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Register Charity in England (No: 1152387)



Colchester Foodbank Charity Annual Report 2018

“A decade of emergency food and support for local people in crisis”

2. Our endorsements: What do others think of our track record?

Campbell Robb, Chief Executive at the independent Joseph Rowntree Foundation said:

"It's simply not right that last year the Trussell Trust needed to issue over one million emergency food parcels to starving families across our country. Organisations such as Colchester Foodbank, who embed themselves in their local communities, perform a vital role in making sure everyone has somewhere to turn in times of need. But we must not accept a society where foodbanks are necessary."

"For the first time in two decades we are experiencing a sustained rise in child and pensioner poverty, Low pay and insecure work partnered with the high cost of living and cuts to working age benefits are trapping a growing number of people in poverty. The time has come for a new national mission to ensure no one is locked out and left behind in our society, Together we must renew our focus on building public and political will to take action to solve poverty."

Our Patron, the Right Reverend Roger Morris, the Bishop of Colchester said:

"Thank you for all that you do here at Colchester Foodbank and I mean 'all' that you do for you do so much more than just feed those who are hungry; you show them love – you give them hope and you help them get back some sense of dignity – of humanity that has been robbed from them by the cruel, grinding poverty in which they have found themselves".

Jo Stevenson, Area Manager for the East of England at The Trussell Trust says,

"Working with Colchester Foodbank is always a pleasure; they are a very well-run project with a rightly deserved reputation locally, always focused on doing the best for people referred to them. At the heart of The Trussell Trust foodbank model are well-supported volunteers, an organized and efficient warehouse, and a welcoming distribution centre. All are integral to offering a professional foodbank service, and Colchester Foodbank not only works extremely well within The Trussell Trust guidelines, but also works closely with us to challenge the structural issues that lead to foodbank use. Thank you to everyone involved for all your hard work."

Alex Tiffin @RespectIsVital blogger at www.universalcreditsuffer.com - 'Life of a Universal Credit Sufferer' and founder of the #FoodbankChallenge said

"Hello and thank you for inviting me to comment on the great work that Colchester Foodbank carries out for their local community. The rise of foodbank use has been rapid and relentless in recent years. The roll-out of Universal Credit has been catastrophic and foodbanks and other third sector agencies have been left to pick up the pieces. I have seen for myself the great work Colchester Foodbank carries out."

Through setting up #foodbankchallenge events online to drive donations and highlighting the issues that are responsible for poverty, they play an important role in tackling not just food poverty but poverty in general. Not only do they support their own local community, but they help out other foodbanks in need too."

Whilst it is saddening that we require foodbanks, for the people who rely on Colchester Foodbank, I'm reassured they will get the help they need and I fully endorse the work they do. In light of recent reports and studies on Universal Credit, it is apparent that poverty and destitution are likely to increase.

Foodbanks are on the front line and their voice is now more important than ever. The work that they do, and the stories their users tell them are important in highlighting one of the biggest crisis' the UK is facing in living memory. I can only hope that one day we no longer require foodbanks but, while we do they need our support more than ever. As a foodbank user I offer the volunteers of Colchester my thanks on behalf of everyone who has crossed their path. I 100% know they would agree."

2.2 We do our referral partners have to say about Colchester Foodbank charity?

In December 2017 and January 2018, we asked our referral agencies who issue vouchers to refer clients to us for their feedback on our service, we also gave them the opportunity to also add an anonymised or a named comment on our service. These are the replies.

"Citizens Advice Colchester has been working with Colchester Foodbank over the last year. We see many clients in crisis as part of our advice work and it is a fantastic help to be able to issue vouchers which give entitlement to an emergency food supply. This helps our clients deal with the immediate crisis whilst we offer advice to address the underlying issues. It is a privilege to work with the foodbank team and we really value the help they are able to give to some of the most vulnerable people within the borough of Colchester" Neil Lawrence, Director, Citizens Advice Colchester.

"At times when families are in crisis or in need of support and unable to provide for their families it is so good to have a local friendly service to help. Thank you" Amanda Rowe, Family Support Worker, Child First Trust.

"It is an excellent service that provides so much more than just food. No matter what an individual's circumstances are they are always treated with respect and dignity. They go away with food but also a little bit of "oomph"." Victoria Gamble, Advocacy Adviser, Colchester Gateway Clubs

"Without the service provided by the Food Bank many of our resettled clients would not be able to survive, especially when there are delays or problems with benefits. This invaluable service is an absolute life saver for those caught by, or trapped in, the poverty cycle." Rusel Broadway, Sustainment Officer and Lynn Meadow, Housing Manager, Colchester Night Shelter.

"I would like to say that you run an amazing service which the families we support find a life line, I would like to thank you all for your time and kindness." Lisa Naylor, Team Manager, Family Mosaic.

"It is an indictment on our society that food banks exist but commend the work that you do the organisation of the volunteers, collections etc. Many, many people would be deprived of basic food stuffs and be facing hunger without your work." Anon

"We are very happy with the service provided and our families found the facility a great help at a very difficult time." Anon

"As a new Headteacher to the Colchester Area, the service very quickly responded to my request in providing support for families in crisis." Mrs Ruth Cornell, Headteacher, King's Ford Infant School & Nursery

"I support the foodbank 100%. Without it there would be hundreds of people going hungry due to nil or low income. I back all that they provide and offer along with the extra support of signposting vulnerable people. They accept everyone and anyone. They are kind, caring, generous people who deserve medals for what they do." Shez Hewes, Project Worker, Nacro

"The Colchester Food Bank has supported many of our parents at their greatest time of need. They have done it without prejudice and with care and attention for the individual concerned. They have taken time to understand the dynamics of each individual family and provided provisions accordingly." Anon

"Colchester Foodbank is an invaluable service, it offers a lifeline to many people in our client group." Adam Waller-Toyne, Team Manager, One Support and Jane Flood, One Support.

"Colchester Foodbank provides the most amazing service. It is a lifeline to many of our clients at moments of crisis. We are very grateful for the work they are doing and the friendly way they go about it." Peter Dale, Director of Open Door Charity

"Valuable service which can serve to improve the lives of families in crisis" Ben Collins, St Helena Hospice

"Restoring dignity in a fraught world. Hope with a food parcel." Rev Andrew Fordyce of St Margaret's Church

In answer to 'Would you be prepared to write an endorsement of Colchester Foodbank service below?' "Yes." says Pernille Petersen, Project Manager, The Haven Project.

"You provide an extremely well needed service. You are approachable, helpful, understanding and full of energy." Carolyn Harvey, Assistant Head of House, Stanway School

"Fantastic people friendly, non judgemental and incredibly helpful. Most families I send are vulnerable and worried about going. However I have escorted Parents and carers there and the staff never fail to be professional kind and welcoming to all." Miss Joanna Reid, Unity Primary Academy

"My experience of foodbank staff has been wholly positive & they go above and beyond. In one instance a staff member baked a cake with one days notice for a child, which was an amazing gesture." Anon Social Worker

"Colchester Foodbank is a fantastic resource running to help those who are in need. This service must continue to provide a vital part in today's society." Anon Charity Community Worker

"Keep up the good work and service that you provide." Anon Charity Community Worker

"I had a patient who was in dire circumstance with virtually no food and no money, she was able to visit the food bank and was overwhelmed by her food parcel which meant she could eat until she received her benefits, this is such a wonderful service as she had no family who she could call upon for help." Debbie Farthing, Macmillan Information Manager, Colchester Hospital University Foundation Trust.

"You provide wonderful caring support and help to people in real need." Anon worker from a mental health charity

"This service has helped many of our tenants. It's an excellent service. Phone calls are always answered with extremely helpful and polite staff." Anon support worker from a Housing Association

"An amazing service you all do. Very friendly and grateful to all." Jemma Free, Family Mosaic

2.3 What our volunteers think about volunteering at Colchester Foodbank charity?

Between April and May 2018 we asked all our volunteers about Colchester Foodbank charity.

How happy are you about your volunteering?

Very happy - I love it! 72.2%

Generally happy 22.2%

Okay 5.6%

Not Bad 0%

Could be better 0%

Not at all happy 0%

Overall how do you rate Our Foodbank, out of 10, 0 being the worst & 10 being the best?

Colchester Foodbank charity was scored by our volunteers as 9.12 out of 10, which is 91.2%.

2.4 Our Client's stories in their own words

We give our clients the opportunity to tell their story in their own words which we have then shared on social media, please investigate these stories here:

<https://www.facebook.com/FoodBankColchester/posts/180385040305115>

3. Our contents: Our Charity's Annual Report 2018

"A decade of emergency food and support for local people in crisis"

1. Our cover: "A decade of emergency food and support for local people in crisis"
2. Our endorsements: What do others think of our track record?
3. Our contents: What's in our Annual Report?
4. Our executive summary: What's crucial to know?
5. Our key strategic objectives: What do we aim to make happen?
6. Our ethos: Why are we doing what we do?
7. Our organisational structure: Who does what?
8. Our governance: Who are our Trustees?
9. Our clients: Who, where and how people get helped?
10. Our suppliers and helpers: Who else helps us?
11. Our product: What is in our emergency three day food parcels?
12. Our context: What nationally and locally will affect what we are doing?
13. Our marketing and communications: How and what do we tell people?
14. Our operational and logistical prioritised plans: What will we do next?
15. Our financial accounts: How do we intend to pay for what we do?
16. Our evidence based policy: What does the research say?

4. Our Executive Summary: What's crucial to know?

Colchester Foodbank charity believe that it is right to care for other people in need and protect them from harm when they are in crisis.

We provide three day emergency food parcels to meet the needs of families and individuals in crisis throughout the Colchester area. Colchester Foodbank currently fulfils its objective of being the default emergency food provider for people in food poverty crisis in the Colchester area. We are mindful of being accessible to clients, restoring dignity to the people who approach us and being responsible stewards of the money and goods entrusted to us to do good with. It is wrong that so many are trapped in poverty. We believe it is right to change the way things work to release people from the chains of poverty constraining their choices, options and life chances.

We are embedded and well networked within our community especially with local providers of care. We benefit from reduced overheads as our warehouse and main distribution point are co-located. We continue to operate within the Trussell Trust model. We work in partnership with Wivenhoe and Brightlingsea Foodbanks and are preparing for the Universal Credit full roll out in July 2018, the average foodbank in the year after this elsewhere in the country has seen demand for their service rise by 52%, so we are planning how best to cope with a surge in demand.

Begun in 2008, our service to the community was launched in 2009. Colchester Foodbank charity to date have met the needs identified by professional partner agencies thanks to the ongoing generosity of churches, individuals, supermarkets, mosque, political parties and others. We are proactive in meeting anticipated unprecedented demand in Colchester, while we ensure that our operation remains sustainable and resilient, capable of adapting to meet future changes in need. This applies equally to our people (human capital), our financial resources and our work environment.

5. Our key strategic objectives: What do we aim to make happen?

5.1 Optimise Human Capital: How can we best invest in our people?

Over the next year we plan to have one to one conversations with all our volunteers and key supporters to see what we may release people to do. We are looking to strengthen the work we already do, our fundraising, our governance, and our training to upskill our volunteers.

5.2 Sustainability & Resilience: How do we best prepare for future need?

To ensure the long-term success of the charity, we will continue to deliver our marketing and communications strategy and our fundraising strategy utilising our core case for support and our Colchester Foodbank charity strategic plan. This is in order to provide ourselves with direction and clarity and to provide funders with confidence in our ability to continue to deliver into our second decade. With a fundraising working group and focused fundraising strategy, we aim to include more people in activities to raise much needed funding for our foodbank. We are also building in contingency plans to ensure Foodbank is robust and fit for purpose, and able to maintain delivery of a quality service.

5.3 Sway Social Policy: How do we best prevent (or at least reduce) future Foodbank need?

While tackling the needs of people in food crisis is needed, prevention remains better than cure. We track data to show trends and causes, to influence organisational and government policy, all to try to prevent future need for Foodbanks. Pragmatically, we work towards reducing future demand, to influence change for good. Our key partner in this nationally are the Trussell Trust. Locally we are a leading organisation in Colchester Citizens, part of Citizens UK. We also are part of the Small Charities Coalition. We monitor the work of other key agencies in

this sector like Joseph Rowntree Foundation, Church Action on Poverty and the Child Poverty Action Group.

6. Our Ethos: Why are we doing what we do?

6.1 What we want to see happen in the longer term (Our vision)

To end hunger and poverty in the UK.

6.2 What we intend to do to help make this happen (Our Aims)

The prevention or relief of poverty in Colchester and the surrounding area, in particular, but not exclusively, by providing emergency food supplies to individuals in need and/or charities or other organisations working to prevent or relieve poverty.

6.3 What we do (Our Mission)

The Foodbank exists to prevent or relieve poverty in Colchester and the surrounding area, in particular, but not exclusively, by providing emergency food supplies to individuals with assessed short-term need and/or to charities or other organisations working towards the same aims.

6.4 How we help (Delivering for the common good /public benefit)

Colchester Foodbank in partnership with Wivenhoe and Brightlingsea Foodbanks provides short-term emergency support to individuals and families in a crisis within Colchester and the surrounding area, including Wivenhoe and Brightlingsea. We also work with other local foodbanks and regularly review our areas of coverage in response to need.

To qualify for help, families and individuals must be referred by a professional from a partner organisation, such as JobcentrePlus, Social Services, One Support, Community Mental Health Team, local housing groups, Citizens Advice Bureau and Age UK. We also work with Churches, Schools, GP Surgeries, philanthropic individuals and businesses.

The need for referral to Colchester Foodbank is usually caused by a complex combination of events that may include factors like benefits delays, unemployment, illness and domestic violence.

Where possible we refer or signpost people to relevant agencies, so they can get the additional help they need. This enables them to more fully understand the reality of their issues and how to get through them, seeking appropriate support and targeted transitional intervention. Also for us, to be able to monitor our longer term social impact.

6.5 The way we behave while doing what we do (Our values)

Colchester Foodbank is committed to **community** built on **diversity, tolerance, cooperation, and mutual respect**; we want to contribute to society and demonstrate social responsibility. Our values are important to us, and we aim to live them out in all areas of our work.

We are **passionate** about what we do and the difference it makes in the lives of others

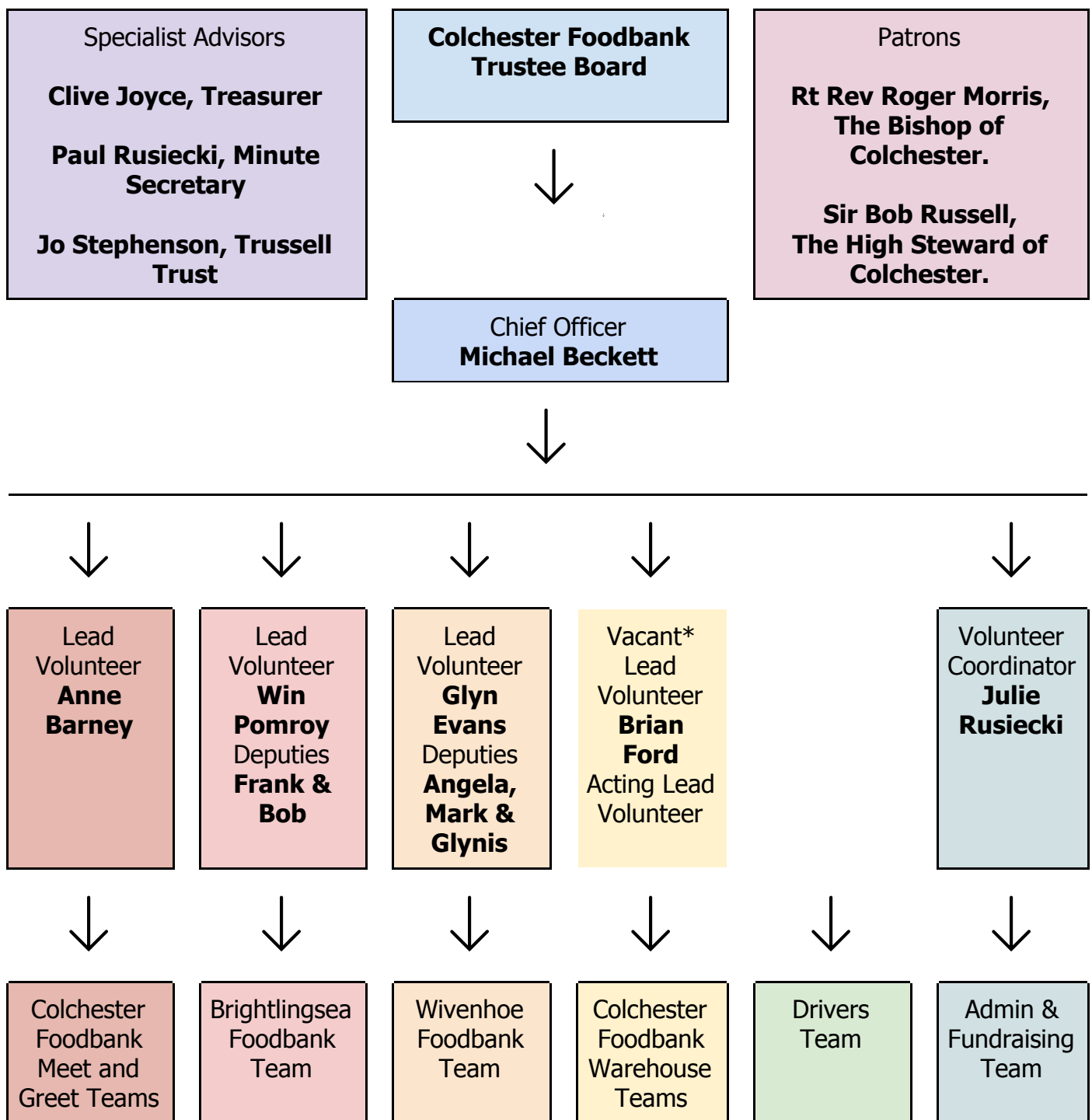
We are **compassionate**; we give selflessly and put others before ourselves

We hold ourselves **accountable**: we acknowledge and assume responsibility for actions, decisions, and consequences – as individuals and as an organisation.

We are **innovative**, with the ambition to pursue new and creative ideas that have the potential to change lives for the better.

We **empower** and **encourage** staff, volunteers and clients to take the initiative and achieve their best, in a safe environment where mistakes are viewed as learning opportunities.

7. Our organisational structure: Who does what?



Our Co-Patrons, The Right Reverend Roger Morris, the Bishop of Colchester and Sir Bob Russell, the High Steward of Colchester both help raise the profile of Colchester Foodbank.

Our Board of Trustees are responsible for the Governance of Colchester Foodbank.

Our Specialist Advisors, help our Trustees and our Chief Officer to do their jobs: they are Clive Joyce, Treasurer and Paul Rusiecki, Minute Secretary and The Trussell Trust's East of England Area Manager Jo Stephenson.

Our Chief Officer has executive responsibility for the day to day running of Colchester Foodbank.

Our Lead Volunteers help ensure Colchester Foodbank does the right thing the right way. *Brian Ford is acting Lead volunteer in Warehouse and Distribution while Judi Bastow was formerly in this role but has stepped down after many years of service, while she recovers from a shoulder replacement and may or may not return depending on her recovery. Anne Barney in the Meet and Greet area, Win Pomroy (Deputies Frank & Bob) at Brightlingsea Foodbank satellite outreach and Glyn Evans (Deputies Glynis, Angela and Mark) in Wivenhoe Foodbank satellite outreach. Colchester Foodbank charity works in partnership with the Brightlingsea and Wivenhoe Foodbanks.

Our Wivenhoe team Glyn, Glynis, Mark, Angela, Suzie, Lyn , Margaret, Andrea and Debbie (with Jenny and Martin on sabbatical).

Our Brightlingsea team Win, Frank Bob W, June, Anne, Nola, Hilary, Katy, Joan, Rose, Bob G, Mo, Alison, Jennifer, Nell, Barbara and Ali.

Our over 165 partners Agencies are Foodbank Voucher Holders, they support and make assessments of people in need and refer people in crisis to Colchester Foodbank for emergency food parcels.

Our over 85 Volunteers drive food and toiletries around, sort and store food and toiletries, prepare emergency food parcels, meet and greet clients and donors, provide a warm beverage or cold drink and a biscuit or two with a listening ear, signpost clients to other agencies and check if clients need pet food, nappies or baby food or fresh fruit and vegetables.

Our Supporters help us by spreading awareness, donating food and toiletries, money and time to help Colchester Foodbank continue to function.

Our clients trust us to help them have the resources to transform their situation and we help them to engage with a range of partner agencies to better meet their needs. Over 6,300 people in crisis are fed through nutritional balanced emergency three day food parcels during the year, that is over 500 people a month, well over a third of whom are children.

Our outgoing Chair's Report

This has been a year of changes for us at Foodbank. I'll just give a few headlines, as I know the reports after mine will fill in the details.

Last AGM we said farewell to some of our trustees and this year we have welcomed on board two new trustees: Sir Bob Russell, who has also been our patron for many years, and Win who is lead volunteer at our Brightlingsea foodbank. We also welcome back Richard Priest who stepped down from being a trustee for a while to focus on other things and has now rejoined us. We are glad to have the expertise and commitment of all three on board as well as the usual suspects: Andrew Fordyce, Julie Rusiecki, Andy Morton and the dodgy character currently addressing you!

Last AGM we also said farewell to outgoing manager Jeannette and were thanking Anne and Judy for stepping up as lead volunteers for the Meet and Greet and the Warehouse aspects of Colchester Foodbank. Today, I thank them yet again for the tremendous work put in to keep things running smoothly. We'll be hearing from Anne in a while: Judy is currently recuperating from a shoulder operation and we wish her a full and speedy recovery. Since mid September, we have also benefited from the leadership of Michael Beckett who moved from volunteering with us to

being our Interim Manager and has done great things in a short time, including moving our finances from a projected deficit to a slight surplus and overseeing other developments.

One of those other developments is a new satellite foodbank at Wivenhoe and the last few months have seen volunteers trained, community links forged, fundraising done and a growing number of clients benefitting from a Foodbank closer to home. Our other satellite, Brightlingsea, continues going from strength to strength. While we always wish we weren't needed and could just close, as long as there is need we are glad to be able to help. Through building our presence on social media, the community and on the radio and in the local press, Michael continues to raise the profile of all three foodbanks and seeks to secure greater grant funding for the future.

Financially, we are in a stable position, though more is always needed. We are immensely grateful for the generosity of local people who keep us supplied with food and other necessities: the money we raise is mostly focused on keeping a roof over our heads so that donations can be sorted and stored safely before being distributed to those in need of them.

While being financially stable is an achievement in these times, when viewed against the backdrop of an above average increase in clients last year, a projected 30% increase in the 6 months following the rollout of Universal Credit which begins next month and a potential 52% increase after a year of Universal Credit full rollout according to Trussell Trust data, what we have seems a drop in the ocean. Since our biggest single outlay is rent, we are looking at raising funds to purchase our own building: more on this later.

We have a tremendous team of volunteers: drivers, warehouse teams, meet and greet teams and fundraisers. Without them, what we do would not be possible: my thanks to all of you who give up your time to help others in crisis. It was wonderful to look over the recent surveys undertaken by Michael and lead volunteers and see how positive the volunteer teams are about working at the Foodbank. It was also really encouraging to read the glowing praise scattered throughout the survey responses from our referring organisations who truly appreciate the service we offer.

I have spoken about changes at Foodbank, but a change has happened in my own life too: my surname has changed to Beckett as Michael and I have married. This of course makes us connected persons as far as the charity is concerned and has made meetings interesting as we have needed to repeatedly declare our connection and carefully follow rules to avoid conflicts of interest arising. While this worked in the short term, it is not practical in the longer term, so now that Michael has passed through the selection process and been named as Chief Officer of Colchester Foodbank, this will be my last AGM as Chair. I will be stepping aside at our next meeting but will remain a trustee for the foreseeable future.

Colchester Foodbank is close to my heart and I am continually moved by our clients' stories and by their gratitude and surprise at the welcome and care they receive. No-one should ever have to go hungry. I believe that it remains vital for us to not only offer mercy in the form of food parcels, but also to do justly: to challenge the unjust structures in society that break people and stand up for those who are falling through the net. Colchester Foodbank is proud to be a member of the newly-forming Colchester Citizens Alliance: local organisations working together for change and transformation. And in all of this, it is important, too, to walk humbly. Should tragedy or a drastic change in circumstances strike, most of us are only 3 months away from needing a food parcel. There is no them and us. There is only us: all in this together.

8. Our Governance: Who leads our Charity?

Rev Caroline Beckett - Former Chairwoman

My name is Rev. Caroline Beckett and I am curate at St. Margaret's Church, Chair of Trustees at Colchester Foodbank (although I am standing down as Chair at the 2018 Annual General Meeting), Chair of 'Colchester Citizens' (an alliance of local civic sector organisations such as faith groups, educational establishments, unions and charities, part of Citizens UK), and a trustee of another charity 'Gifts For Romania' working with community leaders to combat poverty and isolation in rural communities. I was honoured to be asked to take on this role and hope to serve Colchester Foodbank well. I am mum to two lovely children – Danielle (15) who is one of Foodbank's Young Ambassadors and Thomas (13).



I enjoy singing, writing, spending time with loved ones, long walks in the countryside, sailing and volunteer work. I love being a minister because I get to meet so many extraordinary and interesting people and have the privilege of helping those going through difficult times and sharing in the joy of those who are celebrating. Being the widow of Rev. Rhys Martin, a local minister for a decade, and born in Old Heath and growing up in Alresford, I have lived in the Colchester area on and off for most of my life, so I know it quite well.

For me, Foodbank is good news in action: doing on a grand scale what some of us used to do from our home kitchens for people in need; reaching so many who are going through a vulnerable time in their lives. It's sobering to think we are all only a few months' salary away from a food parcel. Life is fragile, beautiful, challenging and tough and we are all in it together. It's been lovely to meet so many of the Foodbank volunteers and to be part of this important work in our community. Feeding the hungry is central to my faith but what we do in Foodbank goes beyond supplying food to enabling people to transform their circumstances.



Rev Andrew Fordyce - Acting Chairman

Rev Andrew Fordyce has been Vicar at St Margaret's Berechurch, since the summer of 2007. He is married to Cathy with 2 girls at Junior school - Isobelle and Abigail.

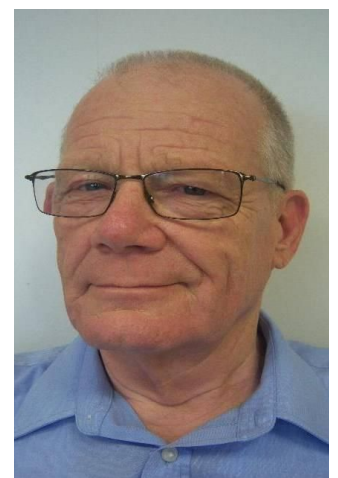
"In 2008 I started a journey of faith to see if we could do something to address an economic downturn, and the Trussell Trust model seemed the best fit. After conversations across the Churches and with Hilary Le Seve and Brian Ford, we launched at the end of 2009.

I continue to feel it's a privilege to be associated with Colchester Foodbank and have been amazed by the changes and wonderful people who have supported.

Andy Morton - Trustee (retiring 30th August 2018)

Born in Sudbury, Suffolk in 1944, (The Luftwaffe was bombing London where my parents were living), I was brought up in post-war Southend-on-sea. On leaving school in 1958 I entertained the idea of becoming a Catholic priest and spent 4 years at a Junior Seminary in Sussex. I have been happily married for 50 years and we have acquired 4 wonderful children plus 5 equally wonderful grandchildren.

I pursued a more or less successful career in banking, progressing from office junior to Regional Manager. My job took me all over the country and 29 years ago, Michele and I decided to move to our native East Anglia to make my travelling a bit easier. Not very happy with the way the banking industry was



going, I opted for early retirement in 2001 but retirement did not really suit so I took a short term job at a local Golf Club. Short term turned into more than 6 most enjoyable years. During this time my latent thoughts about the priesthood re-surfaced and I began to study for the Permanent Diaconate, the lowest form of ordained life in the Catholic Church. To my great joy I was ordained Deacon for the Catholic Diocese of East Anglia in 2004 and now I exercise my non-stipendiary ministry by assisting my Parish Priest in the combined parish of Sudbury with Hadleigh.

Some six years ago I attended a Christian Men's breakfast in Great Horkesley when the guest speaker was one Brian Ford, Foodbank co-founder, Trustee and warehouse Manager. Two days later I turned up at Colchester Foodbank's then warehouse at Big Yellow, making up food parcels and sorting tins of baked beans into date order. The rest, as they say, is history!



Win Pomroy – Trustee

Lead volunteer at Brightlingsea Foodbank. Who used to work as an emergency nurse practitioner in the A&E department at Colchester General Hospital. Win volunteered because she wanted to give something back to the community. Win belongs to the Ladies of the Liberty, which supports the historic charity of the Cinque Port Liberty of Brightlingsea.

Richard Priest - Deputy Chairman

My name is Richard Priest, and I was born in Colchester Military Hospital in 1972. I have lived in Colchester most of my life although I now live in

Tendering by the sea. I am married and have three children, one son and two daughters.

I have been actively involved in serving people all my life and I have run various clubs and societies, mainly for young people. I was chairman of Colchester korban a local homelessness charity, and have recently joined as a temporary trustee by invitation.

I currently work for a large registered social landlord called Peabody, and I am responsible for services in the County which include homelessness accommodation, vulnerable families, young people services, floating support, acquired brain injury services, learning disability services and mental health. I have worked as a support worker delivering front line services to all of these client groups, and as a manager at various different grades. Currently I have the privilege of being the director of these services in Essex.

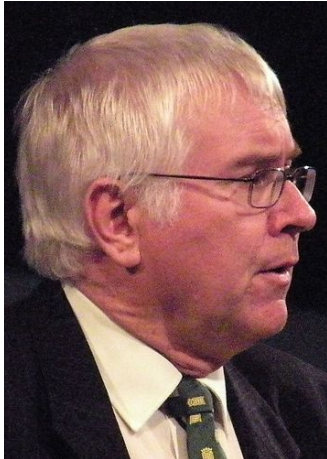
What might I bring to the foodbank? Perhaps strategic planning, some legal compliance in terms of HR, health and safety, building management etc. but also strategic planning regarding finance and governance. That said I think I also bring a wealth of general knowledge about our sector in understanding and supporting vulnerable people. I think foodbank is a fantastic charity and I feel very privileged to be involved.

On a personal level I am a Christian and my faith means a great deal to me. My hobbies include gaming, reading, fencing (that's with swords not erecting fences) and I also enjoy gardening.

Why am I involved? Beyond the invitation many of our customers use the foodbank and it makes such a tremendous difference to people as you all know. Not just the obvious practical benefits of some food for the family but often people have multiple issues going on and this takes a lot of pressure off them and I know that the act of kindness and generosity that we facilitate is a very meaningful and gratefully received experience for our customers. The need for food banks is going to increase, universal credit, local housing allowance caps, rising costs, and a housing shortage are all increasing the pressure on families.



Homelessness is on the rise and things are certainly going to get tougher. Foodbank needs to be ready for what will come and carefully consider its remit now and in the future, because I believe in supporting vulnerable people I hope that I might be able to help foodbank with some of its planning and goals.



Bob Russell - Trustee

Sir Robert Edward Russell is a former Member of Parliament for Colchester. He was knighted in the 2012 New Year Honours for public service. Bob holds the ceremonial position of High Steward of Colchester. Bob was a councillor representing New Town over 25 years service he also served as Mayor of Colchester and leader of Colchester Borough Council.

Bob is a long term supporter of Colchester Foodbank and is keen for it to go from strength to strength.



Julie Rusiecki - Trustee

My name is Julie Rusiecki and I was born in Colchester where I lived with my family until 1969 when I left to read History and Politics at Sheffield University. When I graduated in 1972, I added a husband, Paul, as well as an Honours Degree. I taught in London as a History and Humanities at Secondary level, where I became acting Head of the History Department and Head of Sixth Form. We left London for the birth of our son, Marcus, in 1978 and returned to Colchester. Paul became Head of History and Examinations at East Bergholt High and I had a daughter, Helen, in 1980. I ran a Playgroup before becoming Head of the Constantine Road Nursery School, and returned to full-time teaching as a Primary teacher, where, apart from a short break, I remained until my retirement seven years ago.

I am churchwarden of St Anne's church and have been actively involved in the Foodbank as a volunteer for many years. When Paul and I retired, we chose, as Christians, to use our time to benefit others. I would describe myself as 'a people person' and my skills all revolve around that perception. I am always prepared to listen, will offer advice if it asked for – and sometimes when it is not – (a relic of the bossy teacher I'm afraid), but I love to serve and have a great respect for all the people I meet and know. My hobbies include baking, cake-making and organising community events. I'm a bit arty and crafty, love to dabble in the garden and think I can arrange flowers - as long as wild and over-the-top is all that is required. I enjoy archaeology, Ancient History and my favourite film is 'Lord of the Rings'!

I chose to become a Trustee for Colchester Foodbank, not because I know better than anyone else, but because I believe in the value of the work the Foodbank does in the community. If I can contribute to the success of this wonderful venture, then it is time and effort well spent and I am privileged to be part of it.

Michael Beckett - Chief Officer

I am delighted to be offered the chance to be the Chief Officer of Colchester Foodbank charity. I was the Interim Manager of Colchester Foodbank, since mid September 2017 up till Wednesday the 27th June 2018 when at the charity's AGM my promotion was announced. I have been a Citizens Advice Bureau Manager, Street Homeless Shelter Manager, local Mind charity CEO, local Mencap Chair, Credit Union Chair, Trade Union Shop Steward, Chair of School Governors and local Councillor. I am also experienced as both an NHS Governor and NHS nursing assistant earlier in my career and have qualifications in governance from the Institute of Directors.



The Trustees have asked me in partnership with other local agencies to try to solve or at least ameliorate food poverty in Colchester and the surrounding area. This is a most serious and necessary challenge, one we do not take lightly. When I started the Trustees gave me three high level key strategic objectives. These were first to reduce the deficit which was projected to be a deficit of £5,100 for 2017 (we ended the year with a slight surplus, which is in no small part down to the the fantastic support from Stuart Bull, Colchester's Greatest Santa). Second, to launch a new satellite Foodbank in Wivenhoe, if at all possible in 2017 (achieved) and third, to get in the local press at least once that year (we did this several times and our 40 years out of date Pasta story went viral hitting the Nationals).

We have this month reduced our overheads by buying two shipping containers, we were renting (£730+VAT pa) £876pa. Although we still have to pay the cost of renting the land on which the containers remain, about £2k pa. Thank you, to Greggs Foundation for buying us one of the Shipping containers out right with a donation of £1,800. Thank also to the Rank Foundation for a £250 contribution to our second container and to an anonymous donor paying the rest of the balance. This also gives the charity £3,600 worth of assets.

Now is a difficult time, looking at the work we've done in 2017 and the work to do in the year ahead. Our largest cost being rent of the warehouse, we have launched a premises fund to enable us to buy a building in due course once we have raised the deposit for a commercial mortgage. We have by our AGM so far raised £20,119 towards this project. We are doing all we can now to raise funds and build capacity to prepare, as Universal Credit full roll out is due to hit us. Where this has happened elsewhere, the average foodbank after a year has had a 52% increase in demand; this compares to 13% elsewhere.

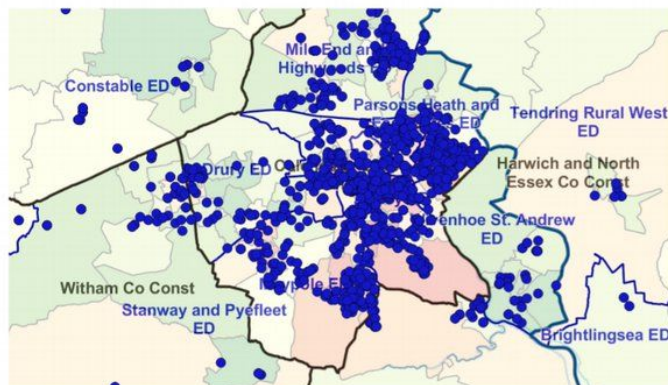
The most important thing I can do is acknowledge and thank all the volunteers and supporters, for all that they are doing giving their time, money, and food to make Colchester Foodbank the lifeline it is for people in crisis. I especially wish to thank Judi Bastow our Warehouse Lead Volunteer for her many years of tireless support for the charity and we wish her well with her recovery. I also wish to thank Anne Barney our Meet and Greet Lead Volunteer whose contribution to the charity is second to none!

Colchester Foodbank Chief Officer, Michael Beckett BA DipIoD

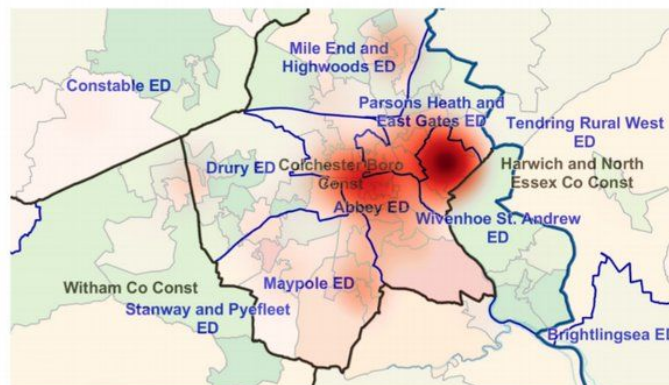
[Linkedin.com/in/MichaelBeckettEsq](https://www.linkedin.com/in/MichaelBeckettEsq) manager@colchester.foodbank.org.uk

9. Our clients: Who, where and how people get helped?

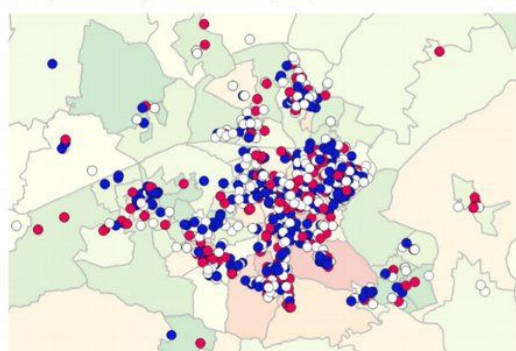
Colchester Food Bank Maps



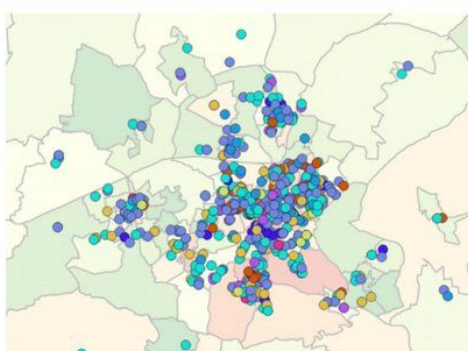
Map 1 - Location of all 5152 vouchers issued with postcode
(266 properties could not be plotted as no Postcode was provided)



Map 2 - Location of all 5152 vouchers plotted as a Heatmap



Map 3 - Food Bank Data Crisis Type Map 1 (refer to Legend)



Map 4 - Food Bank Data Crisis Type Map 2 (refer to Legend)

Legend

Food Bank Data Crisis Type Map 1 [3794]

- Benefit changes [899]
 - Benefit delays [1324]
 - Low income [1571]
- Food Bank Data Crisis Type Map 2 [1624]
- Child holiday meals [8]
 - Debt [429]
 - Delayed wages [84]
 - Domestic abuse [76]
 - Homeless [256]
 - No recourse to public funds [62]
 - Other [515]
 - Refused short term benefit advance [18]
 - Sickness/ill health [157]
 - Unemployed [19]

Colchester Foodbank charity works in partnership with Wivenhoe and Brightlingsea Foodbanks to deliver the following outputs and outcomes.

Tracking our outcomes, emergency meals provided for adults in crisis.

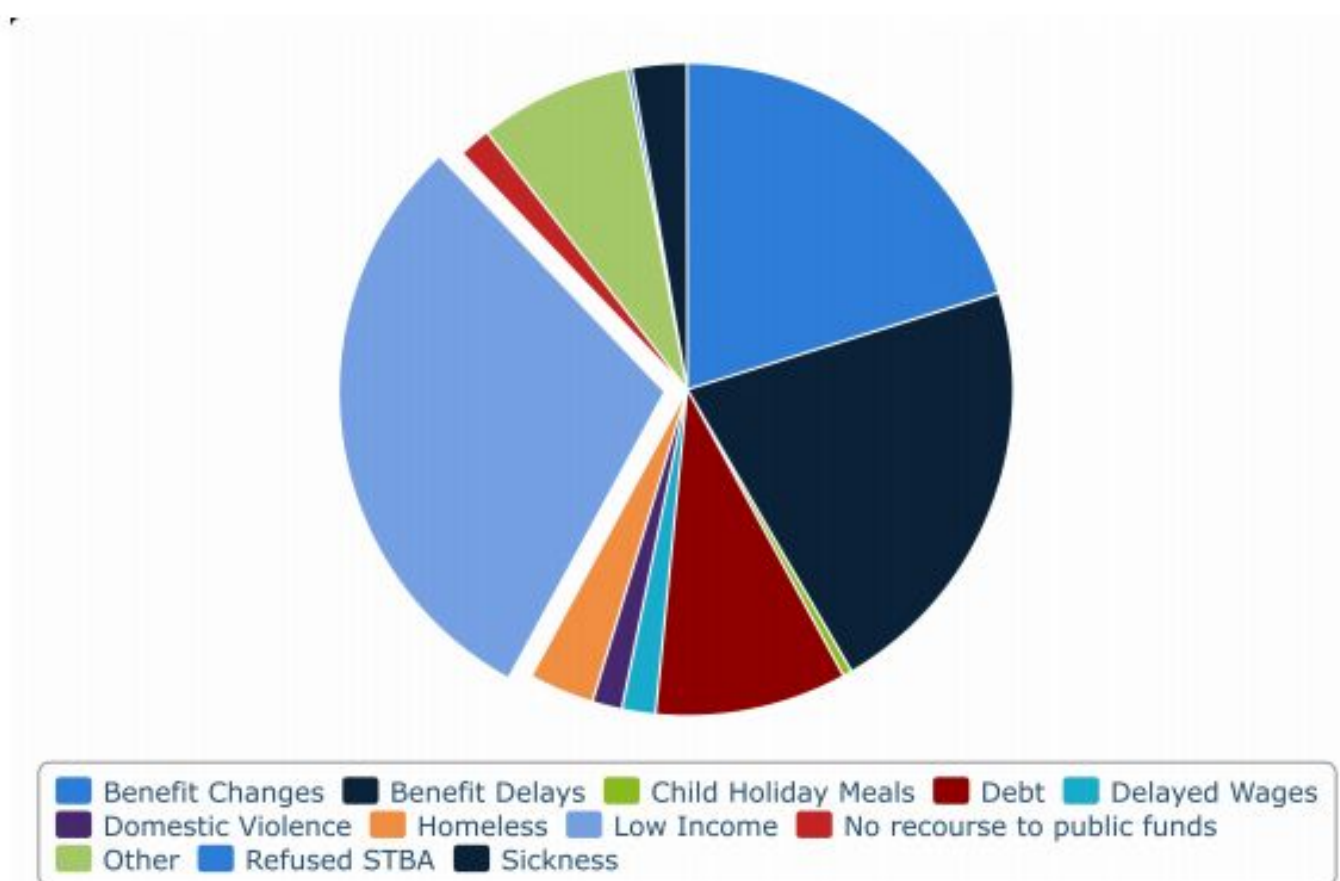
Adults Fed	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec
2018	348	379	367	330	337							
2017	285	288	381	247	297	333	273	346	355	277	384	477
(2016)	(319)	(310)	(264)	(203)	(323)	(249)	(261)	(269)	(278)	(263)	(354)	(438)

Tracking our outcomes, emergency meals provided for children in crisis.

Children Fed	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec
2018	176	214	218	179	184							
2017	175	187	226	120	165	178	162	172	202	173	239	360
(2016)	(159)	(185)	(183)	(140)	(153)	(145)	(136)	(136)	(171)	(166)	(231)	(310)

Why our clients need our service:

Crisis Types Share

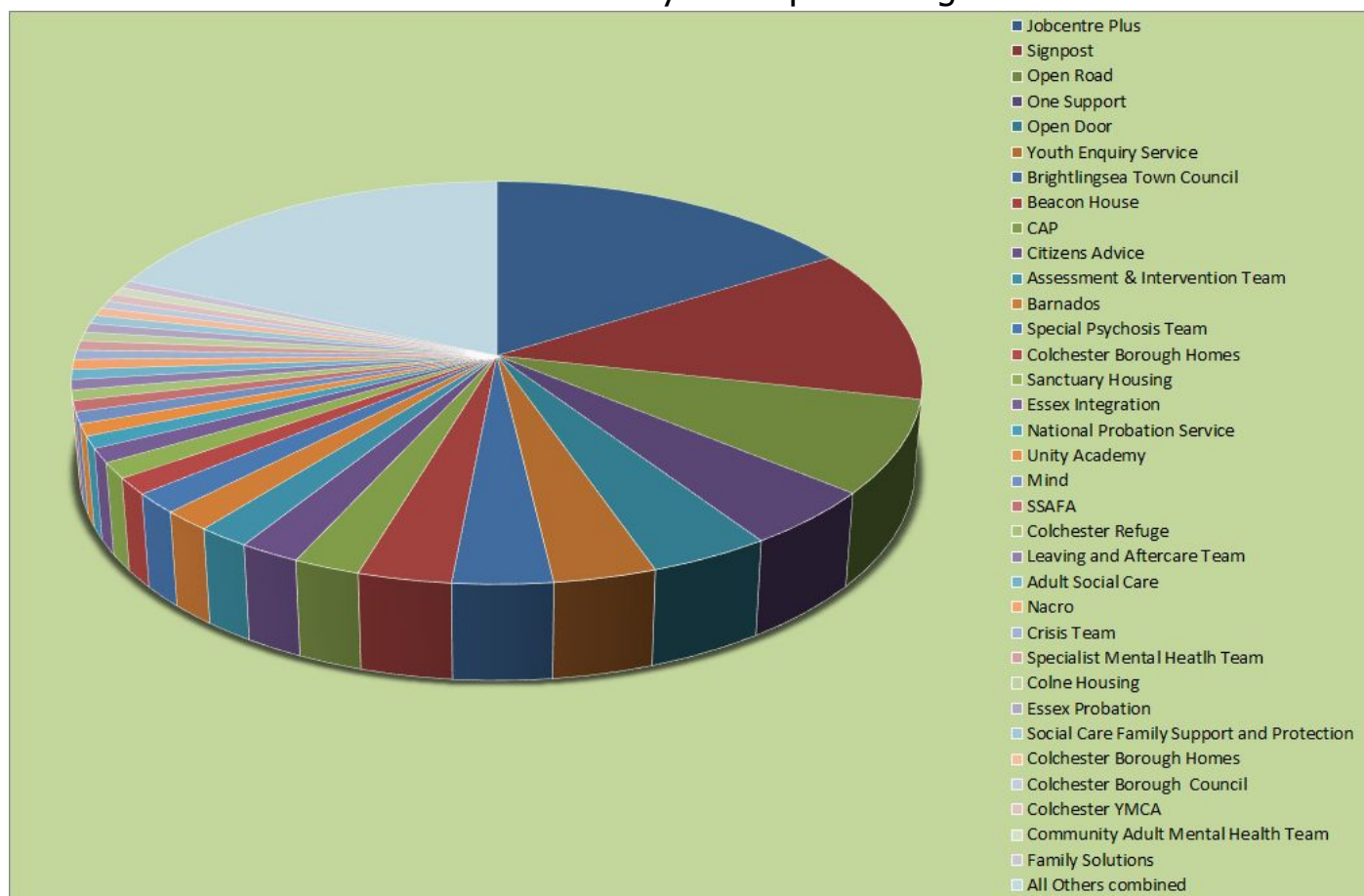


Tracking our outputs.

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Standard parcels	180 137 (150)	207 143 (154)	191 192 (138)	177 131 (124)	165 158 (136)	169 (135)	154 (134)	176 (144)	185 (142)	154 (128)	170 (176)	234 (197)
Family Parcels	65 69 (57)	72 62 (76)	93 78 (75)	67 33 (55)	50 49 (32)	45 (69)	61 (34)	55 (40)	64 (55)	52 (61)	86 (63)	116 (108)

2018 2017 (2016) for comparison purposes multi year data is provided

In 2017 our clients were referred to us by these partner agencies:



Jobcentre Plus was our largest single referer in 2017 providing us with 16% of our clients. Tracking our outputs.

Meet and Greet (front of house)

From the start of January 2018 to the end of May 2018:

We fed 1681 adults compared to 1448 for the same period in 2017.

We fed 930 children compared to 873 for the same period in 2017.

Already since January, we have given out 347 family parcels (291 in 2017) and 920 (761 in 2017) standard parcels. Altogether, we have fed 2611 adults and children compared to 2321 for the same period in 2017.

There has been an 11.56% increase in the number of people fed (including children)

The data clearly shows the increase in use of the Foodbank over the last year and also in the first few months of this year.

We have welcomed new volunteers to the Meet and Greet side of our service. They have quickly picked up the routines of the day and have been mentored by more long standing members of each team about working with our clients. We have also said some goodbyes to those who no longer are able to continue their time with us. We thank them for the time they have given to the Foodbank. Thanks go to Julie Rusiecki for organising the Volunteers rota, ensuring we have the appropriate number of staff to work with our clients and for her weekly news update for Volunteers.

Over the last 6 months we have found that some clients need more than the 3 parcels recommended by the Trussell Trust. This is often because of the delays with their benefits when signing up to Universal Credit. If there is a client who needs 4 or more parcels, Agencies contact the Foodbank and have a case conference discussion so that additional food parcels are given to get them out of the immediate crisis and exceptional circumstances of hardship.

We have had a successful arrangement with CAP (Christians Against Poverty, where clients who are on a debt recovery plan obtained weekly shopping parcels until their debt had been repaid. Four people- two families and two single people are now debt free because of this initiative.

We know that in early July, Universal Credit will be rolled out in Colchester for all new claimants and for those where changes have taken place. For those who are already receiving benefits, they will be rolled over onto Universal Credit in the next 12 to 18 months. In other Foodbank areas they have seen an increase of clients during that period we are mindful of that and already discussing contingency plans. Universal Credit training has been planned for our Volunteers on 27th July.

We are now working with over 150 agencies within the Community including those in the Wivenhoe and Brightlingsea area. One new agency is the Safeguarding Team at the Maternity Hospital where maternity nurses, who themselves are on a low wage were spending £30 on food parcels for some new mums who had little or no food in their cupboards

Our volunteers have been concerned about the increasing number of clients with mental health problems who are worried about the changes to the benefit system and the impact it will have on them.

One Support agents continue to assist in helping our clients on a weekly basis, clients don't have to make an appointment. The clients can just sit and talk through their problems, however PoHwer, the advocacy agency are no longer attending because of funding cuts.

The successful initiative partnership with First Bus and Foodbanks has come to a temporary halt while the Head Office is under reorganisation. This shame, as our clients often had to go some distance and the bus fares are high.

We are grateful to GoodGym who continue to carry out a deep clean of the Foodbank every few months.

Outreach:

Our outreach during the year has increased with more visits to social groups, e.g WI, Mothers Unions, as well as a Rotary Club, we were also involved with a young Rotact group at a school. School groups, Brownies, cubs and scouts have continued to visit as part of their community programme to learn about and see what we do... from being volunteers and clients... to weighing in their donations, sorting the foods and making up parcels. We have also been delighted to be asked by an increasing number of schools and colleges to talk at their assemblies, as well as to a variety of organisations and businesses.

We are very grateful to students from Essex University Christian Union who filled nearly 500 bags with Christmas goodies for our clients. Several of our clients were very emotional on receiving their bags

We were fortunate to be offered the opportunity to have an information table at Colchester Library. This was very useful as we were able to demystify the many myths the public have Foodbank.

To keep our supporters informed we continue to send out a monthly newsletter. In order to comply with the new regulations, the format has changed as we are now using MailChimp..

Tremendous thanks must continue to go to all the amazing teams of volunteers who give up their time so readily – to those who continue to cheerfully greet our clients, to those who meet our donors and manage to weigh, sort and pack away the food ..and to the team of drivers who collect food from the supermarkets as well as those who help us at the supermarkets for the big collections.

Brightlingsea Foodbank in partnership with Colchester Foodbank

Brightlingsea Foodbank Annual Report - May 2017 to 2018

I am not going to make this about figures as these can be seen on the figures supplied by Colchester, but about Brightlingsea Foodbank, which has gone from strength to strength in the past 12 months. It is now a respected charity in our community and we attract a lot of support from businesses and other charities in our town, having been given donations specifically for Brightlingsea Foodbank and others we have been able to pass to Colchester toward their running costs.

Volunteers

We have a core of 18 volunteers, who are enthusiastic and who will go that extra mile for a client. Being a Foodbank in a small town is a different entity to one in a large town. People are likely to be interwoven more and recognise each other in the street. Their lives are often more linked in various ways. We find we can help with client's crises as we have access to local organisations and other charities that may be able to offer short term help with funding for items such as fuel cards, or vouchers for clothes etc.

Signposting

Also, we may know of employment locally, that with the client's permission, we can help them send in an application form for. We realise that at first glance this may not appear to be the work of Brightlingsea Foodbank, however, we feel that it is important to treat our clients holistically, looking at all aspects of their present crisis.

Food parcels

Our food parcel distribution has increased year on year and this year so far is round the 50 mark. At Easter and Christmas, we are able to add extra offerings such as Easter Eggs and

Christmas fayre. It is so rewarding at Christmas also, to be able to offer a home delivered Christmas dinner to clients, courtesy of the Deputy's Gift Fund, a Cinque Port Liberty charity in Brightlingsea holding a Christmas Lunch in the sailing club for those who are on their own at Christmas. The meals are taken out to housebound residents and after talking to our clients, they thought this would be the best way for them too. We had one client break down in tears, she had small children and no way of providing a decent Christmas meal for them. The children also received a small monetary gift and 'goody' bags from one of the local businesses.

Fund Raising

Last year, we entered the fund-raising arena! We were offered the running of the tea tent at the local two-day Free Music Festival held in August in the town. This was a mammoth undertaking involving staffing a tea tent that was catering for an attendance of over 3,000 festival goers over two days. We accepted and then spent a frenzied two months getting it together – equipment, organising cake making – this was greatly helped by the PTA, the church, volunteers, friends and neighbours. It was a really exhausting two days, but we made a £1060 profit! Half going to the festival and half, £530 that we were able to give to Colchester towards their running costs. We are doing it this year and hopefully will be able to support Colchester again.

Our other venture is a 'Curry and Quiz' night on June 29th for which we didn't have to advertise as the tables were sold by word of mouth! This is in our local Yacht Club and promises to be a great night.

In conclusion I would like to say that the last two and a half years have been a real learning curve for the volunteers of Brightlingsea, but one we wouldn't have missed. We hope that the help we have been able to give, in partnership with Colchester, will continue for as long as it is necessary.

We offer a big vote of thanks to Colchester Foodbank, especially Anne Barney, for all the help and support given over the year.

Wivenhoe Foodbank in partnership with Colchester Foodbank

*** * ***

Jan to April- Wivenhoe Film Club recently held a film week and announced they would be supporting the Foodbank, with a donation of about £450. A brief talk took place before one of the films, highlighting the need for a Foodbank in Wivenhoe.

The Foodbank volunteers have worked hard to make the client area look very welcoming and in the first four months, the Foodbank provided food parcels for 5 adults and 5 children.

1st May - donation of £240 from Wivenhoe darts league.

7th May - presentation of £250 cheque from the Mayor's fund at Wivenhoe Town Council

AGM. Glynnis gave a talk thanking the Mayor, and the background, progress, local supporters and values of the Wivenhoe Foodbank, emphasising the 61% increase (from 49-79) in Wivenhoe families attending Colchester Foodbank for food parcels over the past financial year, which we need to encourage to stay local. After this meeting, we got 5 new volunteers coming forward, and Peter Hill, the Chairman of the Wivenhoe Housing Trust, approached us to talk about the availability of one-off grants for clients of our Foodbank in financial need.

8th May - The Foodbank session was filmed as part of the presentation of a national award by Churches in the Community to the Congregational Church which provides us rent free accommodation. The photographer agreed to e-mail some still photos for publicity use.

On 1st June, a group of Wivenhoe volunteers attended Brightlingsea Foodbank for a meeting requested by our local MP, Bernard Jenkin. We gave him separate presentations of our respective foodbanks, Bernard Jenkin MP says he wants to show his appreciation for our work in the community.

10. Our suppliers and helpers: Who else helps us?

Food

Our May 2018 stocktake has now been completed we had 12 tonnes of stock (12148.3kg) many thanks to Goodgym Colchester for there help with this task!

Thanks to the generous public and supermarket support we had 75 tonnes of stock in during 2017 of which 9 came in December our busiest month, Over 61% came from supermarket collections.

Thanks to our referral partners we were able to deliver to clients in need, 64.5 Tonnes of stock out during 2017, of which just over a tonne and a half was too far out of date or damaged to use.

In 2017 the Foodbank provided 792 family parcels and 1980 standard parcels. This was to feed 6261 people, of which 3900 were adults and 2361 were children.

We offer a big thank you to the kind people of Colchester, donating food which enables us to give well over 200 emergency food parcels every month, feeding over 500 people every month, over a third of whom are children.

Our local main partners for food collections are:

Asda have a good relationship with us they collect food for us and it works well, we are working closer with them than before.

Bookers have an occasional relationship with us, when they have surpluses.

Co-op, The East of England Co-operative Society have a strong and very beneficial relationship with us, as they deliver produce direct to our foodbank every three/four weeks.

Lidl now use Fareshare and we receive fresh fruit and vegetables from them.

Sainsburys have a good relationship as they collect food for us and it works well.

Tesco & Tesco Fareshare have a strong and beneficial relationship with us they collect food for us and also make regular biannual cash donation, it works very well.

Waitrose have a good relationship with us, they collect food for us and it works well.

What do referral partner agencies think of Colchester Foodbank charity?

With over 165 partner agencies, who are voucher holders referring clients to us, we conducted a survey of them to see how they feel we do and as an add on we gave them the opportunity to publicly endorse us, responses to which are recorded at the front of our Annual Report in the Endorsement section.

Collated feedback from our survey of Voucher holding organisations.

How do you rate the service provided by Colchester Foodbank?						
% Rated Service as	Food Parcel meets client needs	Our Response to urgent need	Services offered by us	Ease to contact us	Provision of requested vouchers	Overall service
1 Poor	0.00	0.00	0.00	0.00	0.00	0.00
2 Adequate	0.00	0.00	0.00	9.09	0.00	0.00
3 Good	0.00	0.00	4.76	4.55	4.76	0.00
4 Very good	23.81	14.29	14.29	45.45	23.81	10.53
5 Excellent	76.19	85.71	80.95	40.91	71.43	89.47

Awareness of our services and how do you rate them	Meet & Greet	Toiletries / Household items	Signposting
1 Unaware	15.00	9.52	15.00
2 Aware	5.00	4.76	5.00
3 Adequate	10.00	14.29	15.00
4 Good	15.00	19.05	20.00
5 Excellent	55.00	52.38	45.00

How confident are your voucher-holding staff about the number of times they can issue vouchers and to whom?	%
1 Very Confused	0.00
2 Uncertain	4.55
3 Mixed	13.64
4 Sure	63.64
5 Very Sure	18.18

11. Our product: What is in our emergency three day food parcels?

We provide three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis. Our emergency three day food parcels contain: Tinned soup; beans; vegetables; fish; & Meat; pasta, rice & spaghetti; cook-in sauces; Cereals; long-life milk; sugar; tea and coffee; fruit juices/squash; biscuits; jams; tinned fruit and puddings.

Additional optional items (Specifically single item packs that are small and easy to carry)

- Toiletry items such as: toothpaste; shower gel; shampoo; deodorant
- Baby items as required: food; wipes and nappies
- Small Washing up liquid and small washing powder packs
- Some cooking utensils as sometimes clients do not have access to these, plus tin openers.
- Pet food as required

Plus "Bags for life", we use 3 to 5 bags for every adult emergency food parcel, 6 to 10 bags for a family emergency food parcel.

We provide a small number of homeless parcels which include food items that don't require a kitchen including just add hot water packets (pot noodles/ porridge), ring pulled tins (fruit, ham, corned beef) our main partner agency in distributing these is Beacon House.

Our parcels are generically made up but we then work with each client, to make them bespoke to their personal needs. Be it food that doesn't require cooking, gluten free, Kosher, Halal, vegetarian, vegan, pescatarian or if they just don't like something in particular we will remove it from the parcel and try to exchange it.

12. Our context: What nationally and locally will affect what we are doing?

Joseph Rowntree Foundation define food poverty as 'When a person's resources (mainly their material resources) are not sufficient to meet their minimum needs (including social participation).' <https://www.jrf.org.uk/report/definition-poverty>

We are part of a nationwide network of over 425 foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK. We continue to provide more than just food: also a place of welcome and comfort, signposting to our clients to the agencies who can help give them the support they need. We do this with one part time staff member and over 50 volunteers who willingly give their time and commitment to make this all happen. With over 165 partner agencies we work closely to assist people in crisis to be able to carry on.

Historic benefit claimants in the Colchester area are due to be transferred on to full roll out of Universal Credit from 4th July 2018. Welfare reform appears to be fuelling demand for short-term food support, other Trussell Trust Foodbanks in a similar position to our Foodbank reported a 30% increase in demand because of the transition, 6 months after full roll out, and after 12 months of full roll out demand on average rose by 52%! (Source - Left Behind: Is Universal Credit truly universal? trusselltrust.org/what-we-do/research-advocacy/universal-credit-and-foodbank-use).

We seek to promote positive policies, as outlined in evidence based research in section 17 to work with those of good will in every political party and none to make things better and if we can't achieve that then we will take a position to form a rear guard action to make things less worse!

13. Our marketing and communications: How and what do we tell people?

Marketing and Communication Strategy

There are 3 main components to the marketing activities:

13.1 Cascading awareness among the whole of the “Care Chain” in our area

Utilising our relationships with Citizens Advice Bureau, Social Services, Probation Services, Health workers, and other voluntary and public organisations that are our vouchers holders, enabling both food distribution to people in crisis and also awareness of our service to others.

13.2 Achieving optimal donations of food to the warehouse and cash to cover our overheads.

We recognise that the areas overlap; awareness raised in one aspect may well bring results in another.

We continue to leverage support from these sources:

- The local Members of Parliament, mayors, and councillors.
- Local and national newspapers, radio and TV stations.
- Local Rotary and similar business clubs
- Local cubs and scouts
- Local schools

We continue to develop these relationships and encourage support

- Fundraisers to increase our financial stability.
- Facebook and Twitter supporters who can respond directly to our appeals.

13.3 Creating awareness among the general public

This is to help ensure that hidden needs are met wherever possible. We repeatedly encourage people to keep up to date with us by liking our facebook page, following us on twitter and sign up to our Newsletter on the front page of our website. We have increased our footprint on Facebook and Twitter however you measure it by over 50% over the last year, indeed on Facebook Colchester Foodbank is now the sixth most liked Foodbank in the UK and third most liked Foodbank in England.

14. Our operational and logistical prioritised plans: What will we do next?

Our Key priorities

14.1 Optimising Human capital

We have expanded rapidly but to expand further we need to underpin our activity and engage permanent staff.

Volunteer Coordinator (paid)

To help oversee day-to-day activities and ensure that volunteers have the support, development, and investment to enable them to optimise their volunteering time and experience, we seek in the medium to longer term a Volunteer Coordinator (preferably 5 days a week, or if possible 3 days or at least 1 day a week depending on funding we are able to source). To optimise human capital available to Colchester Foodbank, we will seek funding for this over the coming year.

Apprentice (paid)

Taking advantage of the government apprenticeship scheme to develop future leaders and help new entrants into the job market and provide additional administrative support to the organisation to help the Volunteer Coordinator and the Chief Executive Officer achieve more by supporting their roles. This may be funded by a £10k bid or a larger joint bid with another local voluntary agency.

2. Location location location

Our current warehouse during our busiest time in December barely managed to be suitable for our need in 2017. We are looking at relocating within the next few years, preferably sooner rather than later to larger premises. Community Asset Transfer may assist us, or finding a building that a partner can let us use at a reduced rate. The cost of renting in the long run is more than buying a building. Other alternatives are to look to buy or rent elsewhere and transition to a more cost effective site. In terms of due diligence our Trustees are looking for the best options for the future sustainability of the charity.

Our largest single cost remains keeping our building open. We rent, in the long-term buying a building would reduce overheads and give us security of tenure and the ability to adapt our building as required to better meet future needs. A need we publicly identified in 2015 <http://www.gazette-news.co.uk/news/13779208.display>

A suitable warehouse is estimated to now cost £350k. A 30-40% deposit for a

commercial mortgage £105k to £140k. We don't know how long raising this sum might take but if it takes the charity 5 years to raise the monies by then a building may cost £400k to £500k. So a 30-40% deposit for a commercial mortgage £120 to £200k. We are targeting the round number of £200k for the premises fund as the more we raise the less interest we'd pay. We also plan for the worse that Brexit might increase the cost of borrowing.

At the end of May 2018, we have so far raised £20,119 towards the target, this is: We have from allocated reserves £10k. We have received £5k from anonymous donation. We have a pledge from the same anonymous donor for a further £5k next financial year. We have raised £119 on Facebook for this project in May. We are asking the public to "Be a brick and buy a brick" for Colchester Food HQ £10 a brick.

Media support: The Gazette endorses Colchester Foodbank charity's Food HQ plan
1 [facebook.com/FoodBankColchester/posts/1924624974214454](https://www.facebook.com/FoodBankColchester/posts/1924624974214454)
2 [facebook.com/FoodBankColchester/posts/1937078782969073](https://www.facebook.com/FoodBankColchester/posts/1937078782969073)
3 [gazette-news.co.uk/news/16261691.Scouts_thanked_for_helping_people_in_crisis](https://www.gazette-news.co.uk/news/16261691.Scouts_thanked_for_helping_people_in_crisis)

We now intend to seek Capital funding & strategic partners for Colchester Food HQ.

Presentation

Improving the Meet and Greet area. This was identified as a need by Meet and Greet volunteers, who requested improved sofas to replace the worn ones and stackable chairs to maximise use of space. If at all possible, private interview rooms and more advanced cooking facilities. We have over the last year replaced the worst looking sofas. We seek additional specific funding or gifts in kind to update the tables and seating.

Tackle Food Poverty directly

Colchester Foodbank spends approx £50-£60 a month on fresh fruit and vegetables. We have received a £100 Essex County Council grant for two months fresh fruit and Vegetables January and February 2018 as part of their Winter Resilience program.

We also received funding for two months of warehouse costs received from Essex Community Foundation, covering the months of April and May 2018. This allowed us to collect, sort and store donated food and to provide meals to feed 667 Adults (compared to 496 adults during the same period last year) and 363 children (compared to 285 children during the same period last year). A big thank you to the Essex Community Foundation, and all those associated with the Colchester Fund (£1,471) and the Diana Tinson Fund (£1,629) for the total grant award of £3,100.

16. Our financial plans: How do we intend to pay for what we do?

Excluding our part time staff costs, it costs about £20,000pa, which is £1,667 every month or £385 every week to run our Warehouse at Moorside Business Park. Our monthly giving is now £600 a month. We need just 467 more people to sponsor just 30 minutes of the Foodbank per month, costing them £1 a month or just £12 per year. We need just 60 more people to sponsor just 5 hours of the Foodbank per month, costing them £10 a month or just £120 per year. We are delighted with our fundraising project, which helps us to meet this goal.

The kind people of Colchester donate food which enables up to give well over 200 emergency food parcels every month feeding about 500 people every month. We have over 85 volunteers and only one part time paid member of staff. We sort and store the food items, we welcome clients providing tea, coffee, cakes and biscuits and we signpost clients to agencies who can help them.

It now costs £1,667 a month to provide this vital service.

We are looking for 467 more people to give just £1 per month, and 60 more people to £10 per month, by standing order, so that we can continue to meet the needs of those who are struggling to feed themselves and their families. Your £1 will enable the Foodbank to run for almost half an hour. Can you help us? See

https://youtube.com/watch?v=9ekH4r3_lhg

Our three year budget includes the conservative case, if we receive little or no additional grant support and also includes details of the budget for proposed projects for which we intend to seek grant funding. We intend to account for depreciation at a flat rate of 25% a year in our accounts next year.

Reserves policy: The policy of Colchester Foodbank is to hold reserves sufficient to cover at least 3 months of income and expenditure, and cash flow fluctuations, and to cover future income uncertainty. We therefore aim to keep our reserves somewhere between 10K and £20K but expect them to fluctuate seasonally during the year.



Registered Charity No. 1152387

**Annual General Meeting – 27 June 2018
Financial Report for 2017**

The accounts for year ended 31 December 2017 have been independently examined by Chartered Accountants, Taylor Rushby, and reviewed by our Trustees. Following presentation at this AGM they will be submitted to the Charity Commission in line with our obligation to make the accounts widely available.

- The costs associated with our service were covered so that we ended the year with a minimal operating surplus of £715.
- An analysis of donations shows that funds were raised, as follows:-
 - £6,465 from regular donors, with 72 individuals committed to monthly giving;
 - £4,909 from cash collections at the Distribution Centre, supermarkets and fund-raising events;
 - £24,291 from direct online sources and cheques. This included £5,449 derived from Tesco's "top-up" scheme and £4,632 through "Just Giving". We are extremely grateful to a wide range of supporters for a series of significant financial gifts – these included Airbench, Aldham PCC., C Banks, Catholic Church (Greenstead), Gilbert School, Kingsland Church, B Polley, S Smith, St Leonard's (Lexden) PCC and St Margaret's PCC.
- The receipt of Gift Aided relief of £798 relates to contributions made in 2016.
- It was not possible to pursue grant funding to the same extent as the previous year. With changes to our management structure and personnel, this is being picked up once more in 2018.
- Operating costs were less than in 2016, showing an overall year-on-year reduction of £8,448. In part this was due to obtaining VAT exemption on the rental of our warehouse. Also, employee costs were reduced whilst we operated for a while with a vacancy in our Manager's post before an interim appointment was subsequently made.
- Reserves of £19,426 were in place at the end of the year. It is proposed to designate a proportion of these to a premises development fund in support of our longer-term vision regarding buildings.

Clive Joyce, Treasurer

COLCHESTER FOODBANK**Receipts and payments account for the year ended 31 December 2017**

		2017		2016	
		£	£	£	£
Income					
	Donations	35,665		34,547	
	ELF Scheme	220		400	
	Bank interest	5		7	
	Gift Aid Relief	798		1,051	
	Grants received	100		13,500	
			36,788		49,505
Expenditure					
	Storage costs	15,692		18,098	
	Managerial services	8,677		2,155	
	Warehouse/distribution manager	3,226		14,475	
	Social Security costs	3,313		2,793	
	Admin staff	165		1,785	
	Rates & water	112		128	
	Training & support	539		51	
	Volunteer event	300		-	
	Computer and telephone costs	408		399	
	Stationery and postage	496		1,215	
	ELF specific costs	521		587	
	Advertising	196		-	
	Insurance	467		411	
	Trussell Trust charges	360		360	
	Subscriptions	233		284	
	Light & heat	399		829	
	Repairs and renewals	95		-	
	Sundry expense	202		325	
	Payroll processing costs	245		298	
	Satellite centre	229		128	
	Accountancy fees	200		200	
			36,073		44,521
Surplus for year			<u>715</u>		<u>4,984</u>

Statement of assets and liabilities as at 31 December 2017

		2017	2016
		£	£
Cash funds	Cash at bank	<u>19,426</u>	<u>18,711</u>
Other assets	Shelving, scales and equipment	6,539	6,539
	Computer equipment	880	880
	Other debtors - lost money at end of 2014	60	60
		<u>7,479</u>	<u>7,479</u>

Grants received Included in the 2016 figure for grants received was £10,000 from Essex Community Foundation towards the continuing cost of a part-time manager over the period 1st July 2016 to 30th June 2017.

Approved by the Management Committee on 19th May 2018


 Rev Caroline Beckett, Trustee

Colchester Foodbank

Independent examiner's report to the trustees of Colchester Foodbank

I report on the accounts of the organisation for the year ended 31st December 2017 which have been prepared on a Receipt and Payments basis. A Receipts and Payments basis does not account for debtors, creditors, accruals and prepayments but such a presentation is permitted by law for smaller charities.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioner under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioner. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

which gives me reasonable cause to believe that, in any material respect, the requirements:

- (a) to keep accounting records in accordance with section 130 of the 2011 Act; and
- (b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act have not been met; or

to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Nick Taylor
Chartered Accountant
The Coach House
Headgate
Colchester
CO3 3BT

The date upon which my opinion is expressed is:
19th May 2018

17. Evidence based policy: What does the research say?

We work with the Trussell Trust, Colchester Citizens and Small Charities Coalition to influence Social Policy for good. As we want to help tackle and ameliorate the causes of demand for Foodbanks, to this end we are keen to contribute to Social Policy Reports and to be political, without being partisan. We seek to inform the debate around foodbanks and to support policies that will make a real difference to those experiencing the destitution of food poverty in Colchester, Wivenhoe and Brightlingsea and in the UK.

Abhaya Jitendra, Emma Thorogood, and Mia Hadfield-Spoor's April 2018 report "[*Left Behind: Is Universal Credit Truly Universal?*](#)" Universal Credit can achieve its principles whilst still maintaining a robust safety net for people when it is most needed.

Key findings

1. The wait for a first payment had severe and immediate consequences: 70% of respondents found themselves in debt, 57% experienced issues with their mental or physical health, and 56% experienced housing issues. The majority of respondents were waiting or had waited the intended weeks for their payment but this wait still had severe financial implications.
2. There was little statutory support available during this wait. 63% were offered no help, while the most likely form of help offered was a foodbank voucher. Advance payments were helpful for some, whilst a half who provided detail said they were unhelpful, too little, or unaffordable to repay.
3. Only 8% said their full Universal Credit award covered their cost of living. This was even less for disabled people or people with ill-health, of whom 5% said the award covered their cost of living.
4. Poor administration was a persistent concern. 35% had waited, or were waiting, longer than 6 weeks for their first payment. A third had experienced poor communication, and 30% had experienced underpayment. Over and underpayment were particularly rife amongst those in work, with 50% in work affected.

Recommendations

1. A true Universal Support service which: supports people transitioning onto the service or making a new claim; expands support for people with the greatest financial need; and extends beyond the initial claim or transition. Universal Support as currently defined by the Department for Work and Pensions must be offered to every claimant, with a statutory duty placed on local authorities to identify need and provide personal budgeting advice and IT support to those who need it. This support should be extended to offer debt advice, given the high proportion of the sample affected by debt due to the wait. These three elements should comprise a new Universal Support package which extends beyond the transition onto Universal Credit to ensure people do not fall into crisis. Advance payments and flexibilities must also be offered to all those in financial need, with longer repayment plans for those most at risk of falling into crisis – in particular, people with significant debts, single parents, larger families, and disabled people. The present 40% cap on the proportion of income a repayment can take should be reduced. An assessment of what other deductions and repayments may be required of someone should be included in assessing someone's ability to repay an advance. Free childcare, already promised for working families under Universal Credit, must be offered and take-up encouraged.
2. More financial support, in particular for the most vulnerable. For many, however, support and advice will not be enough. Most respondents could not afford to live on their full award, so benefit levels must keep pace with the cost of living and uprated in line with inflation. Recently announced increases to the work-allowance are welcomed; returning them to pre-April 2016 levels would do even more to ensure people can keep more of what they earn. Disabled people, people

affected by health conditions, and families with dependent children, are particularly vulnerable to crisis during the five-week wait and beyond. Just as housing benefit has been extended for two additional weeks, Employment Support Allowance must also be extended, and those on U.C. deemed 'limited capacity for work' should see their benefit increased to pre-April 2017 levels. Transitional protection for people on ESA should be brought forward. The two-child limit for child benefit should be re-evaluated.

3. An urgent inquiry into poor administration within Universal Credit and its effects, particularly in relation to insecure work. Over and underpayment, long waits, and poor communication, emerged as key triggers for financial insecurity. Erroneous payments were particularly prevalent for people in insecure or seasonal work. Ensuring administration functions as intended will mean people can budget appropriately and not find themselves repaying hefty overpayments through no fault of their own.

4. More flexibilities for requirements and a yellow-card warning system for sanctioning. Any increase in sanctioning is worrying, given its well-established relationship with increased foodbank use. More flexibilities for families with dependent children and disabled people are necessary, and as we recommended under the legacy benefits system, a yellow-card warning system is needed to limit the negative impact caused by unfair sanctioning. People claiming limited capability for work should be exempt from full conditionality before their Work Capability Assessment, as was the case under legacy benefits. It is also important that people who under legacy benefits would be 'treated as' qualifying for ESA or would be in the group where working would be considered a 'risk-to health' are similarly exempt from full conditionality under Universal Credit.

Trussell Trust's July 2017 report "[*A Local Jigsaw: A Study into Local Welfare Assistance Schemes and Foodbanks*](#)" shares best practice and identify areas to improve local service provision to better help people experiencing financial crisis.

Key findings:

- Need for Local Welfare Assistance Schemes (LWAS) is substantial. Tens of thousands of people accessed LWAS in the last financial year and this is likely to be a very conservative estimate, as this does not include applications. Availability and access appears to be an issue in many cases.
- Foodbank engagement with emergency welfare service provision is significant. Local authorities and foodbanks are being innovative and flexible in their approach to supporting local people who end up in a financial crisis but more needs to be done with regards to long-term strategy and budgeting.
- Like foodbanks, local authorities have been investing in ways to address the underlying causes of people's financial crisis and into making LWAS more sustainable in future. With further research, monitoring and evaluation, more appropriate, effective and efficient services can be developed and delivered through sharing knowledge, guidance, advice and benchmarking.
- The continued rise in referrals to Trussell Trust foodbanks for emergency food since 2015 would suggest that the decrease in spending on LWAS is not due to a decrease in need. The insecurity around future LWAS provision is an annual concern for foodbanks and the communities they serve. A longer-term and more secure, funding structure would bring substantial relief and would also encourage improved monitoring and evaluation across the board.

Rachel Loopstra & Doireann Lalor; June 2017 report "[*Financial insecurity, food insecurity, and disability: The profile of people receiving emergency food assistance from The Trussell Trust Foodbank Network in Britain*](#)." Found the following key points:

- Lone parents and their children constitute the largest number of people receiving help from food banks, though single male households are the most common household type.
- Half of households included someone with a disability. Compared to national population survey data, households using food banks are less likely to be in work, but are three times more likely to contain someone with a disability when compared to other low-income households.
- Households using food banks face extreme financial vulnerability. All food bank users had, in the last month, an income well-below the threshold of low income in the whole population. More than a third of households experienced an income shock in the past three months and over two-thirds reported unexpected and rising expenses during the same period. Most often these rising expenses were for food and household bills.
- Almost half of households reported their incomes were unsteady from week to week and month to month. Both people on benefits and people in work had unsteady incomes, with one-third of the sample awaiting a benefit payment.
- Over 78% of households were severely food insecure, meaning that they had skipped meals, gone without eating, or even gone days without eating in the past 12 months. For a majority of households, this was a chronic experience, happening every month or almost every month over the past 12 months.
- Food bank users experience multiple forms of destitution – 50% had gone without heating for over more than four days in the past 12 months, and 1 in 5 had slept rough in the last 12 months.
- The people using food banks are groups who have been most affected by recent welfare reforms: people with disabilities, lone parents, and large family households. These groups are seeing further reductions in their entitlements from April 2017 forward.
- There is an urgent need for upstream interventions to address the financial insecurity and insufficiency underlying food insecurity among people using food banks.

Trussell Trust's April 2017 report: "[*Early Warnings: Universal Credit and Foodbanks*](#)" on the impact of the transition to Universal Credit. Its key findings and recommendations suggested practical ways to mitigate the adverse side effects of the Universal Credit roll out.

Key findings:

1. Foodbanks in areas of full Universal Credit rollout to single people, couples and families, have seen a 16.85% average increase in referrals for emergency food, more than double the national average of 6.64%.
2. The effect of a six-plus week waiting period for a first Universal Credit payment can be serious, leading to foodbank referrals, debt, mental health issues, rent arrears and eviction. These effects can last even after people receive their Universal Credit payments, as bills and debts pile up.
3. People in insecure or seasonal work are particularly affected, suggesting the work incentives in Universal Credit are not yet helping everyone.
4. Navigating the online system can be difficult for people struggling with computers or unable to afford telephone helplines. In some cases, the system does not register people's claims correctly, invalidating it.
5. Foodbanks are working hard to stop people going hungry in areas of rollout, by providing food and support for more than two visits to the foodbank and working closely with other charities to

provide holistic support. However, foodbanks have concerns about the extra pressure this puts on food donation stocks and volunteers' time and emotional welfare.

Key recommendations:

1. Recent positive engagement between The Department for Work and Pensions and The Trussell Trust at a national level is welcome. However, more information about the shape and form of Universal Support locally, particularly ahead of full UC rollout in an area, would bring clarity to foodbanks.
2. A reduction of the six week waiting period for Universal Credit would make a significant difference to people's ability to cope with no income. The 'waiting period', the time before the assessment period begins, could be reduced first.
3. More flexibility in the administration of Universal Credit is needed to support people moving onto the new system. For example, more support for people applying online who are unfamiliar with digital technology, and support to improve people's ability to move into work and stay in work.
4. Continued monitoring the impact of conditionality, in particular in-work conditionality, which has been linked to increased foodbank use.



Registered Charity
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