

SALTASH FOODBANK

England & Wales · Charity number 1157577

Details

Status Registered

Legal form Other

Registered 2014-06-24

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

Contact

Address 18 Belle Vue Road
(rear entrance)
Saltash
PL12 6ES

Phone 08003282124

Email info@saltash.foodbank.org.uk

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

Activities

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

Activities: Our organisation collects and warehouses food, to provide emergency food parcels from our Drop In centre to clients referred by local social agencies. Funds are also available for limited payments on behalf of clients needing immediate financial help for eg utilities and clothing. Clients are also signposted/referred to to other services that may be able to assist them with long-term needs.

Classification

- **How:** Other Charitable Activities
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- Cornwall
- Devon

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£20,256	£22,767	-	-
2024-03-31	£29,344	£21,511	-	-
2023-03-31	£51,384	£25,111	-	-
2022-03-31	£25,276	£20,783	-	-
2021-03-31	£44,785	£13,011	-	-

Trustees

Name	Role	Appointed
CHARLES WORTH		2019-05-09
Corina Clement		2021-03-17
Elizabeth Pearson		2023-06-20
JACKIE O'MELIA		2019-05-09
Jill Morton		2019-05-09
Julie Tuffnell		2015-01-17
Katharine Willis		2023-06-20
Kathryn Joy Caves		2022-07-21
Rev Diane Burrows		2020-06-27
Richard Margetts		2021-07-29
Rika Chanter		2018-05-17
Sara Walker		2019-05-09

Accounts

Saltash Foodbank Annual Report 2024



Helping local people in food crisis

Hello. I'd just like to thank you all. Today whilst I was napping a lady knocked on our door and passed a Christmas hamper to my son whom is ill due to and post op. This was so lovely and touched us deeply. My son gets poorly a lot and this year I've had to take over 120 days off work (I'm a self employed single parent) so money has been so tight. The foodbanks food donations have really got us through a tough time. Today's delivery was so amazing. My son smiled for the first time in ages when he saw the chocolate coins and wrapped gift for him. Thank you all for your hard work, you really help people like myself whom are struggling so badly. Kind regards.

Good Morning, I would just like to say how much i appreciate your kindness with supporting myself & my 2 daughters through these cold winter months. We are extremely gratefully for such kindness. Warm regards.

Hi, I received the blanket and it's already made a huge difference to keeping us warm last night. Many thanks for all of your help.

Good evening. I have a got great news today. The Council agreed to refund the payments. We received the heater yesterday. Thanks for your support. You are incredible

Hello this is E and N. You helped me this morning with the food bank and I wanted to say how incredibly grateful to you and overwhelmed with your kindness I didn't know how we were going to eat tonight and I felt ashamed I had to ask for help but you made me feel it was ok to ask for help. I cried with happiness on the way home. Unfortunately I may need to ask for help again but I promise to get as many bags I can find and when my husband and I are financially stable we will donate to you also xx

Chair's Message - Richard Margetts

Once again, I offer my grateful thanks to all our Trustees and volunteers for their dedication and hard work, and to our local community for their support (whether in food or finance) without which we would not be able to continue to help our many clients.

Over the years, since Saltash Foodbank started, the range of support we aim to give has steadily expanded, as you will see elsewhere in this report. While we do need to remind ourselves from time to time that we are primarily a foodbank, we are very conscious that people often need help to tackle underlying issues that go beyond a "one-off" food crisis.

We can only hope to be part of the solution to endemic problems of poverty and disadvantage, but we do try to help out practically where we can, for example with certain household items and with energy and communication costs.

Signposting to other organisations and Agencies that can provide longer term and in-depth support is an important part of our role. This happens at various stages: at first contact, through leaflets included with food parcels, and then when our team of "Virtual Signposting" volunteers call clients to see how they are getting on, generally a little while after they have received the food. A new development this year has been our participation in the Callington Foodbank 'Financial Inclusion' project and we are grateful for the additional, dedicated Citizens Advice support this can bring for our clients. We also liaise with other local Foodbanks, schools and other community organisations to make best use of all that we receive.

You may have become aware of the national "Guarantee the Essentials" campaign run by the Trussell Trust and Joseph Rowntree Foundation – calling on Government (of whatever persuasion) to introduce "a protected, minimum level of support based on an independent calculation of essential costs, directly addressing material hardship". They and other campaigning groups are moving towards a "Cash First" stance: put simply, if people have enough reliable income, the skills to use it wisely, and sustainable sources of affordable food there is no need for anyone to go hungry.

Meanwhile, however, there are many who do – and we find we are helping more people in more ways than ever. None of this would be possible without the dedication of our splendid volunteers who collect food, pack food, deliver food, count the stock, prepare Christmas hampers & wrap presents, answer the phone calls, pick up the emails, provide Signposting, manage the accounts, arrange training, sort out our IT, and do so much more to 'keep the show on the road'. So, most sincerely, my thanks to you all!

Foodbank Centre Report - Rika Chanter

The causes of food poverty

Now we are a year out of Covid restrictions, what does this mean for Saltash Foodbank and the people we support?

Our figures for the number of people we have fed are our second highest yet, after a very high peak of 1,611 people supported last year to 1,335 people supported this year. (A year for us is from 1st April to 31st March.) Last year saw the start of a 'Cost of Living' crisis when essential bills, such as energy, food, fuel, rent, council tax, water bills, phone bills, internet, clothing - and most other items - increased in price. But the benefits and wages people received were not keeping up with these costs. This left many people without money at the end of the month. Just before their next payment went into the bank, especially if they had a crisis (e.g. an item needing to be repaired or replaced) any spare funds they had were gone, and people tipped into difficulty. At these times they needed temporary support. Through the generosity of members of the local community who donate to us, we have been able to support people at these times. We do not just provide food support; we can also provide additional items such as food for pets and toiletries as well as signposting to further support.

Voucher Numbers by Year				
Period	Vouchers	Adults	Children	Total
2023-2024	539	795	540	1,335
2022-2023	614	926	685	1,611
2021-2022	427	652	445	1,097

Household structure	Vouchers	Vouchers %
Single adult household (with or without dependents)		
Single adult with no children	188	34.88%
Single adult with 1 or 2 children (0 - 16 years old)	108	20.04%
Single adult with 3 or more children (0 - 16 years old)	26	4.82%
Sub-total	322	59.74%
One couple household (with or without dependents)		
One couple household with no children (0 - 16 years old)	44	8.16%
One couple household with 1 or 2 children (0 - 16 years old)	45	8.35%
One couple household with 3 or more children (0 - 16 years old)	36	6.68%
Sub-total	125	23.19%
Couple and additional adult(s)		
Couple and additional adult(s) with no children (0 - 16 years old)	3	0.56%
Couple and additional adult(s) with 1 or 2 children (0 - 16 years old)	2	0.37%
Couple and additional adult(s) with 3 or more children (0 - 16 years old)	1	0.19%
Sub-total	6	1.11%
Multi-adult household		
Multi-adult household with no children	36	6.68%
Multi-adult household with 1 or 2 children (0 - 16 years old)	38	7.05%
Multi-adult household with 3 or more children (0 - 16 years old)	12	2.23%
Sub-total	86	15.96%
Total	539	100%

An increasing problem is that people find themselves in a 'negative budget', where their income does not meet all their necessary expenditure (rent/mortgage, electric, gas, council tax, clothing, phone, internet, food, insurance, car costs, prescriptions, etc.). Whilst the rate of inflation is slowing, prices are still actually increasing. In April 2024 some benefits increased, but not by inflation and so, the problem continues to get worse.

Another issue is the increasing number of people that we see with 'no fixed abode'. They are either in a tent in the summer, sleep in vans, cars or on a friend's couch or are temporarily housed at either the Travelodge or more recently the Cardinals Hatt in the units behind the pub. Many have limited cooking facilities, no laundry facilities, and difficulty in getting to other places, especially if at the Cardinals Hatt. Some homeless families are also housed at the Crylla Park (Notter Bridge holiday homes). Many will be moved from temporary accommodation to temporary accommodation, meaning they will be homeless for months or even years. Many wish to rent privately but face many hurdles, such as rental availability and the difficulty of finding up to 6 month's rent as a deposit, needing a guarantor, or just not finding accommodation in the area where they have put down roots. It is very sad to see these people being in limbo for so long and being unable to progress in life, with education, with work or in developing a social network. Homelessness is not just happening to single men but also to women and families fleeing domestic violence, and families that have been evicted from properties the landlord wants to sell or reoccupy. Often the eviction is through no fault of the tenant (Section 21 eviction), and even sees people discharged from hospital placed in temporary accommodation. So, to the 'Cost of Living Crisis' we cannot see a solution coming soon but we live in hope.

Client Address Area				
Ward	Vouchers	Adults	Children	Total
Altarnun & Stoke Climsland	2	4	7	11
Budshead	7	12	10	22
Callington & St. Dominic	2	3	6	9
Devonport	1	1	0	1
Drake	1	2	0	2
Eggbuckland	2	2	1	3
Ham	7	19	7	26
Honicknowle	25	34	17	51
Liskeard South & Dobwalls	1	1	0	1
Looe East & Deviock	1	1	0	1
Looe West, Pelynt, Lansallos & Lanteglos	1	2	2	4
Lynher	5	10	6	16
NFA	43	51	10	61
Rame Peninsula & St. Germans	15	27	7	34
Saltash Essa	210	299	213	512
Saltash Tamar	118	169	155	324
Saltash Trematon & Landrake	35	56	26	82
Southway	6	12	5	17
St. Budeaux	48	78	64	142
St. Peter and the Waterfront	2	2	0	2
Stoke	1	2	1	3
Sutton and Mount Gould	1	2	3	5
Torpoint	5	6	0	6
Unknown	0	0	0	

Age Group of Referred People	
Age Group	People
Adults (17 - 24 yrs)	127
Adults (25 - 34 yrs)	209
Adults (35 - 44 yrs)	232
Adults (45 - 54 yrs)	135
Adults (55 - 64 yrs)	65
Adults (65 - 74 yrs)	9
Adults (75+ yrs)	3
Adults (not specified)	16
Children (0 - 4 yrs)	178
Children (12 - 16 yrs)	146
Children (5 - 11 yrs)	196
Children (not specified)	20



Donation from Ben Harris from Motion Training

How Saltash Foodbank tries to help

Agencies (housing officers, health visitors, etc.) refer clients to us through an e-voucher system. On receiving the referral on the Trussell Trust database, I phone the client, so they get the most appropriate food support, but also to find out if they need additional items. At the same time, we also discuss their situation to see what caused their crisis, and whether we can signpost them to other support such as Citizens Advice or Christians Against Poverty (CAP).



Supporting the Trussell Trust 'Guarantee Our Essentials' campaign

Agencies making ten or more referrals	
Help through Hardship	75
Job Centre	52
Plymouth City Council	41
CAP	33
Citizen's Advice - Liskeard and Saltash	32
We Are With You (formerly Addaction)	30
Cornwall Housing	25
Together for Families	20
Saltash Foodbank	18
Health Visiting Team	12
Citizens Advice in other areas	12
Devon and Cornwall Probation Trust	11
Adult Care and Support	11
Together for Families - Cornwall Council	10

In some cases, if the client has no gas or electricity to cook the food we have given them, we may be able to provide energy support as well, perhaps through the Fuelbank Foundation, perhaps directly into their energy account, but never as cash. Fuelbank rules have become stricter this year, but as energy costs have reduced, less support has been needed, apart from during particularly cold spells.

Through grant funding we have been able to help with some household items, such as a slow cooker, a work surface hob, or blankets.

Occasionally we encounter people who are struggling to pay their phone bills. In some cases, we are able to offer a free 6-month SIM (provided by the Good Things Foundation) so they can keep in contact with essential services, especially if homeless or in temporary accommodation. In a few cases grant funding has enabled us to provide a basic mobile phone when the client's phone is broken.

Through our 'Financial Inclusion' initiative, we are now also able to refer clients, if they wish, to specialised support from a dedicated Citizen's Advice counsellor.

The size and content of our food parcels depends on the size of the family we are serving. Volunteers pre-pack and label different sizes of food parcel. Drop-In volunteers then add further items e.g. tea, coffee, sugar, pet food, nappies, cleaning items and toiletries. Some clients have special dietary requirements, and then the food parcel will be adjusted to their needs. Occasionally, we may need to buy items to add to the food parcel, especially items such as baby formula.

Additionally, the client gets an envelope with local help information and a chocolate bar in their food parcel. In the envelope are details of the Community Fridge and Kitchen at 8 Fore Street and the support available there (e.g. the mental health support groups, social prescriber sessions and extra free food). There is also the number for 'Help Through Hardship', a national advice line from Citizens Advice funded by the Trussell Trust, that provides generalist advice to someone calling for help, or a means to get a referral for a further food parcel. Help Through Hardship is linked up with local Citizens Advice who can follow up on any other issues or actions. A 'Worrying About Money?' leaflet is also included, with many more support agency details.

Foodbank Processes

To ensure the workload for volunteer drivers is manageable we are now a 'collection only' Foodbank and deliver only when medically necessary in Saltash, PL12 area. Due to client expectation of delivery, many local foodbanks now have to offer 'collection only', as the demand was too great for the volunteer drivers. When we do deliver to Saltash clients, it happens at the end of drop-in days: Mondays and Wednesdays 2pm to 4pm and Fridays 11am to 1pm.

We have teams of 3 or 4 volunteers at each session, preparing the food parcels for collection, welcoming clients and ensuring they have all they need to last for at least 3 days. The client can select additional fresh vegetables that volunteer drivers collect weekly from Tremaine Carew Pole at Hay Farm, Antony Estate. This extra fresh produce allows a 3-day food parcel to be stretched to nearly a week, especially if extra items are taken from our 'help yourself' area. Here there are the unusual items that get donated to us that are not on our list for a regular food parcel, items getting close to their 'best before' date and items we receive from the supermarkets direct, that are slightly damaged on the outside, but where the inner packaging is still OK.

Saltash Foodbank operates on a referral system and we do not allow people to come directly to us when they need food. If a client arrives, without time to get a referral, they are provided with an 'emergency parcel' (of items we have lots of such as pasta) and a few items from the 'Help Yourself' area, to tide them over. They are provided with information on how to get a speedy referral and a full food parcel at another time.

The Trussell Trust System collects detailed data about the reason the client needs support. You will see from the table below, how the data is categorised. As an example, the Trussell Trust database shows whether the client is earning a wage, earning and receiving benefits, is on benefits alone or has no income at all. Across the country, this gives them a highly accurate picture of the causes of poverty in the UK.

Reasons for referral					
Category	Reasons	Vouchers	Adults	Children	Total
Earnings related	Change in work hours	13	19	19	38
Earnings related	Unemployment following permanent work	15	21	10	31
Earnings related	Unemployment following temporary work	3	3	2	5
Earnings related	Delay in or awaiting other income	30	45	49	94
Earnings related	Benefit delay	36	53	41	94
Benefits related	Benefit deduction (overpayment or advance)	12	17	11	28
Benefits related	Benefit reduction due to change in eligibility	21	34	29	63
Benefits related	Benefit reduction due to sanction	10	11	10	21
Benefits related	Awaiting first benefit payment for less than a month	9	16	9	25
Benefits related	Awaiting first benefit payment for more than a month	3	4	0	4
Debts / costs / expenses	Priority debt	133	202	133	335
Debts / costs / expenses	Non-priority debt	61	97	40	137
Debts / costs / expenses	Cost of dependents has increased	57	98	95	193
Debts / costs / expenses	Rising costs of essentials	240	361	267	628
Debts / costs / expenses	Other unexpected expense	67	96	73	169
Personal circumstances	Insecurely housed	49	64	17	81
Personal circumstances	No financial support due to immigration status	1	1	0	1
Personal circumstances	Loss of support from friends or family	17	24	28	52
Personal circumstances	Change in relationship status	13	14	14	28
Personal circumstances	Domestic abuse	19	26	23	49
Personal circumstances	Change in dependents	17	28	40	68
Health	New physical or mental health condition	12	19	18	37
Health	Ongoing impact of physical or mental health	138	196	78	274
No answer	None applicable	12	14	14	28
No answer	Declined to answer	1	1	1	2
No answer	Unable to ask	31	46	29	75
Health	Change in physical or mental health	9	12	6	18
Issued before 4/4/23	Reason for referral not in this format	7	8	3	11

Reason for support (3 food parcels in 6 months)				
Reason	Vouchers	Adults	Children	Total
Awaiting 1st benefit payment	1	1	0	1
Benefit delay or sanction	9	10	12	22
Debt	16	22	12	34
Domestic abuse	4	4	2	6
Drug or alcohol dependency	1	2	0	2
Homelessness	5	5	1	6
Long term health condition	10	13	6	19
Long term unemployment	3	4	1	5
Other - low income	39	61	44	105
Other	13	19	16	35
Totals	101	141	94	235

Due to the Cost-of-Living crisis the main reason for referral is the cost of essentials. When we see this, we try to find out if other agencies are supporting the client. Some clients can apply for a grant from the 'Household Support Fund' to help them with their cost-of-living expenses. If no other support is available, I direct clients to Citizen's Advice or Christians Against Poverty, where they can provide budgeting support or request support for some of their bills. Some clients can apply for another benefit e.g. Personal Independence Payment (PIP) if they have a physical and/or mental disability, or Attendance Allowance (AA) for those of pensionable age needing extra help.

The next most frequent reason for referral is ongoing poor physical and mental health, at times in addition to other needs. We are increasingly seeing those who have severe anxiety to the point they do not go out at all and rely on others to support them, if they have people they can call on. Some people are very isolated. We will ask if they have support from anyone with their mental health and most have, but the wait for appointments can be long. Local support for mental health is through their local doctor's surgeries, Pentreath Ltd and MIND.

The next highest cause of crisis is 'Priority Debt'. This is debt such as rent arrears or Council Tax arrears (where there is risk of escalating the debt due to bailiffs, court costs or risk of eviction). We always recommend that clients talk to the organisations to whom they owe money, to explain their situation. Clients are also advised to seek help from the many free debt advice organisations such as CAP and Citizens Advice locally, or national organisations such as Step Change.

We are especially grateful for CAP's work in Saltash and the support they give to those with debts. They have provided group budgeting sessions and individual debt sessions.

Along with Callington Foodbank we have started a 'Financial Inclusion' initiative. This provides us with a dedicated Citizen's Advice counsellor for one day per week. This allows us to refer clients with complex needs, for more detailed personal advice. This could be help filling in a PIP benefit claim form, help with signing onto 'Cornwall Homechoice' if they are homeless, any issues with bills or housing that they are struggling with, or any other issue that they need help with.

One of the members of our Signposting Team calls as many clients as possible, shortly after they have received food. This allows us to invite clients to tell us about the underlying problems they are experiencing. The Signposter will then provide details (by email or text) of organisations that can provide the client with further assistance. We use dedicated mobile phones, laptops and a secure online database to support this work. In accordance with GDPR rules, we keep notes for a limited period only. This allows us to ensure that clients cannot become over-reliant on our services, and helps us to provide consistent, accurate and up-to-date support.

Saltash Foodbank is run by over 50 unpaid volunteers. I would like to thank my fellow team members for all they do. They collect, sort and date-check the food donations, organising them in the Foodbank warehouse. We have pre-packers for the basic food parcels, and those who add to the parcels on a collection day. The drivers deliver the food parcels, when necessary, never knowing from one day to the next where they need to go or how long the journey will take. We have Volunteers that help with our technology, support the monthly Trustees and Signposting meetings, look after our finances, and occasionally buy extra food in if our stock gets very low.

As volunteers we all work around our own family commitments and provide cover when others are not available. "Thank You!" to all that support us in any way. Your contribution to the running of the Foodbank is priceless!

Referral Agencies

Our main 6 referring organisations (in decreasing order) for the year 2023-2024, were Help Through Hardship, Plymouth Job Centres, Plymouth City Council, CAP, local Citizens Advice and finally We Are With You (formally Addaction). These 6 referral agencies account for nearly half of our referrals over the year.

Agencies making ten or more referrals	
Help through Hardship	75
Job Centre	52
Plymouth City Council	41
CAP	33
Citizen's Advice - Liskeard and Saltash	32
We Are With You (formerly Addaction)	30
Cornwall Housing	25
Together for Families	20
Saltash Foodbank	18
Health Visiting Team	12
Citizens Advice in other areas	12
Devon and Cornwall Probation Trust	11
Adult Care and Support	11
Together for Families - Cornwall Council	10

All Job Centres, nationally, have now stopped issuing their own printed referral forms to clients as they deem it a 'data protection issue'. Similarly, DWP have always refused to use the Trussell Trust database, that other agencies are using, as a secure way to refer clients. This has left us with a situation that added another hurdle for our clients to jump through. Plymouth and Saltash Foodbanks have therefore had to produce guidance information for clients, who are asking for help at job centres, on how they can access support. People attending Plymouth Job Centres are given details on how to contact Plymouth City Council, Help Through Hardship or local Citizens Advice, if they need food support.

A large number of people are facing increasingly severe hardship. Sanctions are still happening to people who are on Universal Credit (UC). For many it is for missing an appointment at the Job Centre, leaving them £250 or more, worse off per month. If it happens a second time, the sanction could be longer than a few weeks, it could be a few months or with more money taken away by DWP. This is a cruel form of punishment, allowing people to get further into arrears, adding extra stress and at times leaving children with less than they need.

Our link with Wesley Church

The 'Warm Spaces' scheme ran during the colder winter months at Saltash Wesley Methodist Church, Community Kitchen, Saltash Library and at the Baptist Church. These provided a place for people to go, to get warm during the day, at different times of the week.

Wesley Church found that extra support was needed for those that are street-homeless or sleeping in inappropriate places. The church provided breakfasts, lunches, snacks such as pasties, bread collected at the end of the day from the Saltash Co-op store and fruit and veg that are just at the end of their 'best before' date. Additionally, Wesley Church has provided showers and the use of a washing machine, available at the church, during weekday mornings. Saltash Foodbank supported these projects by offering fresh produce and canned items for soups and potato lunches. We also helped with tents or sleeping bags and occasionally phones or SIM cards if the client had nowhere else to turn. Wesley Church itself, worked alongside the St. Petroc's homeless charity. This provided a place for the homeless person to meet a St. Petroc's outreach worker face-to-face, exploring their problems and their options. Many clients have been helped into more secure accommodation.

Secretary's Report - Corina Clement

The Trustees have continued to hold regular monthly meetings on Zoom over the year, including reports from the treasurer, and on the warehouse, drop-in centre, collections, agencies and projects. We were able to hold our AGM in SSNF Church Rooms which was well attended by Trustees and volunteers. We again had a faith lunch where volunteers could socialise and get to know each other.

The Virtual Signposting initiative continues to provide a great benefit and the Trustees are very grateful to Jackie O'Melia and all the volunteers making the calls.

Our Chair attends Plymouth Food Area Network (PFAN) meetings. The Trussell Trust initiative on financial inclusion, run with Callington Foodbank, whereby clients have access to a CAB adviser is proving successful.

The Trustees thank our volunteers for their continuing support, particularly the drivers, willing to collect from supermarkets (and doing the occasional food parcel delivery), and the volunteers checking in the stock and preparing food parcels.

We are particularly grateful to those organisations and businesses that have supported Saltash Foodbank: Barratt Homes, Saltash Rock Choir, the supermarkets Waitrose, Lidl, Co-op and Tesco Transit Way; the smaller local shops which host collection baskets; and the local schools, the Core, Community Enterprises PL12, and the Community Fridge and Larder.

The Hot Meal Voucher scheme has continued to enable homeless Saltash Foodbank clients to have a hot meal and we are grateful to Cod Fathers, Rowes and The Fresh Fox for their support.

We are also very grateful to the Antony Estate for providing weekly donations of fresh vegetables.

Supermarket Collections Report - Jackie O'Melia

The last year has proved successful for supermarket collections with seven face-to-face collections being held across the last 12 months in Co-op Saltash, Waitrose Saltash and Tesco (Transit Way). All collections have proved very successful with positive feedback from store customers and, on occasion, from previous clients who have spoken of how much the food parcel that they received helped them through a difficult time.

The collections, and the fixed collection points held in local stores, churches and offices, have provided the much needed volume of stock to support those in need in our local community. The collection weights are displayed in the warehouse report.

It is extremely important to make sure the community is aware that Foodbanks are still working in the local area. Face-to-face collections are one of the most visible ways to remind people that we are there to support. The volunteer team are also willing to answer any questions.

I would like to take this opportunity to thank the stores and our volunteers for their support with the face-to-face collections with a special mention for Jackie, Community Champion at Tesco, who manned the collection alone as we were unable to provide a volunteer team for the collection day. Tesco have now been reassigned to support Trussell Trust's Plymouth Foodbank. Many thanks to Jackie and the team for their generous support over the years.

Finally, thank you to the local businesses, churches, our volunteers and the wider community for their donations and support. I will be handing the supermarket collection baton to Julie Tuffnell in the near future and wish Julie every success with this. Julie has a great deal to offer to this role and I know, with the strong team of volunteers we have, Julie will be supported on this journey.

Agencies Report - Sara Walker

Since taking on the task of managing the referral agency data I have contacted all the agencies on our database. In the last 12 months, only a third have referred to us. Therefore it is timely to contact the other agencies again to check that they wish to remain on our list and to ensure that, if they do, they are able to refer electronically.

Of the 32 that have referred clients, 21 did so only once. Our highest referral agency was the Job Centre but this will of course change in the next year as they have opted out of referring their clients who are in need of a food parcel, because of concerns about data protection. It has also been reported that the Job Centre didn't feel that their staff were qualified to assess need and make a referral. It is understood that from now on, clients will just be given a slip with the Foodbank name, address and opening times. We are in contact with Plymouth Foodbank who are liaising with the Job Centre on the wording of the slip, and would like it to include other referral agencies. One of our health service providers who no longer felt able to make referrals due to staff shortages agreed to publicise the Help Through Hardship contact number.

Other agencies making a substantial number of referrals include We Are With You, The Harbour Centre, and Together for Families. Of the schools in our local area Burraton Primary is the most frequent referrer.

The majority of referrals are now done electronically.



Foodbank Volunteers: Jenny, Mary, Rosemary, Anne and Sheila



A generous donation from Alan Lemin of RAOB

Virtual Signposting Report - Jackie O'Melia

The Virtual Signposting project is now nearing its second anniversary and is no longer a project, but part of the integrated support mechanism that we offer to our clients. Once a client has received their food parcel they may receive a follow up call to check that the food parcel was OK and to ask if any information is required on Agencies who may be able to help with the issues that brought the client to Foodbank. This information is forwarded by text or email following the call.

During the first year, 206 new clients were contacted for the first time with many more follow up calls. There have been around 150 calls to new clients this year, as we approach our second anniversary in early June.

In the last year a joint enterprise with Callington Foodbank has been put in place allowing the Virtual Signposting team to offer our clients direct referrals to our main contact at Citizens Advice in Saltash. Once engaged in the process, Citizen's Advice support the client to resolve their highest priority problems. This is proving highly successful, with very positive feedback from clients and the team.

I would like to take this opportunity to thank the Virtual Signposting team for their continued hard work and support, also thank you to the other Trustees linked to the Virtual Signposting team, for their big contributions in keeping Virtual Signposting running smoothly.

Volunteering Report - Kathryn Caves

The past year has been another busy one for Saltash Foodbank and we are again indebted to those who give generously of their time to make our work possible. Without our team of dedicated volunteers, the Foodbank could not give the support to our community which is so badly needed.

When members of the community come forward to become volunteers, they are often surprised by the number of different roles that are required. These include, collecting food from supermarkets (sometimes in the evenings), pre-packing food parcels in between opening sessions, stocktaking in the warehouse, weighing in donations and storing on shelves, and following up food parcel deliveries with phone calls to see if clients need further support. These are in addition to the numerous administrative tasks the Trustees carry out.

We now have some recent recruits who are able to step in to cover when regular team members are ill, on holiday, or have other commitments. This is really helpful and I would like to recruit some more individuals who might not want a regular commitment, but could help out on occasions.

Christmas was, again, one of our busiest times and I was extremely grateful to those volunteers who came forward to do extra shifts and indeed some who came just to support us to pack and deliver Christmas hampers. We hope these brought a little festive cheer and made life a little easier for families experiencing difficulties. We were delighted to be able to distribute 136 hampers. A great team effort!



A generous donation from Barratt Homes

Projects Report - Charles Worth

Communication

Technology is a recurrent theme in the Projects report this year, but this is not surprising as technology is now such an integral part of everything we do.

We get many requests for help either through the enquiries form on our website or on info@saltash.foodbank.org.uk. When we call our clients after they have received food to offer additional help, we provide our 'Signpost' information via email or text message (using Webex Interact). This year we have started to use Google Translate along with email so that we can support clients with other first languages e.g. mothers who had to flee from Ukraine. Email has also been vital to keep our Agencies (the doctors, health visitors, etc. who refer people to us) updated about the services we provide.

We create Posters for our many Collection Points in local stores, and to support our Christmas collection. This year we created a PowerPoint presentation to provide information about the work we do.

We keep our website updated with the items we most need, but also use the BankTheFood App, so that people are reminded of those needs when they go into a store. You can use the QR code to download the BankTheFood App.



Technology is also central to our internal Foodbank communication. Corina, our secretary, does a sterling job, creating the Minutes of our meetings, keeping all our developments on-track.

Zoom has become an integral part of our work, enabling us to meet virtually, so that we all know what is going on, and feel that we are all part of a mutually supportive Team.

The Technology we use

Phones and laptops are, inevitably, an important part of our technology toolkit. These bring with them the need to update licenses and software, all of which can be quite time-consuming. Whenever possible we negotiate preferential rates or take advantage of special deals offered to charities, to keep our costs for this to a minimum.

Core to our operation is a secure online database called 'Coda'. This has allowed us to adapt our processes 'organically' as the scope of our service has grown. It has proved to be an excellent tool. It enables us, for example, to assign volunteers to Virtual Signposting clients and record the advice we have provided, so that our advice remains consistent. It enables us to ensure that when grants are provided, we can account accurately for the funds that have been given. As well as ensuring data security, we also ensure that we delete data when it is no longer needed, so that we meet our GDPR responsibilities. An enormous "Thank You" to Jackie, for all she does in this area.

It is unfortunate but necessary to pay great attention to our online security. All our email communications remain within a secure 'domain' and each of our laptops has up-to-date anti-virus protection.



Members of 2nd Waterside Explorer Scouts visiting Saltash Foodbank as part of their journey to the Global Issues Activity Badge

Training

Particularly because so much of our work is 'virtual' we place great emphasis on training, so that we learn together, and continually update our skills. We have a well-developed system for training new volunteers, and a rapid-response process for when a volunteer needs support with an issue – whether technical, or in finding the best way to support a client.

Citizen's Advice provided an excellent 'Advice First-Aid' training session, which extended our skills, especially concerning 'red flag' issues that clients might encounter – and how we can respond to their needs most effectively.

Initiatives

One of our most important initiatives this year has been the 'Financial Inclusion' collaboration between The Trussell Trust, Citizen's Advice, Callington Foodbank and ourselves. Our 'Virtual Signposting' volunteers are trained simply to guide clients to additional support organisations. The 'Financial Inclusion' initiative allows us to refer clients – if they wish – to a dedicated Citizen's Advice counsellor for more individualised support.

As referred to elsewhere in this Annual Report, the 'Fuelbank Foundation' has been a transformational influence on our ability to support clients through short periods of fuel crisis, often affecting children as well as adults. We offer our sincere thanks to the Fuelbank Team.

The Cornwall Community Foundation continues to be a critical underpinning for our ability to support those in the greatest need, providing, for example, the funding for our 0800 freephone service. This allows those with no phone credit to call us and request support. Our sincere thanks to the Cornwall Community Foundation.

Support from 'The Good Things Foundation' has, similarly, been vital to our work. They organise free SIMs from major telecommunications providers, so that we can ensure our clients can stay in touch with essential health and support services, particularly when they are homeless.

We have been very pleased to continue and extend our 'winter support' initiative. This has enabled us to provide weatherproof tents and sleeping bags to the newly homeless, items to enable clients to cook the food we have provided, and other things.

We are very proud of the support we have provided through our 'Christmas Hamper' project, providing 136 hampers last Christmas. Thank you for your help in enabling this, and particular thanks to Kathryn, for her enormous amount of hard work.

We are very aware that the support we provide is only part of a larger picture of support throughout the Saltash and Plymouth area. Where we are unable to help, we try to Signpost clients to other help.

We have collected information about this support here: <http://tinyurl.com/y7cuy2vz>. Please feel free to use this map yourself.



Grace and Lauren Allen - donating for the 4th year



Ruth Wunderle receiving her volunteering award



Harvest Collection - Burraton primary School

Warehouse Report - Rika Chanter

Community donations via our various collection points (Co-op, Waitrose, Lidl, Food Warehouse, Pascoe's Pantry, St. Stephens Spar Shop and Tesco Transit Way in Plymouth) have been very generous. On top of this we have received donations from many businesses, through their charitable giving, or from their customers or events and donations from churches, community groups and individuals. We are enormously grateful for this wonderful community support, without which we would not be able to help the people we do, particularly at Christmas time.

Our amazing warehouse volunteers now operate a 4-shift pattern, with 2 or 3 volunteers per shift, during the week. They sort the donations and the shelves carefully, to allow good stock rotation. Our warehouse is divided into a 'drop-off area' in our kitchen/store area, the main warehouse and a section for our picking shelves, where items with the nearest dates can be chosen first, for our food parcels. We have occasionally needed to buy items essential for our 3-day balanced-nutrition food parcels. This has been possible due to the charitable grants we have received.

During 2023 we ended collections from Mote Park Spar store and Plympton Aldi for operational reasons. We also transferred Tesco Transit Way to Plymouth Foodbank as they had no links with a Tesco store, and as this store is in Plymouth it seemed most appropriate.

We communicate our stock needs in a number of ways. We regularly update our website and share links to this on our Facebook page, and advertise our list of needed items on the BankTheFood app. This alerts users to our needs when they enter a supermarket.

We continue to collect end-of-day items from Waitrose, twice a week. We collect from the Co-op depot in Plympton once a week. From Lidl we collect mainly damaged items or items getting close to date - 3 times a week from the Saltash Store and once a week from Plympton Lidl. This can occasionally include lots of eggs, which we can then share with Saltash Community Kitchen/Fridge.

Items that are not suitable to be stored in our warehouse (as they are too damaged or getting close-to-date) we place in our 'help yourself' area. If this area is full, we pass items to the community kitchen, so nothing gets wasted. In addition to this we also receive fresh vegetables from Hay Farm on the Antony Estate. This is a personal donation from Tremaine Carew Pole to our Foodbank every week. We have also had a one-off donation of apples, yoghurt and other fruit and vegetables from Tamar Fresh. This was well received and lasted a few weeks as it was fresh. In total, we were able to distribute 18.3 tons of extra food to our clients, those at the Community Fridge and other smaller groups such as Saltash Wesley Church Warm space and The Core.

We have extra bins at the Foodbank for out-of-date dried or tinned food. This is food that is up to a year past its 'best before' date, which we can pass on to the Community Fridge in Saltash. This food was donated to us when it had already passed its best before date, so we could not give to our clients. During the year we passed on over a ton of food in this category. Some bread, salad, fruit and vegetables are distributed after their 'best before' date. Some of this bread is frozen for up to a month. We do not distribute any items with a use by date. We have one more bin for seriously out-of-date items, between 2 to 5 years past their best before date. This food goes to an independent Foodbank in Plymouth that is willing to take canned foods up to 5 years passed their best before date. Unfortunately, a few items have to go to landfill if the bags or tins are leaking.

We are continuing to support our local schools with the great work from Ruth Wunderle, our warehouse coordinator. The contacts she has developed among the local school dinner ladies allows us to support the breakfast and afterschool clubs in the PL12 postcode, especially with cereal, baked beans and pasta which we seem to have rather too much of! We have also supported other charities, such as Shekinah Mission, a local Macmillan fundraiser event and Ukraine, through to links with these organisations through our volunteer pool.

Donor	Stock (kg)	Donations - Notes
Waitrose Saltash	11998.8	6054.45 Customer donations, 216.9 special collection events, 5727.45 store donations
Lidl supermarkets	7138.7	3952.72 Customer donations, 3185.98 Store donations
Antony Estate	5850	Fresh veg donations
Co-op Depot Plympton	2854.95	Store donations only
Tesco Transit Way	2635.76	Customer donations only
Co-op Saltash	1448.65	Customer donations only
Unknown	644.93	
Aldi Plympton	639	Store donations only
Purchased	347.7	
Liskeard Foodbank	257.35	
Ainger Family	235.95	
Saltash Community School	183.75	
Saltash Wesley	177.5	
Food Warehouse Saltash	174.5	Customer donations only
St Stephens School	169.3	
Bishop Cornish	161.65	
Saltash Rock Choir	157.65	Choir members donations
Baptist Church	128.35	
Our Lady Catholic Church	107.75	
Burraton School	93.55	
Saltash Fire Station	89	Community donations
Pentillie Castle	82.85	Community donations
Nicholls & Sainsbury Solicitors	73.65	
Jade Allen, friends & family	67	
Tamar Fresh	54.4	Fresh veg donations
Landulph School	54.2	
Landulph Church	53.3	
Motion PT Company	53.05	
St Germans School	49.55	
Barrett Homes - Treledan	42.5	
Sir Thomas Moore Church	37.7	
McLean family	34	
Blunts Methodist Church	33.4	
St Mellion School	32.6	
Liskeard Young Farmers	32.45	
Mabbott Trust	32.2	
Volunteer donations	32.15	
Brunel School	30.75	
Gracenotes Choir	28.65	Choir members donations
Royal Mail	28.35	
Burraton Chapel	24.8	
St Stephens Church	21	
Saltash Adventure Scouts	20.35	
Pascoe's Pantry	18.55	Customer donations
Saltash CAB	18.2	
St Germans Methodist	15.9	
Plymouth University	15.75	
Beauty Bank	13.7	
Cadbury	13.5	
St Petroc's	10.5	
Shekinah	9.3	
Age Concern Club	8.15	
Trematon W I	6.1	
The Core	4.75	
St Nick's and St Faith's	3.45	
CEPL12	2.15	
Spar St Stephens	2.1	Customer donations
Totals	36,555.79	

Stock Out	
'Help yourself' items	17,796.49
Christmas hampers	1191.6
Non-Trussell Trust food bank	151.65
Bishop Cornish School	26.65
Brunel Primary School	315.05
Burraton Primary School	161.95
Community Kitchen/Fridge	1089.95
Fountainhead School	46.0
Garage Cafe	44.7
Landrake Primary School	85.75
Landulph Primary	95.80
Monday Gang	56.8
Mother and Child unit	5.3
Saltash Baptist Church Christmas meal	19.95
Saltash Community School	587.75
Saltash Guides	45.5
Saltash Wesley	31.7
Shekinah Mission	507.5
St Budeaux Baptist Church foodbank	10.2
St Stephens School	430.4
Tamar Community Complex Foodbank	45.45
The Core	159.55
Trevi House	5.55
Ukranian Craft Club	3.95
Wesley Holiday Club	5.6
Wesley Warm Space	37.8
Emergency food boxes	676.45
For disposal (OOD/damaged)	269.2
Other (food swap)	1.2
Landrake McMillan Coffee Morning	11.5
Ukraine appeal	130.1
Stock adjust	1,496.23
'Saltash Foodbank' for food parcels	10,460.71
Liskeard & Looe Foodbank	116.95
Plymouth Foodbank	487.2
Total	36,603kg

A number of national companies helped us with our stock in the last year. EarthBreeze donated laundry sheets. Beauty Box collected surplus toiletries from manufacturers and the community and redistributed them to charities like us. Cadbury's donated chocolate bars for Easter.

A number of local organisations have generously organised collections in aid of Saltash Foodbank. Local churches, schools, community groups and choirs arrange annual Harvest or Christmas collections for us. The Saltash Fire Station team opened up the Fire station on a Saturday for Foodbank donations. They had a Father Christmas visit them and tours on the fire engines for the children. The following day they brought six massive boxes full of items we needed, including gifts for clients, to the Foodbank in the fire engine. A memorable event for the Foodbank team there that morning! Pentilie Castle held a well-attended Carol Service at the castle courtyard. They invited people to bring items to donate, or to make a financial donation. A great event again benefitting our cause.

In the last few years, we have had several repeat donations from families. Jade Allen's daughters, Lauren and Grace, have been donating to us for at least 4 years. The girls ask us what we need, then encourage family, friends, parents and parents work colleagues to donate generously when Christmas time approaches. The Ainger Family are also becoming regular donors. This year was their second donation from their family and business combined. The McLeans also donate to us regularly at Christmas time. Their husband and father, Bob McLean, our late Trustee and much missed volunteer, passed away a few years ago. We are very grateful to the families for their continued regular support.

Several new groups have donated to us this year. We had Landrake Young Farmers, Gracenotes Choir, Motion Personal Training Company, Saltash Adventure Scouts, who also visited us as part of one of their evening meetings, and Trematon WI. We have ongoing support from the Saltash Rock Choir who have been very generous with their donations over the last few years, as have the Royal Mail Distribution Centre in Saltash and the Housing developers at Treledan Estate, along with many schools in the PL12 postcode. We are very fortunate to get such great support from our local community.

During December 2023 we managed to distribute 136 Christmas food hampers, containing items such as Christmas puddings, custard, chocolates, sweet and savoury biscuits, pickles, sauces, gravy, ham, crisps, and a gift for each adult and child. These gifts were items donated through several supermarkets or donated by the community. Our Christmas hampers supported 199 adults and 200 children. The people that received these Christmas hampers were suggested by support workers from agencies such as CAP, Citizens Advice, Family Workers, Schools, and other agencies that support people in the PL12 area. As the Foodbank is very busy in November and December, we had extra volunteers help us out to

cover this task at our overflow store. Our Christmas initiative was organised by our volunteer coordinator Kathryn Caves and the teams of amazing volunteers who managed to do all the packing and delivering of the hampers during the month of December.

During March 2023, we did our annual stock take with many volunteers helping out. We record the full weight of stock we hold and then compare this with our database record. As usual, any error in the weight needs to be corrected on the system as a stock adjustment. This was done and the percentage error was within Trussell Trust guidelines. Thank you to all the volunteers that helped out with this demanding task.

Stock Distributions Summary	
Total Food Distributed	34,837.6 kg
Damaged/Out of Date	269.2 kg
Stock Adjust	1,496.23 kg

Finance Report - Jill Morton

Due to the very generous donations and grants that we have received, the Foodbank had a net income of £7,832 in the year 2023/24.

With the help of the food donations, money donations and grants that we have received, we have been able to help clients, not only with emergency food, but also with their energy costs and other items, when in crisis.

Financially in the year we have helped:

Energy/Phone Top Ups - 47 Clients at a cost of £1,904

Crisis Payments – circa 90 Clients at a cost of £3,609

Mobile Phones for clients - £2,000 - 27 purchased of which 25 are still to be allocated

Being a member of Fuelbank we are able to help clients that are on pre-payment meters. We are very fortunate not to have to fund this service as Fuelbank receive grants to cover these costs; however, this may not be the case in the future, with more clients being in fuel poverty.

Fuelbank have topped up 116 of our clients at a cost of £4,846. We are very grateful to Fuelbank for their support and look forward to working with them in the future.

This year we have purchased items such as slow cookers, throws, thermal underwear, thermal socks, etc. to help clients in crisis.

We are very lucky that food donations continue to come in regularly to the Foodbank and would like to thank the people of Saltash and the surrounding area for being so very generous. However, the demand for our service is ever increasing and this year we have found that we have had to purchase over £1,400's worth of food. We would not be able to do this without the generosity of the cash donations that we receive.

Received Donations	
Name	Amount
Regular monthly donors	£5.8k
CAF	£2.1k
Other donations	£ 8.5k
Total	£16.4k

Donations were received from our very generous regular donors, RAOB East Cornwall Province, TPT Lions Charity, St. Stephens Church, Making a Difference Locally, Barratt Charitable Giving, St. Thomas Moore Church, Pentillie Collection, Pengelly Funeral Directors, Rotary, Charities Trust, Wesley Church, Saltash Scottish Country Dance, St. Germans Methodist Church, Smile Together, and many donations from individuals. We are very grateful for all donations, regardless of size, that help us to continue our work to help relieve poverty in Saltash and the surrounding area.

This year we have received the following grants	
Name	Amount
Cornwall Community Foundation	£2,000
Headley Trust	£5,000
John Lewis	£1,500
Neighbourly	£250
Trussell Trust - Tesco	£1,727
Total	£10,477

The Trustees have agreed that our reserve fund should enable the Foodbank to operate for a 12 month period. This reserve fund has been calculated at £30k. This reserve fund will give us the comfort of knowing that we are able to continue our vital work, even in these challenging times.

The Trustees would like to thank Stephen Richards for examining our books and records and for his Report thereon. The Income and Expenditure Account for the year ended 31 March 2024, the Balance Sheet as at 31 March 2024 and the notes to the accounts are set out below.

SALTASH FOODBANK									
Income and Expenditure account for the year 1 April 2023- 31 March 2024									
	2023-24				2022-23				
	Unrestricted	Restricted	Total		Unrestricted	Restricted	Total		
Income									
Donations	£16,472.91	£0.00	£16,472.91		£18,422.65	£0.00	£18,422.65		
Grant	£0.00	£10,477.32	£10,477.32		£1,500.00	£29,846.25	£31,346.25		
Interest Received	£329.48	£0.00	£329.48		£136.49	£0.00	£136.49		
Gift Aid	£1,833.18	£0.00	£1,833.18		£1,103.78	£0.00	£1,103.78		
Fundraising	£231.30	£0.00	£231.30		£375.50	£0.00	£375.50		
	£18,866.87	£10,477.32	£29,344.19		£21,538.42	£29,846.25	£51,384.67		
Expenditure									
Rent	£3,670.01	£894.99	£4,565.00		£2,841.44	£1,218.56	£4,060.00		
Electricity	£988.35	£326.53	£1,314.88		£306.75	£310.92	£617.67		
Rates	£32.96	£0.00	£32.96		£0.00	£96.00	£96.00		
Insurance	£845.01	£0.00	£845.01		£512.82	£0.00	£512.82		
Fees	£0.00	£0.00	£0.00		£0.00	£0.00	£0.00		
Office Expenses	£1,745.28	£451.15	£2,196.43		£226.56	£2,153.14	£2,379.70		
Training	£0.00	£0.00	£0.00		£250.00	£39.00	£289.00		
Signposting	£0.00	£0.00	£0.00		£16.80	£0.00	£16.80		
Travel Expenses	£1,465.99	£54.65	£1,520.64		£79.62	£847.81	£927.43		
PPE & Cleaning	£0.00	£0.00	£0.00		£0.00	£0.00	£0.00		
Food	£0.00	£1,444.94	£1,444.94		£313.20	£1,289.13	£1,602.33		
Client Top-ups	£0.00	£1,904.00	£1,904.00		£0.00	£8,610.84	£8,610.84		
Client Crisis	£0.00	£5,608.95	£5,608.95		£304.65	£3,323.37	£3,628.02		
Depreciation	£1,122.84	£0.00	£1,122.84		£1,358.56	£0.00	£1,358.56		
Sundry	£956.19	£10,826.63	£10,685.21	£956.19	£761.26	£6,971.66	£251.04	£18,139.81	£1,012.30
Net Income	£8,040.24	-£207.89	£7,832.35		£14,566.76	£11,706.44	£26,273.20		
Registered Charity in England & Wales No. 1157577									

SALTASH FOODBANK			
Fixed Assets as at 31 March 2024			
Fixed Assets as at 31 March 2024	Computer	General	Total
COST	Equipment	Equipment	Assets
B/fwd	9,034.85	557.76	9,592.61
Additions	166.80	0.00	166.80
Disposals	0.00	0.00	0.00
C/fwd	9,201.65	557.76	9,759.41
DEPRECIATION			
B/fwd	3,990.66	167.72	4,158.38
Charge for year	1,044.83	78.01	1,122.84
Disposals	0.00	0.00	0.00
C/fwd	5,035.49	245.73	5,281.22
Written Down Value 31.03.24	4,166.16	312.03	4,478.19
Written Down Value 31.03.23	5,044.19	390.04	5,434.23

SALTASH FOODBANK							
Balance Sheet as at 31 March 2024							
	2023-24				2022-23		
	Unrestricted	Restricted	Total		Unrestricted	Restricted	Total
Fixed Assets			£4,478.19				£5,434.23
Current Assets							
Cash at bank & in hand (excl reserves)	£45,193.88	£11,232.62	£56,426.50		£54,019.44	£11,440.51	£65,459.95
Cash at bank reserves	£30,000.00		£30,000.00		£12,178.16		£12,178.16
			£90,904.69				£83,072.34
Represented by							
Net income b/fwd			£83,072.34				£56,799.14
Net income in year			£7,832.35				£26,273.20
Net income c/fwd			£90,904.69				£83,072.34
Registered Charity in England & Wales No. 1157577							

 CHARITY COMMISSION FOR ENGLAND AND WALES		Independent examiner's report on the accounts
Section A Independent Examiner's Report		
Report to the trustees/ members of	Saltash Foodbank	
On accounts for the year ended	31 st March 2024	Charity no (if any) 1157577
Set out on pages	1 - 4	
Responsibilities and basis of report	I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024. As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act"). I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(9)(b) of the Act.	
Independent examiner's statement	I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in any material respect: - accounting records were not kept in accordance with section 130 of the Act or - the accounts do not accord with the accounting records I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached. * Please delete the words in the brackets if they do not apply.	
Signed:		Date: 25/5/24
Name:	STEVEN RICHARDS	
Relevant professional qualification(s) or body (if any):		
Address:	3 RINGBY HILL, PLYMPTON, PLYMOUTH, PL7 1WR	

IER

1

October 2018

Saltash Foodbank Trustees

Richard Margetts – Chair of Trustees
 Jill Morton – Treasurer
 Corina Clement – Secretary
 Charles Worth – Projects
 Rika Chanter – Manager
 Jackie O'Melia – Collections

Rev Di Burrows - Link with Saltash Churches
 Kathryn Caves - Volunteers
 Sara Walker – Agencies
 Elizabeth Pearson
 Katherine Willis
 Darren Chapple

Accounts

Saltash Foodbank Annual Report 2023



Helping local people in food crisis

Chair's Message - Richard Margetts

At last year's AGM I mentioned how proud I was to be working alongside such a splendid team of volunteers in supporting those in our community who found themselves in need of help with food. Over the last year, my admiration for our team of volunteers and trustees has only increased.

As is evident from national and local news coverage, the 'cost of living' crisis which has developed largely as a result of escalating fuel costs and high inflation has hit those at the bottom of society most, resulting in greatly increased reliance on foodbanks and other sources of food support. We have certainly seen this in our own figures - as covered elsewhere in this report - and other local groups are reporting the same experience.

Foodbanks shouldn't be necessary in a country as rich as ours, but clearly they are. However, crisis support with food is only part of the solution and during this year we have increasingly become a channel for other types of aid - for example providing help with fuel costs both directly and via the Fuelbank Foundation and also with 'winter support items' through the cold weather. It is evident that many of our clients' problems are more intractable than the 'short term food crisis' that Foodbanks were initially set up to meet. The Trussell Trust, IFAN and other campaigning groups are steadily moving towards a 'Cash First' view - put simply, if people have enough reliable income, the skills to use it wisely and sustainable sources of affordable food there is no need for anyone to go hungry.

While we have now moved away from an 'all delivery' model, our premises don't allow us to operate a 'Drop-In' centre as some Foodbanks do, so opportunity to interact with our clients remains limited. As a response to this, we now have a small but very dedicated Virtual Signposting team, who phone clients shortly after delivery of a food parcel to ask how they are doing and see if there is other help they need. This can sometimes be practical (fuel, household items, etc.) but the underlying aim is to signpost them to other sources of longer-term help such as Citizens Advice, Christians Against Poverty, housing agencies, mental health support or counselling services. This has been a great success. Just the fact that someone has bothered to ask is appreciated and in many cases we have been able to pass on useful points of contact.

To return to our volunteers, we are helping more people in more ways than ever, and none of this would be possible without the dedication of our splendid volunteers who collect food, pack food, deliver food, count the tins, prepare Christmas hampers & wrap presents, answer the phone calls, pick up the e-mails, provide signposting, manage the accounts, arrange training, and do much more to keep the show on the road. During the year some volunteers have had to take a step back for various reasons - we thank you for your support; others have joined us - we welcome you into the team!

It was particularly pleasing that the pivotal role that Rika, our Foodbank Manager, selflessly plays in all that we do was recognised in March by Saltash Council with a Civic Award for Contribution to the Community.

I would like to single out one more person for particular mention. We were all very saddened to hear of the sudden death of Robert (Bob) McLean in November 2022, at the age of just 60. Bob was a Saltash Foodbank Volunteer and Trustee from its very beginning and is remembered fondly for his reliability, hard work, smile and cheerfulness. As one comment puts it, “he lifted people’s spirits and at meetings he had a way of reassuring us that we were all doing our best.” As a Trustee, Bob brought us the benefits, not only of his business experience and skills (though we never needed his ability to speak Japanese) but also those of his strong personal faith and his firm belief in what we were all trying to achieve. He is greatly missed and it is right to express our condolences once again to Julie and his family.



Bob McLean
1962 - 2022

Foodbank Centre Report - Rika Chanter

The year started with our 10th Anniversary celebration at Saltash Wesley Church, with our annual fundraising and awareness Coffee Morning. Many of our volunteers who provide a variety of roles at different times of the week were able to meet up and get to know each other. We were also supported that day by the Saltash Mayor, Councillor Richard Bickford and his wife. This anniversary is bittersweet, as it celebrates the work of the volunteers and the generous donations of the local Saltash community, but at the same time it is sad that there is an increased need for foodbanks due the effects of Covid and the cost of living, adding to the number of people struggling to make ends meet. We are thankful to the many talented and dedicated volunteers who have kept pace with the increasing demands on our services. A BIG THANK YOU!

We have again seen a busy year with many more people struggling to afford the essentials. This has made us increase the support we are providing for people through extra Signposting from our Virtual Signposting volunteers. They call our clients a few weeks after they have received food from us, to see if further advice is needed. This makes them aware of local support services in Saltash and occasionally Plymouth, such as community fridges, mental health support, help with data on their mobile phone, etc. We refer

people to other support agencies such as Citizens Advice and Christians Against Poverty, for debt advice and budgeting support. We have also applied for grants which have allowed us to support people with energy top-ups. This is both for those on prepayment meters (through the Fuelbank Foundation) and those paying monthly. A £5,000 grant from The Trussell Trust allowed us to buy warm items to help people during last winter when the cost of energy was so high. This support included blankets, thermals, slow cookers, duvets, hats, gloves and socks to name just some of the many items purchased. Some slow cookers have even been donated by the Saltash Scrapstore and the community to pass on to our clients. Easy to read recipe books for slow cookers and soups were donated by the Plymouth Charity 'Food is Fun' and were distributed with the slow cookers. The grant from The Trussell Trust also allowed more volunteers to claim for their travel expenses while volunteering with us. We realise that the cost of living is affecting everyone, clients and volunteers alike!

The figures from 2021/2 to 2022/3 show a 47% increase in people needing support from Saltash Foodbank, with many needing our services for the first time. There is no typical client. We have helped people who were single and homeless or sofa surfing, to those who were running a successful business but suddenly found themselves in a difficult situation and in need of support. There are those who work, as well as those on benefits who are struggling this year, especially as we are in an area of higher housing cost and lower wages. The underlying issue for many is that the amount of money they have coming in does not cover the essentials, such as housing, energy, clothing (especially school uniforms and shoes), essential bills such as council tax and water bills, and connectivity. Being able to use a device to contact your job centre or support service comes at a cost that not all can afford; but it is no longer a luxury, it is an essential item. The Trussell Trust and the Joseph Rowntree Foundation are currently campaigning to ensure that all those on benefits have enough money to cover these essentials. They estimate that benefit levels need to rise significantly to allow people to afford even the bare essentials. Until this change is made the need for Foodbanks and similar charities will remain high - and may not be sustainable. Here is a link to the campaign: <https://tinyurl.com/mtb5vpwe>

In Saltash we are blessed to have other organisations that are able to support people, such as Saltash Citizens Advice, who run a drop-in service on Wednesday mornings and Christians Against Poverty which is run from the Baptist Church. We also had 'Warm Spaces' this winter at several venues, such as Saltash Wesley Methodist Church (who also provided soup on Tuesday and Wednesday during the colder months), the Community Kitchen, The Core and the Baptist Church. Many groups meet up at the Community Kitchen e.g. those that support people struggling with mental health issues. The Social Prescriber (linked to local doctors' surgeries) is regularly there on a Wednesday morning to talk to people and offer 'Soft Signposting'. The Community Fridge is run from there on a Tuesday, Wednesday and Saturday, with an additional mobile Community Fridge on a Monday throughout Saltash. The Real Junk Food Project have been providing hot meals to homeless people placed by the council in the Travelodge, as they only have a kettle to cook with in their rooms, to ensure they have a nourishing meal once a day during the week.

Vouchers Report - Rika Chanter

As mentioned in my previous report we have seen a significant rise in people needing our services, an increase of 47% from year 2021-2022 to the year of this report 2022-2023. Below is the breakdown of the numbers of adults and children we have fed in that period.

1 st April to 31 st March	Fulfilled vouchers	Adults	Children	Total
2022 to 2023	614	926	685	1,611
2021 to 2022	427	652	445	1,097
2020 to 2021*	496	796	488	1,284
*(2020 to 2021 includes 56 + vouchers for Plympton food bank)				

Age distribution of people supported during the year 2022-2023

The largest group is the working age group of age 25 to 64 and after that come the children's groups of all ages. In the coming year our reporting ages will be split further into a 10 year age group for working age people.

Age Group	Number of people
Adults (17 - 24 yrs)	173
Adults (25 - 64 yrs)	715
Adults (Over 65 yrs)	30
Adults (unknown age)	8
Children (0 - 4 yrs)	181
Children (12 - 16 yrs)	198
Children (5 - 11 yrs)	294
Children (unknown age)	12
Total people fed	1,611

Household sizes supported with food parcels during 2022 to 2023

Size of family	Vouchers - number	Vouchers - %
Couple	105	17.10%
Family	121	19.71%
Other	38	6.19%
Single	177	28.83%
Single Parent	173	28.18%
Total Vouchers	614	100%

From the figures above we see a large number of single people, single parents and primary school age children needing our food when in a financial crisis. We know the cost of living is affecting all households, but some more than others. As in previous years the number of people we see age 65 and over is still very low but we are sure there must be people in this age group who are struggling.

These are the areas from where our clients come, for food parcels. The shaded rows are in the Saltash area.

Ward	Fulfilled Vouchers	Adults	Children	Total
Budshead	15	25	5	30
Callington & St. Dominic	10	20	28	48
Devonport	1	1	2	3
Eggbuckland	8	11	11	22
Ham	4	7	3	10
Honicknowle	24	40	37	77
Liskeard South & Dobwalls	2	2	0	2
Looe East & Deviock	2	4	2	6
Looe West, Pelynt, Lansallos & Lanteglos	1	1	2	3
Lynher	7	13	15	28
NFA (No Fixed Address)	11	12	6	18
Rame Peninsula & St. Germans	9	12	7	19
Saltash Essa	217	309	236	545
Saltash Tamar	156	240	200	440
Saltash Trematon & Landrake	55	76	38	114
Southway	8	19	20	39
St. Budeaux	62	98	68	166
St. Cleer & Menheniot	8	16	0	16
Stoke	1	1	0	1
Sutton and Mount Gould	2	2	2	4
Torpoint	11	17	3	20
Unknown	0	0	0	0
Total	614	926	685	1,611

As a Trussell Trust Foodbank we operate by referrals. This is now mainly by e-voucher. The client contacts the support agency and they generate the e-voucher on the Trussell Trust database. Below is the tally of referrals received in the last year. A few are received as emails e.g. from the Job Centre. We convert these to e-vouchers after we have talked to the client regarding their reason for referral (as this is not recorded by the Job Centre). The referral agency, Help Through Hardship is a nationwide Helpline that was set up during Covid by The Trussell Trust and Citizens Advice. This allows people to speak to someone from Citizens Advice who can refer them to a Foodbank but also highlights the additional support the client can receive from Citizens Advice itself. The Real Junk Food Project was a local scheme providing hot meals to people in temporary accommodation e.g. the Travelodge. The clients were placed there, awaiting a property to become available to house them. This could be due, for example, to domestic violence, eviction or relationship breakdown. We supported people directly when these meals were unavailable for a few weeks, due to holidays or due to the Travelodge clients having extra expenses such as travel or food costs. For those in temporary accommodation, when we provide a food parcel, we call it a 'kettle pack' and add extra hot meal vouchers to ensure a more varied diet if a hot meal is not available by other means.

Occasionally we do have people come to our doors on days when we are open, when the client is desperate and cannot contact a support worker that day. In these cases we provide an emergency food parcel with items we have lots of such as pasta, beans, cereal and soup so they can have something to eat. This gives them time to call a support worker for a proper food parcel that will then give them 3 days of food for a balanced diet.

Receiving the grant for my fuel top ups was sincerely appreciated. It eased the strain and worry about my fuel as they are both on key meters. In these difficult times I found it a relief and really grateful. It also gave me a bit of breathing space to get my bills in order. Safe to say it was a life saver in very difficult times and hope that everyone at the foodbank knows they are amazing. Thank you so much.

Secretary's Report - Corina Clement

The Trustees have continued to hold regular monthly meetings on Zoom over the year, including reports from the treasurer, and on the warehouse, drop-in centre, collections, agencies and projects. We were able to hold our AGM in SSNF Church Rooms which was well attended by Trustees and volunteers. We also had a social get together - a faith lunch - which proved popular. It is important for volunteers to be able to get together in a social setting.

The Virtual Signposting initiative has been running for a year now and has provided help and advice to 229 clients in that time. This is proving a great benefit and the Trustees are very grateful to Jackie O'Melia for bringing this initiative to fruition and to all the volunteers making the calls. These can be stressful and The Trussell Trust are making confidential external support available for volunteers via a third party.

The Trustees have also had virtual meetings with the Trussell Trust and other Foodbanks to exchange ideas and experiences. We have been working with Callington Foodbank on a Trussell Trust initiative on financial inclusion whereby we could arrange access for clients to a CAB adviser.

The Trustees thank our volunteers for their continuing support in the aftermath of the pandemic, particularly the drivers willing to deliver food parcels and collect from supermarkets, and the volunteers checking in the stock and preparing food parcels.

We are particularly grateful to those organisations and businesses that have supported Saltash Foodbank: the supermarkets Waitrose, Lidl, Co-op and Tesco Transit Way; the smaller local shops which host collection baskets; and the local schools, the Core, Community Enterprises PL12, and the Community Fridge and Larder.

The Hot Meal Voucher scheme has continued to enable homeless Saltash Foodbank clients to have a hot meal and we are grateful to Cod Fathers, Rowes and The Fresh Fox for their support. We are also very grateful to the Antony Estate for providing weekly donations of fresh vegetables.

Referrals Report - Rika Chanter

These are the agencies that can refer clients to us through the Trussell Trust database, with the exception of the Job Centres, who refer to us by email with their own vouchers, which we convert to a Foodbank voucher.

Referral Agency	Saltash Foodbank
Job Centre	109
Help through Hardship	90
CAP	51
Saltash Foodbank	38
Citizen's Advice - Liskeard	37
1st Stop- Plymouth City Council	32
Cornwall Housing	24
The Real Junk Food Project	23
Saltash Health Visiting Team	13
Burraton CP School	12
Cornwall Council Assessments and Crisis and Care Team	10
Together for Families in Cornwall	10
Cornwall Housing - Inclusion Advisor	8
We Are With You (formerly Addaction)	8
Health Works For Cornwall	7
PASS Plymouth Autistic Spectrum Service	7
Children and Families Services	6
Pentreath	6
Saltash Wesley Methodist Church	6
Citizens Advice Bureau Exeter	5
Pluss	5
Education, Health and Social Care (Child in Need Team)	4
Fountain Head House School	4
Plaistow Hill Infant and Nursery School	4
Saltash Family Hub	4
Seetec Pluss	4
We are with you	4
Wolseley Trust	4
Brunel Primary and Nursery Academy	3
Children and Family Services	3
Citizens Advice Bureau	3
Health Visitors	3
Improving Lives Plymouth	3
Launceston Adult Social Care	3
Multi Agency Support Team (Mast)	3
Together for Families	3
We Are With You	3
Plymouth Citizens Advice	2
Adult Social Services - Falmouth/Penryn Team	2
Age UK Cornwall	2
CHES Academy	2
Citizens Advice SE Staffs	2
District Guiding Commissioner	2
Livewell Southwest- NHS	2
Pentreath Ltd	2
Pentreath Ltd	2
Saltash Community School	2
Social Services Crisis Team	2
St Stephens Saltash CP School	2
Trevillis House	2
Adult Social Care - Liskeard, Looe and Rame	1
CA Manchester	1
Citizens Advice Cornwall - Saltash	1
Citizens Advice Southend	1
Clear Thinking Care Ltd.	1
CN4C	1
Cornwall Housing - Prevention & Engagement Team	1
Cornwall Housing LTD	1
Devon and Cornwall Probation Trust	1
Devon and Cornwall Refugee Support	1
Disability Cornwall	1
Early help hub	1
Government Probation Service	1
Harbour Centre	2
Harbour Hyde Park House	1
Launceston College	1
Launceston Family Hub	1
Livewell Community Mental Health AOS	1
LiveWest Housing	1
Mind	1
Plymouth Community Homes	1
Seetec Pluss / Pluss CIC	1
St Petroc's	1
Together for Families Liskeard	1
Whiteleigh Community Primary School	1

	1 st Reason	2 nd Reason	Total
Low Income	34	9	43
Other	10	8	18
Debt	9	5	14
Benefit Changes	6	6	12
Benefit delays	5	6	11
Homeless	8	2	10
Sickness/Ill health	1	3	4
No recourse to public funds	1	1	2
Domestic abuse	1	1	2
Child holiday meals	1	0	1
Delayed Wages	0	1	1

A referral identifying the reason as 'Other' could refer to a number of issues. The main 'Other' reason currently is the 'Cost of Living' crisis, with people in a negative budget (also referred to as 'low income'). This means the household bills of rent, utilities, council tax and phone bills take up most of the budget (whether earned or benefits) with not much left for food or other items such as clothing, shoes and other essentials. For some people it could be that their hours of work have been cut or that they are on a zero-hours contract. For others it is that they have deductions from their benefits for previous crisis loans they had from DWP, with some needing to be paid back within a year. These households need further support to ensure they receive all the benefits they are entitled to and often get referred to Citizens Advice for support.

These data are also used by the Trussell Trust to campaign on our clients' behalf to ensure they can afford the essentials and so that, one day, there will be no need for Foodbanks.

The actual number of homeless people is not fully identified in these data as many are 'hidden homeless'. Some have an address but are either in temporary accommodation or are sofa surfing. Homelessness may not even be recorded as the primary reason for referral. One example is that 23 referrals from the Real Junk Food project (individuals and sometimes families) who were placed in the Travelodge - would be classed as homeless.

Agencies Report - Sara Walker

At the time of writing, we have 90 potential referral agencies on the database. Of these, over 70 have referred to us in the past year. Referral rates range from one or two from some agencies, to over a hundred, with the three most frequent referrers being the Job Centres, Help through Hardship and Christians Against Poverty. We responded to 38 clients who approached us directly without contacting a referral agency. In total there have been 614 referrals this year.

I am in the process of updating all contact details which will be a continual process as staff within the agencies change and some agencies no longer wish to be referrers. Each agency is now set up to send e-vouchers.

Volunteering Report - Kathryn Caves

In a year which has seen the demands on the Foodbank increase significantly, we continue to be indebted to a large team of volunteers who give generously of their time to fulfil an ever-expanding range of roles.

Inevitably, we have lost a number of volunteers, through illness or other commitments. However, we have recruited a number of new dedicated members to our team. A few joined us for the Christmas hamper packing and fortunately stayed on. We now need larger teams for drop-in sessions because of the increase in demand. The generous donations made by the public, churches and local businesses require more volunteers to weigh, date and store food. Collections from supermarkets, pre-packing of food parcels, manning organised collections at supermarkets and delivering food parcels to clients not able to collect from Belle Vue Road, requires a large team.

We look forward to recruiting more in the coming year so that cover is available when volunteers need to be absent for holidays, appointments etc.

My thanks go to all those who give so many hours and are flexible enough to allow the Foodbank to operate as smoothly as possible in order to help the increasing number of clients who turn to us.

From one of our agencies: Would just like to pass on my Thanks to yourself and your amazing volunteers for the generosity in the items that you have given to ... which I am sure he is going to be appreciative of. Many thanks again.

Supermarket Collections Report - Jackie O'Melia

We held the first manned supermarket collection since the Covid pandemic in September 22. Following this a further four collections have been held locally thanks to the support of Co-op and Waitrose in Saltash and Tesco, Transit Way in West Park. These, along with food collected from the baskets in collection points locally, have gone a long way towards helping with the increase in vouchers issued to clients.

Being visible again in stores has brought positive feedback from the community and also helped to spread the word that we are still part of the community, and to remind people that Saltash Foodbank is here to help them.

If supermarket collections were not to continue, Saltash Foodbank would soon be unable to support its clients. Also vital is the ongoing sterling support of the Foodbank volunteers, local stores, businesses, churches and the community. Thank you to everyone who has been involved in, or supported the collections, helping Saltash Foodbank to provide its support for another year.

Warehouse Report - Rika Chanter

Donor name	Donor type	Stock in (kg)	Customer donations (kg)	Store donation (kg)
Waitrose Saltash	Supermarket	12582.57	8227.48	4355.09
Lidl Supermarket	Supermarket	6926.45	4320	2606.45
Tesco Plymouth Transit Way	Supermarket	6181.92	6181.92	0
Hay Farm, Antony Estate (fresh veg)	Corporate	4507.35		
Co-op Depot	Supermarket	3451.25	0	3451.25
Co-op	Supermarket	1681.65	1681.65	0
Aldi Plympton	Supermarket	1477.8	245.9	1231.9
Community	Individual(s)	989.3		
Appleby Westward	Bulk food distributor	346.35		
St Stephens School (partly H)	Education	229.5		
Food Warehouse	Supermarket	206.2	206.2	
Saltash Wesley (partly H)	Church	188.9		
Saltash Rock Choir	Community group	167.4		
Our lady Catholic Church Saltash	Church	156.9		
Kernow Services Design Ltd	Corporate	144		
Burraton School	Education	136.1		
Colin & Janet Breed	Individual(s)	118.55		
Pentillie Castle	Corporate	117.55		
St Thomas Moore, Southway	Church	89.4		
Landulph School	Education	84.1		
Nicholls and Sainsbury Solicitors	Corporate	83.2		
NHS Headquarters	Corporate	62.15		
Bishop Cornish	Education	57.68		
Saltash Rotary Club	Charity	54.55		
Hellermann Tyton	Corporate	49		
Brunel School (H)	Education	46.1		
Landulph Church (H)	Church	45.75		
Saltash Community School	Education	43.7		
Baptist Church	Church	43.5		
Barrett Homes	Corporate	32		
Age Concern Club	Community group	29.45		
Mote Park Spar	Supermarket	29.05	29.05	0
Earth Breeze	Corporate	25.85		
Deli bazaar	Supermarket	24.95	24.95	0
Blunts Methodist Church (H)	Church	22.15		
St Nick's and St Faith's Church	Church	20.8		
Psychology Associates	Corporate	14.7		
Biffa	Corporate	14.1		
The Core	Charity	13.6		
St Stephens Church	Church	10.05		
Foodbank volunteer	Individual(s)	8.35		
Post Office	Customers	6.95		
Burraton Chapel	Church	5.6		
NHS Community Speech therapists	Individual(s)	5		
Redeemer Church	Church	3.85		
Caradon Gig Club	Community group	3.55		
Mr & Mrs George	Individual(s)	2.8		
Plymouth Refugee Project	Community group	2.5		
Revolution Fit	Corporate	2.5		
Chapple Property Management	Corporate	2.3		
Totals		40548.97		

H under 'Donor name' indicates Harvest Festival donations

We have been generously supported during the year by customers at local supermarkets, especially Waitrose customers, with Lidl, Tesco Transit Way and the Co-op not far behind. We appreciate each and every donation we receive and ensure that these donations go to those in most need. Community churches, Schools and community groups have also been very supportive, especially at Harvest Festival time. Then we have individuals and local businesses supporting us at various times during the year, especially at Christmas, when we provide Christmas Hampers to those in greatest need. We have also benefitted from corporate donations, including fresh vegetables from Hay Farm, Antony Estate, such as potatoes, onions, swede, carrots, leeks, and cabbages, when in season. Earth Breeze provides us laundry sheets through a scheme where those who buy their item online, also donate several sheets to a Foodbank. Biffa along with Volunteer Cornwall have donated Easter eggs. Appleby Westward donated biscuits and cereal bars that were getting close to date. Some of these have also helped other local youth groups and warm spaces. Kernow Services Design Ltd. purchased items for us that we needed for Christmas Hampers. Other local businesses and groups have collected for us during the last year, such as Revolution Fit, Post Office Sorting Office, NHS Speech and Language Therapists, Caradon Gig Club, Psychology Associates, Nicholls and Sainsbury Solicitors, Hellermann Tyton, Saltash Rock Choir and Pentillie Castle. Thank you for all your generous donations, we cannot support people in crisis without your generous support. A BIG THANK YOU to all that donate to us!

A few items were purchased, either as specialist items that we needed for clients, eg. formula milk or nappies, items that we were running out of for our food parcels, or items we needed for Christmas Hampers.



Sue Bullock, Kathryn Caves, Charlotte Hammond & Elizabeth Pearson - packing Christmas Hampers!



Rika Chanter (Foodbank Manager) receiving her award from the Mayor.
Photo: courtesy of Saltash Town Council

Donors to Saltash Foodbank - by group

Stock in type	Stock in (kg)	Stock in (% of total)
Donations from donors - Charities	68.15	0.17%
Donations from donors - Churches	586.9	1.44%
Donations from donors - Community groups	202.9	0.50%
Donations from donors - Corporates	5002.45	12.27%
Donations from donors - Educations	597.18	1.46%
Donations from donors - Individuals	1183.2	2.90%
Donations from donors - Other bulk food distributors	346.35	0.85%
Donations from donors - Supermarkets	32561.84	79.88%
Purchased	194.8	0.48%
Returns from food bank centre	20.85	0.05%
Totals	40,764.62	100%

Stock Out

Help Yourself items	16585.54 (Foodbank Clients / Community Fridge)
Client Christmas Hampers	1411.40 (205 children and 202 adults received a Christmas Hamper with food and gifts)
To Liskeard & Looe Foodbank	308.1
To Plymouth Foodbank	1827.1
To Plympton Foodbank	78.0
To non-Trussell Trust food bank or similar	261.85
To other organisation	34.2
To Aid Redistribution Centre Plymouth	438
To Brunel Primary School	398.75
To Burraton Primary School	400.40
To Community Fridge	1079.15
To Junk Food Project	2.7
To Keyham Community Green Spaces	80.5
To Landrake Methodist Church	13.9
To Landrake Monday Gang	76.0
To Landrake Primary School	245.30
To Landulph Primary School	133.6
To Plymouth Soup Run	186.6
To Saltash Baptist Church Christmas Day lunch	5.5
To Saltash Community School	800.10
To Saltash Wesley Warm space	70.2
To Shekinah Mission	961.70
To St Budeaux Baptist Church foodbank	23.5
To St Stephen's School	726.05
To The Core	330.79
To Trevi House	9.45
To Ukranian Craft Group	22.55
Emergency food boxes	788.95
For disposal (OOD/damaged)	335.4
Food swap	15.25
Jubilee Lunch	0.5
MacMillan Coffee Morning - Landrake	20.55
Ukraine Appeal	93.55
Stock adjust	791.28 after stock take
To Saltash Foodbank	12769.80 for basic food parcels.
Total	41326.20kg

Over the last year we have shared a lot of food with other local Foodbanks, other food providers and charities, when we have surplus items they are short of. The 'Help Yourself' category includes items we have collected at the end of the day from supermarkets, such as bread, fruit, veg, damaged packaged items, and items not normally on our food allocation list for a food parcel. This makes up over 40% of the stock we have coming in, but possibly only 20% of this is used at our Foodbank, with the remainder being passed on to the Community Fridge in Saltash, for them to distribute to a greater number of people than that we see.

In our volunteer group we have people who support Ukraine, MacMillan, Trevi House, the Soup Run and Wesley Warm Spaces. We have developed links with all the local schools and support their breakfast and after-school groups. We also pass on items past their 'best before' date to the Community Fridge. They have received about one ton of food that would have been wasted, as the Foodbank can only distribute 'in date' food.

About 13,000kg went on basic food parcels, on average 20kg per voucher. 614 vouchers were fulfilled in the last year, which was about 7.9kg per person. This amount will last someone for 3 days. **In total we have fed 1,611 people over the last year.**

We would like to remind people to check our website for the most up-to-date list of items we currently need. Alternatively, please download the Bankthefood App onto your phone to get alerts as you enter a local supermarket. This App is linked to our website and will let you know which items Saltash Foodbank needs most.

Thank you from my heart for the addition parcel you left today. ... and I are extremely grateful and blessed with such kindness. We hope you have a lovely Christmas.

Virtual Signposting Report - Jackie O'Melia

In early 2021, in a Trustee meeting, the team discussed how, during Covid, we could get the word out to clients that we had food available and could continue to provide support where needed. Several members of the Trustee team agreed to have a discussion away from the main meeting to decide how this could be arranged.

Around the same time Trussell Trust highlighted a new initiative that several Foodbanks were running called 'Virtual Signposting'. The virtual signposting initiative was set up to let Foodbank clients know of agencies that might be able to provide support for the underlying issues that brought the client to the Foodbank. The clients may not have heard of the agencies or not realised that the agencies might be able to help. Following some supportive guidance from Trussell Trust and a very helpful meeting with Bath Foodbank it was agreed that we had the capacity to build a Virtual Signposting initiative in Saltash.

There was a great deal of discussion on the best processes to follow to roll the initiative out, and a massive amount of work from Charles and Richard to design the Signposting Database on Coda. Just over a year after the original discussion, the Virtual Signposting team was ready to roll out the project. The first call was made on 6th June 2022. The team is now on track to make nearly 250 calls to clients by its first anniversary. That simple conversation in early 2021 has grown to an avenue of support that I believe is helping clients a great deal. I would like to take this opportunity to thank everyone who has helped set the Virtual Signposting initiative up, from Emma at Trussell Trust, Bath Foodbank, local agencies who have given advice and training, the Trustees, Charles and Richard for their IT expertise and the Virtual Signposting team who have worked so hard to get the project working so well, even in its first year. Thank you everyone.

Projects Report - Charles Worth

Effective communication lies at the heart of every successful organisation - and Saltash Foodbank is no exception. We constantly review how we communicate with our clients. We make sure that we are not intrusive, but that we get the right information to clients exactly when they need it. We do this through face-to-face conversations, posters, leaflets, text messages, and by phone - which is now an absolutely vital lifeline for anyone in crisis.

Secure and confidential communication between volunteers is also vital. We ensure that the information we collect is digitally secure, up-to-date and complies with best practice guidance. Our innovative communication tools mean that the volunteers who support clients directly, have the most helpful and accurate information possible. Our role is to provide short-term food support to people in crisis. But having done this for some time, we have a wonderful database of organisations where clients can find additional help to address their longer-term issues.

To do this work, we inevitably have to maintain an increasingly sophisticated technology - a secure database, computers, mobile phones - and the confidentiality and security measures that keep the data safe.

These tools have enabled Saltash Foodbank to provide an increasingly wide range of support to those in the greatest need. As well as emergency food we are able, for a small number of clients, to offer additional help. This might include a small amount of help with energy, items to help clients (especially those with children) through cold periods, and SIMs so that clients can keep in contact with loved ones and the support services.

Saltash Foodbank provides emergency food and it 'Signposts' clients to sources of additional support. We are not able to provide individual counselling services ourselves, but in a new initiative in collaboration with The Trussell Trust, Callington Foodbank and Citizen's Advice Cornwall we are hoping soon, to be able to provide additional tailor-made counselling to a small number of Saltash Foodbank clients.

All of this is entirely reliant on the effort, kindness and good will of our extremely hard-working group of volunteers, all of whom are unpaid. The work is tough, and only getting tougher, but the reward is in knowing that we have helped people surmount their immediate crises, so they can move on and lead fuller, more secure lives.

We could achieve none of this amazing service without the support that WE get. The Trussell Trust is truly amazing in the level and quality of support they provide. The Cornwall Community Foundation continues to provide grants without which our Foodbank could not operate. Sainsbury Family Charitable Trusts, The Co-op, Neighbourly, Arnold Clark and The Antony Estate have all provided vital support, for which we are immensely grateful. Our latest collaboration is with The Good Things Foundation who enable us to provide SIMs from Vodafone, Three, and O2.

Thank you for the hamper! Merry Christmas and a big thank you to all at the Foodbank.

Finance Report - Jill Morton

Due to the very generous donations and grants that we have received the Foodbank had a net income of £26,273 this year.

We have been very lucky to become members of Fuelbank during the year; through Fuelbank we are able to get energy top-ups for clients who are on pre-payment meters. During the year we have submitted 361 applications for vouchers, 3 were cancelled, 5 rejected, 14 expired and 339 vouchers were redeemed by our clients. We have made payments to Fuelbank of £1,453 towards the cost of client top ups.

With the help of the generous grants that we received, we have also been able to help clients who are not on prepayment meters with their energy costs. We have processed 121 payments to energy companies to help our clients in this financial year, at a cost of over £7,000.

This year we have purchased items such as slow cookers, throws, thermal underwear, thermal socks etc. to help clients in crisis. Over £3,600 has been paid out, enabling us to help 59 households.

We are very lucky that food donations continue to come in regularly to the Foodbank and would like to thank the people of Saltash and the surrounding area for being so very generous. However, the demand for our services is ever increasing and this year we have found that we have had to purchase £1,000 worth more food than the previous year, we would not be able to do this without the generosity of the cash donations that we receive.

Name	Amount
Regular monthly donors	£ 4.5k
CAF	£ 7.7k
Other donations	£ 6.2k
Total	£18.4k

Donations were received from the funeral of Bob McLean, one of our much valued Trustees who suddenly passed away. Other donations have been received from local Churches, Composite Integration Ltd, Cornish Giving Catalogue, Bishop Cornish Harvest Raffle, Landulph Festival Association, St Thomas Moore Southway, Hyrlan Ltd and many donations from individuals. We are very grateful for all donations, regardless of size, that help us to continue our work to help relieve poverty in Saltash and the surrounding area.

Rika Chanter (Foodbank Manager)
and Jill Morton (Treasurer)
collecting at the Co-op



Name	Amount
Acts 435	£ 295
Arnold Clark	£ 2,500
Cornwall Community Foundation	£ 1,000
Cornwall Community Foundation - Cost of Living Crisis	£ 5,000
Cornwall Community Foundation - Christmas Fayre	£ 1,500
Cornwall Community Foundation - Crisis Fund	£ 2,000
Cornwall Council	£ 1,334
Headley Trust	£10,000
Mabbott Buller Trust	£ 1,000
Neighbourly	£ 200
Trussell Trust - Tesco	£ 1,517
Trussell Trust	£ 5,000
Total	£31,346

The Trustees have agreed that the reserve fund should enable the Foodbank to operate for a 12 month period. This reserve fund has been calculated at £12k. This reserve fund will give us the comfort of knowing that we are able to carry on our extremely valuable work in these increasingly challenging times.

The Trustees would like to thank Stephen Richards for examining our books and records and for his Report thereon. The Income and Expenditure Account for the year ended 31 March 2023, the Balance Sheet as at 30 March 2023 and the notes to the accounts are set out below.

SALTASH FOODBANK									
Income and Expenditure account for the year 1 April 2022- 31 March 2023									
	2022-23				2021-22				
	Unrestricted	Restricted	Total		Unrestricted	Restricted	Total		
Income									
Donations	£18,422.65	£0.00	£18,422.65		£11,763.34	£0.00	£11,763.34		
Grant	£1,500.00	£29,846.25	£31,346.25		£833.00	£11,000.00	£11,833.00		
Interest Received	£136.49	£0.00	£136.49		£41.67	£0.00	£41.67		
Gift Aid	£1,103.78	£0.00	£1,103.78		£1,638.30	£0.00	£1,638.30		
Fundraising	£375.50	£0.00	£375.50						
	£21,538.42	£29,846.25	£51,384.67		£14,276.31	£11,000.00	£25,276.31		
Expenditure									
Rent	£2,841.44	£1,218.56	£4,060.00		£3,420.00	£350.00	£3,770.00		
Electricity	£306.75	£310.92	£617.67		£667.19	£0.00	£667.19		
Rates	£0.00	£96.00	£96.00		£96.00	£0.00	£96.00		
Insurance	£512.82	£0.00	£512.82		£464.37	£0.00	£464.37		
Fees	£0.00	£0.00	£0.00		£0.00	£0.00	£0.00		
Office Expenses	£226.56	£2,153.14	£2,379.70		£610.68	£317.52	£928.20		
Training	£250.00	£39.00	£289.00						
Signposting	£16.80	£0.00	£16.80						
Travel Expenses	£79.62	£847.81	£927.43		£947.27	£218.18	£1,165.45		
PPE & Cleaning	£0.00	£0.00	£0.00		£21.69	£113.18	£134.87		
Food	£313.20	£1,289.13	£1,602.33		£410.28	£187.50	£597.78		
Client Top-ups	£0.00	£8,610.84	£8,610.84		£0.00	£10,842.16	£10,842.16		
Client Crisis	£304.65	£3,323.37	£3,628.02						
Depreciation	£1,358.56	£0.00	£1,358.56		£1,562.50	£0.00	£1,562.50		
Sundry	£761.26	£6,971.66	£7,732.92		£346.67	£8,546.65	£8,893.32		
Net Income	£14,566.76	£11,706.44	£26,273.20		£5,729.66	-£1,236.34	£4,493.32		
Registered Charity in England & Wales No. 1157577									

Thank you so much for your help at this time, the food I collected for us was a massive help and very much appreciated and the duvets have just been delivered to our house.

SALTASH FOODBANK										
Balance Sheet as at 31 March 2023										
	2022-23				2021-22					
	Unrestricted	Restricted	Total		Unrestricted	Restricted	Total			
Fixed Assets			£5,434.23							£6,250.02
Current Assets										
Cash at bank & in hand (excl reserves)	£54,019.44	£11,440.51	£65,459.95		£38,391.28	£157.84	£38,549.12			
Cash at bank reserves	£12,178.16		£12,178.16		£12,000.00		£12,000.00			
			£83,072.34							£56,799.14
Represented by										
Net income b/fwd			£56,799.14							£52,305.82
Net income in year			£26,273.20							£4,493.32
Net income c/fwd			£83,072.34							£56,799.14
Registered Charity in England & Wales No. 1157577										

SALTASH FOODBANK			
Fixed Assets as at 31 March 2023			
	Computer Equipment	General Equipment	Total Assets
COST			
B/fwd	8,854.86	194.98	9,049.84
Additions	179.99	362.78	542.77
Disposals	0.00	0.00	0.00
C/fwd	9,034.85	557.76	9,592.61
DEPRECIATION			
B/fwd	2,729.62	70.20	2,799.82
Charge for year	1,261.04	97.51	1,358.56
Disposals	0.00	0.00	0.00
C/fwd	3,990.66	167.71	4,158.38
Written Down Value 31.03.23	5,044.19	390.05	5,434.23
Written Down Value 31.03.22	6,125.24	124.78	6,250.02


**CHARITY COMMISSION
FOR ENGLAND AND WALES**

**Independent examiner's
report on the accounts**

Section A Independent Examiner's Report

Report to the trustees/
members of SALTASH FOODBANK

On accounts for the year
ended 31.03.2023 Charity no
(if any) 1157577

Set out on pages 1 - 4 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31.03.2023.

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

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

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

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

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

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

Signed: SWS Date: 12/6/23

Name: STEPHEN RICHARDS

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

Address: 3 PRIORY MILL, PLYMPTON, PLYMOUTH,
DEVON, PL7 1WR

Saltash Foodbank Trustees 2022 - 2023

Richard Margetts (Chair)

Corina Clement (Secretary)

Jill Morton (Treasurer)

Rika Chanter (Manager)

Jackie O'Melia (Collections)

Kathryn Caves (Volunteers)

Sara Walker (Agencies)

Rev Di Burrows (Churches Together)

Darren Chapple

Karen Chapple

Charles Worth (Projects)



A kind donation from the Co-op when our stocks were running low!



A generous collection by Barratt Homes from the Treledan development.

Registered charity number 1157577

Registered in England & Wales

Accounts

Saltash Foodbank Annual Report 2022



Helping local people in food crisis



Chair's Message - Richard Margetts

This year, Saltash Foodbank celebrated its 10th Anniversary. It got underway because of the conviction of the first Chair and other Trustees that a local Foodbank was needed to meet the needs of local people, who had been relying on support from the Liskeard and Looe Foodbank. Since then it has received and distributed over 150,000 Kg of food and supported more than 9,100 people with over 3,570 food-parcels. Along the way it has grown and moved premises and developed and adjusted the ways it works - and the need is even greater than ever. We have no paid staff and can only be grateful for the commitment and dedication of Trustees and Volunteers past and present - whose work is described in this report - while hoping that we are not still necessary in another 10 years.

I'll try not to cover the same ground as the rest of this report, but since being invited to join the Foodbank as a Trustee and then take over as Chair during 2021 I have been struck by several things:

- The need for the particular help we can give shows no sign of reducing, and is only likely to continue to grow as the cost of food and fuel increases.
- We have a very dedicated and hard-working group of Trustees and Volunteers, who have shown remarkable flexibility in providing support to our clients both through the complications of Covid and then as we have come out of restrictions – not only adapting our working practices (from collection to delivery and, largely, back again) but also finding new funding streams and developing new initiatives, such as the Virtual Signposting project.
- We live in a generous community, which has continued to provide the food and other resources we need to meet our objectives – whether as individuals, businesses or as groups, such as local churches and the Rock Choir, for example.
- While our primary role is to provide emergency help in a crisis, many of those who are referred to us for such aid also need longer term support. We work closely with the CEPL12 Community Fridge & Larder to ensure the food we get doesn't go to waste and that our clients are aware of ongoing sources of good quality fresh food. We also have well established links with Citizens Advice and Christians Against Poverty (CAP) who can provide appropriate help and advice.

As part of the Trussell Trust network we benefit from their respected 'branding' and from effective systems for client referral and for accounting for the food received and distributed. We have access to extensive guidance and support, especially with regard to the complexities of Charity governance, and also gain opportunities to share experience with other South West Foodbanks. Our main link to Trussell Trust is via Emma Greenwood, their Area Manager - South West England, who has been of great help, especially as we have started to review and develop our processes and formal policies in the light of current best practice.

With so many people playing a part in our work, it is always awkward to single out individuals, but it is appropriate this year to express my special thanks to Rika, Charles, Jackie and Jill – who have not only continued to provide support to our clients with great commitment and empathy, while also engaging in new projects, but have guided me with patience and good humour as I've started to find my feet as Foodbank Chair. They have all gone 'above and beyond' and I am extremely grateful for their support and friendship.

Foodbank Centre Report - Rika Chanter

The figures below show no overall increase in the number of vouchers fulfilled, but, due to supporting the establishment of Plympton Foodbank during 2020/2021, we have no comparative figures for that year.

2021 – 2022	Fulfilled Vouchers	Adults	Children	Total fed
Totals	427	652	445	1097

2020 - 2021	Fulfilled Vouchers	Adults	Children	Total fed
Totals	496 (inc 56 Plympton FB)	796	488	1284 (inc Plympton)

2019 - 2020	Fulfilled Vouchers	Adults	Children	Total fed
Totals	389	612	354	966

The difference between 2019/2020 and 2021/2022 figures re the number of people fed does show an increase.

During 2021/2022, we continued our 'delivery only' model to keep our clients and volunteers safe at the Foodbank. We very much appreciate the amount of work volunteer and Trustee, Darren Chapple, has done to keep the deliveries going for all this time. Since the end of March 2022, we have lifted the 'delivery only' model and now ask our clients to collect from us if they can.

Unfortunately, many of the clients we support have either physical or mental disabilities and are unable to collect their food. We hope that, over time, people will feel more confident to collect from us again.

In the last year we have not only been able to support many clients with food but also to help towards their phone, electric and gas bills due to grants from the Cornwall Community Foundation. Money from the grants has also been used to help someone with their rent and another client with clothing and with cold weather gear. Generally, we are giving £10 to £30 per household to meet urgent needs, but this can sometimes be increased in line with conditions of specific grants we receive. We have worked closely with CAP too, to help those supported by Tim Squires, Saltash CAP Debt Advisor.

The distribution of the grant money is adding to the workload of myself and our treasurer, Jill Morton, but it is worth doing, to make such a difference to those we support. It is hoped that with the increase in the cost of living, we will continue to receive grant moneys to be able to support our clients. It is important that the clients who receive our food also have the energy to cook it.

I would like to add a big thank you to all our drop-in teams and individuals who managed to keep us going during this difficult year, with Covid around. Reducing the volunteer number at the Foodbank has kept Covid out of the building. The recent relaxation of restrictions has seen several of our volunteers go down with Covid, but with many offering to help at different times, we manage to keep going. The volunteers have all been brilliant to keep the food

parcels going out and selecting all the additional items that some clients have needed, be it for a diabetic client, items for a baby, a pet, adding items from the 'Discretionary/Help Yourself' area, fresh vegetables, bread, or toiletries. Then there is selecting the food for clients who are homeless and have no cooking facilities, other than a kettle, when placed in emergency accommodation. We supply these people with a 'kettle food parcel' and use grant money to buy them hot meal voucher from one of the town's hot food outlets.

Space at the Foodbank has always been an issue, but we have managed to pre-pack food parcels ahead of time for when drop-in teams were not available. When the parcel is required, extra items the individual client needs are added and the food parcel is labelled for delivery if required.

Last Christmas, we again managed to deliver many Christmas Hampers of food as well as gifts to our clients. This included those referred to us by local Agencies that support people in the community, such as CAP, Health Visitors, Social Services and Schools. As well as the usual Christmas chocolates, puddings, mince pies, ham, pickles and biscuits we added some staple cupboard items as well, such as pasta, beans and soups, of which we have plenty. We used paper bags and cardboard boxes for these food parcels to trial if paper bags are a more eco-friendly alternative to the plastic bags for life. Most bags were ok, just a few split due to over handling. We continue to use recycled bags for life that are donated to us by the public.

In the current crisis, with fuel and other costs increasing, we aim to support our clients more in the coming months with additional Signposting calls from our volunteers. We also add a new leaflet to all food parcels (created through the collaboration of different charities) of the best places people can get help in either Cornwall or Plymouth. This is called the 'Cash First - Worrying About Money' leaflet. It identifies a range of scenarios where people struggle with money and suggests the best organisations they can call on for help. We draw the client's attention to this leaflet in our Signposting conversations, when they have received our food parcel.

Our main aim as a Trussell Trust Foodbank is for there to be a day when Foodbanks will no longer be needed and people know where to get the right support before they reach a crisis point.



Donation by Zennor on 15th Dec with her mum. Her fundraising has allowed her to buy many gifts for children.



One of our Volunteers, Debbie, also volunteers at the Plymouth Soup Run / Shekinah. Some of our surplus items are used here to provide a hot meal for those who are homeless or struggling.

Warehouse Report - Rika Chanter

Waitrose Saltash	11,411.23	(7,337.67 from collection point and 4,073.56 items passed best before collected at end of day)
Lidl supermarkets	6161.18	(Collection point 1,883.10, warehouse reject stock 1,399.85 and unallocated stock 2,878.23)
Tesco Plymouth Transit Way	5861.90	(National Supermarket Collection 667.80, Collection point 2989.15 and unallocated stock 2204.95)
Antony Estate Corporate	4840.00	(Fresh veg donation)
Co-op Depot Supermarket	3153.10	(Items passed best before date used at foodbank and Saltash Community Fridge and Larder)
Aldi Plympton Supermarket	1269.2	(Collection point 72.80, warehouse reject stock 483.00 and unallocated stock 713.40)
Saltash Co-op Supermarket	1032.70	(Collection point)
Saltash Rock Choir	320.95	(34.7kg Christmas and 286.25 Special collection at get together)
Food Warehouse Supermarket	216.80	(Collection point)
ARC (Aid Redistribution Centre)	49.30	
Jade Allen	48.20	
Royal Mail Sorting Office	46.35	
Ronnie's of Saltash	55.80	
Nicholls and Sainsbury	44.5	
St Germans Methodist Church	39.50	(Harvest donation)
Landulph School	38.05	
Volker Stevin	29.00	
Girl Guides	28.05	
Age Concern Club	27.15	(Harvest donation)
Saltash Community School	26.85	
2nd Saltash Scouts	25.8	
Our Lady Catholic Church	23.6	(16.1kg Harvest donation and 7.5kg other)
Knit and Natter group	23.35	
St Germans Thursday Club	22.70	(Harvest donation)
Landrake Methodist Church	21.10	(Harvest donation)
Burraton Chapel	20.70	(Harvest donation)
Blunts Methodist Church	19.10	(Harvest donation)
St Stephens Church	11.65	
St Nick's and St Faith's Church	11.60	
Callington Foodbank	10.50	
Marjon's Uni Pastoral team	10.45	
Appleby Westward	10.0	
Cornwall Gleaning	8.70	(Fresh veg)
Earth Breeze	8.45	(Laundry sheets)
Chapple Property Mgmt.	7.50	
Crylla Valley Cottages	5.65	
Saltash Scrap Store	3.10	
Saltash Citizens Advice	3.10	
Purchased Stock	22.85	

Total stock in 2021-2022 36,462.84kg

The amount of stock in 2020–2021 was 35,787.26kg.

(We started to collect more items past their 'Best Before' date from Supermarkets, than during 2019-2020, both for Foodbank and community fridge customers.)

Amount of stock in 2019 – 2020 was 17,668.22kg

Another look at donations is by weight of customer donations at two supermarkets in Saltash

Year	2019-2020	2020-2021	2021-2022
Waitrose	5070.02	7581.98	7337.67
Co-op	1493.77	2463.30	1032.70

Our supermarket collections were unmanned at Tesco Transit Way Supermarket, we had no collections at Saltash Waitrose or the Co-op again this year due to adequate supply already and Covid risk. There was also good support from local groups, churches, organisations and businesses, for which we are very grateful especially when they ask us what we need prior to donating to us. This has been a great help for us.

We are promoting the use of the 'Bank the Food' app to allow people to know what we need. This app links your phone to our website and shows the list on your phone when you enter one of our local stores with a Collection Point. We are still early into its use by the community, but are seeing a few changes to Collection Point contents. Unfortunately the baked beans and pasta can still be

I would just like to say thank you so much for helping me out. Been down a long road the past years or so. Getting help and support now. Hopefully getting involved and volunteering at the community kitchen / cafe to get back on my feet again and find myself to move forward. I feel so lucky to live in such a caring town.



Thank you to LABBS on 30th October 2021, for your generous donation of food to Saltash Foodbank and for the £100 raised in the raffle towards our running costs.

"Help yourself" items	16,247.09	(Saltash Foodbank clients & Community Fridge - including supermarket past-date items)
Client Christmas hampers	1214.45	(109 hampers for 155 adults and 156 children)
Buckfastleigh Foodbank	220.55	
Callington Foodbank	86.4	
Plymouth Foodbank	43.1	
Plympton Foodbank	355.6	
Aid Redistribution Centre	279.05	(Surplus stock)
Bishop Cornish School	86.50	
Brunei School	508.90	
Burraton School	293.60	
Landrake Methodist - Monday Gang	36.30	
Landrake School	354.50	
Landulph School	124.95	
No 4 Fore Street	852.35	(Community Fridge & Larder – tinned, bottled and packet items up to a year past best before date)
Plymouth Soup Run	204.75	
Saltash Community School	1012.30	
Saltash Wesley (Sunday Breakfast)	3.50	
Saltash Wesley (Holiday Club Meals)	5.7	
Salvation Army Baby bank	31.0	
Shekinah Mission/Soup Run	1,158.50	
St Stephens School	536.70	
Tamar View Community Complex	487.45	(Barne Barton area FB)
The Core	8.35	
Trevi House	91.95	
Emergency food boxes	457.31	
For disposal (OOD/damaged)	633.50	
Food swap	91.40	
Ukraine Appeal)	38.55	(Surplus nappies and sanitary items)
Stock adjustment after stock take	2,423.87	
Saltash Foodbank	10,066.09	(Food Parcels)

Hi. Thank you so much for the food and the dog food you've really humbled us I can't put into words how I feel less alone the others and if I'm really honest I've got tears in my eyes thank you so much for your help but you sent today will keep us for over a month so God bless you and thank you once again for your help. Xxxxxx, xxxxx, xxxxx and the two four-legged humans Cxx and Hxxx thank you once again 🙏🙏🙏🙏🐾🐾🐾🐾💕



Waitrose have been strong Foodbank supporters



National collection at Tesco Transit Way November 2021. Rika with Jacqui, Tesco Community Champion in the picture. Rika collection one days worth of donations that is in 4 trollies.

Stock out (weights in kg)**Total stock out 2021 – 2022 37,954.30kg****Total stock out 2020 – 2021 36,129.10kg****Total stock out 2019 – 2020 16,524.60kg**

We again have been overwhelmed by the kindness of the community in the amount of food they donated to us in the past year. With this food we have helped our clients directly, but also through after-school and breakfast clubs. Other organisations such as Trevi House, The Plymouth Soup Run and Shekinah are also being supported. Several Foodbank volunteers also volunteer for these charities. We also responded to the Ukraine appeal through a request from one of our volunteers who asked us if we had surplus sanitary items and nappies, which were urgently needed. We were able to pass on many of these items with rapidly approaching 'best before' dates. Items were also passed on to other Foodbanks if their supplies were getting low and we had a large amount of that particular item in our stock.

Table to show the increase of 'Help Yourself' items we now distribute, compared to amount we distributed in the last few years:

Year	2019-2020	2020-2021	2021-2022
Amount of Help Yourself items	4416.61kg	7216.77kg	16247.09kg

Following Trussell Trust guidance, our food parcels provide clients with a balanced diet for three days. The 'Help Yourself' items we offer to clients are donated items not on our usual allocation list. This includes the fresh produce, donated by Antony Estate, nearly every week, of potatoes, carrots, swede, cabbages, and onions. It includes items donated by supermarkets, which are slightly damaged on the outside, but the inner packaging is still intact, such as cereal packets and multi packs of fizzy drinks, with one can damaged. Fresh items are collected from supermarkets that are past their 'best before' date but still look good. These are items such as bread, cakes, vegetables and fruit. Then we have the unusual items we get donated, such as spicy pickles, cake making items and similar unusual items. We also distribute eggs, when we receive them, but mainly up to best before date.

It has been great to collect these items for the Foodbank and add to the usual food parcel, to allow the food to stretch from 3 days, to possibly a week or more - as well as passing any surplus of these items to the Community Fridge and Larder, who regularly see more people than we do. Occasionally, a few of these items get passed on to schools for their after school and breakfast clubs.

We distribute items to the Community Fridge twice a week and are grateful to their volunteers for collecting from us. They collect surplus fresh items we have received from supermarkets, that we have too much of, as well as older tinned foods, and a few unusual items. The number of boxes collected by the Community Fridge range from 6 to 20+, depending on how much waste was collected from the supermarkets. As a Foodbank we would be unable to distribute this amount of food during its remaining shelf-life. We would also like to wish the Community Fridge well in their new base at the Community Kitchen at no 8 Fore Street, Saltash.

Secretary's Report - Corina Clement

The Trustees have continued to hold regular monthly meetings on Zoom over the year, including reports from the Treasurer, and on the Warehouse, Drop-In Centre, Collections, Agencies and Projects. Unfortunately, our Chair, Liz Usher, had to step down for family reasons and we thank her for her invaluable support. Richard Margetts became a Trustee and has generously taken on the role of Chair.

There have also been meetings about a new initiative to provide follow-up calls to clients to Signpost them to other possible sources of help. The Trustees are very grateful to Jackie O'Melia for leading this initiative and to the volunteers offering to make the calls. This initiative has now launched and is proving very successful.

The Trustees have also had virtual meetings with the Trussell Trust and other Foodbanks to exchange ideas and experiences.

The Trustees thank our volunteers for their continuing support during the difficult times of the pandemic, particularly the drivers willing to deliver food parcels and collect from supermarkets, and the volunteers checking in the stock and preparing food parcels.

We are particularly grateful to those organisations and businesses that have supported Saltash Foodbank: the supermarkets Waitrose, Lidl, Co-op and Tesco Transit Way, the smaller local shops which host collection baskets, and the local schools, the Core, Community Enterprises PL12, and the Community Fridge and Larder.

The Hot Meal Voucher scheme has continued to enable homeless Saltash Foodbank clients to have a hot meal and we are grateful to Cod Fathers, Rows and The Fresh Fox for their support.

We are also very grateful to Antony Estate for providing weekly donations of fresh vegetables.

Agencies Report - Rika Chanter

The table below shows the number of agencies registered to refer clients to Saltash Foodbank to support them with food. Not all have issued vouchers this last year, mainly due to changes to operation of many agencies due to Covid. On top of the agencies listed in this report, we also have agencies referring to us from other areas of the country. They also use the Trussell Trust Database, especially via the 'Help Through Hardship' helpline, from which we see many referrals. This national helpline was set up during Covid by Trussell Trust and Citizens Advice. Unfortunately, our tables cannot show the referrals that come from agencies outside Saltash Foodbank links due to limits of the database.

Sector	Agencies
Charity	10
Church	6
Community group	3
Statutory agency	59
Voluntary agency	9
Total	87

I must say- when you called me and told me about the grant you were awarding me- I know I was touch wobbly when we spoke while I was trying to hold back the emotion and gratitude- but when I got off the phone I was in tears. You may recall me saying- I could access my account number that you needed, immediately! as I had my reminder bill, and my new April rates letter, on my dining table for several days- as I kept looking at it- and making calculations in my budgets over and over- fretting about what I was going to do. I was trying to work out how I was going to pay it. It was such a relief- especially right before the Easter holidays, when I was deliberating for days over the reminder- do I pay this reminder bill? or do I get the extra food in that I need to feed my 3 children over the school holidays. I simply couldn't do both! My heating had been off for around 6 weeks. I've gone to bed extra early so I'm not using energy evenings, I can't do much more to cut useable- but it's still too high! The grant made a great difference to the way we spent Easter due to the mental break I had from worrying for a while. It meant my family was fed, with no guilt of red letters arriving from EDF as a result. Thank you, so much for your support. I remain extremely grateful 😊

The table below shows the Saltash Foodbank agencies that have referred clients to the Foodbank in the last year by voucher numbers issued. The agency ID is the code of the electronic voucher that that specific agency issues on the Trussell Trust database. Alongside the number of people they fed and the amount of food those clients had from the Foodbank in their food parcels. As we can see the Job Centre is the main referrer to us, mainly for those that are on Universal Credit. People on UC can also be working and claim this benefit. Most people on this benefit get paid monthly, when previously they may have been used to a benefit payment every 2 weeks.

Referral Agency Name	Agency ID	Vouchers Total	Adults	Children	Total	Weight (kg)
Job Centre	14416	102	159	111	270	2482.26
Burraton CP School	63348	22	32	58	90	454.2
Saltash Foodbank	3923	20	25	7	32	318.25
Christians Against Poverty, Saltash	5342	19	26	16	42	370.55
Saltash Family Hub	3793	14	23	40	63	468.35
Saltash Health Visiting Team	3814	13	21	29	50	354.95
We are with you (formerly Addaction)	6629	11	11	1	12	157.75
First Light	73870	6	8	0	8	78.2
Port View Surgery	10487	6	6	0	6	79.95
Together for Families in Cornwall	30490	6	10	12	22	187
St Stephens Saltash CP School	66292	5	9	12	21	166.7
Cornwall Mind	81013	4	4	0	4	36.9
Trevillis House (CMHT)	17834	4	4	0	4	30.38
Children and Families Services	49537	3	5	8	13	108.6
Cornwall Housing – Bodmin	23162	3	3	0	3	24.2
Education, Health and Social Care (Child in Need Team)	46647	3	7	9	16	118.15
Adult Social Services - Falmouth/Penryn Team	73237	2	1	0	1	0
Landulph Primary	79558	2	5	6	11	86.75
Saltash Community School	46648	2	4	3	7	49.5
Social Prescriber Saltash	78716	2	2	0	2	0
Age UK Cornwall	26157	1	1	0	1	12.5
Alexandra House	82236	1	1	0	1	9.65
Bishop Cornish CEVA Primary School	61020	1	2	4	6	34.35
Citizens Advice Cornwall – Saltash	3792	1	1	0	1	679.45
Cornwall Council Early Help Teams	72489	1	1	1	2	13.55
Cornwall Housing Ltd Prevention and Engagement Officer	73791	1	2	0	2	14.05
Education Health and Social Care - Ongoing Support	25207	1	1	0	1	11.4
Harbour Centre	84335	1	2	4	6	56.5
Peninsula Community Health	32225	1	1	4	5	33.6
Pentreath Ltd	27047	1	1	0	1	7.75
Pluss – Plymouth	58228	1	1	0	1	14.75
Seetec Pluss	81825	1	1	0	1	17.65
Smeaton Healthcare Ltd	83681	1	1	0	1	14.15
St Petroc's	5385	1	1	0	1	15.2

The table below shows the reasons people need the Foodbank, by agency. As can be shown, the main reason people needed help this year, as last year, was low income. Either wages or benefits or both, do not keep up with the Client's outgoings, be it utility bills, rent, council tax, water and/or food bills. In some cases, it can be an unexpected bill. Low income is especially worrying as, since

this report was written, the cost of fuel has gone up again and this will affect prices of many other items. We expect the numbers needing our help to increase in the coming year. The other increases shown here are in homelessness and domestic violence, which have come out of the restrictions people suffered during the covid pandemic. More people are in temporary accommodation, as there is not much social housing or affordable rental property available in our locality. Mental health problems are evident in many of our clients. Some struggle to leave their home; some struggle to budget properly due to their mental health.

Referral Agency Name	1st Crisis Type	2nd Crisis Type	3rd Crisis Type
Adult Social Services - Falmouth/Penryn Team	Homeless		
Age UK Cornwall	Other		
Alexandra House	Homeless		
Bishop Cornish CEVA Primary School	Low income		
Burraton CP School	Low income	Debt	Benefit delays
CAP	Low income	Debt	Sickness/ill health
Children and Families Services	Debt	Sickness/ill health	Other
Citizens Advice Cornwall - Saltash	Sickness/ill health		
Cornwall Council Early Help Teams	Other		
Cornwall Housing - Bodmin	Homeless	Benefit delays	
Cornwall Housing Ltd Prevention and Engagement Officer	Homeless		
Cornwall Mind	Homeless		
Education Health and Social Care - Ongoing Support	Homeless		
Education, Health and Social Care (Child in Need Team)	Sickness/ill health	Delayed wages	
First Light	Domestic abuse	Homeless	Benefit changes
Harbour Centre	Sickness/ill health		
Job Centre	Low income	Benefit changes	Sickness/ill health
Landulph Primary	Domestic abuse	Sickness/ill health	
Peninsula Community Health	Low income		
Pentreath Ltd	Homeless		
Pluss - Plymouth	Sickness/ill health		
Port View Surgery	Low income	Sickness/ill health	Debt
Saltash Community School	Debt	Other	
Saltash Family Hub	Low income	Debt	Other
Saltash Foodbank	Homeless	Low income	Benefit delays
Saltash Health Visiting Team	Low income	Benefit delays	Homeless
Seetec Pluss	Low income		
Smeaton Healthcare Ltd	Low income		
Social Prescriber Saltash	Benefit changes		
St Petroc's	Homeless		
St Stephens Saltash CP School	Low income	Benefit changes	Sickness/ill health
Together for Families in Cornwall	Sickness/ill health	Benefit changes	Benefit delays
Trevillis House (CMHT)	Homeless	Low income	
We are with you (formerly Addaction)	Other	Homeless	Sickness/ill health

Supermarket Collections Report - Jackie O'Melia

As the Country began to move its way out of the Covid pandemic in 2021, manned supermarket collections were not held locally. But the support and generosity of the local community, shops, supermarkets, churches and businesses continued, allowing Saltash Foodbank to continue providing for our clients.

The Collection Points and donations from across the town and surrounding areas continued to bring a substantial volume of much needed items. There was also a successful unmanned collection in Tesco, Transit Way, in June last year. Without this community support Saltash Foodbank would not be able to continue the support provided to our clients in this last year.

We hope this year will bring a move towards manned collections. It will be good to be in conversation with the community again, letting people know that we are here to support in what looks to be a difficult period.

I would like to say a massive thank you to everyone who has supported Saltash Foodbank and to the Trustees and volunteers who have supported me this year. Without this continued support the team would not have been able to achieve as much as they have.

Projects Report - Charles Worth

Our shared challenges over the past year have made it even clearer how important Saltash Foodbank is, in providing a safety-net for local residents. Making ends meet has become difficult for an increasingly large number of local people.

The Foodbank is very fortunate to have Richard Margetts as its new Chairperson. Richard has put a great deal of effort into familiarising himself with the ways we work and brings a great deal of knowledge and expertise to his role, navigating our future direction.

Communication

The Foodbank has a number of ways in which it keeps Saltash residents up-to-date. Rika Chanter manages our Facebook presence. We update our website, keeping our donation Collection Points current and we regularly update our list of 'most needed' items. We have also added 'Bank the Food' information, enabling people to use their smartphone apps to prompt them about our 'most needed' list.

Whilst the majority of clients come to us by referral from local agencies (Job Centre Plus, GPs, etc.) clients also contact us directly through the website and on our email info@saltash.foodbank.org.uk.

Volunteers are the life-blood of Saltash Foodbank. We have recently been fortunate that Kathryn Caves has taken up the role of Volunteering Coordinator. Because we serve people in vulnerable circumstances, we take great care that volunteers are carefully vetted and understand the importance of confidentiality. If you are interested in volunteering, please contact volunteering@saltash.foodbank.org.uk.

Whilst Covid-19 has meant that face-to-face meetings have been impossible, it has encouraged us to become adept with Zoom. This has enabled us not only to maintain our regular meetings, but to collaborate on new initiatives such as 'Virtual Signposting' and to broaden the range of external groups with whom we collaborate, for example, with Social Prescribing Teams.

Virtual Signposting

Saltash Foodbank has, this year, put an enormous amount of effort into developing a 'Virtual Signposting' service. Previously, when clients collected their food parcels from our Drop-In Centre, we took the opportunity to talk with them about their problems and provide contact details for organisations that could help. During Covid, we had to move to a delivery-only model and we lost the opportunity to 'Signpost' clients. Using Coda (our online information and collaboration tool) we have developed powerful functionality that enables us to use phone, text and email to provide our Signposting information once more.

Funding

Again this year, the Cornwall Community Foundation has been vital in enabling us to continue our work. Everyone who works at Saltash Foodbank is an unpaid volunteer. The generosity of local residents has continued to be wonderful but we are also extremely grateful for the support offered by the Cornwall Community Foundation.

As Virgin Money Giving closed, we moved our online fundraising to CAF donate. If you wish to donate to Saltash Foodbank, you can do so [here](#).

Technology

No organisation can operate effectively and safely without the appropriate technology. We have now installed a cost-effective broadband service on our Foodbank premises. We have updated our computers, we have extended our anti-virus protection and we have implemented 'two-factor authentication' so that our communication and data transfer are fully secure.

I would like particularly to thank colleagues from the Trussell Trust, without whose sterling support our work would be vastly more difficult. Thank you, Emma, Daniel, Carys and so many others, who have supported us so magnificently.

Publicity Report - Rika Chanter

Saltash Foodbank have a good relationship with other groups in Saltash and many groups are keen to support us. We had several choir groups support us, these were the Saltash Rock Choir and the Acapella Choir groups, and the Scouts have also supported us. It is good that these groups are meeting up again, now we try to cautiously get back to 'normal'.

We frequently share events and support on the Saltash Foodbank Facebook page. This helps both our clients and the general population. We rarely add that we need donations, but we do share information about the 'Bank the Food' app on the Facebook page, to help people know the items we need.

Our new Chair of Trustees, Richard Margetts, has done several talks to groups such as the Scouts, Probus group and other groups to raise the awareness of the Foodbank in the local community. This is a great way to keep the community up-to-date about how the Foodbank supports those in greatest need.

Thank you for reading my reports of another busy year for all our volunteers.



Bramble at Burraton School 18th October 2021 holding our Thank You certificate. The whole school donated to the Foodbank and staff helped to load the car and pack the bags and boxes.

Finance Report - Jill Morton

At the end of March, Saltash Foodbank had bank balances of £50.6k.

Donations this year were received from:

Regular monthly donors	£3.7k
Virgin Money Giving	£1.6k
Charities Aid Foundation	£2.3k
Trussell Trust – Tesco	£0.2k
Trussell Trust - Waitrose	£1.2k
Other donations	£2.8k
Fundraising	£0.0k
Total	£11.8k

Donations have been received from local Churches, East Cornwall PGL RAOB, Saltash Age Concern, Labbs Raffle, Landulph Festival, WC Parsons, Clive Barford Ltd, Canon Richard Maynard and many donations from individuals.

We are very grateful for all donations, regardless of size, that help us to continue our work to help relieve poverty in Saltash and the surrounding area.

Grants received this year:

Cornwall Community Foundation	£10,000
Surviving Winter Fuel Grant	
Cornwall Community Foundation:	
Client Top Ups	£ 1,000
Bauerradio	£ 500
Waitrose	£ 333
Total	£11,833

These grants have enabled the Foodbank to continue its work. The Cornwall Community Foundation 'Surviving Winter' Fuel Grant was applied for and granted in the middle of February, to help clients in need of help with housing costs, and more specifically for helping with energy costs. The Trustees managed to help 64 clients in the space of 6 weeks. The clients were extremely grateful for the help. Some were not sure how they were going to heat their homes or be able to cook the food that we provided. (Many of these households had children, were over 60 or had health conditions.)

For a second year we have delivered our food parcels to our clients, this has incurred additional travel expenses. Many volunteers have also continued to work remotely.

The Trustees have agreed that the reserve fund should enable the Foodbank to operate for a 12 month period in times of economic hardship. (It is very likely

that, with the increase in the cost of energy and increasing inflation, that our services may well be needed by more clients.) This reserve fund has been calculated at £12k. This will give us the comfort of knowing that we are able to carry on our vital work in times of ongoing hardship.

The Trustees would like to thank Stephen Richards for examining our books and records and for his Report thereon. The Income and Expenditure Account for the year ended 31 March 2022, the Balance Sheet as at 30 March 2022 and the notes to the accounts are set out below.

Income and Expenditure account for the year 1 April 2021 - 31 March 2022

	2021-22				2020-21		
	Unrestricted	Restricted	Total		Unrestricted	Restricted	Total
Income							
Donations	£11,763.34	£0.00	£11,763.34		£24,884.19	£0.00	£24,884.19
Grant	£833.00	£11,000.00	£11,833.00		£10,600.00	£8,100.00	£18,700.00
Interest Received	£41.67	£0.00	£41.67		£34.67	£0.00	£34.67
Gift Aid	£1,638.30	£0.00	£1,638.30		£1,166.10	£0.00	£1,166.10
	£14,276.31	£11,000.00	£25,276.31		£36,684.96	£8,100.00	£44,784.96
Expenditure							
Rent	£3,420.00	£350.00	£3,770.00		£3,000.00	£340.00	£3,340.00
Electricity	£667.19	£0.00	£667.19		£276.26	£0.00	£276.26
Rates	£96.00	£0.00	£96.00		£94.89	£0.00	£94.89
Insurance	£464.37	£0.00	£464.37		£491.90	£0.00	£491.90
Fees	£0.00	£0.00	£0.00		£0.00	£0.00	£0.00
Office Expenses	£610.68	£317.52	£928.20		£300.94	£3,396.45	£3,697.39
Travel Expenses	£947.27	£218.18	£1,165.45		£97.77	£1,740.70	£1,838.47
PPE & Cleinaing	£21.69	£113.18	£134.87		£0.00	£828.34	£828.34
Food	£410.28	£187.50	£597.78		£0.00	£330.74	£330.74
Client Top-ups	£0.00	£10,842.16	£10,842.16		£0.00	£260.00	£260.00
Depreciation	£1,562.50	£0.00	£1,562.50		£1,237.32	£0.00	£1,237.32
Sundry	£346.67	£8,546.65	£207.80	£12,236.34	£559.08	£516.54	£1,011.85
Net Income	£5,729.66	-£1,236.34	£4,493.32		£31,085.88	£687.23	£31,773.11

Registered Charity in England & Wales No. 1157577

Balance Sheet as at 31 March 2022

	2021-22				2020-21		
	Unrestricted	Restricted	Total		Unrestricted	Restricted	Total
Fixed Assets			£6,250.02				£4,949.26
Current Assets							
Cash at bank & in hand (excl reserves)	£38,391.28	£157.84	£38,549.12		£33,732.65	£1,623.91	£35,356.56
Cash at bank reserves	£12,000.00		£12,000.00		£12,000.00		£12,000.00
			£56,799.14				£52,305.82
Represented by							
Net income b/fwd			£52,305.82				£20,532.71
Net income in year			£4,493.32				£31,773.11
Net income c/fwd			£56,799.14				£52,305.82

Registered Charity in England & Wales No. 1157577

Well, to put it simply, if it was not for the energy grant, I would not be able to heat my home or be able to keep electrical appliances running as norm. I have already implemented a "one light only" rule in the house. So if my son is upstairs reading or playing when its got dark.. I don't have lights on downstairs. I have candles on. We only have one radiator that we put on at a time. During the day when it gets very cold it is the kitchen/diner radiator..and in the eve my sons bedroom one..but only fir 1 hour a day. The grant has made it so I do not fall behind with payments and have to go without food/asking the foodbank fir assistance fir a while.

Fixed Assets as at 31 March 2022

	Computer	General	Total
COST	Equipment	Equipment	Assets
B/fwd	5,991.60	194.98	6,186.58
Additions	2,863.26	0.00	2,863.26
Disposals	0.00	0.00	0.00
C/fwd	8,854.86	194.98	9,049.84
DEPRECIATION			
B/fwd	1,198.32	39.00	1,237.32
Charge for year	1,531.31	31.20	1,562.50
Disposals	0.00	0.00	0.00
C/fwd	2,729.63	70.19	2,799.82
Written Down Value 31.03.22	6,125.23	124.79	6,250.02
Written Down Value 31.03.21	4,793.28	155.98	4,949.26

 CHARITY COMMISSION FOR ENGLAND AND WALES		Independent examiner's report on the accounts	
Section A Independent Examiner's Report			
Report to the trustees/ members of		Charity Name SALTASH FOOD BANK	
On accounts for the year ended		31.03.22	Charity no (if any) 1157577
Set out on pages		1 - 5 (remember to include the page numbers of additional sheets)	
Responsibilities and basis of report		I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2022 As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act"). I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.	
Independent examiner's statement		I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below*) in connection with the examination which gives me cause to believe that in, any material respect: - accounting records were not kept in accordance with section 139 of the Act or - the accounts do not accord with the accounting records— I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached. * Please delete the words in the brackets if they do not apply.	
Signed:		Date: 18/5/22	
Name:		STEPHEN RICHARD S	
Relevant professional qualification(s) or body (if any):		N/A	
Address:		3 PRIORY HILL, PLYMPTON, PLYMOUTH, DEVON, PL7 1WR	

SALTASH FOODBANK

Notes to the accounts year ended 31 March 2022

1 The accounts have been prepared under the receipts and payments method

2 Fixed Assets have been depreciated at 20% on reducing balance

3 For insurance purposes Saltash Foodbank has assets valued at £20,501

4 The accounts do not show any stock as all of the stock is donated.

For insurance purposes Saltash Foodbank has stock values at £9,900

5 The Foodbank has a telephone account which enables its clients to phone at no charge to themselves. It is the policy of the Foodbank to make lump sum payments to BT to ensure that the account is always in credit.

As at 31 March 2022 it is estimated that the credit balance was £374

6 The Trustees have a reserve account of £12,000. The Trustees believe that this is a prudent reserve in our present economic climate.

Saltash Foodbank Trustees 2021 - 2022

Richard Margetts (Chair from 29 July 2021)

Liz Usher (Chair to 18 June 2021)

Corina Clement (Secretary)

Jill Morton (Treasurer)

Rika Chanter (Manager)

Charles Worth (Projects)

Jackie O'Melia (Collections Co-ordinator)

Darren Chapple (Logistics)

Karen Chapple

Sara Walker

Bob McLean

Rev Di Burrows (SFB's link to Churches Together)

Kathryn Caves

(Kathryn Caves took on the role of Volunteer Co-ordinator during the year and was invited to join Trustee meetings as a full member from January onwards.)

Accounts

Saltash Foodbank

Annual Report 2020 - 2021



Feeding People in Crisis

Chair's Message - Elizabeth Usher

This year there really hasn't been any getting away from Covid-19 and its impact on almost every aspect of everyone's life. For Saltash Foodbank this raised a number of issues:-

Could Saltash Foodbank continue to support its clients?

To comply with government guidelines, our Foodbank changed its operating procedure 12 months ago from one where clients came to us to obtain advice and signposting, and to collect their food parcels, to a system where clients were provided with support over the phone, and food parcels were delivered to them. In addition, our Foodbank has addressed food poverty by providing support direct to local schools, and has forwarded excess fresh produce to other local organisations including the Core, and (pictured below) The Community Fridge and Larder at No.4 Fore Street.



How can we best protect out volunteers?

Again, changes were made so that some volunteers began working alone and others came in to the Foodbank in small, fixed teams to prepare food parcels, weigh in donations, stack shelves, collect donations and deliver to clients. Older and clinically vulnerable volunteers had to follow government guidelines and step back for their own protection and everyone had to learn to follow strict cleaning and sanitising procedures. Like everyone else in the community, volunteers had to wear masks, wash hands and keep socially distanced – not easy rules to follow when undertaking many of the jobs that keep a Foodbank operational!

Will the Foodbank still have enough volunteers?

At the start of the first lockdown some of our longest serving and most experienced volunteers, reluctantly had to step back, but our Foodbank was fortunate to find support from a number of people who found themselves furloughed and the activities of the Foodbank have been undertaken by a reduced number of volunteers who have been quite amazingly dedicated and determined to keep up the flow of food in and out. A huge “Thank you” goes out to all those temporary and permanent volunteers who have been able to keep this Foodbank afloat.

Will donations dry up?

We knew that Covid-19, and the restrictions that this put on the general public, were bound to impact on our community and that local people might well face shorter working hours and even job losses. We were very concerned that this could impact on our community’s ability to continue their support.

But, we need not have worried! Saltash Foodbank has been overwhelmed by the generosity of the residents, organisations, and businesses of Saltash and the surrounding areas, who have continued to provide for their neighbours in these unprecedented times, with donations of food, cash and necessary items. This kindness was particularly appreciated at Christmas, when so much seasonal fare arrived in the form of tinned hams, crisps and chutney, mince pies, Christmas puddings, crackers, chocolates and gifts, all of which were distributed along with the Foodbank’s usual food parcels to local families.

Not that Saltash Foodbank has been working in isolation this year

Last year Cllr. Hilary Frank of Cornwall Council arranged virtual meetings of representatives from local churches, schools, charities and community groups who were supporting local people through the pandemic, to try to identify the need for food and related support in Saltash; improve communication between the various providers, and to coordinate provision of support and share best practice. Saltash Food Alliance, which was born out of that first meeting on 11 November 2020, has strengthened ties between local organisations to address not only hunger, but also food waste.

So, in spite of Covid-19, lockdowns and the ongoing uncertainty for all, Saltash Foodbank has continued to support local families in crisis. This has been entirely due to the dedication and hard work of our volunteers and the unfailing generosity and kindness of the local community.

TO YOU ALL - THANK YOU

. . . and to anyone who needs the help of Saltash Foodbank
please be assured we will be there for you.

Just ring: 0800 328 2124

to receive confidential help and advice

The Trussell Trust

Saltash Foodbank continues to be affiliated to the Trussell Trust, which this year has in particular, provided us with invaluable advice and assistance regarding how best to operate safely and in adherence to government guidelines.

Like other Trussell Trust Foodbanks, we have continued to collect and upload data to the Trust, which is then able to provide government with an accurate picture of the problems of food poverty, faced by so many families and to work to address poverty in our society.

Through Emma Greenwood, the Trussell Trust's South West's Area Manager, our volunteers have been able to undertake continuing (virtual) training and Emma has been a great support during these unprecedented times. We are very grateful for her advice and encouragement. Thank you for being at the end of the phone Emma and thank you to all your colleagues at Trussell Trust who have been there to provide ongoing help and guidance!

Volunteers

At the start of the first lockdown, Foodbank volunteers became recognised as front-line workers and were issued with a letter from the Trussell Trust to confirm this, in case volunteers were challenged when away from home on Foodbank business.

Because of the reduced number of volunteers able to keep working in the Foodbank, many of those who were able to keep going have staffed sessions, week-in week-out, without a break since last March.

The Warehouse staff weigh in the donations and stack the Warehouse shelves. The Drop-In staff make up the food parcels and bags going out to clients. The collections drivers pick up both the donations made by the public, in the collection boxes in various local shops, and also the donations made by the supermarkets. The delivery drivers take the food parcels to clients.

Together these teams have ensured that the flow of food in and out of the Foodbank has continued smoothly throughout a very difficult year. Most jobs in the Foodbank involve a fair amount of lifting and carrying and all volunteers have had to follow strict and time-consuming sanitising regimes to keep themselves, other volunteers and clients safe. The dedication of all Saltash Foodbank's volunteers has always been quite remarkable, but in this unprecedented year it has been nothing short of outstanding.

This year one of our Trustees, Karen Chapple, has kindly taken on the role of Volunteer Co-ordinator. Karen will become the point of contact for volunteers and she is also updating and uploading volunteers' details to our Foodbank's secure online data recording system. This is an ongoing task, but one that will ensure data protection for our volunteers' information. Many thanks to Karen for stepping forward to take on this very necessary role.

Drop-In Report - Rika Chanter

The drop-In has not been a drop-in to clients this last year as we have been operating a delivery only service during the pandemic. I am grateful to all the volunteers who have embraced our new way of working during this year, without seeing our clients. These are the volunteers that take my calls to receive the client details and their extra needs, as well as those that pack and weigh the food bags and any additional items and then also the Foodbank volunteer delivery drivers who have travelled many miles to deliver the food parcels.

The Foodbank drop-in has been working this last year with 2 volunteers per shift. This, along with a strict cleaning routine, has kept everyone safe. After the food parcels requested have been assembled, they are delivered that evening. Another volunteer then comes in at another time to replace the used food parcels for the next drop-in shift. Several of our volunteers managed to do a signposting course on Zoom to help our clients.

I had more calls from people that have had to use the Foodbank for the first time than in previous years. This has mainly been due to the pandemic and its effects. Some clients obviously never expected to be in such a precarious financial position. This is shown in the table below. This can be as children have been home more, the client has been put on furlough, or the client was put on Universal Credit after losing employment. There were even elderly and clinically vulnerable people that called us after the free food parcels stopped from the government after the first lockdown, requesting food. Luckily for the people in the Saltash and surrounding area, Community Enterprises PL12 have changed their operations during the pandemic by shopping for those unable to shop for themselves; this included getting prescriptions and even loans from the jigsaw library. The Hopper bus started to deliver hot meals and 'chill and cook' meals in lockdowns to people requesting them. These were cooked at the Bullers Arms in Landrake. Some of these meals we have been delivered to individuals in temporary housing with no cooking facilities, so they have access to a more balanced diet. This was facilitated with grant monies received from Cornwall Community Foundation. This funding also allowed us to buy food tokens from local take-away outlets, such as Rowes, Codfathers and The Hungry Fox. These were supplied to clients in temporary accommodation, so they could have an occasional hot meal. Many of these people in temporary accommodation have been housed by the Council for various reasons, most frequently to get people off the street during lockdowns. Many were in 'temporary' accommodation for several months, which is not ideal.

The main reason for people needing the Foodbank is low income. It is sad that current levels of benefits do not cover peoples' bills. Some have debt that needs addressing. We always ensure that the referring agency is helping them with their debts or that we refer them to Citizens Advice or that we encourage them to contact Christians Against Poverty. We are lucky in Saltash that Tim Squires from the Baptist church has recently started helping people with their debts. Unexpected circumstances, such as a broken appliance, being re-homed due to domestic violence, relationship breakdown, or a death or illness in the family, all add extra expense for those already on low income.

We recently asked a few clients to reflect on the service they had received from us. These are their responses:

'The Foodbank has helped me when I needed it due to money shortages. I really appreciated all the food received, even at Christmas, I had Christmas food boxes. Been a real help, thank you.'

'The Foodbank helped me enormously, at that time. I really did not know how I was going to eat for the next few weeks. It was an absolute life saver and extremely grateful.'

'As a self-employed single mother, I had no income for months and struggled to feed my family and pets. The Foodbank was our lifeline. Thank you so much'

'I was extremely grateful having all the food delivered to me by a very friendly man. This was a lifeline for me, and I shed a few tears as I unpacked it all. Thank you very much to you all.'

'The Foodbank has been amazing to my husband and I during some difficult financial times, we appreciate your help.'

'Help was very quick and understanding. I did not feel ashamed to be needing extra help, thank you.'

From the table on the next page you can see an added entry for Plympton. Plympton contacted the Trussell Trust and myself to see how they could start up a Foodbank. Their location was quite a distance from the other 2 Foodbanks in Plymouth. The feedback from the community was that a Foodbank was needed in their area to help the people affected by the pandemic. The Plympton team ministry, comprising of the 2 Anglican churches in Plympton, worked together to make this happen. At that time the Trussell Trust would not let them set up a Foodbank but were happy to allow them to be one of our agencies, but they would provide their own food for the food parcels they issued. This started in April 2020. Later in 2020, Plympton became a fully-fledged Foodbank and no further vouchers would go through our system. They are now called Plympton Foodbank under the Trussell Trust. Plympton also provide a delivery-only service and we have used them in the past to deliver to areas in Plymouth beyond our remit.

Our figures are shown both with and without Plympton. Both show an increase in need due to the pandemic on individuals and families. The trend for need in Saltash has increased in the 3 years shown.

Vouchers Report - Rika Chanter

Year 1st April to 31st March	Vouchers	Adults	Children	Total fed	% change on previous year
Year 4/20 to 3/21					
Saltash only	439	694	407	1101	14% up
+ Supporting Plympton (total S+P)	57 (496)	102 796	81 488	183 1284	----- 33% up)
Year 4/19 to 3/20					
Saltash	389	612	354	966	3% down
Year 4/18 to 3/19					
Saltash	372	614	385	999	6% up

As well as another Trussell Trust Foodbank in our area (Plympton), the increase of other food distribution hubs that have sprung up during the pandemic has been significant. Saltash has now a 'Community Fridge and Larder' that, as well as distributing end of day and items passed their 'best before' date, also distribute 'in date' tinned and dried foods, without asking questions of the receiver. This they do 3 times a week, with several dozens of customers at each session. Our data therefore underestimates the real state of hardship in Saltash. 'Ambient food' is made available through the government department DEFRA and Fare Share.

In Plymouth a new local food network has been set up to support all Foodbanks and food distribution hubs. This network recently reported there are over 100 different food distribution points in Plymouth, from the soup kitchen, to community larders, Trussell Trust foodbanks and many newer hubs which collect end-of-day food as well as Fare Share ambient food from the ARC (The Aid Redistribution Centre in Plymouth) supported by the Co-op, Sainsburys and other supermarkets. These new hubs also take community donations. At Saltash Foodbank we link in with this network, started during the pandemic and have seen the organisation grow to a point where referrals can be made by these new Foodbanks to Citizens Advice in Plymouth as well as developing an information leaflet for further support.



The Foodbank has been very lucky this year to receive donations from a number of very kind children, and thanks go to them and their families for their support.

Zennor donated to Saltash Foodbank again, providing 20 Christmas gift parcels and advent calendars. (Last year she donated lots of Easter eggs!)

The table below displays the areas from where we receive our referrals.

Ward	No. Vouchers	Adults	Children	Total
Budshead	11	18 (72%)	7 (28%)	25
Callington	1	1 (50%)	1 (50%)	2
Devonport	6	8 (61.54%)	5 (38.46%)	13
Drake	1	1 (100%)	0	1
Efford and Lipson	3	12 (100%)	0	12
Eggbuckland	1	1 (100%)	0	1
Ham	6	11 (55%)	9 (45%)	20
Honicknowle	22	32 (64%)	18 (36%)	50
Looe West, Lansallos and Lanteglos	3	3 (100%)	0	3
NFA	41	43 (100%)	0	43
Newton & Yealmpton	2	2 (50%)	2 (50%)	4
Peverell	1	1 (50%)	1 (50%)	2
Plympton Chaddlewood	19	28 (68.29%)	13 (31.71%)	41
Plympton Erle	16	28 (41.79%)	39 (58.21%)	67
Plympton St Mary	9	22 (64.71%)	12 (35.29%)	34
Plymstock Radford	4	6 (66.67%)	3 (33.33%)	9
Rame Peninsular	1	2 (66.67%)	1 (33.33%)	3
Saltash East	87	153 (67.4%)	74 (32.6%)	227
Saltash North	50	79 (56.03%)	62 (43.97%)	141
Saltash South	80	133 (48.54%)	141 (51.46%)	274
Saltash West	42	69 (67.65%)	33 (32.35%)	102
Southway	5	9 (50%)	9 (50%)	18
St Budeaux	16	26 (72.22%)	10 (27.78%)	36
St Dominick, Harrowbarrow and Kelly Bray	11	18 (50%)	18 (50%)	36
St Germans and Landulph	36	48 (76.19%)	15 (23.81%)	63
St Peter and the Waterfront	4	8 (72.73%)	3 (27.27%)	11
Stoke	3	7 (100%)	0	7
Sutton and Mount Gould	6	7 (100%)	0	7
Torpoint East	1	2 (100%)	0	2
Truro Trehaverne	1	2 (100%)	0	2
Unknown	0	0	0	0
Wembury & Brixton	7	16 (57.14%)	12 (42.86%)	28
Totals	496	796	488	1284

The table includes Plympton Foodbank figures from before they became a separate Trussell Trust Foodbank.

Crisis Types

Crisis	No. Vouchers	Adults	Children	Total
Benefit Changes	40	59 (69.41%)	26 (30.59%)	85
Benefit Delays	34	72 (73.47%)	26 (26.53%)	98
Child Holiday Meals	2	4 (26.67%)	11 (73.33%)	15
Debt	33	59 (55.14%)	48 (44.86%)	107
Delayed Wages	3	5 (83.33%)	1 (16.67%)	6
Domestic Violence	12	20 (57.14%)	15 (42.86%)	35
Homeless	40	46 (97.87%)	1 (2.13%)	47
Low Income	271	435 (60.33%)	286 (39.67%)	721
No recourse to public funds	4	6 (54.55%)	5 (45.45%)	11
Other	32	43 (53.75%)	37 (46.25%)	80
Sickness	25	47 (59.49%)	32 (40.51%)	79
Totals	496	796	488	1284

Sad News

On January 21st this year, Saltash Foodbank lost its Secretary, Lesley Margetts, who had supported and guided the Trustees since 2012. Lesley's funeral took place on 18th. February 2021. The thoughts of everyone in Saltash Foodbank remain with her family.

As well as her work with the Foodbank, Lesley was involved in a wide range of activities in the local community, being a Reader and someone very involved with the running and the life of the Saltash Team Ministry. She also taught yoga and found time to run occasional sessions for the local Guides. She was as enthusiastic as she was energetic in all she took on. Lesley is greatly missed by all at Saltash Foodbank.



Secretary's Report - Corina Clement

Throughout this year we have continued to hold regular meetings, but these have had to be held virtually. In order to ensure that Trustees and Volunteers were not overwhelmed by virtual meetings, Lesley drew up a Meetings Policy to ensure that Saltash Foodbank only holds one meeting in any month, but still follows its Constitution by holding three Trustee Meetings and an AGM, as well as regular monthly meetings. Minutes of the various meetings have been circulated to keep Trustees and Volunteers up to date via reports on the activities of the Warehouse and Drop-In Centre, together with reports on Collections, Agencies, and a Treasurer's report.

One particularly important meeting this year was the General Meeting held on 9th December 2020, when the Constitution of Saltash Foodbank was amended so that the Volunteers of the Foodbank are now automatically 'Members' entitled to vote on the appointment of Trustees. The Trustees actively encourage the Volunteer members to attend the regular meetings and to be involved in how the Foodbank is run.

There are just so many "Thank you's" that Saltash Foodbank needs to send out this year. Thanks go to our Volunteers, to our supporters, and to all those organisations and businesses who have worked with Saltash Foodbank to support families in crisis, including Lidl, Waitrose, Co-op, Tesco Transit Way; also the smaller local shops who have become collection points; the local schools, The Core, Community Enterprises PL12, Community Fridge and Larder. Our thanks also go to British Gas and their lovely delivery drivers.



We would like to give a 'special mention' to the local hot food outlets who signed up for the Foodbank's voucher scheme, enabling homeless Saltash Foodbank clients to have a hot meal. Thanks to the management and all the staff at The Cod Fathers, Rows and The Fresh Fox. The voucher scheme has meant so much to local people in crisis. We also liaised with Age Concern to have hot meals (which were prepared by the Bullers Arms for Age Concern and the community during lockdown) delivered by the Hopper bus and volunteer drivers to some of our clients.

In this particularly difficult year we felt it was important to try to add some fresh food to our client's food parcels, and we are very grateful to local farmers and growers who regularly donated big bags of fresh potatoes, onions, carrots and swedes. Fresh food was a very welcome addition to our food parcels. Thank you to Tremayne Carew Pole and Sean O'Neill for your generous support through out this year.



Tremayne Carew Pole, has been supporting Saltash Foodbank with a donation of around 120kg of fresh vegetables from his farm every week throughout the last year.

Thanks also to Jim Hill. Right at the beginning of lockdown last year we realised that our new Covid-safe operating procedure was going to mean that more volunteers would need keys to the Foodbank. Rika rang round and Jim of Masterkey Locksmiths agreed that as we were a Foodbank charity he would drive across the bridge and come and help us. He came in his van and, in the carpark at the back of the Foodbank, he cut the keys that we needed to keep Saltash Foodbank operational. Thank you, Jim!



A generous donation of £100 from Pengelly Funeral Services.



A donation from Marjon's Pastoral Team, represented by Revd. Michelle Parkman on left and Foodbank volunteer Anne Melling on the right.

Agencies Report - Rika Chanter

As the Referral Agencies table shows, our main source of referral is the Job Centre. These clients are mainly on Universal Credit (UC). They are able to email their work coach to request food help. Many on UC struggle to budget even though the government has added £20 per week to this benefit during the pandemic.

Many clients were also waiting for their first payment of Universal Credit or their benefit advance (that they have to pay back over 12 months). On top of this they can get deductions from their benefit of up to 40% for things like government loans they had in the past, or arrears they need to pay back. If clients have other debts, they need to pay these as well with their monthly benefit money, especially the priority debts like rent and council tax. Many clients struggle to pay even these and will get referred to support agencies such as Citizens Advice or Christians Against Poverty, to help them manage all their debts.

Most referrals during the pandemic have been submitted with the agency not having met with the client directly. This has led to some clients experiencing a delay in support. This, along with less people working for the agencies during the lockdowns, staff illness and shielding, have affected many operations at the agencies, especially as demand has increased. Due to lack of face-to-face meetings, we have noticed more clients coming to us with mental health issues.

Additional referrals were received from the following agencies: Plymouth City Council First Stop Shop and Citizens Advice National Helpline (introduced during Covid-19), recently renamed 'Help in Hardship'. As these referrals were not made by a referral agency set up by Saltash Foodbank these are not shown in the full figures below.

We have received no red vouchers during the last year. This used to be our main means of referral when agencies could meet people face-to-face. All referrals have been done via the Trussell Trust database, directly from the referral agency. They are able to choose the nearest or appropriate Foodbank for their client. Alternatively, we receive an email referral with details of the person needing support. Several referrals were done by phone to our 0800 number where details of the situation and client were passed to us and a voucher created for them. All communications with agencies and clients are kept strictly confidential.

Recently, more local primary Schools have agreed to become e-referral agencies. We are now supporting many families that have been unable to access free school meals (or the voucher which supported the families that usually received the free school meals) but were home schooling their children. It is good to add this school support to the Trussell Trust data system as they were previously supported with food by the schools directly.

We are here for the whole community and are keen to work with other groups we do not see often, especially the elderly.



Carla did a 27 mile hike to raise funds for the Foodbank and purchased items for Christmas Hampers. £170 was raised.



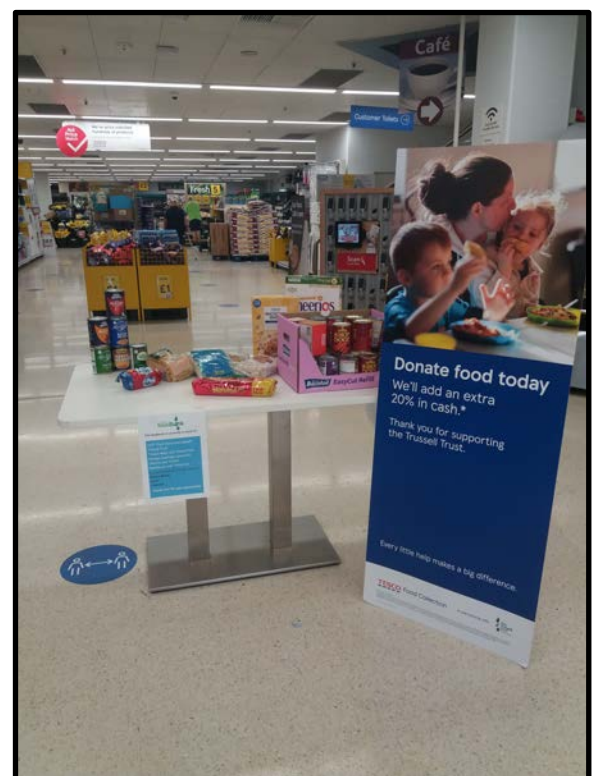
Zoe Angear donated £130 to the Foodbank by selling a beautiful picture of Saltash.

Referral Agencies (delivery only)

Agency	Referrals
Job Centre	107
Saltash Foodbank	57
Plympton Team Ministry	56
Saltash Family Hub	22
We are with you (formerly Addaction)	22
Cornwall Housing - Bodmin	14
St Stephens Saltash CP School	10
Young People Cornwall	10
Age UK Cornwall Social Prescriber	8
Burraton CP School	6
Citizens Advice Cornwall - Saltash	5
Saltash Health Visiting Team	5
Adult Social Care - Liskeard, Looe and Rame	4
Education Health and Social Care - Ongoing Support	3
Marine Academy Plymouth	3
Trevillis House (CMHT)	3
Children and Families Services	2
Cornwall Council Early Help Teams	2
Cornwall Housing Ltd Prevention and Engagement Officer	2
Education, Health and Social Care (Child in Need Team)	2
Live Wire	2
Pluss Social Prescriber	2
Pluss - Plymouth	2
Port View Surgery	2
Saltash Foodbank Centre - Waterside	2
Action for Children - St Austell	1
Adult Care and Support	1
Adult Social Services - Falmouth/Penryn Team	1
BCHA	1
Bishop Cornish CEVA Primary School	1
Community Energy Plus	1
Community Enterprise PL12	1
Devon and Cornwall Police	1
District Guiding Commissioner	1
First Light	1
Housing Options Cornwall Housing Ltd	1
PCT Health Trainer	1
Pentreath Ltd	1
Plymouth School of Creative Arts	1
Probation Service - Liskeard	1
Saltash Community School	1
Together for Families in Cornwall	1
True Butterflies	1
Willow Tree Housing Partnership	1
	Total 372

Collection Points

Participating organisations
Burraton Chapel
Co-op Saltash
Deli Bazaar
Food Warehouse
Lidl Saltash
Nicholls and Sainsbury Solicitors
Saltash Baptist Church
Saltash Wesley Church
Spar Mote Park
St Nicholas and St Faith's Church, Saltash
St Stephens Church, Saltash
Tesco Transit Way
Transit Way Post Office
Waitrose Saltash



Unmanned Supermarket collection at Tesco Transit Way in Nov. 2020, due to Covid-19 restrictions. Over 3 days, 422.6kg of food was collected from items on a list at the table at the store entrance.

Supermarket Collections Report - Jackie O'Melia

Due to the pandemic there have been no manned supermarket collections over the last year but that did not mean that donations wavered; in actual fact, offers of support increased with many generous donations.

In previous years there has been a great deal of positive feedback and conversation from the community on supermarket Collection Days and although this has been missed over the last year I feel that the generous donations reflect the strong support Saltash Foodbank has within the local community. I do however hope that we will one day be able to return to face-to-face collections and be seen within the community again.

I would like to take this opportunity to thank all of the stores and premises that hold Collection Points, as well as churches, businesses and individuals who have donated or provided support over the last year. Without your support and offers of help Saltash Foodbank wouldn't have been able to support as many clients as we have. I would also like say a huge thank you to all of the Volunteers, Trustees and supporters who have given help throughout this unprecedented year.



Thank you Waitrose Partners for your £333 gift voucher.

There are now many collections points across Saltash and the local area. Deli Bazaar in Fore Street and Spar Mote Park have now had Collection Points installed.



Thank you, Deli-Bazaar for having one of Saltash Foodbank's donation baskets and thanks to your customers for all their donations.



Thank you Spar Mote Park for having a Saltash Foodbank collection point in store and to your customers for their donations.

Warehouse Report - Rika Chanter

We have been blessed with additional volunteers over the last year in the Warehouse to help sort, label and even redistribute food we had donated to us. Thank you to all those who joined us as volunteers this last year, to work on their own or as a couple 'bubble' to sort donations; this has really allowed us to keep all our volunteers safe.

As well as this we have added to our storage area by renting part of the converted toilet block ('the Looibrary') at the other Belle Vue Road Car Park. This is run by the Saltash Community Enterprises PL12, who are also our landlord at 18 Belle Vue Road premises.

'The Looibrary', or as we call it 'the Castle' was a real blessing late in 2020, when we needed space for Christmas hamper items. It currently still houses some Christmas hamper items and gifts as well as surplus stock we could not store in the main building, recently when we had a minor ingress of water into the Warehouse. The source of the problem was identified and dealt with by our landlord and their agents and our wall will be repaired soon when all is dry. In the meantime, some shelving had to be removed from our warehouse.

In addition to the Warehouse volunteers, overseen by Ruth, our Warehouse Manager, we also have added to our team of people that collect from supermarkets as we have increased the number of collection points in Saltash. Thank you to all who support us with their time, to ensure we can feed those in need.

The Foodbank had several large quantities of food donated to it. From Tesco direct through British Gas Drivers during the first lockdown. From Tesco Transit Way where we prepared a set list of items we needed for a 3 day food collection at their store in November. Then at Christmas, Lidl Saltash asked people to buy an extra item from a list of 5 items that Lidl prepared over a few weeks in December. In February we received one and a half pallets of stock from them, mainly rice, muesli, tuna, biscuits and pasta sauce. Thank you to Mike Finch and his van for collecting these items for us along with Les and Mel Dixon.

Stock_In

Organisation	Amount (kg)
'Love Your Neighbour'	13.15
Aldi Plympton, end of day fresh items or items not at their best to resell	652.6
Antony Estate, fresh vegetables.	2705
Asda	45.55
Bakers Cornish Bakehouse (plain flour)	80
Baptist Church	18
Bishop Cornish School (Harvest)	45.35
Blunts Methodist Church (Harvest)	23.8
Brunel School (Harvest)	64.35
Buckfastleigh Foodbank	120
Callington Foodbank	1404.05
Chapple Property Management	56.7
CHICKS	41.25
Co op store, Saltash Collection point	2463.3
Co-op Depot, Plympton. End of day fresh produce.	486.45
Community	1676.93
Community Enterprise PL12, No 4 Fore Street (Collection Point)	460.1
Cryola Holiday Cottages	33.4
Deli bazaar Collection point	80.6
Food Warehouse Collection point	205.45
Forthglade (dog food)	63
Helmsley Fraser (Christmas)	26
Home Bargains	6
Lidl (Christmas Campaign Collection)	528.8
Lidl supermarket Collection point and warehouse	6195.57
Liskeard & Looe Foodbank	178
Marjon Pastoral Care (Christmas)	46.45
Mary Dean Primary (Christmas)	45.05
Mote Park Spar (Collection point)	300.45
Nicholls and Sainsbury Solicitors (Collection point)	113.5
Pengelly funeral Directors (Christmas)	7.15
Plymouth Foodbank	353
Plymouth Hygiene Bank	33.45
Plympton Foodbank (Food parcels fulfilled by PF as client out of our area)	489.86
Plympton Team Ministry (Stock provided by PTM to fulfil their food parcels)	1329.99
Waitrose (end of day fresh produce)	783.85
Provide Devon	227.7
Saltash Community School (Christmas)	29.05
Saltash Sailing Club	10.75
Saltash Wesley Church (Harvest and Collection point)	106.8
Sir Robert Geffery's School (Harvest)	20.15
St Anne's residential home (Christmas Hampers)	80
St Nicholas & St Faith Church	29.9
St Stephens Church	23.25
St Stephens School	3.7
St. Mellion (Fresh produce)	10.5
Tesco - bulk delivery by British Gas Drivers during lockdown one	3275.48
Tesco Transit Way (Collection point)	3651.6
Tesco Transit Way (Unmanned Supermarket Collection)	422.6
Tesco Transit Way	4074.2
Volkers (Christmas)	23.2
Waitrose collection point	7581.98
Purchased items using Waitrose gift card	85.45
Total food in (kg)	36758.49

Stock_Out

Destination	Amount (kg)
'Help yourself' items	7216.77
Client Christmas hamper	1307.05
Buckfastleigh foodbank	677.9
Plympton' foodbank	19.35
Bishop Cornish School	362.9
Breakthrough Project Plymouth	60.6
Brunel Primary School	705.5
Burraton School	733.25
Community Table	1212.8
Devonport Live	141.55
Hillsborough spiritualist church foodbank	34.4
Jeff Adams (in exchange for loan of dehumidifier)	3.6
Landrake school	471.6
Landulph School	307.6
Plympton Team Ministry	39.1
Provide Devon	49
Red Cross	263.71
Saltash Community Fridge and Larder	505.05
Saltash Community School	3323.8
Salvation Army	247.1
Shekinah Mission	320.6
St Stephen's School	2176.4
St. Petrocs	333.85
Tamar View Community Complex foodbank	288.4
Trevi House	126.9
Emergency food boxes	581.4
For disposal (OOD/damaged)	721.66
Other	254.53
Stock adjust	2244.84
Saltash FB Waterside (food parcels)	25
Saltash Foodbank (food parcels)	11364.91
Total stock out (kg)	36,129.1

Stock In 2020 – 2021 = 36,758.49kg

Stock In 2019 – 2020 = 17,680.20kg

Stock In 2018 – 2019 = 15,160.80kg

Stock Out 2020 – 2021 = 36,129.10kg

Stock Out 2019 – 2020 = 16,524.60kg

Stock Out 2018 – 2019 = 14,226.80kg

I would like to thank all the organisations listed to the left, for their donations this last year. Thanks also to the many individuals who donate to our collection points.

Reasons for such a significant increase in donations are:

1. Addition of Plympton Foodbank food parcels
2. Additional food collection points in Saltash at No 4 Fore Street, Deli Bazaar, Mote Park Spar, Food Warehouse and Lidl, Saltash
3. Increase in collection of end of day items from supermarkets, such as bread, veg and fruit, especially from the Co-op Depot in Plympton, Aldi in Plympton and Lidl warehouse both Saltash and Plympton.
4. Lots donated direct from Tesco via British Gas drivers during the first lockdown to help those in crisis, and also to support local schools. This was a scheme delivering to all Trussell Foodbanks.
5. Generally, people being more generous in Saltash to support the Foodbank during this pandemic
6. Fresh vegetables such as potatoes, onions, carrots and swedes donated by Mr Carew Pole, Hay Farm on the Antony Estate and collected by volunteer Pat Dollard weekly. This fresh food has been well received by our clients who sometimes let me know how they will use these items for a nutritious meal for their families
7. Surplus stock received from other Foodbanks that were unable to store the excess food received from the lockdown Tesco deliveries
8. New supermarket one-off collections from Tesco Transit Way (3 day unmanned collection) and Lidl Christmas campaign for 5 specific items.

Reasons for such a significant increase in food distribution are:

1. We are unable to store more than 3 tonnes of food on our premises without being overwhelmed, so need to look for other Foodbanks and organisations that support vulnerable people, schools as well as adding extra to food parcels, to pass some of this valuable resource on to where it is needed.
2. Plympton Foodbank and the Plympton Team Ministry figures are also included here, for when they were not yet a Trussell Trust Foodbank. Their figures are added to the total that went out as food parcels
3. Increase of discretionary items collected from other supermarkets and the community that we could pass on to our clients and to the community such as, at the community table and at the Community Fridge and Larder in Saltash. These are items that are end of day items from supermarkets, items past their best before date, unusual items, not on our normal food allocation list, items with slightly damaged outer packaging or missing an item from a multi-pack that cannot be sold on. Many of these items would otherwise end up in landfill.

Projects Report - Charles Worth

2020/21 has again been a challenging year to deliver the Saltash Foodbank service! The Covid-19 pandemic meant that we had to develop and extend our 'virtual' infrastructure to ensure the Foodbank kept operating efficiently.

Laptops

The key Foodbank roles: Chair, Management, Logistics, Finance, Communications and Secretary, all now have dedicated laptops. As well as having efficient new computers, this means that when key volunteers step back, they will be able to hand on their computer, with all the information a new volunteer needs, to maintain our vital service. Colleagues have been exemplary in adapting to these new tools. We have therefore been able to use applications like Skype and WhatsApp, enabling the information-flow to be maintained. Screen-sharing has allowed us to support each other's IT skills and solve the technical issues that inevitably arise when a new IT infrastructure is implemented. We base our communications on the secure mail and web systems provided via the Trussell Trust and we are extremely grateful for their support and professionalism. We ensure the protection and privacy of our critically important information through the use of Bitdefender Antivirus software.

Coda

The challenge of working virtually has also provided the opportunity to use online tools which ensure that relevant information is easily and securely accessible to all Volunteers, Trustees and Administrators. We have selected an application called Coda for this. As well as storing and accessing information, Coda has enabled us to work collaboratively online, for example in the production of this Annual Report. The use of Coda has also prompted us to review and update information that we have previously held in box files. Whilst this has meant an increased workload, it also means that our working information (Volunteer and Trustee information, Policies, etc.) can be more easily reviewed and kept up-to-date.

Funding

Working with grant funding providers, most notably the Cornwall Community Foundation, has been a major Project focus this year. Without their support we would have found it impossible to meet the practical and financial challenges that the Covid pandemic has created. We sincerely thank the Cornwall Community Foundation for their ongoing support. Their systems provide the funding we need but also ensure that it is carefully spent through a detailed reporting process. My sincere thanks to Jill Morton for her extremely hard work, ensuring that our spending is rigorously and transparently accounted for.

Christmas

My most enjoyable task in the past twelve months has been my involvement in the Christmas Hamper process. Both directly and through Saltash Schools and other organisations, we have been able to provide extra support for many Saltash families – particularly those with children – at Christmas time. Seeing the relief on the faces of parents, when just a little extra is provided to help them get through Christmas, is a very special experience.

Finance Report - Jill Morton

At the end of March, Saltash Foodbank found itself with bank balances of £47k. This is mainly due to the grants and the very generous donations received during the year.

Donations have been received from local Churches, Neighbourly, L2D Ltd, Making a Difference Locally, B&M, WCP Ltd Pengelly Funeral Services, St Barnabas League of Friends, Inner Wheel, Waitrose, Cecily Baker Charity, Marjon, Clive Barford Ltd, Spareable, Unite the Union, Cornish Christmas Giving and many donations from individuals.

We are very grateful for all donations, regardless of size, that help us to continue our work to help relieve poverty in Saltash and the surrounding area.

Donations this year were received from:

Name	Amount
Regular monthly donors	£ 4.1k
Virgin Money Giving	£ 9.9k
Other donations	£10.9k
Fundraising	£ 0.0k
Total	£24.9k

Grants received this year:

Name	Amount
Saltash CEPL12	£ 100
Trussell Trust	£ 600
Duchy Health Charity	£ 3,000
Cornwall Community Foundation	£ 5,000
Cornwall Council	£ 10,000
Total	£ 18,700



Saltash Foodbank volunteer, Jane, in the Loo Library with some of the Christmas donations

These grants have enabled the Foodbank to continue its work. We have had to change the way we work, with the food being delivered to clients. This has incurred additional travel expenses. Many volunteers have also had to work remotely.

The Trustees have agreed that the reserve fund should enable the Foodbank to operate for a 12 month period in times of economic hardship (such as the pandemic that we are currently experiencing). This reserve fund has been calculated at £12k. This reserve fund will give us the comfort of knowing that we are able to carry on our extremely valuable work in times of ongoing hardship.

The Trustees would like to thank Stephen Richards for examining our books and records and for his Report thereon. The Income and Expenditure Account for the year ended 31 March 2021, the Balance Sheet as at 30 March 2021 and the notes to the accounts are set out below.

Income and Expenditure account for the year 1 April 2020 - 31 March 2021

	2020-21			2019-20		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Income						
Donations	£24,884.19		£24,884.19	£6,483.88		£6,483.88
Grant	£10,600.00	£8,100.00	£18,700.00	£4,000.00	£1,350.00	£5,350.00
Interest Received	£34.67		£34.67			
Gift Aid	£1,166.10		£1,166.10	£2,510.63		£2,510.63
	£36,684.96	£8,100.00	£44,784.96	£12,994.51	£1,350.00	£14,344.51
Expenditure						
Rent	£3,000.00	£340.00	£3,340.00	£3,000.00	£0.00	£3,000.00
Electricity	£276.26		£276.26	£447.59	£0.00	£447.59
Rates	£94.89		£94.89	£81.56	£0.00	£81.56
Insurance	£491.90		£491.90	£300.06	£0.00	£300.06
Fees	£0.00		£0.00	£360.00	£0.00	£360.00
Office Expenses	£300.94	£3,396.45	£3,697.39	£99.22	£0.00	£99.22
Travel Expenses	£97.77	£1,740.70	£1,838.47	£130.16	£0.00	£130.16
PPE & Cleaning		£828.34	£828.34			
Food		£330.74	£330.74			
Project/Grant			£0.00	£668.55	£192.54	£861.09
Client Top-ups		£260.00	£260.00	£0.00	£30.00	£30.00
Depreciation	£1,237.32		£1,237.32			
Sundry	£100.00	£5,599.08	£5,699.08	£99.25	£5,186.39	£5,285.64
Net Income	£31,085.88	£687.23	£31,773.11	£7,808.12	£1,127.46	£8,935.58

Registered Charity in England & Wales No. 1157577

Balance Sheet as at 31 March 2021

Fixed Assets				£4,949.26						
Current Assets										
Cash at bank & in hand (excl reserves)	£33,732.65		£1,623.91	£35,356.56		£19,405.25		£1,127.46		£20,532.71
Cash at bank reserves	£12,000.00			£12,000.00						
				£52,305.82						£20,532.71
Represented by										
Net income b/fwd				£20,532.71						£20,532.71
Net income in year				£31,773.11						£0.00
Net income c/fwd				£52,305.82						£20,532.71

Registered Charity in England & Wales No. 1157577

Notes to the accounts year ended 31 March 2021

1. The accounts have been prepared under the receipts and payments method
2. Fixed Assets have been depreciated at 20% on reducing balance
3. For insurance purposes Saltash Foodbank has assets valued at £17,637
4. The accounts do not show any stock as all of the stock is donated
5. For insurance purposes Saltash Foodbank has stock values at £9,900
6. The Trustees do not think that the stock value at 31 March 2021 would have changed from the estimated value at February 2021
7. The Foodbank has a telephone account which enables its clients to phone at no charge to themselves. It is the policy of the Foodbank to make lump sum payments to BT to ensure that the account is always in credit
8. As at 31 March 2021 it is estimated that the credit balance was £830

Fixed Asset Schedule as at 31 March 2021

Date Purchased	Asset	Cost	Dep'n	WDV
07.08.20	Beacon Electrical - freezer	194.98	39.00	155.98
04.11.20	Apple Distribution Int Ltd - Magic Mouse	354.00	70.80	283.20
10.11.20	6 Apple laptops	5,637.60	1,127.52	4,510.08
		6,186.58	1,237.32	4,949.26

 CHARITY COMMISSION FOR ENGLAND AND WALES		Independent examiner's report on the accounts	
Section A Independent Examiner's Report			
Report to the trustees/ members of	Saltash Foodbank		
On accounts for the year ended	31 March 2021	Charity no (if any)	1157577
Set out on pages	1 - 4		
Responsibilities and basis of report	I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2021 As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act"). I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.		
Independent examiner's statement	I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect: - accounting records were not kept in accordance with section 130 of the Act or - the accounts do not accord with the accounting records I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached. * Please delete the words in the brackets if they do not apply.		
Signed:		Date:	12/3/21
Name:	STEPHEN RICHARDS		
Relevant professional qualification(s) or body (if any):	CHARTERED INSTITUTE OF MANAGEMENT ACCOUNTANTS (CIMA)		
Address:	3 PRINCE HILL, PLYMOUTH, PLYMOUTH, DEVON PL1 1WR		

Saltash Foodbank Trustees - 2021

Liz Usher (Chair)

Corina Clement (Secretary)

Jill Morton (Treasurer)

Rika Chanter (Manager)

Bob McLean

Rev. Di Burrows (SFB's link to Churches Together)

Darren Chapple (Logistics)

Charles Worth (Projects)

Karen Chapple (Volunteer Co-ordinator)

Sara Walker

Jackie O'Melia (Collections Co-ordinator)



Saltash Foodbank's virtual Christmas card 2020