HOPE NOTTINGHAM CIO

England & Wales · Charity number 1161248

Details

Status	Registered
Legal form	CIO
Registered	2015-04-13
Register	View on the Charity Commission register

Contact

Address	Hope Nottingham Boundary Road Beeston Nottingham NG9 2RF
Phone	07802225678
Email	hope@hopenottingham.org.uk
Website	http://www.hopenottingham.org.uk/

Activities

Objects: A) TO ADVANCE THE CHRISTIAN FAITH;B) THE RELIEF OF POVERTY, SICKNESS AND DISTRESS

Activities: Social concernCoordinating volunteers from local churches

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** The Prevention Or Relief Of Poverty, Religious Activities
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- Nottingham City
- Nottinghamshire

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Finances

Period end	Income	Expenditure	Assets	Employees
2025-06-30	£715,073	£823,217	£368,827	11
2024-06-30	£915,271	£823,542	£476,971	12
2023-06-30	£875,751	£755,643	£385,242	13
2022-06-30	£359,221	£379,267	-	-
2021-06-30	£476,351	£384,148	-	-

Trustees

Name	Role	Appointed
Anne Evelyn Carolin Willmot		2020-09-21
Anthony Price		2026-03-17
Carol Ann Garle		2026-01-20
Helen Crandley		2023-12-12
Jez Barnard		2023-02-27
Kevin Pallister		2023-12-12
Roy McCloughry		2026-01-20

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HOPE NOTTINGHAM CIO

England & Wales - Charity number 1161248

Accounts



HOPE NOTTINGHAM ANNUAL REPORT AND ACCOUNTS JULY 2024 - JUNE 2025

INSPIRING & GROWING COMMUNITIES OF HOPE

Meadows Food bank
Patsy - long serving volunteer since 2012, celebrating the 'Maundy Money' awarded by King Charles for her amazing community work (May 2025)

Founded in 2010 with a desire to make a difference,

we now operate 2 community hubs, 14 food banks and

inspire and grow communities across Nottingham,

enabled by 350 volunteers across the city.

We focus on lifting people from crisis to hope.

A beacon in local neighbourhoods.

We don't just provide emergency food.

We open our doors to provide safe and warm spaces,

kind voices on the end of a telephone or email.

We welcome. We listen. We care.

We signpost. We support. We advise.

We build confidence. We empower.

We make that difference.

And for all this - we thank you.

To our volunteers, staff, trustees, donors, partners,

host churches and supporters:

We cannot do it without you.

Most importantly, we thank our guests,

who are not just service users or beneficiaries.

They are our daily inspiration to do more and reach more.

WE ARE HOPE NOTTINGHAM



Hope House: Our flagship Community Hub in Beeston



Annual Report of the Trustees

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‘Hope’s vision and mission continues to impact’



It is my pleasure to introduce the latest Annual Report. I hope reading it brings you joy as it does for me, demonstrating what ‘Communities of Hope’ actually look like on the ground.

A huge thank you to Dominique, our CEO, for pulling this report together. It is a mammoth task because we are determined to tell the Hope story and there is so much going on!

I should start by saying that the financial situation is very satisfactory. God has blessed us through the generosity of many individuals, groups, churches and grant providers. Thank you all and please don’t stop! We have a fantastic group of volunteers working across community hubs and foodbanks, and I know how passionately the team value and care for you all. It is encouraging too that our volunteers feel valued and supported. Page after page of the report highlights the many ways in which Hope Nottingham is making a difference in people’s lives across Nottingham.

Our partnership with Trussell remains strong and we are grateful to them for their financial support, funding advisers across the foodbanks. This year we have delivered a phenomenal average £2,000 per new client, whether through financial gain or assistance with debt. We have also built up our referral partners, ensuring that those in crisis are identified and supported.

We should expect ‘bumps in the road’, and Hope Nottingham certainly experiences plenty of these! Buildings leak, vans breakdown and things go wrong or stop working, but we find solutions and ways to keep going. This is true of course with our lives not just our resources. We all face difficulties in life and sometimes they can feel overwhelming. It is good to remember we are not alone. The Hope community offers tangible support to many people going through life’s storms. It might be a kind word or deed, a cup of tea, a listening ear, practical support, signposting - the list goes on.

As I read through case studies and personal testimonies, I give thanks to God for the way people are bringing help, support and blessing to others. We are a diverse bunch of people from all walks of life, some with faith and some with no faith, but through community our lives are enriched. This can bring us all hope.

Romans 5:3-5 (NIV): "Not only so, but we also glory in our sufferings, because we know that suffering produces perseverance; perseverance, character; and character, hope."



Jez Barnard

Hope Nottingham Chair of Trustees until April 2025 and current Trustee

With sincere thanks to

Interim Chair, Martin Buckle

Having joined Hope Nottingham in March 24, Martin brought a wealth of experience from a 30+ year career in commerce, also having been trustee of a social enterprise in Nottingham. He has also served as a borough councillor, with an interest in housing provision.

We were very appreciative of Martin’s willingness to step up as Interim Chair in May 2025 at short notice, and to see us through the development of our next 3 year strategic plan July 2025 -June 2028.

At the end of October 2025, Martin shared that his outside training and business commitments had increased and he would need to step down from his trustee role: *‘I wish you all well and trust that Hope Nottingham goes from strength to strength’.*



We thank Martin most sincerely for his tenure and insights.

HR Expert Trustee, Charlotte McCourt

After supporting Hope Nottingham with a project, Charlotte was encouraged to join our Board in early 2022. She brought with her amazing level 7 CIPD HR and mediation experience.

During her two years on the Board with us, Charlotte added great value, especially in the development of various HR policies and procedures and supporting us through a full job evaluation and salary benchmarking process.

A self-employed consultant, travelling nationally, we understood when she stepped down from the Trustee role to limit time away from her young family. *‘It’s been a pleasure working with you all. I’d be delighted to stay on as a volunteer to support with any HR advice’.*



We have stayed in regular contact with Charlotte since and are grateful for her continued expertise.

‘Each of our volunteers has a quiet power that touches hearts’

This annual report is dedicated to two special Hope Nottingham volunteers - Heather and Josie - who were lost from this life far too soon, but who touched the lives of many, both directly and indirectly. We take comfort together as a community in them resting in peace with our Lord and pray for their families.



Dear Friends,

July 2024 - June 2025 was another amazing year for Hope Nottingham, fuelled by the dedication, compassion, and skills of our extensive volunteer team. Still counting around 350 across our network, as every year, we have said farewell to key players, but welcomed many more new faces, like the new team at the re-opened Arboretum food bank. I will never cease to be amazed at the gift of volunteering. Thank you to each and every volunteer. Without you we cannot deliver our vision to bring hope.

Over the year I have got to know more of our volunteer team personally such as Janet who overcomes many financial and physical challenges to still come to volunteer. She has opened up ‘to the boss’ and greets me with a big smile. We were so proud of her commitment to achieve her Food Hygiene Level 2, meaning she can volunteer with the cooking for our community meal. She has also stepped up to ‘lead’ many of our Friendship Group sessions, planning interesting talks to keep the group members entertained. She is a real blessing to us.

I have also been incredibly touched by the generosity of another volunteer, who came to our financial aid with a significant donation when our food bank van was unexpectedly condemned. We have seen many of our volunteer friends suffer illness and bereavement this year too, and it always astounds how their genuine commitment to ‘giving back’ helps to keep them (and us) going.

During this period we looked more outwardly and strategically, following a couple of years of building internal strength and relationships. We have benefited from lots of networking - in both the county and city - including sitting on various steering groups, utilising our experience to help inform and support others, such as through our set up of the Broxtowe Food Support Network, which we were honoured to be asked by Broxtowe Council to lead on.

All this work, as well as many hours of conducting individual volunteer reviews has also helped inform our next 3 year strategy, ready for 2025-2028.

Though food donations continue to decline - over 50 tonnes in the last two years - and fundraising remains a constant challenge, we have continued to receive great support. Highlights such as the Everyone Can Sing choir fundraising for the whole year, raised over £10,000 but also brought music to many in our name.

To each and every food or financial donor, we thank you and appeal for your continued support. As you read on, you will find page after page of impact. I will never apologise for such a big report! The need is great, as is the effort, and it is important to highlight each aspect of our volunteers’ work and to pray for the resources to sustain it. We are privileged to serve the many *‘as faithful stewards of God’s grace’ (Peter 4:10).*

Dominique Scott

Chief Executive Officer

Welcome to our new Operations Manager

After a staffing review in May 2024, we recognised the need for a senior role to support and free up the CEO, and bring a strategic oversight of our food bank network. In August 2024, we were delighted to appoint Helen Voce, a highly experienced senior leader, working 30 hours per week.

Having worked in local charity sector management for 30 years, including both community, voluntary and advice based services, Helen brings a wealth of valuable experience to help us achieve our vision and mission. Believing in the power of both volunteering and communities coming together, she has fitted in perfectly at Hope Nottingham!

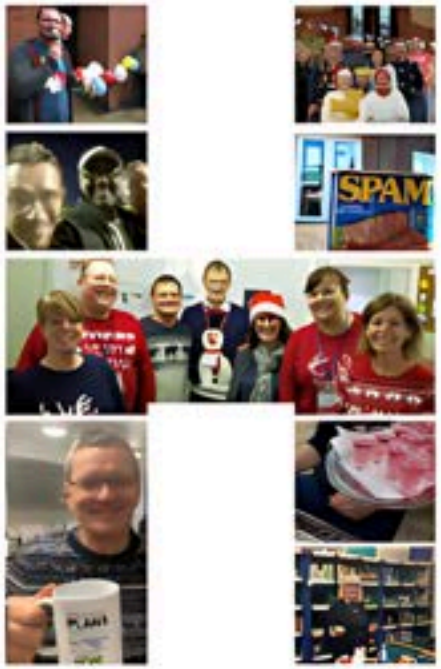
“It’s been a whirlwind year getting to know our huge number of volunteers and the many activities they help deliver. My focus has been on getting out and about supporting our Food Banks Leaders and bringing local food projects together, through the newly formed Broxtowe Food Support Network.”

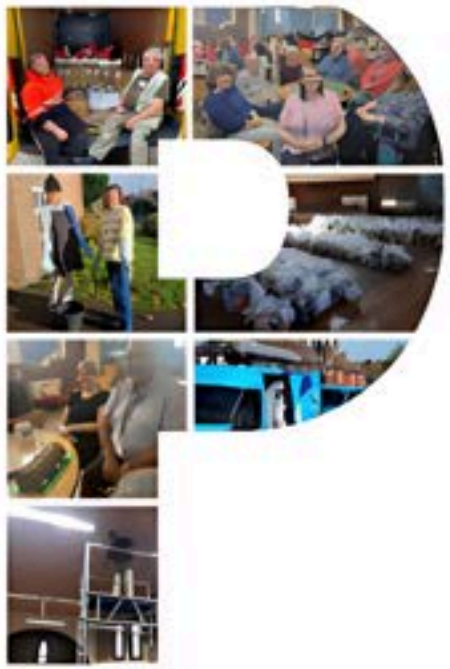







Whatever the season, there will always be




Hope Nottingham's mission is embodied in our GRACE model

Our Vision and Mission were refreshed in 2021 with feedback from our volunteers and guests, and meet our commitment to Equality, Diversity and Inclusion, whilst staying true to our Christian roots and culture.

Our Vision — **Inspiring & growing communities of HOPE in Nottingham**

Our Mission — **To develop and support communities of HOPE where poverty of resources, relationships and spirit are met by local people**

Our mission today still fulfils the purposes as set out in the objects contained in the charity's constitution, which are:

- the relief of poverty, sickness and distress
- advancement of the Christian faith

We explain our mission using our founder's G.R.A.C.E. model



G — **GIVING** - Enabling communities to share time and resources for the benefit of others

GROWING - Multiplying our work in our own and in other communities

R — **RELIEF** - Management and distribution of essential provision to help people out of crisis

A — **ADVICE** - Bringing a wide range of guidance to provide accessible, integrated direction in a supportive environment

C — **COMMUNITY** - Enabling all to be helped and to help, to give and to receive

E — **EMPOWERMENT** - Enabling people to live more stable, fulfilled lives and to find worthwhile occupation

ENABLING - Developing a robust organisation with effective governance, policies and procedures

Hope Nottingham's values are rooted in our Christian ethos

Our Christian faith is at the heart of all we do. We want to share God's love by showing welcome, care and compassion to all. Our values are central to Hope Nottingham. We respect that each individual will also have their own personal values. However it is also essential that each and every team member believes in, demonstrates and promotes the following core values through their work and everyday behaviours.

Compassion
We are genuinely concerned about others and offer our time, kindness and friendship in safe spaces.

Working Together
We are team driven to identify and nurture partnerships with organisations of all denominations across Nottingham.

Trust
We build relationships and earn trust through our integrity and are committed to keeping it.

Belonging
Faith-focused, we welcome all and provide opportunities for comfort, connection and contribution.

Positive Change
We create new possibilities and embrace ideas, led from and by the community, to lift local people from crisis, restoring hope and transforming lives.



Hope House Community Café:
Our stained glass windows

Our Theory of Change - reviewed & updated July 2025 as part of our new strategy

Our Vision → *Our Vision is to inspire & grow communities of HOPE in Nottingham, where local people are enabled to support those in need, providing resources, spiritual support & reducing loneliness.*

	VOLUNTEERING IS ENABLED	REDUCED POVERTY OF RESOURCES	IMPROVED SPIRITUAL SUPPORT	REDUCED POVERTY OF RELATIONSHIPS	CHRISTIAN COMMUNITY DEVELOPMENT
Long term impact	Local people are helped by local people with each benefitting from being part of a community	Local people have increased life skills leading to financial independence and sustainable lifestyles	Local people use and begin to flourish with increased knowledge of the Christian faith, spiritual resilience and sense of connection	Local people have improved well-being and overcome loneliness by connections in their community	Hope Nottingham is an ambassador for Christian Community Development and the GRACE model
Medium term change	The diverse talent of local individuals and communities is engaged and celebrated	Crisis food & financial support is reduced & local people are equipped with life & work skills	Local people access and explore Christian faith together via deeper conversation and/or planned short term faith activities	Local people participate with and positively promote their community	Hope has a network of like-minded Christian community projects supported/enabled
Short term change	Local people volunteer to support their local communities (time, food, funds)	Crisis food & financial support provided in welcoming,safe spaces & people get the right advice to address future crisis	Local people experience prayer, see our Christian values in action and have introductory conversations	Local people access and receive befriending and pastoral support safely overcoming crisis and loneliness	Local people are welcomed into & participate in communities that demonstrate & share Christian values
What we do	Asset-based Volunteering & Community Support, Fundraising and Donating Opportunities	Material relief via Food banks; Food Club; Guest Help, Skills development. Professional advice via partnerships	Community and individual prayer; Chaplaincy; Short-term faith based activities; Church partnerships.	Social relief provision via Community-driven activities including Befriending, Well-being, Aspiration building	Volunteer led & managed initiatives that bring local people together in their neighbourhoods for support
GRACE Mission Model	GIVING	RELIEF & ADVICE	COMMUNITY		EMPOWERMENT
Our Christian values	Compassion	Working together	Trust	Belonging	Positive Change

Leading to

Leading to

THEORY IN PRACTICE

Our Theory of Change reflects our G.R.A.C.E model and what we believe a 'Community of Hope' is. It is our reference guide of how it can be achieved and tool for easily communicating this internally and externally. It identifies the five key area where we aim to make real and lasting change in the lives of local people. This 'theory' forms our everyday activities.



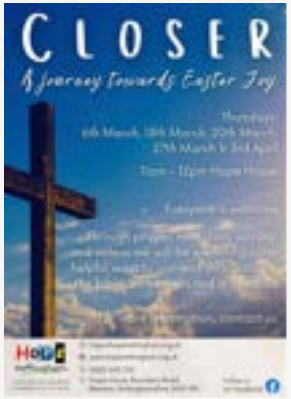
VOLUNTEERING

Through Hope Nottingham, over 350 individuals offer their time, compassion and skills to help others in safe and meaningful roles. Empowering and supporting volunteer led activities is one of our key impacts. Shown here are volunteers from Carlton and Sneinton at an annual event.



REDUCED POVERTY OF RESOURCES

Our volunteer food bank teams across the city offer emergency food provision and signposting to other available support. In the busiest locations professional welfare and benefits advice is also available. (Mount Zion team shown above)



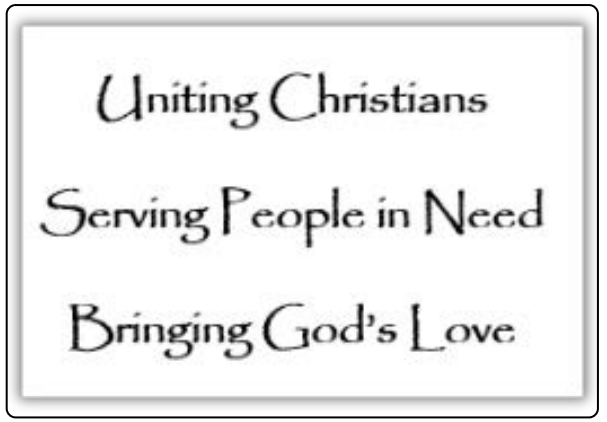
IMPROVED SPIRITUAL SUPPORT

We have volunteers from all, any, or no faith, but also many who align with our charitable objective to advance the Christian faith. With a part-time Chaplain at Hope House, there are ongoing faith-based activities, but also many volunteers across our food bank network who are comfortable to offer and provide prayer.



REDUCED POVERTY OF RELATIONSHIPS

Our two community hubs offer a variety of activities to reduce loneliness and act as community meeting spaces. Our food banks also offer hospitality and many host churches provide their own opportunities for community connection (Carlton meal shown)



CHRISTIAN COMMUNITY DEVELOPMENT

Our 'strapline' may have changed in recent years but our mission remains the same. We are proud to work in partnership with a variety of Christian denominations. We demonstrate our faith through our daily actions and decisions.

WHERE WE WORK































OUR STAFF TEAM

With paid staffing being our biggest financial investment, we continued to make considered decisions about our employed team, particularly in light of the increased National Insurance costs from April 2025.

At the start of July 2024, our staff headcount was 12 - reduced from the previous 13. A year later it remained at 12 (including 1 vacant post) with full-time equivalent of 8.1 ever mindful of only replacing essential or strategic roles to keep costs down. Within the year we saw some staff changes and were sorry to see our long-serving Development Manager step down in Oct 2024 and his decade of work for us was acknowledged in last year's report. This post was not replaced. Our Friendship Coordinator left in April 2025 to pursue a PhD, and we paused recruitment to review activities.

Key strategic staffing decisions for the period included:

- recruitment of an Operations Manager in Aug 2024 instead of a Volunteer Manager
- a new Senior Leadership team with our CEO, Operations Manager and Support Manager
- application for a Trussell funded Development Coordinator post to focus on activities to support food bank users out of crisis. (Awarded and appointed end June 2025)



Hope Staff Team
Our team as at October 2025

Our small employed team continues to mean many of our staff roles have multiple focuses, which does bring its own challenges. However, we are mindful of not over-committing on expenditure and ensuring our long- term financial sustainability. We also know that this also offers even more opportunities for local people to support us through meaningful volunteering roles - an essential part of the Hope Nottingham vision and mission.

You will hear more of our team's work and reflections throughout the report. Details of the experience and skills of our current team is available on our website here.



Lauren Bailey has been with Hope Nottingham since 2020, firstly on a Volunteer Chaplaincy placement and in the staff team from 2022. Her primary role is to support our Christian Faith focus, ensuring our rhythm of prayer and acting as chaplaincy support to our staff and volunteer team.

'I love my job! I cannot believe I have the opportunity to see people flourish and walk with them, watching them overcome obstacles, be inspired and overflow with blessings and God's amazing Grace. I watch answered prayer after answered prayer and it's often in the middle of such incredible suffering and joy; all mixed together but with God there in it all.'



Andy Thomas is another crucial member of our team. He joined in Jan 2022 and wears a variety of Hope 'hats', a staff role summarised by Chat GPT as '*delightfully quirky: taming receipts like wild creatures, wielding spreadsheets like magic wands, and celebrating perfectly balanced accounts with triumphant fist pumps*'! But in his own words, Andy shares:

'As Hope's Bookkeeper also assisting with data protection, I really enjoy supporting Hope behind the scenes, helping balance the books to keep track of our donations and spending. Being at the heart of the office is also rewarding. It is often me that answers the phone or replies to emails and I get a tremendous sense of satisfaction when I feel I have pointed a guest in the right direction or supported one of our referrers to make a difference. I also help with Bid Writing which, when successful gives us the vital financial resources we need to run our many projects.'

WHAT WE DO

We enable individuals, churches and other organisations to work together to give time and resources to deliver the services that local, isolated and disadvantaged people need. This includes money and gifts in kind - food, time and expertise. Support is provided to all, regardless of faith or beliefs, and we do not charge for any service, although some guests do choose to make entirely optional contribution to help support our work.

We 'inspire and grow communities of hope' through provision of safe welcoming environments that build trust and encouragement. In this context people are enabled to accept advice and progress, are encouraged to contribute time and skills to help others and grow in self esteem as part of a holistic community. Our current core activities are:



EAST & WEST NOTTINGHAM food bank

Emergency food provision through 14 food banks via our Trussell franchise, utilising many of their systems and working in partnership with The Arches at Trent Vineyard (a Nottingham church) for bulk food storage and advice partners to support the busiest food banks.



HOPE HOUSE, BEESTON

- Free drop in café, 4 mornings a week, alongside food bank, with befriending;
- Citizens Advice bi-weekly and Debt Advice outreach once a week;
- Literacy group and English for Speakers of Other Languages (ESOL) group;
- Job/computer club twice a week with two extra outreach sessions locally;
- Weekly friendship group;
- Monthly community meal;
- Large allotment offering outdoor volunteering and fresh produce;
- Weekly food club providing low-cost surplus and fresh food;
- Weekly youth well-being café and a parent & toddler group;
- Weekly Art, Craft and Chat group
- Optional prayer and faith-based courses to support individual faith journeys;
- Chaplaincy service for staff and volunteers, ensuring their wellbeing and resilience.



CARLTON COMMUNITY HUB

- Free drop-in café 2 afternoons a week alongside food bank, with befriending;
- Advice via The Ark and Gedling Borough Council outreach;
- Weekly Strength and Balance Class provided by CC Health & Fitness;
- Work club in partnership with Jigsaw Homes;
- Weekly Stay and Play provided by Netherfield Family Hub;
- Weekly Arts and Crafts group;
- Saturday Friendship group;
- Weekly food club providing a fresh food box at low cost;
- Monthly community meal;
- Optional prayer, faith activities and chaplaincy.

At all sites we also offer advocacy for Acts 435 (an online giving charity) and ad hoc financial support via a small discretionary fund.

You can view the main Hope Nottingham website here and our Trussell seeded East and West Nottingham food bank dedicated website here

REAL LIVES

We consciously choose to use the term 'guests' instead of 'service users' or 'clients'. We see each one as individuals and/or families with their own stories and we invite and welcome them into our communities, offering compassion and hospitality as we would guests in our own homes.



FREDA, PROUDLY IN HER 90's

***Regular guest at Carlton Café and community meal**. "A huge thank you to each and every volunteer for EVERYTHING - all the hard work, love and effort that you have ALL put in. Marvellous atmosphere, wonderful, delicious and tasty food - all I can say is that you are ALL incredible. Love Freda".*



COMMUNITY MEAL GUEST

"Wonderful, colourful menu...had seconds to take home. Music in the background was correct volume so we could talk over it....appreciate every volunteer that put love into every dish that was made."



ATTENDEE AT 'RESTORE JOURNALLING' SERIES

"I've really enjoyed this, I felt that each week it's been a message that's been needed and that truly resonated with me and where I was at in my life. Thankyou, x."



GUEST AT BEESTON FOOD BANK

Attending for a food parcel, this guest was struggling with difficulties at home and feeling isolated without support. "I didn't have hope before I came here and I do now because of you guys."



FRIENDSHIP GROUP GUEST

This guest originally came following referral by a social prescriber: "This is the most important day in my week at the moment.....You guys see me."

KEY EVENTS IN OUR YEAR

QTR 1 - JULY - SEPT 2024

July 24
Extensive floor repairs finally completed in our Carlton Hub. We are invited to take part in a Nottm Trent Uni Food bank Dependency Research project. Our CEO joins the Steering Group for a new Gedling Voluntary Action Collaborative.

August 24
Welcome to a new Operations Manager. farewell to our hard-worked van. Sandicliffe came to our rescue with a loan electric van to tide us over. Jigsaw Homes residents helped nominate us for a £15k grant over 3 years to support Carlton.

September 24
Broxtowe Borough Council asks us to assist and our 'Broxtowe Food Support Network' was born. We offered 'The Chosen' Series 4 over 8 weeks.
Our CEO joins the Notts City Sustainable Food Partnership Steering group

QTR 2: OCT - DEC 2024

October 24
We finally purchased a new van with the help of a very generous individual donation. We hosted the Carlton Art Show at Carlton Community Hub and attended the Food Summit at Nottm Uni. 'Oxjam' fundraised for us in Beeston.

November 24
Our annual Trussell Tesco collections were held, with MP Michael Payne visiting our volunteers in Carlton. Benefact Trust awarded us £1000 thanks to community nominations and our allotment team packed 86 bags of manure!

December 24
Annual Volunteer Christmas Parties for our Volunteers in our two hubs. John Deere donated and packed 180 parcels in record time for their Day of Caring. We offered a 3 week series of Advent reflections 'Joy to the World'

QTR 3: JAN - MARCH 2025

Jan 25
Our CEO was invited to attend an event with Liz Kendall MP Secretary of State. We are asked by Gedling Borough Council and agree to support upkeep the local sensory garden. We ran an urgent appeal for youth volunteers

February 25
We launched a new weekly Art, Craft and Chat group at Hope House. We continue reflecting on our Meadows Food bank and supporting their team as they explore setting up as an independent CIO.

March 25
We offered 'Closer' - an Easter series of prayer and reflection, We hosted a Gedling Voluntary Action Collaborative event at Carlton for local community and voluntary groups. We agree to continue leading the Broxtowe Food Support Network.

QTR 4 - APR - JUNE 2025

April 25
Our Arboretum food bank re-opened and we hold our first in person Referrers Event. We parted on good terms from Bethesda food bank who wished to focus on their faith ministries. Our Friendship Coordinator left for a PhD, leading to a review.

May 25
Our Chair of Trustees stepped down and a new Interim Chair was appointed to be reviewed in 6 months. We begin working on our next 3 year strategy, The Everyone Can Sing choir, Phoenix Signers and Jelly held a wonderful concert for us.

June 25
We celebrated Volunteer's Week, and ran our 'Restore' spiritual journaling course. We began discussions with St Ann with Emmanuel Church to host a new food bank for us to meet local demand. The Star Inn held a weekend festival for us.

YEAR 3 OF OUR STRATEGIC PLAN

What we achieved



Proactively engaging our people to ensure we are living our vision & values

We continued to hold bi-annual volunteer celebration events at Christmas and in June, now ensuring we hold events both sides of city in our two hubs- Carlton and Beeston. Volunteers received our monthly external newsletter alongside a regular newsletter from our CEO. Following on from our previous year's Volunteer Survey, we took on the challenge to conduct individual volunteering review meetings with each of our volunteers - no mean feat, which took quite a few months due to the 350+ army around the town!

In this period a new Chair settled in to role but sadly stepped down for personal reasons, remaining as a trustee and another member of the Board stepped up. Our Senior Leadership team worked with the board in quarter 4 to develop our next 3 year strategy. Our staff team benefited from 'team' focussed monthly meetings, bi-annual faith based retreat days and we worked with them on developing a competency framework as part of our 'High Performing Team' strategy development. Our CEO was supported with ACEVO membership which brought benefits of professional coaching opportunities.



Reviewing, nurturing and clearly defining our partnerships

We continued to work with our welfare and benefits advice provision partners with regular reviews, and embedded the expanded advice (funded by Trussell from April 24) in three more food banks - Meadows, Mount Zion and Sneinton. Relationships with our food bank host partners made steady progress - with many conversations about ways of working, including attending governance meetings in Meadows, which helped us determine that Meadows food bank will move towards independent status. We re-connected with Covenant Restoration Assembly to re-open a closed food bank and began searching for contacts in St Ann's to address the evident need for a local referral-based food bank there. Following on with Referrers newsletters and refreshed handbook, we arranged our first Referrers event to great feedback, encouraging quality referrals and networking.

We worked to strengthen our partnerships with local councils via set up of the Broxtowe Food Support Network (see p30), and our CEO sitting on the steering groups of Nottingham City Sustainable Food Partnership and the Gedling Voluntary Action Collaborative.



Delivering quality community led and based services that meet local needs

Our new Operations Manager spent time getting to know our food bank operations, meeting teams, reviewing our procedures in conjunction with our Area Food bank Coordinator and setting up quarterly satellite food bank leaders meetings, helping to build connections and improve consistency across our network. This led to work on a detailed Operations Manual to be launched 2026.

We researched the needs of food bank guests to deliver a successful grant application to Trussell for a Development Coordinator – a key aim to be to develop digital literacy based projects and explore add-ons such as money coaching.

We continued meetings of our Christian Focus Group, exploring a chaplaincy volunteer role and offering ad-hoc faith-based activities. Having held our first Carlton Community Meal in June 25, we offered these most months, to great feedback (see p51) and based on success of a trial series of sessions from April 24, continued our Hope House Art group, ensuring it was volunteer led.

YEAR 3 OF OUR STRATEGIC PLAN

What we achieved



Investing in our marketing and communications, to expand our reach

We consistently produced a monthly digital supporter newsletter to just over 2000 people, developing an alongside 'blog', written by staff and volunteers. We continued to manage our marketing and communications inhouse - often a challenge to keep as a focus with staff having 'day jobs', but made progress rebranding with the new Trussell logo. We continued to take advantage of opportunities to share our work via talks at community groups and events, developing various presentations and leaflets using Canva. Our-self managed website was kept up to date and used as an info store for newsletters, blogs and resources.

Our Referral Newsletters also reached 1164 individual food bank referrers and we ensured our 350 strong volunteer team were kept updated about our work and developments. We began planning and researching for a volunteer online 'portal' in anticipation of addressing need for self-serve training, to be launched in 2026, alongside various volunteering 'handbooks'.



Understanding our impact to be informed and agile in our support

Our Annual Report July 2023 - June 2024 was again a celebratory and comprehensive account of our impact. We also spent time encouraging our staff team to reflect on their activities through SWOT analysis and to conduct more regular volunteer team meetings to ensure clear feedback from the front line. This further highlighted a need to focus on a more structured training and wellbeing support system for our volunteers.

In the second half of the year we began an individual volunteer review process - best practice in volunteering. This helped with our continued review of the impact of volunteering, ever mindful that this is an essential area of our individual and community impact.

In Quarter 4 we began work on our 2025 - 2028 strategy, which included a full review on the effectiveness of our staff team, leading to a new internal strategy to ensure a high-performing team - see page 72.



Generating income to ensure a sustainable future to meet growing local need

Our finance and bid-writing team continued to consist of the CEO and Bookkeeper, and close to £300k of grants were received and carefully managed. A Trustee finance sub-committee group was also set up consisting of Chair, Treasurer and Assistant Treasurer - a new role. We continued to use budget planning, and financial reports as well as work on developing better cash-flow forecasting processes. Our Bookkeeper continued learning best practice for our new Supporter Database.

We benefited greatly from events fundraising, particularly Oxjam, and a year of support from the Everyone Can Sing choir – find out more on page 24. We also continued working to develop our corporate partnerships, to benefit financially from providing volunteering opportunities or gifts in kind. Loan of an electric van by Sandicliffe in a crisis situation demonstrated the power of 'if you don't ask, you don't get....' and we also received laptop donations from Ideagen, saved money on gardening and maintenance work, as well as ensuring we cared for our individual supporters - our digital newsletter assisting with highlighting specific needs.



Inspired by kindness: (left to right) Teresa (befriender), Charlotte (Friendship group) and Janet (food bank) all volunteering at Hope House



Sneinton Salvation Army Team



Bilborough Library Team

30+
ACTIVITIES
OVER 14 DIFFERENT LOCATIONS

350
HOPE VOLUNTEERS

A TRULY ASTOUNDING
31,500
VOLUNTEER HOURS* GIVEN IN KIND ACROSS THE YEAR

*Volunteer hours calculated on the average volunteer hours per session, per activity, across our network

GIVING

Enabling individuals and communities to share time and resources for the benefit of others

More than just giving time

A 350-strong Hope Nottingham army of registered, regular volunteers were enabled and supported in a variety of volunteer roles - food bank, our free-drop-in café, befriending, admin, foodclub, community meal, allotment, parent and toddler, youth services, driving and skills sharing. This was a slight drop on last year's 370 across the network.

Without these generous individuals (just some of our wonderful volunteers shown), we simply could not carry out the work that we do. If a cash value of the hours were calculated, it would amount to hundreds of thousands of pounds.

Inspired by talent, passion and kindness

We are immensely proud of the role that Hope Nottingham plays in providing local people the opportunity to give back to their communities in safe, structured, meaningful and supported ways. Read more about our volunteers' motivations, feedback and experiences at Hope through our 2023 Volunteer Survey results on pages 69-70.

'In my volunteering I most enjoy having a common goal with our team, and meeting different people from all walks of life .'
Cherith, food bank volunteer

STORY OF HOPE

‘Giving something back to the community…’

Hear from **Penny** and her son **Graham** who volunteer together at our Beeston food bank.

How long have you been volunteering?
Penny: I think we've both been volunteering at the food bank for about five and a half years now.
Graham: And I've been helping on the allotment a bit less. About 3 years.

What role do you volunteer in?
Penny: We both volunteer sorting food in the food bank on a Thursday morning, We date and sort food donations, restock the food bank's shelves and make up emergency food parcels ready for guests. Graham also helps on the community allotment on Tuesday mornings.

What do you enjoy about volunteering?
Graham: I love being helpful. On the allotment, I like being outside in the fresh air, getting exercise and meeting people. On Thursdays in the food bank, I enjoy dating the food and I love being able to have a bacon cob from the Café!

Penny: Soon after we started volunteering, lock down happened. It felt really good to be useful and actually doing something worthwhile - not just being stuck sat at home or going on your one daily walk! It's gone so fast - it's hard to believe that was five years ago! I really enjoy meeting new people and making new friends through volunteering here. We both feel like volunteering means we're helping people who need support. It's giving something back to the local community.

Our sincere thanks go to Graham and Penny for sharing their experiences and to all our volunteers across all our activities, for everything they do with the time they gift to us.



HOPE COMMUNITY ALLOTMENT



“We both feel volunteering means we are helping people who need support. It’s giving something back to the community”

Penny & Graham | Food bank Volunteers

Food bank volunteer teams across city and county

We operated our food banks in 14 local communities, including our base at Hope House in Beeston and Community Hub in Carlton, with others facilitated by partnerships with 11 local churches and one council-run library. From these we supported individuals living all across Nottingham. In some locations we improved our signposting and referral practices, thus reducing the numbers of emergency food parcels issued. In others, particularly Meadows, local need and high referrals for those of no fixed abode, or facing addiction issues, saw an increase. This is shown below in the comparison of figures to last year (L/yr).



Aspley St Margaret's
Mondays & Thursdays
c836 parcels (931 Lyr)



Beeston Hope House
Mon, Wed, Thurs, Sat
c1086 parcels (1268 Lyr)



Bilborough Library
Wednesday & Fridays
c378 parcels (364 Lyr)



Broxtowe St Martha's
Wednesdays
c282 parcels (305 Lyr)



Carlton Hub
Tuesday, Wed & Fridays
c1221 parcels (1384 Lyr)



Chilwell St Barnabas
Tuesday
c132 parcels (158 Lyr)



Meadows Bridgeway Hall
Tuesday, Friday, Saturday
c1838 parcels (1681 Lyr)



Bethesda Netherfield
c 388 parcels (533 Lyr)
Left our network April 2025





Radford Mount Zion - temporary re- location
at the Evangelical Free Church due to building works
Tuesdays & Thursdays c985 parcels (1083 Lyr)



CRA Radford Arboretum
Wednesdays from April
c126 (closed Lyr)



Sneinton Salvation Army
Thursdays
c987 parcels (1140 Lyr)



The Haven, Stapleford
Tuesdays & Fridays
c490 parcels (847 Lyr)



Montrose Court, Stapleford
Mondays & Wednesdays
c85 parcels (186 Lyr)



Grangewood Methodist,
Wollaton, Fridays
c86 parcels (89Lyr)

'To each and every volunteer that has supported the work of our food banks, a heartfelt
thank you.

Special appreciation goes to our
Food bank Leaders
also volunteers, and
Host Churches
who go
above and beyond
for our
volunteer teams
and their
local communities.

We appreciate their hard work and patience whilst we juggle so many locations, activities and priorities and encourage them to always be forthcoming in telling us what they need as they are our vital link to local people.'

Dominique,
Hope CEO

Corporate Volunteering

As well as our core volunteer team, we also provided numerous opportunities for ad hoc volunteers from local businesses to give back to their communities.

We have benefited from allotment days, fence painting, lifting and carrying, manning stalls at our Tesco National Collection days and general help, saving us lots of time and funds, whilst also helping local businesses and their employed teams to fulfil their Corporate Social Responsibility in a meaningful, community-focused and fun way!

E-days, Capital One, Boots No 7 Global Inventory and People Services, Cooper Parry, Spectrum Brands, Specsavers, Turner and Townsend, and LDC were just some of our partners. Many companies went the extra mile and brought food or financial donations along with them.

Our friends at John Deere repeated their Annual 'Day of Caring', purchasing bulk food and packing 180 emergency food parcels for us to supplement our food banks (see page 28).

Left: Spectrum Brands who unloaded food and cleared outside areas
Right: A large team from Capital One completed a day of gardening









Left: Volunteers from Evershed Sutherland repainted our Carlton Community Cafe
Right: The Cooper Parry team moved HMS Hope from our old playground to be recycled at our allotment into growing beds - nothing wasted at Hope Nottingham!

"It's really great to get out and do something hands-on,"
Nicola from Capital One

"We absolutely loved helping out such a great cause"
Renata from Boots no7

"Thank you so much for today. We loved it. Looking forward to coming back next year!"

Danielle from LDC whose team of 6 spent a morning on our allotment

£5,500 & 448 kg of food

Excludes John Deere see page 28

33 EVENTS

256 VOLUNTEERS FROM 22 COMPANIES

1101 VOLUNTEER HOURS* GIVEN IN KIND ACROSS THE YEAR

Corporate Giving

As well as hosting corporate volunteer events, and financial support, a number of companies have supported Hope Nottingham with 'in kind' donations. Ideagen, in addition to a corporate day packing £1000 of purchased food, also donated some of their no longer needed laptops, which will be used to update equipment for our staff, volunteers or digital projects.



Gratefully received:

Eric, one of our founding job club volunteers, alongside Hilary and Sue, long-serving Hope House Café befrienders, were happy to accept the donation!

Hope Nottingham as 'Charity of the Year'

MICHAEL PAVIS
Plumbing & Heating Merchants

£4,232
FUNDRAISED

We were delighted to be selected to be Michael Pavis' 'Charity of the Year'; and their various fundraising efforts including Bake Sales and refreshments at the trade counter. In March 25 we received an amazing cheque and we are excited for our next financial year as they are heading to the Peak District National Park to take on the Edale Skyline 20 Mile Walk! Amazing effort!



Grateful for corporate support: Malcolm, Volunteer Van Driver with the loan electric van

Vital support in an unexpected crisis keeps our van team on the road and our food banks stocked!

We had expected our transit van to last at least another year, but unfortunately it broke down in August and was condemned! Using it most week days to collect and deliver essential food, without funds to purchase, we were worried! However, we contacted Sandicliffe and they kindly loaned us a brand new electric van whilst we planned how to fundraise and search for a new van.

Sandicliffe
Ford
NOTTINGHAM

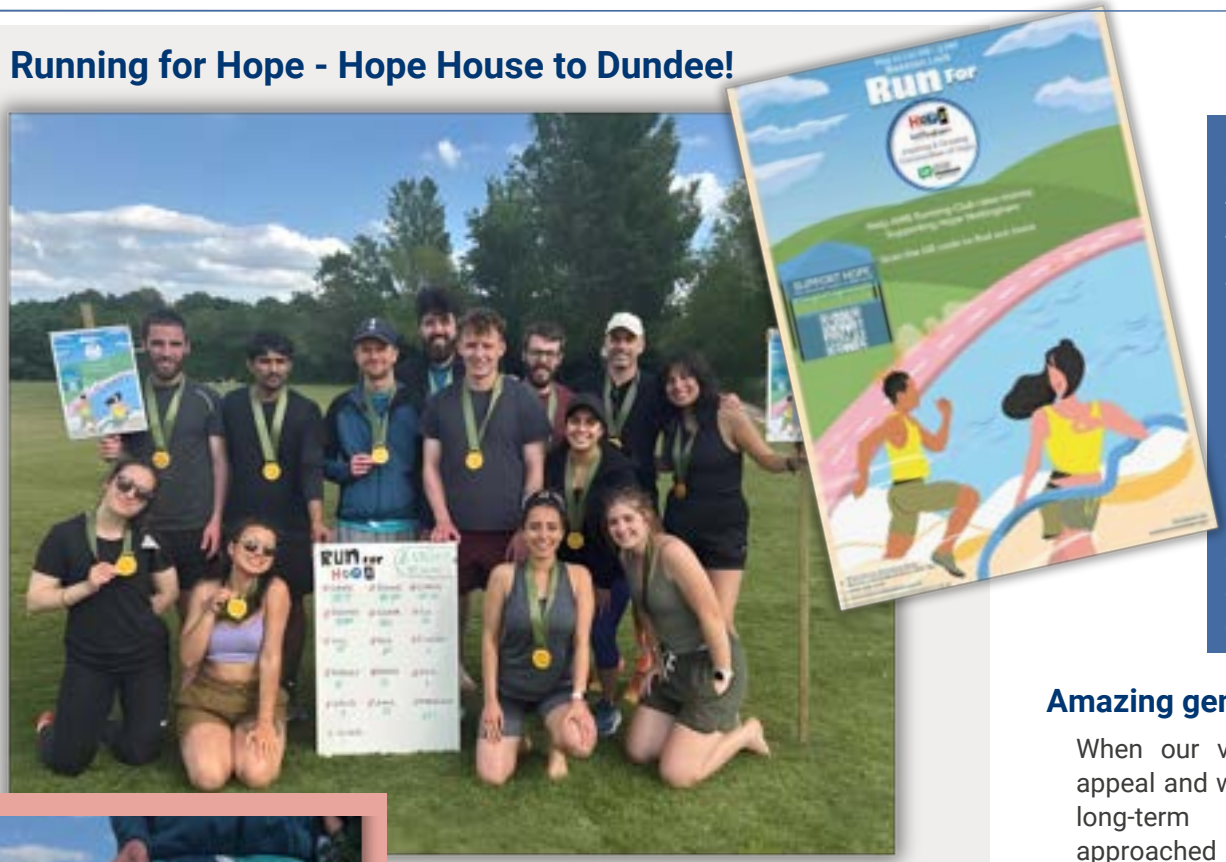
A developing partnership

In 2023-24 Trust Alliance supported us with £3,200 donation. As well as volunteering days, collecting food, since Feb '25 they have been making a regular monthly donation of £200 per month!



Trust Alliance Group

Running for Hope - Hope House to Dundee!





In May 2025, the amazing AMB Running Club gave up their Sunday to run an incredible 415 km! This was the equivalent of running from Hope House in Beeston, all the way to Dundee in Scotland! Our CEO and Support Manager loved showing some of the team around Hope House in the planning phase and learned one member of the team regularly ran past our Carlton Hub which had given him the idea! Also in May was another charity marathon - keeping fit and bringing Hope!

415 KILOMETRES | **16** RUNNERS | AMB RUNNING AN AMAZING **£2600** FUNDRAISED

Financial Support

Hope Nottingham would not exist without the generosity of financial support from so many individuals, churches, organisations, and grant funders. We cannot possibly name everyone and more details on funders can be found of the breakdown of funds on pages 88 and 89.

We are grateful to all our grant funders which makes up a significant proportion of our finances. A list of our key funders can be found on page 96 - all helping us to fulfil our vision.

However, as the grant funding climate continues to become more challenging, we are supported more and more by local individuals, groups, and organisations, coming up with creative ways to not only raise money for us, but have some fun in the process, such as running clubs and choirs. We can only show a few examples here but want everyone who has supported us to know how grateful we are, and that every £ donated really helps us bring hope to local people.

Amazing generous gifts will bring years of support to our food banks!

When our van was condemned, we launched an appeal and were absolutely stunned when one of our long-term friends and individual supporters, approached us to explain that they wanted to anonymously make a real difference with some inheritance they had received. This amounted to £10,000 to our van fund, enabling us to buy a much newer van! We also then received a wonderful £4055 from **Cornerstone Church** meaning we didn't have to dip in to our reserves to make the purchase. Our most sincere thanks to both parties for coming to the rescue - showing both the powers of prayer and community spirit!

£14k OF GENEROUS GIFTS





OUR NEW TRANSIT VAN PURCHASED OCTOBER 2024

A year of music for Hope
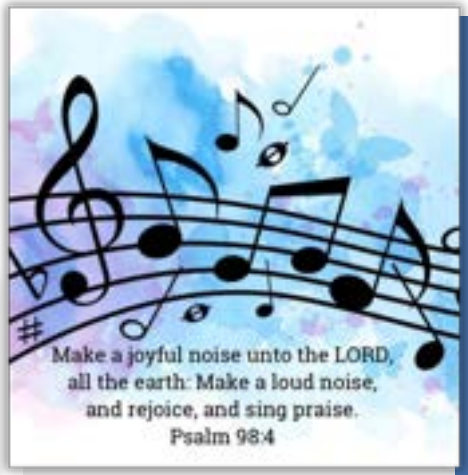
£10,000+ RAISED BY THE ECS 'EVERYONE CAN SING' CHOIR



Special thanks to Simon Thompson who led the choir through the year, organised and collected funds, and to each and every choir member, supporter and attendee of the events. This is an amazing gift to Hope!

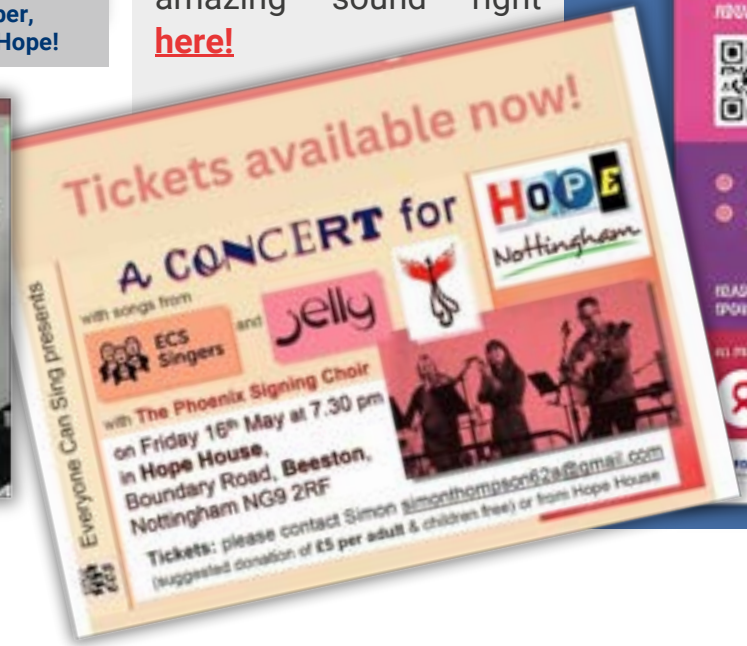


Jelly performed at a concert for Hope with ECS and also at Oxjam, with lead singer our very own Chair/Trustee Jez Barnard!



Throughout our financial year, Everyone Can Sing fundraised through events, culminating in an amazing tear-jerking concert at Hope House.

You can watch their story and hear their amazing sound right **here!**



Giving alongside entertainment: We had a year blessed with musical events - not only raising money but raising much needed awareness of Hope Nottingham across the city. In keeping with our vision for 'communities of hope', these events (and others like them) acted as public examples of our communities coming together, sharing their God-given talents for the greater good. Every gathering enables important opportunity for making new connections, and enjoying precious time together in a joyful way!

£3,992 RAISED BY THE OXJAM TEAM, MUSICIANS & ATTENDEES



Food bank donations

Our food banks rely heavily on the generosity of local communities to keep them well stocked with a wide variety of ambient food and toiletries.

Donations come from many sources. Our food banks are visited almost every day by local people bringing food. Schools, universities, churches, businesses and other community groups collect huge amounts of food, especially at Harvest and Christmas.

This year there was a return to pre-pandemic donation levels and you can read more about the statistical trend of our food bank donations on page 26.

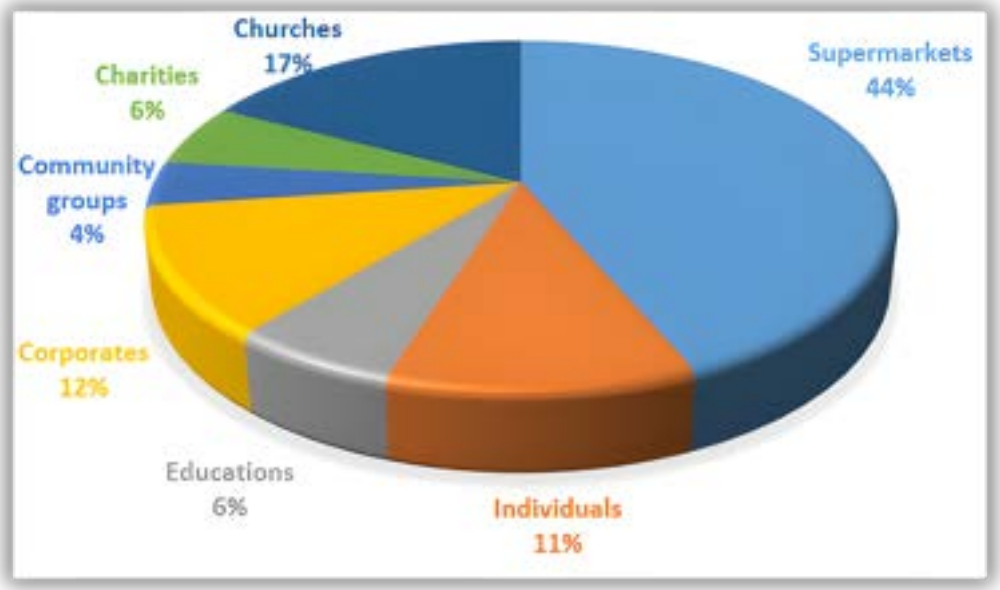


Mapperley & District Innerwheel


Equifax donating 55kg



Simon Thornton, Senior Leader for Legitimacy at Trust Alliance Group: "TAG is dedicated to supporting the local community throughout the year, particularly with many families feeling the effect of the ongoing cost-of-living crisis. Whether it's volunteering with local charities or working with local schools, it's our way of giving something back as an organisation. No one should go hungry, and food banks do incredible work supporting people."




'Bramcote Walking Football team

An amazing 115,685 kg donated

Our biggest food supporters of the year

Via United Way, we have been working in partnership with John Deere annually for their staff team's 'Day of Caring'. Nov 2024 was their 4th event and having paid for a £5,000 order of food, they proceeded to pack an amazing 180 food parcels in record time. We are keen to continue this partnership for the future.



Annual 'Day of Caring'

Permanent Collection Points

'Permanent Collection Points' are a crucial part of our stock generation planning and our biggest source of donations. It is important we recognise they are ultimately donations from individuals and we are constantly amazed to see many supermarket points being refilled daily.

Our biggest partnership is with Tesco, and annually Trussell help us encourage national collection days, where volunteers are on site Thurs - Sun where possible, encouraging shoppers to donate much needed items.

25,252 kg

16,039 kg





Many schools support us but top spot goes to Toot Hill School community in Bingham who donated an amazing collection of 759 kg. We would also like to highlight Fernwood who have supported with 4 collections a year for over a decade!

STORY OF HOPE



Going the extra mile: Mark and Jenny - volunteers from Meadows Food bank

Concerned about declining donations at their local Sainsbury's permanent collection point, the team at Meadows food bank organised a donation event. The volunteer team, with the support of Sainsbury's staff and the fantastic 26th Nottingham (Meadows) Scout Troop, collected donations from customers, handed out leaflets and spoke to the public about the appeal and their wider work.



John Roskalns, Chair of the Meadows Leadership Team said "We're delighted to announce that we collected 1300 kgs from the Sainsbury's appeal. This equates to about 15 weeks of regular Sainsbury's collections! Thankyou to all Sainsbury's customers who donated; the Sainsbury's staff, the 26th Nottingham (Meadows) scout troop and very importantly, to our volunteers who not only attend our food bank sessions but did extra hours meeting the public in Sainsbury's to encourage donations".

The 'Cost of GIVING' crisis continues


News

Food Banks struggle amid soaring prices as more families rely on essentials

3rd August 2025

'Whilst we remain amazed at the generosity of local people in donating food, we are growing increasingly concerned about what we call the 'cost of giving' crisis, where charitable giving has been impacted by the 'cost of living' crisis, limiting what people can contribute.

Our donation levels peaked in the pandemic, despite us purchasing significantly more food from increased donations and grants. With food prices continuing to rise, food banks remain long-term, essential pillars of support. Until guaranteed incomes, affordable access to healthy diets and essentials are in place, vulnerability remains and we will need to continue working to protect and encourage food donations.



We have only been able to sustain services through the approach of Nottingham City Council with their Household Support Fund which has provided us with significant funds over the last 3 years, albeit this year this too has declined, but still provided an amazing £140k to enable bulk food purchase, ensuring that no one referred to us has had to go hungry. For this, we are very thankful, and we pray this continues.



Many food banks are seeing increased need from working households that can no longer afford staples. Users also report cutting back on fruit and vegetables or cleaning and hygiene products, due to rising costs, impacting nutrition and wellbeing. Data from Trussell below demonstrates the statistical and financial realities.

3.3% FOOD INFLATION AT JAN 2025

4.5% FOOD INFLATION AT JUNE 2025

AVERAGE WEEKLY BASKET PRICES HAVE RISEN DRAMATICALLY BY UP TO **28%**

The Re-opening of our Arboretum Food bank

We have partnered with Covenant Restoration Assembly (CRA) to host a food bank since 2014 but in late 2023 our relationship paused as we considered how to manage a clash with one of the church's food projects on the same day as our project. It took time to arrange discussions with the church and agree a way forward, but finally in April 2025 we re-opened a new session on Wednesdays with an entirely new team of volunteers being recruited. The location proves to be a busy one, but the small facilities have not been without challenge, so we will continue to keep this under review as we look to review support needs generally in the Radford area over the next year.



Covenant Restoration Assembly Church



Above: CRA volunteers (left to right) Cathy, Ovi and Matt. Matt also shown in the new storeroom

GROWING

Multiplying our work in our own community and others

Being blessed with use of Trussell's electronic food bank referral system, we are constantly analysing our food bank data, including where our food bank guests are travelling from. Our ideal is of course to serve those in need in their local community, particularly for food bank - thus limiting travelling time and costs, as well as the inconvenience of carrying heavy food parcels. By the end of this review period, we had begun looking for an additional venue and partner in St Ann's, to address lack of a referral based food bank there.



Café style welcome



In March 2025, we were approached by Carlton's Town Centre Manager to see if we could source volunteers to support the upkeep of the recently revamped Sensory Garden on Carlton Hill (up the hill from our Carlton hub). As our hub has hardly any outdoor space we saw this as opportunity to try and develop something.... to start with though we engaged corporate volunteers, while we recruit a team. Watch this space..... as we really hope to develop this project further for the benefit of local people.



Continued Carlton Hub Development

Keen to further expand activities at our Carlton Hub we had launched our first Community Meal there in June 24, following a 5 star Food Standards Agency rating. This was well received so in 2024-25 we aimed to continue and held 10 meal events over the period. Considering the tiny kitchen and tired cooking facilities, it is astounding how efficiently the team get meal after meal served! The atmosphere on these evenings is really lovely and we have been delighted to see both regular hub guests, but also lots of new faces too.



'Above left to right: Jacqui, John, Sharon, Peter, Michael and Ann - part of the core team each month.

"Lovely community spirit and homemade food. It is a highlight of the month. A good group of people and a big thank you to all the volunteers who do the wonderful food every month."

"Felt a sense of belonging as soon as entered door, lovely smell of cooking, delicious food, wonderful people, stomach full!"

Community Meal Guests

Plans for developing a Digital Support offer for 2024-25

We did not hesitate to take advantage of a digital inclusion equipment grant early in 2025 from Gedling Borough Council's Strength in the Community Initiative, funded by the UK Shared Prosperity Fund (UKSPF). We have been repeatedly hearing from various sources, including our welfare and benefits advice partners, that digital literacy is a significant problem for many in local communities, negatively impacting those facing poverty and loneliness. With a grant of £1000 we purchased 10 tablets for the Carlton Hub, ready to begin developing our work in this area. We also joined the Good Things Foundation - the UK's leading digital inclusion charity - who are on a mission to help everyone become digitally equal, able and safe, so that they can be happier, healthier and better off. Watch this space!



Hope Nottingham supporting local food projects

Multiplying our work in our own community and others

From Oct 24, thanks to funding from the UK Shared Prosperity Fund (UKSPF), we were proud to be commissioned by Broxtowe Council to lead on the set up and coordination of a local food projects support network. This work has included visits, chairing meetings, promoting 'best practice' - in particular having robust referral schemes and embedding advice to avoid food bank dependency, but was also intended to strengthen the relationships between the projects.

The initial membership of the Broxtowe Food Support Network included 14 food projects, 3 church cafes and Alex McLeish (Communities Officer for Health) at Broxtowe Borough Council.

Broxtowe Borough Food Projects Involved
Brinsley Food Bank, Broxtowe Community Projects, Broxtowe Youth Homeless, Chayah Project, Eastwood Food Club, Eastwood People's Initiative, Eastwood Volunteer Bureau, Harvest Community Haven, Haven Church Food Bank, Hope Nottingham, Montrose Court Food Bank, Phoenix Community Project, St Barnabas Church Food Club, Stapleford Community Group.

Key achievements:

- Online survey, research to understand the borough's food offer
- 5 meetings Nov 24 - June 25 + additional food club meeting
- Promotion of projects, good practice, resources and training opportunities. Minutes shared as nature of small projects means members can struggle to attend.
- We visited 11 of the projects so we could learn about each other's work, develop stronger relationships and share best practice.
- A learning report shared with the council, identifying the benefits of the project/network and challenges faced by them with the recommendation to continue the network, support projects to move to referral and work to ensure advice



BROXTOWE BOROUGH COUNCIL · BUILDING BETTER COMMUNITIES

A COMMUNITY FOR LOCAL PROJECTS

BROXTOWE
FOOD SUPPORT NETWORK
SUPPORTED BY HOPE NOTTINGHAM AND BROXTOWE BOROUGH COUNCIL
FUNDED BY UK SHARED PROSPERITY FUND

Helen Voce, our Operations Manager, was tasked with establishing the network and leading on its continued work. A great networker, this was also a chance for Helen to get stuck straight in to her new role!

Helen shared "It has been a great opportunity for Hope Nottingham to get out into the local community to connect with and support other local food projects, acting as their 'strategic voice' in discussions with the local council. The network has recognised that all Network members do not want there to be a need for their service. They would like to see a world where people had enough money to pay for the essentials, including food. Even with advice provision, this will not fix the overall issue of poverty and individuals not having enough income to guarantee the essentials, so there is more work to be done. We are delighted that as a result of the benefits gained and the challenges to be addressed, a small amount of further funding will be provided to carry on the Network for another year."

Funded by UK Government

One local independent project manager said: "I have really benefitted from these meetings…we are all small charities/initiatives, you can often feel like you are on your own. Talking through and listening to other organisations challenges and working out ways we can support each other has been refreshing."

Influencing and raising awareness of our work

In addition to the Broxtowe Food Support Network (p30), 2024-25 saw Hope Nottingham take up many opportunities to raise awareness of our work, building on our reputation as a leading provider of food and community support in the city and county. Working across both City and County means we have even more networks to keep on top of and at times we have to prioritise. Here we showcase what have been our main priorities over the review period.





Our CEO Dominique Scott meeting Liz Kendall in Ollerton

In Jan 25, our CEO was invited to attend a select event of Notts Charity Leaders to discuss child poverty with Liz Kendall the then Secretary of State for Work & Pensions. As well as flagging the 'cliff edge' we potentially faced with funding for food and advice, we supported the request to remove the two-child benefit cap, impacting many of our food bank users.

Attending events or providing talks

Over course of this period we attended events at various churches and organisations to explain about our work, even attending our first Royal Air Force Association meeting!



TACKLING LONELINESS COLLABORATIVE
NOTTINGHAM & NOTTINGHAMSHIRE

As reducing loneliness is such a key part of our mission we also attended the TLC network meetings, as well as local networks such as Gedling Community Hubs, Broxtowe Community Engagement and TNT meetings.

TRANSFORMING NOTTS TOGETHER

nottingham financial resilience partnership

Nottingham Community and Voluntary Service

Gedling Borough Council

Gedling Community Action Network
Our CEO also sat on the steering group for a partnership between NCVS and GBC to address the lack of a Community Voluntary Service dedicated to Gedling. The approach will be 'clicks and bricks' with a website and community hubs like ours being utilised to promote volunteering and support the local community and voluntary sector by sharing our best practice.



Our first in-person referral event attracted 40 different referrers and provided a great way to educate on good referrals, but also showcase that Hope Nottingham is 'more than food bank' and enable wider connections between referrers - in line with our focus for those in need to have access to holistic support.

Nottingham City Sustainable Food Partnership
Our CEO joined the Steering Group of Notts City Sustainable Food Partnership, supporting the plan to achieve Bronze Sustainable Food places Award for the city (already achieved by the County). Related was the Nottingham Financial Resilience Partnership Food bank meetings and the County Sustainable Food network meetings.





8,921

REFERRALS

OVER 14 LOCATIONS

HELPING INDIVIDUALS WITH 3 DAY FOOD PARCELS

20,035

TIMES



Powered by kindness: Celia, one of our dedicated food bank volunteers at The Haven, in Stapleford.

Each parcel contained at least 3 days of nutritiously balanced food so we provided a staggering

180,315

EMERGENCY MEALS

RELIEF

Management and distribution of essential provision to help people out of crisis

Emergency Food

A huge part of our work is the provision of emergency food via our East & West Nottingham franchise with Trussell. We believe strongly in their referral system, whereby individuals are referred to us, rather than self-referred. This ensures we are acting as good stewards of the food donated to us, and provides the information necessary to enable us to support those in need out of crisis.

All our food bank teams together help make a real difference in people's lives. Whether one or many people arrive at a food bank session, the most important thing is that our volunteers are there, ready and willing to support, with a warm welcome.

"I love helping people. The feeling of making lives better. I've never been in that situation so I'm grateful for that but no one knows the future."
Celia | Haven Food bank Volunteer

Some of our food banks operate for a single session each week, others two, three or four sessions per week. What is most vital and common amongst all, is the continual commitment of the volunteer teams, to keep the doors open, come rain, snow or shine, never quite knowing who or how many people will arrive.

Food bank referral

Our food bank referral system only works thanks to the relationships we build with local agencies and organisations, ensuring food gets to the right people, at the right time. Our food bank referral relationships also help us to build our local knowledge of the services on offer, enhancing our teams' ability to signpost guests to additional help. Some of our key referral partners are shown below:

Framework For your future

citizens advice

Emmanuel House

Nottingham City Council

Gedling Borough Council

Probation Service Nottingham

NHS

Broxtowe Borough COUNCIL

Schools

346 active referral organisations using electronic referral

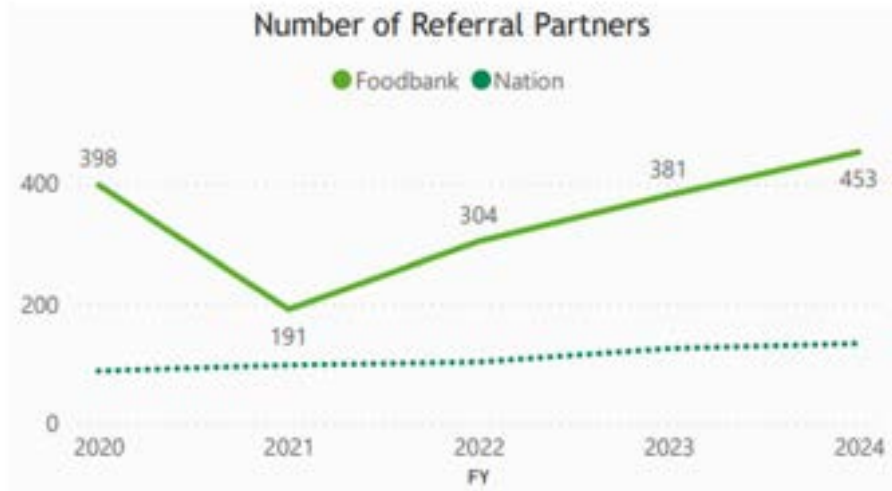
with 1,202 individual referral agents

"Hope Nottingham run a valuable service, I don't know where some of my clients would be without it."

Sophie | Framework Targeted Support worker

STORY OF HOPE

'"The family I referred to the food bank were so grateful. As a mum of two hungry boys, she was in debt and was really panicking that she wouldn't be able to buy any food. You saved her from worrying."
Referral Agency



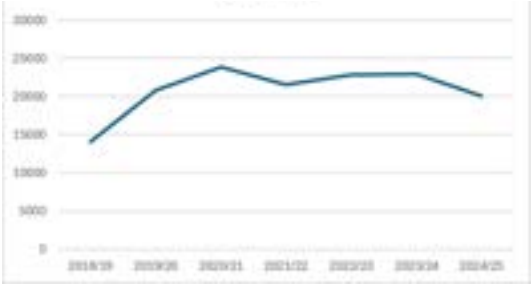
Source: Data Collection System | Snapshot at Jul24 (PBI_Referrals)

The above graph highlights a forced move to accepting self referrals during the pandemic and demonstrates our commitment to third party referral and continuing demand on our services from a variety of organisations.
In recent years, we have: cleaned our database; linked previously individually set up referrers to their organisations; ensured our only referrers are those best placed to identify those in crisis; accepted only those with professional email systems to ensure referrer identity and our guests' data security.

To note, Trussell supplied graphs show April 23 - March 24

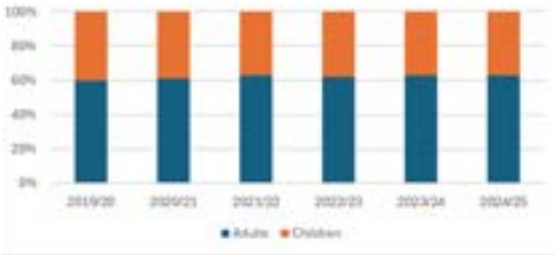
What the data is telling us

General trend in food bank referral



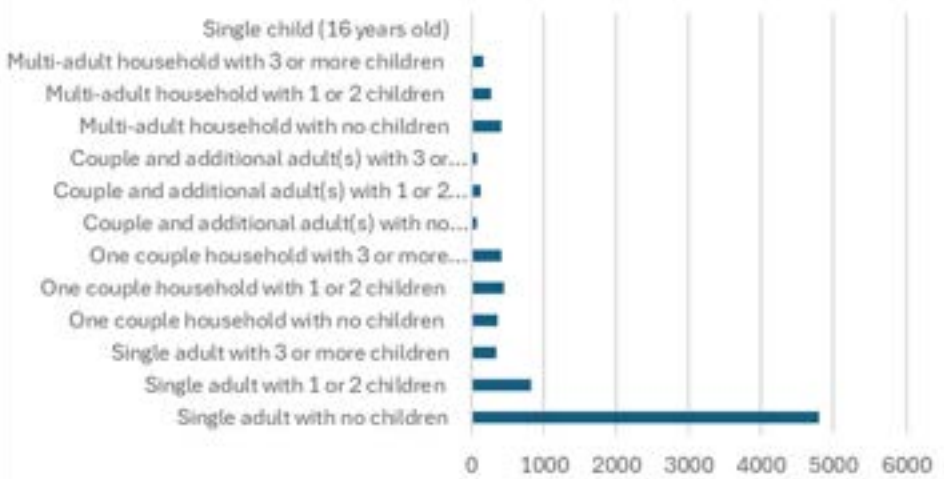
We are delighted to be seeing an apparent slight decline in overall food bank use, however we are still significantly above pre-pandemic levels. We believe robust referral, embedding advice and better signposting have all contributed. However, we must always bear in mind that in recent years around 29% have been first time users, and average use is only 2.26x (see next page)

Ratio of adults to children

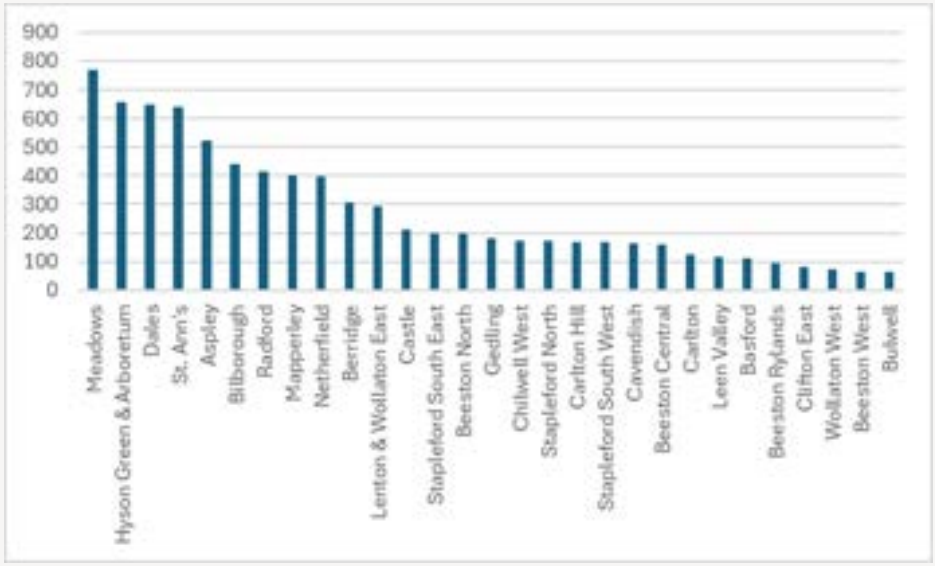


Data (left) shows proportion of children being fed each year via our distributed food parcels. As shown this remaining consistent year on year at around 40%.

Vouchers issued by household structure

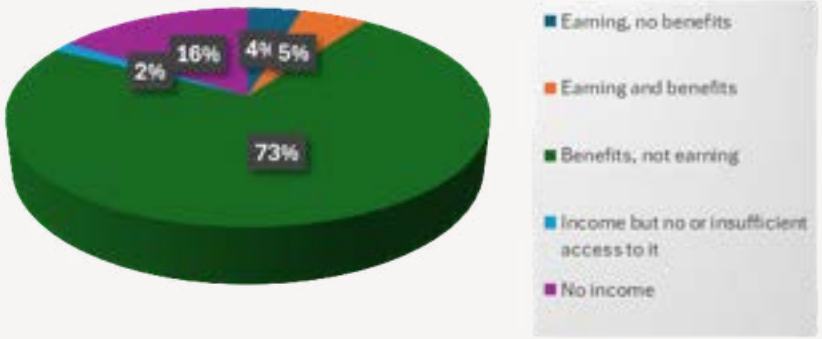


Vouchers issued by geographical ward



Data above shows where our food bank users live rather than data by food bank location. Whilst there can be valid reasons for using food banks out of your home area, our vision is that people are supported in their own communities, limiting travelling with heavy food bags and transport costs. We will continue to monitor our current locations, opening days and times to ensure those in crisis can easily access emergency food and other support.

Vouchers issued by source of income



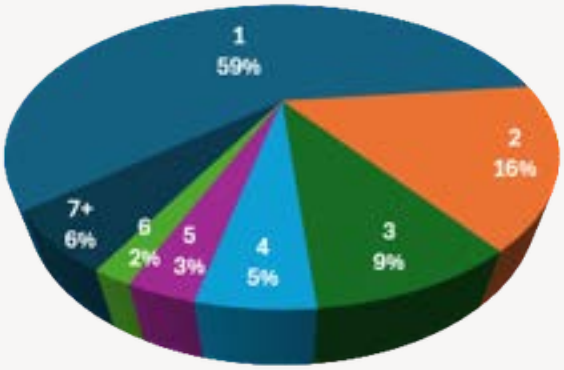
Data shows that 73% of our vouchers in this period were issued to people receiving benefits and not working, with 16% having no income at all.

Frequency of food bank use

Whilst the media can sometimes present a picture of largescale food bank dependency, our data tells a different story - the highest percentage of users having only accessed one voucher in the twelve month period and a very small percentage of guests with much higher use. This higher use can often include individuals with very complex mental health needs, and the homeless. We are also seeing increasing numbers of people in temporary accommodation.

We never put a limit on vouchers received, however we do ask referral agencies to talk to us when issuing more than 4 in a 6 month period, so we can ensure individuals are getting the financial advice they need to help them out of poverty. Our referral system is not intended to make accessing food a challenge, we strongly believe it is essential to lift people from crisis to hope, and without such a monitoring system, the reality of food insecurity could be hidden or misreported.

Percentage of guests by numbers of food bank vouchers issued in the reporting year



59%
WITH ONLY 1 VOUCHER

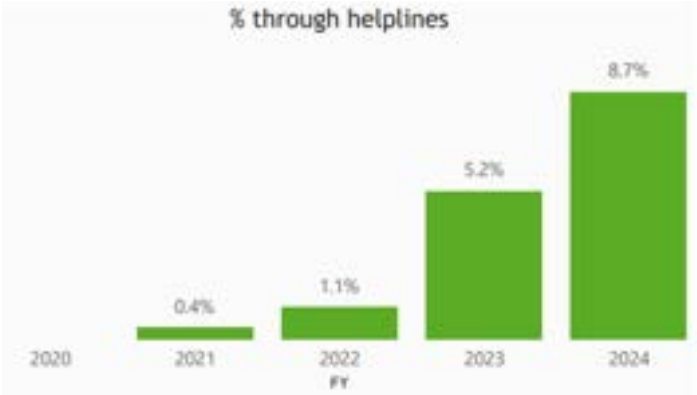
6%
WITH 7+ VOUCHERS

2,600
FIRST TIME REFERRALS
+4 on Last Year

29%
WERE FIRST TIME VOUCHER REFERRALS

ONLY A
2.26x
AVERAGE VISIT FREQUENCY

Help through Hardship



Trussell's 'Help through Hardship' (HTH) helpline, in partnership with Citizen's Advice, provides guests with a free and confidential telephone option for welfare and benefits checks.

867 HTH REFERRALS

OUR TOP REFERRAL AGENCY

CASE STUDIES

There are real people and stories behind each and every number

"Unfortunately I've had to use the food bank on and off in the past. They are always kind and welcoming. They are also patient with me when I've had to change some items because of my diet." (Guest at Bilborough)

"I was a guest at Wollaton. They were so warm and lovely that I felt like a 'family connection', I went away feeling like I wanted to be a part of that. I signed up with Hope and have been volunteering at the Chilwell food bank, where I feel that same family-like atmosphere, its clear that, that feeling runs through Hope Nottingham's ethos." George (Food bank Volunteer)

STORY OF HOPE

‘Compassion comes full circle…’

Many times at Hope Nottingham we hear potential volunteers express their reason for wanting to volunteer is because they have been helped themselves, either by Hope Nottingham or another charitable organisation.

This reflects the transformative cycle of our G.R.A.C.E model of mission (Giving, Relief, Advice, Community, Empowering) where being a recipient of giving can lead people to give back themselves.

Kurosh’s journey is one such story of hope and transformation. As an Iranian refugee he first visited Hope Nottingham as a user of the food bank. There he experienced first hand the compassion and care of the Hope Nottingham community who supported him through a difficult season.

Grateful for the help he received, Kurosh chose to give back and now volunteers at Hope House in the food bank, kitchen (both at the community café and the community meal) and also as a van assistant! Wherever there has been a need, Kurosh has offered to help! He has become an exceptional volunteer whose kindness, humility, and gracious heart have blessed everyone who works with him and who he serves. His dedication and hard-working ethic have inspired both volunteers and guests alike.

Kurosh continues to serve others in an even greater capacity through his recent employment with a local church, where he works with refugees, offering not only practical help but also dignity, friendship, and hope. His story reminds us that compassion can come full circle, turning personal hardship into a source of strength for others.

We are so grateful to have Kurosh as part of our Hope Nottingham community and pray for his people in Iran.



Kurosh’s kindness, humility and gracious heart

has blessed everyone who works with him’

Jade | Hope House Community Worker



Food bank as the first step to caring and holistic community support

Being referred for an emergency food parcel can often be the first time someone steps through the door of a food bank. The vision of Hope Nottingham, our volunteer teams and the host churches and organisations we partner with, is not a 'transactional' handing over of food. Each location is developing their own activities, in our hubs led by us and in partner churches led by the missional team or local volunteers and community members themselves. Where requested to, we will always aim to help this development, but in many cases, the volunteers are more than capable to lead.

c239 dedicated food bank volunteers

3,945 HOUSEHOLDS SUPPORTED ACROSS THE NETWORK

ADULTS WERE FED **12,654** TIMES

CHILDREN WERE FED **7,381** TIMES

1352 food bank sessions

Support in Stapleford

STORY OF HOPE

The Haven Centre at Stapleford has been part of our network of food banks since 2013 and hosts our food bank twice a week. In addition to church services, The Haven Centre also offers a community café, cinema and 'Supertots' session. Also in Stapleford since 2013, is our food bank at Montrose Court (shown right). This is a small church established in the centre of the Melbourne Road estate in the area of North Stapleford. Previously a post office and then a hairdressers, the unit is now well established as a church. What is amazing there, is how the traditional idea of 'church' is being shown as 'community' first and foremost. It doesnt matter the size nor style of bulding, it is the people that make the difference!



Low literacy leaves family in unaffordable debt

STORY OF HOPE

"The day C came to see us her partner had walked out on her and was so grateful that we were there for her. She had been mis-sold an IVA by a company and was struggling to make payments, C struggles to read and write and unfortunately the company had taken advantage of this. We were able to help her to contact them to terminate the arrangements. We have also been able to help her manage the other debts she has with a view to applying for all her debts to be written off once the IVA has been formally terminated. C was grateful for budgeting advice and has now started teaching her children how to save as she sees how important that is. C is so grateful for the food bank as she has been borrowing money from her family in order to afford food. We are hopeful that once her debts are written off she will no longer need the food bank and will have enough money to live off."

Heather Morris | Step Forward Centre Manager

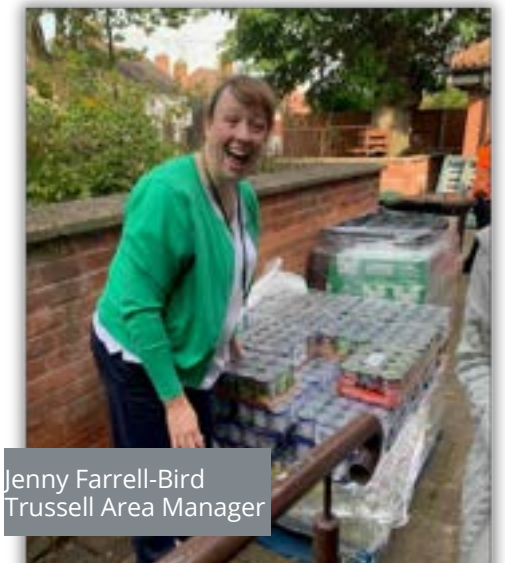
Inspired by community: The Church at Montrose Court based in a former shop offers food bank twice a week



Food stocks on the move

184 food bank deliveries
8% up on L/yr

£142,398 of purchased stock
5% increase on L/yr



Jenny Farrell-Bird
Trussell Area Manager



Malcolm |
Hope Van Team Volunteer

We are indebted to our amazing volunteer van team who tour every part of the city collecting and distributing food. No task is too much trouble for them and as well as food, they have collected items for our allotment, even moving and banking bulk coin donations, as well as delivering equipment and regular recycling trips.

The team is managed and supported by our full time staff Coordinator, Claire Fenwick. Malcolm (left) has volunteered as a driver for almost 7 years since he retired from a supermarket, bringing great skills with him.

"During the pandemic, we were delivering up to 60 parcels a day. Now, I deliver to the different food banks as well as collecting donations from schools, businesses and supermarkets. I have noticed there's been a drop in donations at supermarkets with the cost of living increasing. I used to be collecting 6 or 7 crates of food a day from the big stores. Now it's only 2 or 3. It's good to feel part of the difference food parcels make. On a personal level it's kept me healthy. Being active has really helped me."
Malcolm | Volunteer Van Driver



The Arches
Trent Compassion

Storage Challenges

We continue to be grateful for the support from teams at Trent Compassion and The Arches who have provided food storage at Trent Vineyard Lenton since the pandemic.

Unfortunately over this period their building has had subsidence issues and storage space has had to be reduced significantly by 70%. This has presented great challenges and in 2025/26 we will need to seek to find alternative solutions.



"I love my job because every day brings new challenges and real impact — no routine, just purpose and problem-solving that actually matters. I'm so blessed to have such a fabulous van and stock team...they do a difficult job but are always so willing."
Claire Fenwick |
food bank Area Support Coordinator



Community Food clubs

Our two Community Foodclubs - Beeston since Nov 2021 and Carlton since April 2023 - are weekly initiatives that save food wastage and support local people with low-cost fresh food.

In partnership with Fare Share and growing fresh produce from our allotment for the Beeston club, we provide food boxes to local community members. Food provided is varied and nutritious for a very small fee. We have a mixture of completely new guests who attend, and have had guests who originally came in for a food parcel, sign up as members. The attendees are now a little community where they share meal ideas and even check in on each other.

It's so good to see food not being wasted. It's really high quality, good value food that is reaching local people who it makes a difference to."
Jan | Food club volunteer

"Brilliant service, absolutely friendly place with friendly ladies. I feel so welcomed here and also get a very good deal of food that sets me up for the week."
Ian – food club and friendship club guest

102 sessions & 110 members over our 2 clubs

22.4 KG
TONNES OF SURPLUS FOOD SHARED LOCALLY

2802
FRESH FOOD BOXES SUPPLIED



STORY OF HOPE

"Food Club isn't just about the food that we receive..... brilliant service, brilliant community"

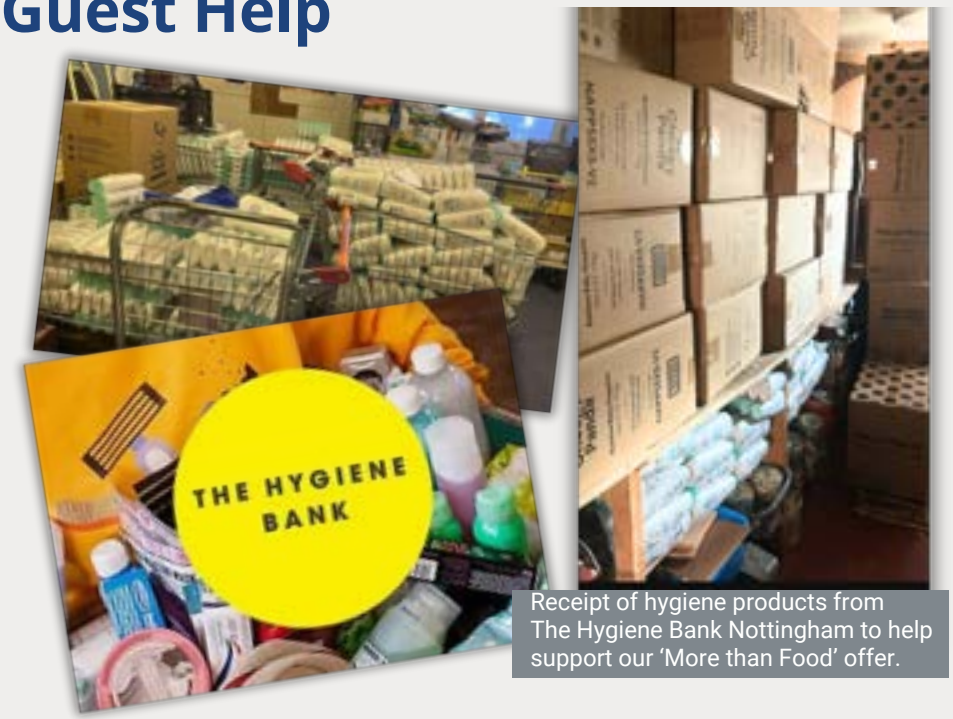
A guest who has been a regular member of the Hope House food club said "Food club just isn't about the food that we receive at such a reasonable price it is also about the people and the building. Each week you get really good value for your money especially in our current climate. You can always make a meal and helps me to budget my money better.

Brilliant service, brilliant community of staff, volunteers and guests. I love attending every week and belonging to the hope community."



Food sorting and friendship: Jan, Sam and Tilly - key members of the Hope House Food club volunteer team

Guest Help



Receipt of hygiene products from The Hygiene Bank Nottingham to help support our 'More than Food' offer.

With many of our guests experiencing poverty, we always endeavour to offer our services without any required charge, although many choose to make small optional contributions. For many in our food banks, a warm space, cup of tea and biscuit can make all the difference and in our two hubs we are blessed to be able to provide free breakfasts in Beeston four mornings a week and lunches in Carlton twice a week. Each hub also offers a monthly evening meal.

We are also keen to offer 'More than Food' by adding hygiene, cleaning and laundry items to our food parcels. We also signpost to The Arches - a furniture project, and used our own small discretionary fund (set up in memory of a deceased well loved guest - our dear friend Karl Rowland) to provide top up funds for Acts, emergency dental treatment and a new tent for a homeless individual

"I had nowhere to go and I found hope, not just hope in the word, I mean hope - this place. It really inspired me."
Karl, much loved guest, RIP

Our ACTS 435 Advocacy

'giving to anyone who has need' in line with Acts 4:35



We continued our role as an Acts 435 advocate - a crowdfunding giving website. Donations can be made for urgent needs such as benefit delays/sanctions, bills, clothes, food, heating, fresh starts, goods and furniture and white goods.

Find out more about Acts 435 here

STORIES OF HOPE

Our advocacy helped a single parent with a young daughter who experienced a fire in her flat which damaged her cooker beyond repair. She had lost her job so couldn't afford to replace the cooker from her benefits payments. Funding via Acts435 purchased a cooker so she and her daughter could cook hot meals.

Another guest had been living without a washing machine for 2 years as he was out of work and surviving on UC. He was relying on asking friends to wash his clothes which was causing him real embarrassment. Acts allowed us to purchase him a new machine, helping his wellbeing in many ways.

£3,340
GOODS PURCHASED FOR ACTS 435

8 WASHING MACHINES
4 FRIDGES / FREEZERS
3 COOKERS
1 BEDS / MATTRESSES
1 CARPET FITTED
1 AIR FRIER
4 CHAIRS

19
INDIVIDUALS SUPPORTED WITH ESSENTIAL ITEMS

ADVICE

Bringing wide range guidance to provide accessible, integrated direction in a supportive environment.

Signposting

Signposting our guests to other local organisations is a key aspect of our work, particularly for financial and welfare advice. Our mission is to provide specialist advice to reduce debt, maximise incomes and prevent future reliance on food banks,. We have integrated this into many of our food banks, and the huge impact is shown in the next few pages. But we also want to encourage local people to seek support from their local communities and this 'signposting' is essential. Considered a safe haven, we believe our hubs and the smiling faces and welcome from our volunteers (alongside a cuppa and free hot meal) have a key role to play in introducing supportive organisations in an easily accessible and friendly way.

A variety of regular and ad hoc agencies visiting our hubs have enhanced accessibility of help for our guests offering 'pop-up' style sessions. At Hope House this has included local PCSO's, Framework Street Outreach, Broxtowe Housing team, PA Housing, SEA, Elevate, Better Homes Better Housing, Notts Victim Care, Transforming Notts, and Midlands Women's Aid. As a Christian Charity we have also welcomed visits from various churches. At the Carlton Community Hub we have hosted Gedling Borough Council outreach, Independent Age - benefits advice for over 65s, Fire & Rescue Service - safe and warm housing advice , Nottinghamshire NHS Talking Therapies advocate , Better Housing Better Health - Home Energy Advisor, and Futures For You (Careers Development Advisor).

Development of resources:
A large but worthwhile project in this period was development of Signposting booklets by our Support Manager, Iain Anderson. Their aim is to support both guests and volunteers alike.
Example pages shown from Carlton but each location's booklets reflect local context and services. They have been so well received they keep getting pinched!!





'Hope offers those in crisis so much more than just food bank'

Iain Anderson, our Support Manager of 5 years service and 5 before that volunteering: "Hope Nottingham is a place where there's always something going on! One of the real positives of my role is that I get to see the wide range of activities taking place – especially in our community hubs.

Whether it is our regular community café sessions, our community meals, our art & craft groups, faith based activities, job clubs, community allotment or our food banks, one constant is the dedication and willingness of local people giving up their time and offering their skills to help, support and care for others. For me, this is where real Hope resides - the quiet determination to make a positive difference to people in need. We can't and don't 'solve' all of the issues that our guests experience, but we can and do offer people a place they feel welcomed, supported, cared for and loved – and that for me is what Hope Nottingham is all about."

Financial inclusion

Connecting to maximise incomes and reduce debt

We know hunger cannot simply be addressed by an emergency food parcel. While it provides support for the immediate situation someone is facing, it doesn't address the lack of income to afford the essentials. At the same time, we do not claim to be able to offer professional welfare, benefits or financial advice. However, through Trussell's Financial Inclusion, we can ensure many people on low incomes have ready access to support, to reduce their food bank need in the future.

These services, are delivered by working with local expert advice providers, which unlock benefits, grants and money that people are eligible for, and connect people to other community services to help with issues like mental health and housing. Around 64% of the food banks in Trussell's network were offering access to money advice and support and we are delighted to be part of this.

Now in year 3 of our Trussell funded Financial Inclusion project, we continued two sessions a week Citizens Advice Broxtowe outreach and one Step Forward Debt Advice session in Beeston, two advice sessions provided by Nottingham & District Citizens Advice, one each in our Broxtowe and Aspley food banks. The Ark attended our Carlton Community Hub's two food bank & café sessions. From April 24 we contracted Bestwood Advice for three additional sessions - Meadows, Radford and Sneinton - all busy food banks. The total results over the period have been amazing, as shown on page 45.

Sustainability of this important work

Our experience alongside raw data shows that co-location of advice within the food bank setting helps reduce the difficulties of finding solutions without support, helps mental and physical health. We know for sure that it is far more difficult (or less likely) for food bank users to access welfare and benefits advice if not located at the food bank. In this review period the advice provision in the 7 food banks has cost **£76,158**. Our funding ends April 2026, so our next period we will be focussed on looking at options for future sustainability of this essential service for those in crisis.

FEEDBACK FROM GUESTS USING OUR ADVICE PROVIDERS

"Excellent service. Caroline was amazing with me. I felt like a human with her."

"Caroline who I spoke with was absolutely amazing. Very helpful and considerate."

"The advisor was an amazing help and made asking for help easier."

"Easy to locate with helpful, supportive & informative people providing advice. I'm very thankful for their patience & input. Just very good service"

"So far everything I need help with and don't understand has been improved and it's so stress-free after being given all the help I needed."

"I am very happy with the service, it is very nice to see people in the café and enjoy breakfast if need it."

OUR ADVICE PARTNERS

step forward

citizens advice Nottingham & District

Phoenix Farm Open Door Project operating The Ark, Gedling

Bestwood Advice Centre

citizens advice Central Nottinghamshire

Trussell
Ending hunger together

Average £1000 gain per person

Through income gains, debts managed, and debts written off it was estimated an average financial impact of around £1,000 was achieved per person accessing a Trussell advice service. Finney, et al, (2024), Evaluating the advice and support services provided through food banks https://www.trussell.org.uk/news-and research/publications/evaluation/evaluating-our-money-matters-advice-and-support-services

CASE STUDIES



Struggling with learning and technology

The Ark is a community meeting place and advice centre in Gedling, close to our Carlton Hub. They provide advice on a wide range of issues including welfare benefits, housing, eviction, employment, general life skills and community issues. Through the Trussell Financial Inclusion grant, Hope Nottingham has been able to fund an advice worker to be based in our Carlton Hub's food bank twice a week.

'The welfare rights provision at Carlton Community Hub has been a source of support for many people over the last 12 months. We have been working with a food bank user who is a gentleman with disabilities. He lives with his grandson who is his carer. His grandson has some learning disabilities, and they lived together in a one-bedroom flat. One of them slept on the sofa in the living room, and the other had use of the bedroom. The grandson's partner became pregnant. Naturally, the grandson wanted his girlfriend to move in so they could care for the baby at home, but that would cause serious overcrowding in the flat. It would also impact both their income.

We spoke to the housing provider who advised how to get the grandad moved. Owing to their learning disabilities and lack of technology experience, we helped complete the housing forms and 2 weeks ago the grandad was given his own flat, allowing the grandson and his partner, and their new baby, to enjoy their own home without such severe overcrowding. The granddad was then supported to apply for Universal Credit and arranged for the rent to be paid direct to landlord to prevent any housing arrears and minimising any future chance of eviction.'



Heather Morris |
Step Forward Centre Manager

Relationship building is a key part of the service

Step Forward Money Advice is part of Trent Compassion and offers free, friendly and confidential debt and budgeting advice. Heather Morris Centre Manager shares her thoughts, on partnering with Hope Nottingham.

'Working at Hope House is such a blessing for us and our clients. The warmth of the place is almost tangible and one of our clients quoted on their survey they completed that- 'I like it when they (food bank team) pray with me. Very friendly and down to earth, helpful and puts worries at ease."

For us at Step Forward Money Advice, the relationship part of our work is so important and the setting at Hope House, really adds to the feeling of family and support that we pray our clients feel. We have seen 43 clients through the year, helping some of them have their debts written off which have totalled almost £84,236 and managing other debts of over £176,134.

"Ms K came to us at Hope House having been referred by the food bank. She has been struggling with her mental health for a few years now and as a result had ended up in debt. Things that she used to find easy to manage, now cause her a lot of stress and she has really appreciated the support to add clarity to what she needs to do. The relationship part of the service and the care and support shown at Hope House have enabled her to reach out, even on the days when she is really struggling.

The process will be long and slow for Ms K but having the ability to work at her own speed has been such a blessing for her, it has and continues to be a privilege to walk with her on her journey."



Lisa | Citizens Advice Central Notts
Outreach worker at Hope House

Providing advice amidst challenges

STORIES OF HOPE

Hope has had a long term relationship with Citizens Advice Broxtowe who have now merged with other local Citizens Advice to form Citizens Advice Central Notts.

Lisa, their Outreach Worker is at Hope House twice a week, working with our food bank guests and volunteers. They have seen many different people but one case study here illustrates the difference that can be made:

John first came to the service after being signposted to the food bank by his support worker at New Hope Rehabilitation. At the time he was living in supported accommodation and struggling financially due to alcohol dependency, limited income, and uncertainty around benefit entitlements. A full benefit check identified eligibility for Universal Credit and Housing Benefit, and he was supported to apply for the Household Support Fund. Over the following months, John returned regularly with housing concerns, emergency food support and advice on benefits and debt.

Changed circumstances led to housing instability, ongoing health challenges and an incident involving another tenant. Over a year, John made significant progress in stabilising both his living and financial position. Support from Citizens Advice resulted in tangible gains, including Household Support Fund awards, emergency food, referrals for specialist debt advice and assistance with disability benefit applications.

John's potential financial uplift from various benefits is worth more than £10,800 annually. He continues to work on his recovery, maintains regular contact with support services, and remains hopeful about returning to work in the future, once his health has stabilised.


Simon Mee |
Head of Service Delivery
Citizens Advice Nottm & District

'WaterSure scheme' enables monthly savings

The guest was a widow and owner of a large property. She attended for advice as a user of the food bank and and asked how to maximise her income, which consisted of just the state pension. A benefit check was completed to ensure the correct benefits were in place, which were. This included state pension, pension credit and Council Tax single person discount and Council Tax reduction.

However, she was still struggling to make ends meet so Caroline the advisor looked at how the lady could save money on her expenditure. It was discovered she was paying a large water bill (estimated by the water company at £49 a month).The advisor highlighted the WaterSure scheme and as she was digitally excluded - that is - didn't feel confident using technology, was supported by the advisor making the application on her behalf.

The guest was successful in the application and awarded the scheme by the water company, and received a reduction in her bill from £49 a month to £11.90. This equates to an annual saving of £463.08 per year. The £37 saving per month is a similar amount to the cost of a single food parcel. The guest was really pleased with the outcome as it enabled her to stretch her money further when paying for food and bills.

The WaterSure scheme is specifically for high water users, however the Seven Trent Big Difference scheme for any consumption has helped many of our guests. Both are perfect examples of a simple application that can be out of reach for those who are digitally excluded, or just not aware of them.

LIFE CHANGING FINANCIAL IMPACTS

Advice partner	New clients	No. achieving/expecting financial gain	Total value of financial gains	No. supported with debt management	Total value of debt managed	No. supported with debt write off	Total value of debt write off	No. no longer expected to need food bank
Bestwood Advice Centre	245	212	£ 301,270.40	20	£ 34,051.57	1	£ 342.62	4
CA Central Nottinghamshire	122	71	£ 179,546.00	0	£ -	0	£ -	85
Ark Advice Centre	104	47	£ 275,303.32	0	£ -	0	£ -	54
CA Nottingham	71	42	£ 96,309.00	1	£ 58.00	0	£ -	37
Step Forward	43	0	£ -	12	£ 84,236.00	9	£ 176,134.00	19
Total values	**585**	**372**	**£ 852,428.72**	**33**	**£ 118,345.57**	**10**	**£ 176,476.62**	**199**

£852,429
TOTAL FINANCIAL GAINS ACROSS ALL PROVIDERS

THIS IS AN INCREASE OF AN AMAZING £294,270 ON THE PREVIOUS YEAR

585 GUESTS SUPPORTED

372 GAINING FINANCIALLY

THOUGH THE NUMBERS HERE HAVE REDUCED FROM LAST YEAR, ACTUAL GAINS HAVE INCREASED

£118,345 TOTAL DEBT MANAGED

£176,477 OF DEBT WRITTEN OFF

AN INCREASE OF £33,874 ON DEBT MANAGED AND £32,528 DEBT WRITTEN OFF

Trussell
Ending hunger together

We are incredibly grateful for the support of Trussell and their dedicated Financial Inclusion Manager



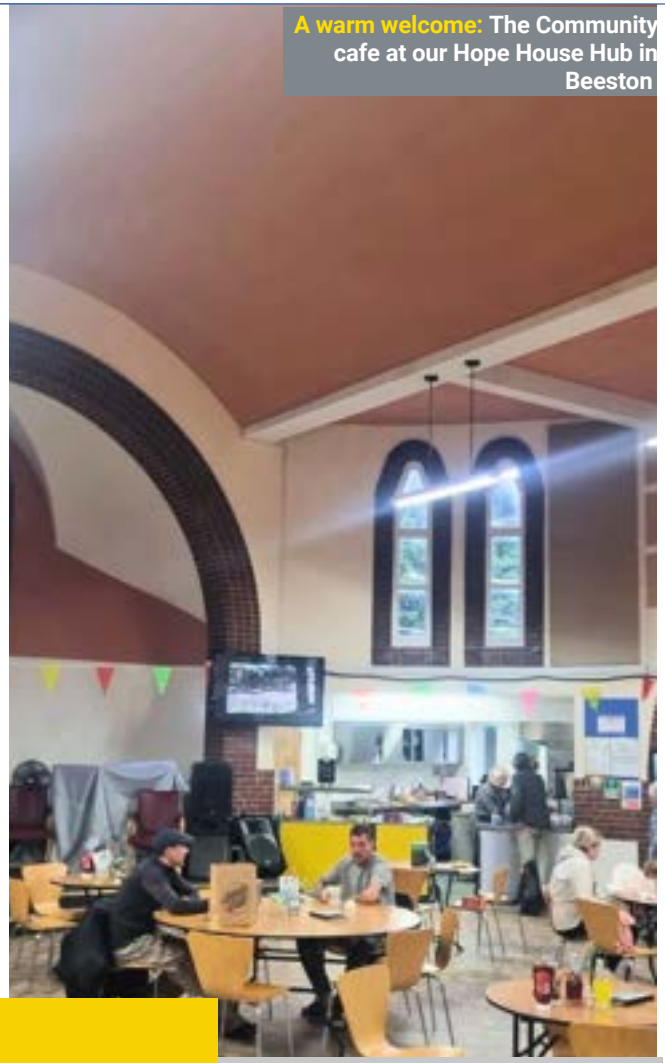
Mary Collier | Trussell Financial Inclusion Manager

'As the Financial Inclusion Manager for the Trussell Trust in the East Midlands, I support Hope Nottingham with their food bank-based advice service provision. This provision began in February 2022 in 4 of their food bank centres and, due to its success, further Trussell Trust funding was awarded to expand the service to 3 more food bank centres. The services have evidenced significant impact for food bank guests in tackling the issues that led to their need for emergency food and achieving greater financial resilience. They have ended the ongoing need for food bank for many.

Hope Nottingham's unwavering focus on supporting their local communities in a compassionate, holistic and person-centred way is very impressive. Their strong partnership-working with local advice agencies exemplifies their commitment to social justice and proactive, determined approach. It's a privilege to support their invaluable work.'



Each helping the community for over a decade: Left: Rob - Café chef twice a week. Right: Lynne - food bank and food club volunteer



A warm welcome: The Community cafe at our Hope House Hub in Beeston

292
CAFÉ SESSIONS
IN BEESTON AND CARLTON

6395
BREAKFASTS
IN HOPE HOUSE, BEESTON

5566
LUNCHES
IN CARLTON COMMUNITY HUB

COMMUNITY

Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Community Cafes

Our free drop-in cafes ensure guests are welcomed by true hospitality, food and friendship, all enabled by our amazing volunteers.

Our cafes offer support as part of a holistic approach which can include emergency food provision, benefits and debt advice, signposting plus practical help which includes referrals to The Arches and Acts 435. Most importantly, they give opportunity for connection and we have seen many friendships between guests formed and heard many stories of improved wellbeing as a result.

Hope House Cafe Beeston

Open 4 days a week, the café has seen an average of 125 breakfasts per week, thousands of cups of tea being consumed and hours of talking with our guests. The space was also used for celebrations including our Volunteers' week and Christmas celebrations.

Hope Cafe at Carlton Community Hub

Carlton's twice weekly lunchtime café runs alongside the food bank and has a wonderful team of volunteers cooking light lunches including soup, toasties, chip cobs, and freshly baked goods such as cakes and scones - real comfort food!

Reducing loneliness

Whilst all our activities are centred around building community connections, we continue a dedicated focus on projects aiming to reduce social isolation.

Hope House Friendship group

Originally only hosted at Hope House, the Beeston Friendship group has now been part of the Hope Nottingham run family of activities since May 2021.



Hope House Tuesday Friendship group enjoying some craft activities

The group aims to provide a space for local community members who may be socially isolated, to meet new people and have a safe constructive space to explore new hobbies and learn about new interests.

Our guests participate in a variety of activities from quizzes, bingo, specialist talks, arts and crafts and board games.

Planned development for this group currently involves creating new links and networks with the local community to boost engagement.

VIEW FROM A VOLUNTEER

Meryl (right presenting cake to Jane a long attending guest at the group) has been volunteering over 5 years, originally as a telephone befriender and delivering food parcels during the pandemic. She enjoys helping people in different ways, using some of her professional therapist skills in listening and supporting people whoever they are.



Carlton Hub Friendship group



Making Saturdays a special time for connection:
Carlton Community Hub Friendship Group Team, left to right: Tony, Karen, Kay and Glenys

The Carlton Hub's Friendship group was set up in November 2022, in response to local people in Carlton enjoying the activities during the week, but feeling particularly isolated at the weekends.

It has grown from strength to strength often with average of up to 38 regular attendees on a Saturday. It provides a warm welcoming space for members of the community to socialise alongside a toastie, with Peter and Karen's revered homemade cakes! The team even find time to play bingo and quizmaster Tony gets everyone thinking with his clever questions every week. There are prizes for the winners, alongside occasional sing-a-long music!

100
FRIENDSHIP GROUP SESSIONS HELD IN BEESTON & CARLTON

1906
TOASTIES AND/OR HOME MADE CAKE SLICES SERVED IN CARLTON!

HELPING REDUCE LONELINESS FOR 50+ INDIVIDUALS EACH WEEK

Arts & Crafts at Hope Nottingham



The Carlton Arts and Crafts group was initially instigated and supported by Jigsaw and is a session run by dedicated arts and craft experienced volunteers. A range of crafts is provided, week in and week out, such as painting, drawing, stencils, sewing, rug making and much more. The group has predominantly used recycled materials and aims to instil confidence and the session breaks in the middle to ensure a focus on connecting with others. Guests often bake and bring treats in to share with each other.

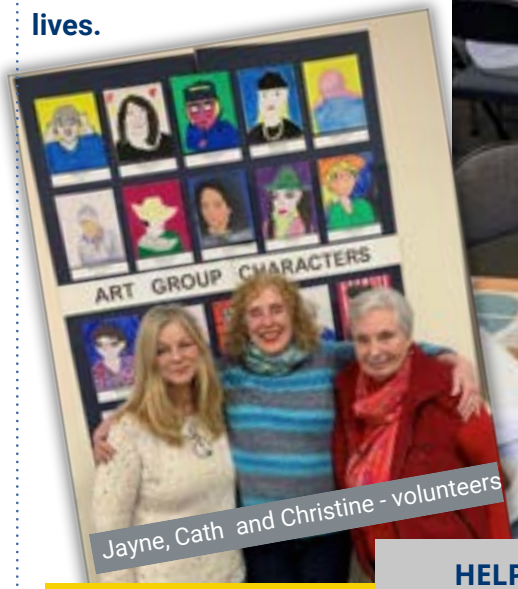
Thanks to the skills, experience and wonderfully warm welcome of the volunteer team it has attracted many local people with additional needs such as autism, brain injuries, mental health struggles.

At Hope House, in Beeston we have had small ad hoc card-making and knitting groups within our community café setting, but following Carlton's success in February 2025 we launched a trial 8 week dedicated art group. This was very well received and though still in early stages of growing, has encouraged existing guests and new ones to attend, as well as some new volunteer recruits to help organise the sessions. More blocked sessions are planned for next year.



Early art work from the new group

Cath, Lead Volunteer at Carlton was led by her faith to set up this group, knowing many local people with additional needs don't have safe places to go in the wider community where they are not bullied. She describes it as sometimes 'tough' and not the 'Disney' end of volunteering', but is proud that the group makes a real difference in the attendees lives.



Jayne, Cath and Christine - volunteers

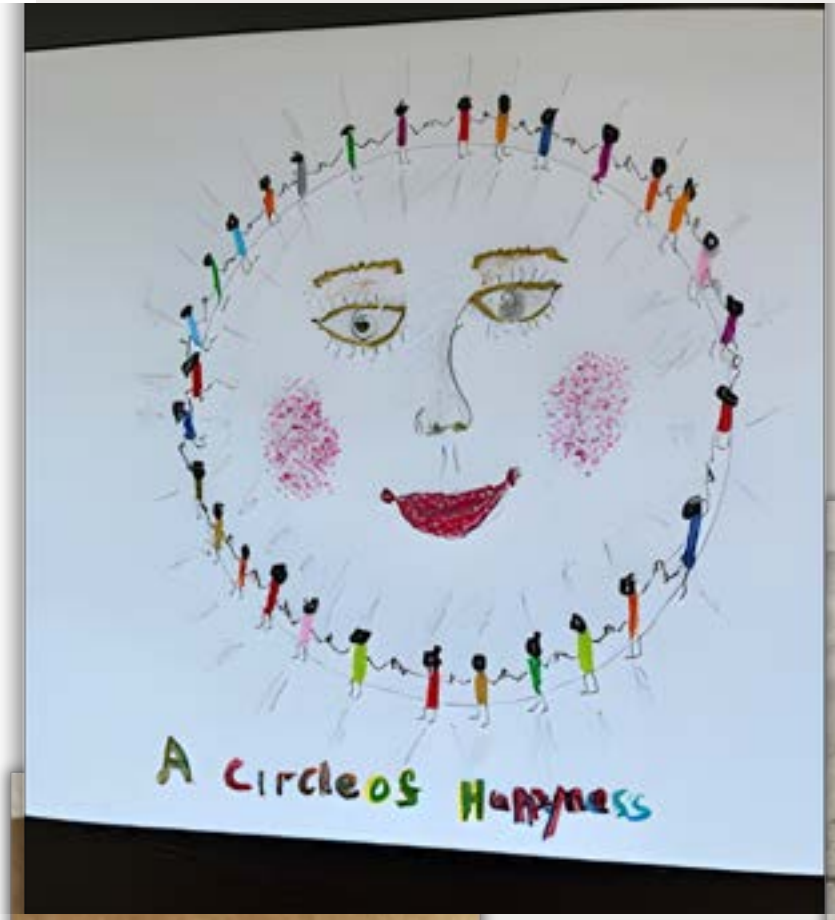


Fiona | Carlton Arts Regular Guest and one of the founding members

47
ARTS & CRAFT GROUP SESSIONS HELD IN CARLTON

HELPING REDUCE LONELINESS FOR 20+ INDIVIDUALS EACH WEEK

16
ARTS & CRAFT GROUP SESSIONS HELD IN BEESTON













Art as a tool for therapy, connection and wellbeing

Examples of art and craft. Above is the collective submission of the Carlton group to Carlton Art Show (see page 52)

STORY OF HOPE

‘I have started to draw again….’

Lauren, our Chaplain and Wellbeing Coordinator who has helped facilitate our Beeston Art group shared the difference that attending the group has made:

“With so much joy the guest shared that ‘I have started to draw again’. She said how she had wanted to attend for a while but wasn’t able to come through the doors on her own. When a neighbour moved who was already a regular guest at Hope House invited her along as she was coming already to the Arts and Craft group, she jumped at the chance.

When she started coming she spoke about the challenges and barriers to drawing she had faced, but how she was determined not to give up. It was about the process, not the end result, so in spite of setbacks she carried on drawing. Soon she was sharing not only some of the beautiful pictures she had drawn of animals, but also how determined she was to carry on now that the group had helped her creativity to come back.

The group was helping her have something for herself amidst her life of having a challenging caring role for her husband. He was also enjoying the lovely art work she had created, which he was beginning to encourage her in. This in itself was something very valuable, as he hadn’t done this so much previously.

Her son also started to show an interest and when he came for a visit to the UK to see her, she offered to run one of the craft sessions, gifting us with the materials and demonstrating the mask making with the volunteers who give so much of their time and effort, so she blessed them too.

When it came to her turn to lead on the craft, her son was visiting and came along to be a part of it. We all marvelled at his painting techniques and it was so lovely to see mother and son together. Since then they have been talking all things art and it has had such a positive impact on their relationship and sense of connection.”



Rediscovering art: Our regular guest’s son, who visited and shared one of our sessions, enjoying the ‘doing’ and ‘chatting’ with his mum and the group

Hope Community Meals



Left: Some of the Hope House Community Meal team; Right: Praise for our cooking! Far right: Hope House Community Meal and more of the team

On the second Tuesday of every month at Hope House, Beeston and the fourth Monday in Carlton, we offer a two-course cooked meal for anyone in the local community, on a 'pay what you can afford' basis. Our aim is to provide community connection as well as a hot meal in a warm, safe, and friendly space, also providing cooking and volunteering opportunities. We take into account dietary requirements, always including vegan and gluten-free options. Where possible for key months, entertainment has also been provided such as quizzes. Christmas saw the busiest meals with 57 guests attending Carlton and 62 at Hope House! A lot of people to cater for and whilst Hope House has a commercial kitchen, Carlton has a tiny one!

"Some people who have come tonight may not have spoken to someone all day."

385
2 COURSE MEALS PROVIDED IN BEESTON

22
COMMUNITY MEAL EVENTS ORGANISED

385
2 COURSE MEALS PROVIDED IN CARLTON



STORY OF HOPE

In spring of 2022, Heather Sarno (shown right), a local community member approached our then Director to talk about the benefits of social eating and home grown food. A member of Incredible Edible Beeston, she had also been involved in our Community Allotment. Our meal was born by May 2022 and two years later inspired our Carlton meal to begin too. This would not have happened without Heather. Heather tragically passed away in Sept 2025, just over a year after Josie, another meal volunteer who passed away June 2024. Both will be forever in our hearts and we are so grateful to the difference they have made. Each and every community meal we share reminds us of them both and the importance of 'community'.

Hope Community Events

Carlton Art Week





Above and below: Exhibits at the Carlton Art Show held at our Carlton Community Hub.

The first **Carlton Art Week** was launched in Oct 2024 as a festival that empowers Carlton residents to come together and share their passion for art, crafts and heritage. It featured a series of exhibitions by local professional and aspiring artists, presented in the cafes, shops and library on Carlton Hill. Carlton Art Show was the culmination of the week - a celebration of local creativity. We were so proud to host the show at our Community Hub, and it showcased an array of art and crafts created by local groups and citizen artists, including guests at our very own art group!







PRESS RELEASE

"Fun in the Sun!"

The Star pub n Beeston hosted an event for us 27-29 June 2025. We raised a whopping £1190 from the generous people that attended and The Star matched that making a massive total of £2390 over the weekend.

Big shout out to The Star who organised the bouncy castle, the Lilo and Stitch characters who entertained the children on Saturday and the bands and singers who all provided their services for free.

The Hope Nottingham staff team volunteered their time to go along and chat to everyone about our work. We met families who used to come along to our toddler group and reconnected with the children who are now at school, we heard from Food Club member Lynda who said:

"I have cut my food bill in half by joining the Club and we've started to eat more healthily as the weekly boxes contain so many vegetables and I couldn't afford to buy them before".

As notes were being pushed into buckets people told us how they had used the food bank in previous years and how great it felt being able to help fund parcels for others now their own situation had improved. Helen Voce, Operations Manager said:

"It was uplifting to hear what a difference our work makes to local people's lives. Thank you to all who came along and donated. The money raised will go towards the costs of running our 14 food banks. It's going to be an annual event so look out for the dates for next year!"





Jade and Lauren, staff team members



Jade's daughter, Peyton, lending a hand

£2390
RAISED THROUGH MEETING THE COMMUNITY

Connecting local families with young children

Hope House Little Angels Toddler Group

'It has been a personal blessing supporting the parents more by signposting, guidance and wisdom, and parenting skills.
Eleanor | Little Angels Volunteer



The extra mile: Eleanor, dressed for the toddler Christmas party;

We provided 36 sessions of our Hope House **Little Angels Toddler Group**, at Hope House led by our Youth & Community worker Jade, alongside our dedicated volunteers. A consistent group of around 8 families attended on a weekly basis which has helped create a wonderful little community where parents who met each other at this group, now go out to the park or other activities together. Support was received from The Arches, Tesco Beeston and Toton in giving clothing, baby items and other items to our parents.

36 SESSIONS

CLOSELY SUPPORTING UP TO 8 LOCAL FAMILIES WEEKLY

Carlton Hub 'Stay & Play' in partnership with Netherfield Family Hub

We are grateful to be able to partner with other local organisations, drawing on local experts to provide additional services without incurring significant running costs. Our Carlton Hub continues to offer our facilities free of charge for an afternoon a week for Netherfield Family Hub for a 'stay and play' service for pre-school aged children and their parents and carers.

STORIES OF HOPE

'Carlton Hub benefits me and my child. It helps my child to socialise in groups with peers, helps develop my child's fine motor skills, speech and skills such as turn taking, and provides fresh emotional and psychological stimuli midweek. I enjoy socialising with the other parents and sharing parenting ideas, swapping positive and negative tales, the social aspect benefits my mental health and keeps me motivated. The staff facilitating the group are knowledgeable and helpful and provide helpful child raising tips, above all the group is fun for myself and my child!'

'I have brought both my children here over the past two years and I have always found it to be a friendly and welcoming environment, with staff taking a genuine interest in each of my children. They are always happy to assist with any issues you may be experiencing, offering advice or direction to helpful advice or direction with helpful resources.'

'Activities are always varied and safe for all ages and children are consistently engaged, I have with my children made many happy memories here and will continue to attend as the afternoon is a winner.'

FAMILIES SUPPORTED EACH WEEK UP TO 15

EMPOWERING

Enabling people to live more stable and fulfilled lives and find worthwhile occupation

We continued to provide multiple opportunities for local people to volunteer, reducing isolation, helping individuals gain confidence and make connections in their local communities, as well as providing safe and meaningful opportunities to support others.

In line with our Theory of Change, we believe in volunteer led activities, facilitating the power of communities serving their own communities.

Our staff roles provide wraparound support for both the volunteer leaders and their volunteer teams, assisting with recruitment, training, coordination of activities and supporting with any challenges for example food stocks, advising on additional support for guests and of course incidents and safeguarding.



Empowered by their supportive volunteer team: Aspley St Margaret's food bank



Leading from the front: Liz (left) led The Haven food bank for well over a decade, utilising her past Citizens Advice skills with great compassion. In Nov 25 she retired from the food bank to focus on church ministry works. We sincerely thank her for all her efforts, going above and beyond serving those in need. A well deserved hug from Claire our Coordinator!

50
VOLUNTEER LEADERS

40
VOLUNTEER LED SESSIONS EACH WEEK



Local churches in partnership: Our Mount Zion food bank in Radford had to relocate quickly in our previous reporting year, with the Evangelical Free Church coming to the rescue to offer them a new home. While the huge building works continue, so does this beautiful partnership of ministries! From left to right: Leah, Jacqui Anderson, Trevor Anderson (MZ Pastor) and Karen (from Evangelical Free Church). Sincere thanks to the Evangelical Free Church for all the support.

STORY OF HOPE

VOLUNTEERING TO BUILD SELF-ESTEEM

Claire is one of our team of 'Office Angel' volunteers, working behind the scenes to help keep Hope Nottingham running.

How long have you been volunteering?
I've been volunteering for just over a year. I've been a stay-at-home mum for fourteen years, raising my son and running my own handmade craft business. Volunteering at Hope was my first step back into a working environment.

What roles do you volunteer in?
I'm one of a team of "Office Angels" – a title which I love! I'm in the Beeston Office on Mondays and I help with office admin such as answering phone enquiries & replying to emails. I also process volunteer applications – taking references over the phone. The team recently completed a large project of creating electronic versions of all of our volunteer records – something that was very satisfying to work on! I also help our Bookkeeper with some of the financial records – I love a spreadsheet!

What do you enjoy about volunteering?
Volunteering gives me a huge sense of satisfaction that I'm really helping the local community. Although my role isn't directly guest-facing, I take great pride in knowing I'm helping the office team with their tasks – meaning they have more time to get on with their jobs!

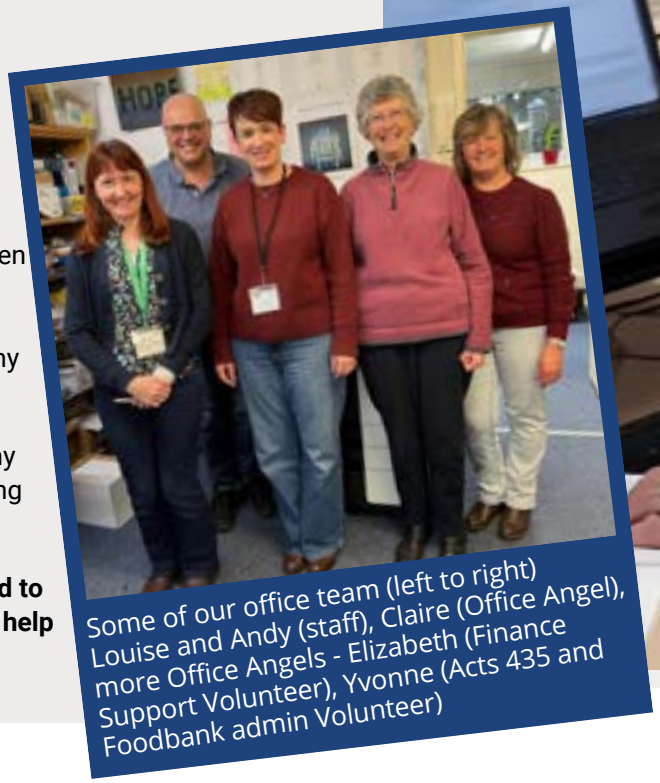
I started volunteering at a time when I had very low self esteem. I'd been out of a working office environment since having my son and I'd lost sight of what I was capable of. I've learnt so much since I started volunteering and it's given me a massive boost of self confidence in my own abilities.

I very much see my volunteering role as a two way thing – Hope get my help one day a week and I get the satisfaction of helping and re-learning skills I've not used in a long time!

Our sincere thanks go to Claire, the rest of our 'Office Angel' team and to all our volunteers across all our activities, for everything they give to help serve people in their local communities.



"I'd lost sight of what I was capable of...
It's given me a massive boost of self confidence."
Claire | Volunteer Office Angel



Some of our office team (left to right) Louise and Andy (staff), Claire (Office Angel), more Office Angels - Elizabeth (Finance Support Volunteer), Yvonne (Acts 435 and Foodbank admin Volunteer)

STORY OF HOPE

“Everyone has been been truly welcoming!”

Beth was originally a Community Café guest at our Carlton Community Hub. As part of our G.R.A.C.E model of mission (Giving, Relief, Advice, Community, Empower) we often see those who benefit from our service become volunteers. From April 2025, Beth was encouraged to apply and became a volunteer in June. As you can see from her own words she has really benefitted from this.

“I was made to feel comfortable straight away. I prefer changing roles and keeping busy. It’s been a pleasure getting to know different volunteers – there’s plenty of characters! After feeling isolated myself and slightly detached from the ‘real world’ after being in hospital for a long time it has been nice to get back out there.

I also like to see the small changes to people who attend and the positive impact the food bank has. With everything going on in the news and the world at the minute it feels a bit bleak but this place does remind me that there is still some good going on and help available.

I don’t enjoy the quieter times but David - the employed Community Hub Worker who oversees us - understands I like to keep busy and will move me around. He is always available if needed.

There’s a true mix of characters, both staff and guests - it’s nice to see people mixing who wouldn't have necessarily met in every day life. There are always people more than willing to offer cover in the food bank. And if anyone is having a bit of an off day people are more than willing to help out.

“I feel like I see the impact. You have people sharing their stories with staff as to why they come - it isn’t always homelessness or struggle that brings people to the Church.... it’s people coming looking for a sense of community which is nice to see as it seems to be a rarity nowadays.“




DAVID | HUB WORKER


HOME-MADE TREATS

Literacy Group

"Doing literacy here at Hope - it's great. Lovely super bunch of people bringing different personalities." Judith / Volunteer lead

37 SESSIONS

VOLUNTEERS 4

15 GUESTS SUPPORTED

AND COUNTLESS CREATIVE IDEAS!

Our Literacy group volunteers provided around 37 group sessions on Monday afternoons at Hope House, during term time. Offering kind and tailored support to local people wishing to expand their literacy skills in a safe environment, a core group of around 15 guests attend.

Focus has been on creative writing, poetry, and improving their literacy skills, as well as building a sense of community and enjoyment around learning by exploring language together.

Over the year, guests have worked on a wide range of activities, covering everything from spelling, grammar and letter-writing through to poetry and creative writing. Catering for a range of levels of literacy and interests, the group continues to offer both support and encouragement to people of all abilities. They have also enjoyed social meet-ups in the holidays.

STORY OF HOPE

"Volunteering is very enjoyable. Whoever I work with, I enjoy. Particularly with David, his motivation is astonishing. It motivates me. He's benefiting as we take an interest in him. He's so kind and thoughtful. Showing him his achievements - gives us all satisfaction and encouragement. The team is made up of kind, caring and loving people - providing support through difficulties is an important part of role. But you get more back than you give."

Rose | Literacy and food bank volunteer



Rose and Judith: Literacy Volunteers

ESOL Group English for Speakers of Other Languages

"In his grace, God has given us different gifts for doing certain things well..... If your gift is serving others, serve them well. If you are a teacher, teach them well." Romans 12:6-7



Hope's ESOL classes have continued to provide support for local people learning English as a second language since 2022. Guests attending the sessions over the year have included refugees and asylum seekers from a range of nationalities and backgrounds including Ukraine, Syria, Pakistan, Turkey and Hong Kong.

Teaching takes place in small groups depending on their level of English to tailor to individual need, and allows guests to develop their written, and spoken English in a friendly and informal atmosphere. Most guests are regular attenders of the sessions.

We have also accepted new referrals from both within Hope and from external agencies (e.g. Belong, local councils and churches) and recruited and trained additional volunteers to enable this work to continue.

"To Hope House, I study English lesson. I learn a lot of English from the class. I always enjoy each lesson. And thank you for your help. You give us HOPE all the time!"

ESOL group guest

14 GUESTS PER WEEK ON AVERAGE WITH

29 UNIQUE GUESTS ASSISTED OVER THE YEAR

SESSIONS 35

6 VOLUNTEERS

HOPE JOB & COMPUTER CLUBS

“They are a great team at the job club...helping with application forms, CV’s and interview techniques. I enjoy going because it is quite a relaxed atmosphere and we always have a good chat.”

Bernard | Regular guest at job club and community café

Hope Nottingham’s job clubs based at Hope House, and Beeston and Stapleford libraries have continued to support local people who are looking to get back into work. The dedicated one-to-one support provided by our volunteers include job searching, CV writing, job applications and interview coaching as required, tailored to the specific needs of each individual guest.

Our Hope House based sessions run alongside our community café and food bank. They offer support with getting back into work as part of a holistic approach which can include emergency food provision, benefits and debt advice. Our sessions at Beeston and Stapleford libraries, run in partnership with Inspire, provide a drop in service in easily accessible locations, and regularly receive guests referred from local Job Centres.

We look forward to continuing to assist those looking to get back into work and are currently working on recruiting a more diverse volunteer team to help support as wide a range of guests as we can.

In 2025-26 we aim to build on this work, focussing on Digital Literacy and Inclusion - an area of challenge for many in poverty. This work will be funded by a strategic grant from Trussell for a Development Co-ordinator. Beth joined us at the very end of this period, previously working as a Debt Advisor.



Back: Vince, Volunteer since 2018
Front: Bernard, regular guest

Tony (front left) has been volunteering in the Job Club since 2020 and previously retired from secondary education. He shared:

“I find this role a good fit for my skill set. I enjoy meeting new people and the interaction with people from different backgrounds and places.”



WORKING IN PARTNERSHIP WITH

Inspire Nottinghamshire Libraries

“'I'm really looking forward to start looking at projects and pieces of work to support the brilliant work that already goes on across Hope Nottingham.”



A STAGGERING 196 SESSIONS PROVIDED AT HOPE HOUSE & BEESTON & STAPLEFORD LIBRARIES

129 UNIQUE INDIVIDUALS SUPPORTED WITH JOB SEARCH, CV WRITING & INTERVIEW SKILLS

Partnerships for proactive support

37 GUESTS SUPPORTED WEEKLY

BEESTON SESSIONS 10

Chair based classes for older people

Sometimes it is better for us to partner with experienced organisations to deliver some services. At Hope House we support Liberty Leisure to provide a weekly 'Wise Moves' class. This is a fun and social class that will help prevent/reduce falls and increase strength and balance.

It incorporates Strength, Balance, Flexibility, Cardio, Tai Chi and Backward Chaining. This gives individuals the tools to comfortably complete everyday activities, e.g. getting down and up from the floor, having the stability to comfortably stand on a bus, reaching for something in a high cupboard or opening that heavy door and improve confidence day to day.

The Wise Moves classes are a falls prevention scheme which can last for a duration of up to 9 months. The duration of stay on these classes is on a case by case basis which is monitored through ongoing discussions and assessments between the instructor and participant. When both parties are confident that balance has improved, fear of falling has reduced and the participant feels able to exercise independently, the participant will have completed 'Wise Moves'. They will then be offered a discounted membership at Liberty Leisure to continue this journey with the same instructor.

In a similar way, at the Carlton Community Hub we have partnered with CC Health & Fitness to offer a weekly Strength & Balance class.



Sarah | L Leisure

"Hope House is a great community space which is friendly and easily accessible to local people. Bringing Wise Moves to a community space like this definitely makes it more inviting – as people can often be a bit afraid to attend sessions at places like leisure centres."

Sarah | Liberty Leisure Wise Moves Instructor

CARLTON SESSIONS 40+

UP TO 12 GUESTS SUPPORTED WEEKLY

Jigsaw work club in Carlton

We have worked closely with Jigsaw Midlands including them providing some funding for our Community Hub Worker. In addition to our hub being well-used by Jigsaw residents, we work with Martin Curtis their Neighbourhood Engagement Coordinator to provide a fortnightly job club in the hub: Martin says 'As well as assisting customers at the Carlton Hub with Employment & Skills support, my fortnightly sessions there have enabled Hub volunteers both here and at the Beeston base to access our Level 2 Food Safety training. It is also an opportunity for me to signpost some of the numerous Jigsaw tenants that attend to other local services and work with partners on wider initiatives such as the Carlton Art Week.'

Supporting the development of Community and Voluntary Services in Gedling

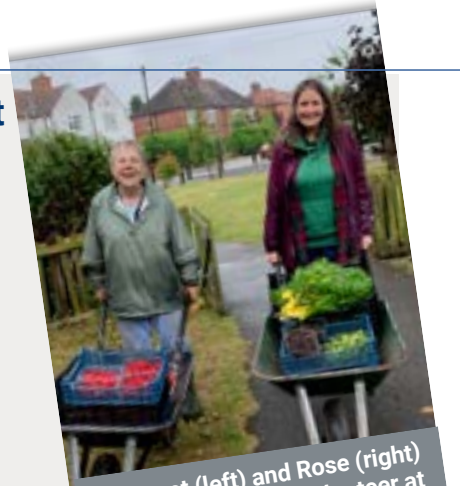
In March 2025 we were honoured to host one of a series of workshops in our Carlton Hub - particularly as the topic was 'Volunteering' - a topic we think we know quite a bit about!

This event was part of our support of work to develop the Gedling Voluntary Action Collaborative (see page 31) for more details of the initiative.



“I really enjoy the allotment volunteering with my wife. It comes first when looking at our commitments! We really enjoy being able to take barrow-fulls of produce up to Hope House. Great to see it being used, especially on the same day for the food club. ”

James volunteers alongside his wife Margaret



Margaret (left) and Rose (right) Rose is also a lead volunteer at our monthly community meal,







Hope Community Allotment

We have been blessed with permission to operate a large allotment on unused council land just down the road from Hope House in Beeston for a number of years. Throughout the last 12 months, our allotment team have worked through all weathers to ensure a continuous supply of fresh produce, at times benefitting from a boost of labour from corporate volunteer days.

Our Tuesday Hope House food club receives a fantastic harvest each week of vegetables, salad and fruit allowing food club members to enjoy a wide selection of freshly grown and picked items. The freshly grown produce has included strawberries, raspberries, potatoes, gooseberries, lettuce, spinach, cabbage, broccoli, apples, courgettes, tomatoes, squash, and chard! Our Beeston monthly community meal also benefits from this, with allotment produce being used each month.

This year has seen hard work in clearing and replanting sections of the allotment as well as use of last year’s project - a new watering system in our two polytunnels.

Next year we are looking forward to an additional polytunnel to increase our growing capacity, as well as a dedicated staff member to help explore how we can make better use of the allotment for the local community’s benefit and wellbeing.

“The allotment is a chance to socialise with others, as well as the useful physical exercise. We have a very nice group and are lucky to have the volunteers we have. The measure is what gets delivered - always pleasing to see what is provided. Lots achieved but still lots of scope to do more.” Graham, Allotment Lead Volunteer

12 CORE VOLUNTEERS WITH THEIR WELLIES ON

52 SESSIONS COME RAIN OR SHINE



Graham - our Allotment Lead Volunteer, who is never afraid to muck in!















Hope Community Allotment:
Amazing growing but it's not all fruit and veg, annual manure shovelling shown above! Nothing goes to waste - HMS Hope from our old playground - no longer safe for kids but great for growing!

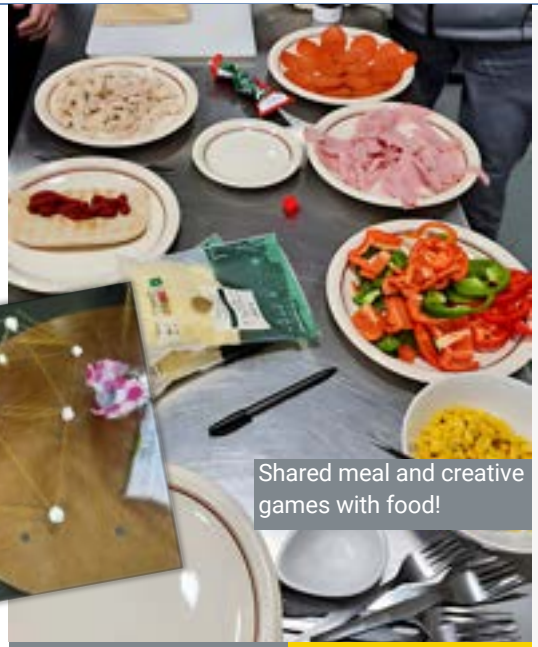
OUR 'RENEW WELLBEING' YOUTH CAFE

We continued our partnership with Renew Wellbeing to offer a Thursday early evening Youth Café, to young people aged 9 - 14 years. Our focus is on providing a safe, calm space where 'it's ok to not be ok' and the five areas of wellbeing: connection, being active, taking notice, learning and giving.

Our Youth & Community Worker - Jade, serves alongside a small team of volunteers to provide a safe and calm space, with shared food prepared together (supported by the local Tesco), craft and games, alongside optional reflection and prayer.

Although spaces are limited, and attendance sits between 10 and 12 young people each week, we believe this has greater impact than a traditional high attendance youth group. Many of the young people face individual challenges such as ADHD, autism, eating disorders or general mental health concerns, and our approach enables sharing of concerns.

We have provided lots of activities such as baking, jewellery making, card making and even played a live action game of 'Among us' – these activities are all underpinned by the five ways to wellbeing which ensure each young person is looking after their health whilst attending the group. The group set up enables the leaders/volunteers to be present with each young person which is vital to build purposeful relationships. The young people have grown in confidence and are passionate about their life choices which is amazing to see. We look forward to continuing with this group, with plans to recruit a more diverse volunteer team to help support our young local people.



Shared meal and creative games with food!

12 YOUNG PEOPLE WITH FOCUSSED SUPPORT

33 SESSIONS & SHARED MEALS

STORY OF HOPE

Summer told us she loves the group. In her words: **"It's fun. I love how everyone gets along. I love the helpers. I can be myself."**

"Many of the young people who attend Renew Youth face challenges in their wider lives that make consistency difficult.



Renew Youth offers a calm, welcoming space young people can return to without pressure or judgement.

Even when attendance can be sporadic, the group provides a reliable and supportive environment where relationships can grow over time. This flexible, trauma-informed approach helps young people build trust, confidence, and a sense of belonging, reminding them that there is always a safe place they can come back to when they are able." Jade | Our Youth & Community Worker (shown top right)



Self-portraits created by the young guests

CHRISTIAN PRAYER AND FAITH BASED ACTIVITIES

We endeavour to support the spiritual wellbeing of those in our community (whether guests, volunteers or staff). To do so we recognise the role of chaplaincy, in being present with and alongside people, is one key way of doing this. At Hope House, our employed Chaplain - Lauren, leads on our rhythm of prayer, where we offer a short morning and lunchtime prayer Monday to Thursday, at the start and end of café sessions. Entirely optional and low key, it has benefited guests, staff, and volunteers, as a moment to pause and reflect, regardless of their faith. More and more other staff are also involved in leading this, freeing up the Chaplain for other work.

During the year guests and volunteers had opportunity to share in 'Closer' a 5 week Easter series, offering helpful ways to connect with God. Some of the feedback included: **"I found this series to be inspirational, very interesting and encouraging." "It took us on a journey together. Blessed us, encouraged us, filled us with life."**

Another three session series explored themes of 'Advent - Joy to the world' in a prayerful, reflective way including craft, planned uniquely for Hope. **"This is such a nice thing to do before Christmas, what a lovely thing to do."**

Towards the end of the year we offered 'Restore' - a 3 week spiritual journaling series. With all our faith-based activities we actively encourage volunteers to support and you can read about Andrea's experience on the next page. All the sessions truly felt the safe environment they were intended to be, with welcome to those of any faith or none.

From April 25, we trialled a new role of 'Chaplaincy Volunteer' at Carlton. An example of both 'needs' and 'asset' based development. Our Trustee Kevin Pallister, having trained in chaplaincy after retiring from legal practice, began volunteering at Carlton's Community Café and food bank in this role, with the ongoing support of Lauren.

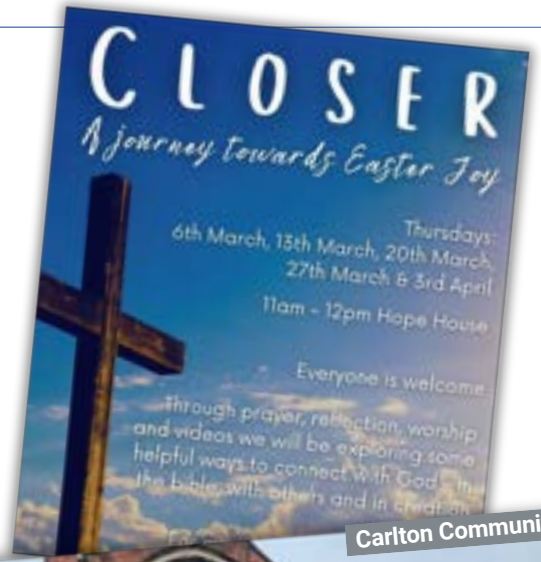
Throughout the year, our Chaplain also supported staff and volunteers' wellbeing, offering 'as needed' and 'second level' support to guests referred by our volunteer befrienders, in single or up to six session blocks. We also offered our usual bi-annual staff retreats and our first volunteer retreat which included prayer stations, craft and worship.

'Elizabeth - both a guest and volunteer shared the difference a prayer that our employed Community Worker Jade, had made to her :

"Jade, I haven't been very well over Christmas, and I needed to pray over myself but I couldn't find the right words and then I remembered your words and prayer you spoke at the last lunchtime prayer I attended. Suddenly I was able to find the right words. I now feel much better and wanted to share with you. Your words gave me peace."

350 prayer sessions at Hope House

11 faith sessions and 2 retreat days





"Being 'present' with people at our wonderful Carlton community is a huge privilege. Through chaplaincy I endeavour to give something of myself but receive so much in return!"

Kevin | Trustee and our first 'Chaplaincy Volunteer'



STORY OF HOPE

Learning through leading!

Andrea has been volunteering as a befriender in our Hope House Café since May 2022. Spending time with our Chaplain and attending other faith based activities run at Hope House she offered to help need our 'Restore' faith-based journaling short course.

"First of all, thank you to Lauren for letting me run this in a safe place, together with you.

I learned so much about how to gently lead the group at HOPE, eg, saying, 'you can come in and out,' saying, 'can I lead you through a stillness exercise.' It was a highlight learning from you. I was very encouraged with 10-12 attending each session. About double what I expected in numbers and they came back, and we had a variety each week.

I loved hearing each guests thoughts, seeing how they took my ideas and made them their own. I felt they had a freedom to do their own thing. People definitely trusted there was no right or wrong outcome and I loved that they got that. I believe each person really did take the Psalm into their heart as they created and God spoke to them.

There is always in me a desire to keep moving, keep sticking to the plan in my mind, but there is the need to be flexible, to let people talk and ask 'off-piste' questions, talk longer than I expect, and go off on a tangent. This is a challenge to me, but doing it together I relaxed as I knew you would sense when to move on and when to let people keep sharing.

My highlight was when a guest shared how God found her and she was no longer lost."

"What I really liked is that this was different to anything I have ever done before."

"The worship music has been wonderful and really led us into what we have been doing."

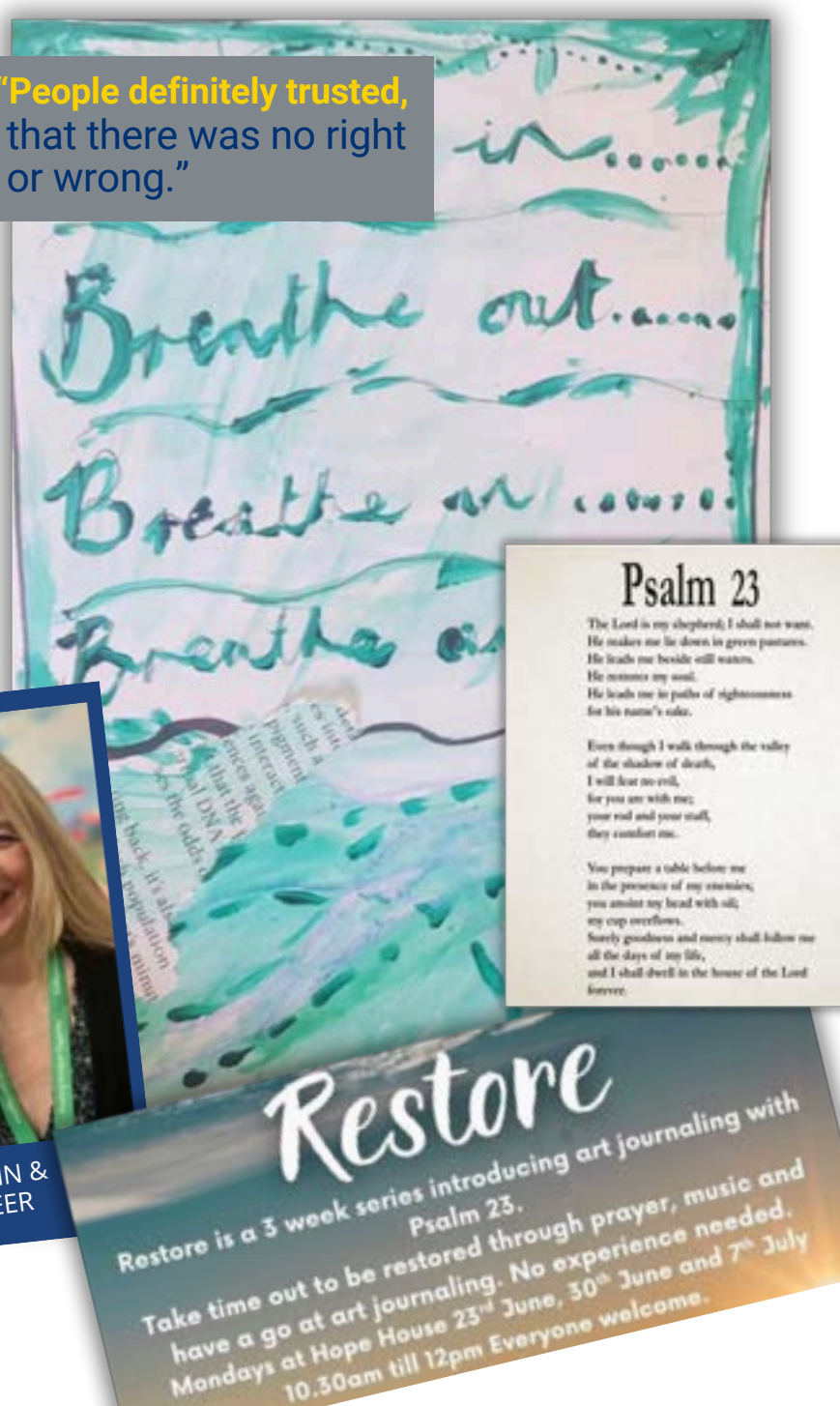
"I loved seeing how God has gifted each person and led each person differently each week."

"Thankyou for giving me the time and space to share Psalm 23. The teachers were Amazing and Anointed, Be Blessed."

"People definitely trusted, that there was no right or wrong."



LAUREN - HOPE CHAPLAIN & WITH ANDREA - VOLUNTEER



Supporting Communities and Volunteer teams to determine their own paths

We believe there are 'seasons' in community work. The very nature of our volunteer led G.R.A.C.E model of mission with 'empowering' being a fundamental part inevitably means partnerships and directions can develop as they are led by local people. This period has been such a 'season' and we have spent time listening to and valuing both the needs and assets within our network. If this means , at times, saying a 'fond farewell', we see this as a blessing to have learned from each other and an opportunity creating space to develop more partnerships!



Our blessings and thanks for over a decade of hosting our food bank
A fond farewell with Dominique, our CEO



Right to left: Pastor Ogle and his wife Sylvia, Vicky, Glendora (Val), Frances and Shermin

"We would like to take this opportunity to express heartfelt thanks to Hope and all of its staff that have been instrumental in assisting Bethesda Ministries to serve the community of Netherfield."
Pastor Ogle | Bethesda Ministries



Our relocated team settled in at the Carlton Hub

Farewell to Bethesda Ministries

In April 2025, after a variety of discussions, Bethesda Ministries in Netherfield decided that they wished to further their own Christian mission, and for their food bank to become independent of our Trussell East and West Nottingham network. Whilst sad to part company with the Church team, we respected their decision and were pleased to attend a celebratory event, presenting token gifts to the key volunteers, many of whom had been long -serving and involved in the food bank since its opening in 2014. We continue to pray for the success of this lovely local ministry and would welcome future working together should our paths cross again.

We are entirely committed to referral-based food bank operations and therefore explored other local options. A number of the core team had decided they wished to remain volunteering within the Trussell and Hope Network, so as it was only a mile away, we relocated the Wednesday Netherfield session to our Carlton Community Hub, enabling us to offer a 'later in day' and after-school slot of 3-5pm for local people. The team have settled in wonderfully and the session plans to extend to also offer 'Tea and Tech' soon, as part of a new food bank development strategy.

Future developments in The Meadows after many years of empowered and dedicated volunteering

MEADOWS FOODBANK & PANTRY

Following lots of discussions over the last couple of years with our Meadows food bank volunteer team and with Bridgeway Methodist Mission, their host church, a big decision was made for the team to register as an independent charity which they did successfully in May 2025.

Previously set up as a constituted community group, and the busiest food bank in our network, their ambitions to support The Meadows area had already seen them open their own pantry, whilst remaining under our Trussell franchise for food bank. Together we see the benefits of dedicated and independent governance for this ambitious and committed group. Although Trussell had decided not to set up any new franchises, Hope Nottingham appealed to Trussell to work with the group to agree an independent franchise, which we are pleased to support with. We plan to part company 'officially' around April 2026, however, we will always offer the team our support wherever possible and pray for their continued development. A celebratory 'parting party' is on the horizon! In the meantime, we are turning our attention to St Ann's - another area of high need - to set up a new referral-based food bank there, in partnership with St Ann with Emmanuel Church!

ENABLING

Developing a robust organisation with effective governance, policies and procedures

Policy Development

We continued reviewing and developing our suite of policies and procedures. Our existing policies include: Financial Control and Reserves; Equality, Diversity & Inclusion; Whistleblowing; Safeguarding; Driving & Vehicle Safety; Staff review; Leaves of Absence; Lone working; Domestic Abuse; Personal Relationships; Health & Safety; Supporting & Maintaining Staff Attendance; Induction & Probation, Code of Conduct and 'Dignity at Hope'; Financial Reserves; Incident Management & Reporting; Resolutions policy (Grievance and Mediation) Compliments, Concerns & Complaints, 'Advancing the Christian Faith' policy; Managing Performance (Conduct and Capability); Bullying & Harassment.

In this period we focussed on supporting our team with development of 'Welcoming and Supporting Neurodiversity' and 'Reasonable Adjustments' policies, and as part of our new 3 year strategy development for 2025-28, worked on developing a competency framework to help our staff team focus on the most important behaviours for ensuring their high performance.

We continued utilising Croner's Job Evaluation and benchmarking tools.

We made full use of our Trussell funded membership of Croner-i and CIPD HR Inform to support with policy development and HR advice and resources

Our CEO's membership of the Association of Chief Executives of Voluntary Organisations provided valuable resources and training, as well as general support and networking opportunities.



Governance

Our Board met in full 6 times over the course of the year and we operated the following sub committees:

Finance - Chair, Treasurer, Deputy Treasurer, & CEO

HR - HR Trustee and CEO

Christian Faith Focus Group - CEO, Support Manager, Chaplain, Trustees by open invite, rotating guest staff attendees

Guest Service Focus Group - Support Manager, CEO and relevant staff for the agenda. Trustees as required

Safeguarding - CEO and Safeguarding Coordinators



Wearing the 'official' Fire Risk Assessment Hat: A gift from the allotment team to Louise which complements her skills in making Health & Safety a respected and enjoyable task!

'"My job is really varied and I'm definitely never bored. Over the past 12 months I've been able to go out and visit more of our satellite food banks to talk about and promote good Health and Safety. This has been fantastic as it has also given me the chance to get to know more of our volunteers at different sites."

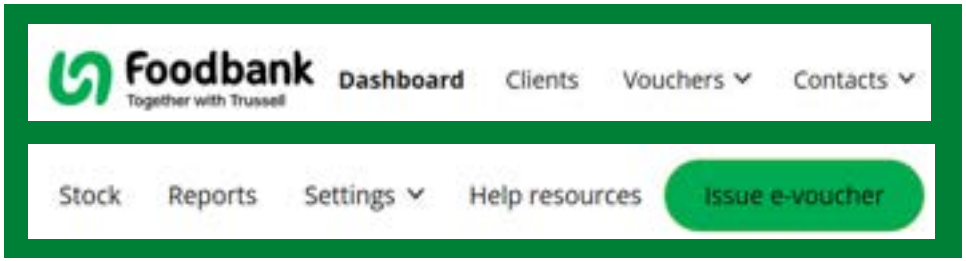
Louise Lawrenson | Admin & Facilities Coordinator and Hope Nottingham Health & Safety Officer. Louise also line manages Tilly, our beloved p/t Housekeeper, who also volunteers in lots of activities.



"No day is the same at Hope Nottingham! I've had to learn to be adaptable. I'm blessed to be working with such a supportive staff team."

Tilly | Housekeeper and bringer of Hope!

Supporting our food bank Network



Our emergency food bank network remains a substantial part of our work, and our focuses have remained on:

- Strengthening relationships with our satellite food banks
- Ensuring each food bank has sufficient stocks to meet demand
- Addressing any high repeat food bank use with referrers and guests to ensure people are being helped out of crisis
- Improving our processes with electronic referral, training volunteers and referrers

Our office deals with general enquiries, setting up new referrers as required following a 'suitability check' namely, a registered organisation, no personal email addresses etc and we are now able to direct them to agree to adhere to our updated Referrer's Handbook, which can be viewed here

Our Coordinator gets great feedback from our volunteer teams, travelling all around the city via bus and van, to support whichever of our 26 weekly food bank sessions needs it.

We have greatly benefited from our new Ops Manager taking a more strategic role, particularly in terms of building relations between our food bank volunteer leaders by holding regular meetings .

172
AREA COORDINATOR & OPS MANAGER SUPPORT VISITS OVER THE YEAR

13
VOLUNTEERS TRAINED IN E-REFERRAL TO IMPROVE GUEST SERVICE & EFFICIENCY

Sharing Hope Nottingham's Good News

Marketing and communications impacts both internally and externally, and we are proud to share the great work of our staff, volunteers, and partners, and their impact on and support of our guests. Our activities remained 'in-house' including the management of our two websites -- one branded Hope Nottingham and the other being a Trussell seeded 'East and West Nottingham' Food bank website.

You can view both websites here: Hope Nottingham and East and West Nottingham Food bank.

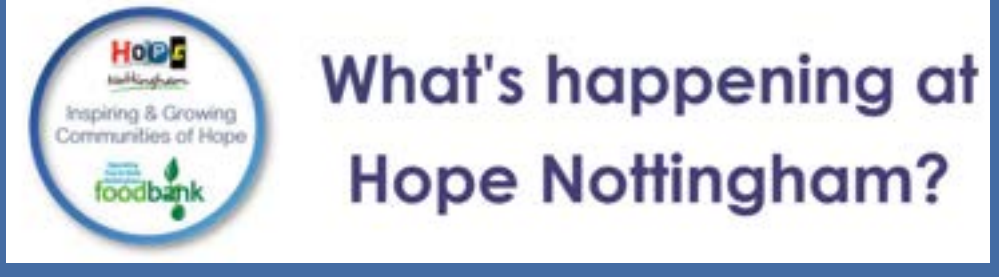
With social media we have only had resource to focus on Facebook and your can follow our page here. We hope to develop other channels such as Instagram and LinkedIn



Our CEO produced our Annual Report - intended to celebrate ALL areas of our work, which we know from feedback has been a tool for funders and key new recruits - both staff and Trustees.

Monthly Supporter Newsletter

We continued creating and sharing our monthly digital newsletter with supporters and volunteers.
You can read back issues here and sign up to receive your own copy direct to your mailbox each month here



HOW DID OUR VOLUNTEERS RATE US

Since 2010, volunteers have been the life blood of Hope Nottingham. Indeed there would be no Hope Nottingham without them. Whilst we do have a core staff team, ultimately our volunteers 'make it happen' with our staff roles being designed to 'enable' them in safe and meaningful roles.

In November 2023, we launched our first ever Volunteer Survey. We know many of our volunteers are not really interested in things like surveys. By their very nature, they are the kind of people that want to get stuck in to practical tasks that make a difference, don't want a fuss and often don't want to be centre of attention! Despite this, we were pleased 88 of our volunteers took the time to complete a detailed survey about their experience. You can watch the full results here

88

COMPLETED VOLUNTEER SURVEYS

STORY OF HOPE

"Janet is a valued volunteer in Hope House Food bank, Friendship group and at the monthly Community Meal. Over the year I have seen her confidence and relationships grow from strength to strength and I was really heartened that she worked to achieve her Food Hygiene Level 2 to help us even more!" Dominique | Hope Nottingham CEO

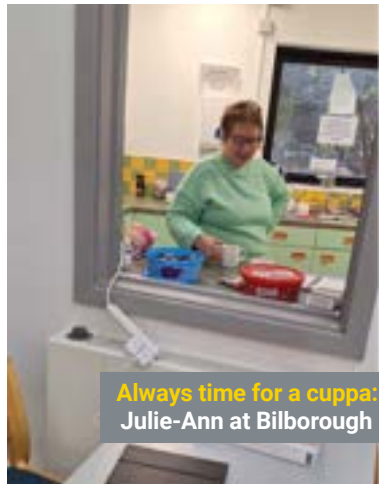


88% **believe their volunteering has impact**

93% would **recommend volunteering with us to someone else**

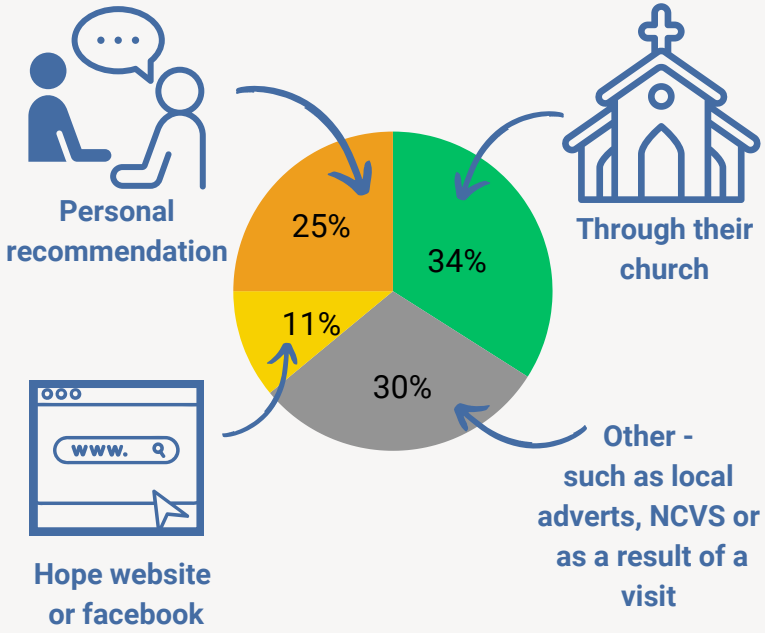


A special birthday: Rob, 13+ yrs service



Always time for a cuppa: Julie-Ann at Bilborough

HOW DID PEOPLE FIRST HEAR ABOUT VOLUNTEERING AT HOPE NOTTINGHAM?



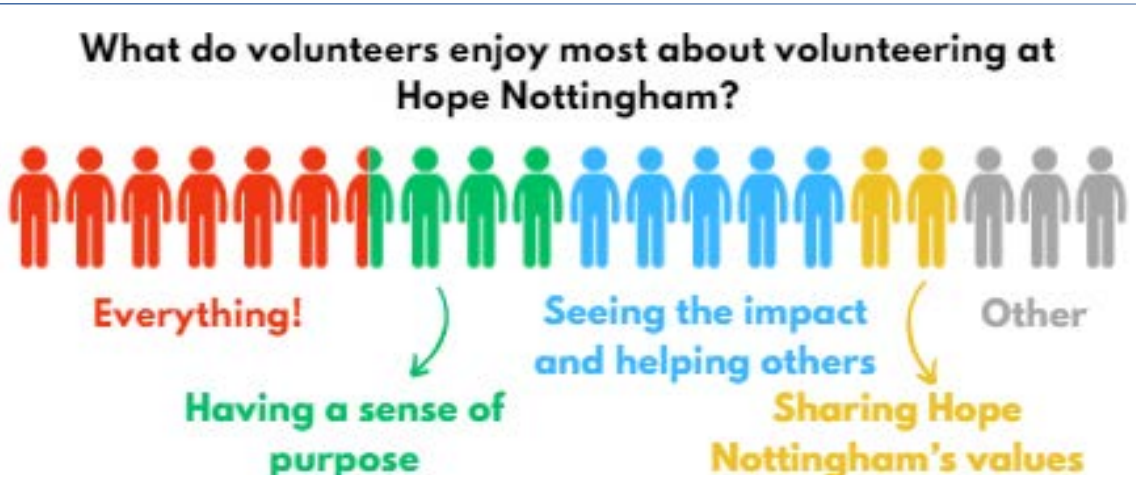
TOP 5 MOTIVATIONS TO VOLUNTEER

1. Helping my local community
2. Giving back to society
3. Christian faith
4. Being active in retirement
5. Personal satisfaction or purpose

''Volunteering is one of the most rewarding gifts a person can have. I feel blessed.'
Hope Volunteer



Enjoying a volunteer lunch:: Hilary, Office Angel





96% of Hope Nottingham volunteers feel 'totally' or 'mostly'

trained for their role

No one feels out of their depth. Preferred training is on the job, in groups or training to watch/read in own time. We have learned we need to invest in more one-to-one time.

98% of Hope Nottingham volunteers feel

valued

Looking forward 2025 - 2028

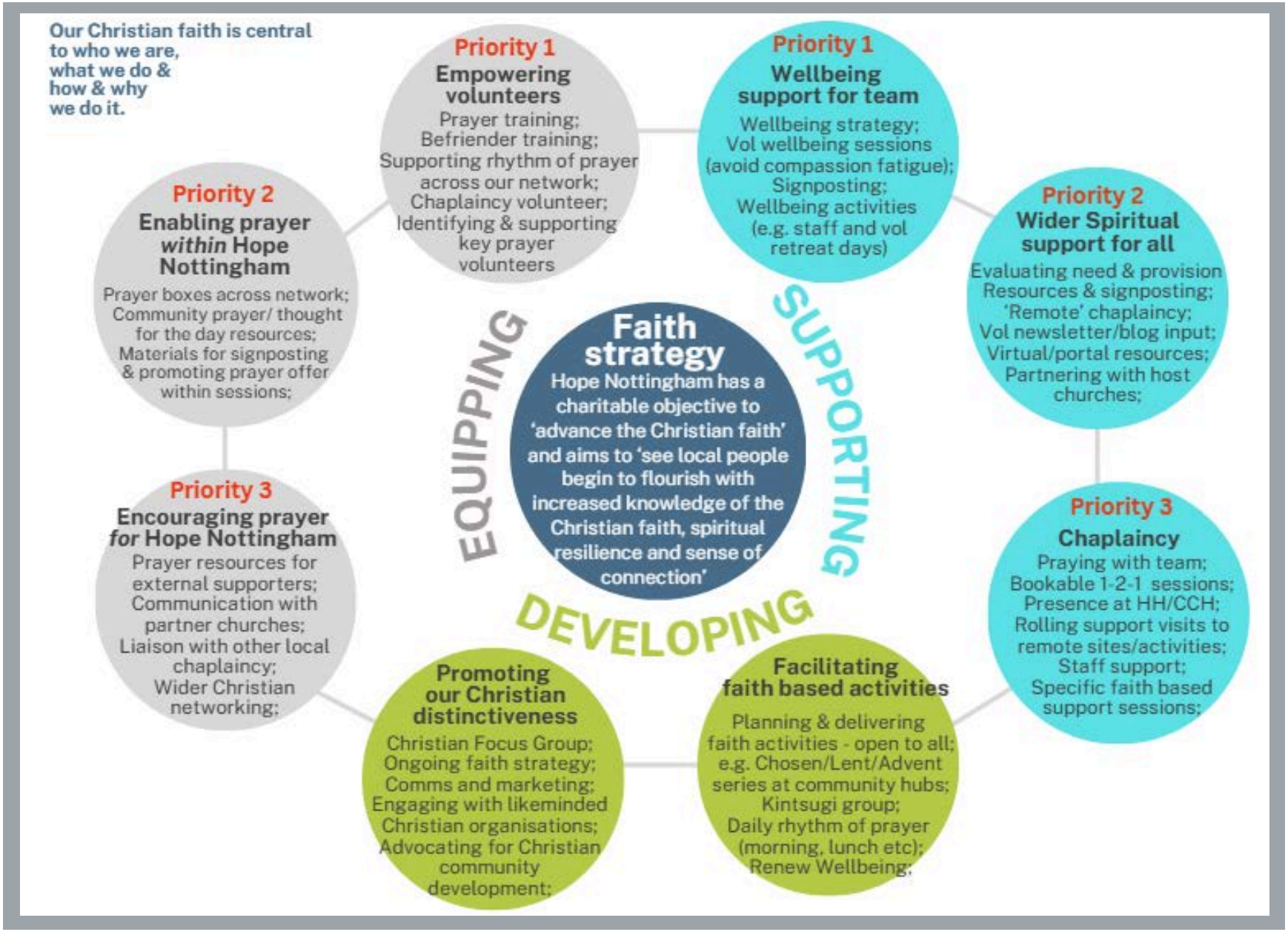
Our Vision will continue to be that local neighbourhoods in Nottingham are inspired and supported in their growth to become Communities of HOPE, addressing poverty of resource, relationships and identity, via provision of our GRACE model of Christian Community Development, enabled by volunteering.

Having recruited three new trustees, and with a change of Chair, it remains essential to focus on our Governance, ensuring new members of our Board are embedded and get to know Hope Nottingham well and in time for work on our new 3 year strategy from July 2025. In order for us to pursue our vision for year three of the current strategy, we continue our strategic phase to **reflect, review and strengthen** our existing activities and ways of working, focusing on the following priorities:



Remaining Focused on our Christian Faith

It was important in developing our next three year strategy that we gave due care and attention to our Christian faith and our intentions are detailed below:



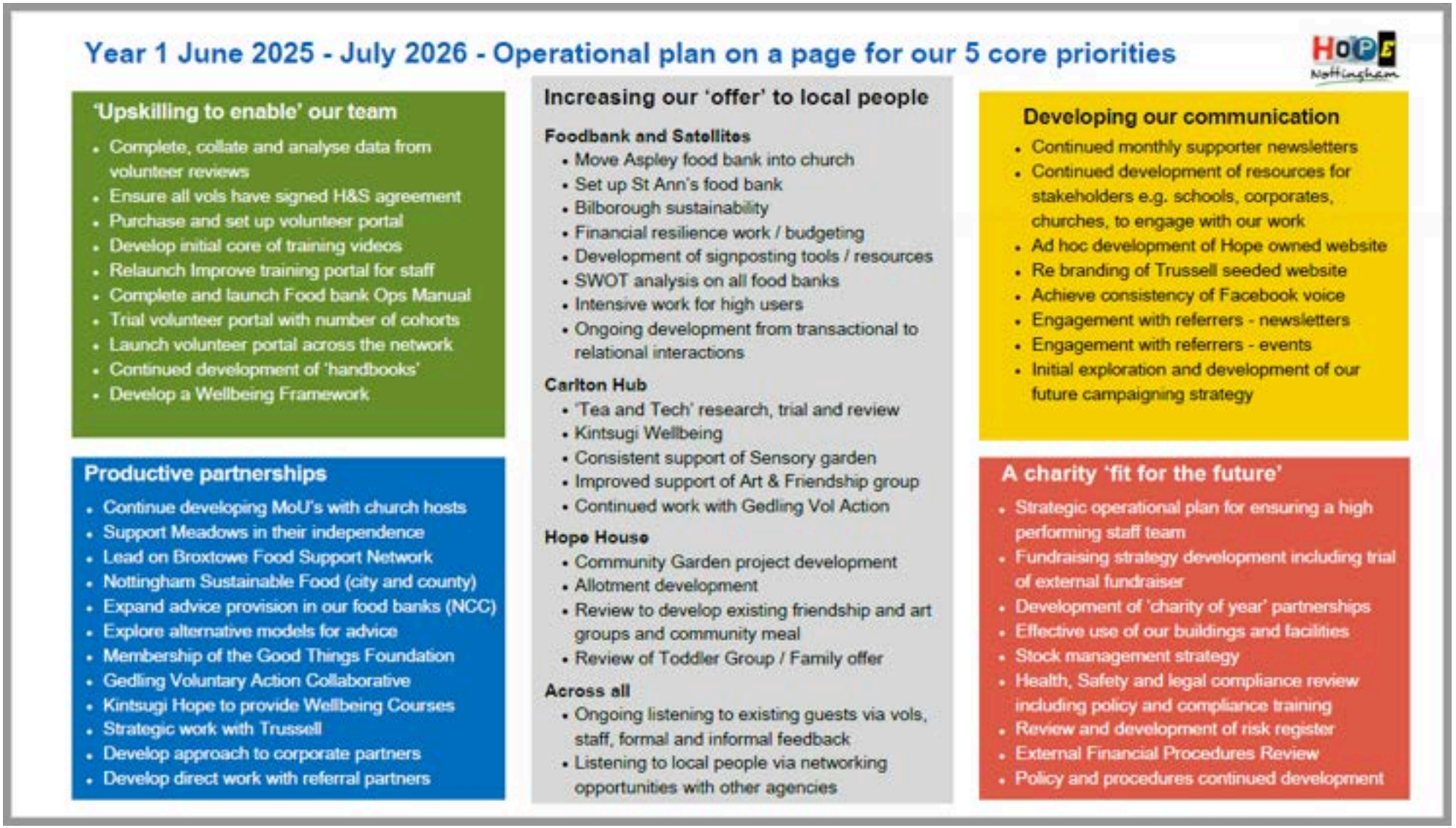
Effectiveness at the core of Hope Nottingham

Hope Nottingham would not exist save for the hundreds of volunteers who have supported it and lead our services. Our model is to enable volunteers to achieve our mission, but we also recognise the need to have an effective employed team as their back bone. For this next 3 year strategy we have analysed the factors required for effectiveness and have committed to ensuring we operate with a high performing staff team. As our biggest cost each year, each role must be appropriate and add real value.



Setting ambitious objectives each year

It was important in developing our next three year strategy that we gave due care and attention to our Christian faith and our intentions are detailed below:



OUR GOVERNANCE

Hope Nottingham (also informally known as Trussell's East and West Nottingham Food bank') is a registered charity.
We are headed by an independent Trustee Board and rely on our dedicated volunteers and staff.
This section provides information on how the charity is run, how we engage with our stakeholders, manage our risks and ensure that we are building a sustainable organisation that will be fit for the future.

LEGAL STATUS

Hope Nottingham is a Charitable Incorporated Organisation registered in England and Wales number 1161248. We were established in 2010 and incorporated in 2015. We are governed by our Articles of Association, last reviewed and adopted on 13 April 2015.

GOVERNANCE

The Trustee Board are the charity's governance and legal directors. They make all major decisions, and meet around 6 - 9 times a year to discuss and agree policy and the strategic direction of the charity.

Members of the Board serve a three-year term, after which they are eligible for re-appointment for two further three year terms. They have the responsibility for governance and strategic direction of Hope Nottingham, ensuring we uphold our vision, mission and values and deliver on our key objectives. All Trustees give their time voluntarily and receive no benefits from the charity.

Hope Nottingham aims to have a range of skills on the Board and uses a skills audit to identify and address any skills deficits. Existing volunteer trustees can elect new trustees.

TRUSTEE RECRUITMENT

Trustees are recruited via advertisements and by word of mouth. Applicants are asked to complete an application form and then shortlisted. Applicants generally have an informal visit, tour and chat with the CEO and are then interviewed using a structured interview format by the Chair and at least one other Trustee.

TRUSTEE APPOINTMENT

Prospective appointees are then DBS checked and references sought. Required Charity Commission checks and declarations are completed. If successful, they are then invited to attend a Trustee meeting as a guest at which the other trustees can vote.

TRUSTEE INDUCTION

New Trustees receive an induction which includes a visit to, and tour of Hope House, to familiarise themselves with the charity and its operations. They are also invited to complete appropriate external training and cascade the learning as appropriate. New Trustees are required to read the Charity Commission document CC3 - 'The Essential Trustee: what you need to know, what you need to do', complete a Declarations of Interest and sign the charity's Code of Conduct.

Our Organisational Purpose is:

'the relief of poverty, sickness and distress, and to advance the Christian faith.'

OUR BOARD OF TRUSTEES



Jez Barnard
CHAIR OF TRUSTEES
Stepped down as Chair May 2025, remains a Trustee

Jez joined in February 2023, bringing twenty-five years experience in leadership and management roles for multi-national engineering firms.

He previously led a local charitable social enterprise, spent 5 years as a Business Manager in a local school and still provides consultancy.

Jez volunteers at Citizens Advice, Bilborough food bank and maths tutors at a local school. He lives in Beeston and worships at St Barnabas in Lenton Abbey.

'It is my privilege to help with hands on in the Bilborough food bank, contribute as a trustee to support this great work, and help discern Hope Nottingham's way forward.'



Anne Willmot
SECRETARY

Anne brings twenty years of charity experience, working with business leaders, Government and voluntary sector organisations at the Prince of Wales Responsible Business Network, and Business in the Community. Anne lives in Nottingham, is a Church Warden of a local church and joined Hope as a Trustee in 2020 taking on the role of Secretary.

'Food builds community and faith! I've made great friends being part of the Hope family, which brings life and hope across our city.'



Christiana Zowonu
TREASURER until April 2025
Stepped down Dec 2025

Christiana has thirty years experience in Accountancy and Finance, currently working as a Financial Controller. She has been involved with various charities for over 10 years as both Treasurer and Fundraiser, and is enthusiastic about passing on her knowledge of accountancy. Christiana lives and worships in Nottingham, and joined Hope as Assistant Treasurer in 2020 and overall Treasurer in Feb 2023.

'What I admire about Hope is the inclusivity, coming to the community meals where there are different nationalities, religions, young, old, sharing meals and laughter together. '



Charlotte McCourt
HR SPECIALIST
Stepped down May 2025

Charlotte joined Hope in February 2023 and is an accredited member of the Civil Mediation Council, experienced workplace mediator and level 7 HR Management lecturer. She manages her own HR Consultancy supporting organisations with HR training and projects. Her passion is people engagement. Charlotte has previously worked for a Catholic Schools Trust and lives near our new Carlton Hub.

'I'm proud to support the amazing work that the team at Hope do to make a difference to our local communities.'



Martin Buckle
Stepped up as Chair from May 25. Stepped down Oct 2025

Martin has a thirty plus year career in commerce and industry, managing change across financial services, aerospace, communications and oil & gas. He has been trustee of a city social enterprise offering café bar hospitality and a stage for the performing arts. He has served as a borough councillor, with an interest in housing provision. Martin lives in Rushcliffe and joined Hope in 2024.

'In my role as trustee, I want to help the many wonderful volunteers to continue their essential work, as they offer a warm and practical support to all our guests.'



Kevin Pallister
Vice Chair from May 2025

Kevin was managing partner of a law practice before recently retiring. Studying chaplaincy, he is called to related ministry in community settings. He joined Hope as a trustee after some years as a volunteer (now chaplaincy volunteer) at the food bank based at the Salvation Army Centre in Sneinton. He enjoys playing in the Salvation Army band, golf, football and being a first -time grandpa.

'I'm convinced that the ministry of Hope in meeting practical need and serving the whole person is 'of God', which is vital in a community context.'



Helen Crandley
SAFEGUARDING LEAD

Helen is Regional Director of a national charity which supports isolated families to find hope and belonging connecting them to local volunteers. Key to the role is working with local councils and churches. She brings wide ranging experience in senior level charity and change management, partnerships, HR and strategy. A former school teacher, Helen has had a heart for Hope Nottingham, since the early days, even helping with an early Christmas dinner!

'I love seeing how the work of Hope Nottingham enables generous and inclusive communities; where simple acts of kindness show people the dignity and worth they have.'

OUR OPERATIONAL TEAM

SENIOR MANAGEMENT

Operational management is delegated by the Trustees to the Senior Management team, who are accountable to the Trustee Board for the stewardship of the charity. During this reporting period the Senior Management Team consisted of:

Dominique Scott - CEO
Michael Singh - Development Manager until October 2024
Helen Voce - Operations Manager
Iain Anderson - Support Manager

STAFF TEAM

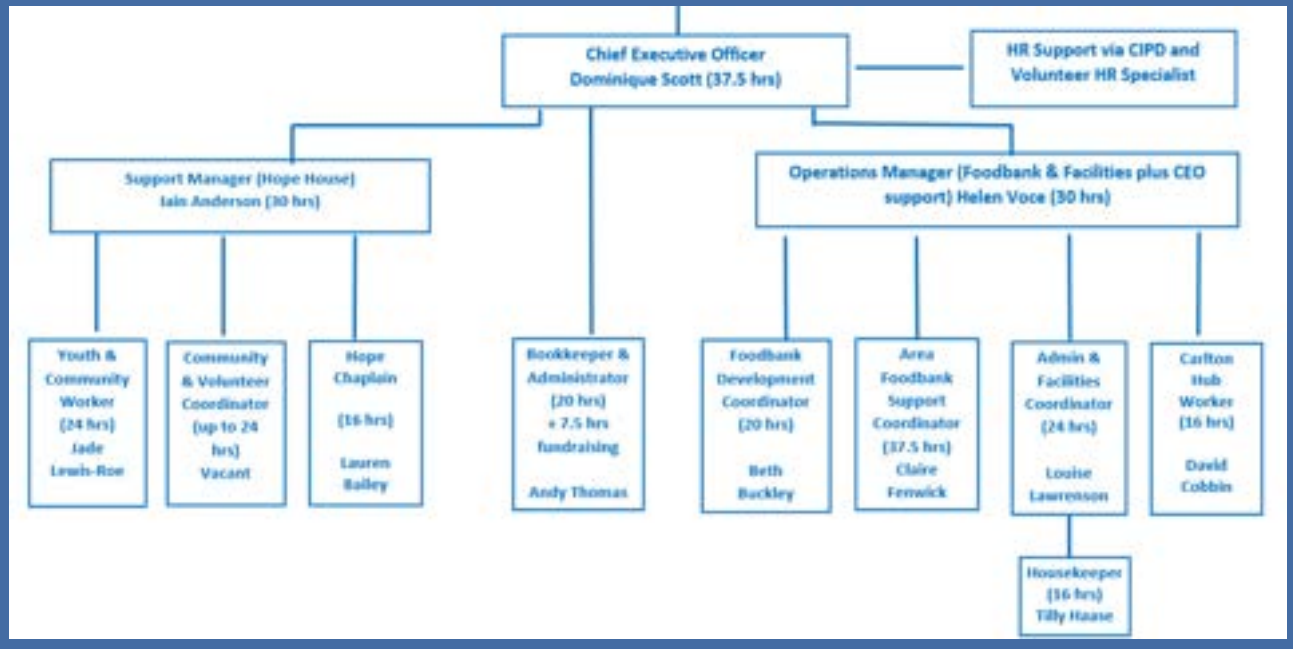
In this period Hope Nottingham employed a total of 12 staff, ending the year with 11 posts after our Development Manager left Oct 24 (plus 1 other vacant post, as shown). With only 2 being full-time and the rest part-time, this totalled a full time equivalent of only 8.1 (302.5 hrs per week) to oversee the activities of the c350 registered volunteers, 14 food banks including two community hubs and numerous activities.

EQUALITY & DIVERSITY

We are committed to our Equality, Diversity & Inclusion policy and procedures, ensuring Equality Impact Assessments are now included in the development of all policies.

We also promote 'Dignity at Hope' with clear guidelines on expected standards and how to report concerns.

ORGANIGRAM FOR 24-25



REMUNERATION

Our pay rates are based on a full job evaluation review using CIPD Croner-i tools in March 2024 and completed salary benchmarking against other similar charity averages. We developed this into a new points based pay scale as part of our commitment to fair and equitable pay. If a post's levels of responsibility change significantly, we will review the salary to ensure it is appropriate and revise it if necessary.

We are committed to providing the Real Living Wage as stated by the Real Living Wage Foundation, and any spine points which fall below this are uplifted accordingly.

We reserve the right to re-evaluate our pay structures, but will do so in proper consultation with our team. The Trustee Board oversees the pay, pension and benefits of all staff. We endeavour to provide an annual cost of living increment, although this cannot be guaranteed. The increases are researched and determined by the Trustees bearing in mind affordability for the charity and economic factors. In April 2025 this was set at 3%.

TRUSTEES' REPORT

PUBLIC BENEFIT

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011, to have due regard to the public benefit guidance published by the Charity Commission for England and Wales. Guests can come to any Hope Nottingham activity or event and receive various kinds of help and support without any charge.

We have considered the information contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives, and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. All our charitable activities further our charitable purposes for public benefit, focusing a wide range of activities that address both immediate needs and seek to move people towards personal growth and fulfilment.

RISK MANAGEMENT

We have a risk management policy and register to ensure identified risks are monitored and mitigated. The CEO and Trustees consider new risks at each Board meeting. Our key risks and their mitigation are:

- Loss of or significant decline in fundraising in 2025-26. We will continue our Fundraising review focusing on all income streams;
- End of Trussell funding for Advice provision in April 26 - we are actively seeking alternatives;
- Large unforeseen building expenditure - we proactively upkeep and maintain;
- Significant financial investment in acquisition and running of the Carlton Community Hub - clear budgeting and proactive fundraising;
- Key person (be they staff or volunteers) dependency - we ensure robust systems to understand roles and standard operating procedures, ensuring good management of our people, and are focused on supporting their well-being and contribution;
- Reliance on the Household Support Fund for food purchase - alternative food sourcing planned;
- Staff and volunteer training - investment will continue to ensure our people are as engaged as possible to deliver quality guest service;
- Disconnection with our remote locations - we continue to work to avoid this through operational support, communications and engagement.
- As a smaller charity we historically only have a basic annual financial audit, and will therefore invest in a more detailed review of procedures.

SAFEGUARDING

We recognise our legal and moral responsibility to protect everyone involved in Hope Nottingham from harm. In this period we had appointed staff as Designated Safeguarding Lead and Safeguarding Coordinators.

We are members of Thirtyone:eight, an Independent Christian Charity, who provide advice, resources and training in Safeguarding, and facilitate our DBS checks.

We review our detailed Safeguarding Policy annually in March which is available to view on our website here





Iain Anderson

LEAD SAFEGUARDING COORDINATOR (ALL ACTIVITIES)



Claire Fenwick

SAFEGUARDING COORDINATOR (FOODBANKS)



Louise Lawrenson

SAFEGUARDING COORDINATOR (GENERAL SUPPORT)

FINANCIAL REVIEW

FINANCIAL REVIEW

The financial position of the CIO is strong at the end of the year, being blessed with **£236,575** in general unrestricted funds, following the various support detailed.

The trustees are very happy with this position, which will help with our increased running costs and achievement of our strategic objectives, particularly:

- ensuring sustainability of welfare and benefits advice in our busier food banks;
- investment in staff and volunteer training;
- the continued development of our Carlton Community Hub;
- strengthening our Satellite food bank relationships and operational management;
- responding to increased demand;
- food stocks sustainability in light of the unpredictability of the Household Support Fund and declining food donations;
- and focusing on our strategic priorities.

SATELLITE food bank FUNDS

The day to day finances of our remote food banks - eleven based in local churches and one in a council run library, are organised by location, reflecting their unique situations.

Bilborough library and Wollaton (alongside our owned hubs Beeston and Carlton) have been reported under Hope Nottingham since 2022-23, and from December 2023, we also began managing Aspley's funds. From their re-opening in April 2025, we also include CRA Arboretum. The remainder of our food banks have finances handled by their respective host church. Meadows, the largest of the food banks in terms of income, runs its own constituted leadership, but with funds reported under Bridgeway Hall Methodist Mission.

Finances are under ongoing review and we will support with management and reporting as needed. Our food bank hosts do not charge us any rents and we are very grateful to be able to assist in these communities, providing food and distribution and staff support, in this reporting period predominantly via our Volunteering Manager, Area Food bank Coordinator and Operations Manager.

FOOD STOCKS

Our food banks could not operate without the generous volumes of food and essential items such as toiletries, laundry, hygiene products and nappies which are donated to all of our food banks.

We are truly blessed by the individuals, groups, schools, colleges, Universities, workplaces and businesses supporting us.

As required by the Charities SORP, we have included the equivalent cash value of donated food for the food banks whose finances we manage (detailed left), as an income and direct expenditure of £180,044 in our formal accounts.

We are keen to highlight this, alongside the Household Support fund that has also inflated our income by another £148,000 with £140,000 restricted for expenditure entirely on food and which is not a guaranteed income stream.



Far more than just a Trustee:
Jez Barnard - our Chair for much of the year, Bilborough food bank volunteer and entertainer!

FINANCIAL REVIEW

FUNDRAISING

We are incredibly grateful to our financial supporters for their continued generosity. Without them, we couldn't continue our work. Our voluntary income comes through a wide range of sources. We have recognised our reliance on grants and, as part of our strategic priorities will continue to focus on raising awareness of our work and providing more opportunities to support our fundraising efforts.

Hope Nottingham does not engage professional fundraisers. We currently use a number of fundraising platforms, the most popular being Local Giving, Charities Aid Foundation (CAF) and Stewardship.

INDIVIDUAL GIVING

Individual giving accounted for £145,079 (compared to £128,042 last year). £24,235 of this was restricted, largely to the Carlton Hub, Food or Satellites. Individual giving was again boosted by all the activities of our partnership with Michael Pavis whose efforts in encouraging donations from individuals, through various events, amounted to £4,232. We were also blessed by the Everyone Can Sing choir raising £10,000 through events.

GRANTS

The large unsolicited Household Support Fund enabled us to meet food bank demand, and our financial position would be very different without it. We also received significant funds from local councils, other charities and funders (full details shown page 89). £17,430 from Groundworks was entirely spent on insulating the lower hall at Hope House, £10k from B&Q is to replace the floor in 2025-26 and £2,300 from Benefact was for windows at Carlton.

Beeston Consolidated continued their funding of our Support Manager (year 2 of 3).

We continued with our Bookkeeper working one extra day per week on grant research and bid-writing to support our CEO.

CHURCH & COMMUNITY

Donations via local churches amounted to £18,733 (compared to £17,982 last year) with £6,032 restricted. We have many volunteers from different churches and are proud to help different denominations to serve local need, but note financial support appears to be generally declining.

Various community groups also supported us to value of £14,319 with some restricted for food banks or food.

CORPORATE SUPPORT

We were delighted to be supported with £6,196 from John Deere for their Annual Day of Caring (with £5,496 spent on food), £2,000 from LDC and we received £1,000 each from Wise Music, Ideagen and Trust Alliance Group. Amptron Electrical Services gave £1200, and many other small corporate gifts through the year, alongside food donations and volunteering.



Volunteers at our Grangewood Methodist Church food bank in Wollaton

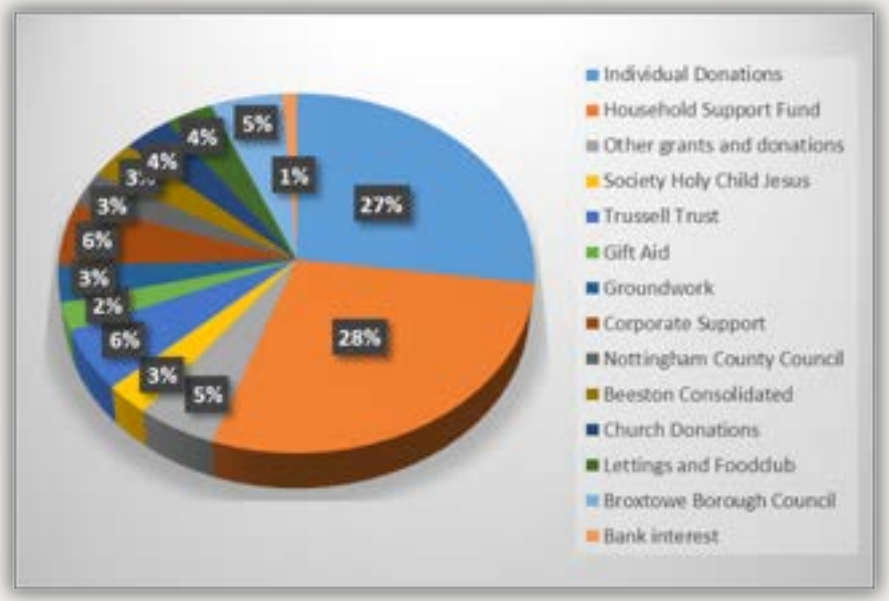
TRADING INCOME

To assist in funding our running costs, and where it doesn't interfere with services, we will take room bookings at both Carlton and Beeston, which generated £6,691 (compared to £6,423 last year). Our food clubs - where fresh food boxes were sold for £3.50 and £4.00 from April 25 (but with value of £15-£20) brought in £12, 189 a decrease on last year's £14,259. This covered our FareShare food costs and consumables, with limited surplus towards overheads such as utilities and staff support.

FINANCIAL REVIEW cont'd

INCOME BREAKDOWN

In the year July 2024 - June 2025 our financial income amounted to £535,029, - a significant decrease of £193,314 on last year's £728,343. This excludes the donated food value of £180,044 (compared to £186,928 in the previous year). Note in 2023-24 we received a £75k cost of living grant and anonymous donation of £25k. Previous year we also ended with £65k of Trussell advice grant income to carry forward into 24/25
Income was again impacted by the Household Support Fund total £148k, £140k of which was restricted to food purchase.



EXPENDITURE

Salaries and staff costs account for our biggest expenditure, and our full-time staff equivalent at the end of June 25 was 8.1 (8.3 in 2022-23 and 7.6 in 2023-24). Our aim was to mitigate increased NI and cost of living increases. We are pleased this figure remains low despite our management of two community hubs, 14 food banks, and oversight of a volunteer team of around 350 individuals. At the very end of June we had recruited a Food Bank Development Coordinator and had a vacant Friendship Project role, pending review of the position.

Our annual staff pay review was in April 2025 to align with Minimum Wage Changes.

We remained committed to our comprehensive job evaluation and salary benchmarking on all posts of April 2024.

In line with the sector generally, we added a 3% inflationary award to all points on our evaluated pay scale.

Premises costs and general running costs were the next biggest expenditures, and additional costs were incurred for the continued development of our buildings, including extra roof works at Hope House on top of a grant (to save money longer-term) At Carlton Hub we replaced 3 more windows in the church to improve heating efficiency and reduce maintenance costs.

Restricted funds were all spent as intended including for food, advice provision, and for specific staff roles and activities.

We remain incredibly grateful for the extensive volunteer commitment which enables us to deliver our services and support at overall minimal cost. At the same time this allows us to offer so many volunteering opportunities across our numerous activities, in line with our mission for inspiring and growing communities of hope.

FINANCIAL REVIEW cont'd

UNRESTRICTED FUNDS

Unrestricted funds are those unspent funds which have no restriction on how they are spent and can be allocated to Hope Nottingham's general operations.

As at 30th June 2025 these funds sat at £236,575 (£304,613 last year).

RESTRICTED FUNDS

Restricted funds are those unspent funds which have been allocated for specific activities as opposed to Hope Nottingham's general operations. At 30th June 2025, the value of those funds was £132,252 (£172,358 last year).

This included the following restricted funds:

- Hope House £15,628
- Carlton £6,538
- Food £91,912
- Satellite food banks £18,174

CUSTODIAN FUNDS

Our partnership with the Acts 435 charity enables Hope Nottingham to assist individual guests. Acts 435 is a national charity that provides small scale grants for specific items/costs for individuals in need. The Acts scheme works by posting the guests' need (without identifying details) on their website, where members of the public can choose to donate to any specific need they wish. When the target amount is raised, Acts send the funds to Hope Nottingham who contact the guest to arrange the purchase and delivery of the item(s) requested.

The funds Hope Nottingham receives are therefore managed on behalf of Acts 435 and are shown in their accounts. The year began with an opening balance of £175, with £3,339 (compared to last year £5,005) paid in for guests during the year. Expenses of £3,509 were paid out therefore £5 was carried forward at 1st July 2025. The individual amount received for each application was on average £176.

On occasion guests contribute additional funds for purchase of items with opening balance of £0, £76 received and £76 spent in the period, with a closing balance of £0.

FINANCIAL CONTROLS

We have a detailed Financial Controls policy and accompanying Financial Controls manual. This is reviewed annually before our Charity Commission Return is made.

RESERVES

In past years, the aim of the CIO was to have a minimum of 3 months of free reserves in line with Charity Commission guidance. This is to mitigate against the risk of unexpected events that may put us in financial difficulty. For example, a serious decline in expected income levels, a premises issue requiring significant financial resource to rectify or that closes a premises for significant time, or an event affecting our reputation. However, being in a strong financial position has allowed an in depth review. With increased liabilities, including lease commitment through the Carlton Hub, and general staffing, our position on necessary reserves has changed considerably. For Hope Nottingham we have now considered how we would meet all our financial liabilities should the organisation cease trading, including lease exit costs, staff notice and redundancy payments, and close down costs. These have been estimated at £108,000.

Therefore, the amount in our emergency fund, which can only be released with the agreement of the majority of trustees, has been increased accordingly.

At the end of the year we held an additional £128,575 in general unrestricted funds, which is a position the Trustees are confident will provide some stability in an increasingly competitive funding environment.

Conclusion

The Annual Report of Hope Nottingham was approved by the Board of Trustees on 6th February 2026 and signed on their behalf by



Jeremy Barnard
Hope Nottingham
Chair of Trustees until May 2025

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Trustees of the charity on 6th February 2026 and signed on its behalf by:



Jeremy Barnard
Chair of Trustees for the majority of the reporting period

TRUSTEE APPOINTMENT AND RESIGNATIONS DURING THE REPORTING YEAR AND UP TO POINT OF SIGNATURE

Jez Barnard stepped down as Chair in May 2025 but remained as a trustee

Martin Buckle stepped up as Interim Chair in May 2025 with an agreed 6 month review and resigned in October 2025

Charlotte McCourt resigned in May 2025

Christiana Zowonu resigned in December 2025

Two new Trustees were appointed in January 26 - Carol Garle and Roy McCloughry

INDEPENDENT EXAMINER'S REPORT

I report to the trustees on my examination of the accounts of Hope Nottingham CIO (the Charity) for the year ended 30 June 2025.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

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

Independent examiner's statement

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Chartered Institute of Public Finance and Accountancy (CIPFA), which is one of the listed bodies.
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:
1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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



Eva Stevens, BSc, CPFA, employee of Community Accounting Plus
member of the Chartered Institute of Public Finance and Accountancy (CIPFA)
Date: 09/02/26

Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

STATEMENT OF FINANCIAL ACTIVITIES

	Note	Unrestricted £	Restricted £	Total 2025 £	Total 2024 £
Income and Endowments from:					
Donations and legacies	2	178,574	-	178,574	306,687
Charitable activities	3	367	511,396	511,763	586,490
Other trading activities	4	19,025	-	19,025	20,682
Investment income	5	5,711	-	5,711	1,412
Total Income		203,677	511,396	715,073	915,271
Expenditure on:					
Charitable activities	7	(284,340)	(538,877)	(823,217)	(823,542)
Total Expenditure		(284,340)	(538,877)	(823,217)	(823,542)
Net (expenditure)/income		(80,663)	(27,481)	(108,144)	91,729
Gross transfers between funds		12,625	(12,625)	-	-
Net movement in funds		(68,038)	(40,106)	(108,144)	91,729
Reconciliation of funds					
Total funds brought forward		304,613	172,358	476,971	385,242
Total funds carried forward	16	236,575	132,252	368,827	476,971

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for the period is shown in note 16.

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted £	Restricted £	Total 2024 £
Income and Endowments from:				
Donations and legacies	2	306,687	-	306,687
Charitable activities	3	-	586,490	586,490
Other trading activities	4	20,682	-	20,682
Investment income	5	1,412	-	1,412
Total Income		328,781	586,490	915,271
Expenditure on:				
Charitable activities	7	(307,408)	(516,134)	(823,542)
Total Expenditure		(307,408)	(516,134)	(823,542)
Net movement in funds		21,373	70,356	91,729
Reconciliation of funds				
Total funds brought forward		283,240	102,002	385,242
Total funds carried forward	16	304,613	172,358	476,971

STATEMENT OF FINANCIAL ACTIVITIES

BALANCE SHEET AS AT 30TH JUNE 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	11	21,201	12,409
Current assets			
Debtors	12	8,234	10,280
Cash at bank and in hand	13	431,770	478,046
		440,004	488,326
Creditors: Amounts falling due within one year	14	(92,378)	(23,764)
Net current assets		347,626	464,562
Net assets		368,827	476,971
Funds of the charity:			
Restricted income funds			
Restricted funds	16	132,252	172,358
Unrestricted income funds			
Unrestricted funds		236,575	304,613
Total funds	16	368,827	476,971

The financial statements on pages 4 to 19 were approved by the trustees and authorised for issue on 5th February 2026 and signed on their behalf by:



.....
Jeremy Barnard
Trustee

CASH FLOW STATEMENT FOR THE YEAR ENDED 30TH JUNE 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash (expenditure)/income		(108,144)	91,729
Adjustments to cash flows from non-cash items			
Depreciation		4,021	3,834
Investment income	5	(5,711)	(1,412)
		(109,834)	94,151
Working capital adjustments			
Decrease/(increase) in debtors	12	2,046	(709)
(Decrease)/increase in creditors	14	(10,492)	10,959
Increase in deferred income		79,106	-
Net cash flows from operating activities		(39,174)	104,401
Cash flows from investing activities			
Interest receivable and similar income	5	5,711	1,412
Purchase of tangible fixed assets	11	(14,853)	-
Sale of tangible fixed assets		2,040	-
Net cash flows from investing activities		(7,102)	1,412
Net (decrease)/increase in cash and cash equivalents		(46,276)	105,813
Cash and cash equivalents at 1 July		478,046	372,233
Cash and cash equivalents at 30 June		431,770	478,046
Reconciliation of net cash flow to movement in net funds			
(Decrease)/increase in cash		(46,276)	105,813
Net funds at 1 July 2024		478,046	372,233
Net funds at 30 June 2025		431,770	478,046

All of the cash flows are derived from continuing operations during the above two periods.

NOTES TO THE ACCOUNTS

1. ACCOUNTING POLICIES

STATEMENT OF COMPLIANCE

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

BASIS OF PREPARATION

Hope Nottingham CIO meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction values unless otherwise stated in the relevant accounting policy notes.

GOING CONCERN

The financial statements have been prepared on a going concern basis. The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

INCOME & ENDOWMENTS

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

DONATIONS & LEGACIES

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

GRANTS RECEIVABLE

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

DEFERRED INCOME

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

EXPENDITURE

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregates similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

CHARITABLE ACTIVITIES

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

GOVERNMENT GRANTS

Government grants are recognised based on the accrual model and are measured at the fair value of asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets, are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

TAXATION

The charity is considered to pass the tests set out at Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Taz Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

TANGIBLE FIXED ASSETS

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

DEPRECIATION AND AMORTISATION

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

ASSET CLASS & DEPRECIATION METHOD AND RATE

Motor vehicles - 20% straight line

Computer equip - 33% straight line

Leasehold improvements up to June 2023 - straight line over remaining term of the lease.

Leasehold improvements from July 2023 - in compliance with Hope Nottingham's updated Financial Control procedures, expenditure on leasehold improvements is no longer being capitalised.

TRADE DEBTORS

Trade debtors are amounts due from customers for merchandise sold or services sold or performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

CASH & CASH EQUIVALENTS

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

TRADE CREDITORS

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from the suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

FUND STRUCTURE

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds and resources set aside for specific purposes, at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose..

PENSIONS & OTHER POST-RETIREMENT OBLIGATIONS

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity.

Pension costs charges in the Statement of Financial Activities represent the contributions payable by the charity during the year.

2. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted funds Designated £	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations and legacies;				
Donations from companies, trusts and similar proceeds	-	18,197	18,197	20,920
Donations from individuals	1,045	119,800	120,845	128,287
Gift aid reclaimed	-	11,414	11,414	12,627
Grants, including capital grants;				
Government grants	-	8,000	8,000	12,100
Grants from other charities	-	20,118	20,118	132,753
	1,045	177,529	178,574	306,687

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Grants & donations	-	331,352	331,352	399,562
Donated food	-	180,044	180,044	186,928
Sundry income	367	-	367	-
	367	511,396	511,763	586,490

Value of Donated Food

A reliable value of donated food stock can now be calculated.

The reported figure equals the total weight donated to the 5 locations where Hope Nottingham manages the food bank funds (Beeston, Carlton, Wollaton, Bilborough, and Aspley) x £2.77 (a figure provided by Trussell as the current fair value of food per KG).

The other 9 satellite food bank locations, where the host churches manage the food bank finances, have been advised of their own SORP obligations.

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Other trading income	145	145	-
Property rental income	6,691	6,691	6,423
Food Club	12,189	12,189	14,259
	19,025	19,025	20,682

5. INVESTMENT INCOME

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Interest receivable and similar income;			
Interest receivable on bank deposits	5,711	5,711	1,412

6. GRANTS AND DONATIONS

	Unrestricted funds £	Restricted funds £	Total funds £
Nottingham City Council	8,000	143,000	151,000
Broxtowe Borough Council	-	28,000	28,000
The Trussell Trust	5,000	24,668	29,668
Individuals	120,844	24,235	145,079
Beeston Consolidated	250	18,000	18,250
Groundwork	-	17,430	17,430
Nottinghamshire County Council	-	16,791	16,791
Society of the Holy Jesus Child Food Projects	-	15,000	15,000
B&Q	-	10,000	10,000
Churches	12,701	6,032	18,733
John Deere	700	5,496	6,196
Jigsaw Foundation	-	5,000	5,000
Gedling Borough Council	-	3,343	3,343
Souter Charitable Trust	-	3,000	3,000
Thomas Farr Charity	-	3,000	3,000
Benefact Trust	-	2,300	2,300
HMRC Gift aid	11,414	1,841	13,255
Other donations	2,821	1,216	4,037
Sage Trust	1,800	1,000	2,800
Amptron Electrical Services Ltd	-	1,000	1,000
Ideagen	-	1,000	1,000
Tesco Top-Up	7,844	-	7,844
LDC	2,000	-	2,000
Astley Charitable Trust	2,000	-	2,000
Wise Music Group	1,200	-	1,200
Trust Alliance Group	1,000	-	1,000
Benefact Group	1,000	-	1,000
	178,574	331,352	509,926

7. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted funds Designated £	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Food club costs	-	5,381	-	5,381	4,962
IT costs	-	3,346	352	3,698	2,855
Carlton Hub	-	27,235	25,281	52,516	64,078
Premises costs	-	23,326	20,491	43,817	36,230
Staff costs	-	7,687	500	8,187	6,777
Satellite costs	-	771	130,323	131,094	96,548
Hope cafe costs	-	5,271	433	5,704	6,218
Depreciation	-	1,793	2,228	4,021	3,834
Salaries	-	192,131	87,582	279,713	295,570
Foodbank costs	-	184	13,395	13,579	42,114
Employment pathway costs	-	116	-	116	286
Allotment costs	-	6	139	145	1,050
General running costs	-	5,012	344	5,356	8,390
Children & young people costs	-	592	463	1,055	674
Vehicle running costs	-	4,368	466	4,834	5,587
Friendship costs	902	129	678	1,709	2,384
Fundraising costs	-	2,881	-	2,881	2,639
Advice provision costs	-	-	76,158	76,158	54,204
Management costs	-	2,669	-	2,669	2,214
Value of donated food given away	-	-	180,044	180,044	186,928
Internal transfers	177	(177)	-	-	-
Loss on disposal of asset	-	540	-	540	-
	1,079	283,261	538,877	823,217	823,542

Value of Donated Food: given to beneficiaries

Food is distributed to beneficiaries in crisis, via a robust referral system. However, due to limitations of a volunteer led operation and volumes of food involved, plus the limited short life of donated food, we cannot currently rely on the accurate recording of weights distributed, held or disposed of. Therefore the 'Value of donated goods' figure has been used to provide an estimated 'Value of Food given to beneficiaries'' in accordance with 6.26 of the Charities SORP.

8. STAFF COSTS

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	255,126	270,467
Social security costs	16,278	17,336
Pension costs	6,809	5,405
Other staff costs	1,500	2,362
	279,713	295,570

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2025 No	2024 No
Average weekly number of employees	11	12

9 (2024 - 9) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £6,809 (2024 - £5,405).

During the year, the charity made redundancy and/or termination payments which totalled £1,500 (2024 - £2,362).

No employee received emoluments of more than £60,000 during the year

The total employee benefits of the key management personnel of the charity were £128,176 (2024 - £98,493).

9. INDEPENDENT EXAMINER'S FEES

During the period, the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2025 £	2024 £
Independent examination	1,500	1,200
Other financial services	440	-
	1,940	1,200

10. TAXATION

The charity is a registered charity and is therefore exempt from taxation.

11. TANGIBLE FIXED ASSETS

	Leasehold Improvements £	Motor vehicles £	Computer equipment £	Total £
Cost				
At 1 July 2024	14,581	10,200	1,850	26,631
Additions	-	14,853	-	14,853
Disposals	-	(10,200)	-	(10,200)
At 30 June 2025	14,581	14,853	1,850	31,284
Depreciation				
At 1 July 2024	4,212	8,160	1,850	14,222
Charge for the year	1,793	2,228	-	4,021
Eliminated on disposals	-	(8,160)	-	(8,160)
At 30 June 2025	6,005	2,228	1,850	10,083
Net book value				
At 30 June 2025	8,576	12,625	-	21,201
At 30 June 2024	10,369	2,040	-	12,409

12. DEBTORS

	2025 £	2024 £
Trade debtors	418	372
Prepayments	6,668	6,787
Accrued income	-	208
Other debtors	1,148	2,913
	8,234	10,280

13. CASH AND CASH EQUIVALENTS

	2025 £	2024 £
Cash on hand	1,984	1,783
Cash at bank	429,786	476,263
	431,770	478,046

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade creditors	1,248	1,764
Other taxation and social security	2,456	2,469
Other creditors	3,953	13,735
Accruals	5,615	5,796
Deferred income	79,106	-
	92,378	23,764

£79,081 of grants from The Trussell Trust have been deferred as they relate to expenditure in the following financial year. Year 1 grant for a Development Co-Ordinator (£17,411) and Year 4 grant for advice funding (£61,670).

The remaining deferred balance relates to deposits for room hire received in advance.

15. OBLIGATIONS UNDER LEASES AND HIRE PURCHASE CONTRACTS

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2025 £	2024 £
Land and buildings		
Within one year	15,400	15,400
Between one and five years	31,600	43,600
After five years	16,150	19,550
	63,150	78,550
Other - Printer		
Within one year	314	-
Between one and five years	1,179	-
	1,493	-

16. FUNDS

	Balance at 1 July 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2025 £
Unrestricted funds					
General					
Central	304,579	202,632	(283,261)	12,625	236,575
Designated					
Community meal	34	1,045	(1,079)	-	-
Total unrestricted funds	304,613	203,677	(284,340)	12,625	236,575
Restricted funds					
Hope House	69,049	139,811	(180,607)	(12,625)	15,628
Carlton	6,347	36,918	(36,727)	-	6,538
Food	83,429	329,221	(320,738)	-	91,912
Satellites	13,533	5,446	(805)	-	18,174
Total restricted funds	172,358	511,396	(538,877)	(12,625)	132,252
Total funds	476,971	715,073	(823,217)	-	368,827

The transfer from the Hope House fund to the General fund represents the net book value of fixed assets, the use of which is not subject to any restriction.

The specific purposes for which the funds are to be applied are as follows:

Hope House – Funds restricted for our Beeston Hub including Allotment, Friendship Club, Café, general running costs, Service Delivery, Discretionary Fund, Friendship projects, Youth Work, Premises. Also includes Central Advice provision funding for 4 sites for the full year and an additional 3 sites from April 2024.

Carlton – Funds restricted for our Carlton Hub including Art Group, Food club, Friendship Group, Community Meal, Café, general running costs, premises and Service Delivery.

Food – Funds restricted for purchase of items for emergency food parcels – may include other essential item purchases such as hygiene or cleaning.

Satellites – Funds restricted to support individual satellite foodbanks which is not restricted to food purchase. The host churches of some satellites manage their own funds. Does not currently include central costs such as staff who support the satellites or van costs.

Previous year comparison

	Balance at 1 July 2023 £	Incoming resources £	Resources expended £	Balance at 30 June 2024 £
Unrestricted funds				
General				
Central	283,240	327,385	(306,046)	304,579
Designated				
Community meal	-	1,396	(1,362)	34
Total unrestricted funds	283,240	328,781	(307,408)	304,613
Restricted				
Hope House	54,413	154,526	(139,890)	69,049
Carlton Hub	26,711	33,605	(53,969)	6,347
Food	13,393	391,338	(321,302)	83,429
Satellites	7,485	7,021	(973)	13,533
Total restricted funds	102,002	586,490	(516,134)	172,358
Total funds	385,242	915,271	(823,542)	476,971

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted		2025
	General £	Restricted £	Total funds £
Tangible fixed assets	21,201	-	21,201
Current assets	223,782	216,222	440,004
Current liabilities	(8,408)	(83,970)	(92,378)
Total net assets	236,575	132,252	368,827

PREVIOUS YEAR FOR COMPARISON

	Unrestricted		2024
	General £	Restricted £	Total funds £
Tangible fixed assets	12,409	-	12,409
Current assets	311,166	177,160	488,326
Current liabilities	(18,962)	(4,802)	(23,764)
Total net assets	304,613	172,358	476,971

18. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

19. 3RD PARTY FUNDS

Hope Nottingham acts as Advocate and holds funds on behalf of Acts 435, a charitable company. Appeals for donations for specific requests are posted onto the Acts 435 website and when donations are received these are passed to Hope Nottingham for them to facilitate the request the donations were received for. The analysis of the funds is shown below:

	Opening balances £	Incoming resources £	(Resources expended) £	Closing balances £
Acts 435	175	3,339	(3,509)	5
Guest Contribution	-	76	(76)	-
	175	3,415	(3,585)	5

In recent times, as prices of goods have risen, guests may now 'top up' the Acts award to allow purchase of items on their behalf, so this third-party income and expenditure is recorded separately to Acts. Any 'top-up' which a guest cannot provide themselves, would come from Hope's Karl Rowland Fund and be recorded as such.

20. TRUSTEES' REMUNERATION AND EXPENSES

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

THANK YOU

Thank you to our amazing Supporters, Trustees, Volunteers & Staff

Hope Nottingham could not carry out its work without the support of individuals and organisations across Nottingham.

We are so grateful to everyone who has been involved in the period July 2024 - June 2025, be it volunteering, in a staff role, donating food, funds, resources or expertise, fundraising, partnering with us to provide better services or helping us raise awareness.

We also sincerely thank our Trustees for their commitment, guidance and direction.

Thank you all.



One of our most favourite (and let's be honest most successful) Tesco National Collections is when local school children support them. A second shift at our Carlton Hub saw them date and sort lots of food too!

"In every community, there is work to be done. In every nation, there are wounds to heal. In ever heart there is the power to do it."
M Williamson



Forever Friends:
Our CEO Dominique Scott with former Chair of Trustees for nearly 9 years Paul Kirkwood and Chair for most of the 2024-25 year, Jez Barnard.

THANK YOU

Thank you to the many organisations we partnered with in 2024-2025

We are blessed to have worked in partnership with:

- Acts 435
- Active Health Coach
- Bags of Blessing
- Bestwood Advice
- Bethseda Ministeries, Netherfield
- Bilborough Library
- Bridgeway Methodist Mission
- Broxtowe Borough Council
- CC Health & Fitness
- Citizens Advice Broxtowe
- CRA, Arboretum Radford
- Evangelical Free Church
- Fareshare
- Gedling Borough Council
- Grangewood Methodist Church
- Inspire Libraries
- Liberty Leisure (Wise Moves NHS)
- Jigsaw Homes Midlands
- Main Street Methodist Church
- Montrose Court Church, Stapleford
- Mount Zion Apostolic Church
- Netherfield Family Hub
- NCVS
- Nottingham & District Citizens Advice
- Nottingham City Council
- Nottingham Financial Resilience Partnership
- Nottingham Trent University
- Renew Wellbeing
- Salvation Army, Sneinton
- St Barnabas, Inham Nook, Chilwell
- St Margaret's, Aspley
- St Martha's, Broxtowe
- Step Forward Debt Advice
- Tackling Loneliness Collaborative
- Tesco
- The Ark, Gedling
- The Haven, Stapleford
- The Trussell Trust
- Thirty-one Eight
- Transforming Notts Together
- Trent Vineyard / Trent Compassion
- Wolvern IT

In addition are the many local schools, charities, churches and organisations who are registered as referral agencies for our food banks. We are grateful to them too.

THANK YOU

We are grateful for every gift we receive, big or small and sincerely thank the Funders who supported our work in 2024-2025

We are blessed to have received financial support from:

- Amptron Electrical Services
- Astley Charitable Trust
- B&Q
- BDO Charitable Trust
- Beeston & Chilwell Garden trail
- Beeston Consolidated
- Beeston Free Church
- Beeston Methodist Benevolent Society
- Beeston Methodist Church
- Beeston Quakers
- Benefact Group
- Bispham Road Junior School
- Broxtowe Borough Council
- Canalside Heritage Centre
- Canvas & Coffee
- Charities Aid Foundation
- Charities Trust
- Connect Netherfield
- Cornerstone Church
- Domestic & General
- East Midlands University Air Squadron
- Efficiency East Midlands
- Eon Next
- Everyone Can Sing Choir
- Faversham House
- Fernwood Primary School
- Gedling Borough Council
- Gedling Road Methodist Church
- Groundwork
- HIS Church
- Hope into Action
- Hope Vineyard Bramcote
- Ideagen
- John Deere
- John Clifford Baptist Church
- Lloyds Development Capital Ltd
- Mount Zion Apostolic Church
- Nottingham Bramcote Walking Football
- Nottinghamshire County Council
- Nottingham City Council
- Oasis Church
- Parkdale Primary School
- Pentland Brands
- Radcliffe on Trent Methodist Church
- Redeemer Church
- Sage Trust
- Sharing Sherwood Community Kitchen
- Showcase Cinema
- Springs of Life
- St Barnabas, Lenton Abbey
- St Cyprians Church
- St Paul's, Carlton
- St Peter's Church, Toton
- Star Inn
- Souter Charitable Trust
- Society of Holy Child Jesus
- Tesco (Top-up)
- The Pheonix Signing Choir
- Thomas Farr
- Thomas Helwys Baptist Church
- Trussell Trust
- Trust Alliance Group
- Unite Nottingham Uni
- Unsworth Sugden
- West Bridgford Social Singers
- Wise Music Group
- Woven Churches

These are just some of our funders and donors and in addition are the many individuals, churches, businesses and small group organisations who have contributed to the running of Hope Nottingham.

We also received laptops as Gifts in kind from Domestic & General

We thank everyone most sincerely

THANK YOU

And thank you to our Guests, who are not just ‘service users’ or ‘beneficiaries’. They are our daily inspiration to do more and reach more.

‘It gives me encouragement to get out of my flat and while I am working it gives me an escape route from the reality.’
Literacy group guest

‘This is the most important day in my week at the moment - You guys see me.’
Friendship Group Guest

‘’I love that there was someone at the food bank who could speak Turkish and help us understand what was going on. We had a lot of troubles in Turkey and have had to claim asylum…its not easy and when you come here with nothing (especially in winter) the money doesn’t really cover clothing or electronic devices; which we have found are absolutely essential in the British way of life.

The food bank tide us over for when we needed to buy those extra items. We have got better at English and are looking forward to the English café.’

‘May I say how very lovely, kind, thoughtful and helpful the whole team at the food club have been since my family (2 daughters) and I have been coming to the club - since day one of its opening. It's lovely to see and talk to David and his team each week and it is always a delightful surprise to see what we are getting in the box. Always great value with a mix of fresh and frozen tasty food.’
Jackie | Food club member since April 2023



Familiar faces and friendships made:
(Left to right) Bernard, regular café and job club guest, Kathy - long-serving volunteer, David - café, community meal and art group guest, Neil - regular café guest

‘I’ve been finding life difficult after I lost my wife. I gave up my job to care for her. I am working with East Midlands Chambers to get back into work but just feel like I’m in catch 22. The food bank has literally been my life support.’

‘I’m really grateful for how Hope have supported me, they have helped me so much. Hope genuinely feels like my family. Hope has opened doors for me, to support my community elsewhere alongside Hope.’
Guest who now volunteers in multiple activities

THANK YOU

And thank you to our Guests, who are not just ‘service users’ or ‘beneficiaries’. They are our daily inspiration to do more and reach more.

‘It is so nice to see how others care for people who are strangers.”
Carlton Hub guest

“Thank you all for a lovely mal and a chance to make new friends. It was very enjoyable. Blessings to all.”

"It's fantastic. You can feel as soon as you come in that it's a community"

“Many thanks to the volunteers who help at these places. **Where would we be without them?**”

“May the God of hope fill you with all joy and peace so that you trust in him, so that you may overflow with hope by the power of the Holy Spirit.” (Romans 15:13)

'"I don't use the food bank but I come and have a **coffee and chat and keep warm**... there's a nice atmosphere here' Bilborough (Food bank guest)”

“Such a lovely meal and a cheerful and happy evening.”

“Hope is like family... I don't know where we would be without all the help.”

“Everyone is so so lovely you all have such beautiful personalities and souls I love coming here.”



Gift of HOPE handmade for the Carlton Hub by a guest

CONTACT INFORMATION

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www.hopenottingham.org.uk

Sharing our good news

Stay in touch with all our latest news and events by subscribing to our monthly digital newsletter here or follow us on Facebook

We always welcome visitors, and are proud to offer tours around our community hubs to show our work in action.

If you would like to arrange a visit or a short talk at your church, school or organisation about our work, please get in touch.

Independent Examiner

Eva Stevens, employee of
Community Accounting Plus
Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Solicitors

Ellis-Fermor & Negus
2 Devonshire Avenue
Beeston
Nottingham
NG9 1BS

Bankers

Barclays
1 Churchill Place
London
E14 5HP

The Co-operative Bank
2nd Floor, St Pauls House
10 Warwick Lane
London. EC4M 7BP

14 FOOD BANKS, 2 COMMUNITY HUBS, 350+ VOLUNTEERS, 1200+ ACTIVE REFERRAL PARTNERS, THOUSANDS OF SUPPORTERS, COMMUNITY CAFES, JOB CLUBS, FOOD CLUBS, RENEW YOUTH WELLBEING CAFE, TODDLER GROUP, ESOL CLASSES, LITERACY CLASSES, COMMUNITY ALLOTMENT, FRIENDSHIP CLUBS, COMMUNITY MEALS, HOLISTIC SUPPORT, ADVICE PROVISION, PRAYER, GRACE. WE ARE:

HOPE NOTTINGHAM

" 'For I know the plans I have for you' says the Lord, 'plans to prosper you and not to harm you, plans to give you HOPE and a future' " Jeremiah 29:11

HOPE NOTTINGHAM CIO

England & Wales - Charity number 1161248

Accounts



HOPE NOTTINGHAM ANNUAL REPORT AND ACCOUNTS JULY 2023 - JUNE 2024

INSPIRING & GROWING COMMUNITIES OF HOPE

Carlton Community Hub:
Pride of Gedling Runner Up
'Outstanding Community Project'

Founded in 2010 with a desire to **make a difference**,

we now operate 2 community hubs, 14 foodbanks and

inspire and grow communities across Nottingham,

enabled by **370 volunteers** across the city.

We focus on lifting people from **crisis to hope**.

A **beacon** in local neighbourhoods.

We don't just provide emergency food.

We open our doors to provide safe and warm spaces,

kind voices on the end of a telephone or email.

We **welcome**. We **listen**. We **care**.

We **signpost**. We **support**. We **advise**.

We build **confidence**. We **empower**.

We make that difference.

And for all this - **we thank you**.

To our volunteers, staff, trustees, donors, partners,

host churches and supporters:

We cannot do it without you.

Most importantly, we thank our guests,

who are not just service users or beneficiaries.

They are our **daily inspiration** to do more and reach more.

WE ARE HOPE NOTTINGHAM



Hope House: Our flagship Community Hub in Beeston



Annual Report of the Trustees

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‘The unchanged vision of Hope, could not be more relevant’



It is my pleasure to introduce the latest Annual Report, which gives a joyful and uplifting insight into the activities and people that make up Hope Nottingham.

It has been a year of change, most notably with our founder Nigel moving to pastures new. For so long Nigel has been ’the face’ of Hope and we miss him, but we remember that Hope is God’s work and there is much more still to do. Paul Kirkwood also stood down as Chair of Trustees after many years, and I thank him for his support and encouragement in taking on this role. I am still learning about the work of Hope, and I look forward to visiting sites and meeting more volunteers and guests.

Sadly, more people are living in crisis, below the poverty line. Money-strapped councils are reducing services and more are struggling with mental health issues and isolation. The unchanged vision of Hope, to inspire and grow communities of HOPE in Nottingham, could not be more relevant. We are making a positive difference in the lives of people across Nottingham!

I hope you, like me, are encouraged to read the many testimonies in this report. If you volunteer for Hope, you will likely know others.

I would like to thank all the staff and volunteers who contribute to Hope Nottingham. One of our key strengths is the staggering 370 volunteers and I am delighted to see that 98% of those surveyed felt valued. Knowing Dominique, our CEO, she will be pushing to improve this!

I am pleased we have moved all foodbanks to use the referral system. Trussell Trust's new focus on the ‘Cuppa Tea’ principle is a helpful reminder that foodbanks can offer much more than food. In my experience at Bilborough food bank, the welcome, kindness and support offered to guests is at least as important. We continue to develop this approach across the sites.

We are very grateful to Trussell for funding the financial inclusion services, which I believe are an essential component to help more people out of poverty. The encouraging progress is outlined in the report.

Hope has always depended on the generosity of it’s many supporters. We trust in God to provide what we need, to do his work. Please continue to be part of the answer to our prayers. Indeed, I would like to thank all those who pray for the people and the work of Hope - you do essential, unseen work and we are grateful. Please don’t stop!

Finally, I thank God for his overwhelming love that inspires us to do more; 'May the God of hope fill you with all joy and peace as you trust in him, so that you may overflow with hope by the power of the Holy Spirit.’ Romans 15:13



Jez Barnard

Hope Nottingham
Chair of Trustees

A fond farewell to our outgoing Chair, Dr Paul Kirkwood

Dr Paul Kirkwood joined Hope as a volunteer on 1st February 2014, bringing a wealth of experience in multi-national health care, and technical management roles. He became a trustee in 2015 assisting our transition to becoming a CIO and became Chair in 2017.

Paul has assisted Hope to develop, including hands-on support visiting our foodbanks. He has led us calmly through various challenges, including financial instability. Having completed our Constitution’s maximum three 3 year terms, he has left Hope in excellent financial health, with a strong Board and Senior Team. He even ensured the appointment of his successor before chairing his last Board meeting in April 2025.

Forever a dear friend, we thank Paul most sincerely for his faith and commitment to Hope Nottingham over so many years.



‘It is a real honour to share the work of our amazing volunteers’

As I look back over the last year which has seen us say farewell to key players in Hope Nottingham’s development, I feel extremely proud of our charity’s achievements, and of the remarkable people who made them possible.



July 2023 - June 2024 was another incredibly busy year, full of challenges as ever, but also full of ‘Hope’. In terms of our charity’s story, the departure of Nigel Adams, our charity’s Founder, was on paper a pivotal moment, but as those involved over the last couple of years would know, something that did not impact operationally. Nigel had long been winding down his involvement, gracefully passing over the reins, knowing his strengths lie elsewhere, whilst his ‘baby’ was left in a great position, ready for a new phase.

Whilst Nigel and I have occasionally disagreed (usually whilst eating doughnuts), we have each never faltered from wanting to do the right thing. Our commitment is to making a positive difference in the life of those in need, each led by our own personal faith and our founding principles. I am so proud that we remain friends and able to call on each other as needed - something that does not always happen when a Founder transitions and a new face steps into the lead role.

There have been other staff and volunteer ‘comings and goings’, an inevitable fact in a small charity spanning so many activities, which has been through great change and continues to strive to keep improving.

There are so many wonderful achievements to share, which you will discover as you read on. It has become my personal labour of love producing this report, which grows year on year - a fact I refuse to apologise for! Indeed my aim is that every one of our 370 volunteers can read it and recognise their area of impact, and know that we ‘see them’ and cannot deliver services nor build ‘community’, without them all.

At our Volunteer event in June, I challenged myself to introduce every volunteer in the room - no mean feat as I walked table after table! With an occasional helpful nudge, I managed it. Why did I bother with a small gesture in a room full of people, some who knew each other and some who didn’t? I did this because each and every volunteer in our team has their own story, and together they embody everything that Hope Nottingham is and seeks to build - a community full of Hope! We cannot thank them enough.

We also owe so much to our many supporters and funders. As Hope Nottingham’s work grows year on year, so too, I’m afraid does the expenditure. Whether someone donates a single can of beans, thousands of pounds, or paints a fence for us, it all makes a real and lasting difference.

To each and every one who has contributed to this year’s remarkable achievements, and to every guest who has given us the privilege to serve them, God bless you!

Dominique Scott

Chief Executive Officer

Our Founder, Nigel Adams moves on to pastures new

At the end of March 2024, after 12 years as Director, and the last 18 months as our part-time Ambassador, Nigel Adams moved on to pastures new.

“The last 14 years have been the greatest honour and privilege. By the grace of God, Hope Nottingham has grown from nothing more than an idea, to a wonderful network of compassion-filled foodbanks and community hubs, supported by hundreds and serving thousands.
I’m exceptionally grateful for all the support and all we have achieved.
I leave this work, which is God’s work, in very capable hands.
I am now working at Transforming Notts Together providing support and guidance for churches and Christian charities throughout Nottinghamshire.

May the God of Hope Fill You with All Joy and Peace.”

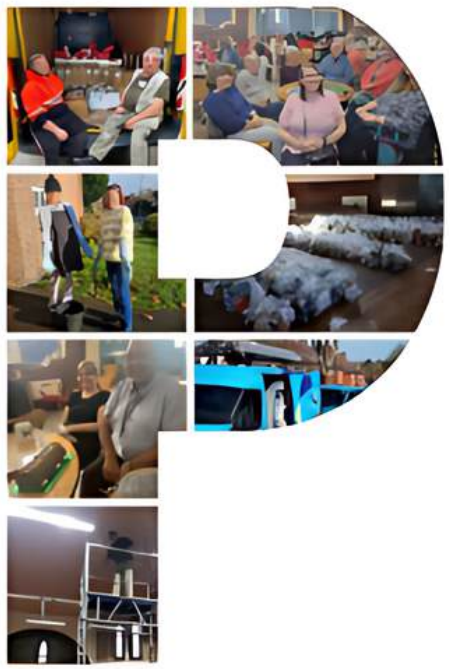
We sincerely thank Nigel for his many years of dedicated passion and service, as he continues to follow God’s plans for him.






Whatever the season, there will always be




Hope Nottingham's mission is embodied in our GRACE model

Our Vision and Mission were refreshed in 2021 with feedback from our volunteers and guests, and meet our commitment to Equality, Diversity and Inclusion, whilst staying true to our Christian roots and culture.

Our Vision — **Inspiring & growing communities of HOPE in Nottingham**

Our Mission — **To develop and support communities of HOPE where poverty of resources, relationships and spirit are met by local people**

Our mission today still fulfils the purposes as set out in the objects contained in the charity's constitution, which are:

- the relief of poverty, sickness and distress
- advancement of the Christian faith

We explain our mission using our founder's G.R.A.C.E. model



G — **GIVING** - Enabling communities to share time and resources for the benefit of others

GROWING - Multiplying our work in our own and in other communities

R — **RELIEF** - Management and distribution of essential provision to help people out of crisis

A — **ADVICE** - Bringing a wide range of guidance to provide accessible, integrated direction in a supportive environment

C — **COMMUNITY** - Enabling all to be helped and to help, to give and to receive

E — **EMPOWERMENT** - Enabling people to live more stable, fulfilled lives and to find worthwhile occupation

ENABLING - Developing a robust organisation with effective governance, policies and procedures

Hope Nottingham's values are rooted in our Christian ethos

Our Christian faith is at the heart of all we do. We want to share God's love by showing welcome, care and compassion to all. Our values are central to Hope Nottingham. We respect that each individual will also have their own personal values. However it is also essential that each and every team member believes in, demonstrates and promotes the following core values through their work and everyday behaviours.

Compassion
We are genuinely concerned about others and offer our time, kindness and friendship in safe spaces.

Working Together
We are team driven to identify and nurture partnerships with organisations of all denominations across Nottingham.

Trust
We build relationships and earn trust through our integrity and are committed to keeping it.

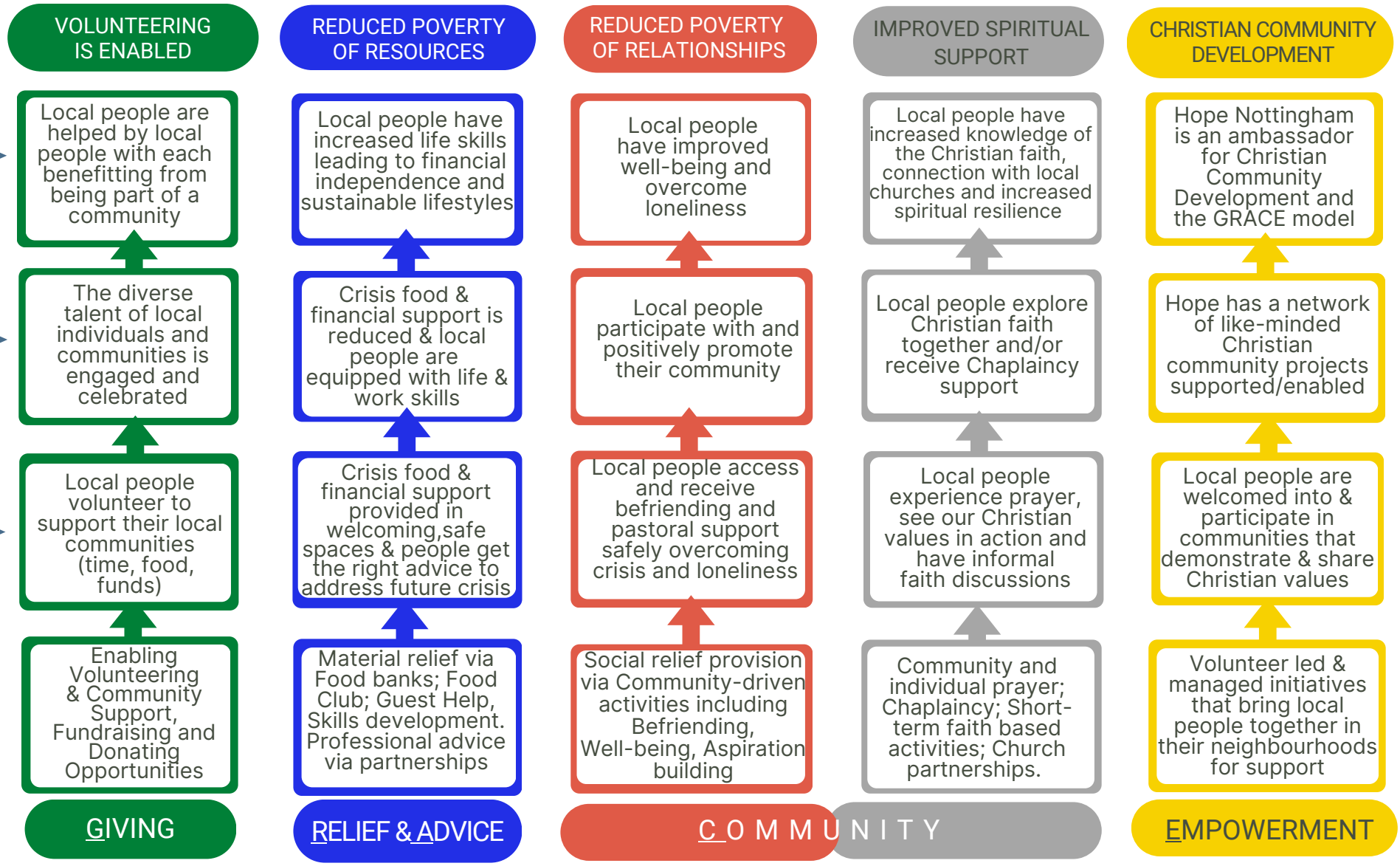
Belonging
Faith-focused, we welcome all and provide opportunities for comfort, connection and contribution.

Positive Change
We create new possibilities and embrace ideas, led from and by the community, to lift local people from crisis, restoring hope and transforming lives.



Our Theory of Change

Our Vision → ***Our Vision is to inspire & grow communities of HOPE in Nottingham, where local people are enabled to support those in need, providing resources, spiritual support & reducing loneliness.***



There is poverty in every community due to many underlying and complex reasons - both personal and societal. We cannot fix everything, but we can work to address poverty of resources (particularly food), poverty of relationships (particularly isolation & lack of community), and spiritual poverty via sharing of our Christian faith & values.

THEORY IN PRACTICE

Our Theory of Change reflects our G.R.A.C.E model and what we believe a 'Community of Hope' is. It is our reference guide of how it can be achieved and tool for easily communicating this internally and externally. It identifies the five key area where we aim to make real and lasting change in the lives of local people. This 'theory' forms our everyday activities.



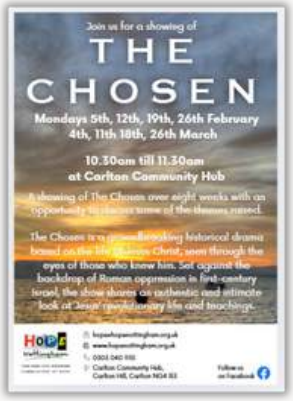
VOLUNTEERING

Through Hope Nottingham, 370 individuals offer their time, compassion and skills to help others in safe and meaningful roles. Empowering and supporting volunteer led activities is one of our key impacts.



REDUCED POVERTY OF RESOURCES

Our volunteer foodbank teams across the city offer emergency food provision and signposting to other available support. In the busiest locations professional welfare and benefits advice is also available.



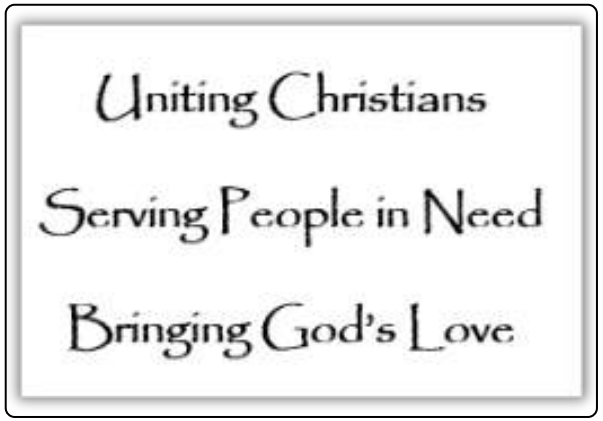
IMPROVED SPIRITUAL SUPPORT

We have volunteers from all, any, or no faith, but also many who align with our charitable objective to advance the Christian faith. With a part-time Chaplain at Hope House, there are ongoing faith-based activities, but also many volunteers across our foodbank network comfortable to offer prayer.



REDUCED POVERTY OF RELATIONSHIPS

Our two community hubs offer a variety of activities to reduce loneliness and act as community meeting spaces. Our foodbanks also offer hospitality and many host churches provide their own opportunities for community connection.



CHRISTIAN COMMUNITY DEVELOPMENT

Our 'strapline' may have changed in recent years but our mission remains the same. We are proud to work in partnership with a variety of Christian denominations. We demonstrate our faith through our daily actions and decisions.

WHERE WE WORK





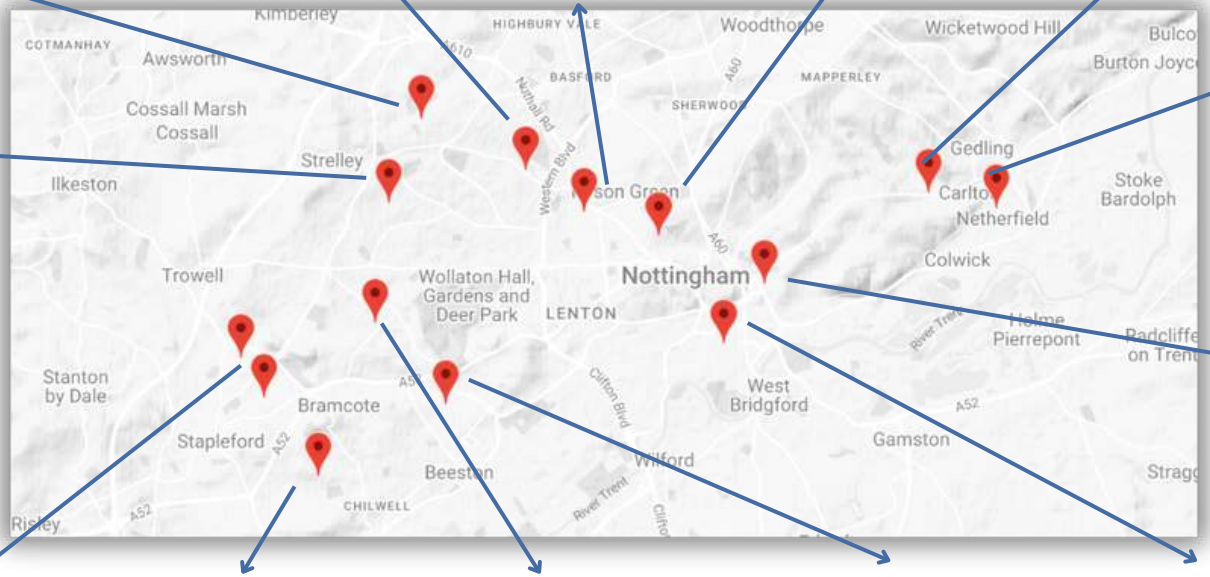


























OUR STAFF TEAM

With paid staffing being our biggest financial investment, we continued to make considered decisions about our employed team. At the end of June 2024, our staff headcount was 12 - reduced from the previous 13 and with a full-time equivalent of only 7.5. This continues to mean many of our staff roles have multiple focuses, which does bring its own challenges. However, we are mindful of not over-committing on expenditure and ensuring our long-term financial sustainability.

Within the year we saw some staff changes and were very sorry to see our Friendship Projects Coordinator move on to pastures new, but delighted her work with our Community Meal had inspired her to pursue her love of catering. With the replacement role, we increased the working hours to ensure we can further develop our work reducing loneliness, as well as to better support Friendship based projects at our Carlton Community Hub.

Our Founder and former Director moved on after two years as our part time Ambassador, but continues to stay in touch, and is promoting Hope's story of Christian Community Development through his own story and work at Transforming Notts Together.



Hope Staff Team
Our team as at October 2024

After many years with a Volunteer Manager, we attempted a 'tweak' to the role following a leaver, but realised our real need was senior level support for our remote teams, with a focus on our Foodbanks. We began recruitment for an Operations Manager, and were delighted to appoint a former charity CEO who joined us in August 2024. We believe this will bring a host of additional expertise in the voluntary and community sector.

You will hear more of our team's work and reflections throughout the report. Details of the experience and skills of our current team is available on our website here.



Jade Lewis-Roe has been with Hope Nottingham since 2018, firstly on a Volunteer Youth Work placement and in the staff team from 2019. In April 2023, her youth and family projects role expanded into leading on our Hope House café and foodbank, which has enabled better connection across our projects.

'My move to supporting our Café has been a blessing for me personally, as I am able to 'walk alongside' more guests, but also for helping bring our projects closer. We are now seeing more toddler families visiting the Café and vice versa' helping build more connections.'



David Cobbin
Our part-time Carlton Community Hub Worker celebrated his 1 year anniversary with Hope in January 24 and shared his reflections on what a year with Hope has brought to him:

H - happiness, help, honesty, heuristic, (discovering or learning for yourself) hands-on, hope giver, hearts, health & safety checks

O - optimism, opportunity, ownership, organised (chaos), openness

P- patience, persistence, pastoral, practical, perspicacious (ready insight and understanding of things)

E - e-vouchers, energy, empathy, enveloping, enfolding, encouraging

As well as beans, pasta, jam, milk....

WHAT WE DO

We enable individuals, churches and other organisations to work together to give time and resources to deliver the services that local, isolated and disadvantaged people need. This includes money and gifts in kind - food, time and expertise. Support is provided to all, regardless of faith or beliefs, and we do not charge for any service, although some guests do choose to make entirely optional contribution to help support our work.

We 'inspire and grow communities of hope' through provision of safe welcoming environments that build trust and encouragement. In this context people are enabled to accept advice and progress, are encouraged to contribute time and skills to help others and grow in self esteem as part of a holistic community. Our current core activities are:



EAST & WEST NOTTINGHAM FOODBANK

Emergency food provision through 14 foodbanks via our Trussell franchise, utilising many of their systems and working in partnership with The Arches at Trent Vineyard (a Nottingham church) for bulk food storage.



HOPE HOUSE, BEESTON

- Free drop in café, 4 mornings a week, alongside foodbank, with befriending;
- Citizens Advice bi-weekly and Debt Advice outreach once a week;
- Literacy group and English for Speakers of Other Languages (ESOL) group;
- Job/computer club twice a week with two extra outreach sessions locally;
- Weekly friendship group;
- Monthly community meal;
- Large allotment offering outdoor volunteering and fresh produce;
- Weekly food club providing low-cost surplus and fresh food;
- Telephone befriending in partnership with Linking Lives / Two's Company;
- Weekly youth well-being café and a parent & toddler group;
- Optional prayer and faith-based courses to support individual faith journeys;
- Chaplaincy service for staff and volunteers, ensuring their wellbeing and resilience.



CARLTON COMMUNITY HUB

- Free drop-in café 2 afternoons a week alongside foodbank, with befriending;
- Advice via The Ark and Gedling Borough Council outreach;
- Weekly Strength and Balance Class provided by The Active Health Coach;
- Work club in partnership with Jigsaw Homes;
- Weekly Stay and Play provided by Netherfield Family Hub;
- Weekly Arts and Crafts group;
- Saturday Friendship group;
- Weekly food club providing a fresh food box at low cost.

We also offer advocacy for Acts 435 (an online giving charity) and ad hoc financial support via a small discretionary fund.

You can view the main Hope Nottingham website here and our Trussell seeded East and West Nottingham Foodbank dedicated website here

REAL LIVES

We consciously choose to use the term 'guests instead of 'service users' or 'clients'. They are individuals and families with their own stories and we invite and welcome them into our communities, offering compassion and hospitality as we would guests in our own homes.



PAULINE, PROUD TO SHARE SHE IS 85!

Regular guest at café, foodclub and community meal.
"My daughter first brought me to the Community Hub in spring 2023, around a year since her Dad (my husband) passed away. She said, "It's time you started to go out again and meet people" . It was the best thing I have ever done. Without doubt this is one of the loveliest and happiest places I've ever been, there's companionship and friendship all around, plus the kindest volunteers and staff. Thank you so much".



COMMUNITY MEAL GUEST

"Wonderful, colourful menu...had seconds to take home. Music in the background was correct volume so we could talk over it....appreciate every volunteer that put love into every dish that was made."



ANONYMOUS, RECIPIENT OF CHAPLAINCY

"The relief of that first asking was immense, I was ready. Lauren who is just lovely, caring, kind and knowledgeable in the Lord. These services Hope House offer are gold. With Lauren's guidance I could see the path clearing, focusing. Learning more how my faith works, how God works within me, and Lauren has shown me this and more."



GUEST AT ASPLEY FOODBANK

"I've been finding life difficult after I lost my wife. I gave up my job to care for her. I am working with East Midlands Chambers to get back into work but just feel like I'm in catch 22. The foodbank has literally been my life support."



FRIENDSHIP GROUP GUEST

"I heard about the group through a friend, I really enjoy coming as I get to meet people of a similar age and I enjoy the talks. The group has made me aware of the need to keep in touch more and has helped me take an interest in new subjects."

KEY EVENTS IN OUR YEAR

QTR 1 - JULY - SEPT 2023

July 23
We were so busy we forgot to celebrate the 14th anniversary of Hope Nottingham! We said farewell to our long serving Volunteer Manager, taking opportunity to try and refocus the role on training and volunteer support.

August 23
We finalised our 'Advancing the Christian Faith' policy. An appeal for new Trustees was started. Vic Centre continued raising money for us with a summer 'ball pit'. We launched our 'Harvest' resources on our website.

September 23
Carlton Community Hub Official Launch and Open Day. Our Bookkeeper began working an extra day per week to support on bid-writing. We set up a new Supporter Database. A new Volunteer Manager started.

QTR 2: OCT - DEC 2023

October 23
We were delighted to again receive from Notts City Council Household Support Funds to purchase significant food stocks (Oct 23 and June 24). We began hosting 'Wise Moves' at Hope House, an NHS postural balance class.

November 23
Carlton was awarded Runner Up Outstanding Community Project. We launched our first ever Volunteer Survey. Carlton's boiler failed and Gedling Councillors helped fund a new one. We ran 'The Shack' at Hope House.

December 23
Annual Volunteer Christmas Party for our Volunteers. We welcomed two new Trustees to our Board. Mount Zion Foodbank was forced to close due to building works. The Evangelical Free Church offered us a new home.

QTR 3: JAN - MARCH 2024

Jan 24
We were delighted to receive funding to fit an additional boiler and new radiators in Carlton's church space. We began working on an application for additional funding from Trussell to increase our advice provision.

February 24
DWP changed their policies 'meaning they could not refer for foodbank. Our long serving Aspley Foodbank leader, June, stepped down after over a decade of dedicated service. Our Friendship Coordinator left for a full time role.

March 24
Farewell to our Founder and Volunteer Manager, welcome to a new Trustee. We closed our Linking Lives project, ran 'Closer' for Lent. Finalised our first Job Evaluation Salary Benchmarking. Toilets at Hope House were refurbished.

QTR 4 - APR - JUNE 2024

April 24
Our long term Chair stepped down and new one appointed. Bestwood Advice began delivering advice in three additional foodbanks. We held our first Guest Support Focus Group meeting and conducted a staffing structure review.

May 24
Our new Friendship Projects Coordinator completed their induction. We began advertising for a Senior Manager to oversee our Foodbanks, general ops and support our CEO. We launched our first Referrer's Newsletter.

June 24
We celebrated Volunteer's Week, ran the 'Alive' course and launched Carlton's first Community Meal. We met with Bethesda Ministries in Netherfield to renew our partnership, honouring Avril stepping down as leader.

YEAR 2 OF OUR STRATEGIC PLAN

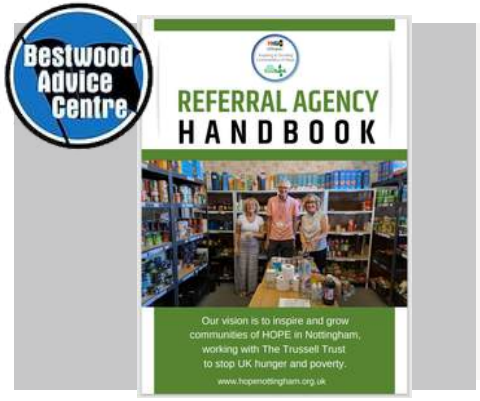
What we achieved



Proactively engaging our people to ensure we are living our vision & values

We continued to hold bi-annual volunteer celebration events at Christmas and in June, when we also acknowledged volunteer service with 1, 5 and 10 year badges. We held our first faith based volunteer retreat session at a local church. Volunteers received our monthly external newsletter alongside a regular newsletter from our CEO. We also completed our first Volunteer Survey - see results on our impact reporting pages 58-59.

In this period we also recruited three new Trustees - experienced charity leaders and professionals, as well as appointing a new Chair when our long serving Chair reached the end of his final term. Our staff team benefited from 'team' focussed monthly meetings, bi-annual faith based retreat days and we completed a full job evaluation process with salary benchmarking. Our CEO was supported with ACEVO membership and Cinnamon Network Academy.



Reviewing, nurturing and clearly defining our partnerships

We continued to work with our welfare and benefits advice provision partners with regular reviews, supported by our Trussell Financial Inclusion Manager, ensuring the provision was Foodbank Guest focussed rather than general outreach. This also included working with Trussell to gain additional funding for expanded advice in three more foodbanks from April 2024 - Meadows, Mount Zion and Sneinton. Relationships with our foodbank host partners made steady progress - with many conversations about ways of working, including attending governance meetings in Meadows.

We formed a new relationship with the Evangelical Free Church in Radford, who provided a new home for Mount Zion foodbank, delivered our first Foodbank Referrers newsletter with a refreshed handbook and further developed our work with corporate supporters, ensuring volunteering days were suitably productive, risk assessed and opportunities for food and fundraising capitalised.



Delivering quality community led and based services that meet local needs

In addition to expanding our advice provision and ensuring our foodbank referrers understand that holistic support is required to help individuals out of crisis, we continued our switch over to electronic foodbank referral. We focused on facilitating relationships between our Volunteer Foodbank Leaders, via a team meeting and better communication. Recognising need for wider Safeguarding Support, our Foodbank Coordinator took on additional Safeguarding responsibilities.

We finalised our 'Advancing the Christian Faith' policy and embedded a Christian Focus Group with regular meetings and to ensure equal attention to our other charitable objective, we also set up a 'Guest Support' Focus group. A New Activity Proposal procedure was developed ready for a focus on developing additional activities. There was a focus on our Job Club, reviewing resources and approach and we held our first monthly community meal at the Carlton Community Hub in June 24.

YEAR 2 OF OUR STRATEGIC PLAN

What we achieved



Investing in our marketing and communications, to expand our reach

In September 2023 our Development Manager led a very successful Open Day at our Carlton Community Hub, positively engaging local people and partners. Support came from the local Mayor, MP, Councillors, Tesco, The Ark, Jigsaw and other organisations.

We consistently produced a monthly digital supporter newsletter to just under 2000 people, developing an alongside 'blog', written by staff and volunteers. Following the departure of our Founder and Ambassador, we again tried to recruit part time marketing and communications staff member in the form of a 'Support Care and Engagement' role, to no avail, but continued to take advantage of opportunities to share our work via talks. We also continued to make best use of Canva, our self managed website and social media, where resources allowed.

Our Referral Newsletters also reached 1135 individual foodbank referrers and we ensured our 370 strong volunteer team were kept updated about our work and developments.



Understanding our impact to be informed and agile in our support

Whilst our Trussell data system and other internal systems enabled monitoring of quantitative impact and use of our services, capturing qualitative impact across all our locations remained a challenge.

Our Annual Report July 2022 - June 2023 was again the most comprehensive account of our impact and we spent time reflecting on many of our activities. We also focused on learning more about our impact in enabling volunteering via a detailed online survey. This was intended to help inform work on our first official 'Volunteer Policy' and our future volunteering strategy, as well as give all our volunteers, the opportunity to give us feedback on all manner of topics.

In Quarter 3 we undertook a detailed staff job evaluation and salary bench-marking exercise, ensuring each role is clear on its requirements in order to meet the needs of the activities which it supports, as well as to ensure a fair salary.



Generating income to ensure a sustainable future to meet growing local need

To be well informed, we further developed our monthly financial reporting, including improved grant monitoring. We moved our Supporter Database from Donor Perfect to Beacon and continued to develop our financial reviewing and reporting processes.

From September 2023 we trialled our part-time Bookkeeper working one extra day per week on grant research and bid writing to support the CEO. This was supported with various training and resources to develop our case for support and was made a permanent increase in hours in March 2024. Our grant writing attention to detail brought significant successes including a £75k grant and our previous year's Annual Report played a key role in communicating our work to a high value donor. A new Assistant Treasurer was also appointed to our Trustee Board for additional support and a fresh view at our financial approach. Corporate focus brought additional funds and gift of laptops from Domestic & General.



Inspired by kindness: (left to right) Hilary (befriender), Ken (foodbank), Eric (Job club), Yvonne (Acts 435) and Lindsay (befriender) all volunteering at Hope House with over 28 years of Hope service between them

30+
ACTIVITIES
OVER 14 DIFFERENT LOCATIONS

370
HOPE VOLUNTEERS

A TRULY ASTOUNDING
29,422
VOLUNTEER HOURS* GIVEN IN KIND ACROSS THE YEAR

*Volunteer hours calculated on the average volunteer hours per session, per activity, across our network

GIVING

Enabling individuals and communities to share time and resources for the benefit of others

More than just giving time

A 370-strong Hope Nottingham army of registered, regular volunteers were enabled and supported in a variety of volunteer roles - foodbank, our free-drop-in café, befriending, admin, foodclub, community meal, allotment, parent and toddler, youth services, driving and skills sharing. This was 5% up on last year.

Without these generous individuals (just some of our wonderful volunteers shown), we simply could not carry out the work that we do. If a cash value of the hours were calculated, it would amount to hundreds of thousands of pounds.

Inspired by talent, passion and kindness

We are immensely proud of the role that Hope Nottingham plays in providing local people the opportunity to give back to their communities in safe, structured, meaningful and supported ways. Read more about our volunteers' motivations, feedback and experiences at Hope through our 2023-24 Volunteer Survey results on pages 58-59.

'I enjoy volunteering. It's the highlight of my week. I get on with everyone and everyone is nice and I feel like my contribution is making a real difference.'

CASE STUDY

SERVING HOPE BY THE MUG FULL

Towards the end of our reporting year, Dave Lowe, pulled on his waiter's apron in the Hope café for the last time, reflects on 18 happy years as a volunteer in Beeston

"Hope Nottingham has come a long way since I became a volunteer in 2006. At that time the café was run from a portacabin in the grassed area behind Wollaton Road Methodist Church in Beeston. We boiled water in a kettle to make tea and coffee and there was only one item on the menu – cheese on toast. We welcomed a small number of guests and several were homeless.

After Nigel Adams launched Hope, the project moved to Boundary Road and the drop-in cafe was based in the old kitchen downstairs in the hall. I worked alongside volunteer Barbara Parker, who founded the Hope Friendship Club. More and more people found their way to the café and more breakfast choices were offered.

Indeed, I was impressed and amazed at how Hope expanded in Beeston and in other parts of Nottingham and how rapidly a varied range of activities developed. A feature of the changes at Boundary Road was a shiny new kitchen and a much needed Food Bank.

I will miss everyone associated with Hope, especially the Thursday team. Tilly, Teresa, Gill, Meryl, Andrea, Louise, James and of course Rob – the fastest chef in the West. He somehow knows what people want to eat before they step through the doors, which makes life easy for the waiter. Perhaps the secret is that Hope always puts people first.

By the nature of their roles, the support and office team, especially Lauren, Iain, Claire and Jade, are often on the move. So, when taking breakfast orders, I didn't put a table number on the order sheet. I simply noted they were floating.

Thanks everyone for lots of laughs and many happy memories. I wish Hope every success and blessing in the future. Before too long, I hope to pop into the café for a coffee and one of Rob's special bacon and egg butties . . . "

All at Hope Nottingham want to say a huge thank you to Dave - who like all our volunteers - has given up so much of his time to serve others.





Corporate Volunteering

As well as our core volunteer team, we also provided numerous opportunities for ad hoc volunteers from local businesses to give back to their communities. We have benefited from allotment days, fence painting, lifting and carrying, manning stalls at our Tesco National Collection days and general help, saving us lots of time and funds, whilst also helping local businesses fulfill their Corporate Social Responsibility in a meaningful and fun way!

DHL and NHS Supply Chain, Cooper Parry, Utility Warehouse, Edge, Nottingham Racecourse, Equifax, Experian and Boots were just some who spent volunteering days with us. Some companies went the extra mile and brought food or small financial donations along with them.

John Deere who repeated their Annual 'Day of Caring', purchasing £5k of food and saw the company's team purchase and pack 180 emergency food parcels for us to supplement our foodbanks. Whilst a logistical challenge to transport such quantities in icy winter weather, we were grateful to D&G who rallied to our aid when we were short of van volunteers, sending a regular stream of volunteers to support us, ensuring our foodbanks were kept stocked.

Left: Michael Page who painted the fence, weeded the play area and helped sort a 500kg donation from Nottingham High school!
Right: Volunteers from D&G helping move 180 foodparcels from John Deere!





Financial Support





Left: Trust Alliance who as well as a day spent gardening for us brought our largest Corporate Volunteering Donation yet, of an amazing £3,250!
Right: Claire our Foodbank Coordinator thanking Victoria Centre Management

Very generous financial support has been received from a multitude of people and organisations. We are extremely grateful for the generosity of individuals, churches, schools, community groups, businesses and local authorities.

To name just a few examples:
We were delighted by Victoria Centre's decision to make us their 'charity of the year' for another year. Thanks to various public events they encouraged individuals to donate £9,975, totaling £27,966 over the two years.

Gedling Borough Councillors again donated to our Carlton Community Hub, funding a new boiler.

Russell Scanlan chose us as charity of the year. Their efforts over the year raised a wonderful £3,000.



Russell Scanlan's quiz night was an amazing fundraiser and our very own Hope Nottingham team came first in the quiz!

All the financial support received has blessed us with a much securer future to further our vision to 'Inspire & Grow Communities of Hope'.
A list of our key funders can be found on pages 76 and 83



Going above and beyond: Andy and his children 'bucket collecting' at the Diversity show

'I really enjoy getting involved in the fundraising we do at Hope Nottingham, both through grant bid-writing and more on-the-ground activities. We are blessed to receive support from so many sources and the opportunity to collect money at Diversity's concert this year was fantastic. Lots of people donated both food and money and spoke to us about the work we do. Getting to meet the cast also helped to increase my "coolness" with my children!'

Andy Thomas | Bookkeeper & Administrator



Hope Nottingham Trustees collecting food and funds at the Diversity show | April 2024



Diversity tour supporting Trussell

Giving alongside entertainment: We took advantage of Trussell-led initiatives such as attending a Diversity Show which raised £796 in funds and 66kg of food donations. When our Carlton foodbank's shelves ran empty, the volunteers shouted out on social media and our friends at Connect @ Netherfield, (led by Nina who previously ran our Bilborough foodbank), rallied to create a food and fundraising event for us, helping us quickly restock the shelves!





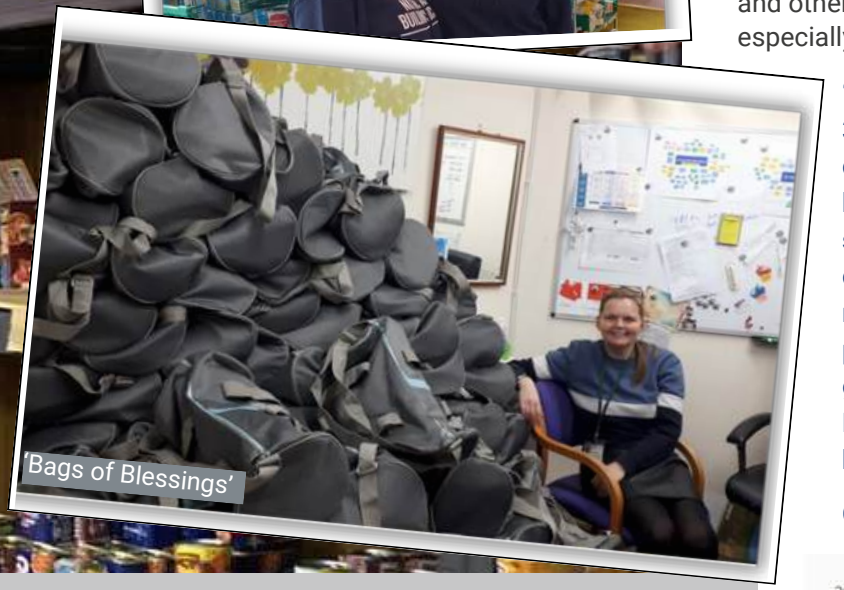


Netherfield Connect supporting our Carlton foodbank

Foodbank donations

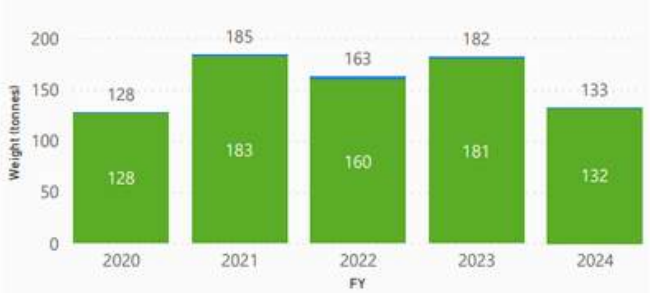
Our foodbanks rely heavily on the generosity of local communities to keep them well stocked with a wide variety of ambient food and toiletries. Donations come from many sources. We are constantly amazed to see Permanent Collection Points in many supermarkets being refilled daily. Our foodbanks are visited almost every day by local people bringing food. Schools, universities, churches, businesses and other community groups collect huge amounts of food, especially at Harvest and Christmas.





'It is really worrying that donations were down by 31 tonnes compared to the previous year's decline of only 6 tonnes. Supermarkets declined by 8 tonnes alone, even though our number of stores has increased by 28%. This clearly demonstrates the impact of rising food prices, reducing the extra items shoppers would previously buy and donate. We have been so grateful for the Nottingham City Council Household Support Fund, which has ensured we haven't had to turn anyone away hungry.'

Claire Fenwick | Area Foodbank Coordinator



Source: Data Collection System | Snapshot at Jul24 (PBI_Stock)

To note, Trussell supplied graphs show April 23 - March 24

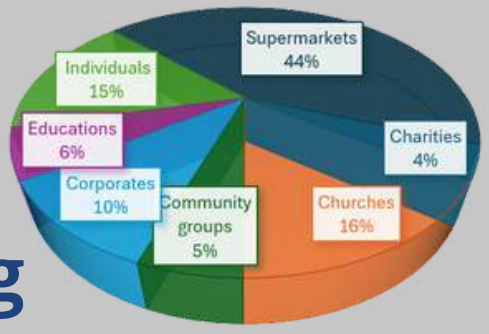
'Local food heroes Simon and Linda' donated an amazing

1.25

tonnes of food to the Carlton Foodbank!

Despite a decline, we were still overwhelmed with the generosity of the weight of food our committed army of volunteers processed throughout the year, which amounted to a humongous

135,427kg



Foodbank volunteer teams across city and county

We operated our food banks in 14 local communities, including our base at Hope House in Beeston and new Community Hub in Carlton, with others facilitated by partnerships with 11 local churches and one council-run library. From these we supported individuals living all across Nottingham. In some locations we improved our signposting and referral practices, thus reducing the numbers of emergency food parcels issued. In others, local need saw an increase. This is shown below in the comparison of figures to last year (L/yr).



Aspley St Margarets
Mondays & Thursdays
c931 parcels (668 Lyr)



Beeston Hope House
Mon, Wed, Thurs, Sat
c1268 parcels (1172 Lyr)



Bilborough Library
Wednesday & Fridays
c364 parcels (434 Lyr)



Broxtowe St Martha's
Wednesdays
c305 parcels (400 Lyr)



Carlton Hub
Tuesday & Fridays
c1384 parcels (1507 Lyr)



Chilwell St Barnabas
Tuesday
c158 parcels (135 Lyr)



Meadows Bridgeway Hall
Tuesday, Friday, Saturday
c1681 parcels (1516 Lyr)



Bethesda Ministries
Netherfield, Wednesdays
c 533 parcels (592 Lyr)





Radford Mount Zion - moved location mid-year
to the Evangelical Free Church
Tuesdays & Thursdays c1083 parcels (1161 Lyr)



CRA Radford Arboretum
Saturdays
Closed (161 Lyr)



Sneinton Salvation Army
Thursdays
c1140 parcels (754 Lyr)



The Haven, Stapleford
Tuesdays & Fridays
c847 parcels (812 Lyr)



Montrose Court, Stapleford
Mondays & Wednesdays
c186 parcels (111 Lyr)



Grangewood Methodist,
Wollaton, Fridays
c89 parcels (172 Lyr)

'To each and every volunteer that has supported the work of our foodbanks, a heartfelt
thank you.

Special appreciation goes to our
Foodbank Leaders
also volunteers, and
Host Churches
who go
above and beyond
for our
volunteer teams
and their
local communities.

We appreciate their hard work and patience whilst we juggle so many locations, activities and priorities and encourage them to always be forthcoming in telling us what they need as they are our vital link to local people.'

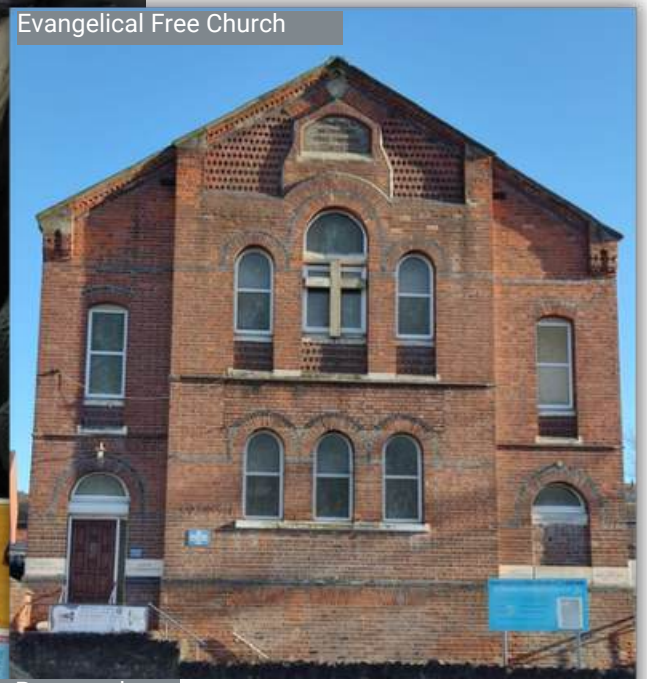
Dominique,
Hope CEO

The Evangelical Free Church comes to the rescue in Radford

When our Mount Zion foodbank started major building works, they had hoped to continue their foodbank service from a portacabin. Their insurers however, insisted they leave the site in the lead up to Christmas, causing an urgent local appeal for a new host to ensure Radford was supported with emergency food. We were incredibly grateful the leaders of the Evangelical Free Church offered us a space twice a week with ongoing storage.







Above from left: Karen, wife of the Evangelical Free Church's Pastor, who quickly signed up as a volunteer, with her daughter, to support the move, with Pastor Trevor of the Mount Zion Apostolic Church.

Pastor Mark of the Evangelical Free Church said

'We are looking forward to starting our journey together in serving local people in our area….we are all excited about this.'







'For some people the community meal might be the only social interaction they get and to be a part of making a difference to someone's life makes it all worthwhile.'

Sophie | Community Meal & FoodClub Volunteer



GROWING

Multiplying our work in our own community and others

In November 2021 we took on the lease of this due to close former Methodist Church, which had hosted one of our foodbanks for over a decade. With the efforts of a fabulous 50 strong army of volunteers and support from the local council, Jigsaw Homes and various other organisations the Carlton Community Hub was born and continued to grow from strength to strength.

Our Carlton Food club launched in April 2023 and membership continued to grow. Following the success of our Hope House monthly meal, we launched Carlton's Community Meal in June 2024 attended by around 30 guests, initially funded by Gedling Borough Council. We were also proud to receive a renewed 5-star rating from the Food Standards Agency in June 2024, to support our growing food sharing focuses.

'I volunteered so that I could give something back to the community in which I live. Meeting other local people was also important to me as well as being part of a hardworking team who all support each other with a great sense of humour. The community meal is a fantastic, sociable and worthwhile event.'

Jacqui | Community Meal and Community Cafe Volunteer













Raising awareness of our work

In September 2023, to celebrate the great work and popularity of our Carlton Community Hub, we held a very successful Official Launch Day and Community event. It was attended by around 300 people, including (but not limited to):

- The Mayor of Gedling
- Our local MP, Tom Randall
- Tesco Carlton (providing food for BBQ)
- Jigsaw Homes
- The Ark
- Dancers from Simply Dance Group
- Music from Jelly

The great work of the staff and volunteer team in making this event happen also helped raise £1200 for the running of the Hub.

'I first visited the food club in my capacity as a local councillor to find out what it was all about. I enjoyed it so much that I signed up to volunteer every week. The volunteers are so welcoming to the members/guests, and I find it a great opportunity to meet people from the local community. It is now one of the highlights of my week.'

Catherine Pope | Food club Volunteer since Feb 2023 and local Councillor





Powered by kindness: Mary has volunteered in the St Barnabas, Chilwell foodbank since 2020

RELIEF

Management and distribution of essential provision to help people out of crisis

Emergency Food

A huge part of our work is the provision of emergency food via our East & West Nottingham franchise with The Trussell Trust. We believe strongly in their referral system, whereby individuals are referred to us, rather than self-referred. This ensures we are acting as good stewards of the food donated to us, and provides the information necessary to enable us to support those in need out of crisis.

All our foodbank teams together help make a real difference in people's lives. Whether one or many people arrive at a foodbank session, the most important thing is that our volunteers are there, ready and willing to support, with a warm welcome.

‘I volunteer at the foodbank because it gives practical help to vulnerable people in a caring way.’
Sue | Hope House Volunteer

Some of our Foodbanks operate for a single session each week, others two, three or four sessions per week. What is most vital and common amongst all, is the continual commitment of the volunteer teams, to keep the doors open, come rain, snow or shine, never quite knowing who or how many people will arrive.

9,977
FOOD PARCELS
OVER 14 LOCATIONS
228 MORE THAN 2022-23

HELPING INDIVIDUALS WITH 3 DAY FOOD PARCELS
22,935
TIMES
120 MORE THAN 2022-23

Each parcel contained at least 3 days of nutritiously balanced food so we provided a staggering
206,415
EMERGENCY MEALS
1,080 MORE THAN 2022-23

Foodbank referral

Our Foodbank referral system only works thanks to the relationships we build with local agencies and organisations, ensuring food gets to the right people, at the right time. Our foodbank referral relationships also help us to build our local knowledge of the services on offer, enhancing our teams' ability to signpost guests to additional help.

The Department of Work and Pensions (including job centre work coaches) have consistently been one of our highest referral agencies. They hit the headlines in January 2024 when they decided they had never been 'referrers' and would no longer signpost users to us with paper slips that we had always used as referrals.

'...the Department cannot operate as a foodbank referral pathway, in order to keep the distinction between formal welfare support and the discretionary support provided by charities.' Letter from DWP

Despite our united efforts with other local Trussell foodbanks, there was no changing their mind and our volunteer teams dealt admirably with the fall out, of signposting guests to other referral agencies. On a positive, this change eliminated the use of DWP's paper referrals, an ongoing problem, compared to the majority of referrers who welcomed the move to an electronic referral system.

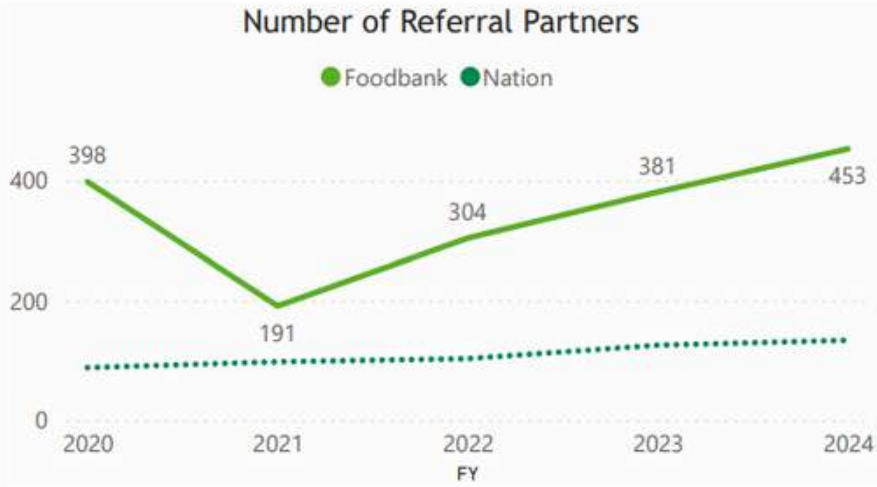
330 active referral organisations using electronic referral

with 1,135 individual referral agents



CASE STUDY

'It's amazing what you guys do for our teenagers. We are working hard with them in terms of money management and some of them don't have a clue what is priority and some have come from really difficult circumstances. We don't have budget to help them when their food stocks are empty so this foodbank has been wonderful in supporting our young residents.' Referral Agency

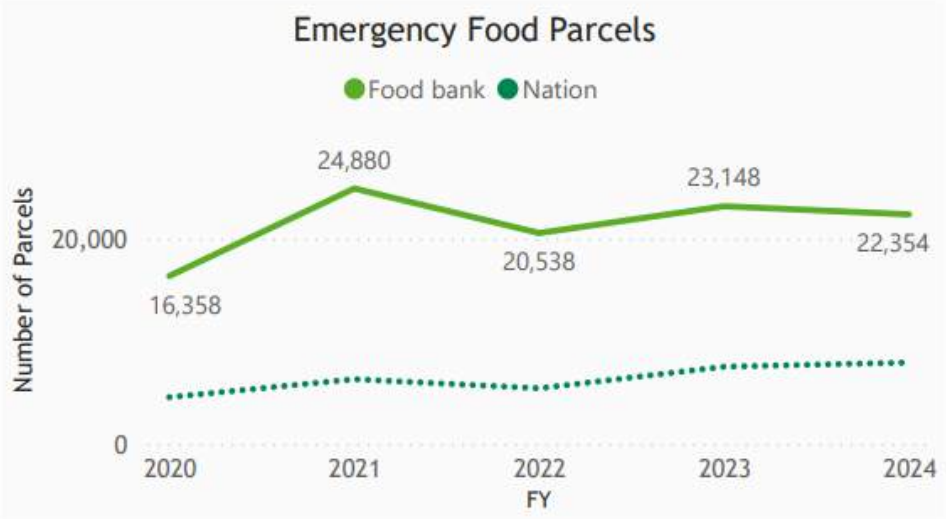


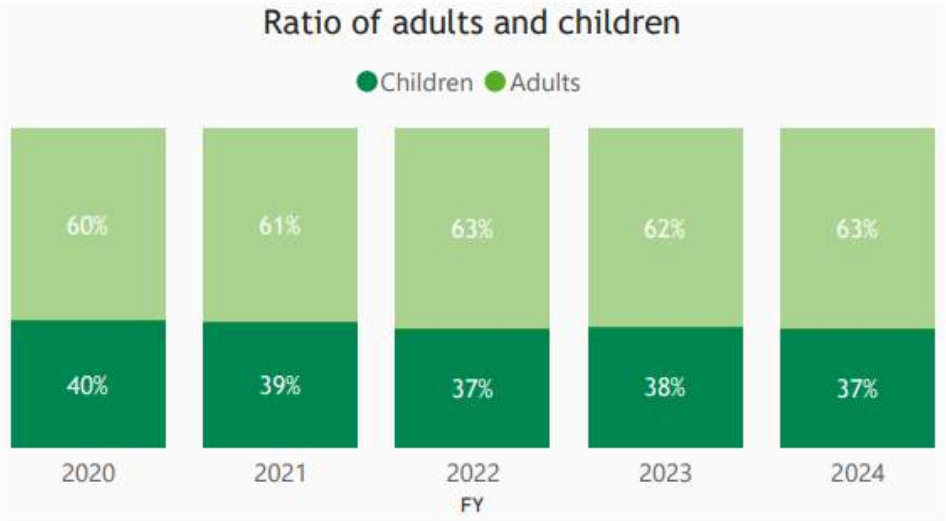
Source: Data Collection System | Snapshot at Jul24 (PBI_Referrals)

The above graph highlights a forced move to accepting self referrals during the pandemic and demonstrates our commitment to third party referral and continuing demand on our services from a variety of organisations.
In recent years, we have cleaned our database, linking previously individually set up referrers to their organisations, and ensuring our only referrers are those best placed to identify those in crisis and with professional email systems to ensure referrer identity and our guests' data security.

To note, Trussell supplied graphs show April 23 - March 24

What the data is telling us

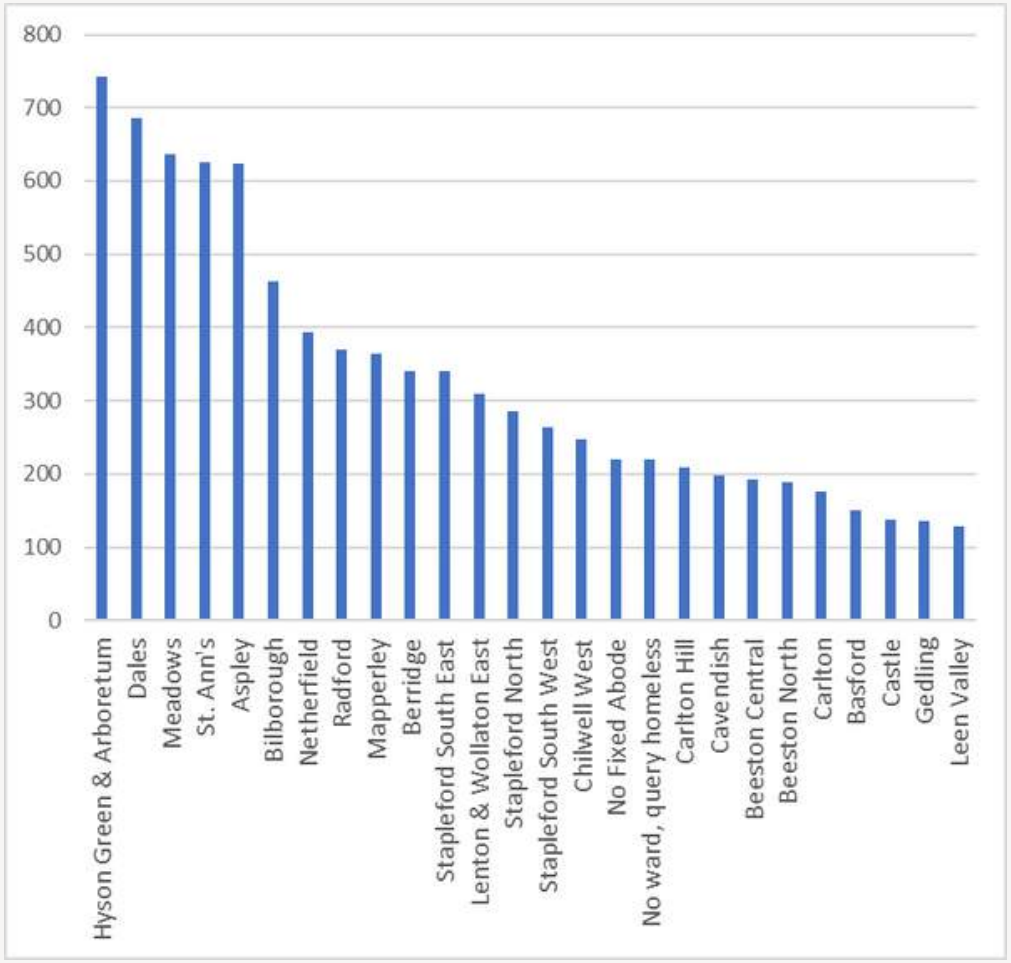




Source: Data Collection System | Snapshot at Jul24 (PBI_Parcels)

To note, Trussell supplied graphs show April 23 - March 24

Vouchers issued by geographical ward



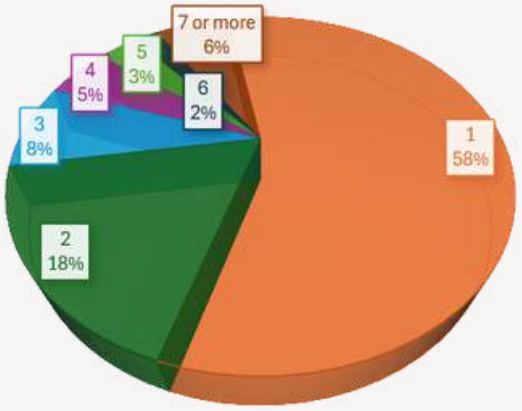
Whilst there can be valid reasons for using foodbanks out of your home area, Our vision is that people are supported in their own communities, limiting travelling with heavy food bags and transport costs. We will continue to monitor our current locations, opening days and times to ensure those in crisis can easily access emergency food and other support.

Frequency of foodbank use

Whilst the media can sometimes present a picture of largescale foodbank dependency, our data tells a different story - the highest percentage of users having only accessed one voucher in the twelve month period and a very small percentage of guests with much higher use. This higher use can often include individuals with very complex mental health needs, and the homeless. We are also seeing increasing numbers of people in temporary accommodation.

We never put a limit on vouchers received, however we do ask referral agencies to talk to us when issuing more than 4 in a 6 month period, so we can ensure individuals are getting the financial advice they need to help them out of poverty. Our referral system is not intended to make accessing food a challenge, we strongly believe it is essential to lift people from crisis to hope, and without such a monitoring system, the reality of food insecurity could be hidden or misreported.

Percentage of guests by numbers of foodbank vouchers issued in the reporting year



58%
WITH ONLY 1 VOUCHER

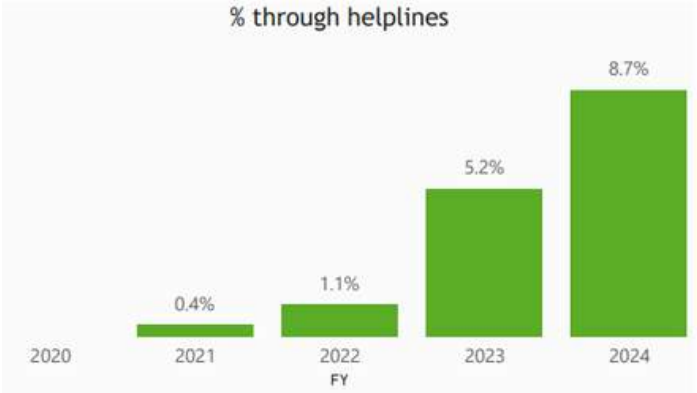
6%
WITH 7+ VOUCHERS

2,841
FIRST TIME REFERRALS

64%
WERE FIRST TIME VOUCHER REFERRALS

ONLY A 2.36x AVERAGE VISIT FREQUENCY

Help through Hardship



Trussell's 'Help through Hardship' (HTH) helpline, in partnership with Citizen's Advice, provided guests with a free and confidential telephone option for welfare and benefits checks.

818 HTH REFERRALS

OUR TOP REFERRAL AGENCY

CASE STUDIES

There are real people and stories behind each and every number

'I've been struggling mentally and financially over the past year and I'm not sure what would have happened had the foodbank not been here.'

'My wife passed away and I was here on a family visa. I had a lot of difficulty changing it over and now find myself in a lot of debt. I'm embarrassed and ashamed to have to use the foodbank, but I need to be at home for my four young children, who've just lost their mother!'

'I get myself sorted with a job and I do OK for a few months, but I relapse back onto drugs when I get stressed and then I lose my job...I wish things were different. CGL are helping me with my problem but without the foodbank I think my relationship with my partner would have broken down completely and I'd be homeless. I'm on my last chance she's told me.'

Foodbank as the first step to caring and holistic community support

Being referred for an emergency food parcel can often be the first time someone steps through the door of a foodbank. The vision of Hope Nottingham, our volunteer teams and the host churches and organisations we partner with, is not a 'transactional' handing over of food. Each location is developing their own activities, in our hubs led by us and in partner churches led by the missional team or local volunteers and community members themselves. Where requested to, we will always aim to help this development, but in many cases, the volunteers are more than capable to lead.

Meadows foodbank

CASE STUDY

Our Meadows Foodbank was the busiest of all our foodbanks in this reporting year and members of their volunteer leadership team were keen to offer repeat users and local people more than just foodbank. Following much research they partnered with Your Local Pantry (independently from Hope) offering members a weekly food shop for £5 including fresh fruit and vegetables saving on average £21 per shop.

The pantry now has a good number of regular weekly users. Mark Knowles, pantry coordinator, shared that recent Nottingham Trent University research on the impact of the pantry, showed some members believed being part of the pantry had reduced their foodbank usage, and guests had also shared using the pantry had enabled them to eat more healthily and improved their overall wellbeing.



Meadows PANTRY · BRIDGEWAY HALL ·

c179 dedicated foodbank volunteers

4,221 HOUSEHOLDS SUPPORTED ACROSS THE NETWORK

14,424 ADULTS FED

8,511 CHILDREN FED

1352 foodbank sessions

CASE STUDY

From fleeing domestic violence to finding a forever home

'Joanne, a single mother with one toddler and child fleeing domestic violence came along to pick up a food parcel and whilst here, I invited her to come along to our toddler group.

She slotted right in. Even with her car broken down she walked with her toddler in tow to attend our session. Joanne's older child also attends our Renew Youth Group which she absolutely loves!

Joanne was recently given a property near Beeston and still attends both our groups since her children love them so much. We were able to support Joanne not only with a food parcel. With referrals from Acts 435 and The Arches we were able to help set up her new forever home in our local area.'

Jade Lewis-Roe | Youth and Community Worker



Food stocks on the move

171 Foodbank deliveries

20% up on L/yr

£135,375 of food stocks purchased



Jenny Farrell-Bird
Trussell Area Manager

We are indebted to our amazing volunteer van team who tour every part of the city collecting and distributing food. No task is too much trouble for them and as well as food, they have collected items for our allotment, even moving and banking bulk coin donations, as well as delivering equipment and making regular recycling trips.

'I enjoy volunteering. It's the highlight of my week. I get on with everyone and everyone is nice and I feel like my contribution is making a difference. It's also boosted my confidence which I think will help when I finish my studies and start looking for jobs.'
Reece | Van Assistant



Reece and Malcolm |
Hope Van Team Volunteers

We could not achieve the safe management of our food stocks without the wonderful provision of huge warehouse space by The Arches and Trent Vineyard, in Lenton. We are very grateful for the support of their staff and volunteer teams.



The Arches
Trent Compassion

"Hope has a really good atmosphere, we are left to get on with our work and need to be all on the same page especially date rotation.'
Lynne | Beeston Foodbank volunteer since April 2013



Community Foodclubs

Our two Community Foodclubs - Beeston since Nov 2021 and Carlton since April 2023 - are weekly initiatives that save food wastage and support local people with low-cost fresh food.

In partnership with Fare Share and growing fresh produce from our allotment for the Beeston club, we provide food boxes to local community members. Food provided is varied and nutritious for a very small fee. We have a mixture of completely new guests who attend, and have had guests who originally came in for a food parcel, sign up as members. The attendees are now a little community where they share meal ideas and even check in on each other.

Sarah, a guest 'loves coming every week as it saves food wastage and it has been a Godsend with the rise costs of living.'







102 sessions & 110 members

22.4 KG TONNES OF SURPLUS FOOD SHARED LOCALLY

3417 FRESH FOOD BOXES SUPPLIED

CASE STUDY

'Coming to the food club is more than just the great value box of food. It's a place to socialise and make positive connections and relationships'

'We have been coming to food club for about a year, it's something we look forward to so much and get very excited to find out what's in the box each week. Since joining food club I have become more adventurous in the kitchen trying out new recipes. We get lots of fresh veg and fruit in our box, some treats and some surprises!

Coming to the food club is more than just the great value box of food, it's also a place to socialise and make positive connections and relationships in the local community. We enjoy being part of the Carlton Community Hub, usually taking the opportunity to stay for a cuppa and some biscuits, getting to know lots of people. Food club has had a positive impact on my family, and I'm sure other families, reducing food waste and saving money on our weekly food bills. It has also improved our diet, nutrition/health and overall wellbeing. '



Andrea, who attends Food club every week with her toddler and Mum who is also a member.

Guest Help



Receipt of warm items and slow cookers to be distributed to vulnerable individuals, thanks to the Mayor of Broxtowe campaign.

With many of our guests experiencing poverty, we always endeavour to offer our services without any required charge, although many choose to make small optional contributions. For many in our foodbanks, a warm space, cup of tea and biscuit can make all the difference and in our two hubs we are blessed to be able to provide free breakfasts in Beeston four mornings a week and lunches in Carlton twice a week. Each hub also offers a monthly evening meal.

We are also able to signpost to The Arches, and used our own small discretionary fund (set up in memory of a deceased well loved guest - our dear friend Karl Rowland) to provide top up funds for Acts, emergency dental treatment and a new tent for a homeless individual

'I had nowhere to go and I found hope, not just hope in the word, I mean hope - this place. It really inspired me.' Karl, much loved guest, RIP

Our ACTS 435 Advocacy

'giving to anyone who has need' in line with Acts 4:35



We continued our role as an Acts 435 advocate - a crowdfunding giving website. Donations can be made for urgent needs such as benefit delays/sanctions, bills, clothes, food, heating, fresh starts, goods and furniture and white goods.

Find out more about Acts 435 here

CASE STUDIES

'Through our partnership with Acts we helped a guest with an asthmatic child purchase a condensing tumble dryer. The family were living in rented accommodation without outdoor access and drying washing was causing mould in the property and aggravating her child's asthma. We were also able to support a local single parent who had been rehoused into an unfurnished property from a hostel after fleeing domestic abuse. She was relying on emergency food bank support to get back on her feet and Acts435 funding meant we were able to purchase an electric cooker so she could cook for herself and her children.'

£6,035
GOODS PURCHASED FOR ACTS 435

16 WASHING MACHINES
7 FRIDGES / FREEZERS
6 COOKERS
4 BEDS / MATTRESSES
1 CARPET FITTED
1 CONDENSER DRIER
1 TOASTER

36
INDIVIDUALS SUPPORTED WITH ESSENTIAL ITEMS

ADVICE

Bringing wide range guidance to provide accessible, integrated direction in a supportive environment.

Signposting

Signposting our guests to other local organisations is a key aspect of our work, particularly for financial and welfare advice. Our mission is to provide specialist advice to reduce debt, maximise incomes and prevent future reliance on food banks,. We have integrated this into many of our foodbanks, and the huge impact is shown in the next few pages. But we also want to encourage local people to seek support from their local communities and this 'signposting' is essential. Considered a safe haven, we believe our hubs and the smiling faces and welcome from our volunteers (alongside a cuppa and free hot meal) have a key role to play in introducing supportive organisations in an easily accessible and friendly way.

A variety of regular and ad hoc agencies visiting our hubs have enhanced accessibility of help for our guests offering 'pop-up' style sessions. At Hope House this has included local PCSO's, Framework Street Outreach, Broxtowe Housing team, PA Housing, SEA, Elevate, Better Homes Better Housing, Notts Victim Care, Transforming Notts, and Midlands Women's Aid. As a Christian Charity we have also welcomed visits from various churches. At the Carlton Community Hub we have hosted Gedling Borough Council outreach, Independent Age - benefits advice for over 65s, Fire & Rescue Service - safe and warm housing advice , Nottinghamshire NHS Talking Therapies advocate , Better Housing Better Health - Home Energy Advisor, and Futures For You (Careers Development Advisor).



Liz | Volunteer Foodbank Leader
The Haven Foodbank in Stapleford

'Hope offers those in crisis so much more than just foodbank support'

CASE STUDY

'Katie, a single mum to three children under the age of 5 with no support network, came into our café with the three children in tow, to pick up an emergency food parcel. Kathy our befriender sat with mum at first, who was explaining her situation. Between myself, Kathy and Penny we were able to help mum by signposting her to Citizens Advice for housing issues, Step Forward for debt advice and our own Toddler group for community and just general support.

Katie came for breakfast a couple times a week just so the family had somewhere to go, have some food and it also meant mum could meet with Citizens Advice and Step Forward to talk about her issues. Due to us having these services, mum was able to easily go to her appointments as we are based right round the corner from her. We also helped Katie with form filling, furniture and clothes referrals. Katie was very grateful for the support she had received.'

Financial inclusion

Connecting to maximise incomes and reduce debt

We know hunger cannot simply be addressed by an emergency food parcel. While it provides support for the immediate situation someone is facing, it doesn't address the lack of income to afford the essentials. At the same time, we do not claim to be able to offer professional welfare, benefits or financial advice. However, through Trussell's Financial Inclusion, we can ensure many people on low incomes have ready access to support, to reduce their food bank need in the future.

These services, are delivered by working with local expert advice providers, which unlock benefits, grants and money that people are eligible for, and connect people to other community services to help with issues like mental health and housing. Around 64% of the food banks in Trussell's network were offering access to money advice and support and we are delighted to be part of this.

Now in year 2 of our Trussell funded Financial Inclusion project, we continued two sessions a week Citizens Advice Broxtowe outreach and one Step Forward Debt Advice session in Beeston, two advice sessions provided by Nottingham & District Citizens Advice, one each in our Broxtowe and Aspley foodbanks. The Ark also attended our Carlton Community Hub's two foodbank & café sessions. The total results over the period have been amazing, as shown on page 39.

OUR ADVICE PARTNERS

step forward money advice

citizens advice Nottingham & District

Phoenix Farm Open Door Project operating The Ark, Gedling

Bestwood Advice Centre

citizens advice Central Nottinghamshire

A new partnership

Additional Trussell funding from April 2023 enabled a new partnership with Bestwood Advice to position an advisor in three further foodbanks - Meadows, Mount Zion and Sneinton. In the first 3 months they spoke to 104 guests over the 3 sites to give assisted information and explain their service. Out of the three sites the Meadows is by far the busiest, with many guests having complex needs and needing numerous appointments to get their matters resolved.



Iain Anderson | Support Manager & Claire Fenwick | Foodbank Area Support Coordinator on route to a Trussell Rolling Roadshow

Iain Anderson, our Support Manager collates the Advice partners' reporting requirements each quarter, to share with Trussell and ready for our CEO's regular review meetings with each of them. 'In the two years we have been involved in this project, it still never ceases to amaze me the difference that a short conversation with a trained welfare and benefits advisor can make. A recent story sticks in my mind of a lady with 4 children under 10, but only getting Universal Credit for two due to the two child limit rule. Her youngest son has been in hospital since he was born with a health condition. Her other children live with her parents who don't work, as she is always at the hospital with her youngest child. She wanted to know if there was any help available while she stays in hospital with her son. The advisor quickly discovered she wasn't getting Child Disability Element or Carer's Element and this should get back dated. Once sorted out she had **a monthly gain of £685.89 and lump sum of £9,602.46!** I really doubt this would have been identified if the advisor hadn't been right in front of her at the foodbank.'

CASE STUDIES



Struggling with grief and finances

The Ark is a community meeting place and advice centre in Gedling, close to our Carlton Hub. They provide advice on a wide range of issues including welfare benefits, housing, eviction, employment, general life skills and community issues. Through the Trussell Financial Inclusion grant, Hope Nottingham has been able to fund an advice worker to be based in our Carlton Hub's foodbank twice a week.

'The welfare rights provision at Carlton Community Hub has been a source of support for many people over the last 12 months. In those hundreds of people, one gentleman stands out. The gentleman first came to the hub after his long-term partner passed away. He was bereaved and felt lost, he had relied heavily on his partner. He did not have any income himself; he did not even have a bank account. He had some serious health problems that compounded his issues. On receiving foodbank support the foodbank team were able to refer the gentleman to our advisor. Our advisor, in conjunction with social services and a local housing provider were able to help the gentleman find stability and a level of financial independence and more solid foundations for his life. Once his finances and housing situation was resolved he still enjoyed attending the hub for the company of others.'



Joel Baldry | The Ark Project Manager



Heather Morris |
Step Forward Centre Manager

Adding to a feeling of family and support

Step Forward Money Advice is part of Trent Compassion and offers free, friendly and confidential debt and budgeting advice. Heather Morris Centre Manager shares her thoughts, on partnering with Hope Nottingham.

'Working at Hope House this last year has been such a blessing for us and our clients. The warmth of the place is almost tangible and one of our clients quoted on their survey they completed that- 'Having the Food Bank, Citizens Advice Bureau and Step Forward Money Advice in one place, has been so helpful'. For us at Step Forward Money Advice, the relationship part of our work is so important and the setting at Hope House, really adds to the feeling of family and support that we pray our clients feel. We have seen 49 clients through the year, helping some of them have their debts written off which have totalled almost £100,000 and managing other debts of over £100,000.

Ms A came to us at Hope House having been referred by the food bank. Ms A struggles to process information and because of this doesn't like to open her mail as she finds it too difficult to deal with, this in turn has caused problems with her finances. We have been able to help her get on top of her mail and work out a budget she can live on, it is a real struggle for her and some months she still needs help with food etc. We have been in correspondence with the people that she owes money to and are in the process of negotiating with them on her behalf. Helping to lift some of the burden she is carrying and walking with her on her journey.'



Emma | Citizens Advice Central Notts Outreach worker with Hope House team members

Embedding advice in to the community

CASE STUDIES

Hope has had a long term relationship with Citizens Advice Broxtowe who have now merged with other local Citizens Advice to form Citizens Advice Central Notts. The first of our funded advice Outreach workers, Emma easily fitted in with our team and we were sad to see her move to another location at the end of the year. We wish her all the best.

Yvette Orton, Advice Services Manager shared her summary of the year:
'The drop in service continues to be well attended and the advice and support provided has produced significant financial gains for those we are working with. We have seen an increase in the number of people using our service to request food vouchers. We presume this is because those accessing support through the jobcentre have now been signposted to Citizens Advice. This increase is across all offices, not just at the outreach.



Throughout the last quarter, we have noticed an increase in the number of households facing eviction. There is a lack of affordable private rented sector property in the local area and this is placing increased demand on the social housing providers.

We are aware that a lack of digital literacy is causing financial hardship for many. This makes the support offered in outreach locations extremely important.'



Simon Mee |
Head of Service Delivery
Citizens Advice Nottm & District

Benefits error spotted and resolved

"The guest attended outreach as a user of the foodbank and lived in a council rented property with her adult daughter and grandchild . She is a British citizen with a long-term health condition and income is Universal Credit standard allowance and housing costs paid to her landlord (LL). She had been awarded Limited Capability to Work (LCW) by UC and came for help with applying to the council for a Discretionary Housing Payment (DHP) as had previously had this awarded but recently expired. The DHP was helping her afford the shortfall between her rent and the UC housing costs. The shortfall was due to a bedroom tax applied when her other adult child moved out of the property meaning x1 spare bedroom. She was having difficulty affording food and bills.

Whilst looking at her UC breakdown with her, the advisor noted that the client was wrongly subject to bedroom tax and explained this. The client had updated her UC journal with the baby's existence within the family, but no change had been made to her UC award and the client did not know about her bedroom entitlement. The advisor assisted the client to write a message in her UC journal regarding the bedroom tax should have been removed 6 months previously when the baby started living at the address and the baby had been added to her UC journal as a change of circumstances. The DWP removed the bedroom tax and paid the guest back for the months when she should not have been subject to this. She received £208 backdated pay and better off by £52.04pm (£624.48 per year) making her better off per month to help her afford food/bills.'

LIFE CHANGING FINANCIAL IMPACTS

Reporting quarter	Advice partner	New clients	No. achieving/expecting financial gain	Total value of financial gains	No. supported with debt management	Total value of debt managed	No. supported with debt write off	Total value of debt write off	No. no longer expected to need food bank
Q1 2023-24 (Jul - Sept 2023)	CA Broxtowe	13	13	£ 21,482.00	0	£ -	0	£ -	
	Ark Advice Centre	39	23	£ 20,692.38	0	£ -	0	£ -	0
	CA Nottingham	24	9	£ 19,664.00	0	£ -	0	£ -	
	Step Forward	2	0	£ -	10	£ 144,163.00	10	£ 10,671.00	0
Q2 2023-24 (Oct - Dec 2023)	CA Broxtowe	20	15	£ 56,174.00	0	£ -	0	£ -	8
	Ark Advice Centre	34	17	£ 28,999.00	0	£ -	0	£ -	0
	CA Nottingham	31	17	£ 31,171.00	0	£ -	0	£ -	4
	Step Forward	4	0	£ -	5	£ 29,943.00	17	£ 25,236.00	0
Q3 2023-24 (Jan - Mar 2024)	CA Broxtowe	27	16	£ 62,325.00	1	£ 25,000.00	0	£ -	13
	Ark Advice Centre	57	29	£ 27,615.00	0	£ -	0	£ -	0
	CA Nottingham	19	23	£ 10,542.00	0	£ -	0	£ -	23
	Step Forward	7	0	£ -	3	£ 31,528.00	4	£ 2,372.00	3
Q4 2024-25 (Apr - Jun 2024	CA Central Notts	35	11	£ 32,465.00	0	£ -	0	£ -	7
	Ark Advice Centre	66	27	£ 132,041.42	0	£ -	0	£ -	16
	CA Nottingham	39	16	£ 33,745.45	1	£ 2,400.00	0	£ -	2
	Step Forward	14	0	£ -	3	£ 13,985.00	2	£ 21,502.00	0
	Bestwood Advice	90	46	£ 33,017.74	5	£ 2,501.00	0	£ -	3
Annual Totals		**521**	**262**	**£ 509,933.99**	**28**	**£ 249,520.00**	**33**	**£ 59,781.00**	**79**

£509,934
TOTAL FINANCIAL GAINS ACROSS ALL PROVIDERS

521 GUESTS SUPPORTED

262 GAINING FINANCIALLY

£249,520 TOTAL DEBT MANAGED

£59,781 OF DEBT WRITTEN OFF

Trussell
Ending hunger together

We are incredibly grateful for the support of Trussell and their dedicated Financial Inclusion Manager

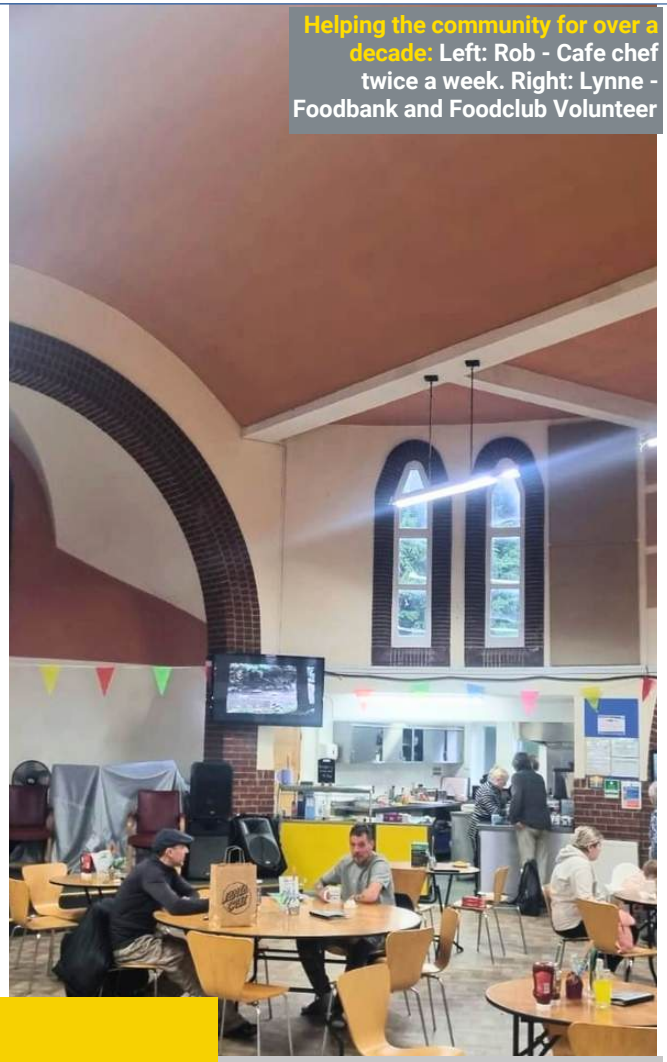


Mary Collier | Trussell Financial Inclusion Manager

'As the Financial Inclusion Manager for the Trussell Trust in the East Midlands, I support Hope Nottingham with their foodbank-based advice service provision. This provision began in February 2022 in 4 of their food bank centres and, due to its success, further Trussell Trust funding was awarded earlier this year to expand the service to 3 more food bank centres. The services have evidenced significant impact for food bank guests in tackling the issues that led to their need for emergency food and achieving greater financial resilience. They have ended the ongoing need for food bank for many. Hope Nottingham's unwavering focus on supporting their local communities in a compassionate, holistic and person-centred way is very impressive. Their strong partnership-working with local advice agencies exemplifies their commitment to social justice and proactive, determined approach. It's a privilege to support their invaluable work.'



Helping the community for over a decade: Left: Rob - Cafe chef twice a week. Right: Lynne - Foodbank and Foodclub Volunteer



Helping the community for over a decade: Left: Rob - Cafe chef twice a week. Right: Lynne - Foodbank and Foodclub Volunteer

292
CAFÉ SESSIONS
IN BEESTON AND CARLTON

8438
BREAKFASTS
IN HOPE HOUSE, BEESTON

4972
LUNCHES
IN CARLTON COMMUNITY HUB

COMMUNITY

Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Community Cafes

Our free drop-in cafes, ensure guests are welcomed by true hospitality, food and friendship, all enabled by our amazing volunteers.

Our cafes offer support as part of a holistic approach which can include emergency food provision, benefits and debt advice, signposting plus practical help which includes referrals to The Arches and Acts 435. Most importantly, they give opportunity for connection and we have seen many friendships between guests formed and heard many stories of improved wellbeing as a result.

Hope House Cafe Beeston

Open 4 days a week, the café has seen an average of 130 breakfasts per week, thousands of cups of tea being consumed and hours of talking with our guests. The space was also used for celebrations including our Volunteers' week and Christmas celebrations.

Hope Cafe at Carlton Community Hub

Carlton's twice weekly lunchtime café runs alongside the food bank and has a wonderful team of volunteers cooking light lunches including soup, toasties, chip cobs, and freshly baked goods such as cakes and scones - real comfort food!

Reducing loneliness

Whilst all our activities are centred around building community connections, we continue a dedicated focus on projects aiming to reduce social isolation.

Hope House Friendship group

Originally only hosted at Hope House, the Beeston Friendship group has now been part of the Hope Nottingham run family of activities since May 2021.



Hope House Tuesday Friendship group enjoying some craft activities

The group aims to provide a space for local community members who may be socially isolated, to meet new people and have a safe constructive space to explore new hobbies and learn about new interests.

Our guests participate in a variety of activities from quizzes, bingo, specialist talks, arts and crafts and board games.

Planned development for this group currently involves creating new links and networks with the local community to boost engagement.

CASE STUDIES

'I heard about the group through my therapist as I was feeling lonely, I've been attending for about 4 months and really enjoy the company. It gives me something to look forward to every week.'

'I really enjoy coming as I get to meet people of a similar age and I enjoy the talks. The group has made me aware of the need to keep in touch more and has helped me take an interest in new subjects.'

Carlton Hub Friendship group

The Carlton Hub's Friendship group was set up in November 2022, in response to local people in Carlton enjoying the activities during the week, but feeling particularly isolated at the weekends.

It has grown from strength to strength often with average of 35 regular attendees on a Saturday. It provides a warm welcoming space for members of the community to socialise alongside a toastie, with Peter and Karen's revered homemade cakes! We even find time to play bingo and a quiz every week with prizes for the winners, alongside occasional sing-a-long music!



Carlton Community Hub Friendship Group

CASE STUDY

'I started volunteering in late 2020, early 2021 during Covid-lockdown, initially I was packing food parcels for delivery but progressed to working in the café kitchen on Tuesdays and Saturdays. I felt very isolated during lockdown so the opportunity to meet and volunteer with other people really was a godsend. Helping and supporting other people has always been important to me and coming to Hope was a 'lifesaver' for me and I continue to enjoy being a volunteer. '

50
FRIENDSHIP GROUP SESSIONS HELD IN BEESTON

42
FRIENDSHIP GROUP SESSIONS HELD IN CARLTON

HELPING REDUCE LONELINESS FOR 50 INDIVIDUALS EACH WEEK

Arts & Crafts at Hope Nottingham

The Carlton Arts and Crafts group was initially instigated and supported by Jigsaw and is a session run by dedicated arts and craft experienced volunteers. A range of crafts is provided, week in and week out, such as painting, drawing, stencils, sewing, rug making and much more. The group has predominantly used recycled materials and aims to instil confidence and the session breaks in the middle to ensure a focus on connecting with others.





At Hope House, a small but developing card making group on Mondays and knitting group on Thursdays, as part of our usual Café session provided a connecting activity.

CASE STUDIES

'Sharon: 'I love art, wanted to get back into it, and to socialise and meet people give back to the community. It is a nice relaxed easy-going atmosphere and helps to build confidence, and is good to share ideas and crafts. The thing I enjoy most about the group is the ability to socialise, there is a good variety of activities, and the organisers work with the group members very well, the group is very accessible for those with any additional needs.'

Lucky: 'I joined the group as I didn't have much to do, needed to get out and socialise and make some friends. My uncle told me about the group after hearing about it through a social prescriber or something. I love the group as it's a great opportunity for social connection, I'm really made to feel like part of the community. I really like art and love getting in touch with my creative side. I like to encourage others and offer support, offering guidance through activities as well as life Friendship etc.'

'Having founded the group in 2022, I have loved being able to give back to the community and provide a safe space for people - some with additional needs - to get in touch with their creative side.'

Christine | Arts and Craft Group Lead Volunteer



'I'm pleased to join the Hope team and am so impressed with the dedication of the volunteers across all the friendship projects. Loneliness can have devastating consequences on people's wellbeing and I'm excited to increase our community based offerings, so we can continue to reduce loneliness for our guests.'



Liv Hunter | Friendship Projects Coordinator

47
ARTS & CRAFT GROUP SESSIONS HELD IN CARLTON

HELPING REDUCE LONELINESS FOR 20 INDIVIDUALS EACH WEEK

Hope Community Meals





Left: Some of the Hope House Community Meal team; Right: Celebrating a guest's birthday at the meal; Far right: Hope House Community Meal

On the second Tuesday of every month, we offer a two-course cooked meal for anyone in the local community, on a 'pay what you can afford' basis. Our aim is to provide community connection as well as a hot meal in a warm, safe, and friendly space, also providing cooking and volunteering opportunities. We take into account dietary requirements, always including vegan and gluten-free options. Where possible for key months, entertainment has also been provided such as music and quizzes. Christmas saw the busiest meal with 76 guests attending. In June we launched the same event at our Carlton Hub.

'Loved the food, very well cooked and presented. Can't wait for the next one. Met some lovely people. Thank you!'
Carlton Community Meal Guest

12
COMMUNITY MEAL EVENTS PROVIDED

385
2 COURSE MEALS PROVIDED

OUR 2nd ANNIVERSARY CELEBRATED IN MAY 2024



CASE STUDY

In spring of 2022, Heather Sarno (shown below left), a local community member approached our then Director to talk about the benefits of social eating and home grown food. A member of Incredible Edible Beeston, she has also been involved in our Community Allotment. In May 2022 our first meal was launched and Tilly (our employed Housekeeper who has never missed volunteering for the meals) presented her with a celebratory birthday cake, (below right) which was shared by all.

'I enjoy feeding other people, greeting and meeting them, seeing them mingling and smiling. Sometimes my own dinner accidentally ends up in the bin, as I like the focus not being on me, and being on helping everybody else!'

Tilly | Employed Housekeeper and Volunteer in our Hope House Community Meal, Café and Foodclub!



Connecting local families with young children

Hope House Little Angels Toddler Group







The extra mile: Right - Eleanor, dressed for the toddler Christmas party; Left - Chelsea, John and Eleanor - our main volunteers for the reporting year

We provided 36 sessions of our Hope House **Little Angels Toddler Group**, at Hope House led by our Youth & Community worker alongside our dedicated volunteers. A consistent group of around 8 families attended on a weekly basis which has helped create a wonderful little community where parents who met each other at this group, now go out to the park or other activities together. Support was received from The Arches, Tesco Beeston and Toton in giving clothing, baby items and other items to our parents.

36 SESSIONS

CLOSELY SUPPORTING **8** LOCAL FAMILIES

'It has been a real personal blessing to be able to help out at Hope House Toddler group..... So many of the parents are dealing with difficult circumstances and their positive attitudes and sense of humour as they navigate through and the fact that they felt in a safe environment to share with others has been a real encouragement. Jade has fostered an accepting non-judgmental environment and the love of Jesus she has shown to all at the group has shone through. Because the group is quite small, many of the toddlers have gained confidence in their interactions with others and it has prepared them for going to pre-school. We all feel sad when they leave us but also blessed to have had the opportunity to spend time with the lovely parents and toddlers and plenty of laughs together along the way.'
Eleanor | Little Angels Volunteer

CASE STUDIES

A local Korean family attending our toddler group has been supported on their journey with food parcels and baby clothes, but gaining so much more through the deep and meaningful conversations that the small group setting allows. As an older couple, they had never felt they belonged anywhere but since joining our toddler group in 2023, they attend weekly, with everyone so happy to see them. Their toddler was very shy in the beginning but is now much more confident.

Their daughter is now going to be in full time education in September, so the family will be sadly missed, but we are very grateful that we walked alongside them for the past year. This family also took advantage of our food club as they were relying heavily on food parcels so having the option of buying a box full of fresh produce at a low cost price has been a godsend to them. Mum of this family said:

'We thank you for everything that you have done for us as a family, a welcoming place, advice, support and most importantly for the prayers.'

Carlton Hub 'Stay & Play' in partnership with Netherfield Family Hub

We are grateful to be able to partner with other local organisations, drawing on local experts to provide additional services without incurring significant running costs. Our Carlton Hub continues to offer our facilities free of charge for an afternoon a week for Netherfield Family Hub for a 'stay and play' service for pre-school aged children and their parents and carers.

Both the Beeston and Carlton activities provide families with an important access point to other services, such as drop-in cafes, foodbank and food club, helping local people build wider community connections.

CASE STUDIES

'Carlton Hub benefits me and my child. It helps my child to socialise in groups with peers, helps develop my child's fine motor skills, speech and skills such as turn taking, and provides fresh emotional and psychological stimuli midweek. I enjoy socialising with the other parents and sharing parenting ideas, swapping positive and negative tales, the social aspect benefits my mental health and keeps me motivated. The staff facilitating the group are knowledgeable and helpful and provide helpful child raising tips, above all the group is fun for myself and my child!'

'I have brought both my children here over the past two years and I have always found it to be a friendly and welcoming environment, with staff taking a genuine interest in each of my children. They are always happy to assist with any issues you may be experiencing, offering advice or direction to helpful advice or direction with helpful resources.'

'Activities are always varied and safe for all ages and children are consistently engaged, I have with my children made many happy memories here and will continue to attend as the afternoon is a winner.'

UP TO **15** FAMILIES SUPPORTED EACH WEEK

'Two's Company' Befriending

In partnership with Linking Lives' Two's Company' befriending project since 2020, we supported 'Link friends', providing training and support to appointed befrienders, who made weekly calls to reduce loneliness and isolation in our community.

Those needing support were either referred or self-referred. We also produced monthly activity packs to send out to provide both a talking point and distraction from feelings of loneliness.

Our Friendship Projects Coordinator resigned in February 2024 to pursue a full time catering role. Though sad to lose her, we were pleased her experience with community meal, had helped her discover a love of cooking for others. It also kick-started a review of our approach to loneliness. In overseeing the projects and making befriending calls herself, Rosie highlighted the increasingly complex mental health support needs of those being referred. Whilst telephone-based was a perfect scheme to launch during the pandemic, attempts to move to a more hybrid scheme with 'link friends' meeting at our hubs in line with our community based approach, and to reduce key person dependency of the support offered, simply wasn't working. Therefore, following consultation with our volunteers and trustees, we stopped accepting new referrals and officially ceased the scheme in March 2024.

Success of the scheme to date, was demonstrated by the friendships made and that were to continue, even without Hope's supervision, albeit we ensured those continuing calls still knew we would continue to support with any challenges. This then enabled us to release capacity for our new Friendship Projects Coordinator to provide more support to Carlton and begin researching other potential projects.



'Souls connect with each other – to help one another better understand and walk this life together – with trust. That is why Hope is here and we're all in each other's lives – to help each other better understand ourselves and our pasts.'

Rosie Allen | Coordinator who brought many 'cups of kindness'

20 LINK MATCHES

500+ BEFRIENDING CALLS MADE

RUNNER UP 'OUTSTANDING COMMUNITY PROJECT' AWARD

In November 2023, our Carlton Community Hub was nominated by one of our guests in the 'Outstanding Community Project' category at the annual Pride of Gedling Awards. Read Colin's reasons for nominating the Hub on the next page. The team were delighted to be confirmed as a runner-up out of 25 nominees.



DEVELOPMENT MANAGER CELEBRATES 10 YEARS SERVICE

2023 was also a significant year for Carlton Hub's staff lead Michael Singh, our Development Manager who received his '10 year Service Award for bringing HOPE to Nottingham'. Michael then stepped down in 2024, his legacy to Hope including not just Carlton, but many other continuing projects including our allotment, job clubs, literacy and ESOL group, and will always be a welcome and dear friend.



'Carlton Community Hub is more than just a physical space; it's a shelter where the power of the Community and the compassion transforms lives. In the heart of this this hub, it feels like God's Embassy, where the warmth of God's Love envelops those who enter, especially those burdened with despair. As they walk in with heads bowed and eyes dulled by life's challenges, a remarkable transformation begins. Over time, you can witness heads slowly lifting, eyes sparkling with newfound confidence, and hearts rekindled with hope.

This place isn't just about individuals finding comfort; it's about fostering connections and breaking down the walls of isolation. The team at Carlton Community Hub, with the help of God and his guidance, orchestrates growth and healing. Through their efforts, people are not merely restored but renewed as active member of the community, ready to contribute, positively. Carlton Community Hub is an oasis of change, a beacon of opportunity, a testament to the power of compassion and unity. It is a place where lives are rebuilt, and the community is strengthened, one soul at a time.
We give glory to God for his work in the success of the Hub. Without Him and the gift of the volunteers, it would not have been possible to achieve.'

Michael Singh | Hope Development Manager (2014 - 2024) and Carlton Community Hub Lead



CASE STUDY

PUTTING CARING AND EMPATHY BACK INTO THE COMMUNITY

Colin is 74 and lives in a supported apartment provided by Jigsaw Homes, in Carlton. Below he shares why he decided to both nominate and promote our Carlton Community Hub for The Pride of Gedling Awards, Outstanding Community Project.

"I first discovered the organisation about 2 years ago after enrolling on a falls prevention exercise class and I still attend every week. It was around this time "Hope" decided to launch The Community Café running in conjunction with the Foodbank on Tuesdays and Fridays. As my life no longer has the structure that employment provides, I am always on the look out for social interaction and mental stimulation. I was consequently immediately hooked and have hardly ever missed a session since.

I have made so many friends and acquaintances since. On top of this there are advisers available from Gedling Borough Council, The Ark (benefits advice) and Jigsaw Homes. So many have been helped, including me with a financial issue for which I am eternally grateful.

The usage of all the facilities available has grown, mostly through word of mouth and like so many people I just do not know what we would do without The Carlton Community Hub now. It is a place of true fellowship, providing an opportunity to talk, have fun, socialise and develop new friendships. The snacks and drinks served by the most wonderful, friendly, hospitable and fun volunteers is just an incredible bonus. The Friendship Club turned out to be the icing on the cake, so to speak. This was much more of a social club with the emphasis on fun. It is like one big family with such a wonderful atmosphere. We have light snacks, play Bingo (a must), try to answer questions on Tony's crazy quiz and even have a sing song if we have time. All is extremely informal, light hearted and soon became the place to be on a Saturday. Again we are so grateful to all the volunteers that make this happen, in particular Tony and Karen. Like so many others this has helped me personally so very much. Giving me somewhere to go, people to meet and have fun with. This service helps bring the local community together. It gives a focal point for local issues to be discussed and fed back to the local authority.



TONY AND KAREN | HOPE VOLUNTEERS AT CARLTON

A massive thank you to the finest group of staff and VOLUNTEERS we have the good fortune to be served by, in so many ways. Let's face it without them none of this would happen. Finally I also need to say a great big thank you to all the organisations and people that provide funding in order to keep things going. I can honestly say that none of your money and donations is wasted. On the contrary it goes a long way to trying to put empathy and caring back into the local community."

"There should be a service like this in every town, supported by the NHS as part of their social prescribing programme. I believe that loneliness and isolation is a big issue in society. The benefits to society of The Carlton Community Hub model would in my opinion be immense".

Colin | Guest at Hope's Carlton Community Hub



EMPOWERING

Enabling people to live more stable and fulfilled lives and find worthwhile occupation

We continued to provide multiple opportunities for local people to volunteer, reducing isolation, helping individuals gain confidence and make connections in their local communities, as well as providing safe and meaningful opportunities to support others.

In line with our Theory of Change, we believe in volunteer led activities, facilitating the power of communities serving their own communities.

Our staff roles provide wraparound support for both the volunteer leaders and their volunteer teams, assisting with recruitment, training, coordination of activities and supporting with any challenges for example food stocks, advising on additional support for guests and of course incidents and safeguarding.



Empowered by their supportive volunteer team: Aspley St Margaret's Foodbank.



Leading from the front: June led the Aspley Foodbank for well over a decade, with the support of Alan, her husband, Alan before retiring in early 2024. We sincerely thank them for all their efforts, going above and beyond serving those in need.

50
VOLUNTEER LEADERS

40
VOLUNTEER LED SESSIONS EACH WEEK



A Church committed to their mission supporting their local community: Bethesda Ministries, in Netherfield, with Pastor Ogle and his wife, Sylvia (left). Front Centre is Avril, who led the foodbank for over a decade. At the end of our reporting year, we met to share news of her retirement - another leader with over a decade of dedicated service. We are delighted that Val (right of Avril) is stepping into the Volunteer Leader role, with the support of the amazing team of volunteers.

Literacy Group

'The best thing is how impressed I am with all the students and the results they produce. I enjoy volunteering each week.'

30 SESSIONS

VOLUNTEERS **4**

15 GUESTS SUPPORTED

AND COUNTLESS CREATIVE IDEAS!

Our Literacy group volunteers provided around 30 group sessions on Monday afternoons at Hope House, during term time. Offering kind and tailored support to local people wishing to expand their literacy skills in a safe environment, a core group of around 15 guests attend.

Focus has been on creative writing, poetry, and improving their literacy skills, as well as building a sense of community and enjoyment around learning by exploring language together.



Over the year, guests have worked on a wide range of activities, covering everything from spelling, grammar and letter-writing through to poetry and creative writing. Catering for a range of levels of literacy and interests, the group continues to offer both support and encouragement to people of all abilities. They have also enjoyed social meet-ups in the holidays.

CASE STUDIES

'You gave me confidence in my ability to use grammar and you took away the barrier I put there myself.'

'You helped me understand advice people gave me without context; which I now understand.'

'I put pen to paper more than I did at the beginning and we always have a laugh.'

'It's never the same sort of thing to write about. The helpers are lovely.'

ESOL Group English for Speakers of Other Languages

'In his grace, God has given us different gifts for doing certain things well..... If your gift is serving others, serve them well. If you are a teacher, teach them well' Romans 12:6-7



Hope's ESOL classes have continued to provide support for local people learning English as a second language since 2022. Guests attending the sessions over the year have included refugees and asylum seekers from a range of nationalities and backgrounds including Ukraine, Syria, Pakistan, Turkey and Hong Kong.

Teaching takes place in small groups depending on their level of English to tailor to individual need, and allows guests to develop their written, and spoken English in a friendly and informal atmosphere. Most guests are regular attenders of the sessions.

We have also accepted new referrals from both within Hope and from external agencies (e.g. Belong, local councils and churches) and recruited and trained additional volunteers to enable this work to continue.

"THANK YOU FOR YOUR EXCELLENT TEACHING"

14 GUESTS PER WEEK ON AVERAGE WITH

29 UNIQUE GUESTS ASSISTED OVER THE YEAR

SESSIONS **35**

6 VOLUNTEERS

Hope Community Allotment

We have been blessed permission to operate a large allotment on unused council land just down the road from Hope House in Beeston for a number of years. Throughout the last 12 months, our allotment team have worked through all weathers to ensure a continuous supply of fresh produce, at times benefitting from a boost of labour from corporate volunteer days.

Our Tuesday Hope House food club receives a fantastic harvest each week of vegetables, salad and fruit allowing food club members to enjoy a wide selection of freshly grown and picked items. The freshly grown produce has included strawberries, raspberries, potatoes, gooseberries, lettuce, spinach, cabbage, broccoli, apples, courgettes, tomatoes, squash, and chard! Our monthly community meal also benefit from this, with allotment produce being used each month.

This year has seen hard work in clearing and replanting sections of the allotment as well as the development of a new watering system in our two polytunnels. We are currently hoping to set up a second volunteer growing team to help us make maximum use of our allotment space and keep on top of the weeding and watering! Knowing the benefits of sharing growing skills, the outdoors and physical activity, we are also looking forward to developing other activities which can make use of this fantastic space on other days.

“I really enjoy gardening and enjoy growing fresh fruit and vegetables for people to eat”

Margaret P volunteers alongside her husband James



Margaret (left) and Rose (right) Rose is also a lead volunteer at our monthly community meal,





‘The aim of the allotment team is to provide fresh food for the Hope food club and community meal. However, there is a lot of time to chat and share with the team which is good for our mental health” Graham, Allotment Lead Volunteer

12 CORE VOLUNTEERS WITH THEIR WELLIES ON

52 SESSIONS COME RAIN OR SHINE



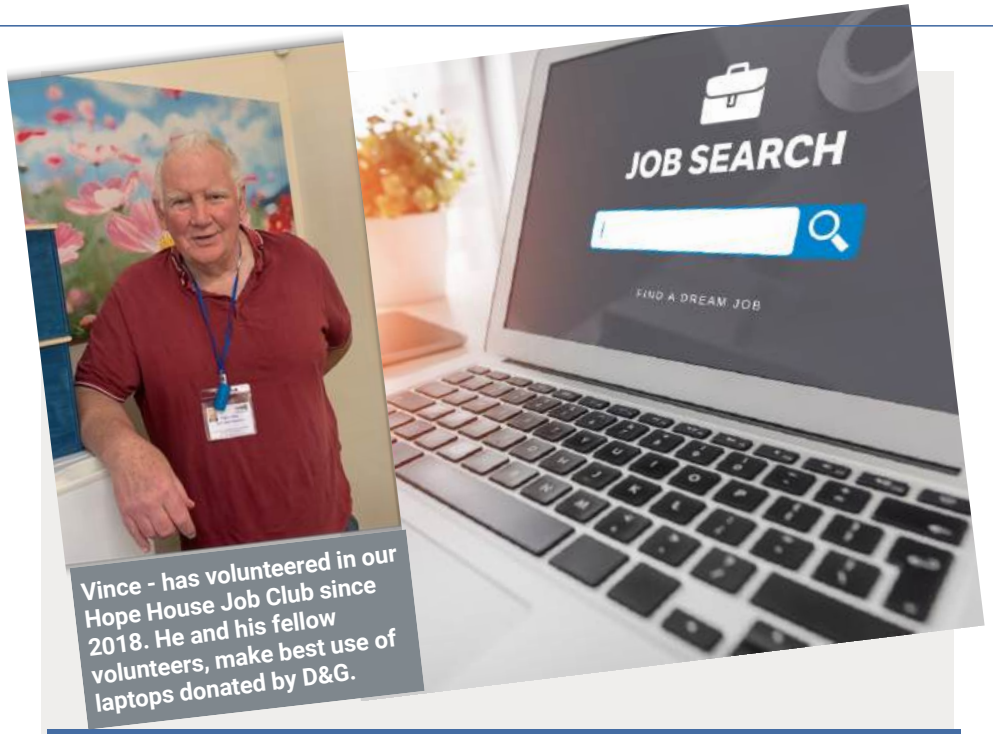
Graham - our Allotment Lead Volunteer, who is never afraid to muck in!











Vince - has volunteered in our Hope House Job Club since 2018. He and his fellow volunteers, make best use of laptops donated by D&G.

HOPE JOB & COMPUTER CLUBS

'A lady came in to say she'd been offered a job and was accepting it! She had come a couple of weeks ago when we helped her with her CV and some applications – one of which was successful - so that's great!'

Hope Nottingham's job clubs based at Hope House, and Beeston and Stapleford libraries have continued to support local people who are looking to get back into work. The dedicated one-to-one support provided by our volunteers include job searching, CV writing, job applications and interview coaching as required, tailored to the specific needs of each individual guest.

Our Hope House based sessions run alongside our community café and foodbank, offering support with getting back into work as part of a holistic approach which can include emergency food provision, benefits and debt advice. Our sessions at Beeston and Stapleford libraries, run in partnership with Inspire, provide a drop in service in easily accessible locations, and regularly receive guests referred from local Job Centres.

We look forward to continuing to assist those looking to get back into work and are currently working on recruiting a more diverse volunteer team to help support as wide a range of guests as we can.

We also continued our partnership with Martin Curtis of Jigsaw at our Carlton Community Hub providing a fortnightly work club. We also appreciated his professional advice and time given to meet with our volunteers, sharing his expertise and resources.

'As well as assisting customers at the Carlton Hub with Employment & Skills support, my fortnightly sessions there have enabled Hub volunteers both here and at the Beeston base access our Level 2 Food Safety training. It is also an opportunity for me to signpost some of the numerous Jigsaw tenants that attend to other local services and work with partners on wider initiatives such as the Carlton Art Week.' Martin Curtis, Neighbourhood Engagement Officer, Jigsaw Homes

WORKING IN PARTNERSHIP WITH

Inspire Nottinghamshire Libraries
Culture | Learning | Libraries

Jigsaw
Jigsaw Homes Midlands

A STAGGERING **190** SESSIONS PROVIDED AT HOPE HOUSE & BEESTON & STAPLEFORD LIBRARIES

129 UNIQUE INDIVIDUALS SUPPORTED WITH JOB SEARCH, CV WRITING & INTERVIEW SKILLS

AVERAGE OF **13** GUESTS SUPPORTED EACH WEEK

OUR 'RENEW WELLBEING' YOUTH CAFE

We continued our partnership with Renew Wellbeing to offer a Thursday early evening Youth Café, to young people aged 9 - 14 years. Our focus is on providing a safe, calm space where 'it's ok to not be ok' and the five areas of wellbeing: connection, being active, taking notice, learning and giving.

Our Youth & Community Worker serves alongside a small team of volunteers to provide a safe and calm space, with shared food prepared together (supported by the local Tesco), craft and games, alongside optional reflection and prayer.

Although spaces are limited, and attendance sits between 10 and 12 young people each week, we believe this has greater impact than a traditional high attendance youth group. Many of the young people face individual challenges such as ADHD, autism, eating disorders or general mental health concerns, and our approach enables sharing of concerns.

We have provided lots of activities such as baking, jewellery making, card making and even played a live action game of 'Among us' – these activities are all underpinned by the five ways to wellbeing which ensure each young person is looking after their health whilst attending the group. The group set up enables the leaders/volunteers to be present with each young person which is vital build purposeful relationships. The young people have grown in confidence and are passionate about their life choices which is amazing to see. We look forward to continuing with this group, with plans to recruit a more diverse volunteer team to help support our young local people.



Pizza making night with food donated by Tesco Beeston

12
YOUNG PEOPLE WITH FOCUSSED SUPPORT

33
SESSIONS & SHARED MEALS



CASE STUDIES

David, our longest serving volunteer with 12 years service sadly relocated at the end of the year shared his experience at Hope:

'As many of our young members are becoming adolescents, they are presenting some challenging behavioural issue and persist on pushing limits. Jade is coping well with these issues in a manner appropriate to the postcode.'

Jade - our qualified Youth Worker - is proud of the impact changing to a smaller group approach, seeing many young people flourish.

'One young person has been coming to our Youth Café from the age of 9 and has struggled with mainstream school and has additional needs. Crowded places are a challenge and she needs lots of reassurance therefore the small, calm group suits her well. Sometimes she does 'act out', but since we know her, we can help settle her emotions and work with her in a positive way. If we had a room full of 30 young people that wouldn't be possible. We can see each young person as an individual and put out activities that they have chosen. This once shy, worried child is now growing into a confident young lady.

Another young person aged 13 struggles with social anxiety and is currently under CAMHS to help manage her stress and anxiety. She loves coming along to the group helps with the younger attendees, realising she would love to help others with their mental health. Recently she has been looking at different career paths to do that. The Youth Café is a good starting block for her to explore and develop her skills.'

As part of our vision to 'inspire and grow communities of Hope' we have also welcomed visits from local churches and organisations interested in setting up their own Youth Cafe's including Waymaker Church. Hope Long Eaton, St Barnabas, Chilwell (where our foodbank is based and we have supported development of their 'Hope Hub'.)

CHRISTIAN PRAYER AND FAITH BASED ACTIVITIES

We endeavour to support the spiritual wellbeing of those in our community (whether guests, volunteers or staff). To do so we recognise the role of chaplaincy, in being present with and alongside people, is one key way of doing this. At Hope House, our employed Chaplain leads on our rhythm of prayer, where we offer a short morning and lunchtime prayer Monday to Thursday, at the start and end of café sessions. Entirely optional and low key, it has benefited guests, staff, and volunteers, as a moment to pause and reflect, regardless of their faith.

Guests and volunteers had opportunity to share in watching the eight session series three of 'The Chosen', a story about the life of Jesus. It facilitated 'faith in the everyday' conversations, with an average eight guest/volunteer attendees. We also offered 'The Shack', a three week series discussing themes of grief and loss and were delighted with the attendance of a Muslim lady and her son who shared faith thoughts and experiences going to the Mosque, fasting in England during Ramadan. They were moved to tears by the film and greatly strengthened by it.

Another three session series explored themes of 'Advent' in a prayerful, reflective way including craft, planned uniquely for Hope. 'Closer' was our Lent series over five sessions, tailor made to explore the journey to Easter together, with creative prayer. Finally, 'The Alive' series was five pre-planned sessions exploring the journey of the first followers of Jesus in a modern everyday context, their challenges reflective of the difficulties facing many of our guests. One volunteer supporting the sessions, grew in confidence and we are delighted she then went on to be part of bringing the series to her own church.

All sessions truly felt the safe environment they were intended to be, with welcome to those of any faith or none.

Throughout the year, our Chaplain also supported staff and volunteers' wellbeing, offering 'as needed' and 'second level' support to guests referred by our volunteer befrienders, in single or up to six session blocks. We also offered our usual bi-annual staff retreats and our first volunteer retreat which included prayer stations, craft and worship.



'Helping at the faith-based sessions is always a blessing to me. I find the atmosphere encouraging and inspirational.' Bob | Friendship club volunteer



Sharing a prayer request at Hope House, Beeston
Maggie | Regular Guest

'I am so thankful to Lauren and Hope House that I can now easily open up and talk not only to Lauren but to my family and others. My life path has got easier, my community commitments are easier to manage and I can give so much more to them all…it's to help me find time for Jesus in my life, I need, want to learn more about Him…it help{ed} me to open up freely without judgement…where I can see more clearly and God is definitely taking centre stage in it all. Lauren is such a wonderful listener, compassionate, friendly soul who is also bringing me closer to Jesus who is ever present in my life and I know how precious this is to people like myself. Thank you.'

350 prayer sessions at Hope House

24 faith sessions and 2 retreat days





CASE STUDY

A JOURNEY OF DISCOVERING FAITH

David is a regular guest at Hope House and has enjoyed chatting to people about faith and attending our short prayer times, as well as the Alive series, led by our Chaplain.

'My life before meeting Christ I'd describe as dark and painful. My life was full of a lot of anger and spite lots of hatred towards everyone around me. I tried things like paganism which really didn't help, it made things a lot worse and the darkness increased. I tried to keep myself alone to manage the anger and hatred so it wasn't going everywhere on everyone else.

Hanging out at Hope, Lauren the chaplain gave me a bible. I'd go on YouTube to look up pagan stuff and usually come across more Christian YouTubers. I'd end up on there. Initial reaction was that it calmed me down and gave me a bit of peace and made me happier. I really wanted to move away from the pagan thing so I moved in the Jesus direction. I became happier and calmer. This is much better for me.

A friend of mine at Hope gave me quotes from the bible that helped me. He encouraged me to speak to Lauren. It took me a lot to swallow my pride and speak to her and ask for help. She led me in a prayer called, 'A prayer to be born again,' where I thanked Jesus for dying on the cross for me, asked him to forgive me, received him as my Lord and Saviour, and committed to live the rest of my life following him.

Those at Hope introduced me to a local Church. The gathering at Derby was my first time in church, I want to follow this path, it's helping me out a lot so I want to get baptised and progress down this path. Already on this path I feel happier. The darkness is lifting. It's there but it's slowly lifting up. I used to have quite a few demons and I don't feel them around me that much anymore. They seem to have gone. I want to say thank you to Jesus for getting me out of the mess and hole I was in.'

David asked for us to share that he was baptised on 7th July 2024 and now attends his new church every Sunday. Lauren our Chaplain shared: '**David was already on a journey of discovering faith really, I just responded to his questions and what he wanted to do making sure he understood what he was asking for. I love being able to walk alongside people in our Community of Hope, the good, the bad and everything in between, it's such a privilege; one that I feel honoured to be part of'**



LAUREN BAILEY | HOPE CHAPLAIN





Turning their hands to whatever is needed: Tilly, our Hope House Housekeeper with her line manager Louise - unblocking drains!

We made full use of our Trussell funded membership of Croner-i and CIPD HR Inform to support with policy development and HR advice.

'Every day is different and a 'typical' day could include setting a new referrer up on the Trussell Trust food voucher system, giving directions over the phone to someone who is looking for a food bank, overseeing a corporate group painting fence panels and arranging a gas safety inspection! I enjoy being part of a fantastic team of staff and volunteers, all committed to making a difference in their community.'

Louise Lawrenson | Admin & Facilities Coordinator

Governance

Our Board met 8 times over the course of the year and we operated the following sub committees:

Finance - Chair, Treasurer, Deputy Treasurer, & CEO

HR - HR Trustee and CEO

Christian Faith Focus Group - CEO, Support Manager, Chaplain, Trustees by open invite, rotating guest staff attendees

Guest Service Focus Group - Support Manager, CEO and relevant staff for the agenda. Trustees as required

Safeguarding - CEO and Safeguarding Coordinators

ENABLING

Developing a robust organisation with effective governance, policies and procedures

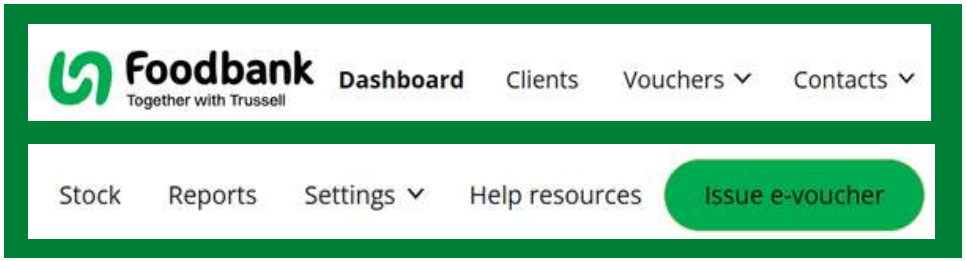
Policy Development

We continued reviewing and developing our suite of policies and procedures. Our existing policies include: Financial Control and Reserves; Equality, Diversity & Inclusion; Whistleblowing; Safeguarding; Driving & Vehicle Safety; Staff review; Leaves of Absence; Lone working; Domestic Abuse; Personal Relationships; Health & Safety; Supporting & Maintaining Staff Attendance; Induction & Probation, Code of Conduct and 'Dignity at Hope'; Financial Reserves; Incident Management & Reporting; Resolutions policy (Grievance and Mediation) Compliments, Concerns & Complaints, 'Advancing the Christian Faith' policy.

As well as conducting policy reviews as due, we focused on further developing our Managing Performance policies for both Conduct and Capability, to ensure effectiveness of our small staff team and their line management support.

We also completed a large project on our Pay and Remuneration policy. As a small employer, and conscious of appropriate use of charitable funds, we used Croner-i and CIPD's Job Evaluation and Salary Benchmarking tools to develop a new and fair pay scale, based on stats locally, by relevant sectors.

Supporting our Foodbank Network



Our emergency foodbank network remains a substantial part of our work, and our CEO's and Area Foodbank Coordinator's focuses have remained on:

- Strengthening relationships with our satellite foodbanks
- Ensuring each foodbank has sufficient stocks to meet demand
- Addressing any high repeat foodbank use with referrers and guests to ensure people are being helped out of crisis
- Improving our processes with electronic referral, training volunteers and referrers

Our office deals with general enquiries, setting up new referrers as required following a 'suitability check' namely, a registered organisation, no personal email addresses etc and we are now able to direct them to agree to adhere to our updated Referrer's Handbook, which can be viewed here

Our Coordinator gets great feedback from our volunteer teams, travelling all around the city via bus and van, to support whichever of our 26 weekly Foodbank sessions needs it. We have identified that our CEO has been juggling too many balls, however in line managing this post, and following a review, plans were made to replace our former Volunteer Manager (who left in March) with a Senior level Ops Manager to take a more strategic and focused approach to supporting our foodbanks.

161
AREA FOODBANK COORDINATOR SUPPORT VISITS OVER THE YEAR

54
VOLUNTEERS TRAINED IN E-REFERRAL TO IMPROVE GUEST SERVICE & EFFICIENCY

Sharing Hope Nottingham's Good News

Marketing and communications impacts both internally and externally, and we are proud to share the great work of our staff, volunteers, and partners, and their impact on and support of our guests. Our activities remained 'in-house' including the management of our two websites -- one branded Hope Nottingham and the other being a Trussell seeded 'East and West Nottingham' foodbank website. You can view both websites here: Hope Nottingham and East and West Nottingham Foodbank. Our CEO produced our Annual Report, which we know from feedback has been a tool for funders and key new recruits - both staff and Trustees.



With the departure of Nigel Adams in March 24, who had acted as our 'Ambassador' attending talks and speaking to the media, alongside our struggles to post consistently on our main social stream - Facebook - we attempted to recruit a Supporter Engagement Coordinator, but without success. This led us to reconsider our approach and being ever mindful of managing our operating costs, we plan to continue using a mix of staff and volunteer support.

Monthly Supporter Newsletter

We continued creating and sharing our monthly digital newsletter with supporters and volunteers.
You can read back issues here and sign up to receive your own copy direct to your mailbox each month here



HOW DID OUR VOLUNTEERS RATE US

Since 2010, volunteers have been the life blood of Hope Nottingham. Indeed there would be no Hope Nottingham without them. Whilst we do have a core staff team, ultimately our volunteers 'make it happen' with our staff roles being designed to 'enable' them in safe and meaningful roles.

In November 2023, we launched our first ever Volunteer Survey. We know many of our volunteers are not really interested in things like surveys. By their very nature, they are the kind of people that want to get stuck in to practical tasks that make a difference, don't want a fuss and often don't want to be centre of attention! Despite this, we were pleased 88 of our volunteers took the time to complete a detailed survey about their experience. You can watch the full results here

88

COMPLETED VOLUNTEER SURVEYS



'I have been volunteering since July 2022 and like to think I am giving back to the community as I feel it is a valuable, and sadly necessary service to those who are in financial and/or social need. I really enjoy my volunteering day each week among all the other friendly volunteers and thank Hope Nottingham for giving me the opportunity to continue to do this.'
Jenny - Volunteer Foodbank Befriender, Tuesdays at the Carlton Community Hub

88% **believe their volunteering has impact**

93% would **recommend** volunteering with us to someone else

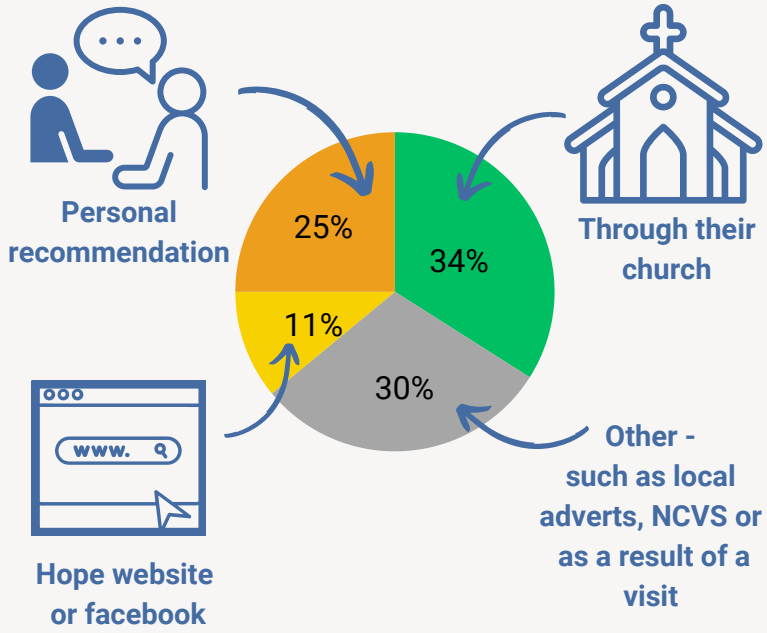


Supporting at Sneinton: Maz turns her hand to anything



We always make time for a cuppa: Patsy and Yasmin at Meadows

HOW DID PEOPLE FIRST HEAR ABOUT VOLUNTEERING AT HOPE NOTTINGHAM?

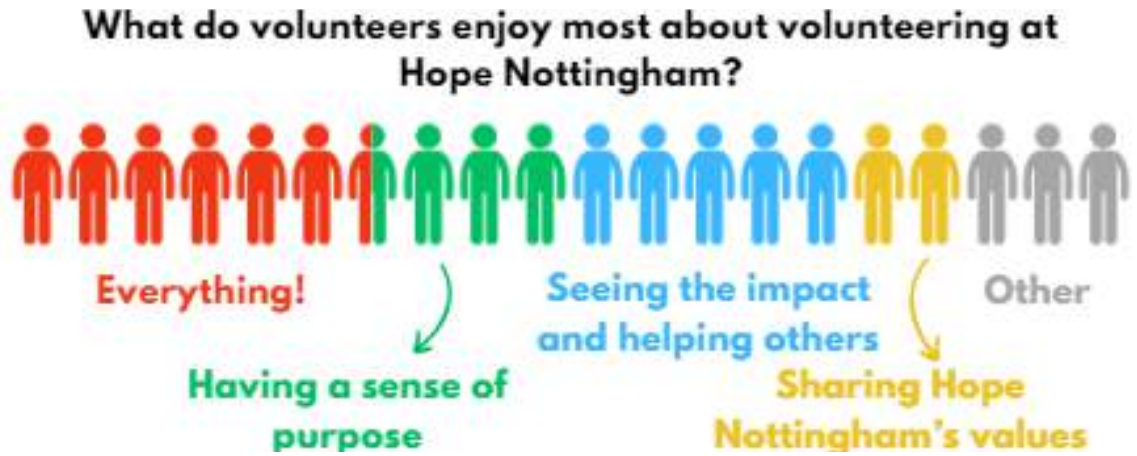


TOP 5 MOTIVATIONS TO VOLUNTEER

1. Helping my local community
2. Giving back to society
3. Christian faith
4. Being active in retirement
5. Personal satisfaction or purpose

''Volunteering is one of the most rewarding gifts a person can have. I feel blessed.'
Hope Volunteer







96% of Hope Nottingham volunteers feel 'totally' or 'mostly'

trained for their role

No one feels out of their depth. Preferred training is on the job, in groups or training to watch/read in own time. We have learned we need to invest in more one-to-one time.

98% of Hope Nottingham volunteers feel

valued

Looking forward 2024-2025

Continuing our 3 year Strategic Priorities (Year 3)

Our Vision will continue to be that local neighbourhoods in Nottingham are inspired and supported in their growth to become Communities of HOPE, addressing poverty of resource, relationships and identity, via provision of our GRACE model of Christian Community Development, enabled by volunteering.

Having recruited three new trustees, and with a change of Chair, it remains essential to focus on our Governance, ensuring new members of our Board are embedded and get to know Hope Nottingham well and in time for work on our new 3 year strategy from July 2025. In order for us to pursue our vision for year three of the current strategy, we continue our strategic phase to **reflect, review and strengthen** our existing activities and ways of working, focusing on the following priorities:

Engage our People

Positively engage with our people (staff, volunteers, Trustees), to ensure we are living our Vision, Mission & Values

Living our values of Working Together, Belonging & Trust

We will stabalise and refresh our Volunteering strategy, further developing training, engagement and resources. Our HR policies project must be completed with line mangers suitably trained to provide appropriate management and support to our staff team. We will continue working on ensuring all basic and mandatory training is completed across the network. We will further strengthen our Board, utilising sub - committees, and skills audit to identify any gaps. Most important is consulting our people to inform our next 3 year strategy.

Communications

Invest in our marketing and communications to deepen and expand our community reach.

Living our values of Working Together, Belonging & Positive Change

We will endeavour to become more 'proactive' rather than 'reactive' in our communications. A review of our websites is needed to refresh and develop key areas e.g. fundraising and corporate support. We will need to determine best use of resource allocated to supporter care/engagement, continue our monthly digital mailings, making effort to grow our mailing list. Our aim is to digitise volunteer comms and training via a portal and develop other forms of engagement e.g. videos etc.

Our Partnerships

Review, nurture and develop our partnerships to ensure they are well defined and in line with our Vision, Mission & values

Living our values of Trust, Working Together & Positive Change

We will complete stakeholder mapping and review, specifically for our foodbank network, exploring foodbank specific partnerships including schools and corporates. Work will continue developing and finalising MoU's with all our host foodbanks. Our closed foodbank - CRA - will be addressed. Advice provision will continue to be reviewed, with new SLA's put in place for Year 4 Continuation funding. We will consider our communications with churches in shared social action.

Understand our Impact

Understand the impact of our work and interactions so we can be informed and agile in our support of local people.

Living our values of Compassion, Trust & Positive Change

There will be further staff training in understanding impact. We will develop feedback systems and complete listing and learning, alongside networking, to inform existing and future activities. This will involve actively seeking volunteer and guest feedback, building a portfolio of 'case studies'. We will ensure our Annual Review remains 'impact focussed' with supplementary info available e.g. video/infomercial style. We will maximise use of Trussell data and resources.

Quality Services

Deliver quality community led and based services that meet the need of each Hope Nottingham location.

Living our values of Compassion, Belonging & Positive Change

Our Guest Support policy and procedures will be strengthened, including standard operating procedures. Youth services and Carlton will be reviewed. Research on Social Isolation will be completed and a clear strategy to gain full benefit from increased investment in hours for our Friendship Projects post. We will complete our Feeding Broxtowe project to support Broxtowe Council and further our local relations. We will continue improving support of Volunteer leaders and upskilling teams, particularly in befriending and signposting.

Financial sustainability

Generate income and fundraise to ensure a sustainable future so Hope Nottingham can meet growing local need.

Living our values of Working Together, Trust & Positive Change

Focus will remain on financial monitoring and developing the presentation of information to our Trustees. We must address the significant budget deficit through proactive fundraising. This will include developing corporate and 'Charity of the Year' resources, as well as investigating and developing digital and community fundraising opportunities. A clear food stock generation and fundraising review and plan is required, to include nurturing of donors.

OUR GOVERNANCE

Hope Nottingham (also informally known as Trussell's East and West Nottingham Foodbank') is a registered charity.
We are headed by an independent Trustee Board and rely on our dedicated volunteers and staff.
This section provides information on how the charity is run, how we engage with our stakeholders, manage our risks and ensure that we are building a sustainable organisation that will be fit for the future.

LEGAL STATUS

Hope Nottingham is a Charitable Incorporated Organisation registered in England and Wales number 1161248. We were established in 2010 and incorporated in 2015. We are governed by our Articles of Association, last reviewed and adopted on 13 April 2015.

GOVERNANCE

The Trustee Board are the charity's governance and legal directors. They make all major decisions, and meet 6 - 9 times a year to discuss and agree policy and the strategic direction of the charity.

Members of the Board serve a three-year term, after which they are eligible for re-appointment for two further three year terms. They have the responsibility for governance and strategic direction of Hope Nottingham, ensuring we uphold our vision, mission and values and deliver on our key objectives. All Trustees give their time voluntarily and receive no benefits from the charity.

Hope Nottingham aims to have a range of skills on the Board and uses a skills audit to identify and address any skills deficits. Existing volunteers can elect new trustees.

TRUSTEE RECRUITMENT

Trustees are recruited via advertisements and by word of mouth. Applicants are asked to complete an application form and then shortlisted. Applicants generally have an informal visit, tour and chat with the CEO and are then interviewed using a structured interview format by the Chair and at least one other Trustee.

TRUSTEE APPOINTMENT

Prospective appointees are then DBS checked and references sought. Required Charity Commission checks and declarations are completed. If successful, they are then invited to attend a Trustee meeting as a guest at which the other trustees can vote.

TRUSTEE INDUCTION

New Trustees receive an induction which includes a visit to, and tour of Hope House, to familiarise themselves with the charity and its operations. They are also invited to complete appropriate external training and cascade the learning as appropriate. New Trustees are required to read the Charity Commission document CC3 - 'The Essential Trustee: what you need to know, what you need to do', complete a Declarations of Interest and sign the charity's Code of Conduct.

Our Organisational Purpose is:

'the relief of poverty, sickness and distress, and to advance the Christian faith.'

OUR BOARD OF TRUSTEES



Jez Barnard
CHAIR OF TRUSTEES

Jez joined in February 2023, bringing twenty-five years experience in leadership and management roles for multi-national engineering firms.

He previously led a local charitable social enterprise, spent 5 years as a Business Manager in a local school and still provides consultancy.

Jez volunteers at Citizens Advice, Bilborough food bank and maths tutors at a local school. He lives in Beeston and worships at St Barnabas in Lenton Abbey.

'It is my privilege to help with hands on in the Bilborough foodbank, contribute as a trustee to support this great work, and help discern Hope Nottingham's way forward.'



Anne Willmot
SECRETARY

Anne brings twenty years of charity experience, working with business leaders, Government and voluntary sector organisations at the Prince of Wales Responsible Business Network, and Business in the Community. Anne lives in Nottingham, is a Church Warden of a local church and joined Hope as a Trustee in 2020 taking on the role of Secretary.

'Food builds community and faith! I've made great friends being part of the Hope family, which brings life and hope across our city.'



Christiana Zowonu
TREASURER

Christiana has thirty years experience in Accountancy and Finance, currently working as a Financial Controller. She has been involved with various charities for over 10 years as both Treasurer and Fundraiser, and is enthusiastic about passing on her knowledge of accountancy. Christiana lives and worships in Nottingham, and joined Hope as Assistant Treasurer in 2020 and overall Treasurer in Feb 2023.

'What I admire about Hope is the inclusivity, coming to the community meals where there are different nationalities, religions, young, old, sharing meals and laughter together. '



Charlotte McCourt
HR SPECIALIST

Charlotte joined Hope in February 2023 and is an accredited member of the Civil Mediation Council, experienced workplace mediator and level 7 HR Management lecturer. She manages her own HR Consultancy supporting organisations with HR training and projects. Her passion is people engagement. Charlotte has previously worked for a Catholic Schools Trust and lives near our new Carlton Hub.

'I'm proud to support the amazing work that the team at Hope do to make a difference to our local communities.'



Martin Buckle
ASSISTANT TREASURER

Martin has a thirty plus year career in commerce and industry, managing change across financial services, aerospace, communications and oil & gas. He has been trustee of a city social enterprise offering café bar hospitality and a stage for the performing arts. He has served as a borough councillor, with an interest in housing provision. Martin lives in Rushcliffe and joined Hope in 2024.

'In my role as trustee, I want to help the many wonderful volunteers to continue their essential work, as they offer a warm and practical support to all our guests.'



Kevin Pallister

Kevin was managing partner of a law practice before recently retiring. Studying chaplaincy, he is called to related ministry in community settings. He joined Hope as a trustee after some years as a volunteer (now chaplaincy volunteer) at the foodbank based at the Salvation Army Centre in Sneinton. He enjoys playing in the Salvation Army band, golf, football and being a first -time grandpa.

'I'm convinced that the ministry of Hope in meeting practical need and serving the whole person is 'of God', which is vital in a community context.'



Helen Crandley

Helen is Regional Director of a national charity which supports isolated families to find hope and belonging connecting them to local volunteers. Key to the role is working with local councils and churches. She brings wide ranging experience in senior level charity and change management, partnerships, HR and strategy. A former school teacher, Helen has had a heart for Hope Nottingham, since the early days, even helping with an early Christmas dinner!

'I love seeing how the work of Hope Nottingham enables generous and inclusive communities; where simple acts of kindness show people the dignity and worth they have.'

OUR OPERATIONAL TEAM

SENIOR MANAGEMENT

Operational management is delegated by the Trustees to the Senior Management team, who are accountable to the Trustee Board for the stewardship of the charity. During this reporting period the Senior Management Team consisted of:

Dominique Scott - Chief Executive Officer and Michael Singh - Development Manager (left Oct 24)

STAFF TEAM

In this period Hope Nottingham employed a total of 13 staff, ending the year with 12.

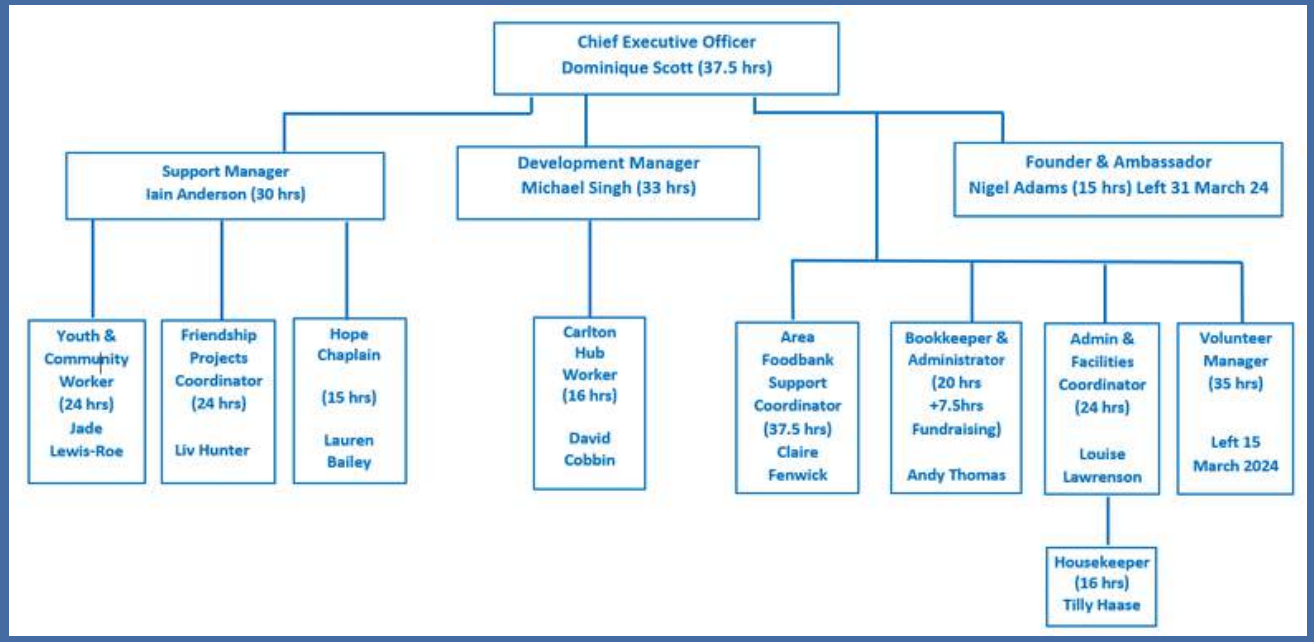
With only 2 being full-time and the rest part-time, this totalled a full time equivalent of only 8.3 (310 hrs per week) to oversee the activities of the 370 registered volunteers, 14 foodbanks including two community hubs and numerous activities.

EQUALITY & DIVERSITY

We are committed to our Equality, Diversity & Inclusion policy and procedures, ensuring Equality Impact Assessments are now included in the development of all policies.

We also promote 'Dignity at Hope' with clear guidelines on expected standards and how to report concerns.

ORGANIGRAM FOR 23-24



REMUNERATION

Our pay rates have historically been based on the National Joint Council (NJC) pay scales in terms of definitions of responsibilities. In Quarter 3 of the reporting period we undertook a full job evaluation review using CIPD Croner-i tools and completed salary benchmarking against other similar charity averages. We developed this into a new points based pay scale as part of our commitment to fair and equitable pay. We are committed to providing the Real Living Wage as stated by the Real Living Wage Foundation, and any spine points which fall below this are uplifted accordingly. If a post's levels of responsibility change significantly, we will review the salary to ensure it is appropriate and revise it if necessary. We reserve the right to re-evaluate our pay structures, but will do so in proper consultation with our team. The Trustee Board oversees the pay, pension and benefits of all staff. We endeavour to provide an annual cost of living increment, although this cannot be guaranteed. The increases are researched and determined by the Trustees bearing in mind affordability for the charity and economic factors.

TRUSTEES' REPORT

PUBLIC BENEFIT

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011, to have due regard to the public benefit guidance published by the Charity Commission for England and Wales. Guests can come to any Hope Nottingham activity or event and receive various kinds of help and support without any charge. We have considered the information contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives, and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. All our charitable activities further our charitable purposes for public benefit, focusing a wide range of activities that address both immediate needs and seek to move people towards personal growth and fulfillment.

RISK MANAGEMENT

We have a risk management policy and register to ensure identified risks are monitored and mitigated. The CEO and Trustees consider new risks at each Board meeting. Our key risks and their mitigation are:

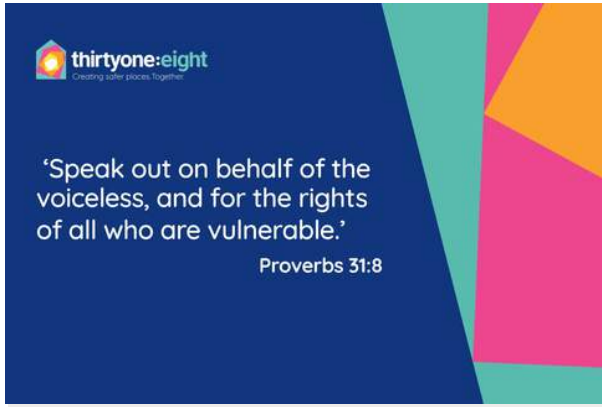
- Loss of or significant decline in fundraising in 2024-25. We will continue our Fundraising review focusing on all income streams;
- Large unforeseen building expenditure - we continue to take a proactive approach to building upkeep and maintenance;
- Significant financial investment in acquisition and running of the Carlton Community Hub - clear budgeting and proactive fundraising;
- Key person (be they staff or volunteers) dependency - we ensure robust systems to understand roles and standard operating procedures, ensuring good management of our people, and are focused on supporting their well-being and contribution;
- Reliance on the Household Support Fund for food purchase - alternative food sourcing planned;
- Staff and volunteer training - investment will be made to ensure our people are as engaged as possible to deliver quality guest service;
- Disconnection with our remote locations - we continue to work to avoid this through operational support, communications and engagement.

SAFEGUARDING

We recognise our legal and moral responsibility to protect everyone involved in Hope Nottingham from harm. In this period we had appointed staff as Designated Safeguarding Lead and Safeguarding Coordinators.

We are members of Thirtyone:eight, an Independent Christian Charity, who provide advice, resources and training in Safeguarding, and facilitate our DBS checks.

We review our detailed Safeguarding Policy annually in March which is available to view on our website here





Iain Anderson

LEAD SAFEGUARDING COORDINATOR (ALL ACTIVITIES)



Claire Fenwick

SAFEGUARDING COORDINATOR (FOODBANKS)



Louise Lawrenson

SAFEGUARDING COORDINATOR (GENERAL SUPPORT)

FINANCIAL REVIEW

FINANCIAL REVIEW

The financial position of the CIO is strong at the end of the year, being blessed with **£304,579** in general funds, following the various support detailed.

The trustees are very happy with this position, which will help with our increased running costs and achievement of our strategic objectives, particularly:

- the continued development of our Carlton Community Hub;
- strengthening our Satellite foodbank relationships and operational management;
- responding to increased demand;
- food stocks sustainability in light of the unpredictability of the Household Support Fund and declining food donations;
- and focusing on our strategic priorities.

SATELLITE FOODBANK FUNDS

The day to day finances of our remote foodbanks - eleven based in local churches and one in a council run library, are organised by location, reflecting their unique situations.

Bilborough library and Wollaton (alongside our owned hubs Beeston and Carlton) have been reported under Hope Nottingham since 2022-23, and from December 2023, we also began managing Aspley's funds. The remaining are handled by their respective host church. Meadows, the largest of the foodbanks in terms of income, runs its own constituted leadership, but with funds reported under Bridgeway Hall Methodist Mission.

Finances are under ongoing review and we will support with management and reporting as needed. Our foodbank hosts do not charge us any rents and we are very grateful to be able to assist in these communities, providing food and distribution and staff support, in this reporting period predominantly via our Volunteering Manager, Area Foodbank Coordinator and Chief Executive Officer.

FOOD STOCKS

Our foodbanks could not operate without the generous volumes of food and essential items such as toiletries, laundry, hygiene products and nappies which are donated to all of our foodbanks.

We are truly blessed by the individuals, groups, schools, colleges, Universities, workplaces and businesses supporting us.

As required by the Charities SORP, we have included the equivalent cash value of donated food for the foodbanks whose finances we manage (detailed left), as an income and direct expenditure of £186,928 in our formal accounts.

We are keen to highlight this, alongside the Household Support fund that has also inflated our income by another £207,000 with £195,000 restricted for expenditure entirely on food and which is not a guaranteed income stream.



Hope's compass for 3 terms of 3 years:
Paul Kirkwood our outgoing chair and his wife Gill who hosted many Board meetings

FINANCIAL REVIEW

FUNDRAISING

We are incredibly grateful to our financial supporters for their continued generosity. Without them, we couldn't continue our work. Our voluntary income comes through a wide range of sources. We have recognised our reliance on grants and, as part of our strategic priorities will continue to focus on raising awareness of our work and providing more opportunities to support our fundraising efforts.

Hope Nottingham does not engage professional fundraisers. We currently use a number of fundraising platforms, the most popular being Local Giving, CAF and Stewardship.

INDIVIDUAL GIVING

Individual giving accounted for £128,542 (compared to £144,703 last year which included a £10, 000 legacy). £17,016 of this was restricted, largely to the Carlton Hub, Food or Satellites. Individual giving was again boosted by all the activities of our partnership with Victoria Centre whose efforts in encouraging donations from individuals, through various events, amounted to £9,975 (£17,991 last year).

GRANTS

The large unsolicited Household Support Fund enabled us to meet foodbank demand, and our financial position would be very different without it. We also received significant funds from local councils, other charities and funders (full details shown page 76). £9,900 from National Grid was entirely spent on a new boiler for Carlton.

We were significantly boosted by the UK Government Cost of Living Fund of £75,000. We were delighted that Beeston Consolidated renewed their funding of our Support Manager for another 3 years.

From Sept 23 we trialed our Bookkeeper working one extra day per week on bid-writing to support our CEO.

CHURCH & COMMUNITY

Donations via local churches amounted to £17,982 (compared to £26,512 last year) £1,220 being restricted. We have many volunteers from different churches and are proud to help different denominations to serve local need.

Various community groups also supported us donating funds of £3,185 unrestricted, and £3,053 restricted for Carlton and £104 for Wollaton.

CORPORATE SUPPORT

We were delighted to be supported with £6,595 from John Deere for their Annual Day of Caring (with £5784 spent on food), £2,000 from LDC (food), £3,000 from Russell Scanlan, £3,250 from Trust Alliance, Eon donated £2,500 and we received £1,000 each from Argento, Hilltop Audio and Amptron Electrical Services, and many other small corporate gifts through the year, alongside food donations and volunteering.



Volunteers at our Grangewood Methodist Church Foodbank in Wollaton

TRADING INCOME

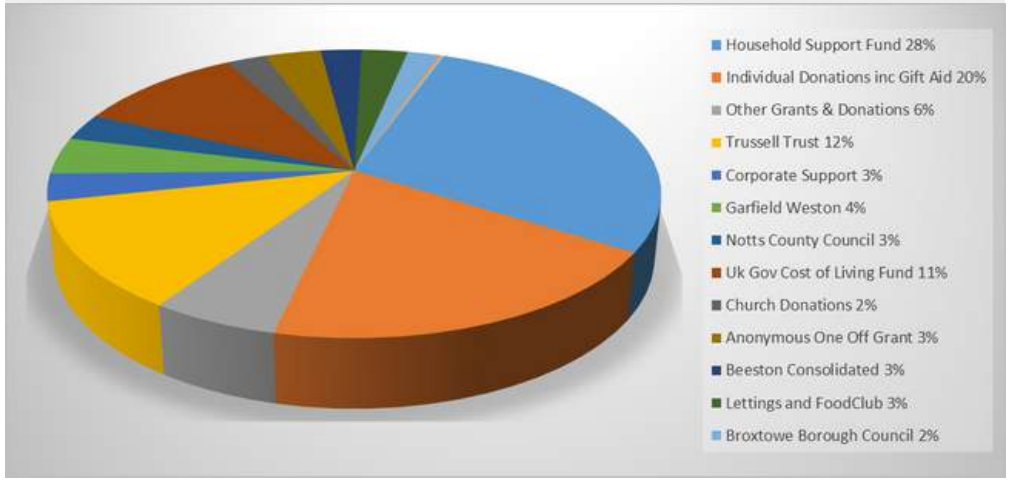
To assist in funding our running costs, and where it doesn't interfere with services, we will take room bookings at both Carlton and Beeston, which generated £6,423 (compared to £4,266 last year). Our Foodclubs - where fresh food boxes are sold for £3.50 (but with value of £15-£20) brought in £14, 259 an increase on last year's £8,570 due to Carlton's trading the full year. This covered FareShare foodcosts and consumables, with limited surplus towards overheads such as utilities and staff support.

FINANCIAL REVIEW cont'd

INCOME BREAKDOWN

In the year July 2023 - June 2024 our financial income amounted to £728,343 - an increase of £19,897 on last year's £708,446. This excludes the donated food value of £186,928 (compared to £167,305 in the previous year).

Our income mix was significantly impacted by the Household Support Fund total £207,000, Trussell Advice funding of £88,858, a Cost of Living grant of £75,000 and an anonymous donation of £25,000.



EXPENDITURE

Salaries and staff costs account for our biggest expenditure, and our full-time staff equivalent at the end of June 24 had dropped from 8.3 last year to only 7.6

We are pleased this remains low despite our management of two community hubs, 14 foodbanks, and oversight of a volunteer team of around 370 individuals. We had planned and failed to recruit a Supporter Engagement role following our Founder & Ambassador's departure, however have currently paused to review again at a later stage.

Our annual staff pay review was in April to align with Minimum Wage Changes. We followed a comprehensive job evaluation and salary benchmarking on all posts and then added a 3% inflationary award to all points on the new scale. However, this still meant some roles did not qualify for an increase, so these were awarded a non-consolidated £500 pro rata payment to bridge the gap in realigning the pay points.

Premises costs and general running costs were the next biggest expenditures, and additional costs were incurred for the continued development of the Carlton Hub, making building improvements such as lease required roof works and new heating systems to ensure warn space provision. A part grant funded refurbishment of our lower hall toilets was also completed at Hope House.

Restricted funds were all spent as intended including for food, advice provision, and for specific staff roles and activities.

We remain incredibly grateful for the extensive volunteer commitment which enables us to deliver our services and support at overall minimal cost. At the same time this allows us to offer so many volunteering opportunities across our numerous activities, in line with our mission for inspiring and growing communities of hope.

FINANCIAL REVIEW cont'd

UNRESTRICTED FUNDS

Unrestricted funds are those unspent funds which have no restriction on how they are spent and can be allocated to Hope Nottingham's general operations.

As at 30th June 2024 these funds sat at £304,613.

RESTRICTED FUNDS

Restricted funds are those unspent funds which have been allocated for specific activities as opposed to Hope Nottingham's general operations. At 30th June 2024, the value of those funds was £172,358. This included the following restricted funds:

- Hope House (including advice provision funds) of £69,049
- Carlton £6,347
- Food £83,429
- Satellite foodbanks £13,533

CUSTODIAN FUNDS

Our partnership with the Acts 435 charity enables Hope Nottingham to assist individual guests. Acts 435 is a national charity that provides small scale grants for specific items/costs for individuals in need. The Acts scheme works by posting the guests' need (without identifying details) on their website, where members of the public can choose to donate to any specific need they wish. When the target amount is raised, Acts send the funds to Hope Nottingham who contact the guest to arrange the purchase and delivery of the item(s) requested.

The funds Hope Nottingham receives are therefore managed on behalf of Acts 435 and are shown in their accounts. The year began with an opening balance of £200, with £5,005 (compared to last year £5,970) paid in for guests during the year. Expenses of £5,030 were paid out therefore £175 was carried forward at 1st July 2024. The individual amount received for each application was usually £150.

On occasion guests contribute additional funds for purchase of items with opening balance of £50, £206 received and £256 spent in the period, with a closing balance of £0.

FINANCIAL CONTROLS

We have a detailed Financial Controls policy and accompanying Financial Controls manual. This is reviewed annually before our Charity Commission Return is made.

RESERVES

In past years, the aim of the CIO was to have a minimum of 3 months of free reserves in line with Charity Commission guidance. This is to mitigate against the risk of unexpected events that may put us in financial difficulty. For example, a serious decline in expected income levels, a premises issue requiring significant financial resource to rectify or that closes a premises for significant time, or an event affecting our reputation. However, being in a strong financial position has allowed an in depth review. With increased liabilities, including lease commitment through the Carlton Hub, and general staffing, our position on necessary reserves has changed considerably. For Hope Nottingham we have now considered how we would meet all our financial liabilities should the organisation cease trading, including lease exit costs, staff notice and redundancy payments, and close down costs. These have been estimated at £108,000.

Therefore, the amount in our emergency fund, which can only be released with the agreement of the majority of trustees, has been increased accordingly.

At the end of the year we held an additional £196,613 in general unrestricted funds, which is a position the Trustees are confident will provide some stability in an increasingly competitive funding environment.

Conclusion

The Annual Report of Hope Nottingham was approved by the Board of Trustees on 10th February 2025 and signed on their behalf by



Jeremy Barnard
Hope Nottingham
Chair of Trustees

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Trustees of the charity on 10th February 2025 and signed on its behalf by:



Jeremy Barnard
Chair of Trustees

TRUSTEE APPOINTMENT AND RESIGNATIONS DURING THE REPORTING YEAR

Kevin Pallister (Appointed 12 Dec 23)

Helen Crandley (Appointed 12 Dec 23)

Martin Buckle (Asst Treasurer Appointed 5 Mar 24)

Paul Kirkwood Chair (23 April 24)

Jez Barnard (new Chair from 23 April 24)

INDEPENDENT EXAMINER'S REPORT

I report to the trustees on my examination of the accounts of Hope Nottingham CIO (the Charity) for the year ended 30 June 2024.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

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

Independent examiner's statement

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member and Fellow of the Association of Charity Independent Examiners, which is one of the listed bodies.
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:
1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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



John O'Brien MSc, FAIA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners
Date: 11th February 2025

Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

STATEMENT OF FINANCIAL ACTIVITIES

	Note	Unrestricted £	Restricted £	Total 2024 £	Total 2023 (restated) £
Income and Endowments from:					
Donations and legacies	2	306,687	-	306,687	317,167
Charitable activities	3	-	586,490	586,490	545,532
Other trading activities	4	20,682	-	20,682	12,836
Investment income	5	1,412	-	1,412	216
Total Income		328,781	586,490	915,271	875,751
Expenditure on:					
Charitable activities	7	(307,408)	(516,134)	(823,542)	(755,643)
Total Expenditure		(307,408)	(516,134)	(823,542)	(755,643)
Net movement in funds		21,373	70,356	91,729	120,108
Reconciliation of funds					
Total funds brought forward		283,240	102,002	385,242	265,134
Total funds carried forward	16	304,613	172,358	476,971	385,242

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for the period is shown in note 16.

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted £	Restricted £	Total 2023 (restated) £
Income and Endowments from:				
Donations and legacies	2	317,167	-	317,167
Charitable activities	3	-	545,532	545,532
Other trading activities	4	12,836	-	12,836
Investment income	5	216	-	216
Total Income		330,219	545,532	875,751
Expenditure on:				
Charitable activities	7	(239,415)	(516,228)	(755,643)
Total Expenditure		(239,415)	(516,228)	(755,643)
Net income		90,804	29,304	120,108
Gross transfers between funds		4,680	(4,680)	-
Net movement in funds		95,484	24,624	120,108
Reconciliation of funds				
Total funds brought forward		187,756	77,378	265,134
Total funds carried forward	16	283,240	102,002	385,242

STATEMENT OF FINANCIAL ACTIVITIES

BALANCE SHEET AS AT 30TH JUNE 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	11	12,409	16,243
Current assets			
Debtors	12	10,280	9,571
Cash at bank and in hand	13	478,046	372,233
		488,326	381,804
Creditors: Amounts falling due within one year	14	(23,764)	(12,805)
Net current assets		464,562	368,999
Net assets		476,971	385,242
Funds of the charity:			
Restricted income funds			
Restricted funds	16	172,358	102,002
Unrestricted income funds			
Unrestricted funds		304,613	283,240
Total funds	16	476,971	385,242

The financial statements on pages 69 to 80 were approved by the trustees and authorised for issue on 10th March 2025 and signed on their behalf by:

Christiana Zowonu
Treasurer Trustee

CASH FLOW STATEMENT FOR THE YEAR ENDED 30TH JUNE 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash income		91,729	120,108
Adjustments to cash flows from non-cash items			
Depreciation		3,834	4,451
Investment income	5	(1,412)	(216)
		94,151	124,343
Working capital adjustments			
Increase in debtors	12	(709)	(5,211)
Increase in creditors	14	10,959	1,958
Net cash flows from operating activities		104,401	121,090
Cash flows from investing activities			
Interest receivable and similar income	5	1,412	216
Purchase of tangible fixed assets	11	-	(5,850)
Net cash flows from investing activities		1,412	(5,634)
Net increase in cash and cash equivalents		105,813	115,456
Cash and cash equivalents at 1 July		372,233	256,777
Cash and cash equivalents at 30 June		478,046	372,233
Reconciliation of net cash flow to movement in net funds			
Increase in cash		105,813	115,456
Net funds at 1 July 2023		372,233	256,777
Net funds at 30 June 2024		478,046	372,233

All of the cash flows are derived from continuing operations during the above two periods.

NOTES TO THE ACCOUNTS

1. ACCOUNTING POLICIES

STATEMENT OF COMPLIANCE

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

BASIS OF PREPARATION

Hope Nottingham CIO meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction values unless otherwise stated in the relevant accounting policy notes.

GOING CONCERN

The financial statements have been prepared on a going concern basis. The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

INCOME & ENDOWMENTS

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

DONATIONS & LEGACIES

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

GRANTS RECEIVABLE

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

EXPENDITURE

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregates similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

CHARITABLE ACTIVITIES

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

GOVERNMENT GRANTS

Government grants are recognised based on the accrual model and are measured at the fair value of asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets, are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

TAXATION

The charity is considered to pass the tests set out at Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Taz Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

TANGIBLE FIXED ASSETS

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

DEPRECIATION AND AMORTISATION

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

ASSET CLASS & DEPRECIATION METHOD AND RATE

Motor vehicles - 20% straight line

Computer equip - 33% straight line

Leasehold improvements up to June 2023 - straight line over remaining term of the lease.

Leasehold improvements from July 2023 - in compliance with Hope Nottingham's updated Financial Control procedures, expenditure on leasehold improvements is no longer being capitalised.

TRADE DEBTORS

Trade debtors are amounts due from customers for merchandise sold or services sold or performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

CASH & CASH EQUIVALENTS

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

TRADE CREDITORS

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from the suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

FUND STRUCTURE

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds and resources set aside for specific purposes, at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose..

PENSIONS & OTHER POST-RETIREMENT OBLIGATIONS

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity.

Pension costs charges in the Statement of Financial Activities represent the contributions payable by the charity during the year.

2. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted funds		Total 2024	Total 2023 (restated)
	Designated £	General £	£	£
Donations and legacies;				
Donations from companies, trusts and similar proceeds	-	20,920	20,920	28,698
Donations from individuals	1,396	126,891	128,287	181,436
Legacies	-	-	-	10,000
Gift aid reclaimed	-	12,627	12,627	15,049
Grants, including capital grants;				
Government grants	-	12,100	12,100	8,500
Grants from other charities	-	132,753	132,753	73,484
	1,396	305,291	306,687	317,167

3. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds £	Total 2024 £	Total 2023 (restated) £
Grants & donations	399,562	399,562	378,227
Donated food	186,928	186,928	167,305
	586,490	586,490	545,532

Value of Donated Food

A reliable value of donated food stock can now be calculated.

The reported figure equals the total weight donated to the 5 locations where Hope Nottingham manages the foodbank funds (Beeston, Carlton, Wollaton, Bilborough, and Aspley) x £2.37 (a figure provided by Trussell as the current fair value of food per KG).

The other 9 satellite foodbank locations, where the host churches manage the foodbank finances, have been advised of their own SORP obligations.

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted funds General £	Total funds £	Total 2023 £
Property rental income	6,423	6,423	4,266
Food Club	14,259	14,259	8,570
	20,682	20,682	12,836

5. INVESTMENT INCOME

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Interest receivable and similar income;			
Interest receivable on bank deposits	1,412	1,412	216

6. GRANTS AND DONATIONS

	Unrestricted funds £	Restricted funds £	Total funds £
Individual giving	111,526	17,016	128,542
Churches	16,762	1,220	17,982
Nottingham City Council	12,000	195,000	207,000
Trussell Trust	16,397	72,461	88,858
UK Government Cost of Living Fund	49,556	25,444	75,000
Nottinghamshire County Council	-	21,440	21,440
Beeston Consolidated Charity	250	18,000	18,250
Broxtowe Borough Council	100	14,000	14,100
Boots Charitable Trust	-	10,000	10,000
National Grid	-	9,900	9,900
John Deere	811	5,784	6,595
St James Place	-	2,500	2,500
Amptron Electrical Services Ltd	-	1,000	1,000
Keltruck Ltd	2,000	-	2,000
LDC	2,000	-	2,000
HMRC Gift aid	12,627	1,701	14,328
Gedling Borough Council	-	1,525	1,525
Other grants/donations	5,358	1,571	6,929
Carlton Rotary Club	-	1,000	1,000
Garfield Weston	30,000	-	30,000
Anonymous donations	30,000	-	30,000
Trust Alliance Group	3,250	-	3,250
Russell Scanlan	3,000	-	3,000
Sage Trust	2,800	-	2,800
Astley Charitable Trust	2,750	-	2,750
E-On	2,500	-	2,500
Argento	1,000	-	1,000
Hilltop Audio	1,000	-	1,000
Lloyds Bank Foundation	500	-	500
Aviva Broker Community Fund	500	-	500
	306,687	399,562	706,249

7. EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted funds Designated £	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Food club costs	-	3,962	1,000	4,962	4,460
IT costs	-	1,747	1,108	2,855	4,457
Carlton Hub	-	19,297	44,781	64,078	28,293
Premises costs	-	24,978	11,252	36,230	25,744
Staff costs	-	6,777	-	6,777	9,538
Satellite costs	-	1,947	94,601	96,548	164,891
Hope cafe costs	-	4,121	2,097	6,218	4,399
Depreciation	-	3,834	-	3,834	4,451
Salaries	-	220,698	74,872	295,570	265,649
Foodbank costs	-	376	41,738	42,114	15,088
Employment pathway costs	-	286	-	286	500
Allotment costs	-	-	1,050	1,050	1,497
General running costs	-	8,390	-	8,390	5,139
Children & young people costs	-	447	227	674	1,087
Vehicle running costs	-	4,158	1,429	5,587	5,701
Friendship (linking lives) costs	1,362	175	847	2,384	1,946
Fundraising costs	-	2,639	-	2,639	2,186
Advice provision costs	-	-	54,204	54,204	41,972
Management costs	-	2,214	-	2,214	1,340
Value of donated food given away	-	-	186,928	186,928	167,305
	1,362	306,046	516,134	823,542	755,643

Value of Donated Food: given to beneficiaries

Food is distributed to beneficiaries in crisis, via a robust referral system. However, due to limitations of a volunteer led operation and volumes of food involved, plus the limited short life of donated food, we cannot currently rely on the accurate recording of weights distributed, held or disposed of. Therefore the 'Value of donated goods' figure has been used to provide an estimated 'Value of Food given to beneficiaries'' in accordance with 6.26 of the Charities SORP.

8. STAFF COSTS

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	270,467	247,078
Social security costs	17,336	14,024
Pension costs	5,405	4,547
Other staff costs	2,362	-
	295,570	265,649

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2024 No	2023 No
Average weekly number of employees	12	13

9 (2023 - 8) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £5,405 (2023 - £4,547).

During the year, the charity made redundancy and/or termination payments which totalled £2,362 (2023 - £Nil).

No employee received emoluments of more than £60,000 during the year

The total employee benefits of the key management personnel of the charity were £98,493 (2023 - £107,419).

9. INDEPENDENT EXAMINER'S FEES

During the period, the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2024 £	2023 £
Independent examination	1,200	790
	1,200	790

10. TAXATION

The charity is a registered charity and is therefore exempt from taxation.

11. TANGIBLE FIXED ASSETS

	Leasehold Improvements £	Motor vehicles £	Computer equipment £	Total £
Cost				
At 1 July 2023	14,581	10,200	1,850	26,631
At 30 June 2024	14,581	10,200	1,850	26,631
Depreciation				
At 1 July 2023	2,418	6,120	1,850	10,388
Charge for the year	1,794	2,040	-	3,834
At 30 June 2024	4,212	8,160	1,850	14,222
Net book value				
At 30 June 2024	10,369	2,040	-	12,409
At 30 June 2023	12,163	4,080	-	16,243

12. DEBTORS

	2024 £	2023 £
Trade debtors	372	338
Prepayments	6,787	6,694
Accrued income	208	-
Other debtors	2,913	2,539
	10,280	9,571

13. CASH AND CASH EQUIVALENTS

	2024 £	2023 £
Cash on hand	1,783	674
Cash at bank	476,263	371,559
	478,046	372,233

14. CREDITORS: AMOUNTS FALLING DUE WUTHIN ONE YEAR

	2024 £	2023 £
Trade creditors	1,764	1,640
Other taxation and social security	2,469	3,634
Other creditors	13,735	3,339
Accruals	5,796	4,192
	23,764	12,805

15. OBLIGATIONS UNDER LEASES AND HIRE PURCHASE CONTRACTS

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2024 £	2023 £
Land and buildings		
Within one year	15,400	15,400
Between one and five years	43,600	59,000
After five years	19,550	22,950
	78,550	97,350

16. FUNDS

	Balance at 1 July 2023 £	Incoming resources £	Resources expended £	Balance at 30 June 2024 £
Unrestricted funds				
General				
Central	283,240	327,385	(306,046)	304,579
Designated				
Community meal	-	1,396	(1,362)	34
Total unrestricted funds	283,240	328,781	(307,408)	304,613
Restricted funds				
Hope House	54,413	154,526	(139,890)	69,049
Carlton	26,711	33,605	(53,969)	6,347
Food	13,393	391,338	(321,302)	83,429
Satellites	7,485	7,021	(973)	13,533
Total restricted funds	102,002	586,490	(516,134)	172,358
Total funds	385,242	915,271	(823,542)	476,971

The specific purposes for which the funds are to be applied are as follows:

Hope House – Funds restricted for our Beeston Hub including Allotment, Friendship Club, Café, general running costs, Service Delivery, Discretionary Fund, Friendship projects, Youth Work, Premises. Also includes Central Advice provision funding for 4 sites for the full year and an additional 3 sites from April 2024.

Carlton – Funds restricted for our Carlton Hub including Art Group, Food club, Friendship Group, Community Meal, Café, general running costs, premises and Service Delivery.

Food – Funds restricted for purchase of items for emergency food parcels – may include other essential item purchases such as hygiene or cleaning.

Satellites – Funds restricted to support individual satellite foodbanks which is not restricted to food purchase. The host churches of some satellites manage their own funds. Does not currently include central costs such as staff who support the satellites or van costs.

Previous year comparison

	Balance at 1 July 2022 £	Incoming resources (restated) £	Resources expended £	Transfers £	Balance at 30 June 2023 £
Unrestricted funds					
General					
Central	187,756	328,708	(237,777)	4,553	283,240
Designated					
Community meal	-	1,511	(1,638)	127	-
Total unrestricted funds	187,756	330,219	(239,415)	4,680	283,240
Restricted					
Foodbanks	5,052	-	-	(5,052)	-
Friendship Group	486	-	-	(486)	-
Discretionary	1,536	-	-	(1,536)	-
Employment pathways	2,022	-	-	(2,022)	-
Linking Lives	4,671	-	-	(4,671)	-
Salaries & services (Notts CC)	21,247	-	-	(21,247)	-
Love Your Neighbour	648	-	-	(648)	-
Advice Fund	30,090	-	-	(30,090)	-
Carlton Hub	11,441	-	-	(11,441)	-
Stapleford Foodbanks	185	-	-	(185)	-
Hope House	-	118,230	(124,516)	60,699	54,413
Carlton	-	65,637	(45,687)	6,761	26,711
Food	-	353,640	(345,300)	5,053	13,393
Satellites	-	8,025	(725)	185	7,485
Total restricted funds	77,378	545,532	(516,228)	(4,680)	102,002
Total funds	265,134	875,751	(755,643)	-	385,242

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted		2024
	General £	Restricted £	Total funds £
Tangible fixed assets	12,409	-	12,409
Current assets	311,166	177,160	488,326
Current liabilities	(18,962)	(4,802)	(23,764)
Total net assets	304,613	172,358	476,971

PREVIOUS YEAR FOR COMPARISON

	Unrestricted		2023
	General £	Restricted £	Total funds £
Tangible fixed assets	16,243	-	16,243
Current assets	275,910	105,894	381,804
Current liabilities	(8,913)	(3,892)	(12,805)
Total net assets	283,240	102,002	385,242

18. RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

19. 3RD PARTY FUNDS

Hope Nottingham acts as Advocate and holds funds on behalf of Acts 435, a charitable company. Appeals for donations for specific requests are posted onto the Acts 435 website and when donations are received these are passed to Hope Nottingham for them to facilitate the request the donations were received for. The analysis of the funds is shown below:

	Opening balances £	Incoming resources £	(Resources expended) £	Closing balances £
Acts 435	200	5,005	(5,030)	175
Guest Contribution	50	206	(256)	-
	250	5,211	(5,286)	175

In recent times, as prices of goods have risen, guests may now 'top up' the Acts award to allow purchase of items on their behalf, so this third-party income and expenditure is recorded separately to Acts. Any 'top-up' which a guest cannot provide themselves, would come from Hope's Karl Rowland Fund and be recorded as such.

20. TRUSTEES' REMUNERATION AND EXPENSES

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

THANK YOU

Thank you to our amazing Supporters, Volunteers & Staff

Hope Nottingham could not carry out its work without the support of individuals and organisations across Nottingham.

We are so grateful to everyone who has been involved in the period July 2023 - June 2024 - be it volunteering, in a staff role, donating food, funds, resources or expertise, fundraising, partnering with us to provide better services or helping us raise awareness.

We also sincerely thank our Trustees for their commitment, guidance and direction.

Thank you all.

CASE STUDIES

'I started to volunteer at the Food Club in February 2024 because I wanted to give back to the community and be a part of making a difference to people's lives. I have loved every minute of volunteering, working with an amazing group of people who made me very welcome from day one.'

Sophie | Carlton Food Club and Community Meal Volunteer

'We are helping people who require help without reward or gain. It makes me feel useful and gives me a sense of great satisfaction when helping others.

It brings me closer to God, and I know that he is guiding my actions and inner spirit.'

Sam | Hope House Food Club Volunteer

We scored in Carlton!

Our friends at Parkdale Primary School in Carlton found another great way to show their support and raise awareness of our work. Their school football team kit proudly displays the Hope Nottingham logo, highlighting our Trussell foodbanks and our vision to 'inspire and grow communities of Hope' across Nottingham. When the new kit premiered, the boys team recorded impressive 10-2 and 6-1 wins! Students and staff at Parkdale have been fantastic supporters of Hope Nottingham and our Carlton Community Hub and we hope to keep cheering on their teams, inspiring the volunteers of the future.





THANK YOU

Thank you to the many organisations we partnered with in 2023-2024

We are blessed to have worked in partnership with:

- Acts 435
- Active Health Coach
- Bags of Blessing
- Bestwood Advice
- Bethseda Ministeries, Netherfield
- Bilborough Library
- Bridgeway Methodist Mission
- Broxtowe Borough Council
- Citizens Advice Broxtowe
- CRA, Arboretum Radford
- Fareshare
- Gedling Borough Council
- Grangewood Methodist Church
- Inspire Libraries
- Jigsaw Midlands
- Linking LIves
- Main Street Methodist Church
- Montrose Court Church, Stapleford
- Mount Zion Apostolic Church
- Netherfield Family Hub
- NCVO
- Nottingham & District Citizens Advice
- Nottingham City Council
- Renew Wellbeing
- Salvation Army, Sneinton
- St Barnabas, Inham Nook, Chilwell
- St Margaret's, Aspley
- St Martha's, Broxtowe
- Step Forward Debt Advice
- Tesco
- The Ark, Gedling
- The Haven, Stapleford
- The Trussell Trust
- Thirty-one Eight
- Transforming Notts Together
- Trent Vineyard / Trent Compassion
- Wise Moves (NHS)
- Wolvern IT

In addition are the many local schools, charities, churches and organisations who are registered as referral agencies for our food banks. We are grateful to them too.

THANK YOU

We are grateful for every gift we receive, big or small and sincerely thank the Funders who supported our work in 2023-2024

We are blessed to have received financial support from:

- Amptron Electrical Services
- Argento Contemporary Jewellery
- Astley Charitable Trust
- Aviva Broker Community Fund
- Bank of England Community Team
- Beeston Consolidated
- Beeston Methodist Benevolent Society
- Beeston Methodist Church
- Boots Charitable Trust
- Bramcote Farm Shop
- Broxtowe Borough Council
- Carlton Christian Fellowship
- Carlton Metals
- Carlton Rotary Club
- Charities Aid Foundation
- Charities Trust
- Connect Netherfield
- Domestic & General
- Efficiency East Midlands
- Eon Next
- Garfield Weston
- Gedling Borough Council
- Gedling Road Methodist Church
- Gilbert Lodge Retirement Housing
- Hilltop Audio Visual Ltd
- HIS Church
- Hope into Action
- Hope Vineyard Bramcote
- John Deere
- John Clifford Baptist Church
- Keltruk Ltd
- Lloyds Bank Foundation
- Lloyds Development Capital Ltd
- Midfix
- Mount Zion Apostolic Church
- National Grid
- Newton Community
- Nottingham Bramcote Walking Football
- Nottingham Building Society
- Nottinghamshire County Council
- Nottingham City Council
- Nottingham West Lions Club
- Oasis Church
- Parkdale Primary School
- Radcliffe on Trent Methodist Church
- Redeemer Church
- Russell Scanlan
- Sage Trust
- Salvation Army, Stapleford
- Sharing Sherwood Community Kitchen
- Sherwood Methodist Church
- Springs of Life
- St Barnabas, Lenton Abbey
- St James Place
- St Paul's, Carlton
- St Peter's Church, Toton
- Tesco (Top-up)
- Trussell Trust
- Victoria Centre

These are just some of our funders and donors and in addition are the many individuals, churches, businesses and small group organisations who have contributed to the running of Hope Nottingham.

We also received laptops as Gifts in kind from Domestic & General

We thank everyone most sincerely

THANK YOU

And thank you to our Guests, who are not just 'service users' or 'beneficiaries'. They are our daily inspiration to do more and reach more.

'It gives me encouragement to get out of my flat and while I am working it gives me an escape route from the reality.' Literacy group guest

'This is the most important day in my week at the moment - You guys see me.' Friendship Group Guest

"I love that there was someone at the foodbank who could speak Turkish and help us understand what was going on. We had a lot of troubles in Turkey and have had to claim asylum…its not easy and when you come here with nothing (especially in winter) the money doesn't really cover clothing or electronic devices; which we have found are absolutely essential in the British way of life.

The foodbank tied us over for when we needed to buy those extra items. We have got better at English and are looking forward to the English café.'

'May I say how very lovely, kind, thoughtful and helpful the whole team at the food club have been since my family (2 daughters) and I have been coming to the club - since day one of its opening. It's lovely to see and talk to David and his team each week and it is always a delightful surprise to see what we are getting in the box. Always great value with a mix of fresh and frozen tasty food.'
Jackie | Food club member since April 2023

'I've been finding life difficult after I lost my wife. I gave up my job to care for her. I am working with East Midlands Chambers to get back into work but just feel like I'm in catch 22. The foodbank has literally been my life support.'

'I'm really grateful for how Hope have supported me, they have helped me so much. Hope genuinely feels like my family. Hope has opened doors for me, to support my community elsewhere alongside Hope.' Guest who now volunteers in multiple activities

CONTACT INFORMATION

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www.hopenottingham.org.uk

Sharing our good news

Stay in touch with all our latest news and events by subscribing to our monthly digital newsletter here or follow us on Facebook

We always welcome visitors, and are proud to offer tours around our community hubs to show our work in action.

If you would like to arrange a visit or a short talk at your church, school or organisation about our work, please get in touch.

Independent Examiner

John O' Brien, employee of
Community Accounting Plus
Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Solicitors

Ellis-Fermor & Negus
2 Devonshire Avenue
Beeston
Nottingham
NG9 1BS

Bankers

Barclays
1 Churchill Place
London
E14 5HP

The Co-operative Bank
2nd Floor, St Pauls House
10 Warwick Lane
London. EC4M 7BP

14 FOOD BANKS, 2 COMMUNITY HUBS, 370+ VOLUNTEERS, 400 REFERRAL PARTNERS, THOUSANDS OF SUPPORTERS, COMMUNITY CAFES, JOB CLUBS, FOOD CLUBS, RENEW YOUTH WELLBEING CAFE, TODDLER GROUP, ESOL CLASSES, LITERACY CLASSES, COMMUNITY ALLOTMENT, FRIENDSHIP CLUBS, COMMUNITY MEALS, HOLISTIC SUPPORT, ADVICE PROVISION, PRAYER. WE ARE

HOPE NOTTINGHAM

" 'For I know the plans I have for you' says the Lord, 'plans to prosper you and not to harm you, plans to give you HOPE and a future' " Jeremiah 29:11

HOPE NOTTINGHAM CIO

England & Wales - Charity number 1161248

Accounts



HOPE Nottingham

Inspiring & Growing Communities of Hope

Operating East & West Nottingham foodbank

Our Wollaton Foodbank Celebrating 10 years

OUR ANNUAL REPORT

Impact Summary, Annual Review and Financial Statements

JULY 2022 THROUGH JUNE 2023

We are Hope Nottingham



Founded in 2010 with a desire to make a difference,

we now operate 2 community hubs, 14 foodbanks and

inspire and grow communities across Nottingham,

enabled by 350 volunteers across the city.

Our faith inspires us to lift people from crisis to hope.

A beacon in local neighbourhoods.

We don't just provide emergency food.

We open our doors to provide safe and warm spaces,

kind voices on the end of a telephone or email.

We welcome. We listen. We care.

We signpost. We support. We advise.

We build confidence. We empower.

We make that difference.

And for all this - we thank you.

To our volunteers, staff, trustees, donors and supporters.

We cannot do it without you.

Most importantly, we thank our guests,

who are not just service users or beneficiaries.

They are our daily inspiration to do more and reach more.







Introduction from our Chair of Trustees

A very warm welcome to you from the Hope Nottingham team.

It is a privilege to introduce the second of our new style Annual Report, in which we seek to lift the lid on Hope Nottingham's increasing variety of activities, and the involvement of many people across Greater Nottingham during the last year.

We remain committed to our vision of inspiring and growing communities of HOPE in Nottingham. Significant changes in 2022/2023 have included the start of a new community hub at Carlton, continuing development of the hub at Inham Nook, staff changes to enable us to focus on our strategic priorities more effectively, monthly community meals at our main hub at Beeston, closer working with all 14 food bank centres after the challenges of the pandemic, improved communication links though a new website and regular newsletter, and much more that is covered in the following pages.

I am very grateful to Dominique Scott, our Interim Director from July 2022 who has worked tirelessly to lead the staff team and 350 volunteers into a more professional and effective delivery of compassion and service to so many guests. The personal stories and quotes in the report are testimony to Dominique's energy and insight. The Board was delighted to recognise her sterling work by her promotion to the full Director role in April 2023.

We are also very grateful for the enormous support we receive from so many donors and volunteers: giving of their time, skills, food, funds and prayers without which the staff team of just over 8 full time equivalent employees cannot function. You are a vital part of what we seek to achieve together. The current challenges of the cost of living, political uncertainty, international unrest are put into perspective as we work together to bring hope and trust to those less fortunate than ourselves. I trust that you will feel encouraged and more hopeful as you read the pages of this report.

Finally we give thanks to God who inspires, strengthens, motivates and guides us to share his love and kindness in all that we do.

Dr Paul Kirkwood



Message from our new Director

Dear Friends,

It is such a great privilege for me to introduce our Annual Report for July 2022-2023, having been appointed Interim Director in May 2022 and permanent Director in April 2023. What a roller coaster ride I have had since joining Hope Nottingham in December 2020 as Operations & HR Manager! Little did I know then my first 15 months working closely with our Founder Nigel Adams, was all preparation for this new position.

I am incredibly grateful to Nigel, the staff team and our volunteers in welcoming me as their first external staff recruit. I have had free reign to explore every corner of the organisation, asking the most challenging of questions in the spirit of 2 Peter 3:18 'Growth takes place when you seek grace and knowledge'. It has not been easy. As our chair Dr Paul Kirkwood has said, Hope Nottingham in our 13th year is entering 'adolescence'. This requires much review, reflection and development to refine our activities, ensuring we are fit for the future, headed in the right direction, with the right approach to continue lifting local people from crisis to hope in the most effective ways.

Change of leadership is not without challenges, but Nigel, in his new role as our Ambassador, and I are blessed to have in common our strong faith and commitment to building community. I am grateful for the unwavering support of both our staff and trustees, and bid a sad farewell to those who have ended their terms having given above and beyond, namely Callum McNab, Simon Duxon and Mary Heritage. Special thanks are also well deserved to Sue Hillier and Ruth Stephen, long serving staff members who have followed God's plans for them in new directions, but will remain forever our friends. As a result, we are delighted to welcome new faces, ideas and gifts into our team.

Hope Nottingham has had another year of great achievements, most notably the further development of our new Carlton Community Hub under the watchful eye of our ever determined Development Manager, Michael Singh. In addition, I have personally taken great joy in getting to know many more of our volunteers and we have delighted in acknowledging many years of dedicated service given with silver and gold awards. Our volunteers are the life-blood through which Hope lives.



To our supporters - those individuals, churches, organisations and businesses - who we could not continue our work without, we thank you most sincerely. We hope this report and the impact you have made - be it with time, resources, food or funds - assures you that together and with God's grace, we can 'inspire and grow communities of hope', supporting everyone we encounter with the care and compassion they deserve.

With every blessing

Dominique Scott

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Hope Nottingham's Vision & Mission

Our Vision and Mission were refreshed in 2021 with feedback from our volunteers and guests, and meet our commitment to Equality, Diversity and Inclusion, whilst staying true to our Christian roots and culture.

Our Vision — Inspiring & growing communities of HOPE in Nottingham

Our Mission — To develop and support communities of HOPE where poverty of resources, relationships and spirit are met by local people

Our mission today still fulfills the purposes as set out in the objects contained in the charity's constitution which are:

- the relief of poverty, sickness and distress
- advancement of the Christian faith.

In practice we unite people to work together in the local areas where they live and work, enabling lasting transformation for individuals and communities all over the city by mobilising sustainable projects that make a real difference. Whilst we work with many local churches and celebrate our own Christian faith, we are welcoming to all, regardless of them having faith, or no faith at all.



Our G.R.A.C.E Model of Mission

GIVING - Enabling communities to share time and resources for the benefit of others

GROWING - Multiplying our work in our own and in other communities

RELIEF - Management and distribution of essential provision to help people out of crisis

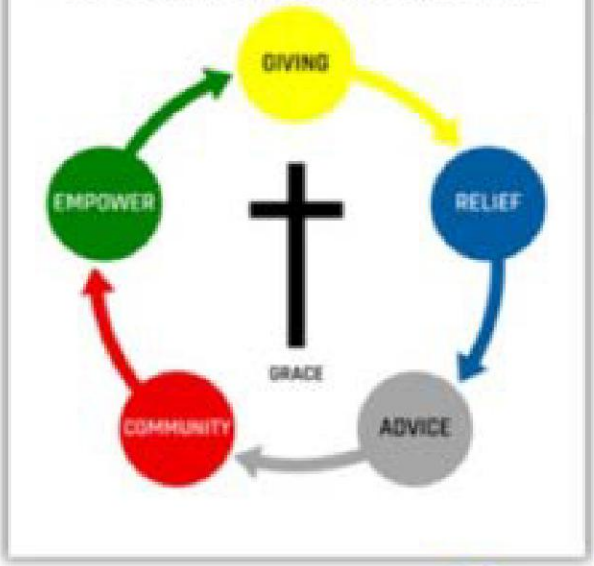
ADVICE - Bringing a wide range of guidance to provide accessible, integrated direction in a supportive environment

COMMUNITY - Enabling all to be helped and to help, to give and to receive

EMPOWERMENT - Enabling people to live more stable, fulfilled lives and to find worthwhile occupation

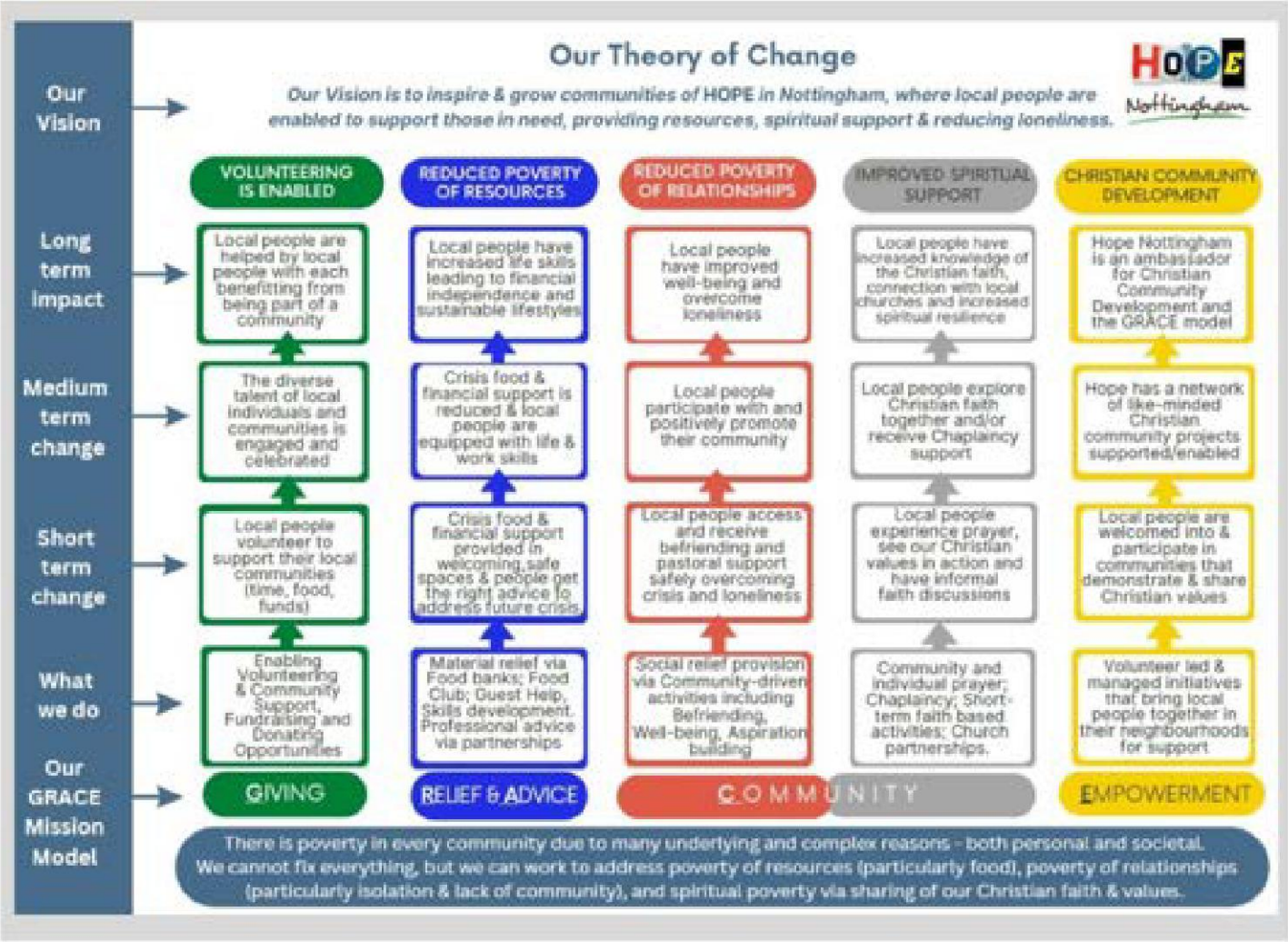
ENABLING - Developing a robust organisation with effective governance, policies and procedures

Developed by our Founder Nigel Adams



Our Theory of Change

Having refreshed our vision, mission and values in 2021-22, our next step was to develop our Theory of Change, the purpose being to ensure we are clear on the social change we wish Hope Nottingham to enable, in line with our charitable objectives. We did this following National Council of Voluntary Organisations (NCVO) training and refined the detail over a number of months.



As shown, the Theory of Change reflects our G.R.A.C.E model of mission clarifying what we believe a 'Community of Hope' is, how it can be achieved and easily communicating this. It identifies the five key areas where Hope Nottingham aims to make real and lasting change in local people's lives, namely through volunteering, relief of poverty of resources, and or relationships, improved spiritual support, and Christian Community Development. This clear statement, though theoretical, will be a key tool in our strategic planning and development of new activities, keeping us grounded in our decision making, ensuring the effectiveness of existing activities, and the appropriateness of any new ones. With our current focus on engaging our people, it will also serve as a helpful tool to inspire our staff and volunteer team.

Our Values



Where we work

We continue to be based in 14 key neighbourhoods but support individuals and families from across Nottingham.





Our Staff Team

Our year began in July 2022, feeling a little strange as we said farewell to Nigel Adams our Founder and former Director for a well deserved rest. We welcomed him back in October in a part - time advisory role as our Ambassador. With our Ops & HR Manager stepping up as Interim Director, this provided the necessary stability to ensure there was no impact on our operations. Through the summer we continued our focus on our new Area Foodbank Support Coordinator role, rebuilding our satellite Foodbank relations post pandemic.

In November 2022 we recruited a new Friendship Projects Coordinator to replace our original one, who moved elsewhere for a full time role. This was on slightly reduced hours as the original post's funding had ended. We also attempted to recruit a Communications & Fundraising role without success, which gave us further time to reflect on our strategic plans.

In February 23 we said goodbye to our long serving Administration Manager, wishing her well in God's new plans for her namely training to be a psychotherapist. Whilst sad to see her go, this gave us opportunity to review responsibilities and a new Admin & Facilities Coordinator role was established, freeing the Director from some previous responsibilities.

In February we recruited a part time Community Hub worker to support our Carlton development, thanks to funding from Jigsaw Midlands. The speedy increase of activities there necessitated sufficient support, and we recognised our Development Manager was being stretched too thin over-seeing both Beeston and Carlton activities. We were delighted in April for our existing Support Manager to step up to lead in Beeston, with our Youth & Community worker increasing hours to replace him in our Cafe. This in turn provided Carlton with a completely focused and senior leader.



"Hope to me is true to its values & I think the G.R.A.C.E model is a sure way to offer inspiration, transformation and hope... Hope is run & governed with integrity"
Ruth, Former Admin Manager

"Hope Nottingham is the kindest place I have ever worked"
Louise, new team member

Our final change was our long serving Volunteer & Personnel Manager resigning to move to Citizens Advice. Again, we wished her well and took the opportunity to review the role, seeing it as an opportunity to refine and enhance our approach to volunteering.



Our Activities

We support Christians, non-Christians, Churches, and other organisations to work together to deliver the services that local, isolated and disadvantaged people need. This includes developing a network of independent Christian-based foodbanks and hubs across Nottingham, and facilitating these to partner other non-Christian voluntary groups and statutory services, to ensure the most holistic support is on offer. Support is provided to all people regardless of their faith or beliefs, and we do not charge for any service, although some occasions e.g. community meals, guests can choose to make an entirely optional contribution on a 'pay what they can afford' basis or not pay at all.

"I come because it's close, it's warm and you look after us."
Friendship Club Guest

Our current activities include:

- Enabling individuals, churches, community groups, businesses and others to give time and resources for the benefit of others. This includes money and gifts in kind - including food, volunteering time and expertise.

- Emergency food provision through 14 foodbanks via our East & West Nottingham Trussell Trust franchise, utilising many of their systems and procedures and working in partnership with The Arches at Trent Vineyard (a Nottingham based Church) for bulk food storage.

- Hope House, Beeston - Our Community Hub offers:
  - Free drop in café 4 mornings a week, alongside foodbank, with befriending;
  - Citizens Advice bi-weekly and Debt Advice outreach once a week;
  - Literacy group and English for Speakers of Other Languages (ESOL) group;
  - Job/computer club twice a week with two extra outreach sessions locally;
  - Weekly friendship club and monthly community meal (pictured above);
  - Large allotment offering outdoor volunteering and fresh produce;
  - Weekly food club providing low-cost surplus and fresh food;
  - Telephone befriending in partnership with Linking Lives / Two's Company;
  - Weekly youth well-being café and a parent & toddler group;
  - Optional prayer and faith based courses to support individual faith journeys.

"Hope is friendly and efficient, the food is good, and the atmosphere is great."
Rob, Hope Cafe Guest





Our Activities cont'd

- At our Carlton Community Hub (some of team shown above), we provide:
  - Free drop in café 2 afternoons a week alongside foodbank;
  - Advice via The Ark and Gedling Borough Council outreach;
  - Weekly Falls Prevention Class provided by The Active Health Coach;
  - Work club in partnership with Jigsaw;
  - Weekly Stay and Play provided by Netherfield Children's Centre;
  - Weekly Arts and Crafts group and a new Saturday Friendship Club;
  - New weekly food club providing a fresh food box at low cost.

"The dinner was delicious and the atmosphere was very nice and welcoming. Thank you for having us."
Community Meal Guest

- Ad hoc financial support via a small discretionary fund, and acting as advocate for Acts 435 (an online giving charity);
- A chaplaincy service for staff and volunteers, to ensure their well-being and resilience in offering listening and befriending to guests who are facing crisis;
- Community development through provision of a safe welcoming environment that builds trust and encouragement. In this context people are most enabled to accept advice and to make progress, are encouraged to contribute time and skills to help others and so grow in self-esteem as part of a holistic community. Community development also encompasses intentional befriending;
- Christian community development advice and consultancy provided via our Founder and Ambassador (our previous Director of 12 years) and support of the development of other local hubs, e.g. Inham Nook Hope Hub, Chilwell.

"I feel safe using the Hope services which is most important to me. Hope has a really nice atmosphere"
Hope Cafe Guest



"I am in weekly contact with my link friend. We have developed a nice friendship over the time I have been calling her."
Two's Company Befriender



Making a real difference in real lives

We consciously choose to use the term 'guests' instead of 'service users' or 'clients'. They too are individuals and families with their own stories, and we invite and welcome them into our communities, offering compassion and hospitality as we would guests in our own homes.



Paul has been a guest, friend and member of the Hope House community for many years. In 2021 he helped redecorate many of our rooms.

"I had no food as I was waiting for Universal Credit. Middle Street Resource Centre told me about Hope House... that you could get food here. I was bowled over by what I received.

I did some painting, every time I came in. I saw all the food parcels laid out. There were so many of them. I remembered and kept thinking about what I had received and how it made me feel....

Each person would feel what I felt; such relief from having nothing to something. This would go into each person's home....relief, amazement, there is some hope where there is nothing, gratitude over it, it's taken the 'less' away. All these parcels, each one receiving one will experience the same thing as I have experienced. (Points to the scripture on the wall)

If you didn't have hope, there wouldn't be any future. You need that driving force; each one of the parcels can do that."

"Hope is somewhere I have always felt safe and always felt believed" Elizabeth, Hope Guest





Making a real difference in real lives



Alan has been a welcome sight at Hope House post pandemic, and is a regular guest at Cafe, Friendship Club and our monthly Community Meal.

"Thank you so much for all the support we have received. You were all sent from God to me and I wouldn't have anything if it wasn't for you! I have lived in a hostel for 9 months and you at Hope have done more for me in a matter of weeks "
Guest, Hope House Toddler Group

"Hope Nottingham is an oasis of change, a beacon of opportunity, a testament to the power of compassion and unity. It is a place where lives are rebuilt, and the community is strengthened, one soul at a time. "
Michael Singh
Development Manager



Alan's story of Hope's support

"I've been supported emotionally in my lowest ebb following my partner's death. I was at rock bottom emotionally. You've supported me with a lot of information and verbal advice on grief which I have been following weekly.

It's not an overnight process but over the weeks and months I've gradually become more emotionally secure and stable.

I have progressed but I'm not there yet. I take on displacement activities to take my mind off it, to make my life more meaningful. I was just existing not living.

I feel warmth when I walk in here and I'm not talking about the temperature. It's a comforting feeling; that I'm accepted.

The café is nice to have a cup of tea but I'm not dependent on the food - It's really being here, it's more than the food, it's warmth and friendship, being able to talk to someone.

It's a lonely existence otherwise, family do the best they can for me and I can't fault them. The welcome I always get here, the contact I get here.

Where I live no one talks to each other I can sometimes go without a face to face conversation. Sometimes being here are my only face to face conversations."

Our year in review
Focusing on our Strategic priorities

As the first year of our new strategy, with a new Director in place, there has been a need to take a breath. In spite of this, we have been incredibly busy, reflecting, planning and responding to the natural challenges of our work.

Proactively engaging our people to ensure we are living our vision & values



New staff received full inductions, and we continued refining our line management and support procedures. Wellbeing is always in mind with a weekly staff team lunch, monthly meeting and bi-annual retreat days. We focused on communicating more proactively with our volunteers via newsletters and face to face, enjoying events during the year including Christmas and Volunteers week where we awarded service badges celebrating 1, 5+ and 10 years of volunteering.

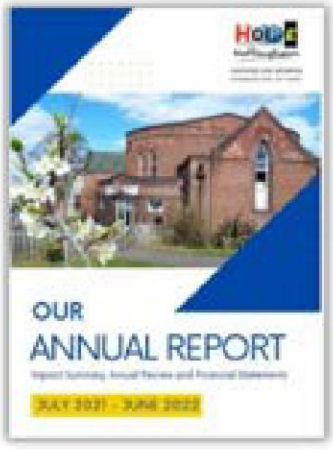
"Just read the volunteer newsletter and really enjoyed it! You have a lovely warm way of reaching out to volunteers (and staff), hugging them and making them feel valued."

Reviewing, nurturing and clearly defining our partnerships

We have enjoyed re-establishing our relations with our satellite locations, in particular The Meadows, where we have agreed to new ways of working with Bridgeway Church and committed to ongoing partnership with the foodbank. In Bilborough we supported development of a new local volunteer leadership. Focus on bedding in new Trussell Trust funded advice provision has experienced some teething troubles, but provided learning on best ways of working. In Carlton, our Development Manager has continued to lead on building positive local relationships with corporates, schools, churches and individuals.

Understanding the impact of our work and interactions

Our staff team were tasked with pro-actively reflecting and reporting on both qualitative and quantitative data and we produced our new style annual report incorporating impact for 2022-23. This acted as a wonderful celebration of the efforts of Hope Nottingham, with even long serving volunteers and staff expressing their pride and amazement at all we are achieving.



Investing in our marketing and communications, to expand our reach

A completely refreshed Hope Nottingham website offered a clearer reference point, as much for our team as the public on who we are, what we do and why. We also took advantage of a seeded Trussell Trust website for everything 'foodbank', recognising the importance of this partnership, and the reach of their brand awareness. Digital newsletters launched in Dec 2022. With regret we were unable to fill a planned Communications Officer position, resulting in having to postpone attention to social media.

Our year in review
Strategic priorities cont'd

Delivery of quality community led and based services

Key to delivering quality services are our people and the year has very much been about ensuring we have the 'right roles and responsibilities', with the 'right people' in them, who are supported by the 'right line management'. This has involved much review, reflection and internal changes, including the decision that from April 2023, our Development Manager would focus solely on our Carlton Hub, whilst our Support Manager stepped up to oversee activities at Hope House, Beeston.

Our Area Foodbank Support Coordinator role significantly impacted the efficiency of our foodbank operations by providing much needed support to our remote volunteer teams, educating on signposting and appropriate referrals, as well as working on the introduction of electronic-referral. Nottingham City Council's Household Support Fund helped provide us with sufficient food to meet city demand.



Generating income to ensure a sustainable future

"We have been genuinely humbled by the financial support received, from every small gesture to buckets of cash from Victoria Centre's fountain!"
Andy, Hope Bookkeeper



The year brought many unexpected financial blessings - events, an unexpected £10k legacy, increased individual giving and a fundraising partnership with the Victoria Centre, which exceeded our expectations. Our Founder and Ambassador was successful in securing a number of grants, a flurry having become available due to the cost of living crisis, in support of local charities, particularly with running costs. Nigel was also integral in a new Robin Hood Fund appeal which generated significant funds for local foodbanks with £10k for Hope. We continued development of our Financial Controls policy and procedures, further strengthening them in our annual review. Our improved digital marketing efforts also helped promote our cause.



'We can have food coming out of our ears which is great but then there's not enough money for our gas bill'
Nigel, for the Robin Hood Fund appeal

Our detailed reflection of the period over the next few pages follows our G.R.A.C.E model of Mission - Giving and Growing, providing Relief, Advice, building Community by Empowering and Enabling.

GIVING

Enabling individuals and communities to share time and resources for the benefit of others

Individual Volunteering

A 350 strong Hope Nottingham army of registered, regular volunteers were enabled and supported in a variety of volunteer roles - foodbank, our free-drop-in cafe, befriending, admin, foodclub, community meal, allotment, parent and toddler, youth services, driving and skills sharing.

350 regular volunteers

Without these generous individuals (just some of our wonderful volunteers shown below) we simply could not carry out the work that we do, and if a cash value of the hours were calculated, it would amount to many thousands of pounds. We are immensely proud of the role we play in providing local people the opportunity to give back to their communities in safe, structured and supported ways.

"It's a place where I can help doing things with values that I approve of."

"I get a great deal of satisfaction from helping people and enjoy all the friendships I have here." Literacy Group Volunteer











"We are creating a safe space for all, even the least confident "







"I'm not particularly religious but Hope is a bunch of enthusiasts, generous with their time who like to give to the local community. Volunteering is my way of giving a little to help others'

GIVING

Enabling individuals and communities to share time and resources for the benefit of others

Corporate Volunteering & Support

We also provided numerous opportunities for ad hoc volunteers from local businesses to give back to their communities. We have benefited from allotment days, fence painting, lifting and carrying, manning stalls at our Tesco National Collection days and general help, saving us lots of time and funds, whilst also helping local businesses fulfill their Corporate Social Responsibility in a meaningful and fun way!





DHL, Bridgeway Consulting and The Learning Pool were just some of those who supported us. John Deere repeated their Annual 'Day of Caring', purchasing £5k of food and saw the company's team purchase and pack 240 emergency toiletry parcels for us to supplement our standard food parcels.



"We really enjoyed the day and the added bonus of a bacon roll and a cup of tea! I'd love to come back and do some more"
Experian team member

Financial Support

Very generous financial support has been received from a multitude of people and organisations. We are extremely grateful for the support from individuals, churches, schools, community groups, businesses and local authorities.



Alderman White pupils created another moving 'charity single' for us, Interim Consult helped sponsor our Hope House cafe running costs and various Councillors donated to our Carlton Community Hub, funding a desperately needed new carpet. To name just a few examples. We were delighted by Victoria Centre's decision to make us their charity of the year for 2022-23, in what is their 50th anniversary year in Nottingham. Collecting, counting and banking the coins from the Emmet Fountain brought us a welcome challenge!





From a donated premium bond win to a surprise £10,000 legacy, and an early and unexpected Christmas gift of £21k from Capital One - all the financial support received has blessed us with a much securer future to further our vision to 'Inspire & Grow Communities of Hope'.

GIVING

Enabling individuals and communities to share time and resources for the benefit of others

Food donations

We were once again overwhelmed by the generosity of our local communities in keeping our foodbanks stocked with a wide variety of ambient food and toiletries.

Food donations come from many sources. We are constantly amazed to see Permanent Collection Points in many supermarkets being refilled daily.

Our foodbanks are visited almost every day by local people bringing food. Schools, universities, churches, businesses and other community groups collect huge amounts of food, especially at Harvest time and Christmas.





The Arches



143 Foodbank deliveries

We are indebted to our amazing volunteer van team who tour every part of the city collecting and distributing food (see left). No task is too much trouble for them and as well as food, they have collected compost, slabs and other items for our allotment, even moving and banking bulk coin donations, as well as delivering equipment and making regular recycling trips for our Carlton Hub.

We could not achieve the safe management of our food stocks without the wonderful provision of huge warehouse space by The Arches and Trent Vineyard, in Lenton and support of the team there.

As expected with the Cost of Living Crisis, donations of food did decline and we received 6,423 kg less than 2021-22

However, we were still overwhelmed with the generosity of the weight of food our committed army of volunteers processed throughout the year amounted to over a humongous

164,423 kg

equivalent to...



34,046



1000



22



12,195 bars



327



393,790 cans of beans



81

GIVING

Enabling individuals and communities to share time and resources for the benefit of others

We operated our food banks in 14 local communities, including our base at Hope House in Beeston and new Community Hub in Carlton, with others facilitated by partnerships with 11 local churches and one council run library. From these we supported individuals living all across the city. In some locations we improved our signposting and referral practices, thus reducing the numbers of emergency food parcels issued. In others, local need saw an increase. This is shown below in the comparison of figures to last year (L/yr).

A number of locations (highlighted) have celebrated **10 year anniversaries** in this reporting period - a truly amazing achievement. We could not have operated all of these foodbanks without the amazing dedication of our wonderful teams of volunteers, to whom we are ever grateful.



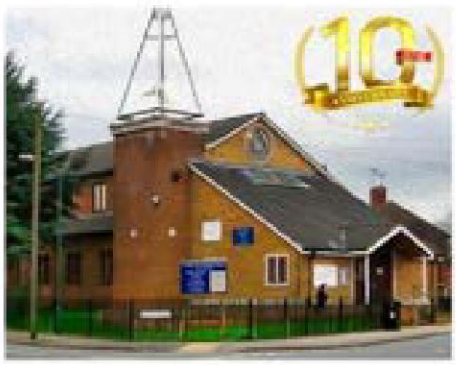
Aspley St Margarets
Mondays & Thursdays
c668 parcels (739 Lyr)



Beeston Hope House
Mon, Wed, Thurs, Sat
c1172 parcels (935 Lyr)



Bilborough Library
Wednesday & Fridays
c434 parcels (534 Lyr)



Broxtowe St Martha's
Wednesdays
c400 parcels (347 Lyr)



Carlton Hub
Tuesday & Fridays
c1507 parcels (1068 Lyr)



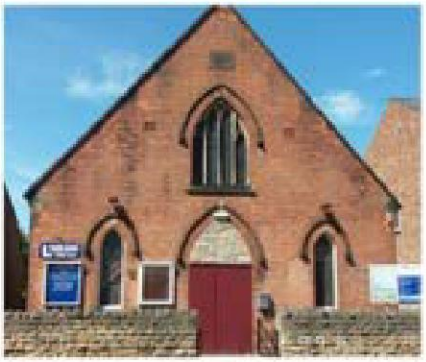
Chilwell St Barnabas
Tuesday
c135 parcels (85 Lyr)

GIVING

Enabling individuals and communities to share time and resources for the benefit of others



Meadows Bridgeway Hall
Tuesday, Friday, Saturday
c1516 parcels (2041 Lyr)



Bethesda Ministries
Netherfield, Wednesdays
c 592 parcels (733 Lyr)

COVENANT
RESTORATION ASSEMBLY NOTTINGHAM

CRA **Radford** Arboretum
Saturdays
c 161 parcels (101 Lyr)



Radford Mount Zion
Tuesdays & Thursdays
c1161 parcels (949 Lyr)



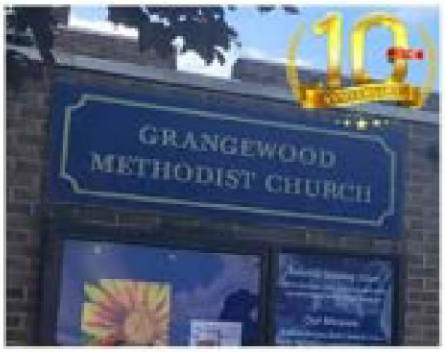
Sneinton Salvation Army
Thursdays
c754 parcels (819 Lyr)



The Haven, **Stapleford**
Tuesdays & Fridays
c812 parcels (558 Lyr)



Montrose Court, **Stapleford**
Mondays & Wednesdays
c111 parcels (136 Lyr)



Grangewood Methodist,
Wollaton, Fridays
c172 parcels (110 Lyr)

"To each and every volunteer that has supported the work of our foodbanks, a heartfelt ***thank you.*** *Special appreciation goes to our Foodbank leaders, also volunteers who go above and beyond for their teams and their local communities."*
Dominique, Hope Director

GROWING

Multiplying our work in our own community and others

Carlton Community Hub

Our biggest development achievement over the last two years, has been the continued growth of our Carlton Community Hub. After a year of temporary rent free Tenancy to trial the project, we signed a new 5 year commercial lease for the premises, commencing Jan 2023. This is a significant financial commitment, however the local community support and interest in the hub, has shown beyond measure that this project is both welcomed and needed. As much as we value our long term relationship with the former Main Street Methodist Church, we were delighted to finally install our own signage and to plan a Community Hub 'Official Launch' event in Sept 2023.

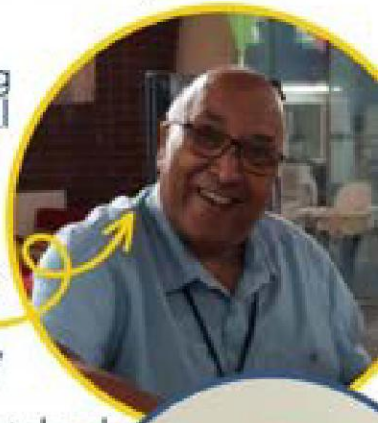


"Today, as a support worker based in Carlton, I took one of our citizens to your Carlton cafe and foodbank.

The warmth of the reception and the care and service we received was brilliant. It was my and the citizen's first time and we were very impressed with the volunteers, the tea and coffee after and food served. Particularly, a big shout out for volunteer Reg, who was so professional and personable.

Thank you for the work you are doing and the way your Carlton team are going about it."
Unsolicited email

The hub's speedy development and strong relations with local organisations is a real testament to the hard work of our long-serving Development Manager, Michael Singh. Indeed we owe the development of many of Hope House's activities to him - our job clubs, literacy group, our Two's Company befriending and our amazing allotment, transformed from wasteland.



Michael has been supported by a wonderful volunteer team, from which (following a robust recruitment process) David Cobbin was recruited in Feb 23, as part-time Hub worker, initially funded by our friend Jigsaw Midlands.





GROWING

Multiplying our work in our own community and others



Community Food clubs - Carlton & Inham Nook

Following local councils' decision to close Community Foodclubs in local Children's Centres, we received funding and equipment from Gedling Borough Council to set up a new food club in our Carlton hub to replace one closing in Netherfield. On the same principle as our existing food club at Hope House in Beeston, for £1 membership, members who live or work within 15 minutes, can attend and for £3.50 each week, receive fresh food sourced from FareShare worth £10-£15. Attendance has quickly reached 35 guests per week.

We were also very pleased to share our learning from running a food club, to help our friends at the Hope Community Hub in Inham Nook set up their own food club, maintaining the service for their local community. We continue to work in partnership with the Hub where one of our foodbanks is based, supporting their Steering Group.

"Our Carlton Hub is more than just a physical space; it's a shelter where the power of community and compassion transforms lives. The heart feels like God's Embassy, where the warmth of God's love envelops those who enter, especially those burdened with despair. As they walk in with heads bowed and eyes dulled by life's challenges, a remarkable transformation begins. Over time, you can witness heads slowly lifting, eyes sparkling with new found confidence, and hearts rekindled with hope. This place isn't just about individuals finding comfort; it's about fostering connections and breaking down the walls of isolation. The team at Carlton Community Hub, with the help of God and his guidance, orchestrates growth and healing. Through their efforts, people are not merely restored but renewed as active members of their community, ready to contribute positively."

Michael Singh,
Development Manager

Carlton Friendship Group

Initiated in April 22 as a trial in response to local people in Carlton enjoying the Carlton hub activities during the week, but feeling particularly isolated at the weekends, our Friendship Group has grown from strength to strength.

Shown below, it regularly has 35 attendees on a Saturday offering refreshments, social, interaction, quizzes and even sing-a-long music!

35 weekly attendees



RELIEF

Management and distribution of essential provision to help people out of crisis

A huge part of our work is the provision of emergency food via our East & West Nottingham franchise with The Trussell Trust. We believe strongly in their referral system, whereby individuals are referred to us, rather than self-referred. This ensures we are acting as good stewards of the food donated to us, and provides the information necessary to enable us to support those in need out of crisis.

All our foodbank teams together help make a real difference in people's lives. Whether one or many people arrive at a foodbank session, the most important thing is that our volunteers are there, ready and willing to support, with a warm welcome.



In total **9,749** foodbank vouchers were processed by our 14 foodbanks

an increase on last year of **599** parcels



Each parcel contained at least 3 days of nutritiously balanced food, so we provided a staggering

205,335

emergency meals - 11,601 more than 2021-22

helping individuals with 3 day food parcels

22,815

times

1289 more than last year

3,663

children fed

5,776

adults fed

1352

Foodbank sessions over all 14 locations



"The most important work we do is often not really about providing material things at all – as essential as that can be. The real 'gold' is helping people from despair to hope. That however tough things might be on the way, there can be a brighter future in store. Some of that is doing the material things. But a lot more of it is listening, giving time to people, showing we care about them and what they're going through, being alongside them, making them feel they belong and helping them see that they have real worth, potential and hope."

Iain Anderson, Support Manager

Some of our Foodbanks operate for a single session each week, others two, three or four sessions per week.

What is most vital and common amongst all, is the continual commitment of the volunteer teams, to keep the doors open, come rain, snow or shine, never quite knowing who or how many people will arrive.

RELIEF

Management and distribution of essential provision to help people out of crisis

Foodbank Referrers and Signposting

Our Foodbank referral system only works thanks to the relationships we build with local agencies and organisations, ensuring food gets to the right people, at the right time. Down from last year's 540 referrers, we cleaned our database, linking previously individually set up referrers to their organisations, and ensuring our only referrers are those best placed to identify those in crisis. These relationships also help us to build our local knowledge of the services on offer, enhancing our teams ability to signpost guests to additional help.

843 individual referrers

404 registered agencies



FareShare fighting hunger, tackling food waste

1550 foodclub boxes over the year

Hope House Foodclub

Established November 2021, our Community Foodclub has over 100 members with an average weekly attendance of 30-35. Surplus food is purchased from Fareshare and sorted into foodboxes which members collect.

A sense of community amongst the members is growing alongside the opportunity for a cuppa and a chat. It has also been wonderful to have seen new volunteer helpers taking a lead in running the club.

"We've been really impressed with the variety and quality of food and appreciate the value for money it offers" Foodclub Guest

"It's allowed me to try and experience some new foods and has made a real difference with affordability" Foodclub Guest

Guest help

A total of 41 Acts 435 referrals were made by our befriending team and fulfilled by our Acts 435 dedicated volunteers (left). Our role as advocate for the Acts 435 charity has enabled the provision of 28 white goods, beds, other furniture and ad hoc financial support for items such as school uniform, decorating materials and removal costs.



41

We have also signposted to The Arches, and used our own small discretionary fund (set up in memory of a deceased well loved guest - our dear friend Karl Rowland) to provide cooking equipment for homeless guests living in a tent, mobility scooter repairs, even a mobile phone for a homeless guest to support their job search.

We have also distributed warm items and slow cookers to vulnerable individuals thanks to the Mayor of Broxtowe campaign.

"Our Acts 435 partnership has helped guests who have lost belongings in house fires, who have moved from foster care to assisted living and so much more" Iain Anderson Support Manager

ACTS 435

ADVICE

Bringing wide range guidance to provide accessible, integrated direction in a supportive environment

Signposting our guests to other local organisations is a key aspect of our work, particularly for financial and welfare advice. Our mission is to provide specialist advice to reduce debt, maximise incomes and prevent future reliance on food banks.

We have continued to benefit from The Trussell Trust funding providing the two session a week Citizens Advice Broxtowe outreach in Beeston which commenced Feb 2022. This funding expanded in September 2022 and new advice services included one session of Step Forward Debt Advice in Beeston, two advice sessions provided by Nottingham & District Citizens Advice, one each in our Broxtowe and Aspley foodbanks. The Ark also began attending our Carlton Community Hub's two foodbank & cafe sessions. The total results over the period have been amazing, as shown below.



"Our advice worker, Jenni, has had terrific success stories including a lady on very low income from Universal Credit and attempting to care for her disabled son. Jenni discovered a 2 year long miscalculation and had the Department of Work & Pensions reconsider the award. This lady has been paid over £14,000 of back payment of benefit, alongside updated benefits of £600+ per month. This prevented the lady losing her home, facing court proceedings from council tax debts and untold levels of emotional distress.

Although, this lady's case is an extreme example of Jenni's work, it is indicative of the type of wrap around support having a welfare rights service located in a food bank can provide. We look forward over the next year to help alleviate hardship and poverty from more foodbank users. We look forward even more to the day when our society is such that these kinds of services are no longer required."

Joel Baldry, Project Manager, The Ark

317
guests supported with advice across 4 locations

156
guests achieved or are expected to gain financially



step forward money advice

29 people were helped to manage
£199,742
of debt with £23,442 written off

"A significant proportion of our foodbank referrals are as a result of debt, but this can be hidden under the tick box 'low income'. Helping people out of debt really needs dedicated and long term support"
Claire, Hope's Foodbank Coordinator

ADVICE

Bringing wide range guidance to provide accessible, integrated direction in a supportive environment

Sally Bestwick CEO of CA Broxtowe

"Our organisations have been working together for many years now since Hope Nottingham started their work in Beeston. Since then we have worked on joint funding bids, shared resources and trained each others staff and volunteers. We currently run outreach sessions in some of the Hope foodbanks several times a week.

During this time our organisations have worked on a variety of different successful projects and we have found Hope well organised with the ability to achieve any targets necessary.

They have strong management team with a willing and able volunteer workforce. Many of their volunteers have previously been clients who have developed skills and experience enabling them to transition from crisis.

The whole team carry out their work professionally, on time and to budget whilst always displaying empathy and compassion, always keeping the people they serve at the heart of everything they achieve.

They are extremely well regarded by partner organisations within Broxtowe and the wider community for their excellent work. As they have gone through a gradual expansion since inception they have integrated partnership working into their plans and it is a pleasure working with them to achieve positive and long term outcomes for their service users."

citizens advice Broxtowe



A total of **£195,866** in financial gains for guests across all advice providers

"Emma our Outreach worker from CA Broxtowe has become a true part of the Hope House Community. We are so grateful for The Trussell Trust funding & support to enable this service"
Dominique, Hope Director

58 of the guests are no longer expected to use a foodbank

"The guest presented at the foodbank, both her and her husband had recently been given leave to remain & work in the UK and their asylum support was ending. Both her and her husband had started work and were awaiting their first payment of Universal Credit. We assisted the client with applications for child benefit, child DLA and subsequently with Carers Allowance. These claims were required to be made consecutively as they couldn't be made until the previous benefit was in place. The family are £869 per month better off as a result of the advisers assistance."

Simon Mee
General Advice Service Manager
Nottingham & District Citizens Advice

citizens advice Nottingham & District



COMMUNITY

Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Hope House Cafe Beeston

Our free drop-in cafe 4 mornings a week, alongside our food bank, ensures guests are welcomed by true hospitality - food and friendship.

Breakfasts were provided free of charge, prepared and served by volunteers - our busiest day serving 61 by 10.15 am! The space was also used for celebrations including our Volunteers' week and Christmas celebrations.



120 breakfasts per week

A variety of regular and ad hoc support agencies have enhanced accessibility of help for our guests to offer 'pop-up' style sessions including local PCSO's, Framework Street Outreach, Broxtowe Housing team, Notts Police Cyber Crime team, NHS digital Inclusion, Beeston Rotary Club, Places of Welcome, Nottingham Trent University, Nottingham University and the Joseph Rowntree Foundation.





Hope Cafe at Carlton Community Hub

Carlton's twice weekly lunchtime cafe runs alongside the food bank and has a wonderful team of volunteers cooking light lunches including soup, toasties, chip cobs, and freshly based goods - real comfort food!

"Those visiting us for the first time are often shocked that they can get a home cooked meal, freshly baked cakes and unlimited hot drinks all for free" Volunteer

As well as Trussell Trust funded advice provision for foodbank users by The Ark, there is a regular outreach worker from Gedling Borough Council. There have also been visits from Gedling NHS Health advisory team, Better Housing, Better Health advisors and Nottinghamshire Fire Service.



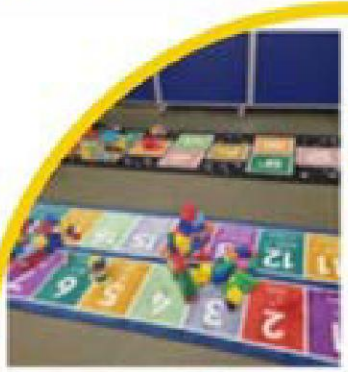
We are delighted that on Wednesdays the space is still used for community activities with The Active Health Coach still providing a weekly 'Falls Prevention Class', incorporating chair based exercise and opportunity for social connection after the class.

COMMUNITY

Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Supporting local families with young children

We provided 40 sessions of our Hope House **Little Angels Toddler Group**, led by our Youth & Community worker alongside our dedicated volunteers. Attendance in the first half of the year was erratic however since December 22 a small community of around 12 families has formed supporting each other, which has welcomed mums from a local refuge.









"You were all sent from God to me and I wouldn't have anything if it wasn't for you! I have lived in a hostel for 9 months and you at Hope have done more for me in a matter of weeks "

We are grateful to be able to partner with other local organisations, and our Carlton Hub continues to offer our facilities an afternoon a week for Netherfield Children's Centre to offer a similar 'stay and play' service.

40 sessions

"Just a big thank you for everything. Jade and the team have been a massive support to myself and children"

Toddler Group Guest

Children's Centre Service

Both the Beeston and Carlton activities provide families with an important access point to other services, such as drop-in cafes, foodbank and food club, helping local people build wider community connections.



Arts & Crafts at Hope Nottingham

Initially instigated and supported by Jigsaw, our Carlton Hub's Arts & Craft Group is a volunteer led initiative, held weekly. The three volunteer leaders offer the 20+ attendees a variety of crafts each week, including sewing, knitting, painting crochet, anything that takes the group's fancy. One guest who had never sewn before created the most beautiful patchwork quilt!



At Hope House, a small but developing dedicated card making group on Mondays and knitting group on Thursdays, provided a connecting activity for cafe guests.

COMMUNITY

Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Whilst all our activities are centred around building community connections, we continue a dedicated focus on projects aiming to reduce social isolation.

Our befrienders made over 1000 calls to isolated individuals

Two's Company Befriending

In partnership with Linking Lives' Two's Company befriending project, we supported 27 'Link friends', recruiting volunteers, providing training and support to the appointed befrienders, who make weekly calls to reduce loneliness and isolation in our community.

Those needing support were either referred or self-referred to our service. Our original Coordinator, who herself originally referred herself to the service, also produced monthly activity packs to send out to provide both a talking point and distraction from feelings of loneliness. We have continued this service, moving to digital packs where appropriate.



"Our friendship started in lockdown and I know how valuable it is to my link friend. Over time we have build trust and we both look forward to our weekly call" Hilary, Two's Company Befriender

"Even though my link friend is now in a home, we made a 'life friendship' and I'm continuing to visit him once a week. His eyesight is not good but we just have a cuppa and a chat" Two's Company Befriender

LINKING LIVES UK

Improving quality of life through friendship





Hope House Friendship Club

Originally only hosted at Hope House, we have had the responsibility of running the club since May 2021. The weekly Tuesday sessions meet the group's ongoing need for social interaction in a safe place. This year has benefited from our Friendship Coordinator having more communication with the local community resulting in local social prescribers encouraging new members. A consistent 15 members attend each week. Sessions have included quizzes, speakers, live music groups, card-making and origami.

Friendship Club Attendees fed back they come to friendship club "so I don't feel lonely", for "companionship" & "interaction with my age group", "to meet others and keep my mind occupied"

"I am fortunate to be a member of friendship club. We all appreciate the work that Rosie is doing"



COMMUNITY

Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Hope House Community Meal

Initiated and led by members of our community, our monthly Community Meal reached it's first year milestone having started in May 2022. We offer a two-course cooked meal for anyone in the community, on a 'pay what you can afford' basis. Our aim is to provide community connection as well as a hot meal in a warm, safe, and friendly space, also providing cooking and volunteering opportunities. We continue to take into account dietary requirements, with increased emphasis on vegan and gluten-free options. Where possible for key months, entertainment has also been provided such as live Irish music on St Patrick's night and quizzes. Christmas saw the busiest meal with 70 guests attending.



540 meals provided





Hope Community Allotment

Our hard working allotment team delivered additional freshly grown produce (strawberries, raspberries, potatoes, gooseberries, lettuce, spinach, cabbage, broccoli, apples, courgettes, tomatoes, squash, chard etc) for our Community food club, and to supplement emergency food parcels. It has also played a key role in providing fresh fruit and veg ingredients for our monthly community meal.

This year, the team have re-barked paths, netted growing beds and tunnels, all to enable better growing conditions. The core of dedicated weekly volunteers brave all kinds of weather, at times benefiting from from ad hoc corporate volunteer teams.







EMPOWERING

Enabling people to live more stable and fulfilled lives and find worthwhile occupation

We continued to provide multiple opportunities for local people to volunteer, reducing isolation, helping individuals gain confidence and make connections in their local communities, as well as providing meaningful opportunities to support others. We helped with skills development and support of particular guest development needs by providing:

Literacy Group

Our Literacy group volunteers provided around 39 group sessions on Mondays at Hope House, term time. Offering kind and tailored support to local people wishing to expand their skills in a safe environment, a core group of around 10 guests attend.

Focus has been on creative writing, poetry, and improving their literacy skills, as well as building a sense of community and enjoyment around learning by exploring language together.



ESOL Group (English for Speakers of Other Languages)

Our ESOL group developed in 2022 as an offshoot of the Literacy Group in response to local need, and thanks to Karen, our lead volunteer. The term time weekly group helps people who have recently arrived in the UK - mainly from Hong Kong, the Middle East and the local Pakistani community - to improve their English.

Teaching in small groups in order to tailor to the needs of the guests, our team of six volunteers have been able to support around twenty students, some of whom are developing further community links, now progressing to courses at Nottingham College and Nottingham Trent University.

Over 250 sessions across all activities

"One regular attendee comes as much for the social connection as he does for the practical help." Job Club Volunteer

Job and Computer Clubs

Our Employment Pathway volunteer team provided over 100 drop-in sessions at Hope House, and at Beeston and Stapleford libraries across the year. The sessions offer job search advice, help with online applications, C.Vs and general IT support, with weekly attendance of 10-15 guests across the sessions. The dedication of our volunteers were shown when one library closed for refurbishment and they wasted no time in securing replacement space at the Carnegie Centre ensure continuity of sessions in Stapleford.

We continued our partnership with Martin Curtis of Jigsaw at our Carlton Community Hub providing a fortnightly work club. We also appreciated his professional advice and time given to meet with our volunteers, sharing his expertise and resources.



EMPOWERING

Enabling people to live more stable and fulfilled lives and find worthwhile occupation

Youth Renew Wellbeing Cafe

We continued our partnership with Renew Wellbeing to offer a Thursday early evening Youth Café, to young people aged 9 - 14 years. Our focus is on providing a safe, calm space where 'it's ok to not be ok' and the five areas of wellbeing: connection, being active, taking notice, learning and giving.

Our Youth & Community Worker serves alongside a small team of volunteers to provide a safe and calm space, with shared food prepared together, craft and game activities, alongside optional reflection and prayer.

Although spaces are limited, and attendance sits between 10-12 young people each week, we believe this has greater impact than a traditional high attendance youth group. Many of the young people face individual challenges such as ADHD, autism, eating disorders or general mental health concerns, and our approach enables sharing of concerns.

"The behaviour of the young people has dramatically improved from this time last year. What a wonderful thing to witness."
Eleanor, Volunteer





"I love coming to youth – food is great, staff are lovely & we get to learn new things."
Young Guest



Prayer and Faith based activities

We endeavour to support the spiritual wellbeing of those in our community (whether guests, volunteers or staff). We recognise the role of chaplaincy, in being present with and alongside people, is one key way of doing this.

At Hope House, our Chaplain leads on our rhythm of prayer, and we offer a short morning and lunchtime prayer Monday to Thursday, at the start and end of cafe sessions. Entirely optional and low key, it has benefited guests, staff, and volunteers, as a moment to pause and reflect.

"Prayer time is really good. It revs you up for the day!"
Guest

Guests and volunteers also had opportunity to share in watching 'The Chosen' series 2 and 3, a story about the life of Jesus and a simple way to facilitate faith conversations, with the average of 8 attendees each week.

We also offered the 8 week 'Wellbeing Journey' produced by Hope and Kingsgate Church, attended by 10 per week. It explored a holisti approach to wellness (including our financial, physical, relational, emotional and vocational health). The course was further enhanced with two nutritionist led sessions, and one on spiritual wellbeing.

"It's good to observe other Christians... willing to learn, recognising each other's gifts and service, it's a blessing to be around others to see this. We shouldn't underestimate this."
Guest at 'Wellbeing"

Throughout the year, our Chaplain also supported staff and volunteers' wellbeing, offering 'as needed' and 'second level' support to guests referred by our volunteer befrienders, in single or 6 session blocks.



"The best bit was hearing other peoples' responses"
Guest at The Chosen

ENABLING

Developing a robust organisation with effective governance, policies and procedures

Policy Development

We continued our review and development of policies and procedures. Our existing policies included: Financial Control and budgeting; Equality, Diversity & Inclusion; Whistleblowing; Safeguarding; Driving & Vehicle Safety; Staff review; Leaves of Absence; Lone working; Domestic Abuse; Personal Relationships; Health & Safety; Supporting & Maintaining Staff Attendance; Recruitment, Induction & Probation.

This year saw review and development of the following:

- Code of Conduct and 'Dignity at Hope';
- Financial Reserves;
- Incident Management & Reporting;
- Resolutions policy (Grievance and Mediation);
- Compliments, Concerns & Complaints;
- Our Charitable objective to 'Advance the Christian Faith'.

In addition the following sub committees were set up:

- Finance - Treasurer, Deputy Treasurer, Director & Bookkeeper
- Christian Faith Focus Group - Chair, Trustee, Senior Management, Chaplain, Founder.
- Safeguarding - Director and Safeguarding Coordinators

"There is a very common & unhelpful misconception that 'policies and procedures' are just 'tick-box' exercises or stifle creativity or growth. I wholeheartedly disagree and have seen our policy development make a real difference to how we listen to and support each other, collaborate and make informed decisions"

Dominique Scott Hope's Director



Supporting our Foodbank Network

A huge focus post pandemic, has been re-building relationships with our satellite foodbanks. Our Area Foodbank Coordinator (appointed April 2023) has done an amazing job, travelling all around the city via bus and van, to support whichever of our 26 weekly Foodbank sessions.

This post also has responsibility for managing our food collection and distribution, overseeing a small volunteer van team, ensuring each foodbank is well stocked.

"We have at Meadows Foodbank, really appreciated Claire's assistance and support in her role. Both with managing guests with issues and stopping the misuse of vouchers, her swift action is appreciated. She also has a very sympathetic and helpful approach with volunteers."

John, long serving volunteer leader



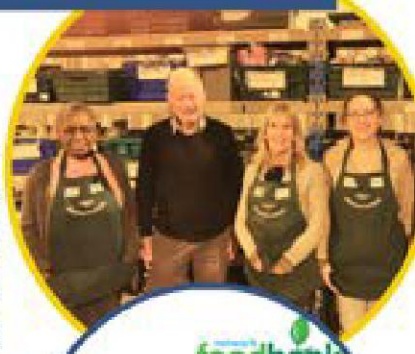
Russ Olding, Ops Manager The Haven Centre

"We have felt more connected to the work of the Foodbank across Nottingham. There are always frictions when ministries operate in partnership with other organisations, however you have helped our team feel part of something bigger than just our location whilst remaining a team in their own right""



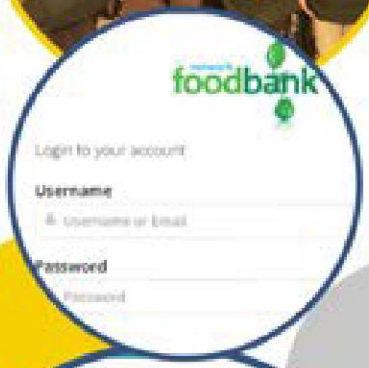
ENABLING

Developing a robust organisation with effective governance, policies and procedures



Improving our foodbank process with electronic referral

With more organisations supporting and referring remotely, winter postal strikes, being mindful of limiting paper waste, and effective use of time and resources, we recognised the limitations of our long used paper based foodbank vouchers. In November 2022 we ceased issuing paper vouchers, and began the huge challenge of switching existing referrers and our volunteer teams, over to an Electronic Referral System, supported by The Trussell Trust. We invested in tablets for the busier foodbanks, and our Foodbank Coordinator began the switch over project. Some have embraced more easily than others, and with such a large team of volunteers, we recognise this is a long-term and ongoing project. We are already seeing the benefits of going digital - any additional support needed by particular guests, or abuse of the voucher system can be quickly identified, our data is more accurate an up-to-date, and data protection is much improved. Our database of referrers also provides routes to signposting, and better understanding of how agencies are engaging with guests.





Sharing Hope Nottingham's Good News

A significant achievement in the period was the very low cost development (produced in-house), of a brand new website, which launched in November 2022 - a true celebration of the many things that Hope Nottingham is and does. Alongside this, we utilised a foodbank specific Trussell Trust seeded website. You can see both websites here: Hope Nottingham and East and West Nottingham Foodbank. Again, recognising the need to move from paper, and to communicate more widely and regularly with our supporters, we launched our Digital Newsletter in December 2022. Back issues can be viewed here. These projects have impacted both internally and externally, and we are proud to share the great work of our staff, volunteers, and partners, and their impact on and support of our guests. We recognise there is still more we can do to share Hope Nottingham's news. Future focuses will include social media, while still being ever mindful of managing our operating costs.

"This regular newsletter is wonderful, and I can't thank those involved enough for the time in thinking, producing and sending it on a regular basis. It really helps to know what is going on as we can only sense a little bit of it where it is relevant to what we do. As a volunteer, I can see how the staff deal with so many different areas of concern and still have that wonderful sense of humour. I love to see the smiles and laughter and, sometimes, concern for each other. Keep it up! I can honestly say I'm glad to be a very miniscule part of Hope House."

Elizabeth, one of our Office Angel Volunteers



Looking forward 2023-2024
Continuing our 3 year Strategic Priorities (Year 2)

Our Vision will continue to be that local neighbourhoods in Nottingham are inspired and supported in their growth to become Communities of HOPE, addressing poverty of resource, relationships and identity, via provision of our GRACE model of Christian Community Development, enabled by volunteering.

Having had 3 trustees come to the end of their terms in 2022-23, two new trustees in post, and at least a further two to be recruited to achieve our current minimum target of 7, it is essential we focus on our Governance team. This will include robust recruitment, selection and induction as well as encouraging active involvement and connection in the day-to-day.

In order for us to pursue our vision, we continue our strategic phase to **reflect, review and strengthen** our existing activities and ways of working, focusing on the following priorities:

Engage our People

Positively engage with our people (staff, volunteers, Trustees), to ensure we are living our Vision, Mission & Values

Living our values of Working Together, Belonging & Trust

We will review and refresh our volunteer management, alongside set up of a new volunteer management system for internal communications, engagement activities, and training. This will be informed by a volunteer survey in Autumn 23.
With a high proportion of new Trustees in our Board, it is essential they are properly engaged with our Mission, Vision & Values and connect well with each member of our staff team for mutual benefit.

Our Partnerships

Review, nurture and develop our partnerships to ensure they are well defined and in line with our Vision, Mission & values

Living our values of Trust, Working Together & Positive Change

We will continue the detailed review of current partnerships using feedback, learning from the past, and identifying new opportunities. We must prioritise getting updated and documented Memorandums of Understanding set up for all foodbank locations. Expanding and maximising our corporate partnerships is also vital, whether to enhance our knowledge, resources or financial sustainability.

Looking forward to 2023 - 2024

Quality Services



Deliver quality community led and based services that meet the need of each Hope Nottingham location.

Living our values of Compassion, Belonging & Positive Change

We will continue our ongoing review of all Hope Nottingham's current activities, ensuring that the staff and volunteers involved are suitably recruited, trained, resourced, and supported to effectively meet local need.
We will work with local leaders and communities proactively, to further develop services as a longer term project, prioritising as necessary.

Communications



Invest in our marketing and communications to deepen and expand our community reach.

Living our values of Working Together, Belonging & Positive Change

Following great feedback on our new website, we plan to refresh it annually with new photos, and focus on making food and fund-raising resources easily accessible for our supporters. We will expand on our well received digital newsletter, creating one specifically for foodbank referrers. As well as focusing on Facebook, we aim to develop our faith-based communication, including providing faith based resources for our website.

Understand our Impact



Understand the impact of our work and interactions so we can be informed and agile in our support of local people.

Living our values of Compassion, Trust & Positive Change

We will look for appropriate ways to educate our staff team in measuring impact. This year we will proactively seek guest views through feedback slips in all locations, a volunteer survey. We will hold planned meetings with volunteer teams and partners to ensure our support is well informed. Sensitivity in collating and reporting on our impact is key, and through this we will demonstrate our core values of trust, compassion, positive change.

Financial sustainability



Generate income and fundraise to ensure a sustainable future so Hope Nottingham can meet growing local need.

Living our values of Working Together, Trust & Positive Change

Focus will be on building fundraising capacity through trial of a part time bid writer, and our new Volunteer Manager focusing on developing fundraising volunteering opportunities, for both individuals and corporates. We will research and invest in a new supporter database, to be better informed about our current giving patterns, and to enhance our abilities to thank donors promptly and appropriately.

A prayer of thanks for the last year and of blessing and hope for the year ahead from our Founder



In my first year as no longer Director of Hope Nottingham, I've visited our various food banks and community hubs, with such gratitude to God, and to so many people continuing to do amazing work each day, showing compassion, and enabling such positive changes in many people's lives.

As I've read this report, I'm left with a sense of awe and wonder. I wonder how I ever managed to oversee it all. Well, maybe I didn't – manage that is! Nevertheless, I'm extremely grateful to my successor Dominique, the trustees, all the staff team, the many volunteers, and countless supporters, that continue to take this work on to new heights.

Although the scale of what we do is now quite breathtaking, one of the ways I am most blessed, is when I see individual people who are so moved by the practical love of God that we have been able to share with them, that they join in and help others. Those who have appeared to have no hope, become bringers of hope to others.

With these things in mind, I offer this prayer:

"Loving God, we are thankful that You have helped so many of us to work in unity to bring love, compassion and practical help to so many people in and around Nottingham.

We thank you, that as we have united in this way, we have continued to grow as a community that reflects your love for us.

We pray now that you would continue to bless this work, that those who help and those that are helped may discover God's blessing and peace in and for each other.

Amen!!"

Read the history of Hope Nottingham's growth from breakfast on a camping stove to today here



You can watch Nigel speaking about the Hope Nottingham story and his love of doughnuts here

Governance structure

Legal status

Hope Nottingham is a Charitable Incorporated Organisation registered in England and Wales number 1161248. We were established in 2010 and incorporated in 2015. We are governed by our Articles of Association, last reviewed and adopted on 13 April 2015, which sets out our principle objectives: the relief of poverty, sickness and distress, and to advance the Christian faith.

Governance

The Trustee Board are the charity's governance and legal directors. They make all major decisions, and meet 6 - 9 times a year to discuss and agree policy and the strategic direction of the charity.

Members of the Board serve a three-year term, after which they are eligible for re-appointment for a further two 3-year terms. They have the responsibility for governance and strategic direction of Hope Nottingham, ensuring we uphold our vision, mission and values and deliver on our key objectives. All Trustees gave their time voluntarily and received no benefits from the charity.

Hope Nottingham aims to have a range of skills on the Board and uses a skills audit to identify and address any skills deficits. Existing volunteers can elect new trustees.

Trustee recruitment, appointment & selection

Trustees are recruited via advertisements and by word of mouth. Applicants are asked to complete an application form and then shortlisted. Applicants are interviewed using a structured interview format by the Chair and at least one other Trustee and prospective appointees are then Basic DBS checked and references sought. If successful, they are then invited to attend a Trustee meeting as a guest at which the other trustees can vote.

Trustee Induction & training

New Trustees receive an induction which includes a visit to, and tour of Hope House, to familiarise themselves with the charity and its operations. They are also invited to complete appropriate external training and cascade the learning as appropriate. New Trustees are required to read the Charity Commission document CC3 - 'The Essential Trustee: what you need to know, what you need to do', and complete a Declarations of Interest and sign the charity's Code of Conduct.

Our Board of Trustees during 2022-23



Dr Paul Kirkwood (Chair) brings 32 years' multi-national heathcare company experience, with technical management roles including Director of Manufacturing, Director of Security and Crisis Management, and Director of Health, Safety, Environment and Security. He lives in Nottingham and joined Hope as a volunteer in 2014, has been a Trustee since 2015 and became Chair in 2017.



Mary Heritage worked in the NHS for 35 years, most recently in Senior Leadership, and was Chair of the Royal College of Speech and Language Therapists (2020-22). She has vast experience of governance, community partnerships, patient engagement and is a Qualified Coach. Now Senior Lecturer at the University of Lincoln, she has been involved with Hope since 2008, a Trustee since 2016 and stepped down in February 2023.



Dr Simon Duxon is currently employed as a Consultant at Ikano Bank. He volunteered at the forerunner of Hope Nottingham - Parish Pantry - cooking breakfasts and befriending, and became a Trustee of Hope Nottingham in 2017. He became Treasurer in 2017. Simon lives in Nottingham and has been an active member of local churches, with both Church warden and Treasurer roles. He stepped down in February 2023.



Callum McNab has over 10 years' experience in Human Resources, Employment Rights and workplace best practice. A current Civil Servant, he started his career at the Advisory, Conciliation and Arbitration Service (ACAS), and has worked for several government Departments and Agencies in HR roles. Callum lives in Nottingham and joined Hope as a Trustee in early 2020 and served until Feb 2023.



Anne Willmot brings over 20 years of charity experience, working with business leaders, Government and voluntary sector organisations at the Prince of Wales Responsible Business Network, and Business in the Community. Anne lives in Nottingham, is a Church Warden of a local church and joined Hope as a Trustee in 2020 taking on the role of Secretary.

Our Board of Trustees cont'd



Christiana Zowonu has 30 years' experience in Accountancy and Finance, currently working as a Financial Controller. She has been involved with various charities for over 10 years as both Treasurer and Fundraiser, and is enthusiastic about passing on her knowledge of accountancy. Christiana lives and worships in Nottingham, and joined Hope as Assistant Treasurer in 2020 and overall Treasurer in Feb 2023.



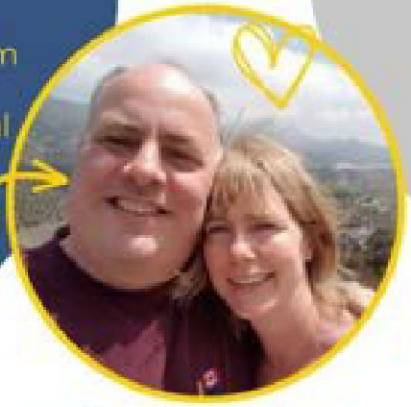
Charlotte McCourt joined in Feb 23 and is an accredited member of the Civil Mediation Council, experienced workplace mediator and level 7 Human Resource Management lecturer. She manages her own HR Consultancy supporting organisations with HR training and projects. Her passion is people engagement. Charlotte has also previously worked for a Catholic Schools Trust and lives near our new Carlton Hub.



Jez joined in Feb 23, bringing 25 years experience in leadership and management roles for multi-national engineering firms. He previously led a local charitable social enterprise, spent 5 years as a Business Manager in a local school and still provides consultancy. He volunteers at Citizens Advice, Bilborough food bank and maths tutors at a local school. He lives in Beeston and worships at St Barnabas in Lenton Abbey.

"It has been a privilege to be involved with Hope Nottingham since its first inception, first as a volunteer and secondly as a trustee. The work the staff and volunteers do there is amazing and I wish to thank them for that both past and present. I would also like to thank the trustees for their support over the years. I wish the best for Hope Nottingham in the future and hope to be involved again when personal commitments allow."

Simon Duxon
Long time Volunteer & now former Trustee



"I have loved playing a part over many years bringing in insight and experience from my work life, and offering ideas for the strengthening of strategic direction and governance. Hope Nottingham is a very special organisation to be involved with – and the impact of its work on our City and our people continues to be inspiring – a wonderful opportunity to be part of something so transformational."

Mary Heritage, now former Trustee 2016 to 2023 & now volunteer coach to our Director



Our sincere thanks to all our outgoing, current and soon to be appointed Trustees – **"Plans fail for lack of counsel, but with many advisors they succeed." Proverbs 15:22**

Our Staff Team

Senior Management

Operational management is delegated by the Trustees to the Senior Management team, who are accountable to the Trustee Board for the stewardship of the charity. During this period the Senior Management Team consisted of:

Dominique Scott - Interim Director May 2022 and made permanent April 23

Michael Singh - Development Manager

Staff Team

In this period Hope Nottingham employed a total of 13 staff, with only 2 being full time and the rest part time, totaling a full time equivalent of only 8.3 (310 hrs per week) to oversee the activities of the 350 registered volunteers, 14 foodbanks inlcuding 2 hubs and numerous activities.

Remuneration

Our pay rates are historically based on the National Joint Council (NJC) pay scales in terms of definitions of responsibilities, and benchmarked against other charities as part of our commitment to fair and equitable pay. We are committed to providing the Real Living Wage as stated by the Real Living Wage Foundation, and any spine points which fall below this are uplifted accordingly. If a post's levels of responsibility change significantly, we will review the salary to ensure it is appropriate and revise it if necessary. We reserve the right to re-evaluate our pay structures, but will do so in proper consultation with our team. The Trustee Board oversees the pay, pension and benefits of all staff. We endeavour to provide an annual cost of living increment, although this cannot be guaranteed. The increases are researched and determined by the Trustees bearing in mind affordability for the charity and economic factors.

Equality & Diversity

We are committed to our Equality, Diversity & Inclusion policy and procedures, ensuring Equality Impact Assessments are now included in the development of all policies. We also promote 'Dignity at Hope' with clear guidelines on expected standards and how to report concerns.

Trustees' Report

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales. Guests can come to any Hope Nottingham activity or event and receive various kinds of help and support without any charge.

We have considered the information contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives, and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. All our charitable activities further our charitable purposes for public benefit, focusing a wide range of activities that address both immediate needs and seek to move people towards personal growth and fulfilment.

Risk Management

We have a risk management policy and register to ensure identified risks are monitored and mitigated. The Director and Trustees consider new risks at each Board meeting. Our key risks and their mitigation are:

- Loss of or significant decline in fundraising - in 2023-24 we will continue out Fundraising review and trial a part time bid writer role;
- Large un-forseen building expenditure - we continue to take a proactive approach to building upkeep and maintenance;
- Significant financial investment in acquisition and running of the Carlton Community Hub - clear budgeting and proactive fundraising;
- Key person (be they staff or volunteers) dependency - we ensure robust systems to understand roles and standard operating procedures and to ensure good management of our people, and are focused on supporting their well-being and contribution;
- Staff and volunteer training - investment will be made to ensure our people are as engaged as possible to deliver quality guest service;
- Disconnection with our remote locations - we continue to work to avoid this through operational support, comms and engagement.

Safeguarding

We recognise our legal and moral responsibility to protect everyone involved in Hope Nottingham from harm. In this period we had appointed staff as Designated Safeguarding Lead and Deputy Lead, and review our detailed Safeguarding Policy annually.

We are members of Thirtyone:eight - an Independant Christian Charity who provide advice, resources and training in Safeguarding, and facilitate our DBS checks.

Financial Review

Financial review

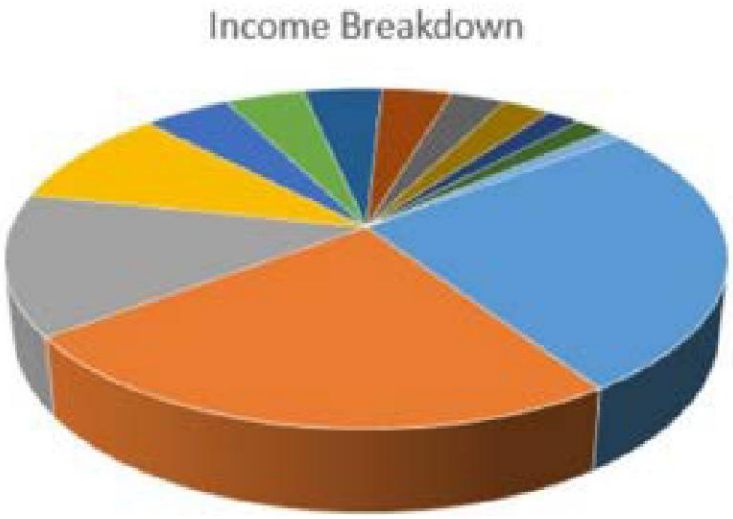
The financial position of the CIO is strong at the end of the year, being blessed with £283,601 in general funds, following the various support detailed below. The trustees are very happy with this position, which will help our strategic objectives, particularly the continued development of our Carlton Community Hub, strengthening our Satellite foodbank relationships, responding to increased demand, food stocks sustainabiliy and focusing on our strategic priorities.

Donated & Purchased Food

Our foodbanks could not operate without the generous volumes of food and essential items such as toiletries, laundry, hygiene products and nappies which are donated to all of our foodbanks. We are truly blessed by the individuals, groups, schools, colleges, Universities, workplaces and businesses supporting us. For the first time we have included the equivalent cash equivalent value of donated food as an income and direct expenditure of £167,305 in our formal accounts. We are keen to highlight this, alongside the Household Support fund that has also inflated our income by another £175,000 spent entirely on food and which is unlikely to continue beyond March 2024.

Income breakdown

In the year July 22-23 our financial income amounted to £708,466 a considerable increase of £349,225 on last year's £359,221, largely based on the Household Support Fund (total £183,500), increased cost of living support grants, an unexpected legacy, and ad hoc donations.



- Household Support Fund 26%
- Individual Donations inc Gift Aid 24%
- Other Grants & Donations 13%
- Trussell Trust 10%
- Corporate Support 5%
- Garfield Weston 4%
- Notts County Council 4%
- Church Donations 4%
- Rausing Trust 3%
- Beeston Consolidated 3%
- Lettings and FoodClub 2%
- Broxtowe Borough Council 2%
- Community Donations 1%

Financial Review continued

Fundraising

We are incredibly grateful to our financial supporters for their continued generosity. Without them, we couldn't continue our work. Our voluntary income comes through a wide range of sources. We have recognised our reliance on grants and, as part of our strategic priorities will continue to focus on raising awareness of our work and providing more opportunities to support our fundraising efforts. Hope Nottingham does not engage professional fundraisers. We currently use a number of fundraising platforms, the most popular being Local Giving, CAF and Stewardship.

Individual giving

Individual giving accounted for £144,703, £12,551 of which was restricted, largely to the Carlton Hub, Food or Satellites. Individual giving was boosted by all the activities of our partnership with Victoria Centre whose efforts in encouraging donations, through various events, amounted to £17,991. In addition we also had an unexpected £10,000 legacy.

Grants

The large unsolicited Household Support Fund enabled us to meet foodbank demand, and our financial position would be very different without it. We also received significant funds from local councils, other charities and funders (full details shown p57). We recognised a key person dependency on grant applications by our Founder, and will work to address this.

Church and Community

Donations via local churches amounted to £26,512 with £2,500 restricted for our allotment, £3,739 for Carlton, £681 for food, and £456 for our Satellites. We have many volunteers from different churches and are proud to help different denominations to serve local need. Various community groups also supported us donating funds of £6,490 unrestricted, and £1,466 restricted for Carlton.

Corporate support

We were delighted to accept an unrestricted £21k donation from Capital One in Dec 22, £5,811 from John Deere (with £5311 spent on food), £2,000 from LDC (food), £2,000 from British Gas, £1,350 sponsorship of our Beeston Café from Interim Consult, £1,000 Amptron Electrical Services, and many other small corporate gifts through the year, alongside food donations and volunteering.

Income from trading

To assist in funding our running costs, and where it doesn't interfere with services, we will take room bookings at both Carlton and Beeston, which generated £4,266. Our Foodclubs - where fresh food boxes are sold for £3.50 (but with value of £15-£20) brought in £8,570 covering FareShare foodcosts and consumables, with limited surplus towards overheads such as utilities and staff support.

Financial Review cont'd

Satellite Foodbank funds

The day to day finances of our remote foodbanks - 11 based in local churches and one in a council run library, are organised by location, reflecting their unique situations. Bilborough library and Wollaton (alongside our owned hubs Beeston and Carlton) are reported under Hope Nottingham, whilst the remaining are handled by their respective host church. Meadows, the largest of the foodbanks in terms of income, runs its own constituted leadership. Finances are under ongoing review and we will support with management and reporting as needed. Our foodbank hosts do not charge us any rents and we are very grateful to be able to assist in these communities, providing food and distribution and staff support, predominantly via our Volunteering Manager, Area Foodbank Coordinator and Director.

How we spent our money

Salaries and staff costs account for our biggest expenditure, and although our full-time staff equivalent has grown from 7.7 in June 22 to 8.3 in June 23, we are pleased this remains low despite our management of 2 community hubs, 14 foodbanks, and oversight of a volunteer team of around 350 individuals. This increase is explained by re-allocation of duties following the Ops & HR Manager moving into a Director role, and Development Manager focus on the Carlton Hub, leading to necessary changes at our Beeston hub.

Our annual staff pay review was moved from a historical July to April to coincide with Government Minimum Wage changes. Our review provided an increase equivalent to £1 per hour on all roles, following the National Joint Council's approach of 2021, providing higher % increase to lower earners.

Premises costs and general running costs were the next biggest expenditure, and additional costs were incurred for the development of the Carlton Hub as we launched additional activities, made building improvements and incurred lease costs. We appreciated rent free periods from the Methodist Church for the first half of the year and benefited from corporate support in maintenance and gifts in kind.

Restricted funds were all spent as intended including for food, advice provision, and for specific staff roles and activities.

We remain incredibly grateful for the extensive volunteer commitment which enables us to deliver our services and support at overall minimal cost. At the same time this allows us to offer so many volunteering opportunities across our numerous activities, in line with our mission for inspiring and growing communities of hope.

Financial Review cont'd

Restricted funds

Restricted funds are those unspent funds which have been allocated for specific activities as opposed to Hope Nottingham's general operations. At 30th June 2023, the value of those funds was £101,641 including £26.5k restricted for the Carlton Community Hub, £54k for Hope House in Beeston, (which includes £37k for Advice provision), £13.3k for food and £7,369 for Satellite Foodbanks.

Reserves policy

In past years, the aim of the CIO was to have a minimum of 3 months of free reserves in line with Charity Commission guidance. This is to mitigate against the risk of unexpected events that may put us in financial difficulty. For example, a serious decline in expected income levels, a premises issue requiring significant financial resource to rectify or that closes a premises for significant time, or an event affecting our reputation. However, being in a strong financial position has allowed an in depth review. With increased liabilities, including lease commitment through the Carlton Hub, and general staffing, our position on necessary reserves has changed considerably.

For Hope Nottingham we have now considered how we would meet all our financial liabilities should the organisation cease trading, including lease exit costs, staff notice and redundancy payments, and close down costs. These have been estimated at £108,000. Therefore, the amount in our emergency fund, which can only be released with the agreement of the majority of trustees, has been increased accordingly. At the end of the year we held an additional £175,601 in general unrestricted funds.

Custodian funds

Our partnership with the Acts 435 charity enables Hope Nottingham to assist individual guests. Acts 435 is a national charity that provides small scale grants for specific items/costs for individuals in need. The Acts scheme works by posting the guests' need (without identifying details) on their website, where members of the public can choose to donate to any specific need they wish. When the target amount is raised, Acts send the funds to Hope Nottingham who contact the guest to arrange the purchase and delivery of the item(s) requested.

The funds Hope Nottingham receives are therefore managed on behalf of Acts 435 and are shown in their accounts. £5970 was paid out for guests in the same period; therefore £200 was carried forward at 1st July 2023. The individual amount received for each application was usually £150.

On occasion guests contribute additional funds for purchase of items with £179 received and £129 spent in the period, with a closing balance of £50.

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

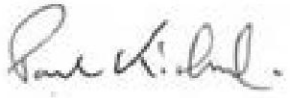
The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Trustees of the charity on 23rd Jan 2024 and signed on its behalf by:



Dr Paul Kirkwood
Chair of Trustees

Other trustees in post during this reporting year:

- Simon Duxon (stepped down 21st May 2023)
- Mary Heritage (stepped down 23rd April 2023)
- Callum McNab (stepped down 27th March 2023)
- Christiana Zowonu
- Anne Willmot
- Jez Barnard (appointed Feb 23)
- Charlotte McCourt (appointed Feb 23)

New Trustees appointed after year-end, present for accounts approval:

- Kevin Pallister (appointed Dec 23)
- Helen Crandley (appointed Dec 23)

Independent Examiner's Report

Independent examiner's report to the trustees of Hope Nottingham CIO

I report to the trustees on my examination of the accounts of Hope Nottingham CIO (the Charity) for the year ended 30 June 2023.

Responsibilities and basis of report

As the trustees of the charity, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

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

Independent examiner's statement

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

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

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

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

.....

John O'Brien MSc, FAIA, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Date: 25th January 2024

Statement of Financial Activities for the Year Ended 30 June 2023

	Note	Unrestricted £	Restricted £	Total 2023 £	Total 2022 (restated) £
Income and Endowments from:					
Donations and legacies	2	317,528	-	317,528	183,924
Charitable activities	3	-	545,171	545,171	344,467
Other trading activities	4	12,836	-	12,836	4,544
Investment income		216	-	216	-
Total Income		330,580	545,171	875,751	532,935
Expenditure on:					
Charitable activities	6	(239,415)	(516,228)	(755,643)	(552,981)
Total Expenditure		(239,415)	(516,228)	(755,643)	(552,981)
Net income/(expenditure)		91,165	28,943	120,108	(20,046)
Gross transfers between funds		4,680	(4,680)	-	-
Net movement in funds		95,845	24,263	120,108	(20,046)
Reconciliation of funds					
Total funds brought forward		187,756	77,378	265,134	285,180
Total funds carried forward	15	283,601	101,641	385,242	265,134

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for the period is shown in note 15.

Statement of Financial Activities for the Year Ended 30 June 2022

These are the figures for the previous accounting period and are included for comparative purposes:

	Note	Unrestricted £	Restricted £	Total 2022 (restated) £
Income and Endowments from:				
Donations and legacies	2	183,924	-	183,924
Charitable activities	3	93	344,374	344,467
Other trading activities	4	4,544	-	4,544
Total Income		188,561	344,374	532,935
Expenditure on:				
Charitable activities	6	(239,933)	(313,048)	(552,981)
Total Expenditure		(239,933)	(313,048)	(552,981)
Net (expenditure)/income		(51,372)	31,326	(20,046)
Gross transfers between funds		(1,531)	1,531	-
Net movement in funds		(52,903)	32,857	(20,046)
Reconciliation of funds				
Total funds brought forward		219,811	65,369	285,180
Total funds carried forward	15	166,908	98,226	265,134

Balance Sheet as at 30 June 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	10	16,243	14,844
Current assets			
Debtors	11	9,571	4,360
Cash at bank and in hand	12	372,233	256,777
		381,804	261,137
Creditors: Amounts falling due within one year	13	(12,805)	(10,847)
Net current assets		368,999	250,290
Net assets		385,242	265,134
Funds of the charity:			
Restricted income funds			
Restricted funds	15	101,641	77,378
Unrestricted income funds			
Unrestricted funds		283,601	187,756
Total funds	15	385,242	265,134

The financial statements on pages 35 - 51 were approved by the trustees and authorised for issue on:

23rd January 2024

and signed on their behalf by:

Christiana Zowonu
Treasurer / Trustee

Cash Flow Statement for the Year Ended 30 June 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income/(expenditure)		120,108	(20,046)
Adjustments to cash flows from non-cash items			
Depreciation		4,451	3,280
Investment income		(216)	-
		124,343	(16,766)
Working capital adjustments			
(Increase)/decrease in debtors	11	(5,211)	1,713
Increase in creditors	13	1,958	1,940
Net cash flows from operating activities		121,090	(13,113)
Cash flows from investing activities			
Interest receivable and similar income		216	-
Purchase of tangible fixed assets	10	(5,850)	(8,731)
Net cash flows from investing activities		(5,634)	(8,731)
Net increase/(decrease) in cash and cash equivalents		115,456	(21,844)
Cash and cash equivalents at 1 July		256,777	278,621
Cash and cash equivalents at 30 June		372,233	256,777
Reconciliation of net cash flow to movement in net funds			
Increase/(decrease) in cash		115,456	(21,844)
Net funds at 1 July 2022		256,777	278,621
Net funds at 30 June 2023		372,233	256,777

All of the cash flows are derived from continuing operations during the above two periods.

Notes to the Financial Statements for the Year Ended 30 June 2023

1. Accounting Policies

Statement of compliance

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

Basis of Preparation

Hope Nottingham CIO meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction values unless otherwise stated in the relevant accounting policy notes.

Going Concern

The financial statements have been prepared on a going concern basis. The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probably that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregates similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Notes to the Financial Statements for the Year Ended 30 June 2022

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Motor vehicles	20% straight line
Computer equipment	33% straight line
Leasehold improvements	straight line over the remaining term of the lease

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds and resources set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post-retirement obligations

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity. Pension costs charges in the Statement of Financial Activities represent the contributions payable by the charity during the year.

2 Income from donations and legacies

	Unrestricted funds		Total	Total
	Designated	General	2023	2022
	£	£	£	£
Donations and legacies;				
Donations from companies, trusts and similar proceeds	-	28,698	28,698	26,444
Donations from individuals	1,511	179,925	181,436	100,106
Legacies	-	10,000	10,000	-
Gift aid reclaimed	-	15,410	15,410	13,211
Grants, including capital grants;				
Government grants	-	8,500	8,500	23,925
Grants from other charities	-	73,484	73,484	20,238
	1,511	316,017	317,528	183,924

Notes to the Financial Statements for the Year Ended 30 June 2023

3 Income from charitable activities

	Restricted funds	Total 2023	Total 2022 (restated)
	£	£	£
Grants & donations	377,866	377,866	170,753
Donated food	167,305	167,305	173,714
	545,171	545,171	344,467

Value of Donated Food: A reliable value of donated food stock can now be calculated. The reported figure equals the total weight of food donated to the 4 locations where Hope Nottingham manages the foodbank funds x £2.37 (a figure provided by Trussell Trust as the current fair value of food per KG). The other 10 satellite foodbank locations, where the host churches manage the foodbank finances, have been advised of their own SORP obligations.

4 Income from other trading activities

	Unrestricted funds	Total 2023	Total 2022
	General		
	£	£	£
Property rental income	4,266	4,266	4,544
Food Club	8,570	8,570	-
	12,836	12,836	4,544

Notes to the Financial Statements for the Year Ended 30 June 2023

5 Grants and donations

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Individual giving	132,152	12,551	144,703
Church & Community	18,851	7,661	26,512
Nottinghamshire County Council	-	29,684	29,684
Nottingham City Council	8,500	175,000	183,500
Trussell Trust	15,684	51,750	67,434
Rausing Trust	-	20,800	20,800
Beeston Consolidated	250	18,000	18,250
Broxtowe Borough Council	-	12,000	12,000
The Jones 1986 Charitable Trust	-	10,000	10,000
National Grid	-	10,000	10,000
Jigsaw Homes	-	9,000	9,000
John Deere	500	5,311	5,811
Screwfix	-	5,000	5,000
Thomas Farr	-	3,000	3,000
Gedling Borough Council	-	2,570	2,570
LDC	-	2,000	2,000
Interim Consultancy	-	1,350	1,350
Amptron Electrical Services	-	1,000	1,000
HMRC Gift Aid	15,410	942	16,352
Garfield Weston	30,000	-	30,000
Capital One	21,000	-	21,000
G Duffin legacy	10,000	-	10,000
Robin Hood Fund	10,000	-	10,000
Anonymous donation	5,000	-	5,000
The Nottingham Samuel Fox Foundation	5,000	-	5,000
Astley Charitable Trust	3,000	-	3,000
Co-Op Local Community Fund	2,448	-	2,448
British Gas	2,000	-	2,000
Places for People	2,000	-	2,000
Sage Trust	1,800	-	1,800
Rotary Club Beeston	1,500	-	1,500
Age Concern Chilwell	1,000	-	1,000
Royal Sussex Lodge No 402 Benevolent Fund	1,000	-	1,000
Other grants/donations	30,433	247	30,680
	317,528	377,866	695,394

Notes to the Financial Statements for the Year Ended 30 June 2023

6 Expenditure on charitable activities

	Designated £	General £	Restricted £	Total 2023 £	Total 2022 (restated) £
Food club costs	-	4,460	-	4,460	6
IT costs	-	2,605	1,852	4,457	2,744
Carlton Hub	-	1,403	26,890	28,293	10,648
Premises costs	-	9,835	15,909	25,744	20,232
HR & Training (staff) costs	-	9,525	13	9,538	17,000
Satellite costs	-	663	164,228	164,891	561
Hope cafe costs	-	2,724	1,675	4,399	3,115
Depreciation	-	3,281	1,170	4,451	3,280
Salaries	-	185,300	80,349	265,649	262,274
Foodbank costs	-	738	14,350	15,088	36,989
Employment pathway costs	-	190	310	500	359
Allotment costs	-	368	1,129	1,497	917
General running costs	90	6,097	(1,048)	5,139	7,397
Children & young people costs	-	606	481	1,087	491
Vehicle running costs	-	5,701	-	5,701	6,857
Friendship (linking lives) costs	1,548	98	300	1,946	211
Fundraising costs	-	2,186	-	2,186	1,544
Advice provision costs	-	-	41,972	41,972	3,502
Management costs	-	1,340	-	1,340	975
Other costs	-	-	-	-	165
Value of donated food given away	-	-	167,305	167,305	173,714
Internal transfers	-	657	(657)	-	-
	1,638	237,777	516,228	755,643	552,981

Value of donated food given to beneficiaries: Food is distributed to beneficiaries in crisis, via a robust referral system. However, due to the limitations of a volunteer led operation and the volumes of food involved, plus the limited shelf life of donated food, we cannot currently rely on the accurate recording of weights distributed or disposed of. Therefore the 'Value of Donated Goods' figure has been used to provide an estimated 'Value of Food given to Beneficiaries' in accordance with 6.26 of the Charities SORP.

Notes to the Financial Statements for the Year Ended 30 June 2023

7 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	247,078	241,426
Social security costs	14,024	15,352
Pension costs	4,547	5,496
	265,649	262,274

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2023 No	2022 No
Average weekly number of employees	13	14

8 (2022 - 10) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £4,547 (2022 - £5,496).

No employee received emoluments of more than £60,000 during the year

The total employee benefits of the key management personnel of the charity were £107,419 (2022 - £137,174).

8 Independent examiner's fees

During the period, the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2023 £	2022 £
Independent examination	790	750
	790	750

9 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Notes to the Financial Statements for the Year Ended 30 June 2023

10 Tangible fixed assets

	Leasehold Improvements £	Motor vehicles £	Computer equipment £	Total £
Cost				
At 1 July 2022	8,731	10,200	1,850	20,781
Additions	5,850	-	-	5,850
At 30 June 2023	14,581	10,200	1,850	26,631
Depreciation				
At 1 July 2022	624	4,080	1,233	5,937
Charge for the year	1,794	2,040	617	4,451
At 30 June 2023	2,418	6,120	1,850	10,388
Net book value				
At 30 June 2023	12,163	4,080	-	16,243
At 30 June 2022	8,107	6,120	617	14,844

11 Debtors

	2023 £	2022 £
Trade debtors	338	534
Prepayments	6,694	2,943
Other debtors	2,539	883
	9,571	4,360

12 Cash and cash equivalents

	2023 £	2022 £
Cash on hand	674	531
Cash at bank	371,559	256,246
	372,233	256,777

Notes to the Financial Statements for the Year Ended 30 June 2023

13 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	1,640	5,265
Other taxation and social security	3,634	2,933
Other creditors	3,339	2,649
Accruals	4,192	-
	12,805	10,847

14 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2023	2022
	£	£
Land and buildings		
Within one year	15,400	3,400
Between one and five years	43,000	17,000
After five years	22,950	26,350
	81,350	46,750
Other - Copier		
Within one year	-	70

Notes to the Financial Statements for the Year Ended 30 June 2023

15 Funds

	Balance at 1 July 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2023 £
Unrestricted funds					
General					
Central	187,756	329,069	(237,777)	4,553	283,601
Designated					
Community meal	-	1,511	(1,638)	127	-
Total unrestricted funds	187,756	330,580	(239,415)	4,680	283,601
Restricted funds					
Foodbanks	5,052	-	-	(5,052)	-
Friendship Group	486	-	-	(486)	-
Discretionary	1,536	-	-	(1,536)	-
Employment pathways	2,022	-	-	(2,022)	-
Linking Lives	4,671	-	-	(4,671)	-
Salaries & services (Notts CC)	21,247	-	-	(21,247)	-
Love Your Neighbour	648	-	-	(648)	-
Advice Fund	30,090	-	-	(30,090)	-
Carlton Hub	11,441	-	-	(11,441)	-
Stapleford Foodbanks	185	-	-	(185)	-
Hope House	-	118,230	(124,516)	60,699	54,413
Carlton	-	65,473	(45,687)	6,761	26,547
Food	-	353,559	(345,300)	5,053	13,312
Satellites	-	7,909	(725)	185	7,369
Total restricted funds	77,378	545,171	(516,228)	(4,680)	101,641
Total funds	265,134	875,751	(755,643)	-	385,242

Restricted funds have been reclassified this year to better reflect the areas of activities carried out by Hope Nottingham. Balances from the previous financial year have been transferred to the appropriate new fund. There was also a transfer from the Carlton fund to the General fund being the net book value of a fixed asset, the use of which is not subject to any restriction and a small transfer from the General fund to the Community Meal fund to cover the deficit on this activity.

Notes to the Financial Statements for the Year Ended 30 June 2023

The specific purposes for which the funds are to be applied are as follows:

Hope House – Funds restricted for our Beeston Hub including Allotment, Friendship Club, Café, general running costs, Service Delivery, Discretionary Fund, Linking Lives, Youth Work, Premises. Also includes Central Advice provision funding for 4 sites.

Carlton – Funds restricted for our Carlton Hub including Art Group, Café, general running costs, premises and Service Delivery.

Food – Funds restricted for purchase of items for emergency food parcels – may include other essential item purchases such as hygiene or cleaning.

Satellites – Funds restricted to support individual satellite foodbanks which is not restricted to food purchase. The host churches of some satellites manage their own funds. Does not currently include central costs such as staff who support the satellites or van costs.

	Balance at 1 July 2021 £	Incoming resources (restated) £	Resources expended (restated) £	Transfers £	Balance at 30 June 2022 £
Unrestricted funds					
General					
Central	219,811	188,561	(219,085)	(1,531)	187,756
Restricted					
Foodbanks	3,315	215,797	(211,317)	(2,743)	5,052
Friendship Group	386	242	(142)	-	486
Discretionary	1,492	165	(121)	-	1,536
Allotment	3	-	(917)	914	-
Roof Appeal	1,342	-	(1,342)	-	-
Youth Club	1,155	200	(1,972)	617	-
Salaries and services (D2N2)	5,000	15,000	(20,000)	-	-
Employment pathways	1,840	210	(28)	-	2,022
Employability (BBC)	7,500	6,000	(13,500)	-	-
Linking Lives	4,765	9,000	(9,094)	-	4,671
Salaries & services (Notts CC)	95	27,875	(6,723)	-	21,247
Love Your Neighbour	31,238	-	(30,590)	-	648
Salaries & services (Beeston Consolidated)	-	18,000	(18,000)	-	-
Advice Fund	7,238	26,354	(3,502)	-	30,090
Sainsburys	-	6,000	(6,000)	-	-
Carlton Hub	-	19,346	(10,648)	2,743	11,441
Stapleford Foodbanks	-	185	-	-	185
Total restricted funds	65,369	344,374	(333,896)	1,531	77,378
Total funds	285,180	532,935	(552,981)	-	265,134

Notes to the Financial Statements for the Year Ended 30 June 2023

16 Analysis of net assets between funds

	Unrestricted General £	Restricted £	2023 Total funds £
Tangible fixed assets	16,243	-	16,243
Current assets	276,271	105,533	381,804
Current liabilities	(8,913)	(3,892)	(12,805)
Total net assets	283,601	101,641	385,242

	Unrestricted General £	Restricted £	2022 Total funds £
Tangible fixed assets	14,844	-	14,844
Current assets	183,759	77,378	261,137
Current liabilities	(10,847)	-	(10,847)
Total net assets	187,756	77,378	265,134

17 3rd party funds

Hope Nottingham acts as Advocate and holds funds on behalf of Acts 435, a charitable company. Appeals for donations for specific requests are posted onto the Acts 435 website and when donations are received these are passed to Hope Nottingham for them to facilitate the request the donations were received for. The analysis of the funds is shown below:

	Opening balances £	Incoming resources £	(Resources expended) £	Adjustments £	Closing balances £
Acts 435	1,751	5,325	(5,970)	(906)	200
Guest Contribution	-	179	(129)	-	50
	1,751	5,504	(6,099)	(906)	250

In recent times, as prices of goods have risen, guests may now 'top up' the Acts award to allow purchase of items on their behalf, so this third-party income and expenditure is recorded separately to Acts. Any 'top-up' which a guest cannot provide themselves, would come from Hope's Karl Rowland Fund and be recorded as such.

During review of the third-party funds processes it was recognised some of Hope's own discretionary fund has been historically wrongly classified as Acts 435, therefore an adjustment and transfer has been posted to ensure the balance with actual third-party income is correct.

18 Trustees' remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

Thank you to our amazing Supporters Volunteers & Staff

Hope Nottingham could not carry out its work without the support of individuals and organisations across Nottingham.

We are so grateful to everyone who has been involved in the period July 22 - June 23 - be it volunteering, in a staff role, donating food, funds, resources or expertise, fundraising, partnering with us to provide better services or helping us raise awareness.

We also sincerely thank our Trustees for their commitment, guidance and direction.

Thank you all.







Thank you to the many organisations we partnered with in 2022-2023

We are blessed to have worked in partnership with:

- Acts 435
- Active Health Coach
- Bags of Blessing
- Bethseda Ministeries, Netherfield
- Bilborough Library
- Bridgeway Methodist Mission
- Broxtowe Borough Council
- Citizens Advice Broxtowe
- CRA, Arboretum Radford
- Fareshare
- Gedling Borough Council
- Grangewood Methodist Church
- Inspire Libraries
- Jigsaw Midlands
- Linking Lives
- Main Street Methodist Church
- Montrose Court Church, Stapleford
- Mount Zion Apostolic Church
- Netherfield Children's Centre
- NCVO
- Nottingham & District Citizens Advice
- Nottingham City Council
- Renew Wellbeing
- Salvation Army, Sneinton
- St Barnabas, Inham Nook, Chilwell
- St Margaret's, Aspley
- St Martha's, Broxtowe
- Step Forward Debt Advice
- Tesco
- The Ark, Gedling
- The Haven, Stapleford
- The Trussell Trust
- Thirty-one Eight
- Transforming Notts Together
- Trent Vineyard / Trent Compassion
- Wolvern IT

In addition are the many local schools, charities, churches and organisations who are registered as referral agencies for our food banks.

"It has been my absolute pleasure over the these 12 months to be able to come out and visit nearly all of the Hope foodbank sites across Nottingham, meeting with volunteers, providing training & support from Trussell. I'm always blown away by the passion, commitment & kindness every volunteer across Hope shows to others that need it, regardless of their situation, they are helped, supported and loved. You have achieved so many incredible things over the past year, and I'm excited to see what we can achieve in the coming year together.
Thank you for all you do,
Jenny Farrell-Bird
Area Manager, Trussell Trust



Thank you to our Funders of 2022-2023

We are blessed to have received financial support from:

- Age Concern, Chilwell
- Amptron Electrical Services
- Astley Charitable Trust
- Aspley Evangelical
- Beeston Consolidated
- Beeston Methodist Benevolent Society
- Beeston Methodist Church
- British Gas
- Broxtowe Borough Council
- Capital One
- Charities Aid Foundation
- Charities Trust
- Co-op Community Fund
- Interim Consult
- Jigsaw Midlands
- John Deere
- Jones 1986 Charitable Trust
- Garfield Weston
- Gedling Borough Council
- LloydsDevelopment Capital Ltd
- Mount Zion Church
- National Grid
- No 402 Benevolent Fund
- Nottingham Building Society
- Notts County Council
- Nottingham City Council
- Oasis Church
- Places for People
- Rausing Trust
- Redeemer Church
- Robin Hood Fund
- Rotary Club, Beeston
- Royal Sussex Lodge
- Sage Trust
- Screwfix
- Springs of Life
- St Barnabas, Lenton Abbey
- St Paul's, Carlton
- St Peter's Church, Toton
- Tesco (Top-up)
- The Nottingham Samuel Fox Foundation
- Thomas Farr
- Trussell Trust
- Victoria Centre

These are just some of our funders and donors and in addition are the many individuals, churches, businesses and small group organisations who have contributed to the running of Hope Nottingham.

We also received Gifts in kind from:

- Acorn Windows
- Dave Wooldridge Website Design
- Domestic & General

We thank everyone most sincerely.

Thank you to our Funders of 2022-2023

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We thank everyone most sincerely.

And thank you to our Guests

"I'm not religious, but I can feel that Jesus is in this place"

Guest to a volunteer

"Met a client there for an appointment. Such friendly and amazing staff and facilities. It was a hive of activity with people in need being given free breakfasts and advice and company. Everyone was made to feel exceptionally welcome and comfortable."
Google Review

"I visited this morning with one of our parents and I just want to say thank you so much for the warm welcome that we were given. Your support to this parent at a time of difficulty is very much appreciated."

Local school teacher

"Thank you for the hope and empowerment. Just wanted to say a massive thank you to Hope for helping boost my confidence and wellbeing. I start the new job on 2nd May which is really exciting!"

"Being here at the Community Meal is great. Good meal and company too"

"Really blessed and grateful to meet you... and experience Hope Nottingham today. Thank you for giving me hope in the darkness"

Email from a guest

"A lovely place to come and meet people. Great breakfast and supporting staff"



Contact Information

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www.hopenottingham.org.uk

Stay in touch with all our latest news and events by subscribing to our newsletter here.

Independent Examiner

John O' Brien, employee of
Community Accounting Plus
Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Solicitors

Ellis-Fermor & Negus
2 Devonshire Avenue
Beeston
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NG9 1BS

Bankers

Barclays
1 Churchill Place
London
E14 5HP



HOPE NOTTINGHAM CIO

England & Wales - Charity number 1161248

Accounts

HOPE Nottingham

INSPIRING AND GROWING COMMUNITIES OF HOPE



OUR ANNUAL REPORT

Impact Summary, Annual Review and Financial Statements

JULY 2021 - JUNE 2022

We are Hope Nottingham

Founded in 2010 with a desire to make a difference,

we now operate 2 community hubs, 14 foodbanks and

inspire and grow communities across Nottingham,

enabled by 250 volunteers across the city.

We focus on lifting people from crisis to hope.

A beacon in local neighbourhoods.

We don't just provide emergency food.

We open our doors to provide safe and warm spaces,

kind voices on the end of a telephone or email.

We welcome. We listen. We care.

We signpost. We support. We advise.

We build confidence. We empower.

We make that difference.

And for all this - we thank you.

To our volunteers, staff, trustees, donors and supporters.

We cannot do it without you.

Most importantly, we thank our guests,

who are not just service users or beneficiaries.

They are our daily inspiration to do more and reach more.

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Introduction from our Chair of Trustees

A very warm welcome to you from the Hope Nottingham team.

It is a privilege to introduce our new style Annual Report which now incorporates our Impact Summary, demonstrating the positive change that our staff and volunteer teams are making in the lives of so many people in Nottingham.

2021/22 has been another challenging year as Hope Nottingham has re-started activities after the pandemic with a renewed focus on resilience and growth. Staff changes/ development combined with re-mobilisation of previous and new volunteers have paved the way for a more robust delivery of services and support for the vulnerable across Greater Nottingham. In these times of economic and social uncertainty, the need for a compassionate and personal approach to foster trust and community is crucial.

Thank you to our many supporters, volunteers and staff for sharing their time, skills, funds and faith to bring our vision and mission into practice.

Special thanks go to our Founder and previous Director, Nigel Adams, for his vision in 2010 that kick-started Hope Nottingham and his unflinching input over the following 12 years. My thanks also to Dominique Scott, recruited as Operations & HR Manager and now as Interim Director, who has worked tirelessly to strengthen the operational processes and policies that enable us to channel resources more efficiently and intentionally.

Foremostly, we give thanks to God, who motivates us all through his grace to share his love in practical support, care and community.



Dr Paul Kirkwood

Message from our Founder & Director 2010-2022

Dear Friends

After 12 years as Director of Hope Nottingham it is time for me step aside and pass the baton on. I am very pleased that Dominique Scott, our previous Operations and HR Manager, will become Interim Director. Dominique has been with us since December 2020 and is exceptionally capable and extraordinarily kind and I know will continue to guide Hope Nottingham with its vision of 'Inspiring and Growing Communities of Hope'. The senior management team will now be made up of Dominique together with Development Manager, my dear friend and brother Michael Singh, who started at Hope in 2015 and is doing tremendous work replicating our Beeston Hub in Carlton.

After a rest and refresh, I will be working part-time in an advisory capacity as "Founder & Ambassador" whilst continuing to encourage Christians across Nottingham to unite to share the love of God in word and deed.

Leading Hope Nottingham over the last 12 years has been the most enormous honour. I am so grateful to everyone who has supported our work: volunteers, staff, trustees, the many individuals, groups and businesses that have contributed so much, so that together we have been able to help thousands of local people in need. What we have achieved together has been and will continue to be amazing, especially the formation of communities of local people around Nottingham coming together to demonstrate God's love for their neighbours and each other. It is an incredible blessing to be part of this.

I'm especially proud of all the staff team, their commitment, compassion and friendship is genuinely beyond price.



Above all my praise and thanks goes to God, who has inspired and provided for all that we have done and all that Hope Nottingham will continue to do in the future.

Many blessings

Nigel Adams

Hope Nottingham's Vision & Mission

At the start of the year, in July 21, our Trustees and staff met for a Vision and Values day, kindly facilitated by an external HR Director. Utilising feedback from our volunteers and guests we reflected on Hope's work and values to date and worked together to refresh these, in particular to meet our commitment to Equality, Diversity and Inclusion, whilst also staying true to our Christian roots and culture.

Our Vision

Inspiring & growing communities of HOPE in Nottingham

Our Mission

To develop and support communities of HOPE where poverty of resources, relationships and spirit are met by local people

Our mission today still fulfills the purposes as set out in the objects contained in the charity's constitution which are:

- the relief of poverty, sickness and distress and
- advancement of the Christian faith.

In practice we unite people to work together in the local areas where they live and work, enabling lasting transformation for individuals and communities all over the city by mobilising sustainable projects that make a real difference. Whilst we work with many local churches, and celebrate our own Christian faith, we are welcoming to all, regardless of them having faith, or no faith at all.

We review our aims, objectives and activities each year. This review looks back at what we achieved during July 21 - June 22, considering both the successes and any learning from each key activity and the benefits brought to the people we are set up to help. This review ensures our activities remain focussed on our stated purposes.

Our G.R.A.C.E Model of Mission

Our G.R.A.C.E model of mission, developed by our Founder Nigel Adams, summarises our Strategic Plan 2018-21 which was extended by a further year for 2021-22 due to the pandemic, giving us opportunity to focus on re-opening services and allow time for us to reflect on life post-lockdown.



GIVING - Enabling communities to share time and resources for the benefit of others

GROWING - Multiplying our work in our own and in other communities

RELIEF - Management and distribution of essential provision to help people out of crisis

ADVICE - Bringing wide range guidance to provide accessible, integrated direction in a supportive environment

COMMUNITY - Enabling all to be helped and to help, to give and to receive

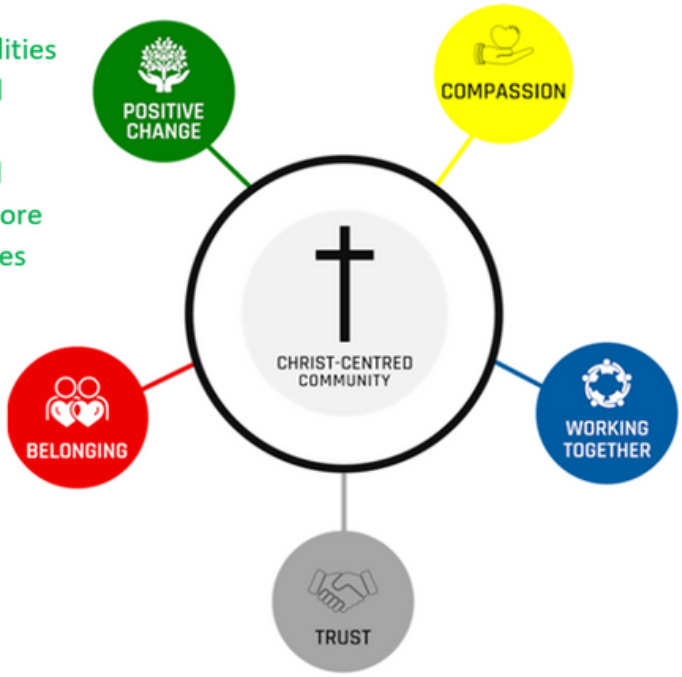
EMPOWERMENT - Enabling people to live more stable and fulfilled lives and find worthwhile occupation

ENABLING - Developing a robust organisation with effective governance, policies and procedures

Our Values

We create new possibilities and embrace ideas, led from and by the community, to lift local people from crisis, restore hope and transform lives

Faith-focussed, we welcome all and provide opportunities for comfort, connection and contribution



We are genuinely concerned about others and offer our time, kindness and friendship in safe spaces

We are team driven to identify and nurture partnerships with organisations and churches of all denominations

We build relationships and earn trust through our integrity, and are committed to keeping it

Where we work

We are currently based in 14 neighbourhoods but support people from across Nottingham.



"I had nowhere to go and
I found HOPE,
not just hope in the word,
I mean
HOPE - this place.
It really inspired me."



Karl, much loved guest, RIP

Our Activities

We support Christians, non-Christians, Churches and other organisations to work together to deliver the services that local disadvantaged people need. This includes developing a network of independent Christian-based community hubs across Nottingham and facilitating these to partner other non-Christian voluntary groups and statutory services to ensure the most holistic support is on offer.

Support is provided to all people regardless of their faith or beliefs and we do not charge for any service, although some occasions e.g. community meals, guests can choose to make a contribution on a 'pay what they can afford' basis or not pay at all.

Current activities include:

• Enabling individuals, churches, community groups, businesses and others to give time and resources for the benefit of others. This includes money and gifts in kind (e.g. food, volunteering time and expertise);

• Emergency food provision through 14 foodbanks via the East & West Nottingham Trussell Trust franchise, utilising many of their systems and procedures and working in partnership with The Arches at Trent Vineyard (a Nottingham based Church) for bulk food storage;

• Hope House, Beeston - Our Community Hub offers free drop in café 4 mornings a week, alongside foodbank, with befriending, Citizens Advice outreach once a week, Literacy group, English for Speakers of Other Languages (ESOL) group, Job/computer club, weekly friendship club, monthly community meal, large allotment, weekly food club providing low-cost surplus food, telephone befriending in partnership with Two's Company, weekly youth well-being café, weekly parent and toddler group, ad- hoc faith-based activities including Chaplaincy to support staff and volunteers;





Top picture - Community Meal volunteers
Below - Hope Cafe volunteers with our Volunteer Manager, Sue Hillier (right)

Our Activities cont'd

• Carlton Community Hub offers a free drop in café 2 afternoons a week alongside foodbank, advice via The Ark, Gedling Borough Council outreach, a work club in partnership with Jigsaw, weekly Stay and Play provided by Netherfield Children's Centre, and a weekly Arts and crafts group;

• Ad hoc financial support via a small discretionary fund and acting as advocate for Acts 435 (an online giving charity);

- A chaplaincy service for staff and volunteers to ensure their well-being and resilience in offering listening and befriending to guests who are facing crisis;

- Optional prayer based activities to support individual faith journeys;

- Community development through provision of a safe welcoming environment that builds trust and encouragement. In this context people are most enabled to accept advice and to make progress, are encouraged to contribute time and skills to help others and so grow in self-esteem as part of a holistic community. Community development also encompasses intentional befriending and mentoring;

- Christian community development advice and consultancy provided via our Founder and Ambassador (our previous Director of 12 years) and support of the development of other local hubs, e.g. Inham Nook Hope Hub, Chilwell.

"Hope Nottingham is a place full of potential.
Much of it hiding under the fallen leaves or unwatered soil of people's complicated lives, past disappointments or feelings of helplessness. But we can be part of God's plan to grow something new in people's lives, to provide the nourishment , light and warmth that is needed for people to flourish. It just needs love, time, patience and a belief that there is always hope."
Iain Anderson, Hope Nottingham Support Manager

Our year in review

In the period July 2021 - June 2022, the Covid 19 pandemic continued to affect local communities and we worked hard to adjust our activities to the new normal, whilst keeping our team and our guests safe.

Fifteen foodbanks became fourteen. We were very sad, but respected our Gedling Foodbank Volunteer team's decision to close their doors permanently and would like to acknowledge and thank Pheonix Farm Methodist Church and all those who volunteered in and supported the foodbank from its opening in 2013. With our neighbouring foodbanks in Netherfield and our plans to develop the Carlton Community Hub, we were still confident Gedling residents would have access to emergency food.

The newly developed (April 21) Senior Management Structure with a Development Manager and Operations & HR Manager supporting the Director benefited significantly, enabling us to focus on supporting our people and to reflect and develop our ways of working to help deliver improved services. Well-being was a focus as we developed new staff management policies, appointed a Chaplain to support our staff and volunteers with the emotional challenges of supporting those in crisis. A planned Christmas celebration in Dec 2021 was regrettably cancelled due to the Omicron variant but in June 2022 we finally celebrated and thanked our volunteers by inviting them to lunch at Hope House, and over the following month presented all our volunteers with Certificates of Appreciation for their dedicated work.

We began reflecting on and reconnecting with our remote volunteer teams in our Satellite Foodbanks and demonstrated our commitment to supporting those teams by creating a new staff post of Area Foodbank Support Coordinator from March 2022.

The year ended with celebration and recognition of our Founder Nigel Adams stepping down as Director after twelve amazing years. He was joined by volunteers, staff and community partners from over the years. We are delighted that he will remain a key member of the staff team, working part time as our Founder and Ambassador, advising on, promoting and supporting the organisation's direction and sustainability.
(Left Nigel and right Michael Singh our Development Manager)



Our detailed reflection of the period over the next few pages follows our G.R.A.C.E model of Mission - Giving and Growing, providing Relief, Advice, building Community by Empowering and Enabling.

GIVING

Enabling individuals and communities to share time and resources for the benefit of others

Individual Volunteering

250

A 250 strong Hope Nottingham army of registered, regular volunteers were enabled and supported in a variety of volunteer roles - foodbank, our free-drop-in cafe, befriending, admin, foodclub, community meal, allotment, parent and toddler, youth services, driving and skills sharing.

Without these generous individuals (just some of our Satellite foodbank teams shown below) we could not carry out the work that we do, and if a cash value of the hours were calculated it would amount to many thousands of pounds. We are immensely proud of the role we play in providing local people the opportunity to give back to their communities in safe, structured and supported ways.

'Volunteering is probably the most constructive & fulfilling thing I do each week"
Current Café volunteer at Hope House



















"A rewarding task to give back to the community – a great experience"
Young volunteer who completed 6 months of volunteering for Silver Duke of Edinburgh Award scheme

GIVING

Enabling individuals and communities to share time and resources for the benefit of others

Corporate Volunteering & Support

We also provided numerous opportunities for ad-hoc volunteers from local businesses to give back to their communities. In April 22 Experian helped us get Hope House gardens back into shape and the NHS supply team sent a team into Carlton to paint and fit new shelving, saving us lots of time and funds.





John Deere's Annual 'Day of Giving' saw the company's team purchase and pack 240 emergency toiletry parcels for us to supplement our standard food parcels.

We also saw support from local sporting organisations including Nottingham Forest raising food stocks, alongside donations of goods such as allotment materials from Frank Key and John A Stephens.

A generous donation of HP laptops from Domestic & General gave us a wonderful boost and helped us upgrade our IT equipment, providing better functional tools for our Job Club and Literacy Group.

Financial Support

Very generous financial support has been recieved from a multitude of people and organisations. We are extremely grateful for the support from individuals, churches, schools, community groups, businesses and local authorities.

We have also continued to be well supported through Grant Funding, for example Beeston Consolidated Charity have continued to fund the salary costs of our Support Manager, Iain Anderson (right) who leads on ensuring the support of guests in our Beeston Drop-in-Cafe, Foodbank, our Community Food Club and acts as our Deputy Safeguarding Lead.



All of this support has been essential to further our vision to 'Inspire & Grow Communities of Hope'.

GIVING

Enabling individuals and communities to share time and resources for the benefit of others

Food donations

We were once again overwhelmed by the generosity of our local communities in keeping our foodbanks stocked with a wide variety of ambient food and toiletries.

Food donations come from many sources. We are constantly amazed to see Permanent Collection Points in many supermarkets being refilled daily.

Our foodbanks are visited almost every day by local people bringing food. Schools, universities, churches, businesses and other community groups collect huge amounts of food, especially at Harvest time and Christmas.





We are indebted to our amazing volunteer van driver team who tour every part of the city collecting and distributing food (see Malcom, left). We could not achieve the safe management of our food stocks without the wonderful provision of huge warehouse space by The Arches and Trent Vineyard, in Lenton and support of the team there.

At the end of the year we said a fond farewell to our trusted van, originally funded by the efforts of St John's Colwick School, with support from Total Oil Refinery via a Four Rivers Challenge. The van served us exceptionally well over several years, however the rigors of pandemic deliveries led to its demise. Thankfully, very generous support had already enabled a replacement.

The weight of food in the parcels our committed army of volunteers processed throughout the year amounted to over a humongous

169,846 KG

The equivalent of 170 Volkswagen Beetles, baby humpback whales, giraffes or adult moose, 12,410 bars of gold or 85 white rhinos!

GIVING

Enabling individuals and communities to share time and resources for the benefit of others

We operated Foodbanks in 14 local communities, including our base at Hope House in Beeston, with others facilitated by partnerships with 12 local churches and one council run library. From these we supported individuals from all across the city.

We could not have done this without the amazing dedication of wonderful teams of volunteers, to whom we are ever grateful.



Aspley St Margarets
Mondays & Thursdays
c739 parcels



Beeston Hope House
Mon, Wed, Thurs, Sat
c935 parcels



Bilborough Library
Wednesday & Fridays
c534 parcels



Broxtowe St Martha's
Wednesdays
c347 parcels



Carlton Hub
Tuesday & Fridays
c1068 parcels



Chilwell St Barnabas
Tuesday
c85 parcels

GIVING

Enabling individuals and communities to share time and resources for the benefit of others



Meadows Bridgeway Hall
Tuesday, Friday, Saturday
c2041 parcels



Bethesda Ministries
Netherfield, Wednesdays
c733 parcels

COVENANT
RESTORATION ASSEMBLY NOTTINGHAM

CRA **Radford** Arboretum
Saturdays
c101 parcels



Radford Mount Zion
Tuesdays & Thursdays
c949 parcels



Sneinton Salvation Army
Thursdays
c819 parcels



The Haven, **Stapleford**
Tuesdays & Fridays
c558 parcels



Montrose Court, **Stapleford**
Mondays & Wednesdays
c136 parcels



Grangewood Methodist,
Wollaton, Fridays
c110 parcels

To each and every volunteer that has supported the work of our foodbanks, we thank you.

Special appreciation goes to our Foodbank leaders, also volunteers who go above and beyond for their teams and their local communities.

GROWING

Multiplying our work in our own community and others

A key focus was ensuring our pre-Covid activities returned to normal but in keeping with our value of positive change, we always look for new opportunities for growth. Some of our key developments were:

Community Foodclub

We partnered with Family Action and from November 2021 onwards, we have run a weekly food club at Hope House, Beeston. For £1 membership, members who live or work within 15 minutes, can attend the foodclub and for £3.50 each week receive fresh food sourced from FareShare worth £10-£15.





Hope House Community Meal

Initiated and led by members of our community, we started a monthly community meal from May, offering a two course cooked meal for anyone in the community on a 'pay what you can afford' basis. The aim is to provide community connection as well as a hot meal in a warm, safe and friendly space and to provide cooking and volunteering opportunities.

Hope Community Hub, Inham Nook

We were delighted to support the development of the Hope Community Hub, based at St Barnabas Church in Inham Nook, Chilwell. Hope Nottingham Staff and Trustees helped set up and develop the hub and continue to provide advice and support to the Steering Group. The hub was launched with a family event on 18th June 2022 with great attendance. Our connection and support of the Hub's development will continue alongside the foodbank we have operated there since 2012 and which was one of our very first Church partnerships.

Friendship Club

The organisers of a long running Friendship Club for older Beeston community members which we supported by offering our facilities free of charge, approached us to take on the running of the club from May 2021. We were happy to step in to ensure the club could continue, taking the small finances and running of the sessions under our wing, providing one of our staff team to support. The bi-monthly sessions soon also became weekly to meet the group's ongoing need for social interaction.



GROWING

Multiplying our work in our own community and others

Carlton Community Hub

The development of the Carlton Community Hub was by far our biggest achievement in the period. Once we learned that the Methodist Church in Carlton, where we had based one of our Foodbanks since 2013, was going to close we began discussions into future opportunites for utilising the building for the benefit of the local community.

From November 2021 on we took on a 'Tenancy at Will' on a rent free basis from the Methodist Church to keep the Carlton Foodbank open and explore the potential of setting up a community hub.
In December 2021, the NHS supply chain offered their volunteer day to help paint the side hall, returning again in June 2022 to paint the Church.





Led by our Development Manager, Michael Singh who knows the local area well, we began focusing on strengthening the volunteer team. Soon we were able to open a free drop-in cafe alongside the foodbank sessions - offering light meals and snacks for both Foodbank users and any member of the local community. From January we partnered with Netherfield Children's Centre to provide a weekly Stay and Play session for pre-school children and their parents and carers and from March we partnered with Jigsaw Employment team to provide a fortnightly job club.

Children, Young People and Families

In September 2021 we partnered with a small, local organisation to help facilitate a 'Strengthening Families, Strengthening Communities' course at Hope House in Beeston, offering practical parenting and carer support to local families via an 8 week course.

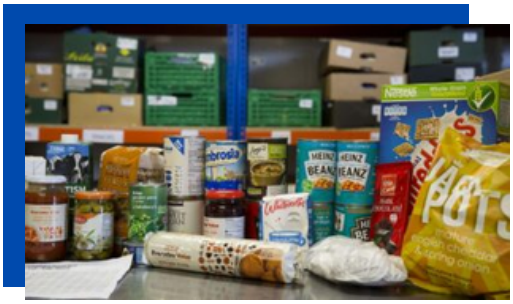
From January 2022 onward we partnered with Renew Wellbeing to provide a Youth Cafe - a change from our traditional youth activities. Designed to provide a safe and calm space, with shared food, craft and game activities, alongside optional reflection and prayer.



RELIEF

Management and distribution of essential provision to help people out of crisis

A huge part of our work is the provision of emergency food via our East & West Nottingham franchise with The Trussell Trust. We believe strongly in using their referral system, whereby individuals are referred to us, rather than self referred. This ensures that we are acting as good stewards of the food donated to us, and provides the information necessary to enable us to support those in need out of crisis.



In total **9,139** foodbank vouchers were processed by our 14 foodbanks,

helping individuals with 3 day food parcels **21,526** times! Equating to 3,653 adults and 7,873 children!

Each parcel contains at least 3 days worth of nutritiously balanced food and wherever possible we cater for special dietary requirements. The total meals we provided was.... **193,734**

All our foodbank teams together help make a real difference in people's lives. Whether one or many people arrive at a foodbank session, the most important thing is that our volunteers are there, ready and willing to support, with a warm welcome.
A special mention is deserved for our Meadows team, (some of the Friday team shown right) as the busiest of all our foodbanks, operating 3 sessions per week, including an evening and Saturday to reach the broadest number of people in need.



540 We engaged with 540 registered referral agencies across the city who supported our commitment to the referral system, enabling us to provide emergency food to individuals, couples and families in crisis. Working with so many agencies also strengthens our ability to signpost those in need to various other kinds of support.



Guest help

A total of 48 Acts 435 referrals were made by our befriending team and fulfilled by our Acts 435 dedicated volunteers (right). Our role as advocate for the Acts 435 charity has enabled the provision of white goods, furniture and ad hoc financial support for items such as school uniform and rent arrears.

48

ACTS 435

ADVICE

Bringing wide range guidance to provide accessible, integrated direction in a supportive environment

Signposting our guests to other local organisations is a key aspect of our work and Citizens Advice usually play a key role. Guests have benefited from our ongoing promotion of the free Help through Hardship line which Citizens Advice provide in partnership with The Trussell Trust. This provides trained advisors offering benefit checks and foodbank referral.

Having worked with both Citizens Advice informally and The Trussell Trust through our franchise for many years, we were delighted to receive funding from The Trussell Trust to place a Citizens Advice Outreach worker in our Beeston drop in cafe twice a week from February 2022 onwards.



Some of our Cafe team at Hope House, Beeston. Left to right:
Lindsay - Volunteer since 2013
Sue - Volunteer since 2012
Emma - Citizens Advice
Penny - Volunteer since 2017
Hilary - Volunteer since 2016
Iain - Support Manager
Lauren - Chaplain

"The outreach service at Hope continues to be popular and busy, most days seeing back to back appointments, with a combination of regular and new clients or guests. I am thoroughly enjoying becoming part of the community and having the opportunity to help people with their difficulties and gain control over their own lives. A lot of the work I do is related to financial resilience and income maximisation. Just recently a client came to see me to enquire if there was any help available to get her a new pair of shoes. On further exploration we uncovered she wasn't claiming all the benefits she was entitled to and by the end of the appointment we had secured over £2,000 in backdated benefits." (Emma, Citizens Advice Broxtowe)

In the period 5th May to end June 2022, expected income gains per guest seen by the Outreach service were £2,753 (achieved and expected gains combined).
70 separate issues were addressed: 19 Benefits & tax credits, 17 Universal Credit, 6 debt, 2 housing, 3 Immigration and asylum, 1 relationships and family, 10 tax, 12 utilities and communications - all demonstrating the breadth of issues affecting our guests.

We are delighted that additional Trussell Trust funding has been awarded to enable expansion of the Outreach advice in an additional 3 of our foodbanks from Sept 2022.

COMMUNITY

Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Hope House Cafe

Our cafe space at Hope House in Beeston continued to be used for our free drop-in cafe 4 mornings a week, alongside our foodbank, ensuring guests are welcomed by true hospitality - food and friendship. Breakfasts were provided free of charge, prepared and served by volunteers. The space was also used for celebrations including our Volunteer lunch (as shown) and in April 2022 we enabled the local community to come together to use our facilities to fundraise to support those impacted by the war in Ukraine.



"In three and a half years I have attended baby and toddler groups, I have never felt more welcomed as I did today"
New guest at Little Angels

Little Angels Toddler Group

Our Youth & Community worker alongside our dedicated volunteers provided 40 drop-in sessions. Although over this period the attending group has been small, this has enabled one to one support of three local families in particular.
Future plans are to relocate to our lower hall to enable use of an outside space and to partner with Trent Compassion in a 'Baby Basics' project in order to provide clothing and essentials to support children as they grow.

Two's Company Befriending

In partnership with Linking Lives' Two's Company befriending project, we supported 22 'Link friends' providing training and support to the volunteer befrienders who make weekly calls to reduce isolation in our community. Those needing support were either referred or self referred to our service. Our original Coordinator, who herself originally self- referred to the service, also produced monthly activity packs to send out to provide both a talking point and distraction from feelings of loneliness.

Hope Community Allotment



Our hard working allotment team delivered additional fresh food for our Community Foodclub. The team have developed a new watering system and continue to benefit from from ad hoc corporate volunteer teams.



EMPOWERING

Enabling people to live more stable and fulfilled lives and find worthwhile occupation

During July 21 - June 22 we continued to provide multiple opportunities for local people to volunteer, reducing isolation, helping individuals gain confidence and make connections in their local communities, as well as providing meaningful opportunities to support others through volunteering. We also helped with skills development and support of particular guest development needs by providing:

Job and Computer Clubs

Our Employment Pathway volunteer team provided over 100 drop-in sessions at Hope House Beeston, and at Beeston and Stapleford libraries across the year. The sessions offer job search advice, help with online applications, C.Vs and general IT support.

> We meet such an interesting mix of people who are needing help applying for jobs and we endeavour to serve them using our experience'
>
> Job Club Volunteer

> "I enjoy literacy, and after moving to a new country was very happy to have found an outlet at Hope. I enjoy the friendly atmosphere of the group'
>
> Literacy Guest

Literacy

Our Literacy group volunteers provided around 39 group sessions and from October 2021 our volunteers launched a small offshoot group dedicated to English for Speakers of Other Languages (ESOL) group.



Youth Wellbeing Cafe

Following challenging behaviour in our previous Friday night Youth Club, we made a conscious decision to develop a new approach in partnering with Renew Wellbeing to offer a Thursday early evening Youth Cafe to young people in school years 7-11, aged 12-16. Focus is on providing a safe, calm space where 'it's ok to not be ok' and the five areas of wellbeing namely: connection, being active, taking notice, learning and giving. Our Youth & Community worker alongside a small team of volunteers provide a sit down meal for the young people to share.

> "I like coming because it is nice and quiet" Summer, aged 13
> "It is great for mental health and the staff are very nice" Daniel aged 12

ENABLING

Developing a robust organisation with effective governance, policies and procedures

Policy Development

With the appointment of a new Operations & HR Manager in Dec 2020 (with both local and national charity operational experience), a significant policy review began. July 2021 - June 22 saw review and development of the following policies:

- Policy and procedures - development of a detailed template and review system for policy development plan of action;
- A robust financial policy and detailed budget planning for the year, with emphasis on charity commission guidelines and segregation of duties;
- Whistle-blowing and Freedom to Speak up policies;
- Staff review - focused on regular line manager support, self-reflection and objectives
- Supporting and maintaining attendance
- Safeguarding;
- Health & Safety;
- Staff and Volunteer recruitment, including approach to references;
- Induction and Probation.

We recognised over-reliance on our Trustee Treasurer and carefully re-allocated tasks to mitigate key person dependency for tasks relating to QuickBooks, payroll and payments. Thus better enabling our Treasurer to effectively oversee our financial activities.



Support of our Satellite Foodbanks

Coming out of the pandemic we identified a need to provide more robust support and management of our voluntary led and remote satellite foodbanks. As a result, we moved Claire Fenwick, formerly in an admin based referral role, into the role of dedicated Area Foodbank Suppport Coordinator. Claire was a key part of our Pandemic response in delivering c25,000 food parcels and has already built up comprehensive knowledge of food insecurity in Nottingham as well as sound relations with both referrers and many of our volunteers.

Caring for our team's wellbeing

When a Volunteer Chaplain placement ended in January 2022, we conducted a review and trialled a six-month part time paid position. This was in recognition of the often emotionally and spiritually challenging nature of our work, intended as a proactive way to provide support to our staff and volunteers, as well as to support our charitable objective of expanding the Christian faith.
In June 2022, following a further review of the initiaitive, Lauren Bailey who holds a Masters in Chaplaincy, our first employed Chaplain was appointed permanently.



Looking forward to 2022-23

Our Vision will continue to be that local neighbourhoods in Nottingham are inspired and supported in their growth to become Communities of HOPE, addressing poverty of resource, relationships and identity, via provision of our GRACE model of Christian Community Development, enabled by volunteering.

The appointment of an Interim Director in June 2022 from within the existing staff team will enable stability and a smooth transition from the long standing Director's decision to step aside. Appointment to the permanent Director will follow in 2023.

With two Trustees coming to the end of their terms, we also aim to strengthen our Board of Governance in 2022-23 with recruitment of new and additional Trustees.

In order for us to pursue our vision, we recognise there is a need to reflect, review and strengthen our existing activities and ways of working focusing on the following priorities over the next 3 years:

Engage our People



Positively engage with our people (staff, volunteers, Trustees, to ensure we are living our Vision, Mission & Values

Living our values of Working Together, Belonging & Trust

Our first priority will be to embed our refreshed Vision, Mission and Values throughout our organisation. Internal communications, training and relationships are crucial to this and we aim to review our current approaches and actively seek feedback from our staff and volunteers to ensure this.

Our Partnerships



Review, nurture and develop our partnerships to ensure they are well defined and in line with our Vision, Mission & values

Living our values of Trust, Working Together & Positive Change

We will undertake a detailed review of all our current partnerships as a first step, seeking feedback, learning from the past and identifying new opportunities.

Robust Memorandums of Understanding and Service Level Agreements will set us up for the future and ensure new partnerships are well thought out and positively positioned for success.

Looking forward to 2022 - 2023

Quality Services



Deliver quality community led and based services that meet the need of each Hope Nottingham location.

Living our values of Compassion, Belonging & Positive Change

We will continue our ongoing review of all Hope Nottingham's current activities, ensuring that the staff and volunteers involved are suitably recruited, trained, resourced and supported to effectively meet local need.
We will work with local leaders and communities proactively to further develop services as a longer term project, prioritising as necessary.

Communications



Invest in our marketing and communications to deepen and expand our community reach.

Living our values of Working Together, Belonging & Positive Change

We recognise the need to communicate more clearly and broadly across Nottingham using a range of methods, giving consideration to different groups in particular existing and potential: guests; volunteers; supporters; referrers; organisations; partners; funders.
Key is developing a new website, a social media strategy, digital newsletters and building our supporter database.

Understand our Impact



Understand the impact of our work and interactions so we can be informed and agile in our support of local people.

Living our values of Compassion, Trust & Positive Change

Proactively seeking guest, volunteer, partner and supporter feedback to continuously improve our support of local communities, will be an area of considerable development.
The nature of our activities will require sensitivity in collating and reporting on our impact and through this we will demonstrate our core values of trust, compassion and positive change.

Financial sustainability



Generate income and fundraise to ensure a sustainable future so Hope Nottingham can meet growing local need.

Living our values of Working Together, Trust & Positive Change

Focus will be on further developing our financial reporting, budget management and forecasting. We recognise the importance of planning ahead especially considering both the 'cost of living' and 'cost of giving' crisis and rising running costs. Key to meeting the 2022-23 objectives will be developing a robust fundraising strategy which supports community engagement.

Governance structure

Legal status

Hope Nottingham is a Charitable Incorporated Organisation registered in England and Wales number 1161248. We were established in 2010 and incorporated in 2015. We are governed by our Articles of Association, last reviewed and adopted on 13 April 2015, which sets out our principle objectives: the relief of poverty, sickness and distress, and to expand the Christian faith.

Governance

The Trustee Board are the charity's governance and legal directors. They make all major decisions, and meet 6 - 9 times a year to discuss and agree policy and the strategic direction of the charity.

Members of the Board serve a three-year term, after which they are eligible for re-appointment for a further two 3-year terms. They have the responsibility for governance and strategic direction of Hope Nottingham, ensuring we uphold our vision, mission and values and deliver on our key objectives. All Trustees gave their time voluntarily and received no benefits from the charity.

Hope Nottingham aims to have a range of skills on the Board and uses a skills audit to identify and address any skills deficits. Existing volunteers can elect new trustees.

Trustee recruitment, appointment & selection

Trustees are recruited via advertisements, and by word of mouth. Applicants are asked to complete an application form and then shortlisted. Applicants are interviewed using a structured interview format by the Chair and at least one other Trustee and prospective appointees are then Basic DBS checked and references sought. If successful they are then invited to attend a Trustee meeting as a guest at which the other trustees can vote.

Trustee Induction and training

New Trustees receive an induction which includes a visit to and tour of Hope House, to familiarise themselves with the charity and its operations. They are also invited to complete appropriate external training and cascade the learning as appropriate. New Trustees are required to read the Charity Commission document CC3 - 'The Essential Trustee: what you need to know, what you need to do' and complete a Declarations of Interest and sign the charity's Code of Conduct.

Our Board of Trustees



Dr Paul Kirkwood (Chair) brings 32 years' multi-national heathcare company experience, with technical management roles including Director of Manufacturing, Director of Security and Crisis Management, and Director of Health, Safety, Environment and Security. He lives in Nottingham and joined Hope as a volunteer in 2014 and has been a Trustee since 2015 and became Chair in 2017.



Mary Heritage worked in the NHS for 35 years, most recently in Senior Leadership and was Chair of the Royal College of Speech and Language Therapists (2020-22). She has vast experience of governance, community partnerships, patient engagement and is a Qualified Coach. Now Senior Lecturer at the University of Lincoln, she has been involved with Hope since 2008, a Trustee since 2016.



Dr Simon Duxon is currently employed as a Consultant at Ikano Bank. He volunteered at the forerunner of Hope Nottingham - Parish Pantry - cooking breakfasts and befriending and became a Trustee of Hope Nottingham in 2017. He became Treasurer in 2017. Simon lives in Nottingham and has been an active member of local churches, with both Church warden and Treasurer roles.



Callum McNab has over 10 years' experience in Human Resources, Employment Rights and workplace best practice. A current Civil Servant, he started his career at the Advisory, Conciliation and Arbitration Service (ACAS), and has worked for several government Departments and Agencies in HR roles. Callum lives in Nottingham and joined Hope as a Trustee in early 2020.



Anne Willmot brings over 20 years of charity experience, working with business leaders, Government and voluntary sector organisations at the Prince of Wales Responsible Business Network, Business in the Community. Anne lives in Nottingham, is a Church Warden of a local church and joined Hope as a Trustee in 2020 taking on the role of Secretary.



Christiana Zowonu has 30 years' experience in Accountancy and Finance, currently working as a Financial Controller. She has been involved with various charities for over 10 years as both Treasurer and Fundraiser and is enthusiastic about passing on her knowledge of accountancy. Christiana lives and worships in Nottingham and joined Hope Nottingham as Assistant Treasurer in 2020.

Our Staff Team

Senior Management

Operational management is delegated by the Trustees to the Senior Management team, who are accountable to the Trustee Board for the stewardship of the charity. During this period the Senior Management Team consisted of:
Nigel Adams - Founder and Director
Michael Singh -Development Manager
Dominique Scott - Operations & HR Manager

Staff Team

In this period Hope Nottingham employed a total of 12 staff, with only 3 being full time and the rest part time, totaling a full time equivalent of only 7.7 (287.5 hrs per week) to oversee the activities of the 250 registered volunteers, 14 foodbanks inlcuding 2 hubs and numerous activities.

Remuneration

Our pay rates are historically based on the National Joint Council (NJC) pay scales in terms of definitions of responsibilities and benchmarked against other charities as part of our commitment to fair and equitable pay. We are committed to providing the Real Living Wage as stated by the Real Living Wage Foundation and any spine points which fall below this are uplifted accordingly. If a post's levels of responsibility change significantly we will review the salary to ensure it is appropriate and revise it if necessary. We reserve the right to re-evaluate our pay structures but will do so in proper consultation with our team. The Trustee Board oversees the pay, pension and benefits of all staff. We endeavour to provide an annual cost of living increment, although this cannot be guaranteed. The increases are researched and determined by the Trustees bearing in mind affordability for the charity and economic factors.

Equality & Diversity

We updated our Equality, Diversity & Inclusion policy and procedures, ensuring that Equality Impact Assessments are now included in the development of all policies. We also launched 'Dignity at Work' with clear guidelines on expected standards and how to report concerns.

Trustees' Report

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales. Guests can come to any Hope Nottingham activity or event and receive various kinds of help and support without any charge

We have considered the information contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. All our charitable activities further our charitable purposes for public benefit, focusing a wide range of activities that address both immediate needs and seek to move people towards personal growth and fulfillment.

Risk Management

We have a risk management policy and register to ensure that identified risks are monitored and managed to mitigate them. The Director and Board of Trustees consider new risks at each Board meeting. Our key risks and their mitigation are:

- Loss of or significant decline in fundraising - in 2022-23 we will complete a Fundraising review;
- Large un-forseen building expenditure - we continue to take a proactive approach to building upkeep and maintenance;
- Significant financial investment in acquisition and running of the Carlton Community Hub - clear budgeting and proactive fundraising;
- Key person (be they staff or volunteers) dependency - we ensure robust systems to understand roles and standard operating procedures and to ensure good management of our people, and are focused on supporting their wellbeing and contribution;
- Disconnection with our remote foodbanks - mitigated with appointment of our Foodbank Coordinator, development of Memorandums of Understanding and better communication and support.

Safeguarding

We recognise our legal and moral responsibility to protect everyone involved in Hope Nottingham from harm. We have staff members appointed as Designated Safeguarding Lead and Deputy Lead and review our detailed Safeguarding Policy annually. We are members of Thirtyone:eight an Independant Christian Charity who provide advice, resources and training in Safeguarding and facilitate DBS checks.

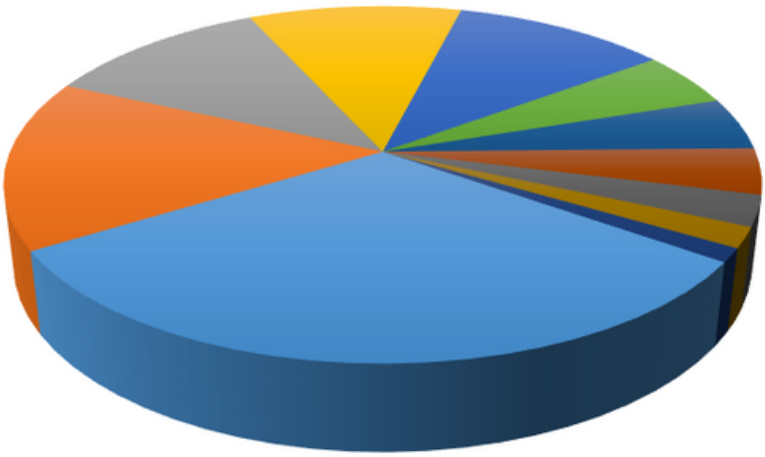
Financial Review

Financial review

The financial position of the CIO is strong at the end of the year with £172,912 in general funds as we have seen strong support from individual, community and grant making bodies, particularly after the onset of the Covid pandemic and Cost of Living increases. The trustees are happy with this position, which will help our strategic objectives, particularly the development of our new Carlton Community Hub and responding to increased demand.

Where our money comes from

We are blessed by and thankful for the genorosity of many individuals, grant making bodies, churches and organisations. In the year July 21-22 our income amounted to £359,221.



Individual giving amounted to £113k and we received significant funds from local councils, other charities and funders (details shown p41), £17k from local churches. Funding from the general community (in this period £6.6k) and local businesses (in this period £4.4k) is reflective of coming through the pandemic where opportunities were limited and priorities for many groups and companies were understandably elsewhere. We expect this to change for 2022-23. Our income from lettings is and will remain limited as we seek to expand our community offerings and therefore make full use of our premises for our charitable purposes.

Whilst not reflected in our income figures, it is important to highlight again the amazing donations of food which we received throughout the year. Had these been donated as a cash value this would potentially have amounted to many tens of thousands of pounds.

Financial Review cont'd

Fundraising

We are incredibly grateful to our financial supporters for their continued generosity. Without them, we couldn't continue the work we do. Our voluntary income comes through a wide range of sources - regular or one off contributions, churches, businesses and community organisations through small events and collections. We have recognised our reliance on grants and therefore as part of our strategic priorities for ensuring financial sustainability and improving communications, we will be focusing on raising awareness of our work and providing more opportunities for individuals, groups and businesses to support our fundraising efforts. Hope Nottingham does not engage professional fundraisers.

How we spent our money

Salaries and staff costs account for our biggest expenditure and we are pleased that we have continued to be able to keep our full time equivalent low at 7,7 at the end of June 22 despite our management of 2 community hubs, 14 foodbanks, and oversight of a volunteer team of around 250 individuals. We remain incredibly grateful for the extensive volunteer commitment which enable us to deliver our services and support. At the same time this allows us to offer so many volunteering opportunities across our numerous activities, in line with our mission for inspiring and growing communities of hope. Our annual staff pay increase in July 21 was agreed at 2%. Much of the increase on the previous year staffing costs demonstrates our commitment to better supporting our satellite foodbanks, and our commitment to developing robust policies and procedures, in particular related to Human Resources and risk management with investment in the roles of an Area Foodbank Support Coordinator, Ops & HR Manager and Chaplain.

Premises costs and general running costs were the next biggest expenditure and additional costs were incurred for the development of the Carlton Hub, as we launched additional activities. We appreciated rent free periods from the Methodist Church for this development and benefited from corporate support in keeping redecoration costs as low as possible in both Carlton and Beeston. It was necessary to 'retire' our old van in this period, and we endeavour to better use our remaining van to keep transport costs low.

Restricted funds were all spent as intended including for food, advice provision, and for specific staff roles and activities.

Financial Review

Reserves policy

The aim of the CIO is to have a minimum of 3 months of free reserves in line with Charity Commission guidance. This is to mitigate against the risk of unexpected events that may put us in financial difficulty for example, a serious decline in expected income levels, a premises issue requiring significant financial resource to rectify or that closes a premises for significant time, or an event affecting our reputation.

For Hope Nottingham for 2021-22 this was estimated at £60,000 and this amount has remained in an emergency fund, which can only be released with the agreement of the majority of trustees.

At the end of the financial year we had unrestricted net assets of £172,912 within general funds. With the confirmation of Carlton lease being imminent, it is planned to review the level of reserves at the and additional funds will be moved to the emergency fund as agreed.

Custodian funds

Our partnership with the Acts 435 charity enables Hope Nottingham to assist individual guests. Acts 435 is a national charity that provides small scale grants for specific items/costs for individuals in need. The Acts scheme works by posting the guests' need (without identifying details) on their website, where members of the public can choose to donate to any specific need they wish. When the target amount is raised, Acts send the funds to Hope Nottingham who contact the guest and arrange the purchase and delivery of the item(s) requested.

The funds Hope Nottingham receives are therefore managed on behalf of Acts 435 and are shown in their accounts. £1553 was held in a dedicated Hope bank account at 30 June 2021: £7,151 was received in 2021-22; £6953 was paid out for guests in the same period; therefore £1751 was carried forward at 1st July 2022. The individual amount received for each application was usually £150.

Restricted funds

Restricted funds are those unspent funds which have been allocated for specific activities as opposed the to Hope Nottingham's general operations. At 30th June 2022, the value of those funds were £77,378 A breakdown of the funds can be found on pages 46-48.

Statement of Trustees' Responsibilities

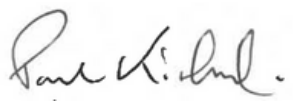
The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Trustees of the charity on 20th March 2023
and signed on its behalf by:



Dr Paul Kirkwood
Chair of Trustees

Independent Examiner's Report

Independent examiner's report to the trustees of Hope Nottingham CIO

I report to the trustees on my examination of the accounts of Hope Nottingham CIO (the Charity) for the year ended 30 June 2022.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity's accounts carried our under section 145 of the 2011 Act and in carrying out my examination i have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

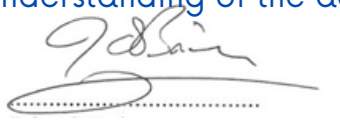
Independent examiner's statement

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

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

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

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

Signed  Dated 20th March 2023

John O'Brien MSc, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

Statement of Financial Activities for year end 30 June 2022

	Note	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
Income and Endowments from:					
Donations and legacies	2	183,924	-	183,924	210,006
Charitable activities	3	93	170,660	170,753	264,788
Other trading activities	4	4,544	-	4,544	1,555
Investment income		-	-	-	2
Total Income		188,561	170,660	359,221	476,351
Expenditure on:					
Charitable activities	6	(219,085)	(160,182)	(379,267)	(384,148)
Total Expenditure		(219,085)	(160,182)	(379,267)	(384,148)
Net (expenditure)/income		(30,524)	10,478	(20,046)	92,203
Gross transfers between funds		(1,531)	1,531	-	-
Net movement in funds		(32,055)	12,009	(20,046)	92,203
Reconciliation of funds					
Total funds brought forward		219,811	65,369	285,180	192,977
Total funds carried forward	15	187,756	77,378	265,134	285,180

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for the period is shown in note 15.

Statement of Financial Activities for year end 30 June 2021

These are the figures for the previous accounting period and are included for comparative purposes:

	Note	Unrestricted £	Restricted £	Total 2021 £
Income and Endowments from:				
Donations and legacies	2	210,006	-	210,006
Charitable activities	3	-	264,788	264,788
Other trading activities	4	1,555	-	1,555
Investment income		2	-	2
Total Income		211,563	264,788	476,351
Expenditure on:				
Charitable activities	6	(137,804)	(246,344)	(384,148)
Total Expenditure		(137,804)	(246,344)	(384,148)
Net income		73,759	18,444	92,203
Gross transfers between funds		5,875	(5,875)	-
Net movement in funds		79,634	12,569	92,203
Reconciliation of funds				
Total funds brought forward		140,177	52,800	192,977
Total funds carried forward	15	219,811	65,369	285,180

Balance Sheet as at 30 June 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	10	14,844	9,393
Current assets			
Debtors	11	4,360	6,073
Cash at bank and in hand	12	256,777	278,621
		261,137	284,694
Creditors: Amounts falling due within one year	13	(10,847)	(8,907)
Net current assets		250,290	275,787
Net assets		265,134	285,180
Funds of the charity:			
Restricted income funds			
Restricted funds		77,378	65,369
Unrestricted income funds			
Unrestricted funds		187,756	219,811
Total funds	15	265,134	285,180

The financial statements on pages 35 - 49 were approved by the trustees and authorised for issue on:

and signed on their behalf by:



Dated: 20th March 2023

Dr Simon Duxon
Treasurer / Trustee

Notes to the Financial Statements for the year ended 30 June 2022

1. Accounting Policies

Statement of compliance

The financial statements have been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of Preparation

Hope Nottingham CIO meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction values unless otherwise stated in the relevant accounting policy notes.

Going Concern

The financial statements have been prepared on a going concern basis. The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probably that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregates similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Notes to the Financial Statements for the year ended 30 June 2022

Charitable Activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

The charity is considered to pass the tests set out in paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in receipt of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are allied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation,less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Motor vehicles	20% straight line
Computer equipment	33% straight line

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of the business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.
Restricted income funds are those donated for use in a particular area or for speciific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

2. Income from donations and legacies

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Donations and legacies;			
Donations from companies, trusts and similar proceeds	26,444	26,444	16,437
Donations from individuals	100,106	100,106	100,170
Gift Aid	13,211	13,211	13,312
Grants, including capital grants;			
Government grants	23,925	23,925	4,000
Grants from other charities	20,238	20,238	76,087
	183,924	183,924	210,006

Notes to the Financial Statements for the Year ended 30 June 2022

3. Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Grants	-	169,051	169,051	172,838
Church & community	93	1,351	1,444	48,825
Gift aid	-	-	-	273
Individuals	-	-	-	28,314
Local businesses	-	-	-	14,428
Sales & lettings	-	258	258	110
	93	170,660	170,753	264,788

4. Income from other trading activities

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Property rental income	4,544	4,544	1,555
	4,544	4,544	1,555

5. Grants and donations

	Unrestricted funds £	Restricted funds £	Total funds £
Anonymous	4,725	-	4,725
Astley Charitable Trust	2,500	-	2,500
Beeston Consolidated Charity	-	18,000	18,000
Charities Trust	1,000	-	1,000
ESF Community Award	-	15,000	15,000
Broxtowe Borough Council	4,000	6,000	10,000
Church & community	26,444	1,351	27,795
Gedling BC	-	6,860	6,860
Nottingham Building Society	-	1,034	1,034
Masonic Charitable Foundation	-	5,000	5,000
Individual donations	113,317	-	113,317
Sainsburys Neighbourly	-	6,000	6,000
Notts County Council	8,925	46,580	55,505
Nottingham City Council	11,000	28,000	39,000
Sage Trust	2,350	-	2,350
Provincial Grand Lodge Nottingham	2,000	3,000	5,000
National Youth Agency	-	200	200
Trussell Trust	7,663	33,377	41,040
	183,924	170,402	354,326

Notes to the Financial Statements for the Year ended 30 June 2022

6. Expenditure on charitable activities

	General £	Restricted £	Total 2022 £	Total 2021 £
Salaries	159,782	102,492	262,274	199,755
Staff costs	17,000	-	17,000	-
Premises costs	17,701	2,531	20,232	-
General running costs	6,564	833	7,397	-
IT costs	2,384	360	2,744	4,284
Foodbank costs	(307)	37,296	36,989	-
Satellite costs	381	180	561	-
Employment pathway costs	331	28	359	-
Hope cafe costs	2,573	542	3,115	-
Allotment costs	-	917	917	-
Children & young people costs	146	345	491	-
Friendship (linking lives) costs	26	185	211	-
Carlton Hub	-	10,648	10,648	-
Vehicle running costs	6,604	253	6,857	7,674
Food club costs	6	-	6	-
Fundraising costs	1,544	-	1,544	-
Management costs	975	-	975	-
Advice provision costs	-	3,502	3,502	-
Depreciation	3,280	-	3,280	2,657
Other costs	95	70	165	-
Fees & licenses	-	-	-	5,021
Gifts	-	-	-	4,451
Services & supplies	-	-	-	116,586
Improvements	-	-	-	8,661
Rent	-	-	-	3,400
Insurances	-	-	-	2,813
Maintenance	-	-	-	2,309
Equipment	-	-	-	199
Utilities	-	-	-	6,985
Staff expenses	-	-	-	1,024
Social security	-	-	-	11,884
Pensions	-	-	-	3,539
Volunteer expenses	-	-	-	531
Volunteer training	-	-	-	225
Communications	-	-	-	2,150
	219,085	160,182	379,267	384,148

Notes to the Financial Statements for the year ended 30 June 2022

7. Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
Staff costs during the year were:		
Wages and salaries	241,426	199,755
Social security costs	15,352	11,884
Pension costs	5,496	3,539
	262,274	215,178

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

Average weekly number of employees 2022 - 12 2021 - 12

10 (2021 - 7) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension scheme for the year totalled £5,496 (2021 - £3,539).

No employee received emoluments of more than £50,000 during the year.

The total employee benefits of the key management personnel of the charity were £137,174 (2021 - £95,221)

8. Independent examiner's fees

During the period the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2022 £	2021 £
Independent examination	750	700
	750	700

Notes to the Financial Statements for the year ended 30 June 2022

9. Taxation

The charity is a registered charity and is therefore exempt from taxation.

10.Tangible fixed assets

	Leasehold Improvements £	Motor vehicles £	Computer equipment £	Total £
Cost				
At 1 July 2021	-	10,200	1,850	12,050
Additions	8,731	-	-	8,731
At 30 June 2022	8,731	10,200	1,850	20,781
Depreciation				
At 1 July 2021	-	2,040	617	2,657
Charge for the year	624	2,040	616	3,280
At 30 June 2022	624	4,080	1,233	5,937
Net book value				
At 30 June 2022	8,107	6,120	617	14,844
At 30 June 2021	-	8,160	1,233	9,393

11. Debtors

	2022 £	2021 £
Trade debtors	534	1,048
Accrued income	2,943	3,333
Other debtors	883	1,692
	4,360	6,073

12. Cash and cash equivalents

	2022 £	2021 £
Cash on hand	531	246
Cash at bank	256,246	278,375
	256,777	278,621

13. Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	5,265	3,849
Other taxation and social security	2,933	2,946
Other creditors	2,649	1,872
Accruals	-	240
	10,847	8,907

14. Obligations under lease hire and purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Land and buildings		
Within one year	3,400	3,400
Between one and five years	17,000	17,000
After five years	26,350	23,800
	46,750	44,200
Other		
Within one year	70	280
Between one and five years	-	70
	70	350

Notes to the Financial Statements for the year ended 30 June 2022

15. Funds

	Balance at 1 July 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2022 £
Unrestricted funds					
General					
Central	219,811	188,561	(219,085)	(1,531)	187,756
Restricted funds					
City Foodbanks	3,315	42,083	(37,603)	(2,743)	5,052
Friendship Group	386	242	(142)	-	486
Discretionary	1,492	165	(121)	-	1,536
Allotment	3	-	(917)	914	-
Roof Appeal	1,342	-	(1,342)	-	-
Youth Club	1,155	200	(1,972)	617	-
Salaries and services (D2N2)	5,000	15,000	(20,000)	-	-
Employment pathways	1,840	210	(28)	-	2,022
Employability (BBC)	7,500	6,000	(13,500)	-	-
Linking Lives	4,765	9,000	(9,094)	-	4,671
Salaries & services (Notts CC)	95	27,875	(6,723)	-	21,247
Love Your Neighbour	31,238	-	(30,590)	-	648
Advice Fund	7,238	26,354	(3,502)	-	30,090
Salaries & services (Beeston Consolidated)	-	18,000	(18,000)	-	-
Carlton Hub	-	19,346	(10,648)	2,743	11,441
Sainsburys	-	6,000	(6,000)	-	-
Stapleford Foodbanks	-	185	-	-	185
Total restricted funds	65,369	170,660	(160,182)	1,531	77,378
Total funds	285,180	359,221	(379,267)	-	265,134

Notes to the Financial Statements for the year ended 30 June 2022

15. Funds (continued) showing previous year for comparison

	Balance at 1 July 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2021 £
Unrestricted funds					
General					
Central	140,177	211,563	(137,804)	5,875	219,811
Restricted					
City Foodbanks	36,674	43,622	(76,981)	-	3,315
Friendship Group	-	386	-	-	386
Discretionary	176	1,595	(279)	-	1,492
Allotment	466	250	(713)	-	3
Roof Appeal	4,544	1,304	(4,506)	-	1,342
Youth Club	553	13,000	(12,398)	-	1,155
Salaries and services (D2N2)	5,000	-	-	-	5,000
Employment pathways	740	1,687	(587)	-	1,840
Employability (BBC)	-	16,000	(8,500)	-	7,500
Linking Lives	-	6,000	(1,235)	-	4,765
Salaries & services (Notts CC)	-	41,900	(41,805)	-	95
Love Your Neighbour	-	95,000	(61,912)	(1,850)	31,238
Advice Fund	-	7,238	-	-	7,238
Guest Help	425	1,306	(1,731)	-	-
Premises	197	-	(197)	-	-
Van	4,025	-	-	(4,025)	-
Covid (Big Lottery Reaching Communities)	-	35,000	(35,000)	-	-
Kenyan Church	-	500	(500)	-	-
Total restricted funds	52,800	264,788	(246,344)	(5,875)	65,369
Total funds	192,977	476,351	(384,148)	-	285,180

The transfers relate to funds the use of which are no longer subject to any restriction.

Notes to the Financial Statements for the year ended 30 June 2022

Restricted Funds

The specific purposes for which the funds are to be applied are as follows:

1. **Food bank** – funds specifically to support our foodbanks with sub -funds for specific foodbanks as required;

2. **Friendship Group** – a Tuesday activity offering speakers and events to reduce isolation among our older community;

3. **Discretionary** – a small fund used to support members of our community in need;

4. **Allotment** – supporting the operation of our Beeston allotment, with food grown used to support activities such as our Community Food Club;

5. **Roof Appeal** – a historic fund for repairs to the roof at Hope House. All remaining money in this fund was spent in the 21/22 financial year for building upkeep;

6. **Youth Club** – fund supporting Hope Nottingham's Youth Activities, including the provision of a Thursday evening Renew Wellbeing Youth Cafe;

7. **Salaries and Services** (D2N2) – This fund, financed by a grant from the European Social Fund, was for Salaries and Support costs. All monies in the fund were spent in the 21/22 financial year;

8. **Employment Pathways** – supporting the Employment support work undertaken by Hope Nottingham, including a Job Club, Literacy and ESOL support groups;

9. **BBC (Employability)** – This fund, financed by Broxtowe Borough Council, supported the Employment Pathway Programme. All money in this fund was spent in the 21/22 financial year;

10. **Linking Lives** - funds to support the salary costs of our Friendship Projects;

11. **Love your Neighbour** – financed by the Christian Renewal Trust, this fund was used to provide food and employability support to our guests. All money in this fund was spent in 21/22 financial year;

12. **Running costs and Salaries (Notts CC)** – This fund manages various Grants from Nottinghamshire County Council to support our salaries and running;

13. **Advice Provision Fund** – financed by a grant from The Trussell Trust to support professional advice provision (such as Citizens Advice Bureau)

14. **Salary fund** (Beeston Consolidated) – funds salary costs of our Support Manager;

15. **Carlton Hub** – supports running costs and activities at Carlton including foodbank and free drop-in café;

16. **Sainsburys** - a fund used to support the salary costs of the Carlton Hub;

17. **Stapleford Foodbanks** – This fund was set up specifically to support the operation of our foodbank at Stapleford;

Notes to the Financial Statements for the year ended 30 June 2022

16. Analysis of net assets between funds

	Unrestricted		2022
	General	Restricted	Total funds
	£	£	£
Tangible fixed assets	14,844	-	14,844
Current assets	183,759	77,378	261,137
Current liabilities	(10,847)	-	(10,847)
Total net assets	187,756	77,378	265,134

	Unrestricted		2021
	General	Restricted	Total funds
	£	£	£
Tangible fixed assets	9,393	-	9,393
Current assets	219,325	65,369	284,694
Current liabilities	(8,907)	-	(8,907)
Total net assets	219,811	65,369	285,180

13. 3rd party funds

	Opening balances	Incoming resources	(Resources expended)	Closing balances
	£	£	£	£
Acts 435	1,553	7,151	(6,953)	1,751

18. Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

Thank you to our amazing Supporters Volunteers & Staff

Hope Nottingham could not carry out its work without the support of individuals and organisations across Nottingham.

We are so grateful to everyone who has been involved in the period July 21 - June 22 - be it volunteering, in a staff role, donating food, funds, resources or expertise, fundraising, partnering with us to provide better services and helping us raise awareness.

We also sincerely thank our Trustees for their commitment, guidance and direction.

Thank you all.

















Thank you to the many organisations we partnered with in 2021-2022

We are blessed to have worked in partnership with:

- Acts 435
- Bethseda Ministeies, Netherfield
- Bilborough Library
- Bridgeway Methodist Mission
- Broxtowe Borough Council
- Citizen's Advice
- CRA, Alboretum Radford
- Family Action
- Gedling Borough Council
- Grangewood Methodist Church
- Inspire Libraries
- Jigsaw Midlands
- Linking Lives
- Montrose Court Church, Stapleford
- Mount Zion Apostolic Church, Radford
- NCVO
- Nottingham City Council
- Salvation Army, Sneinton
- St Barnabas, Inham Nook, Chilwell
- St Margaret's, Aspley
- Main Street Methodist Church
- Netherfield Children's Centre
- Renew Wellbeing
- Strengthening Famillies, Strengthening Communities
- St Martha's, Broxtowe
- The Haven, Stapleford
- The Trussell Trust
- Thirty-one Eight
- Transforming Notts Together
- Trent Vineyard / Trent Compassion
- Wolvern IT

In addition are the many local schools, charities and organisations who are registered as referral agencies for our foodbanks.

Thank you to our Funders of 2021-2022

We are blessed to have :
received financial support from:

- Astley Charitable Trust
- Aspley Evangelical
- Beeston Consolidated
- Beeston Methodist Benevolent Soc
- Broxtowe Borough Council
- Charities Aid Foundation
- Charities Trust
- Co-op Carlton
- Co-op Community Fund
- ESF Community Grant Award
- Gedling Borough Council
- Gowland and Marsden
- Masonic Chcaritable Foundation
- McCallan Group
- Nottingham Building Society
- Notts County Council
- Nottingham City Council
- Nottingham Forest
- Oasis Church
- Provincial Grand Lodge Nottinghamshire
- Redeemer Church
- Rolls Royce Unite
- Sage Trust
- Sainsburys Neighbourly
- Springs of Life
- St Barnabas, Lenton Abbey
- St Peters Church, Toton
- Toton Churches
- Unite Nottingham University
- UK Plumbing Supplies

These are just some of our funders and donors and in addition are the many individual and small group organisations who have contributed to the running of Hope Nottingham.

We also received Gifts in Kind from:

- Dave Wooldridge Website Design
- Frank Key
- Gibbs & Dandy
- John A Stephens
- Domestic & General

We thank everyone most sincerely.

And thank you to our Guests

"You're different here.... this place is a sanctuary....I was at rock bottom emotionally and you've supported me..... I feel a warmth when I walk in here, not talking about the temperature.... it's a comforting feeling that I am accepted."

"Thank you for all that you have done today. You have brought tears to my eyes with the warm welcome and the generosity you have shown me."

"Thank you for helping me and being supportive.
God Bless."

"Just wanted to say a massive thank you for helping me last week. I really appreciate it."

"Thank you very much for the Acts 435 I received, God bless you all."

'For I know the plans I have for you...'
declares the Lord,
'plans to prosper you and not to harm you, plans to give you HOPE and a future'

Jeramiah 29:11

Contact Information

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www.hopenottingham.org.uk

Independent Examiner

John O'Brien, employee of

Community Accounting Plus

Units 1 & 2 North West

41 Talbot Street

Nottingham

NG1 5GL

HOPE NOTTINGHAM CIO

England & Wales - Charity number 1161248

Accounts

Charity registration number: 1161248

Hope Nottingham CIO

Annual Report and Financial Statements

for the Year Ended 30 June 2021

Community Accounting Plus
7 Mansfield Road
Nottingham
NG1 3FB

Hope Nottingham CIO

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Hope Nottingham CIO

Reference and Administrative Details

Trustees	Paul Kirkwood Mary Heritage Simon Duxon Callum McNab Anne Willmot Christiana Zowonu
Senior Management Team	Nigel Adams, Director
Principal Office	Hope House Boundary Road Beeston Nottingham NG9 2RF
Charity Registration Number	1161248
Independent Examiner	John O'Brien, employee of Community Accounting Plus 7 Mansfield Road Nottingham NG1 3FB

Hope Nottingham CIO

Trustees' Report

The trustees present the annual report together with the financial statements of the charity for the year ended 30 June 2021.

Trustees

Paul Kirkwood, Chair

Mary Heritage

Simon Duxon

Callum McNab

Anne Willmot (appointed 21 September 2020)

Christiana Zowonu (appointed 21 September 2020)

Sean Tully (resigned 23/11/2020)

Structure, governance and management

Nature of governing document

The charity is operated under the rules of its constitution adopted 13 April 2015.

Recruitment and appointment of trustees

Trustees are recruited via advertisements, and by word of mouth. Applicants are asked to complete a form and applications are then shortlisted. Applicants are then interviewed by the Chair and then asked to attend a Trustee meeting as a guest at which the other trustees can vote. Term is 3 year period.

Induction and training of trustees

New trustees receive an induction which includes a visit to and tour of Hope House to familiarise themselves with the charity and the context within which it operates. They are also invited to attend appropriate external training and cascade the learning as appropriate. New Trustees are also encouraged to read the Charity Commission document CC3 – The Essential Trustee: what you need to know, what you need to do.

All Trustees gave their time voluntarily and received no benefits from the charity.

Major risks and management of those risks

There are no major risks.

Public benefit

We have considered the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

All our charitable activities focus a wide range of services that address both immediate needs and seek to move people towards personal growth and fulfilment. These activities and are undertaken to further our charitable purposes for the public benefit.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

We have considered the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Objectives and activities

Objects and aims

Our charity's purposes as set out in the objects contained in the charity's constitution are to:

- The relief of poverty, sickness and distress and
- Advancement of the Christian faith.

The aims of our charity are to unite Christians in Mission to work together in the local areas where they live and work, enabling lasting transformation for individuals and communities all over the city by mobilising sustainable projects that make a real difference. Our aims fully reflect the purposes that the charity was set up to further.

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aims, objectives and activities remained focused on our stated purposes.

Hope Nottingham CIO

Trustees' Report

Our main objectives for the year were informed by our three-year Strategic Plan 2018-21, as follows:

- GIVING - Enabling communities to share time and resources for the benefit of others;
- GROWING - Multiplying the work of Hope House into other communities;
- RELIEF MANAGEMENT - Management and distribution of essential provision to help people out of crisis;
- ADVICE - Bringing wide ranging guidance into hubs to provide accessible, integrated support in a supportive environment;
- COMMUNITY - development as a microcosm of God's big picture. Enabling all to be helped & help, to give & to receive God's love;
- EMPOWERMENT - Enabling people to live more stable and fulfilled lives and find worthwhile occupation;
- ENABLING/infrastructure - develop a robust organisation with effective policies procedures and governance.

The strategies we used to meet these objectives included:

- Operating 15 Foodbanks across greater Nottingham in partnership with local churches under a Trussell Trust 'franchise' - West Nottingham and East Nottingham;
- Exploring opportunities to replicate aspects of our core activity in new locations, notably Long Eaton;
- Attending to the physical needs of communities by running a drop-in café four times a week, providing an in-house clothing bank and providing access to utilities and white goods through ACTS 435 and agency referral;
- Offering befriending and mentoring services along with numerous volunteer opportunities;
- Giving service users opportunity to 'give back' to Hope Nottingham and their community through structured volunteering;
- Increasing the capacity of the volunteer Trustee board and strengthening internal processes and procedures.

Owing to Coronavirus most of our normal operations were temporarily and dramatically altered. 7 of 15 foodbanks closed temporarily with others either only allowing food collection at the door or offering delivery. Hope Nottingham provided a co-ordinating role in enabling foodbank delivery across Broxtowe & Gedling Boroughs and Nottingham City, working in close partnership with local authorities, other foodbanks and churches. In particular a wonderful partnership has developed with Trent Vineyard's the Arches who provided bulk food storage and redistribution to the various foodbanks. Hope Nottingham received substantial funding from the newly formed Robin Hood Fund, DEFRA, local government and many individual donors, to purchase food to share with all foodbanks in the area including foodbanks run by other groups. Over the 12 months from April '20 - to March '21 Hope Nottingham distributed 25,000 food parcels as well as providing food supplies for other foodbanks and charity projects.

Throughout this time our Linking Lives/Twos Company befriending support has continued to grow. During the pandemic this has mostly consisted of regular telephone befriending support of over 30 individuals. As lockdown has eased befriending has begun to return to in-person visits as well as regular friendship group meetings at Hope House.

By May '21 all but emergency deliveries had ceased and all but one of our foodbanks had re-opened. Community hub activities at Hope House and elsewhere began to re-open at the same time.

Several partnerships established during the pandemic have continued and are now being developed to enable a strong and effective response to local need as communities recover from the effects of the pandemic. By the end of this financial period preparations for partnership working have included:-

- Provision of debt advice at Hope House by Trent Vineyard;
- Establishment of a Food club at Hope House in partnership with Notts County Children's Centres and Family Action;
- Development of a Hope Community Hub at St Barnabas Inham Nook in partnership with Chilwell Parish;
- Establishment of Hope House Carlton, by taking on the management of the former Main St Methodist Church, with involvement from Gedling Borough Council and the Ark Advice Centre.

Financial review

The financial position of the CIO is strong at the year end with £219,811 in general funds as we have seen strong support from individual and grant making bodies particularly after the onset of the COVID crisis. The trustees are very happy with this position and this funding situation will help our strategic objectives

Policy on reserves

The aim of the CIO is to have 3 months of reserves in line with Charity Commission guidance. For Hope Nottingham this is estimated at £60,000. At the end of the financial year 2020-21, we had unrestricted net assets of £210,418 within general funds. At the meeting in September 2020 the trustees moved £40,253 to an emergency fund which can only be released with the agreement of a majority of trustees.

Funds held as custodian trustee on behalf of others

The partnership with the Acts435 charity enables the CIO to apply for small-scale gifts to assist individual guests with the purchase of needed items. The funds are managed on behalf of Acts435 and are shown in their accounts. £271 was held in a CIO bank account at 30 June 2020; £7,290 was received in 2020-21; £6,008 was paid out for guests in the same time; so £1,553 was carried forward at 30 June 2021. Individual amounts received for guests were usually from £90 to £120.

Hope Nottingham CIO

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 7/2/2022 and signed on its behalf by:

Paul Kirkwood
Trustee

Hope Nottingham CIO

Independent Examiner's Report to the trustees of Hope Nottingham CIO

Independent examiner's report to the trustees of Hope Nottingham CIO
I report to the trustees on my examination of the accounts of Hope Nottingham CIO (the Charity) for the year ended 30 June 2021.

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

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

Independent examiner's statement
Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member and Fellow of the Association of Charity Independent Examiners, which is one of the listed bodies.
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

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

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

.....

John O'Brien MSc, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

7 Mansfield Road
Nottingham
NG1 3FB

Date:...21/02/2022

Hope Nottingham CIO

Statement of Financial Activities for the Year Ended 30 June 2021

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Income and Endowments from:					
Donations and legacies	2	210,006	-	210,006	299,511
Charitable activities	3	-	264,788	264,788	205,388
Other trading activities	5	1,555	-	1,555	-
Investment income	6	2	-	2	9
Total Income		211,563	264,788	476,351	504,908
Expenditure on:					
Charitable activities	7	(137,804)	(246,344)	(384,148)	(355,220)
Total Expenditure		(137,804)	(246,344)	(384,148)	(355,220)
Net income		73,759	18,444	92,203	149,688
Gross transfers between funds		5,875	(5,875)	-	-
Net movement in funds		79,634	12,569	92,203	149,688
Reconciliation of funds					
Total funds brought forward		140,177	52,800	192,977	43,289
Total funds carried forward	15	219,811	65,369	285,180	192,977

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for the period is shown in note 15.

Hope Nottingham CIO

Statement of Financial Activities for the Year Ended 30 June 2021

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £
Income and Endowments from:				
Donations and legacies	2	299,511	-	299,511
Charitable activities	3	6,111	199,277	205,388
Investment income	6	9	-	9
Total Income		305,631	199,277	504,908
Expenditure on:				
Charitable activities	7	(174,268)	(180,952)	(355,220)
Total Expenditure		(174,268)	(180,952)	(355,220)
Net income		131,363	18,325	149,688
Gross transfers between funds		(738)	738	-
Net movement in funds		130,625	19,063	149,688
Reconciliation of funds				
Total funds brought forward		9,552	33,737	43,289
Total funds carried forward	15	140,177	52,800	192,977

Hope Nottingham CIO

(Registration number: 1161248)
Balance Sheet as at 30 June 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	11	9,393	-
Current assets			
Debtors	12	6,073	-
Cash at bank and in hand		278,621	204,209
		284,694	204,209
Creditors: Amounts falling due within one year	13	(8,907)	(11,232)
Net current assets		275,787	192,977
Net assets		285,180	192,977
Funds of the charity:			
Restricted funds		65,369	52,800
Unrestricted income funds			
Unrestricted funds		219,811	140,177
Total funds	15	285,180	192,977

The financial statements on pages 8 to 22 were approved by the trustees, and authorised for issue on 7/2/2022 and signed on their behalf by:

.....
Simon Duxon
Trustee

Hope Nottingham CIO

Cash Flow Statement for the Year Ended 30 June 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash income		92,203	149,688
Adjustments to cash flows from non-cash items			
Depreciation		2,657	-
Investment income	6	(2)	(9)
		94,858	149,679
Working capital adjustments			
(Increase)/decrease in debtors	12	(6,073)	169
(Decrease)/increase in creditors	13	(2,325)	9,213
Net cash flows from operating activities		86,460	159,061
Cash flows from investing activities			
Interest receivable and similar income	6	2	9
Purchase of tangible fixed assets	11	(12,050)	-
Net cash flows from investing activities		(12,048)	9
Net increase in cash and cash equivalents		74,412	159,070
Cash and cash equivalents at 1 July		204,209	45,139
Cash and cash equivalents at 30 June		278,621	204,209
Reconciliation of net cash flow to movement in net funds			
Increase in cash		74,412	159,070
Net funds at 1 July 2020		204,209	45,139
Net funds at 30 June 2021		278,621	204,209

All of the cash flows are derived from continuing operations during the above two periods.

1 Accounting policies

Statement of compliance
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation
Hope Nottingham CIO meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern
The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income and endowments
Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregates similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Motor vehicles	20% straight line
Computer equipment	33% straight line

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity. Pension costs charges in the Statement of Financial Activities represent the contributions payable by the charity during the year.

2 Income from donations and legacies

	Unrestricted funds	Total 2021	Total 2020
	General £	£	£
Donations and legacies;			
Donations from companies, trusts and similar proceeds	16,437	16,437	43,346
Donations from individuals	113,482	113,482	137,922
Grants, including capital grants;			
Government grants	4,000	4,000	7,975
Grants from other charities	76,087	76,087	110,268
	210,006	210,006	299,511

3 Income from charitable activities

	Restricted funds £	Total 2021 £	Total 2020 £
Grants	172,838	172,838	155,485
Church & community	48,825	48,825	23,030
Gift aid	273	273	2,342
Individuals	28,314	28,314	17,670
Local businesses	14,428	14,428	750
Sales & lettings	110	110	6,111
	264,788	264,788	205,388

4 Grants and donations

	Unrestricted funds £	Restricted funds £	Total funds £
Anonymous	4,500	-	4,500
Astley Charitable Trust	3,000	-	3,000
Bank of Ireland	450	-	450
Beeston Methodist Benevolent Society	-	20	20
Big Lottery Community Fund	-	35,000	35,000
Broxtowe Borough Council	4,000	16,000	20,000
Church & community	48,887	48,825	97,712
DEFRA	-	37,500	37,500
Gift Aid	14,360	272	14,632
Grasiela	15,000	-	15,000
Green Tweed	2,500	-	2,500
Individual donations	99,122	35,219	134,341
Local business	15,729	7,504	23,233
Notts & Derby Methodist District	-	13,200	13,200
NISA	258	-	258
Notts County Council	-	47,900	47,900
Places for People BCG	1,000	-	1,000
Rathbone Investment Management	-	3,000	3,000
Sage Trust	1,200	-	1,200
SJP Charity	-	10,000	10,000
The Chetwode Foundation	-	3,000	3,000
Trussel Trust	-	7,238	7,238
	210,006	264,678	474,684

5 Income from other trading activities

	Unrestricted funds	Total	Total
	General	2021	2020
	£	£	£
Property rental income	1,555	1,555	-
	1,555	1,555	-

6 Investment income

	Unrestricted funds	Total	Total
	General	2021	2020
	£	£	£
Interest receivable and similar income;			
Interest receivable on bank deposits	2	2	9

7 Expenditure on charitable activities

	General	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Communications	2,150	-	2,150	2,306
Fees & licenses	3,521	1,500	5,021	3,578
Gifts	890	3,561	4,451	17,344
Services & supplies	28,827	87,759	116,586	80,172
IT costs	2,384	1,900	4,284	1,799
Equipment	-	199	199	-
Improvements	1,162	7,499	8,661	36,477
Insurances	2,813	-	2,813	3,179
Maintenance	2,231	78	2,309	1,967
Rent	3,400	-	3,400	3,400
Utilities	6,985	-	6,985	5,777
Staff expenses	137	887	1,024	1,495
Salaries	65,032	134,723	199,755	176,097
Social security	6,915	4,969	11,884	11,000
Pensions	2,416	1,123	3,539	3,526
Vehicle running costs	5,533	2,141	7,674	4,930
Depreciation	2,657	-	2,657	-

	General £	Restricted funds £	Total 2021 £	Total 2020 £
Volunteer expenses	526	5	531	1,797
Volunteer training	225	-	225	376
	137,804	246,344	384,148	355,220

8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

	2021 £	2020 £
Staff costs during the year were:		
Wages and salaries	199,755	176,097
Social security costs	11,884	11,000
Pension costs	3,539	3,526
	215,178	190,623

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2021 No	2020 No
Average weekly number of employees	12	10

7 (2020 - 8) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £3,539 (2020 - £3,526).

No employee received emoluments of more than £60,000 during the year

The total employee benefits of the key management personnel of the charity were £47,516 (2020 - £45,975).

10 Taxation

The charity is a registered charity and is therefore exempt from taxation.

11 Tangible fixed assets

	Motor vehicles £	Computer equipment £	Total £
Cost			
At 1 July 2020	4,200	-	4,200
Additions	10,200	1,850	12,050
Disposals	(4,200)	-	(4,200)
At 30 June 2021	10,200	1,850	12,050
Depreciation			
At 1 July 2020	4,200	-	4,200
Charge for the year	2,040	617	2,657
Eliminated on disposals	(4,200)	-	(4,200)
At 30 June 2021	2,040	617	2,657
Net book value			
At 30 June 2021	8,160	1,233	9,393
At 30 June 2020	-	-	-

12 Debtors

	2021 £	2020 £
Trade debtors	1,048	-
Accrued income	3,333	-
Other debtors	1,692	-
	6,073	-

13 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	3,849	7,309
Other taxation and social security	2,946	3,275
Other creditors	1,872	648
Accruals	240	-
	8,907	11,232

14 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Land and buildings		
Within one year	3,400	3,400
Between one and five years	17,000	17,000
Over five years	23,800	27,200
	44,200	47,600
Other		
Within one year	280	280
Between one and five years	70	350
	350	630

15 Funds

	Balance at 1 July 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2021 £
Unrestricted funds					
General					
Central	140,177	211,563	(137,804)	5,875	219,811
Restricted funds					
City Foodbanks	36,674	43,622	(76,981)	-	3,315
Discretionary	176	1,595	(279)	-	1,492
Friendship Group	-	386	-	-	386
Guest Help	425	1,306	(1,731)	-	-
Allotment	466	250	(713)	-	3
Premises	197	-	(197)	-	-
Roof Appeal	4,544	1,304	(4,506)	-	1,342
Van	4,025	-	-	(4,025)	-
Youth Club	553	13,000	(12,398)	-	1,155
Salaries and services (D2N2)	5,000	-	-	-	5,000
Employment pathways	740	1,687	(587)	-	1,840

	Balance at 1 July 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2021 £
Employability (BBC)	-	16,000	(8,500)	-	7,500
Linking Lives	-	6,000	(1,235)	-	4,765
Covid (Big Lottery Reaching Communities)	-	35,000	(35,000)	-	-
Kenyan Church	-	500	(500)	-	-
Love Your Neighbour	-	95,000	(61,912)	(1,850)	31,238
Salaries & services (Notts CC)	-	41,900	(41,805)	-	95
IT CAB Fund	-	7,238	-	-	7,238
Total restricted funds	52,800	264,788	(246,344)	(5,875)	65,369
Total funds	192,977	476,351	(384,148)	-	285,180

	Balance at 1 July 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2020 £
Unrestricted funds					
Unrestricted general funds					
Central	9,552	305,631	(174,268)	(738)	140,177
Restricted funds					
City Foodbanks	315	95,490	(59,131)	-	36,674
Discretionary	-	5	(45)	216	176
Guest Help	1,562	5,141	(6,098)	(180)	425
Allotment	399	-	(518)	585	466
Projects	9,138	-	(9,025)	(113)	-
Premises	209	-	(12)	-	197
Roof Appeal	15,482	30,793	(41,731)	-	4,544
Van	4,000	25	-	-	4,025
Youth Club	-	12,100	(11,547)	-	553
Salaries and services (D2N2)	-	25,000	(20,000)	-	5,000
Employment pathways	-	510	-	230	740
Kenyan Church	-	500	(500)	-	-
Long Eaton	2,355	-	(2,355)	-	-
Garden	277	3	(280)	-	-
Salaries & services (Broxtowe BC)	-	6,000	(6,000)	-	-
Salaries & services (Nottingham Community Foundation)	-	5,363	(5,363)	-	-

	Balance at 1 July 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2020 £
Salaries & services (Asda/Trusssell Trust	-	18,347	(18,347)	-	-
Total restricted funds	33,737	199,277	(180,952)	738	52,800
Total funds	43,289	504,908	(355,220)	-	192,977

The specific purposes for which the funds are to be applied are as follows:

City Foodbank fund: manages gifts and grants specifically for Food Banks other than at Hope House.
Discretionary fund:
Friendship Group:
Guest Help fund
Allotment fund: manages gifts and grants specifically given for the development of the Hope House allotment.
Premises Fund: manages grants provided for improvements at Hope House.
Roof appeal - gifts from individuals, churches and grant making bodies to enable the roof at Hope House to be replaced.
Van fund: manages grants and gifts for the replacement of Hope House van when required.
Youth Club:provides activities and services engaging the the youth of the surrounding area. Supporting the work of the CIO'S Youth Club including one member of staff and a placement student.
Salaries & Services (DN2):
Employment Pathway Project: Income received to support the the employment pathway program, the majority of the money is spent funding salary costs associated with this project.
Employability:
Covid (BLRC): .
Kenyan Church: to support the work of the Kenyan church.
Love Your Neighbour:
Salaries & Services (NCC)
IT CAB fund:

The transfers to the General fund represents the net book value of fixed assets, the use of which is not subject to any restriction.

16 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	2021 Total funds £
Tangible fixed assets	9,393	-	9,393
Current assets	219,325	65,369	284,694
Current liabilities	(8,907)	-	(8,907)
Total net assets	219,811	65,369	285,180

	Unrestricted funds General £	Restricted funds £	Total funds at 30 June 2020 £
Current assets	151,409	52,800	204,209
Current liabilities	(11,232)	-	(11,232)
Total net assets	140,177	52,800	192,977

17 Independent examiner's fees

During the period, the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2021 £	2020 £
Independent examination	700	540
	700	540

18 3rd party funds

	Opening balances £	Incoming resources £	(Resources expended) £	Closing balances £
Acts 435	271	7,290	(6,008)	1,553