

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

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Independent Examiner: XXXXXX

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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



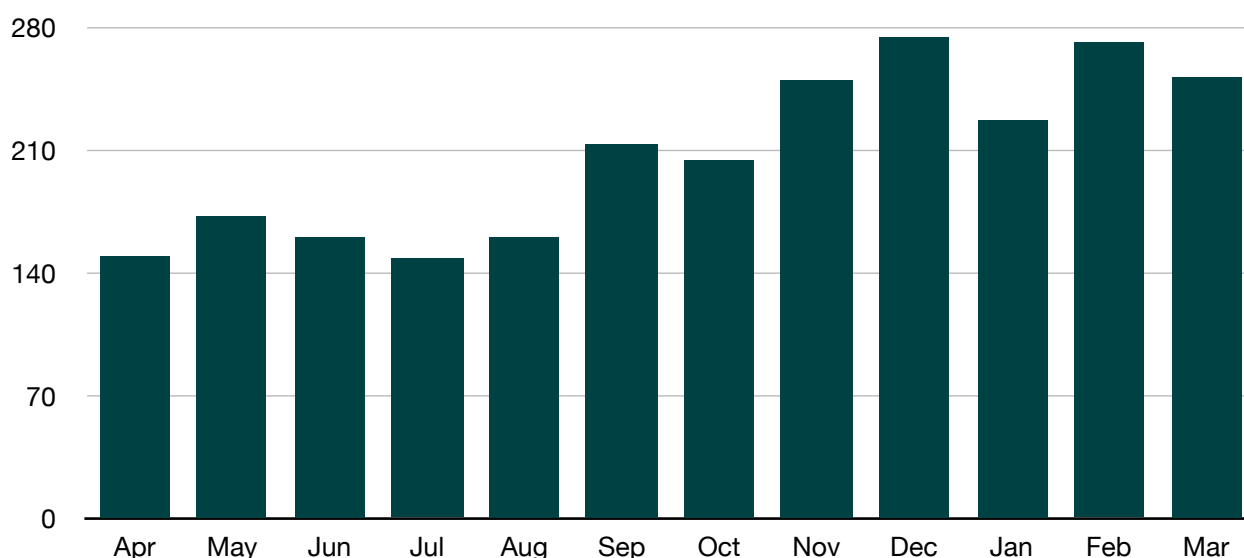
Northampton Food Bank has been providing emergency food parcels to families and adults across the town since 2009. This is a response to adults and families facing food poverty on a daily basis, including 1/4 children who are living in poverty in Northampton.

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.

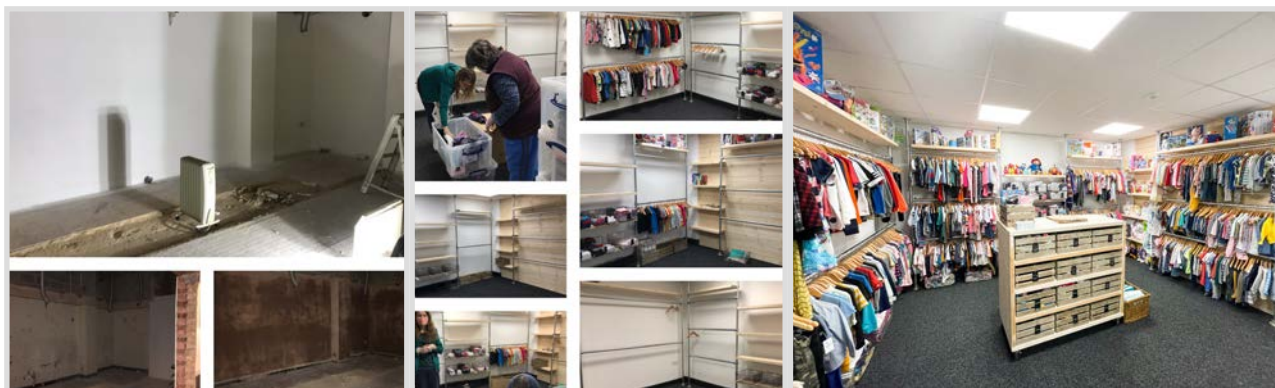
Projects - Crisis Provision

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.

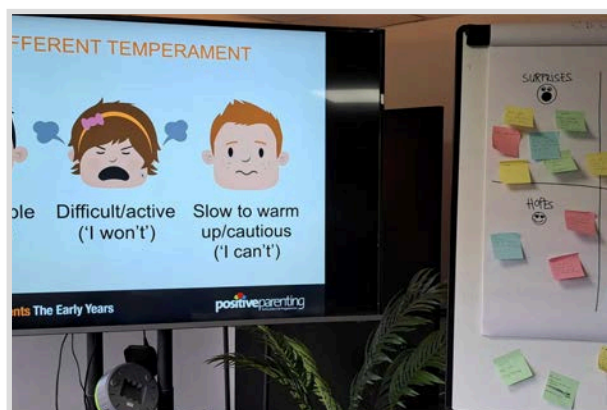


Individual courses were offered through 2021-22, but only two participants engaged. Both were on a 1:1 basis, one face-to-face and the other through an online communication service. The impact of covid on support work and groups was very evident in this area, as finances are always such a sensitive matter, 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.



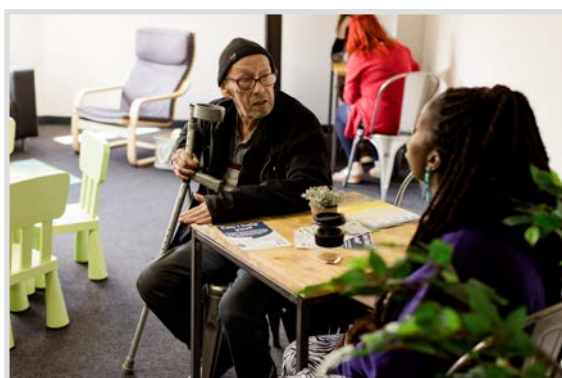
IMPACT STORIES

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.

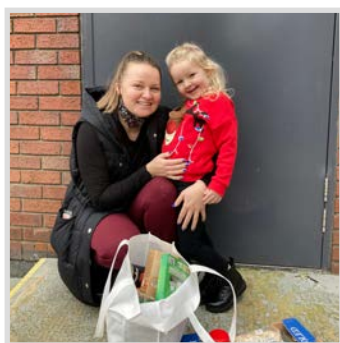
Additional funding has been granted through the **Northamptonshire Community Foundation** (St Giles and Constance Travis funds), **Thomas Brington Foundation**, **Northampton Borough Council Partnership Fund**, **West Northamptonshire Council** and the **B and Q Foundation**.

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 Injipparambali 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



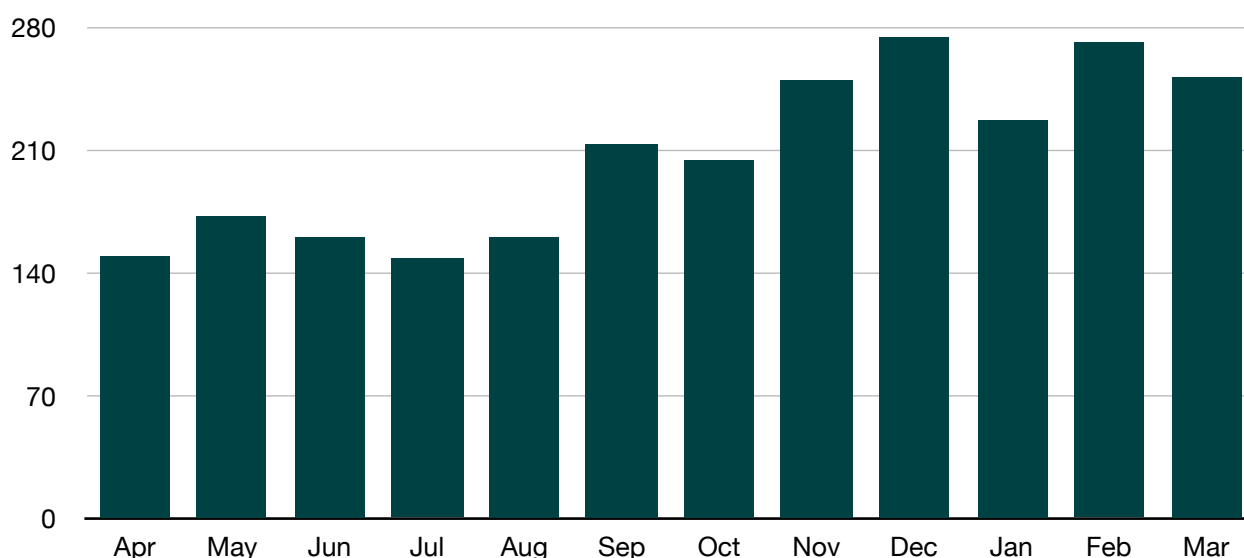
Northampton Food Bank has been providing emergency food parcels to families and adults across the town since 2009. This is a response to adults and families facing food poverty on a daily basis, including 1/4 children who are living in poverty in Northampton.

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.

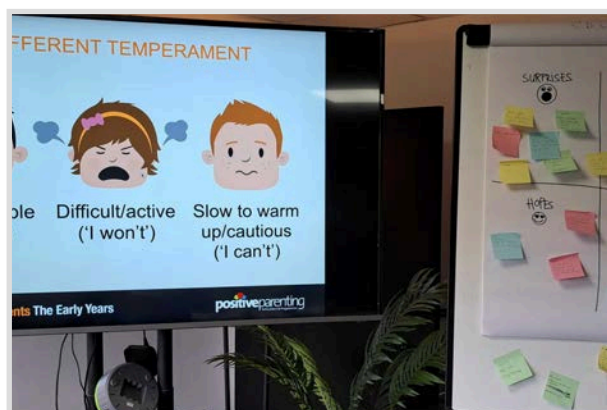


Individual courses were offered through 2021-22, but only two participants engaged. Both were on a 1:1 basis, one face-to-face and the other through an online communication service. The impact of covid on support work and groups was very evident in this area, as finances are always such a sensitive matter, 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.



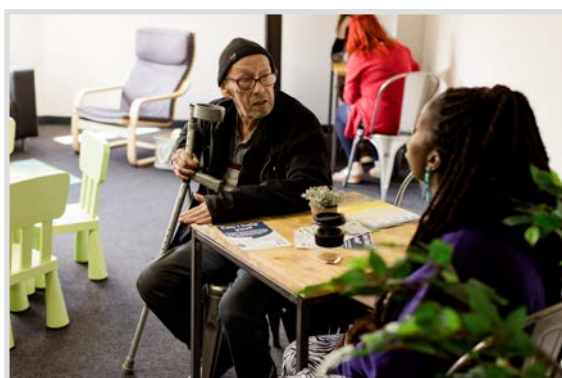
IMPACT STORIES

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.

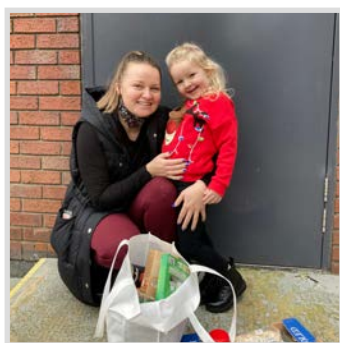
Additional funding has been granted through the **Northamptonshire Community Foundation** (St Giles and Constance Travis funds), **Thomas Brington Foundation**, **Northampton Borough Council Partnership Fund**, **West Northamptonshire Council** and the **B and Q Foundation**.

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