

RESTORE NORTHAMPTON

England & Wales · Charity number 1154625

Details

Status Registered

Legal form CIO

Registered 2013-11-18

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

Contact

Address 42 Sheep Street
Northampton
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Website www.restorenorthampton.org.uk

Activities

Objects: THE OBJECT OF THE CIO, IN ACCORDANCE WITH ITS STATEMENT OF BELIEFS, IS THE PREVENTION AND/OR RELIEF OF POVERTY AND FINANCIAL HARDSHIP AMONG PEOPLE LIVING IN NORTHAMPTON AND IN SUCH OTHER PARTS OF THE UNITED KINGDOM AND THE WORLD AS THE CHARITY TRUSTEES MAY FROM TIME TO TIME THINK FIT.

Activities: Working with social support agencies, businesses and faith and community groups to provide joined-up services. Our focus are those experiencing financial crisis and food poverty - all we do is accessible to people of any ethnic, social or religious background. Other activities include a community Allotment, a home-improvement support scheme and a financial management/budgeting course.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Prevention Or Relief Of Poverty, Religious Activities, Human Rights/religious Or Racial Harmony/equality Or Diversity, Recreation, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Northamptonshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£301,557	£264,955	-	-
2024-03-31	£202,708	£199,196	-	-
2023-03-31	£248,290	£152,749	-	-
2022-03-31	£140,771	£178,512	-	-
2021-03-31	£257,606	£135,866	-	-

Trustees

Name	Role	Appointed
Thomas Joyner	Chair	2024-09-30
Benjamin Summers		2024-09-30
Michael John Sturgess		2022-08-02
Nicola Smithers		2024-09-30
Rachael Addo-Debrah		2024-09-30

RESTORE NORTHAMPTON

England & Wales - Charity number 1154625

Accounts

RESTORE NORTHAMPTON

Bringing communities to life through love & compassion

ANNUAL REVIEW 2025

ANNUAL REVIEW & FINANCIAL STATEMENTS

For the Year Ended 31st March 2025

Restore Northampton (Charity Number: 1154625)

Trustees Report

The Trustees present their annual report and financial statements for the year ended 31 March 2025.

Reference & Administration Details

Registered Charity Number: 1154625

Address: 42 Sheep Street
Northampton
NN1 2LZ

Bankers: HSBC
22 Abington Street
Northampton
NN1 2AJ

Independent Examiner: A P Williams FCCA CTA
A J Carter & Co Limited
Chartered Certified Accountants
22b High Street
Witney
Oxon
OX28 6RB

Website: www.restorenorthampton.org.uk

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Structure, Governance & Management

Governing Document

Restore Northampton is a registered charity, charity number 1154625, governed by a constitution, operating as a CIO. The charity was registered on 18th November 2013 and prepared its first set of accounts to 31st March 2015. The charity started operating with effect from 1st April 2014.

Trustees

Nicola Smithers (Chair, appointed September 2024)
Benjamin Summers (Treasurer, appointed September 2024)
Rachael-Addo Debrah (Safeguarding Trustee, appointed September 2024)
Thomas Joyner (appointed September 2024)
Marvee-Lisa Booker (appointed September 2024)
Michael Sturgess

Samantha Rajagopal (resigned January 2025)
Daniel Walter (resigned January 2025)

Organisational Structure

The vision, direction and leadership of the charity is held by the Founding CEO, Anya Willis, and day-to-day management of projects and people by the Team Manager. Appropriate work is delegated to a paid team of staff (4 FTE) and over 50 volunteers.

Appointment of Trustees

Trustees with relevant skills and experience are appointed by a resolution of the Trustees passed at a meeting of Trustees at which there is a majority of the Trustees present and such resolution shall be recorded in the minutes and signed by the new Trustee and by the chairman of the meeting and such records shall be conclusive evidence of his / her appointment.

During this financial year, Restore recruited new trustees, and in turn, other Trustees resigned, with an overlapping period for training and support. Potential Trustees were invited to submit an application, appropriate Trustees attended interview, and references sought. Then in line with the procedure above, successful candidates were invited to join the Restore Trustees in September 2024.

Charitable Aims

Restore Northampton's main aim is to build community, strengthen families and reduce the impact of poverty. Central to this is partnership working, working with beneficiaries, equipping and supporting them, and engaging with the wider community and stakeholders to address emerging needs. The hope is to contribute to thriving communities, where people belong, interact and are empowered to make a positive impact.

Focus

Restore has six defined areas in which it intends to have impact. Restore uses planning and measurement tools to ensure all projects stay focused on the charitable aims - in a community where there are constant competing demands, this prevents mission drift and maintains integrity. The tool has been developed to assess the impact on beneficiaries, the team, the organisation and the wider community within these six areas.

1. Reducing the impact of poverty

Restore provides much needed support in crisis, and works collaboratively to address the underlying causes of poverty. Through the emergency provision of Northampton Food Bank and Growbaby, the basic needs of families are met, and the hub sessions alongside both of these projects invite beneficiaries into a relationship where they can be partnered with peers and the equipped team, to move into more sustainable life situations.

2. Building Community

Connecting people and bringing life to communities is a key part of the work at Restore Northampton. Through creating welcoming, accessible community spaces that celebrate diversity and promote unity, people are brought together to build healthy relationships. These activities, including Family Nest and Growbaby Hub, enable natural support networks to form, which counteract the vicious circle of poverty and social isolation.

3. Improving Health & Wellbeing

All projects and activities at Restore have a holistic approach that enables us to focus on improving the health and wellbeing of families and individuals that engage with us at a universal level. The range of support on offer includes accessible open activities that encourage healthy lifestyles, to more targeted work to address issues that impact mental health, such as housing insecurity, debt and parenting concerns. Partnerships with Public Health and Action for Happiness have become well established leading to further collaborations and creative approaches in the next five years.

4. Strengthening Families

Connecting families through creative play environments has a positive impact on both children and parents/carers. Children are thriving as they engage with the wide range of activities on offer at Restore and parents report they feel less lonely and more supported. Targeted support is offered through Parenting, Positive Play and Wellbeing sessions. The holistic therapeutic approach to all services seeks to develop skills and confidence and build resilience in families.

5. Inspiring Change

Restore has an individualistic approach within a group-work or drop-in setting. The well equipped and supported team provide a range of services where beneficiaries can be empowered to make positive changes. Likewise, the invaluable volunteer teams in all projects are encouraged to identify areas for development so they reach their full potential. Many projects in Restore are focused on or provide an element of building practical life skills, such as the Parenting Course, the award winning community Allotment, or volunteering in many settings.

6. Working Together

The “lived experience” of beneficiaries, volunteers and team is a key part of Restore’s success in the community. Restore has developed positive and well established relationships across statutory, voluntary and commercial services across the town, and engages with people at every level to work collaboratively to provide better outcomes for all of the community.

Action

What Restore does in Northampton

Restore Northampton is a charity run and supported by local people, to serve those in need within the town. The projects range from crisis support, providing food and necessities to those suffering from unforeseen economic hardship, to longer-term support work in the form of sharing skills and giving emotional and practical support. We aim to give a 'hand-up' rather than just a 'hand-out' and seek to give individuals the opportunities to move forward into greater independence.

Whilst there are many different projects that make up Restore, they are all interlinked and most often the guests (clients) will have one or two points of entry, and then move onto other in-house services. In recent years there has been a greater emphasis on families, and less so on food poverty, but the journey from crisis support to building community still underpins the way in which Restore operates.

The IMPACT STORIES shared within the Annual Review highlight the personal effect on those engaging with the services at Restore. All are anonymous, and each given a pseudonym starting with "K" as this is the 11th Annual Review of Restore. Photos included are taken at Restore Northampton, and shared with permission. However the stories and photos are not to be shared outside of this report.



Overview 2024-25

April-24

Restore Allotment 10th Birthday celebration
 Easter Family Fun Day led by Family Connector.
 New Family Support joined Restore team.
 CEO engagement with West Northants Council on Anti-Poverty Strategy.
 Annual Leadership Gathering, for equipping of whole team.

May-24

Application submitted to The National Lottery Community Fund Reaching Communities Grant for next 4 years family work.
 Recruitment process for new charity Trustees. Funding portfolio expansion underway.

June-24

Support Worker & Family Connector completed Kids Matter training course to be equipped for leading new parenting course.

Big Help Out Family Fun Day & Volunteer Recruitment

July-24

Trustee recruitment: interviews and induction training.

Team Away day, using Strengths Finders team building activities.

Engagement of new HR provider.

August-24

Nest adapted to opportunities for families to connect offsite in small groups/1:1.

Support Worker completed Level 2 CACHE training in Managing Challenging Behaviour.

Successfully awarded The National Lottery Community Fund Reaching Communities Grant for next 4 years family work.

September-24

Successful appointment of 5 new Trustees.

Movement of finance system to new outsourced company with improved system.

First Kids Matter parenting course launched.

October-24

Harvest Festival visits to schools, generating support for Food Bank & Growbaby

Trustees Team Day led by Founding CEO and supported by Team Manager.

Restore's Founding CEO presented Rose of Northamptonshire Award

Recruitment of Wellbeing Coordinator.

November-24

Launch of Growbaby Christmas, with giving campaign and preparations, and staff team increasing hours to improve capacity.

December-24

Growbaby Christmas Grotto open, with large team of seasonal volunteers in addition to all core services.

Christmas Family Party including lunch and visit from Father Christmas, with professional photographer.

January-25

Launch of The Well.

Recruitment of new Communications Administrator.

February-25

Start of the second Parenting group using new programme.

March-25

Growbaby reaching 20+ referrals per week.

Recruitment of Food Aid Alliance West Northamptonshire (FAAWN) Transition Coordinator.

Projects - Crisis Provision

NORTHAMPTON FOOD BANK

Northampton Food Bank has been providing emergency food parcels to families and adults across the town since 2009. Northampton Food Bank offers accessible food aid through a network of Food Bank Points across the town, over six days of the week. A referral is necessary, and almost 1,000 Referrers are registered to make the services accessible when needed, including schools, health visitors, doctors surgeries, mental health worker and many more.

Referral Agencies make their assessment based on the eligibility criteria, ensuring food and essentials are allocated only to those in greatest crisis. The referral process is essential to offer the best support at early stages to the individual and to create a dignified welcoming space when collecting the food parcel.



In total, Northampton Food Bank gave out 5,539 food parcels between 01/04/24 and 31/03/25. This represents 9,500 adults and over 4,200 children. At Restore Northampton's central location, 1,131 parcels were distributed in this time, feeding 1,446 adults and 633 children.

The cost of food and essentials given through Northampton Food Bank during 2024-25 is over £150,000, more than £10 a head including food, toiletries and household essentials such as toilet rolls and nappies.

IMPACT STORIES

Khurram is married and was living with his partner and 4 children (between 12 years to 19 years old). The family came to the Northampton Foodbank with a referral for a food parcel from Community Law, who were supporting with an immigration application. The family had run out of money from savings and were not entitled to public funds. They had arrived in the UK on a "work/business visa" having paid the prospective employer business partner £40,000. The "business opening" did not exist, and this family were vulnerable through fraud. Khurram and his family have a strong Christian faith and joined a local church who provided some practical support including financial support for accommodation, however when this expired, the family were made homeless and had to sleep in their car for over a week, and struggled to secure private rented accommodation. Khurram and his family had a pending application for permission to stay in the UK.

Having received just a couple of emergency food parcels, Khurram expressed a desire to help out at foodbank. He is not able to work for any payment but wanted to use his time productively for the community he lives in. He applied to volunteer and has given his time in most Foodbank sessions over the last 12 months. Khurram has become a valued and reliable member of the team, as well as retaining some self worth.

Khurram says helping at Restore gives him the opportunity to fulfil his responsibility as a Christian to serve others, which is otherwise denied because he is not allowed to work legally. Khurram would say that helping at Foodbank gives him a sense of purpose, and is helping him maintain self confidence during the lengthy wait for a determination on his family's immigration status.

Projects - Crisis Provision

STREETS

Every Thursday evening a team of volunteers provide hot drinks and light refreshments for any rough sleepers or others showing a need for food around Northampton town centre. We do not pretend that we meet the needs of all of the homeless in Northampton, but the teams regularly provide refreshments to between 8 and 15 people every Thursday.

When speaking with people the team try to signpost individuals to places that can provide support including the local council, homeless charities and Restore services.

IMPACT STORIES

Kate and Kevin were sleeping rough, close to Central Vineyard Church, the building which Restore operates from, with nowhere to live. Kevin was not long out of prison and back in a relationship with Kate who had multiple health issues, leaving her vulnerable without housing and good access to healthcare. Initially the contact began through Streets, where volunteers approached them on Thursday evening, and they gladly accepted food, drinks and conversation. The relationship was able to develop, as they responded positively to an invitation to attend the Hub and the cafe space at Central Vineyard. Volunteers in these settings helped with practical needs, such as clothing and food and supported their application for housing to avoid sleeping on the streets over winter. In late 2024, Kate and Kevin came into Restore to share their happy news that they had managed to secure a room in a shared house (temporary accommodation). As they had no furnishing or items to make the room habitable, Restore approached Central Vineyard where individuals offered essential items. Kate has stated that the support she received from Restore and the church helped mentally as well as practically in their time of need, and enabled a positive outcome in securing housing. They still visit the Hub to maintain a positive relationship at times.



Projects - Crisis Provision

GROWBABY

Growbaby was established in 2019 in connection with a national network of projects by the same name, led by Vineyard Churches across the UK. The project focuses on providing clothing and essentials for families with babies and children 0-5 years. The model relies on high quality preloved clothing, equipment, toys and essentials to be donated, sorted and then made available for families to collect.

The Growbaby Coordinator has the main responsibility for this project and is involved with the running of every session, as well as additional volunteer sessions. This role includes managing the boutique and stock through donations, appeals and purchases, leading a volunteer team who sort donations and stock the boutique weekly, and most importantly leading the beneficiary experience from referral through to connecting with Growbaby Hub or other relevant services.

In the past year, over £50,000 of essential items have been given to babies and children in crisis. Where possible Growbaby re-uses and repurposes clothes, shoes, toys and equipment, with an en-



environmental and ethical benefit of preventing these items being sent to landfill. Additionally handmade and crafted items like blankets, quilted play mats and tote bags line the Boutique, giving a personal touch to the gifts.

The demand is ever increasing, with the previous annual average of 200 referrals now being reached by Spring time. In the past year Restore has fulfilled referrals for over 450 children living in poverty.



Vulnerable families are referred in by one of the 300+ agencies, including midwives/health visitors, social workers and education services, or specialist support such as one of the two local women's refuges.

Alongside Growbaby, is Growbaby Hub, a warm welcoming modern cafe space upstairs from the boutique with an accessible lift between, (paid for by an anonymous patron of the charity). Growbaby Hub provides a high quality play environment led by volunteer children's practitioners (early years teacher and nursery nurse) within the cafe where families are supported for the session and invited back to build relationship.

IMPACT STORIES

Kaashvi has been receiving support from Growbaby since the birth of her second child in 2023, when she and her husband were new to the country with no recourse to public funds and husband was awaiting start date for his new job. Most recently Kaashvi was referred for support with items for her newly born third child by her health visitor but has visited Growbaby 8 times over the past two years as the family are still struggling financially. Growbaby were able to provide Kaashvi with a brand new double buggy (purchased with Household Support Funding). She told the team how very grateful she was to receive this and how it would make such a difference to her daily life. Up until this point she has been struggling to get out and about as she had no means to transport two small children. Buggies (particularly double buggies) are expensive items and not everyone has the luxury to afford one. This really limits day-to-day life for a family and can have a detrimental effect on the family's quality of life so this will have a big impact for her going forward.

Projects - Crisis Provision

GROWBABY CHRISTMAS 2024

Growbaby Christmas has developed over the years to a become a very well run event that is eagerly anticipated by guests and team. The opportunity to bring joy to so many families, and engage with the public and funders to provide in this practical way is very rewarding.

Each year now around £4,000 is raised on the bespoke website for gifts, which are then purchased brand new in the age ranges suitable for those referred. Additional funds and support is also secured through partners such as Barclaycard teams, John Lewis Distribution, The Toy Store and Love Christmas. There is more scope to develop partnerships with local and national businesses.



Following the success of previous years, families that had attended Growbaby in the 4 month window prior to Christmas, or who had regular contact/support and were known to be in need, were invited to attend a time-slot to visit the Christmas Grotto, to select gifts. A large team of seasonal volunteers

provided 3 days of sessions, where each family was greeted, paired with a befriender, and after choosing gifts, welcomed to the cafe for Christmas treats whilst gifts were wrapped by another team of volunteers. This enabled positive contacts to be made and encouraged relationship building as the befrienders spent around an hour with each family, hearing their story or whatever the parents wished to share.

Due to availability of funds, gifts were purchased for older siblings and adults in the household, which were offered as an “extra”, and unexpected by the parents who were all appreciative of this token of recognition and support.

Overall, 25 volunteers over the two gift giveaway days (staff not included) made it possible for 218 children and teens referred to our Christmas gift giveaway to receive gifts, and these are families we’ve been supporting through the second half of 2024.

We had a 100% completion rate for the first time ever, meaning that everyone invited came along. We believe this is due to the relationship Restore has with these families, and the meaning they ascribed to being invited in person. A personal invitation, at a time that works for the guest, and then a tangible reminder meant that we were able to bless families at an important time of the year, and show them the love of Jesus in a tangible way.

The time slots meant we were able to manage the flow of guests, and therefore organise our teams of volunteers accordingly. Separate sessions were run at the very last moment in the 10 days before Christmas, and not on Growbaby days, meaning as a team we were able to focus solely on the Christmas experience. Gifts were organised in a series of stations, and by age, making it easier to avoid overwhelm and for parents and carers to select a toy, a book, colouring books and pencils or pens and a selection box. Each guest was accompanied by a befriending volunteer assigned to them on arrival at the front door. The volunteer stayed with the guest until the guest was ready to use the wrapping services on offer. Guests were also free to not use the cafe or wrapping station, as they wished. Most guests made good use of both the cafe and the wrapping services. As a team, we ensured that each day we closed the door for half an hour to enjoy lunch and refreshments together, respecting the time everyone had given so close to Christmas.



Volunteers and team members described the feel of the Christmas Giveaway as ‘really calm and enjoyable’, offered good opportunities for guests, volunteers and team members to grow in relationship with each other. Families were blown away at others’ kindness, and the gifts have not only blessed a child, but entire families, allowing parents and carers to experience the joy on the face of their child opening a gift on Christmas morning, something they would not have been able to provide without the kindness and generosity of our supporters.

IMPACT STORIES

Kelsie had attended Growbaby in the Autumn of 2024, after fleeing domestic abuse and being relocated in Northampton with very little. She was in need of many essentials, and Growbaby had supported with items big and small, including clothing, toys, buggies, a cot and more. She had three active boys under 3 and an older son with Autism Spectrum Disorder who was struggling to adapt to a new school and environment, as well as the challenging circumstances in temporary accommodation.

Kelise was invited to Growbaby Christmas, and was so delighted when she was able to choose all the Christmas presents she “dreamt of” for her four boys. She found something her eldest son had specifically asked for but she knew she could not afford, and asked how she would explain the “Christmas magic” to him on Christmas Day. She told the volunteers how grateful she was for the gift of

chocolates and luxury toiletry sets we had also been able to offer the parents, saying she couldn't remember the last time she had been given something just for her.

Kelsie has continued to attend groups at Restore, and is now regularly part of Nest and has completed the parenting course. She has grown in confidence through relationship building, and is keen to be part of the co-production group, Voice, when she feels more settled.

Projects - Support & Strengthen **SUPPORT**

We continue to offer support through advice, befriending, signposting and courses such as the Parenting Course and Money Course. For many, the crisis support services of Food Bank and Growbaby are the first point of contact, with the individual or family reaching out due to financial struggles or other difficult circumstances. From their first visit, guests are welcomed into cafe environments with a team of befrienders who are happy to listen to their story over a cup of tea and cake. This happens naturally in most cases, and makes it relatively simple to identify areas where support can be offered.



Our main area of support is focused on families, due to opportunities to build meaningful relationships and share their need for support. Parents are invited from Growbaby into Nest, and as needs are identified then invited into Parenting Courses and on to Positive Play. From here the Support Worker can assess needs further and offer 1:1 support, including home visits, supporting at appointments or help accessing services in the wider community. The focus is on building skills, confidence and a wider network of support through peers and the local community. It can take many years to walk this journey with those who need this support, and in all cases the complexity of needs creates diverse pathways.

IMPACT STORIES

Kadija, a single mother of 4 children aged 3-12 years with English as a second language, has been attending Restore since 2016. The family were initially referred to the Food Bank and then supported to access Growbaby and Family Nest. When the new Support Worker began in 2024 she built a relationship with Kadija through Family Nest and learnt more about their financial hardship and complexity of needs.

Initially some practical support was offered around accessing a free bus pass for the eldest child attending secondary school and reviewing benefits, which increased the family's financial capability. As trust grew, Kadija shared about poor living conditions in a cramped flat with mould, and an inefficient landlord. The Support Worker connected with the Health Visitor and met in the family home, which then enabled them to invite the Fire Department to do a home safety check. This created an action plan that the landlord had to commit to, improving the home conditions for the family.

Through this range of practical support, a relationship has developed where Kadija has opened up more to the Support Worker about family dynamics and behavioural issues with the children. Whilst Restore's main focus is on families with 0-5, the wide range of the children's ages has enabled the Support Worker to assist with all four children, including attending meetings at the eldest's school to support Kadija, especially with understanding the language and systems in education.

When the support worker first started spending time with Kadija's youngest child she noted that she presented with Autistic Spectrum Disorder, and they discussed this. It was not something Kadija was familiar with and she was so grateful for support in getting a diagnosis for behaviour that she had not

been able to understand or manage. They attended the GP together, and the doctor expressed sincere gratitude for Restore's Support Worker in supporting parents in ensuring their child gets the correct diagnosis, and the parents feel supported throughout what is a difficult time. The family, with the support of Restore are now identifying schools with SEN provision.

Without Restore, this family would have continued to be socially isolated and vulnerable but our Support Worker has improved confidence, knowledge, skills, access to services, financial capability, home environment and accessed an appropriate diagnosis and pathway for special needs. Kadija has expressed genuine appreciation for the relationship that has been built, often making traditional cakes for the home visits, and comes regularly now to activities at Restore, more empowered to be part of the community.

Projects - Support & Strengthen **PARENTING & POSITIVE PLAY**

During this Financial Year two new staff trained and began to deliver a new style of parenting course from Kids Matter. This provider was identified as more appropriate than Care for the Family programme due to the cohort of families that Restore works with. Most families accessing the course have complex circumstances, which may include the impact of low income/hardship, history of trauma/abuse from domestic situations or refugee history, and many have children with additional needs. Kids Matter is far more interactive and responsive to the parents' situations and the children's needs. It is more personable and the Support Worker and Family Connector have found it to be easy to adapt whether one parent or a full room of parents are present, which is the reality of running a course in this setting.



The Family Support and Family Connector identify families needing more targeted support in this area and invite them into the bespoke groups that run alongside Family Nest and Growbaby Hub. This includes more informal parenting support, playing alongside parent and child, identifying the positive interactions and building emotional blocks for engagement. All activities can be replicated at home at very low cost, creatively using basic household items and ingredients, and this is shared in the group to encourage ongoing learning and positive play.

IMPACT STORIES

When Kirsten first came to Restore she had fled domestic abuse, with physical injuries evident and lacking confidence to talk about her experience. They accessed Growbaby, due to leaving with no provisions for her and her daughter, and was invited to join us at Family Nest. Here she was able to build friendships with other parents in the group whilst receiving support from the Support Worker and Family Connector.

Over the coming months this core Support Team built a relationship of trust with Kirsten, who slowly opened up about her situation with domestic abuse and also her living conditions at home with her parents. She was invited to join the Kids Matter Parenting course in 2024, and attended every session. She said she really appreciated the course and being given the opportunity to learn how to parent better.

Her daughter had begun to attend nursery, so when Parenting led into Positive Play, instead of ending her engagement, Kirsten was invited to volunteer in the session, which would keep the relationship

with other parents and the support team, whilst building her confidence. She struggled to commit to the sessions, but the Support Worker kept in regular contact so that she did not feel any barriers to engaging with volunteering, and will continue to create opportunities to build Kirsten's confidence.

When Kirsten first came to us she was nervous, afraid and anxious. Over the last 18 months she has been able to rebuild her trust in people, she has made new friends and built a support network around herself with others that attend Restore.

Projects - Support & Strengthen

ALLOTMENT

The community allotment has been operating since 2013 and creates an opportunity for those in hardship to learn how to grow their own fruit and vegetables, reduce food bills and reduce isolation. It is increasingly recognised that there are many benefits to be gained for mental health and well-being from accessing outside space. The whole process of growing plants, nurturing them and harvesting the produce seems to be beneficial and many participants have commented on the peace and tranquillity of the Community Allotment.

In addition to learning skills to be self-sufficient and grow their own food, clients were supported with their mental, emotional and practical needs through the befriending role of mentors and signposting to relevant agencies.



Clients were first invited to attend a basic skills course where they learn how to plant, weed and tend to vegetables. Upon completion of the initial programme, some individuals have continued to participate in group sessions in line with their skillset. Particularly committed individuals have progressed to their own mini-plot. There are currently eight mini-plots allocated, with the potential for more.

Through Restore's extensive network of professional contacts, we received a number of external referrals to the project this year, demonstrating a recognition from these agencies of the benefits the project offers to their clients. Professional referrals have included the Probation Service, Community Mental Health Team, the Planned Care and Recovery Team and MIND.

We have a strong team of dedicated and passionate volunteers who contributed 800 hours of their time this year.

Each guest has their own unique circumstances so what they take from the project can differ. For some, the main impact of attending the allotment project is to come out with a newly found confidence, particularly those that have previously suffered with their mental health. The new skills developed can be used personally, but also encourage people that they can do whatever they choose to put their mind to.

For others, the main impact is community. Where many attendees suffer from isolation and lack of contact, the friendly project, run in the fresh air, provides a huge boost. Guests appreciate somewhere to be amongst friends in a welcoming environment. Often we are the only contact that they have during the week, so it is of crucial importance to their social development. This has been a year of deepening long term relationships, with some of the participants having attended for a substantial period of time. As a lot of these guests struggle with long term issues, these partnerships are invaluable.

At the end of this financial year The Allotment has been selected as part of a research project funded by Connect Northants, as an example of wellbeing services led by a faith based charity that reduces health inequalities and improves outcomes for people in the town.

IMPACT STORIES

We were pleased to welcome Kerry to the Community Allotment last year. She is a keen gardener but was initially unsure about whether the group was right for her. She seemed to be enjoying the activities but a problematic situation arose with somebody she knew who was also attending which meant she stopped coming for a few weeks until the issue was resolved. At one point she asked if she could work on her own and were able to arrange this. Kerry gradually started to open up to one particular volunteer and formed a strong relationship with her. As she got to know the group she became more confident, engaged more with others and was clearly more relaxed. She is now leaving as she is moving to a different area of the country. We were delighted and also found it quite moving when she asked if she could take photos of us with her for a scrapbook she is making to document those who have helped her recovery.

Projects - Building Community

FAMILY NEST

Family Nest is led by the Family Connector, but supported by a team of very well equipped and committed volunteers. The Family Support Worker is involved weekly to connect with families, identify need and begin some developmental work around parental wellbeing, building skills and confidence, or supporting with any concerns around child development/behaviour. Families have already responded positively to the changes and the level of support available, identifying this service as a rare thing in a local environment of expensive private sessions which they say are “cliquey” or an absolute lack of free or accessible services.

Restore has been a “lifeline” to parents and professionals referring into, and a safe space for some of those professional partners (social workers, health visitors etc) to meet with their vulnerable families and increase the care and support for the families with whom they are working.



Through Family Nest we have also been able to identify parents who would benefit from attending our parenting course. Parents have had more confidence to join the Kids Matter Parenting Course than they would have done without any relationship through attending the Family Nest sessions.

Several parents have met other parents within the session and gone on to form strong friendships where they are supporting each other outside of the group and meeting up regularly. Some of these parents were very isolated prior to these new friendships.

IMPACT STORIES

Kayleigh has been attending Restore since 2021 and has enjoyed attending Baby Nest previously, and more recently Family Nest. Kayleigh has also used the Foodbank and Growbaby over the years for practical support.

Recently Kayleigh started coming to church. Kayleigh’s daughter has some undiagnosed behavioural needs of which Kayleigh is very sensitive about, and with the collaboration of our Family Support Worker at Restore and the Kids pastor for Central Vineyard we have been able to offer practical support to ensure that Kayleigh and her Daughter both have the most enjoyable time at church. This was possible due to the Family support worker having built up a relationship with the client to ensure that the offer of assessment and support was gratefully received.

The support from our Family Support Worker has enabled the mum to feel more confident regarding her parenting and enabled her to attend church knowing that there is support in place there for her too.

Kayleigh said "I am so grateful! You are such a such a blessing to me."

Projects - Building Community

FAMILY FUN

Families with pre-school children have reported that term-time activities that close in holidays can impact them negatively, increasing anxiety, isolation and financial pressure during longer breaks. Paired with the pressure to be doing expensive or creative activities at these time, heightened by social media, can create more of a burden and parents say they feel "a failure".

Restore has met this need with a co-produced approach to have as many services open throughout the whole year, including school holidays and in addition, offering high quality exciting opportunities to families experiencing financial hardship. In the past two years this has included family fun days with bouncy castles, soft play/inflatables, craft and creative sessions, an Easter Egg hunt and games and a petting-farm, all on site in our accessible central town location.



Alongside this, organised group buggy-walks were offered, including stops at local playgrounds to introduce new families to facilities in the area, build confidence in walking-routes and promote positive play and interaction outside the home. It enabled families to connect with peers, and relationships were encouraged beyond these opportunities with natural befriending leading to a reduction in isolation.

Family Fun has been led by the Family Connector, with the first session offered in April 2024, and off-site opportunities with smaller targeted groups have been led by the Family Support Worker. Larger events involve the whole team, as well as multiple volunteers.

In June 2024, Restore worked in partnership with Central Vineyard to host a Big Family Fun day for the wider community. All regular guests of Restore were invited, as well as publicity to referrers including local schools and family services. There were a huge range of fun fete stalls and activities, candy floss, popcorns and homemade cakes, bouncy castle and inflatable fun and soft play. The whole building was transformed and the weather was sunny, so we included water/messy activities outside too. The local Police supported the event and had a police car, with a "cell" for kids to explore, and finger print activities. The event attracted over 200 people, and we encouraged people to return for more regular activities at Restore. We had 100% positive feedback gathered on the day through the 'coin drop' feedback system. The event was such a success it is now an annual feature of the Restore calendar.

The Big Family Fun Day event was supported by 40 volunteers, offering around 7 hours each of their time, totalling approximately 210 volunteer hours on the day, plus additional hours for preparation, set-up and baking at a value of £3,000 in voluntary time. Of these 40 or so volunteers around 17 were new to volunteering with Restore, and are keen to continue their involvement in supporting such events.

Some quick feedback gathered on the day included statements like "I can't believe it's all free I'll tell everyone!", "My child feels so comfortable it's like a big party." And "This is the best day ever!"

Projects - Building Community

HUB CAFE

Whilst much of Restore's work has focused on families over the past year, Restore is a space that is available to all and has its roots in supporting those experiencing hardship. The Hub Cafe was one of the first projects to launch in Restore alongside Northampton Food Bank, and still opens every week.

The Hub runs alongside Northampton Food Bank, although guests are welcome without a referral and can return as often as they wish. The aim is to create a community space where people can connect with others as well as receive signposting, information and support. It attracts a diverse population, with mixed ages/life stages, socio-economic backgrounds, cultures and ethnicities.

The cafe has a modern, coffee shop feel, to encourage people to chat and to build a sense of community. We have a committed and competent team of volunteers. Some of the key roles such as reception and using the computerised referral system, have deputies who are able to fill in when the regular volunteer is absent. We have managed to keep the hub cafe open continuously through the year.

Partnership with Community Law has worked really well over these last months with regular attendance at our sessions.

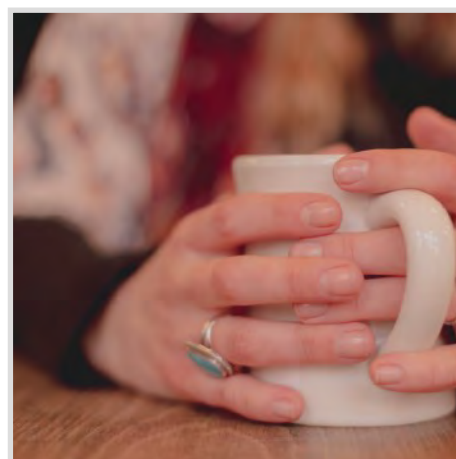


Projects - Building Community

THE WELL

The need for a wellbeing space had been identified by participants of multiple groups at Restore over the past years, and this has taken on various shapes and sizes through more targeted support to provisions within the Hub. When the Occupational Therapist moved on in February 2024, there was a gap in service provision and expertise to bring the wellbeing thread holistically into all services.

From April 2024, plans developed to create The Well and source funding. It was important to Restore that we would not be driven by 'hard' targets that measured mental health outcomes, in regards to needing to assess mental health in the same way as the NHS, as we would not be a specialist care centre. However, there was a keenness to compliment primary care services, and fill gaps in prevention and community support. Therefore, The Well was designed in co-production with health and social care leads, considering the Integrated Care System, and founded on the principles of a key partner, Action of Happiness.



By September 2025 funding was secured through the UK Shared Prosperity Fund and The National Lottery Awards for All. A Wellbeing Coordinator was recruited and began in late October 2024, and worked initially to connect with key partners and train as an Ambassador for Action for Happiness.

The Wellbeing Coordinator recruited a volunteer team with experience in community action and well-being support and provided relevant training through the Community Training Partnership, in befriending, signposting, support and safeguarding. In January 2025, the dedicated wellbeing cafe was launched, as The Well. Although in its infancy, this is already a well used space, with positive feedback, that has the potential for significant change in the town.

IMPACT STORIES

Kyle first engaged with Restore through Northampton Food Bank after he was evicted from his flat due to an issue with late payments of council tax. He spent over a year in a tent which impacted his physical and mental health. However Kyle is known to always have a smile on his face and when asked “how are you” will respond “all the better for seeing you”. He is a regular attendee at the Hub, and is always eager to help others.

Throughout the 8 years we have known Kyle he has been self sufficient and working, often cycling up to an hour to a factory each day, but often in jobs which did not treat him fairly, on zero hour contracts that were unreliable, or in situations where he faced harassment. He would come off a night shift, to volunteer at Restore in the day, or just to have social interaction with the team and other guests. However at times this crisis-support space can be busy and we noticed Kyle could feel like he was not a priority in this space.

During this year Kyle was offered permanent accommodation, a room in a shared house where he didn't know others and was concerned they would be anti-social or substance users, due to the reputation of the facility. His mental health was affected, and he became more withdrawn and anxious. In January he was invited to The Well, as a safe space where he could meet others and receive more consistent support. He attends weekly, and welcomes in any new guests, putting them at ease with his charm.

One week the group were given sunflowers and planted them together to take home. In recent weeks he showed a photo of this growing, and over time has planted other seeds in the communal garden where he lives. He still faces challenges with his health and wellbeing, but has found a place to belong and be supported as he navigates that life-long journey, and his sunny disposition is a blessing to all around him.

Community Engagement **VOICE**

Since 2021, Parents and Carers who were already engaged with Restore were invited to be part of a co-production group, that would work up the “Ladder of Co-production” from giving feedback, moving towards shaping and delivering services. There was wide enthusiasm for this, and over time we have naturally created a small but committed group. It is important that people are in the lead across our full range of projects - from crisis to community, however our experience is that at initial point of contact recipients of emergency aid are not always in a place to commit to a more formal community-voice programme. The nature of the families we work with can present some challenge, for example time-keeping, commitment and priority of a session. At times sessions have been rearranged or poorly attended due to young children (their health, education, sleep routines etc), new pregnancies, maternal mental health, and financial pressures (leading to short-term work opportunities or at times not having



money for the bus). Through this time we have been able to thrive due to open communication and positive relationships between VOICE and the team. Adaptations have been made such as contacting parents several times before we meet, meeting parents outside the building/in the community, subsidising transport and providing creche, meaning we have seen a positive curve of progress over time.

VOICE regularly evaluate and assess groups, with peer-led feedback and designing user-friendly surveys to ensure language is clear and relevant for our target audience. Through feedback gathered about one session, a project was remodelled and the group steered the initiation of a new project Family Nest, which launched in February 2024, and has now been running a whole year. Initial responses from beneficiaries has confirmed this new style of support, with more focus on identifying needs in a creative and playful environment, is enabling more supportive conversations compared to when running the sensory-child-focused play sessions. This has had a positive impact on parental mental health, making connections with others, building community and in turn will strengthen families and encourage more engagement in the sessions.

We recognise that involving the community cannot stop once an activity has been established. Co-production is a continuing process. We work with our families to assess our services to ensure they are responding to a current need, provide good value and are accessible. We gather feedback regularly to assess impact and make continual improvements. We know that people's stories of restoration are the biggest measure we could wish for.

Community Engagement

VOLUNTEERS

Restore could not impact the community and the individual lives it does without dedicated volunteers. Across all projects and including the Distribution Point Partners of Northampton Food Bank, Restore has over fifty regular volunteers that are committed to bringing communities to life through love and compassion. This ranges from stocking shelves, to listening to others' stories, to setting up groups and leading sessions. There are a diverse range of opportunities, that reflect the skills and experience of our teams.

Through the year, Restore offers key training that equips and supports the whole team, and there are opportunities for all to engage with this no matter the role. We believe each person should be supported in reaching their full potential, so if a guest comes in to access a service and is keen to volunteer, they may begin their journey behind the scenes sorting donations whilst they build confidence, but may want to work towards a hospitality or connecting role such as cafe or befriending. The training gives this opportunity to gain skills and knowledge that goes alongside safe opportunities to build experience.

Volunteers are able to access in-house and external training for free through Restore, with basic requirements in Safeguarding, Manual Handling and/or Food Hygiene depending on their role. This year the team have had the opportunity to access Conflict Management Training to support in dealing with difficult guests who access crisis support. Additional courses are available in First Aid (adult, paediatric and mental health), Personal & Professional and specialist areas such as substance misuse, domestic abuse and trafficking. Relevant staff have also completed the Parenting Course training and Baby Massage training.

The Community Training Partnership has been an invaluable resource for the wider team, in making a much greater range of courses available led by professionals in a variety of areas, such as finance,



law, counselling, support work, debt management, housing etc. This has helped the team connect to community partners or businesses as well as providing more understanding of situations and network for signposting or support.

Teams enjoy training opportunities, with good quality refreshment/lunches provided as part of the package and an opportunity to network between projects - again adding to the family feel of Restore.

Volunteers provide remarkable value for money to Restore, with an estimated 15,000 hours given each year, to the value of £190,000. Of course the social value is even higher, with lived experience, co-production and an incredible range of skills and experience that could not be represented in a few members of staff that would cover these hours in paid employment. Restore Northampton would genuinely not be the incredible family that loves and impacts the community without such an incredible volunteer workforce. Any issues with volunteers are few and far between, with the main impact being when volunteers have issues in their personal lives, when obviously these need to take priority. We support volunteers in these circumstances and stay in touch and provide flexibility about when they are able to return. Sometimes it can be hard to find new volunteers for specific roles or those who can make specific times, so we still are working hard to build relationships and advertise opportunities.

Community Engagement

COMMUNITY PARTNERSHIPS

The Anti-Poverty Strategy led by West Northants Council (WNC) was a significant landmark in the poverty/community sector in recent years. Restore's Director has served in an instrumental role, representing the Voluntary Community Faith and Social Enterprise (VCFSE) Sector as a community partner with extensive understanding of poverty in the county. Restore has been invited into further boards and committees over the past year in connection with this opportunity. This includes the Northamptonshire Health and Wellbeing Board and the Health and Wellbeing Forum, as well as two VCFSE Assemblies on Advice and Families.



Restore has been at the forefront of pioneering Food Aid Alliance West Northants (FAAWN), with the aim of working sustainably to provide food and other crisis support to individuals experiencing hardship. Relationships are strengthened, ideas and resources are shared to help all parties succeed in this nationally recognised approach. Restore's Director was elected Chair in March 2023 and has strived for excellence in this role, bringing together a wide range of charities and groups who are all passionate about food aid via many different approaches. In this role, our Director has brought unity, continuity and accountability and has overseen the distribution of over £600,000 between these partners in this financial year. The role has included liaising regularly with West Northants Council and Public Health, strengthening this relationship further.

Restore represents the VCFSE for children and families on the Strategic Board for Family Hubs, in partnership with the Integrated Care System. This gives the charity a seat at the table in local governance and also places Restore ahead of the curve with local knowledge.

The strong connections within the VCFSE, WNC and Public Health has also opened opportunities for greater community engagement, and hearing the voice of the wider public through consultations and events outside of the charity. Restore places people at the centre of all we do, and is adaptable to the current climate to meet emerging needs.

Financial Review

FUNDING

In Year End March 2025, Restore was financially supported by local and national grants, local churches/community groups, businesses and individuals through annual commitments, regular giving and one-off donations. Premises are provided free of charge through the support of Central Vineyard Church. In addition to space to run all projects, office space has been secured. There are also resources and equipment made available to Restore including PA systems, projection, specialist lighting and a fully fitted kitchen.

Restore has successfully secured another major grant with The National Lottery Community Fund, the third in succession, that has funded the work with families and poverty since 2014. Additional funding has been granted through the Northamptonshire Community Foundation (Queens Institute Fund and Constance Travis funds), Northampton Borough Council Partnership Fund, West Northamptonshire Council and Benefact Trust. We have also gratefully received donations from local councillors, businesses, groups and individual donors.

Before Christmas we were successfully awarded grants by Love Your Neighbour, receiving feedback from them about our intentionality with those who come along, and the particular dignity we afford guests, especially at Christmas. As mentioned elsewhere our Christmas funding was also well supported by Barclays, the Toy Store and members of the Central Vineyard Church Family.



Financial Review

FUNDRAISING & DONATIONS

Restore is supported by many businesses, churches and individuals through donations of physical items and food, and through financial contributions. Restore receives eighty percent of its public support between October-December each year. Harvest and Christmas appeals are instrumental in gathering this support and attract the general public inclination towards generosity at these times of year. Businesses and public figures look for opportunities to give at Christmas, and manage to gather larger donations which they want to be advertised.

Local organisations and faith groups including churches, WI's and Rotary Clubs have faithfully supported Restore through fundraising and general giving. The consistent gifts enable the crisis support projects to keep running throughout the year.

Fundraisers have been arranged by individuals, community groups and sports groups, and well as community champions, including a young person who has been fundraising for us for several years.



Financial Review

FINANCIAL PERFORMANCE

Income for Year End March 2025 was the sum total of £301,557

Outgoings for the same year were £264,955.

At the beginning of the financial year £219,781 was carried forward.

A balance of £256,383 was recorded at the end of the financial year.

This will be used to support further activities in 2025-26 and the minimum retained in line with the reserves policy.

Independent Examiner

Anthony Williams, on behalf of A J Carter & Co. of Witney, Oxfordshire have agreed to offer themselves as Independent Examiners of Restore Northampton.

Approval of Accounts

The accounts were approved on behalf of the Trustees on: 8th January 2026



Thomas Joyner, Interim Chair

08/01/2026

Date

RESTORE NORTHAMPTON

Accounts – 31st March 2025

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report to the trustees on my examination of the accounts of Restore Northampton for the year ended 31st March 2025.

Responsibilities and Basis of Report

As the charity's trustees 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 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 Act.

Independent Examiner's Statement

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

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 respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

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

A P Williams FCCA CTA
A J Carter & Co Limited
Chartered Certified Accountants

22b High Street
Witney
Oxon
OX28 6RB

8th January 2026

RESTORE NORTHAMPTON

7.

STATEMENT OF FINANCIAL ACTIVITIES (including an income and expenditure account) for the year ended 31st March 2025

	Note	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds 2025	Total Funds 2024
		£	£	£	£	£
Income from:						
Donations and legacies	3	60,110	-	239,517	299,627	200,986
Investments	3	1,930	-	-	1,930	1,722
Total incoming resources		<u>62,040</u>	<u>-</u>	<u>239,517</u>	<u>301,557</u>	<u>202,708</u>
Expenditure on:						
Charitable activities	4	<u>4,959</u>	<u>8,922</u>	<u>251,074</u>	<u>264,955</u>	<u>199,196</u>
Total expenditure		<u>4,959</u>	<u>8,922</u>	<u>251,074</u>	<u>264,955</u>	<u>199,196</u>
Net income/(expenditure) and net movement in funds for the year		57,081	(8,922)	(11,557)	36,602	3,512
Transfer between funds		<u>131</u>	<u>-</u>	<u>(131)</u>	<u>-</u>	<u>-</u>
Net movement in funds		57,212	(8,922)	(11,688)	36,602	3,512
Reconciliation of funds						
Total funds brought forward		<u>149,406</u>	<u>10,347</u>	<u>60,028</u>	<u>219,781</u>	<u>216,269</u>
Total funds carried forward		<u>£206,618</u>	<u>£1,425</u>	<u>£48,340</u>	<u>£256,383</u>	<u>£219,781</u>

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

All income and expenditure derives from continuing activities.

The notes on pages 9 to 13 form part of these financial statements

BALANCE SHEET
as at 31st March 2025

	Note	2025 £	2024 £
Current assets			
Debtors	7	672	6,703
Cash at bank and in hand	9	<u>269,541</u>	<u>218,011</u>
Total current assets		270,213	224,714
Liabilities			
Creditors falling due within one year	8	<u>13,830</u>	<u>4,933</u>
Net current assets		<u>256,383</u>	<u>219,781</u>
Total assets less current liabilities		<u>256,383</u>	<u>219,781</u>
Total net assets	10	<u>£256,383</u>	<u>£219,781</u>
The funds of the Charity			
Restricted income funds	11	<u>48,340</u>	<u>60,028</u>
Unrestricted income funds	11	<u>206,618</u>	<u>149,406</u>
Designated income funds	11	<u>1,425</u>	<u>10,347</u>
Total unrestricted funds		<u>208,043</u>	<u>159,753</u>
Total charity funds		<u>£256,383</u>	<u>£219,781</u>

These accounts were approved by the Trustees and authorised for issue on: 2025 and are signed on their behalf by:



 Thomas Joyner – Interim Chair

The notes on pages 9 to 13 form part of these financial statements

NOTES TO THE ACCOUNTS
for the year ended 31st March 2025

1. Accounting Policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of Preparation

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

b) Public Benefit Entity

Restore Northampton meets the definition of a public benefit entity under FRS102.

c) Going Concern

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

d) Income Recognition Policies

Items of income are recognised and included in the accounts when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions attached to the items of income have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Income received in advance of a specific performance or provision of other specified service is deferred until the criteria for income recognition are met.

e) Donated Services and Facilities

Donated services or facilities are recognised as income when the charity has control over the item, any conditions associated with a donated item have been met, the receipt of economic benefit from the use by the Charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

f) Interest Receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the bank.

NOTES TO THE ACCOUNTS
for the year ended 30th April 2025 (continued)

g) **Fund Accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Designated funds are unrestricted funds of the Charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for the particular areas of the Charity's work or for specific projects being undertaken by the Charity.

h) **Expenditure and Irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i) **Cash at Bank and in Hand**

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

j) **Creditors and Provisions**

Creditors and provisions are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2. **Legal Status of the Charity**

Restore Northampton is a registered charity, charity number 1154625, governed by a consultation, operating as a CIO.

3. **Analysis of Income**

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Donations & legacies:					
Donations and gifts	60,110	-	4,276	64,386	55,729
Grants	-	-	235,241	235,241	145,257
	<u>£60,110</u>	<u>£-</u>	<u>£239,517</u>	<u>£299,627</u>	<u>£200,986</u>
Income from investments:					
Interest received	1,930	-	-	1,930	1,722
	<u>£1,930</u>	<u>£-</u>	<u>£-</u>	<u>£1,930</u>	<u>£1,722</u>
Total Income	<u>£62,040</u>	<u>£-</u>	<u>£239,517</u>	<u>£301,557</u>	<u>£202,708</u>

NOTES TO THE ACCOUNTS
for the year ended 31st March 2025 (continued)

4. Analysis of Expenditure

	Unrestricted Funds	Designated Funds	Restricted Funds	Total 2025	Total 2024
Expenditure on charitable activities:					
Operational costs	1,946	5,468	72,929	80,343	81,737
Management & administration	2,153	1,598	28,921	32,672	74,916
Operational staff costs	860	1,856	149,224	151,940	42,543
	<u>£4,959</u>	<u>£8,922</u>	<u>£251,074</u>	<u>£264,955</u>	<u>£199,196</u>
Total Expenditure	<u>£4,959</u>	<u>£8,922</u>	<u>£251,074</u>	<u>£264,955</u>	<u>£199,196</u>

5. Net Income/(Expenditure) for the Year

	2025	2024
This is stated after charging:	£	£
Independent examiner's fees	<u>1,920</u>	<u>570</u>
	<u>£1,920</u>	<u>£570</u>

6. Staff Costs

	2025	2024
	£	£
Gross salaries	<u>126,542</u>	<u>117,458</u>
Total	<u>£126,542</u>	<u>£117,458</u>

No employees had emoluments in excess of £60,000 (2024: Nil). There is currently a pension scheme in place for Charity employees.

None of the trustees received any fees for their services as trustees during the year (2024: Nil)

7. Debtors

	2025	2024
	£	£
Prepayments and accrued income	<u>672</u>	<u>6,703</u>
	<u>£672</u>	<u>£6,703</u>

8. Creditors

	2025	2024
	£	£
Accruals and deferred income	13,830	711
Taxation and social security	<u>-</u>	<u>4,222</u>
	<u>£13,830</u>	<u>£4,933</u>

NOTES TO THE ACCOUNTS
for the year ended 31st March 2025 (continued)

9. Cash at Bank and in Hand

	2025	2024
	£	£
Cash at bank and in hand	269,541	218,011
	<u>£269,541</u>	<u>£218,011</u>

10. Analysis of net assets between funds

	General	Unrestricted funds Designated	Restricted	
	Fund	Fund	Funds	Total
	£	£	£	£
Tangible fixed assets	-	-	-	-
Cash at bank and in hand	219,776	1,425	48,340	269,541
Other net current assets/(liabilities)	(13,158)	-	-	(13,158)
Total	<u>£206,618</u>	<u>£1,425</u>	<u>£48,340</u>	<u>£256,383</u>

11. Analysis of Charitable Funds

Analysis of movements in unrestricted funds

	Balance 01.04.2024	Incoming resources	Resources expended	Transfers	Funds 31.03.2025
	£	£	£	£	£
General fund	149,406	62,040	(4,959)	131	206,618
Total	<u>£149,406</u>	<u>£62,040</u>	<u>£(4,959)</u>	<u>£131</u>	<u>£206,618</u>

Analysis of movements in designated funds

	Balance 01.04.2024	Incoming resources	Resources expended	Transfers	Funds 31.03.2025
	£	£	£	£	£
Christmas 2023	9,274	-	(7,071)	(2,203)	-
Christmas 2024	-	-	(778)	2,203	1,425
WNC (CONVOTSAP)	1,073	-	(1,073)	-	-
Total	<u>£10,347</u>	<u>£-</u>	<u>£(8,922)</u>	<u>£-</u>	<u>£1,425</u>

NOTES TO THE ACCOUNTS
for the year ended 31st March 2025 (continued)

11. Analysis of Charitable Funds

Analysis of movements in restricted funds

	Balance 01.04.2024	Incoming resources	Resources expended	Transfers	Funds 31.03.2025
	£	£	£	£	£
Community Fund	41,377	-	(41,246)	(131)	-
Food Bank	10,414	2,483	-	-	12,897
General Growbaby	6,609	1,793	-	-	8,402
Allotment	128	-	-	-	128
National Grid Warm Spaces	1,000	-	(1,000)	-	-
NCF Queens Inst Fund 2024	-	5,000	(5,000)	-	-
NCF Travis Constance	500	-	(500)	-	-
Benefact Fund 2024	-	9,900	(9,900)	-	-
NCF Anchor 2024	-	3,000	(3,000)	-	-
NCF Constant Travis 2024	-	2,000	(2,000)	-	-
NTC Community Grant Fund 2023	-	4,724	(4,724)	-	-
NCF Constant Travis 2025	-	9,965	(7,579)	-	2,386
National Lottery Awards for All 2024	-	19,922	(15,762)	-	4,160
National Lottery Reaching Communities	-	58,228	(58,228)	-	-
Voluntary Impact Northampton Connect	-	5,000	(1,306)	-	3,694
WNC Household Support Fund 2025	-	28,722	(28,722)	-	-
WNC Warm Spaces 2023	-	1,500	(1,500)	-	-
NTC Community Grant Fund 2024	-	2,800	(2,800)	-	-
WNC Warm Spaces 2024	-	1,500	(1,500)	-	-
WNC Discretionary Community Fund 2024	-	7,875	(4,439)	-	3,436
WNC Household Support Fund	-	50,965	(37,728)	-	13,237
WNC UK Shared Prosp Fund 2024	-	24,140	(24,140)	-	-
Total	£60,028	£239,517	£(251,074)	£(131)	£48,340

RESTORE NORTHAMPTON

England & Wales - Charity number 1154625

Accounts

RESTORE NORTHAMPTON

Bringing communities to life through love & compassion

ANNUAL REVIEW 2024

ANNUAL REVIEW & FINANCIAL STATEMENTS

For the Year Ended 31st March 2024

Restore Northampton (Charity Number: 1154625)



Trustees Report

The Trustees present their annual report and financial statements for the year ended 31 March 2024.

Reference & Administration Details

Registered Charity Number: 1154625

Address: 42 Sheep Street
Northampton
NN1 2LZ

Bankers: HSBC
22 Abington Street
Northampton
NN1 2AJ

Independent Examiner: CVS
32-36 Hazelwood Rd
Northampton
NN1 1LN

Website: www.restorenorthampton.org.uk

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Structure, Governance & Management

Governing Document

Restore Northampton is a registered charity, charity number 1154625, governed by a constitution, operating as a CIO. The charity was registered on 18th November 2013 and prepared its first set of accounts to 31st March 2015. The charity started operating with effect from 1st April 2014.

Trustees

Samantha Rajagopal (Chair)
Daniel Walter
John Campbell
Michael Sturgess

Organisational Structure

The day-to-day running of the charity is led by the Director, and appropriate work delegated to paid staff and volunteers.

Appointment of Trustees

Trustees with relevant skills and experience are appointed by a resolution of the Trustees passed at a meeting of Trustees at which there is a majority of the Trustees present and such resolution shall be recorded in the minutes and signed by the new Trustee and by the chairman of the meeting and such records shall be conclusive evidence of his / her appointment. At the end of March 2024, it was agreed that new and additional Trustees should be recruited in 2024/25.

Charitable Aims

Restore Northampton main aim is to build community, strengthen families and reduce the impact of poverty. Central to this is partnership working, working with beneficiaries, equipping and supporting them, and engaging with the wider community and stakeholders to address emerging needs. The hope is to contribute to thriving communities, where people belong, interact and are empowered to make a positive impact.

Focus

Restore has six defined areas in which it intends to have impact. Restore uses planning and measurement tools to ensure all projects stay focused on the charitable aims - in a community where there are constant competing demands, this prevents mission drift and integrity. The tool has been developed to assess the impact on beneficiaries, the team, the organisation and the wider community within these six areas. Each area is also broken down into three more targets - this helps to explain what the goal is, how it is achieved and how it can be measured.

1. Reducing the impact of poverty

Restore provides much needed support in crisis, and works collaboratively to address the underlying causes of poverty. Through the emergency provision of Northampton Food Bank and Growbaby, the basic needs of families are met, and the hub sessions alongside both of these projects invite beneficiaries into a relationship where they can be partnered with peers and the equipped team, to move into more sustainable life situations.

2. Building Community

Connecting people and bringing life to communities is a key part of the work at Restore Northampton. Through creating welcoming, accessible community spaces that celebrate diversity and promote unity, people are brought together to build healthy relationships. These activities, including Family Nest and Growbaby Hub, enable natural support networks to form, which counteract the vicious circle of poverty and social isolation.

3. Improving Health & Wellbeing

All projects and activities at Restore have a holistic approach that enables us to focus on improving the health and wellbeing of families and individuals that engage with us at a universal level. The range of support on offer includes accessible open activities that encourage healthy lifestyles, to more targeted work to address issues that impact mental health, such as housing insecurity, debt and parenting concerns. Partnerships with Public Health and Action for Happiness have become well established leading to further collaborations and creative approaches in the next five years.

4. Strengthening Families

Connecting families through creative play environments has a positive impact on both children and parents/carers. Children are thriving as they engage with the wide range of activities on offer at Restore and parents report they feel less lonely and more supported. Targeted support is offered through Parenting, Positive Play and Wellbeing sessions. The holistic therapeutic approach to all services seeks to develop skills and confidence and build resilience in families.

5. Inspiring Change

Restore has an individualistic approach within a group-work or drop-in setting. The well equipped and supported team provide a range of services where beneficiaries can be empowered to make positive changes. Likewise, the invaluable volunteer teams in all projects are encouraged to identify areas for development so they reach their full potential. Many projects in Restore are focused on or provide an element of building practical life skills, such as the Parenting Course, the award winning community Allotment, or volunteering in many settings.

6. Working Together

The “lived experience” of beneficiaries, volunteers and team is a key part of Restore’s success in the community. Restore has developed positive and well established relationships across statutory, voluntary and commercial services across the town, and engages with people at every level to work collaboratively to provide better outcomes for all of the community.

Action

What Restore does in Northampton

Restore Northampton is a charity run and supported by local people, to serve those in need within the town. The projects range from crisis support, providing food and necessities to those suffering from unforeseen economic hardship, to longer-term support work in the form of sharing skills and giving emotional and practical support. We aim to give a 'hand-up' rather than just a 'hand-out' and seek to give individuals the opportunities to move forward into greater independence.

Whilst there are many different projects that make up Restore, they are all interlinked and most often the guests (clients) will have one or two points of entry, and then move onto other in-house services. In recent years there has been a greater emphasis on families, and less so on food poverty, but the journey from crisis support to building community still underpins the way in which Restore operates.

The IMPACT STORIES shared within the Annual Review highlight the personal effect on those engaging with the services at Restore. All are anonymous, and each given a pseudonym starting with "J" as this is the 10th Annual Review of Restore. Photos included are taken at Restore Northampton, and shared with permission. However the stories and photos are not to be shared outside of this report.



Overview 2023-24

April-June-23 Range of projects operating at Restore Mon-Thu, including Care for the Family Parenting.

July/August-23 Changes in staff reduce projects to core activities which remain open in school holidays.

September/October-23 Allotment awarded Community Impact Award by Northamptonshire Community Foundation. Successful recruitment of Family Connector and Community Engagement Officer. Development of projects and team, through training, support and project reviews.

November/December-23 Christmas appeal for Growbaby families, reaching over 200 children led by new Community Engagement Officer.

January/February-24 All staff and team on site, positive planning for year ahead. Recruitment of Administrator and Family Support. OT leaves for specialist role in NHS.

March-24 Projects thriving with fully staffed team, with a focus on training, development and funding.

Projects - Crisis Provision

NORTHAMPTON FOOD BANK

Northampton Food Bank has been providing emergency food parcels to families and adults across the town since 2009. This is a response to adults and families facing food poverty on a daily basis, including one out of every four children who are living in poverty in Northampton.

Northampton Food Bank offers accessible food aid through a network of Food Bank Points across the town, over six days of the week. A referral is necessary, and **almost 1,000 Referrers are registered to make the services accessible when needed**, including schools, health visitors, doctors surgeries, mental health worker and many more. The food/essentials offered are for those in short-term crisis and Referral Agencies make their assessment based on the eligibility criteria. The referral process is essential to offer the best support at early stages to the individual and to create a dignified welcoming space when collecting the food parcel.



At each distribution point a community cafe is open to the public, who can freely access this space for connection and support. Whilst the Food Bank is referral based, these cafe spaces are open to all to return as often as desired. This creates a community where needs can be identified, addressed and people sign-posted for more specialist support if required. It is also positive to note that some who attend regularly more frequently move into volunteering positions within Northampton Food Bank.

In total, Northampton Food Bank gave out 6,137 food parcels between 01/04/23 and 31/03/24. This represents approximately **14,274 adults and children** although it may be more, as many families have more than the estimated average of two to three children per family. **This is a staggering rise of over 5,000 people in the last year.** At Restore Northampton's

central location, 1,333 parcels were distributed in this time, again a significant increase on the previous year.

The cost of food and essentials given through Northampton Food Bank during 2023-24 is almost £330,00 This includes food, toiletries and household essentials such as toilet rolls and nappies. The costs were calculated accurately based on value and mid-range products purchased or donated at full retail value, as Restore does not have access to food waste or reduced cost items on a regular basis. It is significant to note that since the last statistics recorded by the Food Bank team in 2020, the value of each parcel has doubled due to rise in cost of living alone.

The number of families accessing Northampton Food Bank has risen in recent years, either referred in-house from other projects at Restore or through our strong network of referrers. A common theme in the reason for referral is either an issue with benefits or lack of access to welfare support, such as No Recourse To Public Funds (NRPF). More Referral Agencies have been signing up each week to ensure that those in the community can have support more quickly and are supported beyond the point of crisis.

Through 2023-24, Restore has been able to access funds specifically for the food and essentials that are distributed through membership of the Food Aid Alliance West Northamptonshire (FAAWN). Food donations from the public and organisations are still important due to the demand exceeding the funding obtained. Although at times the Food Bank sometimes experiences scarcity in some areas,

such as nappies, toiletries and some food, this has generally been overcome within a week through careful planning and appeals.

IMPACT STORIES

Jimmy is representative of the “working poor”, those who are in work but whose income does not cover their outgoings. In Jimmy’s case, he had used his monthly income to settle the debts of his partner. The couple were engaging with Northampton Mind, to address the impact of debt on their mental health. He was unexpectedly paid less the following month, and did not have enough money to cover bills and food, so was referred by Mind to Northampton Food Bank. He said that he thought he had been doing the right thing but it backfired on him.

Projects - Crisis Provision

STREETS

Every Thursday evening a team of volunteers provide hot drinks and light refreshments for any rough sleepers or others showing a need for food around Northampton town centre. We do not pretend that we meet the needs of all of the homeless in Northampton, but the teams regularly provide refreshments to between 8 and 15 people every Thursday.

When speaking with people the team try to signpost individuals to places that can provide support including the local council, homeless charities and Restore services.

IMPACT STORIES

Jason has been known to the teams for a number of years. When we first meet him he did not want to interact and it took a couple of years of seeing him on the streets and homeless before he was prepared to accept any refreshments. Now he knows when we will be out and where to find us to have his hot drink and sandwich. He has on occasions visited the Foodbank/hub. We know that he now regards our teams as trusted support on the street.

Projects - Crisis Provision

GROWBABY

Growbaby was established in 2019 in connection with a national network of projects by the same name, led by Vineyard Churches across the UK. The project focuses on providing clothing and essentials for families with babies and children 0-5 years, and includes the preparation for school with uniform, shoes, bags and coats for 4-5 year olds.

The model relies on high quality preloved clothing, equipment, toys and essentials to be donated, sorted and then made available for families to collect.

The Growbaby Coordinator has the main responsibility for this project and is involved with the running of every session, as well as additional volunteer sessions. This role includes managing the boutique and stock through donations, appeals and purchases, leading a volunteer team who sort donations and stock the boutique weekly, and most importantly leading the beneficiary experience from referral through to connecting with Growbaby Hub or other relevant services. The Growbaby Coordinator ensures every family has a personalised experience of visiting the Boutique



with time to share their story, explore the 'shop', choose the perfect items for their babies/children, and more forward feeling valued, cared for and having had some of their emotional and physical needs met by this crisis support, are able to connect with others in the team or parents with lived experience in Growbaby Hub.

In the past year, over **£72,000 of essential items have been given to babies and children in crisis**. Of this around £60,000 was on basics including clothing and toiletries, and the remaining £12,000 on larger equipment which was mostly purchased new, including buggies, cots, mattresses and safety equipment. Donations have decreased and new methods have been introduced to address this, as the financial impact is noteworthy on the charity and Restore hopes to avoid decreasing the offer to families. The demand for larger equipment which has to be sourced within a week of referral as cannot be stored, has doubled in the past year. Over 1/3 of families referred have more than two children with many larger families having multiple children under five years. This can impact resources and time, as the 1:1 bespoke experience of choosing items for each child, with a supportive befriender, is an average of 10-15 minutes, so some families may spend up to an hour in the boutique.

The demand for Growbaby has risen from an average of 200 families a year in 2021 to over 400 in 2023, and in 2023-24 this has risen to **674 children living in extreme hardship**, with little to no income. This may be due to a sudden change of circumstances such as fleeing domestic abuse and awaiting benefit claims, unstable incomes such as zero-hour contracts, or families awaiting asylum or given leave to remain but no recourse to public funds and unable to secure a job due to the many barriers such as language difficulties, prejudice and the lack of childcare or relevant qualifications etc.

Families living with the impact of poverty, domestic abuse, isolation, mental health difficulties or the myriad of other reasons why they may be referred to Growbaby would naturally have in attending the first time. Vulnerable families are referred in by one of the 300+ agencies, including midwives/health visitors, social workers and education services, or specialist support such as one of the two local women's refuges. In response to beneficiary feedback collected at an initial VOICE session, Restore developed a way to reduce the barriers to accessing its services.



Alongside Growbaby is Growbaby Hub, a warm welcoming modern cafe space upstairs from the boutique with an accessible lift between, (paid for by an anonymous patron of the charity). Growbaby Hub provides a high quality play environment led by volunteer children's practitioners (early years teacher and nursery nurse) within the cafe where families are supported for the session and invited back to build relationship. A noteworthy part of this service is the holistic advice/support from both the well-trained befrienders, two staff (Family Connector and Family Support) and specialised advice service, Community Law Service.

All of these roles have been created or extended since 2021, and the Family Support (started 2024) will have a dedicated role to work 1:1 with families within and outside the sessions.

The Family Connector leads the Family Hub session, supporting volunteers to engage with families, liaising with the Growbaby Coordinator to provide a smooth transition through the session, supporting families alongside the Family Support and maintains responsibility for Safeguarding Lead.

Beneficiaries are able to meet one to one with the Community Law Service Advisor in an informal setting, giving the time and space needed to explore their issues. This is a post funded externally that has been in place since 2023 (previously with another provider). The Service Level Agreement is in place for the next two years, which will be extended subject to ongoing funds. Having an on-site specialist service increases connections with community assets, reduces the risk of drop-off (failing to access services elsewhere) and provides the convenience and continuity of care that is so crucial

when facing financial crisis. The CLS Advisor builds rapport and listens to the needs of all who want to share, and through this important relationship building can identify additional areas where support is required, such as access to benefits, reducing risk of homelessness, immigration advice, navigating legal systems around relationship breakdown, managing debt/reducing impact from unofficial lenders etc.

The Growbaby project has enabled great community involvement in a variety of different ways. The positive impact on volunteers has been noted, as well as beneficiaries. The team has a positive connection, and has welcomed four new volunteers this year to help meet the growing demands on the project, taking the team to ten people weekly serving the public and an additional six to restock the boutique in another session, so 16 in total, plus three dedicated staff involved.

To be environmentally friendly Growbaby re-uses and repurposes clothes, shoes, toys and equipment, preventing these items being sent to landfill. Donors report that many charity shops refuse to take items due to capacity, and the other option would be to dispose of their items at the tip. Restore has recruited volunteers to make tote bags for families to take home their pre-loved items, avoiding the use of plastic bags. We have begun to see some of these bags being re-donated to the boutique to be given out again. There are also members of the community from across the county that hand-make knitted, crocheted and sewn items especially for the boutique such as blankets/jumpers/cardigans. These are always received with joy and very much appreciated by the families referred.

The Growbaby project has worked well from the outset in terms of crisis support, but through feedback received, we decided to further improve connections between crisis support services and community building projects at Restore. The boutique and lounge together creates **a safe space that families feel welcome to access beyond the moment of immediate need** as well as to build relationships with the team and peers. This led to the creation of a Family Hub, through additional external funding.

IMPACT STORIES

Jayla, mother of five children accessed Growbaby after her husband had left suddenly. She had come on a spousal visa so was not eligible for any public funds/benefits. The husband was not providing any financial support and she was effectively homeless, in temporary accommodation. Despite the fact she was a qualified midwife in her home country, she would need to sit more lengthy and expensive exams to qualify in the UK. She had applied for multiple jobs as a Health Care Assistant, but with a baby and toddler she could not find a job that would pay more than the cost of childcare. She intended to work nights whilst her eldest teen would provide childcare, but whilst seeking employment, her Health Visitor had referred her to Growbaby. The team were able to provide support, advice and a safe place to talk. Jayla was interested in volunteering with her children alongside her, as she could offer peer-support to new parents. The first week attending was during school holidays so all the children were with her. The volunteer befriending team in Growbaby Hub played board games and engaged with the older children as well as younger ones. Jayla said she never expected this welcome, and her children were keen to come back with her to other age-appropriate events. The next week was her child's birthday and although outside of the 0-5 age, we had multiple gifts for older children she could choose from. She expressed her gratitude, saying how she had never expected to need such support and began to share concerns about the impact of the situation on her children.

Projects - Crisis Provision

GROWBABY CHRISTMAS 2023

Following our successful Christmas events of previous years we decided once again to run the Growbaby Great Gift Giveaway for Christmas 2023. An appeal was well advertised, generating £4,000 in gifts via an online wish-list. We were also able to build on the good work of previous years by successfully securing grants from Love Your Neighbour, West Northants Council and Barclays, plus addi-



tional donations from local businesses The Toy Store, and Franklin's Silencers to the total of another £8,000, totalling **£12,000 to make Christmas special** for the vulnerable families who came along.

Staff from Restore shopped for the gifts at the Toy Store in Northampton, sourced selection boxes, reading books and colouring books to make up a gift for each eligible child. In a change to previous years, it was decided to bless families who had been coming along to Growbaby over the course of 2023, and a Restore staff member attended Growbaby sessions throughout

November and December to personally invite each family, and book them in to one of the days at a time that best

suit the guest. Timeslots and referral codes were written down on a special card and given to the guest to bring along on the day to help remind guests they were welcome to choose gifts for their children.

The basement area was set up by an amazing team of volunteers from Barclays, and turned into a space which felt incredibly Christmassy, in addition to this, one of our volunteers donated time and effort in contributing a balloon arch to welcome guests as they came through the front door. Each guest was offered an age appropriate toy, a reading book, a colouring book and pens or pencils and a selection box for each eligible child in their family. If there was a child aged five or under, we also ensured older siblings were offered suitable gifts. The cafe space was set up with free refreshments, and toys for the children to play with while gifts were wrapped by volunteers at the wrapping station. Guests were able to chat to befriender volunteers or other guests, and make use of the free refreshments.

Our guests were delighted with the generosity of the wider community, and as in previous years, gifts were offered from the parents and carers to the children, and not from the charity or those who had donated. In making this offering parents and carers were able to have their dignity in giving safeguarded at this special time of the year.

Overall, 45 volunteers from Central Vineyard, Restore and Barclays made it possible for **over 80 families, with 155 children to be given gifts**, and these are families we've been supporting through the second half of 2023.

We found this year that in a change to previous years we had a 97% completion rate, meaning that almost everyone invited came along. We believe this is due to the relationship Restore has with these families, and the meaning they ascribed to a being invited in person. A personal invitation, at a time that works for the guest, and then a tangible reminder meant that we were able to bless families at an important time of the year, and show them the love of Jesus in a tangible way.

The time slots meant we were able to manage the flow of guests, and therefore organise our teams of volunteers accordingly. Separate sessions were run at the very last moment in the 10 days before Christmas, and not on Growbaby days, meaning as a team we were able to focus solely on the Christmas experience. Gifts were organised in a series of stations, and by age, making it easier to avoid overwhelm and for parents and carers to select a toy, a book, colouring books and pencils or pens and a selection box. Each guest was accompanied by a befriending volunteer assigned to them on arrival at the front door. The volun-



teer stayed with the guest until the guest was ready to use the wrapping services on offer. Guests were also free to not use the cafe or wrapping station, as they wished. Most guests made good use of both the cafe and the wrapping services. As a team, we ensured that each day we closed the door for half an hour to enjoy lunch and refreshments together, respecting the time everyone had given so close to Christmas.

Volunteers and team members described the feel of the Christmas Giveaway as 'really calm and enjoyable', offered good opportunities for guests, volunteers and team members to grow in relationship with each other. Families were blown away at others' kindness, and the gifts have not only blessed a child, but entire families, allowing parents and carers to experience the joy on the face of their child opening a gift on Christmas morning, something they would not have been able to provide without the kindness and generosity of our supporters.

IMPACT STORIES

One mum of two pre-school aged children, Jameela, shared with a team member that "my mother is stuck overseas, we are missing her very much, and we have not been able to speak to her for five weeks. Growbaby has given me somewhere to come this Christmas, where I know we [her and her children] are loved and welcome. When I am here, I miss my mother less and I feel so touched by your generosity to my two children this Christmas. Thank you."

Another mum of a pre-school child and a baby, Jahida, told a team member in January, "we have only recently moved to Northampton, and I didn't know what we were going to do at Christmas, but my two children were so happy with their gifts, and that made us as parents so happy to see how excited they were. Thank you so much!"

Projects - Support & Strengthen

SUPPORT

We continue to offer support through advice, befriending, signposting and courses such as parenting and money. For many, the crisis support services of Food Bank and Growbaby are the first point of contact, with the individual or family reaching out due to financial struggles or other difficult circumstances. From their first visit, guests are welcomed into cafe environments with a team of befrienders who are happy to listen to their story over a cup of tea and cake. This happens naturally in most cases, and makes it relatively simple to identify areas where support can be offered.



The support work at the start of this period primarily consisted of emotional support, signposting, advice, money management, finding grants or funds to help with crisis support, sourcing items such as beds, buggies, cots, providing phones, laptops or other technology through donors, assistance completing forms, visas and other applications. Our Citizen's Advice offer switched from a designated phone line for our services users, to being back on site from early 2022, adding an extra layer of support.

The causes of poverty or crisis continue to include homelessness or threat of eviction, financial worries and debt including harassment from lenders, benefit delays or sanctions and not being able to meet basic needs, such as food and heating.

Restore has found that the guests who were in the most vulnerable and desperate situations were often those who were originally from outside of the UK. They had arrived in the UK often on either working or student visas and then had found themselves pregnant and no longer able to work. Situ-

ations were compounded by domestic abuse, spousal illness or death, personal physical or mental health problems, homelessness or threat of eviction.

The longer term support of families including relationship building, upskilling parents in their roles and into employment as well as supporting parents' mental health is now able to be expanded through the role of the OT who has had adaptations made to their role to enable capacity to develop this support.

The OT was able to offer 1:1 work with families, supporting them in setting personal goals that look towards developing healthy families, positive mental health and opportunities to enter volunteering, employment and education. From May-November eight families received the in-depth family support offered by the OT. Of these, six had an OT assessment and set goals - three completed, one disengaged with Restore and two are ongoing. For the remaining two who didn't have OT assessment/goal setting, they received general support work and cases are now closed.

We have focused on delivering parenting courses as a key way to upskill families in their role as parents. We have also developed links with Strong Start who will be delivering child development sessions that will upskill families further, such as 'Introducing Solids', 'First Aid for children', and 'Getting school ready'.

IMPACT STORIES

Jade was going through a hard time due to family relationships and started receiving 1:1 OT Support. She said she felt like she'd lost herself and needed to work out what she was doing in her life. The OT met with her to talk through what she was experiencing and how she was feeling. We were able to use an OT assessment which enabled Jade to identify not only the difficulties going on in her life, but the barriers to overcoming these and the positive aspects of her life that could be used as resources to help her move forwards. She was able to set some goals with support that helped her focus on her working towards employment, self care and improving family relationships. Since receiving support, Jade has achieved goals around some family relationships, started a college course and has spent more time on her self care. She has also got a future job in mind that she is now working towards.

Projects - Support & Strengthen

PARENTING

Staff members have been trained to deliver Care for the Family's 'Time Out for Parents, The Early Years'. The course brings together parents and carers to look at building healthy relationships with their babies, toddlers and pre schoolers and develop learning through fun and play.

The course begins by looking at what happens when we become a parent – the surprises, disappointments and joys. It has a focus on how to develop children's emotional security, and build the bond between parent and child through recognising their feelings, responding appropriately, listening well, and being positive in what we say. Through the sessions positive interactions and play are explored and activities are set to try new things. A vital topic is boundaries, routines and consequences and why they matter. There's a toolkit of strategies for handling difficult behaviour and this is tailored to meet the individual families needs. There is time to consider the needs of the adults, and how conflict is handled. The final session focuses on 'belonging' – the importance to children of feeling part of their family – and how this can be developed through shared activities and creating family traditions.



The course is designed to run for six consecutive sessions with childcare on site. The focus is on building healthy family relationships and strengthening parents through skills, resources and positive connections.

The offer of a creche has been a real success, with a team of volunteers able to help the children settle each week. It enabled single parents to have a break from their children - for some, it was the first time leaving their children and a good stepping stone towards getting them ready for nursery. For the second course we were also able to recruit a parent from the first parenting course (and Nest) to help in the creche.

Parenting courses have been really valuable. Being able to upskill parents in this major role is really positive and we have always had very good feedback from the courses.

All parents were offered support following completion of the course from the Occupational Therapist, through 1:1 meet up, and those that missed any of the sessions were offered 1:1 support to go through any content they missed. Some parents have expressed an interest in volunteering and have received support from the OT to start this.

There was an increase of 50% of parents who felt their attachment with their child had improved as a result of the parenting courses in 2023/24. After the course was completed all parents (100%) stated that they felt more able to understand their child's needs, more confident setting boundaries and more bonded with their child.

Projects - Support & Strengthen **POSITIVE PLAY**



Since 2023 an additional level of support has been created by the Occupational Therapist to encourage nurture, development and positive play. The Family Support and Family Connector identify families needing more targeted support in this area and invite them into the bespoke groups that run alongside Family Nest and Growbaby Hub. This includes more informal parenting support, playing alongside parent and child, identifying the positive interactions and building emotional blocks for engagement. All activities can be replicated at home at very low cost, creatively using basic household items and ingredients, and this is shared in the group to encourage ongoing learning and positive play.

Projects - Support & Strengthen **WELLBEING**

Over the past ten years Restore has offered various well-being spaces for families, whether it be in the cafe environment with space to talk and improve mental health, creative Occupational Therapy led sessions, pampering sessions for mums and most recently a six week wellbeing course designed by the OT with material to repeat the course in coming years. This course provided a therapeutic space for parents/carers who are living in stressful home environments with the purpose of developing mechanisms to enhance stability, security and improve parenting. This had a positive impact on parents, who all stated they had never had this time for themselves (with a free creche alongside)



and most had never developed skills to keep calm in a crisis or improve their own wellbeing. The adult wellbeing offer will be extended in 2024 subject to securing funding (applied through Awards for All).

The Occupational Therapist reported that the wellbeing group has gone really well - enabling parents to focus on their self care is often not possible so creating a space for this has been vital for the parents that came along. It has had a positive impact on all their wellbeing and mental health. All families have been invited into family hub following this as a way to continuing to build relationship with each other and to receive ongoing befriending and wellbeing support from the family hub team.

IMPACT STORIES

Joy, a single mother who had been coming along to Family Hub and did not speak much English was invited onto the parent wellbeing group sessions. She was able to come and spend time on her self care whilst her child was looked after in the creche. Joy engaged well in the crafts that were available, as well as the guided relaxations. She started to open up in the session about her background and connected with another parent who now have a new friendship outside of the group. Even though language had been a barrier for her Joy was able to join in with the activities and make friends.

Projects - Support & Strengthen

ALLOTMENT

The community allotment has been operating since 2013 and creates an opportunity for those in hardship to learn how to grow their own fruit and vegetables, reduce food bills and reduce isolation. It is increasingly recognised that there are many benefits to be gained for mental health and well-being from accessing outside space. The whole process of growing plants, nurturing them and harvesting the produce seems to be beneficial and many participants have commented on the peace and tranquillity of the Community Allotment.



In addition to learning skills to be self-sufficient and grow their own food, clients were supported with their mental, emotional and practical needs through the befriending role of mentors and signposting to relevant agencies.

Clients were first invited to attend a basic skills course where they learn how to plant, weed and tend to vegetables. Upon completion of the initial programme, some individuals have continued to participate in group sessions in line with their skillset. Particularly committed individuals have progressed to their own mini-plot. There are currently eight mini-plots allocated, with the potential for more.

Through Restore's extensive network of professional contacts, we received a number of external referrals to the project this year, demonstrating a recognition from these agencies of the benefits the project offers to their clients. Professional referrals have included the Probation Service, Community Mental Health Team, the Planned Care and Recovery Team and MIND.

We have a strong team of dedicated and passionate volunteers who contributed **800 hours of their time this year**.

Each guest has their own unique circumstances so what they take from the project can differ. For some, the main impact of attending the allotment project is to come out with a newly found confidence, particularly those that have previously suffered with their mental health. The new skills de-

veloped can be used personally, but also encourage people that they can do whatever they choose to put their mind to.

For others, the main impact is community. Where many attendees suffer from isolation and lack of contact, the friendly project, run in the fresh air, provides a huge boost. Guests appreciate somewhere to be amongst friends in a welcoming environment. Often we are the only contact that they have during the week, so it is of crucial importance to their social development. This has been a year of deepening long term relationships, with some of the participants having attended for a substantial period of time. As a lot of these guests struggle with long term issues, these partnerships are invaluable.

In October 2023, The Restore Allotment was awarded **Health & Happy Communities Award** by Northamptonshire Community Foundation, as recognition of the outstanding contribution to the county.



Projects - Support & Strengthen

MONEY

Nearly everyone we have contact with has issues with money, whether it be prolonged poverty, a financial crisis, struggling with debt or managing on a low income. Forty percent of all mental health issues are related to finance, and we see the crippling effect that it can have on a household. We offer a course led by volunteers designed by CAP (Christians Against Poverty). This has the potential to provide much needed support to many who are in financial difficulties or struggling to balance their income and expenses and budget adequately. We also link with the CAP Debt advice service and other agencies to help people resolve their debts.

Individual courses were offered through 2023-2024, with at least three people from the Foodbank Hub and Growbaby signing up for a course. Unfortunately none attended. Two money coaching courses have been held attended by people from Central Vineyard Church. We continue to offer the Money Coaching course and difficulties in obtaining attendance underline the importance of providing ongoing personal support and encouragement to potential attendees.

Projects - Building Community

NEST

Through consultation with beneficiaries, volunteers, team and community partners, there have been some necessary developments to the Nest offer at Restore. In 2020 Restore was offering large-scale play sessions, engaging with over 50 adults and children at one time, which although numerically was impactful, it had become problematic in having a qualitative impact due to barriers in building relationship, which feeds into the full range of charitable objectives (expanded upon on Section 5). It was difficult to measure how this session reduced the impact of poverty due to lack of meaningful conversations and we became increasingly aware of safeguarding or support needs that we could not accommodate. Plans were in motion to re-imagine the offer to families, however Covid-19 gave a natural break in on-site services and the restrictions on community spaces led to a different style of



services being created when projects re-opened in 2021. Over the past three years there have been many changes, which Restore has been responsive to, always ensuring the charity can meet the existing and emerging needs of the community.

Sensory Nest was an amazing opportunity for families that had been “locked down” during the Covid restrictions, and lent itself well to a small group environment (when numbers were restricted) and the use of face-masks, social distancing etc. It provided stimulating play, a calm and supportive environment and made it safe for people to return and new families to connect. However, with a change in staff, skills and cultural environment, it became clear that this was both unsustainable due to high resources and also was difficult to expand to widen the reach necessary for increasing demand over 2022-23.

Baby Nest was a very successful expansion of services in 2021, which was incredibly important in the social circumstances of “lockdown babies” and their parents/carers being entirely isolated, struggling with mental health and all the other issues we regularly support around wellbeing and financial insecurity. We regularly gathered 20 or more families in each session, where peer support flourished and befrienders could support additional needs. Baby Massage has been offered within Baby Nest to improve attachment between infant and parent, which will be able to continue within any new setting as a volunteer (now team member) has been recruited and trained to lead this, in the absence of staff who have now left.

Through Nest we have also been able to identify parents who would benefit from attending our parenting course. We feel parents have had more confidence to join the course than they would have done without any relationship through attending the Nest sessions.



After our first parenting course we have noticed some parents in Nest have a better level of engagement in play with their children than before they attended the course.

Several parents have met other parents within the session and gone on to form strong friendships where they are supporting each other outside of the group and meeting up regularly. Some of these parents were very isolated prior to these new friendships.

We have had an overwhelming number of people that have wanted to attend the Nest sessions. We have needed to create a waiting list for places so that we can filter who needs the place most. Our priority is to give places to those who are referred from Growbaby and from other agencies that we are linked to.

By the start of 2024, changes were required to meet the growing needs of the community and create a space for families attending Family Hub to move into, so that the crisis to community pathway could be followed. The restrictive age-limit on Baby Nest excluded many, and the target audience had expanded and communication spread about this welcoming and supportive session. The challenge was presented to VOICE, our coproduction group, with all of these members also having had experiences of the various groups through the past 2-4 years.

VOICE led the decision to expand the Baby Nest to become Family Nest, with a more inclusive age range of 0-5 years. These beneficiaries and contributors co-designed the space, considering how to engage the adults and the children, create a different environment to a playgroup, and ensure the support/development of the whole family was central to the session. The ideas have included invitation of professionals such as infant sleep support, health visitors for child development advice, weaning/feeding sessions, benefits advisors, immigration support, housing, managing finances and more.



Key professional partners have agreed to engage with families within the Family Nest sessions, and through the partnership and training events mentioned above this will expand organically over this coming year. As well as positive ideas on group offer and development, VOICE were asked to consider how to mitigate risk considering previous challenges such as over-subscription. Creative ideas from different perspectives were brought forward, and a new criteria was established which was more specific, based on need, and different to potential suggestions the team may have implemented without VOICE's input, but being participant-led, it was well received by other beneficiaries and has created more interest in the VOICE experience, knowing that it can effect change.

Family Nest is led by the Family Connector, but supported by a team of very well equipped and committed volunteers. The Family Support is involved weekly to connect with families, identify need and begin some developmental work around parental wellbeing, building skills and confidence, or supporting with any concerns around child development/behaviour. Families have already responded positively to the changes and the level of support available, identifying this service as a rare thing in a local environment of expensive private sessions which they say are "cliquey" or an absolute lack of free or accessible services. It must be noted that West Northamptonshire Council was created as Unitary Authority after being declared bankrupt in 2018 and as a result there are next to no free services offered by the local authority for children or youth. As a result, Restore has been a "lifeline" to parents and professionals referring into, and a safe space for some of those professional partners (social workers, health visitors etc) to meet with their vulnerable families and increase the care and support for the families with whom they are working.

IMPACT STORIES

Janaya was referred to Restore via Growbaby by her Health Visitor. She had just given birth to a baby boy and had a two year old daughter. Her husband lost his job the same month and they would not be eligible for benefits, so whilst he sought other work they used their limited savings to ensure they remained housed and bills met. The health visitor noticed Janaya was using older girls clothes on the new baby and they did not have many necessities. Janaya was welcomed in November 2023, and given such a warm welcome she said "I immediately felt part of the family". She was welcomed to choose gifts for both children through Growbaby Christmas, and invited into Family Nest in the new year. She has now been attending weekly, and said her son is happiest when he is at the group. He smiles, interacts and sleeps better. However in recent weeks she has become good friends with another Arabic mother like herself, and the two of them have initiated play-dates in each others homes. The children are thriving and she said she cannot thank the team for changing her life around.

Projects - Building Community

FAMILY FUN

Families with pre-school children have reported that term-time activities that close in holidays can impact them negatively, increasing anxiety, isolation and financial pressure during longer breaks. Paired with the pressure to be doing expensive or creative activities at these time, heightened by social media can create more of a burden and parents say they feel "a failure".



Restore has met this need with a co-produced approach to have as many services open throughout the whole year, including school holidays and in addition, offering high quality exciting opportunities to families experiencing financial hardship. In the past two

years this has included family fun days with bouncy castles, soft play/inflatables, craft and creative sessions, an Easter Egg hunt and games and a petting-farm, all on site in our accessible central town location. Alongside this, organised group buggy-walks were offered, including stops at local play-grounds to introduce new families to the areas facilities, build confidence in walking-routes and promote positive play and interaction outside the home. It enabled families to connect with peers, and relationships were encouraged beyond these opportunities with natural befriending leading to a reduction in isolation. The whole team has been involved with these opportunities with a changing staff team, but from 2024 Family Fun will be led by the Family Connector, with the first session offered in April 2024, and off-site opportunities with smaller targeted groups led by the Family Support.

IMPACT STORIES

It was Jolie's daughter's birthday on the same date as one Family Fun day. She was almost brought to tears when she told us how much of an impact both this one project and Restore as a whole had made on their lives. The single mum of a toddler lives in a high-rise one bedroom flat in the most deprived area of Northampton, being housed as an emergency after fleeing an abusive relationship. The environment is not ideal for a young family and she is aware of rising knife crime and drug dealing in communal hallways. She was terrified and isolated before attending Restore, but pushed herself to come out with her child, and within weeks felt she had "found home". She is now welcoming others and encouraging activities where peers can meet up between Restore sessions. Her daughter was so excited to come to this high level play provision on her birthday, with bouncy castles, sensory play and crafts. She said what a difference this makes as she is on a limited income, cannot work due to age and needs of her child, and would not have been able to do anything exciting on her birthday but coming to a place she loves where it was a really fun session was perfect.

Projects - Building Community

HUB CAFE

Whilst much of Restore's work has focused on families over the past year, Restore is a space that is welcome to all and has its roots in supporting those experiencing hardship. The Hub Cafe was one of the first projects to launch in Restore alongside Northampton Food Bank, and still opens every week. It has changed size, shape and style over the years, at times offering hot meals, opening multiple times a week, and trialled at different times of the day.

The project has responded to the needs of the community, been shaped by participants and beneficiaries and regularly gives space for feedback and development. The thing that remains consistent is a warm, welcoming community cafe that is open to the public with well trained volunteer who are skilled in hospitality and support.

The Hub runs alongside Northampton Food Bank, although guests are welcome without a referral and can return as often as they wish. The aim is to create a community space where people can connect with others as well as receive signposting, information and support. It attracts a diverse population, with mixed ages/life stages, socio-economic backgrounds, cultures and ethnicities. Within the room there may be adults who work night-shifts, elderly local residents who need somewhere warm and familiar to see others, families with children who are seeking asylum and awaiting school places, those out of work and needing advice about housing or money, and professionals supporting people with a whole range of issues but most often mental health. Mixed in with a strong volunteer team, the room buzzes with conversation and our guests mix and socialise in a positive way.



The cafe has a modern, coffee shop feel, to encourage people to chat and to build a sense of community. The welcoming environment meant that people stayed well past the short amount of time it takes to make up their food parcels.

We have a committed and competent team of volunteers. Some of the key roles such as reception and using the computerised referral system, have deputies who are able to fill in when the regular volunteer is absent. We have managed to keep the hub cafe open continuously through the year. We also have a committed group of volunteers who make themselves available when required to sort through incoming food items ensuring the food store is stocked for Tuesdays.

Partnership with Community Law has worked really well over these last months with regular attendance at our sessions.

Despite increased demand we have managed to meet the needs of clients referred for food parcels.

IMPACT STORIES

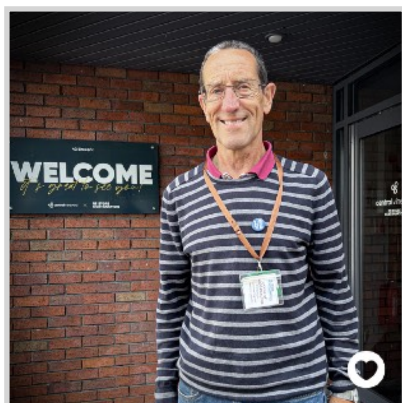
Jawed arrived in the UK in 2022 with his wife and four children. He left his home country due to expressing his Christian faith in a Muslim country and faced persecution. He has applied for asylum but at this time has no recourse to public funds or right to work. His children are able to access education but other services for the family are very limited. He was referred to Northampton Food Bank after the church that had been supporting them financially were unable to continue, and he needed food and essentials for his family. He expressed an interest in working or helping, and was invited to apply to volunteer. Jawed is physically healthy, keen and committed and despite the challenges he has faced, remains positive. He has been volunteering since the start of 2024 and will be invited into relevant training and opportunities which will also create transferrable skills and experience.

Community Engagement VOICE

Since 2021, Parents and Carers who were already engaged with Restore were invited to be part of a co-production group, that would work up the “Ladder of Coproduction” from giving feedback, moving towards shaping and delivering services. There was wide enthusiasm for this, and over time we have naturally created a small but committed group. It is important that people are in the lead across our full range of projects - from crisis to community, however our experience is that at initial point of contact recipients of emergency aid are not always in a place to commit to a more formal community-voice programme. The nature of the families we work with can present some challenge, for example timekeeping, commitment and priority of a session. At times sessions have been re-arranged or poorly attended due to young children (their health, education, sleep routines etc), new pregnancies, maternal mental health, and financial pressures (leading to short-term work opportunities or at times not having money for the bus). Through this time we have been able to thrive due to open communication and positive relationships between VOICE and the team. Adaptations have been made such as contacting parents several times before we meet, meeting parents outside the building/in the community, subsidising transport and providing creche, meaning we have seen a positive curve of progress over time.



In the past year, VOICE have raised the need for a specific social media group for peer communication, co-designed and brought this into action. This has led to additional groups and support services locally being made more accessible to parents accessing Restore through improved communication.



VOICE regularly evaluate and assess groups, with peer-led feedback and designing user-friendly surveys to ensure language is clear and relevant for our target audience. Through feedback gathered about one session, a project was remodelled and the group steered the initiation of a new project Family Nest, which has just launched in February 2024. Initial responses from beneficiaries has confirmed this new style of support, with more focus on identifying needs in a creative and playful environment is enabling more supportive conversations compared to when running the sensory-child-focused play sessions. This has had a positive impact on the parental mental health, making connections with other, building community and in turn will strengthen families and encourage more engagement in the sessions.

We recognise that involving the community cannot stop once an activity has been established. Co-production is a continuing process. We work with our families to assess our services to ensure they are responding to a current need, provide good value and are accessible. We gather feedback regularly to assess impact and make continual improvements. We know that people's stories of restoration are the biggest measure we could wish for.

Community Engagement **VOLUNTEERS**

Restore could not impact the community and the individual lives it does without dedicated volunteers. Across all projects and including the Distribution Point Partners of Northampton Food Bank, Restore has over fifty regular volunteers that are committed to bringing communities to life through love and compassion. This ranges from stocking shelves, to listening to others' stories, to setting up groups and leading sessions. There are a diverse range of opportunities, that reflect the skills and experience of our teams.

Through the year, Restore offers key training that equips and supports the whole team, and there are opportunities for all to engage with this no matter the role. This reflects the dedication to an IRTDMN style of coaching ("identify-recruit-train-deploy-monitor-nurture"). We believe each person should be supported in reaching their full potential, so if a guest comes in to access a service and is keen to volunteer, they may begin their journey behind the scenes sorting donations whilst they build confidence, but may want to work towards a hospitality or connecting role such as cafe or befriending. The training gives this opportunity to gain skills and knowledge that goes alongside safe opportunities to build experience.



Recent training offered at Restore has included Safeguarding, Manual Handling, Food Hygiene, Domestic Abuse, Mental Health First Aid, Paediatric First Aid, Personal & Professional Boundaries and Afghan Refugee Welcome. Relevant staff have also completed the Parenting Course training and Baby Massage training, with others completing IT based training in systems to improve logistics.

Teams enjoy training opportunities, with good quality refreshment/lunches provided as part of the package and an opportunity to network between projects - again adding to the family feel of Restore.

Volunteers provide remarkable value for money to Restore, with an estimated 12,500 hours given each year, to the value of £150,000. Of course the social value is even higher, with lived experience, co-production and an incredible range of skills and experience that could not be represented in a few members of staff that would cover these hours in paid employment. Restore Northampton would genuinely not be the incredible family that loves and impacts the community without such an incredible volunteer workforce. Any issues with volunteers are few and far between, with the main impact being when volunteers have issues in their personal lives, when obviously these need to take priority. We support volunteers in these circumstances and stay in touch and provide flexibility about when they are able to return. Sometimes it can be hard to find new volunteers for specific roles or those who can make specific times, so we still are working hard to build relationships and advertise opportunities.

Community Engagement

COMMUNITY PARTNERSHIP

The Anti-Poverty Strategy led by West Northants Council (WNC) was a significant landmark in the poverty/community sector in recent years. Restore's Director has served in an instrumental role, representing the Voluntary Community Social Enterprise (VCSE) Sector as a community partner with extensive understanding of poverty in the county. Restore has been invited into further boards and committees over the past year in connection with this opportunity. This includes the Northamptonshire Health and Wellbeing Board and the Health and Wellbeing Forum, as well as two VCSE Assemblies on Advice and Families.

Restore has been at the forefront of pioneering Food Aid Alliance West Northants (FAAWN), with the aim of working sustainably to provide food and other crisis support to individuals experiencing hardship. Relationships are strengthened, ideas and resources are shared to help all parties succeed in this nationally recognised approach. Restore's Director was elected Chair in March 2023 and has strived for excellence in this role, bringing together a wide range of charities and groups who are all passionate about food aid via many different approaches. In this role, our Director has brought unity, continuity and accountability and has overseen the distribution of over £600,000 between these partners in this financial year. The role has included liaising regularly with West Northants Council and Public Health, strengthening this relationship further.

Oversight Strategy Development Group



Restore represents the VCSE for children and families on the Best Start in Life Strategic Board, in partnership with WNC and Public Health. This gives the charity a seat at the table in local governance and also places Restore ahead of the curve with local knowledge. An example of which is that the cafe and play environment that sits alongside Growbaby was called Family Hub since 2021, but is now known as Growbaby Hub, as a UK Government initiative of "Family Hubs" which is something altogether different, is due to be rolled out in West Northants in 2024/25. The strong connections within the VCSE, WNC and Public Health has also opened opportunities for greater community engagement, and hearing the voice of the wider public through consultations and events outside of the charity. Restore places people at the centre of all we do, and is adaptable to the current climate to meet emerging needs.

Financial Review

FUNDING

In 2023/24 Restore was financially supported by local and national grants, local churches/community groups, businesses and individuals through annual commitments, regular giving and one-off donations. Premises are provided free of charge through the support of Central Vineyard Church. In addition to space to run all projects, office space has been secured. There are also resources and equipment made available to Restore including PA systems, projection, specialist lighting and a fully fitted kitchen.

A major source of income since December 2021 has been the National Lottery Community Fund, which provides staff costs and the majority of the running costs for our family projects until May 2024.

Additional funding has been granted through the Northamptonshire Community Foundation (St Giles and Constance Travis funds), Thomas Brington Foundation, Northampton Borough Council Partnership Fund, West Northamptonshire Council and the B and Q Foundation.

We have been grateful to receive additional income from Northamptonshire Community Foundation and the Independent Food Aid Network. We have also gratefully received donations from local councillors, businesses, groups and individual donors.

Before Christmas we were successfully awarded grants by Love Your Neighbour, receiving feedback from them about our intentionality with those who come along, and the particular dignity we afford guests, especially at Christmas. As mentioned elsewhere our Christmas funding was also well supported by Barclays, the Toy Store and members of the Central Vineyard Church Family.

After Christmas we focussed on building a funding pipeline with regular funders such as Northampton Community Foundation and West Northants Council, as well as reaching out to funding organisations that are new to Restore, such as the Benefact Fund. In addition we are looking to secure funding from Awards 4 All, the National Lottery. So far, we have secured funding from Northamptonshire Community Foundation to go towards expanding our Hub and Foodbank activities, thanks to 'a very strong application' and West Northants Council have awarded funding to support our volunteering.

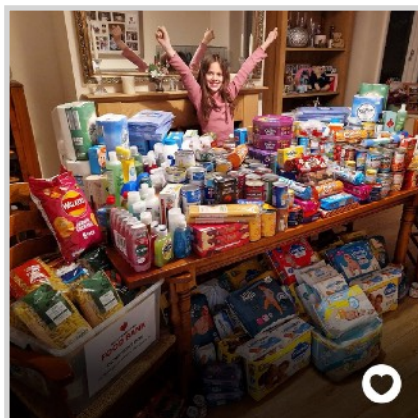
To help our funders have an insight into the work they are funding we welcome arranged visits and in January we welcomed representatives from the De La Pre Lodge for a visit, and to thank them for their donation to Restore. In the first three months of 2024 we have also welcomed representatives from Northampton Community Foundation and the Hilton Hotel Group in Northampton to see first hand the facilities and services on-site.

Financial Review

FUNDRAISING & DONATIONS

Restore is supported by many businesses, churches and individuals through donations of physical items and food, and through financial contributions. Restore receives eighty percent of its public support between October-December each year. Harvest and Christmas appeals are instrumental in gathering this support and attract the general public inclination towards generosity at these times of year. Businesses and public figures look for opportunities to give at Christmas, and manage to gather larger donations which they want to be advertised.

Local organisations and faith groups including churches, WI's and Rotary Clubs have faithfully supported Restore through fundraising and general giving. The consistent gifts enable the crisis support projects to keep running throughout the year.



Fundraisers have been arranged by individuals, community groups and sports groups, such as Northampton Road Runners pictured here from February 2023. The group ran with donations in hand across the town, at night, to bring in the fundraised items to Northampton Food Bank.

We're especially proud of our Community Champion, Caitlin, who supported our Christmas campaign magnificently in 2023, and has set herself a fundraising target of £1,000 in 2024. With a well supported fund-raising Zumba class, and plans for a sponsored walk over the summer, plus a jumble sale, a large raffle and coffee afternoon plus a jumble sale we believe Caitlin is well on her way to exceeding her own target!

Financial Review

FINANCIAL PERFORMANCE

Income for 2023/24 was the sum total of £202,708. Outgoings for the same year were £199,196. At the beginning of the financial year £216,269 was carried forward. A balance of £219,781 was recorded at the end of the financial year. This will be used to support further activities in 2024/25 and the minimum retained in line with the reserves policy.

Independent Examiner

CVS have agreed to offer themselves as Independent Examiners of Restore Northampton.

Approval of Accounts

The accounts were approved on behalf of the Trustees on:

Samantha Rajagopal, Chair

30.4.24

Date

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2024

Income from:	Unrestricted Funds	Designated Funds	Restricted Funds	2024	2023
Note 3	-£-	-£-	-£-	-£-	-£-
Donations and Legacies:	43,728	22,724	134,534	200,986	248,215
Investments	1,722			1,722	75
Total Income	45,450	22,724	134,534	202,708	248,289
Expenditure On:					
Note 4					
Charitable Activities	18,209	15,682	165,304	199,196	152,749
Total Payments	18,209	15,682	165,304	199,196	152,749
Net Income/(Expenditure)	27,241	7,042	(30,770)	3,512	95,540
Balance Brought Forward	122,165	3,305	90,798	216,269	120,729
Balance Carried Forward at 31st March 2023	149,406	10,347	60,028	219,781	216,269

BALANCE SHEET AS AT 31ST MARCH 2024

	Unrestricted funds -£-	Designated funds -£-	Restricted funds -£-	2024 -£-	2023 -£-
Current Assets					
Debtors		6,224	479	6,703	464
Cash at Bank	153,628	4,123	60,261	218,011	218,598
Total Current Assets	153,628	10,347	60,739	224,714	219,062
Creditors					
Other Creditors	4,222		711	4,933	2,793
Net current assets/(liabilities)	149,406	10,347	60,028	219,781	216,269
Total assets less current liabilities	149,406	10,347	60,028	219,781	216,269
Creditors: amounts falling due after one year					
Total net assets or liabilities	149,406	10,347	60,028	219,781	216,269
Funds of the Charity					
Restricted funds			60,028	60,028	90,798
Designated funds		10,347		10,347	3,305
Unrestricted funds	149,406			149,406	122,165
Total Funds	149,406	10,347	60,028	219,781	216,269

The financial statements were :

Approved by the Trustees on 30.4.24 and

Signed on their behalf by , Chair of Trustees

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024

1. Basis Of Preparation

1.1 Basis of Accounting

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued 1st October 2019, the Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland (FRS102) and with the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

1.2 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2. Accounting policies

2.1 Recognition of Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received. For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteers as it is not practical to quantify such costs.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024 (CONT.)

2.2 Recognition of Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following heading:

- Expenditure on charitable activities includes all costs incurred in fulfilling the church's objectives, together with any costs in support of these. This category includes costs normally considered support costs but because the building and staff are integral to fulfilling our objectives, they are included here.

2.3 Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2.4 Provisions for Liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

3. ANALYSIS OF INCOME

Analysis	Unrestricted funds -£-	Designated funds -£-	Restricted funds -£-	Total 2024 -£-	Total 2023 -£-
Donations & legacies:					
Donations and gifts	43,728		12,001	55,729	52,485
Grants		22,724	122,533	145,257	195,730
	<u>43,728</u>	<u>22,724</u>	<u>134,534</u>	<u>200,986</u>	<u>248,215</u>
Income from investments:					
Interest received	1,722			1,722	75
	<u>1,722</u>	<u>0</u>	<u>0</u>	<u>1,722</u>	<u>75</u>
Total Income	<u>45,450</u>	<u>22,724</u>	<u>134,534</u>	<u>202,708</u>	<u>248,289</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024 (CONT.)

4. Analysis of Expenditure

Analysis	Unrestricted funds -£-	Designated funds -£-	Restricted funds -£-	Total 2024 -£-	Total 2023 -£-
Expenditure on charitable activities					
Operational Costs	943	14,978	65,815	81,737	49,191
Management & Administration	17,266	704	56,946	74,915	47,955
Operational Staff Costs			42,543	42,543	55,602
Total expenditure on charitable activities	18,209	15,682	165,304	199,196	152,749
Total Expenditure	18,209	15,682	165,304	199,196	152,749

5. Net income/(expenditure) for the year

This is stated after charging:	2024	2023
	-£-	-£-
Independent examiner's fees	570	280
	<u>570</u>	<u>280</u>

6. Staff Costs

	2024	2023
	-£-	-£-
Salaries <i>Gross salary</i>	117,458	103,557
Total	<u>117,458</u>	<u>103,557</u>

No employees had employee benefits in excess of £60,000. There is currently a pension scheme in place for Charity employees.

None of the trustees received any fees for their services as Trustees.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024 (CONT.)

7. Debtors

	2024 -£-	2023 -£-
Prepayments and accrued income	6,703	464
Total	6,703	464

8. Creditors

	Amounts falling due within one year	
	2024 -£-	2023 -£-
Accruals and deferred income	711	427
Taxation and social security	4,222	2,366
Total	4,933	2,793

9. Cash At Bank And In Hand

	2024 -£-	2023 -£-
Cash at bank and on hand	218,011	218,598
Total	218,011	218,598

10. Analysis Of Charitable Funds

Analysis Of Movements In Unrestricted Funds

	1st April 2023 -£-	Income -£-	Expenditure -£-	31st March 2024 -£-
General	122,165	45,450	18,209	149,406
Totals	122,165	45,450	18,209	149,406

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024 (CONT.)

Analysis Of Movements In Designated Funds

	1st April 2023 -£-	Income -£-	Expenditure -£-	31st March 2024 -£-
Growbaby (NBC)	870		870	0
West Northamptonshire Council HSF4 Xmas Appeal		15,000	5,726	9,274
CENCA (NBC)	1,835		1,835	0
Household Support Fund	600		600	0
West Northamptonshire Council (CONVOTSAD)	0	1,500	427	1,073
West Northamptonshire Council (Warm Spaces)		1,500	1,500	0
Town Council		4,724	4,724	0
Totals	3,305	22,724	15,682	10,347

Analysis Of Movements In Restricted Funds

	1st April 2023 -£-	Income -£-	Expenditure -£-	31st March 2024 -£-
Community Fund	48,262	91,793	98,677	41,378
Awards for All	5,945		5,946	(0)
Thomas Brington	1,359		1,359	0
Growbaby (St Giles)	5,000		5,000	0
Food Bank	19,776	4,938	14,300	10,414
Growbaby	8,941	645	2,977	6,609
Afghan	(0)			(0)
Allotment	206		78	128
Growbaby Christmas	0	7,418	7,418	0
National Grid	810		810	0
National Grid Warm Spaces		7,460	6,460	1,000
NCF Queens	0	5,000	5,000	0
Neighbourly	500		500	0
NCF Travis Constance		5,100	4,600	500
NCF (HSF4 - Capacity Support)		4,286	4,286	0
Hope Enterprises HSF4		7,894	7,894	0
Totals	90,798	134,534	165,304	60,028

RESTORE NORTHAMPTON

Bringing communities to life through love & compassion

ANNUAL REVIEW 2024

ANNUAL REVIEW & FINANCIAL STATEMENTS

For the Year Ended 31st March 2024

Restore Northampton (Charity Number: 1154625)



Trustees Report

The Trustees present their annual report and financial statements for the year ended 31 March 2024.

Reference & Administration Details

Registered Charity Number: 1154625

Address: 42 Sheep Street
Northampton
NN1 2LZ

Bankers: HSBC
22 Abington Street
Northampton
NN1 2AJ

Independent Examiner: CVS
32-36 Hazelwood Rd
Northampton
NN1 1LN

Website: www.restorenorthampton.org.uk

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Structure, Governance & Management

Governing Document

Restore Northampton is a registered charity, charity number 1154625, governed by a constitution, operating as a CIO. The charity was registered on 18th November 2013 and prepared its first set of accounts to 31st March 2015. The charity started operating with effect from 1st April 2014.

Trustees

Samantha Rajagopal (Chair)
Daniel Walter
John Campbell
Michael Sturgess

Organisational Structure

The day-to-day running of the charity is led by the Director, and appropriate work delegated to paid staff and volunteers.

Appointment of Trustees

Trustees with relevant skills and experience are appointed by a resolution of the Trustees passed at a meeting of Trustees at which there is a majority of the Trustees present and such resolution shall be recorded in the minutes and signed by the new Trustee and by the chairman of the meeting and such records shall be conclusive evidence of his / her appointment. At the end of March 2024, it was agreed that new and additional Trustees should be recruited in 2024/25.

Charitable Aims

Restore Northampton main aim is to build community, strengthen families and reduce the impact of poverty. Central to this is partnership working, working with beneficiaries, equipping and supporting them, and engaging with the wider community and stakeholders to address emerging needs. The hope is to contribute to thriving communities, where people belong, interact and are empowered to make a positive impact.

Focus

Restore has six defined areas in which it intends to have impact. Restore uses planning and measurement tools to ensure all projects stay focused on the charitable aims - in a community where there are constant competing demands, this prevents mission drift and integrity. The tool has been developed to assess the impact on beneficiaries, the team, the organisation and the wider community within these six areas. Each area is also broken down into three more targets - this helps to explain what the goal is, how is achieved and how it can be measured.

1. Reducing the impact of poverty

Restore provides much needed support in crisis, and works collaboratively to address the underlying causes of poverty. Through the emergency provision of Northampton Food Bank and Growbaby, the basic needs of families are met, and the hub sessions alongside both of these projects invite beneficiaries into a relationship where they can be partnered with peers and the equipped team, to move into more sustainable life situations.

2. Building Community

Connecting people and bringing life to communities is a key part of the work at Restore Northampton. Through creating welcoming, accessible community spaces that celebrate diversity and promote unity, people are brought together to build healthy relationships. These activities, including Family Nest and Growbaby Hub, enable natural support networks to form, which counteract the vicious circle of poverty and social isolation.

3. Improving Health & Wellbeing

All projects and activities at Restore have a holistic approach that enables us to focus on improving the health and wellbeing of families and individuals that engage with us at a universal level. The range of support on offer includes accessible open activities that encourage healthy lifestyles, to more targeted work to address issues that impact mental health, such as housing insecurity, debt and parenting concerns. Partnerships with Public Health and Action for Happiness have become well established leading to further collaborations and creative approaches in the next five years.

4. Strengthening Families

Connecting families through creative play environments has a positive impact on both children and parents/carers. Children are thriving as they engage with the wide range of activities on offer at Restore and parents report they feel less lonely and more supported. Targeted support is offered through Parenting, Positive Play and Wellbeing sessions. The holistic therapeutic approach to all services seeks to develop skills and confidence and build resilience in families.

5. Inspiring Change

Restore has an individualistic approach within a group-work or drop-in setting. The well equipped and supported team provide a range of services where beneficiaries can be empowered to make positive changes. Likewise, the invaluable volunteer teams in all projects are encouraged to identify areas for development so they reach their full potential. Many projects in Restore are focused on or provide an element of building practical life skills, such as the Parenting Course, the award winning community Allotment, or volunteering in many settings.

6. Working Together

The “lived experience” of beneficiaries, volunteers and team is a key part of Restore’s success in the community. Restore has developed positive and well established relationships across statutory, voluntary and commercial services across the town, and engages with people at every level to work collaboratively to provide better outcomes for all of the community.

Action

What Restore does in Northampton

Restore Northampton is a charity run and supported by local people, to serve those in need within the town. The projects range from crisis support, providing food and necessities to those suffering from unforeseen economic hardship, to longer-term support work in the form of sharing skills and giving emotional and practical support. We aim to give a 'hand-up' rather than just a 'hand-out' and seek to give individuals the opportunities to move forward into greater independence.

Whilst there are many different projects that make up Restore, they are all interlinked and most often the guests (clients) will have one or two points of entry, and then move onto other in-house services. In recent years there has been a greater emphasis on families, and less so on food poverty, but the journey from crisis support to building community still underpins the way in which Restore operates.

The IMPACT STORIES shared within the Annual Review highlight the personal effect on those engaging with the services at Restore. All are anonymous, and each given a pseudonym starting with "J" as this is the 10th Annual Review of Restore. Photos included are taken at Restore Northampton, and shared with permission. However the stories and photos are not to be shared outside of this report.



Overview 2023-24

April-June-23 Range of projects operating at Restore Mon-Thu, including Care for the Family Parenting.

July/August-23 Changes in staff reduce projects to core activities which remain open in school holidays.

September/October-23 Allotment awarded Community Impact Award by Northamptonshire Community Foundation. Successful recruitment of Family Connector and Community Engagement Officer. Development of projects and team, through training, support and project reviews.

November/December-23 Christmas appeal for Growbaby families, reaching over 200 children led by new Community Engagement Officer.

January/February-24 All staff and team on site, positive planning for year ahead. Recruitment of Administrator and Family Support. OT leaves for specialist role in NHS.

March-24 Projects thriving with fully staffed team, with a focus on training, development and funding.

Projects - Crisis Provision

NORTHAMPTON FOOD BANK

Northampton Food Bank has been providing emergency food parcels to families and adults across the town since 2009. This is a response to adults and families facing food poverty on a daily basis, including one out of every four children who are living in poverty in Northampton.

Northampton Food Bank offers accessible food aid through a network of Food Bank Points across the town, over six days of the week. A referral is necessary, and **almost 1,000 Referrers are registered to make the services accessible when needed**, including schools, health visitors, doctors surgeries, mental health worker and many more. The food/essentials offered are for those in short-term crisis and Referral Agencies make their assessment based on the eligibility criteria. The referral process is essential to offer the best support at early stages to the individual and to create a dignified welcoming space when collecting the food parcel.



At each distribution point a community cafe is open to the public, who can freely access this space for connection and support. Whilst the Food Bank is referral based, these cafe spaces are open to all to return as often as desired. This creates a community where needs can be identified, addressed and people sign-posted for more specialist support if required. It is also positive to note that some who attend regularly more frequently move into volunteering positions within Northampton Food Bank.

In total, Northampton Food Bank gave out 6,137 food parcels between 01/04/23 and 31/03/24. This represents approximately **14,274 adults and children** although it may be more, as many families have more than the estimated average of two to three children per family. **This is a staggering rise of over 5,000 people in the last year.** At Restore Northampton's

central location, 1,333 parcels were distributed in this time, again a significant increase on the previous year.

The cost of food and essentials given through Northampton Food Bank during 2023-24 is almost £330,00 This includes food, toiletries and household essentials such as toilet rolls and nappies. The costs were calculated accurately based on value and mid-range products purchased or donated at full retail value, as Restore does not have access to food waste or reduced cost items on a regular basis. It is significant to note that since the last statistics recorded by the Food Bank team in 2020, the value of each parcel has doubled due to rise in cost of living alone.

The number of families accessing Northampton Food Bank has risen in recent years, either referred in-house from other projects at Restore or through our strong network of referrers. A common theme in the reason for referral is either an issue with benefits or lack of access to welfare support, such as No Recourse To Public Funds (NRPF). More Referral Agencies have been signing up each week to ensure that those in the community can have support more quickly and are supported beyond the point of crisis.

Through 2023-24, Restore has been able to access funds specifically for the food and essentials that are distributed through membership of the Food Aid Alliance West Northamptonshire (FAAWN). Food donations from the public and organisations are still important due to the demand exceeding the funding obtained. Although at times the Food Bank sometimes experiences scarcity in some areas,

such as nappies, toiletries and some food, this has generally been overcome within a week through careful planning and appeals.

IMPACT STORIES

Jimmy is representative of the “working poor”, those who are in work but whose income does not cover their outgoings. In Jimmy’s case, he had used his monthly income to settle the debts of his partner. The couple were engaging with Northampton Mind, to address the impact of debt on their mental health. He was unexpectedly paid less the following month, and did not have enough money to cover bills and food, so was referred by Mind to Northampton Food Bank. He said that he thought he had been doing the right thing but it backfired on him.

Projects - Crisis Provision

STREETS

Every Thursday evening a team of volunteers provide hot drinks and light refreshments for any rough sleepers or others showing a need for food around Northampton town centre. We do not pretend that we meet the needs of all of the homeless in Northampton, but the teams regularly provide refreshments to between 8 and 15 people every Thursday.

When speaking with people the team try to signpost individuals to places that can provide support including the local council, homeless charities and Restore services.

IMPACT STORIES

Jason has been known to the teams for a number of years. When we first meet him he did not want to interact and it took a couple of years of seeing him on the streets and homeless before he was prepared to accept any refreshments. Now he knows when we will be out and where to find us to have his hot drink and sandwich. He has on occasions visited the Foodbank/hub. We know that he now regards our teams as trusted support on the street.

Projects - Crisis Provision

GROWBABY

Growbaby was established in 2019 in connection with a national network of projects by the same name, led by Vineyard Churches across the UK. The project focuses on providing clothing and essentials for families with babies and children 0-5 years, and includes the preparation for school with uniform, shoes, bags and coats for 4-5 year olds.

The model relies on high quality preloved clothing, equipment, toys and essentials to be donated, sorted and then made available for families to collect.

The Growbaby Coordinator has the main responsibility for this project and is involved with the running of every session, as well as additional volunteer sessions. This role includes managing the boutique and stock through donations, appeals and purchases, leading a volunteer team who sort donations and stock the boutique weekly, and most importantly leading the beneficiary experience from referral through to connecting with Growbaby Hub or other relevant services. The Growbaby Coordinator ensures every family has a personalised experience of visiting the Boutique

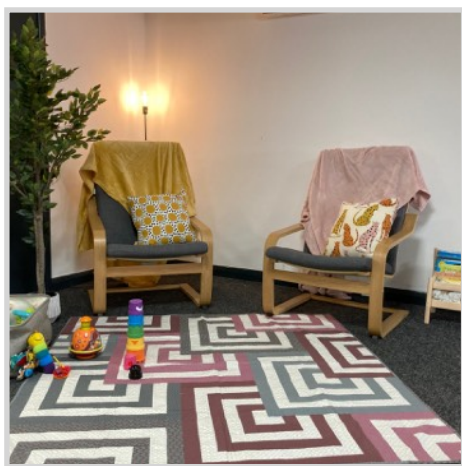


with time to share their story, explore the 'shop', choose the perfect items for their babies/children, and more forward feeling valued, cared for and having had some of their emotional and physical needs met by this crisis support, are able to connect with others in the team or parents with lived experience in Growbaby Hub.

In the past year, over **£72,000 of essential items have been given to babies and children in crisis**. Of this around £60,000 was on basics including clothing and toiletries, and the remaining £12,000 on larger equipment which was mostly purchased new, including buggies, cots, mattresses and safety equipment. Donations have decreased and new methods have been introduced to address this, as the financial impact is noteworthy on the charity and Restore hopes to avoid decreasing the offer to families. The demand for larger equipment which has to be sourced within a week of referral as cannot be stored, has doubled in the past year. Over 1/3 of families referred have more than two children with many larger families having multiple children under five years. This can impact resources and time, as the 1:1 bespoke experience of choosing items for each child, with a supportive befriender, is an average of 10-15 minutes, so some families may spend up to an hour in the boutique.

The demand for Growbaby has risen from an average of 200 families a year in 2021 to over 400 in 2023, and in 2023-24 this has risen to **674 children living in extreme hardship**, with little to no income. This may be due to a sudden change of circumstances such as fleeing domestic abuse and awaiting benefit claims, unstable incomes such as zero-hour contracts, or families awaiting asylum or given leave to remain but no recourse to public funds and unable to secure a job due to the many barriers such as language difficulties, prejudice and the lack of childcare or relevant qualifications etc.

Families living with the impact of poverty, domestic abuse, isolation, mental health difficulties or the myriad of other reasons why they may be referred to Growbaby would naturally have in attending the first time. Vulnerable families are referred in by one of the 300+ agencies, including midwives/health visitors, social workers and education services, or specialist support such as one of the two local women's refuges. In response to beneficiary feedback collected at an initial VOICE session, Restore developed a way to reduce the barriers to accessing its services.



Alongside Growbaby is Growbaby Hub, a warm welcoming modern cafe space upstairs from the boutique with an accessible lift between, (paid for by an anonymous patron of the charity). Growbaby Hub provides a high quality play environment led by volunteer children's practitioners (early years teacher and nursery nurse) within the cafe where families are supported for the session and invited back to build relationship. A noteworthy part of this service is the holistic advice/support from both the well-trained befrienders, two staff (Family Connector and Family Support) and specialised advice service, Community Law Service.

All of these roles have been created or extended since 2021, and the Family Support (started 2024) will have a dedicated role to work 1:1 with families within and outside the sessions.

The Family Connector leads the Family Hub session, supporting volunteers to engage with families, liaising with the Growbaby Coordinator to provide a smooth transition through the session, supporting families alongside the Family Support and maintains responsibility for Safeguarding Lead.

Beneficiaries are able to meet one to one with the Community Law Service Advisor in an informal setting, giving the time and space needed to explore their issues. This is a post funded externally that has been in place since 2023 (previously with another provider). The Service Level Agreement is in place for the next two years, which will be extended subject to ongoing funds. Having an on-site specialist service increases connections with community assets, reduces the risk of drop-off (failing to access services elsewhere) and provides the convenience and continuity of care that is so crucial

when facing financial crisis. The CLS Advisor builds rapport and listens to the needs of all who want to share, and through this important relationship building can identify additional areas where support is required, such as access to benefits, reducing risk of homelessness, immigration advice, navigating legal systems around relationship breakdown, managing debt/reducing impact from unofficial lenders etc.

The Growbaby project has enabled great community involvement in a variety of different ways. The positive impact on volunteers has been noted, as well as beneficiaries. The team has a positive connection, and has welcomed four new volunteers this year to help meet the growing demands on the project, taking the team to ten people weekly serving the public and an additional six to restock the boutique in another session, so 16 in total, plus three dedicated staff involved.

To be environmentally friendly Growbaby re-uses and repurposes clothes, shoes, toys and equipment, preventing these items being sent to landfill. Donors report that many charity shops refuse to take items due to capacity, and the other option would be to dispose of their items at the tip. Restore has recruited volunteers to make tote bags for families to take home their pre-loved items, avoiding the use of plastic bags. We have begun to see some of these bags being re-donated to the boutique to be given out again. There are also members of the community from across the county that hand-make knitted, crocheted and sewn items especially for the boutique such as blankets/jumpers/cardigans. These are always received with joy and very much appreciated by the families referred.

The Growbaby project has worked well from the outset in terms of crisis support, but through feedback received, we decided to further improve connections between crisis support services and community building projects at Restore. The boutique and lounge together creates **a safe space that families feel welcome to access beyond the moment of immediate need** as well as to build relationships with the team and peers. This led to the creation of a Family Hub, through additional external funding.

IMPACT STORIES

Jayla, mother of five children accessed Growbaby after her husband had left suddenly. She had come on a spousal visa so was not eligible for any public funds/benefits. The husband was not providing any financial support and she was effectively homeless, in temporary accommodation. Despite the fact she was a qualified midwife in her home country, she would need to sit more lengthy and expensive exams to qualify in the UK. She had applied for multiple jobs as a Health Care Assistant, but with a baby and toddler she could not find a job that would pay more than the cost of childcare. She intended to work nights whilst her eldest teen would provide childcare, but whilst seeking employment, her Health Visitor had referred her to Growbaby. The team were able to provide support, advice and a safe place to talk. Jayla was interested in volunteering with her children alongside her, as she could offer peer-support to new parents. The first week attending was during school holidays so all the children were with her. The volunteer befriending team in Growbaby Hub played board games and engaged with the older children as well as younger ones. Jayla said she never expected this welcome, and her children were keen to come back with her to other age-appropriate events. The next week was her child's birthday and although outside of the 0-5 age, we had multiple gifts for older children she could choose from. She expressed her gratitude, saying how she had never expected to need such support and began to share concerns about the impact of the situation on her children.

Projects - Crisis Provision

GROWBABY CHRISTMAS 2023

Following our successful Christmas events of previous years we decided once again to run the Growbaby Great Gift Giveaway for Christmas 2023. An appeal was well advertised, generating £4,000 in gifts via an online wish-list. We were also able to build on the good work of previous years by successfully securing grants from Love Your Neighbour, West Northants Council and Barclays, plus addi-



tional donations from local businesses The Toy Store, and Franklin's Silencers to the total of another £8,000, totalling **£12,000 to make Christmas special** for the vulnerable families who came along.

Staff from Restore shopped for the gifts at the Toy Store in Northampton, sourced selection boxes, reading books and colouring books to make up a gift for each eligible child. In a change to previous years, it was decided to bless families who had been coming along to Growbaby over the course of 2023, and a Restore staff member attended Growbaby sessions throughout

November and December to personally invite each family, and book them in to one of the days at a time that best

suit the guest. Timeslots and referral codes were written down on a special card and given to the guest to bring along on the day to help remind guests they were welcome to choose gifts for their children.

The basement area was set up by an amazing team of volunteers from Barclays, and turned into a space which felt incredibly Christmassy, in addition to this, one of our volunteers donated time and effort in contributing a balloon arch to welcome guests as they came through the front door. Each guest was offered an age appropriate toy, a reading book, a colouring book and pens or pencils and a selection box for each eligible child in their family. If there was a child aged five or under, we also ensured older siblings were offered suitable gifts. The cafe space was set up with free refreshments, and toys for the children to play with while gifts were wrapped by volunteers at the wrapping station. Guests were able to chat to befriender volunteers or other guests, and make use of the free refreshments.

Our guests were delighted with the generosity of the wider community, and as in previous years, gifts were offered from the parents and carers to the children, and not from the charity or those who had donated. In making this offering parents and carers were able to have their dignity in giving safeguarded at this special time of the year.

Overall, 45 volunteers from Central Vineyard, Restore and Barclays made it possible for **over 80 families, with 155 children to be given gifts**, and these are families we've been supporting through the second half of 2023.

We found this year that in a change to previous years we had a 97% completion rate, meaning that almost everyone invited came along. We believe this is due to the relationship Restore has with these families, and the meaning they ascribed to a being invited in person. A personal invitation, at a time that works for the guest, and then a tangible reminder meant that we were able to bless families at an important time of the year, and show them the love of Jesus in a tangible way.

The time slots meant we were able to manage the flow of guests, and therefore organise our teams of volunteers accordingly. Separate sessions were run at the very last moment in the 10 days before Christmas, and not on Growbaby days, meaning as a team we were able to focus solely on the Christmas experience. Gifts were organised in a series of stations, and by age, making it easier to avoid overwhelm and for parents and carers to select a toy, a book, colouring books and pencils or pens and a selection box. Each guest was accompanied by a befriending volunteer assigned to them on arrival at the front door. The volun-



teer stayed with the guest until the guest was ready to use the wrapping services on offer. Guests were also free to not use the cafe or wrapping station, as they wished. Most guests made good use of both the cafe and the wrapping services. As a team, we ensured that each day we closed the door for half an hour to enjoy lunch and refreshments together, respecting the time everyone had given so close to Christmas.

Volunteers and team members described the feel of the Christmas Giveaway as 'really calm and enjoyable', offered good opportunities for guests, volunteers and team members to grow in relationship with each other. Families were blown away at others' kindness, and the gifts have not only blessed a child, but entire families, allowing parents and carers to experience the joy on the face of their child opening a gift on Christmas morning, something they would not have been able to provide without the kindness and generosity of our supporters.

IMPACT STORIES

One mum of two pre-school aged children, Jameela, shared with a team member that "my mother is stuck overseas, we are missing her very much, and we have not been able to speak to her for five weeks. Growbaby has given me somewhere to come this Christmas, where I know we [her and her children] are loved and welcome. When I am here, I miss my mother less and I feel so touched by your generosity to my two children this Christmas. Thank you."

Another mum of a pre-school child and a baby, Jahida, told a team member in January, "we have only recently moved to Northampton, and I didn't know what we were going to do at Christmas, but my two children were so happy with their gifts, and that made us as parents so happy to see how excited they were. Thank you so much!"

Projects - Support & Strengthen

SUPPORT

We continue to offer support through advice, befriending, signposting and courses such as parenting and money. For many, the crisis support services of Food Bank and Growbaby are the first point of contact, with the individual or family reaching out due to financial struggles or other difficult circumstances. From their first visit, guests are welcomed into cafe environments with a team of befrienders who are happy to listen to their story over a cup of tea and cake. This happens naturally in most cases, and makes it relatively simple to identify areas where support can be offered.



The support work at the start of this period primarily consisted of emotional support, signposting, advice, money management, finding grants or funds to help with crisis support, sourcing items such as beds, buggies, cots, providing phones, laptops or other technology through donors, assistance completing forms, visas and other applications. Our Citizen's Advice offer switched from a designated phone line for our services users, to being back on site from early 2022, adding an extra layer of support.

The causes of poverty or crisis continue to include homelessness or threat of eviction, financial worries and debt including harassment from lenders, benefit delays or sanctions and not being able to meet basic needs, such as food and heating.

Restore has found that the guests who were in the most vulnerable and desperate situations were often those who were originally from outside of the UK. They had arrived in the UK often on either working or student visas and then had found themselves pregnant and no longer able to work. Situ-

ations were compounded by domestic abuse, spousal illness or death, personal physical or mental health problems, homelessness or threat of eviction.

The longer term support of families including relationship building, upskilling parents in their roles and into employment as well as supporting parents' mental health is now able to be expanded through the role of the OT who has had adaptations made to their role to enable capacity to develop this support.

The OT was able to offer 1:1 work with families, supporting them in setting personal goals that look towards developing healthy families, positive mental health and opportunities to enter volunteering, employment and education. From May-November eight families received the in-depth family support offered by the OT. Of these, six had an OT assessment and set goals - three completed, one disengaged with Restore and two are ongoing. For the remaining two who didn't have OT assessment/goal setting, they received general support work and cases are now closed.

We have focused on delivering parenting courses as a key way to upskill families in their role as parents. We have also developed links with Strong Start who will be delivering child development sessions that will upskill families further, such as 'Introducing Solids', 'First Aid for children', and 'Getting school ready'.

IMPACT STORIES

Jade was going through a hard time due to family relationships and started receiving 1:1 OT Support. She said she felt like she'd lost herself and needed to work out what she was doing in her life. The OT met with her to talk through what she was experiencing and how she was feeling. We were able to use an OT assessment which enabled Jade to identify not only the difficulties going on in her life, but the barriers to overcoming these and the positive aspects of her life that could be used as resources to help her move forwards. She was able to set some goals with support that helped her focus on her working towards employment, self care and improving family relationships. Since receiving support, Jade has achieved goals around some family relationships, started a college course and has spent more time on her self care. She has also got a future job in mind that she is now working towards.

Projects - Support & Strengthen

PARENTING

Staff members have been trained to deliver Care for the Family's 'Time Out for Parents, The Early Years'. The course brings together parents and carers to look at building healthy relationships with their babies, toddlers and pre schoolers and develop learning through fun and play.

The course begins by looking at what happens when we become a parent – the surprises, disappointments and joys. It has a focus on how to develop children's emotional security, and build the bond between parent and child through recognising their feelings, responding appropriately, listening well, and being positive in what we say. Through the sessions positive interactions and play are explored and activities are set to try new things. A vital topic is boundaries, routines and consequences and why they matter. There's a toolkit of strategies for handling difficult behaviour and this is tailored to meet the individual families needs. There is time to consider the needs of the adults, and how conflict is handled. The final session focuses on 'belonging' – the importance to children of feeling part of their family – and how this can be developed through shared activities and creating family traditions.



The course is designed to run for six consecutive sessions with childcare on site. The focus is on building healthy family relationships and strengthening parents through skills, resources and positive connections.

The offer of a creche has been a real success, with a team of volunteers able to help the children settle each week. It enabled single parents to have a break from their children - for some, it was the first time leaving their children and a good stepping stone towards getting them ready for nursery. For the second course we were also able to recruit a parent from the first parenting course (and Nest) to help in the creche.

Parenting courses have been really valuable. Being able to upskill parents in this major role is really positive and we have always had very good feedback from the courses.

All parents were offered support following completion of the course from the Occupational Therapist, through 1:1 meet up, and those that missed any of the sessions were offered 1:1 support to go through any content they missed. Some parents have expressed an interest in volunteering and have received support from the OT to start this.

There was an increase of 50% of parents who felt their attachment with their child had improved as a result of the parenting courses in 2023/24. After the course was completed all parents (100%) stated that they felt more able to understand their child's needs, more confident setting boundaries and more bonded with their child.

Projects - Support & Strengthen **POSITIVE PLAY**



Since 2023 an additional level of support has been created by the Occupational Therapist to encourage nurture, development and positive play. The Family Support and Family Connector identify families needing more targeted support in this area and invite them into the bespoke groups that run alongside Family Nest and Growbaby Hub. This includes more informal parenting support, playing alongside parent and child, identifying the positive interactions and building emotional blocks for engagement. All activities can be replicated at home at very low cost, creatively using basic household items and ingredients, and this is shared in the group to encourage ongoing learning and positive play.

Projects - Support & Strengthen **WELLBEING**

Over the past ten years Restore has offered various well-being spaces for families, whether it be in the cafe environment with space to talk and improve mental health, creative Occupational Therapy led sessions, pampering sessions for mums and most recently a six week wellbeing course designed by the OT with material to repeat the course in coming years. This course provided a therapeutic space for parents/carers who are living in stressful home environments with the purpose of developing mechanisms to enhance stability, security and improve parenting. This had a positive impact on parents, who all stated they had never had this time for themselves (with a free creche alongside)



and most had never developed skills to keep calm in a crisis or improve their own wellbeing. The adult wellbeing offer will be extended in 2024 subject to securing funding (applied through Awards for All).

The Occupational Therapist reported that the wellbeing group has gone really well - enabling parents to focus on their self care is often not possible so creating a space for this has been vital for the parents that came along. It has had a positive impact on all their wellbeing and mental health. All families have been invited into family hub following this as a way to continuing to build relationship with each other and to receive ongoing befriending and wellbeing support from the family hub team.

IMPACT STORIES

Joy, a single mother who had been coming along to Family Hub and did not speak much English was invited onto the parent wellbeing group sessions. She was able to come and spend time on her self care whilst her child was looked after in the creche. Joy engaged well in the crafts that were available, as well as the guided relaxations. She started to open up in the session about her background and connected with another parent who now have a new friendship outside of the group. Even though language had been a barrier for her Joy was able to join in with the activities and make friends.

Projects - Support & Strengthen

ALLOTMENT

The community allotment has been operating since 2013 and creates an opportunity for those in hardship to learn how to grow their own fruit and vegetables, reduce food bills and reduce isolation. It is increasingly recognised that there are many benefits to be gained for mental health and well-being from accessing outside space. The whole process of growing plants, nurturing them and harvesting the produce seems to be beneficial and many participants have commented on the peace and tranquillity of the Community Allotment.



In addition to learning skills to be self-sufficient and grow their own food, clients were supported with their mental, emotional and practical needs through the befriending role of mentors and signposting to relevant agencies.

Clients were first invited to attend a basic skills course where they learn how to plant, weed and tend to vegetables. Upon completion of the initial programme, some individuals have continued to participate in group sessions in line with their skillset. Particularly committed individuals have progressed to their own mini-plot. There are currently eight mini-plots allocated, with the potential for more.

Through Restore's extensive network of professional contacts, we received a number of external referrals to the project this year, demonstrating a recognition from these agencies of the benefits the project offers to their clients. Professional referrals have included the Probation Service, Community Mental Health Team, the Planned Care and Recovery Team and MIND.

We have a strong team of dedicated and passionate volunteers who contributed **800 hours of their time this year**.

Each guest has their own unique circumstances so what they take from the project can differ. For some, the main impact of attending the allotment project is to come out with a newly found confidence, particularly those that have previously suffered with their mental health. The new skills de-

veloped can be used personally, but also encourage people that they can do whatever they choose to put their mind to.

For others, the main impact is community. Where many attendees suffer from isolation and lack of contact, the friendly project, run in the fresh air, provides a huge boost. Guests appreciate somewhere to be amongst friends in a welcoming environment. Often we are the only contact that they have during the week, so it is of crucial importance to their social development. This has been a year of deepening long term relationships, with some of the participants having attended for a substantial period of time. As a lot of these guests struggle with long term issues, these partnerships are invaluable.

In October 2023, The Restore Allotment was awarded **Health & Happy Communities Award** by Northamptonshire Community Foundation, as recognition of the outstanding contribution to the county.



Projects - Support & Strengthen

MONEY

Nearly everyone we have contact with has issues with money, whether it be prolonged poverty, a financial crisis, struggling with debt or managing on a low income. Forty percent of all mental health issues are related to finance, and we see the crippling effect that it can have on a household. We offer a course led by volunteers designed by CAP (Christians Against Poverty). This has the potential to provide much needed support to many who are in financial difficulties or struggling to balance their income and expenses and budget adequately. We also link with the CAP Debt advice service and other agencies to help people resolve their debts.

Individual courses were offered through 2023-2024, with at least three people from the Foodbank Hub and Growbaby signing up for a course. Unfortunately none attended. Two money coaching courses have been held attended by people from Central Vineyard Church. We continue to offer the Money Coaching course and difficulties in obtaining attendance underline the importance of providing ongoing personal support and encouragement to potential attendees.

Projects - Building Community

NEST

Through consultation with beneficiaries, volunteers, team and community partners, there have been some necessary developments to the Nest offer at Restore. In 2020 Restore was offering large-scale play sessions, engaging with over 50 adults and children at one time, which although numerically was impactful, it had become problematic in having a qualitative impact due to barriers in building relationship, which feeds into the full range of charitable objectives (expanded upon on Section 5). It was difficult to measure how this session reduced the impact of poverty due to lack of meaningful conversations and we became increasingly aware of safeguarding or support needs that we could not accommodate. Plans were in motion to re-imagine the offer to families, however Covid-19 gave a natural break in on-site services and the restrictions on community spaces led to a different style of



services being created when projects re-opened in 2021. Over the past three years there have been many changes, which Restore has been responsive to, always ensuring the charity can meet the existing and emerging needs of the community.

Sensory Nest was an amazing opportunity for families that had been “locked down” during the Covid restrictions, and lent itself well to a small group environment (when numbers were restricted) and the use of face-masks, social distancing etc. It provided stimulating play, a calm and supportive environment and made it safe for people to return and new families to connect. However, with a change in staff, skills and cultural environment, it became clear that this was both unsustainable due to high resources and also was difficult to expand to widen the reach necessary for increasing demand over 2022-23.

Baby Nest was a very successful expansion of services in 2021, which was incredibly important in the social circumstances of “lockdown babies” and their parents/carers being entirely isolated, struggling with mental health and all the other issues we regularly support around wellbeing and financial insecurity. We regularly gathered 20 or more families in each session, where peer support flourished and befrienders could support additional needs. Baby Massage has been offered within Baby Nest to improve attachment between infant and parent, which will be able to continue within any new setting as a volunteer (now team member) has been recruited and trained to lead this, in the absence of staff who have now left.

Through Nest we have also been able to identify parents who would benefit from attending our parenting course. We feel parents have had more confidence to join the course than they would have done without any relationship through attending the Nest sessions.



After our first parenting course we have noticed some parents in Nest have a better level of engagement in play with their children than before they attended the course.

Several parents have met other parents within the session and gone on to form strong friendships where they are supporting each other outside of the group and meeting up regularly. Some of these parents were very isolated prior to these new friendships.

We have had an overwhelming number of people that have wanted to attend the Nest sessions. We have needed to create a waiting list for places so that we can filter who needs the place most. Our priority is to give places to those who are referred from Growbaby and from other agencies that we are linked to.

By the start of 2024, changes were required to meet the growing needs of the community and create a space for families attending Family Hub to move into, so that the crisis to community pathway could be followed. The restrictive age-limit on Baby Nest excluded many, and the target audience had expanded and communication spread about this welcoming and supportive session. The challenge was presented to VOICE, our coproduction group, with all of these members also having had experiences of the various groups through the past 2-4 years.

VOICE led the decision to expand the Baby Nest to become Family Nest, with a more inclusive age range of 0-5 years. These beneficiaries and contributors co-designed the space, considering how to engage the adults and the children, create a different environment to a playgroup, and ensure the support/development of the whole family was central to the session. The ideas have included invitation of professionals such as infant sleep support, health visitors for child development advice, weaning/feeding sessions, benefits advisors, immigration support, housing, managing finances and more.



Key professional partners have agreed to engage with families within the Family Nest sessions, and through the partnership and training events mentioned above this will expand organically over this coming year. As well as positive ideas on group offer and development, VOICE were asked to consider how to mitigate risk considering previous challenges such as over-subscription. Creative ideas from different perspectives were brought forward, and a new criteria was established which was more specific, based on need, and different to potential suggestions the team may have implemented without VOICE's input, but being participant-led, it was well received by other beneficiaries and has created more interest in the VOICE experience, knowing that it can effect change.

Family Nest is led by the Family Connector, but supported by a team of very well equipped and committed volunteers. The Family Support is involved weekly to connect with families, identify need and begin some developmental work around parental wellbeing, building skills and confidence, or supporting with any concerns around child development/behaviour. Families have already responded positively to the changes and the level of support available, identifying this service as a rare thing in a local environment of expensive private sessions which they say are "cliquey" or an absolute lack of free or accessible services. It must be noted that West Northamptonshire Council was created as Unitary Authority after being declared bankrupt in 2018 and as a result there are next to no free services offered by the local authority for children or youth. As a result, Restore has been a "lifeline" to parents and professionals referring into, and a safe space for some of those professional partners (social workers, health visitors etc) to meet with their vulnerable families and increase the care and support for the families with whom they are working.

IMPACT STORIES

Janaya was referred to Restore via Growbaby by her Health Visitor. She had just given birth to a baby boy and had a two year old daughter. Her husband lost his job the same month and they would not be eligible for benefits, so whilst he sought other work they used their limited savings to ensure they remained housed and bills met. The health visitor noticed Janaya was using older girls clothes on the new baby and they did not have many necessities. Janaya was welcomed in November 2023, and given such a warm welcome she said "I immediately felt part of the family". She was welcomed to choose gifts for both children through Growbaby Christmas, and invited into Family Nest in the new year. She has now been attending weekly, and said her son is happiest when he is at the group. He smiles, interacts and sleeps better. However in recent weeks she has become good friends with another Arabic mother like herself, and the two of them have initiated play-dates in each others homes. The children are thriving and she said she cannot thank the team for changing her life around.

Projects - Building Community

FAMILY FUN

Families with pre-school children have reported that term-time activities that close in holidays can impact them negatively, increasing anxiety, isolation and financial pressure during longer breaks. Paired with the pressure to be doing expensive or creative activities at these time, heightened by social media can create more of a burden and parents say they feel "a failure".



Restore has met this need with a co-produced approach to have as many services open throughout the whole year, including school holidays and in addition, offering high quality exciting opportunities to families experiencing financial hardship. In the past two

years this has included family fun days with bouncy castles, soft play/inflatables, craft and creative sessions, an Easter Egg hunt and games and a petting-farm, all on site in our accessible central town location. Alongside this, organised group buggy-walks were offered, including stops at local play-grounds to introduce new families to the areas facilities, build confidence in walking-routes and promote positive play and interaction outside the home. It enabled families to connect with peers, and relationships were encouraged beyond these opportunities with natural befriending leading to a reduction in isolation. The whole team has been involved with these opportunities with a changing staff team, but from 2024 Family Fun will be led by the Family Connector, with the first session offered in April 2024, and off-site opportunities with smaller targeted groups led by the Family Support.

IMPACT STORIES

It was Jolie's daughter's birthday on the same date as one Family Fun day. She was almost brought to tears when she told us how much of an impact both this one project and Restore as a whole had made on their lives. The single mum of a toddler lives in a high-rise one bedroom flat in the most deprived area of Northampton, being housed as an emergency after fleeing an abusive relationship. The environment is not ideal for a young family and she is aware of rising knife crime and drug dealing in communal hallways. She was terrified and isolated before attending Restore, but pushed herself to come out with her child, and within weeks felt she had "found home". She is now welcoming others and encouraging activities where peers can meet up between Restore sessions. Her daughter was so excited to come to this high level play provision on her birthday, with bouncy castles, sensory play and crafts. She said what a difference this makes as she is on a limited income, cannot work due to age and needs of her child, and would not have been able to do anything exciting on her birthday but coming to a place she loves where it was a really fun session was perfect.

Projects - Building Community

HUB CAFE

Whilst much of Restore's work has focused on families over the past year, Restore is a space that is welcome to all and has its roots in supporting those experiencing hardship. The Hub Cafe was one of the first projects to launch in Restore alongside Northampton Food Bank, and still opens every week. It has changed size, shape and style over the years, at times offering hot meals, opening multiple times a week, and trialled at different times of the day.

The project has responded to the needs of the community, been shaped by participants and beneficiaries and regularly gives space for feedback and development. The thing that remains consistent is a warm, welcoming community cafe that is open to the public with well trained volunteer who are skilled in hospitality and support.

The Hub runs alongside Northampton Food Bank, although guests are welcome without a referral and can return as often as they wish. The aim is to create a community space where people can connect with others as well as receive signposting, information and support. It attracts a diverse population, with mixed ages/life stages, socio-economic backgrounds, cultures and ethnicities. Within the room there may be adults who work night-shifts, elderly local residents who need somewhere warm and familiar to see others, families with children who are seeking asylum and awaiting school places, those out of work and needing advice about housing or money, and professionals supporting people with a whole range of issues but most often mental health. Mixed in with a strong volunteer team, the room buzzes with conversation and our guests mix and socialise in a positive way.



The cafe has a modern, coffee shop feel, to encourage people to chat and to build a sense of community. The welcoming environment meant that people stayed well past the short amount of time it takes to make up their food parcels.

We have a committed and competent team of volunteers. Some of the key roles such as reception and using the computerised referral system, have deputies who are able to fill in when the regular volunteer is absent. We have managed to keep the hub cafe open continuously through the year. We also have a committed group of volunteers who make themselves available when required to sort through incoming food items ensuring the food store is stocked for Tuesdays.

Partnership with Community Law has worked really well over these last months with regular attendance at our sessions.

Despite increased demand we have managed to meet the needs of clients referred for food parcels.

IMPACT STORIES

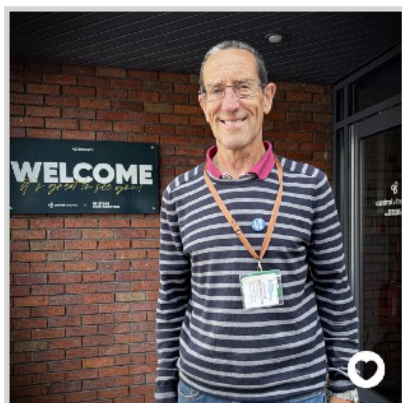
Jawed arrived in the UK in 2022 with his wife and four children. He left his home country due to expressing his Christian faith in a Muslim country and faced persecution. He has applied for asylum but at this time has no recourse to public funds or right to work. His children are able to access education but other services for the family are very limited. He was referred to Northampton Food Bank after the church that had been supporting them financially were unable to continue, and he needed food and essentials for his family. He expressed an interest in working or helping, and was invited to apply to volunteer. Jawed is physically healthy, keen and committed and despite the challenges he has faced, remains positive. He has been volunteering since the start of 2024 and will be invited into relevant training and opportunities which will also create transferrable skills and experience.

Community Engagement VOICE

Since 2021, Parents and Carers who were already engaged with Restore were invited to be part of a co-production group, that would work up the “Ladder of Coproduction” from giving feedback, moving towards shaping and delivering services. There was wide enthusiasm for this, and over time we have naturally created a small but committed group. It is important that people are in the lead across our full range of projects - from crisis to community, however our experience is that at initial point of contact recipients of emergency aid are not always in a place to commit to a more formal community-voice programme. The nature of the families we work with can present some challenge, for example timekeeping, commitment and priority of a session. At times sessions have been re-arranged or poorly attended due to young children (their health, education, sleep routines etc), new pregnancies, maternal mental health, and financial pressures (leading to short-term work opportunities or at times not having money for the bus). Through this time we have been able to thrive due to open communication and positive relationships between VOICE and the team. Adaptations have been made such as contacting parents several times before we meet, meeting parents outside the building/in the community, subsidising transport and providing creche, meaning we have seen a positive curve of progress over time.



In the past year, VOICE have raised the need for a specific social media group for peer communication, co-designed and brought this into action. This has led to additional groups and support services locally being made more accessible to parents accessing Restore through improved communication.



VOICE regularly evaluate and assess groups, with peer-led feedback and designing user-friendly surveys to ensure language is clear and relevant for our target audience. Through feedback gathered about one session, a project was remodelled and the group steered the initiation of a new project Family Nest, which has just launched in February 2024. Initial responses from beneficiaries has confirmed this new style of support, with more focus on identifying needs in a creative and playful environment is enabling more supportive conversations compared to when running the sensory-child-focused play sessions. This has had a positive impact on the parental mental health, making connections with other, building community and in turn will strengthen families and encourage more engagement in the sessions.

We recognise that involving the community cannot stop once an activity has been established. Co-production is a continuing process. We work with our families to assess our services to ensure they are responding to a current need, provide good value and are accessible. We gather feedback regularly to assess impact and make continual improvements. We know that people's stories of restoration are the biggest measure we could wish for.

Community Engagement **VOLUNTEERS**

Restore could not impact the community and the individual lives it does without dedicated volunteers. Across all projects and including the Distribution Point Partners of Northampton Food Bank, Restore has over fifty regular volunteers that are committed to bringing communities to life through love and compassion. This ranges from stocking shelves, to listening to others' stories, to setting up groups and leading sessions. There are a diverse range of opportunities, that reflect the skills and experience of our teams.

Through the year, Restore offers key training that equips and supports the whole team, and there are opportunities for all to engage with this no matter the role. This reflects the dedication to an IRTDMN style of coaching ("identify-recruit-train-deploy-monitor-nurture"). We believe each person should be supported in reaching their full potential, so if a guest comes in to access a service and is keen to volunteer, they may begin their journey behind the scenes sorting donations whilst they build confidence, but may want to work towards a hospitality or connecting role such as cafe or befriending. The training gives this opportunity to gain skills and knowledge that goes alongside safe opportunities to build experience.



Recent training offered at Restore has included Safeguarding, Manual Handling, Food Hygiene, Domestic Abuse, Mental Health First Aid, Paediatric First Aid, Personal & Professional Boundaries and Afghan Refugee Welcome. Relevant staff have also completed the Parenting Course training and Baby Massage training, with others completing IT based training in systems to improve logistics.

Teams enjoy training opportunities, with good quality refreshment/lunches provided as part of the package and an opportunity to network between projects - again adding to the family feel of Restore.

Volunteers provide remarkable value for money to Restore, with an estimated 12,500 hours given each year, to the value of £150,000. Of course the social value is even higher, with lived experience, co-production and an incredible range of skills and experience that could not be represented in a few members of staff that would cover these hours in paid employment. Restore Northampton would genuinely not be the incredible family that loves and impacts the community without such an incredible volunteer workforce. Any issues with volunteers are few and far between, with the main impact being when volunteers have issues in their personal lives, when obviously these need to take priority. We support volunteers in these circumstances and stay in touch and provide flexibility about when they are able to return. Sometimes it can be hard to find new volunteers for specific roles or those who can make specific times, so we still are working hard to build relationships and advertise opportunities.

Community Engagement

COMMUNITY PARTNERSHIP

The Anti-Poverty Strategy led by West Northants Council (WNC) was a significant landmark in the poverty/community sector in recent years. Restore's Director has served in an instrumental role, representing the Voluntary Community Social Enterprise (VCSE) Sector as a community partner with extensive understanding of poverty in the county. Restore has been invited into further boards and committees over the past year in connection with this opportunity. This includes the Northamptonshire Health and Wellbeing Board and the Health and Wellbeing Forum, as well as two VCSE Assemblies on Advice and Families.

Restore has been at the forefront of pioneering Food Aid Alliance West Northants (FAAWN), with the aim of working sustainably to provide food and other crisis support to individuals experiencing hardship. Relationships are strengthened, ideas and resources are shared to help all parties succeed in this nationally recognised approach. Restore's Director was elected Chair in March 2023 and has strived for excellence in this role, bringing together a wide range of charities and groups who are all passionate about food aid via many different approaches. In this role, our Director has brought unity, continuity and accountability and has overseen the distribution of over £600,000 between these partners in this financial year. The role has included liaising regularly with West Northants Council and Public Health, strengthening this relationship further.

Oversight Strategy Development Group



Restore represents the VCSE for children and families on the Best Start in Life Strategic Board, in partnership with WNC and Public Health. This gives the charity a seat at the table in local governance and also places Restore ahead of the curve with local knowledge. An example of which is that the cafe and play environment that sits alongside Growbaby was called Family Hub since 2021, but is now known as Growbaby Hub, as a UK Government initiative of "Family Hubs" which is something altogether different, is due to be rolled out in West Northants in 2024/25. The strong connections within the VCSE, WNC and Public Health has also opened opportunities for greater community engagement, and hearing the voice of the wider public through consultations and events outside of the charity. Restore places people at the centre of all we do, and is adaptable to the current climate to meet emerging needs.

Financial Review

FUNDING

In 2023/24 Restore was financially supported by local and national grants, local churches/community groups, businesses and individuals through annual commitments, regular giving and one-off donations. Premises are provided free of charge through the support of Central Vineyard Church. In addition to space to run all projects, office space has been secured. There are also resources and equipment made available to Restore including PA systems, projection, specialist lighting and a fully fitted kitchen.

A major source of income since December 2021 has been the National Lottery Community Fund, which provides staff costs and the majority of the running costs for our family projects until May 2024.

Additional funding has been granted through the Northamptonshire Community Foundation (St Giles and Constance Travis funds), Thomas Brington Foundation, Northampton Borough Council Partnership Fund, West Northamptonshire Council and the B and Q Foundation.

We have been grateful to receive additional income from Northamptonshire Community Foundation and the Independent Food Aid Network. We have also gratefully received donations from local councillors, businesses, groups and individual donors.

Before Christmas we were successfully awarded grants by Love Your Neighbour, receiving feedback from them about our intentionality with those who come along, and the particular dignity we afford guests, especially at Christmas. As mentioned elsewhere our Christmas funding was also well supported by Barclays, the Toy Store and members of the Central Vineyard Church Family.

After Christmas we focussed on building a funding pipeline with regular funders such as Northampton Community Foundation and West Northants Council, as well as reaching out to funding organisations that are new to Restore, such as the Benefact Fund. In addition we are looking to secure funding from Awards 4 All, the National Lottery. So far, we have secured funding from Northamptonshire Community Foundation to go towards expanding our Hub and Foodbank activities, thanks to 'a very strong application' and West Northants Council have awarded funding to support our volunteering.

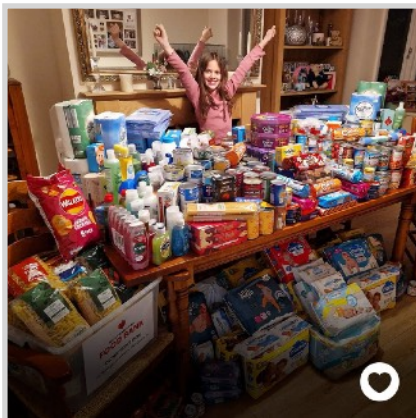
To help our funders have an insight into the work they are funding we welcome arranged visits and in January we welcomed representatives from the De La Pre Lodge for a visit, and to thank them for their donation to Restore. In the first three months of 2024 we have also welcomed representatives from Northampton Community Foundation and the Hilton Hotel Group in Northampton to see first hand the facilities and services on-site.

Financial Review

FUNDRAISING & DONATIONS

Restore is supported by many businesses, churches and individuals through donations of physical items and food, and through financial contributions. Restore receives eighty percent of its public support between October-December each year. Harvest and Christmas appeals are instrumental in gathering this support and attract the general public inclination towards generosity at these times of year. Businesses and public figures look for opportunities to give at Christmas, and manage to gather larger donations which they want to be advertised.

Local organisations and faith groups including churches, WI's and Rotary Clubs have faithfully supported Restore through fundraising and general giving. The consistent gifts enable the crisis support projects to keep running throughout the year.



Fundraisers have been arranged by individuals, community groups and sports groups, such as Northampton Road Runners pictured here from February 2023. The group ran with donations in hand across the town, at night, to bring in the fundraised items to Northampton Food Bank.

We're especially proud of our Community Champion, Caitlin, who supported our Christmas campaign magnificently in 2023, and has set herself a fundraising target of £1,000 in 2024. With a well supported fund-raising Zumba class, and plans for a sponsored walk over the summer, plus a jumble sale, a large raffle and coffee afternoon plus a jumble sale we believe Caitlin is well on her way to exceeding her own target!

Financial Review

FINANCIAL PERFORMANCE

Income for 2023/24 was the sum total of £202,708. Outgoings for the same year were £199,196. At the beginning of the financial year £216,269 was carried forward. A balance of £219,781 was recorded at the end of the financial year. This will be used to support further activities in 2024/25 and the minimum retained in line with the reserves policy.

Independent Examiner

CVS have agreed to offer themselves as Independent Examiners of Restore Northampton.

Approval of Accounts

The accounts were approved on behalf of the Trustees on:

Samantha Rajagopal, Chair

30.4.24

Date

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2024

Income from:	Unrestricted Funds	Designated Funds	Restricted Funds	2024	2023
Note 3	-£-	-£-	-£-	-£-	-£-
Donations and Legacies:	43,728	22,724	134,534	200,986	248,215
Investments	1,722			1,722	75
Total Income	45,450	22,724	134,534	202,708	248,289
Expenditure On:	Note 4				
Charitable Activities	18,209	15,682	165,304	199,196	152,749
Total Payments	18,209	15,682	165,304	199,196	152,749
Net Income/(Expenditure)	27,241	7,042	(30,770)	3,512	95,540
Balance Brought Forward	122,165	3,305	90,798	216,269	120,729
Balance Carried Forward at 31st March 2023	149,406	10,347	60,028	219,781	216,269

BALANCE SHEET AS AT 31ST MARCH 2024

	Unrestricted funds -£-	Designated funds -£-	Restricted funds -£-	2024 -£-	2023 -£-
Current Assets					
Debtors		6,224	479	6,703	464
Cash at Bank	153,628	4,123	60,261	218,011	218,598
Total Current Assets	153,628	10,347	60,739	224,714	219,062
Creditors					
Other Creditors	4,222		711	4,933	2,793
Net current assets/(liabilities)	149,406	10,347	60,028	219,781	216,269
Total assets less current liabilities	149,406	10,347	60,028	219,781	216,269
Creditors: amounts falling due after one year					
Total net assets or liabilities	149,406	10,347	60,028	219,781	216,269
Funds of the Charity					
Restricted funds			60,028	60,028	90,798
Designated funds		10,347		10,347	3,305
Unrestricted funds	149,406			149,406	122,165
Total Funds	149,406	10,347	60,028	219,781	216,269

The financial statements were :

Approved by the Trustees on 30.4.24 and

Signed on their behalf by , Chair of Trustees

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024

1. Basis Of Preparation

1.1 Basis of Accounting

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued 1st October 2019, the Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland (FRS102) and with the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

1.2 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2. Accounting policies

2.1 Recognition of Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received. For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteers as it is not practical to quantify such costs.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024 (CONT.)

2.2 Recognition of Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following heading:

- Expenditure on charitable activities includes all costs incurred in fulfilling the church's objectives, together with any costs in support of these. This category includes costs normally considered support costs but because the building and staff are integral to fulfilling our objectives, they are included here.

2.3 Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2.4 Provisions for Liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

3. ANALYSIS OF INCOME

Analysis	Unrestricted funds -£-	Designated funds -£-	Restricted funds -£-	Total 2024 -£-	Total 2023 -£-
Donations & legacies:					
Donations and gifts	43,728		12,001	55,729	52,485
Grants		22,724	122,533	145,257	195,730
	<u>43,728</u>	<u>22,724</u>	<u>134,534</u>	<u>200,986</u>	<u>248,215</u>
Income from investments:					
Interest received	1,722			1,722	75
	<u>1,722</u>	<u>0</u>	<u>0</u>	<u>1,722</u>	<u>75</u>
Total Income	<u>45,450</u>	<u>22,724</u>	<u>134,534</u>	<u>202,708</u>	<u>248,289</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024 (CONT.)

4. Analysis of Expenditure

Analysis	Unrestricted funds -£-	Designated funds -£-	Restricted funds -£-	Total 2024 -£-	Total 2023 -£-
Expenditure on charitable activities					
Operational Costs	943	14,978	65,815	81,737	49,191
Management & Administration	17,266	704	56,946	74,915	47,955
Operational Staff Costs			42,543	42,543	55,602
Total expenditure on charitable activities	18,209	15,682	165,304	199,196	152,749
Total Expenditure	18,209	15,682	165,304	199,196	152,749

5. Net income/(expenditure) for the year

This is stated after charging:	2024	2023
	-£-	-£-
Independent examiner's fees	570	280
	<u>570</u>	<u>280</u>

6. Staff Costs

	2024	2023
	-£-	-£-
Salaries <i>Gross salary</i>	117,458	103,557
Total	<u>117,458</u>	<u>103,557</u>

No employees had employee benefits in excess of £60,000. There is currently a pension scheme in place for Charity employees.

None of the trustees received any fees for their services as Trustees.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024 (CONT.)

7. Debtors

	2024 -£-	2023 -£-
Prepayments and accrued income	6,703	464
Total	6,703	464

8. Creditors

	Amounts falling due within one year	
	2024 -£-	2023 -£-
Accruals and deferred income	711	427
Taxation and social security	4,222	2,366
Total	4,933	2,793

9. Cash At Bank And In Hand

	2024 -£-	2023 -£-
Cash at bank and on hand	218,011	218,598
Total	218,011	218,598

10. Analysis Of Charitable Funds

Analysis Of Movements In Unrestricted Funds

	1st April 2023 -£-	Income -£-	Expenditure -£-	31st March 2024 -£-
General	122,165	45,450	18,209	149,406
Totals	122,165	45,450	18,209	149,406

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2024 (CONT.)

Analysis Of Movements In Designated Funds

	1st April 2023 -£-	Income -£-	Expenditure -£-	31st March 2024 -£-
Growbaby (NBC)	870		870	0
West Northamptonshire Council HSF4 Xmas Appeal		15,000	5,726	9,274
CENCA (NBC)	1,835		1,835	0
Household Support Fund	600		600	0
West Northamptonshire Council (CONVOTSAD)	0	1,500	427	1,073
West Northamptonshire Council (Warm Spaces)		1,500	1,500	0
Town Council		4,724	4,724	0
Totals	3,305	22,724	15,682	10,347

Analysis Of Movements In Restricted Funds

	1st April 2023 -£-	Income -£-	Expenditure -£-	31st March 2024 -£-
Community Fund	48,262	91,793	98,677	41,378
Awards for All	5,945		5,946	(0)
Thomas Brington	1,359		1,359	0
Growbaby (St Giles)	5,000		5,000	0
Food Bank	19,776	4,938	14,300	10,414
Growbaby	8,941	645	2,977	6,609
Afghan	(0)			(0)
Allotment	206		78	128
Growbaby Christmas	0	7,418	7,418	0
National Grid	810		810	0
National Grid Warm Spaces		7,460	6,460	1,000
NCF Queens	0	5,000	5,000	0
Neighbourly	500		500	0
NCF Travis Constance		5,100	4,600	500
NCF (HSF4 - Capacity Support)		4,286	4,286	0
Hope Enterprises HSF4		7,894	7,894	0
Totals	90,798	134,534	165,304	60,028

Brenda Peers-Ross

29 Drift Road

Selsey

Chichester

W Sussex

PO20 0PW

Email: brenda.peers-ross@hotmail.com

Telephone number: 07710523526

INVOICE

Date: 15th August 2024

Invoice Number: 25011

Address Esther Veal
Restore Northampton
43 Sheep Street
Northampton
NN1 2LZ

Information:

*Work conducted after the closure of CVS, for the period 1st July to 15th August,
in relation to the independent examination of 2024 accounts.*

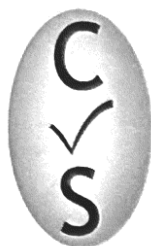
£131.25

*Please make your cheque payable to Brenda Peers-Ross
or direct into my bank account:*

Account name: Brenda Peers-Ross

Sort 20:61:51

Account number: 40700452



Northamptonshire

A member of



navca
local focus national voice

To: **THE MEMBERS
RESTORE NORTHAMPTON
A Charity Incorporated Organisation (CIO) No: 1154625**

INDEPENDENT EXAMINER'S REPORT

We have examined the accounts of the Charity set out on pages 25 to 31, which have been prepared on the accrual concept for financial year ending 31st March 2024.

This report is made solely to the Trustees in accordance with Section 43 (3) (a) of the Charities Act 2011. Our work has been undertaken so that we might state to the Trustees those matters which we are required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees for our work, for this report, or for the opinions we have formed.

Respective responsibilities of the Trustees and examiner

As described on page 5 the Charity's Trustees are responsible for the preparation of the accounts; you consider that the audit requirements of Section 144 (2) of the Charities Act 2011 (the Act) does not apply. It is our responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under Section 156 of the Act, whether particular matters have come to our attention.

Basis of independent examiner's report

Our examination was conducted in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts, presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

1. which gives us reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with Section 130 of the Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act have not been met:
- 2 to which, in our opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.

Brenda Peers-Ross

Brenda Peers-Ross FMAAT. ACIE
15th August 2024

Accounts

RE:STORE NORTHAMPTON

BRINGING COMMUNITIES TO LIFE THROUGH LOVE & COMPASSION

ANNUAL REVIEW 2022-23

ANNUAL REVIEW & FINANCIAL STATEMENTS

For the Year Ended 31st March 2023

Re:store Northampton (Charity Number: 1154625)

Trustees Report

The Trustees present their annual report and financial statements for the year ended 31 March 2023.

Reference & Administration Details

Registered Charity Number: 1154625

Address: 42 Sheep Street
Northampton
NN1 2LZ

Bankers: HSBC
22 Abington Street
Northampton
NN1 2AJ

Independent Examiner: CVS Northamptonshire
32-36 Hazelwood Rd
Northampton
NN1 1LN

Website: www.restorenorthampton.org.uk

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Structure, Governance & Management

Governing Document

Re:store Northampton is a registered charity, charity number 1154625, governed by a constitution, operating as a CIO. The charity was registered on 18th November 2013 and prepared its first set of accounts to 31st March 2015. The charity started operating with effect from 1st April 2014.

Trustees

Kenneth Willis (Chair) (resigned Sept 2023)
Samantha Rajagopal
Daniel Walter
John Campbell
Michael Sturgess
Steve Gee (appointed October 2023)

Organisational Structure

The day-to-day running of the charity is led by the Director, and appropriate work delegated to paid staff and volunteers.

Appointment of Trustees

A new trustee may be appointed by a resolution of the Trustees passed at a meeting of Trustees at which there is a majority of the Trustees present and such resolution shall be recorded in the minutes and signed by the new Trustee and by the chairman of the meeting and such records shall be conclusive evidence of his / her appointment

Focus

Re:store Northampton has a wide range of projects that focus on building community and strengthening families, which in turn contribute to our main aim of reducing the impact of poverty within the town and improving health and wellbeing. Through partnership working, with beneficiaries and local agencies, Re:store has always been able to adapt to address the emerging needs within the town. The hope is to contribute to thriving communities, where people belong and are empowered.

1.Reducing Impact of poverty

Most recent statistics revealed that more than one in every four children are living in poverty in the town. This has a serious knock-on effect for these families in all areas of life, including but not limited to mental health, housing stability, food provision, safety and security. Re:store provides much needed **support in crisis, and works collaboratively to address the underlying causes of poverty.**

2.Building Community

Connecting people and bringing life to communities is a key part of the work at Re:store Northampton. Through creating welcoming, accessible community spaces that celebrate diversity and promote unity, people are brought together to build healthy relationships. These activities, including Nest and Hub, enable natural support networks to form, which counteract the vicious cycle of poverty and social isolation.

3.Improving Health & Wellbeing

All projects and activities at Re:store have a holistic approach that enables us to focus on **improving the health and wellbeing of families and individuals** that engage with us at a universal level. The range of support on offer includes accessible open activities that encourage healthy lifestyles, to more targeted work to address issues that impact mental health, such as housing insecurity, debt and parenting concerns.

4.Strengthening Families

Connecting families through creative play environments has a positive impact on both children and parents/carers. Children are thriving as they engage with the wide range of activities on offer at Re:store Northampton, and **parents report they feel less lonely and more supported.** Many families accessing services have complex issues that impact on their health and wellbeing, but feel more positive as they develop healthy relationships once they access support services, such as Growbaby and Nest. The holistic therapeutic approach to all services seeks to develop skills and confidence and build resilience in families.

5.Inspiring Change

Re:store has an individualistic approach within a group-work or drop-in setting. Through the skilled work of support workers, project co-ordinators and our Occupational Therapist, adults accessing services are empowered to make positive changes. Likewise, the **invaluable volunteer teams** in all projects are encouraged to identify areas for development so they reach their full potential. Many projects are focused on or provide an element of building practical life skills, such as the Allotment, or volunteering in the cafe at the Hub.

6.Working Together

Re:store Northampton recognises the wealth of experience in the community, including the “lived experience” of beneficiaries, and engages them to identify opportunities for improvement. As many who access Re:store Northampton present with complex needs, the access to wider support is paramount. Where possible, **Re:store engages with and provides facilities for partners agencies to provide better outcomes for all of the community.** There is a wealth of charities and services across the town that deliver incredible services to people and communities in Northampton and Re:store always seeks to honour and champion these partners.

Action

What Re:store does in Northampton

Re:store Northampton is a charity run and supported by local people, to serve those in need within the town. The projects range from crisis support, providing food and necessities to those suffering from unforeseen economic hardship, to longer term support work in the form of sharing skills and giving emotional and practical support. We aim to give a 'hand-up' rather than just a 'hand-out' and seek to give individuals the opportunities to move forward into greater independence.

Whilst there are many different projects that make up Re:store, they are all interlinked and most often the guests (clients) will have one or two points of entry, and then move onto other in-house services. In recent years there has been a greater emphasis on families, and less so on food poverty, but the journey from crisis support to building community still underpins the way in which Re:store operates.

The IMPACT STORIES shared within the Annual Review highlight the personal effect on those engaging with the services at Re:store. All are anonymous, and each given a pseudonym starting with "I" as this is the 9th Annual Review of Re:store. Photos included are taken at Re:store Northampton, and shared with permission. However the stories and photos are not to be shared outside of this report.

Overview 2022-23

April-June-22 Range of projects operating at Re:store Mon-Thu. Including Care for the Family Early Years Parenting Course.

July/August-22 Family Fun activities on site, including bouncy castles and a visiting farm on site.

September/October-22 Community Law Service launches on site at Hub (Food Bank) and Family Hub (Growbaby).

November/December-22 Christmas appeal for Growbaby families, reaching over 200 children. Hundreds of refugees settle in temporary accommodation in Northampton, and access services at Re:store.

January/February-23 All staff and team on site, positive planning for year ahead. Involvement in local inter-agency task groups around poverty, supporting families and advice services. Charity Director elected Chair of Food Aid Alliance West Northamptonshire.

March-23 Development of projects and team, through training, support and project reviews. OT student from Northampton University begins placement within Re:store.

Projects - Crisis Provision

NORTHAMPTON FOOD BANK

Northampton Food Bank has been providing emergency food parcels to families and adults across the town since 2009. This is a response to adults and families facing food poverty on a daily basis, including one out of every four children who are living in poverty in Northampton.

Northampton Food Bank offers accessible food aid through a network of Food Bank Points across the town, over six days of the week. A referral is necessary, and **almost 1,000 Referrers are registered to make the services accessible when needed**, including schools, health visitors, doctors surgeries, mental health worker and many more. The food/essentials offered are for those in short-term crisis and Referral Agencies make their assessment based on the eligibility criteria. The referral process is essential to offer the best support at early stages to the individual and to create a dignified welcoming space when collecting the food parcel.

At each distribution point a community cafe is open to the public, who can freely access this space for connection and support. Whilst the Food Bank is referral based, these cafe spaces are open to all to return as often as desired. This creates a community where needs can be identified, addressed and people signposted for more specialist support if required. It is also positive to note that some who attend regularly more frequently move into volunteering positions within Northampton Food Bank.

In total Northampton Food Bank gave out **3,654 food parcels** between 01/04/22 and 31/03/23, which is over 1,000 more than the previous year. This represents approximately 9,000 adults and children although it may be more, as many families have more than the estimated average of two to three children per family. At Re:store Northampton's central location, 966 parcels were distributed in this time, again an increase on the previous year.

The cost of food and essentials given through Northampton Food Bank during 2022-23 is almost £200,000. This includes food, toiletries and household essentials such as toilet roll and nappies. The costs were calculated accurately based on value and mid-range products purchased or donated at full retail value, as Re:store does not have access to food waste or reduced cost items on a regular basis. It is significant to note that since the last statistics reordered by the Food Bank team in 2020, the value of each parcel has doubled due to rise in cost of living alone.

There has been a rise in families accessing Northampton Food Bank in recent years, either referred in-house from other projects at Re:store or through our strong network of referrers that include schools and children's health professionals. A common theme in the reason for referral is either an issue with benefits or lack of access to welfare support, such as No Recourse To Public Funds (NRPF).

More Referral Agencies have been signing up each week to ensure that those in the community can have support more quickly and are supported beyond the point of crisis. This is a response to adults and families facing food poverty on a daily basis, including 1/4 children who are living in poverty in Northampton.



Through 2022-23, Re:store has been able to access funds specifically for the food and essentials that are distributed through membership of the **Food Aid Alliance West Northamptonshire** (FAAWN). Food donations from the public and organisations are still important due to the demand exceeding the funding obtained. Although at times the Food Bank sometimes experiences scarcity in some areas, such as nappies, toiletries and some food, this has generally been overcome within a week through careful planning and appeals.

IMPACT STORIES

Ian was a self employed builder, who was able to support himself and his family and always put a roof over their heads and food on the table, even during Covid lockdowns. In 2022, he was involved in an accident where a car crushed his foot and he was unable to work. Being out of work due to the injury, Ian found himself in a desperate situation. He sought advice and was able to access benefits but the process is slow, and he was without food for some time before he cautiously used Northampton Food Bank. Ian told the volunteers that he never imagining he would ever find himself in this situation, but was overwhelmed by the kindness of strangers who made him welcome, and gave empathy instead of the judgement he anticipated.

Projects - Crisis Provision

GROWBABY



Growbaby was established in 2019 in connection with a national network of projects by the same name, led by Vineyard Churches across the UK. The project focuses on providing clothing and essentials for families with babies and children 0-5 years, and includes the preparation for school with uniform, shoes, bags and coats for 4-5 year olds.

The model relies on high quality preloved clothing, equipment, toys and essentials to be donated, sorted and then made available for families to collect.

In January 2021 a permanent boutique style shop for Growbaby was created. Many brand new items line the shelves and the stunning open layout, with industrial steel and wood, softened with fabrics and handmade quilts and lovely clothing, creates a more dignified experience that families delight in being invited into.

Between April 2022 and March 2023, **476 referrals** were completed for Growbaby almost an identical figure to the previous year. This represents **238 distinct families**, each referred by an external agency, as many have multiple children, and some families return more than once within twelve months. The static number accessing this service suggests a positive ongoing relationship and communication with Referral Agencies, who are now regularly referring when there is a need.

As well as essential clothing items, we were also able to respond to requests for larger items, such as stair gates, cots and buggies. All families were extremely grateful to receive the items, which they would otherwise have struggled to provide.

The Growbaby project has enabled great community involvement in a variety of different ways.

- There is a dedicated team of volunteers that sort through donations on a weekly basis and continue to ensure high quality items are re-stocked into the boutique.
- The Growbaby Project has a dedicated Facebook page which is used as a means of communicating and engaging with the public particularly where donations are required for the boutique. This has been really successful in ensuring we target and receive the specific items needed on a weekly basis.
- In order to try and be a little more environmentally friendly the Growbaby Team decided to stop using disposable paper/plastic bags and introduce re-useable tote bags to parcel up the clothing/toiletry items. These are hand-made by members of the community from donated fabric. We have begun to see some of these bags being re-donated to the boutique to be given out again.
- There are members of the community from across the county that hand-make knitted, crocheted and sewn items especially for the boutique such as blankets/jumpers/cardigans. These are always received with joy and very much appreciated by the families referred.

The Growbaby project has worked well from the outset in terms of crisis support, but through feedback received, we decided to further improve connections between crisis support services and community building projects at Re:store. The boutique and lounge together creates **a safe space that families feel welcome to access beyond the moment of immediate need** as well as to build relationships with the team and peers. This led to the creation of a Family Hub, through additional external funding.

IMPACT STORIES

India first came along to Growbaby with her referrer as she was too anxious to attend alone. She was going through a turbulent time at home and felt very isolated as a new mum. She also felt very unconfident in her ability to parent her first child. She was able to see and experience Family Hub on that first initial attendance and was encouraged by both the Growbaby Team and her referrer to continue to attend Family Hub.

India accessed all the essentials she needed for her toddler, and was delighted (as was the child) with the toys and gifts they could choose alongside the clothes. India's son picked a brand new digger truck which he had spotted in a shop the week before India could not afford. She recounted the tantrum her son had, and became emotional as she felt Re:store has "been expecting them" knowing not only what she needed, but even what her son wanted.



Projects - Crisis Provision

GROWBABY CHRISTMAS 2022



Due to the successful nature of our Christmas 2021 event, and positive feedback received, it was decided to run a similar event in December 2022.

An appeal was well advertised and attracted attention across Northampton (and further), generating around £4,000 in gifts via an online wish-list, delivered directly to Re:store's offices. An additional £6,000 was secured through two successful grant applications from National Grid and Love Your Neighbour, totalling **£10,000 to make Christmas special for the vulnerable families referred**. Volunteers from Central Vineyard and Re:store sorted toys and created

small gift bags for families, as well as sourcing wrapping paper, selection boxes and advent calendars. Families who had accessed Growbaby in previous months, or were referred specifically for this appeal through our partner agencies, were invited in over three consecutive weeks to choose from an array of toys, books and gifts for their children. They were overwhelmed by the generosity of the wider community and incredible selection that filled a vast space, and enjoyed choosing gifts and having them wrapped and labelled from the parent to child (rather than from the charity) to give the parent/carers dignity in the gift-giving.

In our review of 2021, several changes were identified to improve the experience. This included:

- Introducing a ticket system where families were given a time slot to come and select their items, meaning we could prepare better, know who to expect and there was an even spread of people arriving across the days.
- Some families reported feeling overwhelmed by the large choice of gifts on display so we decided to have slightly less choice of toys and have less on display at one time to help make it easier for parents to decide what gifts they wanted to pick.
- Gifts were organised in age specific groups so that parents could easily be directed to the age appropriate items for their children. This helped parents to feel less overwhelmed in making a choice.
- Gift sessions were run on separate days to the normal Growbaby sessions. This meant we could fully focus on the Christmas gift sessions, manage stock levels better and use our volunteers more effectively.

In the lead up to Christmas 2022, we were inundated with referrals. This led to us expanding our initial plans and increasing the number of collection days. **Through the generosity of our supporters, we were able to reach 300 children in Northampton who were really struggling.** The Grotto was a blast, stacked full of the most beautiful presents. Families were blown away, many in tears of gratitude and speechless at others' kindness. The gifts have not only blessed a child, but an entire family, allowing parents to experience the joy on the face of their child opening a gift on Christmas morning. Something they could not provide without the kindness and generosity of our supporters.



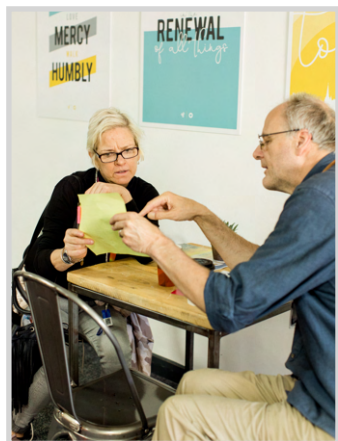
IMPACT STORIES

Imy, mum of three pre-school children/babies texted the Re:store Support Worker after attending the Growbaby Christmas gift event: *"thanks thanks so much to everyone that put a smile on our face this Christmas a wonderful and unforgettable one for me and my children, I really appreciate every single bit of what you have done and I and my children are so excited right now. Thanks"*

Projects - Support & Strengthen

SUPPORT

We continue to offer support through advice, befriending, signposting and courses such as parenting and money. For many, the crisis support services of Food Bank and Growbaby are the first point of contact, with the individual or family reaching out due to financial struggles or other difficult circumstances. From their first visit, guests are welcomed into cafe environments with a team of befrienders who are happy to listen to their story over a cup of tea and cake. This happens naturally in most cases, and makes it relatively simple to identify areas where support can be offered.



The support work at the start of this period primarily consisted of **emotional support, signposting, advice, money management, finding grants or funds to help with crisis support, sourcing items such as beds, buggies, cots, providing phones, laptops or other technology through donors**, assistance completing forms, visas and other applications. Our Citizen's Advice offer switched from a designated phone line for our services users, to being back on site from early 2022, adding an extra layer of support.

The causes of poverty or crisis continue to include homelessness or threat of eviction, financial worries and debt including harassment from lenders, benefit delays or sanctions and not being able to meet basic needs, such as food and heating.

The Support Worker found that the guests who were in the most vulnerable and desperate situations were often those who were originally from outside of the UK. They had arrived in the UK often on either working or student visas and then had found themselves pregnant and no longer able to work. Situations were compounded by domestic abuse, spousal illness or death, personal physical or mental health problems, homelessness or threat of eviction.

Our Support Worker was able to offer essential outreach support to resettled Afghans, following a surge of Afghan families and their children being placed in hotels within Northampton. This included connecting with other local charities and supporting Afghan parents to access Growbaby for help with children's essentials. They were also supported to access our Hub drop in community cafe, and additional cafe sessions were arranged to enable Afghans to leave the hotels to bring their children, connect with others, practise English speaking skills and enjoy traditional Afghan refreshments. Many of these families were also able to benefit from our Growbaby Christmas gift giveaway.

The departure of our Support Worker in July 2022 had an impact on the ways we provided support to our guests and led us to reevaluate the support offer at Re:store.

IMPACT STORIES

Imani was referred to Re:store Northampton by a Social Worker in the local authority. She had no recourse to public funds, due to issues with her visa and had recently become homeless after leaving her abusive partner. Due to her immigration status and cuts in local funding, no refuge was able to offer support to Imani but she and her children were very vulnerable. The temporary accommodation provided by the local authority was inappropriate, insecure and unsafe, with threats from drug dealers in the common areas of the accommodation on a regular basis. One of her two children had a serious medical condition, but the child's needs were not being supported by any other service, and Imani felt overwhelmed and desperate.



The Re:store Support Worker offered emotional and practical support, through small grant funds and help with the visa application. As the relationship built, Imani shared some of her dreams of a career working with children, and the RSW was able to help source a laptop and support her in finding a free online course in a relevant field. The laptop was also an invaluable tool for the children with their school work.

Imani reported that engaging in learning whilst she was waiting for her immigration status to change really boosted her wellbeing. The Re:store Support Worker also linked her up with others to provide peer to peer support. Imani is now regularly getting out of the house, has had her immigration status changed and is looking for work.

Projects - Support & Strengthen

OCCUPATIONAL THERAPY

Following the departure of the support worker in July 2022, we reviewed the crisis support work that had been offered and pulled together a number of services from the community to offer support within our crisis projects. This has included an advisor from Community Law, a Support Worker (in association with our membership of FAAWN), staff from MIND and other agencies who have been able to provide their services onsite, and filled the gap around support that our support worker had left.

The longer term support of families including relationship building, up skilling parents in their roles and into employment as well as supporting parents' mental health is now able to be expanded through the role of the OT who has had adaptations made to their role to enable capacity to develop this support.



'Inspire' was designed in 2018 by the OT through extensive consultation and research with similar programmes across the UK, as a fully engagement led programme of workshops, training, volunteering and mentoring. Using bespoke Action Plans and Occupational Therapy assessment tools, the OT worked individually with the participant to identify goals and the steps needed to make progress, and then linked with a Community Mentor to give regular support. Workshops included interpersonal skills such as dealing with conflict and practical skills, such as cooking. There were opportunities to work towards accredited awards in volunteering, food hygiene and manual handling, to increase access to further employment or volunteering.

All participants completed the programme in 2020, and were involved in a review process to help shape future courses. The intention was to adapt this programme in partnership with beneficiaries, to make it more accessible to those with young children (and no childcare). The hope was that Inspire Families would re launch, with a gradual uptake, in Autumn 2021, but a few challenges meant this was adapted in a way that key components were able to be delivered instead of the complete Inspire Families project. Covid continued to caused disruption to services between September 2021 and January 2022, affecting staffing levels through large amounts of sickness. This also impacted the capacity available for the OT to be able to launch this new project as time was needed to focus on managing the team and the focus on the delivery of existing projects.

The OT has been able to offer 1:1 work with families, supporting them in setting personal goals that look towards developing healthy families, positive mental health and opportunities to enter volunteering, employment and education. We have focused on delivering parenting courses as a key way to up skill families in their role as parents. We have also developed links with Strong Start who will be delivering child development sessions that will up skill families further, such as 'Introducing Solids', 'First Aid for children', and 'Getting school ready'.

The OT is also looking to expand the 1:1 support offered to families in the way of befriending opportunities - this will offer a similar service to the Community Mentors of the previous Inspire project, however will focus more on reducing isolation, loneliness, and be more tailored to family support.

We are still looking to introduce an additional space alongside our Sensory Nest to offer more tailored therapeutic activities to a smaller group of parents that are specifically referred by professionals as families who would benefit from additional therapeutic support provided by the OT.

With the impending appointment of a dedicated Team Manager, the OT will be able to develop these services to a fuller extent, including the 1:1 family work (long term goals/employment/upskilling), the befriending projects, a therapeutic families group, parenting courses, and supervising OT students.

Projects - Support & Strengthen

PARENTING COURSE

During early 2021, two staff members trained to deliver **Care for the Family's 'Time Out for Parents, The Early Years'**. The course brings together parents and carers to look at building healthy relationships with their babies, toddlers and pre schoolers and develop learning through fun and play.

The course begins by looking at what happens when we become a parent – the surprises, disappointments and joys. It has a focus on how to develop children's emotional security, and build the bond between parent and child through recognising their feelings, responding appropriately, listening well, and being positive in what we say. Through the sessions positive interactions and play are explored and activities are set to try new things. A vital topic is boundaries, routines and consequences and why they matter. There's a toolkit of strategies for handling difficult behaviour and this is tailored to meet the individual families needs. There is time to consider the needs of the adults, and how conflict is handled. The final session focuses on 'belonging' – the importance to children of feeling part of their family – and how this can be developed through shared activities and creating family traditions.

The course is designed to run for six consecutive sessions with childcare on site. The focus is on building healthy family relationships and strengthening parents through skills, resources and positive connections. The first course launched in the Autumn of 2021 with six committed parents. However, due to ill health/covid-19 impacting staff and participants, the course was postponed, and was relaunched in Spring 2022.

Seven parents attended the rearranged parenting course - a few were unable to attend some of the sessions due to illness, but generally attendance was positive.



We realised there was a role for someone to be a link person between the creche and the parenting course - someone to support the creche if any children were particularly struggling to settle, to check the children were all ok, and to feed back to anxious parents who weren't used to leaving their children. We therefore had support from our Nest coordinator with this role as she had a relationship with many of the children and families already.

At the end of the course we decided to plan in an additional 'regathering lunch' - parents were sad for the course to end and we were keen to see how they were getting on with the knowledge they had learnt from the course. It was also an opportunity for the parents to reconnect with each other and for us to initiate some co-production work.

We were able to launch the next course in Jan 2023 following successful completion of the training by a further member of staff.

For the second parenting course eight parents attended and committed throughout. Parents engaged well with the course, with lots of verbal feedback and interaction during sessions. All parents commented they were sad that it was coming to an end.

We found that the first few sessions of creche can be a bit of a challenge due to unsettled children. We have therefore adopted a shorter settling in session the week before the course so that parents can go into the creche with their child as needed, and also an opportunity for any paperwork to be completed.

The offer of a creche was a real success, with a team of volunteers able to help the children settle each week. It enabled single parents to have a break from their children - for some, it was the first time leaving their children and a good stepping stone towards getting them ready for nursery. For the second course we were also able to recruit a parent from the first parenting course (and Nest) to help in the creche.

Following on from the course, as a **regathering event we ran a successful pamper morning with a creche to help aid an opportunity for the parents to engage in 'time for me' as discussed in session 6**. The majority of parents were single parents with limited peer/family support, so lack opportunities for quality 'me time'.

All parents were offered support following completion of the course from the Occupational Therapist, through 1:1 meet up, and those that missed any of the sessions were offered 1:1 support to go through any content they missed. Some parents have expressed an interest in volunteering and have received support from the OT to start this.



Following the second course:

- Seven parents felt their confidence in parenting had grown
- All felt more able to understand their child and their needs more
- All felt more confident in setting boundaries
- All felt their bond with their child will strengthen
- Half felt they would like 1:1 support after the course so this has been a good way to identify any unmet needs, including needs unrelated to parenting.

IMPACT STORIES

Two parents that attended were both single parents and both had an autistic child, as well as additional younger children. They provided a positive peer support through the course which continued beyond the sessions, and a natural bond formed.

Imelda reported at the start of the course feeling very unsure about how to set boundaries for her children - she said she viewed discipline as something negative, like a punishment. She reported finding the session on setting boundaries really helpful and now viewed discipline as training rather than punishment and is working on what boundaries to set for her children.

Ingrid was invited to do the parenting course as she told the OT that she was lonely as a single mum of one. She was keen to socialise and gain confidence in her parenting. Although she scored herself well at the start, so **did not seem to make massive progress if looking quantitatively, the qualitative impact was significant**. Ingrid flourished in the connection with her child, adding in praise, encouragement and warmth to interactions that nobody at Re:store had seen before. She smiled when she came in to the group and by the last week was chatting happily with others, exchanging numbers and meeting up outside the group. The transformation has been marked, and Ingrid has gone on to volunteering in the creche for an additional parenting group so others can have the same positive experience she had.

Course feedback:

'I have learnt so many things that I didn't know before coming onto this course. I have learnt boundaries, how to spend more time with my child and listen to them.'

'It has taught me so much. I'm a mum of four and I've learnt some things I didn't know.'

'I am more confident with parenting'

Feedback from pamper morning:

'This has come at just the right time - I can't believe I get 2 hours to myself!'

Projects - Support & Strengthen

ALLOTMENT

The community allotment has been operating since 2013 and creates an opportunity for those in hardship to learn how to grow their own fruit and vegetables, reduce food bills and reduce isolation. It is increasingly recognised that there are many benefits to be gained for mental health and well-being from accessing outside space. The whole process of growing plants, nurturing them and harvesting the produce seems to be beneficial and many participants have commented on the peace and tranquillity of the Community Allotment.



In addition to learning skills to be self-sufficient and grow their own food, clients were supported with their mental, emotional and practical needs through the befriending role of mentors and signposting to relevant agencies.

Clients were first invited to attend a basic skills course where they learn how to plant, weed and tend to vegetables. Upon completion of the initial programme, some individuals have continued to participate in group sessions in line with their skillset. Particularly committed individuals have progressed to their own mini-plot. There are currently eight mini-plots allocated, with the potential for more.

Through Re:store's extensive network of professional contacts, we received a number of external referrals to the project this year, demonstrating a recognition from these agencies of the benefits the project offers to their clients. Professional referrals have included the Probation Service, Community Mental Health Team, the Planned Care and Recovery Team and MIND.

We have a strong team of dedicated and passionate volunteers who contributed approximately 800 hours of their time this year.

Each guest has their own unique circumstances so what they take from the project can differ. For some, the main impact of attending the allotment project is to come out with a newly found confidence, particularly those that have previously suffered with their mental health. The new skills developed can be used personally, but also encourage people that they can do whatever they choose to put their mind to.

For others, **the main impact is community. Where many attendees suffer from isolation and lack of contact, the friendly project, run in the fresh air, provides a huge boost.** Guests appreciate somewhere to be amongst friends in a welcoming environment. Often we are the only contact that they have during the week, so it is of crucial importance to their social development. This has been a year of deepening long term relationships, with some of the participants having attended for a substantial period of time. As a lot of these guests struggle with long term issues, these partnerships are invaluable.



One challenge this year has been with illness of key volunteers, resulting in absences. We are pleased to report that the other volunteers have stepped up to the challenge, to ensure that the project can run.

A local private girls school faithfully supports the Allotment Project through fundraising - each year the students design and host an event to raise funds. A class had the opportunity to come for a special session to get stuck in and learn more about the allotment, and then raise awareness of the work of Re:store. This is a really positive connection, and outside the usual field of Re:store, but highlights the way in which Re:store is loved and supported by the people of Northampton, and connects with all parts of our community. This has had the impact of giving these young people an insight into the charity sector, and hopefully planted in them a desire to continue to help those in need going forward.

IMPACT STORIES

We were pleased to welcome Ivan to the Community Allotment project about two years ago. He came with a support worker and initially found it quite hard to communicate with us and to join in with the other participants. He spent a lot of time watching and frequently said the task was too hard and he was too tired to do any more. When he was no longer receiving support we were unsure whether he would still attend the sessions.

We were delighted that his mother could bring him and he started coming round to the plot independently. He seems to enjoy the sessions, has started texting to let us know if he cannot get a lift and now initiates short conversations. I was thrilled a couple of weeks ago when he asked me if he could “step up” now he has been coming for a while. It took a long time to work out what he had in mind but we eventually realised he wanted to use the mower, which was great! Ivan can sustain working at a task for longer now and finds it easier to take part in group activities. His favourite part of the session is still coffee and biscuits! We feel we are gradually getting to know Ivan; he is now much more confident and comfortable working with different volunteers.

Projects - Support & Strengthen

MONEY

Nearly everyone we have contact with has issues with money, whether it be prolonged poverty, a financial crisis, struggling with debt or managing on a low income. 40% of all mental health issues are related to finance, and we see the crippling effect that it can have on a household. We offer a course led by volunteers designed by CAP (Christians Against Poverty). This has the potential to provide much needed support to many who are in financial difficulties or struggling to balance their income and expenses and budget adequately. We also link with the CAP Debt advice service and other agencies to help people resolve their debts.



Individual courses were offered through 2022-23, but only two participants engaged. Both were on a one-to-one basis, one face-to-face and the other through an online communication service. The impact of covid on support work and groups was very evident in this area, as finances are always such a sensitive matter, it relies on relationship, trust and rapport to be built before a group can be formed.

Projects - Building Community

NEST

As a charity we have long identified the benefits of hosting groups such as baby massage and a designated baby group, and had some plans in motion for getting these groups started. From June 2021 two new indoor settings to run in term-time for under fives were launched: Baby Nest and Sensory Nest, and alongside this Baby Massage.



Each Nest setting creates intentional opportunities for families to connect with each other and receive support. Sessions are planned with our focal points in mind - reducing isolation, strengthening families, improving mental health and building community. Families that have connected with Re:store through Growbaby or other targeted services are welcomed into these spaces, where they can access support regularly and attend free high quality play sessions.



During the course of this period, we have identified parents who want to become parent befrienders in the sessions. These parents have been identified as taking a keen interest in welcoming other parents in the group, making sure that people feel included and welcomed each week. They help new parents to integrate into the group and form friendships. They are also good role models, setting examples of how to parent well. Notably, several of the parents who attended the parenting course and are now involved in the coproduction group have come through Baby Nest.

We have also been able to identify parents who would benefit from attending our parenting course. We feel parents have had more confidence to join the course than they would have done without any relationship through attending the Nest sessions.

After our first parenting course we have noticed some parents in Nest have a better level of engagement in play with their children than before they attended the course.

Several parents have met other parents within the session and gone on to form strong friendships where they are supporting each other outside of the group and meeting up regularly. Some of these parents were very isolated prior to these new friendships.

We have had an overwhelming number of people that have wanted to attend the Nest sessions. We have needed to create a waiting list for places so that we can filter who needs the place most. Our priority is to give places to those who are referred from Growbaby and from other agencies that we are linked to.

The Baby room has got quite full and people are not always able to move up to Sensory Nest, so the age of the room has gradually become older. We are now only allocating babies younger than 6 months a place in the baby room at the moment, so we know people will be there for a while.

Projects - Building Community

BABY NEST

A welcoming play space for families with children under the age of one initially ran alongside Growbaby with the hope that this would increase the chances of them returning in future weeks. With the introduction of Family Hub to run alongside Growbaby, Baby Nest was moved to run alongside Sensory Nest. The motivation for this was so that children from Baby Nest would seamlessly move up to this group. We found that families were reluctant to move to the new group for the following reasons:

- The difference of day meant that families might not be able to make the new day
- Families were not able to see the new group they were moving to, so were not confident to attend.
- Having the group on the same day means that parents can make visits to the new group before they move up properly.

The volunteer team hosting this **cosy environment listen to families, offer refreshments, support parents/carers in playing and connecting with their babies and offer support or guidance where appropriate.** Quality time for conversation and giving people a place to form relationships is key in their parenting journey.

Two of our members of staff who are accredited trainers of the 'Care for the Family' parenting course are in the session, so are able to chat through general parenting concerns with families, should they need this support. A link with local health practitioners and First Aid training has been made available to parents through the Nest Co-ordinator.

IMPACT STORIES

Imogen, a first-time-mum, accessed Baby Nest after having her baby during a time when covid rates were increasing. She initially attended with mask and social distancing, but has stayed with the group through all the changes and has felt very welcome and at home. She told the team in conversation, that she noticed that the volunteers are interested in getting to know you and care about your needs. Volunteers in other groups seem to be there to make sure the group runs smoothly rather than to build relationships or encourage friendships. She appreciates this relaxed environment, and has been crucial in inviting and welcoming new families to the groups. Imogen is interested in becoming a "be-friender" in some of the family settings, so will explore this with the Nest Coordinator.

Isla, a mum who was very isolated and low in mood started coming along to Baby Nest this year after being referred by her support worker. Since the first attendance, she has come almost every week and grown in confidence chatting to other parents. She has made friends with a mum within the session and they have formed a strong friendship where they see each other most days outside of the session to support each other. This mum is keen to volunteer with us once her child goes to nursery.

Projects - Building Community

SENSORY NEST

Sensory Nest is an interactive multi-faceted play session aimed at families with preschool children, with a range of activities that stimulate the senses, engage the whole body, mind and emotions, and encourage gentle natural connections between parent/carers and their children.

The environment is calming and comforting, with low lighting and relaxing music, creating a sanctuary in the middle of often noisy and chaotic lives with little ones. Sensory spaces create an environment that can relieve stress, stimulate senses, provide calm and change behaviour cycles which give an ability to function better by regulating emotions. The session ends with an interactive song time that includes props and a bubble machine and engages all the families together in a circle-time.



Sensory Nest sessions enhance the wellbeing of both parents and children that attend so that they will be able to cope better with the challenges in life that they are facing.

When children turn one they are given a place in Sensory Nest. We move children up to Sensory Nest termly in small groups of parents who have already formed connections with each other, making the transition smoother.

Despite the successes of the project, there are challenges. Currently we have no breastfeeding support. Since the pandemic we have lost the support of Northampton Breastfeeding Alliance which means our volunteer peer support breastfeeding support volunteer is unable to operate without their oversight.

The music time in Sensory Nest isn't always settled, with the behaviour of some impacting on others - this is getting better but is taking a lot of reminding from the project coordinator for people to engage.

Projects - Building Community

BABY MASSAGE



The holistic approach to wellbeing starts with the newborn and encompasses the parent/carers and whole family. Re:store's Occupational Therapist is trained to an accredited level in Baby Massage. **Baby massage has been proven to improve attachment between infant-carer and to build a secure safe bond, often in little worlds that can be chaotic, especially if the family have experienced crisis or trauma.** There are additional health benefits which have a positive impact on the whole family as well as the baby, including improving sleep. This targeted activity runs alongside the Baby Nest, increasing opportunities for families to move between the two levels naturally, and providing a safe inviting space where parent/carers can feed their babies after the session, chat with others and relax in an extended therapeutic environment.

This has been in high demand from parents and professionals, and it began successfully with families who had connected over the past year who had been isolated at home with a newborn.

Baby massage first began as a six week course, however it was apparent that for many of our families, committing to a weekly course was a challenge. Changes were therefore made so that baby massage could take part during the Baby Nest session as drop in taster sessions. This way, parents could join in with baby massage if they wanted, deciding on the day, but there was no pressure for them to and no negative impact on the massage session should they not be there one week.

By doing it in the session as a drop in, it also meant that two sessions could be run back to back if there were enough people wanting to joining that week. The number of sessions can be flexible week on week depending on demand, and there has been the need for a few back to back sessions.

We have been through a stage of having fewer younger babies in Baby Nest - massage is best when babies are immobile (age 0-6 months). As they start wanting to crawl and play more, parents usually opt to remain in the Baby Nest play session rather than join in with massage. This means some weeks, there has been a smaller uptake for baby massage. The courses have been very well received and many have commented how they now do massage at home with their babies as part of a bedtime routine.



IMPACT STORIES

Isabelle was a mum who had fled domestic abuse and came out of a refuge having given birth whilst there. She had accessed Growbaby and then shortly afterwards started attending baby massage after her support worker brought her along to the Baby Nest session. She lacked a lot of confidence in herself and her parenting but regularly came along to baby massage and learnt the techniques which enabled her to start using baby massage as a way to connect with her baby at home. Due to financial challenges this lady would not have been able to pay to attend an alternative baby massage class.

We received a thank you card and gift from three parents who have joined in with baby massage - comments in the card:

'A massive thank you for baby massage and everything else. The massage is a perfect bonding session. We have loved it.'

'Thank you for all you do - me and baby have loved baby massage from the beginning and it's something we now do at home.'

'Thank you for your time and patience whilst trying to teach massage.'

Projects - Building Community

FAMILY FUN

The majority of specialist services run in term-time due to participant accessibility (many have school age children). However, **school holidays can be a challenge for many families, especially those on limited income, who are isolated or in limited accommodation without outside space, and especially those under additional stress.**

Activities provided in holiday time have traditionally had a high engagement and so we aimed to provide high-level services that were accessible to families with a wider child age group. These included indoor themed events, with hired-in services that gave families experiences that they could not usually afford, as well as outdoor family activities.

We ran play sessions in July and August 2022. In July we had a visiting farm. The family fun session was open to families with children of any ages, with provision from babies to children up to the end of Primary school. We had a designated baby play place, a cafe area with games and colouring for older children, soft play and then our visiting 'small animal' farm.

Parents were allocated time slots to visit the animals. Children who had never visited a farm before were able to meet the animals and have an experience of petting them and feeding them. There was plenty for the children to engage in during the course of the morning with the other activities taking place alongside the farm. There was time for families to have a second visit to pet the animals should they wish to do so. There were refreshments available for parents and children during the course of the session.



Our second event in August was a soft play session that was open to families, again with children of any ages. Our provision was from babies to children up to the end of Primary school. We had two rooms, one was for the younger children with soft play and a ball pool and the other room had two larger bouncy castles. Children and parents were able to choose where they wanted to spend their time and move between the two rooms. Children who had never attended a soft play session before were able to experience it during the session. There were refreshments available for parents and children during the course of the session. The family fun sessions were very well attended, with approximately forty families at each.



Due to staff/volunteer capacity and the efforts involved to host the larger sessions, we held weekly buggy walks to the local park in the weeks between, which were less labour intensive. Despite efforts to publicise the events, the buggy walks were not as well attended. The Family Hub continued to run over the summer and families from the Nest groups primarily decided to attend here.

IMPACT STORIES

Isla is a working mum of two who used to attend Nest from when her babies were born, to starting school. In 2022, her youngest had finished nursery and would be starting school in September. Due to the impact of lockdowns during her daughter's early years, her little one was anxious to begin school. The invite to Family Fun sessions meant a lot to Isla and her children, where they enjoyed re-

connecting with the support team and old friends. Her children were able to interact with peers, and loved the activities. Isla said she felt more confident about her daughter starting school by seeing how she developed over the few hours each session.

Projects - Building Community

HUB CAFE

Whilst much of Re:store's work has focused on families over the past year, Re:store is a space that is welcome to all and has its roots in supporting those experiencing hardship. The Hub Cafe was one of the first projects to launch in Re:store alongside Northampton Food Bank, and still opens every week. It has changed size, shape and style over the years, at times offering hot meals, opening multiple times a week, and trialled at different times of the day. **The project has responded to the needs of the community, been shaped by participants and beneficiaries and regularly gives space for feedback and development. The thing that remains consistent is a warm, welcoming community cafe that is open to the public with well trained volunteer be-frienders who are skilled in hospitality and support.**

The Hub runs alongside Northampton Food Bank, although guests are welcome without a referral and can return as often as they wish. The aim is to create a community space where people can connect with others as well as receive signposting, information and support. It attracts a diverse population, with mixed ages/life stages, socio-economic backgrounds, cultures and ethnicities. Within the room there may be adults who work night-shifts, elderly local residents who need somewhere warm and familiar to see others, families with children who are seeking asylum and awaiting school places, those out of work and needing advice about housing or money, and professionals supporting people with a whole range of issues but most often mental health. Mixed in with a strong volunteer team, the room buzzes with conversation and our guests mix and socialise in a positive way.



The cafe has a modern, coffee shop feel, to encourage people to chat and to build a sense of community. The welcoming environment meant that the majority of people stayed well past the short amount of time it takes to make up their food parcels.

There is a partitioned area with 1:1 support allowing a specialist advice service and other agencies to be accessible, yet private. Our in-house Support Worker gets alongside guests and worked with them towards their goals. We involve our Support Worker and the wider team to seek to address any underlying issues that are preventing the service user from exiting crisis, as well as to prevent people from becoming dependent on our services. This ensures that provision is a hand up, rather than a hand out.

Families with young children that came to us were referred to additional projects that we run that are geared towards building community and developing parenting skills. Individuals were referred to projects such as our money management course, as well as our allotment project, which build skills such as how to manage a budget properly, and practical skills such as guests growing their own food, creating resilience and independence. Volunteering opportunities were provided for service users in the food bank and with other projects.

At Christmas, guests were welcomed to make up a Christmas hamper of treat foods and seasonal goods, which had been donated from local busi-



nesses and individuals. Some commented on how much it meant to be considered at this time, and be indulged with chocolates, sweets and gifts.



IMPACT STORIES

Ibrahim connected with Re:store Northampton through Central Vineyard Church. He is an Iranian refugee who arrived in Northampton in Autumn 2022 (face concealed due to circumstances). After being invited to The Hub, he soon asked how he could get involved. He and his family were living in a hotel room (which was their “temporary” home for a year) and he was keen to be active. He is young and physically able to help with set-up and food bank sorting/lifting being a massive asset to the team of mostly retired volunteers.

Ibrahim asked if anyone had a bike for a family at the hotel, and shared how isolated adults and children were due to it's location. Ibrahim played a role in getting over ten bikes from donors and distributing to other refugees and also made use of a bike to get to Re:store Hub. Within a few months Ibrahim's wellbeing and sense of belonging improved from attending Hub and playing a part in the team. He invited others to the Hub and Central Vineyard from the hotel and engaged with Iranian refugees from a wider area.

Projects - Building Community

FAMILY HUB

The Family Hub is a welcoming cafe space in which families receive support and community is built. The Family Hub project is now run at the same time as our Growbaby project. Before and after visiting Growbaby, families are welcomed into the hub with a chance to meet other families and access support to improve their circumstances and/or broader parenting support.



The project is not exclusively for parents/carers who have accessed Growbaby, with families from our other projects also attending the cafe, as well as drop-in guests - this all builds a sense of community.

Through our partnership with Central and East Northants Citizens' Advice, an advisor was available onsite for appointments during the session time. Following the conclusion of this arrangement, we secured an advisor from Community Law Service to provide a similar role. Advice was provided on a wide range of topics.

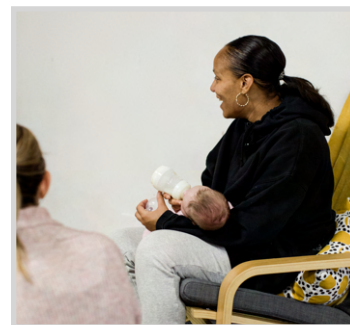
Befrienders in the sessions listened to the guests, offering support, encouragement and signposting.

The play spaces, with engaging activities for children, enable parents to play with their children, but just as importantly, there were volunteers on hand who could play with children, allowing parents some respite, and precious time to speak with volunteers, fellow guests and support staff - the true focus of the sessions.

The Family Hub sees families returning week on week to play and chat. We have received positive comments from referrers and clients about the welcoming environment. It is a natural addition to Growbaby, allowing guests to feel valued, supported and listened to and have seen first-hand evidence of how this input has enabled families to move on from their point of crisis and begin to thrive in their role as parents.

IMPACT STORIES

Iris and her child have been attending Family Hub regularly for the last 12 months and there has been a noticeable difference in her confidence and demeanour. Iris is now relaxed and happy in the Family Hub environment and interacts well with both peers and the Growbaby Team. The Growbaby/Family Hub Co-ordinator was able to signpost her on to other Re:store services and she has gone on to complete the most recent Parenting Course offered by Re:store.



Community Engagement VOICE

We have traditionally been good at gathering regular informal feedback to assess impact and make continual improvements. It is important that people are in the lead across our full range of projects - from crisis to community, however our previous experience has been that at initial point of contact, recipients of emergency aid are not always in a place to commit to a more formal community-voice programme.

We were very keen to benefit from the full “lived experience” of beneficiaries, and engage them to identify opportunities for improvement. Following a successful parenting course, during which a great deal of camaraderie was built between participants, six members of this course agreed to join our first formal coproduction group. The first meeting was held soon after the culmination of the first parenting course, with meetings held every two to three months thereafter.

The Re:store “Voice” group (the name was decided collectively by participants) has created a space for the beneficiaries to not only be heard but to impact change and co-design projects for the future. In time we hope it will be increasingly peer-led but initially it has been supported by members of the staff team. We will eventually gather beneficiaries from all projects at the point in which they are ready to engage.



Consideration has been made to accessibility and barriers such as having young children, with a creche being provided for earlier sessions. This has developed into something of a hybrid, with childcare in the same room and this has been agreed by the participants as a useful addition.

Some key developments made as a result of the participation of the group have been:

- Extending the timing for our Nest sessions. This was both because the session was enjoyable, but also means that those with issues around the timings will still want to attend, even if they have to miss the first 30 minutes, whereas before it would not be worthwhile attending.
- Better publicity of Re:store events with posters and leaflets
- Working together to produce the ‘Re:store Families’ leaflet which is for families to learn about our services.

VOLUNTEERS

Re:store could not impact the community and the individual lives it does without dedicated volunteers. Across all projects and including the Distribution Point Partners of Northampton Food Bank,

Re:store has over fifty regular volunteers that are committed to bringing communities to life through love and compassion. This ranges from stocking shelves, to listening to others' stories, to setting up groups and leading sessions. There are a diverse range of opportunities, that reflect the skills and experience of our teams.

Through the year, Re:store offers key training that equips and supports the whole team, and there are opportunities for all to engage with this no matter the role. This reflects the dedication to an IRTDMN style of coaching ("identify-recruit-train-deploy-monitor-nurture"). We believe each person should be supported in reaching their full potential, so if a guest comes in to access a service and is keen to volunteer, they may begin their journey behind the scenes sorting donations whilst they build confidence, but may want to work towards a hospitality or connecting role such as cafe or befriending. The training gives this opportunity to gain skills and knowledge that goes alongside safe opportunities to build experience.



Recent training offered at Re:store has included Safeguarding, Manual Handling, Food Hygiene, Domestic Abuse, Mental Health First Aid, Paediatric First Aid, Personal & Professional Boundaries and Afghan Refugee Welcome. Relevant staff have also completed the Parenting Course training and Baby Massage training, with others completing IT based training in systems to improve logistics.

Teams enjoy training opportunities, with good quality refreshment/lunches provided as part of the package and an opportunity to network between projects - again adding to the family feel of Re:store.



Volunteers provide incredible value for money to Re:store, with an estimated 12,500 hours given each year, to the value of £150,000. Of course the social value is even higher, with **lived experience, co-production and an incredible range of skills and experience that could not be represented in a few members of staff** that would cover these hours in paid employment. Re:store Northampton would genuinely not be the incredible family that loves and impacts the community without such an incredible volunteer workforce. Any issues with

volunteers are few and far between, with the main impact being when volunteers have issues in their personal lives, when obviously these need to take priority. We support volunteers in these circumstances and stay in touch and provide flexibility about when they are able to return. Sometimes it can be hard to find new volunteers for specific roles or those who can make specific times, so we still are working hard to build relationships and advertise opportunities.

Financial Review

FUNDING

In 2022/23 Re:store was financially supported by local and national grants, local churches/community groups, businesses and individuals through annual commitments, regular giving and one-off donations. Premises are provided free of charge through the support of Central Vineyard Church. In addition to space to run all projects, office space has been secured and all storage required. There are also resources and equipment made available to Re:store including PA systems, projection, specialist lighting and a fully fitted kitchen.

Until this year, the facilities provided to Re:store were at a zero cost for overheads including rent and utilities as a gift-in-kind from Central Vineyard Church. This includes 5 large multi-functional high-spec meeting rooms for hosting activities, the two purpose built store-rooms/shop-fronts for Growbaby and Food Bank, and office space with on-site parking for all staff and volunteers, as well as a lift between floors to improve accessibility.

Due to the costs of energy increasing so dramatically, Restore have been in discussion with Central Vineyard Church as to what this means and Restore has agreed to contribute towards its share of the energy bills.

A major source of income since December 2021 has been the National Lottery Community Fund, which provides staff costs and the majority of the running costs for our family projects until May 2024.

Additional funding has been granted through the Northamptonshire Community Foundation (St Giles and Constance Travis funds), Thomas Brington Foundation, Northampton Borough Council Partnership Fund, West Northamptonshire Council and the B and Q Foundation.

We have been grateful to receive additional income from Northamptonshire Community Foundation and the Independent Food Aid Network. We have also gratefully received donations from local councillors, businesses, groups and individual donors.



FUNDRAISING & DONATIONS

Re:store is supported by many businesses, churches and individuals through donations of physical items and food, and through financial contributions. Re:store receives 80% of its public support between October-December each year. Harvest and Christmas appeals are instrumental in gathering this support and attract the general public inclination towards generosity at these times of year. Businesses and public figures look for opportunities to give at Christmas, and manage to gather larger donations which they want to be advertised.



We have been so impressed by our young fundraisers. In 2020 a four year old asked her mum to help her collect food at Christmas for Northampton Food Bank. Each year since, this child has created a campaign, with now a whole room full of food being donated to Re:store!

Local organisations and faith groups including churches, WI's and the Rotary Clubs have faithfully supported Re:store through fundraising and general giving. The consistent gifts enable the crisis support projects to keep running throughout the year.

Fundraisers have been arranged by individuals, community groups and sports groups, such as Northampton Road Runners pictured here from February 2023. The group ran with donations in hand across the town, at night,



to bring in the fundraised items to Northampton Food Bank.

FINANCIAL PERFORMANCE

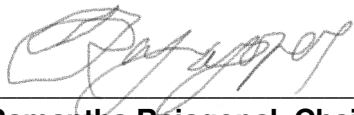
Income for 2022/23 was the sum total of £248,289 Outgoings for the same year were £152,749. At the beginning of the financial year £120,729 was carried forward. A balance of £216,269 was recorded at the end of the financial year. This will be used to support further activities in 2023/24 and the minimum retained in line with the reserves policy.

Independent Examiner

CVS Northamptonshire have agreed to offer themselves as Independent Examiners of Re:store Northampton.

Approval of Accounts

The accounts were approved on behalf of the Trustees on:



Samantha Rajagopal, Chair

28/02/2024

Date

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2023

Income from:	Unrestricted Funds	Designated Funds	Restricted Funds	2023	2022
Note 3	-£-	-£-	-£-	-£-	-£-
Donations and Legacies:	39,828	6,944	201,443	248,215	140,771
Investments	75			75	
Total Income	39,902	6,944	201,443	248,289	140,771
Expenditure On:	Note 4				
Charitable Activities	4,476	9,017	139,256	152,749	178,512
Total Payments	4,476	9,017	139,256	152,749	178,512
Net Income/(Expenditure)	35,426	(2,073)	62,186	95,540	(37,741)
Balance Brought Forward	86,739	5,378	28,612	120,729	158,469
Balance Carried Forward at 31st March 2023	122,165	3,305	90,799	216,269	120,729

BALANCE SHEET AS AT 31ST MARCH 2023

	Unrestricted funds -£-	Designated funds -£-	Restricted funds -£-	2023 -£-	2022 -£-
Current Assets					
Debtors			464	464	515
Cash at Bank	124,532	3,305	90,761	218,598	163,869
Total Current Assets	<u>124,532</u>	<u>3,305</u>	<u>91,225</u>	<u>219,062</u>	<u>164,383</u>
Creditors					
Other Creditors	<u>2,366</u>		<u>427</u>	<u>2,793</u>	<u>43,655</u>
Net current assets/(liabilities)	<u>122,165</u>	<u>3,305</u>	<u>90,798</u>	<u>216,269</u>	<u>120,729</u>
Total assets less current liabilities	<u>122,165</u>	<u>3,305</u>	<u>90,798</u>	<u>216,269</u>	<u>120,729</u>
Creditors: amounts falling due after one year					
Total net assets or liabilities	<u>122,165</u>	<u>3,305</u>	<u>90,798</u>	<u>216,269</u>	<u>120,729</u>
Funds of the Charity					
Restricted funds			90,798	90,798	33,990
Designated funds		3,305		3,305	
Unrestricted funds	<u>122,165</u>			<u>122,165</u>	<u>86,739</u>
Total Funds	<u>122,165</u>	<u>3,305</u>	<u>90,798</u>	<u>216,269</u>	<u>120,729</u>

The financial statements were :

Approved by the Trustees on _____ and

Signed on their behalf by _____, Trustee

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

1. Basis Of Preparation

1.1 Basis of Accounting

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued 1st October 2019, the Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland (FRS102) and with the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

1.2 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2. Accounting policies

2.1 Recognition of Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received. For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteers as it is not practical to quantify such costs.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023 (CONT.)

2.2 Recognition of Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following heading:

- Expenditure on charitable activities includes all costs incurred in fulfilling the church's objectives, together with any costs in support of these. This category includes costs normally considered support costs but because the building and staff are integral to fulfilling our objectives, they are included here.

2.3 Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2.4 Provisions for Liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

3. ANALYSIS OF INCOME

Analysis	Unrestricted funds -£-	Designated funds -£-	Restricted funds -£-	Total 2023 -£-	Total 2022 -£-
Donations & legacies:					
Donations and gifts	39,828		12,657	52,485	58,639
Grants		6,944	188,785	195,730	82,132
	<u>39,828</u>	<u>6,944</u>	<u>201,443</u>	<u>248,215</u>	<u>140,771</u>
Income from investments:					
Interest received	75			75	
	<u>75</u>	<u>0</u>	<u>0</u>	<u>75</u>	
Total Income	<u>39,902</u>	<u>6,944</u>	<u>201,443</u>	<u>248,289</u>	<u>140,771</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023 (CONT.)

4. Analysis of Expenditure

Analysis	Unrestricted funds -£-	Designated funds -£-	Restricted funds -£-	Total 2023 -£-	Total 2022 -£-
Expenditure on charitable activities					
Operational Costs	120	8,291	40,780	49,191	77,691
Management & Administration	4,356	726	42,874	47,955	45,369
Operational Staff Costs			55,602	55,602	55,452
Total expenditure on charitable activities	4,476	9,017	139,256	152,749	178,511
Total Expenditure	4,476	9,017	139,256	152,749	178,511

5. Net income/(expenditure) for the year

This is stated after charging:	2023	2022
	-£-	-£-
Independent examiner's fees	280	275
	<u>280</u>	<u>275</u>

6. Staff Costs

	2023	2022
	-£-	-£-
Salaries <i>Gross salary</i>	103,557	100,821
Total	<u>103,557</u>	<u>100,821</u>

No employees had employee benefits in excess of £60,000. There is currently a pension scheme in place for Charity employees.

None of the trustees received any fees for their services as Trustees.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023 (CONT.)

7. Debtors

	2023 -£-	2022 -£-
Prepayments and accrued income	464	515
Total	464	515

8. Creditors

	Amounts falling due within one year	
	2023 -£-	2022 -£-
Accruals and deferred income	427	40,619
Taxation and social security	2,366	3,036
Total	2,793	43,655

9. Cash At Bank And In Hand

	2023 -£-	2022 -£-
Cash at bank and on hand	218,598	163,869
Total	218,598	163,869

10. Analysis Of Charitable Funds

Analysis Of Movements In Unrestricted Funds

	1st April 2022 -£-	Income -£-	Expenditure -£-	31st March 2023 -£-
General	86,739	39,902	4,476	122,165
Totals	86,739	39,902	4,476	122,165

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023 (CONT.)

Analysis Of Movements In Designated Funds

	1st April 2022 -£-	Income -£-	Expenditure -£-	31st March 2023 -£-
Growbaby (NBC)	870			870
Food Bank & Growbaby (West Hun PC)	508		508	0
CENCA (NBC)	4,000		2,165	1,835
Household Support Fund		5,444	4,844	600
West Northamptonshire Council (Warm Welcome Fund)		1,500	1,500	0
Totals	5,378	6,944	9,017	3,305

Analysis Of Movements In Restricted Funds

	1st April 2022 -£-	Income -£-	Expenditure -£-	31st March 2023 -£-
Community Fund	5,987	123,283	81,008	48,262
Awards for All	(0)	9,467	3,521	5,945
Thomas Brington	0	10,000	8,641	1,359
Star		11,411	11,411	(0)
Growbaby & Hub (St Giles)	1,907		1,907	0
Growbaby (St Giles)		5,000		5,000
Food Bank	14,493	5,282		19,776
Growbaby	6,130	2,811		8,941
Afghan	72		72	(0)
Allotment	24	787	605	206
Waitrose Family Fun		500	500	0
Growbaby Christmas		6,426	6,426	0
National Grid		5,000	4,190	810
Bambino Mio		15,974	15,974	0
NCF Queens		5,000	5,000	0
Neighbourly		500		500
Totals	28,612	201,443	139,256	90,798

To: **THE MEMBERS**
RESTORE NORTHAMPTON
Registered Charity Incorporated Organisation (CIO) No: 1154625

INDEPENDENT EXAMINER'S REPORT

We have examined the accounts of the Charity set out on pages 27 to 33, which have been prepared on the accrual concept for financial year ending 31st March 2023.

This report is made solely to the Trustees in accordance with Section 43 (3) (a) of the Charities Act 2011. Our work has been undertaken so that we might state to the Trustees those matters which we are required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees for our work, for this report, or for the opinions we have formed.

Respective responsibilities of the Trustees and examiner

As described on page 5 the Charity's Trustees are responsible for the preparation of the accounts; you consider that the audit requirements of Section 144 (2) of the Charities Act 2011 (the Act) does not apply. It is our responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under Section 156 of the Act, whether particular matters have come to our attention.

Basis of independent examiner's report

Our examination was conducted in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts, presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

1. which gives us reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with Section 130 of the Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act have not been met:
- 2 to which, in our opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.

Brenda Peers-Ross

Brenda Peers-Ross FMAAT. ACIE
1ST March 2024

RESTORE NORTHAMPTON

England & Wales - Charity number 1154625

Accounts

RE:STORE NORTHAMPTON

BRINGING COMMUNITIES TO LIFE THROUGH LOVE & COMPASSION

ANNUAL REVIEW 2021-22

ANNUAL REVIEW & FINANCIAL STATEMENTS

For the Year Ended 31st March 2022

Re:store Northampton (Registered Charity, England & Wales, Number: 1154625)

Trustees Report

The Trustees present their annual report and financial statements for the year ended March 2021.

Reference & Administration Details

Registered Charity Number: 1154625

Address: 42 Sheep Street
Northampton
NN1 2LZ

Bankers: HSBC
22 Abington Street
Northampton
NN1 2AJ

Independent Examiner: XXXXXX

Website: www.restorenorthampton.org.uk

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Structure, Governance & Management

Governing Document

Re:store Northampton is a registered charity (England & Wales), number 1154625, governed by a constitution, operating as a CIO. The charity was registered on 18th November 2013 and prepared its first set of accounts to 31st March 2015. The charity started operating with effect from 1st April 2014.

Trustees

Samantha Rajagopal (Chair)
Steve Gee
Ken Willis
Daniel Walter

Organisational Structure

The day-to-day running of the charity is led by the Director, and appropriate work delegated to paid staff and volunteers.

Appointment of Trustees

A new trustee may be appointed by a resolution of the Trustees passed at a meeting of Trustees at which there is a majority of the Trustees present and such resolution shall be recorded in the minutes and signed by the new Trustee and by the chairman of the meeting and such records shall be conclusive evidence of his / her appointment.

Focus

Re:store Northampton has a wide range of projects that focus on building community and strengthening families, which in turn contribute to our main aim of reducing the impact of poverty within the town and improving health and wellbeing. Through partnership working, with beneficiaries and local agencies, Re:store has always been able to adapt to address the emerging needs within the town. The hope is to contribute to thriving communities, where people belong and are empowered.

1.Reducing Impact of Poverty

Most recent statistics revealed that more than 1/4 children are living in poverty in the town. This has a serious knock-on effect for these families in all areas of life including but not limited to, mental health, housing stability, food provision, safety and security.

2.Building Community

Connecting people and bringing life to communities is a key part of the work at Re:store Northampton. Through creating welcoming, accessible community spaces that celebrate diversity and promote unity, people are brought together to build healthy relationships. These activities, including Nest and Hub, enable natural support networks to form, which counteract the vicious cycle of poverty and social isolation.

3.Improving Health & Wellbeing

All projects and activities at Re:store have a holistic approach that enables us to focus on improving the health and wellbeing of families and individuals that engage with us at a universal level. The range of support on offer includes accessible open activities that encourage healthy lifestyles, to more targeted work to address issues that impact mental health, such as housing insecurity, debt and parenting concerns.

4.Strengthening Families

Connecting families through creative play environments has a positive impact on both children and parents/carers. Children are thriving as they engage with the wide range of activities on offer at Re:store Northampton, and parents report they feel less lonely and more supported. Many families accessing services have complex issues, that impact on their health and wellbeing, but feel more positive as they develop healthy relationships once accessed support services, such as Growbaby and Nest. The holistic therapeutic approach to all services seeks to develop skills and confidence and build resilience in families.

5.Inspiring Change

Re:store has an individualistic approach within a group-work or drop-in setting. Through the skilled work of support workers, project co-ordinators and our Occupational Therapist, adults accessing services are empowered to make positive changes. Likewise, the invaluable volunteer teams in all projects are encouraged to identify areas for development so they reach their full potential. Many projects are focused on or provide an element of building practical life skills, such as the Allotment, or volunteering in the cafe at the Hub.

6.Working Together

Re:store Northampton recognises the wealth of experience in the community, including the “lived experience” of beneficiaries, and engages them to identify opportunities for improvement. As many who access Re:store Northampton present with complex needs, the access to wider support is paramount. Where possible, Re:store engages with and provides facilities for partner agencies to offer better outcomes for all of the community. There is a wealth of charities and services across the town that deliver incredible services to people and communities in Northampton and Re:store always seeks to honour and champion these partners.

Action

What Re:store does in Northampton

Re:store Northampton is a charity run and supported by local people, to serve those in need within the town. The projects range from crisis support, providing food and necessities to those suffering from unforeseen economic hardship, to longer term support work in the form of sharing skills and giving emotional and practical support. We aim to give a 'hand-up' rather than just a 'hand-out' and seek to give individuals the opportunities to move forward into greater independence. All projects centre around ensuring those we are in contact with have their basic needs met.

Whilst there are many different projects that make up Re:store, they are all interlinked and most often the guests (clients) will have one or two points of entry, and then move onto other in-house services. In recent years there has been a greater emphasis on families, and less so on food poverty, but the journey from crisis support to building community still underpins the way in which Re:store operates.

The IMPACT STORIES shared within the Annual Review highlight the personal effect on those engaging with the services at Re:store. All are anonymous, and each given a pseudonym starting with "H" as this is the 8th Annual Review of Re:store. Photos included are taken at Re:store Northampton, and shared with permission. However the stories and photos are not to be shared outside of this report.

Overview 2021-22

April-21 Government Advice remains Work From Home where possible, activities off-site/outdoors able to run, on-site activities limited to sorting donations and providing emergency provision as a "hand out at the door". Other projects running off site/outdoors to comply with Government guidance. Funding streams re-opening, so working hard to secure future funding.

May/June-21 Community Building projects begin to operate back on site, with new style Nest & Baby Massage launched. More in-person services offered, including support for clients and staff, whilst wearing masks and social distancing still encouraged.

July/August-21 Summer activities outside where possible.

September/October-21 Hub Cafe re-launches after 18 months. Most projects operating in person, masks optional. Visitors and professionals re-connect with on-site visits.



November/December-21 Staff/Volunteer training returns on site, new volunteers part of the team. Support Worker begins outreach to newly settled Afghan displaced people. Christmas appeal for Growbaby families. Staff impacted personally by covid and ill health.

January/February-22 All staff and team on site, positive planning for year ahead. Lottery Funding secured and new plans in place for project expansion.

March-22 Development of projects and team, through training, appraisals, support and project reviews. Involvement in local inter-agency task groups around poverty, supporting families and advice services.

Projects - Crisis Provision

NORTHAMPTON FOOD BANK



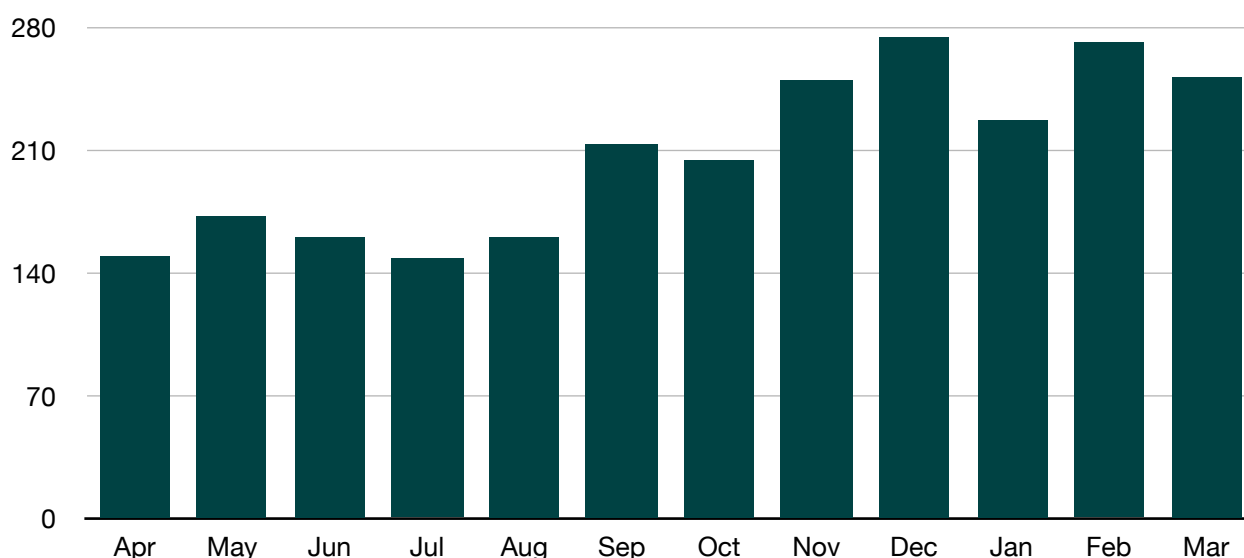
Northampton Food Bank has been providing emergency food parcels to families and adults across the town since 2009. This is a response to adults and families facing food poverty on a daily basis, including 1/4 children who are living in poverty in Northampton.

Northampton Food Bank offers accessible food aid through a network of Food Bank Points across the town, over six days of the week. A referral is necessary, and **over 200 agencies** are registered to refer, including schools, health visitors, doctors surgeries, mental health workers and many more. The food/essentials offered are for those in short-term crisis and Referral Agencies make their assessment based on the eligibility criteria. The referral process is essential to offer the best support at early stages to the individual and to create a dignified welcoming space when collecting the food parcel.

At each distribution point a community cafe is open to the public, who can freely access this space for connection and support. Whilst the Food Bank is referral based, these cafe spaces are open to all to return as often as desired. This creates a community where needs can be identified, addressed and people signposted for more specialist support if required. It is also positive to note that some who attend regularly more frequently move into volunteering positions within Northampton Food Bank.

In total Northampton Food Bank gave out 2,484 food parcels between 01/04/21 and 31/03/22 as shown in the graph below. This represents approximately **5,500 adults and children** although it may be more, as many families have more than the estimated average of 2 children per family. At Re:store Northampton's central location, 821 parcels were distributed in this time, almost the same number as the year before.

■ Food Parcels Across all Re:store Northampton Food Bank



There was a significant spike in the Winter 2021/22, reflecting the **link between food poverty and fuel poverty**. On a weekly basis recipients of food expressed their dilemma of choosing between “eating or heating”. At times, adults would request food that could be eaten cold to avoid using fuel for heating tins of food.

The cost of food and essentials given through Northampton Food Bank during 2021-22 is over £134,000. This represents £86,000 of food, which has increased in cost over these 12 months by up to 50%, and an estimated £48,000 of cleaning products, toiletries and baby essentials such as nappies.

There have been a rise in families accessing Northampton Food Bank over the past two years, either referred in-house from other projects at Re:store or through our strong network of referrers that include schools and children’s health professionals. A common theme in the reason for referral is either an issue with benefits or lack of access to welfare support, such as No Recourse To Public Funds (NRPF).



In 2021, Re:store welcomed two new Distribution Points to the network, which are now thriving and covering areas of the town that were difficult to access. To the merit of the team, even more Referral Agencies have signed up to ensure that those in the community can have support more quickly and are supported beyond the point of crisis.

Through 2021-22, Re:store has been able to access funds specifically for the purchase of food and essentials that are distributed, however by early 2022, the charity has become more reliant again on food donations from the public due to an increase in demand exceeding the funding obtained. Although at times the Food Bank has experienced scarcity in some areas, such as nappies, toiletries and some food, this has generally been overcome within a week through careful planning and appeals.



In October 2021, Re:store repeated the approach taken in 2020, to reach out to schools at Harvest. Instead of appealing for donations, Re:store recognised the impact of the rising cost of living, covid-19 and reduced welfare support was having on those on the lowest incomes. Four schools welcomed this gift, and **this Harvest over 100 family food bags** were distributed to those in greatest need as well as bags of toiletries, cleaning products and other essentials. Alongside this, gifts, treat foods and snacks were added to the parcels to signify this gift being different to a food parcel and to bless the recipient in a time of need.

IMPACT STORIES

Heather, mum of two small children appeared to have a comfortable life in an affluent village working alongside her husband for his business. However her husband became abusive and addicted to substances, and their home became unsafe for them. Heather and her children fled into a refuge after a dangerous incident, leaving them desperate and destitute. Finances from home were cut off, and overnight she became homeless, unemployed and felt very vulnerable and isolated. Referred by the Refuge, Heather was welcomed into Northampton Food Bank. Alongside crisis provision of food aid, Heather was made welcome to visit the cafe and seek support from Citizen’s Advice Bureau on site.

Projects - Crisis Provision

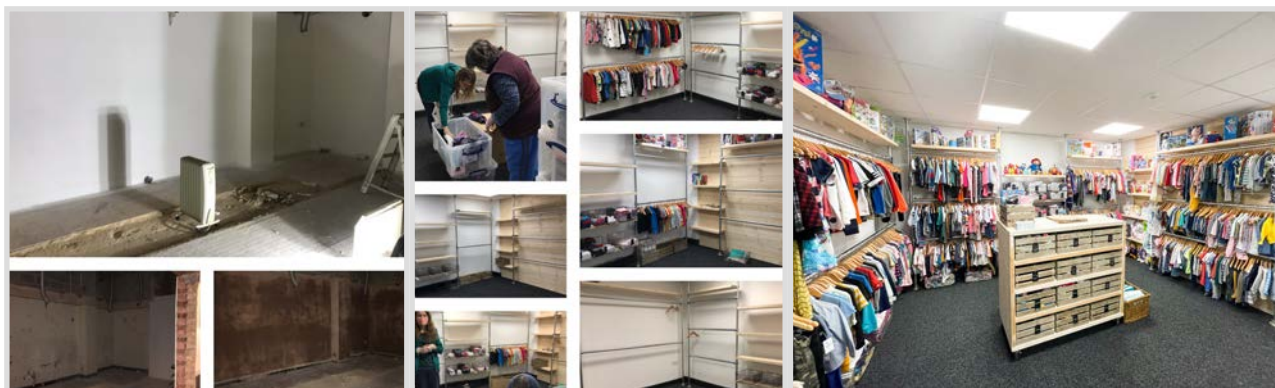
GROWBABY



Growbaby was established in 2019 in connection with a national network of projects by the same name, led by Vineyard Churches across the UK. The project focuses on providing clothing and essentials for families with babies and children 0-5 years, and includes the preparation for school with uniform, shoes, bags and coats for 4-5 year olds.

The model relies on high quality preloved clothing, equipment, toys and essentials to be donated, sorted and then made available for families to collect. Until March 2020 this operated on a weekly basis with the donated items sorted into large boxes, however there was a continual struggle to present the items in a tidy and accessible way.

In 2020/2021, Re:store Northampton secured funds to develop an unused area of the building where all projects are hosted. The work began in January 2021 to include a permanent boutique style shop for Growbaby, a well designed food bank store, and a common space between the two for meeting families. A lift was installed, made possible by donations through Central Vineyard Church, and then within this funding year a more accessible fire-escape and external doors were fitted through B&Q grant funding. This made the lower ground/basement of 42 Sheep Street an accessible and welcoming space for families accessing Growbaby.



In July 2021, the **Growbaby Boutique** was launched and volunteers who had worked hard on the project for the past two years including stocking the shop, were welcomed alongside professional partners, referral agencies and stakeholders to celebrate this moment. Many brand new items lined the shelves, sourced through a specific appeal and by the end of 2021/22, the turnover was managed mostly through donations again. The stunning open layout, with industrial steel and wood, softened with luxury fabrics and handmade quilts and lovely clothing, creates a more dignified experience that families delight in being invited into.



Between April 2021-March 2022, **400** referrals were completed for Growbaby. This represents **222** distinct families each referred by an external agency, as many have multiple children, and some families return more than once within 12 months. The small team of volunteers endeavour to offer support to each family through listening, signposting or where appropriate offering advice.

There would have been more referrals that remain 'incomplete' which means uncollected or lacking information. We have worked hard with referral agencies, and through 2022 we aim to work with parents to redesign some information to improve accessibility to Re:store. Through the coming year, Re:store also aims to improve connections between crisis support services and community building projects at Re:store, and create a safe space that families feel welcome to access beyond the moment of immediate need, to build relationships with the team and peers.

IMPACT STORIES

Hania had two small children including a newborn, her husband left her and there was a death of an immediate family member. Not only did both traumas have an emotional impact on the family, but Hania's only source of income was maternity allowance, which threatened their financial security. The cost of the funeral compounded this stress, and the family risked eviction. Hania struggled to meet the costs of supporting her family, including clothing and essentials she needed for her new baby. Hania's midwife referred her to Growbaby, where she was able to choose clothing, blankets and toiletries for her baby. She was in need of a cot and pushchair as her baby outgrew the Moses basket, but due to a delay in benefits being started, she could not afford these items. Growbaby made an appeal on social media and within a week lovely items were donated and able to be given a new lease of life.

As her child grew, Hania returned to Growbaby, bringing back items she had loved and used, which could be given to other families. Hania was also invited into other groups and activities at Re:store, including baby massage, as well as supported to connect with other groups in her local community.



GROWBABY CHRISTMAS 2021



Christmas 2021, Northampton had emerged from lockdown and was able to host a family gift event. An appeal was well advertised and attracted attention across Northampton (and further), generating around **£4,000 in gifts** via an online wish-list, delivered directly to Re:store's offices. Volunteers from Central Vineyard and Re:store sorted toys and created small gift bags for families, as well as sourcing wrapping paper, selection boxes and advent calendars.

Families who had accessed Growbaby from Sept-Dec 2021, or referred specifically for this appeal through our partner agencies, were invited in over three consecutive weeks to choose from an array of toys, books and gifts for their children. They were overwhelmed by the generosity of the wider community and incredible selection that filled a vast space, and enjoyed choosing gifts and having them wrapped and labelled from the parent to child (rather than from the charity) to give the parent/carers dignity in the gift-giving.



Over **80 families** attended the events, which was similar numbers to the previous year, however most had not experienced this previously and were newly referred. This was intended for our target audience of 0-5yrs, but families with older siblings were also catered for. As well as a larger gift, there were stocking fillers of colouring books, pens, dressing up items and small toys.

There were challenges in running the event, as it overlapped with those in need of clothing or other regular Growbaby essentials, which made it difficult for the team to manage discreetly. It was also unpredictable on the volume and flow of people. Whilst there was no legal instruction in place around public safety, covid had risen again in this area impacting many in the Re:store team, and it was difficult to create a safe and healthy environment for the guests. This element of Growbaby was reviewed in early 2022, and changes have been identified of how to improve the experience in December 2022.

IMPACT STORIES

Hollie, mum of three pre-school children/babies texted the Restore Support Worker after attending the Growbaby Christmas gift event: *"thanks thanks so much to everyone that put a smile on our face this Christmas a wonderful and unforgettable one for me and my children, I really appreciate every single bit of what you have done and I and my children are so excited right now. Thanks"*



Projects - Support & Strengthen

SUPPORT

Re:store Northampton offers support through advice, befriending, signposting and courses such as parenting and money. For many, the crisis support services of Food Bank and Growbaby, is often the first point of contact, with the individual or family reaching out due to financial struggles or other difficult circumstances. From their first visit, guests are welcomed into cafe environments with a team of befrienders who are happy to listen to their story over a cup of tea and cake. This happens naturally in most cases, and makes it relatively simple to identify areas where support can be offered. Clearly this work has been significantly challenged from 2020, when the cafes and on-site activities were scaled back due to Covid-19.

Through the pandemic, which was still very present in 2021-22, Re:store's designated Support Worker focused mostly on identifying needs of those in crisis. This took place initially by phone, then in safe socially-distanced spaces, and within this year, returned to face-to-face contact. The barrier of technology (at times with limited signal/connection), not being physically close and masks was a significant challenge to the compassionate outreach of supporting people, often families, in immediate crisis. Mental health issues, isolation and poverty are very hard to tackle at a distance. However, Re:store's Support Team, led by the OT and Support Worker, worked tirelessly to connect in a meaningful way with those needing help.

The support work over the past year has consisted of emotional support, signposting, advice, money management, finding grants or funds to help with crisis support, **sourcing items such as beds, buggies, cots, providing phones, laptops or other technology through donors, assistance completing forms, visas and other applications.** Citizen's Advice were a contracted partner of Re:store Northampton and switched from in-person sessions to a designated phone line for our services users, only returning on site in early 2022.

The range of needs did not change in 2021-22, but in most cases were heightened by the pandemic. The causes of poverty or crisis included homelessness or threat of eviction, financial worries and debt including harassment from lenders, benefit delays or sanctions and not being able to meet their own basic needs, such as food and heating.



The Support Worker found that the guests who were in most vulnerable and desperate situations were often those who were originally from outside of the UK. They had arrived in the UK often on either working or student visas and then had found themselves pregnant and no longer able to work. Situations were compounded by domestic abuse, spousal illness or death, personal physical or mental health problems, homelessness or threat of eviction.

Support Work was monitored over a randomly selected two month period in the winter of 2021, to assess the level of work and impact of this role. In this time 36 individuals were supported beyond the universal care of Re:store. **Over £4,000 was accessed for families** to receive directly during these two months from grants, vouchers and schemes locally. This supported families with No Recourse to Public Funds who were otherwise destitute, some homeless and unsupported by any other agencies.

IMPACT STORIES

Honour was referred to Re:store Northampton by a Social Worker in the local authority. She had no recourse to public funds, due to issues with her visa and had recently become homeless after leaving her abusive partner. Due to her immigration status and cuts in local funding, no refuge was able to offer support to Honour but she and her children were very vulnerable. The temporary accommodation provided by the local authority was inappropriate, insecure and unsafe, with threats from drug dealers in the common areas of the accommodation on a regular basis. One of her two children had a serious medical condition, but the child's needs were not being supported by any other service, and Honour felt overwhelmed and desperate.



The Re:store Support Worker offered emotional and practical support, through small grant funds and help with the visa application. As the relationship built, Honour shared some of her dreams of a career working with children, and the RSW was able to help source a laptop and support her in finding a free online course in a relevant field. The laptop was also an invaluable tool for the children with their school work.

Honour reported that engaging in learning whilst she was waiting for her immigration status to change really boosted her wellbeing. The Re:store Support Worker also linked her up with others to provide peer to peer support. Honour is now regularly getting out of the house, has had her immigration status changed and is looking for work.

Projects - Support & Strengthen

MONEY

Nearly everyone we have contact with has issues with money, whether it be prolonged poverty, a financial crisis, struggling with debt or managing on a low income. **40% of all mental health issues are related to finance**, and we see the crippling effect that it can have on a household. We offer a course led by volunteers designed by CAP (Christian Against Poverty) Money. This has the potential to provide much needed support to many who are in financial difficulties or struggling to balance their income and expenses and budget adequately. We also link with the CAP Debt advice service and other agencies to help people resolve their debts.

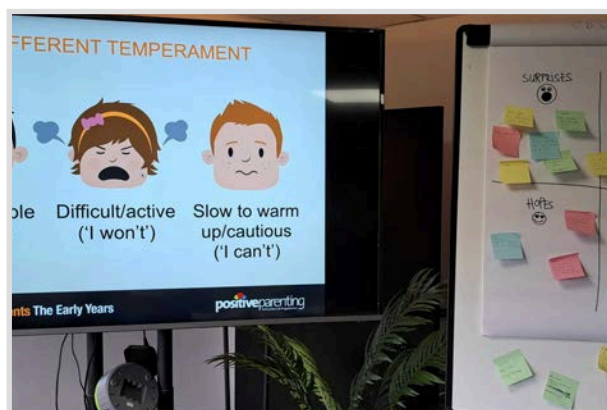


Individual courses were offered through 2021-22, but only two participants engaged. Both were on a 1:1 basis, one face-to-face and the other through an online communication service. The impact of covid on support work and groups was very evident in this area, as finances are always such a sensitive matter, it relies on relationship, trust and rapport to be built before a group can be formed. Plans are in place to offer a group to families with a free creche alongside in the Autumn of 2022. It has also been identified that this is one area that Re:store struggles to measure impact or gather feedback longer-term.

Projects - Support & Strengthen

PARENTING COURSE

Throughout early 2021, two key staff at Re:store trained to deliver Care for the Family 'Time Out for Parents, The Early Years'. The course brings together mums and dads to look at building healthy relationships with their babies, toddlers and pre schoolers and develop learning through fun and play. This launched in the Autumn of 2021 with six committed parents. However, due to ill health/covid-19 impacting staff and participants, the course was postponed late in the year, and relaunched in Spring 2022.



Time Out for Parents, The Early Years begins by looking at what happens when we become a parent – the surprises, disappointments and joys. It has a focus on how to develop children's emotional security, and build the bond between parent and child through recognising their feelings, responding appropriately, listening well, and being positive in what we say. Through the sessions positive interactions and play is explored and activities are set to try new things. A vital topic is boundaries, routines and consequences and why they matter. There's a toolkit of strategies for handling difficult behaviour and this is tailored to meet the individual

families needs. There is time to consider the needs of the adults, and how conflict is handled. The final session focuses on 'belonging' – the importance to children of feeling part of their family – and we see how we can develop this through shared activities and creating family traditions.

The Parenting course was offered in response to demand from guests in 2019-20 and professionals from 2018, through surveys, an External Evaluation and public consultation. The course is designed to run for six consecutive sessions with childcare on site. The focus will be on building healthy family relationships and strengthening parents through skills, resources and positive connections. The intention longer-term is to run several times a year, and for families to be invited into other projects for families where they can stay connected or receive 1:1 support if required.



IMPACT STORIES

Mum of 4, Harriett attended the first sessions of the parenting course in Autumn 2021. She has two children in Primary School, one of which has additional needs, and pre-school twins. As a single mum she has to make all the parenting decisions on her own, and shared with the OT that she can struggle to know what to do for the best. She shared that Re:store was the first place she had come with her children that she did not feel judged, and instead she felt welcomed and accepted. She said that she wouldn't be able to focus if it was not for the creche, and this experience for her children would also help prepare them for nursery. Harriett was disappointed when the course had to be postponed, but is fully committed to attending when it relaunches and has also encouraged another parent to attend. In the meantime she will continue to bring her twins to Nest and is looking to volunteer at Re:store in the future.

Projects - Support & Strengthen

ALLOTMENT



The community allotment has been operating since 2013 and creates an opportunity for those in hardship to learn how to grow their own fruit and vegetables, reduce food bills and reduce isolation. The Allotment Project provides space for people to benefit from being outside! It is increasingly recognised that there are many benefits to be gained for mental health and well-being from accessing outside space. The whole process of growing plants, nurturing them and harvesting the produce seems to be beneficial and many participants have commented on the peace and tranquillity of the Community Allotment.

At the start of the year the project was unable to meet as a group due to Covid restrictions but there was great enthusiasm it re-started with limited numbers in April 2021. By May, the group was back to meeting every week and started sowing and planting, making up for lost time. Everyone worked together to get all the plots back in full use but it was quite a challenge!

A local private girls school faithfully supports the Allotment Project through fundraising - each year the students design and host an event to raise funds. A class has the opportunity to come for a special session to get stuck in and learn more about the allotment, and then raise awareness of the work of Re:store. This is a really positive connection, and outside the usual field of Re:store, but highlights the way in which Re:store is loved and supported by the people of Northampton, and connects with all parts of our community.



IMPACT STORIES

Henry has been attending the Allotment sessions for several years, and was keen to develop his skills further and asked about having his own plot. We arranged for him to extend his growing area but still remain within the group. This has been successful as Henry has had more scope to be independent but still have support on a Wednesday morning and still be able to access seeds, tools and have companionship and a listening ear when needed.

Projects - Building Community

NEST

Nest emerged organically as a family-focused play session for babies and pre-school children in 2015, with a formal launch in 2017. The group was thriving and attracted up to 100 adults and children at the start of 2020. However like so much, the lockdown of March 2020 forced doors to close and the project to be re-considered.

As a charity we had already identified the benefits for groups such as baby massage and a designated baby group, and had some plans in motion for getting these groups started in the coming year. However with the delays to these caused by covid restrictions, we were instead able to start slowly building relationships with suitable parents for these groups over the phone, with a view to inviting them to these groups once they were able to open on site.



From June 2021 two new indoor settings to run in term-time for under 5's were launched: **Baby Nest** and **Sensory Nest**, and alongside this **Baby Massage**.



Each setting creates intentional opportunities for families to connect with each other and receive support. Sessions are planned with our focal points in mind - reducing isolation, strengthening families, improving mental health and building community. Families that have connected with Re:store through Growbaby or other targeted services are welcomed into these two Nest spaces, where they can access support regularly and attend free high quality play sessions.

Nest sessions are limited in numbers to improve the experience and referrals from the Grow Baby project and other connected services are given priority. Over 2021-22, the Nest team have maintained connection with **70 families** who have been engaging with the Nest projects, with an average of 30 families attending weekly.

SENSORY NEST

Sensory Nest is an interactive multi-faceted play session aimed at families with preschool children, with a range of **activities that stimulate the senses, engage the whole body, mind and emotions, and encourage gentle natural connections between parent/carers and their children.**



The environment is calming and comforting, with low lighting and relaxing music, creating a sanctuary in the middle of often noisy and chaotic lives with little ones. Sensory spaces create an environment that can relieve stress, stimulate senses, provide calm and change behaviour cycles which give an ability to function better by regulating emotions. The session ends with an interactive song time that includes props and a bubble machine and engages all the families together in a circle-time.

Sensory Nest sessions enhance the wellbeing of both parents and children that attend so that they will be able to cope better with the challenges in life that they are facing.

IMPACT STORIES

Harry and his partner have attended Sensory nest since it relaunched in 2021, and prior to lockdown they brought their older children who are now at primary school. Both parents work shifts so manage the childcare between them, but most often it is Harry who brings the two boys, aged 1 and 2. Harry commented that he finds it hard to do “mums and tots” because nobody talks to dads, but at Re:store he is always made to feel welcome, given respect and most importantly a hot drink, cake and an opportunity to play with his children in a different environment. At times the family have experienced financial hardship so he said that he appreciates a free accessible group that doesn't require fees or booking ahead.

BABY NEST

A welcoming play/cafe space has been created for families with children **under the age of one, many of whom were born during covid-lockdown**, and parents have felt even more isolated due to these social restrictions. This session runs alongside Growbaby in a separate space, and those attending Growbaby can be welcomed into the cafe if their baby is under 1, which increases the chances of returning in future weeks.

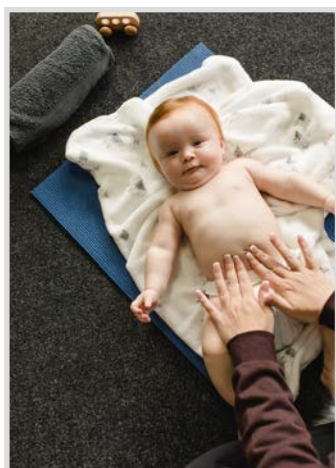
The volunteer team hosting this cosy environment listen to families, offer refreshments, support parents/carers in playing and connecting with their babies and offer support or guidance where appropriate. Quality time for conversation and giving people a place to form relationships is key in their parenting journey.



Two of our members of staff who are accredited trainers of the ‘Care for the Family’ parenting course are in the session, so are able to chat through general parenting concerns with families, should they need this support. A link with local health practitioners and First Aid training has been made available to parents through the Nest Co-ordinator.

IMPACT STORIES

Hayley, first-time-mum, accessed Baby Nest after having her baby during a time when covid rates were increasing. She initially attended with mask and social distancing, but has stayed with the group through all the changes and has felt very welcome and at home. She told the team in conversation, that she notices that the volunteers are interested in getting to know you and care about your needs. Volunteers in other groups seem to be there to make sure the group runs smoothly rather than to build relationships or encourage friendships. She appreciates this relaxed environment, and has been crucial in inviting and welcoming new families to the groups. Hayley is interested in becoming a “be-friender” in some of the family settings, so will explore this with the Nest Coordinator.



BABY MASSAGE

Re:store was able to launch Baby Massage in April 2021, following long delays due to lockdown restrictions. **Re:store's Occupational Therapist has trained to an accredited level in Baby Massage** and delivers this with an assistant, who is also available to offer practical or emotional support to parents in the session, and to enhance our accessibility.

This has been in high demand from parents and professionals, and it began successfully with families who had connected over the past year who had been isolated at home with a newborn. The course has been offered as six consecutive weekly sessions or one-off taster sessions, to make it most accessible to families whatever their circumstances or commitments.

The **holistic approach to wellbeing** starts with the newborn and encompasses the parent/carers and whole family. Baby massage has been proven to improve attachment between infant-carer and to build a secure safe bond, often in little worlds that can be chaotic, especially if the family have experienced crisis or trauma. There are additional health benefits which have a positive impact on the whole family as well as the baby, including improving sleep. This targeted activity runs alongside the universal service of Baby Nest, increasing opportunities for families to move between the two levels naturally, and providing a safe inviting space where parent/carers can feed their babies after the session, chat with others and relax in an extended therapeutic environment.

There is potential to increase this project over the five years through training volunteers who are already being recruited, so that they could lead the session. The impact of each session will be measured through a questionnaire both at the start and end of a course and followed up after six weeks, as skills learnt can be applied at home, extending the intended holistic benefits beyond the course duration into the first 6-9 months of a baby's life. As families should continue to engage with other services, case-studies and personal stories can also be captured to identify benefits or challenges and help adapt the course.



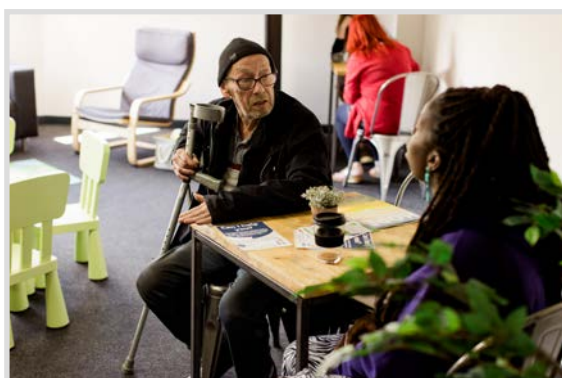
IMPACT STORIES

When Helena first attended Baby Nest she shared how she thought she had postnatal depression as felt low quite a lot. She regularly joined in with baby massage and said how it is an activity she now does at home with her baby. She also made friends with some of the other parents who attended the massage and increased her peer support network. The OT checks in with her regularly and has supported her in navigating support with her mental health.

Projects - Building Community

HUB CAFE

Whilst much of Re:store's work has focused on families over the past year, Re:store is a space that is welcome to all and has its roots in supporting those experiencing hardship. The Hub Cafe was one of the first projects to launch in Re:store alongside Northampton Food Bank, and still opens every week. It has changed size, shape and style over the years, at times offering hot meals, opening multiple times a week, and trialled at different times of the day. The project has responded to the needs of the community, been shaped by participants and beneficiaries and regularly gives space for feedback and development. The thing that remains consistent is a warm, welcoming community cafe that is open to the public with well trained volunteer be-frienders who are skilled in hospitality and support.



The **Hub runs alongside Northampton Food Bank**, although guests are welcome without a referral and can return as often as they wish. The aim is to create a community space where people can connect with others as well as receive signposting, information and support. It attracts a diverse population, with mixed ages/life stages, socio-economic backgrounds, cultures and ethnicities. Within the room there may be adults who work night-shifts, elderly local residents who need somewhere warm and familiar to see others, families with children who are seeking asylum and awaiting school places, those out of work and needing advice about housing or money, and professionals supporting people with a whole range of issues but most often mental health. Mixed in with a strong volunteer team, the room buzzes with conversation and our guests mix and socialise in a positive way.



The cafe has a modern, coffee shop feel, to encourage people to chat and to build a sense of community. The welcoming environment meant that the majority of people stayed well past the short amount of time it takes to make up their food parcels.

There is a partitioned area with 1:1 support allowing a specialist advice service and other agencies to be accessible, yet private. Our in-house Support Worker gets alongside guests and worked with them towards their goals. We involve our Support Worker and the wider team to seek to address any underlying issues that are preventing the service user from exiting

crisis, as well as to prevent people from becoming dependent on our services. This ensures that provision is a hand up, rather than a hand out.

Families with young children that came to us were referred to additional projects that we run that are geared towards building community and developing parenting skills. Individuals were referred to projects such as our money management course, as well as our allotment project, which build skills such as how to manage a budget properly, and practical skills such as guests growing their own food, creating resilience and independence. Volunteering opportunities were provided for service users in the food bank and with other projects.

At Christmas, guests were welcomed to make up a Christmas hamper of treat foods and seasonal goods, which had been donated from local businesses and individuals. Some commented on how much it meant to be considered at this time, and be indulged with chocolates, sweets and gifts.



IMPACT STORIES

Hugh joined the Re:store team as a volunteer at Hub after accessing services due to facing financial difficulties. He is not in paid employment due to complex health needs, but was keen to get involved in a voluntary capacity. He helps with projects behind the scenes and attended weekly during the many periods of instability due to covid over the past few years.

Volunteers

Re:store Northampton values the team of staff and volunteers, and the charity could not impact the community and individual lives without these dedicated people. Across all projects and including the Distribution Point Partners of Northampton Food Bank, Re:store has **over 100 volunteers** that are committed to bringing communities to life through love and compassion. This ranges from stocking shelves, to listening to others stories, to setting up groups and leading sessions. There are a diverse range of opportunities, that reflect the skills and experience of our teams.

In September 2021, Re:store hosted a “Re:Gather” session to **welcome back** volunteers who had been working remotely or had reduced responsibilities due to various phases of lock-down. This signalled all services being open to the public and the doors re-opening across Re:store. It was an opportunity for reflection, re-grouping and celebration, and all were delighted to be re-united as teams as they describe volunteering as being part of **“the Re:store Family”**.



Through the year, Re:store offers key training that equips and supports the whole team, and there are opportunities for all to engage with this no matter the role. This reflects the dedication to an IRTDMN style of coaching (“identify-recruit-train-deploy-monitor-nurture”). We believe each person should be supported in reaching their full potential, so if a guest comes in to access a service and is keen to volunteer, they may begin their journey behind the scenes sorting donations whilst they build confidence, but may want to work towards a hospitality or connecting role such as cafe or befriending. The training gives this opportunity to gain skills and knowledge that goes alongside safe opportunities to build experience.



Training offered at Re:store in 2021/22 has include Safeguarding, Manual Handling, Food Hygiene, Domestic Abuse, Mental Health, Paediatric First Aid, Personal & Professional Boundaries, Afghan Refugee Welcome. Relevant staff have also completed Parenting Course Training and Baby Massage, with others completing IT based training in systems to improve logistics.

Teams enjoy training opportunities, with good quality refreshment/lunches provided as part of the package and an opportunity to network between projects - again adding to the Family Feel of Re:store.

Volunteers provide incredible value for money to Re:store, with an estimated 15,000 hours given each year, to **the value of £163,500** based on the real living wage of £10.90p/h. Of course the social value is even higher, with lived experience, co-production and an incredible range of skills and experience that could not be represented in a few members of staff that would cover these hours in paid employment. Re:store Northampton would genuinely not be the incredible family that loves and impacts the community without such an incredible volunteer workforce.

Financial Review

Funding

In 2021/22 Re:store was financially supported by local and national grants, local churches/community groups, businesses and individuals through annual commitments, regular giving and one-off donations. Premises are provided free of charge through the support of Central Vineyard Church. This includes all amenities and bills including gas, electricity and water. In addition to space to run all projects, office space has been secured and all storage required. There are also resources and equipment made available to Re:store including PA systems, projection, specialist lighting and a fully fitted kitchen.

A major source of income since June 2016 has been the **National Lottery Community Fund's** Help Through Crisis programme, which provided staff costs and the majority of the running costs for HUB until the end of May 2021. This was a partnership fund, led by Re:store, working with Northamptonshire Community Foundation, Central and East Northants Citizen's Advice and Springs Family Centre. Following the ending of this funding, Re:store successfully applied to the National Lottery Community Fund for funding (staff and running costs) for a range of family projects. This came into effect from December 2021.

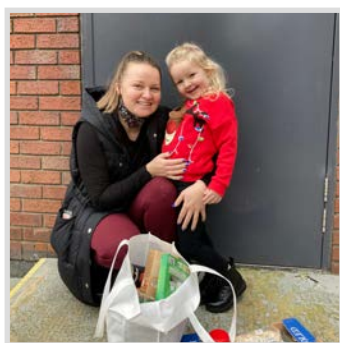
Additional funding has been granted through the **Northamptonshire Community Foundation** (St Giles and Constance Travis funds), **Thomas Brington Foundation**, **Northampton Borough Council Partnership Fund**, **West Northamptonshire Council** and the **B and Q Foundation**.

We have been grateful to receive additional income to aid our response to the Coronavirus pandemic from Northamptonshire Community Foundation and the Independent Food Aid Network. We have also gratefully received donations from local councillors, businesses, groups and individual donors.



Fundraising & Donations

Re:store is supported by many businesses, churches and individuals through donations of physical items and food, and through financial contributions. Re:store receives 80% of its public support between October-December each year. Harvest and Christmas appeals are instrumental in gathering this support and attract the general public inclination towards generosity at these times of year. Businesses and public figures look for opportunities to give at Christmas, and manage to gather larger donations which they want to be advertised.



One touching story in Christmas 2021, was of a young child who collected food each day during advent. The four-year-old said she wanted to help people who had no food, and so her "elf on the shelf" brought items of food each day for her to bring as a lovely collection to Northampton Food Bank. What a wonderful treat!

Local organisations and faith groups including churches, WI's and the Rotary Clubs have faithfully supported Re:store through fundraising and general giving. The consistent gifts enable the crisis support projects to keep running throughout the year.

Throughout 2021/22 there has been significant public interest in supporting Growbaby. Many businesses have collected, raised funds or donated items to help stock the rails and shelves. In particular some local businesses have created opportunities for the public to give such as Pound-stretcher's Family Fun Day, where toys were donated and money raised to then be spent in store. This is only one of the many businesses who have raised support and funds for Re:store.



Financial Performance

Income for 2021/22 was the sum total of £140,771 Outgoings for the same year were £178,512. At the beginning of the financial year £158,751 was carried forward. A balance of £121,009 was recorded at the end of the financial year. This will be used to support further activities in 2022/23 and the minimum retained in line with the reserves policy.

Independent Examiner

Shanoj Injipparambili Unnikrishnan have agreed to offer themselves as Independent Examiners of Re:store Northampton.

Approval of Accounts

The accounts were approved on behalf of the Trustees on:

Samantha Rajagopal, Chair

Date

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2022

Income from:	Unrestricted Funds	Restricted Funds	2022	2021
	-£-	-£-	-£-	-£-
Note 3				
Donations and Legacies:	46,556	94,215	140,771	257,606
Investments				
Total Income	46,556	94,215	140,771	257,606
Expenditure On:				
Note 4				
Charitable Activities	35,897	142,615	178,512	135,866
Total Payments	35,897	142,615	178,512	135,866
Net Income/(Expenditure)	10,659	(48,400)	(37,741)	121,739
Balance Brought Forward	76,360	82,390	158,751	37,011
Balance Carried Forward at 31st March 2022	87,019	33,990	121,009	158,751

BALANCE SHEET AS AT 31ST MARCH 2022

	Unrestricted funds -£-	Restricted funds -£-	2022 -£-	2021 -£-
Current Assets				
Debtors		515	515	513
Cash at Bank	91,399	72,470	163,869	185,107
Total Current Assets	91,399	72,985	164,383	185,620
Creditors				
Other Creditors	3,036	40,619	43,655	27,151
Net current assets/(liabilities)	88,363	32,366	120,728	158,469
Total assets less current liabilities	88,363	32,366	120,728	158,469
Creditors: amounts falling due after one year				
Total net assets or liabilities	88,363	32,366	120,728	158,469
Funds of the Charity				
Restricted funds		32,366	32,366	80,766
Unrestricted funds	88,363		88,363	77,703
Total Funds	88,363	32,366	120,728	158,469

The financial statements were :

Approved by the Trustees on 30.1.23 and

Signed on their behalf by KI Willis, Trustee

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

1. Basis Of Preparation

1.1 Basis of Accounting

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland (FRS102) and with the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

1.2 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2. Accounting policies

2.1 Recognition of Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received. For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022 (CONT.)

2.2 Recognition of Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following heading:

- Expenditure on charitable activities includes all costs incurred in fulfilling the church's objectives, together with any costs in support of these. This category includes costs normally considered support costs but because the building and staff are integral to fulfilling our objectives, they are included here.

2.3 Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2.4 Provisions for Liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

3. ANALYSIS OF INCOME

Analysis	Unrestricted funds -£-	Restricted income funds -£-	Total 2022 -£-	Total 2021 -£-
Donations & legacies:				
Donations and gifts	46,556	12,083	58,639	77,203
Grants		82,132	82,132	180,403
Total Income	46,556	94,215	140,771	257,606

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022 (CONT.)

4. Analysis of Expenditure

Analysis	Unrestricted funds -£-	Restricted income funds -£-	Total 2022 -£-	Total 2021 -£-
Expenditure on charitable activities				
Operational Costs	8,373	69,318	77,691	46,307
Management & Administration	27,524	17,846	45,369	26,486
Operational Staff Costs		55,452	55,452	63,073
Total expenditure on charitable activities	35,897	142,615	178,512	135,866
Total Expenditure	35,897	142,615	178,512	135,866

5. Net income/(expenditure) for the year

This is stated after charging:	2022	2021
	-£-	-£-
Independent examiner's fees	275	270
	<u>275</u>	<u>270</u>

6. Staff Costs

		2022	2021
		-£-	-£-
Salaries	Gross salary	100,821	89,559
Total		<u>100,821</u>	<u>89,559</u>

No employees had employee benefits in excess of £60,000. There is currently a pension scheme in place for Charity employees.

None of the trustees received any fees for their services as Trustees.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022 (CONT.)

7. Debtors

	2022 -£-	2021 -£-
Prepayments and accrued income	515	513
Total	515	513

8. Creditors

	Amounts falling due within one year	
	2022 -£-	2021 -£-
Accruals and deferred income	40,619	25,703
Taxation and social security	3,036	1,448
Total	43,655	27,151

The deferred income of £18,765.33 is from the Community Fund grant, which is paid twice annually in advance, £10,000 Thomas Brington grant, £11,411 Star grant.

9. Cash At Bank And In Hand

	2022 -£-	2021 -£-
Cash at bank and on hand	163,869	185,108
Total	163,869	185,108

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022 (CONT.)

10. Analysis Of Charitable Funds

Analysis Of Movements In Unrestricted Funds

	1st April 2021 -£-	Income -£-	Expenditure -£-	31st March 2022 -£-
General	76,360	46,556	35,897	87,019
Totals	76,360	46,556	35,897	87,019

Analysis Of Movements In Restricted Funds

	1st April 2021 -£-	Income -£-	Expenditure -£-	31st March 2022 -£-
Nest (Queen's Institute, NBC, Awards for All)	2,822	1,250	4,072	0
Help Through Crisis	64,564	15,855	80,419	(0)
Community Fund		37,531	31,544	5,987
Growbaby & Hub (St Giles)	0	5,000	3,093	1,907
Food Bank	6,497	7,996		14,493
Growbaby (NBC)	2,000		1,130	870
Food Bank & Growbaby (West Hun PC)	2,000		1,492	508
Growbaby	4,507	3,267	1,644	6,130
Afghan	0	300	228	72
Allotment	0	520	497	24
Thomas Brington	0	8,602	8,602	0
IFAN (Food Bank)		100	100	0
Constance Travis		3,000	3,000	0
Neighbourly (B&Q)		4,794	4,794	0
CENCA (NBC)	0	6,000	2,000	4,000
Totals	82,390	94,215	142,615	33,990

RE:STORE NORTHAMPTON

BRINGING COMMUNITIES TO LIFE THROUGH LOVE & COMPASSION

ANNUAL REVIEW 2021-22

ANNUAL REVIEW & FINANCIAL STATEMENTS

For the Year Ended 31st March 2022

Re:store Northampton (Registered Charity, England & Wales, Number: 1154625)

Trustees Report

The Trustees present their annual report and financial statements for the year ended March 2021.

Reference & Administration Details

Registered Charity Number: 1154625

Address: 42 Sheep Street
Northampton
NN1 2LZ

Bankers: HSBC
22 Abington Street
Northampton
NN1 2AJ

Independent Examiner: XXXXXX

Website: www.restorenorthampton.org.uk

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Structure, Governance & Management

Governing Document

Re:store Northampton is a registered charity (England & Wales), number 1154625, governed by a constitution, operating as a CIO. The charity was registered on 18th November 2013 and prepared its first set of accounts to 31st March 2015. The charity started operating with effect from 1st April 2014.

Trustees

Samantha Rajagopal (Chair)
Steve Gee
Ken Willis
Daniel Walter

Organisational Structure

The day-to-day running of the charity is led by the Director, and appropriate work delegated to paid staff and volunteers.

Appointment of Trustees

A new trustee may be appointed by a resolution of the Trustees passed at a meeting of Trustees at which there is a majority of the Trustees present and such resolution shall be recorded in the minutes and signed by the new Trustee and by the chairman of the meeting and such records shall be conclusive evidence of his / her appointment.

Focus

Re:store Northampton has a wide range of projects that focus on building community and strengthening families, which in turn contribute to our main aim of reducing the impact of poverty within the town and improving health and wellbeing. Through partnership working, with beneficiaries and local agencies, Re:store has always been able to adapt to address the emerging needs within the town. The hope is to contribute to thriving communities, where people belong and are empowered.

1.Reducing Impact of Poverty

Most recent statistics revealed that more than 1/4 children are living in poverty in the town. This has a serious knock-on effect for these families in all areas of life including but not limited to, mental health, housing stability, food provision, safety and security.

2.Building Community

Connecting people and bringing life to communities is a key part of the work at Re:store Northampton. Through creating welcoming, accessible community spaces that celebrate diversity and promote unity, people are brought together to build healthy relationships. These activities, including Nest and Hub, enable natural support networks to form, which counteract the vicious cycle of poverty and social isolation.

3.Improving Health & Wellbeing

All projects and activities at Re:store have a holistic approach that enables us to focus on improving the health and wellbeing of families and individuals that engage with us at a universal level. The range of support on offer includes accessible open activities that encourage healthy lifestyles, to more targeted work to address issues that impact mental health, such as housing insecurity, debt and parenting concerns.

4.Strengthening Families

Connecting families through creative play environments has a positive impact on both children and parents/carers. Children are thriving as they engage with the wide range of activities on offer at Re:store Northampton, and parents report they feel less lonely and more supported. Many families accessing services have complex issues, that impact on their health and wellbeing, but feel more positive as they develop healthy relationships once accessed support services, such as Growbaby and Nest. The holistic therapeutic approach to all services seeks to develop skills and confidence and build resilience in families.

5.Inspiring Change

Re:store has an individualistic approach within a group-work or drop-in setting. Through the skilled work of support workers, project co-ordinators and our Occupational Therapist, adults accessing services are empowered to make positive changes. Likewise, the invaluable volunteer teams in all projects are encouraged to identify areas for development so they reach their full potential. Many projects are focused on or provide an element of building practical life skills, such as the Allotment, or volunteering in the cafe at the Hub.

6.Working Together

Re:store Northampton recognises the wealth of experience in the community, including the “lived experience” of beneficiaries, and engages them to identify opportunities for improvement. As many who access Re:store Northampton present with complex needs, the access to wider support is paramount. Where possible, Re:store engages with and provides facilities for partner agencies to offer better outcomes for all of the community. There is a wealth of charities and services across the town that deliver incredible services to people and communities in Northampton and Re:store always seeks to honour and champion these partners.

Action

What Re:store does in Northampton

Re:store Northampton is a charity run and supported by local people, to serve those in need within the town. The projects range from crisis support, providing food and necessities to those suffering from unforeseen economic hardship, to longer term support work in the form of sharing skills and giving emotional and practical support. We aim to give a 'hand-up' rather than just a 'hand-out' and seek to give individuals the opportunities to move forward into greater independence. All projects centre around ensuring those we are in contact with have their basic needs met.

Whilst there are many different projects that make up Re:store, they are all interlinked and most often the guests (clients) will have one or two points of entry, and then move onto other in-house services. In recent years there has been a greater emphasis on families, and less so on food poverty, but the journey from crisis support to building community still underpins the way in which Re:store operates.

The IMPACT STORIES shared within the Annual Review highlight the personal effect on those engaging with the services at Re:store. All are anonymous, and each given a pseudonym starting with "H" as this is the 8th Annual Review of Re:store. Photos included are taken at Re:store Northampton, and shared with permission. However the stories and photos are not to be shared outside of this report.

Overview 2021-22

April-21 Government Advice remains Work From Home where possible, activities off-site/outdoors able to run, on-site activities limited to sorting donations and providing emergency provision as a "hand out at the door". Other projects running off site/outdoors to comply with Government guidance. Funding streams re-opening, so working hard to secure future funding.

May/June-21 Community Building projects begin to operate back on site, with new style Nest & Baby Massage launched. More in-person services offered, including support for clients and staff, whilst wearing masks and social distancing still encouraged.

July/August-21 Summer activities outside where possible.

September/October-21 Hub Cafe re-launches after 18 months. Most projects operating in person, masks optional. Visitors and professionals re-connect with on-site visits.



November/December-21 Staff/Volunteer training returns on site, new volunteers part of the team. Support Worker begins outreach to newly settled Afghan displaced people. Christmas appeal for Growbaby families. Staff impacted personally by covid and ill health.

January/February-22 All staff and team on site, positive planning for year ahead. Lottery Funding secured and new plans in place for project expansion.

March-22 Development of projects and team, through training, appraisals, support and project reviews. Involvement in local inter-agency task groups around poverty, supporting families and advice services.

Projects - Crisis Provision

NORTHAMPTON FOOD BANK



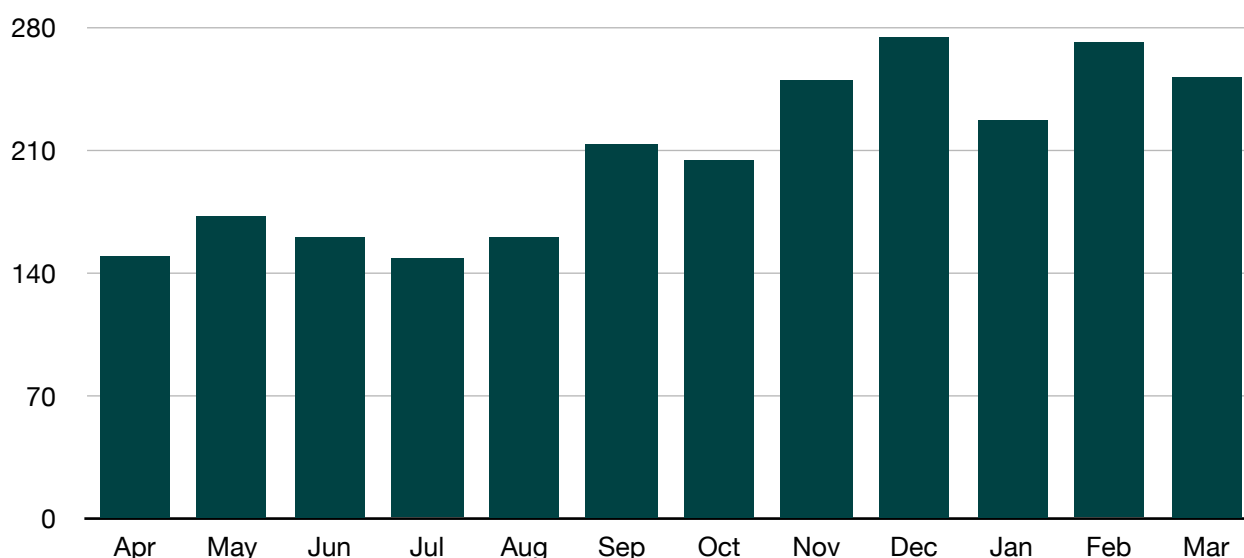
Northampton Food Bank has been providing emergency food parcels to families and adults across the town since 2009. This is a response to adults and families facing food poverty on a daily basis, including 1/4 children who are living in poverty in Northampton.

Northampton Food Bank offers accessible food aid through a network of Food Bank Points across the town, over six days of the week. A referral is necessary, and **over 200 agencies** are registered to refer, including schools, health visitors, doctors surgeries, mental health workers and many more. The food/essentials offered are for those in short-term crisis and Referral Agencies make their assessment based on the eligibility criteria. The referral process is essential to offer the best support at early stages to the individual and to create a dignified welcoming space when collecting the food parcel.

At each distribution point a community cafe is open to the public, who can freely access this space for connection and support. Whilst the Food Bank is referral based, these cafe spaces are open to all to return as often as desired. This creates a community where needs can be identified, addressed and people signposted for more specialist support if required. It is also positive to note that some who attend regularly more frequently move into volunteering positions within Northampton Food Bank.

In total Northampton Food Bank gave out 2,484 food parcels between 01/04/21 and 31/03/22 as shown in the graph below. This represents approximately **5,500 adults and children** although it may be more, as many families have more than the estimated average of 2 children per family. At Re:store Northampton's central location, 821 parcels were distributed in this time, almost the same number as the year before.

■ Food Parcels Across all Re:store Northampton Food Bank



There was a significant spike in the Winter 2021/22, reflecting the **link between food poverty and fuel poverty**. On a weekly basis recipients of food expressed their dilemma of choosing between “eating or heating”. At times, adults would request food that could be eaten cold to avoid using fuel for heating tins of food.

The cost of food and essentials given through Northampton Food Bank during 2021-22 is over £134,000. This represents £86,000 of food, which has increased in cost over these 12 months by up to 50%, and an estimated £48,000 of cleaning products, toiletries and baby essentials such as nappies.

There have been a rise in families accessing Northampton Food Bank over the past two years, either referred in-house from other projects at Re:store or through our strong network of referrers that include schools and children’s health professionals. A common theme in the reason for referral is either an issue with benefits or lack of access to welfare support, such as No Recourse To Public Funds (NRPF).



In 2021, Re:store welcomed two new Distribution Points to the network, which are now thriving and covering areas of the town that were difficult to access. To the merit of the team, even more Referral Agencies have signed up to ensure that those in the community can have support more quickly and are supported beyond the point of crisis.

Through 2021-22, Re:store has been able to access funds specifically for the purchase of food and essentials that are distributed, however by early 2022, the charity has become more reliant again on food donations from the public due to an increase in demand exceeding the funding obtained. Although at times the Food Bank has experienced scarcity in some areas, such as nappies, toiletries and some food, this has generally been overcome within a week through careful planning and appeals.



In October 2021, Re:store repeated the approach taken in 2020, to reach out to schools at Harvest. Instead of appealing for donations, Re:store recognised the impact of the rising cost of living, covid-19 and reduced welfare support was having on those on the lowest incomes. Four schools welcomed this gift, and **this Harvest over 100 family food bags** were distributed to those in greatest need as well as bags of toiletries, cleaning products and other essentials. Alongside this, gifts, treat foods and snacks were added to the parcels to signify this gift being different to a food parcel and to bless the recipient in a time of need.

IMPACT STORIES

Heather, mum of two small children appeared to have a comfortable life in an affluent village working alongside her husband for his business. However her husband became abusive and addicted to substances, and their home became unsafe for them. Heather and her children fled into a refuge after a dangerous incident, leaving them desperate and destitute. Finances from home were cut off, and overnight she became homeless, unemployed and felt very vulnerable and isolated. Referred by the Refuge, Heather was welcomed into Northampton Food Bank. Alongside crisis provision of food aid, Heather was made welcome to visit the cafe and seek support from Citizen’s Advice Bureau on site.

Projects - Crisis Provision

GROWBABY

Growbaby was established in 2019 in connection with a national network of projects by the same name, led by Vineyard Churches across the UK. The project focuses on providing clothing and essentials for families with babies and children 0-5 years, and includes the preparation for school with uniform, shoes, bags and coats for 4-5 year olds.

The model relies on high quality preloved clothing, equipment, toys and essentials to be donated, sorted and then made available for families to collect. Until March 2020 this operated on a weekly basis with the donated items sorted into large boxes, however there was a continual struggle to present the items in a tidy and accessible way.

In 2020/2021, Re:store Northampton secured funds to develop an unused area of the building where all projects are hosted. The work began in January 2021 to include a permanent boutique style shop for Growbaby, a well designed food bank store, and a common space between the two for meeting families. A lift was installed, made possible by donations through Central Vineyard Church, and then within this funding year a more accessible fire-escape and external doors were fitted through B&Q grant funding. This made the lower ground/basement of 42 Sheep Street an accessible and welcoming space for families accessing Growbaby.



In July 2021, the **Growbaby Boutique** was launched and volunteers who had worked hard on the project for the past two years including stocking the shop, were welcomed alongside professional partners, referral agencies and stakeholders to celebrate this moment. Many brand new items lined the shelves, sourced through a specific appeal and by the end of 2021/22, the turnover was managed mostly through donations again. The stunning open layout, with industrial steel and wood, softened with luxury fabrics and handmade quilts and lovely clothing, creates a more dignified experience that families delight in being invited into.



Between April 2021-March 2022, **400** referrals were completed for Growbaby. This represents **222** distinct families each referred by an external agency, as many have multiple children, and some families return more than once within 12 months. The small team of volunteers endeavour to offer support to each family through listening, signposting or where appropriate offering advice.

There would have been more referrals that remain 'incomplete' which means uncollected or lacking information. We have worked hard with referral agencies, and through 2022 we aim to work with parents to redesign some information to improve accessibility to Re:store. Through the coming year, Re:store also aims to improve connections between crisis support services and community building projects at Re:store, and create a safe space that families feel welcome to access beyond the moment of immediate need, to build relationships with the team and peers.

IMPACT STORIES

Hania had two small children including a newborn, her husband left her and there was a death of an immediate family member. Not only did both traumas have an emotional impact on the family, but Hania's only source of income was maternity allowance, which threatened their financial security. The cost of the funeral compounded this stress, and the family risked eviction. Hania struggled to meet the costs of supporting her family, including clothing and essentials she needed for her new baby. Hania's midwife referred her to Growbaby, where she was able to choose clothing, blankets and toiletries for her baby. She was in need of a cot and pushchair as her baby outgrew the Moses basket, but due to a delay in benefits being started, she could not afford these items. Growbaby made an appeal on social media and within a week lovely items were donated and able to be given a new lease of life.

As her child grew, Hania returned to Growbaby, bringing back items she had loved and used, which could be given to other families. Hania was also invited into other groups and activities at Re:store, including baby massage, as well as supported to connect with other groups in her local community.



GROWBABY CHRISTMAS 2021



Christmas 2021, Northampton had emerged from lockdown and was able to host a family gift event. An appeal was well advertised and attracted attention across Northampton (and further), generating around **£4,000 in gifts** via an online wish-list, delivered directly to Re:store's offices. Volunteers from Central Vineyard and Re:store sorted toys and created small gift bags for families, as well as sourcing wrapping paper, selection boxes and advent calendars.

Families who had accessed Growbaby from Sept-Dec 2021, or referred specifically for this appeal through our partner agencies, were invited in over three consecutive weeks to choose from an array of toys, books and gifts for their children. They were overwhelmed by the generosity of the wider community and incredible selection that filled a vast space, and enjoyed choosing gifts and having them wrapped and labelled from the parent to child (rather than from the charity) to give the parent/carers dignity in the gift-giving.



Over **80 families** attended the events, which was similar numbers to the previous year, however most had not experienced this previously and were newly referred. This was intended for our target audience of 0-5yrs, but families with older siblings were also catered for. As well as a larger gift, there were stocking fillers of colouring books, pens, dressing up items and small toys.

There were challenges in running the event, as it overlapped with those in need of clothing or other regular Growbaby essentials, which made it difficult for the team to manage discreetly. It was also unpredictable on the volume and flow of people. Whilst there was no legal instruction in place around public safety, covid had risen again in this area impacting many in the Re:store team, and it was difficult to create a safe and healthy environment for the guests. This element of Growbaby was reviewed in early 2022, and changes have been identified of how to improve the experience in December 2022.

IMPACT STORIES

Hollie, mum of three pre-school children/babies texted the Restore Support Worker after attending the Growbaby Christmas gift event: *"thanks thanks so much to everyone that put a smile on our face this Christmas a wonderful and unforgettable one for me and my children, I really appreciate every single bit of what you have done and I and my children are so excited right now. Thanks"*



Projects - Support & Strengthen

SUPPORT

Re:store Northampton offers support through advice, befriending, signposting and courses such as parenting and money. For many, the crisis support services of Food Bank and Growbaby, is often the first point of contact, with the individual or family reaching out due to financial struggles or other difficult circumstances. From their first visit, guests are welcomed into cafe environments with a team of befrienders who are happy to listen to their story over a cup of tea and cake. This happens naturally in most cases, and makes it relatively simple to identify areas where support can be offered. Clearly this work has been significantly challenged from 2020, when the cafes and on-site activities were scaled back due to Covid-19.

Through the pandemic, which was still very present in 2021-22, Re:store's designated Support Worker focused mostly on identifying needs of those in crisis. This took place initially by phone, then in safe socially-distanced spaces, and within this year, returned to face-to-face contact. The barrier of technology (at times with limited signal/connection), not being physically close and masks was a significant challenge to the compassionate outreach of supporting people, often families, in immediate crisis. Mental health issues, isolation and poverty are very hard to tackle at a distance. However, Re:store's Support Team, led by the OT and Support Worker, worked tirelessly to connect in a meaningful way with those needing help.

The support work over the past year has consisted of emotional support, signposting, advice, money management, finding grants or funds to help with crisis support, **sourcing items such as beds, buggies, cots, providing phones, laptops or other technology through donors, assistance completing forms, visas and other applications.** Citizen's Advice were a contracted partner of Re:store Northampton and switched from in-person sessions to a designated phone line for our services users, only returning on site in early 2022.

The range of needs did not change in 2021-22, but in most cases were heightened by the pandemic. The causes of poverty or crisis included homelessness or threat of eviction, financial worries and debt including harassment from lenders, benefit delays or sanctions and not being able to meet their own basic needs, such as food and heating.



The Support Worker found that the guests who were in most vulnerable and desperate situations were often those who were originally from outside of the UK. They had arrived in the UK often on either working or student visas and then had found themselves pregnant and no longer able to work. Situations were compounded by domestic abuse, spousal illness or death, personal physical or mental health problems, homelessness or threat of eviction.

Support Work was monitored over a randomly selected two month period in the winter of 2021, to assess the level of work and impact of this role. In this time 36 individuals were supported beyond the universal care of Re:store. **Over £4,000 was accessed for families** to receive directly during these two months from grants, vouchers and schemes locally. This supported families with No Recourse to Public Funds who were otherwise destitute, some homeless and unsupported by any other agencies.

IMPACT STORIES

Honour was referred to Re:store Northampton by a Social Worker in the local authority. She had no recourse to public funds, due to issues with her visa and had recently become homeless after leaving her abusive partner. Due to her immigration status and cuts in local funding, no refuge was able to offer support to Honour but she and her children were very vulnerable. The temporary accommodation provided by the local authority was inappropriate, insecure and unsafe, with threats from drug dealers in the common areas of the accommodation on a regular basis. One of her two children had a serious medical condition, but the child's needs were not being supported by any other service, and Honour felt overwhelmed and desperate.



The Re:store Support Worker offered emotional and practical support, through small grant funds and help with the visa application. As the relationship built, Honour shared some of her dreams of a career working with children, and the RSW was able to help source a laptop and support her in finding a free online course in a relevant field. The laptop was also an invaluable tool for the children with their school work.

Honour reported that engaging in learning whilst she was waiting for her immigration status to change really boosted her wellbeing. The Re:store Support Worker also linked her up with others to provide peer to peer support. Honour is now regularly getting out of the house, has had her immigration status changed and is looking for work.

Projects - Support & Strengthen

MONEY

Nearly everyone we have contact with has issues with money, whether it be prolonged poverty, a financial crisis, struggling with debt or managing on a low income. **40% of all mental health issues are related to finance**, and we see the crippling effect that it can have on a household. We offer a course led by volunteers designed by CAP (Christian Against Poverty) Money. This has the potential to provide much needed support to many who are in financial difficulties or struggling to balance their income and expenses and budget adequately. We also link with the CAP Debt advice service and other agencies to help people resolve their debts.

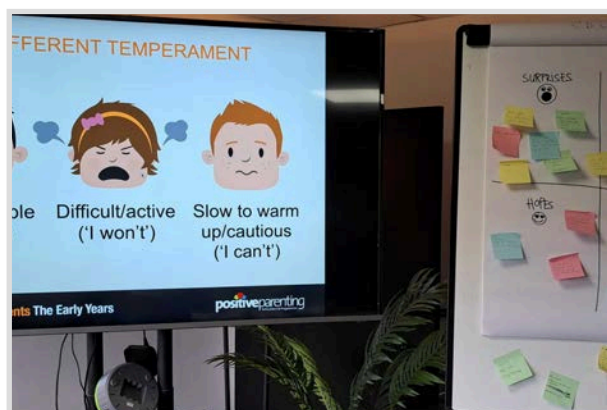


Individual courses were offered through 2021-22, but only two participants engaged. Both were on a 1:1 basis, one face-to-face and the other through an online communication service. The impact of covid on support work and groups was very evident in this area, as finances are always such a sensitive matter, it relies on relationship, trust and rapport to be built before a group can be formed. Plans are in place to offer a group to families with a free creche alongside in the Autumn of 2022. It has also been identified that this is one area that Re:store struggles to measure impact or gather feedback longer-term.

Projects - Support & Strengthen

PARENTING COURSE

Throughout early 2021, two key staff at Re:store trained to deliver Care for the Family 'Time Out for Parents, The Early Years'. The course brings together mums and dads to look at building healthy relationships with their babies, toddlers and pre schoolers and develop learning through fun and play. This launched in the Autumn of 2021 with six committed parents. However, due to ill health/covid-19 impacting staff and participants, the course was postponed late in the year, and relaunched in Spring 2022.



Time Out for Parents, The Early Years begins by looking at what happens when we become a parent – the surprises, disappointments and joys. It has a focus on how to develop children's emotional security, and build the bond between parent and child through recognising their feelings, responding appropriately, listening well, and being positive in what we say. Through the sessions positive interactions and play is explored and activities are set to try new things. A vital topic is boundaries, routines and consequences and why they matter. There's a toolkit of strategies for handling difficult behaviour and this is tailored to meet the individual

families needs. There is time to consider the needs of the adults, and how conflict is handled. The final session focuses on 'belonging' – the importance to children of feeling part of their family – and we see how we can develop this through shared activities and creating family traditions.

The Parenting course was offered in response to demand from guests in 2019-20 and professionals from 2018, through surveys, an External Evaluation and public consultation. The course is designed to run for six consecutive sessions with childcare on site. The focus will be on building healthy family relationships and strengthening parents through skills, resources and positive connections. The intention longer-term is to run several times a year, and for families to be invited into other projects for families where they can stay connected or receive 1:1 support if required.



IMPACT STORIES

Mum of 4, Harriett attended the first sessions of the parenting course in Autumn 2021. She has two children in Primary School, one of which has additional needs, and pre-school twins. As a single mum she has to make all the parenting decisions on her own, and shared with the OT that she can struggle to know what to do for the best. She shared that Re:store was the first place she had come with her children that she did not feel judged, and instead she felt welcomed and accepted. She said that she wouldn't be able to focus if it was not for the creche, and this experience for her children would also help prepare them for nursery. Harriett was disappointed when the course had to be postponed, but is fully committed to attending when it relaunches and has also encouraged another parent to attend. In the meantime she will continue to bring her twins to Nest and is looking to volunteer at Re:store in the future.

Projects - Support & Strengthen

ALLOTMENT



The community allotment has been operating since 2013 and creates an opportunity for those in hardship to learn how to grow their own fruit and vegetables, reduce food bills and reduce isolation. The Allotment Project provides space for people to benefit from being outside! It is increasingly recognised that there are many benefits to be gained for mental health and well-being from accessing outside space. The whole process of growing plants, nurturing them and harvesting the produce seems to be beneficial and many participants have commented on the peace and tranquillity of the Community Allotment.

At the start of the year the project was unable to meet as a group due to Covid restrictions but there was great enthusiasm it re-started with limited numbers in April 2021. By May, the group was back to meeting every week and started sowing and planting, making up for lost time. Everyone worked together to get all the plots back in full use but it was quite a challenge!

A local private girls school faithfully supports the Allotment Project through fundraising - each year the students design and host an event to raise funds. A class has the opportunity to come for a special session to get stuck in and learn more about the allotment, and then raise awareness of the work of Re:store. This is a really positive connection, and outside the usual field of Re:store, but highlights the way in which Re:store is loved and supported by the people of Northampton, and connects with all parts of our community.



IMPACT STORIES

Henry has been attending the Allotment sessions for several years, and was keen to develop his skills further and asked about having his own plot. We arranged for him to extend his growing area but still remain within the group. This has been successful as Henry has had more scope to be independent but still have support on a Wednesday morning and still be able to access seeds, tools and have companionship and a listening ear when needed.

Projects - Building Community

NEST

Nest emerged organically as a family-focused play session for babies and pre-school children in 2015, with a formal launch in 2017. The group was thriving and attracted up to 100 adults and children at the start of 2020. However like so much, the lockdown of March 2020 forced doors to close and the project to be re-considered.

As a charity we had already identified the benefits for groups such as baby massage and a designated baby group, and had some plans in motion for getting these groups started in the coming year. However with the delays to these caused by covid restrictions, we were instead able to start slowly building relationships with suitable parents for these groups over the phone, with a view to inviting them to these groups once they were able to open on site.



From June 2021 two new indoor settings to run in term-time for under 5's were launched: **Baby Nest** and **Sensory Nest**, and alongside this **Baby Massage**.



Each setting creates intentional opportunities for families to connect with each other and receive support. Sessions are planned with our focal points in mind - reducing isolation, strengthening families, improving mental health and building community. Families that have connected with Re:store through Growbaby or other targeted services are welcomed into these two Nest spaces, where they can access support regularly and attend free high quality play sessions.

Nest sessions are limited in numbers to improve the experience and referrals from the Grow Baby project and other connected services are given priority. Over 2021-22, the Nest team have maintained connection with **70 families** who have been engaging with the Nest projects, with an average of 30 families attending weekly.

SENSORY NEST

Sensory Nest is an interactive multi-faceted play session aimed at families with preschool children, with a range of **activities that stimulate the senses, engage the whole body, mind and emotions, and encourage gentle natural connections between parent/carers and their children.**



The environment is calming and comforting, with low lighting and relaxing music, creating a sanctuary in the middle of often noisy and chaotic lives with little ones. Sensory spaces create an environment that can relieve stress, stimulate senses, provide calm and change behaviour cycles which give an ability to function better by regulating emotions. The session ends with an interactive song time that includes props and a bubble machine and engages all the families together in a circle-time.

Sensory Nest sessions enhance the wellbeing of both parents and children that attend so that they will be able to cope better with the challenges in life that they are facing.

IMPACT STORIES

Harry and his partner have attended Sensory nest since it relaunched in 2021, and prior to lockdown they brought their older children who are now at primary school. Both parents work shifts so manage the childcare between them, but most often it is Harry who brings the two boys, aged 1 and 2. Harry commented that he finds it hard to do “mums and tots” because nobody talks to dads, but at Re:store he is always made to feel welcome, given respect and most importantly a hot drink, cake and an opportunity to play with his children in a different environment. At times the family have experienced financial hardship so he said that he appreciates a free accessible group that doesn't require fees or booking ahead.

BABY NEST

A welcoming play/cafe space has been created for families with children **under the age of one, many of whom were born during covid-lockdown**, and parents have felt even more isolated due to these social restrictions. This session runs alongside Growbaby in a separate space, and those attending Growbaby can be welcomed into the cafe if their baby is under 1, which increases the chances of returning in future weeks.

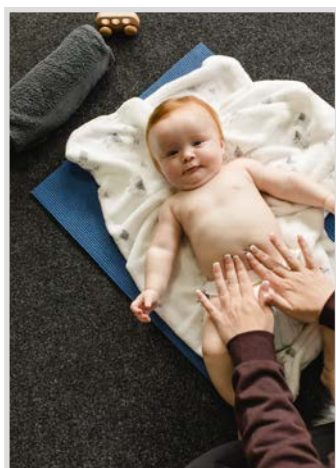
The volunteer team hosting this cosy environment listen to families, offer refreshments, support parents/carers in playing and connecting with their babies and offer support or guidance where appropriate. Quality time for conversation and giving people a place to form relationships is key in their parenting journey.



Two of our members of staff who are accredited trainers of the ‘Care for the Family’ parenting course are in the session, so are able to chat through general parenting concerns with families, should they need this support. A link with local health practitioners and First Aid training has been made available to parents through the Nest Co-ordinator.

IMPACT STORIES

Hayley, first-time-mum, accessed Baby Nest after having her baby during a time when covid rates were increasing. She initially attended with mask and social distancing, but has stayed with the group through all the changes and has felt very welcome and at home. She told the team in conversation, that she notices that the volunteers are interested in getting to know you and care about your needs. Volunteers in other groups seem to be there to make sure the group runs smoothly rather than to build relationships or encourage friendships. She appreciates this relaxed environment, and has been crucial in inviting and welcoming new families to the groups. Hayley is interested in becoming a “be-friender” in some of the family settings, so will explore this with the Nest Coordinator.



BABY MASSAGE

Re:store was able to launch Baby Massage in April 2021, following long delays due to lockdown restrictions. **Re:store's Occupational Therapist has trained to an accredited level in Baby Massage** and delivers this with an assistant, who is also available to offer practical or emotional support to parents in the session, and to enhance our accessibility.

This has been in high demand from parents and professionals, and it began successfully with families who had connected over the past year who had been isolated at home with a newborn. The course has been offered as six consecutive weekly sessions or one-off taster sessions, to make it most accessible to families whatever their circumstances or commitments.

The **holistic approach to wellbeing** starts with the newborn and encompasses the parent/carers and whole family. Baby massage has been proven to improve attachment between infant-carer and to build a secure safe bond, often in little worlds that can be chaotic, especially if the family have experienced crisis or trauma. There are additional health benefits which have a positive impact on the whole family as well as the baby, including improving sleep. This targeted activity runs alongside the universal service of Baby Nest, increasing opportunities for families to move between the two levels naturally, and providing a safe inviting space where parent/carers can feed their babies after the session, chat with others and relax in an extended therapeutic environment.

There is potential to increase this project over the five years through training volunteers who are already being recruited, so that they could lead the session. The impact of each session will be measured through a questionnaire both at the start and end of a course and followed up after six weeks, as skills learnt can be applied at home, extending the intended holistic benefits beyond the course duration into the first 6-9 months of a baby's life. As families should continue to engage with other services, case-studies and personal stories can also be captured to identify benefits or challenges and help adapt the course.



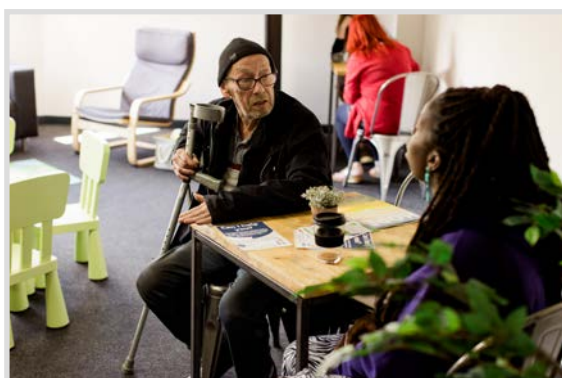
IMPACT STORIES

When Helena first attended Baby Nest she shared how she thought she had postnatal depression as felt low quite a lot. She regularly joined in with baby massage and said how it is an activity she now does at home with her baby. She also made friends with some of the other parents who attended the massage and increased her peer support network. The OT checks in with her regularly and has supported her in navigating support with her mental health.

Projects - Building Community

HUB CAFE

Whilst much of Re:store's work has focused on families over the past year, Re:store is a space that is welcome to all and has its roots in supporting those experiencing hardship. The Hub Cafe was one of the first projects to launch in Re:store alongside Northampton Food Bank, and still opens every week. It has changed size, shape and style over the years, at times offering hot meals, opening multiple times a week, and trialled at different times of the day. The project has responded to the needs of the community, been shaped by participants and beneficiaries and regularly gives space for feedback and development. The thing that remains consistent is a warm, welcoming community cafe that is open to the public with well trained volunteer be-frienders who are skilled in hospitality and support.



The **Hub runs alongside Northampton Food Bank**, although guests are welcome without a referral and can return as often as they wish. The aim is to create a community space where people can connect with others as well as receive signposting, information and support. It attracts a diverse population, with mixed ages/life stages, socio-economic backgrounds, cultures and ethnicities. Within the room there may be adults who work night-shifts, elderly local residents who need somewhere warm and familiar to see others, families with children who are seeking asylum and awaiting school places, those out of work and needing advice about housing or money, and professionals supporting people with a whole range of issues but most often mental health. Mixed in with a strong volunteer team, the room buzzes with conversation and our guests mix and socialise in a positive way.



The cafe has a modern, coffee shop feel, to encourage people to chat and to build a sense of community. The welcoming environment meant that the majority of people stayed well past the short amount of time it takes to make up their food parcels.

There is a partitioned area with 1:1 support allowing a specialist advice service and other agencies to be accessible, yet private. Our in-house Support Worker gets alongside guests and worked with them towards their goals. We involve our Support Worker and the wider team to seek to address any underlying issues that are preventing the service user from exiting

crisis, as well as to prevent people from becoming dependent on our services. This ensures that provision is a hand up, rather than a hand out.

Families with young children that came to us were referred to additional projects that we run that are geared towards building community and developing parenting skills. Individuals were referred to projects such as our money management course, as well as our allotment project, which build skills such as how to manage a budget properly, and practical skills such as guests growing their own food, creating resilience and independence. Volunteering opportunities were provided for service users in the food bank and with other projects.

At Christmas, guests were welcomed to make up a Christmas hamper of treat foods and seasonal goods, which had been donated from local businesses and individuals. Some commented on how much it meant to be considered at this time, and be indulged with chocolates, sweets and gifts.



IMPACT STORIES

Hugh joined the Re:store team as a volunteer at Hub after accessing services due to facing financial difficulties. He is not in paid employment due to complex health needs, but was keen to get involved in a voluntary capacity. He helps with projects behind the scenes and attended weekly during the many periods of instability due to covid over the past few years.

Volunteers

Re:store Northampton values the team of staff and volunteers, and the charity could not impact the community and individual lives without these dedicated people. Across all projects and including the Distribution Point Partners of Northampton Food Bank, Re:store has **over 100 volunteers** that are committed to bringing communities to life through love and compassion. This ranges from stocking shelves, to listening to others stories, to setting up groups and leading sessions. There are a diverse range of opportunities, that reflect the skills and experience of our teams.

In September 2021, Re:store hosted a “Re:Gather” session to **welcome back** volunteers who had been working remotely or had reduced responsibilities due to various phases of lock-down. This signalled all services being open to the public and the doors re-opening across Re:store. It was an opportunity for reflection, re-grouping and celebration, and all were delighted to be re-united as teams as they describe volunteering as being part of **“the Re:store Family”**.



Through the year, Re:store offers key training that equips and supports the whole team, and there are opportunities for all to engage with this no matter the role. This reflects the dedication to an IRTDMN style of coaching (“identify-recruit-train-deploy-monitor-nurture”). We believe each person should be supported in reaching their full potential, so if a guest comes in to access a service and is keen to volunteer, they may begin their journey behind the scenes sorting donations whilst they build confidence, but may want to work towards a hospitality or connecting role such as cafe or befriending. The training gives this opportunity to gain skills and knowledge that goes alongside safe opportunities to build experience.



Training offered at Re:store in 2021/22 has include Safeguarding, Manual Handling, Food Hygiene, Domestic Abuse, Mental Health, Paediatric First Aid, Personal & Professional Boundaries, Afghan Refugee Welcome. Relevant staff have also completed Parenting Course Training and Baby Massage, with others completing IT based training in systems to improve logistics.

Teams enjoy training opportunities, with good quality refreshment/lunches provided as part of the package and an opportunity to network between projects - again adding to the Family Feel of Re:store.

Volunteers provide incredible value for money to Re:store, with an estimated 15,000 hours given each year, to **the value of £163,500** based on the real living wage of £10.90p/h. Of course the social value is even higher, with lived experience, co-production and an incredible range of skills and experience that could not be represented in a few members of staff that would cover these hours in paid employment. Re:store Northampton would genuinely not be the incredible family that loves and impacts the community without such an incredible volunteer workforce.

Financial Review

Funding

In 2021/22 Re:store was financially supported by local and national grants, local churches/community groups, businesses and individuals through annual commitments, regular giving and one-off donations. Premises are provided free of charge through the support of Central Vineyard Church. This includes all amenities and bills including gas, electricity and water. In addition to space to run all projects, office space has been secured and all storage required. There are also resources and equipment made available to Re:store including PA systems, projection, specialist lighting and a fully fitted kitchen.

A major source of income since June 2016 has been the **National Lottery Community Fund's** Help Through Crisis programme, which provided staff costs and the majority of the running costs for HUB until the end of May 2021. This was a partnership fund, led by Re:store, working with Northamptonshire Community Foundation, Central and East Northants Citizen's Advice and Springs Family Centre. Following the ending of this funding, Re:store successfully applied to the National Lottery Community Fund for funding (staff and running costs) for a range of family projects. This came into effect from December 2021.

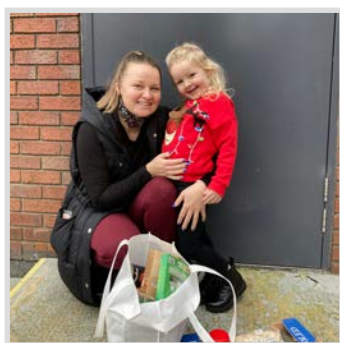
Additional funding has been granted through the **Northamptonshire Community Foundation** (St Giles and Constance Travis funds), **Thomas Brington Foundation**, **Northampton Borough Council Partnership Fund**, **West Northamptonshire Council** and the **B and Q Foundation**.

We have been grateful to receive additional income to aid our response to the Coronavirus pandemic from Northamptonshire Community Foundation and the Independent Food Aid Network. We have also gratefully received donations from local councillors, businesses, groups and individual donors.



Fundraising & Donations

Re:store is supported by many businesses, churches and individuals through donations of physical items and food, and through financial contributions. Re:store receives 80% of its public support between October-December each year. Harvest and Christmas appeals are instrumental in gathering this support and attract the general public inclination towards generosity at these times of year. Businesses and public figures look for opportunities to give at Christmas, and manage to gather larger donations which they want to be advertised.



One touching story in Christmas 2021, was of a young child who collected food each day during advent. The four-year-old said she wanted to help people who had no food, and so her "elf on the shelf" brought items of food each day for her to bring as a lovely collection to Northampton Food Bank. What a wonderful treat!

Local organisations and faith groups including churches, WI's and the Rotary Clubs have faithfully supported Re:store through fundraising and general giving. The consistent gifts enable the crisis support projects to keep running throughout the year.

Throughout 2021/22 there has been significant public interest in supporting Growbaby. Many businesses have collected, raised funds or donated items to help stock the rails and shelves. In particular some local businesses have created opportunities for the public to give such as Pound-stretcher's Family Fun Day, where toys were donated and money raised to then be spent in store. This is only one of the many businesses who have raised support and funds for Re:store.



Financial Performance

Income for 2021/22 was the sum total of £140,771 Outgoings for the same year were £178,512. At the beginning of the financial year £158,751 was carried forward. A balance of £121,009 was recorded at the end of the financial year. This will be used to support further activities in 2022/23 and the minimum retained in line with the reserves policy.

Independent Examiner

Shanoj Injipparambili Unnikrishnan have agreed to offer themselves as Independent Examiners of Re:store Northampton.

Approval of Accounts

The accounts were approved on behalf of the Trustees on:

Samantha Rajagopal, Chair

Date

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2022

Income from:	Unrestricted Funds	Restricted Funds	2022	2021
	-£-	-£-	-£-	-£-
Note 3				
Donations and Legacies:	46,556	94,215	140,771	257,606
Investments				
Total Income	46,556	94,215	140,771	257,606
Expenditure On:				
Note 4				
Charitable Activities	35,897	142,615	178,512	135,866
Total Payments	35,897	142,615	178,512	135,866
Net Income/(Expenditure)	10,659	(48,400)	(37,741)	121,739
Balance Brought Forward	76,360	82,390	158,751	37,011
Balance Carried Forward at 31st March 2022	87,019	33,990	121,009	158,751

BALANCE SHEET AS AT 31ST MARCH 2022

	Unrestricted funds -£-	Restricted funds -£-	2022 -£-	2021 -£-
Current Assets				
Debtors		515	515	513
Cash at Bank	91,399	72,470	163,869	185,107
Total Current Assets	91,399	72,985	164,383	185,620
Creditors				
Other Creditors	3,036	40,619	43,655	27,151
Net current assets/(liabilities)	88,363	32,366	120,728	158,469
Total assets less current liabilities	88,363	32,366	120,728	158,469
Creditors: amounts falling due after one year				
Total net assets or liabilities	88,363	32,366	120,728	158,469
Funds of the Charity				
Restricted funds		32,366	32,366	80,766
Unrestricted funds	88,363		88,363	77,703
Total Funds	88,363	32,366	120,728	158,469

The financial statements were :

Approved by the Trustees on 30.1.23 and

Signed on their behalf by KI Willis, Trustee

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

1. Basis Of Preparation

1.1 Basis of Accounting

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland (FRS102) and with the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

1.2 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2. Accounting policies

2.1 Recognition of Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received. For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022 (CONT.)

2.2 Recognition of Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following heading:

- Expenditure on charitable activities includes all costs incurred in fulfilling the church's objectives, together with any costs in support of these. This category includes costs normally considered support costs but because the building and staff are integral to fulfilling our objectives, they are included here.

2.3 Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2.4 Provisions for Liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

3. ANALYSIS OF INCOME

Analysis	Unrestricted funds -£-	Restricted income funds -£-	Total 2022 -£-	Total 2021 -£-
Donations & legacies:				
Donations and gifts	46,556	12,083	58,639	77,203
Grants		82,132	82,132	180,403
Total Income	46,556	94,215	140,771	257,606

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022 (CONT.)

4. Analysis of Expenditure

Analysis	Unrestricted funds -£-	Restricted income funds -£-	Total 2022 -£-	Total 2021 -£-
Expenditure on charitable activities				
Operational Costs	8,373	69,318	77,691	46,307
Management & Administration	27,524	17,846	45,369	26,486
Operational Staff Costs		55,452	55,452	63,073
Total expenditure on charitable activities	35,897	142,615	178,512	135,866
Total Expenditure	35,897	142,615	178,512	135,866

5. Net income/(expenditure) for the year

This is stated after charging:	2022	2021
	-£-	-£-
Independent examiner's fees	275	270
	<u>275</u>	<u>270</u>

6. Staff Costs

		2022	2021
		-£-	-£-
Salaries	Gross salary	100,821	89,559
Total		<u>100,821</u>	<u>89,559</u>

No employees had employee benefits in excess of £60,000. There is currently a pension scheme in place for Charity employees.

None of the trustees received any fees for their services as Trustees.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022 (CONT.)

7. Debtors

	2022 -£-	2021 -£-
Prepayments and accrued income	515	513
Total	515	513

8. Creditors

	Amounts falling due within one year	
	2022 -£-	2021 -£-
Accruals and deferred income	40,619	25,703
Taxation and social security	3,036	1,448
Total	43,655	27,151

The deferred income of £18,765.33 is from the Community Fund grant, which is paid twice annually in advance, £10,000 Thomas Brington grant, £11,411 Star grant.

9. Cash At Bank And In Hand

	2022 -£-	2021 -£-
Cash at bank and on hand	163,869	185,108
Total	163,869	185,108

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022 (CONT.)

10. Analysis Of Charitable Funds

Analysis Of Movements In Unrestricted Funds

	1st April 2021 -£-	Income -£-	Expenditure -£-	31st March 2022 -£-
General	76,360	46,556	35,897	87,019
Totals	76,360	46,556	35,897	87,019

Analysis Of Movements In Restricted Funds

	1st April 2021 -£-	Income -£-	Expenditure -£-	31st March 2022 -£-
Nest (Queen's Institute, NBC, Awards for All)	2,822	1,250	4,072	0
Help Through Crisis	64,564	15,855	80,419	(0)
Community Fund		37,531	31,544	5,987
Growbaby & Hub (St Giles)	0	5,000	3,093	1,907
Food Bank	6,497	7,996		14,493
Growbaby (NBC)	2,000		1,130	870
Food Bank & Growbaby (West Hun PC)	2,000		1,492	508
Growbaby	4,507	3,267	1,644	6,130
Afghan	0	300	228	72
Allotment	0	520	497	24
Thomas Brington	0	8,602	8,602	0
IFAN (Food Bank)		100	100	0
Constance Travis		3,000	3,000	0
Neighbourly (B&Q)		4,794	4,794	0
CENCA (NBC)	0	6,000	2,000	4,000
Totals	82,390	94,215	142,615	33,990

Independent Examiner's Report on the Trustees of Re:store Northampton

I report on the accounts of Re:store Northampton for the period ended 31 March 2022 which are set out on the pages 23 to 29.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention:

- 1 which gives me cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord the accounting records and comply with the account requirements of the Charities Acthave not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Shanoj Injippambili Unnikrishnan
39 Dulverton Road
Northampton NN3 3AZ



Date: 30 - 1 - 2023

Accounts

RE:STORE NORTHAMPTON

BRINGING COMMUNITIES TO LIFE THROUGH LOVE & COMPASSION

ANNUAL REVIEW 2020-21

ANNUAL REVIEW & FINANCIAL STATEMENTS

For the Year Ended 31st March 2021

Re:store Northampton (Charity Number: 1154625)

Trustees Report

The Trustees present their annual report and financial statements for the year ended March 2021.

Reference & Administration Details

Registered Charity Number: 1154625

Address: 42 Sheep Street
Northampton
NN1 2LZ

Bankers: HSBC
22 Abington Street
Northampton
NN1 2AJ

Independent Examiner: Shanoj Injipparambili Unnikrishnan
39 Dulverton Road
Northampton
NN3 3AZ

Website: www.restorenorthampton.org.uk

Structure, Governance & Management

Governing Document

Re:store Northampton is a registered charity, charity number 1154625, governed by a constitution, operating as a CIO. The charity was registered on 18th November 2013 and prepared its first set of accounts to 31st March 2015. The charity started operating with effect from 1st April 2014.

Trustees

Samantha Rajagopal (Chair)
Steve Gee
Ken Willis
Daniel Walter

Organisational Structure

The day-to-day running of the charity is led by the Director, and appropriate work delegated to paid staff and volunteers.

Appointment of Trustees

A new trustee may be appointed by a resolution of the Trustees passed at a meeting of Trustees at which there is a majority of the Trustees present and such resolution shall be recorded in the minutes and signed by the new Trustee and by the chairman of the meeting and such records shall be conclusive evidence of his / her appointment.

Focus

Re:store Northampton has a wide range of projects that focus on building community and strengthening families, which in turn contribute to our main aim of reducing the impact of poverty within the town and improving health and wellbeing. Through partnership working, with beneficiaries and local agencies, Re:store has always been able to adapt to address the emerging needs within the town. The hope is to contribute to thriving communities, where people belong and are empowered.

1.Reducing Impact of poverty

Most recent statistics revealed that more than 1/4 children are living in poverty in the town. This has a serious knock-on effect for these families in all areas of life, including but not limited to mental health, housing stability, food provision, safety and security.

2.Building Community

Connecting people and bringing life to communities is a key part of the work at Re:store Northampton. Through creating welcoming, accessible community spaces that celebrate diversity and promote unity, people are brought together to build healthy relationships. These activities, including Nest and Hub, enable natural support networks to form, which counteract the vicious cycle of poverty and social isolation.

3.Improving Health & Wellbeing

All projects and activities at Re:store have a holistic approach that enables us to focus on improving the health and wellbeing of families and individuals that engage with us at a universal level. The range of support on offer includes accessible open activities that encourage healthy lifestyles, to more targeted work to address issues that impact mental health, such as housing insecurity, debt and parenting concerns.

4.Strengthening Families

Connecting families through create play environments has a positive impact on both children and parents/carers. Children are thriving as they engage with the wide range of activities on offer at Re:store Northampton, and parents report they feel less lonely and more supported. Many families accessing services have complex issues, that impact on their health and wellbeing, but feel more positive as they develop healthy relationships once access support services, such as Growbaby and Nest. The holistic therapeutic approach to all services seek to develop skills and confidence and build resilience in families.

5.Inspiring Change

Re:store has an individualistic approach within a group-work or drop-in setting. Through the skilled work of support workers, project co-ordinators and our Occupational Therapist, adults accessing services are empowered to make positive changes. Likewise, the invaluable volunteer teams in all projects are encouraged to identify areas for development so they reach their full potential. Many projects are focused on or provide an element of building practical life skills, such as the Allotment, or volunteering in the cafe at the Hub.

6.Working Together

Re:store Northampton recognises the wealth of experience in the community, including the “lived experience” of beneficiaries, and engages them to identify opportunities for improvement. As many who access Re:store Northampton present with complex needs, the access to wider support is paramount. Where possible, Re:store engages with and provides facilities for partners agencies to provide better outcomes for all of the community. There is a wealth of charities and services across the town

that deliver incredible services to people and communities in Northampton and Re:store always seeks to honour and champion these partners.

Activities

What Re:store does in Northampton

Re:store Northampton is a charity run and supported by local people, to serve those in need within the town. The projects range from crisis support, providing food and necessities to those suffering from unforeseen economic hardship, to longer term support work in the form of sharing skills and giving emotional and practical support. We aim to give a 'hand-up' rather than just a 'hand-out' and seek to give individuals the opportunities to move forward into greater independence. All projects centre around ensuring those we are in contact with have their basic needs met.

Whilst there are many different projects that make up Re:store, they are all interlinked and most often the guests (clients) will have one or two points of entry, and then move onto other in-house services. In recent years there has been a greater emphasis on families, and less so on food poverty, but the journey from crisis support to building community still underpins the way in which Re:store operates.

2020/21

Impact of Coronavirus-19

As a charity that provides emergency provision for those in crisis, Re:store Northampton became pivotal in the response to Coronavirus-19 ("Covid") from the very beginning of the Financial Year, 2020/21. A national lockdown began on 16th March 2020, and within 24 hours Re:store Northampton had created a strategy to provide support and care to the most vulnerable in Northampton. This was intended to be a short-term response so initially focused on food-aid, but as the permanency of Covid became apparent, the plan was continually adapted in line with changing Governmental Guidelines throughout 2020/21.

There were many challenges faced by Re:store Northampton - firstly the uncharted waters, and lack of experience or reference on how to deliver services safely and ensure the safety net would be in tact. Local Government and Third Sector workers sought advice from Re:store, and the Director became part of a local response team in crisis provision, which later formed into the Food Aid Alliance, West Northants. The most significant challenge was adhering to the "stay at home" ruling, where possible, whilst still operating effectively across the town.



Re:store relies on a workforce of over 50 volunteers, and for many of these the guidance to stay home, or even in some cases “Shield” due to health issues, limited their ability to come into Re:store. Some services closed temporarily, some projects came to a natural end during this time, and the focus was heavily upon the Crisis Support provisions of Food Bank and Growbaby. All volunteers able and willing to attend, were re-directed into enabling these core services to run.

The “Stay at Home” mandate enforced isolation for so many families and households that were already vulnerable. Some of Re:store’s key developments up until 2020 was around building relationships and welcoming people into the central location. This was upturned at the very start of this Financial Year but through perseverance and creativity, the team have endeavoured to create and maintain connections. It is credit to the team, under the most testing of circumstances, who were able to reach out and support families in the midst of the crisis and build genuine relationship, that has created the foundations for gathered community work into the coming Financial Year.

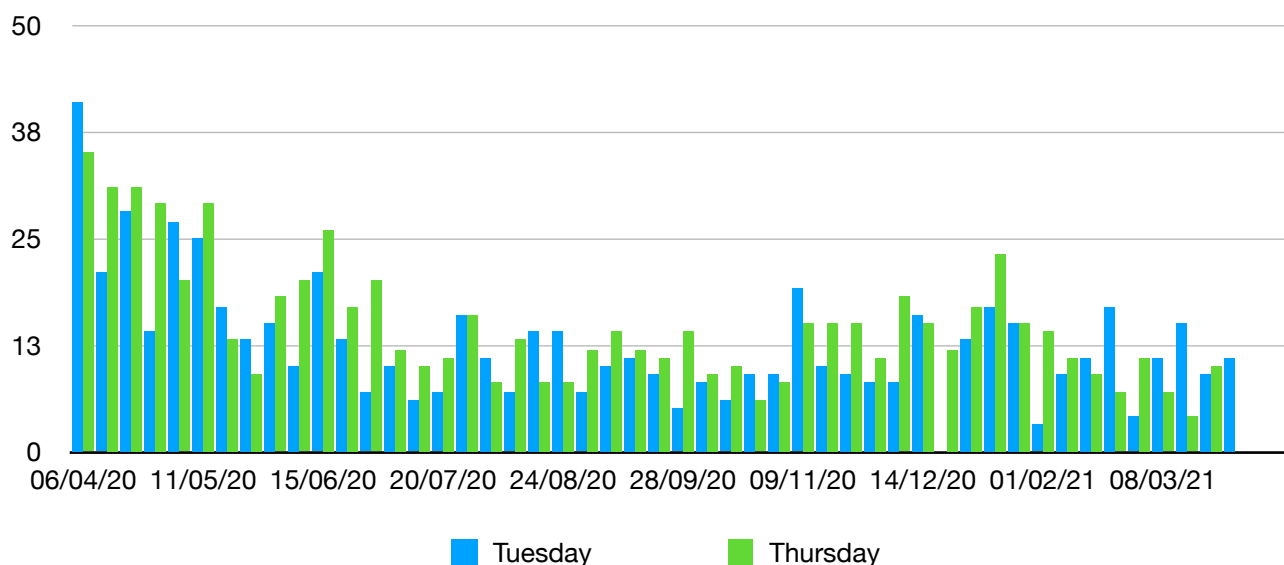
NORTHAMPTON FOOD BANK

Northampton Food Bank has been providing emergency food parcels to families and adults across the town since 2009. This is a response to adults and families facing food poverty on a daily basis, including 1/4 children who are living in poverty in Northampton.

Northampton Food Bank offers accessible food aid through a network of Food Bank Points across the town, over six days of the week. A referral is necessary, and over 200 agencies are registered to refer, including schools, health visitors, doctors surgeries, mental health worker and many more. The food/essentials offered are for those in short-term crisis and Referral Agencies make their assessment based on the eligibility criteria. The referral process is essential to offer the best support at early stages to the individual and to create a dignified welcoming space when collecting the food parcel.



In total Northampton Food Bank gave out 1445 parcels between 01/04/20 and 31/03/21 as shown in the graph below. The first week in April was the busiest week during the whole of the Covid restric-



tions, with a total of 76 food parcels across that week. This comprised of 174 mouths fed - 104 adults and 70 children.

It is estimated that over 5,000 adults and children were provided for over the whole financial year - the reason for estimation is due to the size of families being different, and this is a conservative estimate based on 4 people in a household, but in reality many of the families supported have more children.

The cost of food given through Northampton Food Bank during 2020-21 is over £54,000. In addition to this, £7,000 of cleaning products, toiletries and baby essentials such as nappies were distributed through Northampton Food Bank.

The demographic of people in need of food aid changed at the first part of 2020/21, with an increase in working households and families who had school age children. They spoke of the impact of homeschooling on job insecurity. Whilst some waited for benefits or furlough payments to start, others had no financial support available.

The hardest hit were families with No Recourse to Public Funds. Many in this bracket work “zero hour contracts” or in positions that are less secure, and if they could not work due to having to care for their children due to homeschooling or because businesses were not open such as entertainment, hospitality etc their income was immediately reduced to zero, and they were not eligible for any public funds.



Re:store HUB would ordinarily run alongside Northampton Food Bank, but due to restrictions the cafe venue closed to the public in March 2020 and remained closed for the whole Financial Year. However, Northampton Food Bank continued to operate as an external table-top service, to enable “Social Distancing”.



When restrictions allowed, the team offered take-away style hot drinks and positioned volunteers around the open spaces to befriend and support individuals collecting food parcels. However, due to Personal Protective Equipment (PPE) of masks, visors, gloves and a 2 meter distance, this lacked the personal approach that Re:store had become renowned for. The team deserve recognition for always going above and beyond, whilst remaining safe and keeping the public safe. During this time, there were no reported incidents of Covid amongst the team or public accessing Northampton Food Bank.

Despite the challenges of 2020/21, Re:store Northampton was able to celebrate positives at Northampton Food Bank. Through a commitment to interagency working and developing accessible services, Re:store forged strong partnerships with new community groups. This led to opening two new Food Bank Points in areas that were previously barren from food-aid provision.

Re:store was also strongly positioned to access financial support for the purchase of food to distribute through the multiple Food Bank Points. As well as this, Re:store created partnerships with local businesses, including Morrisons and Sainsburys that held collections and brought in surplus food for Re:store to use. Small grants were secured from Northampton Community Foundation as well as collectively through the Food Aid Alliance from DEFRA, and an additional “top-up” grant as part of the Lottery Community Fund. This



ensured a reliable source of food could be obtained, after an initial issue with scarcity in the first national lockdown, and meant that Re:store did not need to rely on food donations during this period, which helped keep the volunteer team safe and working efficiently.

Due to this relative luxury of a secure and steady supply on food, Re:store approached the seasonal times of Harvest and Christmas differently. Rather than appealing for additional food aid, Re:store approached Referral Agencies, primarily local schools, to offer additional food hampers for vulnerable families. This was well received and strengthened both partnership working with these services as well as connection with vulnerable families in a time of need.



IMPACT STORIES

A older couple who usually brought in food donations to Re:store Northampton until 2019 approached Re:store Northampton in Spring 2020. They were facing financial crisis after the husband had lost his work due to the impact of Covid. They were supported in accessing a referral to Northampton Food Bank and described the welcome they received as “outstanding, discreet and a life-line”. They told the team that they never imagined they would be on the receiving end of support from Re:store, but were so glad to know where to turn.

GROWBABY

Growbaby was established in 2019 in connection with a national network of projects by the same name, led by Vineyard Churches across the UK. The project focuses on providing clothing and essentials for families with babies and children 0-5 years, and includes the preparation for school with uniform, shoes, bags and coats for 4-5 year olds.



From 2019-20 Families were referred by their professional support network (usually health or education services) and then invited to attend Growbaby, where they choose the items donated and their children could play in an informal play setting.

Due to Covid this project was unable to operate in the same way for 20/21. Due to limited volunteers, insecurity in accepting donated items and the lack of space, Re:store spent time evaluating the appropriate way to provide this service, resulting in a temporary closure. Contact continued with vulnerable families through the support services at Re:store and referral hotline.

By June 2020 Re:store was able to offer Growbaby as a “home delivery service”. The referrals worked in the same way, but instead of being welcomed into Re:store, families were followed up with a phone call, which then in most cases led on to further Support Work.

Brand new items were purchased with funds raised and donated, avoiding risk of contamination in the height of Covid. Clothes, toys, books and toiletries were then packaged by the reduced volunteer team and delivered by arrangement directly to families in need. This also protected families through not needing to leave home, use public transport or put added burden on accessing a service when instructed to “stay home”.

At Christmas Re:store ran their second annual online appeal for new toys and gifts which were then delivered directly to families homes, providing a lifeline for those facing extreme hardship.

Over 80 children received incredible new items through the Growbaby Gift Appeal, again all delivered to families’ homes. Each incredible parcel included a large toy, colouring books and crayons, books and toiletries, to the value of around £30 per child, to the combined value of £2,400.



In January 2021, Re:store received confirmation of a grant from The Lottery Community Fund to begin the work on the Growbaby Boutique. This is due to open Spring/Summer 2021 and will enable families to come in to choose clothes and essentials for their children, giving greater dignity.

IMPACT STORIES

An expectant mother was referred to the Food Bank and Growbaby in the Summer of 2020. The Support Worker at Re:store identified a need from the referral and followed up with a phone call. This lady was a refugee and had no support network in Northampton so very isolated. Through a strong team at Re:store, we created a plan for phone calls and contact to be made. When she had her baby a team member called to offer practical support and delivered flowers. She received a Christmas present for her older child and baby via Growbaby Christmas Appeal. We continued contact and in the New Year, her buggy broke so Re:store was able to provide these items. She is keen to attend groups on site and feels she really has a “family” at Re:store to welcome her in.

NEST

Nest emerged organically as a family-focused play session for babies and pre-school children in 2015, with a formal launch in 2017. The group was thriving and attracted up to 100 adults and children at the start of 2020, however like so much, the lockdown of March 2020 forced doors to close and the project to be re-considered.

From April 2020-September 2020, Nest operated as an online “zoom” session, with stories, crafts and songs. The music time was most suc-



successful and this soon became the main feature, with props and puppets. The team overcame technical difficulties and continued to reach out to more vulnerable families with phone calls, texts and other forms of communication between the online sessions. However due to digital poverty (lack of technology or internet access) many of those living in greatest hardship, did not access this service consistently.

The team found other ways to connect with families, through sending free “play packs” to over 40 families’ homes, with toys, activities, recipes (and ingredients) to make and play at home during the first lockdown. This was accompanied by handmade cards and messages of hope and encouragement as well as an invitation to connect with the Support Worker and Nest Co-ordinator through the Support Line.



By September 2020, as the country began to “open up”, Re:store moved Nest to a physical gathering that enabled social distancing and using PPE. This took the form of a “Buggy Walk” in the central park of Northampton. It incorporated visiting the caged birds, the lake, feeding ducks and most importantly allowing parents and support workers to connect.



From October 2020 - April 2021 we decided to offer specific phone support to families with babies under 1 who were referred to either food bank or Growbaby. This was because we had an influx of families requiring support with food and children’s clothing/essentials but due to covid, we were only operating a front door collection service and delivery service so had less opportunity to offer more intentional support and build relationship.

As a charity we had already identified the benefits for groups such as baby massage and a designated baby group, and had some plans in motion for getting these groups started in the coming year. However with the delays to these caused by covid restrictions, we were instead able to start slowly building relationships with suitable parents for these groups over the phone, with a view to inviting them to these groups once they were able to open on site.

6 families were supported on a regular basis via phone calls (e.g. weekly/fortnightly calls depending on need). 3 of these families then attended Buggy Walks. 3 families wanting to attend baby massage when able to start up and all were very keen to engage in a group once up and running. All families stated they felt isolated and found the pandemic hard with a baby. They were grateful for someone checking in on them and making sure they were ok.

IMPACT STORIES

A mother attended Nest with their two daughters from 2018, becoming part of the community with other families. Her extended family were in Africa and she was relatively isolated. In 2020 she was pregnant with her third child, giving birth during the first lockdown. She remained in contact with the team at Re:store, and connected with other parents. She engaged with the Nest Zoom, and shared how she was struggling with homeschooling the eldest due to lockdown, with a toddler and newborn. She was offered support over the phone and was keen to meet with others as soon as we were able. She joined the Buggy Walks and shared the positive impact on her mental health to see people again and for them to meet her new baby. She reconnected well with the community and is very keen for activities to be available inside where her children can play with others.

SUPPORT

A designated Support Worker has enabled Re:store to offer a wide range of support through the pandemic. From the week leading up to the initial lockdown, Re:store implemented a “support hotline” that was covered daily by the whole team. This helped identify those needing additional support which was then directed to the Support Worker, or make simple referrals for emergency provisions using the online referral system. These two pieces of technology were a great asset whilst “working from home”.

The support work during 2020-21 included phone calls and where possible 1:1 outdoor meet-ups, as social distancing prevented any further contact. The work consisted of emotional support, signposting, advice, money management, finding grants or funds to help with crisis support, sourcing items such as beds, buggies, cots, providing phones, laptops or other technology through donors, assistance completing forms, visas and other applications.



The range of needs did not change in 2020-21, but in most cases were heightened by the pandemic. The causes of poverty or crisis included homelessness or threat of eviction, financial worries and debt including harassment from lenders, benefit delays or sanctions and not being able to meet their own basic needs, such as food and heating.

Citizen's Advice were a contracted partner of Re:store Northampton and switched from in-person sessions to a designated phone line for our services users. Those in crisis reported that they felt better able to manage their situation as a result of intervention from Re:store and partners.

IMPACT STORIES

Through lockdown the Support Worker would contact any families referred for Food Bank to check what additional support they may need. Something that would have happened more organically if people were coming on site to access services. One family contacted shared they had No Recourse to Public Funds and were in extreme hardship, after losing work due to the pandemic. The Mother shared that her husband was significantly unwell which had an emotional and physical strain on the family, as he was the only one able to work due to her immigration status.

Re:store was able to provide food parcels, growbaby items included coats they desperately needed, all delivered directly and toys/gifts for the children's birthdays. The Support Worker then continued to assist the mother with other issues. She referred the family to the Red Cross who gave them access to the Hardship Fund and help with a Solicitor to take an issue with racism. Since receiving support from Re:store, the family were awarded the Resettlement Card which would give the mother the ability to work and provide for her family. She said “I want to say thank you to all the team, you have shown me there are good people out there and given me peace and happiness”

MONEY

Nearly everyone we have contact with has issues with money, whether it be prolonged poverty, a financial crisis, struggling with debt or managing on a low income. 40% of all mental health issues are related to finance, and we see the crippling effect that it can have on a household. We offer a course led by volunteers designed by CAP (Christian Against Poverty) Money. This has the potential to provide much needed support to many who are in financial difficulties or struggling to balance their income and expenses and budget adequately. We also link with the CAP Debt advice service and other agencies to help people resolve their debts.

Through this year, Re:store has taken the opportunity to train 5 new team members including reliable volunteers, in delivering 1:1 CAP Money support. This training was made accessible through online national courses, and the team are keen to get started, through offering sessions in person when allowed or via an online video platform.

Projects - Off site

Whilst most of Re:store Northampton's projects are all under one roof, in the space made available by Central Vineyard Church, there is a need for some activities to happen outside. Using designated spaces has enabled us to reach people where they are at within the wider community and develop deliver opportunities that we could not do inside. Outreach is a key part of Re:store, and there are elements of this in all projects. Plans are already in place for expanding more off site opportunities for Re:store Northampton in the coming years.

ALLOTMENT

The community allotment started in 2013, following conversations and consultation with local people on low incomes suggesting they would like to learn how to grow their own fruit and vegetables, reduce food bills and take the community of the HUB outdoors. Participants initially access an informal but well-planned course which gives practical, hands on experience of sowing, growing and harvesting fruit and vegetables.

Relationships between peers and volunteers develop through working alongside each other, and participants often continue their involvement beyond the teaching course. Our mentoring programme follows on from this with committed individuals able to access the allotment with a mentor for the following year, and receive wealth of additional support. The vegetables grown are also distributed through Northampton Food Bank. Participants report an improvement in health and well-being, confidence, sense of achievement, as well as new skills and better economic circumstances due to the access to free fresh healthy produce.



Throughout the pandemic the team tried to maintain contact with the participants in the project and arrange for them to attend sessions whenever safe and possible to do so. Under guidance from Trustees this has been one project that has been more safe to gather due to the ability of social distancing outside.

However there were challenges in the breaks in activity - The first major difficulty was for us to maintain the allotments so that they would be ready for people to come back to work together to grow crops. It was a very difficult challenge, as in April 2020 access to the allotments for us was limited to a short period each day and some key volunteers had to "Shield" staying home completely.



The allotment started up again with participants in July and operated a rota system. The joy and enthusiasm of the participants was amazing! The team made the most of the time when we could offer sessions and often worked one-to-one, which did enable them to get to know people better. One participant commented that the allotment was a place to escape to in these dreadful times and many saw it as a peaceful haven.

IMPACT STORIES

A lady referred through her church and suffering with mental health problems shared that she really valued having an outside space. The volunteers befriended her, taught her new skills and she took on a mini-plot. She was very proud of the crops she grew and would always share them. She was desperate to come more often and they occasionally arranged extra sessions for her. As time went on, her confidence grew and she connected with others more. Her brother told the Allotment Coordinator that the allotment project meant so much to her and she really looked forward to coming.

Financial Review

Financial Performance

In 2020/21 Re:store was financially supported by local and national grants, local churches/community groups, businesses and individuals through annual commitments, regular giving and one-off donations.

The major source of income is the National Lottery Community Fund's Help Through Crisis programme, which provides staff costs and the majority of the running costs for HUB. This is a partnership fund, led by Re:store who work with Northamptonshire Community Foundation, Central and East Northants Citizen's Advice and Springs Family Centre. It is a five year grant, reviewed annually, spanning from June 2016 - May 2021. Additional funding has been granted through the Northamptonshire Community Foundation, Thomas Brington Foundation, St Giles Trust, Big lottery Awards for All, Northampton Borough Council Partnership Fund and the Mark Taylor Charitable Trust Fund.

We have been grateful to receive additional income to aid our response to the Coronavirus pandemic from Northamptonshire Community Foundation, Charities Aid Foundation, Coronavirus Community Support Fund, Neighbourly, Department of Environment, Food and Rural Affairs Food Charities Grant Fund and the Independent Food Aid Network.

We have also gratefully received donations from local councillors, businesses, groups and individual donors.

Income for 2020/21 was the sum total of **£257,606** Outgoings for the same year were **£135,866**. At the beginning of the financial year **£37,011** was carried forward. A balance of **£158,751** was recorded at the end of the financial year. This will be used to support further activities in 2021/22 and the minimum retained in line with the reserves policy.

Independent Examiner

Shanoj Injippambili Unnikrishnan have agreed to offer themselves as Independent Examiners of Re:store Northampton.

Approval of Accounts

The accounts were approved on behalf of the Trustees on:



Stephen Gee, Trustee

19/12/21

Date

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2021

Income from:	Unrestricted Funds	Restricted Funds	2021	2020
Note 3	-£-	-£-	-£-	-£-
Donations and Legacies:	77,203	180,403	257,606	107,733
Investments				
Total Income	77,203	180,403	257,606	107,733
Expenditure On:	Note 4			
Charitable Activities	11,836	124,030	135,866	108,130
Total Payments	11,836	124,030	135,866	108,130
Net Income/(Expenditure)	65,367	56,373	121,739	(398)
Balance Brought Forward	10,994	26,017	37,011	37,408
Balance Carried Forward at 31st March 2020	76,360	82,390	158,751	37,011

BALANCE SHEET AS AT 31ST MARCH 2021

	Unrestricted funds -£-	Restricted funds -£-	2021 -£-	2020 -£-
Current Assets				
Debtors	256	256	513	497
Cash at Bank	79,226	105,881	185,107	70,901
Total Current Assets	79,483	106,137	185,620	71,398
Creditors				
Other Creditors	1,779	25,372	27,151	34,648
Net current assets/(liabilities)	77,703	80,766	158,469	36,751
Total assets less current liabilities	77,703	80,766	158,469	36,751
Creditors: amounts falling due after one year				
Total net assets or liabilities	77,703	80,766	158,469	36,751
Funds of the Charity				
Restricted funds		80,766	80,766	24,394
Unrestricted funds	77,703		77,703	12,357
Total Funds	77,703	80,766	158,469	36,751

The financial statements were :

Approved by the Trustees on 19/12/21 and

Signed on their behalf by , Trustee

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

1. Basis Of Preparation

1.1 Basis of Accounting

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland (FRS102) and with the Charities Act 2011. The charity constitutes a public benefit entity as defined by FRS 102.

The financial statements are prepared on a going concern basis under the historical cost convention modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

1.2 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2. Accounting policies

2.1 Recognition of Income

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received. For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021 (CONT.)

2.2 Recognition of Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following heading:

- Expenditure on charitable activities includes all costs incurred in fulfilling the church's objectives, together with any costs in support of these. This category includes costs normally considered support costs but because the building and staff are integral to fulfilling our objectives, they are included here.

2.3 Debtors and Creditors

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

2.4 Provisions for Liabilities

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.

3. ANALYSIS OF INCOME

Analysis	Unrestricted funds -£-	Restricted income funds -£-	Total 2021 -£-	Total 2020 -£-
Donations & legacies:				
Donations and gifts	77,203		77,203	17,659
Grants		180,403	180,403	90,074
Total Income	77,203	180,403	257,606	107,733

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021 (CONT.)

4. Analysis of Expenditure

Analysis	Unrestricted funds -£-	Restricted income funds -£-	Total 2021 -£-	Total 2020 -£-
Expenditure on charitable activities				
Operational Costs	7,170	39,137	46,307	35,128
Management & Administration	4,667	21,821	26,486	28,948
Operational Staff Costs		63,073	63,073	44,054
Total expenditure on charitable activities	11,836	124,030	135,866	108,130
Total Expenditure	11,836	124,030	135,866	108,130

5. Net income/(expenditure) for the year

This is stated after charging:	2021	2020
	-£-	-£-
Independent examiner's fees	270	265
	270	265

6. Staff Costs

		2021	2020
		-£-	-£-
Salaries	Gross salary	89,559	73,002
Total		89,559	73,002

No employees had employee benefits in excess of £60,000. There is currently a pension scheme in place for Charity employees.

None of the trustees received any fees for their services as Trustees.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021 (CONT.)

7. Debtors

	2021 -£-	2020 -£-
Prepayments and accrued income	513	497
Total	513	497

8. Creditors

	Amounts falling due within one year	
	2021 -£-	2020 -£-
Accruals and deferred income	25,703	33,927
Taxation and social security	1,448	721
Total	27,151	34,648

The deferred income of £16,666.67 is from the Help Through Crisis grant, which is paid quarterly in advance, £8,602 Thomas Brington Grant.

9. Cash At Bank And In Hand

	2021 -£-	2020 -£-
Cash at bank and on hand	185,108	70,902
Total	185,108	70,902

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021 (CONT.)

10. Analysis Of Charitable Funds

Analysis Of Movements In Unrestricted Funds

	1st April 2020 -£-	Income -£-	Expenditure -£-	31st March 2021 -£-
General	10,993	77,203	11,836	76,359
Totals	<u>10,993</u>	<u>77,203</u>	<u>11,836</u>	<u>76,359</u>

Analysis Of Movements In Restricted Funds

	1st April 2020 -£-	Income -£-	Expenditure -£-	31st March 2021 -£-
Nest (Queen's Institute, NBC, Awards for All)	1,322	10,810	9,310	2,822
Help Through Crisis	24,742	110,146	70,324	64,564
Growbaby & Hub (St Giles)	(47)	2,333	2,287	0
Food Bank	0	15,235	8,738	6,497
Growbaby (NBC)		2,000		2,000
Food Bank & Growbaby (West Hun PC)		2,000		2,000
Growbaby		4,507		4,507
Electricity		1,000	1,000	0
NCF		18,045	18,045	0
Thomas Brington		9,327	9,327	0
CAF		5,000	5,000	0
Totals	<u>26,017</u>	<u>180,403</u>	<u>124,030</u>	<u>82,390</u>

Independent Examiner's Report on the Trustees of Re:store Northampton

I report on the accounts of Re:store Northampton for the period ended 31 March 2021 which are set out on the pages 14 to 21.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ('the Charities Act') and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no material matters have come to my attention:

- 1 which gives me cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord the accounting records and comply with the account requirements of the Charities Acthave not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Shanoj Injipparambali Unnikrishnan
39 Dulverton Road
Northampton NN3 3AZ



Date: 31-01-21