

THE HYGIENE BANK

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2020

**CHARITY NUMBER: 1181267
SC049895**

Website	https://www.thehygienebank.com
News	https://thehygienebank.com/news/
Instagram	https://www.instagram.com/thehygienebank/
More info	https://linktr.ee/thehygienebank/

For the year ended 31 December 2020

Contents

Charity Information..... 2

Chair’s statement..... 3

Trustees’ Annual Report 4

Independent Auditor’s Report..... 13

Statement of Financial Activities 16

Balance Sheet..... 17

Statement of Cash Flows 18

Notes to the Accounts 19

The Hygiene Bank

Charity number: 1181267
SC049895

For the year ended 31 December 2020

Name: The Hygiene Bank

Charity number: 1181267
SC049895

Trustees:	Edward Fraser	Appointed 17 March 2021
	Elizabeth Hall	
	Elaine Jackson	
	Georgina Loom	Resigned 20 May 2020
	Katherine McAlpine	Resigned 16 May 2020
	Isabelle McCann	Resigned 16 December 2020
	Rahul Moodgal	Appointed 23 September 2020
	Caroline Parr	Appointed 17 March 2021
	Paul Pashley	Appointed 17 March 2021
	Edgardo Penollar	Resigned 31 October 2020
	Matthew Phillips	Appointed 17 March 2021
	Thomas Poynter (Chair)	
	Matthew Press	
	Lorraine Waters	Appointed 17 March 2021

Registered address: c/o DAC Beachcroft LLP
The Walbrook Building
25 Walbrook
London
EC4N 8AF

Bankers: National Westminster Bank Plc

Independent Auditor: Haysmacintyre LLP
10 Queen Street Place
London
EC4R 1AG

2020 was another flourishing year for The Hygiene Bank. We saw growth across our key metrics resulting in 152 active projects across the UK supporting 1,400 community partners and delivering over 363,000 kg of personal and hygiene products.

As with other organisations up and down the country, we faced the headwinds that were presented to us by the pandemic. We moved quickly to ensure the safety of our 409 volunteers and changed our collection and distribution strategy, so we were able to confidently deliver products to our new and existing community partners. Our partnership with Boots UK played a key role in supporting local communities with their major product donations and by helping us collect donations from the public via drop off points in their stores.

In the summer of 2020, the Board of Trustees met for its annual strategic away day. The objective of this day was to define our vision, mission and values as well as agree on our prioritised initiatives to underpin our three-year plan. The Trustees are now leading and implementing these initiatives through enhanced distribution, a national schools programme, collaborative partnerships and resilience in our 152 projects across the UK. With that, we are focusing on fundraising and seeking to raise the issue of the injustice of hygiene poverty.

In September 2020 we launched the UK's first National Hygiene Week. The objective of that week was to raise awareness about hygiene poverty and to start new conversations in new places. We had a number of activities throughout the week, spanning three thought leadership webinars, sponsored treks and walks, support from MPs, celebrity quizzes and brand activations, all with the aim of creating new conversations.

Last year was phenomenal for The Hygiene Bank. On behalf of the Board of Trustees, I would especially like to thank our incredible volunteer network. They have shown tremendous dedication and commitment to helping those who suffer hygiene poverty in their communities.

Best wishes,

A handwritten signature in black ink, appearing to read 'Tom Poynter', with a long horizontal flourish extending to the right.

Tom Poynter
Chair
12 May 2021

The Trustees present their annual report together with the financial statements of The Hygiene Bank (the charity) for the year ended 31 December 2020.

Achievements and performance

2020 was our second full year of operations. Core organisational infrastructure was established to help sustain our rapid growth and meet the demand for our services. What resulted in 2020 has informed our strategy through to 2023.

Below are highlights and key performance indicators of what we achieved last year:

- 409 (2019: 198) active volunteers;
- 152 (2019: 132) active Hygiene Bank projects operated across the UK;
- 917 new community partners signed up to receive products from the charity;
- 1,400 (2019: 586) registered community partners supported for their service users;
- Nearly 364,000 kg (2019 restated: over 53,000 Kg) of personal and household hygiene products were distributed;
- 774 (2019: 443) drop off locations, 245 of which opened in Boots UK stores;
- 276 (2019: 142) Schools were supported by our Official Schools Partnership Programme;
- 24,000 followers across all social media channels, and more than 70 social media accounts for local projects;
- Over £505,000 (2019 restated: £123,000) in funding was secured;
- A new CEO and Chairman were appointed;
- Scotland charity registration was obtained in January 2020.

Objectives and activities

The objects of the charity are:

The relief of people living in the United Kingdom and such parts of the world as the Trustees shall from time to time determine who are in conditions of financial need, hardship or distress, in particular but not exclusively by:

- (1) providing or assisting other charities and organisations in the provision of toiletries and other essential hygiene products;
- (2) making grants or donations of toiletry gifts, make-up and grooming products that will improve the conditions of life of such people;
- (3) assisting in the establishment of projects throughout the world that will prevent or relieve financial need, hardship or distress by the provision of toiletries and other essential hygiene products;
- (4) Improving the lives and prospects of such people by challenging injustice through research, policy, collaboration and advocacy.

We believe every one of us should have access to basic hygiene essentials. It is not right that keeping clean should be a luxury or a privilege for anyone in our society.

We work with local communities to tackle the domestic and societal crisis of hygiene poverty by:

1. Raising awareness that hygiene poverty is close to home and a problem we can solve together;
2. Building a social movement to end hygiene poverty;
3. Collecting and distributing hygiene, personal grooming and household cleaning products.

We want to see:

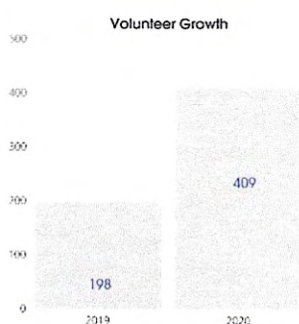
1. Recognition amongst citizens and government that hygiene poverty is unjust;
2. A self-organised social movement to tackle hygiene poverty;
3. Hygiene products are donated by citizens and businesses improving the well-being of those living with low-income, helping to empower people to overcome poverty.

How it works:

1. Groups, individuals, local businesses and educational organisations volunteer to set up a hygiene bank project in their area;
2. They are matched with local community partners (such as charities, community groups, projects and services, local authority services, schools and social landlords) who serve those in that same community who have been swept into poverty;
3. Community partners distribute the donated products free of charge to their clients and service users;
4. Supporting The Hygiene Bank is a simple way to support not just one organisation, but hundreds of grassroots initiatives tackling a wide range of issues, from poverty to domestic abuse and disability.

Challenging poverty on a local level

Our Volunteers



We are constantly in awe of the unbridled enthusiasm and generosity we witness day in and out from our volunteers. We had 409 active volunteers who ran 152 projects across the UK in 2020. Despite the pandemic, they worked tirelessly collecting and distributing products to our community partners, built relationships with local councils and businesses on behalf of the charity, fundraised, tracked impact and so much more.

We support our network of volunteers by providing them with the guidance, brand donations, fundraising expertise and day to day logistical oversight they need to help relieve the pressure of hygiene poverty in their local communities.

The charity is powered by our volunteers, and we are eternally grateful for their hard work. They are emblematic of the kind of future we can all build together if we raise our hand to get involved.

This year we engaged our volunteers by sending fortnightly newsletters which provided key messages and updates. We held regular "Town Halls" led by our Chairman and CEO. We also enhanced the members area of our website where volunteers accessed various resources and assets to confidently and safely run their Hygiene Bank project.

We acknowledge that we need to continue to build our engagement and support mechanisms for our volunteers and will prioritise this as we continue to develop the charity.

Projects

Our projects touched every corner of the UK providing tremendous reach, establishing regional partnerships and raising awareness that hygiene poverty is close to home. Last year our volunteers not only delivered seven times what they had done in the year prior, they also more than doubled the number of community partners we serve. This ensured thousands who were experiencing hardship could access washing up liquids for their homes, nappies for their babies and new toothbrushes for everyone in the family so no one had to share. Projects raised approximately £216,000 which was reinvested back into local communities, allowing them to purchase the exact products their community partner's clients needed during these challenging times.



Community Partners

In 2020, we supported 1,400 organisations such as schools, churches, refugee support, to name a few, who offer the products we distribute as a supplement to their services. Giving to charity is a simple way to support not just one, but hundreds of organisations. We received consistent feedback from our community partners about the importance of our work, reiterating how personal hygiene makes their clients feel more confident and helps their self-esteem. Equally, several end users shared how some had lost their jobs due to the pandemic and how challenging it was to afford the basics.

"Thank you so much for our [hygiene] pack, this really has eased the pressure for us as a family right now. We can't thank you enough for your kind generosity, we can now sleep easy knowing our children have all the supplies to keep clean and safe." – Undisclosed participant

Our Educational Partnerships



In 2020 we supported 276 schools, delivering almost 48,000 kg of products to students and their families, over £240,000 in value. We did this by distributing products donated by brands and the public and by purchasing essential packs including toothbrushes, toothpaste, shampoo, conditioner, body wash, washing up liquid and toilet rolls. In addition, during National Hygiene Week we launched educational resources for schools to include in their PSHE curriculum, focused on raising awareness and compassion for those experiencing hygiene poverty. We also began developing an Educational Partnership Programme focused on two strands – mental and physical well-being and children's rights. This strategy will prioritise areas of deprivation where we will set up our three delivery models – volunteer community, corporate support and educational partnership – to allow for sustained support for the schools and trusts we work with.

Influencing the Hygiene Poverty Conversation

Destigmatising being unable afford to keep clean

Hygiene care was a prevalent conversation in 2020. Everyone was suddenly expected to have access to PPE and personal/household hygiene products to protect oneself, their family and the community from transmitting or catching Covid-19. Meanwhile, millions experienced decreased wages due to furlough, reduced hours, job loss, higher utility costs from home schooling, and additional unexpected expenditure.

In both social media and the press we created new conversations about the impact of hygiene poverty in the UK and how to take action. In particular we launched National Hygiene Week in 2020 which gained significant local and national attention, with coverage from Metro.co.uk, The Big Issue, BBC Radio 2, Edinburgh News and other media outlets. In December 2020 Boots UK chose to feature The Hygiene Bank in its Christmas advertisement to raise awareness about the millions of people who are struggling to afford the basics. Since 2019 we more than doubled our reach, with over 24,000 followers across our social media channels, plus over 70 local project social media accounts.

Adam's Story*

Adam struggled to afford the basics, including hygiene products. Every time we met, I noticed he was not able to keep clean and it was affecting his self-esteem. As his Key Worker, I knew he was going to school 18% of the time, and most of his friends were online. When we meet up, he rarely looked me in the eye and was not interested in much conversation. I felt not being able to keep clean was affecting his confidence and it was important he had access to hygiene products, so I began to search online for charities who provide personal care items and came across The Hygiene Bank. This was in the summer of 2020. The local project very quickly provided essentials I was able to turnaround and give to Adam without much fanfare as he had not requested them in the first place.

The next time I saw Adam I barely recognised him. The transformation was immediate from his appearance to his attendance in school rising to 100% to hearing of new friends he met up with in person. He did so well in school he went onto university and I am happy to report is doing really well.

The Hygiene Bank is a great resource for our young people, it allows them to be able to spruce themselves up to be spick and span at a time when money is tight and toiletries are financially out of their reach. To be able to feel clean and fresh is a nice thing and it is something that is expected of people.

From an Advisors perspective it can be a difficult subject to discuss with our young people and simply having the resource available makes things easier for us in our work.

**The names have been changed or excluded to protect subject's identity.*

National Hygiene Week

Last year, several organisations in the third and private sectors participated in National Hygiene Week (14th-20th September 2020), delivering events and actions such as thought leadership discussions, educational resources for schools, a Metro.co.uk sponsored trek, media coverage, and support from 11 MPs. Participating organisations included Boots UK, FareShare, icanyoucantoo, In Kind Direct, Joseph Rowntree Foundation, Little Village, Mayor's Fund for London, Trussell Trust, Star Academies, and Women's Aid.

Key highlights included:

- 40 new volunteers
- 19 new community partners and 5 schools joined our network
- Over £60,000 in funding
- Over 10,000 units of products donated by brands

The success of the first National Hygiene Week demonstrated the need to continue to create new conversations about a wider safety net for those experiencing poverty. We were pleased to collaborate with partner organisations to raise awareness and will do the same in 2021. From the 5th-11th July 2021, The Hygiene Bank will host the 2nd annual National Hygiene Week with online and in person activities focused on how we can tackle hygiene poverty together.

Give the Gift of Clean: Our #ITSINTHEBAG Christmas Appeal

Each year we work with our volunteers and community partners to deliver gift bags around Christmas to homeless persons, those suffering domestic violence, care leavers, refugees and others in need.



Due to lockdown restrictions, we knew we had to get creative to ensure we safely distributed gifts to those who may otherwise go without. Instead of the public taking their personal bags and filling them with hygiene products plus a luxury gift as we did in the past, we took our campaign online and asked people to purchase a series of pre-packaged bundles via For Common Good, offering a range of hygiene products for women, men, girls, boys, mums and babies. We also worked with Boots UK, who provided luxury items to pair with our essential kits.

We distributed nearly 5,000 Christmas bags to our community partners, including 2,000 care leaver bags donated by Boots UK. In total we raised over £26,000 for this initiative, which allowed us provide thousands of bespoke bags to families and individuals over the Christmas period.

Covid-19's Impact

Pre-Covid-19, a vast majority of our product donations came from the public, so once most of our drop off points were no longer accessible, our donations from the public reduced drastically. We acted quickly to deliver hygiene products to local communities across the UK. It was critical our focus shifted to working with brand partners to gather donations and simultaneously raise funds to purchase products.

In 2020, we saw endless goodwill and compassion for those who faced difficult decisions such as paying for heating or being able to buy cleaning supplies for the home. We are keenly aware there will be many more struggling financially and in need due to the pandemic, especially when the furlough scheme ends. As we transition out of lockdown, we will continue to assess the strategic implications as we refine and improve our operational model moving forward.

Focusing on the impact of Covid-19 will be essential to ensure we provide support to those most in need. We know the pandemic has hit areas of deprivation hardest. As the economic impact is better understood it is likely that demand for The Hygiene Bank will be greater.

Financial Review

The Trustees continue to be very grateful to all the individuals and organisations who have supported our work in many different ways since our inception and throughout 2020. Our continued rapid growth has only been possible because of the shared vision of our donors and supporters. Every single donation made since our inception has helped us to give a lifeline to people in great need.

The charity continues to use a wide range of fundraising approaches and always aim to achieve best practice. We are registered with the Fundraising Regulator and adhere to the code of Fundraising practice. We manage our own fundraising activities and we are also grateful to many other organisations that have chosen us to benefit from their own fundraising activities. We apply best practice to protect our supporter data; we never swap or sell data and only use information that is compliant with the General Data Protection Regulation (GDPR) and relevant data privacy legislation. We take seriously the need to achieve the highest standards and we are not aware of any failure on our part to comply with fundraising standards. In 2020, we received one complaint relating to the Christmas #ItsInTheBag appeal, which was resolved quickly and directly with the volunteer.

We have had organisations that have supported the charity as a commercial participator, and an agreement is in place for these fundraising initiatives. The charity held regular meetings to address any issues and received reports to assess the success of the fundraising initiatives.

Financial fundraising for the charity was a combination of grant applications, individual and corporate donations, and fundraising events such as challenges and treks. The funds raised were correctly recorded as unrestricted and restricted. Funds raised by the volunteers for their projects were specifically ring fenced as restricted funds for their project.

Grants and donations for the year ended 31 December 2020 was £506,000 (2019 restated: £123,000) which was made up of unrestricted income of £290,000 (2019 restated: £60,000) and restricted of £216,000 (2019 restated: £63,000). Restricted funds are made up of donations and grants that are raised for, and their use restricted to, a specific purpose, or donations subject to donor-imposed conditions. This will include donations that meet the charity's conditions and are ring fenced for use in a specific project or region.

Grants were received from various organisations including: ASDA; Ashford Borough Council; Beccles Town Council; CAF Emergency Fund; Cambridge Community Fund; Charities Trust; Charles Lewis Foundation; Charterhouse; Cheltenham Borough Council; Coyer-Fergusson; Crisis UK; Danson Foundation; Doncaster Business Community; Doncaster Council; Enkalon Foundation; Friarsgate Trust; Glamorgan Council; Godstone Parish Council; Groundwork; Grace Trust; Hertfordshire County Council; Homity Trust; Hunter Foundation; John Bourne Foundation; Kent Community Foundation; the Lions Club; Munro Charitable Trust; National Lottery Community Fund; Norfolk Community Foundation; Oxted Parish Council; PCC St Stephen; PCC Sussex; Richard Watts Charity; Rotary Club; Ruils; Sevenoaks District Council; Sevenoaks Roundtable; Sevenoaks Town Council; St Albans City & District Council; Stoke City Council; Suffolk Community Grant; Spelthorne Better Neighbourhood Grant; Tamworth Roundtable; The Waterloo Foundation; The Moondance Foundation; Wakeham Trust.

Support has also been received from other organisations including: Axa PPP; Barclays; Cardiff Vineyard; Ecclesiastical Insurance Plc; EUI Limited; Hastings Direct; Make it Locally; Meg & Bee; Pfizer; Prudential; Purenique; Royston Limited; St Georges Parochial Church; Taylor Wimpey; The Big Yellow Self-Storage Company; The Old Roffensian; Translink; Waitrose Plc; Western Power; UNUM; and Zee Bees.

The donated hygiene goods that have been distributed by the charity for the year was estimated to have a value of £3,537,000 (2019 restated: £268,000) has been included as income in the Statement of Financial Activities.

The Trustees are grateful to the public who have continued to donate hygiene products to the charity, but also to our brand partners and relationships: A Little Find; Almirral; Amethyst Group; Avec Corporation; Bleach London; Boots UK; Cleanology; Gama Healthcare; Halpern; Hearst; Hunter Grace; Hycolin; KAOS; Mum & You; MyPura; Pierre Fabre; Pinks Boutique; Pit Balm; Resolute Bamboo Care; SC Johnson; Shavekits; Soap & Glory; Takk; The Natural Deodorant Group; Thornton & Ross; Waterless; Wilkinson Sword; Wimbledon Association; Zidac.

The charity has received support from other organisations who have donated goods and services to aid in the running and promotion of the charity. The value of the goods and services recognised in the accounts for the year was £127,000 (2019 restated: £37,000).

Total expenditure for the year, inclusive of the estimated value of donated hygiene products distributed and donated services and goods, was £3,967,000 (2019 restated: £348,000) which included expenditure from restricted funds of £155,000 (2019 restated: £20,000). This also included fundraising costs of £33,000 (2019 restated: £1,600).

Reserves Policy

The charity has reserves totalling £284,000 (2019 restated: £81,000) which is made up of restricted reserves of £104,000 (2019 restated: £43,000) and unrestricted reserves of £180,000 (2019 restated: £38,000). The Trustees are satisfied that unrestricted reserves are in line with their policy of maintaining unrestricted reserves to meet at least 3 months of the working capital requirements of the charity.

We have a business plan that is expected to generate £728,000 of income from grants and donations for 2021. This will help us in building an operational structure that will enable us to respond to the needs of our local communities in addressing hygiene poverty.

Structure, governance and management

The charity is constituted as a charitable incorporated organisation ("CIO") and a registered charity (number 1181267). The object and powers of the CIO are established in its governing document which is an association constitution. In January 2020, the charity was also registered with the Scottish Charity Regulator (number SC049895).

The charity is run by a Board of Trustees, with co-opted members. As at 31 December 2020 there were six paid contractors to help manage the projects around the UK, registration of new volunteers and community partners.

Approximately eight meetings of the Board are held annually.

Recruitment and Appointment of New Trustees

When recruiting new Trustees, we aim to attract a range of candidates who have the skills the charity needs. Having members with different backgrounds, expertise and experience, and differing perspectives will be of great benefit to the charity.

During 2020 we recruited one new trustee, making our total number of five Trustees as at 31 December 2020. In the final quarter of 2020, we were also in the process to recruit a further three Trustees with experience in marketing, IT and operations, and finance. As a result of this process, a further five Trustees were appointed in March 2021. There is a robust interview and selection process to ensure they understand the charity's vision and values. Overall, our Trustees are appointed on merit, ensuring we have a balance of skills and experience. Trustees are subject to DBS checks where applicable.

Induction

The charity promotes a learning culture and encourages development training across the charity.

All new trustees undertake an induction programme, which includes a training session with the operational team, understanding the roles and duties of the Trustees, charity law and governance, and financial and risk management.

Additional training is arranged as needed for individual Trustees or for the Trustees as whole.

The Trustees confirm that they have complied with section 17(5) of the 2011 Charities Act in having paid due

regard to the Charities Commission guidance on public benefit.

Risk management

The charity has in place a risk management framework with a documented risk register and incident register.

The Board has put in place a Risk committee, which is a sub-committee of the main Board. The Terms of Reference of the sub-committee is to continually review and update the risk register, and to consider the:

1. top 10 strategic risks;
2. operational risks;
3. emerging risks; and
4. incident register.

The principal risks and uncertainties facing the charity are managing the growth of the charity both in the UK and in overseas territories, and the management, storage, and recording of donated products. The risks have been reviewed, and systems and processes have been established to mitigate those risks.

Plans for 2021

The pandemic has reinforced that the balance in life can shift without a moment's notice whether that be bereavement, illness, or job loss.

The demand for our services increased and yet we know there are many more communities we could have reached given the resources. In response, we are setting out our strategy over the next three years. Enabling us to grow and sustain our infrastructure, improve our services, support local communities and spark a generative hygiene poverty conversation.

Key Initiatives
Investing in our capacity We believe increasing our internal capacity is fundamental to ensure our sustainability.
Infrastructure We are reviewing our delivery models and efficiencies with plans to expand our network into more areas of deprivation.
Strategic partnerships We seek committed partners to collaborate on innovative ways to challenge poverty.
Focus on schools in local communities We are developing our educational partnership strategy which will prioritise areas of deprivation in the UK.
Social Justice We know there are many who are still unaware hygiene poverty exists in the UK. We want to change that by starting new conversations discussing what it's like when you cannot afford to stay clean, safe and healthy.
Hygiene poverty research project We plan to commission a study on the physical and mental impact hygiene poverty has on children, women, and men in the UK. Once completed, we will share the findings far and wide to help raise awareness and help destigmatise hygiene poverty.

Statement of Trustees' responsibilities

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

Company law 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, including the income and expenditure, 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 UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 Companies Act 2006. They 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 charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

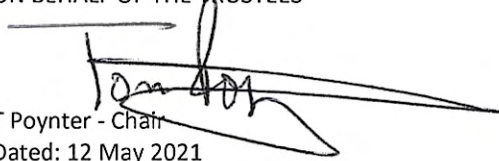
In so far as we are aware:

- There is no relevant audit information of which the charity's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

Haysmacintyre LLP is deemed to be reappointed under section 487(2) of the Companies Act 2006.

ON BEHALF OF THE TRUSTEES


T Poynter - Chair
Dated: 12 May 2021

Opinion

We have audited the financial statements of The Hygiene Bank ("the charity") for the year ended 31 December 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 December 2020 and of the charity's net movement in funds for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011 and the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

We have been appointed as auditor under section 144 of the Charities Act 2011, and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and report in accordance with the Acts and relevant regulations made or having effect thereunder. We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Chair's Statement and Trustees' Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 and the Charities Accounts (Scotland) Regulations 2006 require us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charity; or
- sufficient and proper accounting records have not been kept; or
- the charity financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees for the financial statements

As explained more fully in the Trustees' responsibilities statement (set out on page 12), the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to the regulatory requirements of the Charity Commission, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities Act 2011 and Charities SORP (2019).

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to the sole reliance on the CEO for the management accounting records and all transaction processing, and therefore a lack of segregation of duties within the finance function. Audit procedures performed by the engagement team included:

- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing the controls and procedures of the charity, particularly in relation to the collection, recording and distribution of donated products, to ensure these were in place throughout the year;
- Evaluating management's controls designed to prevent and detect irregularities;
- Review of minutes of meetings to identify expected material amounts of voluntary income and donated services;
- Reviewing and testing journal entries made in the year, particularly those made as part of the year end financial reporting process; and
- Challenging assumptions and judgements made by management in their critical accounting estimates including the valuation of distributed goods, non-recognition of stock and valuation of pro bono services.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's Trustees, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act, and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charity's Trustees those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity's Trustees as a body for our audit work, for this report, or for the opinions we have formed.



Richard Weaver (Senior Statutory Auditor)
for and on behalf of Haysmacintyre LLP, Statutory Auditors
10 Queen Street Place
London
EC4R 1AG

Dated: 13 May 2021

Haysmacintyre LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

The Hygiene Bank
Statement of Financial Activities
For the year ended 31 December 2020

Charity number: 1181267
SC049895

	Notes	Unrestricted funds	Restricted funds	Total	Restated Unrestricted funds	Restated Restricted Funds	Restated Total
		2020	2020	2020	(Period from 19/12/18 to 31/12/19)	(Period from 19/12/18 to 31/12/19)	(Period from 19/12/18 to 31/12/19)
		£	£	£	£	£	£
INCOME							
Income from donations							
Value of donated goods distributed	3, 4	3,536,743	-	3,536,743	268,090	-	268,090
Donations		249,484	74,082	323,566	60,272	19,970	80,242
Grants		40,410	141,849	182,259	-	42,765	42,765
Donated services for own use	11	127,446	-	127,446	37,486	-	37,486
Total income excluding value of donated goods distributed		417,340	215,931	633,271	97,758	62,735	160,493
TOTAL INCOME		3,954,083	215,931	4,170,014	365,848	62,735	428,583
EXPENDITURE							
Expenditure on raising funds							
Costs of raising funds	6	32,565	58	32,623	1,607	-	1,607
Expenditure on Charitable Activities							
Distribution of donated goods	3, 6	3,536,743	-	3,536,743	268,090	-	268,090
Other charitable costs	6	242,610	155,030	397,640	58,080	19,946	78,026
		3,779,353	155,030	3,934,383	326,170	19,946	346,116
Total expenditure	6	3,811,918	155,088	3,967,006	327,777	19,946	347,723
Net income and net movement in funds for the year/ period		142,165	60,843	203,008	38,071	42,789	80,860
Funds (restated) brought forward		38,071	42,789	80,860	-	-	-
Funds carried forward at 31 December	7, 13	180,236	103,632	283,868	38,071	42,789	80,860

All activities relate to continuing operations.

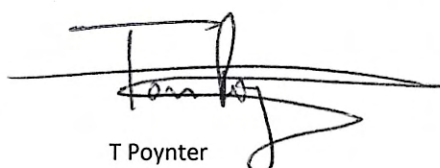
The notes on pages 19 to 27 form part of these financial statements.

The Hygiene Bank
Balance Sheet
As at 31 December 2020

Charity number: 1181267
SC049895

	Notes	Unrestricted funds £	Restricted funds £	Total 2020 £	Restated Unrestricted funds £	Restated Restricted Funds £	Restated Total 2019 £
Current Assets							
Debtors	9	47,587	8,799	56,386	4,106	6,245	10,351
Cash at bank and in hand		142,249	95,095	237,344	35,165	36,747	71,912
		189,836	103,894	293,730	39,271	42,992	82,263
Creditors: amounts falling due within one year							
	10	9,600	262	9,862	1,200	203	1,403
Net current assets		180,236	103,632	283,868	38,071	42,789	80,860
Net assets	13	180,236	103,632	283,868	38,071	42,789	80,860
Funds							
Balance at 1 January 2020/ (19 December 2018)		38,071	42,789	80,860	-	-	-
Movement in funds		142,165	60,843	203,008	38,071	42,789	80,860
Balance at 31 December	7	180,236	103,632	283,868	38,071	42,789	80,860

The financial statements on pages 16 to 18, and the related notes on pages 19 to 27 were approved and authorised by the Board of Trustees on 12 May 2021 and signed on its behalf by:



T Poynter
Chair



E Penollar
CEO

The Hygiene Bank
Statement of Cash Flows
For the year ended 31 December 2020

Charity number: 1181267
SC049895

	Notes	2020	For the period 19 December 2018 to 31 December 2019
		£	£
Cashflows from operating activities			
Net income for the reporting period (as per the Statement of Financial Activities)		203,008	80,860
Increase in debtors		(46,035)	(10,351)
Increase in creditors		8,459	1,403
Net increase in cash and cash equivalents		<u>165,432</u>	<u>71,912</u>
Cash and cash equivalents as at 1 January 2020/ 19 December 2018		71,912	-
Cash and cash equivalents at the end of the year/ period		<u>237,344</u>	<u>71,912</u>

Analysis of changes in net cash funds

	At 1 January 2020	Cashflows	At 31 December 2020
	£	£	£
Cash at bank and in hand	71,912	165,432	237,344
Total cash and cash equivalents	<u>71,912</u>	<u>165,432</u>	<u>237,344</u>

1. General Information

The Hygiene Bank ("the charity") is a charitable incorporated organisation registered with the Charity Commission in England and Wales, charity number is 1181267, and with the Scottish Charity Regulator, charity number SC049895. The registered address of the charity is DAC Beachcroft LLP, The Walbrook Building, 25 Walbrook, London, EC4N 8AF.

2. Principal Accounting Policies

Basis of preparation

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. 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) (Charities SORP 2019) and the Charities Act 2011. The charity meets the definition of a public benefit entity under FRS 102.

The presentational currency of the financial statements is sterling.

Change in accounting policy

The 2019 financial statements were prepared on a receipts and payments basis in line with section 133 of the Charities Act 2011 for lower-income charities. Due to the growth in the charity in 2020, the Trustees recognised that the preparation of the financial statements needed to change from a receipts and payments basis to an accruals basis as this would result in the financial statements providing more reliable and more relevant information about the effects of transactions, other events or conditions on the charity's financial position, financial performance or cash flows. The prior period figures have been restated accordingly and the net impact of this change in accounting policy is disclosed in Note 14.

Going concern

The Trustees are confident that the charity will remain a going concern and that there are no known material uncertainties about the charity's ability to continue. A cash flow forecast has been prepared for the 12 month period following the date of signing of the accounts. This forecast includes all funding received to date as well as committed funding. Assumptions have been made around income that reflect the planned fundraising activities of the charity. Unrestricted cash balances remain above the reserve policy of 3 months of operational expenses.

Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees to further any of the charity's purposes. Unrestricted funds includes funds, goods donated for distribution and goods and services donated for the charity's own use.

Restricted funds are donations and grants that are raised for and their use restricted to a specific purpose, or donations subject to donor-imposed conditions. This will include donations that meet the charity's conditions and are ear marked for a specific project or region.

Designated funds are unrestricted reserve funds that the Trustees have designated for a specific purpose.

Incoming resources

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Event income and handling charges are treated as income of the period to which they relate.

No amounts are included for the contribution of general volunteers. Although the value is considerable it is excluded due to the difficulty of valuing it reliably.

Goods donated for onward distribution

Goods donated for onward distribution are included as both income and expenditure, at the time of distribution, at a reasonable estimate of their original market value. By their very nature, the product donations we receive are often hugely mixed and difficult to identify and categorise without manual sorting and reworking. This makes it near-impossible to value goods on receipt. Donations from the general public are collected, sorted and weighed. When batched for onward distribution, the goods are weighed and an estimate of their value based on an example basket of products is used. Donations of goods from various companies have been valued based on their recommended retail price, where that information is available or has been confirmed by the donating company.

Resources expended

Expenditure is classified in accordance with the Statement of Recommended Practice as shown below.

Charitable Activities - all expenditure directly relating to the objects of the charity including the direct cost of supporting charitable activities and covers the following activities as incurred:

- Identification of potential donors, obtaining donated goods for onward distribution, the processes for distributing, reporting and accounting for those goods; the registration of volunteers and community partners and maintenance of data relating to the volunteer and community partner organisations;
- Governance Costs – Being financial, legal and administrative expenses incurred in connection with enabling the charity to comply with external regulations, constitutional and statutory requirements; and in providing support to the Trustees in the discharge of their statutory duties. These costs are included within support costs;
- Costs of Generating Funds - The costs incurred to obtain voluntary contributions to the charity including expenditure on increasing the charity's general resources other than through obtaining registration income or goods for distribution and for improving general awareness of the charity within the overall community;
- Support Costs - Expenditure incurred on activities falling directly within one expenditure classification is charged directly to that classification.

Taxation

As a registered charity, it is potentially exempt from taxation of its income and gains to the extent that these are applied to its charitable objects. The charity is not registered for VAT. Gift Aid is accounted for on a receivable basis.

Operating leases

Operating lease rentals are charged to the Statement of Financial Activities over the term of the lease.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. It also includes the balances held of pre-paid cards being used by some of the charity's volunteers.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

3. Critical accounting judgements and estimation uncertainty

In preparing these financial statements, management has made judgements, estimates and assumptions that affect the application of the charity's accounting policies and the reported assets, liabilities, income and expenditure and the disclosures made in the financial statements. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Those areas subject to judgement and uncertainty are as follows:

- Valuation of goods distributed;
- Valuation of other goods and services received in kind;
- Accrued income and expenditure.

Goods donated for onward distribution are valued at a reasonable estimate of their original market value.

Other goods and services received are valued either by the donor, or where no value is given, valued at the equivalent market cost were these to be purchased directly by the charity. The charity has also taken into consideration what the charity could have afforded in determining the value to be recognised in the financial statements.

Accrued income and expenditure are estimated where no invoice has been provided. These estimates are based either on third party evidence or on known values as yet uninvoiced by the service provider.

4. Donated goods and services income

	Unrestricted funds £	Restricted funds £	Total 2020 £	Restated Unrestricted funds £	Restated Restricted Funds £	Restated Total 2019 £
Value of donated good distributed	3,536,743	-	3,536,743	268,090	-	268,090
Services donated for own use	127,446	-	127,446	37,486	-	37,486
	3,664,189	-	3,664,189	305,576	-	305,576

5. Net income

Net income for the year is after charging:

	2020	For the period 19 December 2018 to 31 December 2019
	£	£
Audit fees	13,200	-
Operating leases	16,323	988

6. Expenditure

	Direct costs	Support costs	Total 2020	Restated direct costs	Restated support costs	Restated Total 2019
	£	£	£	£	£	£
Cost of Charitable Activities						
Distribution of donated goods	3,536,743	-	3,536,743	268,090	-	268,090
Other charitable costs	328,110	69,530	397,640	66,276	11,750	78,026
	3,864,853	69,530	3,934,383	334,366	11,750	346,116
Cost of Generating Funds						
Fundraising activities	18,323	14,300	32,623	1,607	-	1,607
Total resources expended	3,883,176	83,830	3,967,006	335,973	11,750	347,723

The support costs relates to the contractors working for the charity with the roles mainly to cover the day to day administration and fundraising efforts.

7. Analysis of funds

2020	Balance brought forward	Incoming resources	Resources expended	Balance carried forward
	£	£	£	£
Restricted funds				
Funds for local projects	30,584	200,760	134,194	97,150
Rent for storage units	6,205	10,171	9,894	6,482
Charity administration	6,000	5,000	11,000	-
Total restricted funds	42,789	215,931	155,088	103,632

7. Analysis of funds (continued)

2019 (restated)	Incoming resources	Resources expended	Balance carried forward
	£	£	£
Restricted funds			
Funds for local projects	45,943	15,359	30,584
Rent for storage units	7,292	1,087	6,205
Charity administration	9,500	3,500	6,000
Total restricted funds	62,735	19,946	42,789

Grants were received from various organisations including: ASDA; Ashford Borough Council; Beccles Town Council; CAF Emergency Fund; Cambridge Community Fund; Charities Trust; Charles Lewis Foundation; Charterhouse; Cheltenham Borough Council; Coyer-Fergusson; Crisis UK; Danson Foundation; Doncaster Business Community; Doncaster Council; Enkalon Foundation; Friarsgate Trust; Glamorgan Council; Godstone Parish Council; Groundwork; Grace Trust; Hertfordshire County Council; Homity Trust; Hunter Foundation; John Bourne Foundation; Kent Community Foundation; the Lions Club; Munro Charitable Trust; National Lottery Community Fund; Norfolk Community Foundation; Oxted Parish Council; PCC St Stephen; PCC Sussex; Richard Watts Charity; Rotary Club; Ruils; Sevenoaks District Council; Sevenoaks Roundtable; Sevenoaks Town Council; St Albans City & District Council; Stoke City Council; Suffolk Community Grant; Spelthorne Better Neighbourhood Grant; Tamworth Roundtable; The Waterloo Foundation; The Moondance Foundation; Wakeham Trust. Support has also been received from other organisations including: Axa PPP; Barclays; Cardiff Vineyard; Ecclesiastical Insurance Plc; EUI Limited; Hastings Direct; Make it Locally; Meg & Bee; Pfizer; Purenique; Royston Limited; St Georges Parochial Church; Taylor Wimpey; The Big Yellow Self-Storage Company; The Old Roffensian; Translink; Waitrose Plc; Western Power; UNUM; and Zee Bees.

These grants were restricted to be used to support our projects to purchase of hygiene products which are then donated to those in need in local communities, to secure storage, for marketing materials and to fund administration costs.

8. Staff

The charity did not have any employees during the year (2019: none). There were seven (2019: one) paid contractors engaged to help manage and administer our 409 (2019: 198) active volunteers. Payments to each individual contractor did not exceed £25,000 in the year, or for the period from 19 December 2018 to 31 December 2019.

No trustee was remunerated for their role as a trustee during the year, or for the period from 19 December 2018 to 31 December 2019.

In 2020, three Trustees claimed a total of £537 in expenses. These were to cover postage and packaging, computer and communication charges. In 2019, one trustee claimed a total of £4,524 in expenses. This was for postage and packaging, collection bins, promotional bags, storage rent, marketing materials such as collection bin stickers, posters and banners, computer charges, travel and hotel costs, and other costs to set up the charity.

9. Debtors

	Unrestricted funds £	Restricted funds £	Total 2020 £	Restated Unrestricted funds £	Restated Restricted Funds £	Restated Total 2019 £
Prepayments	2,968	6,481	9,449	486	5,245	5,731
Accrued income	44,619	2,318	46,937	3,620	1,000	4,620
	47,587	8,799	56,386	4,106	6,245	10,351

10. Creditors

	Unrestricted funds £	Restricted funds £	Total 2020 £	Restated Unrestricted funds £	Restated Restricted Funds £	Restated Total 2019 £
Accruals	9,600	262	9,862	1,200	203	1,403
	9,600	262	9,862	1,200	203	1,403

11. Donation of services for own use

	2020	For the period 19 December 2018 to 31 December 2019
	£	£
Marketing and media	71,750	30,150
Legal services	45,752	-
School materials	5,000	-
Other	4,944	7,336
	127,446	37,486

12. Obligation under operating leases

Our operating leases relates to self-storage facilities to store hygiene products before being distributed to community partners. There are no leases which are in excess of 12 months.

At 31 December the charity did not have any obligations in respect of non-cancellable operating leases.

13. Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total 2020	Restated Unrestricted funds	Restated Restricted Funds	Restated Total 2019
	£	£	£	£	£	£
Debtors	47,587	8,799	56,386	4,106	6,245	10,351
Cash at bank and in hand	142,249	95,095	237,344	35,165	36,747	71,912
	189,836	103,894	293,730	39,271	42,992	82,263
Creditors: amounts falling due within one year	9,600	262	9,862	1,200	203	1,403
Net current assets	180,236	103,632	283,868	38,071	42,789	80,860

14. Change in accounting policy

As stated in Note 1, the accounting policy was changed from a Receipts and Payments basis to an accruals basis. The financial impact of the change for the current and prior period is set out below.

The accruals basis provides reliable and more relevant information as the financial statements now reflects the estimated value of the donated goods distributed and the estimated value of the goods and services that have been donated to the charity. The financial statements will also recognise accrued income due to the charity through donations, the liabilities due at the period end and defers the cost of storage units as prepayments to reflect the period that the charity has use of those storage facilities.

The estimated value of the donated goods distributed recognised in 2020 was £3,536,743 (19 December 2018 to 31 December 2019: £286,090). This has a net nil impact on the funds of the charity.

The estimated value of the goods and services donated for use by the charity recognised in 2020 was £127,446 (19 December 2018 to 31 December 2019: £37,486). This has a net nil impact on the funds of the charity.

Accrued income recognised in 2020 was £46,937 (19 December 2018 to 31 December 2019: £4,620). The 2020 amount included gift aid due to the amounts due to the charity.

Accrued expenses recognised in 2020 was £9,862 (19 December 2018 to 31 December 2019: £1,403).

Prepayments recognised in 2020 was £9,449 (19 December 2018 to 31 December 2019: £5,731).

14. Change in accounting policy (continued)

The effect of the change in accounting policies on the net fund movement for the charity is set out below:

	2020	For the period 19 December 2018 to 31 December 2019
	£	£
Net fund movement before the change in accounting policy	165,432	71,912
Accrued income	46,937	4,620
Reverse – 2019 accrued income	(4,620)	-
Accrued expenses	(9,862)	(1,403)
Reverse – 2019 accrued expenses	1,403	-
Prepayments	9,449	5,731
Reverse – 2019 prepayment	(5,731)	-
Net fund movement as reported	203,008	80,860

15. Related party transactions

Five (2019: one) Trustees made donations to the charity amounting to £3,585 (2019: £2,500).

One (2019: two) Trustees provided services to the charity via companies that they are involved with on a pro-bono basis, and the amount recognised in the financial statements was £50,000 (2019: £8,200).

One of the Trustees provided administration services to the charity during the year and received fees of £910 (2019: nil).

There were no other related party transactions.

16. Capital commitments

The charity did not have any capital commitments (2019: none).

17. Contingent liability

The charity does not have any contingent liabilities (2019: none)

18. Post balance sheet events

There were no significant events affecting the charity since the end of the year. For the 2019 accounts, the post balance sheet event was the impact of Covid-19, see note 19.

19. Our response to Covid-19

Our network is powered by volunteers moving around their community, collecting donated products from drop offs points in their locality and distributing them back to community partners. Many of our projects are still active but at reduced capacity in accordance with Government and Public Health England guidelines.

Closure of businesses which hosted our collection points, individuals working from home, and rationed shopping at the beginning of lockdown meant product donations decreased significantly. In response, we pivoted quickly and reached out to numerous brands to request product donations. We are fortunate in that their response has been positive and we have been able to get products to those of us in need. For example, our retail partner Boots have given the charity over £2m of essential products.

These brand donations come in bulk and on pallets so we had to find new ways of operating as many of our local projects are run out of our volunteer's homes who cannot receive a pallet of products. Instead we directed large volumes of goods to be sent directly to schools in areas of deprivation (such as Blackpool, Leeds, Birmingham) and community hubs set up by local councils to support growing numbers of those of us who have been swept into poverty.

We also have collection points in over 245 Boots stores across the UK.

We are aware that there will be many more of us than before struggling financially and in need. We have continued to operate the evolved operating model working closely with various brands to accept and distribute brand donations to as many of our projects as possible.