

BASINGSTOKE FOODBANK

England & Wales · Charity number 1154319

Details

Status Registered

Legal form CIO

Registered 2013-10-23

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

Contact

Address Unit 63-64
Tempus Business Centre
Kingsclere Road
Basingstoke
RG21 6XG

Phone 07722 673645

Email info@basingstoke.foodbank.org.uk

Website <http://basingstoke.foodbank.org.uk/>

Activities

Objects: TO RELIEVE THE POVERTY OF PEOPLE IN THE BASINGSTOKE AND SURROUNDING AREA WHO ARE IN CONDITIONS OF NEED, HARDSHIP OR DISTRESS, IN SUCH WAYS AS THE TRUSTEES SHALL FROM TIME TO TIME THINK FIT.

Activities: THE BASINGSTOKE FOODBANK RECEIVES DONATIONS OF NON-PERISHABLE FOOD DIRECTLY FROM THE LOCAL COMMUNITY AND VIA SUPERMARKET APPEALS.THESE DONATIONS ARE SORTED INTO FOOD-TYPES AND CHECKED FOR USE-BY END DATE AND THEN STORED.PARTNER AGENCIES ISSUE VOUCHERS TO CLIENTS JUDGED BY THEM TO BE IN URGENT NEED OF FOOD-SUPPORT. VOUCHERS ARE REDEEMED AT THE FOODBANK CENTRE FOR 3-DAYS SUPPLY OF FOOD.

Classification

- **How:** Provides Services
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- Hampshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-09-30	£173,793	£201,785	-	-
2024-09-30	£189,777	£201,839	-	-
2023-09-30	£212,750	£241,898	-	-
2022-09-30	£176,719	£397,240	-	-
2021-09-30	£180,750	£103,758	-	-
2020-09-30	£189,268	£47,988	-	-

Trustees

Name	Role	Appointed
PHILIP JOHN THOMAS	Chair	2016-04-24
ADRIAN WEBB		2016-10-20
ANDREW MICHAEL Macqueen		2018-08-14
Catherine Campbell		2024-05-01
JEANNE HISCOCK		2016-12-15
Paul Gross		2021-08-12
Pete Vallance		2023-11-16

Accounts



TRUSTEES' ANNUAL REPORT YEAR ENDED 30th SEPTEMBER 2025



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1. ADMINISTRATIVE DETAILS

Trustees

	<u>First appointed</u>	<u>Re-appointed</u>
Catherine Campbell (Treasurer)	01/05/2024	
Paul Gross	12/08/2021	08/12/2024
Jeanne Hiscock	15/12/2016	14/12/2022
Andrew Macqueen	14/08/2018	12/08/2024
Phil Thomas (Chair)	24/04/2016	23/04/2022
Peter Vallance	03/09/2013	16/11/2023
Adrian Webb	20/10/2016	19/10/2022

Registered Charity number 1154319

Head Office & Warehouse Storage

Units 63 & 64 Tempus Business Centre
Kingsclere Road
Basingstoke
RG21 6XG

Bankers

Metrobank
One Southampton Row
LONDON
WC1B 5HA

Independent Examiner

Sarah Crispin
Stewardship
1 Lamb's Passage
LONDON
EC1Y 8AB



2. STRUCTURE, GOVERNANCE & MANAGEMENT

2.1 Governing document

The Basingstoke Foodbank is a CIO (Charitable Incorporated Organisation), whose only voting members are its Trustees. The Basingstoke Foodbank was registered by the Charity Commission on 23rd October 2013. In April 2025, The trustees adopted an amended Constitution, which increased the maximum number of Trustees to twelve and removed the requirements related to fixed term appointments.

2.2 Trustees

The Foodbank is managed by a board of Trustees, selected because they strongly endorse the charitable objectives of the organisation and support its Christian ethos. When selecting Trustees, the charity aims to ensure there is a range of relevant skills and that Trustees reflect the range of Church denominations that support the charity.

The Trustees manage the affairs of the Foodbank and, for that purpose, exercise all the powers of the CIO. They are responsible for vision, strategic direction, financial health, regulatory conformance and general well-being of the Foodbank.

The Trustees aim to meet every two months to review performance and monitor the achievement of objectives. The Treasurer presents financial monitoring statements to the Trustees at each meeting comprising a report of the Foodbank's receipts and payments for the month and year to date, together with an updated cash flow forecast

for the immediate ensuing periods. The Development Manager, and Operations Manager attend Trustees' meetings.

2.3 Related Organisations

Basingstoke Foodbank is an independent social franchise partner of the Trussell Network, the largest network in the United Kingdom with more than 1400 franchised foodbanks. The Basingstoke Foodbank adheres to the policies and procedures developed by Trussell as set out in Trussell's Operations Manual and associated documents.



2.4 Management Structure

This year the Foodbank has employed three members of staff. The Development Manager focuses on strategic activities and the development of our 'more than food' initiatives to help clients achieve better financial futures. She is also line manager of the two other employees.

The Operations Manager is responsible for the day-to-day activities ensuring the smooth running of the warehouse, and our 7 Foodbank Centres.

A Community Connector works to ensure that our clients are supported to connect with appropriate agencies and activities. They also coordinate our voluntary Community Coaching programme available for Foodbank clients who want help to move through some of the challenges they face.

In addition, part-time volunteers make up our 'Operations Team' and take responsibility for specific activities.

2.5 Guiding principles

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

The Trustees have adopted the Policies listed and are responsible for their annual review.

Policies:

- Safeguarding
- Lone working
- Complaint handling
- Data protection
- Social Media
- Volunteer IT & Communications
- Health & Safety
- Equal Opportunities
- Reserves
- Investment
- Trustees' Expenses



Risk Assessments have also been established and are reviewed regularly for:

- Warehouse related risk assessments & procedures for:
 - Manual handling, Working at height,
 - Hazardous substances, Slips & Trips,
 - Environmental health & Pest Control, Food Hygiene
- Volunteer management
- Volunteer, staff & site security
- Gas & Electrical safety
- Fire hazards
- First Aid & Health
- Supermarket collections & deliveries to clients' homes.
- Use of vehicles for Foodbank deliveries, collections & other activities

Training & Communications:

Staff and volunteer inductions, together with regular information and guidance on working practices are usually communicated on a group or 1:1 basis by the Development Manager, Operations Manager, or volunteer Assistant Operations Manager.

We also deliver bespoke training events at our Tempus head office for the various volunteer teams: Centre Managers (a bi-monthly catch up), Centre Volunteers, Packing team, Store team, Drivers and Deliveries team and our Voucher Administration team. This year we focused on refresher training looking at our values: both the social value of our activities for the community, and the wellbeing and practical benefits for our volunteers and clients.



3. OBJECTIVES, AIMS & ACTIVITIES

3.1 Charitable Objective

Basingstoke Foodbank is a Christian charity founded in October 2012 and supported by 50+ churches in the Basingstoke & Deane area. Our Christian faith, values and ethos underpin all areas of our operation.

Basingstoke Foodbank's charitable objective is to relieve the poverty of the people in the Basingstoke & Deane region who are in conditions of need, financial hardship, or distress in such ways as the Trustees shall from time-to-time think fit.



3.2 Aims

The Basingstoke Foodbank aims to provide compassionate, non-judgemental, practical support for people in crisis, to tackle the root causes that lock people into poverty, and to build people's resilience so that they are less likely to need a foodbank in the future.

We alleviate the needs of people through the provision of food and other essentials, and by working in partnership with local independent frontline support agencies who refer their clients experiencing hardship to the Foodbank.

By signposting or referring clients to care agencies, advice services and other support agencies, we aim to help to seek resolutions for clients' immediate and longer-term crises which are causing their need to use the Foodbank.

Anyone experiencing food insecurity can be referred to the Foodbank, regardless of their age, disability, background, race, gender, sexual orientation, marital status, religion or belief.

3.3 Our beliefs & values:

We believe in turning faith into practical action, living out God's love for the poor:

'For I was hungry and you fed me, thirsty and you gave me something to drink, I was a stranger and you invited me in.'

Matthew 25:35

Restoring Dignity: *Showing empathy and respect to those experiencing crisis*

Reviving Hope: *Through practical support, and promoting the message that God loves and cares for everyone and can bring hope to those lacking in hope*

Building Community: *Enabling the wider community of Basingstoke & Deane to partner with us in supporting those in crisis through donations of food, money and time.*

Our strapline: *'Helping local people in crisis'*

3.4 How the Foodbank works

- Non-perishable food is donated by the community through supermarket collections and donation points in schools, supermarkets, businesses, churches and other organisations.
- Donations are individually checked on receipt to ensure that the item has not passed its marked "use by date" and that they are not damaged.
- They are weighed, sorted and stored by type and date. In addition, we source some perishable food such as eggs, bread, fruit and vegetables to enhance the nutritional offering to clients.
- Volunteers weigh, sort, store, pack and distribute food.
- In response to contact by a client in hardship and food crisis, our partner advice, care and support agencies issue one of our Foodbank e-vouchers and submit them electronically to the Foodbank.
- Clients come to one of the Foodbank centres within 7 days of referral to redeem the voucher, presenting suitable ID or proof of address.



We provide a 2-hour café style setting where we meet clients, on every weekday at the following church locations:

- Monday: St Michael's Church RG21 7QW
- Tuesday: Church of the Good Shepherd RG23 8BU
- Tuesday: Tadley Common Methodist Church RG26 4HN
- Wednesday: Basingstoke Baptist Church RG22 4HL
- Thursday: Sarum Hill Centre RG21 8SR
- Friday: St Gabriel's Church RG24 9DU
- Friday: Bucksin Evangelical Church RG22 5BB

We are grateful to these churches who have so readily agreed to offer their facilities to be used by the Foodbank.

- At the Foodbank centres, volunteers offer refreshments and discuss food allergies, food preferences and availability of cooking facilities with clients, prior to packing bags of food for them. The Foodbank uses lists of suggested food and appropriate quantities prescribed by the Trussell Trust, who work with nutritionists to advise on what would constitute a nutritionally balanced diet of food for three days.
- Volunteers use a sympathetic, non-judgemental, listening approach. They spend time with clients, signposting to other appropriate agencies that may be able to help alleviate some of the clients' challenges, and sensitively offer prayer for clients where appropriate.
- Clients are referred to our embedded Citizens Advice adviser and/or CAP Debt UK's Debt Coach (Christians Against Poverty) or Money Lifeline if it is felt that the client's predicament is such that they could benefit from immediate practical advice or help from the CA's hardship funds.
- We supplement client face to face interaction with home delivery by volunteers where the client has mobility or access issues.



3.5 Main Objectives for October 2024 to September 2025

- Continue to raise awareness to referring agencies, the community, and potential Foodbank clients of our holistic 'more than food' support set in place to help our clients through the root causes of crisis when visiting our seven Foodbank Centres
- Evaluate the effectiveness this year of the Citizens Advice and CAP Debt UK work funded by the Foodbank specifically to expand the income of clients.
- Explore ways of engaging more pro-actively with clients who have 'lived experience' to improve the flow of suggestions, feedback and ideas from the community we serve.

- Work with our Community Connector & Centre Managers to identify clients to invite to take part in a focus group, or join conversations about service development
- Operations Manager to continue to focus on improving the efficient management of processes and procedures in our centres, office and warehouse.
- To manage the supply of donations to meet the demand for food and emergency items.
- To develop a 'Fundraising Strategic 3-Year plan for 2026 - 2028' to ensure that we can continue to provide this service to our community for as long as we are needed.
- Run another Christmas Hamper project in December 2024 providing partnering agencies with the opportunity to refer an individual or family this Christmas for an additional Christmas Hamper providing some of the Christmas food treats & essentials that may not be affordable for those in on-going financial hardship.
- To continue to focus on developing and promoting 'more than food' initiatives that will be helpful in supporting our clients through the challenges they face: LEAP's local energy advice partnership, Family Help Hub's SOS Drop-ins at the Brighton Hill Centre, and our Community Coaching Programme.



3.6 Strategies for achieving the objectives:

- Increased use of social media and paper flyers to raise awareness of support available.
- increased communications with partnering agencies who are supporting the community to make them aware of our delivery model.
- Forward stock planning to ensure there is sufficient food to meet need.
- Promoting the 'Bank the Food' and 'Give Today' Apps that list food and other essential items plus shortages, and make it easier to give by shopping online.
- Increase the number of warehouse and supermarket volunteers to assist with the influx of donations particularly through the Autumn Harvest and Christmas seasons
- Continue to invite our small team of volunteer Coaches to webinar training provided by 'Courage Coaching'.
- Establish further training for volunteers to increase signposting confidence when working with clients.
- Monitor the effective use of vouchers from existing frontline agency partnerships, and to contact additional agencies who could widen access to our emergency service throughout the community.
- Monitor the effectiveness and client engagement with embedded advisers from Citizens Advice during all Centre opening times in Basingstoke and Tadley.

- Monitor the referrals to, and engagement of Foodbank clients with a CAP UK Debt Coach who has been funded part time since May 2021 by Basingstoke Foodbank. Assess the value for money of this initiative.

4. ACHIEVEMENTS & PERFORMANCE

4.1 Summary of the year's activities

Basingstoke Foodbank was a finalist for the 2025 Community Project Award with a Place to be Proud of and the Development Manager, Paula Vallance, was also a finalist for the Charity Champion Award. The Foodbank nomination stated:

"Basingstoke Foodbank is more than a service; it is a lifeline, a source of hope, and a testament to the power of community. Basingstoke Foodbank is an essential and inspiring part of our community, supporting those in need and commits to making a positive difference".

Basingstoke Foodbank has continued to run seven centres across Basingstoke to support thousands of people in need in our community. We have developed a welcome pack to guide our managers on how to support clients when they attend without a foodbank voucher with the aim of ensuring all visitors to the foodbank are welcomed and the right support is offered.

Several food drives have been organised:

Tesco Winter Collection: 2169.86kg donated over the three-day event.

Morrison's Drive: February 2025 419.72 donated; volunteers enjoyed the experience and this was the first time we have had a presence in Morrisons for several years.

Waitrose Drive: March 2025 412.44kg donated.

ASDA Drive: June 2025 446.72kg donated and good opportunity to build our relationship with ASDA's new community champion.

Tesco Summer Collection:

Significant increase in donations over the 6-week promotional period, plus £80 raised.

Volunteer numbers have risen to 150, with roles including collections team, warehouse teams, delivery team, van team, centre team and various operational and administrative teams operating every weekday out of the Tempus Head Office. We have also



increased the number of volunteers leading on the Christmas Hamper Project in line with the increase in support needed.

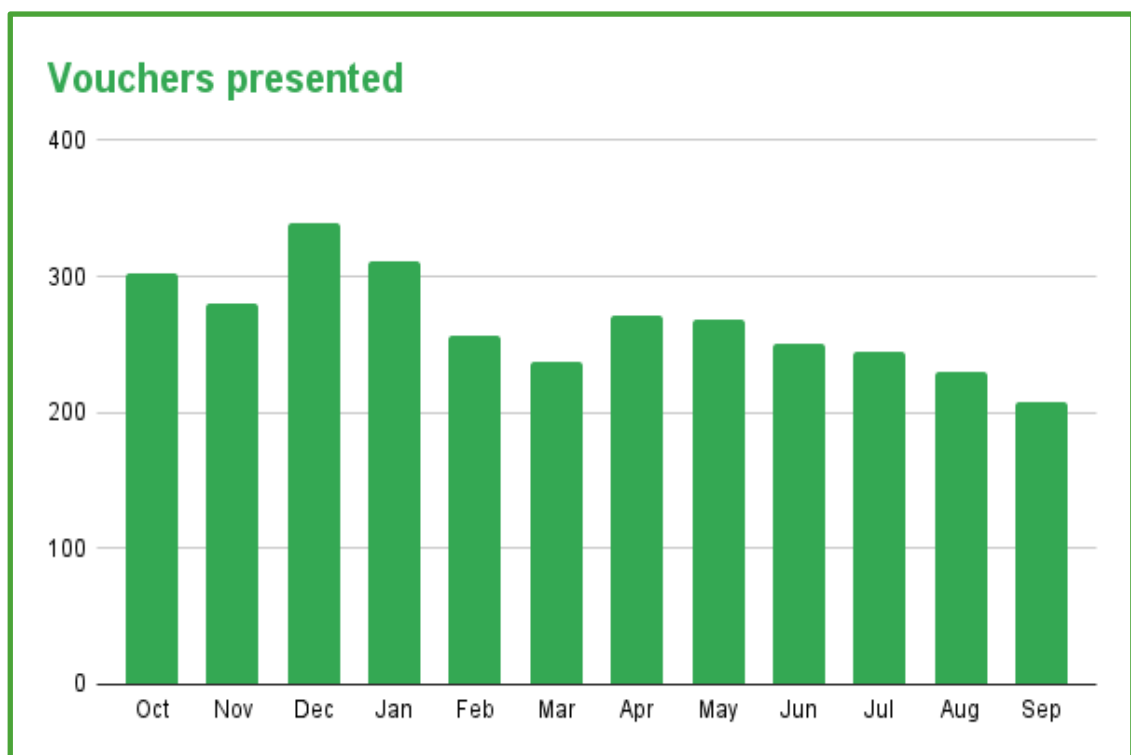
Referral partnering agencies issuing crisis vouchers remain at approx. 150 teams, this includes schools and colleges supporting students and families within their institutions, along with housing associations, Citizens Advice services, health and social care, council teams, charities, churches and other support agencies.

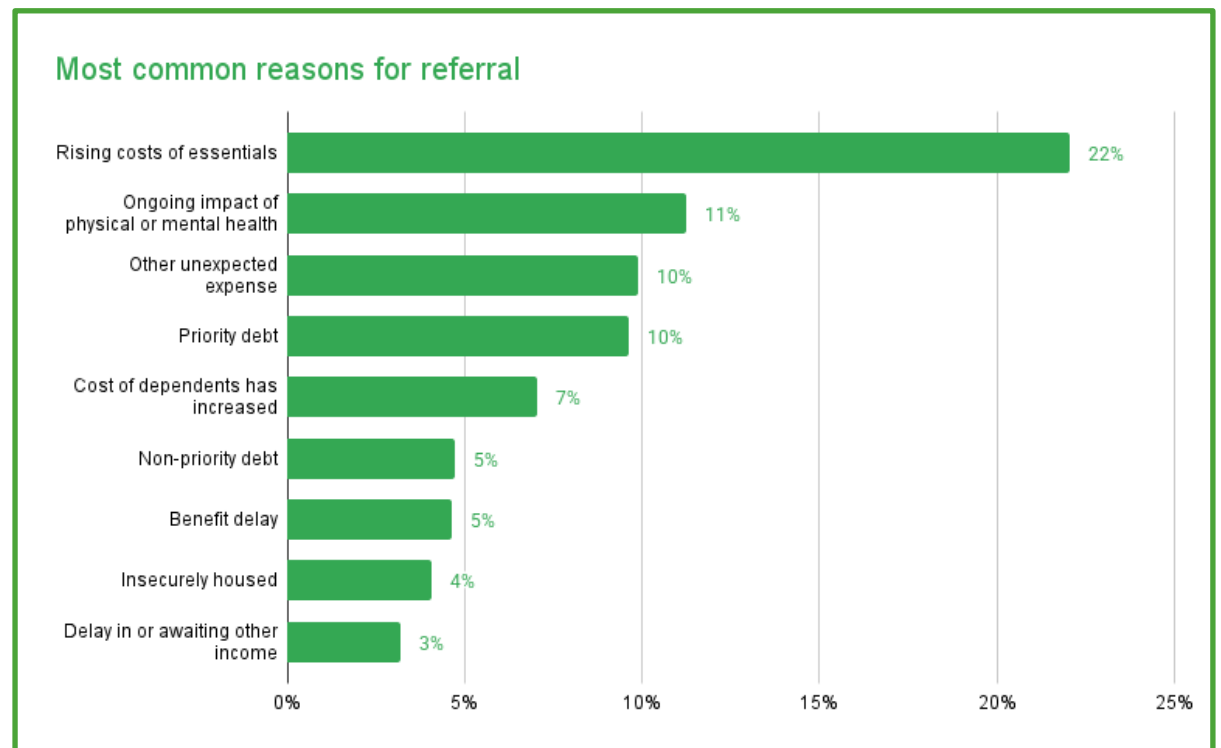
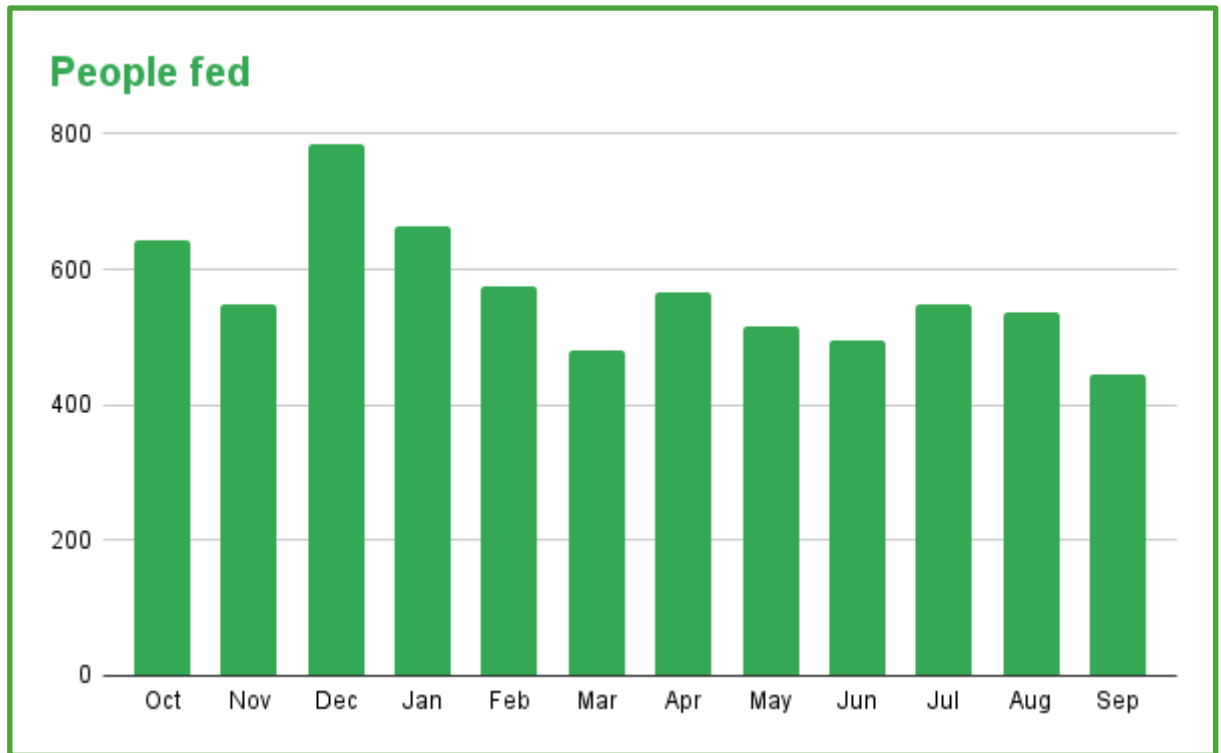
Churches supporting the Foodbank regularly continued to number c.58, and schools, children's clubs, community groups and businesses maintained their enthusiasm to continue to support the Foodbank through 'Harvest' and 'Christmas Hamper' events.

As in previous years we ran our Christmas Hamper Project in 2024 with 900 hampers delivered to local individuals and families who would have had to go without, making Christmas Special. Many members of the community joined us in the project, offering donations for the hampers as well as volunteering time to pack and deliver the hampers.

4.2 Recipients of food

In the year under review, we fed **7526** people through **3379** voucher requests (compared to 7799 people / 3489 vouchers in 2023-4) from partner referral agencies. This was through our Trussell referral model. We also fed approximately 3,600 people through our annual Christmas Hamper project. In addition, we provide food for 4 emergency cupboards in the community for when emergency food is required out of Foodbank hours. Numbers consistently continue to be higher than those of pre-pandemic years.





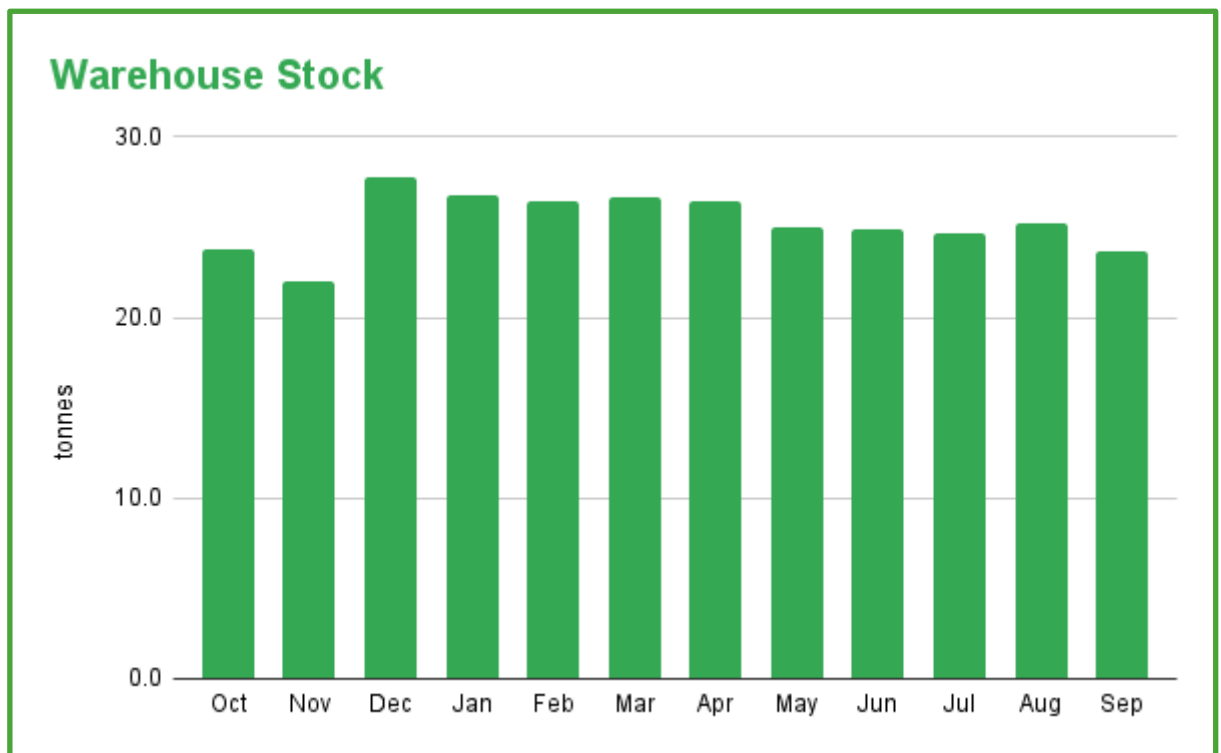
Analysis of the people impacted by food poverty, requiring the services of the Foodbank to avoid going hungry, shows:

	2024-25	2023-24	2022-23
Adults	4178	4533	4664
Children	2635	2993	3136
Total	6813	7526	7800

The largest group(s) that we help is singles and singles with children.

	2024-25	2023-24	2022-23
Single	56.0%	51.1%	48.3%
Single Parent	19.4%	22.4%	23.6%
Family	9.9%	16.4%	14.3%
Couple	14.6%	10.1%	13.7%

4.3 Food donated & distributed



Overall, 84.4 tonnes of food was donated this year (prior year: 91.5 tonnes). The food we have received has continued to come from:

- Regular donations from local Churches who support us
- Members of the public, schools, colleges and local businesses dropping off food donations
- Permanent collection points in various supermarkets and small local groceries in the Borough of Basingstoke and Deane
- Appeals, staffed by volunteers, conducted 2 - 3 times a year at our local supermarkets
- Warburtons Bakeries have very kindly delivered fresh bread to our warehouse three times a week
- An Overton greengrocer has supported us with supplies of fresh fruit and vegetables fortnightly

Seasonal donations from primary and junior schools during harvest time have again increased this year. A growing number of local social organisations, children's groups and companies held one-off food collections during the year, particularly helping with our Christmas hampers appeal.

4.4 Volunteers, currently 150

We have continued to increase our number of centres, home deliveries, supermarket collections, store, packing and seasonal 'ad-hoc' volunteers throughout the year. We are incredibly grateful to both our many long-term and newly recruited volunteers who have worked tirelessly. Their cheerfulness and capability to take in their stride every challenge we face in the Foodbank reflects our Christian values of compassion, love and service.



4.5 Citizens Advice and Christians Against Poverty in-situ drop-in service

We continue to fund our Citizens Advice Drop-ins offering an in-situ presence of a specialist advisor. At a time when clients who are feeling overwhelmed by their crisis and thus not always able to manage their multiple personal challenges, this in situ service is appreciated as they are able to get on the spot guidance and advice about benefit entitlement, housing, debt, etc. The drop-ins have reported quarterly many thousands of pounds released for clients through help with benefit delays, funding they were not aware they were entitled to, vouchers for fuel and digital accessibility, and debts written off due to the work of debt advisers.

The cost of the arrangement has funding support from a Financial Inclusion Grant awarded to us by the Trussell Trust; however, this funding will halve in 2025/6.

We had hoped that CAP UK would be able to provide a regular presence in the centres however their team reduced in size in the summer of 2021, so we have verbally promoted the service when people phone Head Office, and visit the Foodbank Centres. Our CAP Debt Coach was also funded through Trussell's Financial Inclusion Grant and has also presented quarterly reports listing large sums of debt that has been written off or managed for clients with the help of the coach.

Due to the imminent ending of the Trussell project funding, this year we will be evaluating the cost of provision of these drop-ins against the financial outcomes for users of the drop-ins when visiting the 7 Foodbank Centres.

5. FINANCIAL REVIEW

5.1 Resources

Although the Foodbank has had a deficit of £28k in the financial year 2024-5, our reserves remain at a healthy level. We will continue to explore opportunities to use our funds to help clients find long term solutions to remove their need for help from a Foodbank.

5.2 Funding

Total receipts in the year were £ 173,793 (*prior year £189,777*).

Many individuals, Church groups, Companies, Social Groups and Grant Funders again made very generous unsolicited donations to help fund the working of the Foodbank.

Income	2024-5	2023-4
Grants	31,642	22,717
Donations	117,016	138,065
Gift Aid	8,788	9,801
Bank Interest	16,347	19,194
Total	£173,793	£189,777

The grant income of £31,642 comprised:

	Restricted	Unrestricted
Trussell Trust - Financial Inclusion Grant for in-situ specialist advisors	24,208	7,434

5.3 Expenditure

Our total outgoings, net of asset and investment purchases, this year were £201,785, which is £54 less than our comparable spend in the previous year.

Expenditure	2024-5	2023-4
Employment Costs	92,228	89,207
Premises Costs	58,785	50,126
Activities	31,989	23,360
Admin Expenses	14,252	6,933
Other Expenses	4,063	31,505
Bank Charges		708
Governance Costs	468	
Total	£201,785	£201,839

5.4 Reserves

The policy of the Trustees is to hold an amount in reserve to meet the equivalent of twelve months' general running costs (currently £200k pa) plus the cost of redundancy moving out of the premises and dilapidations. We also hold in reserve further amounts to meet our contractual obligations, anticipated capital expenditure and provisions to meet the cost of providing additional services to clients in the coming year.

We continue to invest any cash in excess of our immediate identified needs, in order to earn interest. The maximum period of investment is 12 months and no more that £85k is placed with any banking group to ensure that we are covered by the FCSC guarantee.

The trustees remain committed to looking to providing additional free services to our clients such as Citizens Advice and debt counselling, and also investing in assets to support the Foodbank's initiatives.

6. FUTURE DEVELOPMENTS - OUR AIMS & OBJECTIVES

October 2025 onwards:

- To participate in an 'Anti-Poverty Strategy' group chaired by Basingstoke & Deane Council that is aiming to pilot practical and financial initiatives that would improve the finances of those in the community who are experiencing on-going financial hardship.

- To explore how donated funds can most effectively be used to provide additional 'more than food' support via other trusted agencies and charities. We are continuously looking for services that will provide support in areas such as debt advocacy & advice, mental health counselling, and job-hunting support.
- Further training and recruitment of volunteers for packing, driving, deliveries, client-facing and store work.
- An increased social media presence to communicate messages and foster relationships with our faithfully supportive community.
- Close monitoring of numbers attending our seven centres to review the effectiveness of the multiple centre model and the accessibility of their locations for clients.
- Continued monitoring and reviewing of agency partnerships and the effectiveness of our relationship with them.
- Increased focus on client and agency feedback and suggestions. Particularly gathering feedback and suggestions from clients with lived experiences when developing and reviewing the effectiveness of our services.
- Continue to source supermarket and other suppliers of fresh fruit, vegetables and eggs to cost effectively enhance the nutritional content of food packs supplied to clients. We also aim to reduce our weekly expenditure on 'fresh' items through exploration of free or discounted priced purchasing.
- Increased marketing and raising of awareness of our Community Coaching programme.
- Fundraising - due to a slowing down of donations in the past year, we will be working on developing an effective and sustainable three-year Fundraising Strategy for a range of fundraising activities.
- On-going exploration of partnerships with agencies who may provide a range of free or subsidised mental health support for our clients.
- Premises search. As we get closer to the end of our current agreement with Vivid Housing (Dec 2027) with rent increases each year, we have started to explore a range of possible options.



THANK YOU

The Trustees continue to be overwhelmed at the level of consistent support shown to Basingstoke Foodbank, and are extremely grateful to everyone in our local Basingstoke & Deane community who have provided faithful support, and encouragement to Basingstoke Foodbank.

The local community has continued once again to generously give their time, food donations and financial support to provide help to those in our locality who are in crisis and facing the prospect of going hungry.

We acknowledge the continuing support we have received from Vivid Housing Association for the facility of the warehouse and office units at a discounted rate until December 2027.

Responsibilities of Trustees

Charity law requires us as Trustees to prepare financial statements for each accounting year which record the receipts and payments of the charity for the year.

We are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable us to ensure that the financial statements comply with the Charities Act 2011.

We also have a responsibility to safeguard the assets of the charity and to take reasonable steps to prevent fraud or any other irregularities.

This report was approved by the trustees and signed on their behalf by:

P J Thomas
P J Thomas (Jun 2, 2026 09:46:13 GMT+1)

P. Thomas – Chair

Date: Jun 2, 2026



INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF
BASINGSTOKE FOODBANK

I report to the trustees on my examination of the accounts of Basingstoke Foodbank ('the charity') for the year ended 30 September 2025 on pages 21 to 23 following.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in accordance with section 130 of the 2011 Act; or
2. the accounts do not accord with the accounting records.

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

Sarah Crispin
Sarah Crispin (Jun 3, 2026 11:26:52 GMT+1)

Sarah Crispin
Stewardship
1 Lamb's Passage
LONDON
EC1Y 8AB

Date: Jun 3, 2026

BASINGSTOKE FOODBANK
RECEIPTS AND PAYMENTS ACCOUNT
FOR THE YEAR ENDED 30 SEPTEMBER 2025

	Notes	Unrestricted Funds		Restricted Funds	2025	2024
		General Funds	Designated Funds			
		£	£	£	£	£
Income receipts						
Donations		114,826	-	2,190	117,016	138,065
Grants		7,434	-	24,208	31,642	22,717
Gift Aid		8,788	-	-	8,788	9,801
Bank Interest		16,347	-	-	16,347	19,194
Total receipts		<u>147,395</u>	<u>-</u>	<u>26,398</u>	<u>173,793</u>	<u>189,777</u>
Payments						
Payments in relation to charitable activities undertaken directly	2	179,667	-	22,118	201,785	201,839
Grants paid in relation to charitable activities undertaken by others	3	-	-	-	-	-
Total payments		<u>179,667</u>	<u>-</u>	<u>22,118</u>	<u>201,785</u>	<u>201,839</u>
Net of receipts / (payments) before		(32,272)	-	4,280	(27,992)	(12,062)
Transfers between funds	3	-	-	-	-	-
Net movement in funds		<u>(32,272)</u>	<u>-</u>	<u>4,280</u>	<u>(27,992)</u>	<u>(12,062)</u>
Cash funds as at last year end		376,963	-	454	377,417	389,479
Cash funds at this year end	A	<u>344,691</u>	<u>-</u>	<u>4,734</u>	<u>349,425</u>	<u>377,417</u>

The notes on page 23 form part of these accounts.

BASINGSTOKE FOODBANK
STATEMENT OF ASSETS AND LIABILITIES
AS AT THE YEAR ENDED 30 SEPTEMBER 2025

Notes	<u>Unrestricted Funds</u>			2025 £	2024 £
	General funds £	Designated funds £	Restricted funds £		
A Cash funds					
Cash at bank with immediate access	1,552	-	4,734	6,286	2,621
Notice deposits	343,103	-	-	343,103	374,756
Petty cash	36	-	-	36	40
	<u>344,691</u>	<u>-</u>	<u>4,734</u>	<u>349,425</u>	<u>377,417</u>
B Other monetary assets					
Gift aid due to charity	547	-	-	547	686
Other debtors	-	-	-	-	-
	<u>547</u>	<u>-</u>	<u>-</u>	<u>547</u>	<u>686</u>
C Liabilities					
Falling due within one year					
Loans	-	-	-	-	-
Trade creditors	-	-	-	-	-
Pension creditor	400	-	-	400	-
Fee for Independent Examination	1,188	-	-	1,188	-
Accrued expenses	-	-	-	-	-
Total	<u>1,588</u>	<u>-</u>	<u>-</u>	<u>1,588</u>	<u>-</u>
D Assets retained for charity's own use					
				Fund to which asset belongs	Cost £
Van				General	15,000
					<u>15,000</u>
E Guarantees and secured debts					

The charity has not given any guarantees and has not provided its assets as security for any liabilities.

The accounts were approved by the trustees and signed on their behalf by:

P J Thomas
P J Thomas (Jun 2, 2026 09:46:13 GMT+1)

Phil Thomas

Date: Jun 2, 2026

The notes on page 23 form part of these accounts.

BASINGSTOKE FOODBANK

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 30 SEPTEMBER 2025

1 Accounting policies

The accounts have been prepared on a receipts and payments basis and comprise a statement that shows the charity's receipts and payments, a statement that summarises the charity's assets and liabilities and related notes. The accountancy profession have determined that only accounts prepared in accordance with applicable accounting standards present a 'true and fair' view and, as these receipts and payments accounts have not (and cannot) be prepared in accordance with accounting standards, these accounts do not present (and are not intended to present) a 'true and fair' view of the charity's financial activities and state of affairs.

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. Restricted funds are donations which are to be used in accordance with specific restrictions imposed by donors; they include donations received from appeals for specific activities or projects.

	<u>Unrestricted Funds</u>		Restricted Funds	2025	2024
	General funds	Designated funds			
	£	£	£	£	£
2 Payments in relation to charitable activities undertaken directly					
Premises	58,785	-	-	58,785	50,126
Other Expenditure	4,063	-	-	4,063	31,505
Activities	9,870	-	22,118	31,989	23,360
Admin	14,252	-	-	14,252	6,933
Bank Charges	-	-	-	-	708
Governance Costs	468	-	-	468	-
Staff Costs	92,228	-	-	92,228	89,207
	<u>179,667</u>	<u>-</u>	<u>22,118</u>	<u>201,785</u>	<u>201,839</u>

3 Movement of funds

	Opening balance	Receipts	Payments	Transfers	Closing balance
	£	£	£	£	£
General funds	376,963	147,395	(179,667)	-	344,691
Restricted funds					
HCC Councillor Discretionary Fund	200	-	(200)	-	-
Christmas Lunches for the Lonely	254	-	(254)	-	-
Food Fund	-	2,190	(2,190)	-	-
TT FI Grant	-	24,208	(19,474)	-	4,734
	<u>454</u>	<u>26,398</u>	<u>(22,118)</u>	<u>-</u>	<u>4,734</u>
Total funds	<u>377,417</u>	<u>173,793</u>	<u>(201,785)</u>	<u>-</u>	<u>349,425</u>

The HCC Councillor Discretionary Fund is used to purchase food.

The Christmas Lunches for the Lonely Fund is used to provide Christmas hampers to the lonely.

The TT FI Grant is used to provide Citizens Advice and CAP or Mosaic debt advice.

Basingstoke Foodbank_2025 Accounts_Final To Sign

Final Audit Report

2026-06-03

Created:	2026-06-02
By:	Caitlin Hamilton (caitlin.hamilton@stewardship.org.uk)
Status:	Signed
Transaction ID:	CBJCHBCAABAA5LB4mYve1u4LtxLkeUPbfcGy51utKRuX

"Basingstoke Foodbank_2025 Accounts_Final To Sign" History

-  Document created by Caitlin Hamilton (caitlin.hamilton@stewardship.org.uk)
2026-06-02 - 08:17:22 GMT
-  Document emailed to 1126phil@gmail.com for signature
2026-06-02 - 08:23:43 GMT
-  Email viewed by 1126phil@gmail.com
2026-06-02 - 08:45:22 GMT
-  Signer 1126phil@gmail.com entered name at signing as P J Thomas
2026-06-02 - 08:46:11 GMT
-  Document e-signed by P J Thomas (1126phil@gmail.com)
Signature Date: 2026-06-02 - 08:46:13 GMT - Time Source: server - Signature appearance selected: TYPE
-  Document emailed to Sarah Crispin (sarah.crispin@stewardship.org.uk) for signature
2026-06-02 - 08:46:16 GMT
-  Email viewed by Sarah Crispin (sarah.crispin@stewardship.org.uk)
2026-06-03 - 10:25:32 GMT
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Signature Date: 2026-06-03 - 10:26:52 GMT - Time Source: server - Signature appearance selected: TYPE
-  Agreement completed.
2026-06-03 - 10:26:52 GMT

Accounts



TRUSTEES' ANNUAL REPORT & FINANCIAL STATEMENT YEAR ENDED 30th SEPTEMBER 2024



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1. ADMINISTRATIVE DETAILS

Trustees

	<u>First appointed</u>	<u>Re-appointed</u>
Catherine Campbell (Treasurer)	01/05/2024	
Paul Gross	12/08/2021	08/12/2024
Jeanne Hiscock	15/12/2016	14/12/2022
Andrew Macqueen	14/08/2018	12/08/2024
Laura Mouzouris-Lodge	21/09/2023	Resigned 08/01/2025
Pat Murphy (Treasurer)	21/02/2019	Resigned 30/04/2024
Phil Thomas (Chair)	24/04/2016	23/04/2022
Peter Vallance	03/09/2013	16/11/2023
Adrian Webb	20/10/2016	19/10/2022

Registered Charity number 1154319

Head Office & Warehouse Storage

Units 63 & 64 Tempus Business Centre
Kingsclere Road
Basingstoke
RG21 6XG

Bankers

Metrobank
One Southampton Row
LONDON
WC1B 5HA

Independent Examiner

Sarah Crispin
Stewardship
1 Lamb's Passage
LONDON
EC1Y 8AB



2. STRUCTURE, GOVERNANCE & MANAGEMENT

2.1 Governing document

The Basingstoke Foodbank is a CIO (Charitable Incorporated Organisation), whose only voting members are its Trustees. The Trustees adopted a constitution on 30th July 2013 in accordance with the 'Foundation Model' published by the Charity Commission for England and Wales and the Basingstoke Foodbank was registered by the Charity Commission on 23rd October 2013.

2.2 Trustees

The Foodbank is managed by a board of Trustees, selected because they strongly endorse the charitable objectives of the organisation and support its Christian ethos. When selecting Trustees, the charity aims to ensure there is a range of relevant skills and that Trustees reflect the range of Church denominations that support the charity. Trustees are initially appointed for a three year term and may be reappointed for a maximum of two subsequent terms of three years each.

The Trustees manage the affairs of the Foodbank and, for that purpose, exercise all the powers of the CIO. They are responsible for vision, strategic direction, financial health, regulatory conformance and general well-being of the Foodbank.

The Trustees aim to meet every two months to review performance and monitor the achievement of objectives. The Treasurer presents financial monitoring statements to the Trustees at each meeting comprising a report of the Foodbank's receipts and payments for the month and year to date, together with an updated cash flow forecast for the immediate ensuing periods. The Development Manager, and Operations Manager attend Trustees' meetings.

2.3 Related Organisations

Basingstoke Foodbank is an independent social franchise partner of the Trussell Network, the largest network in the United Kingdom with more than 1700 franchised foodbanks. The Basingstoke Foodbank adheres to the policies and procedures developed by Trussell as set out in Trussell's Operations Manual and associated documents.

2.4 Management Structure

This year the Foodbank has employed three members of staff. The Development Manager (0.8 fte) focuses on strategic activities, the development of our 'more than food' initiatives to help clients through to a better financial future, and line manages the other two paid employees.



The Operations Manager (full-time) is responsible for the day-to-day activities ensuring the smooth running of the warehouse, and our 7 Foodbank Centres.

A Community Connector (0.8fte) works to ensure that our clients are supported to connect with appropriate agencies and activities. They also coordinate our voluntary Community Coaching programme available for Foodbank clients who want help to move through some of the challenges they face.

Other part-time volunteers make up our 'Operations Team' and take responsibility for specific activities.

2.5 Guiding principles

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

The Trustees have adopted the Policies listed and are responsible for their annual review.

Policies:

- Safeguarding
- Lone working
- Complaint handling
- Data protection
- Social Media
- Volunteer IT & Communications
- Health & Safety
- Equal Opportunities
- Reserves
- Investment
- Trustees' Expenses



Risk Assessments have also been established and are reviewed regularly for:

- Warehouse related risk assessments & procedures for:
 - Manual handling, Working at height,
 - Hazardous substances, Slips & Trips,
 - Environmental health & Pest Control, Food Hygiene
- Volunteer management
- Volunteer, staff & site security
- Gas & Electrical safety
- Fire hazards
- First Aid & Health
- Supermarket collections & deliveries to clients' homes.
- Use of vehicles for Foodbank deliveries, collections & other activities

Training & Communications:

Staff and volunteer inductions, together with regular information and guidance on working practices are usually communicated on a group or 1:1 basis by the Development Manager, Operations Manager, or volunteer Assistant Operations Manager.

We also deliver bespoke training events at our Tempus head office for the various volunteer teams: Centre Managers (a bi-monthly catch up), Centre Volunteers, Packing team, Store team, Drivers and Deliveries team and our Voucher Administration team. This year we invited MIND and You Trust agencies to share how they support people in our communities as part of our signposting awareness. We have also focused on data protection and confidentiality with our Voucher Admin team, and refreshed all volunteers of our aims, objectives, beliefs and values, and good working practices.



3. OBJECTIVES, AIMS & ACTIVITIES

3.1 Charitable Objective

Basingstoke Foodbank is a Christian charity founded in October 2012 and supported by 50+ churches in the Basingstoke & Deane area. Our Christian faith, values and ethos underpin all areas of our operation.

Basingstoke Foodbank's charitable objective is to relieve the poverty of the people in the Basingstoke & Deane region who are in conditions of need, financial hardship, or distress in such ways as the Trustees shall from time-to-time think fit.



3.2 Aims

The Basingstoke Foodbank aims to provide compassionate, non-judgemental, practical support for people in crisis, to tackle the root causes that lock people into poverty, and to build people's resilience so that they are less likely to need a foodbank in the future.

We alleviate the needs of people through the provision of food and other essentials, and by working in partnership with local independent frontline support agencies who refer their clients experiencing hardship to the Foodbank.

By signposting or referring clients to care agencies, advice services and other support agencies, we aim to help to seek resolutions for clients' immediate and longer-term crises which are causing their need to use the Foodbank.

Anyone experiencing food insecurity can be referred to the Foodbank, regardless of their age, disability, background, race, gender, sexual orientation, marital status, religion or belief.

3.3 Our beliefs & values:

We believe in turning faith into practical action, living out God's love for the poor:

'For I was hungry and you fed me, thirsty and you gave me something to drink, I was a stranger and you invited me in.'

Matthew 25:35

Restoring Dignity: *Showing empathy and respect to those experiencing crisis*

Reviving Hope: *Through practical support, and promoting the message that God loves and cares for everyone and can bring hope to those lacking in hope*

Building Community: *Enabling the wider community of Basingstoke & Deane to partner with us in supporting those in crisis through donations of food, money and time.*

Our strapline: *'Helping local people in crisis'*



3.4 How the Foodbank works

- Non-perishable food is donated by the community through supermarket collections and donation points in schools, supermarkets, businesses, churches and other organisations.
- Donations are individually checked on receipt to ensure that the item has not passed its marked “use by date” and that they are not damaged.
- They are weighed, sorted and stored by type and date. In addition, we source some perishable food such as eggs, bread, fruit and vegetables to enhance the nutritional offering to clients.
- Volunteers weigh, sort, store, pack and distribute food.
- In response to contact by a client in hardship and food crisis, our partner advice, care and support agencies issue one of our Foodbank e-vouchers and submit them electronically to the Foodbank.
- Clients come to one of the Foodbank centres within 7 days of referral to redeem the voucher, presenting suitable ID or proof of address.

We provide a 2-hour café style setting where we meet clients, on every weekday at the following church locations:

- Monday: St Michael’s Church RG21 7QW
- Tuesday: Church of the Good Shepherd RG23 8BU
- Tuesday: Tadley Common Methodist Church RG26 4HN
- Wednesday: Basingstoke Baptist Church RG22 4HL
- Thursday: Sarum Hill Centre RG21 8SR
- Friday: St Gabriel’s Church RG24 9DU
- Friday: Buckskin Evangelical Church RG22 5BB

We are grateful to these churches who have so readily agreed to offer their facilities to be used by the Foodbank.

- At the Foodbank centres, volunteers offer refreshments and discuss food allergies, food preferences and availability of cooking facilities with clients, prior to packing bags of food for them. The Foodbank uses lists of suggested food and appropriate quantities prescribed by the Trussell Trust, who work with nutritionists to advise on what would constitute a nutritionally balanced diet of food for three days.
- Volunteers use a sympathetic, non-judgemental, listening approach. They spend time with clients, signposting to other appropriate agencies, and sensitively offer prayer for clients where appropriate.



- Clients are referred to our embedded Citizens Advice adviser and/or CAP UK Debt Coach (Christians Against Poverty) if it is felt that the client's predicament is such that they could benefit from immediate practical advice or help from the CA's hardship funds.
- We supplement client face to face interaction with home delivery by volunteers where the client has mobility or access issues.



3.5 Main Objectives for October 2023 to September 2024

- Continue to raise awareness of our holistic 'more than food' support set in place to help our clients through the root causes of crisis when visiting our seven Foodbank Centres
- To continue to focus on improving the efficient management of processes and procedures in our centres and warehouse through the introduction and development of our new Operations Manager's role.
- To manage the supply of donations to meet the demand for food, especially as we had our first year in 2023 where the weight of items out was more than the weight of donations.
- To develop a refreshed strategy for long-term fundraising to ensure that we can continue to provide this service to our community for as long as we are needed.
- To run another Christmas Hamper project in December 2023 providing partnering agencies with the opportunity to refer an individual or family this Christmas for an additional Christmas Hamper providing some of the 'Christmas food treats that may not be affordable in the on-going 'Cost of Living Crisis'
- To continue to focus on developing 3 'more than food' initiatives that will be helpful in supporting our clients through the challenges they face: our Mental Health Drop-in's supported by Andover MIND volunteers, a winter bills support activity with the Environment Centre offering 'Energy Saving Drop-ins' at our centres, and our Community Coaching Programme.

3.6 Strategies for achieving the objectives:

- Increased use of social media and paper flyers to raise awareness of support available.
- increased communications with partnering agencies who are supporting the community to make them aware of our delivery model.
- Forward stock planning to ensure there is sufficient food to meet need.
- Promoting the 'Bank the Food' App listing weekly food and other essential items.

- Increase the number of warehouse and supermarket volunteers to assist with the influx of donations particularly through the Autumn Harvest and Christmas seasons
- Explore the provision of 2 short 'Wellbeing courses' run in partnership with our Foodbank by Andover MIND specifically for the benefit of clients struggling with anxiety and stress.
- Evaluate the effectiveness of our 'Wellbeing Drop-in's provided by Andover MIND in 4 of our centres fortnightly by seeking client feedback, and stats on numbers of clients engaging with MIND in the Foodbank Centres.
- Continue to put our small team of volunteer Coaches through training provided by 'Courage Coaching'.
- Establish further training for volunteers to increase signposting confidence when working with clients.
- Monitor the effective use of vouchers from existing frontline agency partnerships, and to contact additional agencies who could widen access to our emergency service throughout the community.
- Monitor the effectiveness and client engagement with embedded advisers from Citizens Advice during all Centre opening times in Basingstoke and Tadley.
- Monitor the referrals to, and engagement of Foodbank clients with a CAP UK Debt Coach who has been funded part time since May 2021 by Basingstoke Foodbank.



4. ACHIEVEMENTS & PERFORMANCE

4.1 Summary of the year's activities

We celebrate our 11 year anniversary since opening on 1st October 2012.

In May 2024, the Mayor, Cllr David Leeks presented the Mayor's Business Award to Basingstoke Foodbank for its contribution to the wellbeing of the community, and our Development Manager for her management of Basingstoke Foodbank.

We currently have seven churches represented on the Board of Trustees and in September 2023 gained a seventh Trustee whose 'day job' is to act as the Safeguarding Lead for MIND's south east region, and to manage various regional projects for Andover MIND. Our Trustees' Adviser agreed to re-join the Board of Trustees for a further term in September 2023.

We continued the Foodbank grant funded agreement with the Citizens Advice service in Basingstoke and Tadley, for them to provide the services of in-situ advisers at all 7 centres throughout our opening times.

We continued our partnership agreement with Christians Against Poverty (CAP) locally to fund a part-time Debt Coach to increase availability of debt support for our clients.

Volunteer numbers continue to be stable at about 130. We continue to have small packing, store teams, delivery teams and various operational and administrative teams operating every weekday out of the Tempus Head Office.

This year, we adopted a Basingstoke Town volunteer Chaplain to provide pastoral care for any volunteer who may be affected by the listening service we offer to clients. Many of our clients are experiencing extreme difficulties, and appreciate our non-judgemental, compassionate listening service offered by our volunteers at our Foodbank Centres and over the phone through our office.

Referral partnering agencies issuing crisis vouchers have increased to approx. 150 teams, this includes schools and colleges supporting students and families within their institutions. We are working on refreshing our Data Sharing Agreements with all agencies as there is such a turnover of staffing in many agencies.

Churches supporting the Foodbank regularly continued to number c.58, and schools, children's clubs, community groups and businesses maintained their enthusiasm to continue to support the Foodbank through 'Harvest' and 'Christmas Hamper' events.

Our 2023 Christmas Hamper project is set to go ahead in an empty shop gifted by Festival Place shopping centre. Numbers of local companies send employees to offer a half day volunteering to help pack hampers. Members of the public also volunteer. These are then hand delivered to homes by our supporting churches. Our referring partnering agencies referred over 1,000 households for a hamper last year.

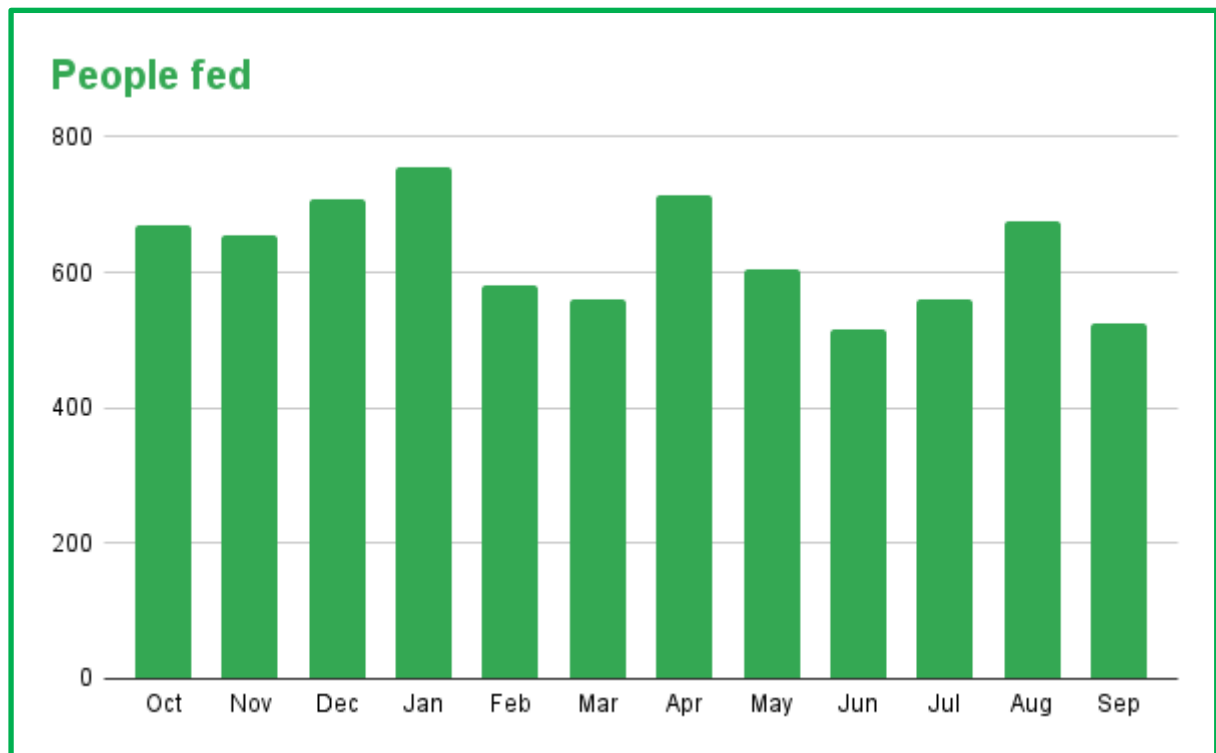
In line with our aim to help clients through some of the obstacles that stop them from moving forward through their many challenges, we continue to promote our new Community Coaching programme. We currently have our Community Connector and 3 trained coaches available to provide this 12 week 1:1 programme of one hour a week of free coaching for interested clients. We are

In September 2023 in line with our aim to provide holistic support to help clients in hardship through their short and medium term crisis, we partnered with Andover MIND to launch a pilot 'Wellbeing Drop-in' at 4 of our 7 centres. Mental Health in the form of depression, anxiety and stress has been identified as a recurring issue shared by our clients. Initially this is a fortnightly event in the 4 centres and we will be monitoring feedback and use of the drop-in from both the agency and clients.

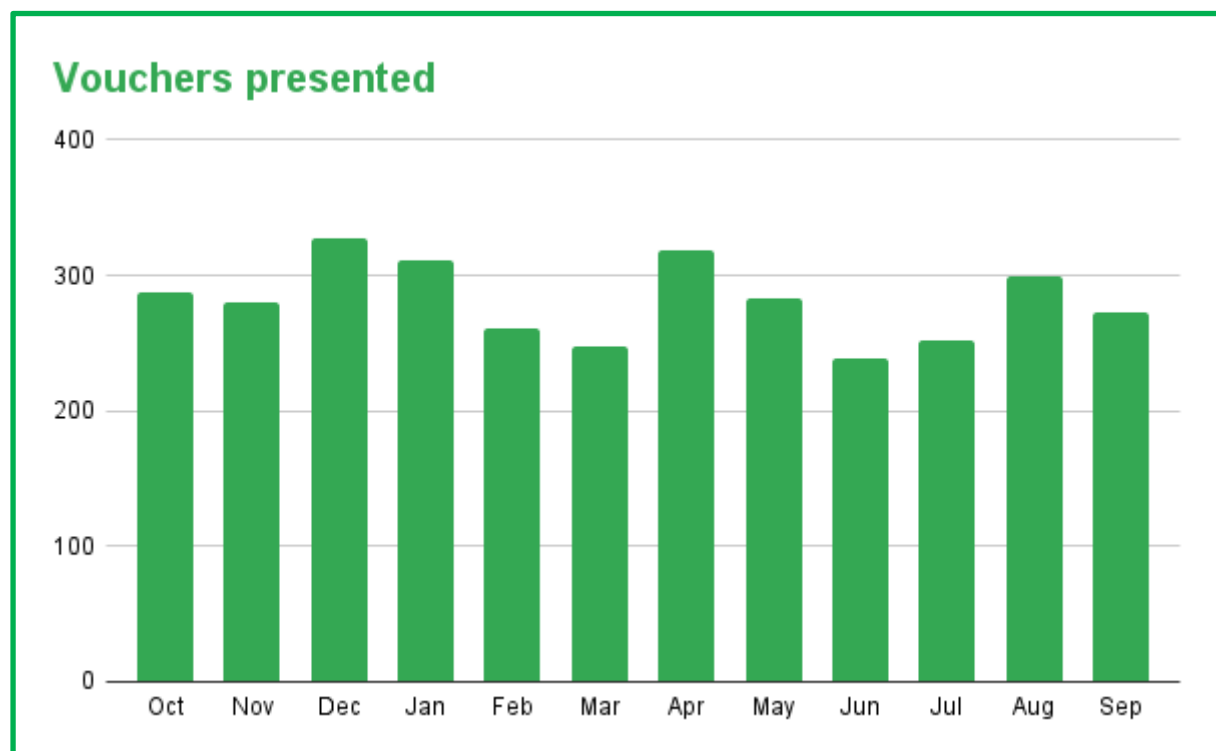
4.2 Recipients of food

In the year under review, we fed **7526** people through **3379** voucher requests (compared to 7799 people / 3489 vouchers in 2023-4) from partner referral agencies. This was through our Trussell referral model. We also fed approximately 3,600

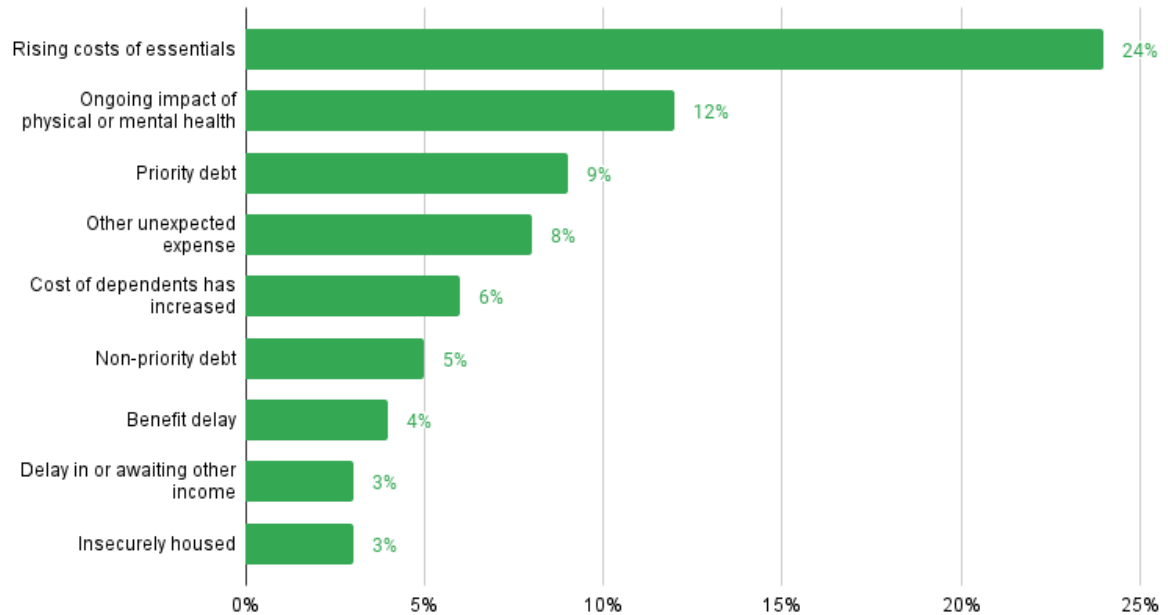
people through our annual Christmas Hamper project. In addition, we provide food for 4 emergency cupboards in the community for when emergency food is required out of Foodbank hours. Numbers consistently continue to be higher than those of



pre-pandemic years.



Most common reasons for referral



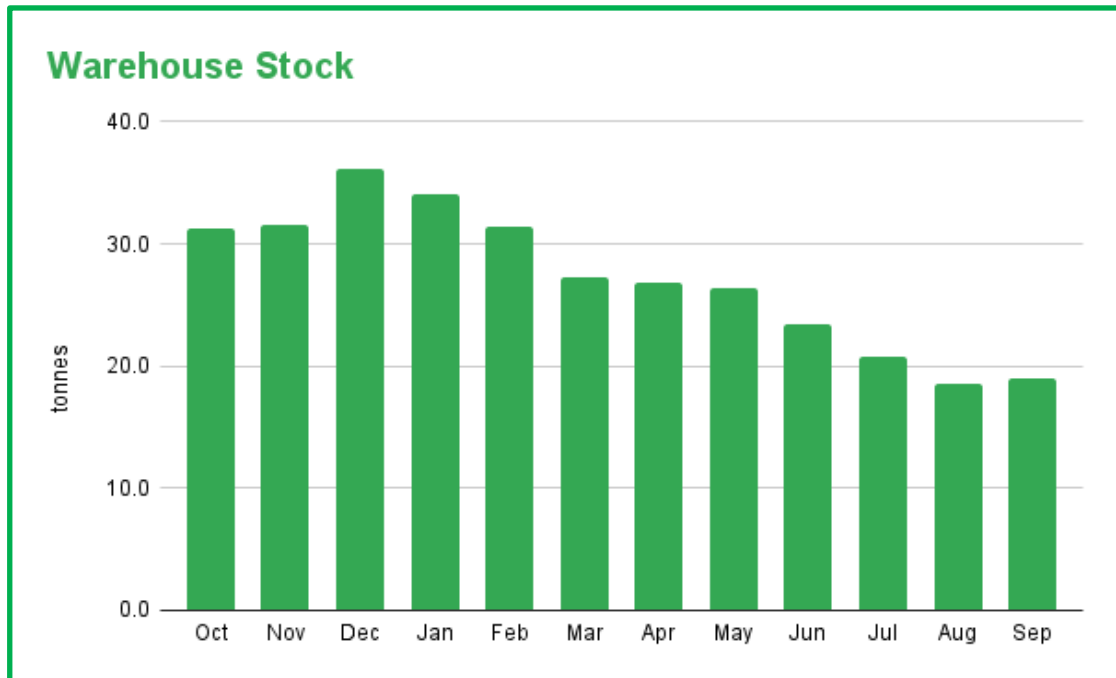
Analysis of the people impacted by food poverty, requiring the services of the foodbank to avoid going hungry, shows:

	2023-24	2022-23	2021-22
Adults	4533	4664	3792
Children	2993	3136	2581
Total	7526	7800	6373

The largest group(s) that we help is singles and singles with children. Their proportion increased by 6% which was offset by reductions in other demographic groups:

	2023-24	2022-23	2021-22
Single	51.1%	48.3%	47.6%
Single Parent	22.4%	23.6%	24.8%
Family	16.4%	14.3%	14.5%
couple	10.1%	13.7%	9.0%

4.3 Food donated & distributed



Overall, 91.5 tonnes were donated this past year (prior year: 90.3 tonnes) and 97.1 tonnes (81.8 tonnes) were distributed through the year.

The food we have received has continued to come from:

- Regular donations from local Churches who support us
- Members of the public, schools, colleges and local businesses dropping off food donations
- Permanent collection points in various supermarkets and small local groceries in the Borough of Basingstoke and Deane
- Appeals, staffed by volunteers, conducted 2 - 3 times a year at our local supermarkets
- Warburtons Bakeries have very kindly delivered fresh bread to our warehouse three times a week
- An Overton greengrocer has supported us with supplies of fresh fruit and vegetables fortnightly

Seasonal donations from primary and junior schools during harvest time have again increased this year. A growing number of local social organisations, children's groups and companies held one-off food collections during the year, particularly helping with our Christmas hampers appeal.

4.4 Volunteers, currently 130

We have continued to increase our number of centres, home deliveries, supermarket collections, store, packing and seasonal 'ad-hoc' volunteers throughout the year. We are incredibly grateful to both our many long-term and newly recruited volunteers who have worked tirelessly. Their cheerfulness and capability to take in their stride every challenge we face in the Foodbank reflects our Christian values of compassion, love and service.



4.5 Citizens Advice and Christians Against Poverty in-situ drop-in service

We continue to fund our Citizens Advice Drop-ins offering an in-situ presence of a specialist advisor. At a time when clients who are feeling overwhelmed by their crisis and thus not always able to manage their multiple personal challenges, this in situ service is appreciated as they are able to get on the spot guidance and advice about benefit entitlement, housing, debt, etc. The drop-ins have reported quarterly many thousands of pounds released for clients through help with benefit delays, funding they were not aware they were entitled to, vouchers for fuel and digital accessibility and debts written off due to the work of debt advisers.

The cost of the arrangement has funding support from a Financial Inclusion Grant awarded to us by the Trussell however this funding will potentially cease in 2026.

We had hoped that CAP UK would be able to provide a regular presence in the centres however their team reduced in size in the summer of 2021, so we have verbally promoted the service when people phone Head Office, and visit the Foodbank Centres. Our CAP Debt Coach was also funded through Trussell's Financial Inclusion Grant and has also presented quarterly reports listing large sums of debt that has been written off or managed for clients with the help of the coach.

5. FINANCIAL REVIEW

5.1 Resources

Although the Foodbank has had a deficit of £12k in the financial year 2023-4, our reserves remain at a healthy level. We will continue to explore opportunities to use our funds to help clients find long term solutions in order to remove their need for help from a Foodbank.

5.2 Funding

Total receipts in the year were **£ £ 189,777** (prior year **£212,750**).

Many individuals, Church groups, Companies, Social Groups and Grant Funders again made very generous unsolicited donations to help fund the working of the Foodbank.

Income	2023-4	2022-23
Grants	22,717	27,501
On-line giving	24,238	38,434
Direct receipts:		
Individuals	57,909	73,521
Businesses	19,336	30,693
Churches	10,935	9,220
Clubs & Organisations	19,435	7,007
Schools & Colleges	283	1,349
Donations for Hampers	575	250
Supermarket top up payments	5,309	5,543
Gift aid reclaimed	9,801	12,898
Deposit savings interest	19,194	6,334
Total	£189,777	£212,750

The Grant income of £22,717 comprised the following generous sources:

	Restricted	Unrestricted
Trussell Trust - Financial Inclusion Grant for in-situ specialist advisors	16,181	3,236
Southern CO-OP		1,200
CMW Charitable Trust		2,000
Giving Force Foundation		100
TOTAL	16,181	6,536

5.3 Expenditure

Our total outgoings, net of asset and investment purchases, this year were **£201,839**, an increase of **£52,750** when compared with our comparable spend in the previous year.

Expenditure	2023-4	2022-23
Employment Costs	88,200	64,717
Rent Warehouse & Office	39,125	32,273
Citizens Advice / CAP	26,899	21,104
Heat / Light / Water	8,073	5,009
Admin Expenses	6,104	5,545
Warehouse Costs	2,928	2,377
Food Purchases	10,508	9,985
Vehicle Expenses	2,252	2,847
Mileage	1,700	1,869
Insurance	829	762
Bank Charges	708	389
Training	1,007	156
Christmas Hampers	8,900	1,741
Centre Costs	4,606	0
10th Anniversary Celebration	0	315
Total	£201,839	£149,089

5.4 Reserves

The policy of the Trustees is to hold an amount in reserve to meet the equivalent of twelve months' general running costs (currently £200k pa). We also hold in reserve further amounts to meet our contractual obligations, anticipated capital expenditure and provisions to meet the cost of providing additional services to clients in the coming year.

We continue to invest any cash in excess of our immediate identified needs, in order to earn interest. The maximum period of investment is 12 months and no more that £85k is placed with any banking group to ensure that we are covered by the FCSC guarantee.

The trustees remain committed to looking to providing additional free services to our clients such as CAP debt counselling, Money Lifeline debt service and investing in assets to support the Foodbank's initiatives.

6. FUTURE DEVELOPMENTS - OUR AIMS & OBJECTIVES

October 2024 onwards:

- To explore how donated funds can most effectively be used to provide additional 'more than food' support via other trusted agencies and charities. We are continuously looking for services that will provide support in areas such as debt advocacy & advice, mental health counselling, and job-hunting support.
- Further training and recruitment of volunteers for packing, driving, deliveries, client-facing and store work.
- An increased social media presence to communicate messages and foster relationships with our faithfully supportive community.
- Close monitoring of numbers attending our seven centres to review the effectiveness of the multiple centre model and the accessibility of their locations for clients.
- Continued monitoring and reviewing of agency partnerships and the effectiveness of our relationship with them.
- Increased focus on client and agency feedback and suggestions. Particularly gathering feedback and suggestions from clients with lived experiences when developing and reviewing the effectiveness of our services.
- Continue to source supermarket and other suppliers of fresh fruit, vegetables and bread to enhance the nutritional content of food packs supplied to clients. We also aim to reduce our weekly expenditure on 'fresh' items through exploration of free or discounted priced purchasing.
- Increased marketing and raising of awareness of our Community Coaching programme.
- Fundraising - due to a slowing down of donations in the past year, we will be working on developing an effective and sustainable strategy for a range of fundraising activities.
- On-going exploration of partnerships with agencies who may provide a range of free or subsidised mental health support for our clients.
- Premises search. As we get closer to the end of our current agreement with Vivid Housing (Dec 2027) with rent increases each year, we have started to explore a range of possible options.



7. THANK YOU

The Trustees continue to be overwhelmed at the level of consistent support shown to Basingstoke Foodbank, and are extremely grateful to everyone in our local Basingstoke & Deane community who have provided faithful support, and encouragement to Basingstoke Foodbank.

The local community has continued once again to generously give their time, food donations and financial support to provide help to those in our locality who are in crisis and facing the prospect of going hungry.

We acknowledge the continuing support we have received from Vivid Housing Association for the facility of the warehouse and office units at a discounted rate until December 2027.

Responsibilities of Trustees

Charity law requires us as Trustees to prepare financial statements for each accounting year which record the receipts and payments of the charity for the year.

We are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable us to ensure that the financial statements comply with the Charities Act 2011.

We also have a responsibility to safeguard the assets of the charity and to take reasonable steps to prevent fraud or any other irregularities.

This report was approved by the trustees and signed on their behalf by:

P.J Thomas

P J Thomas (Mar 24, 2025 10:38 GMT)

P. Thomas – Chair

Date: Mar 24, 2025



INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF
BASINGSTOKE FOODBANK

I report to the trustees on my examination of the accounts of Basingstoke Foodbank ('the charity') for the year ended 30 September 2024 on pages 21 to 22 following.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in accordance with section 130 of the 2011 Act; or
2. the accounts do not accord with the accounting records.

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

Sarah Crispin
Sarah Crispin (Apr 3, 2025 15:42 GMT+1)
Sarah Crispin
Stewardship
1 Lamb's Passage
LONDON
EC1Y 8AB

Date: Apr 3, 2025



CHARITY COMMISSION
FOR ENGLAND AND WALES

Basingstoke Foodbank

1154319

Receipts and payments accounts

CC16a

For the period
from

Period start date
01/10/2023

To

Period end date
30/09/2024

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	132,181	575	-	132,756	160,474
Charitable Grants	6,536	16,181	-	22,717	27,501
GIFT Aid	9,801	-	-	9,801	12,898
Donations from Tesco and Asda	5,309	-	-	5,309	5,543
	-	-	-	-	-
Interest Income	19,194	-	-	19,194	6,334
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	173,021	16,756	-	189,777	212,750
A2 Asset and investment sales, (see table).					
Transfers in from Deposit Account	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	173,021	16,756	-	189,777	212,750
A3 Payments					
Employment Costs	88,200	-	-	88,200	64,717
Rent / Warehouse & Office	39,125	-	-	39,125	32,273
Citizens Advice	3,388	11,896	-	15,284	15,284
CAP	3,403	8,212	-	11,615	5,820
Heat / Light and Water	8,073	-	-	8,073	5,009
Admin Expenses	6,104	-	-	6,104	5,545
Warehouse Costs	2,928	-	-	2,928	2,377
Food Purchases	10,508	-	-	10,508	9,985
Vehicle expenses	2,252	-	-	2,252	2,847
Mileage	1,700	-	-	1,700	1,869
Insurance	829	-	-	829	762
Bank Charges	708	-	-	708	389
Training	1,007	-	-	1,007	156
Christmas Hampers	8,325	575	-	8,900	1,741
10th Anniversary Celebration	-	-	-	-	315
Centre Costs	4,606	-	-	4,606	-
	-	-	-	-	-
Sub total	181,156	20,683	-	201,839	149,089
A4 Asset and investment purchases. (see table)					
PC's and printers for New Centres	-	-	-	-	1473
Warehouse equipment	-	-	-	-	-
Deposits Admin fees	-	-	-	-	790
Saving Deposits	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	2,263
Total payments	181,156	20,683	-	201,839	151,352
Net of receipts/(payments)	- 8,135	- 3,927	-	- 12,062	61,398
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	385,098	4,381	-	389,479	328,081
Cash funds this year end	376,963	454	-	377,417	389,479

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank Accounts	2,167	454	-
	Petty Cash	40	-	-
	Flagstone Balances	374,756	-	-
	Total cash funds	376,963	454	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
			-	-
	Gift Aid due from HMRC	686	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Van		13,423	4,000
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	

NOTES TO ACCOUNTS FOR YEAR ENDED 30 SEPTEMBER 2024

These accounts have been prepared on a Receipts and Payments basis, with all income and expenditure shown on a cash basis.

The CIO has two funds: an Unrestricted general and a Restricted Fund; The latter comprises of grants received from the following funders, not yet fully spent

HCC Councillor Discretionary Fund	£200	Laptops for Centre
Christmas Lunches for the lonely	£254	Christmas Lunches

On 1 January 2023 the Foodbank entered into a 5 year full repairing lease, to rent premises from VIVID Housing Association until 31 December 2027

Rent

Due within 12 months	£41,850
Due greater than 12 Months	£104,850

The comparative cash funds have been restated to move the Flagstone balances and transactions from other monetary assets to cash funds. This is because the Flagstone balances represent cash deposits which earn interest and incur bank charges.

All Fixed Term saving deposits are covered by the FSCS Guarantee Scheme and mature within 12 months of the period end date.

The CIO has no outstanding Guarantees to third parties nor any debts secured on the assets of the CIO

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
<u>Catherine A Campbell</u> Catherine A Campbell (Mar 25, 2025 06:28 GMT)	C. Campbell	Mar 25, 2025
<u>P.J Thomas</u> P.J Thomas (Mar 24, 2025 10:38 GMT)	P. Thomas	Mar 24, 2025

Accounts



Basingstoke Foodbank

TRUSTEES' ANNUAL REPORT & FINANCIAL STATEMENT YEAR ENDED 30th SEPTEMBER 2023



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1. ADMINISTRATIVE DETAILS

Trustees

Trustees are initially appointed for a three year term and may be reappointed for a maximum of two subsequent terms of three years each.

	<u>First appointed</u>	<u>Re appointed</u>
Paul Gross	12/08/2021	
Jeanne Hiscock	15/12/2016	14/12/2022
Andrew Macqueen	14/08/2018	13/08/2021
Laura Mouzouris-Lodge	21/09/2023	
Pat Murphy (Treasurer)	21/02/2019	20/02/2022
Phil Thomas (Chair)	24/04/2016	22/04/2022
Peter Vallance	03/09/2013	16/11/2023
Adrian Webb	20/10/2016	19/10/2022

Registered Charity number

1154319

Head Office & Warehouse Storage

Units 63 & 64 Tempus Business Centre
Kingsclere Road
Basingstoke
RG21 6XG

Bankers

NatWest Bank plc
Old Market Square
3 London Street
Basingstoke
RG21 7NS

Metrobank
One Southampton Row
London
WC1B 5HA

2. STRUCTURE, GOVERNANCE & MANAGEMENT

2.1 Governing document

The Basingstoke Foodbank is a CIO (Charitable Incorporated Organisation), whose only voting members are its Trustees. The Trustees adopted a constitution on 30th July 2013 in accordance with the 'Foundation Model' published by the Charity Commission for England and Wales and the Basingstoke Foodbank was registered by the Charity Commission on 23rd October 2013.

2.2 Trustees

The Foodbank is managed by a board of Trustees, selected because they strongly endorse the charitable objectives of the organisation and support its Christian ethos. When selecting Trustees, the charity aims to ensure there is a range of relevant skills and that Trustees reflect the range of Church denominations that support the charity.

The Trustees manage the affairs of the Foodbank and, for that purpose, exercise all the powers of the CIO.

The Trustees are responsible for vision, strategic direction, financial health, regulatory conformance, and general well-being of the Foodbank.

The Trustees aim to meet every two months to review performance and monitor the achievement of objectives. The Treasurer presents financial monitoring statements to the Trustees at the end of each month comprising a report of the Foodbank's receipts and payments for the month and year to date, together with an updated cash flow forecast for the immediate ensuing periods. The Development Manager (formerly Operations and Development Manager) attends Trustees meetings.

2.3 Related Organisations

Basingstoke Foodbank is an independent social franchise partner of the Trussell Trust network, the largest network in the United Kingdom with more than 1300 franchised foodbanks. The Basingstoke Foodbank adheres to the policies and procedures developed by the Trussell Trust as set out in the Trust's Operations Manual and associated documents. The Trustees intend to renew the franchise arrangement with Trussell Trust when it falls due in March 2024.

2.4 Management Structure

This year the Foodbank has divided the Development & Operations Manager's position into two posts and employed a full-time Operations Manager in June 2023. The Development Manager (0.8 fte) focuses on strategic activities and line manages the other two paid employees. The Operations Manager (full-time) is responsible for the day-to-day activities ensuring the smooth running of the warehouse, and our 7 Foodbank Centres. Our Community Connector (0.8fte) works to ensure that our clients are supported to connect with appropriate agencies and activities. Other part-time volunteers make up our 'Operations Team' and take responsibility for specific activities.

2.5 Guiding principles

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

The Trustees have adopted the Policies listed and are responsible for their annual review.

Policies:

- Safeguarding
- Lone working
- Complaint handling
- Data protection
- Social Media
- Volunteer IT and Communications
- Health & Safety
- Equal Opportunities



Risk Assessments have also been established and are reviewed regularly:

- Warehouse related risk assessments & procedures for:
 - Manual handling, Working at height,
 - Hazardous substances, Slips & Trips,
 - Environmental health & Pest Control, Food Hygiene
- Volunteer management
- Volunteer, staff & site security
- Gas & Electrical safety
- Fire hazards
- First Aid & Health
- Supermarket collections & deliveries to clients' homes.
- Use of vehicles for Foodbank deliveries, collections & other activities

Training & Communications:

Staff and volunteer inductions, together with regular information and guidance on working practices are usually communicated on a group or 1:1 basis by the Development Manager, Operations Manager, or volunteer Assistant Operations Manager.

We also deliver bespoke training events at our Tempus head office for the various volunteer teams: Centre Managers (a bi-monthly catch up), Centre Volunteers,, Packing team, Store team, Drivers and Deliveries team and our Voucher Administration team. This year we have focused particularly on data protection, confidentiality, our aims and values, signposting information and good working practices.

3. OBJECTIVES, AIMS & ACTIVITIES

3.1 Charitable Objective

Basingstoke Foodbank is a Christian charity founded in October 2012 and supported by 50+ churches in the Basingstoke & Deane area. Our Christian faith, values and ethos underpin all areas of our operation.

Basingstoke Foodbank's charitable objective is to relieve the poverty of the people in the Basingstoke & Deane region who are in conditions of need, financial hardship, or distress in such ways as the Trustees shall from time to time think fit.

3.2 Aims

The Basingstoke Foodbank aims to provide compassionate, non-judgemental, practical support for people in crisis, to tackle the root causes that lock people into poverty, and to build people's resilience so that they are less likely to need a foodbank in the future.

We alleviate the needs of people through the provision of food and other essentials, and by working in partnership with local independent frontline support agencies who refer their clients experiencing hardship to the Foodbank.



By signposting or referring clients to care agencies, advice services and other support agencies, we aim to help to seek resolutions for clients' immediate and longer-term crises which are causing their need to use the Foodbank.

Anyone experiencing food insecurity can be referred to the Foodbank, regardless of their age, disability, background, race, gender, sexual orientation, marital status, religion or belief.

3.3 Our beliefs & values:

We believe in turning faith into practical action, living out God's love for the poor:

'For I was hungry and you fed me, thirsty and you gave me something to drink, I was a stranger and you invited me in.'

Matthew 25:35

Restoring Dignity: *Showing empathy and respect to those experiencing crisis*

Reviving Hope: *Through practical support, and promoting the message that God loves and cares for everyone and can bring hope to those lacking in hope*

Building Community: *Enabling the wider community of Basingstoke & Deane to partner with us in supporting those in crisis through donations of food, money and time.*

Our strapline: *'Helping local people in crisis'*

3.4 How the Foodbank works

- Non-perishable food is donated by the community through supermarket collections and donation points in schools, supermarkets, businesses, churches and other organisations.
- Donations are individually checked on receipt to ensure that the item has not passed its marked "use by date" and that they are not damaged.
- They are weighed, sorted and stored by type and date. In addition, we source some perishable food such as eggs, bread and vegetables to enhance the nutritional offering to clients.
- Volunteers weigh, sort, store, pack and distribute food.
- In response to contact by a client in hardship and food crisis, our partner advice, care and support agencies issue one of our Foodbank e-vouchers and submit them electronically to the Foodbank.
- Clients come to one of the Foodbank centres to redeem the voucher, presenting suitable ID or proof of address.

- We provide a café style setting where we meet clients, on every weekday at the following church locations:
 - Monday: St Michael's Church RG21 7QW (opened July 2022)
 - Tuesday: Church of the Good Shepherd RG23 8BU
 - Tuesday: Tadley Common Methodist Church RG26 4HN
 - Wednesday: Basingstoke Baptist Church RG22 4HL
 - Thursday: Sarum Hill Centre RG21 8SR
 - Friday: St Gabriel's Church RG24 9DU
 - Friday: Bucksin Evangelical Church RG22 5BB

We are grateful to these churches who have so readily agreed to offer their facilities to be used by the Foodbank.

- At the Foodbank centres, volunteers offer refreshments and discuss food allergies, food preferences and availability of cooking facilities with clients, prior to packing bags of food for them. The Foodbank uses lists of suggested food and appropriate quantities prescribed by the Trussell Trust, who work with nutritionists to advise on what would constitute a nutritionally balanced diet of food for three days.
- Volunteers use a sympathetic, non-judgemental, listening approach. They spend time with clients, signposting to other appropriate agencies, and sensitively offer prayer for clients where appropriate.
- Clients are referred to our embedded Citizens Advice advisor and/or CAP (Christians Against Poverty) if it is felt that the client's predicament is such that they could benefit from immediate practical advice or help from the CA's hardship funds.
- We supplement client face to face interaction with home delivery by volunteers where the client has mobility or access issues.



3.5 Main Objectives for October 2022 to September 2023

- Continue to raise awareness of our holistic 'more than food' support set in place to help our clients through the root causes of crisis when visiting our seven Foodbank Centres
- Manage the supply of donations to meet the demand for food
- To divide the Development and Operations Management post into two distinct roles and to advertise and appoint a full-time Operations Manager in the autumn of 2022
- To support the new volunteer managers and team at our new St Michael's Town Centre Foodbank Centre established to improve access in the centre of town and alleviate the flow of clients visiting our busy Sarum Hill Centre

- To run another Christmas Hamper project providing partnering agencies with the opportunity to refer an individual or family this Christmas for an additional Christmas Hamper providing some of the 'Christmas food & toiletry' treats that may not be affordable in the current 'Cost of Living Crisis'

3.6 Strategies for achieving the objectives:

- Increased use of social media and paper flyers to raise awareness of support available.
- increased communications with partnering agencies who are supporting the community to make them aware of our delivery model and wellbeing phone calling service
- Forward stock planning in line with future spikes in the pandemic to ensure there is sufficient food to meet need.
- Promoting our weekly 'wish list' of food items to circulate and be shared by the community via our web page and Facebook page
- Increase the number of warehouse and supermarket volunteers to assist with the influx of donations particularly through the Autumn Harvest and Christmas seasons
- Register our Foodbank Connector, Development Manager and agency support volunteer onto the Romsey Coaching training course this autumn.
- Establish further training for volunteers to increase signposting confidence when working with clients.
- Monitor the effective use of vouchers from existing frontline agency partnerships, and to contact additional agencies who could widen access to our emergency service throughout the community.
- Monitor the effectiveness and use of an embedded advisor from Citizens Advice during all Centre opening times in Basingstoke and Tadley.
- Monitor the referrals to, and engagement of Foodbank clients with a CAP UK Debt Coach who has been funded part time since May 2021 by Basingstoke Foodbank.



4.ACHIEVEMENTS & PERFORMANCE

4.1 Summary of the year's activities

We currently have seven churches represented on the Board of Trustees and in September 2023 gained a seventh Trustee whose 'day job' is to manage various projects for Andover MIND. One of our trustees continues to attend the meetings as

an 'associate trustee' this year due to their need to stand down having offered the Foodbank nine years as a Trustee.

We continued the Foodbank funded agreement with the Citizens Advice service in Basingstoke and Tadley, for them to provide the services of in-situ advisors at the centres at all the times we are open to receive clients.

We continued our partnership agreement with Christians Against Poverty (CAP) locally to fund a part-time Debt Coach to increase availability of debt support for our clients.

Volunteer numbers continue to be stable at about 120. We continue to have small packing, store teams, delivery teams and various operational and administrative teams operating out of the Tempus Head Office.

In April 2022, it was agreed by the Trustees that the role of Operations & Development Manager should be divided into two paid positions due to the widening focus of support provided by the foodbank in line with its aims and objectives throughout its ten years, and subsequently its increased numbers of volunteers plus the additional paid part-time Community Connector working for the Foodbank. Paula Vallance was tasked to divide the roles, produce a job description, candidate profile and interview process for recruitment purposes. Recruitment commenced in September 2022 and a job description was formulated and advertised for an Operations Manager. There were a number of applicants and a new Operations Manager started 9th January 2023. Due to an unforeseen family health crisis, the Operations Manager handed in their notice and left at the end of March 2023. The recruitment process started again in April and a new Operations Manager started on the 12th June 2023.

Referral partnering agencies issuing crisis vouchers have increased to approx. 150 teams, this includes schools and colleges supporting students and families within their institutions.

Churches supporting the Foodbank regularly continued to number c.58, and schools, children's clubs, community groups and businesses maintained their enthusiasm to continue to support the Foodbank through 'Harvest' and 'Christmas Hamper' events.

At Christmas 2022, we were able again to run our Christmas Hamper appeal in an empty shop gifted by Festival Place shopping centre. These were packed and delivered by volunteers and various churches to struggling households referred by our partnering agencies. 1060 Hampers were delivered.

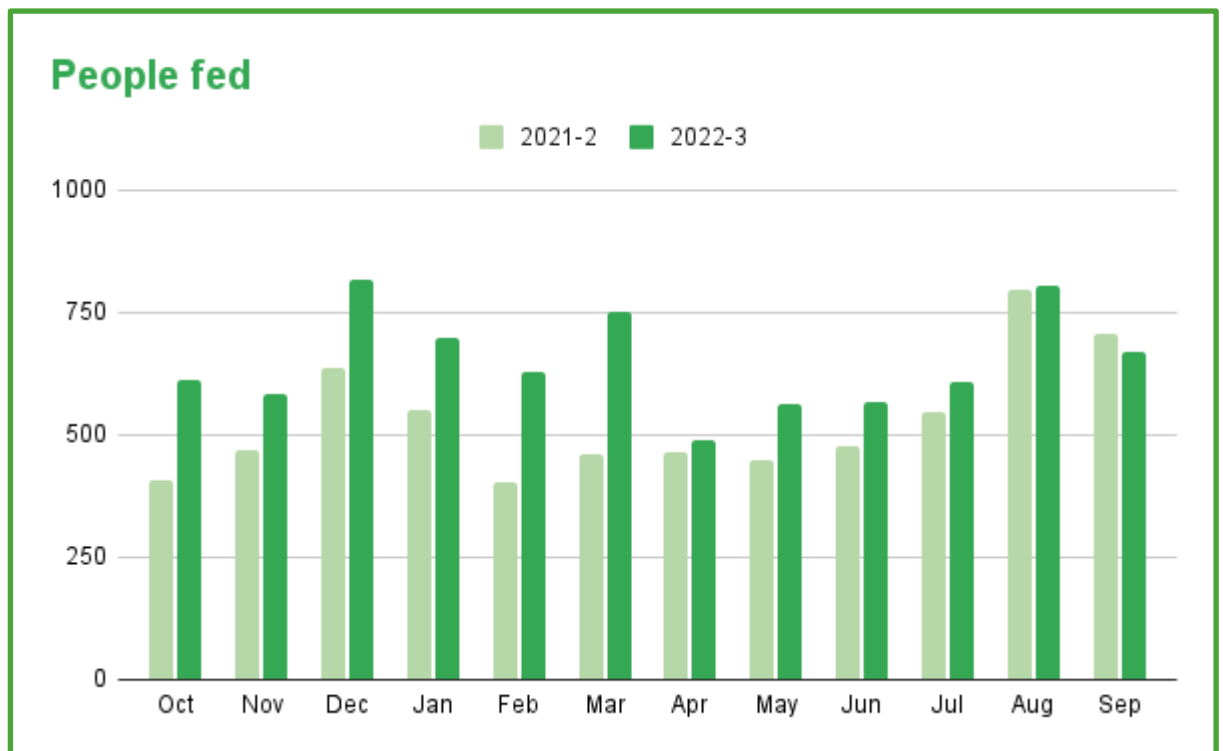
In line with our aim to provide support for people to move forward through the root causes of their crisis towards a better financial position, we have commenced the training of our Community Connector and 2 other members of the team to be able to develop a short free Coaching Programme in support of our clients. This programme has been developed by Romsey Freedom Matters Church. A twelve week one hour

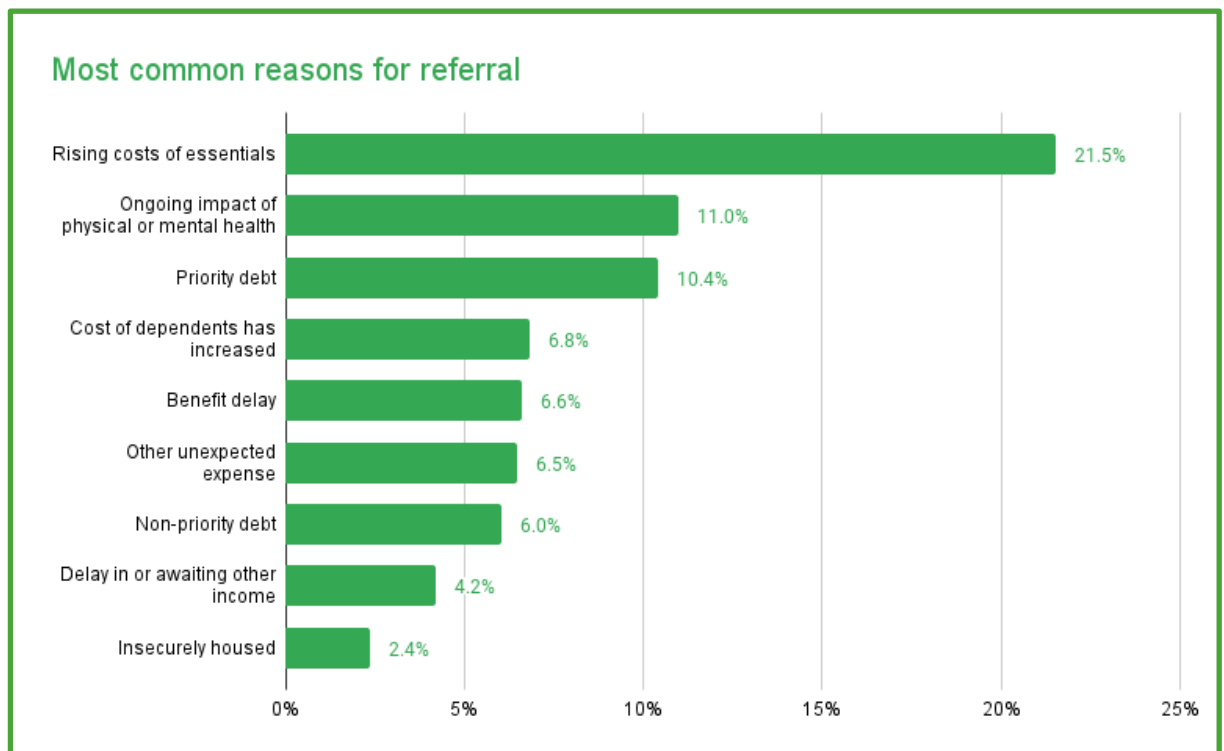
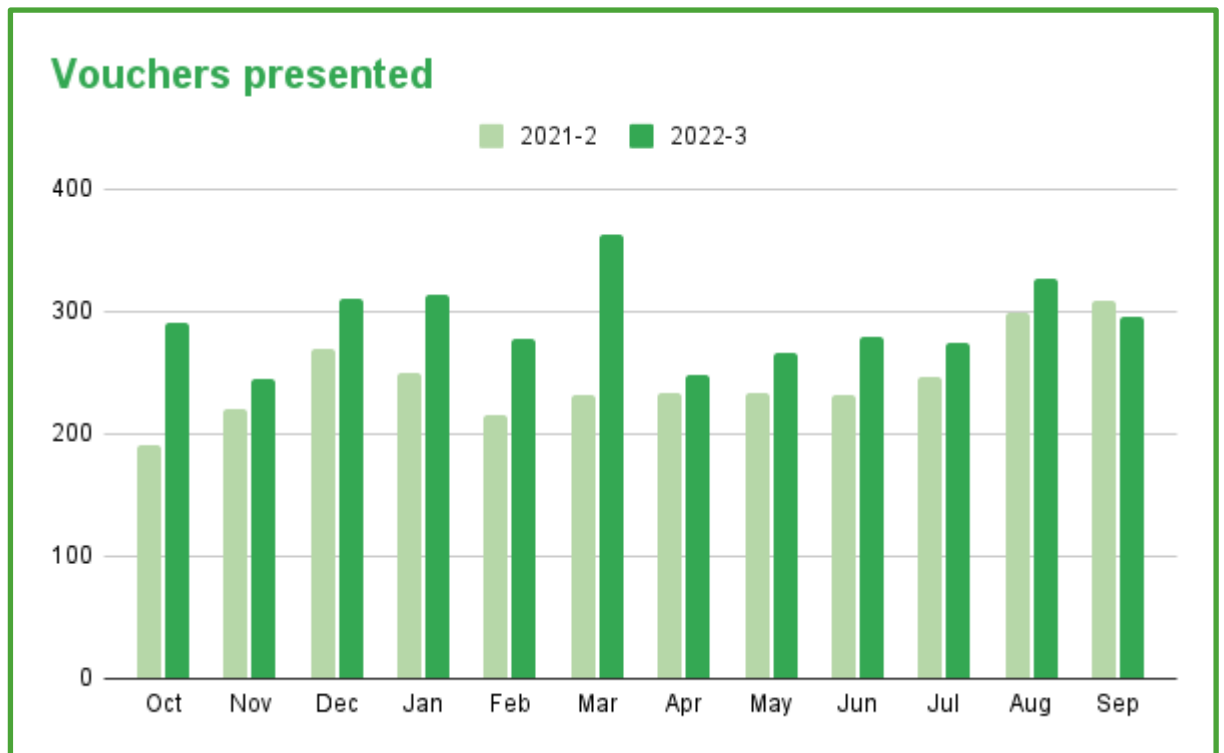
coaching programme has created the opportunity for Foodbank and CAP debt clients in Romsey to identify the challenges in their lives and break these down into manageable goals and activities through the 12 weeks. Many have successfully achieved their first goals, and have learned valuable life skill tools in how to approach multiple demands on their 'must do' lists.

In September 2023 in line with our aim to provide holistic support to help clients in hardship through their short and medium term crisis, we partnered with Andover MIND to launch a pilot 'Wellbeing Drop-in' at 4 of our 7 centres. Mental Health in the form of depression, anxiety and stress has been identified as a recurring issue shared by our clients. Initially this is a fortnightly event in the 4 centres and we will be monitoring feedback and use of the drop-in from both the agency and clients.

4.2 Recipients of food

In the year under review, we fed **7,800** (prior year **6,373**) people through **3,489** (prior year **2,854**) voucher requests from partner referral agencies. This was through our Trussell Trust referral system. We also fed approximately 2,500 people through our annual Christmas Hamper project. Although the demand for vouchers in 2022-23 is significantly less than in pandemic times, the numbers of vouchers being redeemed are still running well ahead of redemptions processed before lockdown.





(Apr 23 – Sept 23 only, following change in reporting criteria)

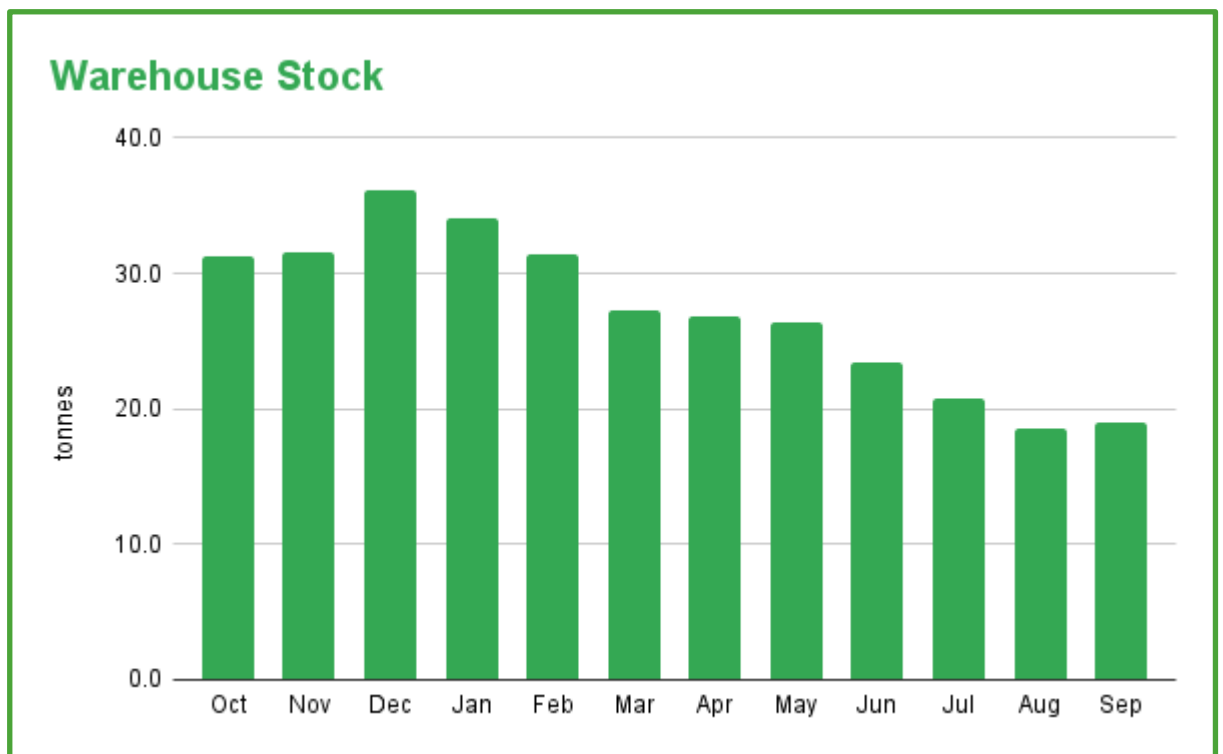
Analysis of the people impacted by food poverty, requiring the services of the foodbank to avoid going hungry, shows:

	2022-23	2021-22
Adults	4664	3792
Children	3136	2581
Total	7800	6373

The largest group(s) that we help is singles and singles with children. Their proportion increased by 6% which was offset by reductions in other demographic groups:

	2022-23	2021-22
Single	48.3%	47.6%
Single Parent	23.6%	24.8%
Family	14.3%	14.5%
couple	13.7%	9.0%

4.3 Food donated & distributed



Overall, 91.5 tonnes were donated this past year (prior year: 90.3 tonnes) and 97.1 tonnes (81.8 tonnes) were distributed through the year.

The food we have received has continued to come from:

- Regular donations from local Churches who support us
- Members of the public and local businesses dropping off food donations
- Permanent collection points in various supermarkets and small local groceries in the Borough of Basingstoke and Deane
- Appeals, staffed by volunteers, conducted twice a year at our local Tesco superstore
- Warburtons Bakeries have very kindly delivered fresh bread to our warehouse three times a week
- An Overton greengrocer has supported us with supplies of fresh fruit and vegetables fortnightly

Seasonal donations from primary and junior schools during harvest time have again increased this year. A growing number of local social organisations, children's groups and companies held one-off food collections during the year, particularly helping with our Christmas hampers appeal.

4.4 Volunteers, currently 120

We have continued to increase our number of centres, home deliveries, supermarket collections, store, packing and seasonal 'ad-hoc' volunteers throughout the year. We are incredibly grateful to both our many long-term and newly recruited volunteers who have worked tirelessly throughout the difficult and demanding past 12 months of the 'Cost of Living Crisis', many of whom would have felt the impact of this crisis themselves. Their cheerfulness and capability to take in their stride every challenge we face in the Foodbank reflects our Christian values of compassion, love and service.



4.5 Citizens Advice and Christians Against Poverty in-situ drop-in service

We continue to fund our Citizens Advice Drop-ins offering an in-situ presence of a specialist advisor. At a time when clients who are feeling overwhelmed by their crisis and thus not always able to manage their multiple personal challenges, this in situ service is appreciated as they are able to get on the spot guidance and advice about benefit entitlement, housing, debt, etc. The drop-ins have reported quarterly many thousands of pounds released for clients through help with benefit delays, funding they were not aware they were entitled to, vouchers for fuel and digital accessibility and debts written off due to the work of debt advisers.

The cost of the arrangement has funding support from a Financial Inclusion Grant awarded to us by the Trussell Trust. The unspent allowance for the last quarter of 2022, shows in our financial statement as unspent restricted funds.

We had hoped that CAP UK would be able to provide a regular presence in the centres however their team reduced in size in the summer of 2021, so we have verbally promoted the service when people phone Head Office and visit the Foodbank Centres. Our CAP Debt Coach was also funded through the Trussell Trust's Financial Inclusion Grant and has also presented quarterly reports listing large sums of debt that has been written off or managed for clients with the help of the coach.



5. FINANCIAL REVIEW

5.1 Resources

The Foodbank has seen a general increase in funding during recent years which has enabled us to build our reserves to a healthy level. We will continue to explore opportunities to use our reserves over the coming years to help clients find long term solutions in order to remove their need for help from a Foodbank.

5.2 Funding

Total receipts in the year were **£212,750** (prior year £176,719).

Many individuals, Church groups, Companies, Social Groups and Grant Funders again made very generous unsolicited donations to help fund the working of the Foodbank.

Income sources:

	<u>2022-23</u>	<u>2021-22</u>
Grants	27,501	48,448
On-line giving	38,434	24,991
Direct receipts:		
Individuals	73,521	64,512
Businesses	30,693	13,522
Churches	9,220	8,242
Clubs & Organisations	7,007	1,325
Schools & Colleges	1,349	1,673
Donations for Hampers	250	450
Supermarket top up payments	5,543	6,457
Gift aid reclaimed	12,898	7,099
Deposit savings interest	6,334	-
Total	£212,750	£176,719

The Grant income of £27,501 comprised the following generous sources:

	<u>Restricted</u>	<u>Unrestricted</u>
Trussell Trust - Financial Inclusion Grant for in-situ specialist advisors	15,709	3,142
Trussell Trust - Emergency Winter Grant	5000	
CMW Trust		1,000
Southern Co Op Share of members' profits		700
Southern Co Op Share of members' profits		950
Michael Hodson Foundation		500
Lidl Community Fund for food purchases	500	
TOTAL	£ 21,209	£6,292

As our funds have gradually built up through the years, we no longer proactively fundraise.

5.3 Expenditure

Our total outgoings, net of asset and investment purchases, this year were **£149,089**, an increase of **£29,208** when compared with our comparable spend in the previous year.

Variations (£000s) from the previous year, were:

Employment costs	+22.7
Rent	+0.2
Office & Centres Administration	+1.8
Food purchases	+4.7
Reimbursing mileage costs for deliveries & collections	+0.4
10th Anniversary celebration	- 0.6
Warehouse operations	+0.3
Training	- 0.4
Insurance	+0.2

Employment costs increased as, from January 2023, we recruited a full-time person to take responsibility for the day to day operational duties to allow our Development and Operations Manager to focus more on the longer term development of the services offered by the Foodbank. The Foodbank now functions with a full time employee and two part-time (4 days per week) paid staff.

We continue to buy fresh food to supplement the needs of our clients.

5.4 Reserves

The policy of the Trustees is to hold an amount in reserve to meet the equivalent of six months' general running costs. We also hold in reserve further amounts to meet our contractual obligations, anticipated capital expenditure and provisions to meet the cost of providing additional services to clients in the coming year.

We continue to enjoy reserves in excess of our identified needs so we have deposited surplus funds on deposit to earn interest. We ensure that individual deposits do not exceed £85,000 so that they are all covered by the FCSC guarantee

The trustees remain committed to looking to invest additional services free to clients such as CAP debt counselling, Money Lifeline debt service and assets to support the Foodbank's initiatives.

6. FUTURE DEVELOPMENTS - OUR AIMS & OBJECTIVES

October 2023 onwards:

- To continue to support the Operations Manager as she settles into her role and manages to juggle the many and varied day to day aspects of running the warehouse and centre activities.
- To explore how donated funds can most effectively be used to provide additional support via other trusted agencies and charities. We are continuously looking for services that will provide support in areas such as debt advocacy & advice, mental health counselling, and job-hunting support.
- Further training and recruitment of volunteers for packing, driving, deliveries, client-facing and store work.
- Development of our use of social media to communicate messages and foster relationships with our faithfully supportive community.
- Close monitoring of numbers attending our seven centres to review the effectiveness of the multiple centre model and the accessibility of their locations for clients.
- Continued monitoring and reviewing of agency partnerships and the effectiveness of our relationship with them.
- Renewed focus on client and agency feedback and suggestions, particularly considering clients' lived experiences in feedback when developing and reviewing the effectiveness of our services.
- Continue to source supermarket and other suppliers of fresh fruit, vegetables and bread to enhance the nutritional content of food packs supplied to clients.



- Post September 2022, our healthy reserves have allowed us to accelerate plans to develop initiatives to support Trussell Trust's stated aims to move people away from crisis. In November 2022 we confirmed the employment at our cost of the part-time Foodbank Community Connector, who had been working for us since November 2021 initially funded by BDBC. The Community Connector will continue to further the reach of the Foodbank as a way of assisting people in the circumstances they find themselves in and making sure they are supported to connect with the most appropriate agencies and activities to help them through crisis. We will continue to develop our Community Coaching scheme in the coming year.
- We have agreed with Vivid Housing Association an extension on our current facilities at Tempus Business Centre for a further 5 years until 31 December 2027.

7. THANK YOU

The Trustees continue to be overwhelmed at the level of support shown to Basingstoke Foodbank, and are extremely grateful to everyone in our local Basingstoke & Deane community who have provided faithful support and encouragement to the Foodbank.

The local community has continued once again to generously give their time, food donations and financial support to provide help to those in our locality who are in crisis and facing the prospect of going hungry.

We gladly acknowledge the continuing support we have received from Vivid Housing Association for the use of the warehouse and office units.

On behalf of the Trustees of Basingstoke Foodbank:

P. Thomas – Chair

Date:



Basingstoke Foodbank				CC16a
Receipts and payments accounts				
For the period from	01/10/2022	To	30/09/2023	

Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
100,000					
A1 Receipts					
Donations	160,224	250		160,474	114,715
Gift Aid from HMRC	12,898			12,898	7,099
Donations from Tesco & ASDA	5,543			5,543	6,457
Fundraising activities	-			-	-
Charitable Grants	6,292	21,209		27,501	48,448
Interest received from Savings Deposits	6,334			6,334	
Sub total (Gross income for A1)	191,291	21,459	-	212,750	176,719
A2 Asset and investment sales, (see table).					
	-	-		-	-
Total receipts	191,291	21,459	-	212,750	176,719

A3 Payments					
Employment Costs	60,134	4,583		64,717	42,045
Rent of Warehouse & Office Centre	32,273			32,273	32,038
Light & Heat & Water Supply Costs	4,009	1,000		5,009	5,113
Citizens Advice Services	3,819	11,465		15,284	15,284
Christians Against Poverty Services	1,660	4,160		5,820	5,820
Admin Costs	5,510			5,510	3,667
Insurance	762			762	519
Cost of Christmas Hampers	1,491	250		1,741	1,766
Warehouse Operating Costs	2,377			2,377	2,051
Food Purchases	7,985	2,000		9,985	5,316
Reimbursed Delivery & Collection costs	1,869			1,869	1,469
Training	156			156	504
10th Anniversary Tea Party	315			315	977
Van Running Costs	2,847			2,847	2,964
Bank Charges	389			389	313
Information Commissioner's Office Fee	35			35	35
Sub total	125,631	23,458	-	149,089	119,881
Asset and Investment Purchases					
Used Van	-			-	-
PCs & Printers For New Centres	1,473			1,473	300
Warehouse Equipment	-			-	2,443
Savings Deposits' Admin Fees	790			790	191
Savings Deposits	90,546			90,546	274,424
				0	
Total payments	218,440	23,458	-	241,898	397,239
Net of receipts (payments)	- 27,149	- 1,999	-	- 29,148	- 220,520
A5 Transfers between funds					
A6 Cash funds last year end	47,277	6,380		53,657	274,177
Cash funds this year end	20,128	4,381	-	24,509	53,657

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank Accounts	20,088	4,381	-
	Petty Cash	40		-
	Total cash funds	20,128	4,381	-
(agree balances with receipts and payments account(s))				
B2 Other monetary assets	Fixed Term(s) Interest Yielding Deposits	364,970	-	-
	Fund to which asset belongs		Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Van		13,423	3,000
	Fund to which asset belongs			
B5 Liabilities	Fund to which liability relates			

NOTES TO THE RECEIPTS AND PAYMENTS ACCOUNTS FOR THE YEAR ENDED 30th SEPTEMBER 2023

These accounts are prepared on a Receipts and Payments basis, with all income and expenditure shown on a cash basis.

The CIO has two funds: an Unrestricted General Fund and a Restricted Fund.
The latter comprises grants received from the following, not yet fully expended:

HCC Councillor Discretionary Grant	£200	Lap-top for Centre
Christmas Lunches for the lonely	£254	Christmas Lunches
Trussell Trust	£3,927	Support for CAB & CAP Advisor presence

TOTAL Restricted Income £4,381

On 1st January 2023, the Foodbank entered into a 5 year full repairing lease, to rent its current premises from Vivid Housing Association, until 31st December 2027.
The financial obligations under the lease agreement comprise:

	Rent	Service Charge	Total
Due within 12 months	£37,200	£1,926	£39,126
Due greater than 12 months	£149,130	£10,875	£160,005
	£186,330	£12,801	£199,131

All Fixed Term savings deposits are covered by FSCS Guarantee Scheme
All Fixed Term savings deposits mature within 12 months of period end date

The CIO has no outstanding guarantees to third parties nor any debts secured on the assets of the CIO

No remuneration was paid to any Trustee.

Signature	Print Name	Date of approval
Phil Thomas - Chair	Pat Murphy-Treasurer	30th April 2024

Signed by one or two trustees on behalf of all the trustees



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
BASINGSTOKE FOODBANK

On accounts for the year
ended

30 SEPTEMBER 2023

Charity no
(if any)

1154319

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed:

Colleen Eldridge

Date:

30 April 2024

Name:

Colleen Eldridge

Relevant professional
qualification(s) or body
(if any):

Address:

Drewitts Ash, Hannington, Tadley RG26 5UA

Accounts



Basingstoke Foodbank

TRUSTEES' ANNUAL REPORT & FINANCIAL STATEMENT YEAR ENDED 30th SEPTEMBER 2022



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1. ADMINISTRATIVE DETAILS

Trustees

Paul Goss	Appointed 12/08/21
Jeanne Hiscock	Re-appointed 14/12/2019.....1 st Appointed 15/12/2016
Andrew Macqueen	Re-appointed 13/08/2021....1 st Appointed 14/08/2018
Pat Murphy (Treasurer)	Re-appointed 20/02/2022....1 st Appointed 21/02/2019
Phil Thomas (Chair)	Re-appointed 22/04/2022....1 st Appointed 24/04/2016
Adrian Webb	Re-appointed 19/10/2019....1 st Appointed 20/10/2016

Pete Vallance, having completed three terms as a Trustee, stood down on 31/08/22.

Operations & Development Manager

Paula Vallance

Registered Charity number

1154319

Head Office & Warehouse Storage

Units 63 & 64 Tempus Business Centre
Kingsclere Road
Basingstoke
RG21 6XG



Bankers

NatWest Bank plc
Old Market Square
3 London Street
Basingstoke
RG21 7NS

2. STRUCTURE, GOVERNANCE & MANAGEMENT

2.1 Governing document

The Basingstoke Foodbank is a CIO (Charitable Incorporated Organisation), whose only voting members are its Trustees. The Trustees adopted a constitution on 30th July 2013 in accordance with the 'Foundation Model' published by the Charity Commission in England and Wales. The Basingstoke Foodbank achieved registered charitable status on 23rd October 2013 and its registered charity number is 1154319.

2.2 Trustees

The Foodbank is managed by a board of Trustees, selected because they strongly endorse the charitable objectives of the organisation and support its Christian ethos. When selecting Trustees, the charity aims to ensure there is a range of relevant skills and that Trustees reflect the range of Church denominations that support the charity.

The Trustees manage the affairs of the Foodbank and, for that purpose, exercise all the powers of the CIO.

The Trustees are responsible for vision, strategic direction, financial health, regulatory conformance, and general well-being of the Foodbank.

The Trustees aim to meet every two months to review performance and monitor the achievement of objectives. The Treasurer presents financial monitoring statements to the Trustees at the end of each month comprising a report of the Foodbank's receipts and payments for the month and year to date, together with an updated cash flow forecast for the immediate ensuing periods.

2.3 Related Organisations

Basingstoke Foodbank is an independent social franchise partner of the Trussell Trust network, the largest foodbank network in the United Kingdom and which has its headquarters in Salisbury, Wiltshire. Along with more than 440 other foodbanks in the UK, the Basingstoke Foodbank adheres to the policies and procedures developed by the Trussell Trust as set out in the Trust's operations manual. The Foodbank renewed its franchise arrangement with Trussell Trust for another 3 years in March 2021

2.4 Management Structure

In addition to Trustees, the Foodbank employs a Development and Operations Manager who manages a team of volunteers, who oversee various operational tasks. They are all part time and visit the Head Office and Warehouse in our Tempus Business Centre offering variable hours to cover their roles. These comprise:

- Assistant Operations Manager (voluntary)
- 6 x voucher administrators
- A caller team, agency partnership and signposting co-ordinator
- Schools' activities co-ordinator
- Warehouse Manager for stock and warehouse activities
- Environmental Health issues and Pest Control for the Warehouse
- Co-ordinator of the deliveries & collections team
- Volunteer responsible for weekly fresh fruit & veg items; both purchased and donated
- Social media (Facebook)
- 12 Volunteer Centre Managers

The Operations & Development Manager, supported by the Assistant Operations Manager, share responsibilities for:

- Oversight of the general running and administration of the Foodbank
- Recruitment of new volunteers and co-ordination of the activities of the operations team
- Community networking and building partnerships with agencies and other local charities
- Communications between the operations team, volunteers and Trustees
- Initiating and establishing new ways of working, and enhanced activities fitting with the vision and objectives of the Foodbank that would provide relevant support for those experiencing food poverty
- Co-ordination of events and training
- Strategic planning

Please refer to **6. Future Developments – Our Aims & Objectives Page 20**

2.5 Guiding principles

The Trustees have adopted and documented a range of policies and risk assessments for:

Policies:

- Safeguarding,
- Lone working,
- Complaint handling,
- Data protection,
- Health & Safety,
- Equal Opportunities

Risk Assessments:

- Warehouse related risk assessments & procedures for:
 - Manual handling, Working at height,
 - Hazardous substances, Slips & Trips,
- Environmental health & pest Control, Food Hygiene
- Volunteer management
- Volunteer, staff & site security
- Gas & Electrical safety
- Fire hazards
- First Aid & Health
- Supermarket collections & deliveries to clients' homes.
- Use of vehicles for Foodbank deliveries, collections & other activities

Training & Communications:

Group training has become more feasible this year. We were able to deliver Centre Volunteer refresher training to the individual centre teams prior to opening week commencing July 19th 2021. We ran our first larger group Centre Volunteer Training event in November 2021 in Head Office attended by almost all fifty volunteers. Inductions and regular information and guidance on working practices have, this year, been communicated mostly on a 1:1 basis by the Operations & Development Manager, and volunteer Assistant Operations Manager.

3. OBJECTIVES, AIMS & ACTIVITIES

3.1 Charitable Objectives

The Basingstoke Foodbank's sole objective is to relieve the poverty of the people in the Basingstoke and surrounding area who are in conditions of need, hardship, or distress, in such ways as the Trustees shall, from time to time, think fit.

3.2 Aims

The Basingstoke Foodbank aims to relieve poverty through the provision of food and toiletries to those in crisis, by working in partnership with local independent frontline care agencies who refer their clients in crisis to the Foodbank. Anyone in 'food crisis' can be referred to the Foodbank, regardless of their age, disability, background, race, gender, sexual orientation, marital status, religion, or belief.

By signposting clients to care agencies, advice services and other support agencies, we aim to help seek resolutions to Clients' immediate crisis which is causing their need to use the Foodbank.

3.3 Main Objectives set for the past year:

- Continue to raise awareness of the Foodbank in Basingstoke, Tadley and surrounding villages so widening access to our service, and communicating our need for food and financial donations
- Manage the supply of donations to meet the demand for food
- Continue to enhance our signposting service for clients in line with our aim to provide support for people to move forward through the root causes of their crisis towards a better financial position.
- Investigate, in conjunction with Local Authority, the opportunity to appoint a Community Connector
- Improve the Foodbank's availability to those in crisis throughout the region
- Make advice and information readily available to clients using the Foodbank

3.4 Strategies for achieving the objectives:

- 1) Increased use of social media to raise awareness of support available.
 - publication of updated 'Have you hit crisis point?' A5 flyers to be circulated around the community
 - increased communications with partnering agencies who are supporting the community to make them aware of our delivery model and wellbeing phone calling service

- 2) Forward stock planning in line with future spikes in the pandemic to ensure there is sufficient food to meet need.
 - setting up weekly 'wish list' of food items to circulate and be shared by the community via our web page and Facebook page
 - increase the number of warehouse and supermarket volunteers to assist with the influx of donations particularly through the Autumn Harvest and Christmas seasons
- 3) develop a 'Foodbank Community Connector' role to help focus on effective signposting activities with clients and agencies that may help alleviate some of the root causes of crisis for our clients.
- 4) establish further training for Volunteers to increase signposting confidence when working with clients.
- 5) To monitor the effective use of vouchers from existing frontline agency partnerships, and to contact additional agencies who could widen access to our emergency service throughout the community.
- 6) Monitor the effectiveness and use of an in-situ advisor from Citizens Advice during all Centre opening times in Basingstoke and Tadley.
- 7) Monitor the engagement of Foodbank clients with a CAP UK Debt Coach also funded part time for 2 years from May 2021 by Basingstoke Foodbank.

3.5 How the Foodbank works

- Non-perishable food is donated by the community through supermarket collections and donation points in schools, supermarkets, businesses, churches and other organisations. Donations are individually checked to ensure that the item has not passed its marked "use by date" and that they are not damaged. They are then weighed, sorted and stored by type and date. We, additionally, source some perishable food such as eggs, bread and vegetables to enhance the nutritional offering to clients
- Volunteers weigh, sort, store, pack and distribute food
- In response to contact by a client in food crisis, partner advice, care and support agencies issue one of our Foodbank e-vouchers and submit them electronically to the Foodbank by email. Clients come to one of the Foodbank centres to redeem the voucher, presenting suitable ID or proof of address.
- We provide a café style setting where we meet clients, on every weekday at one or more of the following church locations:
 - Monday: St Michael's Church RG21 7QW (opened July 2022)
 - Tuesday: Church of the Good Shepherd RG23 8BU
 - Tuesday: Tadley Common Methodist Church RG26 4HN
 - Wednesday: Basingstoke Baptist Church RG22 4HL
 - Thursday: Sarum Hill Centre RG21 8SR
 - Friday: St Gabriel's Church RG24 9DU
 - Friday: Buckskin Evangelical Church RG22 5BB

We are grateful to the churches who have so readily agreed to offer their facilities to be used by the Foodbank.

We continue to supplement client face to face interaction with home delivery by volunteers if the client has mobility or access issues.

At the Foodbank centres, volunteers offer refreshments and discuss food allergies, food preferences, availability of cooking facilities with clients, prior to packing bags of food for them. The Foodbank uses lists of suggested food and appropriate quantities prescribed by the Trussell Trust, who work with nutritionists to advise on what would constitute a nutritionally balanced diet of food for 3 days.

Volunteers use a sympathetic, non-judgemental, listening approach. They spend time with clients, signposting to other appropriate agencies, and sensitively offer prayer for clients, where appropriate.

Clients are referred to our in-situ Citizens Advice advisor and/or CAP (Christians Against Poverty) if it is felt that the client's predicament is such that they could benefit from immediate practical advice or help from the CA's hardship funds.

We wish to acknowledge the continuing support we have received from the Vivid Housing Association for the use of the warehouse and office units, initially provided rent free from May 2020 and followed by a subsidised lease for two years from January 2021.

Also see **6. Future Developments – Our Aims & Objectives page 20**

3.6 Public Benefit

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

4. ACHIEVEMENTS & PERFORMANCE

4.1 Summary of the year's activities

4.1a We currently have 6 churches represented on the Board of Trustees.

4.1b We continued the Foodbank funded agreement with the Citizens Advice service in Basingstoke and Tadley, for them to provide the services of in-situ advisors at the centres at all the times we are open to receive clients.

4.1c We continued our partnership agreement with Christians Against Poverty (CAP) locally to fund a part time Debt Coach to increase availability of debt support for our clients.

4.1d Volunteer numbers continue to be stable at about 100, with a re-arrangement of volunteer locations from July 2021 when the new Foodbank Centres required teams of 6 – 10 volunteers. We continue to have small packing, store teams, delivery teams and various operational and administrative teams operating out of the Tempus Head Office.

4.1e In July 2022, having reviewed numbers of people visiting each centre, due to low numbers, we reduced the two Buckskin Centre openings to just one on Fridays and opened an additional Foodbank Centre in the town centre location of St Michael's Church on Mondays to ease the numbers of people choosing to visit the Sarum Hill Centre.

4.1f Referral partnering agencies issuing crisis vouchers have increased to approx. 120 teams, this included schools and colleges supporting students and families within their institutions.

4.1g On 1st November 2021 we appointed our Community Connector, supported by funding for an initial 12 months from Basingstoke & Deane Borough Council's Local Emergency Welfare Fund. The Community Connector quickly established a referral system for centre volunteers to refer clients who wanted additional signposting help for the challenges they were facing. In addition, she also regularly visited all the centres to provide signposting support when there, and to advise centre volunteers on relevant charities and support initiatives that would be helpful for clients. She updated and refreshed signposting folders and posters in all centres for clients to access.

4.1h Churches supporting the Foodbank regularly continued through the pandemic to number c.58, and schools, children's clubs, community groups and businesses

maintained their enthusiasm to continue to support the Foodbank through ‘Harvest’ and ‘Christmas Hamper’ events.

4.1i At Christmas 2021, we were able again to partner with Besom in the provision and assembling of hampers and items towards the “Christmas Hampers” appeal. These were delivered by Besom and various church volunteers to struggling households referred by our partnering agencies. 950 Hampers were delivered.

4.1j In April 2022, it was agreed by the Trustees that the role of Operations & Development Manager should be divided into two paid positions due to the widening focus of support provided by the foodbank in line with its aims and objectives throughout its ten years, and subsequently its increased numbers of volunteers plus the additional paid part-time Community Connector working for the Foodbank. Paula Vallance was tasked to divide the roles, produce a job description, candidate profile and interview process for recruitment purposes. Recruitment commenced in September 2022.

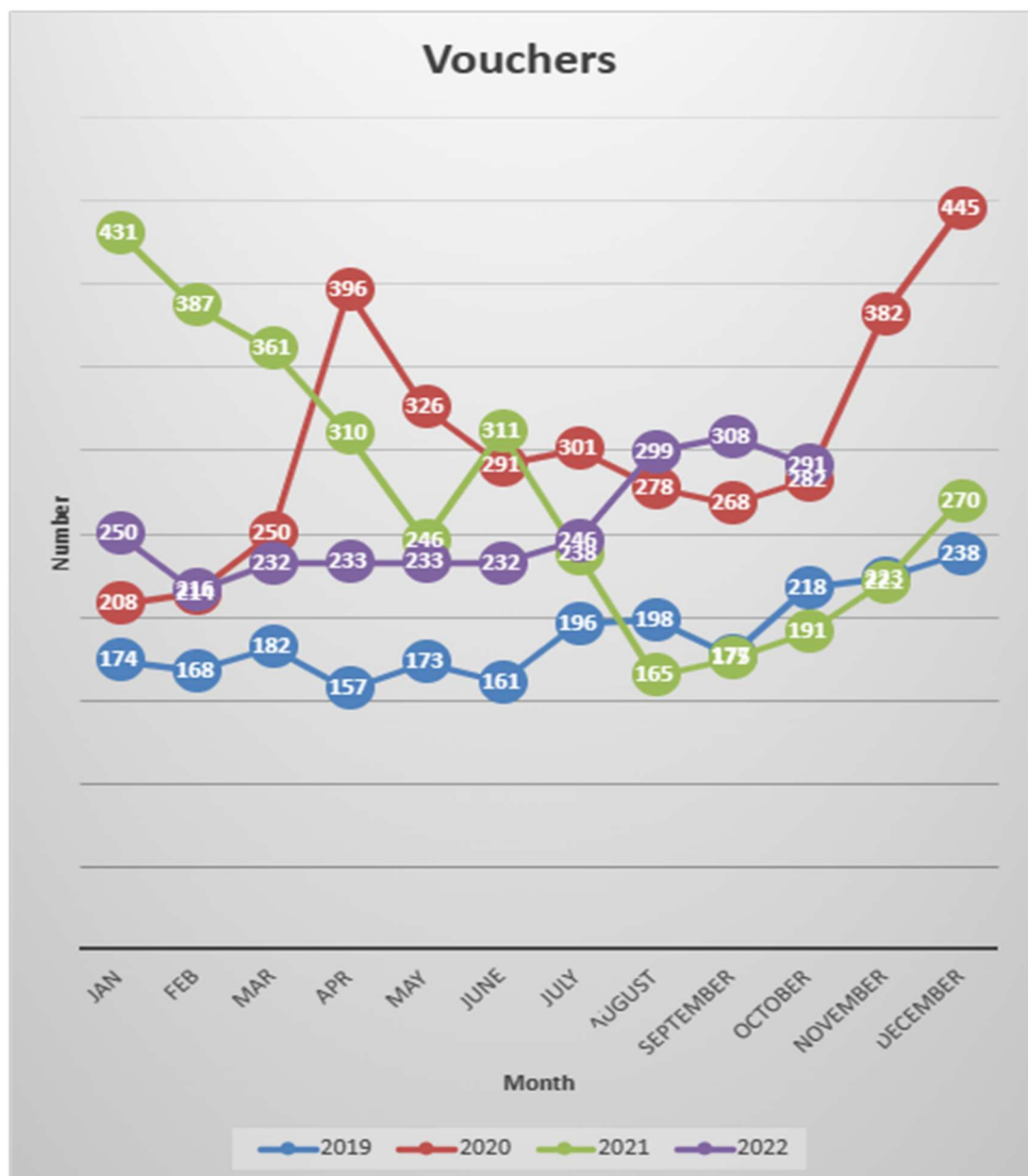
4.1k In May 2022, the Trussell Trust launched its first Annual Conference Roadshow since the beginning of the pandemic. This was attended in Bristol by five of our team. The conference spent a brief time looking back at how the foodbanks franchised with the Trussell Trust had adapted and developed their models to meet the restrictions of the pandemic. The conference then focused on the next challenge: the ‘rising cost of living’ that was affecting households throughout the UK partly due to the steep rise in fuel prices triggered by Russia’s war on Ukraine.

4.1l On 25th September 2022, we celebrated our 10th Anniversary (officially 1st October 2022) with an afternoon tea, for current and former volunteers plus partners/spouses. One hundred people attended the occasion at the Tudor Barn in Old Basing.

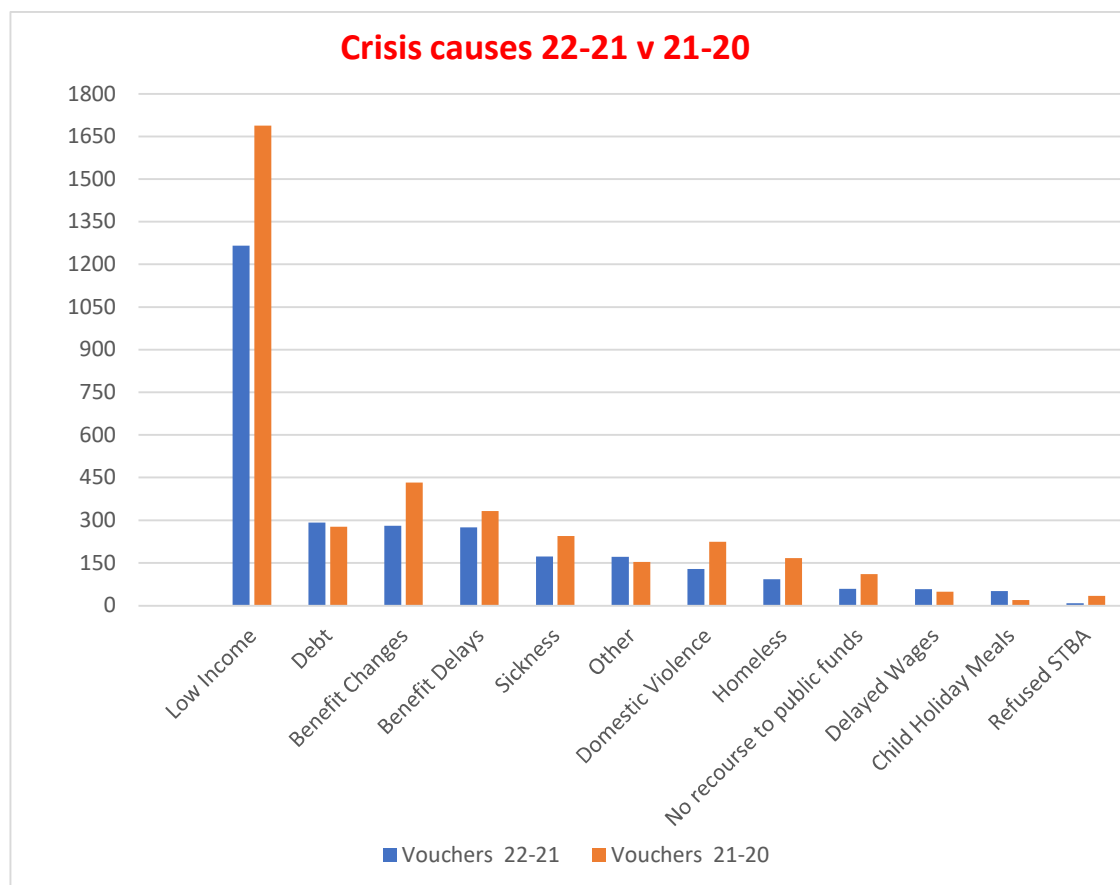
4.2 Recipients of food

In the year under review, we redeemed **2,854** (prior year **3,733**) voucher requests from partner referral agencies feeding **6,373** (prior year **8,859**) people.

The following chart, displaying numbers of vouchers redeemed month by month since January 2019, reflects the increase in activity during the period of the Covid19 lockdown and the subsequent gradual reduction in demand as restrictions slowly eased during 2020-21. Although the demand for vouchers in 2022-21 is significantly less than in pandemic times, the numbers of vouchers being redeemed clearly shows that they are running well ahead of redemptions processed before lockdown.



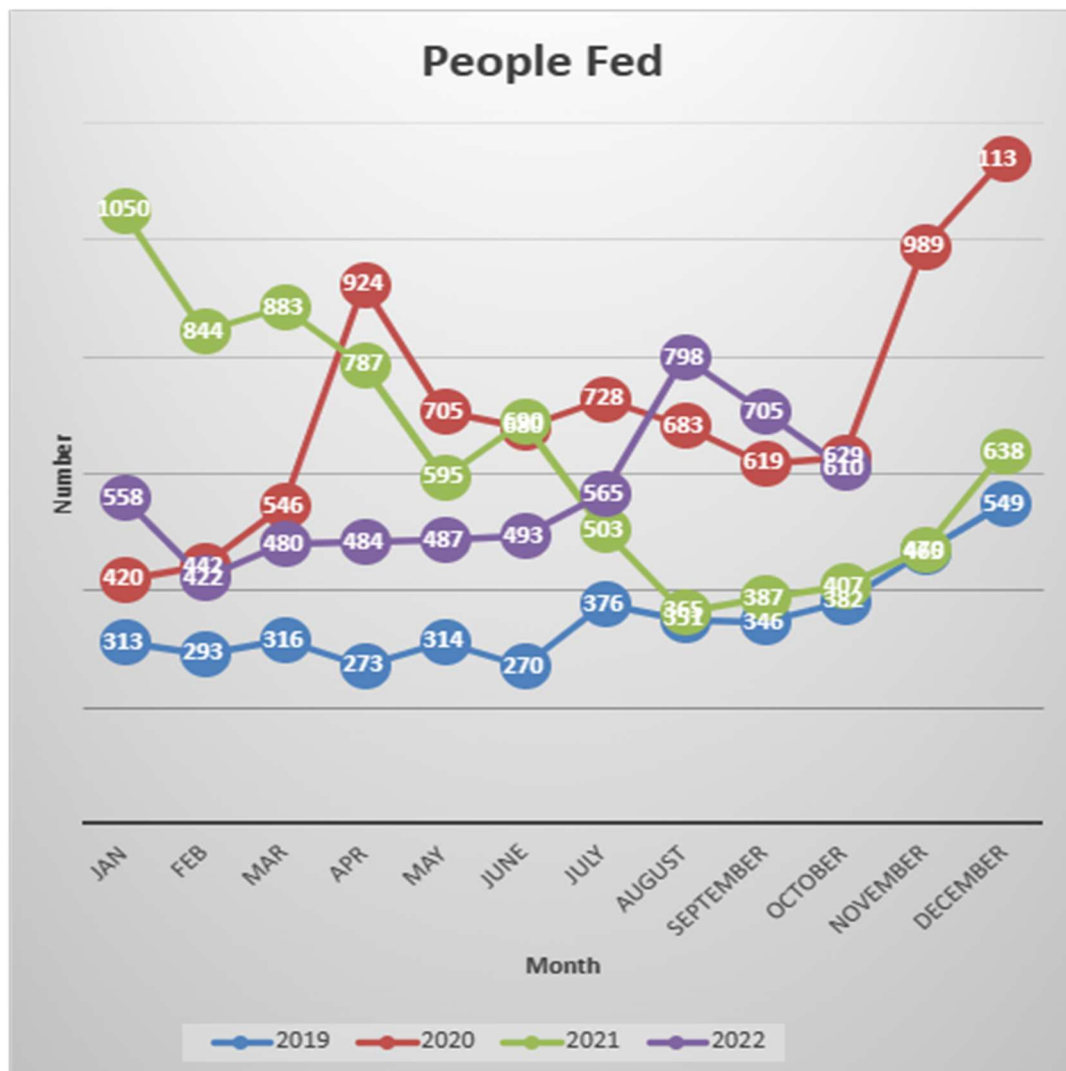
The following chart shows the underlying reasons for vouchers in 2022-21, compared with reasons recorded in 2021-20:



2,854 vouchers provided 3 days' worth of food to feed **6,373** people.

Analysis of the people impacted by food poverty, requiring the services of the foodbank to avoid going hungry, shows:

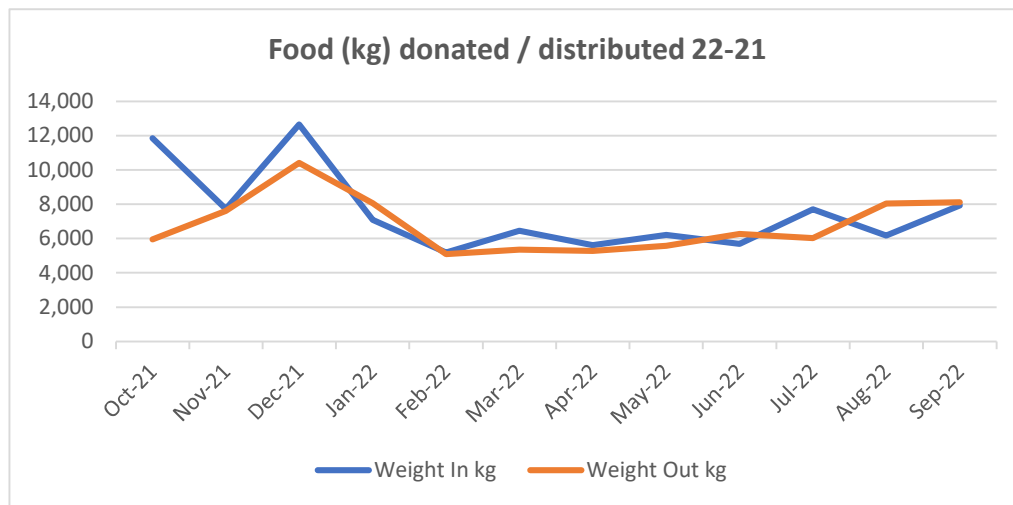
	<u>2022-21</u>	<u>2021-20</u>
Adults	3,792	5,204
Children	2,581	3,655
Total	6,373	8,859



The largest group(s) that we help is singles and singles with children. Their proportion increased by 6% which was offset by reductions in other demographic groups:

	<u>2022-21</u>	<u>2021-20</u>
Single	47.6%	45.3%
Single Parent	24.8%	21.1%
Family	14.5%	16.0%
Couple	9.0%	13.2%
Other	4.0%	4.4%

4.3 Food donated & distributed



90.3 tonnes were donated this past year. (Last year: 118.5 tonnes) and 81.8 tonnes (previous year: 120.1 tonnes) were distributed through the year.

The food we have received has continued to come from:

- regular donations from local Churches who support us
- members of the public and local businesses dropping off food donations
- our permanent collection points in various supermarkets and small local groceries in the Borough of Basingstoke and Deane
- appeals, staffed by volunteers, conducted two times per annum at our local Tesco superstore
- Warburtons Bakeries have very kindly delivered fresh bread to our warehouse three times a week
- an Overton greengrocer has supported us with supplies of fresh fruit and vegetables fortnightly

Seasonal donations from primary/junior schools during harvest time have again increased this year. A growing number of local social organisations, children's groups and companies held one-off food collections during the year, particularly helping with our Christmas hampers appeal.

4.4 Volunteers, currently 109

We have continued to increase our number of centres, home deliveries, supermarket collections, store, packing and seasonal ‘ad-hoc’ volunteers throughout the year. We are incredibly grateful to both our many long term and newly recruited volunteers who have worked tirelessly throughout the exceedingly difficult and demanding past 12 months. Their cheerfulness and capability to take in their stride every challenge we faced in the Foodbank was a beacon of Christian love and service.

4.5 Citizens Advice and Christians Against Poverty in-situ drop-in service

As mentioned earlier in this report, in July 2021 we resumed the provision of face-to-face contact with clients in an expanded number of centres; at the same time Citizens Advice restarted offering an in-situ presence of a specialist advisor. At a time when clients who are feeling overwhelmed by their crisis and thus not always able to manage their multiple personal challenges, appreciate this in situ service as they are able to get on the spot guidance and advice about benefit entitlement, housing, debt, etc.

The cost of the arrangement has funding support from a Financial Inclusion Grant awarded to us by the Trussell Trust. The unspent allowance for the last quarter of 2022, shows in our financial statement as unspent restricted funds.

We had hoped that CAP UK would be able to provide a regular presence in the centres however their team reduced in size in the summer of 2021, so we have verbally promoted the service when people phone Head Office and visit the Foodbank Centres. Our CAP Debt Coach was also funded through the Trussell Trust’s Financial Inclusion Grant.

5. FINANCIAL REVIEW

5.1 Resources

The Foodbank has seen a general increase in funding during the past two years which has enabled us to build our reserves to a healthy level. We will continue to explore opportunities to use our reserves over the coming years to help clients find long term solutions in order to remove their need for help from a Foodbank.

5.2 Funding

Total receipts in the year were **£176,719** (prior year **£180,750**).

Many individuals, Church groups, Companies, Social Groups and Grant Funders again made very generous unsolicited donations to help fund the working of the Foodbank.

Income sources:	<u>2021-221</u>	<u>2020-21</u>
	£	£
Grants	48,448	24,319
On-line giving	24,991	37,098
Direct receipts:		
Individuals	64,512	66,279
Businesses	13,522	16,492
Churches	8,242	11,359
Clubs & Organisations	1,325	4,620
Schools & Colleges	1,673	493
Donations for Hampers	450	0
Supermarket top up payments	6,457	4,157
Gift aid reclaimed	7,099	15,933
Total	<u>£176,719</u>	<u>£180,750</u>

The total income of £176,719, included the following generous Grant funding:

	<u>Restricted</u>	<u>Unrestricted</u>
	£	£
BDBC for 1 year of Community Connector	25,000	
Trussell Trust Financial Inclusion Grant for in-situ specialist advisors	15,373	3,075
Sainsburys for-in situ specialist advisors	2,500	
CMW Trust		2,000
Anonymous donations for Christmas Hampers	450	
	<u>£ 43,323</u>	<u>£5,075</u>

As our funds have gradually built up through the years, we no longer proactively seek to fundraise.

5.3 Expenditure

Our total outgoings, net of asset and investment purchases, this year were **£119,882**, an increase of **£23,337** when compared with our comparable spend in the previous year.

Significant variations (£000's) from the previous year, were:

Employment costs	+15.4
Rent	+8.0
Food purchases	-3.4
Utilities	-0.2
Services of in-situ specialist advisors	+13.5
Reimbursing mileage costs for deliveries and collections	-1.3
10 th Anniversary celebration	+1.0
Warehouse operations	-1.1
1 st Aid refresher training	+0.5
Van running costs	+0.7
Bank charges	+0.3

Employment costs increased as, from November 2021, we engaged a Community Connector working 4 days per week. The first-year costs of the Community Connector were supported by Basingstoke & Deane Borough Council.

The Foodbank now functions with two part-time (4 days per week) paid staff. Currently the Operations & Development manager continues to offer an additional 1 day weekly as a volunteer for Basingstoke Foodbank. When an additional full-time Operations manager is appointed, she will drop her volunteering day.

We are committed to buying fresh food to supplement the needs of our clients.

5.4 Reserves

The policy of the Trustees of the Basingstoke Foodbank is to hold an amount in reserve to meet the equivalent of six months' general running costs. We also hold in reserve further amounts to meet our contractual obligations, anticipated capital expenditure and provisions to meet the cost of providing additional services to clients in the coming year.

As a result of the generous surge of donations, coinciding with the start of the Covid19 pandemic in late March 2020 and continuing at a high rate during the periods since, presently the Foodbank's overall reserves are above our policy requirements.

Rather than leave a large balance resting in our NatWest current account, we were introduced by CAF (Charities Aid Foundation) to an investment platform management service provided by Flagstone Investment Management. Flagstone provide a platform for depositors to see "at a glance" the various interest rates offered by many different banks for term or notice deposits. When making any decision about where and how much to deposit, we ensure that we do not deposit more than £85,000 with any one bank, who must provide the FSCS guarantee, so that all our deposits are safeguarded by the £85,000 FSSC guarantee.

We have also identified key issues our clients say they are frequently challenged with, viz. debt, mental health and job hunting. We secured funding to employ, for an initial engagement of 12 months, an additional person to function as a Foodbank Community Connector to informally assist clients find their way through crisis. As a result of the success in the initial 12 months, we decided to continue the role, and we will be meeting all the employment costs out of our own funds from 1st November 2022.

The trustees are continuously looking to invest these additional services free to clients such as CAP debt counselling, Money Lifeline debt service and assets to support the Foodbank's initiatives.

6. FUTURE DEVELOPMENTS - OUR AIMS & OBJECTIVES

October 2022 onwards:

To explore how donated funds can most effectively be used to provide additional support via other trusted agencies and charities. We are continuously looking for services that will provide support in areas such as debt advocacy & advice, mental health counselling, and job-hunting support.

Further training and recruitment of volunteers for packing, driving, deliveries, client-facing and store work.

Development of our use of social media to communicate messages and foster relationships with our faithfully supportive community.

Close monitoring of numbers attending our seven centres to review the effectiveness of the multiple centre model and the accessibility of their locations for clients.

Continued monitoring and reviewing of agency partnerships and the effectiveness of our relationship with them.

Renewed focus on client and agency feedback and suggestions, particularly considering clients' lived experiences in feedback when developing and reviewing the effectiveness of our services.

Continue to source supermarket and other suppliers of fresh fruit, vegetables and bread to enhance the nutritional content of food packs supplied to clients.

Post September 2022, our healthy reserves have allowed us to accelerate plans to develop initiatives to support Trussell Trust's stated aims to move people away from crisis:

In November 2022 we confirmed the employment at our cost, of the initially funded by BDBC, part-time Foodbank Community Connector who had been working for us since November 2021. The Community Connector furthers the reach of the Foodbank as a way of assisting people in the circumstances they find themselves and making sure they are supported to connect with the most appropriate agencies and activities to help them through crisis.

In January 2023 we recruited an additional person to take on the role of Operations Manager. By adding more resource, the tasks and duties of the Operations and Development Manager can be divided and shared to allow more focus on strategic opportunities for the Foodbank

We have agreed with Vivid Housing Association an extension on our current facilities at Tempus Business Centre for a further 5 years until 31st December 2027.

7. THANK YOU

The Trustees continue to be overwhelmed at the level of support shown to Basingstoke Foodbank, and are extremely grateful to everyone in our local Basingstoke & Deane community who have provided faithful support and encouragement to the Foodbank.

The local community has continued once again to generously give their time, food donations and financial support to provide help to those in our locality who are in crisis and facing the prospect of going hungry.

ON BEHALF OF THE TRUSTEES OF THE BASINGSTOKE FOODBANK

P. Thomas - Chair

Date:

Basingstoke Foodbank				CC16a
Receipts and payments accounts				
For the period from	Period start date	To		
	01/10/2021		30/09/2022	

Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Donations	114,265	450		114,715	136,341
Gift Aid from HMRC	7,099			7,099	15,933
Donations from Tesco & ASDA	6,457			6,457	4,157
Fundraising activities	-			-	-
Charitable Grants	5,575	42,873		48,448	24,319
Sub total (Gross income for AR)	133,396	43,323		176,719	180,750
A2 Asset and investment sales, (see table).					
	-	-		-	-
Total receipts	133,396	43,323		176,719	180,750

A3 Payments

Employment Costs	19,128	22,917		42,045	26,634
Rent of Warehouse & Office Centre	32,038			32,038	24,017
Light & Heat & Water Supply Costs	5,113			5,113	5,332
Citizens Advice Services	453	14,831		15,284	3,821
Christians Against Poverty Services	2,700	3,120		5,820	3,840
Admin Costs	3,667			3,667	3,521
Insurance	519			519	427
Cost of Christmas Hampers	1,316	450		1,766	1,924
Warehouse Operating Costs	2,052			2,052	3,155
Food Purchases	5,316			5,316	8,755
Reimbursed Delivery & Collection costs	1,469			1,469	2,807
1st Aid Training	454	50		504	-
10th Anniversary Tea Party	977			977	-
Van Running Costs	2,964			2,964	2,277
Bank Charges	313			313	-
Information Commissioner's Office Fee	35			35	35
Sub total	78,514	41,368	-	119,882	86,545
Asset and Investment Purchases					
Used Van	-	-		-	13,423
PCs & Printers For New Centres	-	300		300	2,340
Warehouse Equipment	2,323	120		2,443	1,450
Investment Manager's Fees	191	-		191	0
Deposits (net of investment platform fees)	274,424	-		274,424	-
Total payments	355,452	41,788		397,240	103,758

Net of receipts/(payments)	-	222,056	1,535	-	220,521	76,992
A5 Transfers between funds						
A6 Cash funds last year end		269,332	4,845		274,177	197,185
Cash funds this year end		47,276	6,380		53,656	274,177

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds				
	Bank Account	47,236	6,380	-
	Petty Cash	40	-	-
	Total cash funds	47,276	6,380	-
	(agree balances with receipts and payments account(s))			
		OK	OK	OK
B2 Other monetary assets				
	Fixed Term(s) Interest Yielding Deposits	274,424	-	-
		Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use				
	Van		13,423	7,500
		Fund to which liability relates		
B5 Liabilities				

NOTES TO THE RECEIPTS AND PAYMENTS ACCOUNTS FOR THE YEAR ENDED 30th SEPTEMBER 2022

These accounts are prepared on a Receipts and Payments basis, with all income and expenditure shown on a cash basis.

The CIO has two funds: an Unrestricted General Fund and a Restricted Fund.
The latter comprises grants received from the following, not yet fully expended:

HCC Councillor Discretionary Grant	£200	Lap-top for Centre
Christmas Lunches for the lonely	£254	Christmas Lunches
Trussell Trust / Asda	£3,843	Support for CAB & CAP Advisor presence

TOTAL Restricted Income £4,297

All Fixed Term deposits are covered by FSCS Guarantee Scheme
All Fixed Term deposits mature within 12 months of period end date

The CIO has no outstanding guarantees to third parties nor any debts secured on the assets of the CIO

No remuneration was paid to any Trustee.

Signature	Print Name	Date of approval
Signed by one or two trustees on behalf of all the trustees	Pat Murphy-Treasurer	



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
BASINGSTOKE FOODBANK

On accounts for the year
ended

30 SEPTEMBER 2022

Charity no
(if any)

1154319

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

* Please delete the words in the brackets if they do not apply.

Signed:

C. Eldridge

Date:

15 JUNE 2023

Name:

Mrs Colleen Eldridge

Relevant professional
qualification(s) or body
(if any):

FMAAT

Address:

Drewitts Ash, Hannington, Tadley RG26 5UA

Accounts



Basingstoke Foodbank

TRUSTEES' ANNUAL REPORT YEAR ENDED 30th SEPTEMBER 2021



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1. REFERENCE & ADMINISTRATIVE DETAILS

Trustees

Paul Goss	Appointed 12/08/21
Jeanne Hiscock	Re-appointed 14/12/2019...1 st Appointed 15/12/2016
Andrew Macqueen	Re-appointed 13/08/2021...1 st Appointed 14/08/2018
Patrick Murphy (Treasurer)	Appointed 21/02/2019
Phil Thomas (Chair)	Re-appointed 23/04/2019...1 st Appointed 24/04/2016
Pete Vallance	Re-appointed 01/09/2019...1 st Appointed 03/09/2013
Adrian Webb	Re-appointed 19/10/2019...1 st Appointed 20/10/2016

Operations & Development Manager

Mrs Paula Vallance

Registered Charity number

1154319

Principal place of business

Units 63 & 64
Tempus Business Centre
Kingsclere Road
Basingstoke
RG21 6XG



Bankers

NatWest Bank PLC
Old Market Square
3 London Street
Basingstoke
RG21 7NS

2. STRUCTURE, GOVERNANCE & MANAGEMENT

2.1 Governing document

Basingstoke Foodbank is a Charitable Incorporated Organisation (CIO), whose only voting members are its Trustees. The Trustees adopted a constitution on 30th July 2013 in accordance with the 'Foundation Model' published by the Charity Commission in England and Wales. Basingstoke Foodbank achieved registered charitable status on 23rd October 2013 and its registered charity number is 1154319.

2.2 Trustees

The Foodbank is managed by a board of Trustees, selected because they strongly endorse the charitable objectives of the organisation and support its Christian ethos. When selecting Trustees, the charity aims to ensure there is a range of relevant skills and that Trustees reflect the range of Church denominations that support the charity.

The Trustees manage the affairs of the Foodbank and for that purpose, exercise all the powers of the CIO.

The Trustees are responsible for vision, strategic direction, financial health, regulatory conformance, and general well-being of the Foodbank.

The Trustees aim to meet every 2 months to review performance and monitor the achievement of objectives. The Treasurer presents financial monitoring statements to the trustees at end of each month including a report of the Foodbank's receipts and payments for the month and year to date, together with an updated cash flow forecast for the immediate ensuing periods.

2.3 Related Organisations

Basingstoke Foodbank is an independent social franchise partner of the Trussell Trust network, the largest foodbank network in the United Kingdom and which has its headquarters in Salisbury Wiltshire. Along with more than 440 other foodbanks in the UK, the Basingstoke Foodbank adheres to the policies and procedures developed by the Trussell Trust as set out in the Trust's operations manual. The Foodbank renewed its franchise arrangement with Trussell Trust for another 3 years in March 2021

2.4 Management Structure

In addition to Trustees, the Foodbank employs a Development and Operations Manager who manages a team of volunteers.

Through the pandemic we have identified part time volunteers to oversee various operational weekly activities; they visit the Head Office and Warehouse in our Tempus Business Centre offering variable hours to cover their roles.

These comprise:

- Assistant Operations Manager
- 6 x Voucher administrators
- A caller team, agency partnership and signposting co-ordinator
- Schools' activities co-ordinator
- Warehouse Manager for stock and warehouse activities
- Environmental Health issues and Pest Control for the Warehouse
- Co-ordinator of the deliveries & collections team.
- Volunteer responsible for weekly fresh fruit & veg items; both purchased and donated.
- Social media (Facebook)
- 12 Volunteer Centre Managers have run 6 new Foodbank Centres since 19th July 2021.

The Operations & Development Manager, supported by the Assistant Operations Manager, shares out responsibilities for:

- Oversight of the general running and administration of the Foodbank,
- Recruitment of new volunteers and co-ordination of the activities of the operations team.
- Community networking and building partnerships with agencies and other local charities.
- Communications between the operations team, volunteers and trustees
- Initiating and establishing new ways of working, and enhanced activities fitting with the vision and objectives of the Foodbank that would provide relevant support for those experiencing food poverty.
- Co-ordination of events and training.
- Strategic planning; this year particularly in running the pandemic delivery model, and planning a return to a centres model commencing July 2021

2.5 Guiding principles

The Trustees have adopted and documented a range of policies and risk assessments for:

Policies:

- Safeguarding,
- Lone working,
- Complaint handling,
- Data protection,

- Health & Safety,
- Equal Opportunities

Risk Assessments:

- Warehouse related risk assessments & procedures for:
 - Manual handling, Working at height,
 - Hazardous substances, Slips & Trips,
- Environmental Health & Pest Control, Food Hygiene
- Staying COVID-19 Secure in 2020-21
(Government guidelines for organisations)
- Volunteer management
- Volunteer, staff & site security
- Gas & Electrical safety
- Fire hazards
- First Aid & Health
- Supermarket collections & deliveries to clients' homes.
- Use of vehicles for Foodbank deliveries, collections & other activities.

Training & Communications:

Group training has proved difficult again this year due to the pandemic, however we were able to deliver Centre Volunteer refresher training to the individual Centre Teams prior to opening week commencing July 19th. We hope to return to larger group training events using the Tempus Head Office location as pandemic restrictions ease.

Inductions and regular information and guidance on working practises have this year been communicated mostly on a 1:1 during the pandemic by the Operations & Development Manager, and Assistant Manager.

3. OBJECTIVES, AIMS & ACTIVITIES

3.1 Charitable Objectives

The Basingstoke Foodbank sole objective is to relieve the poverty of the people in the Basingstoke and surrounding area who are in conditions of need, hardship or distress, in such ways as the Trustees shall, from time to time, think fit.

3.2 Aims

Basingstoke Foodbank aims to relieve poverty through the provision of food and toiletries to those in crisis, by working in partnership with local frontline care agencies who refer their clients in crisis to the Foodbank. Anyone in 'food crisis' can be referred to the Foodbank, regardless of their age, disability, background, race, gender, sexual orientation, marital status, religion, or belief.

By signposting clients to care agencies, advice services and other support agencies, we aim to help seek resolutions to Clients' immediate crisis which is causing their need to use the Foodbank.

3.3 Main Objectives set for the past year:

- 1) To continue to raise awareness of the Foodbank in Basingstoke, Tadley and surrounding villages so widening access to our service and communicating our need for food and financial donations.
- 2) To resume, when safe to do so, meeting clients face to face.
- 3) To manage the supply of donations to meet the demand for food
- 4) To continue to enhance our signposting service for clients through our phone call contact with clients and ultimately to those who attend the new Centres
- 5) To improve the Foodbank's availability to those in crisis throughout the region
- 6) To make advice and information readily available to clients using the Foodbank,

3.4 Strategies for achieving the objectives:

- 1) Increased use of social media to raise awareness of support available.
 - Publication of updated 'Have you hit crisis point?' A5 flyers circulated around the community
 - increased communications with partnering agencies who are supporting the community to make them aware of our delivery model and wellbeing phone calling service.

2) Return to the meeting clients in a Centre model when lock down lifted on Monday 19th July 2021

- retraining of volunteers returning to their previous centre roles and recruitment of new volunteers to build the 6 new teams.

3) Forward stock planning in line with future spikes in the pandemic to ensure there is sufficient food to meet need.

- setting up weekly 'wish list' of food items to circulate and be shared by the community via www and Facebook page

- increase the number of warehouse and supermarket volunteers to assist with the influx of donations particularly through the Autumn Harvest and Christmas seasons.

4) Develop a 'Foodbank Community Connector' full-time role to help focus on effective signposting activities with clients and agencies that may help alleviate some of the root causes of crisis for our clients.

- establish training for Volunteers to increase signposting confidence when working with clients.

5) Strategic planning to locate churches with appropriate facilities and existing community outreach to make effective Foodbank Centres.

- to choose locations in the region where large numbers of the community have required emergency food referrals thus improving accessibility for the widest number of people

- to monitor the effective use of vouchers from existing frontline agency partnerships, and to contact additional agencies who could widen access to our emergency service throughout the community.

6) funding the presence of an in-situ advisor from Citizens Advice, and potentially volunteer representatives from Christians Against Poverty during all Centre opening times that the Foodbank Centres in Basingstoke and Tadley are open.

3.5 How the Foodbank works

- Non-perishable food is donated by the community through supermarket collections and donation points in schools, businesses, churches and other organisations. This is checked that it is in date and that tins and packs are not damaged. It is then weighed, sorted and stored by type and date. We source some non-perishable food such as eggs, bread and vegetables to enhance the nutritional offering to clients
- Volunteers store, pack and distribute food
- In response to contact by a client in food crisis, partner advice, care and support agencies issue one of our Foodbank vouchers and submit them electronically to the Foodbank email. Clients come to the Foodbank to redeem the voucher presenting suitable ID or proof of address.

- The operation of the Foodbank continued to be impacted by the effects of the pandemic. We continued to rely on volunteer drivers to deliver food to clients at their homes from our warehouse. A dedicated group of Foodbank volunteers telephoned clients after food deliveries offering a listening ear, signposting referrals to other appropriate agencies, and offering to pray for clients, where appropriate, if the clients wanted this.
- From 19th July 2021, as restrictions began to be lifted in the UK, we resumed seeing clients face to face again. At the same time, we also extended the number of centres, providing a café type service, on every weekday at one or more of the following church locations:
 - Monday: Buckskin Evangelical Church RG22 5BB
 - Tuesday: Church of the Good Shepherd RG23 8BU
 - Tuesday: Tadley Common Methodist Church RG26 4HN
 - Wednesday: Basingstoke Baptist Church RG22 4HL
 - Thursday: Sarum Hill Centre RG21 8SR
 - Friday: St Gabriel's Church RG24 9DU
 - Friday: Buckskin Evangelical Church RG22 5BB

We are very grateful to the churches who have so readily and freely allowed their facilities to be used by the Foodbank.

- We continue to supplement client face to face interaction with home delivery by volunteers, if the client has mobility or access issues.
- At the Foodbank centres, volunteers offer refreshments and discuss food allergies, food preferences, availability of cooking facilities, etc, with clients, prior to packing bags of food for them. The Foodbank uses set lists of suggested food and appropriate quantities prescribed by the Trussell Trust who use nutritionists to advise on what would constitute a nutritionally balanced diet of food for 3 days.
- Volunteers use a sympathetic, non-judgemental, listening approach. They spend time with clients, signposting to other appropriate agencies, and sensitively offer prayer for clients, where appropriate.
- Clients are referred to our in-situ Citizens Advice advisor and /or CAP (Christians Against Poverty) if it is felt that the Client's predicament is such that they could benefit from immediate practical advice or help from the CA's hardship funds.

- We wish to acknowledge the continuing support we have received from the Vivid Housing Association for the use of the warehouse and office units, initially provided rent free from May 2020 and followed by a subsidised lease for two years from January 2021.

3.6 Public Benefit

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

4. ACHIEVEMENTS & PERFORMANCE

4.1 Summary of the year's activities

4.1a We currently have 7 churches represented on the Board of Trustees

4.1b Having suspended our agreement with Citizens Advice in March 2020, in July 2021 we resumed our Foodbank funded agreement with the service in Basingstoke and Tadley, to provide the services of in-situ advisors

4.1c on 5th May 2021, we entered into a 2-year partnership agreement with Christians Against Poverty (CAP) locally to fund a part time Debt Coach to increase availability of debt support for our clients

4.1d Volunteer numbers continue to be stable at about 100, with a re-arrangement of volunteer locations from July '21 when the new Foodbank Centres required teams of 6 – 10 volunteers. We continue to have small packing, store teams, delivery teams and various operational and administrative teams operating out of the Tempus Head Office

4.1e Referral partnering agencies issuing crisis vouchers have increased to approx. 120 teams, this included schools and colleges supporting students and families within their institutions

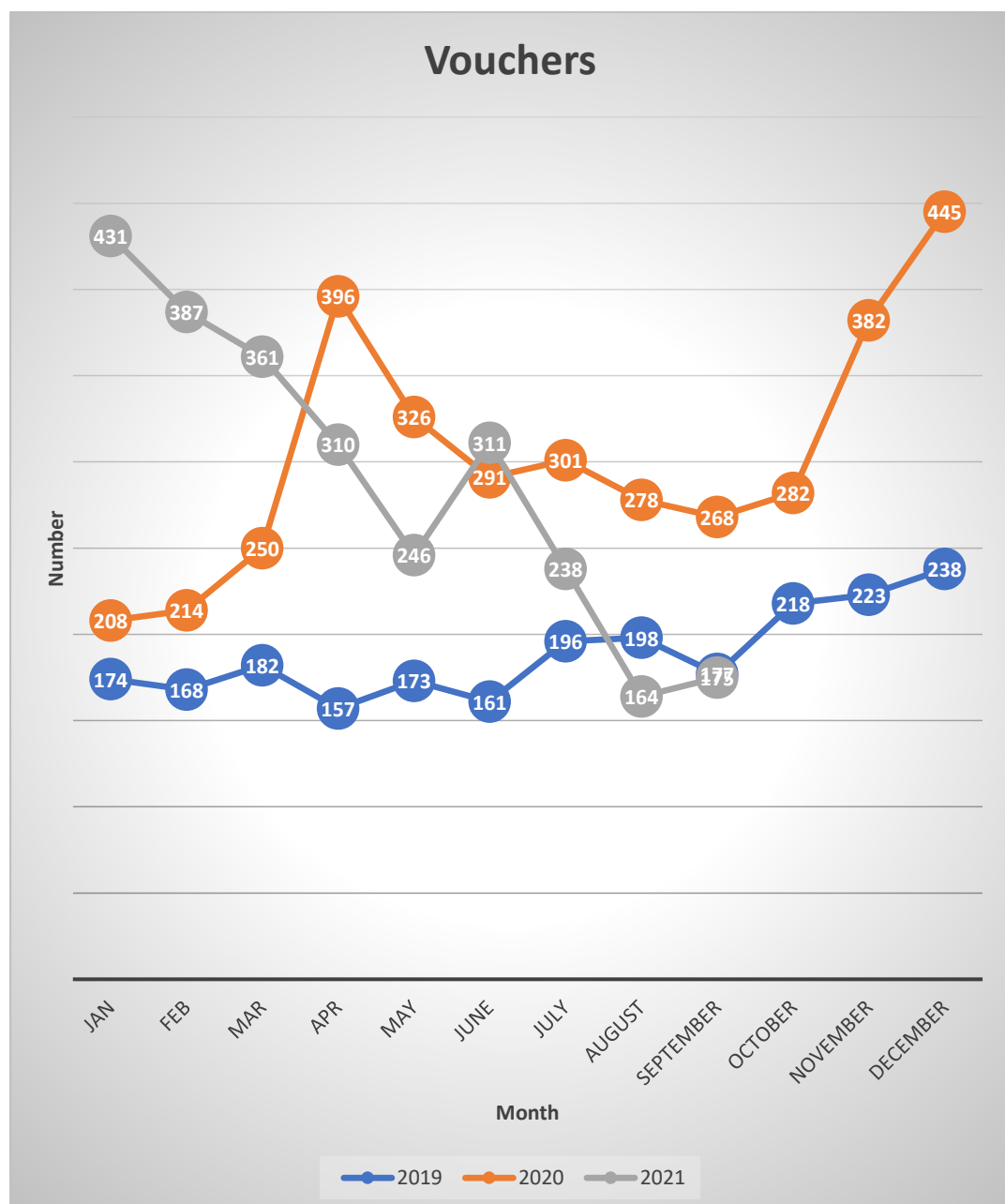
4.1f Churches supporting the Foodbank regularly continued through the pandemic to number c.58, and schools, children's clubs, community groups and businesses maintained their enthusiasm to continue to support the Foodbank through 'Harvest' and 'Christmas Hamper' events

4.1g At Christmas 2020, we were able again to partner with Besom in the provision and assembling of hampers and items towards the "Christmas Hampers" appeal. These were delivered by Besom and its team of volunteers to struggling households referred by our partnering agencies. 950 Hampers were delivered.

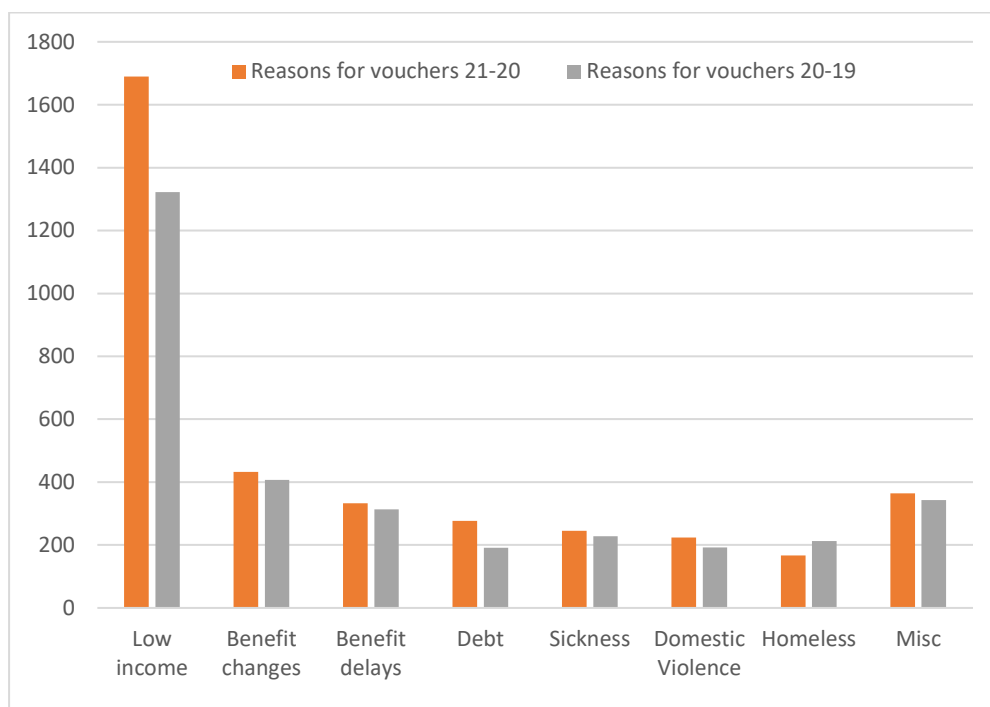
4.2 Recipients of food

In the year under review, we redeemed **3,733** voucher requests from partner referral agencies. This number of vouchers represented an increase of **16.3%** over the **3,209** redeemed in the previous year.

The following chart, displaying numbers of vouchers redeemed month by month since January 2019, reflects the increase in activity during the periods of lockdown during the Covid19 crisis and the gradual reduction in demand as restrictions were slowly eased during 2020-21. It is difficult at this stage in the pandemic to predict which way the demand will go.



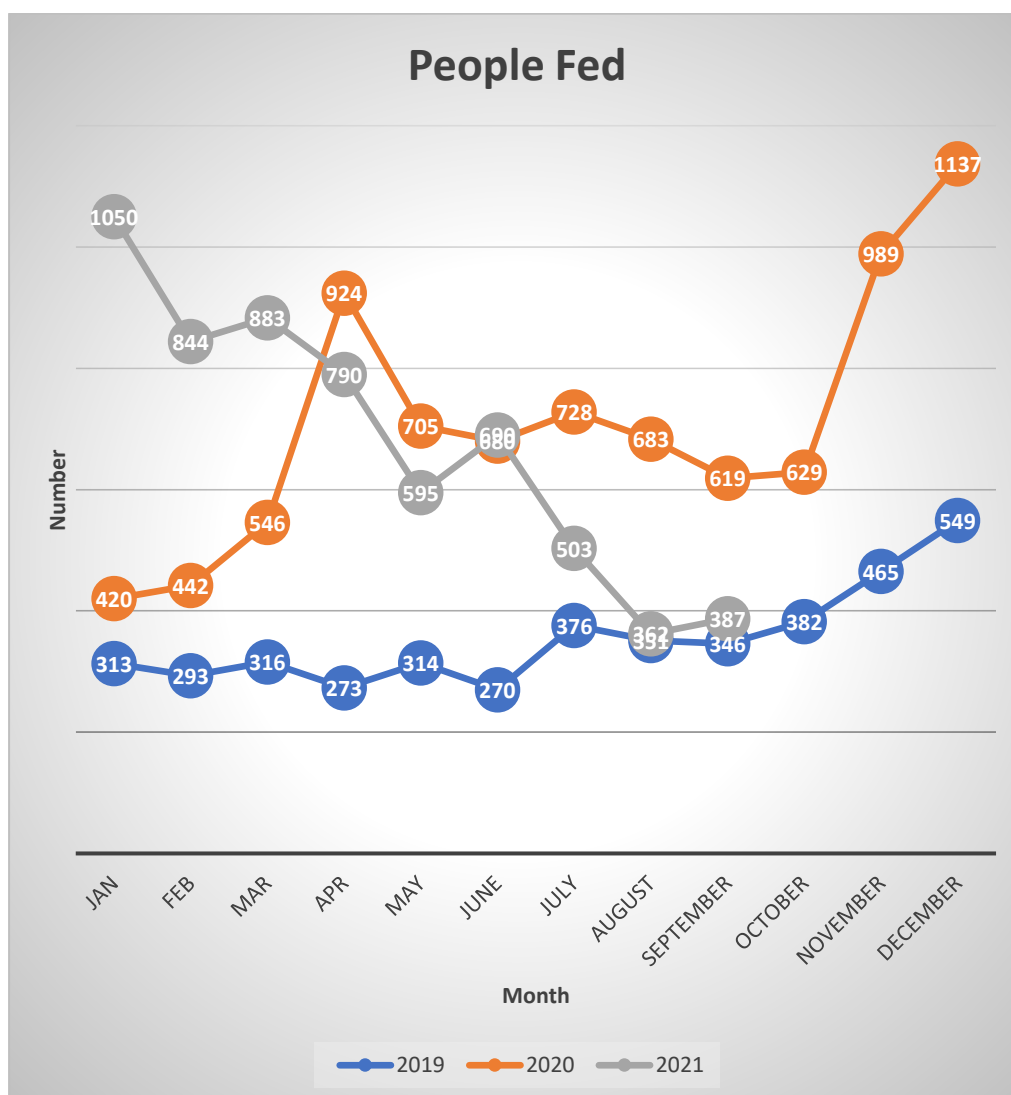
The following chart shows the underlying reasons for vouchers in 2020-21, compared with reasons recorded in 2019-20:



3,733 vouchers provided 3 days' worth of food to feed **8,859** people. The **8,859** people in food poverty, helped by the foodbank to avoid going hungry in our local community, represents an increase of **24%** over the number of people helped in the previous year.

Analysis of the people impacted by food poverty, requiring the services of the foodbank to avoid going hungry, shows:

	<u>2021-20</u>	<u>2020-19</u>	
Adults	5,204	4,414	Increase 18%
Children	3,655	2,729	Increase 34%
Total	8,859	7,143	Increase 24%



Although still the largest group that we help, the proportion of single recipients further declined from 49.4% to 45.3%, offset by increases in other demographic groups:

	<u>2021-20</u>	<u>2019-20</u>
Single	45.3%	49.4%
Single Parent	21.1%	20.1%
Family	16.0%	13.7%
Couple	13.2%	11.7%
Other	4.4%	5.2%

4.3 Food donated

118.5 tonnes were donated this past year. (Last year: 92.2 tonnes)

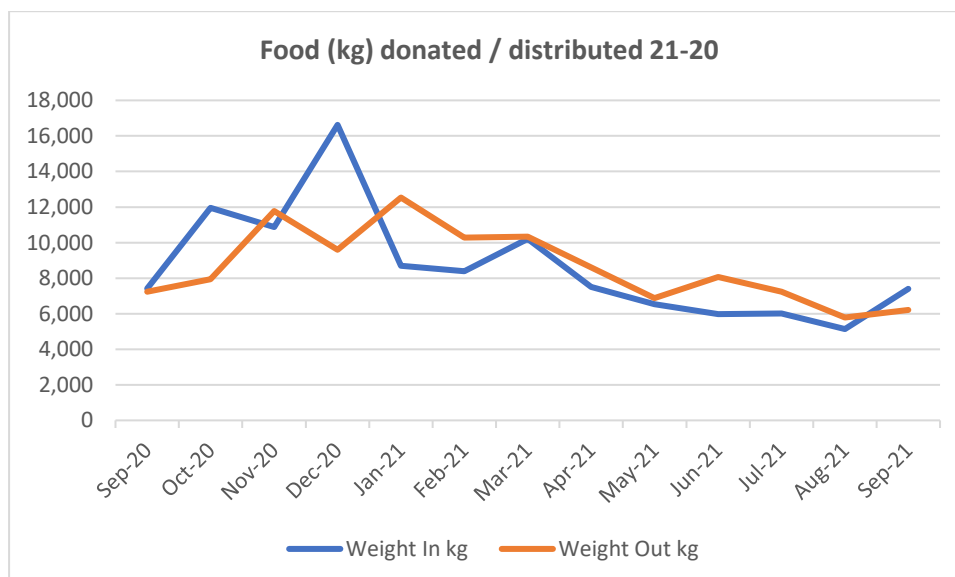
The food we have received has continued to come from:

- regular donations from the Churches who support us,
- members of the public dropping off food during opening hours,
- our permanent collection points in various supermarkets and small local groceries.
- appeals, manned by volunteers, conducted two times per annum at our local Tesco superstore
- Warburtons Bakeries have very kindly delivered fresh bread to our warehouse 3 times a week
- An Overton greengrocer has supported us with supplies of fresh fruit and vegetables fortnightly

Seasonal donations from predominantly primary / junior schools during harvest time has again increased this year. A growing number of local social organisations, children's groups and companies have held one-off food collections during the year, particularly helping with Christmas hampers.

4.4 Food distributed

- 1) 120.1 tonnes (previous year: 83.1 tonnes) were distributed through the year. Several organisations, who also supported vulnerable people in crisis within the community, were supplied with food from the Foodbank including Women's Refuge, the Safe, Besom, Camrose drop-in centre and Julian House for rough sleepers.



- 2) Starter packs of food were packed for Julian House, Vivid Housing and Sovereign housing as these 3 agencies were involved in the 'Everyone In' government scheme to house all homeless people. In addition,
- 3) Increased numbers of tailored packs of food were requested for clients in B&B's and Hotels who had very limited cooking facilities.

4.5 Volunteers, currently 109

We have continued to increase our number of centres, home deliveries, supermarket collections, store, packing and seasonal 'ad-hoc' volunteers throughout the year. We are very grateful to both our many long term and newly recruited volunteers who have worked tirelessly throughout the very difficult and demanding past 12 months. Their cheerfulness and capability to take in their stride every challenge we faced in the foodbank was a beacon of Christian love and service.

4.6 Citizens Advice and Christians Against Poverty in-situ drop-in service

As mentioned earlier in this report, in July 2021 we resumed the provision of face-to-face contact with clients in an expanded number of centres; at the same time Citizens Advice restarted offering an in-situ presence of a specialist advisor. At a time when Clients who are feeling somewhat overwhelmed by their crisis and thus not always able to manage their multiple personal challenges, appreciate this in situ service as they are able to get on the spot guidance and advice about benefit entitlement, housing, debt, etc.,

The cost of the arrangement has funding support from a grant given by the Trussell Trust in association with Asda. The unspent allowance for the last quarter of 2021, shows in our financial statement as unspent restricted funds.

5. FINANCIAL REVIEW

5.1 Resources

The Foodbank has seen a general increase in funding during the past two years which has enabled us to build our reserves to a very healthy level. We will continue to explore opportunities to utilise our reserves over the coming years to help clients find long term solutions in order to remove their need for help from a Foodbank.

5.2 Funding

Total receipts in the year were **£180,750** (prior year **£189,268**). Many individuals, Church groups, Companies, Social Groups and Grant Funders again made very generous unsolicited donations to help fund the working of the Foodbank.

Income sources:	2021	2020
Grants	24,319	55,752
On-line giving	37,098	39,831
Direct receipts:		
Individuals	66,279	31,350
Businesses	16,492	37,332
Churches	11,359	8,971
Clubs & Organisations	4,620	3,109
Schools & Colleges	493	701
Supermarket top up payments	4,157	3,524
Gift aid reclaimed	<u>15,933</u>	<u>8,698</u>
	<u>£180,750</u>	<u>£189,268</u>

The following generous Grant funding was received during the year:

	Restricted	Unrestricted
Neighbourly	1,000	0
Trussell Trust	6,633	1,386
Britland Charity		1,500
Asda Foundation		300
Pennington Manches Cooper Foundation		5,000
Old Basing & Lychpit Parish Council		250
WSP Foundation		250
Duke of Wellington Charitable Trust		,1000
The Jerusalem Trust		5,000
CMW Charitable Trust		2,000
	£ 7,633	£16,686

As our funds have gradually built up through the years, we no longer proactively fundraise.

5.3 Expenditure

Our total outgoings this year were **£103,758**, an increase of **£55,770** when compared with our spend in the previous year.

After taking into account the purchase of a used van at a cost of **£13,423**, the resultant net increase in spend was **£42,347**.

Significant variations from the previous year, were:

	£000's
Rent	+ 19.6
Food purchases	+ 5.3
Warehouse utility costs	+ 4.8
Citizens Advice / CAP Specialist Advisors	+ 3.6
Reimbursement of deliveries & collections	+ 3.4
Employment costs	+ 2.4
Office Admin	+ 1.8
Provision of Christmas Hampers	+ 1.9

Employment costs increased as, from mid-March 2020, the Foodbank started operating 5 days per week, whereas previously it was only open 2.5 days per week. The Foodbank functions with 1 full time and 1 part time paid staff.

In May 2021, we entered into a two-year partnership with CAP (Christians Against Poverty) to offer an enhanced level of debt counselling advice to clients. The 3.6k increase in cost vs 2019-20 above, is attributable to the cost of helping CAP provide that service.

We have continued to buy fresh food to supplement the needs of our clients.

5.4 Reserves

It is the policy of Basingstoke Foodbank to hold an amount in reserve to meet the equivalent of six months' general running costs. We also hold in reserve further amounts to meet our contractual obligations, anticipated capital expenditure and provisions to meet the cost of providing additional services to clients in the coming year.

As a result of the generous surge of donations, coinciding with the start of the Covid19 pandemic in late March 2020 and continuing at a high rate during the year under review, presently the Foodbank's overall reserves are above our policy requirements.

We have used some of the surplus funds to buy a van which we use to deliver daily top ups from the warehouse to the centres. We also use the van to collect donated food from local supermarkets which has dropped off by shoppers. Money was also spent gearing up the IT requirements when we opened the new centres in July.

We have also identified key issues our clients say they are frequently challenged with issues around debt, mental health and job hunting. We have already secured funding to employ a Foodbank Community Connector to informally assist clients find their way through crisis and are in the process of creating a job description.

The trustees are continuously looking to invest this surplus in additional services free to clients such as CAP debt counselling, Money Lifeline debt service and also in assets to support the Foodbank's initiatives.

6. FUTURE DEVELOPMENTS IN LINE WITH OUR AIMS & OBJECTIVES

October 2021 onwards:

- To explore how our donated funds can effectively be used to provide additional support via other trusted agencies and charities. Our Citizens Advice Drop-in has been valued by our clients, and we will be looking at similar partnerships or sponsorship of additional personnel in other agencies providing support in areas such as debt advocacy & advice, mental health counselling, and job-hunting support.
- Further training and recruitment of volunteers for packing, client-facing and store work
- Development of our use of social media to communicate messages and foster relationships with our faithfully supportive community
- Close monitoring of numbers attending our 6 centres to review the effectiveness of the multiple centre model and the accessibility of their locations for clients.
- Continued monitoring and reviewing of agency partnerships and the effectiveness of our relationship with them.
- Renewed focus on client and agency feedback and suggestions particularly considering clients' lived experiences in feedback when developing and reviewing the effectiveness of our services.
 - Continue to source supermarket supplies of surplus fresh fruit, vegetables and bread to enhance the nutritional content of food packs supplied to clients.
 - The additional funds given during the year have helped accelerate plans following the Trussell Trust's stated aims to move people away from crisis. We have employed one of our volunteers to work on a paid, albeit part-time, basis as a Foodbank Community Connector in November 2021 as a way of assisting people in the circumstances they find themselves and making sure they are supported to connect with the most appropriate agencies and activities to help them through crisis.

The Trustees continue to be overwhelmed at the level support shown to the Foodbank and are extremely grateful to everyone in our local Basingstoke & Deane community who have provided faithful support and encouragement to the Foodbank during the particularly turbulent past 24 months. The local community has continued once again to generously give their time, food donations and financial support to provide help to those in our locality who are in crisis and facing the prospect of going hungry.

ON BEHALF OF THE TRUSTEES

P. Thomas - Chair

Dated: 22³rd June 2022

Basingstoke Foodbank				CC16a
Receipts and payments accounts				
For the period from	Period start date 01/10/2020	To	30/09/2021	

Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Donations	136,341	-	-	136,341	121,294
Gift Aid from HMRC	15,933	-	-	15,933	8,698
Donations from Tesco & ASDA	4,157	-	-	4,157	3,524
Fundraising activities	-	-	-	-	-
Charitable Grants	16,686	7,633	-	24,319	55,752
Sub total (Gross income for AR)	173,117	7,633	-	180,750	189,268
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Total receipts	173,117	7,633	-	180,750	189,268
A3 Payments					
Employment Costs	26,634	-	-	26,634	24,226
Rent of Warehouse & Office Centre	24,017	-	-	24,017	5,400
Light & Heat & Water Supply Costs	5,332	-	-	5,332	581
Citizens Advice Services	-	3,821	-	3,821	4,057
Christians Against Poverty Services	3,840	-	-	3,840	-
Donation For Additional Storage Space	-	-	-	-	400
Admin Costs	3,521	-	-	3,521	1,769
Trussell Trust Franchise Fee	-	-	-	-	500
Insurance	427	-	-	427	340
Cost of Christmas Hampers	1,924	-	-	1,924	-
Warehouse Operating Costs	3,155	-	-	3,155	3,203
Food Purchases	8,755	-	-	8,755	3,468
Reimbursed Delivery & Collection costs	2,807	-	-	2,807	1,695
Van Running Costs	2,277	-	-	2,277	-
Information Commissioner's Office Fee	35	-	-	35	35
Sub total	82,724	3,821	-	86,545	45,674
Asset and Investment Purchases	-	-	-	-	-
Used Van	13,423	-	-	13,423	-
PCs & Printers For New Centres	1,340	1,000	-	2,340	-
Warehouse Equipment	1,450	-	-	1,450	2314
Total payments	98,937	4,821	-	103,758	47,988
Net of receipts/(payments)	74,180	2,812	-	76,992	141,280
A5 Transfers between funds					
A6 Cash funds last year end	3,786	-	3,786	-	-
Cash funds this year end	191,366	5,819	-	197,185	55,905
	269,332	4,845	-	274,177	197,185

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank Account	269,292	4,845	-
	Petty Cash	40	-	-
		-	-	-
	Total cash funds	269,332	4,845	-
(agree balances with receipts and payments account(s))				
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		0	-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	Van	Foodbank	13,423	10,000
B5 Liabilities	Details	Fund to which liability relates		

NOTES TO THE RECEIPTS AND PAYMENTS ACCOUNTS FOR THE YEAR ENDED 30th SEPTEMBER 2021

These accounts are prepared on a Receipts and Payments basis, with all income and expenditure shown on a cash basis.

The CIO has two funds: an Unrestricted General Fund and a Restricted Fund.
The latter comprises grants received from the following, not yet fully expended:

Burlington Renovations	£120	Trolleys and Steps
HCC Councillor Discretionary Grant	£500	Lap-top for Centre
B&DBC Grant	£50	1st Aid Training
Christmas Lunches for the Lonely	£254	Christmas Lunches
Trussell Trust / Asda	£3,921	CAB Advisor presence
TOTAL Restricted Income	£4,845	

The CIO has no outstanding guarantees to third parties nor any debts secured on the assets of the CIO

No remuneration was paid to any Trustee.

Signature	Print Name	Date of approval
Signed by one or two trustees on behalf of all the trustees	Pat Murphy-Treasurer	



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
BASINGSTOKE FOODBANK

On accounts for the year
ended

30 September 2021

Charity no
(if any)

1154319

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed:

Date:

1 July 2022

Name:

Mrs Colleen Eldridge

Relevant professional
qualification(s) or body
(if any):

FMAAT

Address:

Drewitts Ash, Hannington, Tadley RG26 5UA