



Annual Report of the Trustees

Tuesday 17th November 2020

8 pm

Zoom Meeting

Meeting ID: 838 3755 3224

Passcode: 120768

About the Charity

Charity Commission Registration Number: 1163042

Address: 63 Somerset Road, New Barnet, Barnet, EN5 1RF

Constitution Adopted: 09/10/2013 as amended on 29/09/2014

The charity's object is *"the prevention or relief of poverty in Chipping Barnet and surrounding areas, in particular by providing emergency food supplies to individuals in need."*

To achieve this, the charity provides emergency food parcels broadly in line with the guidelines of the Trussell Trust with which the foodbank is affiliated. We aim to ensure that all clients presenting with official vouchers during foodbank opening hours receive appropriate food parcels in line with Trussell Trust and local policies.

Those without vouchers are either provided with emergency vouchers and parcels or given advice as to potential alternatives. The foodbank aims to develop appropriate new "More Than Food" initiatives.

The charity is exclusively run by volunteers; there are no paid staff.

Trustees are elected at the AGM by the official representatives of the seven local member churches: Barnet Brookside Methodist, Christ Church (St Albans Road), St Gregory's R.C., St John's URC, St Mary the Virgin, St Peter's R.C. and URC Wood Street.

The charity trustees have complied with the duty in section 4 of the 2006 Act to have due regard to guidance on public benefit published by the charity commission.

The week by week work of the foodbank is managed by the core group under the leadership of the manager, Martine Whitaker.

Reports compiled October 2020.

Trustees

Chair	Andrew Summers
Vice Chair	Rev. Laura Hewitt
Treasurer	Margaret Spillman
Safeguarding Officer	Judy Burstow
Spiritual Advisor	Rev. Julian Templeton
Secretary	Richard Lawson
	Martine Whitaker
	Sarah Edwards
	Sheila Gallagher
	Tom Shanagher

Minute Secretary	Aoife Murphy
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Core Group

Foodbank Manager	Martine Whitaker
Researcher & Minute Secretary	Aoife Murphy
Treasurer	Margaret Spillman
Telephone Enquiries	Kathryn Finlayson
Warehousing & Operations	Harold Williams
Voucher Holder Co-Ordinator	Teresa Williams
Data Manager	Victoria Miller
Volunteer Co-Ordinator	Sonia Lucas
Communications	Joshua Hancock
Operations	David Godfrey
Volunteer Scheduler	Caroline Antoinette

Arlette Jennings is Assistant Treasurer. Phyllis Brown served as bookkeeper.

Chair of Trustees Report

The coronavirus crisis has presented the foodbank with unprecedented challenges; challenges which trustees believe have been more than adequately met. This is due to the dedicated and unstinting work of the core group and other stalwart volunteers. Inevitably, lockdown and subsequent restrictions have put excessive strains on many household finances resulting, sadly, in a threefold increase in demand for food parcels. The need to reduce the risk of infection at the warehouse and the foodbank has required a reorganisation of the way we operate and in the way volunteers have been rostered. The core group, meeting fortnightly on Zoom (when they are not busy at the foodbank) and a band of key volunteers rose magnificently to the challenge and the huge increase in the number of people fed has been maintained – remarkably.

These changes though have had an impact on the quality of our interaction with clients and therefore, detrimentally on their foodbank experience. Instead of coffee, biscuits and a friendly chat they now queue, socially distanced, at the rear of St Peter's before collecting their parcel at the front. Hopefully we will be able to return to a more client-friendly and in-door service before too long.

Trustees see the demand for emergency food, regrettably, continuing to increase. I'm writing this a few days after London was placed in Tier 2 and on the day it was reported that MPs had rejected Marcus Rashford's renewed plea for free school meals to be extended over the holidays. (The core group are making arrangements to address this need in our locality.) All the signs point to food insecurity worsening further.

As it happens, the foodbank has been incredibly fortunate in having received some wonderful financial donations during lockdown. This has guaranteed our sustainability for the foreseeable future despite the expected additional demand. We are grateful to all who have given so generously, and to Margaret Spillman and Arlette Jennings (Treasurer and Assistant Treasurer) who have kept our burgeoning accounts in good order. The hard work of Margaret and Arlette was recognised by Chris Jones, our honorary external independent examiner, who we are thankful to for conducting the most recent examination of our accounts so thoroughly and offering such helpful advice.

The trustees set up a working group, chaired by Sarah Edwards, to consider how best to use our increased funds, and their work has included, for the first time, some market research among clients and volunteers. Particular

thanks to Sarah, and to Aoife Murphy who led the research. A report on the Working Group's recommendations will be made at the AGM.

In the summer, the foodbank community were saddened to hear of the death of Phyllis Brown who had served as our bookkeeper since the inception. Margaret Spillman was able to represent the foodbank at Phyllis' funeral, conducted by Rev Julian Templeton, Minister of St John's URC and also a foodbank trustee. Julian spoke in appreciative terms of Phyllis's work and dedication and we hope to be able to attend a memorial service for her when pandemic restrictions permit.

On another sad note, we will no longer have The Salvation Army as a voting member at the AGM. Their premises at Albert Road have been sold and as a consequence they asked for their name to be removed from the list of those eligible to vote. We remain eternally grateful to their officers and staff for enabling the foodbank to operate there for some years. We wish Stuart and Margaret Downham well in their important work away from Albert Road.

Pat Caplan of Goldsmiths updated the 2019 AGM on her foodbank research. Trustees and core group have been pleased that Chipping Barnet has featured so prominently (under the pseudonym "St Nicholas"). Many thanks and congratulations to Pat. Her impressive paper can be found online [here](#).

The trustees, who have also been meeting via Zoom since April, were pleased that Richard Lawson volunteered to take on the important role of Secretary. This role is designed to ensure the trustee body complies with its responsibilities with regards to the constitution, the requirements of the Charity Commission and the law in general. Richard joins the small group of trustees, such as Judy Burstow, our Safeguarding Officer, who have taken on additional responsibilities. We are grateful to them and to Julian as Spiritual Advisor, for his many thoughtful prayers.

We were sorry to learn that Tom Shanagher decided to step down as a trustee but pleased that he continues his vital collections work and serves as a link with Waitrose High Barnet. We would like to thank Jo Forsythe, who has also stepped down, for her excellent work as minute secretary for trustees' meetings, core group and the AGM. Aoife Murphy has ably assumed this role, for which we are delighted.

At the end of the year we will be saying farewell to Lia Leonis who, as Trussell Trust Regional Manager has been a great support to the foodbank over the years. Lia will be taking on a different geographical area and so, with thanks, we wish her well. At the end of last year, Lia had asked if Chipping Barnet would consider setting up a satellite foodbank at All Saints CE, Childs Hill. After a number of meetings with the key people there, and with due

consideration, we recommended that a separate arrangement would be better, and this is what has subsequently transpired.

The Trussell Trust have recently launched their “Strategy for Change”. This entails, Changing Communities, Changing Policies and Changing Minds. As a Trussell Trust foodbank, we look forward to considering the implications of the strategy for Chipping Barnet.

There has, of course, been the inevitable challenge of considering how the foodbank will cope once (the irreplaceable) Martine moves on in November to concentrate on her school leadership role. Martine has been a remarkable Manager of Chipping Barnet foodbank since 2014. The trustees have been fortunate indeed that Martine has given so much to leading the foodbank’s development during those formative years. The words “Thank You” seem somewhat insufficient! Martine has kindly offered to continue with some volunteer training and, wonderfully, has agreed to continue as trustee. We all wish her well with her blossoming career in education.

It is no coincidence that there are a number of key core group members who are willing to step up to cover Martine’s responsibilities. Martine has enabled their development as part of a deliberate succession plan so we look forward shortly to Harold Williams taking on the role of Operations Manager (for a while at least) and Josh Hancock as Development Manager, both of whom will report to the board of trustees. It is also fair to say that Sonia Lucas has also been taking on more and more responsibility behind the scenes, as indeed have all the other members of the core group including Margaret Spillman, Teresa Williams, Kathryn Finlayson, Victoria Miller and Aoife Murphy. To these dedicated and industrious stalwarts, the trustees are immensely grateful. The core group have recently welcomed Caroline Antoinette and David Godfrey as new members, after their contributing so amazingly during the challenging year. Most of the remaining sections of this Annual Report have been prepared by the core group members.

I would like once again to record the thanks of trustees to the core group, St Peters and Father James, and to all essential volunteers, voucher holders, food donors, financial supporters, food collectors, delivery drivers, schedulers, researchers, data inputters, administrators, fellow trustees, and who all make up the wonderful community of Chipping Barnet foodbank.

Andrew Summers

Foodbank Manager's Report

What a way to finish my time as the Chipping Barnet Foodbank Manager! Since the last AGM, before anyone had heard of coronavirus, we continued to serve the local community and do our best to distribute food to the people who need it. Last December, we ran our ever-popular Christmas Angels programme. We were able to feed an additional 30 families at this important time of year.

Since then, the coronavirus crisis has hit the UK and so many things have changed. Firstly, we have had to change the way that we operate. Unfortunately, we have been unable to offer people a cuppa and a biscuit, or the opportunity to chat, but we have continued to feed people. You will find out from other's reports how much we have increased the numbers of people we have fed. However, with increased demand came an increase in donations received. So many people across the borough have been extremely generous with their donations. Our targeted shortages list has really helped and has been widely appreciated. Thank you if you have distributed the shortages list, or donated items from it.

Prior to lockdown we had organised, with CARITAS, for a digital literacy programme to start, we had the WIFI installed and set up but, as yet, have not been able to run the training. During lockdown, we set up a working group in order to spend the money that has been donated. As part of this group, we will be looking at purchasing laptops and a safe storage facility and offering these to clients on a Saturday morning. This is an area that Josh will be developing further in the coming months.

As times have changed so many people have stepped up to take on extra responsibility and the core group have worked tirelessly to keep the foodbank open and operating as smoothly as possible. During the lockdown, we have met weekly and once lockdown eased slightly then this changed to fortnightly. During this time, we have made decisions in order to serve the community as best we can.

I have had to make the difficult decision to stand down as the manager of the foodbank. I have been running the foodbank since July 2014 and will be handing the reins over to Harold and Josh. I will not be walking away from the foodbank and will continue volunteering on Mondays and Saturdays and will keep training new volunteers. I wish Harold and Josh all the best and know that they will enable the foodbank to move from strength to strength.

Martine Whitaker

Warehousing

This year has been dominated by our response to the coronavirus crisis. We have received fantastic support in our need for increased stock donations; from corporates including Morrisons and Tesco who organised weekly donations which were delivered from their warehouse by furloughed British Gas engineers, local street collections, individuals and also through our supermarket collection points. Initially there was a need to make some purchases, but this hasn't been generally needed for the rest of this year.

In order to accommodate our food stock, we have created new storage; Father James has been very generous in allowing us sole use of the Parish Centre for the on-going duration of the pandemic. We also have temporary use of the main room which is currently used to stock pre-packed bags ready for quick distribution during our much busier client sessions. In addition, we have temporary use of the large upstairs room for our toiletries and household products. Further, we now have permanent use of a smaller upstairs room and have also bought a heavy duty shed; both of these have been fitted with standard racking for ease of storage. A future challenge will be to reduce our space allocation as restrictions are eased and other groups become able to use the Parish Centre.

We have added a couple of new collection points over the course of the year; Sainsbury's in Cockfosters have continued following their special Christmas appeal, and very recently Halifax Bank in High Barnet has introduced a collection point. Sainsbury's have also offered us the High Barnet branch for their "Brighten a Million Christmases" campaign this year which we have gratefully accepted.

Donations of bread and allotment produce on a Tuesday and Saturday have increased to match our client needs.

Our annual stock-take was recently completed on 1st October and revealed we have about 5.5 tonnes in total, which is 3 to 4 times our norm.

Finally, we have given support to other organisations who provide cooked meals by re-donating some of our catering size packs, which have been shared with Borehamwood foodbank, St Monica's Church in Palmers Green and Compassion at Alexandra Palace.

Harold Williams

Volunteer Administration

In the last year we have had both a challenging and rewarding time. We started off the year with over 160 volunteers, then March and lockdown hit. We were extremely fortunate to have over 60 volunteers who felt safe and well enough to help at the most challenging time any of us have ever been through. We divided our 60 volunteers into two 'bubble' teams, one was not allowed to mix with the other one. Even our core team kept their distance from each other, and we took full advantage of zoom meetings once a week. As time went on, and rules relaxed, more volunteers were able to come back into our new way of working.

Since 23rd March, we have had 276 people request to volunteer with Chipping Barnet Foodbank, which is fantastic, however, we were not able to train anyone up in a safe way until recently. At the time of writing this report, we have 140 fully trained volunteers. Of this figure, 44 are shielding until a time when they can return safely due to various medical reasons. In October, we trained up 21 new volunteers and are actively filtering them into our rotas.

We changed the way we ran our rotas, which has streamlined the way we work. We have also had to add in delivery drivers for around 6 months in order to deliver food parcels to those clients self-isolating. I cannot thank our volunteers enough; without you we cannot run effectively. Every one of you is a hero. No matter how much or little you've been able to do, it's made immeasurable difference in the lives of our clients.

Sonia Lucas

Voucher Holders

We have seen a considerable increase in the number of individuals and families needing the foodbank since last year. From the start of the pandemic, the increased frequency of clients needing our support has been noticeable. At the start of lockdown sometimes this was because clients were shielding and therefore unable to go out, especially as the distribution of food parcels from the Government took a while to settle. We have worked closely with a range of local schools by providing extra vouchers, deliveries to homes and in some cases, bulk deliveries for further distribution by the school. We have dealt with a number of self-referrals from clients unable to access voucher holders, as many of these were effectively closed during lockdown. The Barnet branch of UK Mutual Aid has also requested deliveries to housebound clients.

Teresa Williams

Health & Safety

Our key focus this year has been keeping everyone safe and healthy through the pandemic. We have adopted a number of strategies aligned to best practice; two separate teams (Green and Yellow) to avoid unnecessary mixing; use of masks, gloves and sanitiser; clients only enter the building to show their voucher; socially distanced queuing and a one-way system. Most recently, we have begun using the government recommended Track & Trace app and are displaying a QR code at the centre for volunteers to check-in on arrival.

Harold Williams

Communications

I joined the core team shortly before lockdown, and I've been working at the foodbank once or twice a week since then. I have witnessed the consistency of foodbank donations, and written letters of thanks to our most regular donors. We established a relationship with Morrisons Palmers Green alongside the Tesco/British Gas deliveries, and to purchase fuel vouchers we worked with Let's Talk Online Shop. We are also expanding our reach on social media, and I am hotly anticipating the chance to implement the recommendations of the Funds Working Group as part of our More Than Food initiative. I know we can build a robust programme of support and work productively with partner organisations.

Joshua Hancock

Schools

We have supported and built partnerships with Oak Lodge, Oakleigh School, St. Catherine's and Cromer Road since 2019. This has included providing ongoing support to families with more vouchers, especially over the summer holidays, and we have provided direct deliveries for schools to distribute food. Goods for breakfast clubs at Oak Lodge School have been provided since the return to school, and we have supported schools which were unable to access government food vouchers since the start of the pandemic. Our More Than Food initiative has provided WiFi hotspots to children without a home-school internet connection, and equipment to those with physical and sensory needs. We have worked closely with Underhill Children's Centre to provide baby goods and food to single mothers. Recently food parcels have been provided for children on free school meals.

Teresa Williams

Funds Working Group Report

In September, a working group began meeting to discuss how best we can make use of the incredible financial donations we've received this year. This group combined trustees and core group members, who designed short surveys to help understand what clients, volunteers and voucher holders would like to see more of at the foodbank. Three key themes emerged from this research: the importance of fresh food, an interest in practical support and use of transport to help with collections and deliveries.

The working group is in the process of making its final recommendations to the trustees. In the meantime, the core group is exploring options for fresh food supplies and practical support, including purchasing some laptops for session-based support to take place in safer times. We have purchased some shopping trolleys for clients to help take their parcels home and are considering alternative ways we could use transport to support our clients and volunteers. Across all findings and discussions, there was a strong emphasis on the empowerment and dignity of clients, which we remain particularly mindful of. As part of this, we purchased 150 cookbooks, which have been offered to clients since September.

The working group would like to thank the volunteers and clients who took part in the research project. Their opinions and experiences have been extremely helpful in understanding how the foodbank could support clients better, as well as inspiring us to think differently about the kind of support we can provide. Further thanks are offered to voucher holders who shared their thoughts with us, as well as the members of this working group who have shared their valuable time and energy on this project.

Sarah Edwards & Aoife Murphy

Safeguarding

I am pleased there have been no safeguarding incidents reported this year. I am, however, aware that the lockdown and current restrictions have caused a great deal of stress within families. Indeed, what may be going on at home could account for any sensitivity when clients engage with our volunteers. This makes it especially important how we have continued to serve clients and treat them well, even though we have had to curtail the time spent with them.

Judy Burstow

Treasurer's Report

Firstly, 2020 has been an incredible year for us all. Compared to 2019, our overall receipts increased by £36,847. This is largely fuelled by an increase in 'other donations' which has increased by £37,221 during the coronavirus crisis, from many incredibly generous people donating some very large sums of monies.

On our expenses, you will see that money spent on food purchases only increased by £1,476 (which was mainly spent prior to February), despite the crisis. Again, we had a great increase in the number of needy families visiting the foodbank, though our food requirements were more than covered by a very generous public.

Our increase in expenses was due to two significant purchases, namely purchasing a large shed for storage and also the purchase of internet dongles to assist children who needed internet access during home schooling in lockdown.

Since the 31st May, the working group have been meeting to decide how best we should use the extra revenue to benefit our most needy families. This is ongoing at present, but we are hoping to help many families in time for Christmas.

As you can see, Chipping Barnet foodbank is in a good financial position, but we save a lot in expenses as we do not pay any wages or salaries to any of our volunteers. The pandemic has meant we have been working with a smaller group of volunteers, who have selflessly given so many extra hours to the foodbank.

I wish to thank Arnette Jennings who has supported me greatly with preparing and controlling the accounts since she volunteered earlier this year, after the sad death of Phyllis Brown who worked with me since Chipping Barnet foodbank began in 2013.

Thanks are given to Christopher Jones who has been examining our accounts. Also, I must mention our core group and fellow trustees and thank them for the support they've given me.

This year has been amazing to us all for many reasons but at the foodbank I will always be grateful for the extreme generosity of our community while also being saddened by the increasing number of families that need our help.

Margaret Spillman

CHIPPING BARNET FOOD BANK FOR YEAR ENDED 31 MAY 2020		
RECEPITS AND PAYMENTS FOR YEAR ENDED 31 MAY 2020		
Total Receipts	2020	2019
Direct credits/donations	3878	3101
Other donations	42514	5293
Fundraising events	524	1860
Gift aid repayment	911	726
TOTAL RECEIPTS	£47,827	£10,980
Total Payments		
Christmas angel gifts	331	389
Food purchased	2743	1266
Fuel cost	911	757
Insurance	322	269
Postage/printing/stationery	980	759
Rental cost	4200	3300
Telephone	281	256

Solace Women's Centre	601	541
Support to young people leaving care	100	100
Trussell Trust/ ICO	395	400
Shed & Fixtures	2460	0
Materials for Foodbank	20	172
Charities	300	0
Materials for school	920	0
Others	227	128
TOTAL PAYMENTS	£14,791	£8,337
Excess Monies Y/E 31 May 2019/2020	33037	2644
Bank balance as at 31 May 2018/2019	15083	12439
Surplus Income	33037	2644
Reconciled Bank Balance as at May 2019/2020	£48,120	£15,083

Statements of Assets and Liabilities

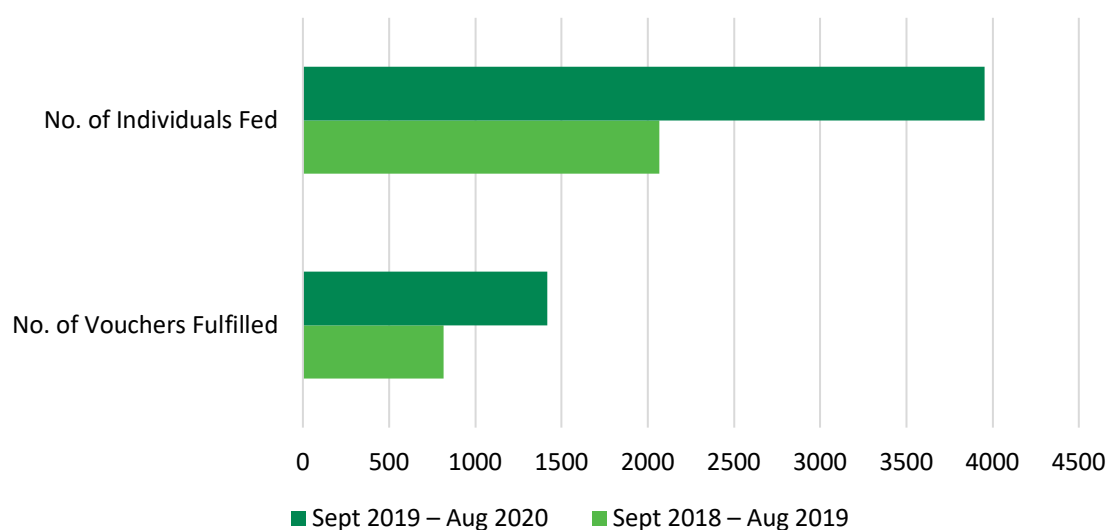
Assets include the Bank Balance as at 31st May 2020, £48,120. We do not hold any other assets and have no outstanding liability. The trustees have decided to write off the cost of the shed within the financial year.

Statistics

This year, as expected, we have seen an unprecedented increase in the number of vouchers we fulfilled, people we have fed and stock we have managed.

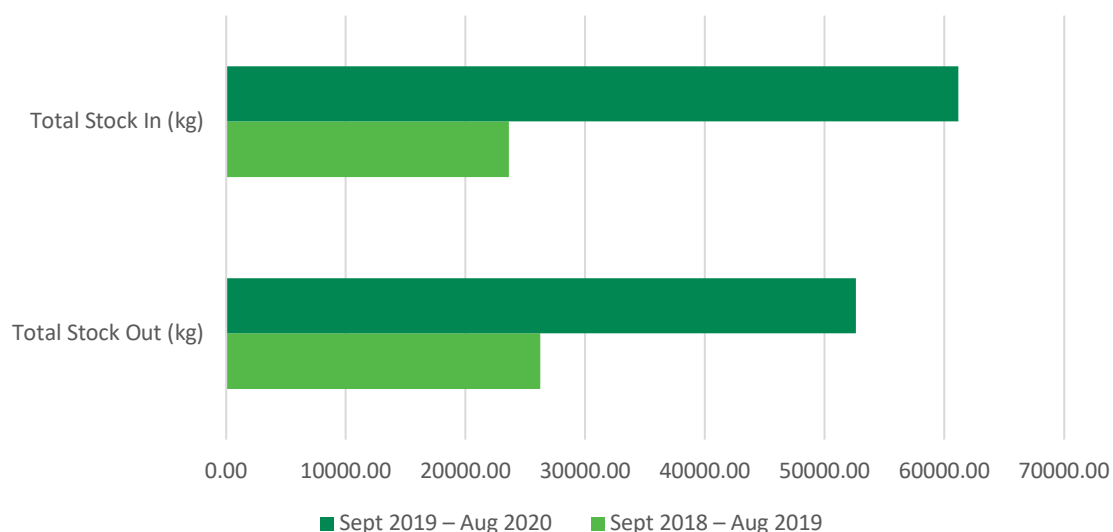
Vouchers Fulfilled and Individuals Fed

We fulfilled a total of 1419 vouchers, which represents a 74.11% increase from last year. Furthermore, we have seen a 91.38% increase in the number of people we have fed through our voucher system.



Stock Movement

In terms of our stock movement, we distributed 100.25% more food than we did last year.



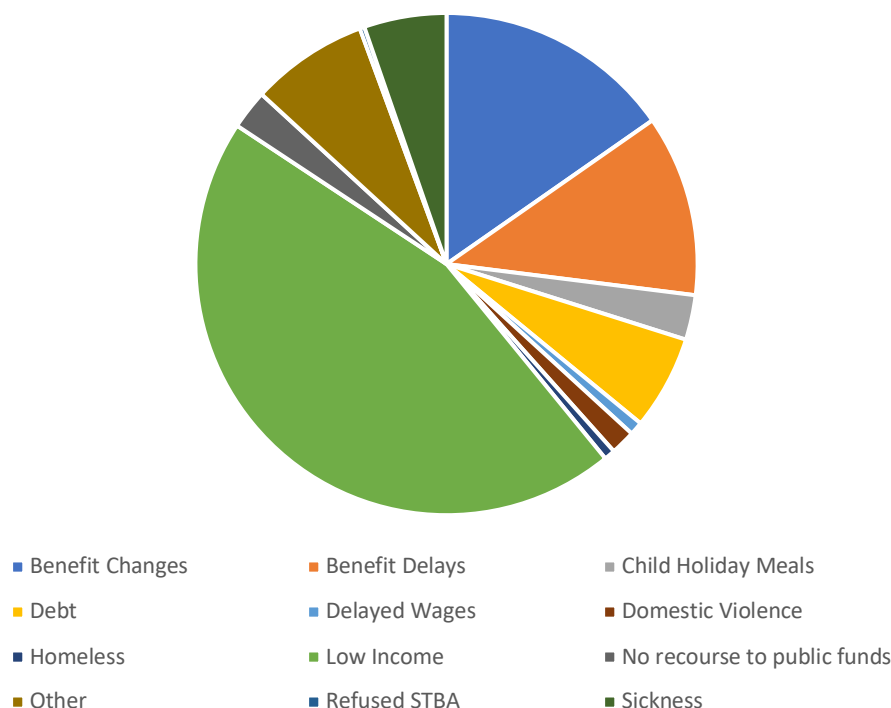
This is to be expected considering the increase in the number of people we fed, but we have also continued to support other organisations in the borough with food, for example, Oak Lodge School, Oakleigh School, Solace Women's Aid, Deansbrook Infants, Leaving Care Team, Poor Clares, to name a few.

We have also seen a huge increase of 158.87% in the amount of food that was donated to us this year compared to last year.

	Sept 2018 – Aug 2019	Sept 2019 – Aug 2020	% Change
No. of Vouchers Fulfilled	815	1419	74.11%
No. of Individuals Fed	2066	3954	91.38%
Total Stock Out (kg)	26253.08	52573.00	100.25%
Total Stock In (kg)	23626.10	61161.26	158.87%

Crisis Types

Low income and benefit related issues remain the most common reasons for people visiting our Foodbank. Having no recourse to public funds, debt and sickness are also crises we see frequently. Once again, coming to the foodbank during the holidays to help with additional meals required while children are not at school has seen an increase of 153.3% this year compared to last.

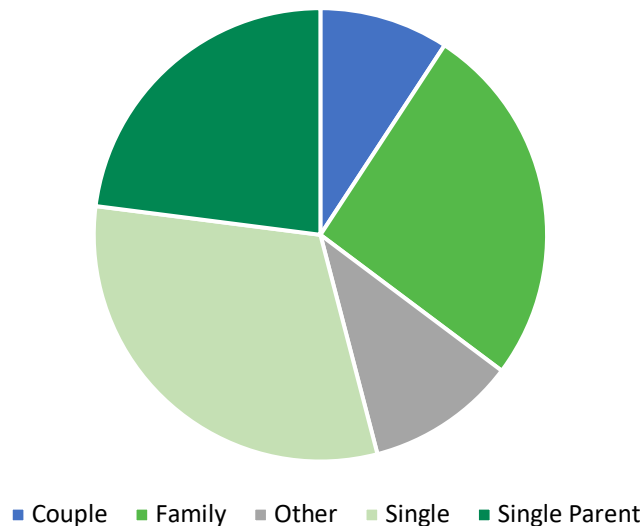


Crisis

Benefit Changes	605	15.30%
Benefit Delays	462	11.68%
Child Holiday Meals	114	2.88%
Debt	240	6.07%
Delayed Wages	34	0.86%
Domestic Violence	63	1.59%
Homeless	28	0.71%
Low Income	1787	45.19%
No recourse to public funds	100	2.53%
Other	299	7.56%
Refused STBA	12	0.30%
Sickness	210	5.31%
Totals	3954	100.00%

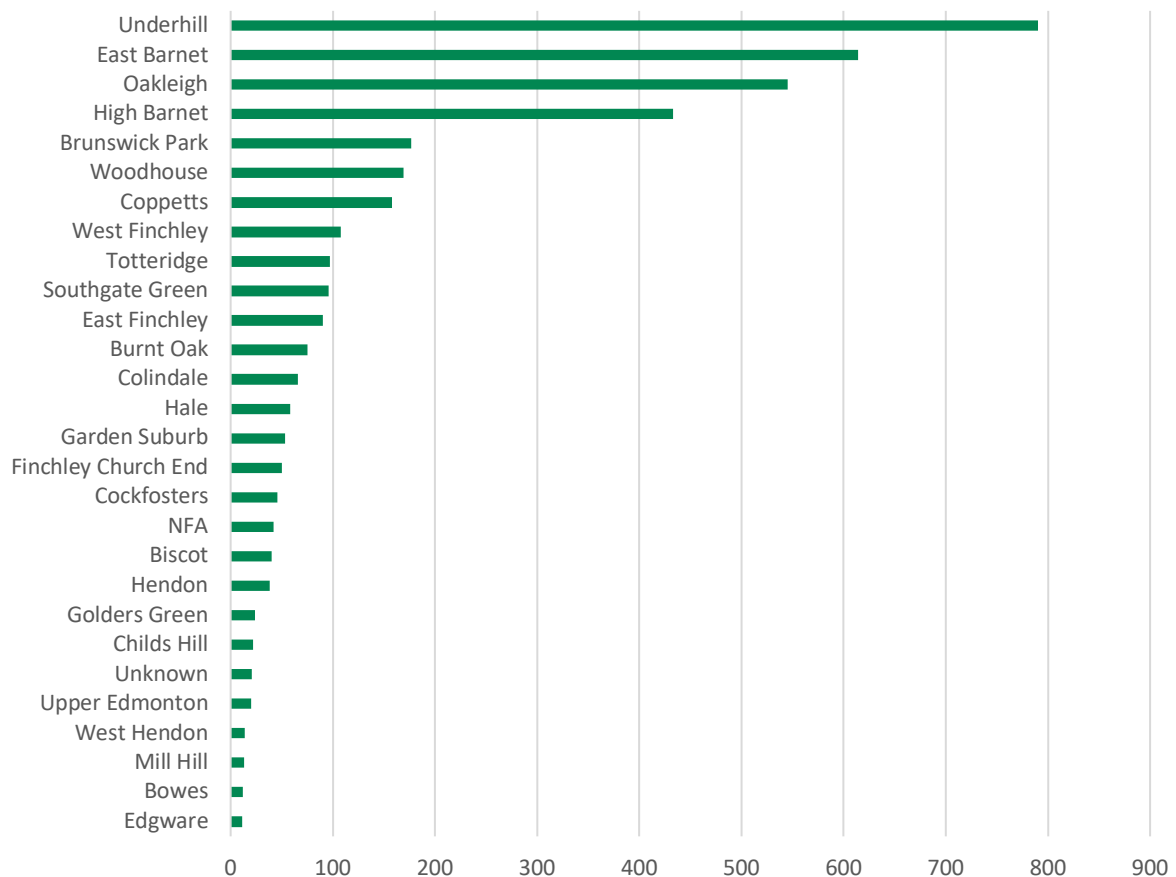
Family Size

Looking at family size, we can see that almost 60% of our clients are either single or single parents, almost 20% of clients are families with two parents and 15% are couples.



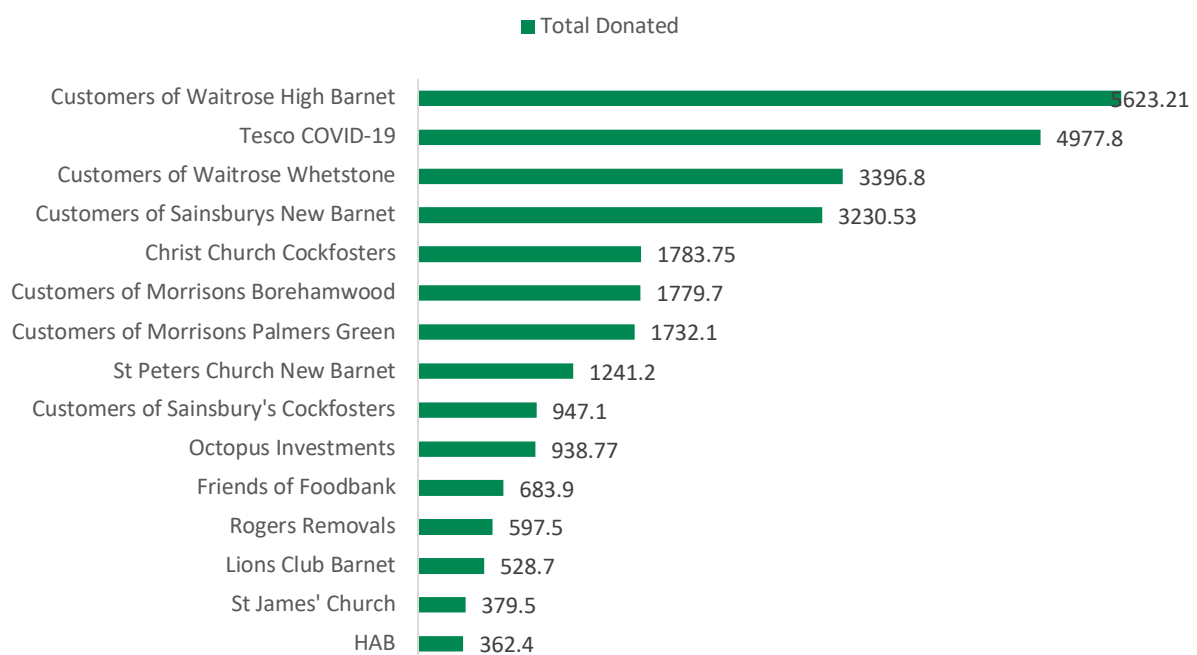
Wards

When we look at the wards our clients live in, we can see that Underhill, East Barnet, Oakleigh, High Barnet, Brunswick Park, Woodhouse, Coppetts and West Finchley are the most common.

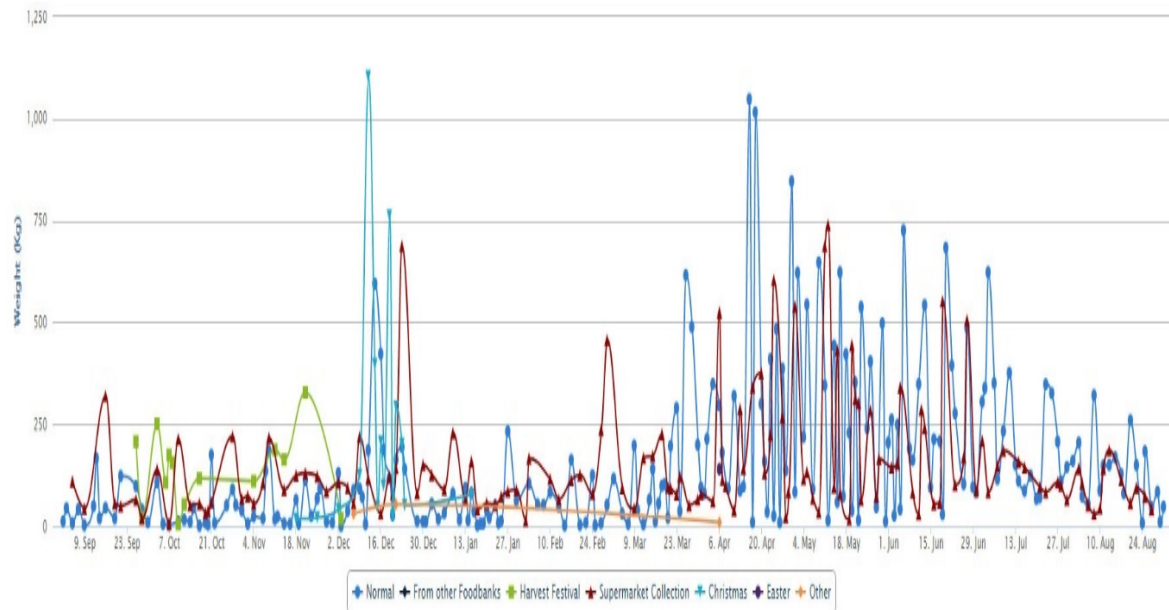


Donors

Finally, you can see on the bar chart below our top 15 donors for this year, the biggest being customers of Waitrose in High Barnet, donating a massive 5,623.21kg of food this year.



Donations Timeline



COVID-19 Impact

As we all know, the impact of the COVID-19 pandemic on foodbanks has been immense, with a huge rise in the number of people needing to use one for the first time. We looked at a comparison between April and September this year and the same period last year and the numbers are astounding. As you can see in the table below, there have been huge increases in the number of people fed and in the amount of stock coming in and out of our foodbank.

	Apr-Sept 19	Apr-Sept 20	% Change
No. of Vouchers Fulfilled	404	955	136%
No. of Individuals Fed	1048	2700	158%
Total Stock Out (kg)	11549	35108	204%
Total Stock In (kg)	11534	41670	261%

Victoria Miller

Thank You

All volunteers who contributed their precious time and energy to work for the foodbank, especially in a year of such challenges.

Our generous donors including churches, synagogues, schools, businesses, community groups and the many individuals who have offered such substantive food and financial support.

St. Peter's RC Church New Barnet for allowing us sole use of their Parish Centre throughout the coronavirus crisis, as well as one of their upstairs rooms for practical client sessions.

The many businesses across the borough who have long provided us regular collection points, such as Waitrose in High Barnet and Whetstone, Morrisons in Borehamwood and Palmers Green, and Marie's Shoes in East Barnet village.

Tesco and British Gas for providing significant food supplies to us during the early days of the lockdown.

Local churches for supporting us through their parishioners.

Local bakeries and allotments who have donated much appreciated fresh food on Tuesdays and Saturdays, strengthening our food offering significantly. Included but not limited to: Edible Barnet Cat Hill, Kitchen Garden at Myddelton House, East Barnet Allotments & Gardens Association, and Barnfield Allotments. Marilyn, Bonjour Bakery & Parkway Patisserie.

Lesley Woolfe and Friends of the Foodbank for the consistency of their fantastic donations throughout the crisis.

Joe Sauka for erecting our new storage shed at no cost.

Nick of Nico Electricians for installing the shed lighting, also at no cost.

Local organisations including Wilds Café and John's Cycles.

Amit Tulsiani, who donated a pallet of cereal, and Bharat Taylor who donated much of his shops stock at the beginning of lockdown.



Annual Report of the Trustees

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Arlette Jennings is Assistant Treasurer. Phyllis Brown served as bookkeeper.

Chair of Trustees Report

The coronavirus crisis has presented the foodbank with unprecedented challenges; challenges which trustees believe have been more than adequately met. This is due to the dedicated and unstinting work of the core group and other stalwart volunteers. Inevitably, lockdown and subsequent restrictions have put excessive strains on many household finances resulting, sadly, in a threefold increase in demand for food parcels. The need to reduce the risk of infection at the warehouse and the foodbank has required a reorganisation of the way we operate and in the way volunteers have been rostered. The core group, meeting fortnightly on Zoom (when they are not busy at the foodbank) and a band of key volunteers rose magnificently to the challenge and the huge increase in the number of people fed has been maintained – remarkably.

These changes though have had an impact on the quality of our interaction with clients and therefore, detrimentally on their foodbank experience. Instead of coffee, biscuits and a friendly chat they now queue, socially distanced, at the rear of St Peter's before collecting their parcel at the front. Hopefully we will be able to return to a more client-friendly and in-door service before too long.

Trustees see the demand for emergency food, regrettably, continuing to increase. I'm writing this a few days after London was placed in Tier 2 and on the day it was reported that MPs had rejected Marcus Rashford's renewed plea for free school meals to be extended over the holidays. (The core group are making arrangements to address this need in our locality.) All the signs point to food insecurity worsening further.

As it happens, the foodbank has been incredibly fortunate in having received some wonderful financial donations during lockdown. This has guaranteed our sustainability for the foreseeable future despite the expected additional demand. We are grateful to all who have given so generously, and to Margaret Spillman and Arlette Jennings (Treasurer and Assistant Treasurer) who have kept our burgeoning accounts in good order. The hard work of Margaret and Arlette was recognised by Chris Jones, our honorary external independent examiner, who we are thankful to for conducting the most recent examination of our accounts so thoroughly and offering such helpful advice.

The trustees set up a working group, chaired by Sarah Edwards, to consider how best to use our increased funds, and their work has included, for the first time, some market research among clients and volunteers. Particular

thanks to Sarah, and to Aoife Murphy who led the research. A report on the Working Group's recommendations will be made at the AGM.

In the summer, the foodbank community were saddened to hear of the death of Phyllis Brown who had served as our bookkeeper since the inception. Margaret Spillman was able to represent the foodbank at Phyllis' funeral, conducted by Rev Julian Templeton, Minister of St John's URC and also a foodbank trustee. Julian spoke in appreciative terms of Phyllis's work and dedication and we hope to be able to attend a memorial service for her when pandemic restrictions permit.

On another sad note, we will no longer have The Salvation Army as a voting member at the AGM. Their premises at Albert Road have been sold and as a consequence they asked for their name to be removed from the list of those eligible to vote. We remain eternally grateful to their officers and staff for enabling the foodbank to operate there for some years. We wish Stuart and Margaret Downham well in their important work away from Albert Road.

Pat Caplan of Goldsmiths updated the 2019 AGM on her foodbank research. Trustees and core group have been pleased that Chipping Barnet has featured so prominently (under the pseudonym "St Nicholas"). Many thanks and congratulations to Pat. Her impressive paper can be found online [here](#).

The trustees, who have also been meeting via Zoom since April, were pleased that Richard Lawson volunteered to take on the important role of Secretary. This role is designed to ensure the trustee body complies with its responsibilities with regards to the constitution, the requirements of the Charity Commission and the law in general. Richard joins the small group of trustees, such as Judy Burstow, our Safeguarding Officer, who have taken on additional responsibilities. We are grateful to them and to Julian as Spiritual Advisor, for his many thoughtful prayers.

We were sorry to learn that Tom Shanagher decided to step down as a trustee but pleased that he continues his vital collections work and serves as a link with Waitrose High Barnet. We would like to thank Jo Forsythe, who has also stepped down, for her excellent work as minute secretary for trustees' meetings, core group and the AGM. Aoife Murphy has ably assumed this role, for which we are delighted.

At the end of the year we will be saying farewell to Lia Leonis who, as Trussell Trust Regional Manager has been a great support to the foodbank over the years. Lia will be taking on a different geographical area and so, with thanks, we wish her well. At the end of last year, Lia had asked if Chipping Barnet would consider setting up a satellite foodbank at All Saints CE, Childs Hill. After a number of meetings with the key people there, and with due

consideration, we recommended that a separate arrangement would be better, and this is what has subsequently transpired.

The Trussell Trust have recently launched their “Strategy for Change”. This entails, Changing Communities, Changing Policies and Changing Minds. As a Trussell Trust foodbank, we look forward to considering the implications of the strategy for Chipping Barnet.

There has, of course, been the inevitable challenge of considering how the foodbank will cope once (the irreplaceable) Martine moves on in November to concentrate on her school leadership role. Martine has been a remarkable Manager of Chipping Barnet foodbank since 2014. The trustees have been fortunate indeed that Martine has given so much to leading the foodbank’s development during those formative years. The words “Thank You” seem somewhat insufficient! Martine has kindly offered to continue with some volunteer training and, wonderfully, has agreed to continue as trustee. We all wish her well with her blossoming career in education.

It is no coincidence that there are a number of key core group members who are willing to step up to cover Martine’s responsibilities. Martine has enabled their development as part of a deliberate succession plan so we look forward shortly to Harold Williams taking on the role of Operations Manager (for a while at least) and Josh Hancock as Development Manager, both of whom will report to the board of trustees. It is also fair to say that Sonia Lucas has also been taking on more and more responsibility behind the scenes, as indeed have all the other members of the core group including Margaret Spillman, Teresa Williams, Kathryn Finlayson, Victoria Miller and Aoife Murphy. To these dedicated and industrious stalwarts, the trustees are immensely grateful. The core group have recently welcomed Caroline Antoinette and David Godfrey as new members, after their contributing so amazingly during the challenging year. Most of the remaining sections of this Annual Report have been prepared by the core group members.

I would like once again to record the thanks of trustees to the core group, St Peters and Father James, and to all essential volunteers, voucher holders, food donors, financial supporters, food collectors, delivery drivers, schedulers, researchers, data inputters, administrators, fellow trustees, and who all make up the wonderful community of Chipping Barnet foodbank.

Andrew Summers

Foodbank Manager's Report

What a way to finish my time as the Chipping Barnet Foodbank Manager! Since the last AGM, before anyone had heard of coronavirus, we continued to serve the local community and do our best to distribute food to the people who need it. Last December, we ran our ever-popular Christmas Angels programme. We were able to feed an additional 30 families at this important time of year.

Since then, the coronavirus crisis has hit the UK and so many things have changed. Firstly, we have had to change the way that we operate. Unfortunately, we have been unable to offer people a cuppa and a biscuit, or the opportunity to chat, but we have continued to feed people. You will find out from other's reports how much we have increased the numbers of people we have fed. However, with increased demand came an increase in donations received. So many people across the borough have been extremely generous with their donations. Our targeted shortages list has really helped and has been widely appreciated. Thank you if you have distributed the shortages list, or donated items from it.

Prior to lockdown we had organised, with CARITAS, for a digital literacy programme to start, we had the WIFI installed and set up but, as yet, have not been able to run the training. During lockdown, we set up a working group in order to spend the money that has been donated. As part of this group, we will be looking at purchasing laptops and a safe storage facility and offering these to clients on a Saturday morning. This is an area that Josh will be developing further in the coming months.

As times have changed so many people have stepped up to take on extra responsibility and the core group have worked tirelessly to keep the foodbank open and operating as smoothly as possible. During the lockdown, we have met weekly and once lockdown eased slightly then this changed to fortnightly. During this time, we have made decisions in order to serve the community as best we can.

I have had to make the difficult decision to stand down as the manager of the foodbank. I have been running the foodbank since July 2014 and will be handing the reins over to Harold and Josh. I will not be walking away from the foodbank and will continue volunteering on Mondays and Saturdays and will keep training new volunteers. I wish Harold and Josh all the best and know that they will enable the foodbank to move from strength to strength.

Martine Whitaker

Warehousing

This year has been dominated by our response to the coronavirus crisis. We have received fantastic support in our need for increased stock donations; from corporates including Morrisons and Tesco who organised weekly donations which were delivered from their warehouse by furloughed British Gas engineers, local street collections, individuals and also through our supermarket collection points. Initially there was a need to make some purchases, but this hasn't been generally needed for the rest of this year.

In order to accommodate our food stock, we have created new storage; Father James has been very generous in allowing us sole use of the Parish Centre for the on-going duration of the pandemic. We also have temporary use of the main room which is currently used to stock pre-packed bags ready for quick distribution during our much busier client sessions. In addition, we have temporary use of the large upstairs room for our toiletries and household products. Further, we now have permanent use of a smaller upstairs room and have also bought a heavy duty shed; both of these have been fitted with standard racking for ease of storage. A future challenge will be to reduce our space allocation as restrictions are eased and other groups become able to use the Parish Centre.

We have added a couple of new collection points over the course of the year; Sainsbury's in Cockfosters have continued following their special Christmas appeal, and very recently Halifax Bank in High Barnet has introduced a collection point. Sainsbury's have also offered us the High Barnet branch for their "Brighten a Million Christmases" campaign this year which we have gratefully accepted.

Donations of bread and allotment produce on a Tuesday and Saturday have increased to match our client needs.

Our annual stock-take was recently completed on 1st October and revealed we have about 5.5 tonnes in total, which is 3 to 4 times our norm.

Finally, we have given support to other organisations who provide cooked meals by re-donating some of our catering size packs, which have been shared with Borehamwood foodbank, St Monica's Church in Palmers Green and Compassion at Alexandra Palace.

Harold Williams

Volunteer Administration

In the last year we have had both a challenging and rewarding time. We started off the year with over 160 volunteers, then March and lockdown hit. We were extremely fortunate to have over 60 volunteers who felt safe and well enough to help at the most challenging time any of us have ever been through. We divided our 60 volunteers into two 'bubble' teams, one was not allowed to mix with the other one. Even our core team kept their distance from each other, and we took full advantage of zoom meetings once a week. As time went on, and rules relaxed, more volunteers were able to come back into our new way of working.

Since 23rd March, we have had 276 people request to volunteer with Chipping Barnet Foodbank, which is fantastic, however, we were not able to train anyone up in a safe way until recently. At the time of writing this report, we have 140 fully trained volunteers. Of this figure, 44 are shielding until a time when they can return safely due to various medical reasons. In October, we trained up 21 new volunteers and are actively filtering them into our rotas.

We changed the way we ran our rotas, which has streamlined the way we work. We have also had to add in delivery drivers for around 6 months in order to deliver food parcels to those clients self-isolating. I cannot thank our volunteers enough; without you we cannot run effectively. Every one of you is a hero. No matter how much or little you've been able to do, it's made immeasurable difference in the lives of our clients.

Sonia Lucas

Voucher Holders

We have seen a considerable increase in the number of individuals and families needing the foodbank since last year. From the start of the pandemic, the increased frequency of clients needing our support has been noticeable. At the start of lockdown sometimes this was because clients were shielding and therefore unable to go out, especially as the distribution of food parcels from the Government took a while to settle. We have worked closely with a range of local schools by providing extra vouchers, deliveries to homes and in some cases, bulk deliveries for further distribution by the school. We have dealt with a number of self-referrals from clients unable to access voucher holders, as many of these were effectively closed during lockdown. The Barnet branch of UK Mutual Aid has also requested deliveries to housebound clients.

Teresa Williams

Health & Safety

Our key focus this year has been keeping everyone safe and healthy through the pandemic. We have adopted a number of strategies aligned to best practice; two separate teams (Green and Yellow) to avoid unnecessary mixing; use of masks, gloves and sanitiser; clients only enter the building to show their voucher; socially distanced queuing and a one-way system. Most recently, we have begun using the government recommended Track & Trace app and are displaying a QR code at the centre for volunteers to check-in on arrival.

Harold Williams

Communications

I joined the core team shortly before lockdown, and I've been working at the foodbank once or twice a week since then. I have witnessed the consistency of foodbank donations, and written letters of thanks to our most regular donors. We established a relationship with Morrisons Palmers Green alongside the Tesco/British Gas deliveries, and to purchase fuel vouchers we worked with Let's Talk Online Shop. We are also expanding our reach on social media, and I am hotly anticipating the chance to implement the recommendations of the Funds Working Group as part of our More Than Food initiative. I know we can build a robust programme of support and work productively with partner organisations.

Joshua Hancock

Schools

We have supported and built partnerships with Oak Lodge, Oakleigh School, St. Catherine's and Cromer Road since 2019. This has included providing ongoing support to families with more vouchers, especially over the summer holidays, and we have provided direct deliveries for schools to distribute food. Goods for breakfast clubs at Oak Lodge School have been provided since the return to school, and we have supported schools which were unable to access government food vouchers since the start of the pandemic. Our More Than Food initiative has provided WiFi hotspots to children without a home-school internet connection, and equipment to those with physical and sensory needs. We have worked closely with Underhill Children's Centre to provide baby goods and food to single mothers. Recently food parcels have been provided for children on free school meals.

Teresa Williams

Funds Working Group Report

In September, a working group began meeting to discuss how best we can make use of the incredible financial donations we've received this year. This group combined trustees and core group members, who designed short surveys to help understand what clients, volunteers and voucher holders would like to see more of at the foodbank. Three key themes emerged from this research: the importance of fresh food, an interest in practical support and use of transport to help with collections and deliveries.

The working group is in the process of making its final recommendations to the trustees. In the meantime, the core group is exploring options for fresh food supplies and practical support, including purchasing some laptops for session-based support to take place in safer times. We have purchased some shopping trolleys for clients to help take their parcels home and are considering alternative ways we could use transport to support our clients and volunteers. Across all findings and discussions, there was a strong emphasis on the empowerment and dignity of clients, which we remain particularly mindful of. As part of this, we purchased 150 cookbooks, which have been offered to clients since September.

The working group would like to thank the volunteers and clients who took part in the research project. Their opinions and experiences have been extremely helpful in understanding how the foodbank could support clients better, as well as inspiring us to think differently about the kind of support we can provide. Further thanks are offered to voucher holders who shared their thoughts with us, as well as the members of this working group who have shared their valuable time and energy on this project.

Sarah Edwards & Aoife Murphy

Safeguarding

I am pleased there have been no safeguarding incidents reported this year. I am, however, aware that the lockdown and current restrictions have caused a great deal of stress within families. Indeed, what may be going on at home could account for any sensitivity when clients engage with our volunteers. This makes it especially important how we have continued to serve clients and treat them well, even though we have had to curtail the time spent with them.

Judy Burstow

Treasurer's Report

Firstly, 2020 has been an incredible year for us all. Compared to 2019, our overall receipts increased by £36,847. This is largely fuelled by an increase in 'other donations' which has increased by £37,221 during the coronavirus crisis, from many incredibly generous people donating some very large sums of monies.

On our expenses, you will see that money spent on food purchases only increased by £1,476 (which was mainly spent prior to February), despite the crisis. Again, we had a great increase in the number of needy families visiting the foodbank, though our food requirements were more than covered by a very generous public.

Our increase in expenses was due to two significant purchases, namely purchasing a large shed for storage and also the purchase of internet dongles to assist children who needed internet access during home schooling in lockdown.

Since the 31st May, the working group have been meeting to decide how best we should use the extra revenue to benefit our most needy families. This is ongoing at present, but we are hoping to help many families in time for Christmas.

As you can see, Chipping Barnet foodbank is in a good financial position, but we save a lot in expenses as we do not pay any wages or salaries to any of our volunteers. The pandemic has meant we have been working with a smaller group of volunteers, who have selflessly given so many extra hours to the foodbank.

I wish to thank Arnette Jennings who has supported me greatly with preparing and controlling the accounts since she volunteered earlier this year, after the sad death of Phyllis Brown who worked with me since Chipping Barnet foodbank began in 2013.

Thanks are given to Christopher Jones who has been examining our accounts. Also, I must mention our core group and fellow trustees and thank them for the support they've given me.

This year has been amazing to us all for many reasons but at the foodbank I will always be grateful for the extreme generosity of our community while also being saddened by the increasing number of families that need our help.

Margaret Spillman

CHIPPING BARNET FOOD BANK FOR YEAR ENDED 31 MAY 2020		
RECEPITS AND PAYMENTS FOR YEAR ENDED 31 MAY 2020		
Total Receipts	2020	2019
Direct credits/donations	3878	3101
Other donations	42514	5293
Fundraising events	524	1860
Gift aid repayment	911	726
TOTAL RECEIPTS	£47,827	£10,980
Total Payments		
Christmas angel gifts	331	389
Food purchased	2743	1266
Fuel cost	911	757
Insurance	322	269
Postage/printing/stationery	980	759
Rental cost	4200	3300
Telephone	281	256

Solace Women's Centre	601	541
Support to young people leaving care	100	100
Trussell Trust/ ICO	395	400
Shed & Fixtures	2460	0
Materials for Foodbank	20	172
Charities	300	0
Materials for school	920	0
Others	227	128
TOTAL PAYMENTS	£14,791	£8,337
Excess Monies Y/E 31 May 2019/2020	33037	2644
Bank balance as at 31 May 2018/2019	15083	12439
Surplus Income	33037	2644
Reconciled Bank Balance as at May 2019/2020	£48,120	£15,083

Statements of Assets and Liabilities

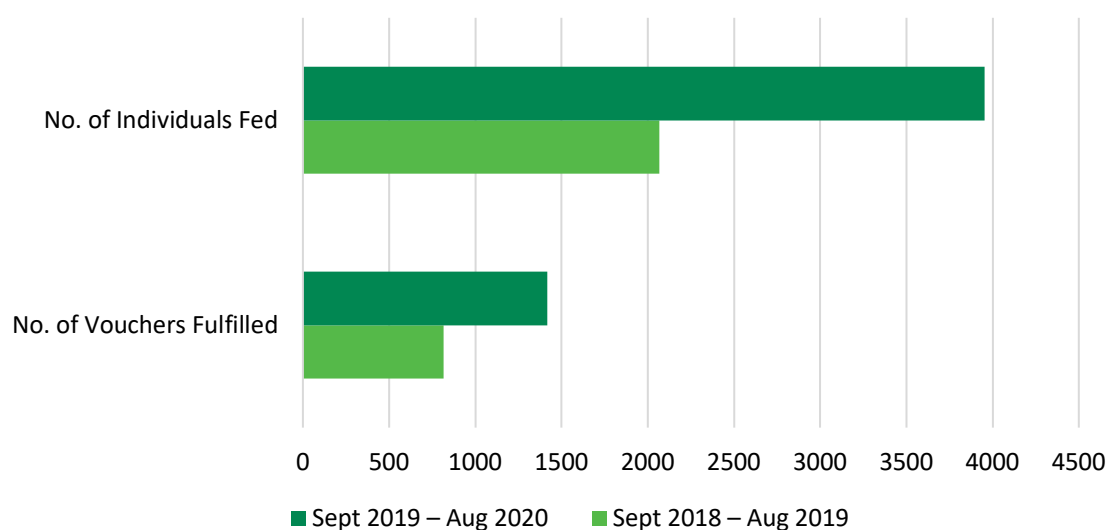
Assets include the Bank Balance as at 31st May 2020, £48,120. We do not hold any other assets and have no outstanding liability. The trustees have decided to write off the cost of the shed within the financial year.

Statistics

This year, as expected, we have seen an unprecedented increase in the number of vouchers we fulfilled, people we have fed and stock we have managed.

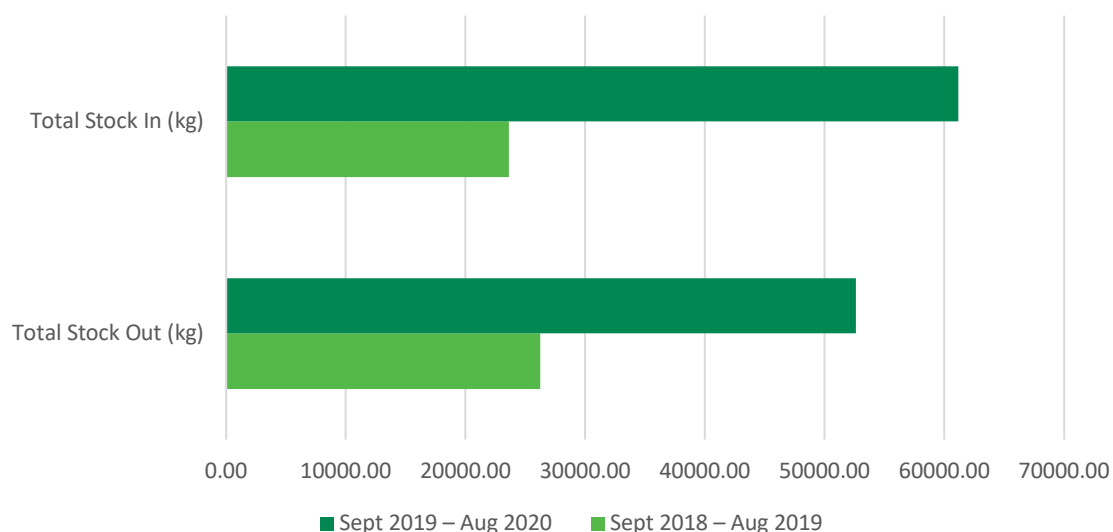
Vouchers Fulfilled and Individuals Fed

We fulfilled a total of 1419 vouchers, which represents a 74.11% increase from last year. Furthermore, we have seen a 91.38% increase in the number of people we have fed through our voucher system.



Stock Movement

In terms of our stock movement, we distributed 100.25% more food than we did last year.



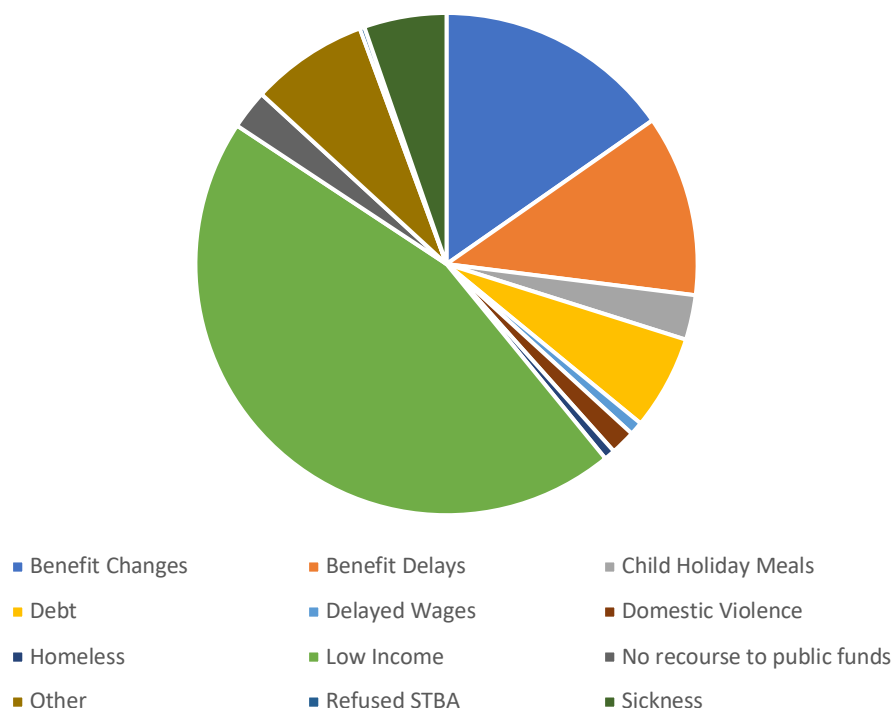
This is to be expected considering the increase in the number of people we fed, but we have also continued to support other organisations in the borough with food, for example, Oak Lodge School, Oakleigh School, Solace Women's Aid, Deansbrook Infants, Leaving Care Team, Poor Clares, to name a few.

We have also seen a huge increase of 158.87% in the amount of food that was donated to us this year compared to last year.

	Sept 2018 – Aug 2019	Sept 2019 – Aug 2020	% Change
No. of Vouchers Fulfilled	815	1419	74.11%
No. of Individuals Fed	2066	3954	91.38%
Total Stock Out (kg)	26253.08	52573.00	100.25%
Total Stock In (kg)	23626.10	61161.26	158.87%

Crisis Types

Low income and benefit related issues remain the most common reasons for people visiting our Foodbank. Having no recourse to public funds, debt and sickness are also crises we see frequently. Once again, coming to the foodbank during the holidays to help with additional meals required while children are not at school has seen an increase of 153.3% this year compared to last.

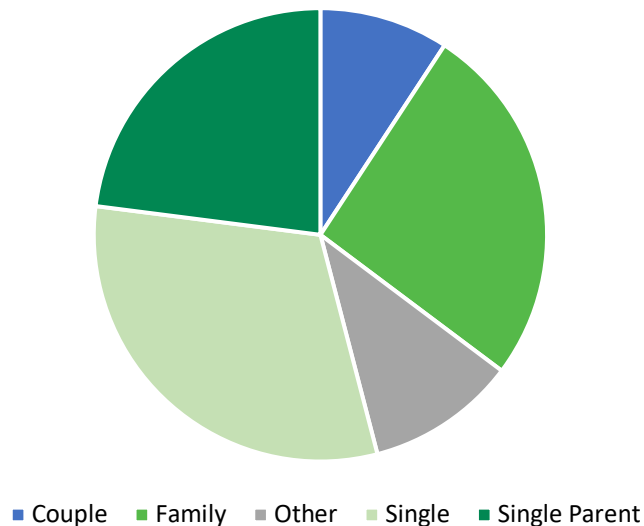


Crisis

Benefit Changes	605	15.30%
Benefit Delays	462	11.68%
Child Holiday Meals	114	2.88%
Debt	240	6.07%
Delayed Wages	34	0.86%
Domestic Violence	63	1.59%
Homeless	28	0.71%
Low Income	1787	45.19%
No recourse to public funds	100	2.53%
Other	299	7.56%
Refused STBA	12	0.30%
Sickness	210	5.31%
Totals	3954	100.00%

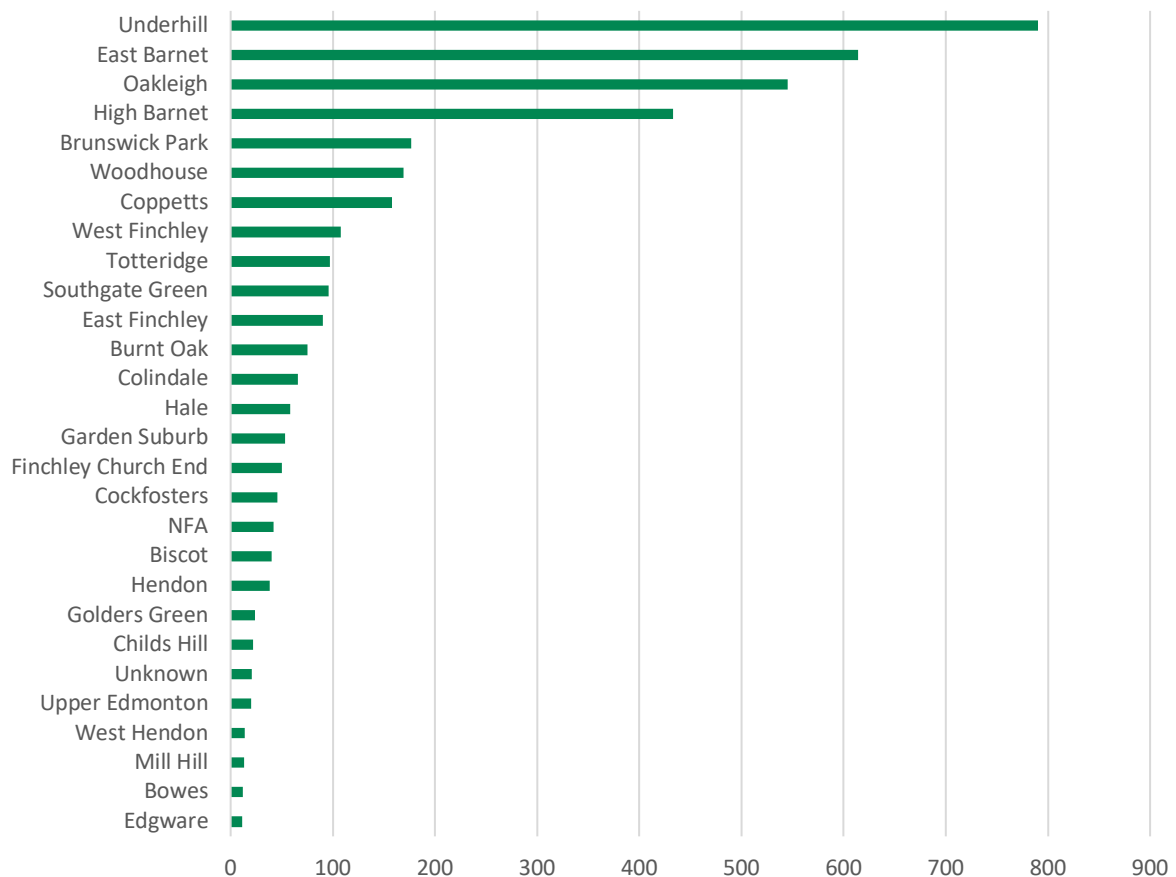
Family Size

Looking at family size, we can see that almost 60% of our clients are either single or single parents, almost 20% of clients are families with two parents and 15% are couples.



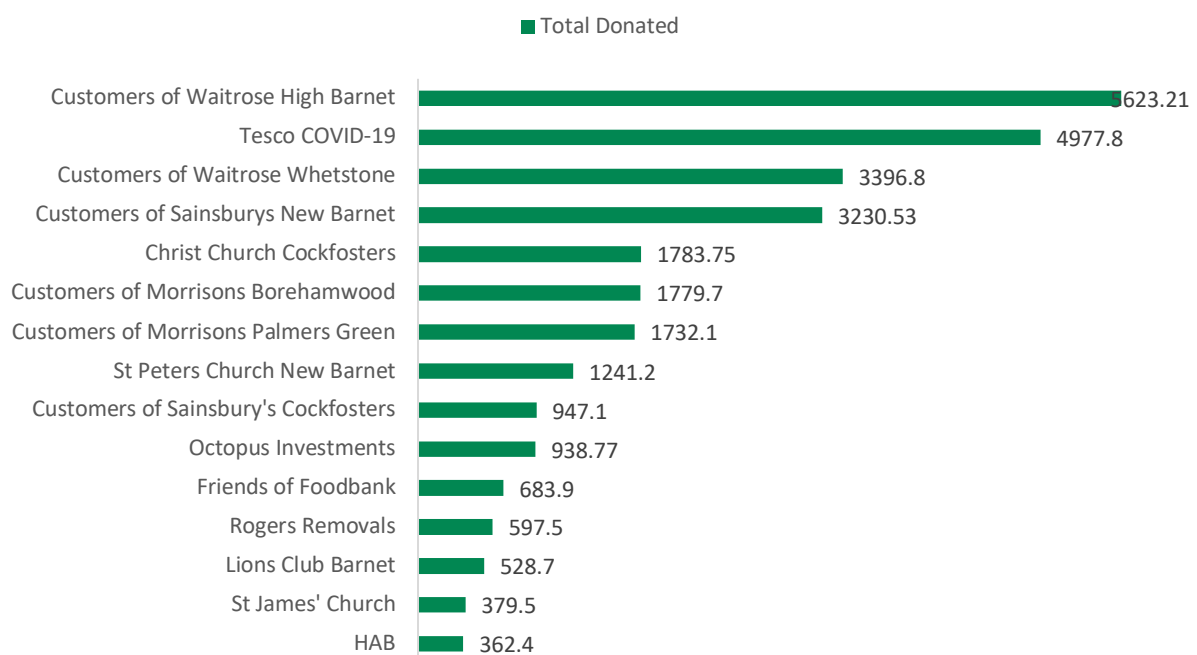
Wards

When we look at the wards our clients live in, we can see that Underhill, East Barnet, Oakleigh, High Barnet, Brunswick Park, Woodhouse, Coppetts and West Finchley are the most common.

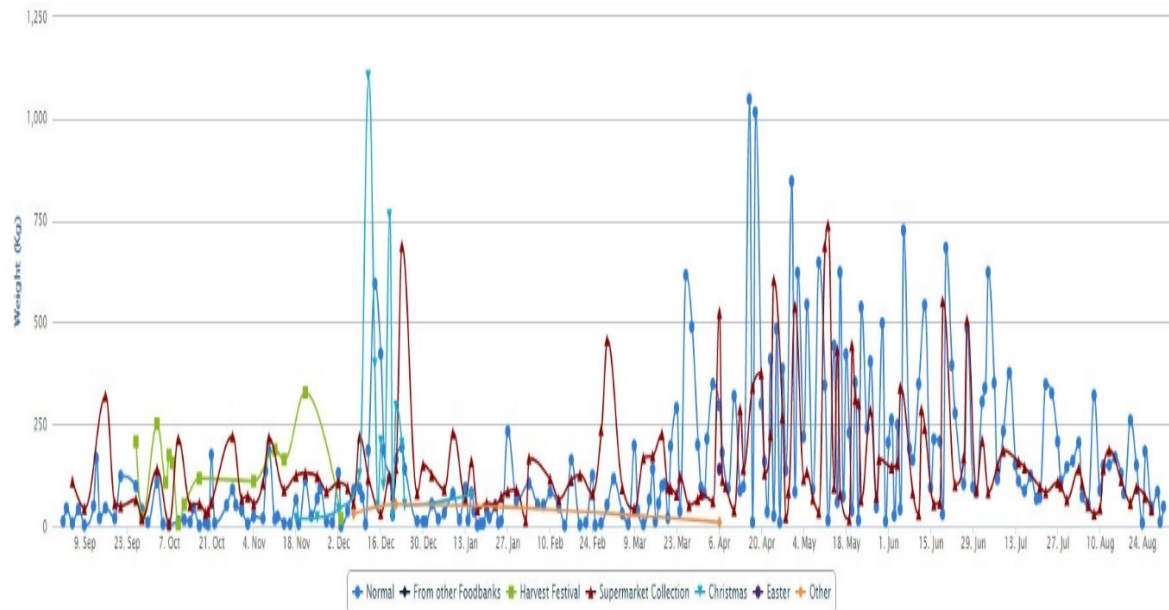


Donors

Finally, you can see on the bar chart below our top 15 donors for this year, the biggest being customers of Waitrose in High Barnet, donating a massive 5,623.21kg of food this year.



Donations Timeline



COVID-19 Impact

As we all know, the impact of the COVID-19 pandemic on foodbanks has been immense, with a huge rise in the number of people needing to use one for the first time. We looked at a comparison between April and September this year and the same period last year and the numbers are astounding. As you can see in the table below, there have been huge increases in the number of people fed and in the amount of stock coming in and out of our foodbank.

	Apr-Sept 19	Apr-Sept 20	% Change
No. of Vouchers Fulfilled	404	955	136%
No. of Individuals Fed	1048	2700	158%
Total Stock Out (kg)	11549	35108	204%
Total Stock In (kg)	11534	41670	261%

Victoria Miller

Thank You

All volunteers who contributed their precious time and energy to work for the foodbank, especially in a year of such challenges.

Our generous donors including churches, synagogues, schools, businesses, community groups and the many individuals who have offered such substantive food and financial support.

St. Peter's RC Church New Barnet for allowing us sole use of their Parish Centre throughout the coronavirus crisis, as well as one of their upstairs rooms for practical client sessions.

The many businesses across the borough who have long provided us regular collection points, such as Waitrose in High Barnet and Whetstone, Morrisons in Borehamwood and Palmers Green, and Marie's Shoes in East Barnet village.

Tesco and British Gas for providing significant food supplies to us during the early days of the lockdown.

Local churches for supporting us through their parishioners.

Local bakeries and allotments who have donated much appreciated fresh food on Tuesdays and Saturdays, strengthening our food offering significantly. Included but not limited to: Edible Barnet Cat Hill, Kitchen Garden at Myddelton House, East Barnet Allotments & Gardens Association, and Barnfield Allotments. Marilyn, Bonjour Bakery & Parkway Patisserie.

Lesley Woolfe and Friends of the Foodbank for the consistency of their fantastic donations throughout the crisis.

Joe Sauka for erecting our new storage shed at no cost.

Nick of Nico Electricians for installing the shed lighting, also at no cost.

Local organisations including Wilds Café and John's Cycles.

Amit Tulsiani, who donated a pallet of cereal, and Bharat Taylor who donated much of his shops stock at the beginning of lockdown.

Independent examiner's report to the trustees of Chipping Barnet Foodbank

I report to the trustees on my examination of the accounts of Chipping Barnet Foodbank (CBFB) for the year ended 31 May 2020.

Responsibilities and basis of report

As the charity trustees of CBFB 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 CBFB's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all 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 in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of CBFB as required by section 130 of the Act; or
- the accounts do not accord with those records.

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



Chris Jones

10 November 2020

80 Eton Avenue, East Barnet, Hertfordshire. EN4 8TY