



# STOKE-ON-TRENT FOODBANK ANNUAL REPORT

1<sup>ST</sup> APRIL 2018 TO 31<sup>ST</sup> MARCH 2019

## **Stoke-on-Trent foodbank**

### **Registered address:**

Hanley Community Fire Station, Lower Bethesda Street, Hanley, Stoke-on-Trent, ST1 3RP

### **Charity Registration Number:**

1150820

### **Company Number:**

8334798

### **Trustees of Stoke-on-Trent foodbank for the year 01.04.2018 – 31.03.2019**

- Mr Keith Stubbs (Chair)
- Mrs Jacqueline Ambler
- Ms Kate Halliday
- Mr Andy Godfrey
- Mrs Susan Simcoe (Honorary Trustee)

### **Structure, Governance and Management**

- Our structure is shown in Appendix A.
- Our Memorandum and Articles of Association can be found on the Companies House website [www.gov.uk/government/organisations/companies-house](http://www.gov.uk/government/organisations/companies-house)
- The team of Trustees meet every two months or as and when required for decision making. This provides a robust system of governance and management.
- Stoke-on-Trent foodbank operates to the Trussell Trusts model of running a foodbank by following their guidelines and governance. Our Regional Trussell Trust Area Manager representative provides ongoing support including; advice for the annual audit, policy advice, fundraising advice, national issues guidance etc.
- We have partnership agreements with all 17 food distribution centres ensuring that consistency and good practice is maintained.
- Stoke-on-Trent foodbank is a Registered Charity and a Company Limited by Guarantee; this means that we are registered with both Companies House and the Charity Commission. Annual accounts and an Annual Report are submitted in order to comply with their guidelines.
- The Statement of Accounts for the year 2018-19 is attached - see Appendix B.
- Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission.
- Operational management is delegated to the Project Manager.
- The Independent Examiner of the Financial Statements of Stoke-on-Trent foodbank is Mr Glenn Parkes, Parkes & Co. LLP, Accountants, The Manse, Temple Street, Fenton, Stoke-on-Trent, ST4 4NW.
- All risks to which the charity is exposed, as identified by Trustees and the Project Manager are reviewed at regular intervals and procedures have been introduced to manage risks to an acceptable level. Risks include; Insurances, Risk Assessments, Financial Matters, Public Liability and Employee Liability, Safeguarding, Health & Safety, Policies and Standards of Practice.
- Trustees aim to ensure that the charity will be able to continue to fulfil its charitable objectives even if there is a temporary shortfall in income or unexpected expenditure. All financial matters are reviewed regularly at Trustee meetings against the backdrop of forward commitments.
- Income is primarily in the form of; individual donations, corporate donations, funding applications and fundraising events. In December 2018, Trustees approved the employment of a fundraiser. This contract is reviewed every 6 months.

- Trustees have considered the level of reserves they wish to retain, appropriate to the charity's needs. This is based on the charity's size and the level of financial commitments. Trustees will endeavour not to set aside funds unnecessarily, and will ensure that we maintain sufficient reserve funds to fulfil staff salaries and general outgoings for a minimum period of 3 calendar months

### **Aim**

The Objects of the Stoke-on-Trent foodbank are recorded in our Memorandum and Articles as;

*'the prevention and relief of poverty in Stoke-on-Trent and the surrounding area, by providing food to local people who are in need of emergency supplies, and by such other means as the Trustees may determine'.*

The Stoke-on-Trent foodbank operates to Trussell Trust guidance for food distribution. Every voucher holder presenting themselves at our food distribution centres will receive a three day emergency food parcel. Food is given out to all individuals experiencing temporary food crisis due to; poverty & hardship, sudden loss of employment, benefit related issues, or some other crises within their household. Individuals can receive up to three vouchers per crisis. The Stoke-on-Trent foodbank supports people who are referred by agencies from across the city including; CAB, schools, faith groups, Social Care & Health and statutory and voluntary sector organisations.

Clients always receive a warm welcome and in addition to receiving their emergency food parcel and being signposted for further support, they will also be offered money and debt advice whilst attending a distribution centre.

The Stoke-on-Trent foodbank works with partners in order to reduce the requirement for foodbank clients having to make return visits.

### **Activity**

During the 2018/19 financial year, local schools, businesses, faith groups, individuals and over 250 volunteers have continued to provide vital support to the Stoke-on-Trent foodbank. Local people and organisations have donated a record 105.6 tonnes of food and other essential items.

This has enabled foodbank to provide 12,773 three-day emergency food parcels; 8,127 adults and 4,646 children, up 33.5% on the previous year.

The top three reasons for foodbank referral were:

low income (24%); benefit delay (23%); benefit changes (20%).

## Summary of achievements & developments during 2018/19 operating period

1. Staffing and financial changes introduced 2 years ago are not thought to have had any significant detrimental effect on the basic provision of our service delivery. A financial forecast was produced in Oct 2018 which indicated that with the current level of expenditure compared to income, there were enough funds to maintain foodbank operations to February 2021. This resulted in the introduction of a dedicated fundraiser in December 2018 who was contracted to work for the Stoke-on-Trent foodbank 2 days per month. The brief was to apply to appropriate funding streams and to attract income in order to achieve financial security for the medium term for all elements of foodbank activity. Since December, a number of positive funding outcomes have been achieved following successful funding applications.
2. Foodbank said goodbye to Martin Macklin who was a Trustees for 4 years. We wish him and his family all the best for the future.
3. Emergency food parcels are now issued out via 17 food distribution centres located strategically across the city including Biddulph.
4. A partnership agreement with DHL distribution introduced last summer continues to result in the provision and distribution of frozen food to key locations across the city.
5. Thanks are extended to First Bus and D&G Bus for the continued support given to the Foodbank with the supply of free travel vouchers to assist Foodbank clients to travel home after visiting a food distribution centre.
6. Financial support for the Foodbank was agreed in February 2019 in the form of a one-off contribution from SOTCC. Specific thanks to Cllr James, Cllr Dodd and City Director Dave Sidaway for their support in this matter.
7. Trustees, staff and volunteers are grateful to Cllr Lilian Dodd who was the Lord Mayor (May 2018-2019) for fundraising and raising the profile city-wide of the Stoke-on-Trent foodbank during her 12 months in office.
8. The foodbank has for the past 4 year made use of the old Methodist church in Blurton as its main warehouse. This was with the kind permission of the Stoke South Methodist Circuit. In March the Stoke South Circuit met to discuss the long-term use of the church building. They overwhelmingly voted to grant a 5-year lease to the Stoke-on-Trent foodbank for continued use of the building as its main warehouse. Thanks to all who made this happen.  
As a result, the foodbank was able to make an application for a grant from the Community Investment Fund in order to carry out building improvements and make the premises fit for purpose.
9. The warehouse has once again been the centre of a great deal of activity with a huge turnover of stock.

**Total food donated; 2018/19 – 105.6 tonnes up 24.7% on the previous year**

**Total food distributed; 2018/19 – 104.2 tonnes up 27.3% on the previous year.**

Thanks must once again be recorded to those who manage and volunteer in the warehouse for their hard work and efforts, often in challenging circumstances and for keeping this vital element of the foodbank activity working smoothly.

10. Following the full roll out across Stoke-on-Trent of Universal Credit starting June 2018, the Stoke-on-Trent foodbank has seen an unprecedented number of emergency food parcels given out, totalling a record **12,773, 33.5% increase on the previous year.**  
Foodbank is a member of several city-wide groups that oversee, monitor and scrutinise local welfare reforms. Foodbank works closely with key partners to both highlight and address the impact and consequences of poverty/hardship.
11. The foodbank website is regularly updated. You are encouraged to have a look at the site which will keep you informed of all activities and plans. [www.stokeontrent.foodbank.org.uk](http://www.stokeontrent.foodbank.org.uk)
12. A new partnership has been established between the Foodbank and Pakfoods store based in Shelton. They are supporting the foodbank with regular donations of food as well as providing financial support.
13. Following a decision to pilot electronic vouchers during 2018, the foodbank has been encouraged by the rollout of the e-voucher referral system with the Advice and Access team which is now running effectively and proving to be a great asset. The team have issued 1,480 vouchers resulting in the issuing out of 2,792 3-day emergency food parcels. All centres have now received e-voucher training. Following on from the success of the pilot scheme, Citizens Advice also introduced e-vouchers totalling 1,148 emergency food parcels.
14. There have been a series of food drives/money collections at Tesco stores across the city. These food drives have been supported by volunteers from both within foodbank as well as volunteers from local businesses. Co-op Bank are the main source of support and are consistent in supporting food drives through their social action policy.
15. Money Matters - Benefit and Debt Advice is offered in 16 distribution centres.  
Advice delivered: one off advice 664, further advice 275, foodbank interventions 939, energy related advice 127, fuel vouchers 220, new benefit cases 9 and new debt cases 32.
16. The Trussell Trust continues to promote the Stoke-on-Trent foodbank as a centre of excellence for a number of reasons including; strong governance, partnership working and proactive approach to issues/challenges. As a result, we have been invited to be part of the Trussell Trust newly formed Strategic Consultation Group; the aim of the Group is to bring together those foodbanks from across the UK that are recognised as operating effectively and efficiently with the use of smart operational systems, as well as being a key partner with local organisations who are addressing poverty & hardship issues. The Stoke-on-Trent foodbank is therefore one of twenty foodbanks contributing to the Group with the aim of sharing best practice nationally.
17. Funding was secured last summer from the Community Investment Fund. This money was spent on; upgrading our IT equipment, warehouse trollies and the purchasing of a new van. Thanks are extended to George Rhodes of Biddulph for assisting with the van replacement.
18. Two new centres have been opened, opening on a Saturday, one in the north and one in the south of the city, taking our Distribution Centres up to 17.

19. Training and development

**Staff;**

Safe guarding level 3, GDPR.	2
First Aid	4

**Volunteers;**

Induction Training	93
Health & Safety	93
Safeguarding	93
First Aid	10
Data protection	93
Food Hygiene	6

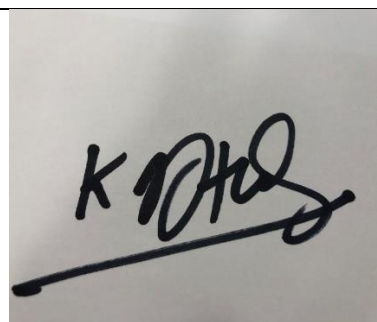
20. All policy documents are in place and are reviewed on a regular basis.
21. Harvest Festival 2018 resulted in a 9.2% increase in food donated during September /October with support being offered by a significant number of local schools. However, it is important that we secure the support from more schools in order to further increase the amount of food donated as a result of increased demand.
22. We have had the privilege of partnering with Young People from National Citizens Service, YMCA. These Young People and their Team Leaders were amazing and went above and beyond for the foodbank, their hard work and fundraising was greatly appreciated. It was an honour to work with them.
23. During the reporting period there has been excellent media support for the foodbank. Thanks are given to the Editor in Chief for the Sentinel, Radio Stoke and also to Signal Radio. Extensive media support particularly during autumn 2018 resulted in an increase in food donated leading up to Christmas.
24. During December a significant amount of food was donated by the Irish Traveller Community living near Sandyford. This resulted as part of a social media challenge. The amount received at the warehouse was overwhelming.
25. Income and fundraising has been a high priority for Trustees and staff during the last 12 months following the introduction of our contingency budget two years ago. During this reporting period the following funding has been either pledged or received as a result of funding planning:  
Awards for All £10,000, Asda Trussell Trust Partnership £73,000, Community Investment Funding £30,000 + £50,000, Local Authority £20,000 and an anonymous donation of £24,000.

Signature of Chair of Trustees,

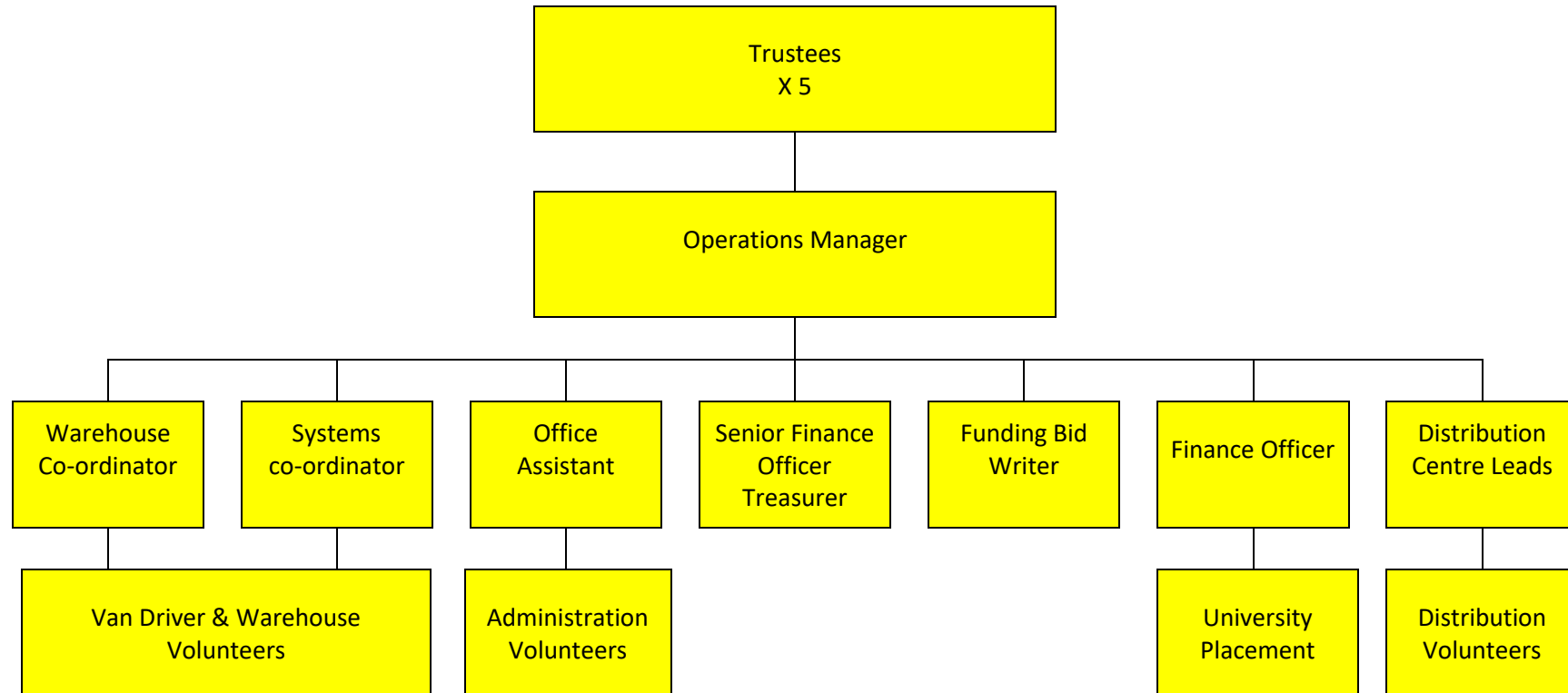
Mr Keith Stubbs,

21<sup>st</sup> June 2019

*Thank-you for supporting foodbank*



## Appendix A Structure Chart - Stoke-on-Trent Foodbank (June 2019)



## **Appendix B**

Statement of Accounts 01.04.2018 to 31.03.2019