

LOOSE ENDS NEWBURY

England & Wales · Charity number 1189240

Details

Status Registered

Legal form CIO

Registered 2020-04-28

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

Contact

Address Loose Ends Newbury
Newbury Cricket Club
Northcroft Lane
Newbury
Berkshire
RG14 1RS

Phone 07444324686

Email admin@looseendsnewbury.org

Website www.looseendsnewbury.org

Activities

Objects: THE OBJECTS OF THE CHARITY ARE TO RELIEVE POVERTY AND HARDSHIP AMONG HOMELESS AND VULNERABLE PEOPLE IN OR NEAR NEWBURY, WEST BERKSHIRE AND IN FURTHERANCE OF THE ABOVE STATED OBJECTS THE CIO MAY:(A) ASSIST THE HOMELESS AND VULNERABLE IN THE NEWBURY AREA BY PROVIDING A DROP-IN CENTRE, OPEN A NUMBER OF TIMES EACH WEEK AS MAY BE AGREED FROM TIME TO TIME;(B) SERVE MEALS, WHETHER AT THE DROP-IN CENTRE OR ELSEWHERE;(C) DISTRIBUTE DONATED OR PURCHASED FOOD AT THE DROP-IN CENTRE OR ELSEWHERE;(D) DISTRIBUTE DONATED OR PURCHASED TOILETRIES, CLOTHING AND BEDDING AND SUCH OTHER ITEMS AS MAY BE APPROPRIATE FROM TIME TO TIME;(E) GUIDE HOMELESS AND VULNERABLE PEOPLE TO OTHER AGENCIES OR CHARITIES THAT MAY BE ABLE TO OFFER OTHER FORMS OF ASSISTANCE WHEN REQUIRED; AND(F) TO PROVIDE OR FACILITATE SUCH OTHER FORMS OF ASSISTANCE AS THE TRUSTEES MAY FROM TIME TO TIME DECIDE.

Activities: We are a drop in centre serving food to the homeless and vulnerable in the Newbury area. The preparation and serving of meals is our main function but we also provide groceries, tins, toiletries, clothes and bedding to those in need. It is also a place where people can socialise. We work with other organisations and agencies who can offer help and signpost those in need to the relevant groups.

Classification

- **How:** Provides Services
- **What:** The Prevention Or Relief Of Poverty
- **Who:** Other Defined Groups

Geography

- West Berkshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-05-31	£33,506	£32,102	-	-
2024-05-31	£34,046	£18,964	-	-
2023-05-31	£45,994	£23,193	-	-
2022-05-31	£69,373	£83,722	-	-
2021-05-31	£14,037	£8,360	-	-

Trustees

Name	Role	Appointed
Alice Fogg		2024-11-11
Diana Lacey		2023-10-05
Gillian Margaret Downs		2021-07-06
Guy West		2025-02-10
Judith Fowler		2025-10-13
Paul Jenkinson		2023-10-05

LOOSE ENDS NEWBURY

England & Wales - Charity number 1189240

Accounts

Loose Ends Newbury

Annual Report 2024 – 2025



**The King's Award
for Voluntary Service**

The MBE for volunteer groups



**ANNUAL GENERAL MEETING
13th October 2025**

Thank You

Loose Ends Newbury could not operate without the generosity and support of many individuals, organisations and businesses.

The organisations we worked closely with in 2024/25 and thank for their co-operation include:

Newbury Cricket Club
Newbury Town Council
Volunteer Centre West Berkshire
West Berkshire Homeless
Homestart
Family Support Workers
The Family Hub

Those helping with our food supplies include:

Sewa Day
SOFEA
West Berkshire Foodbank
Nandos
Sainsbury's, Tesco and Waitrose

In 2024/25 we received major financial donations from:

Bart Ingredients
Cavendish Nuclear Ltd
Chieveley Spring Charity Walk
Crosfields, St Joseph's and St Bartholomew schools
David Wilson Homes
Jones Robinson
Newbury Phoenix Rotary Club
Newbury Symphony Orchestra
Oscar Best
West Berkshire Lottery Community Fund

To all the local churches, clubs, businesses and individuals who donated financially or in a practical way to us - we can't mention everyone but we are very grateful to you all.

CHAIR REPORT

We were delighted this year to receive the Kings Award for Voluntary Service, the charitable equivalent of the MBE. It was a special day for us on 25th February when at the Berkshire Lieutenancy Presentation Ceremony at Shaw House the commemorative crystal and certificate signed by the King was presented to our chair Diana Lacey, along with fellow trustee and volunteer Gill Downs and breakfast chef Barney Beardsley. A ballot of volunteers saw Paul Walter and Gemma Fuller chosen to attend a celebratory Royal Garden Party at Buckingham Palace in May where they told us they had a 'whale of a time.' The award is a testament to all the work undertaken by our volunteers who should be justifiably proud of the service Loose Ends Newbury provides.



In the past year we have continued to operate as a drop-in centre five days a week providing hot nutritious meals, food parcels and wider support to homeless, vulnerable, lonely or financially struggling adults in our community. We have also continued to assist local families through our Northcroft Kitchen after school on a Monday.

Our Loose Ends sessions typically see between 20 -30 people sit down to enjoy a hot meal with lunch on a Sunday being the most popular, and in the past year alone have served more than 5,500 meals and provided over 2,500 parcels of toiletries and food essentials. As in recent years we have opened a weekly 'warm hub' before our Tuesday lunchtime session providing clients with somewhere warm to sit and relax with a hot drink. We have over 50 individuals who volunteer their time to ensure the sessions run smoothly and provide all the back-office support required to enable this to happen.

As well as providing food and essentials we work with local agencies including West Berkshire Homeless and West Berkshire Housing departments who attend our sessions and use them as a means to interact with clients, and to better understand their circumstances.

We were sad to see the departure of two Trustees this year. Ian Nichol took on the role of Trustee/ Treasurer some five years ago and has provided invaluable advice both as Treasurer and also more generally including the establishment of the Northcroft Kitchen.

Caroline Billington has been a Trustee for just over two years providing trustee support to the Food Group. Although stepping down as a trustee she will continue as a session volunteer.

We were delighted that Guy West joined as a Trustee/Treasure to replace Ian, and also Alice Fogg to replace Pat Burke who stood down last year. We are always pleased to hear from anyone who might be interested in joining us as a trustee.

We are grateful to the Newbury Cricket Club to the use of the clubhouse and the constructive relationship between our two organisations.

We are also immensely grateful for the continuing support of key benefactors. Bart Ingredients is a leading provider of premium herbs and spices who believe in the powers of good food to bring people together. We have a common interest in food and a commitment to making a positive difference to our local community.

We were therefore very pleased earlier this year to announce a new sponsorship with Bart Ingredients. Through this collaboration we receive financial support and have been pleased to welcome employees who volunteer on a regular basis at our Wednesday morning breakfast session.

A big thank you to all local companies, local groups, and local churches who organised events raising money and items for Loose Ends Newbury, and those who undertook individual challenges with sponsorship going to Loose Ends Newbury.

Finally, many thanks to all our wonderful volunteers who give their time, talents, and energy to ensure that Loose Ends Newbury continues to provide a much needed service.

*Diana Lacey
Chair*

VOLUNTEERS

Recruitment

Loose Ends would not be able to operate without our wonderful volunteers. All volunteers are unpaid, and we are grateful for all the hard work and dedication shown by everyone who helps run our organisation.

The first six months of the year saw a big increase in enquires from people interested in volunteering and resulted in 16 new recruits joining us. To allow for everyone to be properly inducted we suspended new recruitment for a couple of months at the start of 2025.

However, as inevitably we regularly lose some volunteers, we are recruiting again and keen to hear from new potential volunteers.

In April 2025, as part of our sponsorship agreement with Bart Ingredients, we welcomed four new volunteers from Barts who were keen to contribute to their local community. This provides a great extra pool of volunteers and one Barts volunteers helps at most Wednesday breakfast sessions.

Across Loose Ends and Northcroft Kitchen sessions we need to fill 25 volunteer slots a week with other volunteers required to do offsite cooking, menu planning, stock taking, organising food supplies and collections as well as providing admin and support behind the scenes. The rota for volunteers is run by Noni Knight who does a fantastic job making sure all slots are filled every week. Each session is led by a supervisor, and we are especially grateful to them for taking on that extra responsibility.

Loose Ends offers a fulfilling, fun and flexible way to volunteer and provides an opportunity to meet lots of different people from all walks of life. Our volunteers offer a broad range of skills and experiences which all contribute to the effective running of our charity.



Training

Volunteers continue to complete and update their Level 2 Food Hygiene qualification, as required, on an ongoing basis - this is a key part of maintaining Loose Ends excellent hygiene rating. Many of our volunteers have also successfully completed the Food Allergy and Intolerance training.

Six Loose Ends supervisors took a Drug Awareness course in June 2024. Since September 2024, 14 Loose Ends volunteers (including 9 supervisors) completed Positive Behavioural Support and De-escalation Training. This was a most interesting and valuable course, with insights into recognising and dealing with potentially difficult situations before they get out of hand. Our instructor also learnt what a compassionate, understanding group Loose Ends volunteers are when he produced some photos of characters designed to get a negative reaction from the audience. Our lovely volunteers showed exactly the opposite reaction!

OPERATIONS

Loose Ends, which is open to all adults, serves a hot, nutritious meal at five sessions each week. A cooked lunch and pudding are served on Sunday, Monday and Tuesday and a full English breakfast on Wednesday and Friday. Tea, coffee, juice and fresh fruit are always available. Food parcels, toiletries, practical clothing and camping equipment are also made available to clients on a 'no questions asked' basis.

We have a very wonderful setting and facility to provide our services.



We continue to focus on maintaining the nutritional quality of our offering to clients. Our meals are as varied, appetising and nutritious as our talented cooks can make them.

We are fortunate to have well established and stable supply chains. These include a subscription to South Oxfordshire Food and Education Alliance (SOFEA) who supply us with a variety of ambient, chilled and frozen food. West Berkshire Foodbank (WFBF) also supply us with ambient items for use in sessions. Fareshare Go arrange regular collections, by Sewa Day, as a Community Food Redistribution Organisation, of donated surplus products from local supermarkets including fresh fruit, vegetables and baked goods. In the latter part of the year we have begun to establish a relationship with local Olio Food Heroes who donate surplus products from supermarkets on an adhoc basis.

Nandos donations of chicken provide quality protein which we use to cook a variety of different lunch dishes. We would also like to thank Sainsbury's, Tesco and Waitrose for their generous donations.

As well as providing volunteers, Bart Spices also supplied us with a great volume and variety of herbs and spices which the cooks have been able to put to good use when creating appetising meals.

Any gaps on the shelves are filled with regular shopping trips and all deliveries are received and stored by our amazing Monday food team.

We are also lucky enough to receive donations of food and toiletries from local businesses, the general public, schools and churches throughout the year and especially at Harvest Festival, Christmas and Easter. The Christmas Gift Voucher scheme from The Community Furniture Project is a nice extra for our clients at Christmas and is very much appreciated.

Loose Ends Newbury are grateful to all organisations and individuals who support us to provide a good quality and consistent service to those who need us.



Northcroft Kitchen serves local families a freshly cooked and nutritious meal for both adults and children. We have now been running continuously since February 2023 on a Monday afternoon from 3.30 to 4.45, with homemade cakes and puddings too. There is always a children's meal, and macaroni cheese is particularly popular!

Any parent or carer who needs a hot meal is welcome with their children in our safe and child friendly space. We have toys, books and colouring materials for the children and during the good weather it's great to see the children letting off steam out on the playing field. The parents/carers have got to know each other, they sit and chat, which is lovely to see.

Whilst numbers fluctuate, we usually have eight or more families including some 15 children attending, and we have served over 1100 meals over the past 12 months. Most children are primary age or pre-school. Our clients include lone parents, some in work, some not, and we also have low-income families that include at least one working parent.

During the summer holidays we offered games and activities in conjunction with Everyone Active from Northcroft Leisure Centre. Although we have fewer families attending in the school holidays, it was well received by those who joined in. At Christmas we had a party, and the children were able to have their faces painted. All the families received a small Christmas present including a Tesco voucher.

We would like to say a big thank you to all our volunteers. The sessions have developed into a social place for the families to interact and have some fun as well as enjoy a meal.

REPORT ON ACCOUNTS FOR FINANCIAL YEAR 2024/2025

The financial year for Loose Ends Newbury (LEN) runs from 1 June to 31 May. A Statement of Accounts for this period is attached as Appendix 1 to this report, with prior-year figures also shown. The Accounts have been prepared on a cash basis. As the annual income is over £25,000, the Charity Commission requires our accounts to be independently reviewed, and no concerns were raised by the accountants.

The Accounts show that LEN had an income of £33,505.99 and an expenditure of £32,101.64 during the year. This resulted in an operating surplus of £1,404.35. LEN commenced the year with funds of £86,805.36 and ended the year holding £88,209.71.

During the year, LEN reviewed the management of its funds to ensure a reasonable return. Following this review, it was agreed to:

- continue holding £5,000 in a savings account with Newbury Building Society,
- consolidate the two savings accounts held with Metro Bank (£30,000 Fixed Term Savings Account, which ended 4 March 2025, and the Instant Savings Account), and
- deposit £75,000 with Hampshire Trust Bank for a fixed period of 12 months at 4.22% gross.

The balance is held in a Metro Current Account, ensuring accessibility of funds for operational requirements. No restricted funds were held by LEN in this financial year.

Commentary

The financial year ended very positively for LEN, thanks to the generosity of our supporters and donors. We are deeply grateful to the organisations, businesses, and grant-making bodies that supported us during the year. We also benefit from regular financial donations from individuals, as well as from organisations fundraising on our behalf. In addition, participants in the West Berkshire Lottery who nominate LEN as their chosen charity provide us with a steady source of income. We would like to extend our sincere thanks to all those individuals and groups.

It should also be noted that the income shown in the Accounts from the Local Giving fundraising platform represents donations made through that platform, which also claims Gift Aid on our behalf when applicable.

The Accounts cannot reflect the value of the significant gifts-in-kind we receive — primarily food supplies from a wide range of sources. These are recognised elsewhere in this report.

We have maintained strong control over our expenditure during the financial year and continue to demonstrate excellent value for money, with all of our services delivered by unpaid volunteers rather than employed staff.

Recommendation: Members are asked to note this Annual Report and approve the submission of the Accounts to the Charity Commission.

Guy West, Treasurer

Appendix 1

Loose Ends Newbury Annual Accounts		Year 2024-25	Year 2023-24
Opening Balance			
	Newbury Building Society 7 Day notice account	£5,000.00	£42,042.95
	Metro Bank Current Account	£41,685.00	£29,680.31
	Metro Bank Instant Savings	£10,120.36	£0.00
	Metro Fixed Term Savings	£30,000.00	£0.00
	Total Opening Balance	£86,805.36	£71,723.26
Income			
	Bank/ BS interest	£2,362.21	£991.55
	Gift Aid	£312.78	£288.75
	Fundraising	£963.67	£1,231.33
	Good Exchange	£0.00	£0.00
	Churches	£1,575.00	£1,200.00
	Business	£6,010.74	£15,865.29
	Grants	£0.00	£1,000.00
	Local Giving	£2,176.43	£3,172.30
	Groups and Organisations	£9,893.20	£5,115.61
	West Berks Lottery	£1,092.50	£914.50
	Individuals	£9,119.46	£4,266.85
	Crowdfunder	£0.00	£0.00
	Total Income	£33,505.99	£34,046.18
Expenditure			
	Shopping and General Expenses	£10,318.89	£6,749.82
	IT and Admin Expenses	£1,085.02	£1,171.40
	Rent	£300.00	£300.00
	Utilities	£4,644.60	£576.40
	Insurance	£1,225.85	£1,191.24
	Cleaning & Hygiene	£6,020.13	£3,552.62
	Training	£1,300.00	£48.00
	DBS checks	£60.00	£120.00
	Maintenance	£1,240.64	£235.99
	Furniture, Fittings & new equipment	£4,477.63	£3,630.58
	Other Operating costs	£1,428.88	£1,388.03
	New Premises	£0.00	£0.00
	Total Expenditure	£32,101.64	£18,964.08
	Closing Balance at end May each year	£88,209.71	£86,805.36
Represented by:			
	Newbury Building Society 7 Day notice account	£5,448.33	£5,000.00
	Metro Bank Current Account	£7,751.37	£41,685.00
	Metro Bank Instant Savings	£10.01	£10,120.36
	Metro Fixed Term Savings	£0.00	£30,000.00
	Hampshire Trust Bank	£75,000.00	£0.00
	Total	£88,209.71	£86,805.36
Assets			
	Total Liquid cash	£13,209.71	
	Total Cash available	£88,209.71	
	Fixed assets	£0.00	
	Loose items: Tables & Chairs and office equipment including filing cabinets		
	Fixed items: White goods, ovens, hand dryers, and defibrillator		
Liabilities			
	Utilities	£1,500.00	

LOOSE ENDS VOLUNTEERS OCTOBER 2025

We could not operate without our volunteers so thank you to everyone who works so hard both on sessions and behind the scenes.

Trustees

Diana Lacey, Chair

Alice Fogg, Gill Downs, Paul Jenkinson, Guy West Treasurer

Operations Support

Nicola Buckland, Cathy Jenkins, Kathy Le Brun, Alison Martin, Paul Spour

Food Group

Sue Burbridge, Pat Burke, Gemma Fuller,
Robert Harris, Gillian Leech, Sheridan Levey, Noni Knight, Paul Walter

Supervisors

Emma Aird, Pat Burke, Andy Donovan, Gill Downs, Alice Fogg, Jane Hopkins, Alison Martin, Olivia Scull, Paul Spour, Helen Webb, Lesley Wyman

Session Volunteers

Maureen Avery, Helen Balster, Barney Bardsley, Caroline Billington, Kaye Broom, Nicola Buckland, Sue Burbridge, Claire Cookson, Graeme Coulam, Helen Cundy, Sally Fletcher-Bott, Judith Fowler, Gemma Fuller, Susan Gearing, Carol Guthrie, Tessa Hall, Robert Harris, Alice Hay, Rachel Henley, Sharni Hulait, Cathy Jenkins, Nicola Johnson, Julie Kaesser, Noni Knight, Diana Lacey, Sophia Lee, Suzanne Lees, Ben Major, Alison Martin, Jon Nelsey, Eleanor Rance, Nicky Sanderson, Janice Scott, Issy Stevens, Paul Walter, Ying Walter, Barbara West, Guy West, Jane Wilkinson
Bart Ingredients employees



Newbury Cricket Club,
Northcroft Lane,
Newbury, RG14 1 RS
United Kingdom

Registered Charity no. 1189240
Phone +44(0)7444 324686
Email: admin@looseendsnewbury.org
Website: www.looseendsnewbury.org

Our grateful thanks to Apple Print & Creative for printing this report and for their ongoing support.

AP&C



Section A

Independent Examiner's Report

Report to the trustees

Charity Name
Loose Ends Newbury

On accounts for the year
ended

31st May 2025

Charity no
(if any)

1189240

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31 / 05 / 2025**.

Responsibilities and
basis of report

As the charity's trustees, 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 all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

~~[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.~~

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable 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.

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

Signed: *Will Tenbroeke*

Date: 10/12/2025

Name: William Tenbroeke

Relevant professional
qualification(s) or body

FCA - ICAEW

(if any):

Address:

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

None noted.

LOOSE ENDS NEWBURY

England & Wales - Charity number 1189240

Accounts

Loose Ends Newbury

Annual Report

2023 – 2024



ANNUAL GENERAL MEETING

14th October 2024

Thank You

Loose Ends Newbury could not operate without the generosity and support of many individuals, organisations and businesses.

The organisations we worked closely with in 2023/24 and thank for their co-operation include:

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Newbury Town Council
Volunteer Centre West Berkshire
West Berkshire Homeless
West Berkshire Action for Refugees
Homestart
Family Support Workers
The Family Hub

Those helping with our food supplies include:

Sewa Day
SOFEA
West Berkshire Foodbank
Nandos
Sainsbury's
Tesco
Waitrose

In 2023/24 we received major financial donations from:

Cavendish Nuclear Ltd
David Wilson Homes
Jones Robinson
Newbury Rotary Club
Plymouth Brethren Christian Church
Sewa Day
Victory Lodge
West Berkshire Lottery Community Fund

To all the schools, churches, local clubs, businesses and individuals who donated financially or in a practical way to us - we can't mention everyone but we are very grateful to you all.

CHAIR REPORT

We were very sad to hear of the death of our founder Richard Westall, who had the vision and worked so hard to set up Loose Ends Newbury. Richard raised the initial start-up funding and opened a drop-in centre at Morton Hall providing a sandwich lunch on a Sunday for a one-year trial period, which has expanded beyond anything imagined at the time. He has left a very special legacy to our community with Loose Ends Newbury still going strong after 34 years.

We were sad too to hear of the sudden death of Peter Ramsay. Peter had joined us only recently as a volunteer. He had a mischievous sense of humour and many stories to tell and was very popular with volunteers and clients alike.

In the past year we have continued to operate as a drop-in centre five days a week, providing hot nutritious meals, food packages and wider support to homeless, lonely, vulnerable or financially struggling adults in our community. We have also continued to assist local families through the Northcroft Kitchen after school on a Monday, which we launched in February 2023.

Our Loose Ends sessions typically see between 20 and 30 people sit down to enjoy a hot meal and in the past year alone we supported some 350-400 individual adults, serving over 5,500 meals and providing over 2,300 parcels with toiletries and food essentials. We had over 50 volunteers cooking, serving, clearing and generally supporting the sessions. The winter 'cost of living crisis' also saw us return to opening a weekly 'warm hub' before our Tuesday lunch session, providing clients with somewhere warm to sit and relax. Northcroft Kitchen provided 'tea after school' for up to 15 children and their parents and carers.

We were delighted earlier this year to hear that Loose Ends Newbury has been nominated to receive the Kings Award for Voluntary Service (KAVS), the charitable organisation equivalent of the MBE. In early January trustees and some volunteers met with the deputy Lieutenant for Royal Berkshire and his colleague for the thorough assessment process that determines whether the charity receives the award. We will have to wait until November to hear the outcome when the awards are announced on the birthday of King Charles. This nomination is a huge testament to all the work undertaken by our volunteers who should be justifiably proud of the service Loose Ends Newbury provides.

We are grateful to Newbury Cricket Club for the use of the clubhouse and the constructive manner in which our two organisations work together.

For a significant proportion of the year, we worked with West Berkshire Action for Refugees providing a hub for lunch gatherings in the Global Kitchen. This stopped at the end of 2023 when the Refugees were re-located but we are very pleased to have offered the service and would want to do so if asked again.

We are continuing to see an increase in the cost of food. This does challenge us directly in terms of our running costs but we are immensely grateful for all the donations we have received and the continued support from key benefactors.

We have continued to work with other local organisations to help rough sleepers, the homeless and the vulnerable. Trustees and volunteers from Loose Ends Newbury make every effort to attend meetings and liaise with the different organisations concerned with food poverty and homelessness in Newbury.

We are very sad to see the departure of Pat Burke as a Trustee from the date of the Annual General Meeting. Pat has been a volunteer at Loose Ends Newbury for over 15 years and will continue as a member of the food team, session volunteer and Supervisor. She has always been a true stalwart of the charity.

We will also be seeing Ian Nichol leave as Treasurer/Trustee once we have been able to recruit a replacement. Ian took on the Treasurer role some 4 years ago and has been a very valued trustee.

We are always pleased to hear from anyone who might be interested in joining us as a Trustee.

A big thank you to all those local companies, local groups, local schools and local churches who organised events raising money and items for Loose Ends Newbury, and to those undertaken challenges with sponsorship going to Loose Ends Newbury.

Finally, many thanks to all our wonderful volunteers who give their time, talents and energy to make sure Loose Ends Newbury continues to provide a much needed service.

Diana Lacey
Chair



VOLUNTEERS

Loose Ends Newbury continues to be run entirely by dedicated and hard working, unpaid, volunteers who give up their time to make sure our sessions are run efficiently throughout the year. We are proud of the service we run and grateful to everyone who contributes to the smooth running of our operation.

There are currently 56 members of Loose Ends Newbury who volunteer in various capacities and in the past year we have welcomed 15 new volunteers. However, we do inevitably lose volunteers every year, so we are always keen to recruit new people to join us.

Across Loose Ends and Northcroft Kitchen sessions we need to fill 25 volunteer slots a week with other volunteers required to do off-site cooking, menu planning, stock taking, organising food supplies and collections. The rota for volunteers is run by Noni Knight who does a fantastic job making sure all slots are filled every week. Our volunteers also provide facility management, IT/social media services and administration support behind the scenes, and act as trustees.



Volunteering at Loose Ends Newbury offers a fulfilling and flexible way to contribute to our local community and to meet lots of different people. Sessions can be hard work but can also be fun! We could not operate without our volunteers so thank you to everyone who works so hard both at the sessions and behind the scenes and particular thanks to our Supervisors who take on the responsibility for leading every session.

We look for volunteers in several ways. Word of mouth is a great way to attract volunteers especially via existing volunteers as they are perfectly placed to tell friends and relatives about volunteering with us.

The Volunteer Centre West Berkshire does a wonderful job supporting local charities and help us enormously with recruitment. We thank them and congratulate them on celebrating their 50th birthday in 2024. Coverage in the local press and radio is also useful in attracting new volunteers and making the public aware of the work we do.

Our training programme was looked after by Cathy Jenkins and Paul Spour. We require all session volunteers to have an up-to-date Level 2 Hygiene qualification and much of the focus is on making sure this happens so we can maintain the highest hygiene standards. This year many volunteers have also undertaken an optional allergens course. A session on Drug Awareness took place in June which several of the supervisors attended.

OPERATIONS

Loose Ends, which is open to all adults, serves a hot, nutritious meal at five sessions each week. A cooked lunch and pudding are served on Sunday, Monday and Tuesday and a full English breakfast on Wednesday and Friday. Tea, coffee, juice and fresh fruit are always available. Food parcels, toiletries, practical clothing and camping equipment are also made available to clients on a 'no questions asked' basis.

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Northcroft Kitchen serves local families a freshly cooked and nutritious meal for both adults and children. We have now been running continuously since February 2023 on a Monday afternoon from 3.30 to 4.45, with homemade cakes and puddings too. There is always a children's meal, and macaroni cheese is particularly popular!

Any parent or carer who needs a hot meal is welcome with their children in our safe and child friendly space. We have toys, books and colouring materials for the children and during the good weather it's great to see the children letting off steam out on the playing field! The parents/carers have got to know each other, they sit and chat, which is lovely to see.

Whilst numbers fluctuate, we usually have eight or more families including some 15 children who attend regularly and we have served over 1100 meals in 2023-24. Most children are primary age or pre-school. Our clients include lone parents, some in work, some not, and we also have low-income families that include at least one working parent. We have families living in temporary accommodation and some still living with host families.

We would like to say a big thank you to all our volunteers and for the support that Homestart, the Family Hub and school Family Support Workers provided. It has developed into a social place for the families to interact and have some fun as well as enjoy a meal.

Northcroft Global Kitchen

Northcroft Global Kitchen operated from April 2023 until December 2023 providing an opportunity for Asylum Seekers living at the Regency Hotel or other local accommodation to

come together at the Pavilion each Friday to cook and prepare a communal meal. This service was a partnership with West Berkshire Action for Refugees (WBAR) who provided advice, counselling and support to Asylum Seekers in West Berkshire.

The service was valuable because whilst Asylum Seekers are provided with government funded board and lodging, there were few opportunities for them to interact socially and meals were not culturally sensitive, were reheated in a microwave and were largely eaten in isolation.

We were able to support WBAR in providing a facility where the refugees could cook together dishes of their choice 'from home', then sit and eat together around a shared table. WBAR also used the opportunity to guide the clients through their Level 2 Food Hygiene qualification – equipping them for potential temporary work when their paperwork is sorted – and integrated the meal planning, shopping and budgeting as part of their weekly English classes and readying them for a life in the UK.

The service came to an end in December 2023 when the Government terminated the use of the Regency Hotel and dispersed the residents to other accommodation throughout the country.

Over the 32 weeks of operation 604 meals were served - on average 19 meals a week. We were pleased to see that 38 Asylum Seekers gained the Level 2 Food Hygiene qualification. The Asylum Seekers reported that they benefited from the sense of community, fun and well being showing the value of the project.

REPORT ON ACCOUNTS FOR FINANCIAL YEAR 2023/2024

The Financial Year for Loose Ends Newbury (LEN) runs from the 1st of June to the 31st of May each year. A Statement of Accounts for this period is attached as Appendix 1 to this report. The prior year figures are also shown. The Accounts have been prepared on a cash basis. Although we are not required by the Charity Commission to have our accounts reviewed, we have done so as it is good practice, and no concerns were raised by the reviewer.

The Accounts show that the LEN had income £34,046.18 and expenditure of £18,964.08 in the year. There was therefore an in-year operating surplus of £15,082.10. LEN commenced the year with funds of £71,723.26 and ended the year holding funds of £86,805.36.

During the year LEN reviewed where it held its funds to ensure a reasonable return on them. Following this review, it was decided to continue to hold £5000 in a savings account with the Newbury Building Society but to transfer £30,000 into a one year Fixed Term Savings Account at Metro Bank ending on the 3rd of March 2025 at an interest rate of 4.41% gross. In addition, as at 31 May 2024 LEN held £10,120.36 in a Metro Instant Savings Account. The balance is held in a Metro Current Account ensuring accessibility of funds for operational requirements. There were no restricted funds held by LEN in this financial year.

COMMENTARY: The 2024/2024 financial year ended very positively for LEN due to the generosity of its supporters and donors.

We are very grateful to the organisations, businesses and grant making bodies who have supported us in the year. We also benefit from financial donations from individuals, often on a regular basis, and from organisations fund raising on our behalf. In addition, participants in the West Berkshire Lottery name us as an organisation they support and thus provide regular income to us. We would like to express our thanks to all of those individuals.

It should also be noted that the income shown in the accounts as coming from the Local Giving fund raising platform represents income from individuals who chose to give us money through that platform which also claims Gift Aid, when applicable, on our behalf.

What the financial accounts cannot show is the value of the very significant gifts in kind we receive, mainly food supplies, from a range of sources. These are referred to elsewhere in this report.

We have remained in good control of our expenditure during the financial year and arguably show very good value for money as a result of all of our services being delivered by unpaid volunteers rather than employing staff.

RECOMMENDATION: Members are asked to note the Annual Report and approve the submission of the Accounts to the Charity Commission

Ian Nichol, Treasurer

Appendix 1

Loose Ends Newbury Annual Accounts		Year	Year
		2023-24	2022-23
Opening Balance	at 01/06/2023		
Newbury Building Society		£42,042.95	£21,922.45
Metro Bank		£29,680.31	£27,000.57
Total Opening Balance		£71,723.26	£48,923.02
Income			
Bank/BS Interest		£991.55	£120.50
Gift Aid		£288.75	£0.00
Fundraising		£1,231.33	£1,376.04
Good Exchange		£0.00	£10,097.97
Churches		£1,200.00	£0.00
Business		£15,865.29	£11,124.80
Grants		£1,000.00	£10,455.00
Local Giving		£3,172.30	£3,924.67
Groups and Organisations		£5,115.61	£2,683.01
West Berks Lottery		£914.50	£1,237.00
Individuals		£4,266.85	£4,919.62
Crowdfunder		£0.00	£55.00
Total Income		£34,046.18	£45,993.61
Expenditure			
Shopping and General Expenses		£6,749.82	£4,860.54
IT and Admin Expenses		£1,171.40	£1,343.61
Rent		£300.00	£386.30
Utilities		£576.40	£2,525.31
Insurance		£1,191.24	£1,259.43
Cleaning & Hygiene		£3,552.62	£3,843.42
Training		£48.00	£367.01
DBS checks		£120.00	£0.00
Maintenance		£235.99	£393.55
Furniture, Fittings and new equipment		£3,630.58	£2,049.75
Other Operating costs		£1,388.03	£1,621.85
New Premises		£0.00	£4,542.60
Total Expenditure		£18,964.08	£23,193.37
Closing Balance	at 31/05/2024	£86,805.36	£71,723.26
Represented by:			
Newbury Building Society 7 Day notice account		£5,000.00	£42,042.95
Metro Bank Current Account		£41,685.00	£29,680.31
Metro Bank Instant Savings		£10,120.36	£0
Metro Fixed Term Savings		£30,000.00	£0

LOOSE ENDS VOLUNTEERS OCTOBER 2024

We could not operate without our volunteers so thank you to everyone who works so hard both on sessions and behind the scenes.

Trustees

Diana Lacey, Chair

Caroline Billington, Pat Burke, Gill Downs, Paul Jenkinson, Ian Nichol, Treasurer

Operations Support

Nicola Buckland, Cathy Jenkins, Kathy Le Brun, Alison Martin, Paul Spour

Food Group

Geoff Anderson, Sue Burbridge, Pat Burke, Gemma Fuller,
Rob Harris, Gill Leech, Sheridan Leevy, Noni Knight, Paul Walter

Supervisors

Emma Aird, Trish Arrowsmith, Pat Burke, Gill Downs, Clare
Edwards, Alice Fogg, Paul Spour, Helen Webb, Amy Zydzienowski

Session Volunteers

Maureen Avery, Helen Balster, Barney Bardsley, Caroline Billington, Kaye Broom, Nicola Buckland, Sue Burbridge, Judy Cooper, Graeme Coulam, Helen Cundy, Helen Dixon, Andy Donovan, Prue Fenn, Linda Ferguson, Sally Fletcher-Bott, Gemma Fuller, Carol Guthrie, Rob Harris, Rachel Henley, Jane Hopkins, Sharni Hulait, Cathy Jenkins, Nicola Johnson, David Keep, Noni Knight, Diana Lacey, Suzanne Lees, Kathy Le Brun, Ben Major, Alison Martin, Jon Nelsey, Maja Ochocinska, Robert Parsons, Ian Purvis, Eleanor Rance, Diana Sanderson, Nicky Sanderson, Olivia Scull, Marguerite Shave, Issy Stevens, Paul Walter, Ying Walter, Barbara West, Guy West, Wendy Westall, Dave Young



Newbury Cricket Club,
Northcroft Lane,
Newbury, RG14 1 RS
United Kingdom

Registered Charity no. 1189240
Phone +44(0)7444 324686
Email: admin@looseendsnewbury.org
Website: www.looseendsnewbury.org

Our grateful thanks to Apple Print & Creative for printing this report and for their ongoing support.

AP&C

Independent examiner's report on the accounts

Report to the trustees

Charity Name
LOOSE ENDS NEWBURY

On accounts for the year ended

MAY 2024

Charity no
(if any)

1189240

Set out on pages

(remember to include the page numbers of additional sheets)

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

Responsibilities and basis of report

As the charity's trustees, 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 all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

~~The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]. Delete [] if not applicable.~~

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable 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.

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

Signed:

T. Cook

Date:

29 JULY '24

Name:

TERENCE MICHAEL COOK

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

—

Address:

16 HARVEST GREEN

NEWBURY, BERKSHIRE

RG 14 6DW

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.



LOOSE ENDS NEWBURY

England & Wales - Charity number 1189240

Accounts

Loose Ends Newbury

Annual Report
2022 - 2023



AGM 5th October 2023

Thank You

Loose Ends Newbury couldn't operate without the generosity and support of many individuals, organisations and businesses.

The organisations we have worked with in 2022/23 and thank for their co-operation include:

Newbury Cricket Club
Newbury Town Council
West Berkshire Homeless
West Berkshire Action for Refugees
Volunteer Centre West Berkshire
Homestart
Family Support Workers
The Family Hub

Those helping with our food supplies include:

SEWA Day
Nando's
SOFEA
West Berkshire Foodbank
Waitrose

In 2022/23 we have received major financial donations from:

West Berkshire Lottery Community Fund
The Greenham Trust
Berkshire Community Foundation
Newbury Lions
Irwin Mitchell LLP
Strategic Solutions
NFU Mutual
Co-op Community Fund
Cavendish Nuclear Ltd

To all the schools, churches, local clubs, small businesses and individuals who donated financially or in a practical way to us - we can't mention everyone but we are very grateful to you all.



We couldn't operate without our volunteers so thank you to everyone who works so hard both on sessions and behind the scenes.

TRUSTEE REPORT

The past year has been a year of consolidation and growth for Loose Ends Newbury as we have settled into our new facilities in the Pavilion at Newbury Cricket Club. We continue to provide hot meals, food packages and wider support to homeless, lonely, vulnerable or financially struggling adults in our community. We have also expanded our services to reach two new client groups. In February 2023 we launched Northcroft Kitchen to assist local families and in April 2023, working with West Berkshire Action for Refugees, the Northcroft Global Kitchen opened to facilitate cooking sessions for asylum seekers housed in local hotels.

Our Loose Ends sessions typically see between 20 and 30 people sit down to enjoy a hot meal and in the past year alone we supported at least 164 individual adults, with over 40 volunteers cooking, serving, clearing and generally supporting the sessions. The winter 'cost of living crisis' also saw us restart a weekly 'warm hub' before our Tuesday lunch session, providing clients with somewhere warm to sit and relax.

Improvements to the premises are continuing and we are grateful to Newbury Cricket Club for the work they have done. This includes improving the insulation in the Pavilion, which will hopefully prevent the frozen pipes we had to contend with during the very cold weather last winter. In the spring, with significant financial support from Newbury Town Council, as well as contributions from Newbury Cricket Club and ourselves, solar panels were installed. These are providing a source of green (and free) energy to support our cooking, lighting and heating needs and will hopefully save considerable sums on our running costs, particularly as we enter the colder months.

Moving into new premises meant that we were required to be reassessed by the Food Standards Agency. We are very pleased to report that we achieved a 5* rating, as we had at our previous site. Thanks are due to all volunteers for maintaining our high standards and in particular to Gill Downs for co-ordinating our procedures.



The last year has of, course, seen a significant increase in the cost of food. This has challenged us directly in terms of our running costs but has also resulted in a reduction of donations of non-perishable goods for us to pass on to our clients as mini food parcels. We are grateful for all the donations we have received to allow us to continue to supply essentials but our expenditure on food to give out has necessarily increased.

Our AGM last year saw the departure of our hard-working and long-standing Chair, Linda Fergusson and this year the role of Chair has been successfully shared between the Trustees on a rotating basis. In March our Secretary and Trustee, Charlotte Knight, left us when she moved out of the area but we were delighted when Caroline Billington agreed to join us as a Trustee in April. We are always pleased to hear from anyone who might be interested in joining us as a Trustee.



Linda and Charlotte at AGM in 2022

In February we were sad to hear the news that our former Chair, Pam Hayden had died. Pam was a longtime friend and volunteer and it was in no small part because of the work she did that Loose Ends Newbury is the successful charity it is today. We were also sad to hear of the death in January of Val Lloyd who was a volunteer for many years - Monday services were her speciality and she is much missed.

In addition to all our committed Loose Ends Newbury volunteers, the services we offer also rely on the close collaboration of many organisations, including: West Berkshire Homeless, whose 'befrienders' attend our adult sessions and offer advice and support to clients; West Berkshire Action for Refugees, who are our partner in Northcroft Global Kitchen; Homestart; the West Berkshire Foodbank; Newbury Town Council and Sewa Day. Without their support, we could not provide the level of assistance to clients that we are currently able to.

We also express our enormous gratitude for the financial support provided by individual donors, often on a regular monthly basis. Alongside these individual donors, we further thank and recognise the organisations, groups and individuals who organise fund raising events for us. Grants from businesses, organisations and grant giving bodies are vital to our ongoing success and we want to thank them for their generosity. We provide more details of these in our Financial Report. We must again recognise Newbury Cricket Club for their ongoing partnership and support - by sharing their premises we have been able to continue our work and widen our services to help our community.

To all of these supporters we extend enormous thanks, and we look forward to seeing these relationships continue to grow and develop over the next 12 months.

Finally of course thanks to all our wonderful volunteers who give their time, talents and energy to make sure Loose Ends Newbury continues. These include our session volunteers and cooks, as well as everyone working behind the scenes in admin, menu planning, rota and stock management. A particular thanks to our Supervisors who take on the responsibility for running every session.

*Alison Martin on behalf of
Loose Ends Newbury Trustees*



SUPPLIES AND CATERING

After a year in our new premises we are well and truly settled. Cooks and session volunteers enjoy working in the clean, bright kitchen and everyone loves the open aspect across the cricket field to the river.

Loose Ends, which is open to all adults, serves a hot, nutritious meal at five sessions each week. A cooked lunch and pudding are served on Sunday, Monday and Tuesday and a full English breakfast on Wednesday and Friday. Tea, coffee, juice and fresh fruit are always available. Food parcels and practical clothing are also made available to clients on a 'no questions asked' basis.

Our creative and hardworking cooks are led by Noni Knight, who devises clever and delicious menus using the available ingredients, adroitly adapting these to incorporate last minute donations when needed.

Northcroft Kitchen serves local families 'café' style once a week with meals for both adults and children. Gill Downs does the planning for these two course family meals, which are appetising and nutritious.

We are fortunate to have well established and stable supply chains. These include a subscription to South Oxfordshire Food and Education Alliance (SOFEA) who supply us with a variety of ambient, chilled and frozen food. West Berkshire Foodbank (WBFB) also supply us with ambient items and Sewa Day collect donations of surplus products from local supermarkets including fresh fruit, vegetables and baked goods. Nandos donations of chicken provide quality protein which we use to cook a variety of different lunch dishes. Any gaps on the shelves are filled with regular shopping trips and all deliveries are received and stored by our amazing Monday food team.

We are also lucky enough to receive donations of food and toiletries from local businesses, the general public, schools and churches throughout the year and especially at Harvest Festival, Christmas and Easter. The Community Furniture Project Christmas Gift Voucher scheme is a nice extra for our clients at Christmas and is very much appreciated.

Loose Ends Newbury are grateful to all organisations and individuals who support us to provide a good quality and consistent service to those who need us.

LOOSE ENDS

Loose Ends drop-in centre continues to be our main offering, providing nutritious meals in a safe and friendly environment to any adult in our community who may otherwise go without a hot meal.

The increasing cost of living - especially the cost of food and energy - has impacted on many of our clients and by providing a warm space and a hot meal we hope that we have helped alleviate their situation in a significant way. In the past year we served 5058 meals and distributed 2522 mini food parcels to at least 164 individuals.

We also distributed donated clothes (many of them new) and regularly supplied toiletries and other essentials. By extending our opening hours in the winter months on a Tuesday, we were able to provide a warm hub for clients to relax in without having to worry about the cost of heating.

We aim to help our clients access practical help in areas such as housing and finances and to help do this we welcome the Befrienders from West Berkshire Homeless, the Outreach Officers from West Berkshire Council and the local PCSOs to our sessions. We are also able to refer clients in need to West Berkshire Foodbank.

NORTHCROFT GLOBAL KITCHEN

The launch of our partnership with West Berkshire Action for Refugees (WBAR) in April 2023 has been a great success. WBAR work with refugees and with asylum seekers currently housed in hotels in and around Newbury. Whilst the asylum seekers living in the hotels are provided with meals these are shipped in from an off-site kitchen to be reheated at the hotel and eaten in the asylum seeker's room. There are no cooking facilities and no communal dining room.

We have been able to support WBAR by offering use of our kitchen and equipment for them to use and together with Newbury Cricket Club, provide a venue where the refugees can cook dishes of their choice 'from home' and then sit and eat together around a shared table. WBAR have also used the opportunity to help the cooks obtain their Level 2 Food Hygiene qualification, equipping them for potential work in the future.

Since our first session in April 2023, the sessions have become established as a weekly event, with four cooks at each session and in total 15 to 20 people sitting down to eat together. The second group of asylum seekers are just finishing their Food Hygiene qualification and the excited discussion around the table each week about what they'd like to cook next week is a pleasure to see.



As we settled into our new home in the Newbury Cricket Club, we became increasingly conscious that we had a great facility and were not using it to its full potential. Meanwhile, we were aware that families were struggling with the cost of living. We therefore began to discuss the idea of offering a free meal to vulnerable families. Just after Christmas, we set about contacting local primary schools, their Family Support Workers and Home Start, to ask them if they thought vulnerable and low-income families would benefit from a free meal after school once a week. We had a positive response and decided to go ahead and Northcroft Kitchen was set up.

After a successful trial session on 6 February 2023 we started our regular sessions every Monday after school (except in the Summer holidays when we switched to Thursday lunchtimes) providing a freshly cooked lunch, including a vegetarian choice and child-friendly options, with homemade cakes and puddings to follow.

Any parent or carer who needs a hot meal is welcome with their children and as well as offering nutritious food we provide a welcoming, child friendly space. We have toys and colouring materials for the children and during the good weather it's great to see the children letting off steam out on the playing field! The parents/carers are all beginning to get to know each other and chat, which is lovely to see.

While numbers fluctuate, eight or more families including over 14 children regularly attend and we estimate that we served around 500 meals in our first six months of operation. Our clients include some Ukrainian families and asylum seekers as well as local families. Some are lone parents not in work but we also have low-income families that include a working parent.

We would like to say a big thank you to all our volunteers and for the support from Homestart, the Family Hub and school Family Support Workers.



The Cricket Club ready for a Northcroft Kitchen session and one of our FB posts advertising what's going to be on the menu

RECRUITMENT AND TRAINING

We are proud that Loose Ends Newbury is run entirely by a workforce of volunteers and are incredibly grateful for the dedication and hardwork of everyone involved. Noni Knight organises a monthly rota for Loose Ends that currently requires 21 volunteer slots to be filled each week, plus off-site cooks, people to help with food supplies and collections as well as admin and support. In addition we need four people to help once a week at Nothcroft Kitchen and another to support the Global Kitchen sessions on a Friday. Noni does a fantastic job making sure that last minute slots are always filled and our volunteers are great at coming forward to fill all vacancies.

However, we do inevitably lose volunteers every year and recruitment has proved a little slow in the past 12 months. We are therefore keen to attract more people to come and join us. Volunteers are recruited via enquiries from our website, through the Volunteer Centre West Berkshire, local press and radio plugs as well as word of mouth.

We are especially keen to attract people prepared to help with our management both as Trustees or Supervisors, or just willing to help more widely in the running of Loose Ends Newbury. In particular we are still looking for a new Secretary/Trustee and we are very grateful to Kaye Weber who has stepped in to help with minute taking and Cathy Jenkins who does a great job helping with general administration.

Loose Ends is a happy place to volunteer as shown by the smiles on the faces of Rota Manager and Cook, Noni Knight, and Supervisor and Trustee Gill Downs.



Our training programme is looked after by Cathy Jenkins and Paul Spour who have once again focussed on getting all new volunteers to complete their Level 2 Food Hygiene training online and made sure that long standing volunteers renew their certificates, so we can maintain the highest hygiene standards.

This year we also ran an intensive one day First Aid training course for volunteers and we aim to repeat this in the coming year. We are also planning to run a training session looking at conflict management.

REPORT ON ACCOUNTS FOR FINANCIAL YEAR 2022/2023

The financial year for Loose Ends Newbury (LEN) runs from the 1st of June to the 31st of May each year. A Statement of Accounts for this period is attached as Appendix 1 to this report. The prior year figures are shown in italics. The Accounts have been prepared on a cash basis. We have had our Accounts reviewed by an independent examiner as it is good practice to do so, although this is not required by the Charity Commission. The report is contained in Appendix 2.

The Accounts show that the LEN had income of £45,993.61 and expenditure of £23,193.37 in the year. There was therefore an in-year operating surplus of £22,800.24. LEN commenced the year with funds of £48,923.02 and ended the year holding funds of £71,723.26.

LEN's cash is held in an interest-earning account at the Newbury Building Society and in an account at the Metro Bank. There are no restricted funds held by LEN.

COMMENTARY - The 2022/2023 financial year ended very positively for LEN due to the generosity of its supporters, donors and grant giving bodies. Our fund raising performance in the year was considerably higher than we had anticipated at the beginning of our financial year and enabled us to confidently launch two new initiatives: Northcroft Kitchen and Northcroft Global Kitchen (this latter in conjunction with West Berkshire Action for Refugees). This extended our reach and enabled us to help a bigger cohort of beneficiaries.

We have been very fortunate in obtaining grants from a number of organisations and these are listed on the inside front cover of this report. We are very grateful to them for their support. We also benefit from individual donations and organisations fund raising on our behalf. In addition, participants in the West Berkshire Lottery who name us as an organisation they support are also to be thanked.

It should be noted that the income shown in the Accounts as coming from Local Giving represents income from individuals who chose to give us money through that platform which also claims Gift Aid, when applicable, on our behalf. Similarly, some of the income through the Good Exchange platform is from individual donors and again Gift Aid is collected on our behalf.

We have remained in good control of our expenditure during the financial year and arguably show very good value for money as a result of all of our services being delivered by unpaid volunteers rather than employing staff. Our expenditure on electricity has been fortunately mitigated this year by the installation of solar panels on the Pavilion largely funded by Newbury Town Council alongside small contributions from Newbury Cricket Club and ourselves. The most significant impact of the cost of living crisis has been through a reduction in donated food and supplies and a consequent increase in the cost and quantity of food purchased by LEN.

RECOMMENDATION - Members are asked to note the Annual Report and approve the submission of the Accounts to the Charity Commission.

Jan Nichol - Treasurer

Appendix 1

Loose Ends Newbury Statement of Accounts 01/06/2022 to 31/05/2023

Opening Balance 01/06/2022

Newbury Building Society	£21,922.45
Metro Bank	£27,000.57
Total Opening Balance	£48,923.02

	Year 2022-23	Prior Year 2021-22
Income		
Bank/BS Interest	£120.50	£80.31
Gift Aid	£0.00	£375.00
Fundraising	£1,376.04	£1,151.00
Good Exchange	£10,097.97	£38,424.21
Churches	£0.00	£476.55
Businesses	£11,124.80	£4,407.44
Grants	£10,455.00	£0.00
Local Giving	£3,924.67	£9,480.22
Groups & Organisations	£2,683.01	£10,553.00
West Berks Lottery	£1,237.00	£1,217.00
Individuals	£4,919.62	£3,133.89
Crowdfunder	£55.00	£74.00
Total Income	£45,993.61	£69,372.62

Deduct Expenditure on:

Shopping & General Expenses	£4,860.54	£3,555.53
IT & Admin Expenses	£1,343.61	£832.42
Rent	£386.30	£2,580.00
Utilities	£2,525.31	£0.00
Insurance	£1,259.43	£1,897.57
Cleaning & Hygiene	£3,843.42	£5,230.51
Training	£367.01	£195.00
DBS checks	£0.00	£20.00
Maintenance	£393.55	£56.49
Furniture, Fittings & Equipment	£2,049.75	£0.00
Other Operating costs	£1,621.85	£3,345.45
New Premises	£4,542.60	£66,009.12
Total Expenditure	£23,193.37	£83,722.09

Closing Balance - 31/05/23

£71,723.26

Represented by:

Newbury Building Society	£42,042.95
Metro Bank Current Account	£29,680.31
Total	<u>£71,723.26</u>

Appendix 2

Independent examiner's report on the accounts

Report to the trustees LOOSE ENDS, NEWBURY

On accounts for the year ended 31 MAY 2023 **Charity no (if any)**

Set out on pages (insert to include the page numbers of additional sheets)

Responsibilities and basis of report I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 05 / 2023

As the charity's trustees, 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 all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement [The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ~~insert name of applicable listed body~~]. Delete [] if not applicable.

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable 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.

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

Signed: T. COO **Date:** 4 JULY 2023

Name: TERENCE MICHAEL COOK

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

Loose Ends Management October 2023

Trustees

Caroline Billington
Pat Burke
Gill Downs
Alison Martin
Samantha Mullender
Ian Nichol – Treasurer

Operations Committee

Emma Aird - Donations
Geoff Anderson - Food Committee
Sue Burbridge – Food Committee
Pat Burke – Supplies and Catering
Kirsty Conington - Clients
Gill Downs – Health & Safety and Compliance
Cathy Jenkins – Admin & Training
Noni Knight - Rota & Food Committee
Gill Leech - Food Committee
Alison Martin - Recruitment
Paul Spour - Training and Lead Supervisor

Supervisors

Emma Aird, Trish Arrowsmith, Pat Burke, Kristy Conington, Gill Downs, Clare Edwards,
Linda Fergusson, Alison Martin, Samantha Mullender, Paul Spour, Helen Webb,

**“I’ve been through
some tough times.
Loose Ends has been
a lifeline.”**

A Loose Ends Newbury Client



Newbury Cricket Club,
Northcroft Lane,
Newbury, RG14 1 RS
United Kingdom

Registered Charity no. 1189240
Phone +44(0)7444 324686
Email: admin@looseendsnewbury.org
Website: www.looseendsnewbury.org

*Our grateful thanks to Apple Print & Creative for printing this
report and for their ongoing support.*

AP&C

LOOSE ENDS NEWBURY

England & Wales - Charity number 1189240

Accounts

Loose Ends Newbury

Annual Report
2021 - 2022



AGM 2nd November 2022

HEADLINES

- After the end of the Covid pandemic we were able to open our doors and return to our normal service providing hot meals, food parcels, toiletries and clothes to those in need. The number of clients fluctuated after the pandemic and especially after our move but are now increasing again.
- Over the year we provided on average 100 – 120 meals per week and served around 170 people. These numbers are now on the rise.
- At the end of April 2022 we moved to a new home at Newbury Cricket Club and we must thank Newbury Cricket Club for their considerable support and for sharing their newly rebuilt club house with us.
- We thank all the organisations, companies and individuals who donated so generously to our moving expenses and to our ongoing operating costs and also thank the Greenham Common Trust for their support.
- Thanks also to Newbury Self Store for storing our new equipment before our move; to the Community Furniture Project for moving our equipment and to Apple Print for creating our signage.
- Throughout the past year we have received regular donations of food from the Food Bank, SOFEA, Sewa Day and Nandos and we are very grateful for this support.
- In the near future we plan to increase our operating hours during the week to give more help to our clients and we are also looking into other activities to improve their lives.
- We couldn't operate without our volunteers and supervisors so thank you to everyone who works so hard both on sessions and behind the scenes. We have lost a few volunteers over the year but are happy to welcome several new ones. To maintain and increase our services we are looking to attract new volunteers in the coming year.



CHAIR'S REPORT

After 32 years at Morton Hall, Newbury Baptist Church, Loose Ends Newbury was at last able to move to Newbury Cricket Club in April 2022. We had hoped to move in 2021 but the Covid pandemic held things up along with delays caused by the redevelopment of the site. We must thank Newbury Baptist Church for allowing us to stay at Morton Hall until the end of April 2022.

Newbury Cricket Club have shown us enormous support and we are very grateful for all their hard work redeveloping the Club House and including the extended kitchen and the new storeroom and office for Loose Ends in their plans.

Thanks to all our friends and to all the groups and organisations who donated money during the year. We also received several generous contributions from grant giving bodies via The Good Exchange platform (detailed in Appendix 3 of the Finance report) and an amazing grant of £10,000 from the National Lottery Community Fund. With all the help we received we were able to pay our contribution to Newbury Cricket Club for the work on our kitchen extension and other facilities and be able to buy the new equipment we needed to complete the move.

Caroline Billington was a fantastic Project Manager during the development of the new premises, so many thanks to her, and to Kate Sheather for her work in the development of the kitchen and storeroom. Benchmarx did a great job designing and constructing the kitchen. Our next plan is to furnish our office.

We are very grateful to Newbury Self Store for storing our new equipment before our move and the Community Furniture Project for moving equipment from Morton Hall to the Cricket Club. We must also thank Apple Print for creating our signage as well as various posters and leaflets. In the week before we moved, and the days after, our volunteers worked very hard to move all our equipment, food, clothes, tents and many other possessions to our new home.

Our arrival in April was also the beginning of the cricket season. Working with the cricket club we were able to operate as normal during the week and on a Sunday we changed the time of our session to 4.00pm to fit in with cricket club use. We only had one session when the club house was not available but thanks to a joint venture with Newbury Soup Kitchen we were able to provide food from their van at The Wharf so we are very thankful to them for their help and co-operation. Sunday sessions returned to 2pm on 2nd October after the end of the cricket season.

Our move has been a great success with clients enjoying coming to our new home. Client numbers fluctuated through the COVID pandemic and have continued to do so since the move but numbers are definitely increasing now. In some cases from people who have become homeless, some who have lost their jobs and others who have little money and are short of food.

Linda Fergusson signing the agreement with John O'Sullivan from Newbury Cricket Club



We have received generous donations of food throughout the year from the Food Bank, SOFEA, Sewa Day, and Nandos . As the cost of living increases many more families are using the Food Bank. It has therefore been agreed that the Food Bank will reduce the amount of food they will provide to us and we will in future refer clients to the Food Bank rather than receive donations from them.

Since we moved we have been very happy to welcome the Befrienders from West Berks Homeless, the Outreach Officers from West Berks Council, and PCSOs who have been visiting our sessions on a regular basis to meet with our clients. We are planning to open our sessions for longer so that clients can have more help and we are also looking into other activities to improve their skills. We are aware that some clients who are lonely will be glad to come and also during the winter people can come to keep warm.

We must again thank our Supplies and Catering Group for their hard work. Kate Sheather left earlier in the year and we continue to miss her. Pat Burke continues as the manager and Noni Knight has taken over Kate's role. We must also thank the volunteers who act as our chefs, those who collect food from different organisations and those who stock the food that is delivered.

Finally, during the COVID pandemic, and subsequently, our number of volunteers has reduced. We are now looking to increase our number of volunteers so that we can open for longer. We must thank all our volunteers for their support and their hard work and especially the supervisors for everything they do.

Linda Fergusson (Chair)





SUPPLIES AND CATERING

We were all happy to be back in the Morton Hall as soon as it was safe to do so after the pandemic. We were even happier when we moved to our new premises in May 2022 and everyone on session loves working in the clean, fresh modern kitchen and enjoys the spacious storage now available. During the year we opened for five sessions per week and served 4611 hot and nutritious meals and distributed 2929 ambient food and toiletries parcels for clients to take away.

Our meals are as appetising and nutritious as we can make them; our talented cooks prepare and serve a cooked lunch on Sunday, Monday and Tuesday and a 'full English' breakfast on Wednesday and Friday and are adept at coping with fluctuating numbers of clients. Juice, tea, coffee and bowls of fresh fruit are always offered.

We are grateful to Nandos for their regular and generous donations of frozen chicken; to West Berkshire Food Bank for weekly deliveries of staples and tinned foods; for our subscription to the South Oxfordshire Food and Education Alliance for fresh, chilled and frozen foods delivered weekly; to Sewa Day for weekly deliveries of supermarket ambient foods. And to local people who drop in regularly with donations of essential items.

Basic clothing, shoes and bedding are always available for those clients who request them. We are also generously supported with Harvest Festival and Christmas gifts from local churches, schools, businesses, local people and anonymous donors via our Amazon wish list. Our clients also appreciate the Community Furniture Project Christmas gift voucher scheme.

The members of Loose Ends Newbury – cooks, supervisors, session volunteers and collectors are committed, hard- working and efficient and are a pleasure to work with. Thank you all.

Pat Burke

RECRUITMENT

Loose Ends Newbury continues to be run entirely by a workforce of volunteers organised through the monthly rota by Noni Knight. Currently we require 21 volunteer slots filled each week plus off-site cooks and people to help with food supplies and collections. It is to the credit of all our volunteers, and a consequence of Noni's hard work, that we have not had to cancel any planned sessions throughout the year even with the problems Covid still presents us with. We have lost a few volunteers over the year but have also recruited several new people who have joined the rota.

Looking ahead to the next twelve months, if we are to extend our service we will need to recruit more volunteers. In particular we are in need of people who are willing and able to step up as supervisors and to help more widely in the running of Loose Ends.

Volunteers have been recruited via enquiries from our website, through the Volunteer Centre advertising as well as word of mouth. The Penny Post recently published an article advertising for volunteers and we are pleased that the West Berkshire Volunteer Centre will be holding an in person Recruitment Fair early in 2023 where we hope to find more people to join us.

Alison Martin

TRAINING

The past year again saw the focus on getting all volunteers to complete their Level 2 Food Hygiene training online to ensure we continue to maintain the highest food safety and hygiene standards.

In February 2022 we were able to return to face-to-face training with a very interesting and informative session on behaviour management.

All volunteers have been encouraged to download the British Red Cross first aid app to their phones.

Paul Spour and Cathy Jenkins took over the organisation of training in August and as well as continuing to make sure that all volunteers have current hygiene certificates they are now looking at providing training courses covering conflict resolution and drug and drink awareness.

Gill Downs

REPORT ON ACCOUNTS FOR FINANCIAL YEAR 2021/2022

The Financial Year for Loose Ends Newbury (LEN) runs from the 1st of June to the 31st of May each year. A Statement of Accounts for this period is attached as Appendix 1 to this report a re-statement in the format required for submission to the Charity Commission is attached as Appendix 2. Although we are not required by the Charity Commission to have our accounts reviewed, we have done so as it is good practice. I would like to thank Steven Vardy for doing this for us. His report is contained in Appendix 4.

The Accounts show that LEN had income of £69,372.62 and expenditure of £83,722.09 in the year. There was therefore an in-year operating deficit of £14,349.47. This was funded by our cash reserves which started the year at £63,272.49 but were thus reduced at the end of the year to £48,923.02. The operating deficit was the result of the planned expenditure on the project to relocate the operations of the charity from Morton Hall to the refurbished club house at Newbury Cricket Club, which we now share with the cricket club under a 10-year licence for occupation.

LEN's cash is held in an interest-earning account at the Newbury Building Society and in an account at the Metro Bank.

There are no restricted funds held by LEN.

Commentary

The 2021/2022 financial year was a challenging year for LEN as we had to embark on a very large-scale fund-raising effort to meet the costs of the relocation project. A sum of £66,009.12, as shown in the Statement of Accounts, was payable in FY 2021/22. A further and final payment for the costs of the refurbishment works of £4542.60 to Newbury Cricket Club is due in FY 2022/23 taking the final cost of the project to £70,551.72.

Throughout 2021/22 LEN carried out a vigorous funding raising campaign generating moneys from grant giving bodies and generous donations from individuals and organisations. In particular, we used the Good Exchange platform which enabled us to access match funding from the funders shown in Appendix 3. It should also be noted that the income shown as coming from Local Giving represents income from individuals who chose to give us money through that platform.

Recommendation

Members are asked to note the Annual Report and approve the submission of the accounts to the Charity Commission.

Jan Nichol (Treasurer)

Appendix One

Loose Ends Newbury Statement of Accounts for period 01/06/2021 to 31/05/2022

Opening Balance	01/06/2021	
Newbury Building Society		£31,842.14
Metro Bank		£31,430.35
Total Opening Balance		£63,272.49

Income

Bank Interest	£80.31
Gift Aid	£375.00
Fundraising	£1,151.00
Good Exchange	£38,424.21
Churches	£476.55
Business	£4,407.44
Local Giving	£9,480.22
Groups and Organisations	£10,553.00
West Berks Lottery	£1,217.00
Individuals	£3,133.89
Crowdfunder	£74.00
Total Income	£69,372.62

Deduct Expenditure on:

Shopping and General Expenses	£3,555.53
IT and Admin Expenses	£832.42
Hall Hire	£2,580.00
Insurance	£1,897.57
Cleaning & Hygiene	£5,230.51
Medical	£0.00
Training	£195.00
DBS checks	£20.00
Maintenance	£56.49
Furniture, Fittings and new equipment	£0.00
Cost of Fund Raising	£1,974.40
Other Operating costs	£1,371.05
Extraordinary Expenditure - New Premises	£66,009.12
Total Expenditure	£83,722.09

Closing Balance	31/05/2022	£48,923.02
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Represented by:		
Newbury Building Society 7 Day notice a/c		£21,922.45
Metro Bank Current Account		£27,000.57

Appendix 2

Charity Commission Accounts

Receipts and payments accounts

for the period 01/06/2021 to 31/05/2022

Section A Receipts and payments					
	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants and Donations	£68,141	£0	£0	£68,141	£14,037
Fundraising	£1,151	£0	£0	£1,151	
Interest	£80	£0	£0	£80	
Sub total	£69,373	£0	£0	£69,373	£14,037
A2 Asset and investments sales etc.					
	£0	£0	£0	£0	£0
Total receipts	£69,373	£0	£0	£69,373	£14,037
A3 Payments					
Operating costs	£7,753	£0	£0	£7,753	£3,678
Repairs and Maintenance	£56	£0	£0	£56	£0
Relocation Project	£66,009	£0	£0	£66,009	£300
Rent	£2,580	£0	£0	£2,580	£1,575
Medical and Hygiene costs	£5,231	£0	£0	£5,231	£2,162
Training costs	£195	£0	£0	£195	£130
Insurance	£1,898	£0	£0	£1,898	£515
Sub total	£83,722	£0	£0	£83,722	£8,360
A4 Asset and investment purchases					
	£0	£0	£0	£0	£0
Total payments	£83,722	£0	£0	£83,722	£8,360
Net of receipts/(payments)	-£14,349	£0	£0	-£14,349	£5,677
A5 Transfers between funds					
	£0	£0	£0	£0	£0
A6 Cash funds last year end					
	£63,272	£0	£0	£63,272	£0
Cash Funds this year end	£48,923	£0	£0	£48,923	£5,677

Section B Statement of assets and liabilities at the end of the period					
Categories	Details		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash Funds			£48,923	£0	£0
B2 Other Monetary Assets			£0	£0	£0
B3 Investment Assets			£0	£0	£0
			Fund to which asset belongs	Cost	
B4 Assets retained for the charity's own use*	0		£0	£0	
			Fund to which liability relates		
B5 Liabilities	0		£0	£0	
*Note:					
All equipment purchases were less than £5,000 each, therefore, not capitalised and not classed as assets					

Appendix 3

Grants received through the Good Exchange Platform in addition to individual donations.

Funder	Grant Amount
The Miss Lawrence Trust	£2,000.00
Greenham Trust Ltd	£1,690.00
Newbury Town Council	£1,690.00
Englefield Charitable Trust	£3,000.00
Peter Baker Foundation	£6,000.00
Greenham Trust Ltd	£7,145.00

The Greenham Trust also granted £4841.29 funding to match individual donations in 2021

Appendix 4

Independent Examiner's Report



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/
members of

Loose Ends

On accounts for the year
ended

31st May 2022

Charity no
(if any) 116058

Set out on pages

1

Responsibilities and
basis of report

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

As the charity's trustees, 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 all 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 (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did 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 this report in order to enable a proper understanding of the accounts to be reached.

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

Signed:

S. D. Vardy

Date:

4th October 2022

Name:

Mr Steven D Vardy

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

C Eng., MIET, MBACP

Address:

319 Andover Road

Newbury, Berkshire

RG20 0LN

Loose Ends Mangement October 2022



Trustees

Linda Fergusson – Chair
Ian Nichol – Treasurer
Charlotte Knight - Secretary
Pat Burke – Supplies and Catering
Gill Downs – Client Services, Health & Safety, Signposting
Alison Martin - Communications
Mark Prudden

Operations Committee

Linda Fergusson - Chair
Charlotte Knight - Secretary
Pat Burke – Supplies and Catering
Gill Downs – Health & Safety and Compliance
Alison Martin - Recruitment
Noni Knight - Rota & Food Committee
Emma Aird - Donations
Kirsty Conington - Clients
Paul Spour - Training
Cathy Jenkins – Admin & Training
Linda Jay – Food Committee
Sue Burbridge – Food Committee

Supervisors

Linda Fergusson, Emma Aird, Kristy Conington, Charlotte Knight, Paul Spour,
Helen Webb, Samantha Mullender, Gill Downs, Alison Martin



Newbury Cricket Club,
Northcroft Lane,
Newbury, RG14 1 RS
United Kingdom

Registered Charity no. 1189240
Phone +44(0)7444 324686
Email: admin@looseendsnewbury.org
Website: www.looseendsnewbury.org

*Loose Ends Newbury thank the
National Lottery Community fund
for their support*



*Our grateful thanks to Apple Print & Creative for printing this
report and for their ongoing support.*

AP&C

LOOSE ENDS NEWBURY

England & Wales - Charity number 1189240

Accounts

LOOSE ENDS NEWBURY

ANNUAL REPORT

2020-21



Morton Hall,
Cheap Street,
Newbury, RG14 7DD
United Kingdom

Charity No. 1189240
Phone +44 (0)7444 324686
Email admin@looseendsnewbury.org
Web site www.looseendsnewbury.org

HEADLINES

- Loose Ends became Loose Ends Newbury (CIO) in December 2020.
- Thank you to all Volunteers and Friends who have supported Loose Ends Newbury during the Covid pandemic.
- Thank you for all the donations of food, toiletries, & money that we have received over the year.
- We must thank West Berkshire Food Bank, SOFEA and especially Sewa Day Newbury for their donations of food. We must also thank all the other organisations, supermarkets, restaurants, cafes, and friends who donated during Covid. Once shops and restaurants were able to reopen, we were able to receive donations again from Nandos and Pret.
- Thank you to everyone who has donated to our Amazon Wishlist, to everyone who has donated to our Good Exchange projects and to Irwin Mitchell for their donations.
- Over the year, we have provided takeaway meals to hotels housing the homeless and to clients who have come to the door. Until people started to be housed, we were providing 70 takeaway meals a session. We must thank Two Saints' outreach workers for collecting and delivering our takeaway meals during the week and to our volunteers who delivered takeaway meals on a Sunday.
- As people were housed and some of the hotel accommodation closed, we had an increase in people coming to Morton Hall for takeaway meals. We continued to provide food to people living at the Flexi Hotel until June this year.
- We have also started providing welcome packs to those who are being rehoused. The packs include food, toiletries, and other useful items.
- For most of Covid we only had 3 volunteers on session keeping socially distanced and providing takeaway meals for the hotels and people who came to the hall. We must thank all our volunteers for their hard work and thank those who were not able to come to the hall during Covid, for their support. We must also thank all our cooks who prepared most of the meals that were provided. The number of volunteers reduced to about 50 but we now have new volunteers joining.
- We must especially thank our supervisors for their support and for all their hard work managing sessions during the pandemic.
- This year we have only closed on Christmas Day – which was planned.
- Newbury Baptist Church has been planning the redevelopment of the site. Our Lease at Morton Hall will now end on 31 Dec 2021. Loose Ends has been in discussion with Newbury Cricket Club who have raised money to pay for the redevelopment of their building. We are now able to let everyone know that we plan to move to the NCC Pavilion at Northcroft Park at the end of the year. We must thank Newbury Cricket Club for all support.
- We must thank all the outreach workers from Two Saints and West Berkshire Council for their support over the last year.
- Finally, we must thank the Loose Ends Covid Food and Supplies Group– Pat Burke, Kate Sheather and Patricia Arnold for all their hard work during the Covid pandemic. Because of all their hard work they were awarded the Community Group of the Year Award 2020.

CHAIR'S REPORT

I am pleased to announce that following approval by the Charities Commission, we closed our previous charity Loose Ends and became fully operational as our CIO Charity Loose Ends Newbury in December 2020.

This year has been dominated by the Covid pandemic. Over the last year, Loose Ends Newbury has provided takeaway meals, as requested by West Berkshire Council, to all the homeless housed in hotels and to clients who came to the door of Morton Hall. For part of the year, we were providing over 70 meals a session. At the beginning of the pandemic, a supervisor and 2 volunteers, who were able to stay socially distanced, prepared the takeaway meals for the hotels and the clients at the door. We must thank all our members who were able to volunteer during Covid and all our cooks who prepared most of our meals. We must also thank the outreach workers who delivered food to the hotels during the week and to the volunteers who delivered food on a Sunday.

As hotels started to close, more clients started coming to our door for takeaway food and food parcels. When lockdown was eased last summer, we were able to allow clients to walk through the hall visiting 3 stations – one providing takeaway food, one providing food parcels and one providing drink - but this ended again when lockdown resumed. We again provided takeaway meals from one door and food parcels from another. When lockdown eased again in April 2021, we were able to open our doors for clients to walk through again, and when restaurants were able to serve meals outside, we put tables and chairs outside for clients to use. On 19th July 2021 we reopened with clients allowed to come inside, but volunteers still wearing masks.



Our volunteer numbers reduced to about 50 over the pandemic, but we are now recruiting new volunteers. A few of our supervisors have also had to step down and we must thank the new supervisors who have stepped up.

We must thank West Berkshire Food Bank, SOFEA, the Furniture Project, local supermarkets, restaurants and cafes, Fishers of Newbury and all the friends of Loose Ends for their generous donations of food, fruit, and toiletries during the Covid crisis. Since restaurants re-opened, we must thank Pret and Nandos for their continuing donations. We must also thank the Furniture Project for again including us in their Children's Christmas gift voucher scheme.

We must thank all our friends and different organisations who have donated food and money to us during Covid. We are very grateful for all the support we have received. Above all we must thank Sewa Day Newbury for the weekly donations of fruit that they have bought and food that they have collected from local supermarkets.

Above all, we must thank our Food Group - Pat Burke, Kate Sheather and Pat Arnold - for all their hard work in planning the menus, working with different organisations to supply food, and working together and with volunteers to shop, cook and prepare meals. Because of all their hard work they were awarded the Covid Response Community Group of the Year Award 2020.

Pat Arnold moved away from Newbury earlier in the year and she stepped down as a supervisor and trustee. We must thank her for all her support of Loose Ends. George McDevitt also stepped down as our treasurer and trustee. We must thank him for all his support over the last few years.

Finally, Newbury Baptist Church has been planning to redevelop their site to provide a Community Centre. In 2020, NBC gave notice of termination of our lease, but this was extended during Covid. It was suggested that we contact Newbury Cricket Club as they were planning to redevelop their pavilion. They were very pleased for us to join with them, and we were working towards the move. Unfortunately, Covid delayed our move. NBC has now extended the termination of our lease to 31st Dec 2021. Newbury Cricket Club has successfully raised money to pay for the redevelopment of their pavilion and building has started. We are hoping to be able to move by the end of the year. We must thank Newbury Cricket Club for all their hard work and support. We are now raising money through the Good Exchange to pay for our kitchen and storeroom at the pavilion and to pay for our ongoing costs.

Linda Fergusson

Chair



SUPPLIES AND CATERING

Loose Ends responded rapidly to the Covid challenge of March 2020 by setting up a hub in Morton Hall for the preparation, packaging, and delivery of food to the homeless rehoused in hotels and to clients at our door. Everyone at Loose Ends, supervisors, volunteers, and clients, quickly adjusted to the 'new normal'. From June 2020 to May 2021, we never missed a shift as we continued to serve freshly prepared and nutritious food; every client in a hotel or at the door received a takeaway meal five times a week and a food parcel four times a week.

Menus were adjusted as our supply chains changed – our SOFEA subscription was invaluable in menu planning and meal preparation and West Berks Food Bank provided generous support with ambient food. Covid grants from Greenham Trust Ltd and Tesco, allowed us to supply quality fruit with every hotel meal and to serve every meal in hygienic takeaway containers.

Our ethos has always been to provide the best quality food with the best quality ingredients we can source, to give to clients whose choices of food are so often limited in variety and nutrition.

The change to a takeaway/delivery service did not affect the food that we served. Cooks became even more inventive to provide the best meal that we could despite all the issues that we faced and it being served in a takeaway container.

As government guidelines on Covid restrictions were adjusted through the year, we were able to reintroduce donated Pret sandwiches and Nandos chicken into the menus. Great quantities of hand sanitiser, surface sanitiser and face masks were used, and we look forward to not having to use insulated takeaway containers, sandwich wedges, soup and coffee cups and disposable cutlery, now it has become safe to return to sit down meals in Morton Hall.

Loose Ends liaised with West Berkshire Council throughout the year in keeping track of clients housed in hotels and ensuring that special needs were met. We were pleased to be able to help clients moving from hotels into their own accommodation by supplying a total of 26 welcome packs, during the year.

Our Loose Ends cooks and volunteers are committed, hardworking and efficient and are a pleasure to work with. Thank you all.

Pat Burke & Kate Sheather

Food and Supplies Group



RECRUITMENT

Loose Ends Newbury continues to be run entirely by a workforce of volunteers, organised through the monthly rota by Noni Knight. Since returning to a sit-in service, we now require 24 volunteer slots filled each week, plus off-site cooks and help with supplies and collections.

After putting inductions for new recruits on hold during Covid, we started them up again in April 2021, and since then five new volunteers have joined the rota. Another three people are looking to do their first inductions in September/October (after summer holidays) having completed applications and supplied two personal references each. However, as we have lost some volunteers, we need to actively continue to recruit to cover all sessions. We are also looking for voluntary help to provide administrative support to the Trustees.

Volunteers have been recruited via enquiries from our website, through the Volunteer Centre West Berkshire advertising and Recruitment Fair, as well as word of mouth.

Alison Martin

Recruitment Officer

TRAINING

With recruitment suspended over the past year, the focus has been on getting everyone to do their Level 2 Food Hygiene training, which continues to be online, and unaffected by Covid restrictions.

As all other training is face-to-face, unfortunately it had to be suspended for a while. However, it is planned to restart some of the other training sessions for limited numbers this autumn, commencing with Behaviour Management in November and Drug Awareness later in the year or early in 2022.

Earlier in the year, all session volunteers were asked to download the British Red Cross First Aid app to their phones, and it is planned to reintroduce face-to-face CPR training again when possible.

Gill Downs

Training Officer



REPORT ON ACCOUNTS FOR FINANCIAL YEAR 2020/2021

Loose Ends Newbury's Financial Year runs from the 1st June to the 31st May each year. However, Loose Ends Newbury (LEN), a Charitable Incorporated Organisation, began operation on the 1st December 2020. Consequently, this report covers the six-month period from that date until the 31st May 2021.

The accounts for this period are attached as an **Appendix** to this report and are in the format required for submission to the Charity Commission. Although we are not required by the Charity Commission to have our accounts reviewed, we have done so as it is good practice, and the reviewer's report is also appended. I would like to thank Steven Vardy for doing this for us.

The Accounts show that LEN had income of £14,037 and expenditure of £8360 in the accounting period. So, the outturn at year end was a positive balance of £5677. However, it should be noted that if the LEN income and expenditure in 2020/21 was to be consolidated with that of Loose Ends, the previous charity, for the first part of the year, an operating loss of £5581 would have been recorded.

The cash balances of Loose Ends, the previous (now closed) charity, were transferred to LEN on the 1st December 2020. The opening balance at that date was £57,596. The closing balance as of the 31st May 2021 was £63,272.

LEN's cash is held in an interest-earning account at the Newbury Building Society and in an account at the Metro Bank.

There were no restricted funds held by LEN, but the Trustees have earmarked a considerable sum to the cost of relocating from its current home at Morton Hall (where its lease will terminate on the 31st December 2021), to the Newbury Cricket Club refurbished pavilion.

Summary

The 2020/2021 financial year was a challenging and untypical year for LEN and its predecessor charity, due to the Covid pandemic and the restrictions that were imposed. However, the charities successfully adapted and delivered meals and other support to meet the needs of their service users. Whilst some grants were received to cover the additional costs of the pandemic, perhaps as a result of all that was going on, overall income was significantly down on what was needed to break even. This year, to meet the challenge of the costs of the relocation and its ongoing running costs the Trustees are putting considerable effort into fund raising and have already had significant successes.

We are extremely grateful for the generosity of the individuals and organisations who did support us in 2020/21 and are continuing to do so this year.

We would also like to express our thanks to George McDevitt, who was the Treasurer of Loose Ends for a number of years, for his hard work and dedication to the charity. He stood down as Treasurer and Trustee at the end of May this year.

Recommendation

Members are asked to note the Annual Report and approve the submission of the accounts to the Charity Commission.

Ian Nichol

Treasurer

Appendix

Loose Ends Newbury
Receipts and payments accounts
for the period 01/12/2020 to 31/05/2021

Section A Receipts and payments				
	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £
A1 Receipts				
Grants and Donations	£14,037			£14,037
Fundraising	£0			£0
Interest	£0			£0
Sub total	£14,037	£0	£0	£14,037
A2 Asset and investments sales etc.				
Total receipts	£14,037	£0	£0	£14,037
A3 Payments				
Operating costs	£3,678			£3,678
Repairs and Maintenance	£0			£0
Equipment	£300			£300
Rent	£1,575			£1,575
Medical and Hygiene costs	£2,162			£2,162
Training costs	£130			£130
Insurance	£515			£515
Sub total	£8,360	£0	£0	£8,360
A4 Asset and investment purchases				
	£0	£0	£0	£0
Total payments	£8,360	£0	£0	£8,360
Net of receipts/(payments)	£5,677	£0	£0	£5,677
A5 Transfers between funds				
			£0	£0
			£0	£0
Cash Funds this year end	£5,677	£0	£0	£5,677

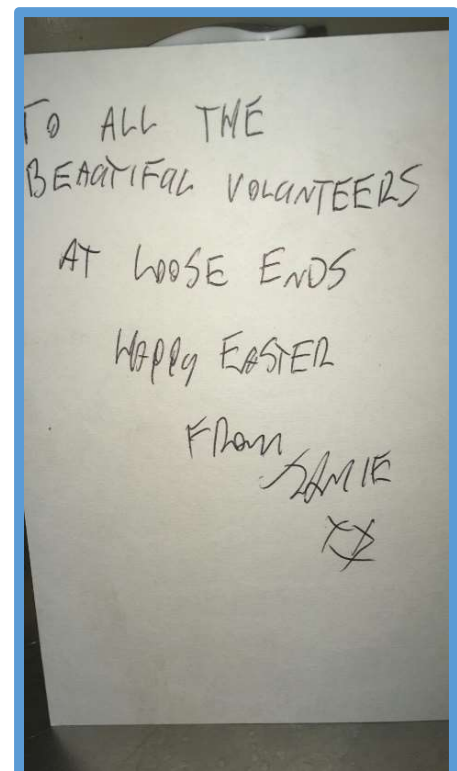
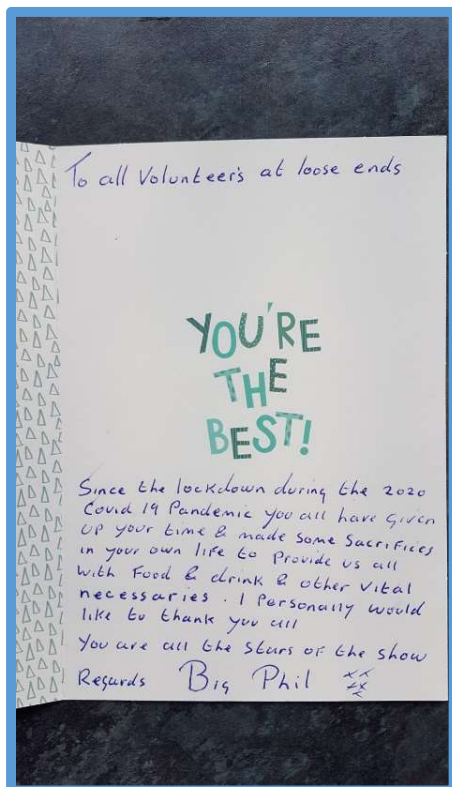
Appendix (cont)

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £
B1 Cash Funds		£63,272	
B2 Other Monetary Assets		£0	£0
B3 Investment Assets		£0	£0
		Fund to which asset belongs	Cost
B4 Assets retained for the charity's own use*	0	£0	£0
		Fund to which liability relates	
B5 Liabilities	0	£0	£0

*Note:

All equipment purchases were less than £5,000 each, therefore, not capitalised and not classed as assets





Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Loose Ends Newbury

**On accounts for the year
ended**

31 May 2021

**Charity no
(if any)**

1189240

Set out on pages

3 & 4

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/05/2021

**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 (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

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

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

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

Signed:

S. D. Vardy

Date:

27 July 2021

Name:

Steven Vardy

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

C Eng, MIET, MBACP

Address:

319 Andover Road

Newbury, Berkshire

RG20 0LN

LOOSE ENDS NEWBURY – ROLES AND RESPONSIBILITIES

As at September 2021

Name	Trustee	Operations
Linda Fergusson	Chair	Chair
Vacancy	Secretary	
Ian Nichol	Treasurer	
Helen Dixon	Minutes Secretary	Minutes Secretary
Pat Burke	Supplies & Catering	Supplies & Catering
Karen Swaffield	Signposting	
Alison Martin	PR & Marketing	Recruitment
Gill Downs	Signposting Health & Safety	Training
Kate Sheather		Chair of Supervisors Meeting Vice Chair Operations Meeting Supplies & Catering, Compliance
Noni Knight		Rota Manager
Emma Aird		Donations
Vacancy		Administration Assistant
Kirsty Conington		Clients
Amy Zydzienowski		Website / Facebook

Supervisors: Linda Fergusson, Kate Sheather, Emma Aird, Kirsty Conington, Charlotte Knight, Paul Spour, Helen Webb, Samantha Mullender, Gill Downs (in training)



Our grateful thanks go to Apple Print & Creative for their ongoing support of Loose Ends Newbury, as well as the printing of this report.

AP&C