



Quantock Foodbank

April 2022 - March 2023

ANNUAL REPORT



From the Chair

Mr Clive Wooldridge

This year has been exciting, yet at the same time somewhat frustrating due to reasons far beyond our control! I told you last year of our decision to make the Food Pantry a mobile service, enabling us to take the Pantry out to the villages around the Quantock area, saving our users the difficult task of trying to get into Watchet at a time when local transport is almost non-existent. I was pleased to tell you that we had ordered a new vehicle, which would make the Quantock Foodbank one of the first in the country to pioneer a customised electric vehicle visiting local villages, taking the Food Pantry to our users rather than asking them to come to us!

Unfortunately, vehicle manufacturers including Ford, had supply chain issues and instability. Increases in raw material costs, a tight labour market, and semiconductor chips in short supply, caused production problems; added to which there was incredibly high demand for the new E-Transit. In June these problems eased and our chassis arrived for customisation in July – along with fleets of others! So that, as I write, we are still waiting patiently for the big day when we can begin commissioning trials of our Mobile Pantry. However, my father always told me that anything good is worth waiting for; meanwhile, we continue to prepare for the start of our exciting new service.

In the interim, we have continued to run the Food Pantry from Watchet with huge success, providing a service which our users have found even more essential during the recent cost of living crisis than they did before.

I must take this opportunity to pay tribute to our volunteers and especially to Marlene Mason our treasurer and co-ordinator. Marlene has undergone eye surgery recently which meant someone else had to step up to co-ordinate things on a day-to-day basis. Daphne Milton, unsurprisingly, took over the role at short notice, and has been looking after everything exceptionally well during Marlene's recuperation. I also recognise that we are very fortunate to have an excellent team of volunteers, many of whom are more than capable of keeping the Foodbank and Pantry functioning effectively, whatever challenges present themselves.



Quantock Foodbank

I know that the operation of the Mobile Pantry will make more demands on our volunteers but I have no doubt they will do all we ask of them quietly and with calm efficiency. The same holds true for my committee of trustees, who work hard behind the scenes and our secretary, Jane Scott, who keeps us all in order and performing well. Thank you all very much!

Lastly, and of the greatest importance, my appreciation extends to our immense number of generous donors, as without them we could not operate. My grateful thanks to you all.

Hopefully my next Chair's letter will be able to reflect on the success of the Mobile Pantry and a chance to look forward to further great experiences together. For now, may I repeat my thanks to all those who continue to make the Foodbank and Food Pantry a quite remarkable success story, and a great benefit to all who use it.

I would like to finish by restating our mantra of the last couple of years, which appears to have become our Mission Statement.

"Wherever we are, whatever it costs, for as long as it takes."

I am so proud that everyone involved in running this great enterprise keeps this firmly in mind and, I am sure, will continue to do so into our most hopeful future.

**TRUSTEES' ANNUAL REPORT
FOR THE PERIOD 1 APRIL 2022 TO 31 MARCH 2023**

FOREWORD

Looking back to 2018 where we began, we have come a long way in terms of how we think, operate, and respond to the needs of our communities. Time does not stand still and neither have we; changing our focus to meet the existing challenges, whether that has been Covid 19, post Covid related health issues both physical and mental, overstretched Health and Social Care services, or soaring inflation with devastating consequences. The adjustment of the population to post Covid life had been expected to take some time, but the outbreak of the war in Ukraine and resulting consumer price inflation, reaching record highs not seen for around forty years, placed even more stress on families and individuals.

However these were not the only issues; the vexing problem of income inequality had, according to the Office for National Statistics, 'increased by 1.3 percentage points to 35.7% when comparing financial year ending 2021 to FYE 2022. This was driven by a reduction in mean disposable income in the fifth poorest households (3.4%), attributed to reduced original income and cash benefits.' Yet, 'there was an increase in mean disposable income of the fifth richest households of similar magnitude (3.3%), driven by increased original income.' The ONS calculated that the richest 10% of British households held 43% of all wealth in 2020, while the poorest 50%, by contrast, owned just 9% and their income fell by 7.5% in 2022.

A sobering report published by the cross-party Poverty Strategy Commission found that 'households in poverty spend 16% of their income on childcare, and these exorbitant costs prevent parents from working'. The Food Pantry sees families in low paid employment who are worse off than those on benefits. 'Poverty rates remain stubbornly high with 1 in 3 children in poverty and 1 in 10 people in deep poverty'. The PSC concludes that 'the "resource gap" faced by 6 million families in poverty amounts to £6,000 per family per year. In other words, it would take £36 billion to bring them all a hair's breadth above the poverty line.'

It is against this background that the Trustees' report sets out what the Foodbank and, more particularly, the Food Pantry has been doing to relieve some of these pressures in the Quantock Foodbank's localities.

The Quantock Foodbank is a CIO (Charitable Incorporated Organisation)
Charity Number: 1189991.

Registered address: 35 Brook Road, Williton, Taunton TA4 4TE

Email address: quantockfoodbank@gmail.com Telephone: 07483 815122

Operating address: The Annexe, Harbour Road, Watchet TA23 0AQ

Following the resignation of a Trustee in February 2023, a formal nomination was sought from the appropriate appointing body. Pending a formal nomination, a member of the appointing body's organisation joined meetings of Trustees. A resolution was passed by Trustees giving voting rights to the temporary nominee.

A Meeting Secretary was appointed by Trustees in February 2023.

During the reporting period, six meetings were held and Charity Trustees were as follows:

	Office Held	Representing
Clive Wooldridge	Chair	CtWW
Councillor John Irven	Banking Officer Financial Governance Team	Watchet Town Council
Marlene Mason	Company Secretary & Treasurer Financial Governance Team	CtWW
Councillor Peter Payne	Internal Auditor Financial Governance Team	Williton Parish Council
Susan Rose	Premises Trustee	Methodist Trustees
Joy Rownes (resigned February 2023)	Bank Signatory	CtWW
Sam Searle	Bank Signatory	CtWW
Izzy Silvester		Referring Agencies
Catherine Benham		CtWW
Julie Pelling (resigned September 2023)		CtWW
Jane Sperring Temporary nominee February 2023 – May 2023 Formally appointed May 2023		CtWW

In addition to the Trustees named above, the Foodbank was dependent on other key post holders:

Marlene Mason Operational Manager
Daphne Milton Team Leader
Paul Foreman Project Lead, Pantry Pilot
Jane Scott Secretary to the Trustees

The Foodbank had 15 Volunteers in total including those working in the Foodbank and its projects, and those making collections and deliveries.

Structure, Governance and Management

The Charity's governing document, a Constitution of a Charitable Incorporated Organisation whose only voting members are its charity trustees ('Foundation' model constitution), was adopted on 15 May 2019 and subsequently revised on 25 March 2021.

Trustees may be appointed by one of the established churches in Watchet or Williton and/or by Watchet Town Council or Williton Parish Council (the appointing bodies), who must have regard to the skills, knowledge and experience needed for the effective administration of the CIO. The churches concerned include, but are not limited to, Saint Peter's Church of England, Saint Decuman's Church of England, Watchet Methodist Church, Williton Methodist Church, Watchet Baptist Church, Watchet Salvation Army Corps and Watchet Roman Catholic Church.

All Trustees give their time and skills voluntarily and receive no remuneration or other benefits.

Risk Management Statement

Trustees confirm that they have given consideration to the major risks to which the charity is exposed, and satisfied themselves that systems or procedures are established in order to manage those risks.

In particular, during the period covered by this report, they have reviewed two policies to ensure that they still manage operational risks effectively in the following areas: Equality and Diversity, and Safeguarding. In addition, access control, password management, network security, data protection and disaster recovery have been reviewed, and a Cyber Security Policy adopted.

Operational Risk Assessments have also been carried out in respect of planned new activity.

The Quantock Foodbank's domain has been secured for a further five years, and five new domains secured for the Quantock Food Pantry against any commercial use of the name.

Objectives and Activities

The purposes of the charity can be summarised as: The prevention or relief of poverty in Watchet, Williton and surrounding area by the provision of food, essential toiletries, and household items to people in need; working with professional partners to restore dignity, maintain health and support efforts to regain independence and stability, and providing support to access or signposting to relevant agencies, advisory or information services.

The main activity undertaken by the Foodbank is the distribution of ambient temperature food products, toiletries and other essential household items collected and/or donated by local shops and village stores, churches, individuals, schools and other community groups. The majority

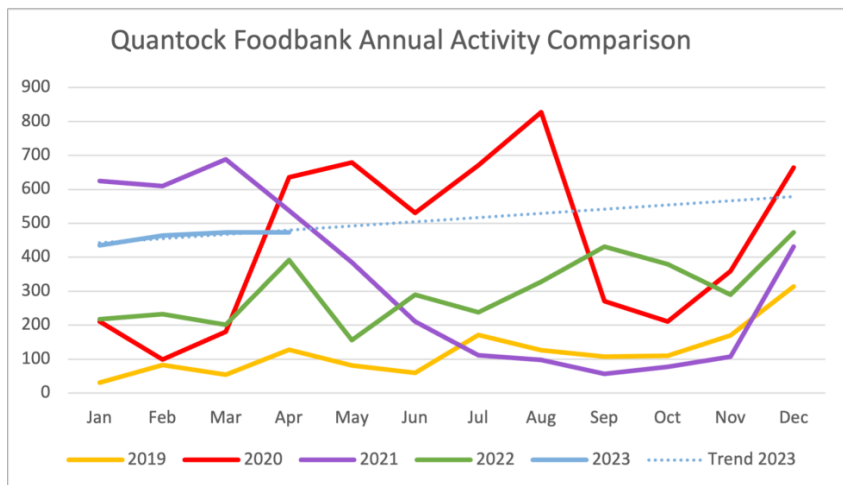
of clients are assessed and referred to the Foodbank or the Pantry by front-line professionals, however the Foodbank does act on emergency calls and messages before referring them to an appropriate agency for ongoing support.

The Foodbank maintains a network of partners in the voluntary, public and private sector, remaining in constant communication and collaboration with them and contributing to wrap-around service delivery.

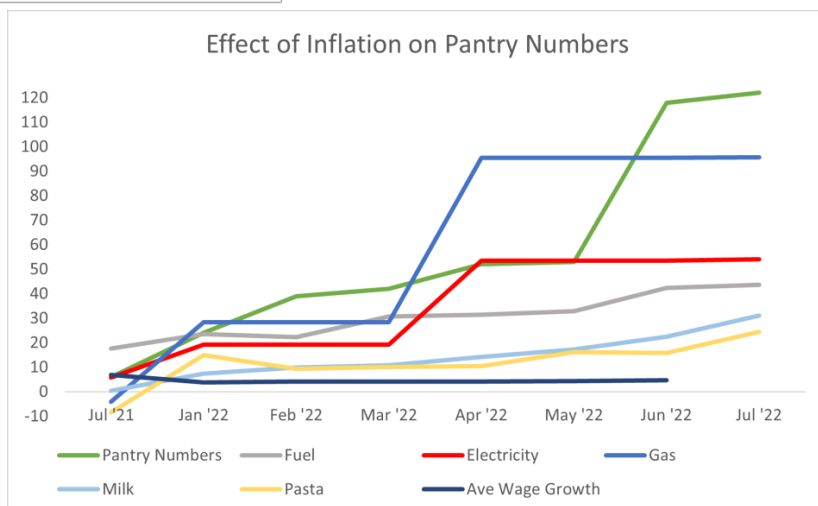
The operation of the Foodbank is entirely dependent on donors and volunteers, and the Trustees wish to acknowledge their generous contribution to our Charity. They are at the heart of all we do and without their enormous help we would struggle to achieve all we attempt to or think and plan in such a big way for the future.

Achievements and Performance

The first quarter of 2023 showed a steady increase in people accessing the Food Pantry with numbers not far below Covid lockdown levels, despite the Government's intervention to help people offset the cost of energy.



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The second chart graphically highlights the effect that inflation had on household finances and the stark choices that faced many families, turning them to the Food Pantry for support. Everyday essentials; pasta, butter and milk, had risen between 24% and 30% whilst the increase in confectionery was 4% and alcohol even lower at 2.8%, holding the overall percentage down, but the latter attracted no comment from the media.

The Foodbank's Projects



The Quantock Foodbank is listed as a Trusted Support provider on the Living Better Website and has continued to focus on the Health and Wellbeing of its clients. It has supported crucial Public Health messaging, with its volunteer team taking an inclusive, non-judgemental, person centred approach.

A Healthy Start

At the Pantry, it became apparent that eligible families had not applied or had difficulty applying for the Healthy Start Scheme. Posters were displayed and, in some cases, where requested, families referred to Home-Start for additional support. The Pantry also continued to provide fresh fruit, vegetables, and eggs!



Prevention is Better than Cure

Various posters were used to alert parents to viruses circulating; these included RSV, the most common cause of bronchiolitis in children under two. A few of the little ones we saw at the pantry had been taken or admitted to hospital so parents were also encouraged to get pre-schoolers vaccinated against flu.



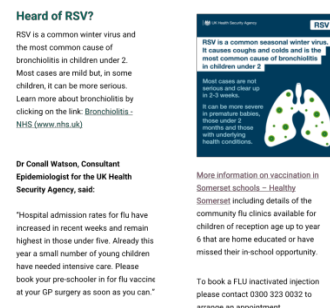
The UK Health Security Agency (UKHSA) has warned parents and carers to be alert for signs of Strep A infection across the country. But what are the warning signs?

What is Strep A?
Strep A is a bacterium that is sometimes found in the throat or on the skin that can cause a range of illnesses, including strep throat and impetigo. Strep A can also cause scarlet fever, as well as a much rarer illness called invasive Group A Strep (iGAS).

What is scarlet fever?
Scarlet fever is a contagious infection that mostly affects young children. It is usually mild and can be treated with antibiotics but spreads very easily.

The symptoms of scarlet fever are a sore throat, headache and high temperature along with a fine body rash with a sandpaper-like feel. The rash usually starts on the chest and tummy and may spread. It will normally look pink or red on pale skin but may be harder to see on darker skin, though you will still be able to feel it.

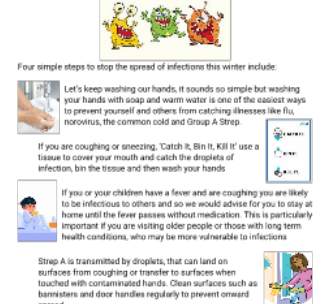
Another symptom is a white coating on the tongue which peels, leaving the tongue red, swollen and covered in little bumps (strawberry tongue).



Last winter also saw an outbreak of Scarlet Fever and Strep A. and all clients visiting the pantry were urged to remember that the spread of infections could be prevented by regular handwashing and cleaning of handrails, door handles etc.

Eligible Adults were also reminded to get their vaccinations for Covid-19, and especially for Flu which was circulating again post lockdowns, and against which people had little natural immunity.

STOP THE SPREAD OF INFECTION THIS WINTER



While case numbers are high, parents should be on the lookout for the symptoms of scarlet fever so that appropriate and timely treatment can be given. Scarlet fever is usually a mild illness that clears up quickly after a course of antibiotics. It often starts with a sore throat, headache, fever, nausea and vomiting, followed by a rash that feels like sandpaper to the touch. The rash usually develops after 12 to 48 hours, typically on the chest and stomach first, then rapidly spreading to other parts of the body.

Know Your Numbers Week 2022

The Pantry offered blood pressure checks as part of 'Take the Measure It Challenge'. Twelve people responded, some of whom had not been to their local surgery since before Covid, and were provided with a card recording their blood pressure.

Know Your Numbers Week 2022	
NAME	DATE: 8 September
Systolic	
Diastolic	
Pulse	



A Warm Space and a Hot Drink



Like many other venues up and down the country, from October through to the end of March we provided very welcome drinks, snacks and a room which was warm!

Household Support Grants

We alerted eligible families to this vital support and handed out leaflets or referred them to other services for help in making an application.

Each year we are only able to highlight a few of our projects and activities, but try to mention some others elsewhere in the report.

The Pantry Pilot

Transitioning from Foodbank to Food Pantry took place during the year, with the exception of genuine emergencies which will always be responded to. Those clients who would normally have been referred for Foodbank parcels, were given free access to the pantry for a period of time specified by the referring agency. The benefits of this soon spread through the communities, with the result that families began to ask how they could access the Pantry.

The Pantry had served the purposes it was set up to achieve:

- Helping people to take back control and become more self-reliant
- Preventing some from reaching the point where emergency parcels were necessary, and granting longer term access to address problems of particular concern to case workers, including primary and acute healthcare.
- Demonstrating that there was inequality of access, which the Trustees have tried to mitigate by approving bus fare refunds to those who had access to public transport.

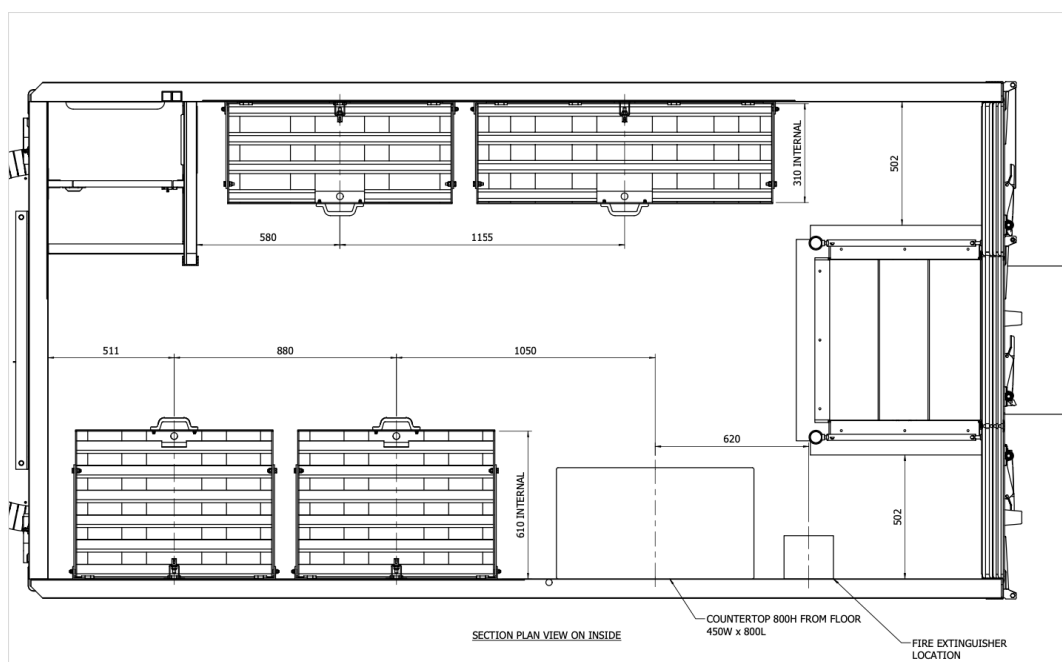
Another outcome was highlighted in a kind message from one of our partners:

"Huge thanks to the foodbank for the contribution they make to our communities and for being part of the solution for many who find themselves in food poverty. For many, I am certain, it prevents them being taken advantage of by loan sharks at their lowest financial point. As a family support worker working in this area I am grateful for the huge amount of work that goes into offering such a wonderful service to our community. And you are all volunteers! "

The Mobile Pantry Project

The first objective of the Mobile Food Pantry will be to roll out the successful static pantry pilot model in Watchet, to communities where public transport is not available and who have difficulty accessing the current pantry, by means of an electric vehicle customised for the work.

Before we could begin to address this challenge, we needed to ensure that the interior of the box body was designed in a way which would enable us to replicate the current pantry, using less than half the amount of space!

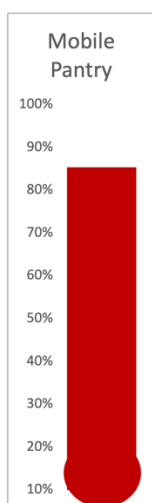


The Project Team has been kept busy working out the best measurements to deliver maximum useable shelf space using existing crates, designing a counter which would still allow customer space, and with everything folding down to maintain flexibility of the vehicle for future use. This was achieved by using the height of the interior and the shelves shown on the plan are three deep, giving us approximately the same length in total as the current pantry, although less width.

Many other considerations were still in progress when good news arrived that the electric chassis had been delivered to Kingston upon Hull, where it is now in a queue of vehicles awaiting customisation.

Fundraising

By the end of March 2023 we had the funds to pay for the chassis and the customised box body, thanks to our amazing supporters who have worked tirelessly to achieve this result.



Individual donations; Concerts; Busking; Produce sales; Prayer breakfasts; Coffee mornings; Open gardens; Book sales; Harvest festivals; Christmas carols and much more, contributed to keeping each and every one of our projects going strong and the shelves stocked to provide a generous pantry every Thursday.

Our donors provided everything from the very healthy.....

to the incredibly tempting!

THANK YOU SO MUCH FOR YOUR OVERWHELMING GENEROSITY



Volunteers

Volunteering is a different way of giving, and we have survived another extremely busy year because of the commitment and loyalty shown by our trustees and volunteers. Without their consistency and sheer hard work, we would have been unable to function.



Another group of volunteers we are indebted to is the Stogursey Community Network who enable the families in their area to benefit from the Pantry by collecting and delivering particularly during the holidays and festive seasons.

Families struggling with the massive impact of continuing energy and food price increases on already strained budgets have cause to be thankful to them all.

Awards

The Charity received three awards, plus invitations to take part in various Somerset events and services marking special occasions in the life of the County, the Diocese of Bath & Wells and the local Church and Community. Some of these were:

The Millington Shield for the Foodbank's beneficial impact in Watchet

An invitation to present the oil for healing at the licensing of the new Vicar

A Heart of the Community Award and grant for the new Electric Vehicle

The Somerset County Chairman's Award for service to the community

An invitation to meet and welcome the new Bishop during his installation

An invitation to a Christmas High Tea for Volunteers at Williton Pavilion.



CHARITY COMMISSION
FOR ENGLAND AND WALES

The Quantock Foodbank	1189991
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Receipts and payments accounts

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For the period from	Period start date 01/04/2022	To	Period end date 31/03/2023
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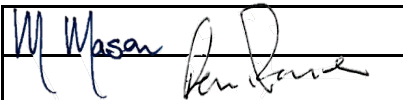
Section A Receipts and payments

	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					
General	4,298		-	4,298	6,030
Children's Activities		10	-	10	100
Cookery and Recipe Project			-	-	-
Mobile Pantry Project		33,441	-	33,441	17,914
Eat Well to Keep Well / Pantry Pilot		6,098	-	6,098	7,250
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	4,298	39,549	-	43,847	31,294
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	4,298	39,549	-	43,847	31,294
A3 Payments					
Fixtures and Fittings			-	-	
Equipment	154	521	-	675	718
Health and Safety	38		-	38	222
Cleaning Materials			-	-	53
Bags		71	-	71	148
Food	43	6,913	-	6,956	5,524
Household and Toiletries		88	-	88	42
Honoraria / Other Operational		22	-	22	399
Insurance, Premises & Room Hire	599	884	-	1,483	1,211
Office and Administration	260	50	-	310	233
Car Parking and Pantry Pilot Transport	235	18	-	253	235
Sub total	1,329	8,567	-	9,896	8,785
A4 Asset and investment purchases, (see table)					
Ford E - Transit Chassis Deposit	-	5,096	-	5,096	
	-	-	-	-	
Sub total	-	5,096	-	5,096	-
Total payments	1,329	13,663	-	14,992	8,785
Net of receipts/(payments)	2,969	25,886	-	28,855	22,509
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	13,593	58,645	-	72,238	49,729
Cash funds this year end	16,562	84,531	-	101,093	72,238

The accounts (financial statements) have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in line with the Financial Reporting Standard for Smaller Entities (FRSSE) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

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	Bank	16,418	84,481	-
	Cash	144	50	-
		-	-	-
	Total cash funds	16,562	84,531	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Gift Aid Reclaim	215	790	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	None			
B4 Assets retained for the charity's own use	None			
B5 Liabilities	Ford E-Transit Chassis balance payable	Mobile Pantry	45,923	
	Insulated Box Body and Fittings	Mobile Pantry	22,397	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
		Marlene Mason	07/06/2023
		Peter Payne	07/06/2023

The outstanding Gift Aid reclaim noted above for donations received during the 2021/22 and 2022/23 tax years has been excluded from the accounts

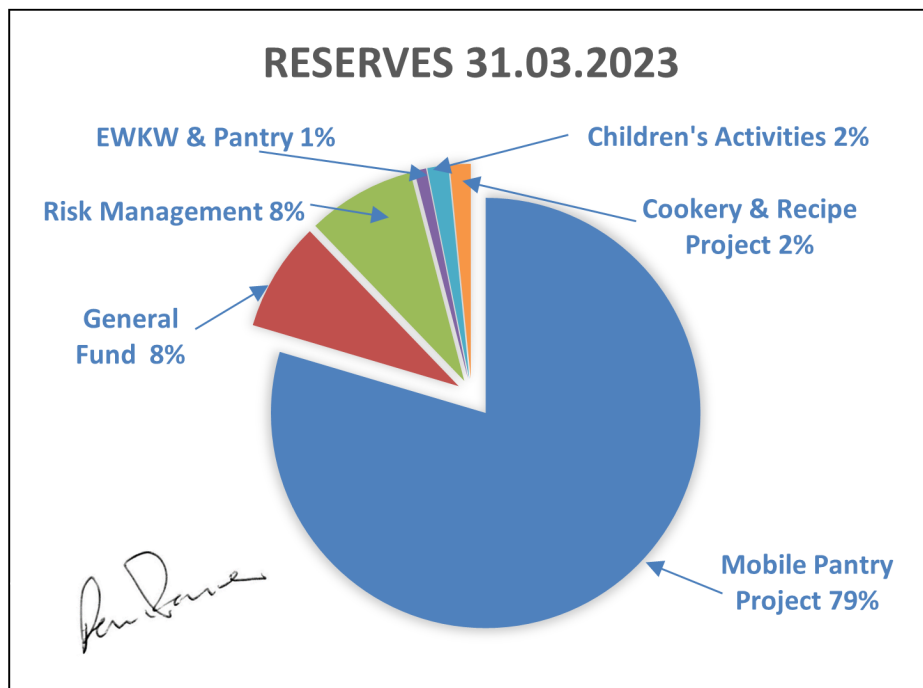
Financial Governance and Reserves Policy

The Quantock Foodbank has a Financial Governance Team of three Trustees whose responsibilities are: Banking Officer; Treasurer and Company Secretary; and Internal Auditor. This ensures good financial control and a separation of powers, particularly as the Treasurer is also the Operational Manager of the Foodbank.

Accounts are prepared each quarter and internally audited before presentation to the Trustees.

Invoices for the Mobile Pantry Electric Vehicle and Box Body have not been included in the accounts but have been shown under liabilities.

A statutory audit is not required for these accounts since the income of the Quantock Foodbank is under the threshold set by the Charity Commission, however an independent examination of the accounts has been completed.



This report and accounts has been approved by the Trustees after scrutiny by the Independent Examiner, whose certificate is appended

Signed on behalf of the Charity's Trustees

Mr Clive Wooldridge, Chair

Dated 4 October 2023



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
The Quantock Foodbank CIO

On accounts for the year
ended

31st March 2023

Charity no
(if any)

1189991

Set out on pages

1

(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 31/03/2023

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:

Sarah Watling.

Date:

23/8/2023

Name:

SARAH WATLING.

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

AAT.

Address:

THE OLD SCHOOLHOUSE, MONKSILVER
TAUNTON, SOMERSET TA4 4HY.



**THANK YOU TO EVERYONE WHO
NOMINATED US FOR AWARDS AND
INCLUDED US IN YOUR ACTIVITIES**

Registered address: 35 Brook Road, Williton, Taunton TA4 4TE
Registered Charity No. 1189991
Tel: 07483 815122 email: quantockfoodbank@gmail.com



**HPC
Community
Fund**

somerset
COMMUNITY FOUNDATION



**Somerset West
and Taunton**