



# NEWARK & TUXFORD FOODBANK

## ANNUAL REPORT

April 2017 – March 2018

Steering Group  
June 2018

## 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 National Situation

The following information summarises data taken from the Trussell Trust website and paints a picture of the state of food poverty at a national level. As the reader will appreciate in this report, the overall scale of food poverty may not be exactly replicated locally but the trends highlighted by the Trussell Trust are apparent in the locality.

The Trussell Trust runs a network of over 400 foodbanks. In the last year it provided 1,332,952 three-day emergency food supplies to people in crisis, 36% of which were to children. This represents a 13% increase on the previous year which in itself saw an increase of 6.64% over the previous year.

At the national level 'Low income – benefits, not earning' is the biggest single, and fastest growing, reason for referral to a foodbank, with 'low income' accounting for 28% of referrals UK-wide compared to 26% in the previous year. The Trussell Trust believe that this suggests that benefit levels are not maintaining pace with rising living costs and that this deficiency has increased significantly since April 2016. Other significant referral reasons in 2017-18 were benefit delays (24%) and benefit changes (18%), followed by debt (8%). National foodbank statistics show the essential costs of housing and utility bills are increasingly driving foodbank referrals with the proportion of referrals due to housing debt and utility bill debt increasing significantly since April 2016.

Although Universal Credit (UC) was not rolled out in Newark during the period of this report it is to be introduced during the coming year. Analysis of foodbanks that have been subject to UC for a year or more shows that these foodbanks experienced an average usage increase of 52% in the twelve months following the full rollout date. Those foodbanks not in full UC areas, or only in full rollout areas for up to three months, showed an average increase of 13%. This is obviously an area of concern and will need to be monitored closely as Newark rolls out UC this year.

### The Local Situation

The Foodbank commenced operations in late 2012 and this report covers the period April 2017 to the end of March 2018. In its fifth year of full operations the Foodbank has collected donations of 20.8 tonnes of food and distributed just over 19.9 tonnes. For comparison the figures for 2016/17 were 17.1 tonnes and 18.5 tonnes respectively. In doing so we have provided 3 days of emergency food relief to 1822 clients (1267 adults and 555 children). Compared to last year this is a decrease of 7.7% and over the last two years there

has been a combined reduction of 11.7%. This is clearly against the national trend. Although last year we saw a large increase in the number of clients who used the foodbank more than 3 times in a six month, this trend appears to have been reversed with only 8% of clients presenting themselves more than 3 times.

In line with the national picture the primary reasons for referral to Newark Foodbank were Benefit Delay (35%), Low Income (26%), Benefit Change (12%) and Debt (8%). Low Income referrals have increased each year over the last 5 years while those due to Benefit Change have remained fairly static. This compares similarly with the national assessment that many of those in receipt of benefits are not able to make ends meet.

We have a total of 86 agencies registered with the Foodbank with 37 of these issuing at least one Foodbank voucher over the last year.

We are always looking at ways of expanding the services we provide to clients by operating alongside other referral and support agencies and continue to seek support from a number of business partners. Additionally, we need to ensure that we have a sustainable base from which to conduct both warehousing and front of house operations and keep under the review the possibility of moving warehousing and front of house operations under one roof. In order to ensure that we comply with the General Data Protection Regulations the Trustees have carried out a full information audit, conducted training and put into effect a range of privacy and data policies in order to protect all our user's personal data.

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. The trustees are presently: Sue Stott,

Lesley Marshall (Foodbank Manager), Martin Cooper, Andrew Ayre and Stephen Charnock. The next AGM will take place on 13 July 2018.

## Foodbank Donations

For the first time in 3 years we conducted a dedicated supermarket Foodbank collection at Asda in June 2017 which produced over 500 kg of donations. In addition to our usual weekly collections at both Newark and Tuxford as well as the annual Christmas and Harvest Festival collections, donations amounted to a total of 20.8 tonnes. Donations collected during the Harvest festival accounted for 1,515 kg and Christmas donations another 1125 kg. Most of the food donated comes from the weekly collections at churches and supporting supermarkets and organisations around the town. This is an increase of 21.2% from last year. At the time of writing the warehouse held approximately 2.5 tonnes of stock. 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.

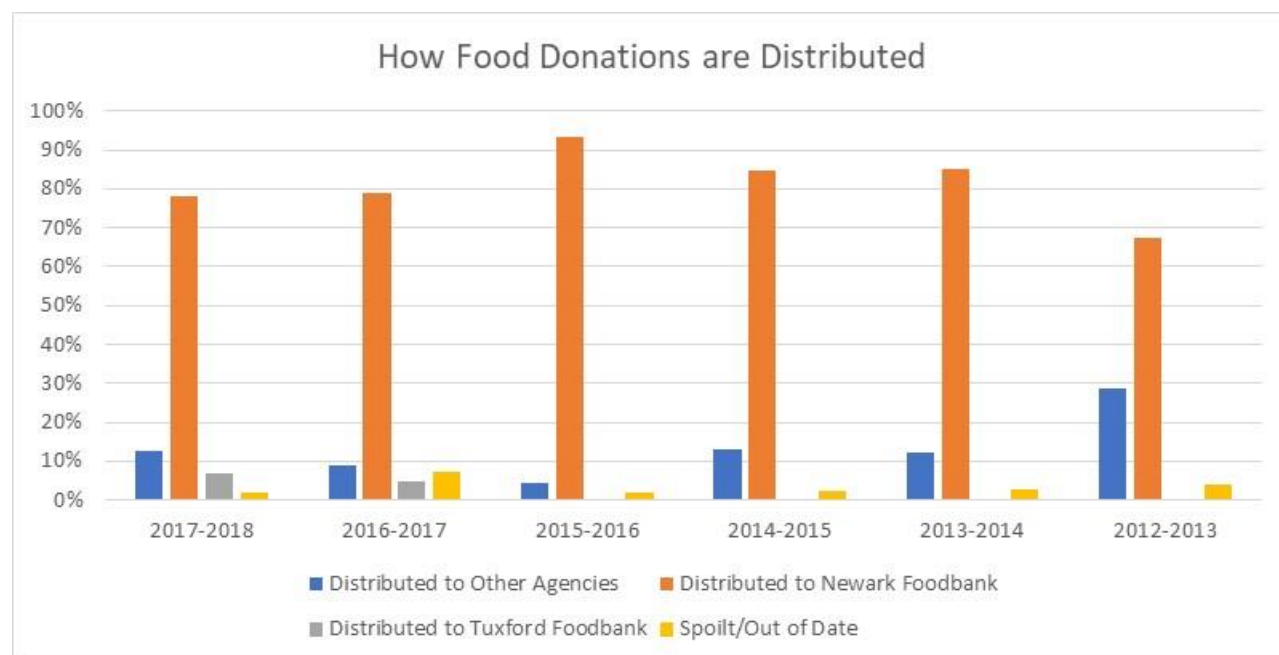


## Foodbank Donation Distribution

At the time of writing the Foodbank has received and distributed, since the start of operations, donations of just over 100 tonnes.

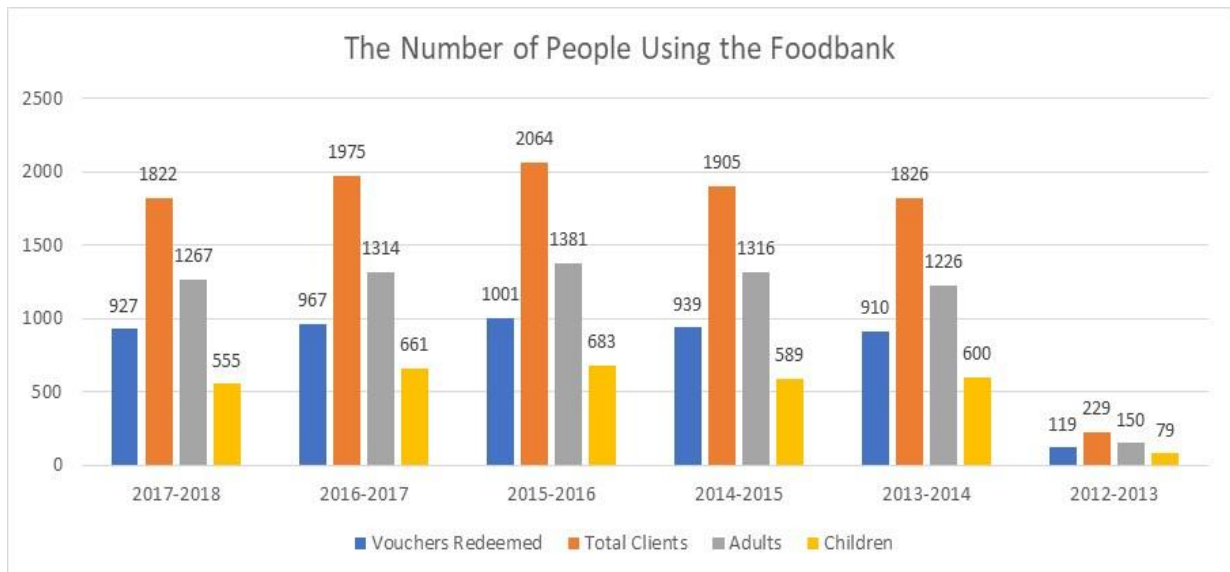
Although the majority of our donations are distributed through our Foodbank Front of House operations at Barnbygate and Tuxford, we also distribute, in accordance with the Charity's articles, supplies to other support agencies including the Women's Refuge, Help the Aged as well as to Social, Housing and Hospital agencies.

<b>Breakdown of Stock Issued</b>	<b>2017-18</b>	<b>2016-17</b>	<b>2015-16</b>	<b>2014-15</b>	<b>2013-14</b>	<b>2012-13</b>
	Kg	Kg	Kg	Kg	Kg	Kg
<b>Distributed Other Agencies</b>	2499	1621	1001	2350	1926	950
<b>Distributed BBG</b>	15558	14585	20629	15073	13607	2249
<b>Distributed Tuxford</b>	1397	898	0	0	0	0
<b>Spoilt/Out of Date</b>	416	1346	450	417	427	131
<b>Total</b>	<b>19870</b>	<b>18450</b>	<b>22080</b>	<b>17840</b>	<b>15960</b>	<b>3330</b>



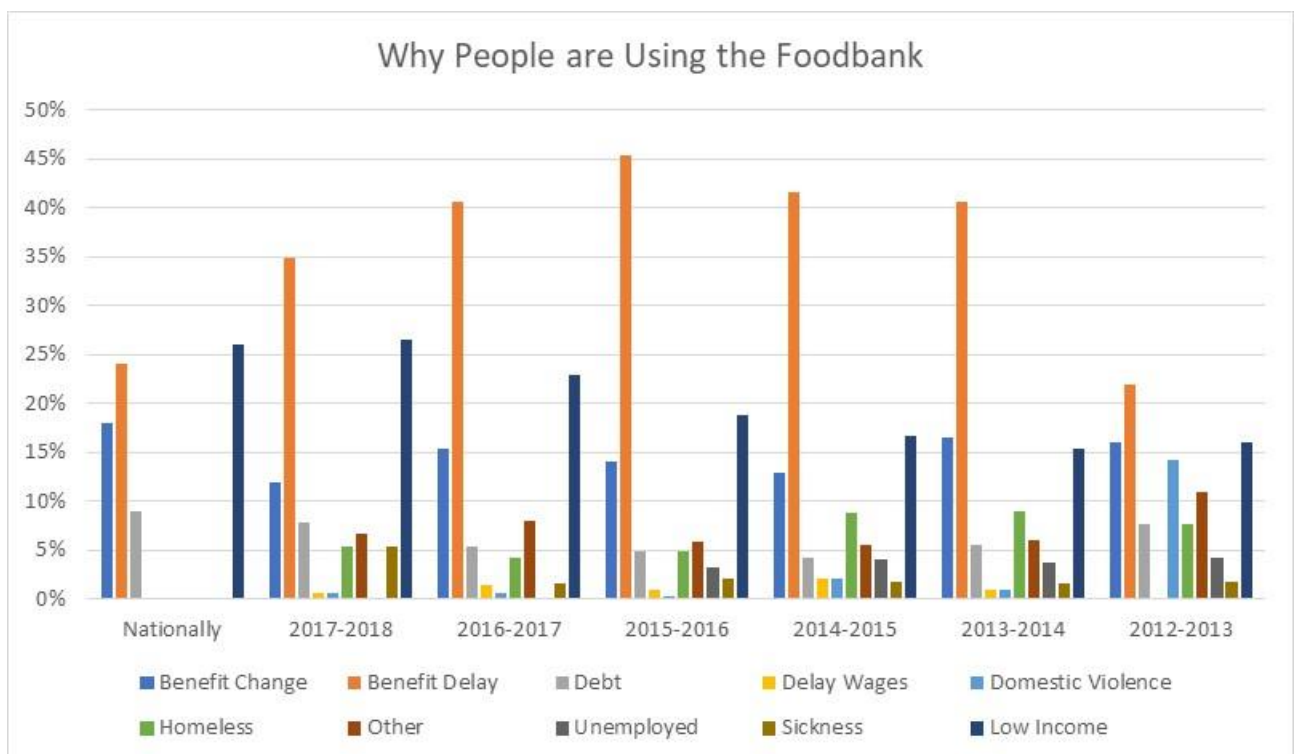
## Voucher Distribution

Clients usually need to be in possession of a voucher issued by one of our referral agencies in order to receive support from the Foodbank. A total of 927 vouchers were redeemed in 2017/18 issued from a total of 37 different agencies. This represents a decrease of 4% over the figure of 967 vouchers in 2016/17.



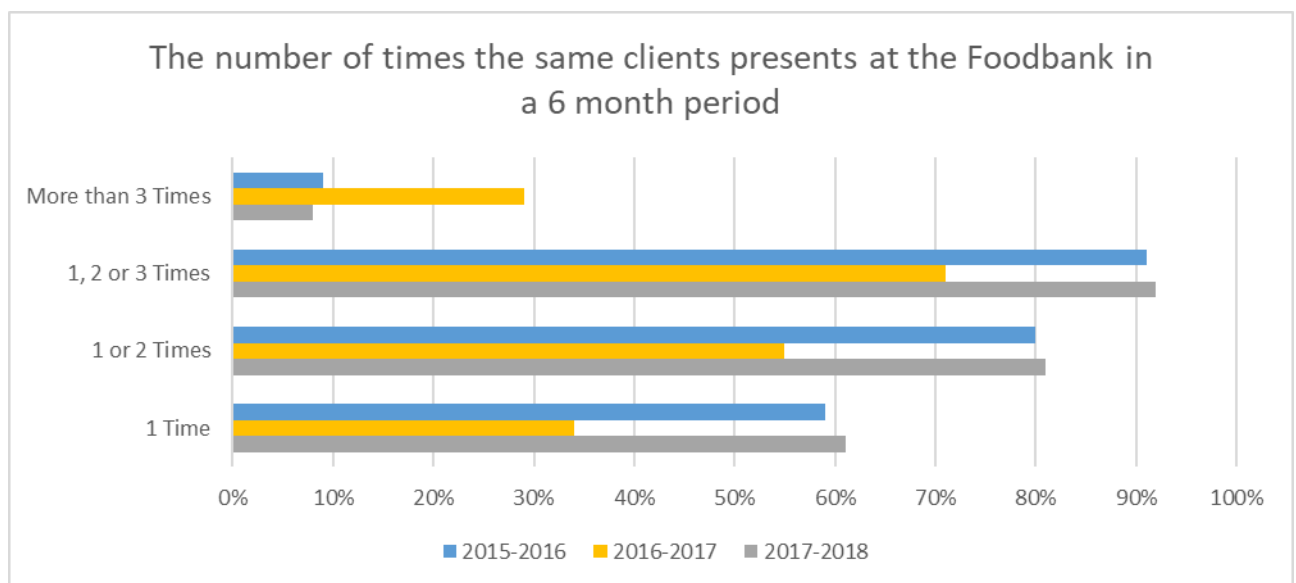
As a result, 3 day's emergency food relief was provided to 1267 adults and 555 children or putting it more basically a total of 16,398 meals were distributed.

The primary reasons for voucher redemption remain unchanged with Benefit Delay, Benefit Changes, Low Incomes and Debt being the largest.



The chart above includes the national figures for the same type of referrals. Newark's Foodbank mirrors those seen nationally. The chart also clearly shows that Low Income as a reason for referral is increasing steadily while referrals for Benefit Changes hold relatively constant. This suggests that even though some of our clients may be in receipt of Benefits, they are unable to avoid being in food poverty.

The Foodbank recognises that its primary function is to provide emergency food relief to clients and must not be seen by both the public, who generously donate to it, as well as by clients, as a subsidised grocery service. As a Trussell Trust foodbank we follow their general guidance that we should seek reassurance from any client, who arrives at the Foodbank more than 3 times in a six month period, that they are actively seeking to address their problems from appropriate support agencies. However, we recognise that on occasions it may take a considerable amount of time to overcome the particular crisis that a client is experiencing and therefore provided we are confident that they have an action plan in place, we will support those who need assistance over a longer period.



The chart above shows that whereas last year we had a relatively large number of clients (29%) who presented at the Foodbank more than 3 times in a 6 month period, this year the percentage has reduced down to 8%. As a consequence over 92% of clients manage with 3 or less vouchers and over 61% only need help with one voucher.

## Agencies

The number of agencies that are registered to issue Foodbank vouchers stands at 86. 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 ([agency@newark.foodbank.org.uk](mailto:agency@newark.foodbank.org.uk)) to discuss their requirements.

We held our 4th Agency Awareness day at Carriages Cafe in November 2017. 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. This year we arranged to also have a general presentation on the new Housing Act. This was well received and provided a focal point for general discussion. We intend to repeat this event next year and will try and develop the format further.

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. Tuxford Foodbank, operating as a satellite from Newark Foodbank operates between the hours 1000 and 1300 hrs on Tuesday. Warehouse operations continue 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 40 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) and the GDPR. 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 Zurich Insurance.



We have had a number of volunteers resign over the last year and have therefore actively sought to recruit new volunteers to fill specific functions. All areas are adequately supported although inevitably at certain times of the year finding volunteers to fill in the rota for Front of House operations can be difficult. 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 July 2018. 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 March 2018. This year the audit was conducted as a paper exercise with feedback provided by the Area Manager. 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 2017-18 is attached. As of 1 Apr 2018 the Foodbank has assets to the sum of £9,926.41. 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 Strategic Goals for the year:

### 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)

### 2017-2018

- Prepare for GDPR (Completed)
- Recruit new Volunteers (On-going)
- Investigate further the More Than Money Initiative following the implementation of GDPR (On-going).
- Develop a business case and justification for the amalgamation of Front of House and Warehousing Operations.

Attachment:

Treasurer's Report



## Accounts Statement for the 12 month period ended 31 March 2018

Income	Year Ended 31 March 2018		Year Ended 31 March 2017	
	Amount	% of income	Amount	% of income
Category				
Standing Orders	£1,188.00	36%	£1,488.00	40%
Donations - Individuals	£854.50	26%	£870.30	23%
Donations - Churches	£200.00	6%	£105.00	3%
Donations - Corporate	£200.00	6%	£0.00	0%
Other Donations and Fundraising	£282.50	9%	£567.12	15%
Transfer from Tuxford Foodbank	£0.00	0%	£513.35	14%
HMRC - Gift Aid	£532.80	16%	£200.00	5%
Interest	£4.82	0%	£12.15	0%
<b>Total</b>	<b>£3,262.62</b>	<b>100%</b>	<b>£3,755.92</b>	<b>100%</b>

Expenditure	Year Ended 31 March 2018		Year Ended 31 March 2017	
	Amount	% of outgoings	Amount	% of outgoings
Category				
Rent	£2,072.00	52%	£1,596.00	44%
Equipment	£19.99	1%	£155.99	4%
Printing, Stationery & Promotion	£491.81	12%	£328.42	9%
Trussell Trust	£360.00	9%	£360.00	10%
Van hire, Petrol & Repairs	£0.00	0%	£310.00	8%
Insurance & Legal	£277.79	7%	£278.84	8%
Events	£235.00	6%	£128.69	4%
Warehouse costs (ex rent)	£301.06	8%	£54.35	1%
Sundry (including food)	£197.45	5%	£441.77	12%
<b>Total</b>	<b>£3,955.10</b>	<b>100%</b>	<b>£3,664.06</b>	<b>100%</b>

Net (expenditure)/income	(£692.48)	£91.86
Balance brought forward	£10,618.89	£10,527.03
Balance carried forward	<u>£9,926.41</u>	<u>£10,618.89</u>
Represented by:		
CAF Gold Account	£9,380.56	£9,675.74
CAF Cash Account	£545.85	£943.15
	<u>£9,926.41</u>	<u>£10,618.89</u>

Accounts prepared by Martin L Cooper

*M. L. Cooper*

Independently examined by

*GP Reed*