



# **ANNUAL REPORT**

**for the Year to  
31st March 2024**



# STRUCTURE AND GOVERNANCE

Devizes & District Foodbank is governed by a Constitution and was registered as a Charitable Incorporated Organisation (CIO) on 29 July 2018. However, the Foodbank continued to operate as Devizes Foodbank until 31 March 2019, at which time Devizes & District Foodbank assumed the activities previously undertaken by Devizes Foodbank.

The charity is managed by a board consisting of a maximum of twelve Trustees, who endorse the charitable objectives of the Foodbank and support its compassionate ethos arising from its Christian origins. Trustees meet on a regular basis to set the framework within which the Foodbank operates. They approve all policies, new projects and budgets, and monitor and control the finances of the organisation.

On a day-to-day basis it is the Project Manager, working with other staff, volunteers and agencies who carries out the core activities of the foodbank. It is the manager that has responsibility for the delivery of services and the achievement of objectives.

Risk Assessments have been carried out for all the foodbank’s activities, together with appropriate policies, including policies for Health & Safety and Safeguarding.

Devizes & District Foodbank seeks to be transparent in all its activities, so all stakeholders are able to participate in its development.

## Trustees:

Richard Oliver (Chairman)	Jacky Thomas (until July 2023)
John Starling (Treasurer)	Sanjeen Payne-Kumar (from May 2023)
Bridget Selwyn	Jeremy Davidson (from January 2024)
Jasper Selwyn	Hollie Stoner (from January 2024)
Nick Tatlock (until October 2023)	

**Project Manager:** Liz Starling

**Community Organiser and Campaigns Manager:** Alex Montegriffo

**Assistant Manager:** Sue Underwood

## **OBJECTIVES of the FOODBANK**

The relief of financial hardship amongst people in Devizes, Wiltshire and the surrounding area or in other parts of the United Kingdom in such ways as the trustees from time-to-time think fit, in particular, but not exclusively by:

- a. providing emergency food, essential toiletries, and household items to individuals and families in need and/or for distribution by charities or other organisations working to prevent or relieve poverty.
- b. such other means, including (but not limited to) the provision of support or signposting to relevant information and other advisory services.
- c. supporting Trussell Trust's Together for Change campaign.

The Trustees consider that the activities undertaken by the foodbank to achieve the objectives of the charity have been in compliance with the duties under section 4 of the 2006 Charities Act.

## **A MESSAGE FROM THE CHAIRMAN**

By comparison with the preceding year, 2023/24 has been characterised by somewhat more stability for the Devizes & District Foodbank (“DDFB”); against a backdrop, though, of the continuing macropolitical destabilisation which has been evident since 2016. We are now three years in to our five year plan and we will soon be considering what changes to make thereto as some objectives have been met and others are no longer appropriate, having had time to consider and research them.

Key initiatives and changes during the years can be summarised as follows.

First, in June, thanks to a grant from Trussell Trust we opened a further new front in developing with Citizens Advice Wiltshire a Financial Inclusion capability, whereby we operate - on a two year pilot basis - two sessions each week at our St James Centre outlet, near the town centre. These sessions entail DDFB customers meeting Citizens Advice Wiltshire workers by appointment to ensure that such customers are receiving the correct level of state benefits and /or to get assistance with debt.

Secondly, we are now close to completing a second year of our employment of a community campaigner, who focuses on key local factors underlying poverty. A report summarising this work is provided below and both the Trussell Trust and the DDFB Board of Trustees are very pleased with progress.

Thirdly, in terms of our core mission, mitigating food poverty directly through providing food and other essential items to those who need them, I am pleased to report that the team has made a great success of the new distribution point in Central Devizes at the St James Centre, referred to above. In combination with our warehouse to the North of the town and direct deliveries to the neighbouring towns and villages, we have been able to meet demand successfully. Unlike sister foodbanks elsewhere in the network, we are fortunate that donor contributions have been maintained. Supply and demand are illustrated graphically and analysed below, together with commentary from our Project Manager, Liz Starling.

Fourthly, we continue constantly to renew and review our governance and operations. This is co-ordinated by a designated Trustee. Recently Mr Jeremy Davidson took over from Mr Nick Tatlock in this capacity and we acknowledge with thanks Nick's contribution for more than three years. Further as regards the Board, we welcomed Hollie Stoner as a new Trustee, who is concentrating primarily – initially - on our efforts in the social justice arena.

Earlier this year I was pleased to join the Trussell Trust's Strategy Consultation Group for England South. Early in May, several Trustees and Staff attended the Rolling Roadshow in Bristol. These events prove very effective in keeping us all up to date with how matters are evolving centrally and elsewhere in the network. In the late Spring we were pleased to host the Rt Honourable Michelle Donelan MP, Secretary of State for Science, Innovation and Technology along with local Councillors, agencies and many members of the public at a meeting to discuss issues around poverty in our local area.

Lastly, I must take the opportunity to thank all of our volunteers, staff members and our Trustees for their efforts in our community. This has been a strong year for the organisation in so many respects.

*Richard Oliver, Chairman*  
*May 2024*

## **PROJECT MANAGER'S ANNUAL REPORT 2022-2023**

First and foremost, I want to record my personal thanks and appreciation to Assistant Manager Sue for all her hard work and dedication to Devizes and District Foodbank.

As a foodbank, we continue to value the support we receive from the Trussell Trust Network and especially our area manager Lucy Duffy. The South Coast Cluster meetings are still being held via Zoom and we are reassured to know that the challenges we experience are shared by many other foodbanks as well.

Our volunteers are recruited, managed and contacted through the Trussell Trust Assemble volunteer management system. Most volunteers can email through the system which is a more secure way of messaging. They can view the rota for each week and can add themselves to a shift or remove themselves if they are not available. Although some volunteers have ceased volunteering with us, we have recruited 30 new volunteers in the past year and now have total of 46 volunteers registered with us, of which 43 are active.

We continue to use a delivery model in the SN8 and SN9 areas and this is still working well. We are very grateful to Vincent Stokes our Marlborough co-ordinator who makes sure the emergency food boxes are delivered in a timely manner to these areas.

We are constantly managing our stock levels to ensure we have the right amount of food to pack into our emergency food boxes. Not enough of a particular item and we may end up running out and not being able to put that item in a box, too much of a particular item takes up valuable storage space and there is a risk it may go out of date before it can be used.

We took part in the annual Tesco Winter Food Collection over 3 days at the end of November 23; food collections were also held at Waitrose (December 23) and Morrison's (March 24). These collections were invaluable for bringing in the items we were short of and boosting our stock levels.

Throughout the year, we continued to liaise with schools, churches, and other organisations to encourage donations of food and money ensuring that they were aware of shortages and overstocks. This also meant ensuring that Facebook and website were kept up to date.

The use of E-referrals (on-line vouchers) is now the norm and we no longer see paper vouchers from our partner agencies.

In June 2023 we started a new financial inclusion project and opened up the St James Foodbank Centre holding two sessions a week. People who have a voucher from a partner agency, are able to pick up their food parcels at these sessions. When they arrive at the centre, volunteers

welcome them with a hot drink, offer to refer them to the Citizen's Advice (CA) caseworker attending the session, and provide further signposting support where possible. Our visitors tell us how much they appreciate having someone willing to take the time to listen to them. They also welcome the chance to talk face to face with the CA caseworker.

Thank you to everyone who has helped in anyway during 2023/2024 – it is much appreciated.

*Liz Starling, Project Manager*

*June 2024*

## **COMMUNITY ORGANISER AND CAMPAIGNS MANAGER'S REPORT**

Devizes and District Foodbank has been part of the Trussell Trust's Organising and Local Mobilisation scheme for almost two years, since June 2022. At its core, this scheme is about listening to the community about what is contributing to financial hardship and food bank need locally, and how we can come together to change this. It has been great to speak to so many people in the areas served by the food bank over the last year. Thank you to everyone who has spoken to the Community Organiser about their experiences of financial hardship, and how they want to work towards a UK where no-one is in the position of needing to use a food bank.

The last year has seen local people brought together to challenge issues that are affecting their ability to afford the basics we all need, such as food, heating, clothing and electricity. This includes over 30 people living on the waterways in Wiltshire and across the UK who formed a team called UK Boaters for Energy Justice. This team is calling for the inclusion of all boaters in support given to everyone in England, Scotland and Wales by the UK Government in 2022 and 2023 for rising energy bills. Some boaters received this support later in 2023, but others with certain types of mooring did not, leaving some households unable to heat their boats or buy food for their families as fuel prices rose steeply. The actions and media coverage of the campaigning team led to Wiltshire Council's Public

Health team implementing a £200,000 fund for boaters who hadn't received other support, which reached over 400 boaters in Wiltshire with £600 cash or shopping vouchers. Boaters worked with the Public Health team and Community Organiser to facilitate and distribute this fund, which has had a major impact in allowing households to afford fuel and food.

Through collective action, this group continues to challenge one of the drivers of hardship and food bank need locally. Another team working hard in 2023-24 was the group of parents, guardians and carers calling for Affordable Uniform costs. School uniform can cost between £300 and £500 a year per child, and this cost can push families towards debt or being unable to afford other essentials, and can impact learning if children aren't able to access affordable uniform. After the campaigning team's Affordable Uniform Pledge for Wiltshire, calling on schools to limit branded items amongst other things, Wiltshire Council launched their Affordable Schools Strategy in September 2023. This strategy covers aspects of the school day such as uniform, provision of free school meals, activities and trips. So far, there are around 30 active schools receiving resources and networking on affordability, to benefit all families.

Finally, a new campaign launched in 2024 is seeking to change the fact that 98% of social housing properties nationally are fully unfurnished, without carpets, flooring or curtains. New tenants face costs of hundreds of pounds to make properties liveable, or have to go without the items we all need for insulation, privacy, safety and dignity. National Citizens Advice data shows that social housing tenants are more likely to need support from food banks than people with other tenures, and a group of tenants will be raising awareness of this issue and working with social housing providers to make sure people move into homes not empty shells.

2023-24 has been a busy year, alongside continuing to support the Trussell Trust's Guarantee our Essentials campaign making sure Universal Credit is enough to live off for the six million people receiving it in the UK. Thank you to everyone who has been involved so far, and please get in touch if you'd like to hear more.

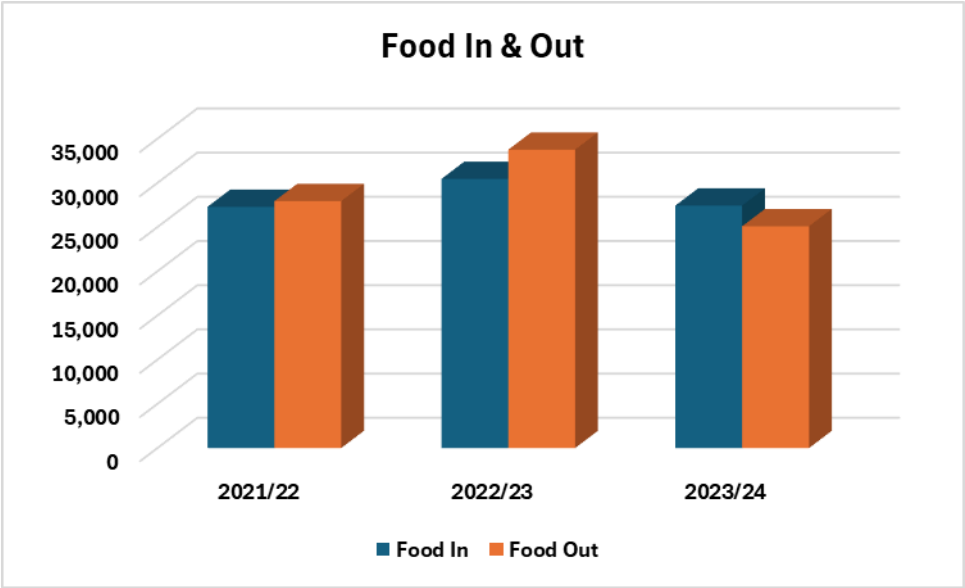
*Alex Montegriffo, Community Organiser and Campaigns Manager*  
*June 2024*



# FOOD & CLIENTS INFORMATION

## Food In & Out

During the year to 31<sup>st</sup> March 2024 a total of 27,434kg of food was received by Devizes & District Foodbank (DDFB), whilst 25,100kg of food was given out. This has resulted to an increase in stock level at the year end, which stood at 4,268kg. After a few years of fluctuations, the current level of stock is thought to be about right for this time of year when taking into consideration demand and storage capacity. However, the stock is not always of the right mix of food items, which means that some items need to be purchased pending the impact of media updates and the receipt of donations of these required items. DDFB are extremely grateful to all our food donors who continue to support the foodbank and enable us to keep the purchase of food to a minimum.

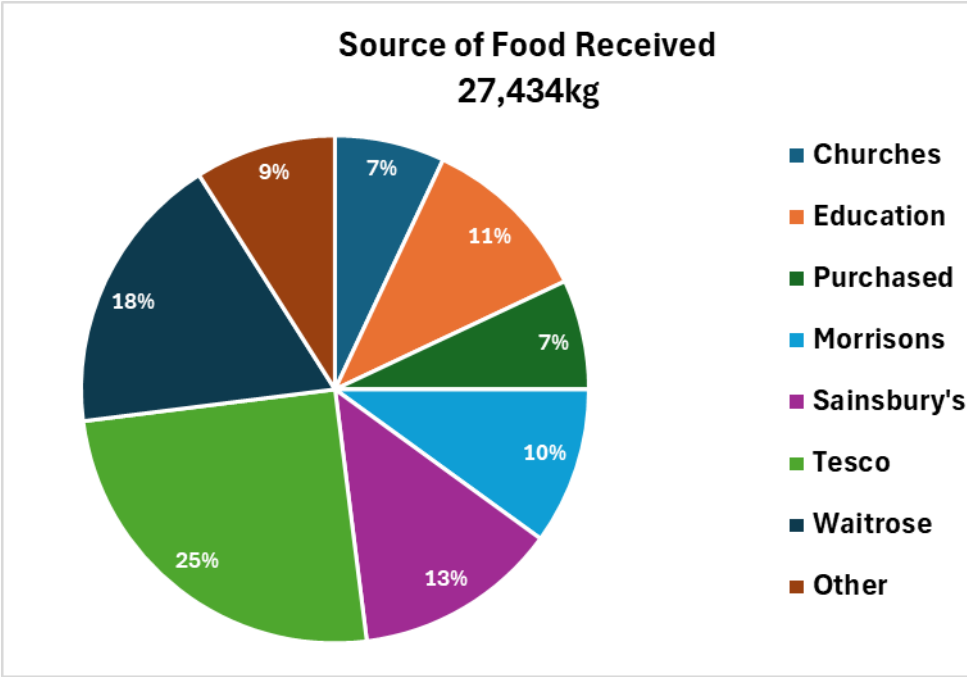


**Donations**

Food donations continue to be dominated by food left at collection points in the four main supermarkets within the DDFB area: Morrisons, Sainsbury’s, Tesco, and Waitrose. These donations accounted for 66% of all food received and include special collection of food during the year at Tesco, Waitrose and Morrisons. We are very grateful for the help of the volunteers who assisted with these collections.

Food donations which come from schools and churches, often during harvest and Christmas events, increased to 18% of the total and the weight increased to 4.8 tonnes (4.6 tonnes). Donations from other sources (individuals and organisations within the DDFB area) decreased to 9% or 2.6 tonnes.

It has however been necessary to purchase 1.9 tonnes of food due to specific shortages. This is a decrease of 0.3 tonnes of 2022/23 and early indications are that this downward trend will continue in the new year. DDFB are extremely grateful for all food donations provided they are of non-perishable food and in date by at least 4 months.



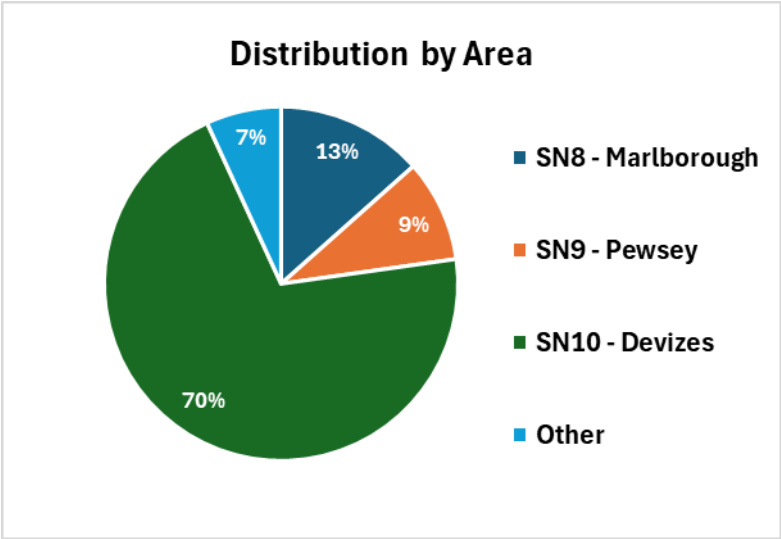
**Distribution**

Food is distributed to our clients following a referral from one of the 144 partner agencies registered with DDFB or agencies registered with other Trussell Trust foodbanks. Without these agencies and their referrals DDFB would not be able to operate, and we are pleased to say we have a good working relationship with our partner agents. The top 2 agencies account for 25% of the 1,122 referrals received during the year, and they are:

- Citizens Advice Wiltshire
- Devizes Opendoors

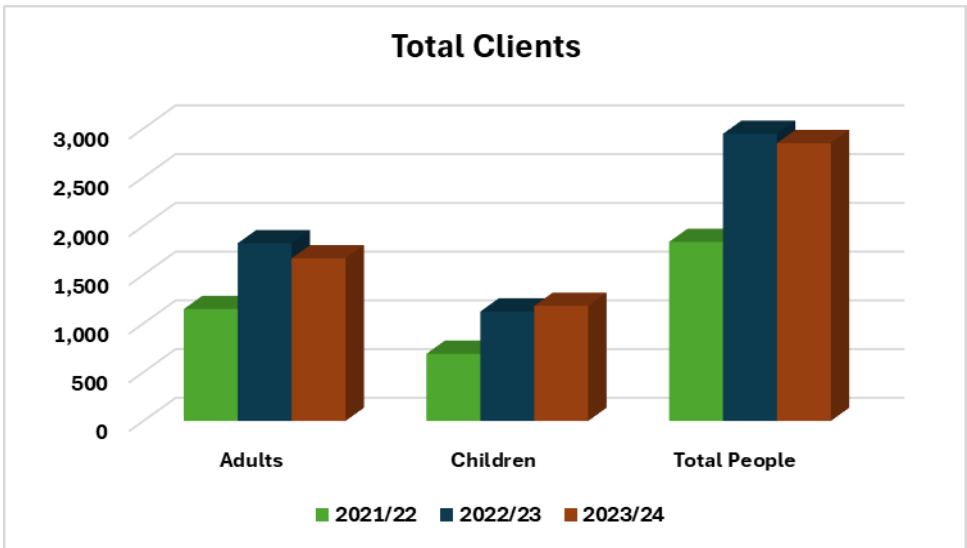
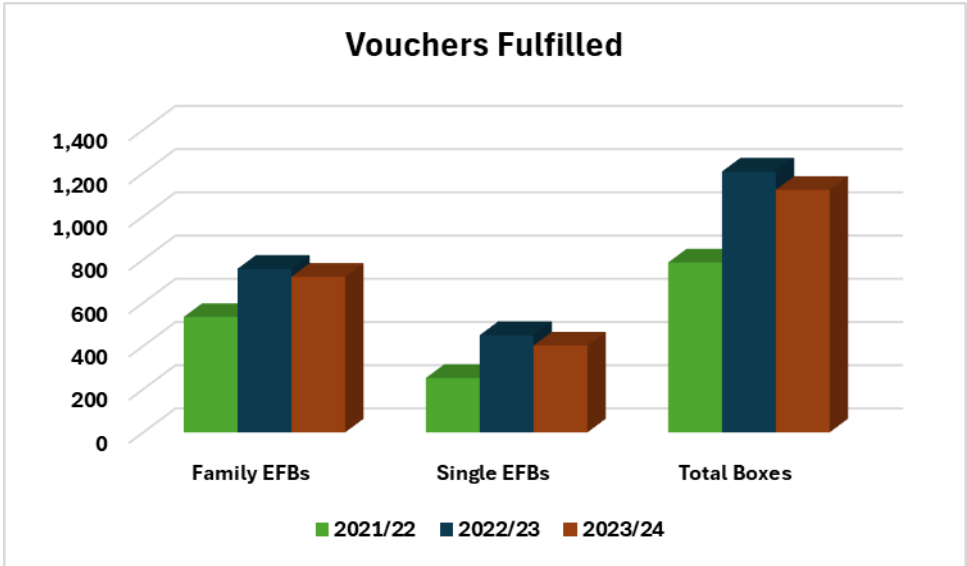
DDFB covers the postal areas SN8, SN9 and SN10. The chart below shows the distribution of food during the year, with 93% of all clients living within these areas. With the opening of St James Centre in June 2023, clients who are able are encouraged to collect their food boxes from there. Food boxes continue to be delivered to clients in SN8 and SN9 postal areas and those who are unable to collect from the warehouse or St James Centre.

The other 7% are clients with no fixed address or reside outside the DDFB distribution area. DDFB are happy to support anyone in need providing they have an authorised voucher from an approved referral agency and can collect from a distribution point.



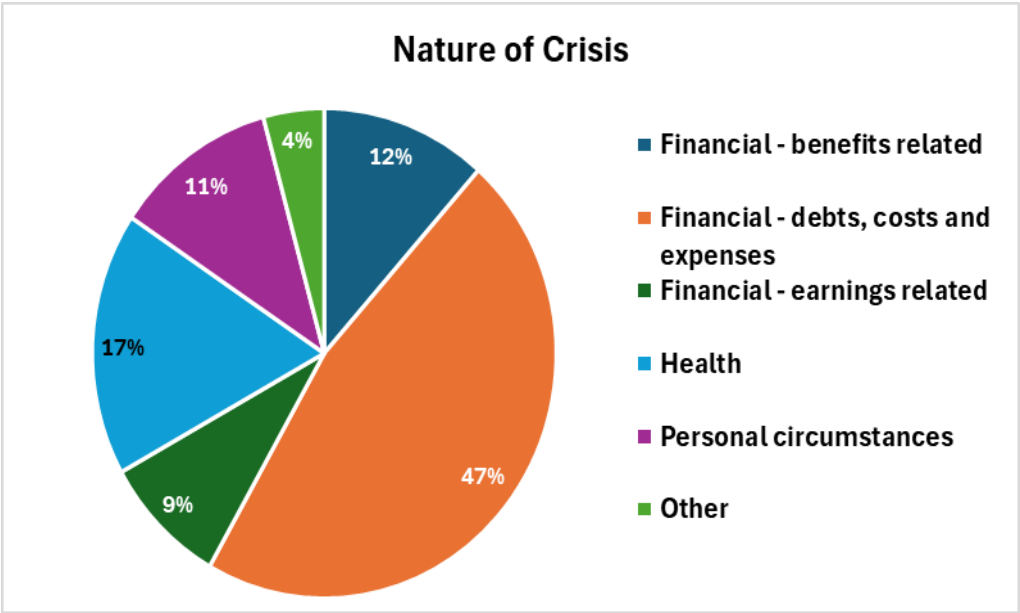
## Clients Fed

In the year to 31<sup>st</sup> March 2023 a total of 1,122 vouchers were fulfilled, a decrease of 7% on the previous year. 1,181 children and 1,669 adults (total 2,850) were fed, a small decrease of 3% on the previous year. Early indications are that this level of demand is likely to continue into the next year.



# Nature of Crisis

The chart below shows the main reasons given for clients needing the support of DDFB during the last year. Financial issues continue to dominate the reasons given for people requiring support from DDFB, included a a main reason by more that 2/3<sup>rd</sup> of requests. It is pleasing to see a further modest reduction in benefit related issues, but there has been an increase in health related issues.



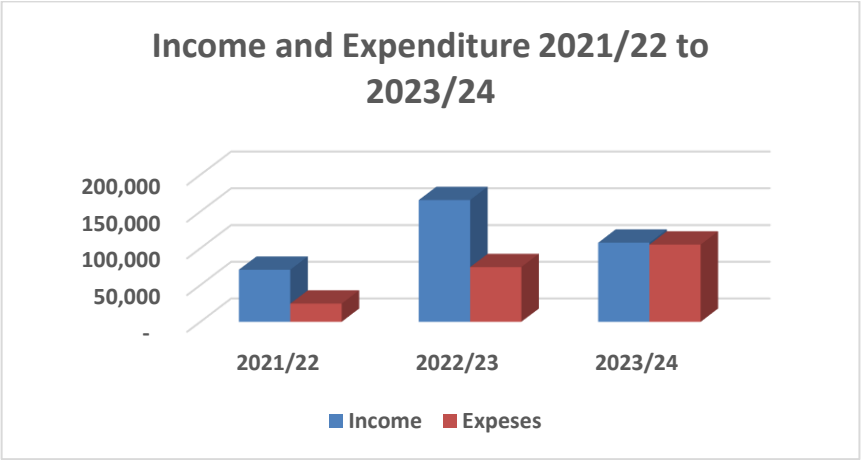
# FINANCE REPORT

## *A big thank you to all our financial donors in 2023/24*

During the year to 31st March 2024 total income amounted to £109,633 (2022/23 £168,030), with payments totalling £105,052 (£74,450), creating a surplus of £4,581 (£93,580). This surplus was achieved despite incurring the first 10 months’ cost for the Financial Inclusion project when the funding was received in the previous financial year.

General donations were lower than the previous year, but at £72,395 were higher than budget and more than sufficient to cover the costs of the core objectives of the foodbank. Even with the reduced level of donations the future of the core activities of DDFB in their current format is secure for several years.

The increase in expenditure is due primarily to the cost of the Financial Inclusion project, together with full year costs for the Community Liaison Manager (Community Organiser and Campaigns Manager). Both of these projects are supported by grants from the Trussell Trust. General running costs reflect the annual costs of running the core operations of DDFB, with the cost of move to new premises covered during the previous year. The foodbank has significant funds, and the trustees are exploring other ways in which they can use these funds to support those in need. In the meantime, funds in excess of those current needs have been placed in interest bearing accounts.



The graph on page 16 shows the source of all income over the last 3 years.

### Churches

Donations from churches have eased slightly from the high of £9,322 in 2023/24 to £7,956. The continued support from the local churches, but financial and in other forms, continues to underpin the work of the foodbank.

### Other

Income from other organisations benefited from a one-off donation of £13,500 from an organisation that was winding up. Without this item donations would have fallen from £13,000 to £10,000.

### Personal

Personal donations fell from £56,533 to £42,479 but were still £9,000 above the 2021/22 level. These donations account for 60% of all donations received and DDFB are particularly grateful to those who have gift aided their regular month amounts. These regular donations provide the trustees with a high level of confidence for the future funding of DDFB.

### Grants

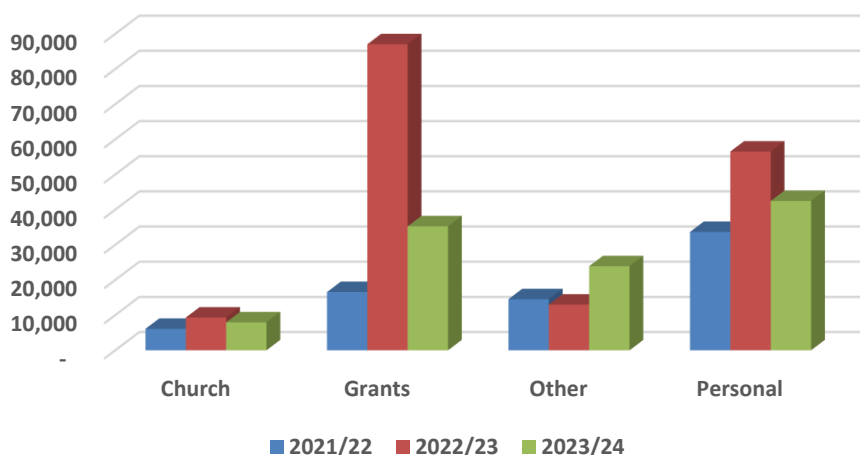
In 2023/24 DDFB received a grant from Trussell Trust of £35,272 for the Community Liaison Manager.

In 2022/23, in addition to the first grant to cover the costs of the Community Liaison Manager, grants totalling £39,360 were received from Trussell Trust to cover the 2023/24 costs for the new Financial Inclusion Project and provide support for the new premises costs (year 2).

In 2024/25 DDFB are expecting further grants from Trussell Trust for the following:

- Financial Inclusion Project
- Community Liaison Manager
- New Premises (year 3)

## Source of Income 2021/22 to 2023/24



## Reserves Policy

The Reserve Policy for DDFB was reviewed in January 2024 and remains unchanged, in that DDFB is to hold cash balances not less than the equivalent of one year's rent and six months' running costs. This is to provide the Trustees with some security in respect of lease commitments and ensure that there are sufficient funds to meet financial commitments, including payment in full of any notice period to DDFB employees. Thanks to the generosity of DDFB supporters the Trustees have been able to comply with the Reserve Policy by increasing the Contingent Reserve to £35,000. In addition, the Premises Reserve has a balance of £48,000.

## POST YEAR END EVENTS

Funding from Trussell Trust for the second year of the Financial Inclusion project has been received.





**Financial Statements for Devizes & District Foodbank  
for the year ended 31 March 2024**

Bank:-

Lloyds Bank Plc  
38 Market Place  
Devizes  
SN10 1JD

Independent Examiner:-

Mr James Salter  
Devizes

# Independent Examiner's Report

## Devizes & District Foodbank

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 March 2024.

### Responsibilities and basis of report

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


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

### Independent Examiner's Statement

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

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

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



Mr James Salter  
24 June 2024



**DEVIZES FOODBANK – STATEMENT OF FINANCIAL ACTIVITIES  
FOR YEAR ENDED 31 MARCH 2024**

	2023/24				2022/23
	Unrestricted Funds	Designated Funds	Restricted Funds	Total	Total
	£	£	£	£	£
<b>RECEIPTS AND PAYMENTS ACCOUNT</b>					
<b>Receipts</b>					
Donations	72,395			72,395	81,261
Grants	4,601		30,671	35,272	86,558
Interest	1,966			1,966	211
<b>Total Receipts</b>	<b>78,962</b>	<b>-</b>	<b>30,671</b>	<b>109,633</b>	<b>168,030</b>
<b>Payments</b>					
Staff	14,171			14,171	12,300
Stationery	645			645	1,204
Postage	8			8	44
Telephone	757			757	691
Boxes	1,588			1,588	0
Equipment	704			704	10,223
Food	164		2,895	3,059	3,721
Conference etc.	84		0	84	0
Insurance	1,410		0	1,410	1,271
Travel	644		357	1,001	1,412
Vehicle	759		0	759	340
Premises	14,595		5,259	19,854	18,007
Other	323		0	323	1,321
Community Liasion Manager	(0)		31,757	31,757	23,918
Financial Inclusion Project	1,456		27,477	28,932	0
<b>Total Payments</b>	<b>37,307</b>	<b>-</b>	<b>67,745</b>	<b>105,052</b>	<b>74,450</b>
<b>Excess of Receipts over Payments</b>	<b>41,655</b>	<b>0</b>	<b>(37,074)</b>	<b>4,581</b>	<b>93,580</b>
Transfer between Funds	(23,700)	23,700		0	0
Bank as at 1 April 2023	60,752	105,000	46,589	212,341	118,761
<b>Bank as at 31 March 2024</b>	<b>78,707</b>	<b>128,700</b>	<b>9,516</b>	<b>216,923</b>	<b>212,341</b>

## STATEMENT OF ASSETS & LIABILITIES

	2023/24			
	Unrestricted	Designated	Restricted	Total
	Funds	Funds	Funds	
	£	£	£	£
Fixed Assets at Net Book Value	11,464			11,464
<u>Liquid Assets:</u>				
Current Account	5,227		9,516	14,743
Interest Bearing Account	73,480	128,700		202,180
Total Liquid Funds	78,707	128,700	9,516	216,923
Stock at valuation	10,116			10,116
Liabilities	0			0
<b>Total Assets less Liabilities</b>	<b>100,287</b>	<b>128,700</b>	<b>9,516</b>	<b>238,503</b>

## RECONCILLATION OF NET ASSET MOVEMENT

	£
Opening Net Assets	233,212
Surplus/Deficit from current year	4,581
Depreciation charge in period	(4,820)
Movement in Stock	5,530
<b>Closing Net Assets</b>	<b>238,503</b>

## NOTES TO STATEMENTS

1. The Financial Statements for Devizes & District Foodbank have been prepared using the Receipts and Payments basis.
2. The Liquid Fund Balances are as follows:

	2023/24			2022/23
	Unrestricted	Designated	Restricted	Total
	Funds	Funds	Funds	
	£	£	£	£
General Fund	78,707			64,291
Vehicle Replacement Fund		9,000		6,000
Asset Replacement Fund		4,000		2,000
Premises Fund		48,000		68,972
Community Liaison Manager			9,516	10,602
Financial Inclusion		32,700		27,477
Contingency Fund		35,000		33,000
	<b>78,707</b>	<b>128,700</b>	<b>9,516</b>	<b>212,341</b>

3. Fixed Asset – Non-consumable items that cost £500 or more.  
 Depreciation – All assets will be fully depreciated over 5 years.  
 Valuation – Value attributed to an asset will be the full purchase price less the appropriate depreciation. After 5 years it will be considered that an asset has no value.

Asset	Date of Purchase	Cost (incl VAT) £	No. Years Depreciation	Cumulative Depreciation £	Net Book Value £
Van HX20GPO	Feb-21	15,000	3	9,000	6,000
Laptop	Oct-22	554	2	222	332
Laptop	Oct-22	554	2	222	332
Racking	Apr-22	6,191	2	2,476	3,715
Furniture	May-22	1,808	2	723	1,085
<b>Total</b>		<b>24,107</b>		<b>12,643</b>	<b>11,464</b>

4. In addition to cash receipts Devizes & District Foodbank has received gift in kind as follows:
- Boxes for distribution of food
  - Food donations
- 4a. Food Stock as at 31 March 2024
- Weight – 4,268kg
  - Notional value – £10,116 (based on average value per kg as advised by Trussell Trust)
- 4b. Food donated to Foodbank during year
- Weight – 27,434kg
  - Notional value – £65,018
- 4c. Food distributed by Foodbank during year
- Weight – 25,100kg
  - Notional value – £59,488





Devizes & District Foodbank is a Registered Charity  
Number: 1179387

Devizes & District Foodbank  
Unit 4, Glenmore Business Centre  
Waller Road  
DEVIZES  
Wiltshire  
SN10 2EQ

Tel. 078 0797 3605

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web: [www.devizesdistrict.foodbank.org.uk](http://www.devizesdistrict.foodbank.org.uk)

[www.facebook.com/devizesdistrictfoodbank](https://www.facebook.com/devizesdistrictfoodbank)