



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 31st March 2022

	Office	Church represented
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 1ST APRIL 2021 TO 31ST 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 6th September 2013 following the 'foundation model' of the Charity Commission. Registered charitable status was granted on 30th 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.

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

Crisis	No. Vouchers		Percentage		Adults		Children	
Year	20/21	21/22	20/21	21/22	20/21	21/22	20/21	21/22
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
Totals	1,067	910	100	100	1,503	1,294	1,080	874

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 Funds	Designated Funds	Restricted Funds	Total 2021/22	Total 2020/21
	£	£	£	£	£
Income					
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
Total Income	43,972	3,692	5,036	52,701	76,647
Expenditure					
Warehouse rent	5,000			5,000	5,000
Electricity	609			609	586
Container Hire	301			301	702
Business Rates	0			0	0
Warehouse / Distribution eqpt	288			288	162
Subscriptions	0			0	395
Telephone	1,222			1,222	1,922
Printing, Stationery, Postage	280			280	258
Insurance	530			530	453
Office and travel Expenses	670			670	263
Purchase of vegetables and boxes	7,293	3,161		10,454	8,201
Cambs CC Outreach project			0	0	0
CAB Project			432	432	0
Acts435 grants			4,965	4,965	8,407
Gifts to partner charities	.	1,580		1,580	1,460
Total Expenditure	16,194	4,741	5,397	26,331	27,807
Net Movement of Funds	27,779	-1,048	-360	26,371	48,840
Transfer of Funds				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
Funds carried forward at 31 March 2022	53,378	68,669	1,764	123,811	97,441

STATEMENT OF ASSETS AND LIABILITIES

AT 31 March 2022

	Total 31 Mar 2022 £	Total March 2021 £
Current Assets		
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
Total Current Assets	123,811	97,441
Funds of the Charity		
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	
Total Funds	123,811	97,441

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



Date 2nd 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 31st March 2022.

Date

David Brown
A1 Lifestyle Accounts Limited

5. ACKNOWLEDGEMENTS

This report has described operation of St Neots Foodbank during the year 1st April 2021 to 31st 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

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Date 2nd 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 31st March 2022.

Date

David Brown
A1 Lifestyle Accounts Limited

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Date 2nd 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 31st March 2022.



Date 21st September 2022

David Brown
A1 Lifestyle Accounts Limited