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Church Street, Bradford on Avon,
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THE HUB@BA15
BRIDGING THE GAP



Charity Number- 1160807

Annual Report 2023-2024



THE HUB@BA15



Contents

1. Trustees & Management Group
2. Annual Report
3. Additional Reports
 - Foodbank
4. Treasurer's Report and Accounts (John Hutchinson)
5. Auditor's Report
6. Acknowledgements

THE HUB@BA15



1.

i. Trustees 2023-24

Philip Secretan: Co-opted - Chair, plus IT & Facilities

Jennie Parker: Town Council

Alison Potter: Town Council

Wendy Brown: Churches Together

John Hutchinson: BoACAN - Treasurer

Angie Hill: Co-opted - Volunteer Liaison

Alison Wells: Churches Together

Graham Dove: Co-opted

ii. Management Group

Trustees: The named Trustees (as above)

Cathy Hearn: Hub Manager



Annual Report

a. The Hub @ BA15

The Trustees monitor the statutory requirements needed for running of the Hub to ensure compliance with its charitable status. The annual report and finances for 2022/23 have been submitted to the Charities Commission as the annual return in January 2024.

The following insurances have been renewed:

- Public Liability
- Building and Contents

The following policies have been reviewed, and are available for inspection on the premises or on request:

- Safeguarding (Vulnerable Adult & Child Protection)
 - o Safeguarding Questionnaire
- Equal Opportunities
- Data Protection policy.
- Health and Safety Policy
 - o Health and Safety Risk Assessments
 - o H&S questionnaire
 - o Fire Risk Assessments
- Lone Working
- Confidentiality
- Complaints Procedure
- Conflict of interest
- Volunteering Policy
 - o Procedures

A Health & Safety poster and Manual Handling Guide are on display. There is an in-date First Aid Kit, accident book and posters naming the appointed first-aider and safeguarding officer.

The Hub@BA15 was opened in 2015 however the lease on premises now continues until 2025 with option to extend for a further two years.

Since the pandemic the numbers of people visiting the Hub continue to build slowly although the food parcel requests have increased, as have the benefit and debt enquiries.

The delivery service which began during the pandemic continues, providing enough volunteers are able to respond to the requests for a driver.

Contact with the agencies remains limited with fewer referrals for the Hub's services than hoped for. Agencies have been contacted and sent the annual report and newsletter in October and again in January with a copy of the latest newsletter to ensure that all are aware of the Hub and services are offered. All E-voucher referrers have been phoned to check that all details are up to date and if any additional staff need to be added.

THE HUB@BA15



The Hub services during this year consisted of:

- The Foodbank (deliveries have continued where drivers have been available)
- Computer access, Job Club (Wednesdays with William Butler and John Clarkson who share the role alternating their Wednesdays), Benefits team.
- Monthly Agency drop ins (PCSO, Selwood Housing, Rough Sleepers Team and Victim Support) this will now extend to Turning Point and Julian House.
- Advice and signposting. (Plans are in train to open as a Grief/Kind Space, run by Sue Ryder charity. This will take place on Thursday mornings weekly and will open up later in the year).
- Internet Access

Additionally: Hartley

- Hope Debt Advice Service continued to offer face to face appointments and can be contacted via the Hub phone, using the free phone number or email. Paperwork continued to use the Hub address.
- Julian House's outreach team hired the Hub meeting room fortnightly on Tuesdays for their team meetings. The Hub invoices them for the use of the space.
- AA meet on a Saturday between 11-12pm at the Hub; they pick the key up from the town council and offer a monthly donation as a contribution.
- CA meet at the Hub on a Wednesday evening and they too pick the key up from the town council and offer a monthly donation as a contribution.
- Two U3A groups meet monthly at the Hub and offer a donation

The number of collecting boxes in the community continues to reduce but the Bridge Street Co-Op boxes in particular continue to generate income. However, this decline in financial donations has been offset by the use of the bank card reader we have in The Hub for people to make donations to us.

We have been supported by Neighbourly and received different grants amounting to £4,400

We have been awarded a Neighbourly grant of £2000 from Sainsbury's "Helping Everyone Eat Better Community Grant".

- Lions gave us £100 for Christmas (for gift cards for food parcels and a prize for Christmas raffle)
- AA have given us a one off extra donation of £150 for Christmas parcels.
- Coventry building society gave us £1000



Grown Green based at Farm supported us with fortnightly vegetable boxes. Kate Collyns grew and delivered these to us. We are extremely grateful for this support and our clients really appreciated having fresh vegetables.

Hartley Farm supported us with their Easter trail and invisible charity menu and raised £100

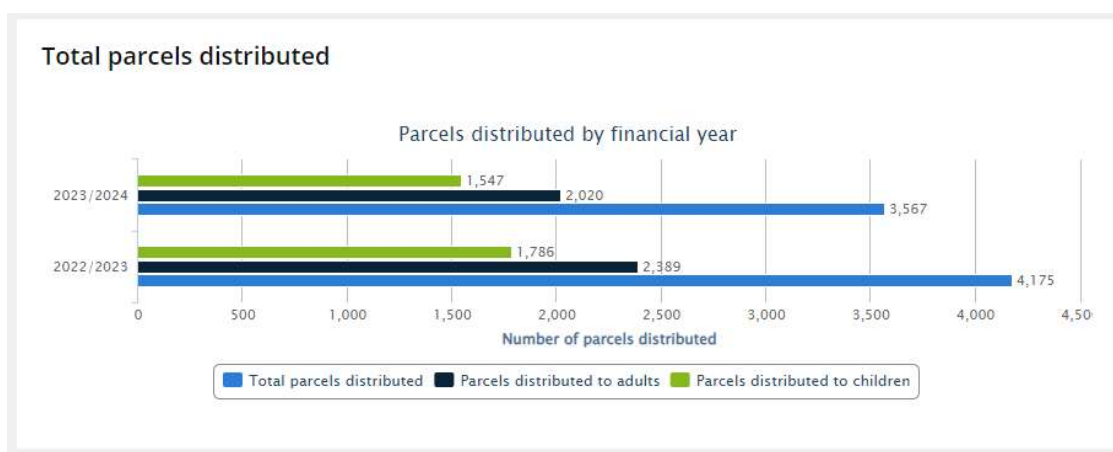
Wadswick Green donated food and money amounting to £921

Sainsburys gave us some dates to enable us to do collecting for the Hub before Christmas. This raised approx £300.

The monthly coffee mornings provide the opportunity to socialise and encourage supporters of the Hub and others from the local community to chat and enjoy fresh coffee and homemade cakes. We hold themed sales, together with donations from refreshments throughout the year. Towards Christmas we join in with the switch-on of the town lights with live music performed by our very own John Hutchinson. The light switch-on and raffle this year itself raised the sum of £1,454, which is incredible. So our in-house fundraising raised a total of £2,304.

The Hub has increased its school holiday food parcel distribution to include every school holiday. Larger parcels are distributed in the main holidays Easter, Summer and Christmas, top up bags are distributed during half term holidays - October, February and May half term. These are not tailored to individual families although schools may choose to give large families two parcels. We distribute approximately 100 parcels during half term, 140 at Easter and Summer and 170 at Christmas to include our boating community.

Our total food parcel distribution last year was 4,175 parcels





The 2022/2023 Annual General Meeting on Thursday 9th November 2023 was held at the United Church, Bradford on Avon, where Emma Greenwood and Lucy Duffy from Trussell Trust were the guest speakers. With approximately 35 people in attendance Philip Secretan presented the annual report and John Hutchinson talked through the finances.

A new Trustee Wendy Brown has been appointed for Churches Together. Wendy is already a hugely valuable member of our volunteer team and updates our stock entries, vouchers, admin tasks on our Trussell Trust recording system.

The toilet refurbishment took place in March 2022. We are delighted with the work that was carried out.

The Catholic Church completed works at the back of the building (unblocking gutters etc) which was causing the basement to leak .

We were pleased that the Community fridge team at the Town Council took on collection from Sainsbury.

A long standing Hub debit card issue has been resolved. We have a card and this makes shopping for the Hub much easier.

We have had evening visits from Scout Rainbows and Beavers to look at how our Foodbank operates and to help us pack food parcels .

b. Volunteers

- There continue to be a number of regular volunteers, approximately 30, who loyally offer their time to the Hub with a few additional volunteers joining in the New Year, the daily team is now usually 4-6. Some of the newer Monday volunteers also collect the food from Sainsbury's . Philip and Elizabeth Bush collect food from Winsley Church and deliver to us on a weekly basis . Kathy van Griethuysen and her husband collect from Winsley Road Co-Op also on a weekly basis and they regularly deliver any requested food parcels. Individuals from Westwood, South Wraxall and Bathford all deliver donations of food to the Hub. We have approximately 8 volunteer drivers also.

During the year there have been lots of training opportunities .

All volunteers have been invited to these sessions that have run at the Hub and many have attended:

- Signposting training (run by Trussell Trust)
- First Aid for Volunteers (run by The Red Cross)
- Connecting Communities (run by the red Cross)
- There have been several In house Benefits training (run by Jane Upton)
- CPAG benefits training (run by CPAG)
- Dementia Awareness (run by Dementia Awareness)



Some of these sessions were opened out to other groups to attend with us (BOA community church, Dementia awareness group)

Social activities for the volunteers included a Christmas Party with live music, drinks, food and a small gift for each volunteer at the Hub to say a big thank you to all our volunteers.

Hot lunches were provided weekly at the Hub during the winter by Angie Hill.

Cathy completed Level 2 Food Hygiene Certificate

Cathy attends the Health and Wellbeing group regularly to connect with other groups operating within the BOA area, this group is supported by BOA town Council and Wiltshire Council.

Cathy has visited Trowbridge Futures, Presented at Wadswick Green retirement village, spoken at Winsley School Harvest Festival , Bearfield Christmas Service.

Working from home 2 days a month has made a huge difference for completing admin work. Thank you to Avril, Philip, Angie for covering this.

The transition from a largely paper based organisation to a digital one has had its challenges but a great team effort and huge progress has been made.

c. Digital and Social Media

The Hub has two websites, which are linked and which are looked after by a volunteer. They are both fairly static but requested items and special news can be added as an update. A QR code has been generated to take users to the homepage of the Hub website where current needs are identified. These food parcel needs have also been printed and laminated and added to some of the supermarket collection points.

Facebook and Instagram pages are linked and regularly updated. There is a good following and information and photographs are regularly added, in addition to news items, requests regarding stock shortages and a general thank you to any donors. Private messages such as requests for food parcels are responded to.

A new outside sign has been designed by Jenny Dack - Overt Design. Jenny is one of our volunteer drivers and she voluntarily designed all our new boards, posters, flyers, thank you cards, letterheads and business cards . We are extremely grateful for such generosity.

We purchased an outside board for £105

Footfall Direct Printing offers free printing to a different charity each month . We are incredibly lucky and secured all our printing requirements for free. Again, we are delighted and grateful for Footfall's support and generosity .



d. Future developments & sustainability

- The Hub has consolidated its position in the local community whilst being open to possible new initiatives to host or support. It is hoped the Hub can provide and develop a venue for groups that are in line with the Hub's charitable status.
- The new website should allow the planned online giving to ensure it is easier to donate, with possible access to gift aid forms.
- Give Today to be set up so that donations can be added to an online shop.
- The Hub continues to network locally, particularly with the agencies and sourcing additional funds to ensure its future sustainability.
- Extend the monthly agency drop ins to include other referral agencies.
- Use of E voucher (Wiltshire Council) to help clients with financial help (supermarket vouchers.) This will be done in partnership with Hope Debt referrals.

3. Additional reports

Our Foodbank:

a) Description

The Foodbank continues to operate from the old bank vault within the Hub, and forms both the warehouse and distribution centre which is different from many Trussell Trust Foodbanks. The food is arranged on the shelves in approximate packing order (lighter items on the top shelves) with some toiletries and cleaning products stored under the shelves. There are additional shelves in the old air conditioning room, small room and kitchen corridor for items with a long date and non-food items particularly required for holiday stock.

b) Contributors

Donations are brought direct to the Hub or added to the collection points. Main donors:-

- Sainsburys. Host a collection point which is emptied twice a week by various volunteers. The weight for the year was an incredible 9273.52kgs Thank you to all who have donated. This is an increase of 515.87kgs from last year.
- Co-Op, Bridge Yard hosts a small collection point through which 244kgs has been donated. This is an increase of 162.75kgs from last year. In addition two collection boxes are hosted, which have raised £218.14 for the Hub, which is over £40 more than last year.
- Coop, Winsley Road hosts a collection point through which 1003.41kgs. has been donated. This has been collected weekly by Kathy van Griethuysen and her husband

THE HUB@BA15



- St Nicholas Church Winsley the collection point has reverted back to the church with some items coming from Avon Park and is brought to the Hub by Elizabeth and Phillip Bush. 774.60kgs has been collected and delivered to the Hub
- Westwood Stores hosts a collection point through which 186.70kgs. has been donated. This has been delivered to the Hub by Sue Field
- South Wraxall Residents hosts a collection point through which 71.70kgs has been donated. This has been delivered to the Hub by Frank Garner.
- Bathford Stores hosts a collection point through which 62.25kgs has been donated. An increase of 7.5kgs from last year. This has been delivered to the Hub.
- Zion Baptist Church, Trowbridge has brought over 73.50kgs of donated food, including seasonal items which are particularly helpful for school food parcels. The Hub is the nearest Trussell Trust Foodbank to this church.
- St Laurence School once again organised a collection of tinned items, brought in by sixth formers to the Hub in their minibus. This totalled 288 kgs.

A number of local churches, groups and businesses, including the funeral directors, have donated food to the Foodbank. Dick Lovett, Melksham, National Trust (Courts, Lacock)

c) Stock

Additional shelves have been bought to store the increased volume of stock which often seems excessive on the basis of the weekly number of food parcels that go out. However, the stock becomes depleted and the shelves empty after the holiday boxes are packed and delivered. We have extended our school holiday boxes/ bags to cover every school holiday inclusive of half terms. The general public are extremely generous, but do not always supply all items offered by the Foodbank, as individuals donate entirely as they wish, some donating out-of-date items. These out of date and short date items are weighed out and put in a box where volunteers and callers to the Hub can take anything (ideally for a donation) and clients can help themselves on the understanding it is out of date or has even been opened.

At Christmas financial donations were used to buy the items in short supply and to add variety and parity to the school holiday parcels

The total amount of food donated during the past year was an amazing **18041 kg**

d) Vouchers

- Total vouchers honoured: 4,200- this is a huge increase of 1,091 from last year
- Total adults helped: 2,358- an increase of 551 from last year.
- Total children helped: 1,842- an increase of 540 from last year.
- This is 1,091 vouchers up on last year which is a 74% increase. Around 50% of the parcels/vouchers were delivered to families identified by the schools to help during the holiday period.

THE HUB@BA15



Schools in receipt of food parcels

- Fitzmaurice Primary School, Bradford on Avon
- Christchurch Primary School, Bradford on Avon
- Churchfields Village School, Atworth & Monkton Farleigh
- Winsley Primary School
- Westwood and Iford Primary School,
- Staverton Primary School,
- Holt Primary School,
- Studley Green Primary School, Trowbridge
(offered due to acute need in the area)
- St Laurence School
- Westview Nursery
- Tiddlywinks Nursery
- Holt Nursery
- Winsley Acorns

Once again holiday hampers were offered to families receiving free school meals, and approximately 150 parcels were delivered for each of the three main school holidays. At Christmas this rose to 168 to include our boating community referrals from Julian House. Half term holidays there are approximately 100 top up bags supplied to our local schools and nurseries. The schools are all set up on the E voucher system and can issue Foodbank vouchers that come directly to us. Alternatively, schools also hold red paper vouchers which can be used any time . The Hub will pick the referral up and deliver the food parcel to the family's home address if it can't be collected (and there are drivers available).

e) Agencies who distribute vouchers

There are over 75 local agencies registered with the Bradford on Avon Foodbank which hold Foodbank vouchers although relatively few offer vouchers to their users. Those who have issued vouchers include:

- Schools
- Hope Debt Advice Service
- Alms House Board
- Rough Sleepers Team, Wiltshire Council
- Selwood Housing
- CAB (Help for Hardship)
- Wiltshire Sustainable Tenancy Support
- Wiltshire Council (Social workers, Stronger Families Team etc)
- Red Jacket
- Julian House
- Women's Refuge (Green Accord)

The agencies' use of the e-referrals has meant that less food parcels are signed off by

THE HUB@BA15



the Hub which is really positive. However, as The Hub is willing to deliver food parcels to Bradford on Avon, the villages and some BA14 postcodes, e-referrals received can include a request for deliveries outside these postcodes for which it is not always possible to find drivers. Some time is taken contacting referrer and potential recipient alerting them to the fact the Hub is unable to deliver outside our local area (in which case advice is given as to other Foodbanks closer to the recipient's address)

e) Summary

During 2023-24 the financial support by the local community continued to be generous and there can be no doubt the Hub@BA15 is known within the town. The uptake in e-vouchers by some agencies hopefully makes it easier for all concerned and it is planned to continue to promote this system.

f) Future Plans for 2024-25

- To continue to collect sufficient food and to expand the range of foods we are able to offer (generally identified and suggested by Trussell Trust to include noodles and savoury biscuits and snacks to meet the needs of those coming to Foodbanks).
- To continue to promote the Foodbank to ensure that it is known to the agencies and people of Bradford on Avon and surrounding area. Contact with all our agencies/ referrers by phone and email has been made and referrers are sent using the biannual newsletter and annual report. This would ideally result in more e-referrals
- Visits to other Foodbanks to make additional contacts, share ideas, network
- Link The Hub and Hope Debt with a presentation that can be taken out to agencies to extend our presence in our local community
- Setting up of Grief/Kind Space at the Hub run by Sue Ryder charity and operating weekly.
- To explore the possibilities of expanding food provision by revisiting the local pantry/ community larder/cupboard opportunities, developing the concept of offering a low cost selection of food and other items for sale to qualifying recipients.
- To continue to identify future fundraising opportunities.
- Engage more with the older community to bridge the gap

THE HUB@BA15



4. Treasurer's Report for the year ended 31st March 2024

The Annual Treasurer's Report consists of the Income and Expenditure Account for the year, Notes to the Income and Expenditure Account, together with the Balance Sheet at the Year End.

The value of individual donations was lower than 2023, our costs were increased by higher gas bills, depreciation and a full year's payroll charges.

The Hub has completed the fourth year of a new lease for 5 years, extendable to 7 at the same rent as the old lease and I am sure the Trustees join me in expressing appreciation to Clifton Diocese for the further grant of a lease at well below commercial rent value.

The Hub's reserves are in a very healthy position; the Friends of BoA CHC Fund has begun to be used for the toilet refurbishment project which is now complete.

We bear in mind that reserves are there for future costs or investments and also for when our income is less than our expenditure.



4.1 Income and Expenditure Account for Year Ended 31st March 2024

| | | 2024 | 2023 |
|---|--------------------|-------------|--------------|
| | | £ | £ |
| <u>Income</u> | <u>Note</u> | | |
| Grants | 1 | 3250 | 2500 |
| Other Income | 2 | 40126 | 43845 |
| Total Income | | <hr/> 43376 | <hr/> 46345 |
| <u>Expenditure</u> | | | |
| Rent | | 7000 | 7000 |
| Insurance | | 581 | 538 |
| Contactless Charges | | 54 | 68 |
| Printing Postage & Stationery | | 1172 | 83 |
| Payroll Costs | | 17824 | 3162 |
| Food for Foodbank | | 1832 | 772 |
| Light Heat & Power | | 2823 | 735 |
| Water | | 448 | 303 |
| Telephone & Internet | | 656 | 572 |
| Repairs & Maintenance | | 224 | 193 |
| Fire Alarm maintenance | | 622 | 413 |
| Refreshments | | 48 | 7 |
| Advertising & Publicity | | 53 | 0 |
| Cleaning | | 944 | 1026 |
| Reference Material | | 193 | 0 |
| Website Support | | 144 | 58 |
| Data protection registration | | 35 | 35 |
| Gifts & donations | | 141 | 59 |
| Sundry | | 207 | 92 |
| Depreciation of assets | | <hr/> 8204 | <hr/> 2575 |
| Total Expenditure | | 43205 | 17691 |
| <u>Surplus as at 31st March 2024</u> | | <hr/> £171 | <hr/> £28654 |



4.2 Balance Sheet at 31st March 2024

| | 2024 | 2023 |
|--|----------------|----------------|
| <u>Assets</u> | | |
| Current Assets | 157944 | 177820 |
| Rent Deposit | 1750 | 1750 |
| Cash in Hand | 73 | 48 |
| Coventry Building Society | 139891 | 126469 |
| Lloyds Bank | 15730 | 49553 |
| Co-operative Bank | 500 | |
| Equipment | 0 | 469 |
| At Cost | 2347 | 2347 |
| less Depreciation | 2347 | 1878 |
| Fixtures and Fittings | 21896 | 3151 |
| At Cost | 38213 | 13572 |
| less Depreciation | 16317 | 10421 |
| Computer Equipment | 4885 | 3945 |
| At Cost | 11641 | 8863 |
| less Depreciation | 6756 | 4918 |
| Total Assets | <u>£184725</u> | <u>£185385</u> |
| <u>Net Assets</u> | <u>£184725</u> | <u>£185385</u> |
| Represented by | | |
| Friends of BoA Community Healthcare Capital Fund | 15725 | 39465 |
| Refurbishment of Toilets | 23740 | 0 |
| Utilities & Trussell Trust Fee Fund | 0 | 831 |
| Food for Foodbank Fund | 13600 | 13600 |
| Reserves b/fwd | 131489 | 102835 |
| Surplus for the year | 171 | 28654 |
| <u>Reserves c/fwd</u> | <u>£184725</u> | <u>£185385</u> |



4.3 Notes to the Income and Expenditure Account for Year Ended 31st March 2024

| | 2024 | 2023 |
|--------------------------------|--------------|--------------|
| | £ | £ |
| 1. | | |
| <u>Grants</u> | | |
| Wiltshire Council Area Board | 3250 | 2500 |
| Total Grants | <u>3250</u> | <u>2500</u> |
| 2. | | |
| <u>Other Income</u> | | |
| Room Hire | 650 | 1100 |
| Donations and Community Events | 34618 | 40311 |
| Interest | 3783 | 1247 |
| Gift Aid | 1075 | 1187 |
| Total Other Income | <u>40126</u> | <u>43845</u> |

THE HUB@BA15



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Independent Examiner's report to the Trustees of the HUB@BA15

I report to the Trustees on my examination of the accounts of TheHUB@BA15 (The Trust) for the year ended 31st March 2024.

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

- 1 accounting records were not kept in respect of The Trust as required, or
- 2 the accounts do not accord with those records.

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

Signed

Eric Kirk

Qualification: Chartered Accountant (retired)

Address: 1 Chestnut Grove
Upper Westwood
Bradford on Avon
Wilts BA15 2DQ

Date: 23rd September 2024



Acknowledgements

The Hub is extremely grateful for both the historic monetary donations and the current financial support we receive from within the local community. We are also thankful to the Trussell Trust for **all** that it does for us and for **all** in the country who benefit from it.

Very special thanks to:

All our wonderful volunteers

All who donate financially

All who contribute to the Foodbank

All who host or contribute to the collection boxes

All who hold and distribute Foodbank vouchers

We simply could not function without all of the support we receive.