

2023  
2024






# LEWISHAM DONATION HUB



**Annual Report  
and Accounts**



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**powered by community**

[www.lewishamdonationhub.org](http://www.lewishamdonationhub.org)

## Vision, objectives and activities



*“Our vision is of a society where nothing that can be re-used goes to waste; where people do not have to rely on donations to access food and other essential items; where people who find themselves facing hardship receive the support they need; and where everyone can make a home.”*

Lewisham Donation Hub was established as a Charitable Incorporated Organisation on 3 April 2023.

The objects in the constitution of the CIO are ;

- The prevention or relief of poverty primarily but not exclusively in South East London by providing: grants, items and services to individuals in need and/or charities or other organisations working to prevent or relieve poverty
- To promote for the public benefit primarily but not exclusively in South East London the protection and preservation of the environment by working to minimise waste and achieve reductions in greenhouse gas emissions and raw material use through the provision of community resource sharing, re-use and repair initiatives .

The trustees have taken due regard of the guidance issued by the Charity Commission and confirm the activities of Lewisham Donation Hub are undertaken for the public benefit.

The first core purpose is carried out through the delivery of support across three core areas: emergency food provision, 'general' support, and provision of white goods/furniture.

In particular, Lewisham Donation Hub (LDH):

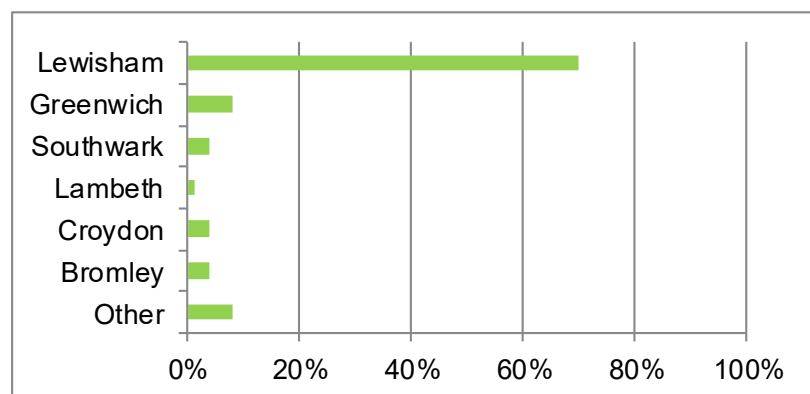
- Provides emergency food and general support in person at the Hub and all free of charge.
- Provides a range of services in one place, reducing the need for visitors to travel to multiple sites and to different organisations. By providing food and other items in person, it enables us to support people in crisis who are struggling to access more complex assessment-based services.
- Provides an array of essential items including household items (homeware, kitchenware), safety tested household electricals, communication devices (laptops, desktops, tablets and phones), clothing, footwear, sanitary products, toiletries, equipment for the homeless, white goods (predominantly fridge/freezers and washing machines), bicycles and scooters, and items for new parents (including prams).
- Uses community monetary donations to purchase essential electricals, food and toiletries for which demand exceeds supply. Essential electricals include kettles, irons, toasters, hair clippers, microwaves and slow cookers.
- Provides, in exceptional circumstances, small grants to individuals for specific purposes such as one-off energy payments or pest control.

The second core purpose is carried out through LDH acting as a one-stop reuse organisation. The activities of LDH are focussed on promoting resource efficiency, underpinned by the waste hierarchy and moving towards a circular economy.

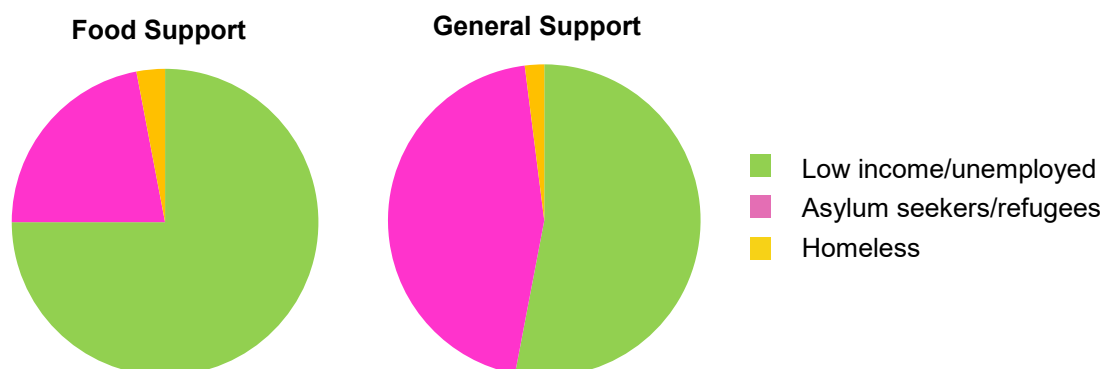
In particular, it:

- Provides an outlet for items from businesses and organisations that are destined for waste disposal, including landfill.
- Offers the community a local alternative to landfill disposal by encouraging re-use.
- Repairs and refurbishes donated items for reuse rather than purchasing them new, including bicycles, mobile phones, washing machines, laptops, TVs and tablets.
- Reduces food, household and commercial waste.
- Educates and changes the behaviour of organisations and the general public.

Our service area primarily covers people living in SE, BR and CR postcode areas.



Anyone in financial difficulty can access our support, no referrals are required.



Our service is predominantly delivered by volunteers, 400 people-hours per week (over 7 days) provide our support. This is currently delivered by a pool of approximately 200 volunteers.

They undertake a vast range of tasks and activities, including office administration, operations, food management, receiving and sorting donations, bicycle repairs and IT maintenance as well as administrative and emotional support for visitors.



As we look back on our first year as a charity, I am overwhelmed by the generosity of our community and the impact we've made together. This has been a truly momentous year for Lewisham Donation Hub which would not have been possible without the tremendous support received from our local community, other charities, businesses, universities, funders and donors.

I would like to recognise the hard work and dedication of our very first team of employees and of all our volunteers who have worked tirelessly to ensure we provide the best support we possibly can for the most vulnerable people living in south-east London.

Over this year we have also successfully extended the skills and expertise of our Board of Trustees. Our mission has guided every decision and action.

This report outlines our key activities, financial performance, and impact over the past 12 months. It serves as both a celebration of our early successes and a roadmap for our future growth.

At the very beginning of this year on 3rd April 2023, Lewisham Donation Hub gained charitable status. This enabled us to move forward in our ambition to create a more sustainable and effective support service by raising more funding, employing our first core team of staff and expanding our board of trustees.

With grant funding, we employed our first Food Support Co-ordinator and General Support Co-ordinator in November 2023 and our first CEO and Resources and Finance Manager at the beginning of January 2024. These posts are currently offered on a temporary basis and it is our ambition for the next financial year to be able to give our employees more certainty by offering longer term contracts. This will benefit both our employees and the people who come to us for support.

In terms of monetary income, we received nearly £165,000 this financial year which exceeded our business plan ambitions and more than tripled the income received during the previous year. In this coming year, we are aiming to expand our funding base further, through grants, corporate partnerships and individual giving campaigns.

While we celebrate our first-year milestones, we remain acutely aware of both the global climate crisis and the cost-of-living crisis which continues to impact many families, making our work more crucial than ever.

As we move into our second year as a charity, we renew our commitment to being a beacon of hope and practical support for the people living in south-east London. We believe that with a core team of employed staff and a dedicated pool of volunteers, we can maintain the passion and community involvement that has defined our first year while building the professional infrastructure necessary for long-term success and growth.

**Yvette Dearden,**  
**Chair of Board of Trustees**



## Impact and achievements

Thanks to the dedication of our staff, volunteers, and donors, our achievements over this past year included:

- Providing support to approximately 36,000 people (when accounting for family size) across 12,000 support instances
- Collecting and distributing over 10,000 items, including clothing, electronic devices and household essentials to families in need, thereby diverting over 80,000kg from landfill. This includes an estimated 39,000Kg of shoes and clothes
- Distributing a staggering 138,000 Felix meals
- Building a network of over 200 regular volunteers who are the backbone of our operations.
- Establishing a dedicated team of volunteers who refurbish/upgrade donated IT enabling us to share 212 desktops, 211 laptops and 69 tablets
- Partnering with 15 local schools and 25 businesses to run successful donation drives.



## Income and Funding

Our total income in 2023/24 was £164,458. This consisted of:

£73,530 restricted grant funding

£25,995 unrestricted grant funding

£64,933 individual and corporate one-off and regular donations

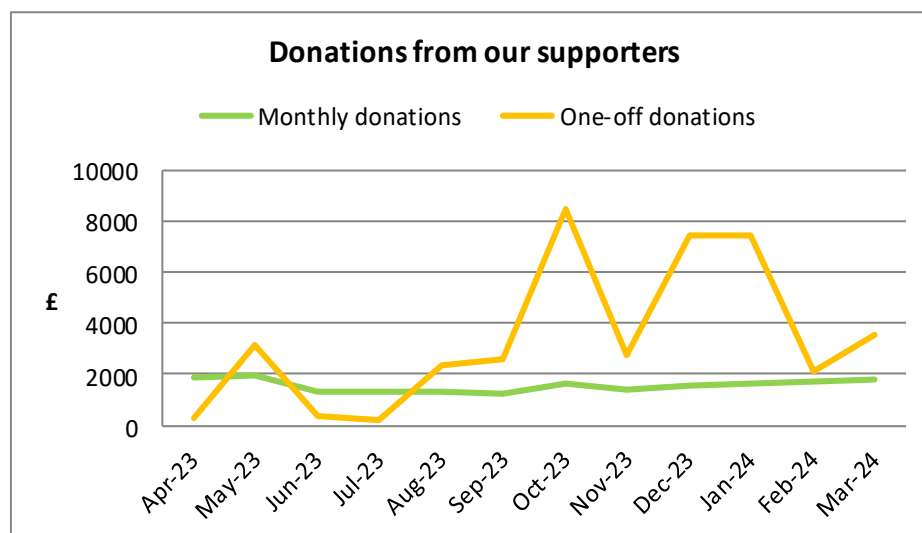
We began the year with funds raised before achieving charitable status consisting of £18,615 donations and £17,162 restricted funding (from The Trade Desk and Fat Face Foundation), which are included in the income and receipts schedule—giving a gross income for annual return of £200,235.

Detailed breakdown of income sources:

	2023/24	2022/23
Total grants received	£99,525	£17,382
Online giving*	£39,504	£18,649
Regular monthly donations from supporters	£18,861	£18,990
Gift aid	£3,273	-
Corporate donations	£1,550	-
Payroll giving and matched funding	£1,745	-
	<b>£164,458</b>	<b>£55,021</b>

\*includes Just Giving, Paypal, CAF, Benevity and Easy Fundraising

We received on average £1,572 per month from regular monthly donors. One-off donations peaked following an appeal on Facebook in October, and then again with the launch of our Winter Crisis campaign on Just Giving (which raised £30k).





We received grant funding from The National Lottery Community Fund programme 'Community Organisations Cost of Living Fund', The Lee Charity for William Hatcliffe, London Catalyst and The JUSACA Charitable Trust, enabling LDH to recruit its first employees in November 2023 and then to expand the staff further in January 2024.

The National Lottery Grant also enabled us to make many improvements to our infrastructure and systems, by purchasing large monitors for publicity, ladders, CCTV, walkie-talkies, Wi-Fi antennae, volunteer training and an additional freezer enabling us to increase the number of Felix meals we are able to store.

We also received grants from The Jack Petchey Foundation (for school stationery), Lewisham Food Justice, Axis Foundation and The Co-operative Community Fund (which were used to purchase essential food, toiletries and small electrical appliances). As well as an unrestricted grant from The Indigo Trust.



## Expenditure

Our total expenditure for 2023/24 was £101,894.

This consisted of

£33,458 on our Food Support service; we spend £400 a week to ensure we have a constant supply of basic food items. We also purchase toiletries, nappies and period products (at substantially discounted prices via InKind Direct).

£28,875 on our General Support service; using grant funding to purchase essential electricals, cover cost of upgrading computers and laptops, as well as supplementing our supply of shoes (at heavily discounted prices).

£24,397 on employment costs (grant funded)

£5,770 on administration and improvements to our systems

£9,394 on volunteer expenses (Our service is made possible by the dedication of our volunteers many of whom are seeking asylum, and we therefore refund travel costs for anyone in need, who volunteers for a minimum of 4 hours per day).



## Reserves Policy

Lewisham Donation Hub operates a risk-based reserves policy to protect the operational requirements of the charity from short-term disruption to ensure that we can continue to provide food and general support to service users. If LDH were suddenly unable to operate, there would be serious problems for the vulnerable and disadvantaged people who rely on the hub.

LDH aims to have reserves to bridge any possible delays in receiving promised grants or managing payment in arrears contracts. This has been defined as a minimum of three months budgeted trading activity. Based on this approach, the reserves level needed to be maintained by the charity is estimated at £30,000. At March 31, 2024, actual unrestricted and free reserves were £67,647



## Trustees' consideration of major risks and mitigation strategies

Risk Category	Description	Impact	Likelihood	Mitigation Strategies
<b>Financial Risks</b>				
Funding Shortfalls	Insufficient funding hindering service delivery.	High	Medium	Diversify funding sources, develop robust fundraising strategies, establish a reserve fund.
Donation Fluctuations	Variability in donation volume and type.	Medium	High	Implement donor engagement plan, develop partnerships with businesses, use data analytics for forecasting.
Fraud and Financial Mismanagement	Potential for fraud or mismanagement leading to financial losses and reputational damage.	High	Low	Implement strong financial controls, conduct regular audits, provide training on financial policies.
<b>Operational Risks</b>				
Loss of premises	Planned closure of Place Ladywell premises.	High	High	LDH, and in particular the CEO, is in regular contact with Lewisham Council to address the planned closure of the current premises. The Council is actively searching for new premises for the LDH.
Service Delivery Disruptions	Interruptions due to logistical challenges or staff shortages.	High	Medium	Develop continuity plan, cross-train staff and volunteers, review logistics processes.
Volunteer and Staff Retention	Difficulty in retaining volunteers and staff, impacting service quality.	Medium	High	Implement recognition programs, provide training and development, gather feedback regularly.
Technology Failures	IT infrastructure failures disrupting operations.	Medium	Medium	Invest in robust IT systems, implement disaster recovery plan, train staff on cybersecurity.
<b>Health and Safety Risks</b>				
Workplace Accidents	Accidents within facilities causing injuries.	High	Medium	Conduct health and safety training, enforce safety protocols, perform routine safety audits.
Health Hazards	Exposure to health hazards, such as foodborne illnesses.	High	Low	Adhere to food safety guidelines, inspect food storage areas, implement incident management policies.
Pandemic/Epidemic Risks	Health risks from infectious diseases impacting operations and health.	High	Medium	Develop and implement health protocols, provide PPE, adjust operations to minimize contact and ensure hygiene, monitor public health updates, and adapt to changing guidelines.

**Simon Williams, Treasurer**

# Reference and administration details



Charity's principal address	Unit D, Place Ladywell 261 High Street Lewisham SE13 6AY
Registered charity number	1202607
Founder and CEO	Laurence Smith
Adviser (accountant)	Frances Wilde

Names of the charity trustees who manage the charity—new trustees are appointed by the Board

Trustee name	Office (if any)	Dates acted if not for whole year
Yvette Dearden	Chair	
Carolyn Emanuel		
Magdalena Sklenkier		
Deborah James		Resigned 25 Oct 2023
Simon Williams	Treasurer	Appointed 25 Oct 2023
Christabel Jay		Appointed 25 Oct 2023
Gemma del Pozzo		Appointed 25 Oct 2023
Olayinka Shittu		Appointed 25 Oct 2023 on sabbatical from 24 March 2024
Humberto Rosales		Resigned 19 Dec 2023

## Declaration

The trustees declare that they have approved the trustees’ report above.

Signed on behalf of the charity’s trustees

Signature		
Name	YVETTE DEARDEN	
Position	CHAIR OF TRUSTEES	
Date	30/10/24	



Section A

Independent Examiner's Report

Report to the trustees/  
members of

Charity Name  
Lewisham Donation Hub

On accounts for the year  
ended

31/03/2024

Charity no  
(if any)

1202607

Set out on pages

2 pages below

(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 31/03/2024.

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:

F J Wilde

Date:

05/11/2024

Name:

F J WILDE

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

FCCA DCA


Address:

4 MARIGOLD DRIVE

BISLEY SURREY

GU24 9SF



	CHARITY COMMISSION FOR ENGLAND AND WALES		Charity Name		No (if any)		CC16a
			Lewisham Donation Hub		1202607		
			Receipts and payments accounts				
For the period from		Period start date	To	Period end date			
		01/04/2023		31/03/2024			
Section A Receipts and payments							
	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year		
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £		
A1 Receipts							
Donations	61,660	-	-	61,660	-		
Grant income	25,995	73,530	-	99,525	-		
Gift Aid	3,273	-	-	3,273	-		
Transfer in from previous entity	18,615	17,162	-	35,777	-		
	-	-	-	-	-		
Sub total (Gross income for AR)	109,543	90,692	-	200,235	-		
A2 Asset and investment sales, (see table).							
	-	-	-	-	-		
	-	-	-	-	-		
Sub total	-	-	-	-	-		
Total receipts	109,543	90,692	-	200,235	-		
A3 Payments							
Admin	2,721	104	-	2,825	-		
Staffing	2,759	21,638	-	24,397	-		
Client service : Food support	19,720	13,738	-	33,458	-		
Client service : General support	7,104	21,771	-	28,875	-		
Host Fees	2,077	-	-	2,077	-		
Volunteer travel	7,252	2,142	-	9,394	-		
Van hire	138	-	-	138	-		
Fixtures & fittings	125	605	-	730	-		
	-	-	-	-	-		
Sub total	41,896	59,998	-	101,894	-		
A4 Asset and investment purchases, (see table)							
	-	-	-	-	-		
	-	-	-	-	-		
Sub total	-	-	-	-	-		
Total payments	41,896	59,998	-	101,894	-		
Net of receipts/(payments)	67,647	30,694	-	98,341	-		
A5 Transfers between funds	-	-	-	-	-		
A6 Cash funds last year end	-	-	-	-	-		
Cash funds this year end	67,647	30,694	-	98,341	-		



## 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 £
<b>B1 Cash funds</b>	MetroBank Community Account	49,771	30,694	-
	Open Collective	17,876	-	-
		-	-	-
	<b>Total cash funds</b>	<b>67,647</b>	<b>30,694</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>	Details			
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
<b>B4 Assets retained for the charity's own use</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
				-
			-	-
			-	-
<b>B5 Liabilities</b>	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
	J. Searden	YVETTE SEARDEN	30/10/24	