinned meat, Christmas treats like chocolates, biscuits, crisps, mince pies and Christmas crackers. This also meant that the Foodbank could use the extra treats donated to us to supply hampers to couples and single people.

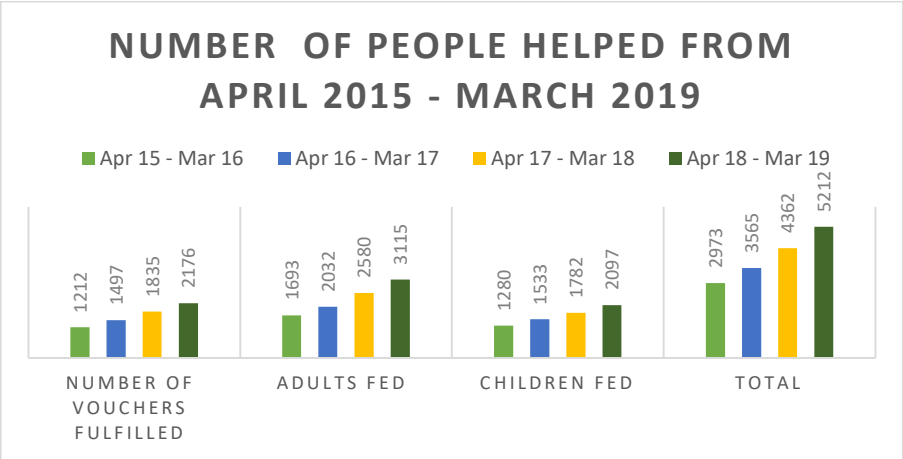
Number of people helped



ALL TIME

Vouchers 10,114
People total 24,451
Adults 14,183
Children 10,268

During the period of April 2018 to the end of March 2019, 2176 vouchers were redeemed across our Distribution Centres, these represented 3-days' worth of food for 5212 people. This is a 20% increase to the previous year, which saw 1835 vouchers redeemed and 4362 people provided with 3-days' worth of food. The biggest reason people list for coming to us is low income, the second being changes to benefits. Whereas last year, delays to benefits was the second biggest reason. We believe this change is due to the roll out of Universal Credit in Southend.



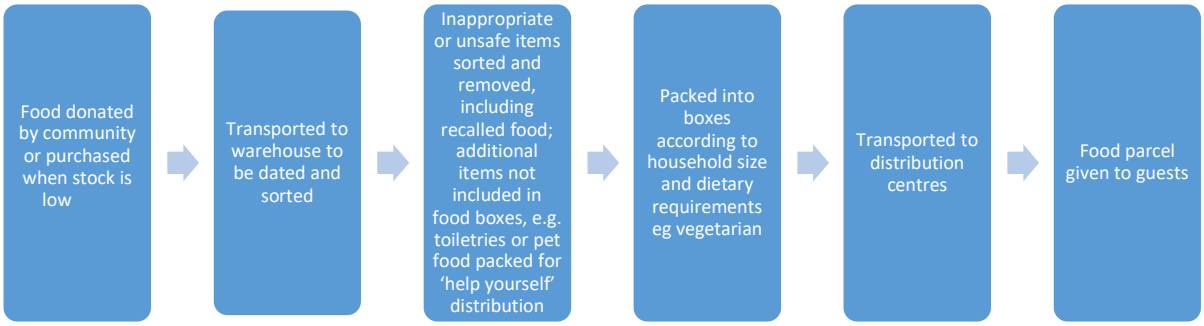
Food collections

Food was provided from across a range of groups and organisations: churches, schools, supermarket permanent collection points, local businesses all chose to support the work of the Foodbank with donations.

During the year this included one three-day collection and a one-day collection at our large Tesco Supermarket on Prince Avenue, as part of the national partnership between the Trussell Trust and Tesco.

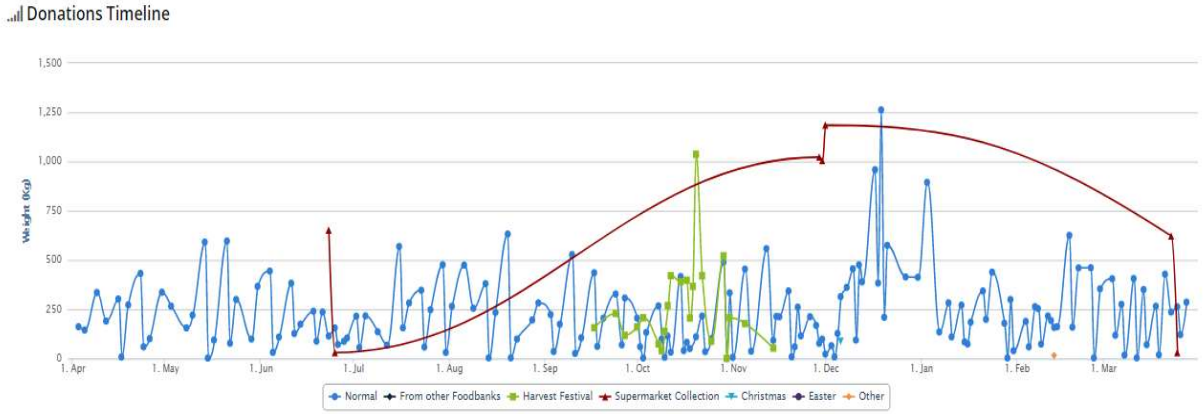
We also started a new permanent collection point at the Asda in Shoeburyness.

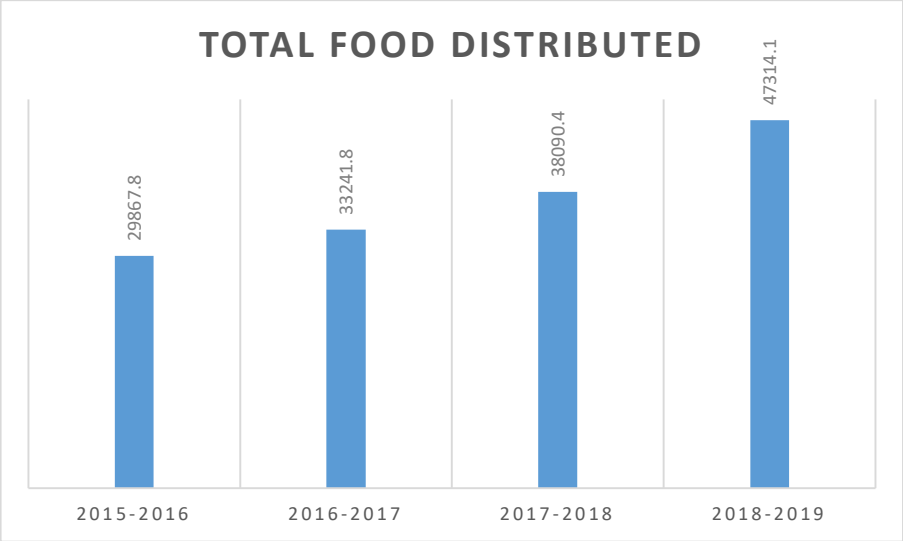
This local support from across the community has ensured that we can continue to help those in an emergency or crisis situation. 47 tonnes of food were donated during the financial year including 1.5 tonnes of items that had to be discarded due to being too far out of date, damaged or otherwise inappropriate for use in gifts of food.



Food donations

	2015-2016	2016-2017	2017-2018	2018-2019
Weekly donations	24546	23611.9	30139.8	37080
Supermarket collections	2405	4483.9	3725.4	5681
Harvest collections	5099.4	5164	5137.2	4550.5
Christmas				87.8
Total	32050.5	33259.8	39002.4	47399.5





47314.1kg of food was distributed. This is an increase of 24% on the previous year. 22913.7kg of that food was distributed via our busiest Distribution Centre at Belle Vue Baptist Church (it is open twice a week and is located near to the most deprived parts of the town). It is also noteworthy that we recycle all our cardboard boxes and packages.

Warehouse report

At the start of 2019, warehouse co-ordination was taken over by Simon Carter on Mondays and Thursdays, and Jan Morgan on Tuesdays. At the same time we expanded into our current building, adding a new space. This has enabled us to further streamline our operations and to improve our efficiency. We have also started opening the warehouse on Wednesdays during busy periods to manage the food donations.

Conclusion

We can only operate because of two facts: first, the amazing support from our local community in food donations, to which we remain grateful and second, the commitment of a tremendous set of volunteers who in variously collect, pack, sort, date, parcel, welcome, give, listen, pray, and signpost. As long as people find themselves in need of food, we plan to be there ready to help.

Southend foodbank

Charitable Incorporated Organisation
Registered Charity in England & Wales (No.1163160)

Financial Accounts

for the year

1st May 2018 - 30th April 2019

EXECUTIVE SUMMARY

Receipts

Income was £14,514 higher than the previous financial year. Grants made up 52% of total income and amounted to £17,313, of which Essex Community Fund (£9,275) and Trussell Trust (£4,295) were the largest donors. General donations continued their upward trend, rising by £4,686 which was 59% more than the amount received in the previous year.

Payments

Salaries and wages accounted for 72% of expenditure and rose by £7,193 compared to the previous financial year. This was due to 2018/19 being the first financial year to see the full year impact of two employees. Other expenditure, which totalled £7,629, was spread across various cost categories, including Fabric & Equipment, Food, Insurance, Admin & Fees, Utility Payments and Publicity.

Melvin R Pool, ACMA CGMA
Treasurer

SOUTHEND FOODBANK CIO
FINANCIAL STATEMENT FOR THE YEAR ENDED 30 APRIL 2019
£s

GENERAL FUND *RECEIPTS & PAYMENTS ACCOUNT*

	Note	2019	2018
Receipts:			
Grants		17,313.00	5,500.00
Donations		12,589.75	7,904.21
Tesco Top Up		3,104.60	5,289.24
Gift Aid		199.97	0.00
		33,207.32	**18,693.45**
Payments:			
Salaries & Wages		19,140.34	11,947.40
Fabric & Equipment		892.34	659.64
Food		1,229.01	736.81
Mobile Phones		316.29	200.00
Stationery		315.74	465.66
Administration & Fees		898.80	920.90
Insurance		600.53	1,134.05
Rent & Utility Payments		2,400.00	1,040.00
Training		435.00	45.00
Publicity		0.00	153.92
Misc Other		541.56	691.92
		26,769.61	**17,995.30**
Surplus (deficit) for the year		6,437.71	698.15
Balance brought forward		13,624.12	12,925.97
Balance carried forward		**20,061.83**	**13,624.12**

STATEMENT OF ASSETS AND LIABILITIES AT 30 APRIL 2019

	Note	2019	2018
ASSETS:			
Lloyds Treasurers Account		19,976.17	13,595.18
Cash In Hand		85.66	28.94
Bank and other cash balances		**20,061.83**	**13,624.12**
REPRESENTING BALANCES ON THE FOLLOWING ACCOUNTS:			
General Fund		20,061.83	13,624.12
		20,061.83	**13,624.12**
LIABILITIES:			
Current		0.00	0.00
Long-term loans		0.00	0.00

NOTES TO THE ACCOUNTS:

1. Basis of accounts: These accounts have been prepared on a 'receipts and payments' basis and accord with Sections 132-166, Charities Act 2011 (CA 2011) for an E&W CIO.

2. Approval of accounts: These accounts meet the minimum threshold for approval by trustees only and no external scrutiny is required, such as an independent examination.

3. Guarantees and disclosures: The trustees confirm, in accordance with the Charitable Incorporated Organisation (General) Regulations 2012, that at year end the CIO did not have any outstanding guarantees to third parties nor any debts secured on assets of the CIO.

The financial statement relating to the year ending 30 April 2019 are as approved by the Trustees

Date: **Signed:** **Chair**

Date: 26/2/2020 **Signed:** **Treasurer**

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Charity Name: SOUTHEND FOODBANK
On accounts for the year ended	30TH APRIL 2019 — Charity no (if any): 1163160
Set out on pages	N/A (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 30/04/2019.

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention ~~(other than that disclosed below)~~ in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:	[signature] Date: 03/04/2020
Name:	MATTHEW JAMES BELCHER
Relevant professional qualification(s) or body (if any):	NONE
Address:	22 OAKHURST ROAD SOUTHEND-ON-SEA, ESSEX SS2 5DT