



# NEWARK FOODBANK

## ANNUAL REPORT

April 2016 – March 2017

Steering Group  
May 2017

## Summary

Newark and Tuxford Foodbank functions as a franchised operation under the Trussell Trust and aims to provide emergency food relief to those in need. We are not governed by the Trussell Trust but act as an independent organisation that agrees to follow an approved operating model. The Foodbank was set up under the auspices of Churches Together in Newark and the surrounding area and is part of a national foodbank network seeded by the Trussell Trust. Newark and Tuxford Foodbank is registered (under the name of Newark Foodbank) with the Charity Commission and operates as a separate charitable entity.

The Foodbank commenced operations in February 2013 and this report covers the period April 2016 to the end of March 2017. In this its fourth year of operation the Foodbank has collected donations of 15.9 tonnes of food and distributed just over 17.1 tonnes. For comparison the figures for 2015/16 were 22.1 tonnes and 23.5 tonnes respectively. In doing so we have provided 3 days of emergency food relief to 1968 clients (1310 adults and 658 children). Compared to last year this is a decrease of 18%. Although the number of clients using the foodbank has decreased over the last year, it is interesting to note that whereas last year only 9 % of clients redeemed more than 3 foodbank vouchers over a 6 month period this year that percentage has increased to 29%. This demonstrates that while in the majority of cases the Foodbank is providing emergency food relief, rather than continual support, the number of clients that need more and longer emergency support has increased substantially. With the coverage area having increased substantially after the amalgamation of the Tuxford Foodbank with Newark, there has also been a substantial increase in the number of agencies registered to issue foodbank vouchers. A total of 37 agencies issued at least one Foodbank voucher over the last year.

The business plan, in place to cover the period 2015 to 2018, has been reviewed and sets out the strategic aims of the organisation. These include a continuance of present operations with an increased focus on identifying other needy groups such as the elderly. We are also looking at ways of expanding the services we provide to clients by operating alongside other referral and support agencies. Additionally, we need to ensure that we have a sustainable base from which to continue both warehousing and front of house operations and continue to seek support from a number of business partners.

The steering group wishes to thank all the volunteers, regular donors and all supporting organisations and businesses for their support over the last year. Without their support we would not be able to continue to carry out this work.

## Charity Status

Newark Foodbank originally operated as an organisation under the umbrella of Barnbygate Methodist Church. After considerable discussion it was decided that the Foodbank should register as an independent charity. An application was submitted to the Charity Commission to register Newark Foodbank as a Charitable Incorporated Organisation (CIO) operating under the Association Model. This application was approved and Newark Foodbank became a charity on 27 February 2015 (Charity Nos 1160698). The Charity has a steering group consisting of the trustees (presently six although one position is vacant) and a wider voting membership consisting of all volunteers who are formally registered with the Foodbank. Any volunteer who does not want to be a member can simply inform the Steering Group accordingly. By registering as a CIO the Foodbank is able to conduct a number of operations which it was previously restricted from doing. These include employing personnel and entering into contracts or lease arrangements for vehicles or property.

In accordance with the constitution of the Charity two trustees offer their position for election/re-election at each Annual General Meeting. Last year, Helen Wilkinson and Sue Stott offered their resignations with Sue Stott also seeking re-election which was duly agreed at the meeting. No other candidates were presented for election. The trustees are presently: Sue Stott, Lesley Marshall (Foodbank Manager), Martin Cooper, Andrew Ayre and Stephen Charnock. The next AGM will take place in June 2017.

## Foodbank Donations

Over the year there has been no requirement to target supermarket Foodbank collections and the Foodbank has relied solely on the weekly collections at both Newark and Tuxford as well as the annual Christmas and Harvest Festival collections. Donations collected during the Harvest festival accounted for 1,532 kg and Christmas donations another 520 kg. Most of the food donated comes from the weekly collections at churches and supporting supermarkets and organisations around the town. The total quantity of food donated in 2015 amounted to 15,937 kg. This is a reduction of 27.6% from last year and means that the warehouse presently has approximately 1.5 tonnes of stock. This situation is under review and our first targeted supermarket collection for over two years will take place at ASDA in June 2017. All donations are taken to our warehouse for stocktaking and for preparation for onward distribution. The food needed by the Foodbank is varied but has to be non-perishable to enable us to store the food appropriately prior to distribution. We try and highlight through our website (<http://newark.foodbank.org.uk>) what products are in short supply and it is important that our supporting organisations use this list to target the food required otherwise there is a danger that excess stock of certain food types may go to waste.

Breakdown of Donations		2016/17		2015/16	
Event		Kg	%	Kg	%
Supermarket Targetted Collections (ie Asda & Sainsbury's)		0	0	0	0
Weekly Collections Newark Area		13,428	84%	19,799	90%
Weekly Collections Tuxford Area		457	3%	431	2%
Christmas		520	3%	614	3%
Harvest Festival		1,532	10%	1,173	5%
<b>Total</b>		<b>15,937</b>	<b>100%</b>	<b>22,017</b>	<b>100%</b>

## Foodbank Distribution

A total of 965 vouchers were redeemed in 2016/17. This represents a decrease of 17% over the figure of 1,168 vouchers in 2015/16.

Vouchers & Clients	2016/17	2015/16
Vouchers Redeemed	965 (-17.3%)	1,168
Total Clients	1,968 (-17.9%)	2,397
Adults	1,310 (-18.9%)	1,616
Children	658 (-15.7%)	781

As a result, 3 day's emergency food relief was provided to 1,310 adults and 658 children or putting it more basically a total of 17,712 meals were distributed.

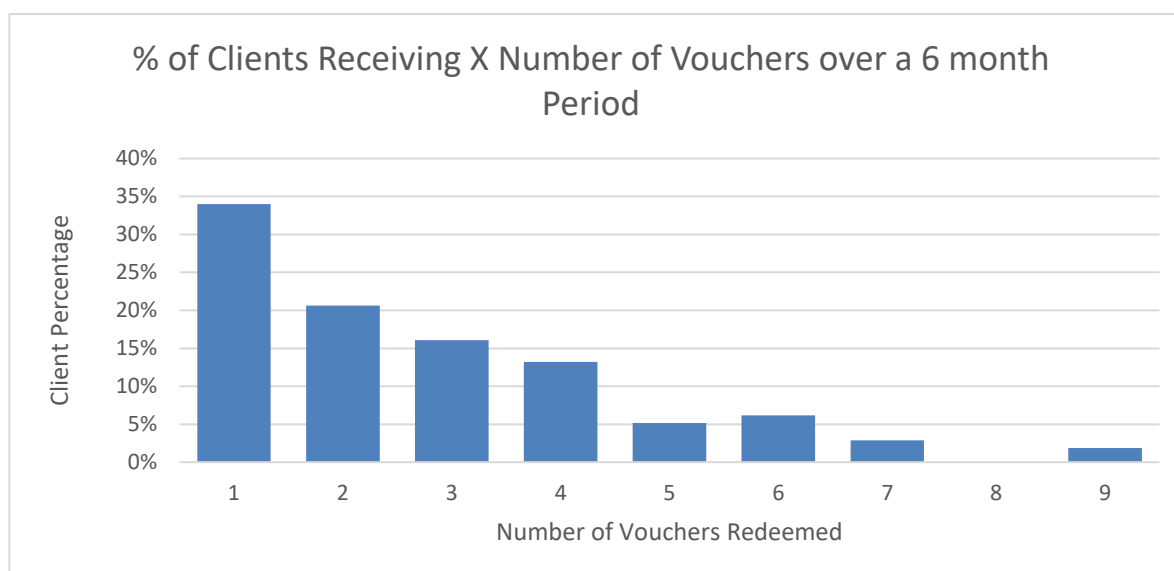
In 2016/2017 over 17,104 kg of food were distributed to clients. Over 90% of this is distributed through front of house operations at both Barnby Gate and Tuxford Methodist Churches. However, approximately 10% of the food donated is not suitable for distribution through front of house operations but to prevent wastage this is provided to other agencies/organisation such as the Women's Refuge and Impact.

The primary reasons for voucher redemption remain unchanged. A breakdown is given below:

Voucher Need	% of Vouchers Fulfilled
Benefit Delay	40.7
Low Income	22.9
Benefit Changes	15.4
Debt	5.2
Homeless	4.2
Others	11.6

A breakdown of the voucher usage of the foodbank by clients is below:

<b>Nos of Vouchers Redeemed Over a period of 6 months</b>	<b>2016/17 % of Clients</b>	<b>2015/16 % of Clients</b>
1 Voucher	34%	59%
1 or 2 Vouchers	55%	80%
1 ,2 or 3 Vouchers	71%	91%
More than 3 vouchers	29%	9%



Despite a significant reduction in the number of clients using the Foodbank over the last year, the figures above paint a worrying picture with regard to an increase in the number of clients who require emergency assistance for a longer period. In 2015/16 only 9% of clients had vouchers fulfilled on more than 3 occasions in a 6 month period. Over the last year, this percentage has increase to 29% - over a three fold increase. This is an area that the Steering Group is keen to investigate further over the next year.

## Agencies

The number of agencies that are registered to issue Foodbank vouchers continue to increase. As of the end of Mar 2017 the number stood at over 106. This large increase was principally due to the incorporation of the agencies originally registered with Tuxford Area Foodbank. Of the registered agencies, 37 have issued at least one voucher in the last year. Obviously personnel changes at these organisations require us to constantly engage with them to ensure that they are comfortable with the procedures in place to manage the issuing of vouchers. Inevitably some agencies issue more vouchers than others due to the nature of their work, but we are keen to support any agency regardless of the size of the client base if they feel that the Foodbank has a place to play within their support structure. Any agency

which is presently not on our registered list but would like to be is asked to contact Andrew Ayre through the Foodbank e-mail address ([info@newark.foodbank.org.uk](mailto:info@newark.foodbank.org.uk)) to discuss their requirements.

We held our 3rd Agency Awareness day at Holy Trinity Community and Partnership Centre in November 2016. This event was well received with a number of agencies attending this pop-in event that provided them with the opportunity to discuss in more detail the operation of the Foodbank. We intend to repeat this event each year although the format is under review to assess whether a more all-inclusive voluntary agency event might be more appropriate.

We would like to thank most sincerely all the agencies that issue Foodbank vouchers and encourage any that have any issues to contact us to discuss their concerns. Without their assessment of a client's needs or otherwise the effectiveness of the Foodbank would be significantly decreased.

## **Operating Days**

The Newark Foodbank operates on Tuesday between 1500 and 1700 hrs and again on Friday between 1300 and 1500 hrs. The change in operating hours on Tuesday appears to have been successful with an almost equal number of clients attending both the Tuesday and Friday sessions. Following the merger with Tuxford Area foodbank, Tuxford now operates as a satellite from Newark operating from its previous location between the hours 1000 and 1300 hrs on Tuesday.

The move of the warehouse to our new location has been a great success and has provided us with much more flexibility. We continue to pay only a peppercorn rent and minimal business rates. Warehouse operations continue as before operating on a Monday from 1000 to 1200 hrs for the delivery of collections and their subsequent shelving and bagging.

## **PR and Fundraising**

Our PR and Fundraising team have been very active over the year and maintain a good relationship and presence with those organisations who kindly allow us to set up collection points in their establishments. The PR team has also been active in encouraging a number of other organisations in town to act as collection points as well as maintaining our presence on the internet and other social media outlets such as Facebook.

We have received a number of very generous donations from a number of organisations. The purchase of "extras" to put into the food bags for Christmas was much appreciated and our thanks go to many individuals for their very generous donations. The PR team have implemented the option for donations to be provided through on-line giving. This is still in its

infancy. A number of business partnership arrangements are being considered to help fund some costs associated with increased training and client support. We continue to be well represented in the local press who provide us with considerable support.

## **Volunteer Base**

The Foodbank currently has approximately 50 registered volunteers. These volunteers operate in one or more capacities ranging from Front of House, Warehouse, Transport, PR and Fundraising and Management. A database of volunteers is maintained in accordance with our Information Commission Certification (ZA073582). This is used to ensure an accurate membership listing of the Charity and to assist in membership communication. Public Liability Insurance for the Foodbank and its volunteer base is provided by Tennyson Insurance. Our insurance provider for 2017 will be Zurich.

We currently have a freeze on general volunteer recruitment as we presently have adequate numbers to meet demand. However, personnel wishing to fill more focused defined coordinator roles are welcome to apply. All volunteers have to formally apply and provide references to ensure client safeguarding and confidentiality and to ensure that appropriate training is provided. Applications forms are available on the website.

We very much appreciate the time and experience provided by our volunteers. As a totally voluntary organisation inevitably without your support the Foodbank could not operate. We try and take all your views and comments seriously and hope that you communicate them directly to your specific volunteer coordinator who can then take them forward in our monthly coordinators meeting chaired by Lesley Marshall. Any strategic issues are then fed up to the Steering Group for discussion.

The next annual general meeting will be held in June 2017. All registered volunteers are eligible to vote at this meeting.

## **Quality Audit Inspection – Trussell Trust**

The Trussell Trust conducted its annual quality audit inspection of Newark Foodbank in Mar 2017. We have received the official report which demonstrates that the organisation has good management structures and processes in place. The Steering Group is actioning the small number of items that we have been asked to address.

## Treasurer's Report

The treasurer's report for 2016 is attached. As of 1 Apr 2017 the Foodbank has assets to the sum of £10,618. Barnbygate and Tuxford Methodist Churches very kindly provides the Front of House locations at a very reasonable rent and our warehousing operations are provided at a peppercorn rent. We are extremely fortunate to have these facilities provided to us as for many other foodbanks these items alone drive most of their fundraising efforts. We occasionally rent out a van for one day a week to facilitate the warehousing operation. Rental has in the past proved to be the most cost effective solution although this is kept under review. Over the next year, it is hoped that the funds we have available plus any future income generated can be used to take forward some of the strategic goals identified below.

## Strategic Goals

We have updated our Business Plan for 2015-2018. This builds upon the goals that we set ourselves over the last year which included:

### Ongoing

- Sustaining the Volunteer Base
- Raising Agency Awareness
- Identifying ways of working together with other agencies and activities such as with the Severe Weather Emergency Provision Shelter.
- Sustaining Operations at FOH and Warehouse Locations

### 2015 - 2016

- Take forward Charity registration. (Completed)
- Conduct a survey to identify food poverty among the elderly and other vulnerable groups such as those in rural areas. (Completed)
- Work with Newark and Sherwood Advice Hub to provide a more joined up and comprehensive Front of house service. (Completed)
- Manage the impact of the roll out of universal credit in Newark. (In progress)
- The possible establishment of satellite areas. (Established the Tuxford Satellite)

### 2016 – 2017

- Continue to develop outreach strategies with other agencies such as UK Age Concern, SSAFA and Children Charities



- Investigate the possibilities of Providing Additional Services during FOH sessions. (Being taken forward – More than Money Initiative)
- Hold our first AGM as a Registered Charity (Completed)

Attachment:

Treasurer's Report



## Accounts Statement for the 12 month period ended 31 March 2017

Income	Year Ended 31 March 2017		Period Ended 31 March 2016	
Category	Amount	% of income	Amount	% of income
Standing Orders	£1,488.00	40%	£944.00	13%
Donations - Individuals	£870.30	23%	£345.00	5%
Donations - Churches	£105.00	3%	£1,010.06	14%
Donations - Corporate	£0.00	0%	£164.42	2%
Other Donations and Fundraising	£567.12	15%	£1,213.81	17%
Transfer from Tuxford Foodbank	£513.35	14%	£3,601.02	49%
HMRC - Gift Aid	£200.00	5%	£0.00	0%
Interest	£12.15	0%	£13.59	0%
<b>Total</b>	<b>£3,755.92</b>	<b>100%</b>	<b>£7,291.90</b>	<b>100%</b>

Expenditure	Year Ended 31 March 2017		Period Ended 31 March 2016	
Category	Amount	% of outgoings	Amount	% of outgoings
Rent	£1,596.00	44%	£1,696.00	22%
Equipment	£155.99	4%	£769.52	10%
Food	£10.00	0%	£0.00	0%
Printing, Stationery & Promotion	£328.42	9%	£902.45	12%
Trussell Trust	£360.00	10%	£360.00	5%
Van hire, Petrol & Repairs	£310.00	8%	£1,725.42	22%
Insurance & Legal	£278.84	8%	£277.30	4%
Events	£128.69	4%	£456.25	6%
Warehouse costs (ex rent)	£54.35	1%	£977.93	13%
Sundry (including food)	£441.77	12%	£625.79	8%
<b>Total</b>	<b>£3,664.06</b>	<b>100%</b>	<b>£7,790.66</b>	<b>100%</b>

Net income/(expenditure)	£91.86	(£498.76)
Balance brought forward	£10,527.03	£11,025.79
Balance carried forward	<u>£10,618.89</u>	<u>£10,527.03</u>
<b>Represented by:</b>		
CAF Gold Account	£9,675.74	£9,363.59
CAF Cash Account	£943.15	£1,163.44
	<u>£10,618.89</u>	<u>£10,527.03</u>

Accounts prepared by Martin L Cooper

*M.L. Cooper*

Independently examined by Michael Carby

*M. Carby*