



TouchPoint

**Annual Report and Accounts
for the year to 31 March 2025**

Crafton Green House
72 Chapel Hill
Stansted
CM24 8AQ

www.thetouchpoint.org

Charitable Incorporated Organisation Registration No: 1194098



“What you have done has transformed our community”

Who we are

TouchPoint is a Charitable Incorporated Organisation, registered in April 2021

We are a grassroots community wellbeing initiative based at Crafton Green in Stansted Mountfitchet, Essex. We serve communities in West Essex and East Herts. Our purpose is to have positive social impact by promoting connected communities.

TouchPoint facilitates an array of connected community services which address issues around social isolation, mental and physical health and wellbeing, food waste and food education, digital exclusion, employability and economic recovery, as well as financial stress and debt management.

Our model is collaborative and is driven by a recognition of the value and efficiency in working with specialist partners while also actively listening to our community. We believe in harnessing the skills and experience that already exist to build a self-sustaining, innovative and forward-looking entity.

TouchPoint is at its heart, a volunteer led organisation, and we continue to be extremely thankful for the outstanding contribution of our highly committed team. Our charity was founded on the broad principles of Asset Based Community Development, and a key goal and measure of our success will always be to mobilise community for our shared benefit. Our team of more than 200 volunteers enable TouchPoint to deliver great value and return on investment. The sheer scale of our operations requires huge input from our volunteers, all of whom are drawn from the community we serve. The consistency with which they deliver our projects in keeping with our values and culture of inclusivity, welcome, collaboration and respect is truly humbling.

The trustees offer our sincere thanks to our volunteers for their commitment, and the great energy and enthusiasm they bring in delivering our projects and services.

TouchPoint in 2025

The year to March 2025 has been one of consolidation and strategic development. While we have continued to grow, our focus has shifted towards building robust foundations that will support long-term sustainability.

TouchPoint is now firmly embedded in communities across West Essex and East Herts. The pace of our growth since incorporation in 2021 has been remarkable. Our projects and services directly impact more than 2,000 people a week.

This has been achieved in a shifting and uncertain landscape. The cost-of-living crisis remains a constant presence. Reduction in government funding and even greater competition for grant funding presents significant challenges.

We recognise that sustainable success requires strategic clarity. The forthcoming Local Government Reorganisation adds urgency to this work, presenting both challenges and opportunities for community organisations like ours.

Working with Cranfield Trust, who generously provided pro-bono consultancy support, we have invested substantial time in developing a comprehensive 3-year Strategic Plan. This plan focuses on service enhancement and sustainability, providing a clear roadmap for the next phase of TouchPoint's development. We understand our strategic priorities and have created a structured framework and timetable for delivery.

TouchPoint is proud to be a volunteer led organisation and we have been delighted by the outstanding contribution of our highly committed team. We now have more than 200 active volunteers who, in 2025, gave us an incredible 24,752 hours of their time. Using the average hourly wage in the UK for 2025 as our benchmark, this equates to a value of £482,445! This is an extraordinarily valuable donation of time and skills. It enables TouchPoint to deliver great value and return on investment.

In 2025 TouchPoint has placed strategic emphasis on delivering services within school communities. This has proven to be a particularly effective way for us to increase engagement in rural communities. Our FoodShare continues to evolve and grow, and we continue to explore ways to have the greatest impact and reach. The TouchPoint Community Hub is established as a thriving, welcoming place of connection for so many. Opening our doors on Christmas Day is a typical example of our volunteers' willingness to freely give their time for the benefit of all.

TouchPoint in 2025 cont.

TouchPoint Active has enjoyed a successful year with high levels of participation. The challenge now is for this project to move to a strong, financially sustainable footing.

TouchPoint Radio presents an enormous opportunity for our charity. We plan for it to be a key strategic pillar and invaluable in reaching those who may otherwise be isolated. 2026 will be an important year as we move from the planning and pilot phase to launch.

The statistics in this report demonstrate significant reach and scale. We are currently developing robust methodologies to measure our added social value. Evidence-based impact measurement will be crucial as we seek to demonstrate our contribution to community wellbeing, delivered with high levels of efficiency and cost effectiveness.

A significant milestone was reached in October 2024 when we appointed our first paid member of staff. Steph Maxwell joined as Director of Operations, working alongside our volunteer CEO. Steph has brought much needed capacity and expertise, helping us develop the processes and systems essential for an organisation of our scale. In February 2025 Jane Bridgeman joined as Administration Manager, providing vital coordination across our expanding range of activities and serving as a key contact point for our volunteers, partners and community.

Our objective is to be a lean organisation, operating as efficiently as possible, powered by community spirit. Our pathway to long term sustainability is increasingly clear, but there is no doubt that funding support, both towards operating costs and capital projects, continues to be very important to us. We are extremely grateful to Manchester Airport Group/Stansted Airport for making us the beneficiaries of their annual Flagship Award. This donation of £50,000 towards Phase 1 of the refurbishment of our Community Hub proved invaluable in enabling us to deliver so many of our services in a warm, welcoming place. Our intention now is to move to Phase 2 of the refurbishment, as we gradually bring the whole building up to date. We would also like to acknowledge the continued encouragement and support offered by Essex County Council, Uttlesford District Council, and our landlord, Stansted Parish Council.

TouchPoint in 2025

“I think it’s amazing that you’ve created a safe space that I feel able to go when I’m not feeling great and feel a sense of community.”

TouchPoint really lifts my spirits - it can be the only time I speak to other people

TouchPoint is bigger than the services they provide. It’s a network, a lifeline, and a lifesaver.

“Without TouchPoint Foodshare I don’t know how I would survive each week”

“I can find coping with the challenges life brings quite difficult and these sessions are helping me to manage the situations better.”

Our key projects

Community Hub *Community Café*

TouchPoint Radio Community Food Share

BEREAVEMENT CAFÉ Community Cooking

Sunday Afternoon at the Movies **KIDS XMAS APPEAL**

Migrant and Asylum Seeker Support

KIDS TEATIME **Chair Yoga** Bootcamp

Chair Boogie Memory Lane Café

Breakfast Club Running Club

TouchPoint Community Hub

“Coming here has changed my life”

At the heart of our Hub is our Community Café. Staffed mainly by volunteers, this is a safe, welcoming space, where hot meals, snacks, tea and coffee are offered free of charge, or at a very low cost. The weekly free kids’ teatime and activities and the free Friday Breakfast have become extremely popular. The Thursday lunchtime café remains a fixture for some of the older members of our community. "Sunday Afternoon at the Movies" - a cheese toastie, pastry and a hot drink followed by a classic film - is all delivered free of charge and is very popular with those who find Sundays to be a difficult or quiet day.

The hub continues to host diverse activities either led or supported by TouchPoint. Community cooking groups, support groups for migrants and asylum seekers, and our daytime and evening Bereavement Café, continue to be well supported by our community. We provide free meeting space to community benefit organisations such as Hearing Help, Homestart and Action for Family Carers, and storage space for Uttlesford Foodbank. In 2025 we added to our portfolio of projects by launching the "Memory Lane Café" a weekly session for those suffering with dementia and their carers.

The trustees are proud to report that in 2025 our team served a total of 7,094 hot meals in the Community Hub. 5,690 of those meals were provided free of charge. Of the free meals 1,708 were provided to children. The team’s use of surplus fresh produce from our FoodShare greatly reduces the cost of providing this service.



TouchPoint Community Food Share

“Without TouchPoint Foodshare I don’t know how I would survive each week”

The TouchPoint Community Food Share was created as a food waste reduction initiative. We offer this free to all in our community in order to remove any barriers to engagement. What began as a modest project in early 2022 has evolved into one of our most impactful services. The scale is now substantial.

We run seven Food Shares a week in six different locations in North West Essex. We also deliver directly to five primary schools a week, and in total more than 400 households participate in our FoodShare every week. The average value of a bag of fresh produce that we give away at food share is £26.50, and if someone were to attend one food share a week throughout the year, they would save c£1,375 from their annual food bill. We are gathering very powerful feedback about the difference this is making to people’s household budgets and their lives. We place no restrictions on how often people can attend food share.

TouchPoint Community FoodShare is now a huge logistical challenge. Our volunteers make more than 50 weekly supermarket collections; in doing so they collect more than eight tonnes of fresh produce every month. This produce has an annual value in excess of £500,000 and would otherwise go to landfill. Thanks to the efforts of our volunteer team this value is now shared widely in our area.

The nature of the project means that much of their work is unseen or is done at anti-social hours, either early in the morning or late at night. We are truly grateful to our volunteers, and we celebrate their contribution and commitment to this exceptional project.



8-10 Mt
saved from landfill
every month



£26.50
average bag
value

TouchPoint Active

“I really look forward to the sessions, they are one of the highlights of my week. It enables me to get fit, keep fit, while having so much fun.”

Our physical health and wellbeing sessions are delivered under the branding "TouchPoint Active". Our aim is to deliver sessions free of charge or a small donation, and to make them available to all in our community. We pay particular attention to those who might not otherwise participate.

Our team of qualified instructors delivered 649 sessions across 14 locations in North West Essex in 2025, engaging 6,696 participants. The range of activities includes yoga, Pilates, strength and conditioning, bootcamps, chair yoga, Chair Boogie, and running and walking groups.

Feedback gathered through a recent survey demonstrated high satisfaction levels and strong patterns of regular attendance. Physical activity sessions have proven particularly effective at reducing isolation while improving fitness and wellbeing. TouchPoint Active has rapidly established itself as one of the central pillars of our services.

TouchPoint has received funding support for this project from the Public Health Accelerator Board. In order to foster long term sustainability for this project we are actively and thoughtfully exploring ways to move towards a "pay what you can" model.



649 sessions

140 participants a week

Migrant and Asylum Seeker Support

TouchPoint maintains its commitment to supporting asylum seekers and refugees residing in local accommodation. Our project leader brings invaluable knowledge and experience from her previous work with UNICEF and Save the Children. Her passionate commitment to the welfare of this community has led to a project which all at TouchPoint are very proud of. During the year, our team have delivered activities such as community cooking, TouchPoint Active sessions, English language groups, singing groups, crafting groups, and activities for pre-school children. We have worked with Integration Support (Harlow) and Citizens Advice who provide specialist advice and guidance.

We are delighted to report that several members of this community have become volunteers for TouchPoint and the wider community.

TouchPoint Radio

TouchPoint Radio is an important addition to our portfolio. Our aim is to address issues around rural and social isolation, to help promote and build a sense of belonging, and to invite creative participation in North West Essex and East Herts.

2025 was a year of development for TouchPoint Radio. A great deal of time has been put into creating systems and processes and building the infrastructure to support this ambitious initiative. At the time of writing the project has a team of 21 volunteers and an increasingly full schedule. Our schedule comprises a mixture of live programmes, with music and talk, and an increasing suite of pre-recorded community interest shows. We have been delighted by the enthusiastic support from local voluntary sector organisations, local government, and major institutions who represent the world of art, culture and heritage. We are inviting collaboration from schools, youth clubs and special interest groups.

The radio team have created a dedicated app for Apple and Android devices in the expectation that this will greatly enhance accessibility. We are still in the pilot phase and plan to launch fully in early 2026. We have been greatly encouraged to see that despite being "pre-launch", in a sample month - December 2025 - TouchPoint Radio had more than 14,000 listening sessions with total listening hours for the month of nearly 18,000 hours.

Kids Christmas Gifts Appeal 2024

Our annual Christmas Gift Appeal has become a highly visible local initiative which enjoys remarkable community support. Our aim is to raise money to provide £25 gift vouchers to children and families in our area where need has been identified. To identify beneficiaries, we worked with 11 local primary schools, Uttlesford Foodbank, HomeStart, Action For Family Carers and Mind In West Essex. Our dedicated volunteer fundraising team excelled themselves and we were able to provide close to £20,000 of vouchers, supporting more than 800 children and families. We are extremely grateful to the Parish Councils who awarded grants, and to the local County and District Councillors for making donations from their community budgets. We are particularly grateful to our local community for their incredible generosity. In challenging times, to witness such community spirit is inspirational.

Find out more

To find out more about TouchPoint's projects and services, please visit our website: www.thetouchpoint.org.

Reserves Policy

TouchPoint has a policy of retaining at least three months overheads and non-discretionary costs based on the previous year's expenditure.

Trustees & Trustee Recruitment

The Trustees are Paul Chambers (Chair), Shirley Johnson (Secretary), Elissa Burgoine, Fiona Venus, Richard Jones, and Piers Ripley (Treasurer).

Piers Ripley joined the board as Trustee and Treasurer in July 2025.

We are actively recruiting additional trustees with expertise in Volunteer Management, Governance & Risk, and Marketing/Communications to strengthen board capacity. Trustees are appointed by the existing Trustee Board.

The annual report was approved by the Trustees of the Charity on 26 January 2026 and signed on its behalf by:

Paul Livingstone Chambers

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Paul Chambers

Chair

Independent Examiner's Report

Report to the trustees/
members of

TOUCHPOINT

On accounts for the year
ended

31 MARCH 2025

Charity no
(if any)

1194098

Set out on pages

14 to 17

I report to the trustees on my examination of the accounts of the above charity ("the Charity") for the year ended 31st March 2025.

Responsibilities and basis of
report

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

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

Independent examiner's
statement

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

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

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

Signed: Stephen Pounder

Date: 27 January 2026

Name: Stephen Pounder

Address: Hawkins & Co.

33 Cambridge Road

Stansted CM24 8BX

Section A - Receipts and payments

	2025 Unrestricted funds to the nearest £	2025 Restricted funds to the nearest £	2025 Total funds to the nearest £	2024 Total funds to the nearest £
A1 Receipts				
Corporate Donations & Grants	-	191,923	191,923	191,537
Individual Donations incl. Gift-Aid	7,593	8,398	15,991	13,139
Café Income	15,596	672	16,268	9,415
Interest Receivable and Other Income	3,649	-	3,649	1,514
Sub total (Gross income for AR)	26,838	200,993	227,831	215,605
A2 Asset and investment sales, (see table).				
Sub total	-	-	-	-
Total receipts	-	-	-	-
A3 Payments				
Touchpoint Active	-	(18,320)	(18,320)	(11,677)
Café Running Costs	(10,607)	(6,265)	(16,872)	(16,874)
Community Cooking & Events	-	(10,864)	(10,864)	(3,265)
Foodshare Costs	-	(6,993)	(6,993)	(3,307)
Touchpoint Live Costs	(38)	(3,637)	(3,675)	(457)
Other Direct Charitable Activities	-	(30,611)	(30,611)	(44,928)
Property Maintenance & Refurbishment	-	(37,444)	(37,444)	(57,943)
Staff Costs	-	(14,578)	(14,578)	-
Fundraising Costs	-	(12,616)	(12,616)	(12,496)
Governance Costs	(1,115)	(5,512)	(6,627)	(838)
Other Administrative Costs	(1,312)	(3,200)	(4,512)	(9,463)
Sub total	(13,072)	(150,040)	(163,112)	(161,248)

	2025 Unrestricted funds to the nearest £	2025 Restricted funds to the nearest £	2025 Total funds to the nearest £	2024 Total funds to the nearest £
A4 Asset and investment purchases, (see table)				
Purchase of tangible assets	-	-	-	(40,404)
Sub total	-	-	-	(40,404)
Total payments	(13,072)	(150,040)	(163,112)	(201,652)
Net of receipts/(payments)	13,766	50,953	64,719	13,953
A5 Transfers between funds	8,834	(8,834)	-	-
A6 Cash funds last year end	15,615	58,057	73,672	59,719
Cash funds this year end	38,215	100,176	138,391	73,672

Section B - Statement of assets and liabilities

Categories	Details	2025 Unrestricted funds to nearest £	2025 Restricted funds to nearest £	
B1 Cash funds	Cash at bank	38,215	100,176	
	Total cash funds	38,215	100,176	
B2 Other monetary assets			-	
B3 Investment assets		Fund to which asset belongs	Cost (optional)	Current value (optional)

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	

Section C - Charitable Funds

		2025 to nearest £	2024 to nearest £
C1 Grant Income	Active Essex	52,866	19,599
	Allen Lane Foundation	-	3,500
	Birchanger PC	-	250
	Charities Aid Foundation	-	700
	CVSU	-	1,950
	Education Services 2010	-	4,587
	Elsenham PCC	-	690
	Essex Association of Local Councils	10,000	5,000
	Essex Community Foundation	8,000	4,650
	Essex County Council	5,000	-
	Forrester Family Group	7,500	-
	Fowler Smith & Jones Trust	3,000	-
	Hubbub	2,000	22,000
	John Lewis Partnership	-	2,000
	Manchester Airport Group	50,000	500
	Neighbourly Foundation	-	1,000
	Other Unrestricted	-	1,531
	Postcode Places Trust	-	15,000
	Saffron Walden Baptist Church	-	341
	Stansted Airport Charity Fund	795	-
	Stansted Parish Council	-	2,500
	Takeley Parish Council	-	1,250
	The National Lottery	20,000	33,363
	Uttlesford District Council	32,762	71,126
	Total cash funds	191,923	191,537

C2 Restricted Funds

	2025	2024
	to nearest £	to nearest £
Active Essex – PHAB	30,455	-
Essex Community Foundation	7,600	-
Essex County Council – Health Monitor	5,000	-
Forrester Family Trust	7,500	-
FSJ Trust	3,000	-
CGH Refurb Funds	14,207	-
Hubbub – Community Cooking Grants	400	-
National Lottery – Awards For All	20,000	-
UDC – Overseas Arrival Grant	6,907	-
CGH Chiller Room	-	7,000
RCCE Crafton Green House Grant	-	781
Touchpoint Hub UDC Grant	-	2,150
Community Foodshare	-	4,857
TNL – The Community Organisations COL Grant	-	1,222
HUBBUB Food Fund Raising Development Fund	-	8,000
The Touchpoint Hardship Fund	1,009	383
Asylum Seeker Support Grants	1,189	10,820
Ready Steady Cook – Active Essex	-	1,708
Ready Steady Cook – Hubbub	2,909	5,000
UKSPF/UDC Grant – Touchpoint Live Setup	-	1,910
Touchpoint Active Grants	-	1,744
EALC Winter Warmth & Food Support	-	733
Touchpoint Kids' Xmas Appeal	-	4,422
Postcode Places Trust	-	7,327
Total cash funds	100,176	58,057

These financial statements were approved by the board of trustees and authorized for issue on 27 January 2026
and are signed on behalf of the board by:

Signature(s)	Paul Livingstone Chambers	
Full name(s)	Paul Andrew Livingstone Chambers	
Position	Chair	
Date	27 January 2026	