

NORWICH FOODBANK

(A company limited by guarantee)

UNAUDITED

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023**



NORWICH FOODBANK
(A company limited by guarantee)

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NORWICH FOODBANK
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 OCTOBER 2023**

Trustees

G W Beckingham
K Davies
R Graham
F Haworth
K Hounsome
J Thorne
A M Stone (resigned 16 March 2023)
D J Osborne (appointed 21 September 2023)
R J Paraschivu (appointed 21 September 2023)

**Company registered
number**

07051996

**Charity registered
number**

1143528

Registered office

Henderson Business Centre
Ivy Road
Norwich
Norfolk
NR5 8BF

Accountants

Larking Gowen LLP
Chartered Accountants
1st Floor, Prospect House
Rouen Road
Norwich
NR1 1RE

FOREWORD BY THE CHAIR OF TRUSTEES:

As always, I want to begin this Foreword by thanking all those who have contributed so generously to our work, whether that be through donations of food or money or through their time. We are so grateful for everyone's contributions, without which we would not be able to provide the service we do for all those in Norwich and the surrounding area who need us.

Our primary activity is of course to provide food for those in need and in this respect the call on the foodbank is sadly increasing again. This increase seems certain to continue as people find it more and more difficult to afford the basics of life so that support from the community is as important as ever.

Increasingly, though, the foodbank is doing more than simply providing food. This Annual Report will go into detail but just to say here that we are doing more and more to help people avoid the situations that can lead to them seeking our support in the first place. We now have workers from Age UK, British Red Cross, Citizens Advice, Shelter and Your Own Place based in our Distribution Centres ready to offer advice and support on resolving the financial and other problems that our clients may be facing. And we also want to engage more effectively with those who seek our help in order to understand their needs more fully.

I also want to recognise the continuing hard work and dedication of our staff: Hannah our Project Manager, Keith our Warehouse Manager, Rachel our Administrator and, from the second half of 2023, now Katherine as our Project Officer and Jon as our Volunteer and Campaigns Coordinator. They are an amazing team as are all our volunteers in whatever role they have within the foodbank, whether based in the Distribution Centres, the warehouse or the office or in helping with such as collections and deliveries. We are so grateful for the time you give so freely to the foodbank.

And lastly to thank all my fellow Trustees for their work and support. Since the last Annual Report, we have recruited two new Trustees in Rebecca Paraschivu and David Osborne. All our Trustees contribute in many ways to ensuring the effective management of the foodbank.

Keir Hounsome
Chair of Trustees.

TRUSTEES' REPORT FOR THE YEAR ENDED 31 OCTOBER 2023

STATEMENT:

The Trustees present their annual report together with the financial statements of Norwich Foodbank for the year 1 November 2022 to 31 October 2023. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the Foodbank's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019). Since the Foodbank qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

OBJECTIVES AND ACTIVITIES:**a. Policies and objectives**

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

The objects of the Foodbank are to relieve persons in the United Kingdom and elsewhere in the world who are in conditions of need, hardship or distress.

b. Strategies for achieving objectives

Norwich Foodbank operate a system of collecting non-perishable food by public donation at supermarkets, from churches and other sources. The produce is distributed as emergency parcels sufficient for an individual or family to cover a period of 3 days.

PRINCIPLE RISKS AND UNCERTAINTIES:

The principal risks facing the foodbank and the steps to mitigate them are:

- ⇒ Donor fatigue. We therefore seek to maintain good relationships and communications with our donors, seek new donors through positive and ongoing publicity and also maintain a high level of reserves
- ⇒ Loss of key staff. We seek to be a good employer with an attractive employment package. We also have regular appraisals for staff
- ⇒ Failing income. We have detailed financial monitoring reports at all our Trustee meetings and maintain appropriately high level of reserves. As above, we also seek to maintain good relationships with donors
- ⇒ Volunteer fatigue. We have a large base of volunteers so seek to maintain thorough recruitment and induction processes and regular appreciation to maintain and grow relationships and encourage good communication

TRUSTEES' REPORT FOR THE YEAR ENDED 31 OCTOBER 2023

RELATIONSHIP WITH TRUSSELL TRUST:

We continue to operate as a media centre for the Trussell Trust, being a trusted foodbank for local and national press or other media enquiries. We are among the thirty biggest Trussell Trust foodbanks nationally—out of the network of 459—which relates to the number of people we are feeding annually and the amount of food donated and redistributed.

The Project Manager and a Trustee attended the Trussell Trust national conference and the Project Manager, Project Officer and Administrator attended several online Norfolk cluster meetings and Pathfinder specific meetings during 2022 and 2023. A new Warehouse Manager cluster meeting was set up for Norfolk and Suffolk foodbanks and the Warehouse Manager has both attended and hosted. Trustees have attended various online Trussell meetings aimed at Trustee boards, which have been useful for networking and sharing good practice.

Our Project Manager also attended several dedicated Financial Inclusion meetings with other foodbanks looking to recruit or partner with agencies to provide advice and support to clients. Due to our experience of this with Citizens Advice, Shelter and British Red Cross, Trussell asked for our input and experience for foodbanks interested in this work.

We continue to be part of the Trussell Trust's Pathfinder programme, actively exploring how to move closer to a future without the need for foodbanks. In this reporting period, our Project Officer and Project Manager attended a dedicated Pathfinder conference in February 2023. 59 foodbanks make up the Pathfinder programme so these events were opportunities to discuss, learn and share ideas with each other among the themes of referral pathways, participation, church and school engagement and Financial Inclusion—all of which we are exploring.

Norwich foodbank maintains an excellent relationship with neighbouring foodbanks in Norfolk and Suffolk, as well as with the Trussell Trust head office and local Trussell Trust including the East of England Area Manager.

In the period of 1st April 2022 - 31st March 2023, Trussell Trust foodbanks in Norfolk distributed 40,174 parcels. Within that figure, Norwich foodbank gave 11,797 parcels, 29% of the county's total.

AREA SERVED:

Norwich foodbank supports local people in crisis in the Greater Norwich area, covering approximately 479 square miles. We operated out of the warehouse, office and 11 distribution centres. We continued to utilise strong links with churches and volunteers in the Loddon and Poringland areas that hold emergency food parcels, delivering to local households referred to us.

Clients are issued a voucher by a care agency or care professional for 3 days of food. The warehouse is staffed with volunteers Monday – Friday to maintain the workload and professionals can attend on behalf of their clients to collect food. A few of our busiest care partners hold food parcels on their premises to distribute to clients, still using the voucher system.

A recipient said, 'To everyone who has helped us we would like to thank you for all your generous support these weeks, it has really helped.'

The foodbank office is staffed Monday - Friday 9am – 4pm and the Project Manager has an on-call mobile which is available 9am – 5pm Monday – Friday, excluding Bank Holidays.

TRUSTEES' REPORT FOR THE YEAR ENDED 31 OCTOBER 2023

FOOD COLLECTION:

The majority of food received is from public donations through collection points across Greater Norwich. Over 118 tonnes (with an estimated value of £280,362) came into the warehouse during the financial year 2022/23, a small decrease on 2021/22. Donations came from just over 200 different donors including individuals and groups.

Trussell Trust values one kilogram of donations at £2.37 and we use this calculation in determining the value of our stock and donated food. It was increased from £1.75 in September 2022 following the monitoring and review of the cost of items used to make up a food parcel.

We are extremely grateful to the Trussell Trust, Tesco and Asda for the financial top-up we receive. This is based on donations made and equate to around £2,000 per quarter.

We collected ahead of the Norwich vs Sheffield United match at Carrow Road in April 2023, generating over £600 in financial gifts and 229kg in physical donations. We held in-person collections at Tesco Sprowston in December 2022 and Waitrose Eaton in March 2023, with customers and staff donating a combined total of over 1.2 tonnes and over £1,000 in financial gifts.

We have continued to receive deliveries, via Bankuet, an online charity that buys in bulk so each £1 spent buys more than £1 of produce. We have encouraged new donor support and have a large number of donors directly through Bankuet, collectively giving £1,150 per month. We also receive one-off gifts through Bankuet enabling us to buy more than £30,000 of products in this period. We have built on our relationship with Aldi, ordering in bulk, which has helped us keep low stocked items topped up.

We shared in the 2021/22 Annual Report about the new Morrisons 'Foodbank Pick Up Bag' which continue to have a positive impact on donations from the supermarket with our most needed items being selected by the Community Champions for these pre-packed bags. This idea has been used by Tesco during the annual in-store collections.

FOOD DISTRIBUTION:

In our financial year 2022/23, over 142 tonnes of food went out of our warehouse. 82% of this was in the form of 3-day food parcels, toiletries and extra food items. 7% went to other Norfolk foodbanks and projects including FISH clubs and the remainder went to other partners in the local area including councils and temporary accommodation settings.

During this reporting period, we have operated out of 11 distribution centres, strategically placed within our geographical patch:

- Alive church on Nelson Street*
- Bowthorpe Church Hall in Bowthorpe
- Mile Cross Methodist Church in Mile Cross
- New Hope Christian Centre in Lakenham*
- Norwich Central Baptist Church in the city centre
- Oak Grove Community Church in Old Catton*
- St Elizabeths Church in Earlham
- St Peter Mancroft's Chantry Hall in the city centre
- Witard Road Baptist Church in Heartsease
- Wroxham and Hoveton United Reformed Church in Wroxham
- Wymondham Baptist Church in Wymondham

Three centres (*) provide a free hot meal to all those accessing the foodbank at the point of delivery and all centres offer light refreshments. Chantry also offer toast and porridge pots to those accessing their session on a Wednesday and Saturday morning. We are incredibly grateful to all the venue hosts for their support, enabling us to deliver a face-to-face service within our community.

TRUSTEES' REPORT FOR THE YEAR ENDED 31 OCTOBER 2023

PEOPLE SERVED:

In this financial year, Norwich foodbank gave out food parcels to enable 11,828 people (including 4,405 children) to be fed for 3 days each. This is an overall increase of 39% compared to our last financial year; the number of children equates to a 45% increase in the same period.

Emergency foodbank vouchers were fulfilled by 5,934 households this year. 1,957 only needed to visit us once, alongside receiving advice and support from their referral agency.

90% of people helped were in a household with at least one person aged 25-64 years old. 6% were over the age of 65 years.

The primary reasons for client referrals this year were:

- ⇒ low income (55%)
- ⇒ benefit delays and benefit changes (11%)
- ⇒ debt (9%)
- ⇒ sickness (5%)

REFERRAL PARTNERS:

We have over 200 partner agencies who can issue vouchers to clients they are working with and 5,093 vouchers were issued within this financial year. Norfolk Citizens Advice, SEETEC, Change Grow Live, Baseline and Shelter issued the most vouchers in this period. 98 vouchers were issued by ourselves, enabling 288 people to be fed; these vouchers account for self-referrals and agencies who aren't signed up to the Trussell Trust's online e-referral system.

Working with



BritishRedCross

Funding to continue partnerships with British Red Cross, Citizens Advice and Shelter have been secured using grants and donations up to March 2026. This goes alongside shorter-term funding (up to March 2025) for a partnership with Your Own Place (Community Interest Company). We are pleased to continue to receive support from two Shelter staff

members who volunteer their time at 2 distribution centres to give advice and support to those attending. Between the paid partnerships, we now have advice and support representation across all 11 centres at least once a fortnight. A bi-monthly partnership meeting has been introduced following the period this report covers, helping to build relationships between each service and effectively co-work on cases ensuring the right advice and support is in place at the right time. All partners continue to make and accept referrals through NCAN (Norfolk Community Advice Network) from the centres where they are not physically present.

**citizens
advice**



We also have voluntary arrangements in place with 2 further partners: Age UK Norwich and Family Hubs within Norfolk County Council offer outreach support, attending 4 centres between them during a fortnightly rotation. This combined support is invaluable, ensuring everyone who attends foodbank can speak to a trained partner about any issues they are facing and the agency can either continue working with them or signpost to another partner—often also in attendance so the client doesn't need to re-tell their story.



'...giving to anyone who has need.'
www.acts435.org.uk

We have continued as an advocate of Christian charity Acts 435, to enable us to post requests for support for specific items for clients (anonymously) which donors can choose to donate towards. In this period, we were successful with all 13 requests totalling £1,720 including a new wardrobe, a cooker hood and microwave and children's clothing.

TRUSTEES' REPORT FOR THE YEAR ENDED 31 OCTOBER 2023

SUPPORTERS and DONORS:

There have been countless new and growing supporters during this year, including private individuals, churches, companies and other charities for which we are very grateful.

Smurfit Kappa have continued to support us with regular donations of boxes to pack food parcels in and we greatly appreciate this. We are also thankful to our volunteer driver team who collect from the depot in Diss.

In November 2021, we were introduced to a company called 'Earth Breeze' who sell laundry sheets on a postal subscription. Their charitable arm donates products to foodbanks, shelters and animal charities and we were offered 1,000 packets and have since requested 2 more deliveries which have been honoured. They have been very well received as both an eco-product and for their ease of storage / transportation due to their size.

During the course of this year, we received food donations from 85 churches, benefices and religious groups, 44 businesses and 35 schools, as well as 39 different supermarket collection points and numerous private individuals. In our last reporting period, we saw a significant increase in standing orders and other regular giving through PayPal and Local Giving and this has remained steady. Our quarterly Prayer and News letters go out to over 200 people and we have good links with many local churches who support us with donations, gifts and prayer.

In May 2022, we joined 'Bank The Food' which is a free app we update with our most needed food and toiletries items and users who download it can immediately see what's top of the list. They can also choose to receive alerts when entering a supermarket that reminds them to donate to us. We now have 526 'followers' following online promotions of the app.

Following the change in shopping habits during and post pandemic, many donors converted their physical food donation to a financial one and this has continued throughout the current reporting period. We are incredibly grateful to all who give, in whatever capacity.

'I went to the foodbank for the first time ever and they are so lovely. I unpacked the boxes at home and I was crying and there were even bits for my son in there. I've just moved out of a refuge and have no friends, the people there were so lovely.'

Foodbank recipient

'Thank you all so much. I'm sorry we need you but I'm so very glad you are all there.'

Foodbank referrer

'You've helped me when I didn't even know where my next meal was coming from; I'm so thankful to you.'

Foodbank recipient

TRUSTEES' REPORT FOR THE YEAR ENDED 31 OCTOBER 2023

PROJECTS:

FISH – Food (and Fun) In School Holidays was launched in May 2014 providing a free hot meal and free fun activities to low-income families. In 2022/23 clubs in 4 areas took place during the various school holiday periods. Based on capacity and volunteer availability, FISH looked different in each location. Mousehold and Mile Cross took referrals from local schools and arranged home deliveries of packed lunches, recipe kits and activity packs. Thorpe and Queens Hill, arranged by school staff, did in-person provision of meals and activities.

Christmas – Since 2013, we have been a conduit between people wishing to give and people going without at Christmas. After a successful pilot in 2020, we used a digital Giving Tree where requests are listed on a website and donors could choose which gifts they would buy and then drop off at the warehouse. This worked very well with 149 individuals listed in 2022 and all were 'taken' by donors. We received knitted items (jumpers, hats and scarves) from the Norfolk Knitters and various other donations, including a great selection of books, from groups and private individuals. Gifts were distributed via 7 different agencies / partners including children's centres and young people's services. Several donors pledged their support for future years too.

Energy Bank—This started in 2017 and supports clients with a one-off emergency gas / electricity payment, alongside a foodbank parcel. Funding was received from Norfolk Community Foundation for the winter months (November—March) but due to ongoing emergency demand, private donations funded ongoing energy payments throughout 2022 and the start of 2023.

In May 2023, we joined Fuel Bank Foundation who can provide assistance with gas and electricity vouchers, free of charge to ourselves. During this reporting period, we have made 47 referrals to Fuel Bank Foundation and they have gifted a total of £1,410 to these households. We have funded a further 261 households using donated funds, totalling £10,257.

'One of the clients from last week came back today. They had spoken to our Citizens Advice worker last week and said it was such a relief to speak to someone and get help they didn't know was available and wanted to share that with us today.'

Foodbank volunteer

COMMUNITY ENGAGEMENT:

We welcomed several groups into the warehouse during the course of this financial year. They included 'regulars' GoodGym and Aviva, as well as new groups including several new Scouts, Cubs, Brownies and Guides groups. After an open invitation to all Norwich MPs and election candidates, we welcomed a visit from Alice Macdonald Labour candidate. Sprowston Junior pupil ambassadors made termly visits in this financial year once again.

In September 2023, we held an Open Morning at our warehouse with the opportunity to speak to staff, Trustees and volunteers and see the workings of the foodbank, as well as promoting the 'Guarantee Our Essentials' campaign launched by Trussell Trust and Joseph Rowntree Foundation.

Our Project Manager gave presentations to 8 groups throughout this financial year including the Norfolk Disabled Christian Fellowship, WI and Earlham Library Friends. The Project Officer and Manager led church services at Neatishead Baptist and Ipswich Road URC. The Project Manager spoke at a Trussell organised 'Anti-Poverty Round Table' event at the UEA, where leaders of charities, community groups and councillors attended to discuss our collective concerns and agree on action. Tile Media were contracted to create 3 films, showcasing the work of Norwich foodbank which can be shared remotely or as part of in-person presentations.

Norwich foodbank was chosen as 'Charity of the Year' by law firm Mills and Reeve and also for the second year in a row by Lakenham Townswomen Guild.

We continue to enjoy positive relationships with local supermarkets who have boosted low-stocked items, as well as providing gift vouchers and support to FISH clubs.

TRUSTEES' REPORT FOR THE YEAR ENDED 31 OCTOBER 2023

CHANGES AND CHALLENGES:

In our 2021/22 report, we shared the impact of many factors on both demand of our services and donations from our supporters and a similar challenge remains with more being spent on food stocks than ever before. Thanks to incredible generosity of financial gifts over the past few years, we are in a healthy position to continue in this way, however we must be mindful of the continued economic climate with increasing prices and how quickly funds can diminish.

Within our staff and volunteer teams, we have the opportunity both locally and nationally to communicate our shared vision with Trussell Trust of an end to the need for foodbanks. The joint campaign with Joseph Rowntree Foundation of 'Guarantee Our Essentials' has been running since February 2023, with different iterations of 'actions' throughout this time including writing to one's MP, signing a national petition and, following the calling of a General Election in 2024, writing messages of hope or challenge to the incoming government on a tablecloth at the foodbank.

We want to ensure we continue to speak to, listen to and speak up for those we serve at the foodbank and are working more closely with Your Own Place on a new 'participation' thread of work, including gathering stories and testimonies of those we have supported and planning workshops for feedback in the Autumn of 2024. Change is possible, but only if we act together.

WEBSITE AND SOCIAL MEDIA:

We continue to receive positive feedback and engagement on our social media content and, to date, have over 3,800 followers on Facebook, over 2,700 on Twitter and over 1,800 on Instagram. We have created a TikTok account and have 32 followers, with recent posts receiving over 800 views. We continue to keep updated news and information on our Trussell Trust template website at: norwich.foodbank.org.uk and utilise local press contacts including Greatest Hits Radio, EDP and Evening News and That's TV. Our website's 'Contact Us' function is working well with the equivalent of two messages per day coming through to the office.

In June, the Project Manager was interviewed by the Your Own Place Advisory Board for their audio podcast and in August, the Project Manager was filmed for Thetford Foodbank's YouTube podcast, alongside Kings Lynn Project Manager about the challenges, similarities and difference between all 3 foodbanks.

VOLUNTEERS:

During our financial year 2022/23 we were supported by approximately 180 volunteers. This number has grown steadily as we have recruited new volunteers, who found us through word of mouth, social media, our website and press articles.

We held a Volunteer's Celebration Meal in September 2023 at The Chantry at which 80 volunteers attended for a meal and presentation on the past year by our Project Manager. During the course of this financial year, two volunteers received external awards: Barry, part of our Loddon team, was given the 'Freedom of Loddon' award for his service to the community through his church and foodbank roles. Angela, a founding Trustee and distribution centre leader, was awarded the Benemerenti Medal, a Papal honour for outstanding charitable services. Norwich foodbank is proud to work with such an amazing team of volunteers.

A weekly update email to all volunteers – active or not involved actively – from the Project Manager began in April 2020 and this has continued in order to help volunteers have a better understanding of all that we are doing, including client feedback and news. Many ex-volunteers and non-volunteer supporters have continued to receive this update at their request and the mailing list is over 250 people.

TRUSTEES' REPORT FOR THE YEAR ENDED 31 OCTOBER 2023

LOOKING FORWARD:

During the last reporting period, we partnered with researchers at the University of East Anglia (UEA) to help us evaluate our Energy Bank and Financial Inclusion services. As a result of this work, we had an open meeting for volunteers to give their feedback on the findings and put on two Wellbeing workshops for volunteers to attend. Immediately following the period covered in this report, Your Own Place (a local social enterprise) has been commissioned to run volunteer training and upskilling, as well as implementing a participation workshop for people with lived experience of using the foodbank. This will run alongside their existing workshops offering practical help and support on topics such as debt, budgeting and bills.

In November 2023, a new role was created and recruited to—a Volunteers and Campaigns Coordinator—in order to maximise support of our incredible volunteer workforce and use their interest and voices within our campaigning for change for our beneficiaries.

We wholeheartedly support the Trussell Trust in their vision to see an end to the need for foodbanks. In March 2023, a joint campaign was launched with Joseph Rowntree Foundation called 'Guarantee The Essentials', calling on government to increase and guarantee a minimum level of benefits a person receives. Over 150,000 signatures have been received and, ahead of an expected election in 2024, we want to ensure that existing and prospective candidates have the information needed to support an end to the need for foodbanks.

We will continue to provide emergency food and other essentials (including toiletries and Energy Bank payments) to those in need in Greater Norwich and seek other options and partnerships to enable people to move out of their crisis as quickly, smoothly and easily as possible.

As mentioned in our 2021/22 report, a number of social supermarkets in the Norwich area opened and were overwhelmed with membership sign ups. A new social supermarket in the NR5 area opened immediately following the period of this report and the Project Manager is a Director, with the aim of ensuring help and support is available alongside low-cost food. We are looking at how best we can work together, inter-referring clients across our projects to ensure we help those in emergency need while the social supermarkets help those on a limited income but who are 'just about managing'.

INDUCTION AND TRAINING OF TRUSTEES:

Following positive interview and prior to appointment, prospective Trustees are invited to attend a meeting of the Trustees to see the board operate. Then, and following formal appointment, there is an induction programme that involves meetings with the Project Manager and Chair of Trustees to explain how the foodbank works, our governance and other processes. Trustees are also encouraged to visit the warehouse and a distribution centre. Ongoing training is mainly provided through Trussell Trust online sessions designed for Trustees.

SETTING PAY AND RENUMERATION:

Along with other foodbank staff, the Project Manager's salary is reviewed annually in May (as well as in November in times of high inflation). Increases at least reflect changes in the CPI and regard is also had to the advertised salaries for similar roles in Trussell Trust foodbanks and in other charities in the eastern region.

TRUSTEES' REPORT FOR THE YEAR ENDED 31 OCTOBER 2023

FINANCIAL REVIEW:

a. Going Concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Foodbank has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Reserves Policy

The Trustees have adopted a reserves policy to determine a minimum level of reserves that will ensure the Foodbank can adapt to future changes in patterns of income, and also react to unexpected significant expenditure demands. The Trustees have set a free reserves target to hold reserves of no less than 12 months of operational expenditure. Operational expenditure is defined as total unrestricted expenditure less the cost of donated food given out. The target at the year end was £175,000.

Free reserves at 31 October 2023 amounted to £435,152 which exceeds the reserves target.

In the exceptional circumstances brought on by the pandemic and followed by the cost of living crisis, the volume of donations and other income received has risen significantly, leading to the Foodbank's free reserves becoming higher than the policy target. Since the year end, the Trustees are working on plans for the best use of these reserves.

TRUSTEES' REPORT FOR THE YEAR ENDED 31 OCTOBER 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT:

a. Constitution

Norwich Foodbank is registered as a charitable company limited by guarantee and was set up by a Trust deed.

b. Methods of appointment or election of Trustees

The management of the Foodbank is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed. Trustees are appointed by a resolution of the Trustees. They are chosen with regard to their skills, knowledge and experience needed for the effective administration of the Foodbank.

c. Statement of Trustees' Responsibilities

The Trustees (who are also the directors of the Foodbank for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Foodbank and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Foodbank will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Foodbank's transactions and disclose with reasonable accuracy at any time the financial position of the Foodbank and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Foodbank and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Board of Trustees on: 9th July 2024

and signed on their behalf: Keir Hounsme

Keir Hounsme

(Chair of Trustees)

NORWICH FOODBANK
(A company limited by guarantee)

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 OCTOBER 2023**

Independent examiner's report to the Trustees of Norwich Foodbank ('the Company')

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 October 2023.

Responsibilities and basis of report

As the Trustees of the Company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act;
or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

NORWICH FOODBANK
(A company limited by guarantee)

INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 OCTOBER 2023

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.

Signed:

Dated: 15 July 2024

Giles Kerkham FCA DChA

Larking Gowen LLP

Chartered Accountants

1st Floor, Prospect House

Rouen Road

Norwich

NR1 1RE

NORWICH FOODBANK
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 OCTOBER 2023**

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	3	76,740	507,743	584,483	600,694
Investments	4	-	5,389	5,389	264
Total income		76,740	513,132	589,872	600,958
Expenditure on:					
Charitable activities	5	139,140	514,108	653,248	427,264
Total expenditure		139,140	514,108	653,248	427,264
Net movement in funds		(62,400)	(976)	(63,376)	173,694
Reconciliation of funds:					
Total funds brought forward		121,585	436,128	557,713	384,019
Net movement in funds		(62,400)	(976)	(63,376)	173,694
Total funds carried forward		59,185	435,152	494,337	557,713

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 18 to 30 form part of these financial statements.

NORWICH FOODBANK
(A company limited by guarantee)
REGISTERED NUMBER: 07051996

BALANCE SHEET
AS AT 31 OCTOBER 2023

	Note	2023 £	2022 £
Current assets			
Stocks	10	22,920	58,368
Debtors	11	6,464	6,941
Current asset investments	12	200,000	100,000
Cash at bank and in hand		272,567	396,890
		<u>501,951</u>	<u>562,199</u>
Creditors: amounts falling due within one year	13	(7,614)	(4,486)
Net current assets		<u>494,337</u>	<u>557,713</u>
Total net assets		<u><u>494,337</u></u>	<u><u>557,713</u></u>
Charity funds			
Restricted funds	14	59,185	121,585
Unrestricted funds	14	435,152	436,128
Total funds		<u><u>494,337</u></u>	<u><u>557,713</u></u>

The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Kent Hounsme
.....
K Hounsme
(Chair of Trustees)
Date: 09/07/2024

The notes on pages 18 to 30 form part of these financial statements.

NORWICH FOODBANK
(A company limited by guarantee)

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 OCTOBER 2023**

	2023 £	2022 £
Cash flows from operating activities		
Net cash used in operating activities	(26,706)	195,967
Cash flows from investing activities		
Purchase of current asset investments	(100,000)	-
Interest received	5,389	264
Net cash (used in)/provided by investing activities	(94,611)	264
Cash flows from financing activities		
Interest paid	(3,006)	(173)
Net cash used in financing activities	(3,006)	(173)
Change in cash and cash equivalents in the year	(124,323)	196,058
Cash and cash equivalents at the beginning of the year	396,890	200,832
Cash and cash equivalents at the end of the year	272,567	396,890

The notes on pages 18 to 30 form part of these financial statements

NORWICH FOODBANK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023

1. General information

Norwich Food Bank is a registered charity limited by shares domiciled in England and Wales, charity registration number 1143528 and company registration number 07051996. The registered office is Henderson Business Centre, Ivy Road, Norwich, NR5 8DF.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Norwich Foodbank meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

2.3 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income on receipt of the goods.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

NORWICH FOODBANK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023

2. Accounting policies (continued)

2.4 Expenditure (continued)

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Stocks

Stocks are valued using the price per kilogram recommended by Trussell Trust. During this year and the prior year the price per kilogram was £1.75.

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.10 Pensions

The Company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

NORWICH FOODBANK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023**

2. Accounting policies (continued)

2.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Income from donations and legacies

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Donations			
General donations	-	235,900	235,900
Donated goods for distribution	-	261,043	261,043
Donated services	-	-	-
Total donations	-	496,943	496,943
Grants	76,740	10,800	87,540
	76,740	507,743	584,483

NORWICH FOODBANK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023**

3. Income from donations and legacies (continued)

	<i>Restricted funds 2022 £</i>	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Donations			
General donations	-	181,477	181,477
Donated goods for distribution	-	208,044	208,044
Donated services	-	7,375	7,375
Total donations	-	396,896	396,896
Grants	172,346	31,452	203,798
	<u>172,346</u>	<u>428,348</u>	<u>600,694</u>

4. Investment income

	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Investment income - bank interest	5,389	5,389

	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Investment income - bank interest	264	264

NORWICH FOODBANK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023**

5. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total 2023 £
Total costs	139,140	514,108	653,248

	<i>Restricted funds 2022 £</i>	<i>Unrestricted funds 2022 £</i>	<i>Total 2022 £</i>
Total costs	71,708	355,556	427,264

6. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £
Providing food	489,573	163,675	653,248

	<i>Activities undertaken directly 2022 £</i>	<i>Support costs 2022 £</i>	<i>Total funds 2022 £</i>
Providing food	326,914	100,350	427,264

NORWICH FOODBANK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023**

6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Total funds 2023 £	<i>Total funds 2022 £</i>
Food given out	341,087	241,856
Transport and travel	2,410	3,083
Energy Bank	10,959	16,305
FISH holiday project	3,623	5,118
Financial Inclusion Project	6,108	6,020
Citizens Advice project	33,612	40,807
Volunteer/staff expenses	2,047	3,074
Warehouse supplies	6,478	3,824
Distribution centres	13,660	6,827
Shelter project	69,589	-
	<hr/> 489,573 <hr/>	<hr/> 326,914 <hr/>

NORWICH FOODBANK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023**

6. Analysis of expenditure by activities (continued)

Analysis of support costs

	Total funds 2023 £	<i>Total funds 2022 £</i>
Staff costs	72,203	58,236
Training/development	1,082	415
Office rent and admin charges	68,415	26,848
Office running expenses	5,662	3,339
Insurance	727	617
Subscriptions	1,103	578
Advertising and publicity	4,986	1,623
Acts 435	843	1,984
Professional fees	1,568	2,637
Examiners fees	4,080	3,900
Bank charges	3,006	173
	163,675	100,350

7. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £4,080 (2022 - £3,900).

8. Staff costs

	2023 £	<i>2022 £</i>
Wages and salaries	67,880	56,762
Contribution to defined contribution pension schemes	4,323	1,474
	72,203	58,236

The average number of persons employed by the Company during the year was as follows:

	2023 No.	<i>2022 No.</i>
Staff	4	4

NORWICH FOODBANK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023

8. Staff costs (continued)

No employee received remuneration amounting to more than £60,000 in either year.

The charity considers that the key management personnel comprise the trustees and senior management team. The total employee benefits of key management personnel of the charity were £32,901 (2022: £28,443)

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 October 2023, no Trustee expenses have been incurred (2022 - £NIL).

10. Stocks

	2023 £	2022 £
Food for distribution	<u>22,920</u>	<u>58,368</u>

11. Debtors

	2023 £	2022 £
Due within one year		
Other debtors	6,300	5,500
Prepayments and accrued income	164	1,441
	<u>6,464</u>	<u>6,941</u>

NORWICH FOODBANK
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023

12. Current asset investments

	2023	2022
	£	£
Cash held on deposit	200,000	100,000

13. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Accruals and deferred income	7,614	4,486

NORWICH FOODBANK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023**

14. Statement of funds

Statement of funds - current year

	Balance at 1 November 2022 £	Income £	Expenditure £	Balance at 31 October 2023 £
Unrestricted funds				
General Funds	436,128	513,132	(514,108)	435,152
Restricted funds				
Financial Inclusion Project	91,886	63,000	(109,309)	45,577
Trussel Trust Pathfinder	-	9,000	(9,000)	-
Energy Bank	3,788	2,595	(6,383)	-
FISH Holiday Project	15,661	395	(3,623)	12,433
Norfolk Household Support Fund	8,250	1,000	(8,075)	1,175
Norwich West Lions - Christmas presents	-	750	(750)	-
NCC heating grant	2,000	-	(2,000)	-
	121,585	76,740	(139,140)	59,185
Total of funds	557,713	589,872	(653,248)	494,337

Financial Inclusion Project & Citizens Advice - Grant funding from Trussell Trust to employ advisors from Citizen's Advice, Shelter and British Red Cross to support foodbank clients and those at risk of needing the foodbank with income maximisation, debt management and related matters. Further details can be found on page #.

FISH Holiday Project - FISH is 'Food (and Fun) In School Holidays'; Norwich foodbank partners with local churches, schools and community groups to provide free food and activities to low income families in the school holidays. Further details can be found on page 8.

Norfolk Household Support Fund - Funding for households in Norfolk to help with food and utility bills.

NORWICH FOODBANK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023**

14. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 November 2021 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Balance at 31 October 2022 £</i>
Unrestricted funds				
General Funds	363,072	428,612	(355,556)	436,128
Restricted funds				
Financial Inclusion Project	-	97,906	(6,020)	91,886
Trussel Trust Pathfinder	-	38,515	(38,515)	-
Energy Bank	3,193	6,900	(6,305)	3,788
FISH Holiday Project	17,754	3,025	(5,118)	15,661
Norfolk Household Support Fund	-	14,000	(5,750)	8,250
Norwich West Lions - Christmas presents	-	5,000	(5,000)	-
Norfolk County Council - Winter Allowance	-	5,000	(5,000)	-
NCC heating grant	-	2,000	-	2,000
	<u>20,947</u>	<u>172,346</u>	<u>(71,708)</u>	<u>121,585</u>
Total of funds	<u><u>384,019</u></u>	<u><u>600,958</u></u>	<u><u>(427,264)</u></u>	<u><u>557,713</u></u>

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Current assets	59,185	442,766	501,951
Creditors due within one year	-	(7,614)	(7,614)
Total	<u><u>59,185</u></u>	<u><u>435,152</u></u>	<u><u>494,337</u></u>

NORWICH FOODBANK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023**

15. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	<i>Restricted funds 2022 £</i>	<i>Unrestricted funds 2022 £</i>	<i>Total funds 2022 £</i>
Current assets	121,585	440,614	562,199
Creditors due within one year	-	(4,486)	(4,486)
Total	<u>121,585</u>	<u>436,128</u>	<u>557,713</u>

16. Reconciliation of net movement in funds to net cash flow from operating activities

	2023 £	2022 £
Net income/expenditure for the year (as per Statement of Financial Activities)	<u>(63,376)</u>	<u>173,694</u>
Adjustments for:		
Interest paid	3,006	173
Interest received	(5,389)	(264)
Decrease in stocks	35,448	21,124
Decrease/(increase) in debtors	477	(3,041)
Increase in creditors	3,128	4,281
Net cash provided by/(used in) operating activities	<u>(26,706)</u>	<u>195,967</u>

17. Analysis of cash and cash equivalents

	2023 £	2022 £
Cash in hand	272,567	396,890
Total cash and cash equivalents	<u>272,567</u>	<u>396,890</u>

NORWICH FOODBANK
(A company limited by guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2023**

18. Analysis of changes in net debt

	At 1 November 2022 £	Cash flows £	At 31 October 2023 £
Cash at bank and in hand	396,890	(124,323)	272,567
	<u>396,890</u>	<u>(124,323)</u>	<u>272,567</u>

19. Pension commitments

The Charity operates a defined contribution scheme in respect of certain employees of the Charity.

Employer contributions are charged in the accounts as incurred and totalled £4,323 (2022: £1,474). There were outstanding contributions at the balance sheet date of 31 October 2023 of £387 (2022: £293).

20. Related party transactions

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 October 2023.

Norwich foodbank is a local Christian charity and is part of the Trussell Trust's UK-wide foodbank network that helps local churches and communities to open foodbanks, providing emergency food to thousands of people every year.

PATRONS

Rt Revd. Graham Usher, Bishop of Norwich

Delia Smith CBE

Susan Hill DBE



CONTACT US:

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Registered charity number: 1143528

