



Trust House Bury



Annual Report for 2022 – 2023 (Financial Year
End 31st December 2023)



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Trust House Bury

Report of the Trustees Year End 31st December 2023

Information

Charity Name Trust House Bury (working name Trust House Whitefield)

Charity Type and Number CIO Registered Charity 1199709

Address Metro Christian Centre
Parkhills Road, Bury
BL9 9AU

Trustees Allen Massey (Chair)
Tristan Sherwin
Samuel Trevor Mulholland
John Rothwell

Key Personnel Katie Jenkinson (CEO and Centre Manager)

Alison Murphy (Community Support Worker)

Financials Prepared by LWS Accountancy Services



Trust House Bury

Trust House is a community centre, open to all, offering free support, advice, and guidance to those in need. We have a real heart for people and want to see significant change in the lives of people in and around Bury. Trust House is a safe place to go for food, company, or help.

Mission

Our **MISSION** is to transform local communities, by building relationships and breaking down barriers.

Vision

Our **VISION** is to see real and long-lasting change in the lives of those in need.

Values

We care – we believe that every individual matters and should be given the chance to reach their full potential.

We listen – we tailor our support and advice to each individual, allowing them to be a big part of their own journey.

We act – we work with individuals to put plans into actions, offering practical support within the community.

Four Tiers of Support

These four tiers form the backbone of what the Trust House stands for, which essentially focuses on meeting individual needs in the community.

Provide:

basic support, crisis support and emergency provision.

Promote:

self-sufficiency for community members.

Prepare:

individuals to re-enter the wider community.

Participate:

encourage participation in the community through volunteering and paid employment as appropriate.



Activities

Community Café – this runs four times a week during our opening hours. Monday, Tuesday, Thursday and Friday 10am until 2pm. The community café serves breakfast and lunch with a hot meal being served at lunchtime. We aim to provide nutritious and balanced meals that are easy to replicate at home for visitors. We also offer alternatives for special dietary requirements. This is free at the point of use for all visitors. Over the past 2 years, we have found that our community café is catering for more visitors, as the cost-of-living crisis continues to deepen and social isolation also continues to increase. This provision is a great way for people to start to access our services and it is where volunteers have an opportunity to get to know visitors and uncover barriers.

Food Pantry – our food pantry operates twice weekly at present on Tuesdays and Thursdays between 10am and 12.30pm. With a range of tinned, dried and fresh food items, we aim to bring dignity and choice to food aid. We are always working to find new ways to make our food pantry more sustainable and work with Fareshare, local supermarkets and individual donors to ensure that our offer is varied as well as reducing food waste as much as possible. Although we do not operate on a referral basis, we do work closely with several statutory organisations, who know that they can signpost individual who are struggling within the borough to this service.

Advice and Guidance – for many of the people who access our services, Advice and Guidance is critical. Services across the borough are stretched which means that we often get referrals from third parties or other small charities to assist individuals with a variety of issues. With no set time restrictions for appointments, we operate on a drop-in basis, which has worked for us for the past 4 years, we have found that appointments are often missed if a time is set. We understand that as a third sector organisation we are well placed to build relationships with people in an informal setting, which then allows us to tackle barriers and issues in partnership with those facing difficulties. However, we also understand that there are times that more specialist knowledge is required and that is when we would signpost, with a view to supporting visitors to access support and any follow up required.

Wellbeing – Following on from closures across the borough during the Covid pandemic, we were asked by several of our visitors to provide more wellbeing support in the form of classroom-based sessions. The feedback from the sessions run in 2020/2021 was very positive and those taking part reported a marked improvement in their mental health, as well as a stronger sense of community and belonging. We currently offer two short wellbeing sessions a week on Mondays and Fridays 10.30am – 12noon, these comprise classroom learning and practical sessions and are run with the Centre Manager and volunteers with lived experience.



Achievements for 2023

Total visits 3797 throughout the year, with 240 individuals through the door. Whilst some people only find themselves having to visit Trust House once for an emergency food parcel or for some advice and guidance, many of our visitors are regulars who come each day. We love getting to know them and working together to find ways to tackle challenges and barriers. All are welcome.

2158 food pantries – including around 100 emergency food parcels. Although we work on a food pantry model, we still provide food parcels for those that cannot afford our small fee. As well as helping our visitors to make good food choices, the pantry also offers a loyalty scheme, where the 6th shop is free!!!

2957 hot meals served, as well as countless teas and coffees and slices of toast. Alison and the team of kitchen volunteers work tirelessly to provide hot healthy meals that are easy to replicate at home! This year the kitchen has been busier than ever and we love to share a meal together.

356 visits for Advice and Guidance. This year we have seen a 20% increase on demand for advice and guidance, with many people looking for support with benefits advice, completing PIP forms and debt support.

2023 has seen us undertake some great **collaborative work**. We have continued to enjoy a great relationship with Bury Council who have supported us and allowed us to feed into their anti poverty strategy. We have also worked with the East Lancashire Wildlife Trust and enjoyed a great day out at Phillips Park. Katie has been working with the Centre for Social Justice and Greater Manchester Poverty Action to influence change and put our say forward to decision makers and we have also really enjoyed working with Soil Association and Sustain – looking at sustainable models of food aid in the borough and across the UK.



2024 plans

Financial Stability

Trust House is currently in the process of applying for National Lottery Reaching Communities funding, which would offer funding for 3 years. We are now in stage 2 and hope to hear by the end of January. This funding would allow us to continue to operate all the current services that we offer as well as providing financial stability. In the meantime, we are relying on small grants and donations. This is not sustainable and so we will revisit this following the lottery decision.

Expansion

With additional funding Trust House would be looking to increase services by training an existing team member to be able to provide Advice, Support and Guidance. We would also be looking to increase the number of trustees and volunteers to ensure that we could accommodate more visitors. We would also be looking to increase sustainability of the food pantry, by sourcing surplus food and schemes to provide new stock.

Targets

2024 should ideally see the following targets being met:

Food Pantry 45-50 visitors per week will benefit from the food pantry with 80% reporting an increase in their ability to budget better in subsequent months with this support

Community Café 90 meals per week

Advice & Guidance 430 instances for IAG support will be provided per year

Wellbeing 20 visitors accessing wellbeing session a week

Work with VCFA to develop: Sustainability strategy, Reserves Policy & Improve strategic direction

Funding Goals

Kitchen Refurb – Look to attract funding or in-kind donation in order to refurb the current kitchen, ensuring that hygiene standards are met, as well as ensuring that it is fit for purpose.

Minibus – find funding for a suitable vehicle to ensure continuity of service for our Whitefield visitors.



Finances

Jan 2023 – Dec 2023 Summary

Inc - Donation	£20,450.00
Inc - Pantry	£7,573.13
Inc - Grant (Restricted)	£9,950.00
Inc - Grant (Unrestricted)	£6,750.00
Inc - Christmas Fayre	£1,287.56
TOTAL INCOME	£46,010.69
Exp - General Expenditure (Reimburse)	-£11,732.34
Exp - Wages	-£38,216.02
Exp - Pantry	-£4,419.96
Exp - Office	-£75.00
TOTAL EXPENDITURE	-£54,443.32
End Balance	£1,744.01

Approved by the trustees

Allen Massey

CHAIR OF TRUSTEES

On 16th January 2024



July 2022 – Dec 2022 Summary

Inc - Donation	£7,195.43
Inc - Pantry	£1,654.89
Inc - Grant (Restricted)	£750.00
Inc - Grant (Unrestricted)	£1,617.52
Inc - Christmas Fayre	£1,683.83

TOTAL INCOME	£12,901.67
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Exp - General Expenditure (Reimburse)	-£4,185.16
Exp - Wages	-£19,110.20
Exp - Pantry	-£2,303.20
Exp - Equipment	-£1,766.51
Exp - Wellbeing	-£470.00

TOTAL EXPENDITURE	-£27,835.07
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End Balance	£10,176.64
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Finance Notes

Finances show income and expenditure in detail from time that Trust House got charitable status. Prior to this finances were managed as part of the church as a whole.



Trust House Bury



Management Accounts July 2021 –
December 2023



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TRUST HOUSE

ACCOUNTS

FOR THE PERIOD FROM

19TH JULY 2022 TO 31ST DECEMBER 2023

LWS ACCOUNTANCY SERVICES

25 FRECKLETON DRIVE
BURY
LANCS
BL8 2JA

TRUST HOUSE
ACCOUNTANTS REPORT

In accordance with your instructions we have prepared without audit the accounts for the period from 19th July 2022 to 31st December 2023 from your books and records and from the information and explanations supplied to us.

25 Freckleton Drive
Bury
Lancs
BL8 2JA

LWS ACCOUNTANCY SERVICES

TRUST HOUSE

INCOME & EXPENDITURE ACCOUNT

FOR THE PERIOD FROM 19TH JULY 2022 TO 31ST DECEMBER 2023

INCOME

DESIGNATED INCOME	54635.99
OTHER INCOME	<u>4276.37</u>
	58912.36

EXPENDITURE

ACCOUNTANCY FEES	150.00	
INSURANCE	311.76	
MISC OUTGOINGS	1767.91	
STAFF EXPENSES	72847.02	
OTHER EXPENSES	<u>7276.70</u>	
		<u>82353.39</u>
NET (LOSS) FOR THE YEAR		<u>(23441.03)</u>

BALANCE SHEET AS AT 31ST DECEMBER 2023

ASSETS

BANK CURRENT A/C	1744.01
ACCRUAL	<u>75-00</u>
	<u>1669.01</u>

EQUITY

BANK CURRENT A/C, OPENING BALANCE	25110.04
NET (LOSS) FOR THE YEAR	<u>(23441.03)</u>
	<u>1669.01</u>