

# ST NEOTS FOODBANK

England & Wales · Charity number 1154018

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2013-09-30

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Unit 2B Britains Warehouse  
Little End Road  
Eaton Socon  
St Neots  
Cambridgeshire  
PE19 8JH

**Phone** 01480 475426

**Email** [info@stneots.foodbank.org.uk](mailto:info@stneots.foodbank.org.uk)

**Website** [www.stneots.foodbank.org.uk](http://www.stneots.foodbank.org.uk)

## Activities

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**Objects:** THE PREVENTION AND RELIEF OF POVERTY IN ST NEOTS AND SURROUNDING AREA, PARTICULARLY, BUT NOT EXCLUSIVELY, BY PROVIDING EMERGENCY FOOD SUPPLIES AND SIGNPOSTING HELP AVAILABLE FROM OTHER AGENCIES TO INDIVIDUALS AND FAMILIES IN NEED. THESE OBJECTS SHOULD BE UNDERTAKEN WITH A CHRISTIAN ETHOS.

**Activities:** Non-perishable foodstuffs are donated by individual donors, churches, schools and supermarkets. Parcels providing three days emergency food supplies are distributed by volunteers to individuals and families in need by reason of a short-term financial crisis, as identified by professionals in health, education and social services. Clients are signposted to other agencies for longer-term support.

## Classification

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- **How:** Provides Advocacy/advice/information, Other Charitable Activities
- **What:** The Prevention Or Relief Of Poverty
- **Who:** Other Charities Or Voluntary Bodies, The General Public/mankind

## Geography

- Cambridgeshire
- Central Bedfordshire

## Finances

| Period end | Income  | Expenditure | Assets | Employees |
|------------|---------|-------------|--------|-----------|
| 2025-03-31 | £46,956 | £33,334     | -      | -         |
| 2024-03-31 | £53,913 | £31,572     | -      | -         |
| 2023-03-31 | £65,991 | £23,632     | -      | -         |
| 2022-03-31 | £52,701 | £26,331     | -      | -         |
| 2021-03-31 | £76,647 | £27,807     | -      | -         |

## Trustees

| Name                  | Role  | Appointed  |
|-----------------------|-------|------------|
| Kevin Michael Rowland | Chair | 2023-06-26 |
| Anna Todd             |       | 2025-10-01 |
| David Gill            |       | 2022-10-03 |
| Judith Johnson        |       | 2024-01-22 |
| Michael Woodward      |       | 2026-06-06 |
| Wendy Daphne Hallett  |       | 2021-04-19 |

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# Accounts

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REGISTERED CHARITY NUMBER: 1154018

1<sup>ST</sup> APRIL 2024 TO 31<sup>ST</sup> MARCH 2025

Cambridgeshire PE19 8JH

**Operating address**

Unit 3  
Little End Road  
Eaton Socon  
St Neots  
Cambridgeshire PE19 8JH

**Charity Trustees as of 31<sup>st</sup> March 2024**

|                     | <b>Office</b> | <b>Church represented</b>                          |
|---------------------|---------------|----------------------------------------------------|
| Mrs Carol Way       | Chair         | St Mary's Churches, St Neots with Eynesbury Parish |
| Mr Malcolm Crawford | Treasurer     | New Street Baptist Church                          |
| Mr Kevin Rowland    |               | Opendoor Church                                    |
| Mr Simon Leher      |               | River Church                                       |
| Mr David Gill       |               | St Mary's Parish Church, Eaton Socon               |
| Mrs Judith Johnson  |               | Berkley Street Methodist Church                    |
| Mrs Wendy Hallett   |               | St Neots Evangelical Church                        |

**Independent Examiner**

David Brown FCA  
Executive Suite, A1 Lifestyle Village  
Great North Road  
Little Paxton  
St Neots  
Cambridgeshire PE19 6EN

**Bank**

Lloyds Bank  
99 High Street  
Huntingdon  
Cambridgeshire PE29 3DU

## **TRUSTEES' REPORT FOR PERIOD 1<sup>ST</sup> APRIL 2024 TO 31<sup>ST</sup> MARCH 2025**

### **1. STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **1.1 Governing document**

St Neots Foodbank is a Charitable Incorporated Organisation whose only voting members are its Charity Trustees. The Trustees adopted a constitution on 6<sup>th</sup> September 2013 following the 'foundation model' of the Charity Commission. Registered charitable status was granted on 30<sup>th</sup> September 2013, and the registered charity number is 1154018.

#### **1.2 Trustee selection and management**

The charity is managed by a Board of Trustees, most of whom attend and have been nominated by one of each of the ten founding churches. All Trustees strongly endorse the charitable objectives of the organisation and support its Christian ethos.

The Trustees are responsible for the development and strategic direction of the Foodbank, and for ensuring governance and financial responsibility. They meet quarterly to review performance and monitor the achievement of objectives. The Treasurer provides a financial monitoring statement at each meeting, compared with the approved Budget. The Trustees agree an annual financial statement which is independently examined before submission to the Charity Commission website. The Project Manager oversees the day-to-day operation of the Foodbank, and reports to the Trustees at each meeting.

#### **1.3 Related Organisations**

The St Neots Foodbank is affiliated to the Trussell Trust, a charity based in Salisbury that assists churches and communities to open and run foodbanks nationwide. Following a successful grant application for Financial Inclusion the Foodbank has employed two part time staff from Citizen's Advice and an adviser from "Mast", a local debt advice service to attend Distribution Centres and support our visitors.

#### **1.4 Management of risk**

The Trustees have adopted a range of policy documents that are intended to manage and minimise risk. Areas covered include Health and Safety and Safeguarding. To further identify and minimise risk, a new policy and procedure on risk management was introduced in January 2021 together with a Risk Management Assessment Matrix which is collectively completed and agreed by trustees. This matrix is updated every six months to identify all potential areas of risk, including governance, finance, operations, compliance with the law and regulations and any other external factors that could affect the foodbank.

The responsibility for training new volunteers is now provided by experienced Trustees and volunteers from St Neots Foodbank. In addition, regular training for volunteers is

offered, including safeguarding and health and safety. All volunteers are encouraged to attend.

The Trussell Trust last undertook a comprehensive Quality Assurance Audit of all aspects of the Foodbank's operations, management and governance in October 2018 is this the most recent? to monitor the operation of the foodbank against their procedures and policies. The assessors were complimentary about the running of the foodbank and for the first time there were no "requirements". The recommendations that were highlighted by the audit were incorporated into our annual Action Plan and successfully implemented in 2019.

Done in 2023

In August 2021 the Foodbank completed the newly introduced Governance Self-Assessment and this resulted in a written summary report from a member of the national Trussell Trust Quality Team. All 12 strands of Governance were assessed as at least meeting Trussell Trust standards and legal requirements (amber) with 7 being assessed as exceeding Trussell Trust standards (green). No strands were assessed as not meeting Trussell Trust standards and legal requirements (red). The recommendations in the report have either been implemented or included in ongoing actions. Have we had another since?

## **2. OBJECTIVES, AIMS AND ACTIVITIES**

### **2.1 Charitable Objectives**

The St Neots Foodbank has as its objective the prevention and relief of poverty in St Neots and surrounding area, particularly, but not exclusively, by providing emergency food supplies and signposting help available from other agencies to individuals and families in need. This objective is undertaken with a Christian ethos; we seek to operate according to Christian principles of compassion, honesty, integrity, openness, kindness and care of all people, regardless of backgrounds or beliefs.

### **2.2 Aims**

Our aims are to alleviate poverty through the provision of food parcels to those in crisis, in partnership with local care agencies who refer clients in crisis to us. The food parcels are intended to meet the immediate need. In parallel, signposting to care agencies, advice services and other support agencies is intended to help clients resolve the crisis causing their need of the foodbank. In addition, the Financial Inclusion project has enabled this work to be enhanced by helping visitors manage their income and benefits with the aim of reducing their need to rely on the Foodbank.

## **2.3 Objectives for the year**

The main objectives for the year were to consolidate the work of the previous ten years, to seek to recruit a new Project Manager, and to ensure maintaining appropriate accommodation

In practice this meant:

- Taking advice on and implementing the recruitment process for the appointment of a new Project Manager.
- Involvement in the changes in ownership of our premises
- Recruiting new volunteers and training them appropriately,
- efficient operation of the warehouse, equipping it and maintaining and putting in place appropriate systems to enable the warehouse to function,
- maintaining an effective administration operation,
- recruiting and supporting existing voucher holders,
- ensuring sufficient food and finances to sustain the operation,
- implementing the Financial Inclusion Grant to provide visitors with advice and support from CA and Mast at our Distribution Centres.

## **2.4 Key decisions and events during the year**

- Changes to Officers and Trustees:
  - o No new Trustees were identified although we regularly reminded the churches of our vacancies.
  - o Following the end of our Secretary's term of office we were still not been able to find a replacement. We do however have an excellent volunteer minute taker
  - o Recruiting a new Project Manager and ensuring appropriate training and induction
- Trussell Trust Franchise Agreement:

In April 2021 trustees agreed to remain part of the Trussell Trust Network and sign the newly introduced Network Franchise Agreement. Signing this agreement further committed St Neots Foodbank to actively promoting and working to fulfil the Trussell Trust's vision of ending the need for Foodbanks in the UK. Signing the franchise agreement also allowed St Neots Foodbank to apply for new 'Financial Inclusion' grant streams. This successful bid which resulted in the provision of advisors from Citizens Advice and 'Mast' (Money Advice St Neots) at our Distribution Centres has hugely contributed to our aim of enabling visitors to better manage their financial situation and relieve debt.



## **2.5 How the Foodbank works**

- Food is donated by the public;
- Donations of non-perishable food are checked for “use by” dates, weighed and sorted by food type;
- Those in food crisis are issued with a St Neots Foodbank voucher by a recognised Voucher Partner;
- Recipients of vouchers can redeem them at one of the Distribution Centres for an emergency food box.
- Through a partnership with Waitrose, visitors who come to Distribution Centres with a voucher are given an additional voucher which they can exchange for fresh and frozen fruit and vegetables, and eggs at our local Waitrose store.
- Visitors are also signposted toward other agencies, which may be able to help resolve their crisis; in particular through the work of the advisers recruited through the Financial Inclusion grant.

## **2.6 Public Benefit**

The Trustees confirm that they have referred to the guidance contained in the Charity Commission’s general guidance on public benefit when reviewing the charity’s aims and objectives and in planning future activities

## **4. FINANCIAL REVIEW**

### **4.1 Principal sources of funds**

Donations for general (unrestricted) purposes of £37,614 were received. We received £3,062 being top-up payments for food collected at Tesco. The latter is designated by the Trustees for the purchase of food.

During the year the Foodbank submitted to the crowdfunding service, Acts435, the needs of clients, and grants totalling £2,138 were received.

There was a surplus of Unrestricted Funds for the year of £13,974.

### **4.2 How expenditure has supported the key objectives of the charity**

Most of the resources used by the Foodbank to achieve its objectives are donated in the form of the time offered by volunteers as drivers, packers, and in the Warehouse, the buildings and other facilities offered either free-of-charge or at greatly reduced cost by partner organisations, and the gifts of food by the public – e.g. the nominal value for the

food gifts of 28,339 kg received in the year was £78,500 which compares to the financial expenditure on other items of £27,782. The largest expenditure item was £9,600 to purchase fresh vegetables and fruit to add to client deliveries. A part time Project manager was appointed at the end of September 2024

It is necessary to pay for the core running costs of the Foodbank in order to enable its objectives to be achieved. This year £3,120 was needed to supplement donations of food. The Foodbank's operations are audited regularly by the Trussell Trust, and the accounts are independently examined.

In order to support other complementary charities in the area, 10% of the donations received (£3,761) has been set aside. During the year the total payments from this fund, including topping up Acts435 grants, was £293.

In total the Unrestricted and Designated Reserves total over £210,000 compared with £186,000 a year ago. This includes £50,000 in the Development Fund and £117,013 in unrestricted Funds. The latter compares with the aim under the Trust's Reserves Policy to maintain minimum unrestricted reserves of £45,000 being equivalent to about 6 months operating costs and about 3 months food supplies.

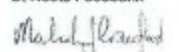
**ST NEOTS FOODBANK**
**CHARITY NUMBER: 1154018**
**INCOME AND EXPENDITURE ACCOUNTS  
YEAR ENDED 31st March 2025**
**Annex A**

|                                             | Budget<br>2024/25 | Unrestricted<br>Funds | Designated<br>Funds | Restricted<br>Funds | Total 2024/25  | Total<br>2023/24 |
|---------------------------------------------|-------------------|-----------------------|---------------------|---------------------|----------------|------------------|
|                                             | £                 | £                     | £                   | £                   | £              | £                |
| <b>Income</b>                               |                   |                       |                     |                     |                |                  |
| Voluntary Income:                           |                   |                       |                     |                     |                |                  |
| Donations                                   | 40,000            | 37,614                |                     | 0                   | 37,614         | 44,080           |
| Grants                                      | 4,000             | 0                     | 3,062               | 2,138               | 5,200          | 6,398            |
| Cash back                                   |                   | 24                    |                     |                     | 24             |                  |
| Interest                                    | 3,000             | 4,119                 | 0                   | 0                   | 4,119          | 3,435            |
| <b>Total Income</b>                         | <b>47,000</b>     | <b>41,756</b>         | <b>3,062</b>        | <b>2,138</b>        | <b>46,956</b>  | <b>53,913</b>    |
| <b>Expenditure</b>                          |                   |                       |                     |                     |                |                  |
| Salaries                                    | 7,775             | 7,021                 |                     |                     | 7,021          | 0                |
| Warehouse rent                              | 5,000             | 5,000                 |                     |                     | 5,000          | 5,000            |
| Electricity                                 | 3,400             | 1,153                 |                     |                     | 1,153          | 2,086            |
| Container Hire                              | 500               | 438                   |                     |                     | 438            | 442              |
| Business Rates                              | 0                 | 0                     |                     |                     | 0              | 0                |
| Warehouse / Distribution eqpt               | 1,000             | 151                   |                     |                     | 151            | 77               |
| Subscriptions                               | 400               | 360                   |                     |                     | 360            | 360              |
| Telephone                                   | 2,000             | 1,475                 |                     |                     | 1,475          | 1,074            |
| Printing, Stationery, Postage               | 1,000             | 594                   |                     |                     | 594            | 364              |
| Insurance                                   | 700               | 674                   |                     |                     | 674            | 588              |
| Office and other Expenses                   | 4,000             | 1,316                 |                     |                     | 1,316          | 3,341            |
| Purchase of vegetables and boxes / vouchers | 13,000            | 9,600                 | 3,120               |                     | 12,720         | 14,616           |
| Acts435 grants                              |                   |                       | 153                 | 2,138               | 2,291          | 3,033            |
| Hardship Fund - General                     |                   |                       | 0                   |                     | 0              | 220              |
| Hardship Fund - Energy                      |                   |                       | 140                 |                     | 140            | 372              |
| Gifts to partner charities / Hardship Funds |                   |                       | 0                   |                     | 0              | 0                |
| Contingency                                 | 3,225             |                       |                     |                     |                |                  |
| <b>Total Expenditure</b>                    | <b>42,000</b>     | <b>27,282</b>         | <b>3,414</b>        | <b>2,138</b>        | <b>33,334</b>  | <b>31,572</b>    |
| <b>Net Movement of Funds</b>                | <b>5,000</b>      | <b>13,974</b>         | <b>-352</b>         | <b>0</b>            | <b>13,622</b>  | <b>22,341</b>    |
| <b>Transfer of Funds</b>                    |                   |                       |                     |                     |                |                  |
| Provision for tithe 2024/25                 | -4,000            | -3,761                | 3,761               |                     | 0              | 0                |
|                                             |                   |                       |                     |                     | 0              | 0                |
|                                             |                   |                       |                     |                     | 0              | 0                |
|                                             |                   |                       |                     |                     | 0              | 0                |
| <b>Add: Funds brought forward</b>           | <b>106,800</b>    | <b>106,800</b>        | <b>79,988</b>       | <b>1,724</b>        | <b>188,512</b> | <b>166,171</b>   |
| <b>Funds carried forward</b>                | <b>107,800</b>    | <b>117,013</b>        | <b>83,397</b>       | <b>1,724</b>        | <b>202,134</b> | <b>188,512</b>   |

**STATEMENT OF ASSETS AND LIABILITIES**

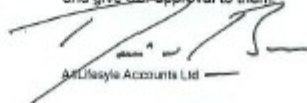
|                                | Total<br>March 2025 | Total<br>March 2024 |
|--------------------------------|---------------------|---------------------|
|                                | £                   | £                   |
| <b>Current Assets</b>          |                     |                     |
| Bank Current account & in Hand | 1,656               | 42,259              |
| Deposit Accounts               | 200,658             | 139,457             |
| Paypal Account                 | 544                 | 5,462               |
| Soldo prepayment card          | 0                   | 1,333               |
| eVouchers                      | 500                 |                     |
| Tesco vouchers                 | 0                   | 0                   |
| <b>Total Current Assets</b>    | <b>203,358</b>      | <b>188,512</b>      |
| less liabilities               | -1,224              |                     |
| <b>Net Assets</b>              | <b>202,134</b>      |                     |
| <b>Funds of the Charity</b>    |                     |                     |
| Unrestricted Funds             | 117,013             | 106,800             |
| Designated Funds - Tithe Fund  | 18,647              | 15,179              |
| - Development Fund             | 50,000              | 50,000              |
| - Energy Hardship Fund         | 2,000               | 2,000               |
| - Hardship Fund                | 1,000               | 1,000               |
| - Tesco's top up               | 11,750              | 11,809              |
| Restricted Funds - CAB Fund    | 1,224               | 1,224               |
| - Acts 435                     | 500                 | 500                 |
| <b>Total Funds</b>             | <b>202,134</b>      | <b>188,512</b>      |

I confirm that these accounts are in accord with the books of the  
St Neots Foodbank



Treasurer, St Neots Foodbank  
05/09/2024

We have examined the above accounts  
and give our approval to them

  
Auditors: A&L Accountants Ltd

5.

**ACKNOWLEDGEMENTS**

This report has described operation of St Neots Foodbank during the year 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025. The Trustees have again been truly grateful to groups and individuals in terms of donations of food and finance, people who hold vouchers, the local churches and to all those who have helped the foodbank to help local people in crisis. Tesco have continued their support of St Neots and other Trussell Trust network foodbanks by means of the twice-yearly food collections and cash top-ups. Waitrose have continued to run the voucher system for the provision of fresh eggs, fruit and vegetables and have been hugely supportive to our visitors. Waitrose have also given us two collection days which have been very worthwhile. Brittain's store continued to provide office and storage space in their warehouse until the property was sold, and the buyers, Open Door Church, have been hugely supportive of our maintaining use of the building. St Neots Foodbank is indebted to the many volunteers, without whom the Foodbank would not operate.

In particular it depends heavily on the hardworking and always-cheerful key volunteers who run the Foodbank on a day-to-day basis.

Trustees are incredibly grateful for the seven years of great work from Adrienne our outgoing Project Manager, and the enthusiasm and fantastic start from Helen Spencer, our new manager.

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# Accounts

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REGISTERED CHARITY NUMBER: 1154018

## REFERENCE AND ADMINISTRATIVE DETAILS

## St Neots Foodbank

1154018 (England and Wales)

Mrs Carol Way

## Little End Road

Eaton Socon

## St Neots

Cambridgeshire PE19 8JH

**Operating address**

Unit 3  
Little End Road  
Eaton Socon  
St Neots  
Cambridgeshire PE19 8JH

**Charity Trustees as of 31<sup>st</sup> March 2024**

|                     | <b>Office</b> | <b>Church represented</b>                          |
|---------------------|---------------|----------------------------------------------------|
| Mrs Carol Way       | Chair         | St Mary's Churches, St Neots with Eynesbury Parish |
| Mr Malcolm Crawford | Treasurer     | New Street Baptist Church                          |
| Mr Kevin Rowland    |               | Opendoor Church                                    |
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**Independent Examiner**

David Brown FCA  
Executive Suite, A1 Lifestyle Village  
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Little Paxton  
St Neots  
Cambridgeshire PE19 6EN

**Bank**

Lloyds Bank

## **TRUSTEES' REPORT FOR PERIOD 1<sup>ST</sup> APRIL 2023 TO 31<sup>ST</sup> MARCH 2024**

### **1. STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **1.1 Governing document**

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Initial training was provided by staff from the Trussell Trust. The responsibility for training new volunteers has now been taken up by experienced Trustees and volunteers from St Neots Foodbank. In addition, regular training for volunteers is offered, including safeguarding and health and safety. All volunteers are encouraged to attend.

The Trussell Trust last undertook a comprehensive Quality Assurance Audit of all aspects of the Foodbank's operations, management and governance in October 2018 *is this the most recent?* to monitor the operation of the foodbank against their procedures and policies. The assessors were complimentary about the running of the foodbank and for the first time there were no "requirements". The recommendations that were highlighted by the audit were incorporated into our annual Action Plan and successfully implemented in 2019.

#### Done in 2023

In August 2021 the Foodbank completed the newly introduced Governance Self-Assessment and this resulted in a written summary report from a member of the national Trussell Trust Quality Team. All 12 strands of Governance were assessed as at least meeting Trussell Trust standards and legal requirements (amber) with 7 being assessed as exceeding Trussell Trust standards (green). No strands were assessed as not meeting Trussell Trust standards and legal requirements (red). The recommendations in the report have either been implemented or included in ongoing actions. *Have we had another since?*

## 2. OBJECTIVES, AIMS AND ACTIVITIES

### 2.1 Charitable Objectives

The St Neots Foodbank has as its objective the prevention and relief of poverty in St Neots and surrounding area, particularly, but not exclusively, by providing emergency food supplies and signposting help available from other agencies to individuals and families in need. This objective is undertaken with a Christian ethos; we seek to operate according to Christian principles of compassion, honesty, integrity, openness, kindness and care of all people, regardless of backgrounds or beliefs.

### 2.2 Aims

Our aims are to alleviate poverty through the provision of food parcels to those in crisis, in partnership with local care agencies who refer clients in crisis to us. The food parcels are intended to meet the immediate need. In parallel, signposting to care agencies, advice services and other support agencies is intended to help clients resolve the crisis causing their need of the foodbank. In addition, the Financial Inclusion project has enabled this work to be enhanced by helping visitors manage their income and benefits with the aim of reducing their need to rely on the Foodbank.

## 2.3 Objectives for the year

The main objective for the year was to consolidate the work of the previous ten years. In practice this meant:

- recruiting and supporting volunteers and training them appropriately,
- efficient operation of the warehouse, equipping it and maintaining and putting in place appropriate systems to enable the warehouse to function,
- exploring possibilities for increasing the capacity of the warehouse,
- maintaining an effective administration operation,
- recruiting and supporting existing voucher holders,
- ending the home delivery model and moving back to the Distribution Centre model,
- ensuring sufficient food and finances to sustain the operation,
- implementing the Financial Inclusion Grant to provide visitors with advice and support from CA and Mast at our Distribution Centres.

## 2.4 Key decisions and events during the year

- Home delivery model:  
This has now ended and the Distribution Centre model is fully operational although delivery is still available for the disabled and housebound if they have no support to collect their food.
- Changes to Officers and Trustees:
  - A new Trustee has been appointed for Berkley Street Methodist Church
  - We currently do not have Trustees for St Joseph's or the United Reformed Church but are hoping for nominations
  - Following the end of our Secretary's term of office we have not been able to find a replacement but are hoping to do so. We do however have an excellent volunteer minute taker
  - Our Project Manager, Adrienne Dunn, who has provided us with seven years of superb support, has indicated that she wishes to step back from the role so Trustees are exploring ways to recruit a new manager.
- Trustee Training – June 23<sup>rd</sup>
  - Trust Advice provided a training day for existing and new Trustees. This provided an excellent overview of the Trustees' role, and included activities to enable a shared awareness of the strengths and abilities of the group
- 10<sup>th</sup> Anniversary – October 1
  - To mark ten years since the establishment of the Foodbank in St Neots a Thanksgiving service and lunch was held. This provided an opportunity to thank all our amazing volunteers and supporters.

- **Update to our Charitable Objective:**  
In January 2021 Trustees agreed to amend our charitable objective within our CIO document, to include an explicit reference to “signposting” (the amended objective is stated in full in section 2.1 above) and this was uploaded onto the Charity Commission (CC) website in November 2021.
- **Trussell Trust Franchise Agreement:**  
In April 2021 trustees agreed to remain part of the Trussell Trust Network and sign the newly introduced Network Franchise Agreement. Signing this agreement further committed St Neots Foodbank to actively promoting and working to fulfil the Trussell Trust’s vision of ending the need for Foodbanks in the UK. Signing the franchise agreement also allowed St Neots Foodbank to apply for new ‘Financial Inclusion’ grant streams. This successful bid which resulted in the provision of advisors from Citizens Advice and ‘Mast’ (Money Advice St Neots) at our Distribution Centres has hugely contributed to our aim of enabling visitors to better manage their financial situation and relieve debt.

## **2.5 How the Foodbank works**

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- Visitors are also signposted toward other agencies, which may be able to help resolve their crisis; in particular through the work of the advisers recruited through the Financial Inclusion grant.

## **2.6 Public Benefit**

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities

### 3. ACHIEVEMENT AND PERFORMANCE

#### 3.1 Summary of the Year's Activities

St Neots Foodbank has continued to operate its four Distribution Centres at Opendoor, United Reformed, Berkley Street Methodist and St Mary's Eaton Socon Churches, with Berkley Street continuing to be our busiest centre. As well as collecting their food parcel our Foodbank visitors have an opportunity to have a conversation with our volunteers over a drink and biscuit to be helped with a range of issues, including support from our 'in house' CA and Mast (Money Advice St Neots) staff. This Financial Inclusion Service provided £320,000 of either financial gain or managed debt for our Foodbank visitors in its first year of operation. In addition, we are able to provide help with obtaining the Household Support Fund through the County Council, help with small items up to the value of £200 through Acts435, phone cards, energy top ups, pet food and birthday cakes through 'Free Cakes for Kids'. We additionally support with information about local groups and events which our visitors might be interested in attending to provide friendship.

Our visitors are also given vouchers to spend at Waitrose on eggs, fresh and frozen fruit and vegetables. 1 x £8 voucher for one or two persons, 2 x £8 vouchers for 3/4 persons and 3 x £8 vouchers for families of 5+.

We continue to do some deliveries for people unable to attend one of our centres through ill health or age and offer telephone signposting to them.

The number of people attending the Foodbank has gradually increased in the past four years, having seen a considerable rise between 2019/20 and 2023/24.

| Year                     | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 |
|--------------------------|---------|---------|---------|---------|---------|---------|---------|
| <b>Food in (kg)</b>      | 19,737  | 21,813  | 25,999  | 33,879  | 26,790  | 32,885  | 29,358  |
| <b>People fed</b>        | 1,415   | 1,555   | 1,781   | 2,583   | 2,168   | 2,546   | 2,705   |
| <b>Christmas parcels</b> | 209     | 242     | 290     | 259     | 367     | 319     | 408     |

Short-dated stock has mainly gone out through our Distribution Centres, with people able to choose these as additional extras. We have been able to give away dented cans to an organisation happy to take them. Other groups such as Paines Mill, which provides bedsits for 16-25 year olds in sheltered accommodation, have been supported as and when needed.

We did our annual stocktake on 26<sup>th</sup> April and a small discrepancy with the weight on our data system was adjusted to reflect the stock in the warehouse.

### 3.2 Voucher Partners

Voucher Partners are professionals from organisations providing welfare and community support in the local area such as doctors, schools, social workers, registered social landlords, local charities, and Citizens Advice staff, amongst others. When these professionals identify people in crisis, they are able to issue them with a Foodbank voucher. We have continued to move organisations to the e-referral system and are phasing out the use of red vouchers.

The number of Voucher Partners is 93 and 1,267 vouchers have been fulfilled during the year.

### 3.3 Recipients of Food

During the year food was provided for 2,705 people (1,682 adults and 1,023 children). The following table provides the breakdown of the crisis types prompting use of the Foodbank for the year to the end of March 2024 (cause attributed by the Voucher Partners).

**Table: Reasons for Referral** (Extracted from Trussell Trust Data Collection System)

|                                                      | Vouchers | Adults | Children | Total |
|------------------------------------------------------|----------|--------|----------|-------|
| <b>Financial - earnings related</b>                  |          |        |          |       |
| Change in work hours                                 | 24       | 38     | 35       | 73    |
| Unemployment following permanent work                | 49       | 59     | 29       | 88    |
| Unemployment following temporary work                | 12       | 19     | 9        | 28    |
| Delay in or awaiting other income                    | 103      | 127    | 83       | 210   |
| <b>Financial - benefits related</b>                  |          |        |          |       |
| Benefit delay                                        | 180      | 229    | 117      | 346   |
| Benefit deduction due to overpayment/benefit advance | 16       | 19     | 5        | 24    |
| Benefit reduction due to change in eligibility       | 12       | 19     | 15       | 34    |
| Benefit reduction due to sanction                    | 53       | 68     | 38       | 106   |
| Awaiting first benefit payment for less than a month | 17       | 22     | 10       | 32    |
| Awaiting first benefit payment for more than a month | 6        | 6      | 9        | 15    |
| <b>Financial - debts, costs and expenses</b>         |          |        |          |       |
| Priority debt                                        | 143      | 214    | 125      | 339   |
| Non-priority debt                                    | 69       | 100    | 58       | 158   |
| Cost of dependents has increased                     | 47       | 77     | 109      | 186   |
| Rising costs of essentials                           | 529      | 698    | 412      | 1110  |
| Other unexpected expense                             | 78       | 109    | 92       | 201   |
| <b>Personal circumstances</b>                        |          |        |          |       |
| Insecurely housed                                    | 82       | 93     | 27       | 120   |
| No access to financial support - immigration status  | 5        | 7      | 7        | 14    |
| Loss of support from friends or family               | 26       | 42     | 34       | 76    |
| Change in relationship status                        | 27       | 40     | 23       | 63    |

|                                                        |     |     |     |     |
|--------------------------------------------------------|-----|-----|-----|-----|
| Domestic abuse                                         | 53  | 64  | 95  | 159 |
| Change in dependents                                   | 5   | 11  | 11  | 22  |
| <b>Health</b>                                          |     |     |     |     |
| New physical or mental health condition                | 17  | 26  | 14  | 40  |
| Ongoing impact of physical or mental health condition  | 185 | 259 | 130 | 389 |
| Change in existing physical or mental health condition | 6   | 9   | 2   | 11  |
| <b>No answer</b>                                       |     |     |     |     |
| None applicable                                        | 45  | 67  | 37  | 104 |
| Declined to answer                                     | 2   | 4   | 1   | 5   |
| Unable to ask                                          | 55  | 72  | 58  | 130 |

### 3.4 Food Donated

The Foodbank has 'drop-boxes' in Tesco, Waitrose and the Co-op Stores which are collected weekly. In addition, we have collection boxes in St Neots Library and the Yorkshire Building Society. This makes up about 70% of the total food collected. To collect much needed extra items of food we did one day collections at Waitrose on 18<sup>th</sup> August 2023 and 21<sup>st</sup> March 2024, where we gave shopping lists to customers of our most needed items.

We used the national Trussell Trust three-day collection at Tesco on 30<sup>th</sup> November, 1<sup>st</sup> and 2<sup>nd</sup> December to collect items for our Christmas hampers. Having taken referrals from our partner voucher agencies we were able to distribute 408 and also gave out fruit, vegetable and egg vouchers to all hamper recipients.

A number of churches, schools, businesses, groups and individuals also donated food throughout the year. Harvest donations are a significant help to food donations, and we received about 0.8 tonnes of food from schools and 0.8 tonnes from churches. The total amount of food collected this year was 29,358 kg and over the year to 31 March 2024 the amount of food distributed was 30,026 kg. At the end of March 2024, the stock level was 2,889 kg. Stock is valued at £2.37 per kilo as advised by the Trussell Trust. Therefore, the value of food held in stock at this time was £6,847.

We have encouraged people to download and use the BanktheFood App, which tells them our most needed items of food.

### 3.5 Publicity

Publicity has contributed to the success of the Foodbank. We produced a special 10<sup>th</sup> Anniversary newsletter which was issued in October and which has gone to all volunteers, voucher holders, churches and those who have asked to be kept informed about our work. We have done talks to various community groups including WIs, Brownies

and occasionally go into local schools. We continue to be well supported by our local paper, the Hunts Post, who did a double page spread to cover our 10<sup>th</sup> Anniversary. We continue to make posts on social media platforms and update our website.

### **3.6 Volunteers**

The Foodbank is run entirely by volunteers, and we have added a number during the year. There are various roles for people to volunteer at our Distribution Centres. In our warehouse volunteers weigh in food, date and sort donations and make up parcels, along with those doing supermarket 'pick ups', delivery drivers and office staff. We have a number of WhatsApp groups to get relevant information to selected groups very quickly.

We appointed a volunteer co-ordinator to help with the process of safely recruiting volunteers and also to put all our volunteers on Assemble set up by the Trussell Trust. This enables us to provide online training modules in such things as Safeguarding, Health and Safety and Active Listening.

We had two school students join us to do their work experience.



## **4. FINANCIAL REVIEW**

### **4.1 Principal sources of funds**

Donations for general (unrestricted) purposes of £44,080 were received. We received £3,789 being top-up payments for food collected at Tesco. The latter is designated by the Trustees for the purchase of food.

During the year the Foodbank submitted to the crowdfunding service, Acts435, the needs of clients, and grants totalling £2,609 were received.

There was a surplus of Unrestricted Funds for the year of £21,384.

### **4.2 How expenditure has supported the key objectives of the charity**

Most of the resources used by the Foodbank to achieve its objectives are donated in the form of the time offered by volunteers as drivers, packers, and in the Warehouse, the buildings and other facilities offered either free-of-charge or at greatly reduced cost by partner organisations, and the gifts of food by the public – e.g. the nominal value for the food gifts of 29,358 kg received in the year was £69,578 which compares to the financial expenditure on other items of £26,131. The largest expenditure item was £12,800 to purchase fresh vegetables and fruit to add to client deliveries.

It is necessary to pay for the core running costs of the Foodbank in order to enable its objectives to be achieved. This year £1,816 was needed to supplement donations of food. The Foodbank's operations are audited regularly by the Trussell Trust, and the accounts are independently examined.

In order to support other complementary charities in the area, 10% of the donations received (£4,408) has been set aside. During the year the total payments from this fund, including topping up Acts435 grants, was £836.

In total the Unrestricted and Designated Reserves total over £186,000 compared with £164,000 a year ago. This includes £50,000 in the Development Fund and £106,800 in unrestricted Funds. The latter compares with the aim under the Trust's Reserves Policy to maintain minimum unrestricted reserves of £30,000 being equivalent to about 6 months operating costs and about 3 months food supplies.

**ST NEOTS FOODBANK**
**CHARITY NUMBER: 1154018**
**RECEIPTS AND PAYMENTS ACCOUNTS**
**PERIOD ENDED 31st March 2024**

|                                               | Unrestricted Funds | Designated Funds | Restricted Funds | Total 2023/24  | Total 2022/23  |
|-----------------------------------------------|--------------------|------------------|------------------|----------------|----------------|
|                                               | £                  | £                | £                | £              | £              |
| <b>Income</b>                                 |                    |                  |                  |                |                |
| Voluntary Income:                             |                    |                  |                  |                |                |
| Donations                                     | 44,080             |                  | 0                | 44,080         | 55,506         |
| Grants                                        | 0                  | 3,789            | 2,609            | 6,398          | 9,800          |
| Interest                                      | 3,435              | 0                | 0                | 3,435          | 685            |
| <b>Total Income</b>                           | <b>47,515</b>      | <b>3,789</b>     | <b>2,609</b>     | <b>53,913</b>  | <b>65,991</b>  |
| <b>Expenditure</b>                            |                    |                  |                  |                |                |
| Warehouse rent                                | 5,000              |                  |                  | 5,000          | 5,000          |
| Electricity                                   | 2,086              |                  |                  | 2,086          | 447            |
| Container Hire                                | 442                |                  |                  | 442            | 475            |
| Business Rates                                | 0                  |                  |                  | 0              | 0              |
| Warehouse / Distribution eqpt                 | 77                 |                  |                  | 77             | 176            |
| Subscriptions                                 | 360                |                  |                  | 360            | 360            |
| Telephone                                     | 1,074              |                  |                  | 1,074          | 1,932          |
| Printing, Stationery, Postage                 | 364                |                  |                  | 364            | 442            |
| Insurance                                     | 588                |                  |                  | 588            | 536            |
| Office and other Expenses                     | 3,341              |                  |                  | 3,341          | 880            |
| Purchase of vegetables and boxes / vouchers   | 12,800             | 1,816            |                  | 14,616         | 9,857          |
| Cambs CC Outreach project                     |                    |                  | 0                | 0              | 0              |
| CAB Project                                   |                    |                  | 0                | 0              | 0              |
| Acts435 grants                                |                    | 244              | 2,789            | 3,033          | 2,578          |
| Hardship Fund - General                       |                    | 220              |                  | 220            | 195            |
| Hardship Fund - Energy                        |                    | 372              |                  | 372            |                |
| Gifts to partner charities                    |                    | 0                |                  | 0              | 753            |
| <b>Total Expenditure</b>                      | <b>26,131</b>      | <b>2,652</b>     | <b>2,789</b>     | <b>31,572</b>  | <b>23,632</b>  |
| <b>Net Movement of Funds</b>                  | <b>21,384</b>      | <b>1,136</b>     | <b>-180</b>      | <b>22,341</b>  | <b>42,360</b>  |
| <b>Transfer of Funds</b>                      |                    |                  |                  |                |                |
| Provision for tithe 2023/24                   | -4,408             | 4,408            |                  | 0              | 0              |
|                                               |                    |                  |                  | 0              | 0              |
|                                               |                    |                  |                  | 0              | 0              |
|                                               |                    |                  |                  | 0              | 0              |
| <b>Add: Funds brought forward</b>             | <b>89,823</b>      | <b>74,444</b>    | <b>1,904</b>     | <b>166,171</b> | <b>123,811</b> |
| <b>Funds carried forward at 31 March 2024</b> | <b>106,799</b>     | <b>79,988</b>    | <b>1,724</b>     | <b>188,512</b> | <b>166,171</b> |

**STATEMENT OF ASSETS AND LIABILITIES**

|                                |        | Total 31 Mar 2024 | Total March 2023 |
|--------------------------------|--------|-------------------|------------------|
|                                |        | £                 | £                |
| <b>Current Assets</b>          |        |                   |                  |
| Bank Current account & in Hand |        | 42,259            | 28,701           |
| Deposit Accounts               |        | 139,457           | 136,023          |
| Paypal Account                 |        | 5,462             | 146              |
| Soldo prepayment card          |        | 1,333             | 1,300            |
| Tesco vouchers                 |        | 0                 | 0                |
| <b>Total Current Assets</b>    |        | <b>188,512</b>    | <b>166,171</b>   |
| <b>Funds of the Charity</b>    |        |                   |                  |
| Unrestricted Funds             |        | 106,800           | 89,823           |
| Designated Funds               |        |                   |                  |
| General Tithe Fund             | 15,179 |                   | 11,607           |
| Development Fund               | 50,000 |                   | 50,000           |
| Energy Hardship Fund           | 2,000  |                   | 2,000            |
| Hardship Fund                  | 1,000  |                   | 1,000            |
| Tescos top up                  | 11,809 |                   | 9,837            |
|                                |        | 79,988            |                  |
| Restricted Funds               |        |                   |                  |
| CAB Fund                       | 1,224  |                   | 1,224            |
| Acts 435                       | 500    |                   | 680              |
|                                |        | 1,724             |                  |
| <b>Total Funds</b>             |        | <b>188,512</b>    | <b>166,171</b>   |

I confirm that these accounts are in accord with the books of the St Neots Foodbank

*M. J. R. R. R.*

Treasurer, St Neots Foodbank  
01/09/2024

We have examined the above accounts and give our approval to them

*David W. Brown*

A1Lifestyle Accounts Ltd  
17/09/2024

## 5. ACKNOWLEDGEMENTS

This report has described operation of St Neots Foodbank during the year 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024. The Trustees have again been truly grateful to groups and individuals in terms of donations of food and finance, people who hold vouchers, the local churches and to all those who have helped the foodbank to help local people in crisis. Tesco have continued their support of St Neots and other Trussell Trust network foodbanks by means of the twice-yearly food collections and cash top-ups. Waitrose have taken on the voucher system for the provision of fresh eggs, fruit and vegetables and have been hugely supportive to our visitors. Brittain's store continued to provide office and storage space in their warehouse, at a reduced rent and David Brown of A1Lifestyle accountants carried out the Independent Examination of the accounts, waiving the fee. ~~but their store has now closed ... if this is just up to April how far had we got ?!!!~~ St Neots Foodbank is indebted to the many volunteers, without whom the Foodbank would not operate. In particular, it depends heavily on the hardworking and always-cheerful key volunteers who run the Foodbank on a day-to-day basis – Adrienne Dunn, Peter Dunn, Rona McCormick, Kerry Walsh and Peter Bradford. In particular Trustees are incredibly grateful for the work of Adrienne our Project Manager for whom this was her last full year.

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# Accounts

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# TRUSTEES' REPORT AND FINANCIAL STATEMENTS

## 1ST APRIL 2022 TO 31ST MARCH 2023

Mrs Jennifer Henderson  
c/o Unit 2B  
Brittains Warehouse  
Little End Road  
Eaton Socon  
St Neots  
Cambridgeshire PE19 8JH

**Operating address**

Unit 2B  
Brittains Warehouse  
Little End Road  
Eaton Socon  
St Neots  
Cambridgeshire PE19 8JH

**Charity Trustees** as of 31<sup>st</sup> March 2023

|                        | <b>Office</b> | <b>Church represented</b>                          |
|------------------------|---------------|----------------------------------------------------|
| Mrs Carol Way          | Chair         | St Mary's Churches, St Neots with Eynesbury Parish |
| Mrs Jennifer Henderson | Secretary     | United Reformed Church                             |
| Mr Malcolm Crawford    | Treasurer     | New Street Baptist Church                          |
| Mrs Andrea Lees        |               | Opendoor Church                                    |
| Mr Simon Leher         |               | River Church                                       |
| Mr David Gill          |               | St Mary's Parish Church, Eaton Socon               |
| Dr Barbara Spencer     |               | Berkley Street Methodist Church                    |
| Mrs Wendy Hallett      |               | St Neots' Evangelical Church                       |

**Independent Examiner**

David Brown FCA  
Executive Suite, A1 Lifestyle Village  
Great North Road  
Little Paxton  
St Neots  
Cambridgeshire PE19 6EN

**Bank**

Lloyds Bank  
17-19 Market Square  
St Neots  
Cambridgeshire PE19 2BQ

# **TRUSTEES' REPORT FOR PERIOD 1<sup>ST</sup> APRIL 2021 TO 31<sup>ST</sup> MARCH 2022**

## **1. STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **1.1 Governing document**

St Neots Foodbank is a Charitable Incorporated Organisation whose only voting members are its charity trustees. The trustees adopted a constitution on 6<sup>th</sup> September 2013 following the 'foundation model' of the Charity Commission. Registered charitable status was granted on 30<sup>th</sup> September, and the registered charity number is 1154018.

### **1.2 Trustee selection and management**

The charity is managed by a board of trustees, most of whom attend and have been nominated by one of each of the ten founding churches. All trustees strongly endorse the charitable objectives of the organisation and support its Christian ethos.

The trustees are responsible for the development and strategic direction of the foodbank, and for ensuring governance and financial responsibility. They meet quarterly to review performance and monitor the achievement of objectives. The treasurer provides a financial monitoring statement at each meeting, including a forecast of the likely income and expenditure for the whole financial year, based on the results thus far. The trustees agree an annual financial statement which is independently examined before submission to the Charity Commission website. The project manager oversees the day-to-day operation of the foodbank, and reports to the trustees at each meeting.

### **1.3 Related Organisations**

The St Neots Foodbank is affiliated to the Trussell Trust, a charity based in Salisbury that assists churches and communities to open and run foodbanks nationwide.

### **1.4 Management of risk**

The trustees have adopted a range of policy documents that are intended to manage and minimise risk. Areas covered include Health and Safety and Safeguarding. To further identify and minimise risk, a new policy and procedure on risk management was introduced in January 2021 together with a Risk Management Assessment Matrix which is collectively completed and agreed by Trustees. This matrix is updated every six months to identify all potential areas of risk, including governance, finance, operations, compliance with the law and regulations and any other external factors that could affect the foodbank.

Initial training was provided by staff from the Trussell Trust. The responsibility for training new volunteers has now been taken up by experienced Trustees and volunteers from St Neots Foodbank. In addition, regular training for volunteers is offered, including safeguarding and health and safety. All volunteers are encouraged to attend.

The Trussell Trust last undertook a comprehensive Quality Assurance Audit of all aspects of the Foodbank's operations, management and governance in October 2018 to monitor the operation of the foodbank against their procedures and policies. The assessors were complimentary about the running of the foodbank and for the first time there were no "requirements". The recommendations that were highlighted by the audit were incorporated into our annual Action Plan and successfully implemented in 2019.

In August 2021 the Foodbank completed the newly introduced Governance Self-Assessment and this resulted in a written summary report from a member of the national Trussell Trust Quality Team. All 12 strands of Governance were assessed as at least meeting Trussell Trust standards and legal requirements (amber) with 7 being assessed as exceeding Trussell Trust standards (green). No strands were assessed as not meeting Trussell Trust standards and legal requirements (red). The recommendations in the report have either been implemented or included in ongoing actions.

## **2. OBJECTIVES, AIMS AND ACTIVITIES**

### **2.1 Charitable Objectives**

The St Neots Foodbank has as its objective the prevention and relief of poverty in St Neots and surrounding area, particularly, but not exclusively, by providing emergency food supplies and signposting help available from other agencies to individuals and families in need. This objective is undertaken with a Christian ethos; we seek to operate according to Christian principles of compassion, honesty, integrity, openness, kindness and care of all people, regardless of backgrounds or beliefs.

### **2.2 Aims**

Our aims are to alleviate poverty through the provision of food parcels to those in crisis, in partnership with local care agencies who refer clients in crisis to us. The food parcels are intended to meet the immediate need. In parallel, signposting to care agencies, advice services and other support



agencies is intended to help clients resolve the crisis causing their need of the foodbank.

## **2.3 Objectives for the year**

The main objective for the year was to consolidate the work of the previous nine years. In practice this meant:

- recruiting and supporting volunteers and training them appropriately,
- efficient operation of the warehouse, equipping it and maintaining and putting in place appropriate systems to enable the warehouse to function,
- maintaining an effective administration operation,
- recruiting and supporting existing voucher holders,
- maintaining the home delivery model and moving back to a Distribution Centre model when Covid restrictions allowed.
- ensuring sufficient food and finances to sustain the operation,
- Implementing the Financial Inclusion Grant to provide visitors with advice and support from CA and staff at our Distribution Centres

## **2.4 Key decisions and events during the year**

- Home delivery model:
  - o In response to the lockdowns and restrictions resulting from the Covid-19 pandemic, the foodbank continued with a home delivery model for the first 5 months and then began the reopening of Distribution Centres
- Changes to Officers and Trustees:
  - o A replacement trustee was still being sought from St. Joseph's Roman Catholic Church.
- Update to our Charitable Objective:
  - o In January 2021 Trustees agreed to amend our charitable objective within our CIO document, to include an explicit reference to "signposting" (the amended objective is stated in full in section 2.1 above) and this was uploaded onto the Charity Commission (CC) website in November 2021.
- Trussell Trust Franchise Agreement:
  - o In April 2021 trustees agreed to remain part of the Trussell Trust Network and sign the newly introduced Network Franchise Agreement. Signing this agreement further committed St. Neots Foodbank to actively promoting and

working to fulfil the Trussell Trust's vision of ending the need for foodbanks in the UK. Signing the franchise agreement also allowed St. Neots' foodbank to apply for new 'Financial Inclusion' grant streams. This successful bid has resulted in the provision of advisors from Citizens Advice and 'MAST' (Money Advice St Neots) at our Distribution Centres. This has hugely contributed to our aim of enabling visitors to better manage their financial situation and relieve debt.

## **2.5 How the Foodbank works**

- Food is donated by the public;
- Donations of non-perishable food are checked for "use by" dates, weighed and sorted by food type;
- Those in food crisis are issued with a St Neots Foodbank voucher by a recognised Voucher Partner;
- Recipients of vouchers after September 2022 could redeem them at one of the Distribution Centres for an emergency food box. The home delivery of fresh fruit and vegetables was replaced at that time by a voucher system in partnership with Waitrose which enables our visitors to have eggs and fresh or frozen fruit and vegetables.
- Visitors are also signposted toward other agencies, which may be able to help resolve their crisis; in particular through the work of the advisers recruited through the Financial Inclusion grant.

## **2.6 Public Benefit**

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

# **3. ACHIEVEMENT AND PERFORMANCE**

## **3.1 Summary of the Year's Activities**

As the Covid 19 pandemic continued we kept a delivery model in place for the first part of the year doing our main deliveries on Monday, Wednesday and Friday mornings. Office volunteers generally worked from home, going into the office as needed. We also continued to make up our own fruit and vegetable boxes, with the addition of eggs, and delivered these on Wednesdays to people who had received a parcel during the previous

week. The boxes were packed on a rota basis by a new team of volunteers.

In August 2022 we began by opening distribution centres three times a week and held training sessions with volunteers returning to the role as a reminder of how we used to work and provided new information going forward, particularly around the increased introduction of the e-voucher system. Training was held with our distribution leads on how to access the Trussell Trust data system and fulfil electronic vouchers. Having lost a number of volunteers during the pandemic we did a recruitment drive to boost numbers for our distribution centres and provided training for them. The fourth centre at Opendoor was opened in March 2023. We continue to do some deliveries for people unable to attend one of our centres and offer telephone signposting to them.

The number of people attending the foodbank has increased since the pandemic but has been comparable over the past three years.

| <b>Year</b>              | <b>2017/18</b> | <b>2018/19</b> | <b>2019/20</b> | <b>2020/21</b> | <b>2021/22</b> | <b>2022/23</b> |
|--------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>Food in (kg)</b>      | 19,737         | 21,813         | 25,999         | 33,879         | 26,790         | 32,885         |
| <b>People fed</b>        | 1,415          | 1,555          | 1,781          | 2,583          | 2,168          | 2,546          |
| <b>Christmas parcels</b> | 209            | 242            | 290            | 259            | 367            | 319            |

We were able to distribute 319 Christmas hampers in December 2022 having taken referrals from our voucher holding agencies.

Short-dated stock has mainly gone out with parcels, and we have been able to give away dented cans to an organisation happy to take them. We had a large amount of stock in excess of our requirements in January 2023 and gave 1,283 kg of food to Euston Foodbank who came with a van to collect and 375 kg for a donation to go to Ukraine. Other groups, such as Paines Mill, have been supported as and when needed.

In the first part of the year, we continued with virtual signposting and referrals to Citizen's Advice, PECT, Woodgreen and other appropriate agencies. Woodgreen have been providing us with packs of dog and cat food, along with their fliers to give to foodbank visitors. The two-year project where we funded a Citizen's Advice worker, working with Ely, Ramsey, Godmanchester and St Neots foodbanks, gave visitors £310,000

in financial gains over the two-year period. We received a grant of £45,000 for Financial Inclusion from the Trussell Trust in October 2022 and have joined with Godmanchester Foodbank to employ a full time and part time (18 hours) adviser and buddy from Citizen's Advice and a full-time worker from mast (Money Advice St Neots). We have workers in each of our centres to support people who come to the foodbank with issues such as debt, benefits, housing and budgeting.

Further support has been given for other much needed items using Acts 435 and we now have two Advocates. We have also helped people apply for the District Council Household Support Fund.

### 3.2 Voucher Partners

Voucher Partners are professionals from organisations providing welfare and community support in the local area such as doctors, schools, social workers, registered social landlords, local charities, and Citizens Advice staff, amongst others. When these professionals identify people in crisis, they are able to issue them with a foodbank voucher. We have continued to move organisations to the e-referral system and are phasing out the use of red vouchers.

The number of Voucher Partners is 91 and 1,136 vouchers have been fulfilled during the year.

### 3.3 Recipients of Food

During the year food was provided for 2,546 people (1,540 adults and 1,006 children). The following table provides the breakdown of the crisis types prompting use of the Foodbank for the year to the end of March 2023 (cause attributed by the Voucher Partners).

**Table: Reason for Issuing Vouchers**

| Crisis          | No. Vouchers |       | Percentage |       | Adults |       | Children |       |
|-----------------|--------------|-------|------------|-------|--------|-------|----------|-------|
|                 | 21/22        | 22/23 | 21/22      | 22/23 | 21/22  | 22/23 | 21/22    | 22/23 |
| Benefit Changes | 49           | 67    | 5          | 6     | 69     | 91    | 73       | 55    |
| Benefit Delays  | 60           | 110   | 6          | 10    | 90     | 128   | 54       | 44    |

|                             |            |              |            |            |              |              |            |              |
|-----------------------------|------------|--------------|------------|------------|--------------|--------------|------------|--------------|
|                             |            |              |            |            |              |              |            |              |
| Child Holiday Meals         | 4          | 10           | 1          | 1          | 7            | 12           | 5          | 21           |
| Debt                        | 68         | 50           | 7          | 4          | 102          | 73           | 72         | 58           |
| Delayed Wages               | 15         | 14           | 2          | 1          | 20           | 19           | 14         | 17           |
| Domestic Violence           | 24         | 26           | 3          | 2          | 27           | 33           | 32         | 26           |
| Homeless                    | 19         | 29           | 2          | 3          | 21           | 39           | 14         | 18           |
| Low Income                  | 555        | 654          | 61         | 58         | 799          | 891          | 511        | 596          |
| No recourse to public funds | 2          | 5            | 0          | 0          | 3            | 7            | 5          | 6            |
| Other                       | 53         | 110          | 6          | 10         | 70           | 154          | 56         | 95           |
| Refused STBA                | -          | 2            | -          | 0          | -            | 2            | -          | 1            |
| Sickness                    | 61         | 59           | 7          | 5          | 86           | 91           | 38         | 69           |
| <b>Totals</b>               | <b>910</b> | <b>1,136</b> | <b>100</b> | <b>100</b> | <b>1,294</b> | <b>1,540</b> | <b>874</b> | <b>1,006</b> |

### 3.4 Food Donated

The Foodbank has 'drop-boxes' in Tesco, Waitrose and the Co-op Stores which are collected weekly. In addition, we have Gainz Gym, the library and Eynesbury Primary school with collection boxes. This makes up about 70% of the total food collected. There were two three-day collections at Tesco in June/July and December 2022. For the later collection we had a good number of staff from Tesco offices come to volunteer with us, which made a significant difference to the amount of food collected to help with the contents of our Christmas Hampers. Tesco then give a 20% financial 'top up' of the weight of food collected. A number of churches, schools, businesses, groups and individuals also donated food throughout the year. Harvest donations are a significant help to food donations, and we received about 1.3 tonnes of food from schools and 1 tonne from churches. The total amount of food collected this year was 32,885 kg and over the year to 31 March 2023 the amount of food distributed was 33,172 kg. At the end of March 2023, the stock level was 3,556 kg. Stock is valued at £2.37 per kilo as advised by the Trussell Trust. Therefore, the value of food held in stock at this time was £8,428.

### 3.5 Publicity

Publicity has contributed to the success of the Foodbank. A newsletter has been issued during the year, which has gone to all volunteers, voucher holders, churches and those who have asked to be kept informed about our work. As organisations have re-started we have been able to do a small number of talks as requested and occasionally go into local schools. We continue to be well supported by our local paper, the Hunts Post, which has published articles about the foodbank and stories of people who have done fundraising for us. We continue to make posts on social media platforms and update our website.

### **3.6 Volunteers**

The Foodbank is run entirely by volunteers, and we have added a number during the year. There are various roles for warehouse volunteers in weighing, dating and sorting donations as well as separate teams of box packers and fruit and vegetable packers, along with those doing supermarket 'pick ups', delivery drivers and office staff. We have a number of WhatsApp groups to get relevant information to selected groups very quickly.

## **4. FINANCIAL REVIEW**

### **4.1 Principal sources of funds**

Donations for general (unrestricted) purposes of £55,506 were received, in addition to a grant of £5,000 from the Trussell Trust as an Emergency Grant, we received £2,495 being top-up payments for food collected at Tesco's. The latter is designated by the Trustees for the purchase of food.

During the year the Foodbank submitted to the crowd funding service, Acts435, the needs of clients, and grants totalling £2,305 were received.

There was a surplus of Unrestricted Funds for the year of £42,041.

## **4.2 How expenditure has supported the key objectives of the charity**

Most of the resources used by the Foodbank to achieve its objectives are donated in the form of the time offered by volunteers as drivers, packers, and in the Warehouse, the buildings and other facilities offered either free-of-charge or at greatly reduced cost by partner organisations, and the gifts of food by the public – e.g. the nominal value for the food gifts of 32,778 kg received in the year was £77,707 which compares to the financial expenditure on other items of £19,150. The largest expenditure item was £8,784 to purchase fresh vegetables and fruit to add to client deliveries.

It is necessary to pay for the core running costs of the Foodbank in order to enable its objectives to be achieved. This year £1,073 was needed to supplement donations of food.

The Foodbank's operations are audited regularly by the Trussell Trust, and the accounts are independently examined.

In order to support other complementary charities in the area, 10% of the donations received (£5,596) has been set aside. During the year the total payments from this fund, including topping up Acts435 grants, was £1,361.

In total the Unrestricted and Designated Reserves total £164,000 compared with £122,000 a year ago. This includes £50,000 in the Development Fund and £89,823 in unrestricted Funds. The latter compares with the aim under the Trust's Reserves Policy to maintain minimum unrestricted reserves of £30,000 being equivalent to about 6 months operating costs and about 3 months food supplies.

**ST NEOTS FOODBANK****CHARITY NUMBER: 1154018****RECEIPTS AND PAYMENTS ACCOUNTS****PERIOD ENDED 31st March  
2023**

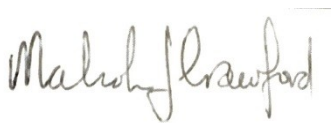
|                                                  | <b>Unrestric<br/>ted<br/>Funds</b> | <b>Designa<br/>ted<br/>Funds</b> | <b>Restrict<br/>ed<br/>Funds</b> | <b>Total<br/>2022/23</b> | <i>Total<br/>2021/<br/>22</i> |
|--------------------------------------------------|------------------------------------|----------------------------------|----------------------------------|--------------------------|-------------------------------|
|                                                  | <b>£</b>                           | <b>£</b>                         | <b>£</b>                         | <b>£</b>                 | <b>£</b>                      |
| <b>Income</b>                                    |                                    |                                  |                                  |                          |                               |
| Voluntary Income:                                |                                    |                                  |                                  |                          |                               |
| Donations                                        | 55,506                             |                                  | 0                                | <b>55,506</b>            | 41,226                        |
| Grants                                           | 5,000                              | 2,495                            | 2,305                            | <b>9,800</b>             | 11,449                        |
| Interest                                         | 685                                | 0                                | 0                                | <b>685</b>               | 26                            |
| <b>Total Income</b>                              | <b>61,191</b>                      | <b>2,495</b>                     | <b>2,305</b>                     | <b>65,991</b>            | <b>52,701</b>                 |
| <b>Expenditure</b>                               |                                    |                                  |                                  |                          |                               |
| Warehouse rent                                   | 5,000                              |                                  |                                  | <b>5,000</b>             | 5,000                         |
| Electricity                                      | 447                                |                                  |                                  | <b>447</b>               | 609                           |
| Container Hire                                   | 475                                |                                  |                                  | <b>475</b>               | 301                           |
| Business Rates                                   | 0                                  |                                  |                                  | <b>0</b>                 | 0                             |
| Warehouse / Distribution eqpt                    | 176                                |                                  |                                  | <b>176</b>               | 288                           |
| Subscriptions                                    | 360                                |                                  |                                  | <b>360</b>               | 0                             |
| Telephone                                        | 1,932                              |                                  |                                  | <b>1,932</b>             | 1,222                         |
| Printing, Stationery, Postage                    | 442                                |                                  |                                  | <b>442</b>               | 280                           |
| Insurance                                        | 536                                |                                  |                                  | <b>536</b>               | 530                           |
| Office and other Expenses                        | 880                                |                                  |                                  | <b>880</b>               | 670                           |
| Provision of vegetables                          | 8,784                              |                                  |                                  | <b>8,784</b>             |                               |
| Purchase of groceries                            | 118                                | 956                              |                                  | <b>1,073</b>             | 10,454                        |
| Cambs CC Outreach project                        |                                    |                                  | 0                                | <b>0</b>                 | 0                             |
| CAB Project                                      |                                    |                                  | 0                                | <b>0</b>                 | 432                           |
| Acts435 grants                                   |                                    | 413                              | 2,165                            | <b>2,578</b>             | 4,965                         |
| Hardship Fund - Energy                           |                                    | 195                              |                                  | <b>195</b>               |                               |
| Gifts to partner charities                       |                                    | 753                              |                                  | <b>753</b>               | 1,580                         |
| <b>Total Expenditure</b>                         | <b>19,150</b>                      | <b>2,317</b>                     | <b>2,165</b>                     | <b>23,632</b>            | <b>26,331</b>                 |
| <b>Net Movement of Funds</b>                     | 42,041                             | 179                              | 140                              | <b>42,360</b>            | 26,371                        |
| <b>Transfer of Funds</b>                         |                                    |                                  |                                  | <b>0</b>                 | 0                             |
| Provision for tithe 2022/23                      | -5,596                             | 5,596                            |                                  | <b>0</b>                 | 0                             |
| Transfer to Development Fund                     |                                    |                                  |                                  | <b>0</b>                 | 0                             |
| Add: Funds brought forward                       | 53,378                             | 68,669                           | 1,764                            | <b>123,811</b>           | 97,441                        |
| <b>Funds carried forward at 31 December 2022</b> | <b>89,823</b>                      | <b>74,443</b>                    | <b>1,904</b>                     | <b>166,171</b>           | <b>123,811</b>                |



## STATEMENT OF ASSETS AND LIABILITIES

|                                | Total<br>31 Mar<br>2023<br>£ | Total<br>March<br>2022<br>£ |
|--------------------------------|------------------------------|-----------------------------|
| <b>Current Assets</b>          |                              |                             |
| Bank Current account & in Hand | 28,701                       | 26,971                      |
| Deposit Accounts               | 136,023                      | 95,338                      |
| Paypal Account                 | 146                          | 0                           |
| Soldo prepayment card          | 1,300                        | 903                         |
| Tesco vouchers                 | 0                            | 600                         |
| Total Current Assets           | <b>166,171</b>               | <b>123,811</b>              |
| <b>Funds of the Charity</b>    |                              |                             |
| Unrestricted Funds             | 89,823                       | 53,378                      |
| Designated Funds               |                              |                             |
| General Tithe Fund             | 11,607                       | 7,373                       |
| Development Fund               | 50,000                       | 50,000                      |
| Energy Hardship Fund           | 2,000                        | 2,000                       |
| Hardship Fund                  | 1,000                        | 999                         |
| Tescos top up                  | 9,837                        | 8,297                       |
|                                | 74,444                       |                             |
| Restricted Funds               |                              |                             |
| CAB Fund                       | 1,224                        | 1,224                       |
| Acts 435                       | 680                          | 540                         |
|                                | 1,904                        |                             |
| <b>Total Funds</b>             | <b>166,171</b>               | <b>123,811</b>              |

I confirm that these accounts are in accord with the books of the St Neots Foodbank



Date 30<sup>th</sup> June 2023

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Malcolm Crawford  
Treasurer, St Neots Foodbank

I certify that I have verified the above accounts and find them to be a true and accurate record of the St Neots Foodbank accounts for the year ended 31<sup>st</sup> March 2023.



Date 26<sup>th</sup> July 2023

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## **5. ACKNOWLEDGEMENTS**

This report has described operation of St Neots Foodbank during the year 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023. The trustees have again been truly grateful to groups and individuals in terms of donations of food and finance, people who hold vouchers, the local churches and to all those who have helped the foodbank to help local people in crisis. Tesco have continued their support of St Neots and other Trussell Trust network foodbanks by means of the twice-yearly food collections and cash top-ups. Waitrose have taken on the voucher system for the provision of fresh eggs, fruit and vegetables and have been hugely supportive to our visitors. Brittain's store continues to provide office and storage space in their warehouse, at a reduced rent. St Neots Foodbank is indebted to the many volunteers, without whom the Foodbank would not operate. In particular, it depends heavily on the hardworking and always-cheerful key volunteers who run the Foodbank on a day-to-day basis – Adrienne Dunn, Peter Dunn, Rona McCormick, Kerry Walsh and Peter Bradford.

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# Accounts

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REGISTERED CHARITY NUMBER: 1154018

## REFERENCE AND ADMINISTRATIVE DETAILS

## St Neots Foodbank

1154018 (England and Wales)

Mrs Jennifer Henderson

c/o Unit 2B

## Brittains Warehouse

## Little End Road

Eaton Socon

## St Neots

Cambridgeshire PE19 8JH

**Operating address**

Unit 2B  
Brittains Warehouse  
Little End Road  
Eaton Socon  
St Neots  
Cambridgeshire PE19 8JH

**Charity Trustees** as of 31<sup>st</sup> March 2022

|                        | <b>Office</b> | <b>Church represented</b>                          |
|------------------------|---------------|----------------------------------------------------|
| Dr David Pacini        | Chair         |                                                    |
| Mrs Jennifer Henderson | Secretary     | United Reformed Church                             |
| Mr Malcolm Crawford    | Treasurer     | New Street Baptist Church                          |
| Mrs Carol Way          | Deputy Chair  | St Mary's Churches, St Neots with Eynesbury Parish |
| Mrs Andrea Lees        |               | Open Door Church                                   |
| Mr Simon Leher         |               | River Church                                       |
| Dr Roger Peppiatt      |               | St Mary's Parish Church, Eaton Socon               |
| Dr Barbara Spencer     |               | Berkeley Street Methodist Church                   |
| Mrs Wendy Hallett      |               | St Neots' Evangelical Church                       |

**Independent Examiner**

David Brown FCA  
Executive Suite, A1 Lifestyle Village  
Great North Road  
Little Paxton  
St Neots  
Cambridgeshire PE19 6EN

**Bank**

Lloyds Bank  
17-19 Market Square  
St Neots  
Cambridgeshire PE19 2BQ

## **TRUSTEES' REPORT FOR PERIOD 1<sup>ST</sup> APRIL 2021 TO 31<sup>ST</sup> MARCH 2022**

### **1. STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **1.1 Governing document**

St Neots Foodbank is a Charitable Incorporated Organisation whose only voting members are its charity trustees. The trustees adopted a constitution on 6<sup>th</sup> September 2013 following the 'foundation model' of the Charity Commission. Registered charitable status was granted on 30<sup>th</sup> September, and the registered charity number is 1154018.

#### **1.2 Trustee selection and management**

The charity is managed by a board of trustees, most of whom attend and have been nominated by one of each of the ten founding churches. All trustees strongly endorse the charitable objectives of the organisation and support its Christian ethos.

The trustees are responsible for the development and strategic direction of the foodbank, and for ensuring governance and financial responsibility. They meet quarterly to review performance and monitor the achievement of objectives. The treasurer provides a financial monitoring statement at each meeting, including a forecast of the likely income and expenditure for the whole financial year, based on the results thus far. The trustees agree an annual financial statement which is independently examined before submission to the Charity Commission website. The project manager oversees the day-to-day operation of the foodbank, and reports to the trustees each meeting.

#### **1.3 Related Organisations**

The St Neots Foodbank is affiliated to the Trussell Trust, a charity based in Salisbury that assists churches and communities to open and run foodbanks nationwide.

#### **1.4 Management of risk**

The trustees have adopted a range of policy documents that are intended to manage and minimise risk. Areas covered include Health and Safety and Safeguarding. To further identify and minimise risk, a new policy and procedure on risk management was introduced in January 2021 together with a Risk Management Assessment Matrix which is collectively completed and agreed by Trustees. This matrix is updated every six months to identify all potential areas of risk, including governance, finance, operations, compliance with the law and regulations and any other external factors that could affect the foodbank.

Initial training was provided by staff from the Trussell Trust. The responsibility for training new volunteers has now been taken up by experienced Trustees and volunteers from St Neots Foodbank. In addition, regular training for volunteers is offered, including safeguarding and health and safety. All volunteers are encouraged to attend.

The Trussell Trust last undertook a comprehensive Quality Assurance Audit of all aspects of the Foodbank's operations, management and governance in October 2018 to monitor the operation of the foodbank against their procedures and policies. The assessors were complimentary about the running of the foodbank and for the first time there were no "requirements". The recommendations that were highlighted by the audit were incorporated into our annual Action Plan and successfully implemented in 2019.

In August 2021 the Foodbank completed the newly introduced Governance Self-Assessment and this resulted in a written summary report from a member of the national Trussell Trust Quality Team. All 12 strands of Governance were assessed as at least meeting Trussell Trust standards and legal requirements (amber) with 7 being assessed as exceeding Trussell Trust standards (green). No strands were assessed as not meeting Trussell Trust standards and legal requirements (red). The recommendations in the report have either been implemented or included in ongoing actions.

## **2. OBJECTIVES, AIMS AND ACTIVITIES**

### **2.1 Charitable Objectives**

The St Neots Foodbank has as its objective the prevention and relief of poverty in St Neots and surrounding area, particularly, but not exclusively, by providing emergency food supplies and signposting help available from other agencies to individuals and families in need. This objective is undertaken with a Christian ethos; we seek to operate according to Christian principles of compassion, honesty, integrity, openness, kindness and care of all people, regardless of backgrounds or beliefs.

### **2.2 Aims**

Our aims are to alleviate poverty through the provision of food parcels to those in crisis, in partnership with local care agencies who refer clients in crisis to us. The food parcels are intended to meet the immediate need. In parallel, signposting to care agencies, advice services and other support agencies is intended to help clients resolve the crisis causing their need of the foodbank.

### **2.3 Objectives for the year**

The main objective for the year was to consolidate the work of the previous eight years. In practice this meant:

- recruiting and supporting volunteers and training them appropriately,
- efficient operation of the warehouse, equipping it and maintaining and putting in place appropriate systems to enable the warehouse to function,
- maintaining an effective administration operation,
- recruiting and supporting existing voucher holders,

- maintaining the home delivery service that was introduced in 2020 in response to the Covid pandemic.
- Ensuring sufficient food and finances to sustain the operation.

## **2.4 Key decisions and events during the year**

### **a. Home delivery model:**

In response to the lockdowns and restrictions resulting from the Covid-19 pandemic, the foodbank continued with a home delivery model for our 3-day emergency food parcels accompanied by, home delivery of fresh fruit and vegetables if requested and telephone signposting advice if required by clients.

### **b. Changes to Officers and Trustees:**

In April 2021 Wendy Hallett was appointed as the Trustee for St Neots' Evangelical Church (SNEC) and Simon Leher was appointed as the Trustee for River Church. A replacement trustee was still being sought from St. Joseph's Roman Catholic Church.

### **c. Update to our Charitable Objective:**

In January 2021 Trustees agreed to amend our charitable objective within our CIO document, to include an explicit reference to "signposting" (the amended objective is stated in full in section 2.1 above) and this was uploaded onto the Charity Commission (CC) website in November 2021.

### **d. Trussell Trust Franchise Agreement:**

In April 2021 trustees agreed to remain part of the Trussell Trust Network and sign the newly introduced Network Franchise Agreement. Signing this agreement further committed St. Neots Foodbank to actively promoting and working to fulfil the Trussell Trust's vision of ending the need for foodbanks in the UK. Signing the franchise agreement also allowed St. Neots' foodbank to apply for new 'Financial Inclusion' grant streams, which would allow the Foodbank to work more closely with third part agencies, for example Citizen's Advice, to further help foodbank clients.

## **2.5 How the Foodbank works**

- Food is donated by the public;
- Donations of non-perishable food are checked for "use by" dates, weighed and sorted by food type;
- Clients in food crisis are issued with a St Neots Foodbank voucher by a recognised Voucher Partner;
- Prior to the covid-19 pandemic, clients brought their voucher to a Foodbank



distribution session where it was redeemed for an emergency foodbox. The client is also signposted toward other agencies, which may be able to help resolve the crisis. Since the Covid-19 lockdown on 24th March 2020, a voucher is issued either by the Trussell Trust E-referral system, password protected email or a phone call by our Voucher Partners and the client is contacted by telephone to arrange home delivery of the 3-day food parcel and signposted to other agencies if desired. The contents of emergency food boxes are intended to be nutritionally balanced and to provide sufficient food for 3 days.

Foodbank clients in receipt of a voucher are also able to receive home delivery of fresh fruit and vegetables.

## **2.6 Public Benefit**

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

## **3. ACHIEVEMENT AND PERFORMANCE**

### **3.1 Summary of the Year's Activities**

As the Covid 19 pandemic continued we kept a delivery model in place doing our main deliveries on Monday, Wednesday and Friday mornings. Office volunteers generally worked from home, going into the office as needed. We also continued to make up our own fruit and vegetable boxes, with the addition of eggs, and delivered these on Wednesdays to people who had received a parcel during the previous week. The boxes were packed on a rota basis by a new team of volunteers.

Following the higher amount of food we received during the first year of the pandemic and an increase in the number of people fed, these have both dropped during the reporting year and yet are still higher than pre-pandemic.

| <b>Year</b>              | <b>2016/17</b> | <b>2017/18</b> | <b>2018/19</b> | <b>2019/20</b> | <b>2020/21</b> | <b>2021/22</b> |
|--------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>Food in (kg)</b>      | 14,174         | 19,737         | 21,813         | 25,999         | 33,879         | 26,790         |
| <b>People fed</b>        | 1,015          | 1,415          | 1,555          | 1,781          | 2,583          | 2,168          |
| <b>Christmas parcels</b> | 183            | 209            | 242            | 290            | 259            | 367            |
| <b>Summer parcels</b>    | 21(trial)      | 77             | 99             | 82             | -              |                |

Instead of offering summer parcels, we decided to try giving crates of food to schools, and 1,173 kg of food was distributed. This made it easier for foodbank volunteers, and also meant parents had choice about what food they took.

305 Easter Eggs were given out with food parcels between 16 March and 4 May 2022 (which overlaps the period of this report plus next year's).

Short-dated stock has mainly gone out with parcels, and we have been able to give away dented cans to an organisation happy to take them. A number of other groups have been supported, including Paines Mill and Three Pillars as and when we had stock available.

We have continued with virtual signposting to offer further support to those who use the foodbank, offering the council Household Support Fund where appropriate, providing emergency energy vouchers and a referral to CA or other organisations when requested. Referrals to our CA workers have led to many receiving significant financial gains in terms of claiming benefits which they did not receive but to which they were entitled. Many were also awarded a CLAS grant for essential items such as washing machines or cookers.

Further support has been given for other much needed items using Acts 435 and we now have two Advocates.

### **3.2 Voucher Partners**

Voucher Partners are professionals from organisations providing welfare and community support in the local area such as doctors, schools, social workers, registered social landlords, local charities, and Citizens Advice staff, amongst others. When these professionals identify people in crisis they are able to issue them with a foodbank voucher. We have continued to move organisations to the e-referral system and are phasing out the use of red vouchers.

The number of Voucher Partners is 88 and we have the newly established Resident Advice Team from Huntingdon District Council as a new voucher partner. 910 vouchers have been fulfilled during the year. Using the delivery model, we have been able to service clients in the various villages around St Neots with greater ease.

### **3.3 Recipients of Food**

During the year food was provided for 2,168 people (1,294 adults and 874 children). The following table provides the breakdown of the crisis types prompting use of the Foodbank for the year to the end of March 2022 (cause attributed by the Voucher Partners).

**Table: Reason for Issuing Vouchers**

| <b>Crisis</b>               | <b>No. Vouchers</b> |              | <b>Percentage</b> |              | <b>Adults</b> |              | <b>Children</b> |              |
|-----------------------------|---------------------|--------------|-------------------|--------------|---------------|--------------|-----------------|--------------|
| <b>Year</b>                 | <b>20/21</b>        | <b>21/22</b> | <b>20/21</b>      | <b>21/22</b> | <b>20/21</b>  | <b>21/22</b> | <b>20/21</b>    | <b>21/22</b> |
| Benefit Changes             | 40                  | 49           | 4                 | 5            | 61            | 69           | 39              | 73           |
| Benefit Delays              | 119                 | 60           | 11                | 6            | 153           | 90           | 99              | 54           |
| Child Holiday Meals         | 7                   | 4            | 1                 | 1            | 10            | 7            | 17              | 5            |
| Debt                        | 83                  | 68           | 8                 | 7            | 127           | 102          | 88              | 72           |
| Delayed Wages               | 20                  | 15           | 2                 | 2            | 31            | 20           | 21              | 14           |
| Domestic Violence           | 25                  | 24           | 2                 | 3            | 28            | 27           | 51              | 32           |
| Homeless                    | 23                  | 19           | 2                 | 2            | 26            | 21           | 11              | 14           |
| Low Income                  | 612                 | 555          | 57                | 61           | 857           | 799          | 584             | 511          |
| No recourse to public funds | 2                   | 2            | 0                 | 0            | 3             | 3            | 4               | 5            |
| Other                       | 86                  | 53           | 8                 | 6            | 134           | 70           | 124             | 56           |
| Refused STBA                | 4                   | -            | 1                 | -            | 6             | -            | 1               | -            |
| Sickness                    | 46                  | 61           | 4                 | 7            | 67            | 86           | 41              | 38           |
| <b>Totals</b>               | <b>1,067</b>        | <b>910</b>   | <b>100</b>        | <b>100</b>   | <b>1,503</b>  | <b>1,294</b> | <b>1,080</b>    | <b>874</b>   |

### 3.4 Food Donated

The Foodbank has 'drop-boxes' in Tesco, Waitrose and the Co-op Stores which are collected weekly. In addition, we have Gainz Gym, the library and Eynesbury Primary school with collection boxes. This makes up about 60% of the total food collected. There were two three-day collections at Tesco in July and November 2021. This year we had volunteers at both collections, and this made a significant difference to the amount of food we were able to collect, compared to the previous year's unmanned collections. Tesco then give a 20% financial 'top up' of the weight of food collected. A number of churches, schools, businesses, groups and individuals also donated food throughout the year. Harvest donations are a significant help to food donations, and we received about 2 tonnes of food from schools and 1 tonne from churches. The total amount of food collected this year was 26,790 kg and over the year to 31 March 2022 the amount of food distributed was 22,633 kg. At the end of March 2022, the stock level was 3,843 kg. Stock is valued at £1.75 per kilo as advised by the Trussell Trust. Therefore, the value of food held in stock at this time was £6,725.

### **3.5 Publicity**

Publicity has contributed to the success of the Foodbank. Two newsletters have been issued during the year, which have gone to all volunteers, voucher holders, churches and those who have asked to be kept informed about our work. As organisations have re-started we have been able to do a small number of talks as requested. We continue to be well supported by our local paper, the Hunts Post, which has published several articles, including publicity for printer cartridge collections done for us by Eaton Socon Bowls Club, who then sell these to provide financial funds for us. We continue to make posts on social media platforms and update our website.

### **3.6 Volunteers**

The Foodbank is run entirely by volunteers, and we have gradually added new volunteers to the team as needed. There are various roles for warehouse volunteers in weighing, dating and sorting donations as well as separate teams of box packers and fruit and vegetable packers, along with those doing supermarket 'pick ups', delivery drivers and office staff.

We have held meetings on Zoom and kept in contact through telephone, WhatsApp groups and email.

## **4. FINANCIAL REVIEW**

### **4.1 Principal sources of funds**

Donations for general (unrestricted) purposes of £41,226 were received, in addition to a grant of £2,720 from Huntingdon District Council and £3,692 from the Trussell Trust being a one-off grant for £1,440 from Waitrose, and £2,292 being top-up payments for food collected at Tesco. The latter is designated by the Trustees for the purchase of food.

During the year the Foodbank submitted to the crowd funding service, Acts435, the needs of clients, and grants totalling £5,036 were received.

There was a surplus of Unrestricted Funds for the year of £27,779.

### **4.2 How expenditure has supported the key objectives of the charity**

Most of the resources used by the Foodbank to achieve its objectives are donated in the form of the time offered by volunteers as drivers, packers, and in the Warehouse, the buildings and other facilities offered either free-of-charge or at greatly reduced cost by partner

organisations, and the gifts of food by the public – e.g. the nominal value for the food gifts of 26,709kg received in the year was £46,740 which compares to the financial expenditure on other items of £16,194. The largest expenditure item was £7,293 to purchase fresh vegetables and fruit to add to client deliveries.

It is necessary to pay for the core running costs of the Foodbank in order to enable its objectives to be achieved. This year £3,161 was needed to supplement donations of food and purchase boxes to enable home deliveries.

The Foodbank's operations are audited regularly by the Trussell Trust, and the accounts are independently examined.

In order to support other complementary charities in the area, 10% of the donations received (£4,120) has been set aside. During the year the total payments from this fund, including topping up Acts435 grants, was £1,580.

In total the Unrestricted and Designated Reserves total over £122,000 compared with about £95,000 a year ago. During the year the Trust agreed to establish two new Designated Funds:

- Because of the significant increases in energy costs causing significant financial hardship to our clients £2,000 has been transferred to establish a new Energy Hardship Fund.
- £50,000 has been transferred to a Development Fund to contribute to the costs of future developments of the services provided by the Foodbank.

This leaves about £53,000 as unrestricted Funds. This compares with the aim under the Trust's Reserves Policy to maintain minimum unrestricted reserves of £30,000 being equivalent to about 6 months operating costs and about 3 months food supplies.

**ST NEOTS FOODBANK****CHARITY NUMBER: 1154018****RECEIPTS AND PAYMENTS ACCOUNTS****PERIOD ENDED 31 March 2022**

|                                               | Unrestricted<br>Funds | Designated<br>Funds | Restricted<br>Funds | Total<br>2021/22 | Total<br>2020/21 |
|-----------------------------------------------|-----------------------|---------------------|---------------------|------------------|------------------|
|                                               | £                     | £                   | £                   | £                | £                |
| <b>Income</b>                                 |                       |                     |                     |                  |                  |
| Voluntary Income:                             |                       |                     |                     |                  |                  |
| Donations                                     | 41,226                |                     | 0                   | <b>41,226</b>    | 67,405           |
| Grants                                        | 2,720                 | 3,692               | 5,036               | <b>11,449</b>    | 9,116            |
| Interest                                      | 26                    | 0                   | 0                   | <b>26</b>        | 126              |
| <b>Total Income</b>                           | <b>43,972</b>         | <b>3,692</b>        | <b>5,036</b>        | <b>52,701</b>    | <b>76,647</b>    |
| <b>Expenditure</b>                            |                       |                     |                     |                  |                  |
| Warehouse rent                                | 5,000                 |                     |                     | <b>5,000</b>     | 5,000            |
| Electricity                                   | 609                   |                     |                     | <b>609</b>       | 586              |
| Container Hire                                | 301                   |                     |                     | <b>301</b>       | 702              |
| Business Rates                                | 0                     |                     |                     | <b>0</b>         | 0                |
| Warehouse / Distribution eqpt                 | 288                   |                     |                     | <b>288</b>       | 162              |
| Subscriptions                                 | 0                     |                     |                     | <b>0</b>         | 395              |
| Telephone                                     | 1,222                 |                     |                     | <b>1,222</b>     | 1,922            |
| Printing, Stationery, Postage                 | 280                   |                     |                     | <b>280</b>       | 258              |
| Insurance                                     | 530                   |                     |                     | <b>530</b>       | 453              |
| Office and travel Expenses                    | 670                   |                     |                     | <b>670</b>       | 263              |
| Purchase of vegetables and boxes              | 7,293                 | 3,161               |                     | <b>10,454</b>    | 8,201            |
| Cambs CC Outreach project                     |                       |                     | 0                   | <b>0</b>         | 0                |
| CAB Project                                   |                       |                     | 432                 | <b>432</b>       | 0                |
| Acts435 grants                                |                       |                     | 4,965               | <b>4,965</b>     | 8,407            |
| Gifts to partner charities                    | .                     | 1,580               |                     | <b>1,580</b>     | 1,460            |
| <b>Total Expenditure</b>                      | <b>16,194</b>         | <b>4,741</b>        | <b>5,397</b>        | <b>26,331</b>    | <b>27,807</b>    |
| <b>Net Movement of Funds</b>                  | 27,779                | -1,048              | -360                | <b>26,371</b>    | 48,840           |
| <b>Transfer of Funds</b>                      |                       |                     |                     | <b>0</b>         | 0                |
| Provision for tithe 2021/22                   | -4,120                | 4,120               |                     | <b>0</b>         | 0                |
| Contribution to Acts435                       |                       | -369                | 369                 | <b>0</b>         | 0                |
| Transfer to Development Fund                  | -50,000               | 50,000              |                     |                  |                  |
| Add: Funds brought forward                    | 79,719                | 15,966              | 1,756               | <b>97,441</b>    | 48,601           |
| <b>Funds carried forward at 31 March 2022</b> | <b>53,378</b>         | <b>68,669</b>       | <b>1,764</b>        | <b>123,811</b>   | <b>97,441</b>    |

# STATEMENT OF ASSETS AND LIABILITIES

AT 31 March 2022

|                                | Total<br>31 Mar 2022<br>£ | Total<br>March 2021<br>£ |
|--------------------------------|---------------------------|--------------------------|
| <b>Current Assets</b>          |                           |                          |
| Bank Current account & in Hand | 26,971                    | 25,829                   |
| Deposit Accounts               | 95,338                    | 70,311                   |
| Paypal Account                 | 0                         | 0                        |
| Soldo prepayment card          | 903                       | 700                      |
| Tesco vouchers                 | 600                       | 600                      |
| <b>Total Current Assets</b>    | <b>123,811</b>            | <b>97,441</b>            |
| <b>Funds of the Charity</b>    |                           |                          |
| Unrestricted Funds             | 53,378                    | 79,719                   |
| Designated Funds               |                           |                          |
| - Provision for Tithe          | 7,373                     | 6,753                    |
| - Development Fund             | 50,000                    | 0                        |
| - Energy Hardship Fund         | 2,000                     | 0                        |
| - Hardship Fund                | 999                       | 1,448                    |
| - Tesco's top up               | 8,297                     | 7,765                    |
|                                | 68,669                    |                          |
| Restricted Funds               |                           |                          |
| - CAB Fund                     | 1,224                     | 1,656                    |
| - Acts 435                     | 540                       | 100                      |
|                                | 1,764                     |                          |
| <b>Total Funds</b>             | <b>123,811</b>            | <b>97,441</b>            |

I confirm that these accounts are in accord with the books of the St Neots Foodbank



Date 2<sup>nd</sup> June 2022

Malcolm Crawford  
Treasurer, St Neots Foodbank

I certify that I have verified the above accounts and find them to be a true and accurate record of the St Neots Foodbank accounts for the year ended 31<sup>st</sup> March 2022.

Date

David Brown  
A1 Lifestyle Accounts Limited

## **5. ACKNOWLEDGEMENTS**

This report has described operation of St Neots Foodbank during the year 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. The trustees have again been truly grateful to groups and individuals in terms of donations of food and finance, people who hold vouchers, the local churches and to all those who have helped the foodbank to help local people in crisis. Tesco have continued their support of St Neots and other Trussell Trust network foodbanks by means of the twice-yearly food collections and cash top-ups. Brittain's store continues to provide office and storage space in their warehouse, at a reduced rent. St Neots Foodbank is indebted to the many volunteers, without whom the Foodbank would not operate. In particular, it depends heavily on the hardworking and always-cheerful key volunteers who run the Foodbank on a day-to-day basis – Adrienne Dunn, Rona McCormick, Carol Way, Kerry Walsh and Peter Bradford.





# **ST NEOTS FOODBANK**

**CHARITY NUMBER: 1154018**

## **RECEIPTS AND PAYMENTS ACCOUNTS**

**PERIOD ENDED 31 March 2022**

|                                               | Unrestricted<br>Funds | Designated<br>Funds | Restricted<br>Funds | Total<br>2021/22 | Total<br>2020/21 |
|-----------------------------------------------|-----------------------|---------------------|---------------------|------------------|------------------|
|                                               | £                     | £                   | £                   | £                | £                |
| <b>Income</b>                                 |                       |                     |                     |                  |                  |
| Voluntary Income:                             |                       |                     |                     |                  |                  |
| Donations                                     | 41,226                |                     | 0                   | <b>41,226</b>    | 67,405           |
| Grants                                        | 2,720                 | 3,692               | 5,036               | <b>11,449</b>    | 9,116            |
| Interest                                      | 26                    | 0                   | 0                   | <b>26</b>        | 126              |
| <b>Total Income</b>                           | <b>43,972</b>         | <b>3,692</b>        | <b>5,036</b>        | <b>52,701</b>    | <b>76,647</b>    |
| <b>Expenditure</b>                            |                       |                     |                     |                  |                  |
| Warehouse rent                                | 5,000                 |                     |                     | <b>5,000</b>     | 5,000            |
| Electricity                                   | 609                   |                     |                     | <b>609</b>       | 586              |
| Container Hire                                | 301                   |                     |                     | <b>301</b>       | 702              |
| Business Rates                                | 0                     |                     |                     | <b>0</b>         | 0                |
| Warehouse / Distribution eqpt                 | 288                   |                     |                     | <b>288</b>       | 162              |
| Subscriptions                                 | 0                     |                     |                     | <b>0</b>         | 395              |
| Telephone                                     | 1,222                 |                     |                     | <b>1,222</b>     | 1,922            |
| Printing, Stationery, Postage                 | 280                   |                     |                     | <b>280</b>       | 258              |
| Insurance                                     | 530                   |                     |                     | <b>530</b>       | 453              |
| Office and travel Expenses                    | 670                   |                     |                     | <b>670</b>       | 263              |
| Purchase of vegetables and boxes              | 7,293                 | 3,161               |                     | <b>10,454</b>    | 8,201            |
| Cambs CC Outreach project                     |                       |                     | 0                   | <b>0</b>         | 0                |
| CAB Project                                   |                       |                     | 432                 | <b>432</b>       | 0                |
| Acts435 grants                                |                       |                     | 4,965               | <b>4,965</b>     | 8,407            |
| Gifts to partner charities                    | .                     | 1,580               |                     | <b>1,580</b>     | 1,460            |
| <b>Total Expenditure</b>                      | <b>16,194</b>         | <b>4,741</b>        | <b>5,397</b>        | <b>26,331</b>    | <b>27,807</b>    |
| <b>Net Movement of Funds</b>                  | 27,779                | -1,048              | -360                | <b>26,371</b>    | 48,840           |
| <b>Transfer of Funds</b>                      |                       |                     |                     | <b>0</b>         | 0                |
| Provision for tithe 2021/22                   | -4,120                | 4,120               |                     | <b>0</b>         | 0                |
| Contribution to Acts435                       |                       | -369                | 369                 | <b>0</b>         | 0                |
| Transfer to Development Fund                  | -50,000               | 50,000              |                     |                  |                  |
| Add: Funds brought forward                    | 79,719                | 15,966              | 1,756               | <b>97,441</b>    | 48,601           |
| <b>Funds carried forward at 31 March 2022</b> | <b>53,378</b>         | <b>68,669</b>       | <b>1,764</b>        | <b>123,811</b>   | <b>97,441</b>    |

# STATEMENT OF ASSETS AND LIABILITIES

**AT 31 March 2022**

|                                | <i>Total</i><br>31 Mar 2022 | <i>Total</i><br>March 2021 |
|--------------------------------|-----------------------------|----------------------------|
|                                | £                           | £                          |
| <b>Current Assets</b>          |                             |                            |
| Bank Current account & in Hand | 26,971                      | 25,829                     |
| Deposit Accounts               | 95,338                      | 70,311                     |
| Paypal Account                 | 0                           | 0                          |
| Soldo prepayment card          | 903                         | 700                        |
| Tesco vouchers                 | 600                         | 600                        |
| <b>Total Current Assets</b>    | <b>123,811</b>              | <b>97,441</b>              |
| <b>Funds of the Charity</b>    |                             |                            |
| Unrestricted Funds             | 53,378                      | 79,719                     |
| Designated Funds               |                             |                            |
| - Provision for Tithe          | 7,373                       | 6,753                      |
| - Development Fund             | 50,000                      | 0                          |
| - Energy Hardship Fund         | 2,000                       | 0                          |
| - Hardship Fund                | 999                         | 1,448                      |
| - Tesco's top up               | 8,297                       | 7,765                      |
|                                | 68,669                      |                            |
| Restricted Funds               |                             |                            |
| - CAB Fund                     | 1,224                       | 1,656                      |
| - Acts 435                     | 540                         | 100                        |
|                                | 1,764                       |                            |
| <b>Total Funds</b>             | <b>123,811</b>              | <b>97,441</b>              |

I confirm that these accounts are in accord with the books of the St Neots Foodbank



Date 2<sup>nd</sup> June 2022

Malcolm Crawford  
Treasurer, St Neots Foodbank

I certify that I have verified the above accounts and find them to be a true and accurate record of the St Neots Foodbank accounts for the year ended 31<sup>st</sup> March 2022.

Date

David Brown  
A1 Lifestyle Accounts Limited

**ST NEOTS FOODBANK****CHARITY NUMBER: 1154018****RECEIPTS AND PAYMENTS ACCOUNTS****PERIOD ENDED 31 March 2022**

|                                               | Unrestricted<br>Funds | Designated<br>Funds | Restricted<br>Funds | Total<br>2021/22 | Total<br>2020/21 |
|-----------------------------------------------|-----------------------|---------------------|---------------------|------------------|------------------|
|                                               | £                     | £                   | £                   | £                | £                |
| <b>Income</b>                                 |                       |                     |                     |                  |                  |
| Voluntary Income:                             |                       |                     |                     |                  |                  |
| Donations                                     | 41,226                |                     | 0                   | 41,226           | 67,405           |
| Grants                                        | 2,720                 | 3,692               | 5,036               | 11,449           | 9,116            |
| Interest                                      | 26                    | 0                   | 0                   | 26               | 126              |
| <b>Total Income</b>                           | <b>43,972</b>         | <b>3,692</b>        | <b>5,036</b>        | <b>52,701</b>    | <b>76,647</b>    |
| <b>Expenditure</b>                            |                       |                     |                     |                  |                  |
| Warehouse rent                                | 5,000                 |                     |                     | 5,000            | 5,000            |
| Electricity                                   | 609                   |                     |                     | 609              | 586              |
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| CAB Project                                   |                       |                     | 432                 | 432              | 0                |
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| Gifts to partner charities                    | .                     | 1,580               |                     | 1,580            | 1,460            |
| <b>Total Expenditure</b>                      | <b>16,194</b>         | <b>4,741</b>        | <b>5,397</b>        | <b>26,331</b>    | <b>27,807</b>    |
| <b>Net Movement of Funds</b>                  | 27,779                | -1,048              | -360                | 26,371           | 48,840           |
| <b>Transfer of Funds</b>                      |                       |                     |                     | 0                | 0                |
| Provision for tithe 2021/22                   | -4,120                | 4,120               |                     | 0                | 0                |
| Contribution to Acts435                       |                       | -369                | 369                 | 0                | 0                |
| Transfer to Development Fund                  | -50,000               | 50,000              |                     |                  |                  |
| Add: Funds brought forward                    | 79,719                | 15,966              | 1,756               | 97,441           | 48,601           |
| <b>Funds carried forward at 31 March 2022</b> | <b>53,378</b>         | <b>68,669</b>       | <b>1,764</b>        | <b>123,811</b>   | <b>97,441</b>    |

# STATEMENT OF ASSETS AND LIABILITIES

AT 31 March 2022

|                                | Total<br>31 Mar 2022<br>£ | Total<br>March 2021<br>£ |
|--------------------------------|---------------------------|--------------------------|
| <b>Current Assets</b>          |                           |                          |
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| Deposit Accounts               | 95,338                    | 70,311                   |
| Paypal Account                 | 0                         | 0                        |
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| Tesco vouchers                 | 600                       | 600                      |
| <b>Total Current Assets</b>    | <b>123,811</b>            | <b>97,441</b>            |
| <b>Funds of the Charity</b>    |                           |                          |
| Unrestricted Funds             | 53,378                    | 79,719                   |
| Designated Funds               |                           |                          |
| - Provision for Tithe          | 7,373                     | 6,753                    |
| - Development Fund             | 50,000                    | 0                        |
| - Energy Hardship Fund         | 2,000                     | 0                        |
| - Hardship Fund                | 999                       | 1,448                    |
| - Tesco's top up               | 8,297                     | 7,765                    |
|                                | 68,669                    |                          |
| Restricted Funds               |                           |                          |
| - CAB Fund                     | 1,224                     | 1,656                    |
| - Acts 435                     | 540                       | 100                      |
|                                | 1,764                     |                          |
| <b>Total Funds</b>             | <b>123,811</b>            | <b>97,441</b>            |

I confirm that these accounts are in accord with the books of the St Neots Foodbank



Date 2<sup>nd</sup> June 2022

Malcolm Crawford  
Treasurer, St Neots Foodbank

I certify that I have verified the above accounts and find them to be a true and accurate record of the St Neots Foodbank accounts for the year ended 31<sup>st</sup> March 2022.



Date 21<sup>st</sup> September 2022

David Brown  
A1 Lifestyle Accounts Limited

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# Accounts

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**Operating address**

Unit 2B  
Brittains Warehouse  
Little End Road  
Eaton Socon  
St Neots  
Cambridgeshire PE19 8JH

**Charity Trustees** as of 31<sup>st</sup> March 2021

|                        | <b>Office</b> | <b>Church represented</b>                          |
|------------------------|---------------|----------------------------------------------------|
| Dr David Pacini        | Chair         |                                                    |
| Mrs Jennifer Henderson | Secretary     | United Reformed Church                             |
| Mr Malcolm Crawford    | Treasurer     | New Street Baptist Church                          |
| Mrs Carol Way          | Deputy Chair  | St Mary's Churches, St Neots with Eynesbury Parish |
| Mrs Andrea Lees        |               | Open Door Church                                   |
| Dr Roger Peppiatt      |               | St Mary's Parish Church, Eaton Socon               |
| Dr Barbara Spencer     |               | Berkeley Street Methodist Church                   |

**Independent Examiner**

David Brown FCA  
Executive Suite, A1 Lifestyle Village  
Great North Road  
Little Paxton  
St Neots  
Cambridgeshire PE19 6EN

**Bank**

Lloyds Bank  
17-19 Market Square  
St Neots  
Cambridgeshire PE19 2BQ

## **TRUSTEES' REPORT FOR PERIOD 1<sup>ST</sup> APRIL 2020 TO 31<sup>ST</sup> MARCH 2021**

### **1. STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **1.1 Governing document**

St Neots Foodbank is a Charitable Incorporated Organisation whose only voting members are its charity trustees. The trustees adopted a constitution on 6<sup>th</sup> September 2013 following the 'foundation model' of the Charity Commission. Registered charitable status was granted on 30<sup>th</sup> September, and the registered charity number is 1154018.

#### **1.2 Trustee selection and management**

The charity is managed by a board of trustees, most of whom attend and have been nominated by one of each of the ten founding churches. All trustees strongly endorse the charitable objectives of the organisation and support its Christian ethos.

The trustees are responsible for the development and strategic direction of the foodbank, and for ensuring governance and financial responsibility. They meet quarterly to review performance and monitor the achievement of objectives. The treasurer provides a financial monitoring statement at each meeting, including a forecast of the likely income and expenditure for the whole financial year, based on the results thus far. The trustees agree an annual financial statement which is independently examined before submission to the Charity Commission website. The project manager oversees the day-to-day operation of the foodbank, and reports to the trustees each meeting.

#### **1.3 Related Organisations**

The St Neots Foodbank is affiliated to the Trussell Trust, a charity based in Salisbury that assists churches and communities to open and run foodbanks nationwide.

#### **1.4 Management of risk**

The trustees have adopted a range of policy documents that are intended to manage and minimise risk. Areas covered include Health and Safety and Safeguarding.

Initial training was provided by staff from the Trussell Trust. The responsibility for training new volunteers has now been taken up by experienced Trustees and volunteers from St Neots Foodbank. In addition, regular training for volunteers is offered, including Safeguarding. All volunteers are encouraged to attend.

The Trussell Trust last undertook a Quality Assurance Audit in October 2018 to monitor the operation of the foodbank against their procedures and policies. The assessors were complimentary about the running of the foodbank and for the first time there were no "requirements". The recommendations that were highlighted by the audit were incorporated into our annual Action Plan and successfully implemented in 2019.



## **2. OBJECTIVES, AIMS AND ACTIVITIES**

### **2.1 Charitable Objectives**

The St Neots Foodbank has as its objective the prevention and relief of poverty in St Neots and surrounding area, particularly but not exclusively by providing emergency food supplies to individuals and families in need. This objective is undertaken with a Christian ethos; we seek to operate according to Christian principles of compassion, honesty, integrity, openness, kindness and care of all people, regardless of backgrounds or beliefs.

### **2.2 Aims**

Our aims are to alleviate poverty through the provision of food parcels to those in crisis, in partnership with local care agencies who refer clients in crisis to us. The food parcels are intended to meet the immediate need. In parallel, signposting to care agencies, advice services and other support agencies is intended to help clients resolve the crisis causing their need of the foodbank.

### **2.3 Objectives for the year**

The main objective for the year was to consolidate the work of the previous seven years. In practice, during the covid-19 pandemic, this meant:

- recruiting and supporting volunteers and training them appropriately,
- efficient operation of the warehouse, equipping it and maintaining and putting in place appropriate systems to enable the warehouse to function,
- maintaining an effective administration operation,
- recruiting and supporting existing voucher holders,
- developing a home delivery service and telephone signposting service to temporarily replace the four distribution centres,
- ensuring sufficient food and finances to sustain the operation

### **2.4 Key decisions and events during the year**

- a. In response to the lockdown resulting from the Covid-19 pandemic, the foodbank moved to a home delivery model for our 3-day emergency food parcels accompanied by telephone signposting advice if required by clients.
- b. Changes to Officers and Trustees:  
In November 2020 Roger Sare completed his term of office as the Trustee for River Church and the process to replace him started. A replacement trustee was also being sought from the SNEC congregation and from St. Joseph's Roman Catholic Church.

## **2.5 How the Foodbank works**

- Food is donated by the public;
- Donations of non-perishable food are checked for “use by” dates, weighed and sorted by food type;
- Clients in food crisis are issued with a St Neots Foodbank voucher by a recognised Voucher Partner;
- Prior to the covid-19 pandemic, clients brought their voucher to a Foodbank distribution session where it was redeemed for an emergency foodbox. The client is also signposted toward other agencies, which may be able to help resolve the crisis. Since the Covid-19 lockdown on 24th March 2020, a voucher is issued either by the Trussell Trust E-referral system, password protected email or a phone call by our Voucher Partners and the client is contacted by telephone to arrange home delivery of the 3-day food parcel and signposted to other agencies if desired. The contents of emergency foodboxes are intended to be nutritionally balanced and to provide sufficient food for 3 days.

## **2.6 Public Benefit**

The trustees confirm that they have referred to the guidance contained in the Charity Commission’s general guidance on public benefit when reviewing the charity’s aims and objectives and in planning future activities.

## **3. ACHIEVEMENT AND PERFORMANCE**

### **3.1 Summary of the year’s activities**

As a result of the Covid 19 pandemic, we changed the operation of the foodbank from distribution centres to a complete home delivery model at the end of March 2020, doing our main deliveries on Monday, Wednesday and Friday mornings. This decision was based on Government advice for over 70s and our need to keep volunteers and visitors safe. The warehouse operation was also changed to teams of two people, who could socially distance, with more frequent teams in place. Office volunteers have been working from home and new volunteers found for new roles. This format has continued all year and appropriate protocols, policies and Risk Assessments have been formulated and agreed by Trustees.

In addition, in agreement with Waitrose, we stopped giving fruit and vegetable vouchers and in May 2020 started buying in wholesale fruit and vegetables and making up boxes for delivery once a week to all who have received a food box. These have been hugely well received.

As might be expected there has been a significant rise in the number of people using the foodbank during the year and an increase in food donations, as seen in the table below. We were helped significantly by having donations made to us from Tesco central warehousing and delivered by British Gas over a nine-week period.

| <b>Year</b>              | <b>2016/17</b> | <b>2017/18</b> | <b>2018/19</b> | <b>2019/20</b> | <b>2020/21</b> |
|--------------------------|----------------|----------------|----------------|----------------|----------------|
| <b>Food in (kg)</b>      | 14,174         | 19,737         | 21,813         | 25,999         | 33,879         |
| <b>People fed</b>        | 1,015          | 1,415          | 1,555          | 1,781          | 2,583          |
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| <b>Summer parcels</b>    | 21(trial)      | 77             | 99             | 82             | -              |

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Short dated stock has mainly gone out with parcels and we have been able to give away dented cans to an organisation happy to take them. A number of other groups have been supported, including Paines Mill and Three Pillars as and when we had stock available.

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### **3.2 Voucher partners**

Voucher partners are professionals from organisations providing welfare and community support in the local area such as doctors, schools, social workers, registered social landlords,

local charities and Citizens Advice staff, amongst others. When these professionals identify people in crisis they are able to issue them with a Foodbank voucher. With the closure of distribution centres we have asked our voucher partners either to do vouchers on the Trussell Trust E-referral system or scan and password protect the voucher to our e mail or telephone us with details.

The number of Voucher Partners has increased to 89 and 1,067 vouchers have been fulfilled during the year. Using the delivery model we have been able to service clients in the various villages around St Neots with greater ease.

### 3.3 Recipients of food

During the year, food was provided for 2,583 people (1,503 adults and 1,080 children). The following table provides the breakdown of the crisis types prompting use of the Foodbank for the year to the end of March 2021 (cause attributed by the Voucher Partners). As can be seen from the figures we have seen a large rise in the number of families with children accessing the foodbank.

**Table: Reason for Issuing Vouchers**

| Crisis                                    | No. Vouchers |              | Percentage |            | Adults       |              | Children   |              |
|-------------------------------------------|--------------|--------------|------------|------------|--------------|--------------|------------|--------------|
|                                           | 19/20        | 20/21        | 19/20      | 20/21      | 19/20        | 20/21        | 19/20      | 20/21        |
| Benefit Changes                           | 109          | 40           | 13         | 4          | 158          | 61           | 113        | 39           |
| Benefit Delays                            | 145          | 119          | 18         | 11         | 207          | 153          | 115        | 99           |
| Child Holiday Meals                       | 5            | 7            | 1          | 1          | 9            | 10           | 7          | 17           |
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| Delayed Wages                             | 8            | 20           | 1          | 2          | 12           | 31           | 6          | 21           |
| Domestic Violence                         | 31           | 25           | 4          | 2          | 33           | 28           | 51         | 51           |
| Homeless                                  | 50           | 23           | 6          | 2          | 58           | 26           | 18         | 11           |
| Low Income                                | 291          | 612          | 35         | 57         | 410          | 857          | 228        | 584          |
| No recourse to public funds               | 1            | 2            | 0          | 0          | 1            | 3            | 3          | 4            |
| Other                                     | 49           | 86           | 6          | 8          | 61           | 134          | 45         | 124          |
| Refused Short Term Benefit Advance (STBA) | 7            | 4            | 1          | 1          | 7            | 6            | 3          | 1            |
| Sickness                                  | 60           | 46           | 7          | 4          | 76           | 67           | 10         | 41           |
| <b>Totals</b>                             | <b>821</b>   | <b>1,067</b> | <b>100</b> | <b>100</b> | <b>1,130</b> | <b>1,503</b> | <b>655</b> | <b>1,080</b> |

### **3.4 Food donated**

The Foodbank has 'drop-boxes' in Tesco, Waitrose and the Co-op Stores which are collected weekly. In addition to the supermarkets we have drop off points at Gainz Gym, Argos and Eynesbury primary school. This makes up about 60% of the total food collected. There were 2 three-day unmanned collections at Tesco in August and November 2020. As there were no volunteers present in store, there was a significant drop in the amount of food collected to that which we normally receive. Tesco then give a 20% financial 'top up' of the weight of food collected. A number of churches, schools, businesses, groups and individuals also donated food throughout the year. Due to the pandemic we lost a number of organisations who usually help with collections where businesses remained closed. However, other villages and organisations were able to take their place, particularly in the run up to Christmas. The total amount of food collected this year was 33,879 kg and over the year to 31 March 2021 the amount of food distributed was 33,964 kg. At the end of March 2021 the stock level was 4,367 kg. Stock is valued at £1.75 per kilo as advised by the Trussell Trust. Therefore, the value of food held in stock at this time was £7,642.

### **3.5 Publicity**

Publicity has contributed to the success of the Foodbank. Two newsletters have been issued during the year, which have gone to all volunteers, voucher holders, churches and those who have asked to be kept informed about our work. We weren't able to do our normal talks to organisations or have visitors to our warehouse during the year, however we continue to be well supported by our local paper, the Hunts Post, who have published several articles, including publicity for printer cartridge collections done for us by Eaton Socon bowls club, who then sell these to provide financial funds for us. We continue to make posts on social media platforms.

### **3.6 Volunteers**

The Foodbank is run entirely by volunteers and because of the pandemic a significant number of our volunteers have had to stand down. New volunteers have stepped in to do different roles, such as parcel box packers, fruit and vegetable box packers, delivery drivers and supermarket pick up drivers as well as the normal warehousing. This has involved a team of about 30 people a week.

We have held meetings on Zoom and kept in contact through telephone, WhatsApp groups and e mail.

## **4. FINANCIAL REVIEW**

### **4.1 Principal sources of funds**

Donations for general (unrestricted) purposes of £67,405 were received, in addition to £874 from the Trussell Trust, being from top-up payments based on the value of food donations made at Tesco. The latter is designated by the Trustees for the purchase of food.

During the year the Foodbank submitted to the crowd funding service, Acts435, the needs of clients and grants totalling £8,192 were received.

There was a surplus of Unrestricted Funds for the year of £52,560.

### **4.2 How expenditure has supported the key objectives of the charity**

Most of the resources used by the Foodbank to achieve its objectives are donated in the form of the time offered by volunteers as drivers, packers, and in the Warehouse, the buildings and other facilities offered either free-of-charge or at greatly reduced cost by partner organisations (including churches for the use of buildings for Distribution Centres and meetings, and by Tesco), and the gifts of food by the public – e.g. the nominal value for the food gifts in the year was £58,800 which compares to the financial expenditure on other items of £15,021. The largest item was £5,282 to purchase fresh vegetables and fruit to add to client deliveries.

It is necessary to pay for the core running costs of the Foodbank in order to enable its objectives to be achieved. This year £2,919 was needed to supplement donations of food and purchase boxes to enable home deliveries.

The Foodbank's operations are audited regularly by the Trussell Trust and the accounts are independently examined.

In order to support other complementary charities in the area, 10% of the donations received (£6,753) has been set aside. During the year the total payments from this fund, including topping up Acts435 grants, was £1,535.

In total the Unrestricted and Designated Reserves total over £95,000 compared with about £46,000 a year ago. This is equivalent to over 15 months-worth of expenditure, plus donations of food received.

**ST NEOTS FOODBANK****CHARITY NUMBER: 1154018****RECEIPTS AND PAYMENTS ACCOUNTS****YEAR ENDED 31 MARCH 2021**

|                                               | Unrestricted<br>Funds | Designated<br>Funds | Restricted<br>Funds | Total<br>2020/21 | Total<br>2019/20 |
|-----------------------------------------------|-----------------------|---------------------|---------------------|------------------|------------------|
|                                               | £                     | £                   | £                   | £                | £                |
| <b>Income</b>                                 |                       |                     |                     |                  |                  |
| Voluntary Income:                             |                       |                     |                     |                  |                  |
| Donations (see note)                          | 67,405                | 0                   | 0                   | 67,405           | 29,657           |
| Grants                                        | 50                    | 874                 | 8,192               | 9,116            | 4,277            |
| Interest                                      | 126                   | 0                   | 0                   | 126              | 173              |
| <b>Total Income</b>                           | <b>67,581</b>         | <b>874</b>          | <b>8,192</b>        | <b>76,647</b>    | <b>34,107</b>    |
| <b>Expenditure</b>                            |                       |                     |                     |                  |                  |
| Warehouse rent                                | 5,000                 |                     |                     | 5,000            | 5,000            |
| Electricity                                   | 586                   |                     |                     | 586              | 598              |
| Container Hire                                | 702                   |                     |                     | 702              | 0                |
| Business Rates                                | 0                     |                     |                     | 0                | 0                |
| Warehouse / Distribution eqpt                 | 162                   |                     |                     | 162              | 239              |
| Subscriptions                                 | 395                   |                     |                     | 395              | 395              |
| Telephone                                     | 1,922                 |                     |                     | 1,922            | 733              |
| Printing, Stationery, Postage                 | 258                   |                     |                     | 258              | 234              |
| Insurance                                     | 453                   |                     |                     | 453              | 376              |
| Office and travel Expenses                    | 263                   |                     |                     | 263              | 1,083            |
| Purchase of vegetables and boxes              | 5,282                 | 2,919               |                     | 8,201            | 2,824            |
| Cambs CC Outreach project                     |                       |                     | 0                   | 0                | 100              |
| CAB Project                                   |                       |                     | 0                   | 0                | 1,776            |
| Acts435 grants                                |                       |                     | 8,407               | 8,407            | 605              |
| Gifts to partner charities                    |                       | 1,460               |                     | 1,460            | 0                |
| <b>Total Expenditure</b>                      | <b>15,021</b>         | <b>4,379</b>        | <b>8,407</b>        | <b>27,807</b>    | <b>13,963</b>    |
| <b>Net Movement of Funds</b>                  | 52,560                | -3,505              | -215                | 48,839           | 20,144           |
| <b>Transfer of Funds</b>                      |                       |                     |                     | 0                | 0                |
| Provision for tithe 2020/21                   | -6,753                | 6,753               |                     | 0                | 0                |
| Contribution to Acts435                       |                       | -75                 | 75                  | 0                | 0                |
| Add: Funds brought forward                    | 33,912                | 12,793              | 1,896               | 48,601           | 28,457           |
| <b>Funds carried forward at 31 March 2021</b> | <b>79,719</b>         | <b>15,966</b>       | <b>1,756</b>        | <b>97,441</b>    | <b>48,601</b>    |

**STATEMENT OF ASSETS AND LIABILITIES****AT 31 MARCH 2021**

|                                |                             | Total<br>March 2021 | Total<br>March 2020 |
|--------------------------------|-----------------------------|---------------------|---------------------|
|                                |                             | £                   | £                   |
| <b>Current Assets</b>          |                             |                     |                     |
| Bank Current account & in Hand |                             | 25,829              | 24,627              |
| Deposit Accounts               |                             | 70,311              | 20,185              |
| Paypal Account                 |                             | 0                   | 3,089               |
| Soldo prepayment card          |                             | 700                 | 700                 |
| Tesco vouchers                 |                             | 600                 | 0                   |
| <b>Total Current Assets</b>    |                             | <b>97,441</b>       | <b>48,601</b>       |
| <b>Funds of the Charity</b>    |                             |                     |                     |
| Unrestricted Funds             |                             | 79,719              | 33,912              |
| Designated Funds               | Provision for Tithe 2020/21 | 6,753               | 2,983               |
|                                | Hardship Fund               | 1,448               | 0                   |
|                                | Tescos top up               | 7,765               | 9,810               |
|                                |                             | 15,966              |                     |
| Restricted Funds               | CAB Fund                    | 1,656               | 1,656               |
|                                | Acts 435                    | 100                 | 240                 |
|                                |                             | 1,756               |                     |
| <b>Total Funds</b>             |                             | <b>97,441</b>       | <b>48,601</b>       |

**Note:** In addition, donations of food weighing 33,649kg, with a value of £58,800, were received

## **5. ACKNOWLEDGEMENTS**

This report has described operation of St Neots Foodbank during the year 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021. The trustees have again been truly grateful to groups and individuals in terms of donations of food and finance, people who hold vouchers, the local churches and to all those who have helped to make this year a success. Tesco have continued their support of St Neots and other network foodbanks by means of the twice-yearly food collections and cash top-ups. Brittain's store continues to provide office and storage space in their warehouse, at a reduced rent. St Neots Foodbank is indebted to the many volunteers, without whom the Foodbank would not operate. In particular, it depends heavily on the hardworking and always-cheerful key volunteers who run the Foodbank on a day-to-day basis – Adrienne Dunn, Rona McCormick, Carol Way, Kerry Walsh and Peter Bradford.





**ST NEOTS FOODBANK**  
**REGISTERED CHARITY NUMBER: 1154018**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
**1ST APRIL 2020 TO 31ST MARCH 2021**

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Charity Name**

St Neots Foodbank

**Registered Charity Number**

1154018 (England and Wales)

**Registered Office**

Mrs Jennifer Henderson  
c/o Unit 2B  
Brittains Warehouse  
Little End Road  
Eaton Socon  
St Neots  
Cambridgeshire PE19 8JH

**Operating address**

Unit 2B  
Brittains Warehouse  
Little End Road  
Eaton Socon  
St Neots  
Cambridgeshire PE19 8JH

**Charity Trustees** as of 31<sup>st</sup> March 2021

|                        | <b>Office</b> | <b>Church represented</b>                          |
|------------------------|---------------|----------------------------------------------------|
| Dr David Pacini        | Chair         |                                                    |
| Mrs Jennifer Henderson | Secretary     | United Reformed Church                             |
| Mr Malcolm Crawford    | Treasurer     | New Street Baptist Church                          |
| Mrs Carol Way          | Deputy Chair  | St Mary's Churches, St Neots with Eynesbury Parish |
| Mrs Andrea Lees        |               | Open Door Church                                   |
| Dr Roger Peppiatt      |               | St Mary's Parish Church, Eaton Socon               |
| Dr Barbara Spencer     |               | Berkeley Street Methodist Church                   |

**Independent Examiner**

David Brown FCA  
Executive Suite, A1 Lifestyle Village  
Great North Road  
Little Paxton  
St Neots  
Cambridgeshire PE19 6EN

**Bank**

Lloyds Bank  
17-19 Market Square  
St Neots  
Cambridgeshire PE19 2BQ

## **TRUSTEES' REPORT FOR PERIOD 1<sup>ST</sup> APRIL 2020 TO 31<sup>ST</sup> MARCH 2021**

### **1. STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **1.1 Governing document**

St Neots Foodbank is a Charitable Incorporated Organisation whose only voting members are its charity trustees. The trustees adopted a constitution on 6<sup>th</sup> September 2013 following the 'foundation model' of the Charity Commission. Registered charitable status was granted on 30<sup>th</sup> September, and the registered charity number is 1154018.

#### **1.2 Trustee selection and management**

The charity is managed by a board of trustees, most of whom attend and have been nominated by one of each of the ten founding churches. All trustees strongly endorse the charitable objectives of the organisation and support its Christian ethos.

The trustees are responsible for the development and strategic direction of the foodbank, and for ensuring governance and financial responsibility. They meet quarterly to review performance and monitor the achievement of objectives. The treasurer provides a financial monitoring statement at each meeting, including a forecast of the likely income and expenditure for the whole financial year, based on the results thus far. The trustees agree an annual financial statement which is independently examined before submission to the Charity Commission website. The project manager oversees the day-to-day operation of the foodbank, and reports to the trustees each meeting.

#### **1.3 Related Organisations**

The St Neots Foodbank is affiliated to the Trussell Trust, a charity based in Salisbury that assists churches and communities to open and run foodbanks nationwide.

#### **1.4 Management of risk**

The trustees have adopted a range of policy documents that are intended to manage and minimise risk. Areas covered include Health and Safety and Safeguarding.

Initial training was provided by staff from the Trussell Trust. The responsibility for training new volunteers has now been taken up by experienced Trustees and volunteers from St Neots Foodbank. In addition, regular training for volunteers is offered, including Safeguarding. All volunteers are encouraged to attend.

The Trussell Trust last undertook a Quality Assurance Audit in October 2018 to monitor the operation of the foodbank against their procedures and policies. The assessors were complimentary about the running of the foodbank and for the first time there were no "requirements". The recommendations that were highlighted by the audit were incorporated into our annual Action Plan and successfully implemented in 2019.

## **2. OBJECTIVES, AIMS AND ACTIVITIES**

### **2.1 Charitable Objectives**

The St Neots Foodbank has as its objective the prevention and relief of poverty in St Neots and surrounding area, particularly but not exclusively by providing emergency food supplies to individuals and families in need. This objective is undertaken with a Christian ethos; we seek to operate according to Christian principles of compassion, honesty, integrity, openness, kindness and care of all people, regardless of backgrounds or beliefs.

### **2.2 Aims**

Our aims are to alleviate poverty through the provision of food parcels to those in crisis, in partnership with local care agencies who refer clients in crisis to us. The food parcels are intended to meet the immediate need. In parallel, signposting to care agencies, advice services and other support agencies is intended to help clients resolve the crisis causing their need of the foodbank.

### **2.3 Objectives for the year**

The main objective for the year was to consolidate the work of the previous seven years. In practice, during the covid-19 pandemic, this meant:

- recruiting and supporting volunteers and training them appropriately,
- efficient operation of the warehouse, equipping it and maintaining and putting in place appropriate systems to enable the warehouse to function,
- maintaining an effective administration operation,
- recruiting and supporting existing voucher holders,
- developing a home delivery service and telephone signposting service to temporarily replace the four distribution centres,
- ensuring sufficient food and finances to sustain the operation

### **2.4 Key decisions and events during the year**

- a. In response to the lockdown resulting from the Covid-19 pandemic, the foodbank moved to a home delivery model for our 3-day emergency food parcels accompanied by telephone signposting advice if required by clients.
- b. Changes to Officers and Trustees:  
In November 2020 Roger Sare completed his term of office as the Trustee for River Church and the process to replace him started. A replacement trustee was also being sought from the SNEC congregation and from St. Joseph's Roman Catholic Church.

## **2.5 How the Foodbank works**

- Food is donated by the public;
- Donations of non-perishable food are checked for “use by” dates, weighed and sorted by food type;
- Clients in food crisis are issued with a St Neots Foodbank voucher by a recognised Voucher Partner;
- Prior to the covid-19 pandemic, clients brought their voucher to a Foodbank distribution session where it was redeemed for an emergency foodbox. The client is also signposted toward other agencies, which may be able to help resolve the crisis. Since the Covid-19 lockdown on 24th March 2020, a voucher is issued either by the Trussell Trust E-referral system, password protected email or a phone call by our Voucher Partners and the client is contacted by telephone to arrange home delivery of the 3-day food parcel and signposted to other agencies if desired. The contents of emergency foodboxes are intended to be nutritionally balanced and to provide sufficient food for 3 days.

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| No recourse to public funds               | 1            | 2            | 0          | 0          | 1            | 3            | 3          | 4            |
| Other                                     | 49           | 86           | 6          | 8          | 61           | 134          | 45         | 124          |
| Refused Short Term Benefit Advance (STBA) | 7            | 4            | 1          | 1          | 7            | 6            | 3          | 1            |
| Sickness                                  | 60           | 46           | 7          | 4          | 76           | 67           | 10         | 41           |
| <b>Totals</b>                             | <b>821</b>   | <b>1,067</b> | <b>100</b> | <b>100</b> | <b>1,130</b> | <b>1,503</b> | <b>655</b> | <b>1,080</b> |

### **3.4 Food donated**

The Foodbank has 'drop-boxes' in Tesco, Waitrose and the Co-op Stores which are collected weekly. In addition to the supermarkets we have drop off points at Gainz Gym, Argos and Eynesbury primary school. This makes up about 60% of the total food collected. There were 2 three-day unmanned collections at Tesco in August and November 2020. As there were no volunteers present in store, there was a significant drop in the amount of food collected to that which we normally receive. Tesco then give a 20% financial 'top up' of the weight of food collected. A number of churches, schools, businesses, groups and individuals also donated food throughout the year. Due to the pandemic we lost a number of organisations who usually help with collections where businesses remained closed. However, other villages and organisations were able to take their place, particularly in the run up to Christmas. The total amount of food collected this year was 33,879 kg and over the year to 31 March 2021 the amount of food distributed was 33,964 kg. At the end of March 2021 the stock level was 4,367 kg. Stock is valued at £1.75 per kilo as advised by the Trussell Trust. Therefore, the value of food held in stock at this time was £7,642.

### **3.5 Publicity**

Publicity has contributed to the success of the Foodbank. Two newsletters have been issued during the year, which have gone to all volunteers, voucher holders, churches and those who have asked to be kept informed about our work. We weren't able to do our normal talks to organisations or have visitors to our warehouse during the year, however we continue to be well supported by our local paper, the Hunts Post, who have published several articles, including publicity for printer cartridge collections done for us by Eaton Socon bowls club, who then sell these to provide financial funds for us. We continue to make posts on social media platforms.

### **3.6 Volunteers**

The Foodbank is run entirely by volunteers and because of the pandemic a significant number of our volunteers have had to stand down. New volunteers have stepped in to do different roles, such as parcel box packers, fruit and vegetable box packers, delivery drivers and supermarket pick up drivers as well as the normal warehousing. This has involved a team of about 30 people a week.

We have held meetings on Zoom and kept in contact through telephone, WhatsApp groups and e mail.



## **4. FINANCIAL REVIEW**

### **4.1 Principal sources of funds**

Donations for general (unrestricted) purposes of £67,405 were received, in addition to £874 from the Trussell Trust, being from top-up payments based on the value of food donations made at Tesco. The latter is designated by the Trustees for the purchase of food.

During the year the Foodbank submitted to the crowd funding service, Acts435, the needs of clients and grants totalling £8,192 were received.

There was a surplus of Unrestricted Funds for the year of £52,560.

### **4.2 How expenditure has supported the key objectives of the charity**

Most of the resources used by the Foodbank to achieve its objectives are donated in the form of the time offered by volunteers as drivers, packers, and in the Warehouse, the buildings and other facilities offered either free-of-charge or at greatly reduced cost by partner organisations (including churches for the use of buildings for Distribution Centres and meetings, and by Tesco), and the gifts of food by the public – e.g. the nominal value for the food gifts in the year was £58,800 which compares to the financial expenditure on other items of £15,021. The largest item was £5,282 to purchase fresh vegetables and fruit to add to client deliveries.

It is necessary to pay for the core running costs of the Foodbank in order to enable its objectives to be achieved. This year £2,919 was needed to supplement donations of food and purchase boxes to enable home deliveries.

The Foodbank's operations are audited regularly by the Trussell Trust and the accounts are independently examined.

In order to support other complementary charities in the area, 10% of the donations received (£6,753) has been set aside. During the year the total payments from this fund, including topping up Acts435 grants, was £1,535.

In total the Unrestricted and Designated Reserves total over £95,000 compared with about £46,000 a year ago. This is equivalent to over 15 months-worth of expenditure, plus donations of food received.

**ST NEOTS FOODBANK****CHARITY NUMBER: 1154018****RECEIPTS AND PAYMENTS ACCOUNTS****YEAR ENDED 31 MARCH 2021**

|                                               | Unrestricted<br>Funds | Designated<br>Funds | Restricted<br>Funds | Total<br>2020/21 | Total<br>2019/20 |
|-----------------------------------------------|-----------------------|---------------------|---------------------|------------------|------------------|
|                                               | £                     | £                   | £                   | £                | £                |
| <b>Income</b>                                 |                       |                     |                     |                  |                  |
| Voluntary Income:                             |                       |                     |                     |                  |                  |
| Donations (see note)                          | 67,405                | 0                   | 0                   | 67,405           | 29,657           |
| Grants                                        | 50                    | 874                 | 8,192               | 9,116            | 4,277            |
| Interest                                      | 126                   | 0                   | 0                   | 126              | 173              |
| <b>Total Income</b>                           | <b>67,581</b>         | <b>874</b>          | <b>8,192</b>        | <b>76,647</b>    | <b>34,107</b>    |
| <b>Expenditure</b>                            |                       |                     |                     |                  |                  |
| Warehouse rent                                | 5,000                 |                     |                     | 5,000            | 5,000            |
| Electricity                                   | 586                   |                     |                     | 586              | 598              |
| Container Hire                                | 702                   |                     |                     | 702              | 0                |
| Business Rates                                | 0                     |                     |                     | 0                | 0                |
| Warehouse / Distribution eqpt                 | 162                   |                     |                     | 162              | 239              |
| Subscriptions                                 | 395                   |                     |                     | 395              | 395              |
| Telephone                                     | 1,922                 |                     |                     | 1,922            | 733              |
| Printing, Stationery, Postage                 | 258                   |                     |                     | 258              | 234              |
| Insurance                                     | 453                   |                     |                     | 453              | 376              |
| Office and travel Expenses                    | 263                   |                     |                     | 263              | 1,083            |
| Purchase of vegetables and boxes              | 5,282                 | 2,919               |                     | 8,201            | 2,824            |
| Cambs CC Outreach project                     |                       |                     | 0                   | 0                | 100              |
| CAB Project                                   |                       |                     | 0                   | 0                | 1,776            |
| Acts435 grants                                |                       |                     | 8,407               | 8,407            | 605              |
| Gifts to partner charities                    |                       | 1,460               |                     | 1,460            | 0                |
| <b>Total Expenditure</b>                      | <b>15,021</b>         | <b>4,379</b>        | <b>8,407</b>        | <b>27,807</b>    | <b>13,963</b>    |
| <b>Net Movement of Funds</b>                  | 52,560                | -3,505              | -215                | 48,839           | 20,144           |
| <b>Transfer of Funds</b>                      |                       |                     |                     | 0                | 0                |
| Provision for tithe 2020/21                   | -6,753                | 6,753               |                     | 0                | 0                |
| Contribution to Acts435                       |                       | -75                 | 75                  | 0                | 0                |
| Add: Funds brought forward                    | 33,912                | 12,793              | 1,896               | 48,601           | 28,457           |
| <b>Funds carried forward at 31 March 2021</b> | <b>79,719</b>         | <b>15,966</b>       | <b>1,756</b>        | <b>97,441</b>    | <b>48,601</b>    |

**STATEMENT OF ASSETS AND LIABILITIES****AT 31 MARCH 2021**

|                                |                             | Total<br>March 2021 | Total<br>March 2020 |
|--------------------------------|-----------------------------|---------------------|---------------------|
|                                |                             | £                   | £                   |
| <b>Current Assets</b>          |                             |                     |                     |
| Bank Current account & in Hand |                             | 25,829              | 24,627              |
| Deposit Accounts               |                             | 70,311              | 20,185              |
| Paypal Account                 |                             | 0                   | 3,089               |
| Soldo prepayment card          |                             | 700                 | 700                 |
| Tesco vouchers                 |                             | 600                 | 0                   |
| <b>Total Current Assets</b>    |                             | <b>97,441</b>       | <b>48,601</b>       |
| <b>Funds of the Charity</b>    |                             |                     |                     |
| Unrestricted Funds             |                             | 79,719              | 33,912              |
| Designated Funds               | Provision for Tithe 2020/21 | 6,753               | 2,983               |
|                                | Hardship Fund               | 1,448               | 0                   |
|                                | Tescos top up               | 7,765               | 9,810               |
|                                |                             | 15,966              |                     |
| Restricted Funds               | CAB Fund                    | 1,656               | 1,656               |
|                                | Acts 435                    | 100                 | 240                 |
|                                |                             | 1,756               |                     |
| <b>Total Funds</b>             |                             | <b>97,441</b>       | <b>48,601</b>       |

**Note:** In addition, donations of food weighing 33,649kg, with a value of £58,800, were received

## **5. ACKNOWLEDGEMENTS**

This report has described operation of St Neots Foodbank during the year 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021. The trustees have again been truly grateful to groups and individuals in terms of donations of food and finance, people who hold vouchers, the local churches and to all those who have helped to make this year a success. Tesco have continued their support of St Neots and other network foodbanks by means of the twice-yearly food collections and cash top-ups. Brittain's store continues to provide office and storage space in their warehouse, at a reduced rent. St Neots Foodbank is indebted to the many volunteers, without whom the Foodbank would not operate. In particular, it depends heavily on the hardworking and always-cheerful key volunteers who run the Foodbank on a day-to-day basis – Adrienne Dunn, Rona McCormick, Carol Way, Kerry Walsh and Peter Bradford.

ST NEOTS FOODBANK  
 CHARITY NUMBER: 1154018  
 RECEIPTS AND PAYMENTS ACCOUNTS  
 YEAR ENDED 31 MARCH 2021

|                                        | Unrestricted<br>Funds<br>£ | Designated<br>Funds<br>£ | Restricted Funds<br>£ | Total<br>2020/21<br>£ | Total<br>2019/20<br>£ |
|----------------------------------------|----------------------------|--------------------------|-----------------------|-----------------------|-----------------------|
| <b>Income</b>                          |                            |                          |                       |                       |                       |
| Voluntary Income:                      |                            |                          |                       |                       |                       |
| Donations (see note)                   |                            |                          |                       |                       |                       |
| Grants                                 | 67,405                     | -                        | -                     | 67,405                | 29,657                |
| Interest                               | 50                         | 874                      | -                     | 9,116                 | 4,277                 |
| Total Income                           | <u>67,581</u>              | <u>874</u>               | <u>8,192</u>          | <u>76,547</u>         | <u>34,107</u>         |
| <b>Expenditure</b>                     |                            |                          |                       |                       |                       |
| Warehouse rent                         | 5,000                      |                          |                       | 5,000                 | 5,000                 |
| Electricity                            | 586                        |                          |                       | 586                   | 598                   |
| Container Hire                         | 702                        |                          |                       | 702                   | -                     |
| Business Rates                         | -                          |                          |                       | -                     | -                     |
| Warehouse / Distribution eqpt          | 162                        |                          |                       | 162                   | 239                   |
| Subscriptions                          | 395                        |                          |                       | 395                   | 395                   |
| Telephone                              | 1,922                      |                          |                       | 1,922                 | 733                   |
| Printing, Stationery, Postage          | 258                        |                          |                       | 258                   | 234                   |
| Insurance                              | 453                        |                          |                       | 453                   | 376                   |
| Office and travel Expenses             | 263                        |                          |                       | 263                   | 1,083                 |
| Purchase of vegetables and boxes       | 5,282                      | 2,919                    |                       | 8,201                 | 2,824                 |
| Cambs CC Outreach project              |                            |                          |                       | -                     | 100                   |
| CAB Project                            |                            |                          |                       | -                     | 1,776                 |
| Acts435 grants                         |                            |                          | 8,407                 | 8,407                 | 605                   |
| Gifts to partner charities             |                            |                          |                       | -                     | -                     |
| Total Expenditure                      | <u>15,021</u>              | <u>4,379</u>             | <u>8,407</u>          | <u>27,807</u>         | <u>13,963</u>         |
| <b>Net Movement of Funds</b>           |                            |                          |                       |                       |                       |
| Transfer of Funds                      | 52,560                     | (3,505)                  | (215)                 | 48,840                | 20,144                |
| Provision for tithe 2020/21            | (6,753)                    | 6,753                    |                       | -                     | -                     |
| Contribution to Acts435                |                            | (75)                     | 75                    | -                     | -                     |
| Add: Funds brought forward             | <u>33,912</u>              | <u>12,793</u>            | <u>1,896</u>          | <u>48,601</u>         | <u>28,457</u>         |
| Funds carried forward at 31 March 2021 | <u>79,719</u>              | <u>15,966</u>            | <u>1,756</u>          | <u>97,441</u>         | <u>48,601</u>         |

## STATEMENT OF ASSETS AND LIABILITIES

AT 31 MARCH 2021

## Current Assets

Bank Current account & in Hand  
Deposit Accounts  
Paypal Account  
Soldo prepayment card  
Tesco vouchers  
Total Current Assets

Total  
March  
2021  
£

25,829  
70,311  
-  
700  
600  
97,441

Total  
March  
2020  
£

24,627  
20,185  
3,089  
700  
-  
48,601

## Funds of the Charity

Unrestricted Funds  
Designated Funds

Provision for the 2020/21  
Hardship Fund  
Tesco's top up

6,753  
1,448  
7,765

79,719

33,912

2,983

-

9,810

15,966

Restricted Funds

CAB Fund  
Aets 435

1,656  
100

1,756

1,656

240

Total Funds

97,441

48,601

I confirm that these accounts are in accord with the books of the  
St Neots Foodbank

Malcolm Crawford

Treasurer

Date:

10/5/2021

I certify that I have verified the above accounts and find them to be  
a true and accurate record of the St Neots Foodbank  
accounts for the year ended 31st March 2021.

David Brown FCA

A1 Lifestyle Accounts Limited

Date:

10-5-2021