



# **Annual Report**

## **2020**



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## **Chairman's Letter 2020**

It's been an extraordinary year for Hartlepool's foodbank.

In January we were about to launch *Hands up for Hartlepool*, giving us a shop front in Middleton Grange Shopping Centre so that we and our partner organizations could have longer, informal meetings with clients, building on work we are able to do during lunchtime sessions on Tuesdays and Fridays. As well as giving out food to individuals and families in crisis, we spent time listening, signposting and occasionally helping them in other ways. Abi Knowles was our coordinator and Rev'd Clive Hall was chair of trustees.

All that changed during the year. Abi left in February to have a baby. Lisa Lavender took over as coordinator; Clive resigned as chair to give more time for his other responsibilities. The pandemic took hold, forcing us to suspend *Hands up for Hartlepool* after only a month of opening and change the way we operate.

I would like to offer sincere thanks to Clive who led the trustees from Foodbank's inception at the end of 2012; congratulations to Abi on the birth of a baby son; and huge thanks to Lisa for taking over as coordinator and to Teagan Burns who came in to manage the warehouse.

For most of 2020 our operation has changed to comply with the restrictions needed to reduce the risk of infection by Covid 19. Although we have continued to serve a few clients at the door of our HQ, 28 Church Street, in May we instituted home deliveries to vulnerable individuals and families. Initially we used drivers and vans provided by *British Gas*, but then we continued making deliveries using our own van and teams of volunteers. We also provided food directly through our main referral agencies, particularly the Council's Hub. As the Council also asked us to provide food boxes for its wider programme of food relief during the first lock-down, our warehouse operation was exceptionally busy during this period.

The pandemic brought about a greater public awareness of the problem of food poverty. Many people have responded hugely generously to the challenge with substantial donations of both money and food so that warehouse stocks have remained solid and we are able to plan to replace our ageing van next year. We have received terrific support from businesses, including some retailers, for example: Tesco, giving financial support as the national partner to Trussell Trust as well as food collections; The ASDA Foundation; Embleton Dairies, providing fresh milk, yoghurt and butter for clients during the lockdown; Mecca Bingo, providing hampers for families at Christmas; and Hart Biologicals, committing financial support over 7 years. Churches and individuals have contributed liberally, with some extremely generous single donations and a number of people adding themselves to the list of regular donors – this is especially welcome as we seek to make the foodbank, including our employees, more financially secure. The Council has maintained its support, a partnership which we greatly value. More information about this public and private generosity towards the most vulnerable of our town is given later in this Annual Report in the coordinator's report and the financial reports and appendices. I pay tribute to our vice chair, Mrs Susan Atkinson, for continuing to give generously of her time, applying to the charities and trusts that continue to provide core and development funding and to Mrs Angela Carrick our



treasurer who gives this service without payment alongside a full time job. I thank God for it all.

In recent years, a number of other organizations and individuals have joined in providing food relief in Hartlepool. The Trussell Trust model is based on emergency relief, but other initiatives have, over time, provided food kitchens and informal foodbanks that help sustain more people, for example St Aidan's Kitchen and Poolie Time Exchange. The *Food Network* is a small number of individuals who have developed pathways to direct surplus food from supermarkets (including Morrisons) and wholesalers to families that need it. The Council recently let a contract to deliver subsidised food to families living near the margins ("*The Bread and Butter Thing*"). Together with these organizations, we have helped found an umbrella organization, *Hartlepool Food Council*, facilitated by Hartleypower, to deliver a more coordinated approach to food relief in our town. Developing our own 5 year strategy, we look forward to abolishing unavoidable food poverty, identifying real need and reducing dependency whilst channelling the town's generosity to those who are hungry.

As well as our employees, I would like to thank Mrs Josie Watson who continues to let us use 28 Church Street rent free, the owners of Middleton Grange for providing premises free of charge, Clive Rathbone our *pro bono* auditor, and our corps of volunteers - both those who have taken on new challenges and worked hard in the warehouse and hub and also those who, by virtue of age or vulnerability, have been unable to do as much as they wanted to. To all our supporters, employees, funders and volunteers, thank you very much for your generosity, your commitment and your love of those we serve. We are in good shape for the challenges of 2021.

Yours sincerely, Andrew Craig

A handwritten signature in dark ink, appearing to read "Am", with a small dot to the right.



## Hartlepool Foodbank Coordinator's Annual Report

### Summary

At the beginning of this last year we saw the safe arrival of Abi Knowles' first child and a new deputy in post, Teagan Burns. I, Lisa Lavender, then stepped into the Coordinator's role to cover maternity leave.

By March we had all embarked on our journey through the national lockdown. This led to weekly decisions being made on how best to run the foodbank to ensure, along with many others in the town, that those needing help and support with food received it. We saw the temporary closure of Hands Up for Hartlepool during this time after it being launched in February.

A small team of volunteers were amazing with their commitment and loyalty turning up each week both at the warehouse and Church Street to keep us up and running. Donations have been incredible. The generosity of the community did not stall with the commitment of regular food and monetary donations.

This was a very different year in the life of the foodbank and one we are yet to come out of but the support of Trussell Trust, British Gas, The Community and Fantastic Volunteers has meant that we could stay open and give support to the town.

### Personnel

The volunteers are the most valuable asset to us as an organisation. I cannot thank them enough for their part in getting us through this last year, whether this was being able to come in and help or make a contribution to our WhatsApp page, helping us all laugh and keeping connected. Both are equally important. We also had the provision of two extra volunteers from the council, who very soon became part of the foodbank family. Both Emad and James were a valuable asset through this time.

September saw the return of some of our volunteers who were unable to serve through the initial lockdown. With the announcement of the third lockdown we have once again asked those who are vulnerable to wait before returning to serve. We do look forward to when we can invite everyone back and be open fully offering our full service.

I would also like to honour Teagan Burns for her hard work at the warehouse and support as interim Deputy Coordinator. To begin a new role and then have to adapt quickly because of the pandemic, has been a challenge. This challenge was met with perseverance, grit and commitment.

Thank you Teagan.



## Donations and Distribution

Donations have been exceptional. The Community of Hartlepool have been amazing. We have seen such generous contributions both in food and money. The kindness is incredible. Some high lights of generosity include: -

1. Sponsored Bike rides
2. Gifted birthday money
3. Donated pocket money
4. Christmas Hampers
5. Whole displays full of selection boxes
6. Donated fresh produce
7. The rest of stock from a local store which had closed

These are just a few examples of the generosity we have seen and are continuing to see. Many, who give, choose to remain anonymous, both in food donations and financial contributions. Without them we would not be able to serve the community.

We have also been blessed by Embleton Dairy. Each week we are given fresh milk, butter and yoghurt to give out in our parcels. This is added to by a weekly donation from the Food Network. Each week Jill Barrett faithfully brings a contribution of bread and fresh produce.

Our indebted thanks go to all who tirelessly give and support the Foodbank.

During 2020 we continued to share bulk donations and therefore we also report our outputs as the equivalent number of meals alongside vouchers and number of people: -

145,557 meals were provided

2,033 vouchers were processed

3,714 people were supported with food parcels

2020 also saw a change in the size of our food parcels. Alongside our 3 day emergency parcel the Trussell Trust enabled us to extend this to a 7 day parcel. This has been specifically for those who are self-isolating or suffering with the virus. We will continue to do this throughout this time.

We have also adapted to a delivery service throughout the pandemic. This began during the first lockdown with the Trussell Trust partnering with British Gas. For around 7-8 weeks the British Gas drivers turned up to take out our deliveries. Once this had stopped, as the team returned back to their normal working, we were able to continue with this service using our own van. British Gas also facilitated the delivering of bulk donations directly to our warehouse facility.



## **Christmas**

In spite of the pandemic Christmas time saw a further abundance of donations. Throughout the month of December we took 7.7 tonnes in food and toiletry donations. On top of this we were blessed with hampers which were made up and donated by Mecca Bingo. Michelle and her team worked hard to put the hampers together. These were distributed along with our normal food parcels.

Thank you Michelle.

## **Partnerships**

Since the foodbank first opened its doors in 2012, it has built up a working relationship with multiple agencies across the town. Our biggest referrer still remains The Children's Hub at the Civic Centre. It is a neutral place for those who are not working with a tailored agency, to access the help provided by the foodbank. At the beginning of the pandemic we were able to work with the Council through our joint partnering. We supported them with the making up of food parcels which were distributed into the community. No vouchers were required for these parcels as they were to assist while assessments were made; learning who in the community needed help with shopping and those facing a crisis. The cost of the boxes was met by the Council. We were a tool to help get food out quickly. This was done alongside providing food parcels for those facing a crisis.

A lot of the partnering agencies have now signed up to the E Referral System. The E referral system has taken the place of the initial red written vouchers. The system has proved effective during this last year.

The Foodbank is now a member of the Hartlepool Food Council. This has been birthed out of the pandemic. Please see the Chairman's report.

## **Hands Up For Hartlepool**

In the February of 2020 we saw the launch of Hands Up For Hartlepool. Funding for this project was gained from the Trussell Trust's partnership with Asda. This was set up to complement our emergency food provision. The project is designed to provide a neutral and central space for partnering agencies to meet with clients and provide information, advice and guidance to tackle problems sustainably. By the end of March this provision was on hold. It remains on hold until we see a break through with the pandemic but we will resume as soon as is safe to do so.

We do look forward to the time when we can freely meet up and invite agencies back to the Hands Up for Hartlepool space in Middleton Grange. This will once again help us to offer the full wrap around service to assist with addressing the wider needs.



## **Supermarkets**

Our continued thanks to the following Supermarkets for their support of the Foodbank with collection points in store:-

Asda  
Morrisons  
Sainsbury – Murray Street  
Sainsbury – Station Lane  
Spar  
Tesco Extra

Donations from supermarkets in 2020 totalled 36 tonnes.

## **Warehouse**

We are thankful once again to Middleton Grange Shopping Centre for the provision of both the warehouse and Hands Up for Hartlepool space. Both of these spaces are greatly appreciated. Our thanks go to Mark Rycroft and the management team, and to the team, who work in the outside space of the warehouse emptying the bins, answering our queries and willing to help.

## **Future Plans**

In 2021 our aim is to fully open Church Street and Hands Up For Hartlepool to once again offer our full service for those who need it. We will continue to work alongside and support our partner agencies.





## Financial Report

The accounts are unaudited. The independent examiner's report on the 2019 accounts is given in Appendix IV (the 2020 accounts will be examined later in the year).

Many thanks are due to our independent examiner, Clive Rathbone, for contributing to the work of the foodbank by carrying out the independent examination of the accounts without payment.

### Income 2020

Description	Note	Unrestricted funds £	Restricted funds £	Total funds £	2021 budget £
Private donations		33,481.20	0.00	33,481.20	20,000.00
Church donations		2,184.70	0.00	2,184.70	2,200.00
Corporate donations	1	89,236.11	0.00	89,236.11	30,000.00
Grant funding	2	5,000.00	26,197.23	31,197.23	30,000.00
Gift aid tax recovered		966.97	0.00	966.97	1,500.00
Total receipts		130,868.98	26,197.23	157,066.21	87,300.00

### Expenditure 2020

Description	Note	Unrestricted funds £	Restricted funds £	Total funds £	2021 budget £
<b>Premises</b>					
Premises maintenance, repairs & alterations		4,380.27	0.00	4,380.27	4,200.00
Premises insurances & rates		1,699.27	0.00	1,699.27	1,500.00
Utilities		2,518.73	0.00	2,518.73	2,500.00
Equipment		333.45	2,000.00	2,333.45	2,000.00
Middleton Grange Project		0.00	3,066.29	3,066.29	2,000.00
<b>Running Expenses</b>					
Subscriptions		238.99	0.00	238.99	1,000.00
Telephone & Broadband		537.10	0.00	537.10	600.00
Office Supplies		739.97	500.00	1,239.97	1,200.00
Food Purchases		640.71	10,144.00	10,784.71	7,000.00
Transport		1,612.43	1,000.00	2,612.43	2,500.00
Depreciation		3,516.33	0.00	3,516.33	4,000.00
<b>Volunteers</b>					
Volunteers Training		0.00	0.00	0.00	500.00
Expenses	3	265.99	0.00	265.99	520.00
Hospitality	4	429.95	0.00	429.95	700.00
Employee Costs		32,959.83	8,145.85	41,105.68	52,938.00
Total payments		49,873.02	24,856.14	74,729.16	83,158.00



## Balance Sheet as at 31/12/2020

Description	Notes	2020 £	2019 £
<b>Assets</b>			
Fixed assets		0.00	3,516.33
Foodbank a/c		134,970.16	45,647.67
Debtors		464.55	4,525.85
<b>Total Assets</b>		<b>135,434.71</b>	<b>50,173.52</b>
<b>Liabilities</b>			
Creditors (falling due within 1 year)	5	1,061.04	1,653.23
<b>Total Liabilities</b>		<b>1,061.04</b>	<b>1,653.23</b>
Net current assets (Total assets less current liabilities)		134,373.67	52,036.62
Creditors (falling due after 1 year)		0.00	0.00
<b>Total Net Assets</b>		<b>134,373.67</b>	<b>52,036.62</b>
<b>Funds</b>			
Unrestricted		114,556.85	42,314.42
Restricted	6	19,816.82	9,721.80
Endowment		0.00	0.00
<b>Total Funds</b>		<b>134,373.67</b>	<b>52,036.62</b>

*The notes to the account can be found in Appendix I*

The main contributions from employers, corporate donors and charitable trusts are listed in Appendix II. The Foodbank's trustees, partners, employees and volunteers are very grateful to all the individuals and organizations that have provided financial support. We try to acknowledge all gifts over £100 (for corporations) and £50 (for individuals and churches) by letter. We have not been able to do this in all cases because we have not had the necessary contact details. For individuals who are income taxpayers, we would also be able to claim your income tax back on donations you made if you endorsed a declaration form\* including your address and postcode. The treasurer would be very pleased to hear from any individual or organization where a donation has not been acknowledged, or you have not signed a Gift Aid declaration. Donations may also be made through Virgin Money ([www.virginmoneygiving.com](http://www.virginmoneygiving.com) & search for Hartlepool Foodbank)

\*Download a form from the website, or contact the treasurer on [angela.carrick@vishay.com](mailto:angela.carrick@vishay.com).

Grant funding enables us to continue to run our services and pay the staff. In 2020 we were fortunate to be the recipients of a number of grants for extra food and other costs arising from the pandemic.



## Appendix I

### Notes to the Accounts

	<b>Donor over £500.00</b>	<b>Amount £</b>	<b>Restricted to:</b>
	Hartlepool Borough Council	12,000.00	
	Hartlepool Borough Council Councillors' Funds	1,975.00	
	Hartlepool Borough Council Covid Support	15,000.00	
	Rates grants Church Street and Middleton Grange	35,000.00	
	SABIC	8,000.00	
	Northern trains	1,500.00	
	Borowalkers	1,500.00	
	B & M	1,500.00	
	Hospital Of God	1,000.00	
<b>1</b>	Tesco (via Trussell Trust)	2,894.32	
	Hart Biologicals	600.00	
	Teesside Philanthropic Trust	1,500.00	
	TUUT Trust	1,000.00	
	Sap Users	1,325.00	
	Asda	683.29	
	Wynyrd Hall	844.00	
	PD Management Group	500.00	
	Making a Difference Locally	887.15	
	Unison NTH	500.00	
	<b>Total</b>	<b>87,708.76</b>	
	<b>Grants</b>	<b>Amount</b>	<b>Restricted to:</b>
	Asda Foundation Salaries	8,307.16	Co-ordinator's Salary
	Asda Foundation Unrestricted	1,246.07	
	Sir James Knott Trust	5,000.00	
<b>2</b>	Caf Arm Trust Covid	2,000.00	Food
	Grantscape Covid	3,644.00	Food
	Caf Covid	3,000.00	Covid costs
	CDCF Covid	5,000.00	Covid costs
	CDCF Post Covid Costs HUFH	3,000.00	Covid Recovery
	<b>Total</b>	<b>31,197.23</b>	
<b>3</b>	Includes cost of volunteer refreshments		
<b>4</b>	Includes Christmas gifts for volunteers		
<b>5</b>	Utility and maintenance/Telephone accruals paid in 2021 and PAYE		

	Description	£ Carried over from previous year (2019)	£ Restricted grants received	£ Spent during 2020	£ Restricted reserve at year end
6	Asda Foundation Salaries	5,376.80	8,307.16	8,145.85	5,538.11
	Asda Foundation Middleton Grange	4,345.00	0.00	3,066.29	1,278.71
	Caf Arm Trust Covid Food	0.00	2,000.00	2,000.00	0.00
	Grantscape Covid Food	0.00	3,644.00	3,644.00	0.00
	Caf Covid costs	0.00	3,000.00	3,000.00	0.00
	CDCF Covid costs	0.00	5,000.00	5,000.00	0.00
	CDCF Post Covid Costs HUFH	0.00	3,000.00	0.00	3,000.00
	Allocated Van Fund	0.00	10,000.00	0.00	10,000.00
	<b>Total restricted funds</b>	<b>9,721.80</b>	<b>34,951.16</b>	<b>24,856.14</b>	<b>19,816.82</b>



## Appendix II

### Hartlepool Foodbank CIO

Hartlepool Foodbank is registered with the Charity Commission as a Charitable Incorporated Organization (CIO)(Charity Number 1152046).

**Address:** 28 Church Street, Hartlepool TS24 7DH; telephone 01429 598404;  
**Website:** [www.hartlepool.foodbank.org.uk](http://www.hartlepool.foodbank.org.uk)

Its **Objects** are:

The relief and prevention of poverty for persons in Hartlepool who are in a condition of need, hardship or distress ('Beneficiaries') in such ways as the Trustees think fit, in particular but not exclusively by:

- A) Supplying food packages to beneficiaries
- B) Such other means, including (but not limited to) the provision of support and advice.

The **Trustees** are:

Rev'd Dr Andrew Craig - Chair of Trustees  
Mrs Angela Carrick – Treasurer  
Mrs Finola Snow – Secretary  
Mrs Susan Atkinson  
Mr Barry Lewis  
Mrs Pauline Screeton  
Mr Colin Reid

## Appendix III

### Member Churches

Church of the Nazarene  
 Grace Church  
 Grange Road Methodist Church  
 Headland Baptist Church  
 New Life Fellowship  
 Owton Manor Baptist Church  
 Oxford Road Baptist Church  
 St Aidan's Church  
 St George's URC  
 St Hilda's Church  
 St John the Baptist Church, Greatham  
 St John Vianney RC Church  
 St Joseph's RC Church  
 St Lukes Church  
 St Mary Magdalene Church, Hart  
 St Mary's RC Church  
 St Oswald's Church  
 St Patrick's RC Church  
 St Paul's Church  
 St Peters Church, Elwick  
 Stranton Church

In order to become a member of foodbank, a Church should:

- Worship regularly within the Borough boundary of Hartlepool
- Subscribe to a Trinitarian belief about God as articulated in the ancient (Athanasian and Apostle's) creeds of the Church
- Provide the trustees with names and contact details of at least one, and preferably two, members of the church as well as of the minister responsible for the church, these members having been given authority to represent their church at a General Meeting of the Foodbank

## Appendix IV

### EXAMINER'S REPORT

Independent examiner's report to the trustees of the Hartlepool Food Bank CIO

I report on the accounts of the Community Interest Organisation for the year ended 31<sup>st</sup> December 2019, which are set out on pages 1 - 4

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 Commission 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 Commission. 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 seeking 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:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act

have not been met; or

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

  
Clive Rathbone

59 Claremont Drive,  
Hartlepool, TS26 9PE

Dated: 25<sup>th</sup> March 2020



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



Clive Rathbone  
59 Claremont Drive,  
Hartlepool, TS26 9PE

Dated: 14/11/2021