

RESTORE NORTHAMPTON

Bringing communities to life through love & compassion

ANNUAL REVIEW 2024

ANNUAL REVIEW & FINANCIAL STATEMENTS

For the Year Ended 31st March 2024

Restore Northampton (Charity Number: 1154625)



Trustees Report

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

Reference & Administration Details

Registered Charity Number: 1154625

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Structure, Governance & Management

Governing Document

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

Trustees

Samantha Rajagopal (Chair)
Daniel Walter
John Campbell
Michael Sturgess

Organisational Structure

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

Appointment of Trustees

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

Charitable Aims

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

Focus

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

1. Reducing the impact of poverty

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

2. Building Community

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

3. Improving Health & Wellbeing

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

4. Strengthening Families

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

5. Inspiring Change

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

6. Working Together

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

Action

What Restore does in Northampton

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

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

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



Overview 2023-24

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

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

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

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

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

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

Projects - Crisis Provision

NORTHAMPTON FOOD BANK

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

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



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

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

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

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

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

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

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

IMPACT STORIES

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

Projects - Crisis Provision

STREETS

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

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

IMPACT STORIES

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

Projects - Crisis Provision

GROWBABY

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

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

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

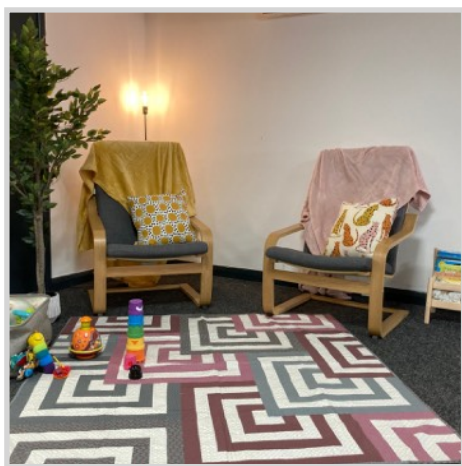


with time to share their story, explore the 'shop', choose the perfect items for their babies/children, and more forward feeling valued, cared for and having had some of their emotional and physical needs met by this crisis support, are able to connect with others in the team or parents with lived experience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

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

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

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



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

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

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

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

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

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

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

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

IMPACT STORIES

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

Projects - Crisis Provision

GROWBABY CHRISTMAS 2023

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



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

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

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

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

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

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

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

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

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



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

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

IMPACT STORIES

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

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

Projects - Support & Strengthen

SUPPORT

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



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

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

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

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

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

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

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

IMPACT STORIES

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

Projects - Support & Strengthen

PARENTING

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

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



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

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

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

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

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

Projects - Support & Strengthen

POSITIVE PLAY



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

Projects - Support & Strengthen

WELLBEING

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



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

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

IMPACT STORIES

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

Projects - Support & Strengthen

ALLOTMENT

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



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

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

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

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

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

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

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

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



Projects - Support & Strengthen

MONEY

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

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

Projects - Building Community

NEST

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



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

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

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

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



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

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

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

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

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



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

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

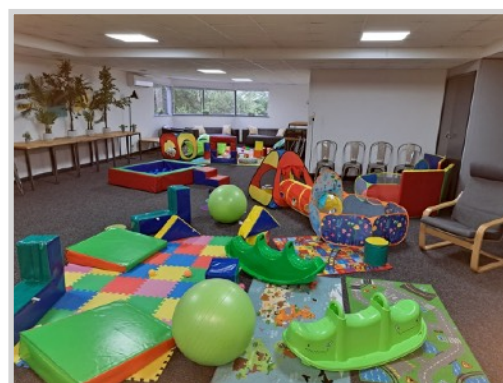
IMPACT STORIES

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

Projects - Building Community

FAMILY FUN

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



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

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

IMPACT STORIES

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

Projects - Building Community

HUB CAFE

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

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

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



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

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

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

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

IMPACT STORIES

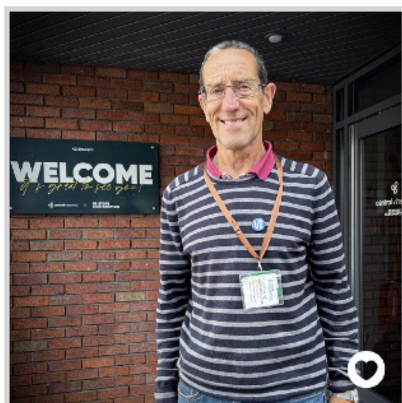
Jawed arrived in the UK in 2022 with his wife and four children. He left his home country due to expressing his Christian faith in a Muslim country and faced persecution. He has applied for asylum but at this time has no recourse to public funds or right to work. His children are able to access education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

Community Engagement VOICE

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



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



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

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

Community Engagement **VOLUNTEERS**

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

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



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

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

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

Community Engagement

COMMUNITY PARTNERSHIP

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

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

Oversight Strategy Development Group



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

Financial Review

FUNDING

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

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

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

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

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

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

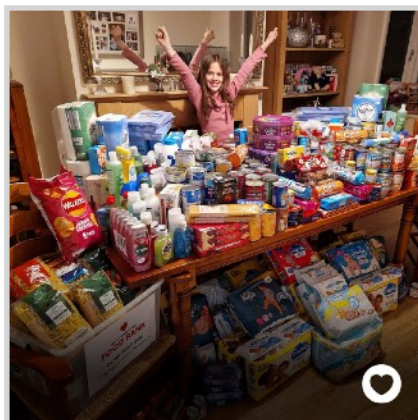
To help our funders have an insight into the work they are funding we welcome arranged visits and in January we welcomed representatives from the De La Pre Lodge for a visit, and to thank them for their donation to Restore. In the first three months of 2024 we have also welcomed representatives from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

Financial Review

FUNDRAISING & DONATIONS

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

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



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

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

Financial Review

FINANCIAL PERFORMANCE

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

Independent Examiner

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

Approval of Accounts

The accounts were approved on behalf of the Trustees on:

Samantha Rajagopal, Chair

30.4.24

Date

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

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

BALANCE SHEET AS AT 31ST MARCH 2024

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

The financial statements were :

Approved by the Trustees on 30.4.24 and

Signed on their behalf by , Chair of Trustees

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

1. Basis Of Preparation

1.1 Basis of Accounting

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

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

1.2 Going Concern

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

2. Accounting policies

2.1 Recognition of Income

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

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

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

2.2 Recognition of Expenditure

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

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

2.3 Debtors and Creditors

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

2.4 Provisions for Liabilities

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

3. ANALYSIS OF INCOME

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

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

4. Analysis of Expenditure

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

5. Net income/(expenditure) for the year

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

6. Staff Costs

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

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

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

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

7. Debtors

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

8. Creditors

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

9. Cash At Bank And In Hand

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

10. Analysis Of Charitable Funds

Analysis Of Movements In Unrestricted Funds

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

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

Analysis Of Movements In Designated Funds

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

Analysis Of Movements In Restricted Funds

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

RESTORE NORTHAMPTON

Bringing communities to life through love & compassion

ANNUAL REVIEW 2024

ANNUAL REVIEW & FINANCIAL STATEMENTS

For the Year Ended 31st March 2024

Restore Northampton (Charity Number: 1154625)



Trustees Report

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

Reference & Administration Details

Registered Charity Number: 1154625

Address: 42 Sheep Street
Northampton
NN1 2LZ

Bankers: HSBC
22 Abington Street
Northampton
NN1 2AJ

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

Website: www.restorenorthampton.org.uk

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Structure, Governance & Management

Governing Document

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

Trustees

Samantha Rajagopal (Chair)
Daniel Walter
John Campbell
Michael Sturgess

Organisational Structure

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

Appointment of Trustees

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

Charitable Aims

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

Focus

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

1. Reducing the impact of poverty

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

2. Building Community

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

3. Improving Health & Wellbeing

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

4. Strengthening Families

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

5. Inspiring Change

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

6. Working Together

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

Action

What Restore does in Northampton

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

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

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



Overview 2023-24

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

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

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

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

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

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

Projects - Crisis Provision

NORTHAMPTON FOOD BANK

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

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



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

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

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

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

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

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

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

IMPACT STORIES

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

Projects - Crisis Provision

STREETS

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

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

IMPACT STORIES

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

Projects - Crisis Provision

GROWBABY

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

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

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



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

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

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

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



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

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

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

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

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

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

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

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

IMPACT STORIES

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

Projects - Crisis Provision

GROWBABY CHRISTMAS 2023

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



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

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

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

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

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

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

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

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

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



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

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

IMPACT STORIES

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

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

Projects - Support & Strengthen

SUPPORT

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



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

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

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

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

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

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

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

IMPACT STORIES

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

Projects - Support & Strengthen

PARENTING

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

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



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

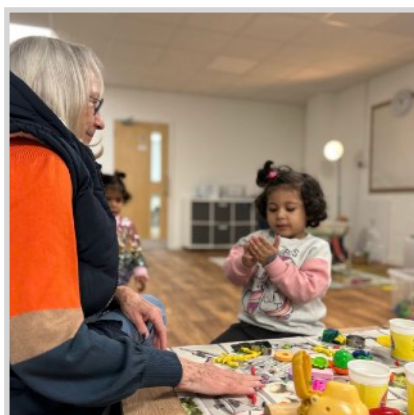
The offer of a creche has been a real success, with a team of volunteers able to help the children settle each week. It enabled single parents to have a break from their children - for some, it was the first time leaving their children and a good stepping stone towards getting them ready for nursery.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

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

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

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

Projects - Support & Strengthen **POSITIVE PLAY**



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

Projects - Support & Strengthen **WELLBEING**

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



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

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

IMPACT STORIES

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

Projects - Support & Strengthen

ALLOTMENT

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



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

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

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

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

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

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

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

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



Projects - Support & Strengthen

MONEY

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

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

Projects - Building Community

NEST

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



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

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

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

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



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

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

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

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

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



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

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

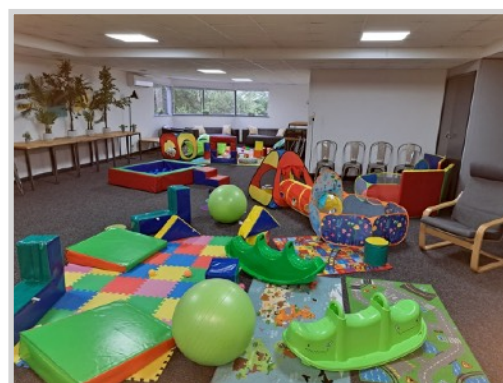
IMPACT STORIES

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

Projects - Building Community

FAMILY FUN

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



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

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

IMPACT STORIES

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

Projects - Building Community

HUB CAFE

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

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

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



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

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

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

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

IMPACT STORIES

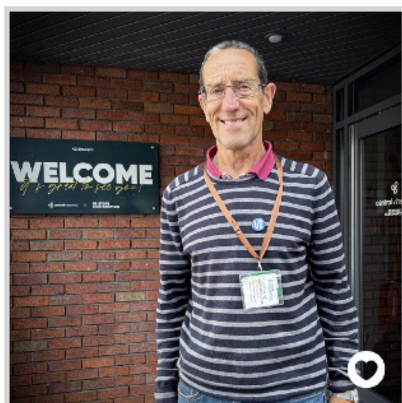
Jawed arrived in the UK in 2022 with his wife and four children. He left his home country due to expressing his Christian faith in a Muslim country and faced persecution. He has applied for asylum but at this time has no recourse to public funds or right to work. His children are able to access education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

Community Engagement VOICE

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



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



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

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

Community Engagement **VOLUNTEERS**

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

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



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

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

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

Community Engagement

COMMUNITY PARTNERSHIP

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

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

Oversight Strategy Development Group



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

Financial Review

FUNDING

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

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

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

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

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

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

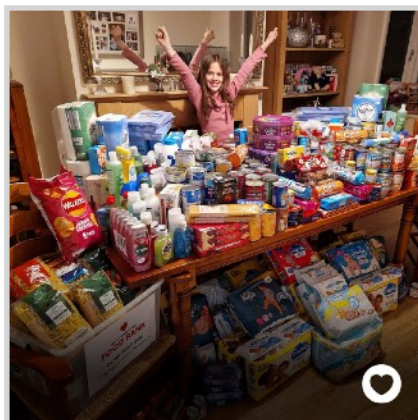
To help our funders have an insight into the work they are funding we welcome arranged visits and in January we welcomed representatives from the De La Pre Lodge for a visit, and to thank them for their donation to Restore. In the first three months of 2024 we have also welcomed representatives from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

Financial Review

FUNDRAISING & DONATIONS

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

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



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

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

Financial Review

FINANCIAL PERFORMANCE

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

Independent Examiner

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

Approval of Accounts

The accounts were approved on behalf of the Trustees on:

Samantha Rajagopal, Chair

30.4.24

Date

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

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

BALANCE SHEET AS AT 31ST MARCH 2024

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

The financial statements were :

Approved by the Trustees on 30.4.24 and

Signed on their behalf by , Chair of Trustees

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

1. Basis Of Preparation

1.1 Basis of Accounting

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

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

1.2 Going Concern

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

2. Accounting policies

2.1 Recognition of Income

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

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

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

2.2 Recognition of Expenditure

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

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

2.3 Debtors and Creditors

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

2.4 Provisions for Liabilities

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

3. ANALYSIS OF INCOME

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

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

4. Analysis of Expenditure

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

5. Net income/(expenditure) for the year

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

6. Staff Costs

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

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

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

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

7. Debtors

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

8. Creditors

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

9. Cash At Bank And In Hand

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

10. Analysis Of Charitable Funds

Analysis Of Movements In Unrestricted Funds

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

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

Analysis Of Movements In Designated Funds

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

Analysis Of Movements In Restricted Funds

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

Brenda Peers-Ross

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Selsey

Chichester

W Sussex

PO20 0PW

Email: brenda.peers-ross@hotmail.com

Telephone number: 07710523526

INVOICE

Date: 15th August 2024

Invoice Number: 25011

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

Information:

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

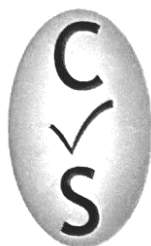
£131.25

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

Account name: Brenda Peers-Ross

Sort 20:61:51

Account number: 40700452



Northamptonshire

A member of



navca
local focus national voice

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

INDEPENDENT EXAMINER'S REPORT

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

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

Respective responsibilities of the Trustees and examiner

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

Basis of independent examiner's report

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

Independent examiner's statement

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

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

Brenda Peers-Ross

Brenda Peers-Ross FMAAT. ACIE
15th August 2024