



# NEWARK & TUXFORD FOODBANK

## ANNUAL REPORT

April 2018 – March 2019

Steering Group  
June 2019

## Summary

Newark and Tuxford Foodbank functions as a franchised operation under the Trussell Trust and aims to provide emergency food relief to those in need. We are not governed by the Trussell Trust but act as an independent organisation that agrees to follow an approved operating model. The Foodbank was set up under the auspices of Churches Together in Newark and the surrounding area and is part of a national foodbank network seeded by the Trussell Trust. Newark and Tuxford Foodbank is registered (under the name of Newark Foodbank) with the Charity Commission and operates as a separate charitable entity.

### The National Situation

The following information summarises data taken from the Trussell Trust website and paints a picture of the state of food poverty at a national level. As the reader will appreciate in this report, the overall scale of food poverty may not be exactly replicated locally but the trends highlighted by the Trussell Trust are apparent in the locality.

The Trussell Trust runs a network of over 440 foodbanks. In the last year it provided 1.6 million three-day emergency food supplies to people in crisis, 33% of which were to children. This represents a 17% increase on the previous year which in itself saw an increase of 13% over the previous year.

At the national level “Low income” is the biggest single, and fastest growing, reason for referral to a foodbank, accounting for 33% of referrals UK-wide compared to 28% in the previous year. The Trussell Trust believe that this suggests that benefit levels are not maintaining pace with rising living costs and that this deficiency has increased significantly since April 2016. Other significant referral reasons in 2018-19 were benefit delays 20% (down from 24% the year before) and benefit changes 17% broadly in line with last year. National foodbank statistics show the essential costs of housing and utility bills are increasingly driving foodbank referrals with the proportion of referrals due to housing debt and utility bill debt increasing significantly since April 2016.

Universal Credit (UC) was rolled out in Newark during the period of this report. In line with other areas where UC has been rolled out, the number of referrals to Newark Foodbank has increased. However, while other foodbanks where UC has been rolled out for over 12 months have experienced an increase of over 52% this has not been the case in Newark where demand has increased by 10.5%. This is still obviously an area of concern and will need to be monitored closely as more clients use UC over the next year.

### The Local Situation

The Foodbank commenced operations in late 2012 and this report covers the period April 2018 to the end of March 2019. In this its sixth year of full operations the Foodbank has collected donations of 26.4 tonnes of food and distributed the same amount. For comparison the figures for 2017/18 were 20.8 tonnes and 19.9 tonnes respectively. In doing so we have provided 3 days of emergency food relief to 2014 clients (1325 adults and 689 children). Compared to last year this is an increase of 10.5% and reverses the trend from the two previous years when we had experienced a reduction year on year. While the increase in use

of the Foodbank in Newark is lower than that seen nationally, it is still disappointing that unlike the two previous years we now appear to be following the national trend. It is however encouraging to see that the number of clients who used the foodbank more than three times in a six-month period has decreased again this year with only 5% of clients presenting themselves more than 3 times compared to 8% last year.

In line with the national picture the primary reasons for referral to Newark Foodbank were Benefit Delay 21%, Low Income 37%, Benefit Change 17% and Debt 9%. It is interesting to note, that this is the first time that Low Income referrals have exceeded those for Benefit Delay. Low Income referrals have increased every year for the last 6 years while Benefit Delays have reduced over the last 3 years. This may be indicative of a situation where even though clients may be in receipt of benefits these are not keeping pace with their everyday demands.

We have a total of 90 agencies registered with the Foodbank with 37 of these issuing at least one Foodbank voucher over the last year.

We are always looking at ways of expanding the services we provide to clients by operating alongside other referral and support agencies and continue to seek support from a number of business partners. The creation of the Community Network supported by Newark & Sherwood District Council and Community Voluntary Services provides an opportunity to more widely advertise the services of all care and support organisations helping create a more joined up approach at the same time offering best value for money. We still need to ensure that we have a sustainable base from which to conduct both warehousing and front of house operations and keep under the review the possibility of moving warehousing and front of house operations under one roof. In order to ensure that we comply with the General Data Protection Regulations the Trustees have carried out a full information audit, conducted training and put into effect a range of privacy and data policies in order to protect all our clients' and volunteers' personal data.

The steering group wishes to thank all the volunteers, donors and all supporting organisations and businesses for their support over the last year. Without their support we would not be able to continue to carry out this work.

## **Charity Status**

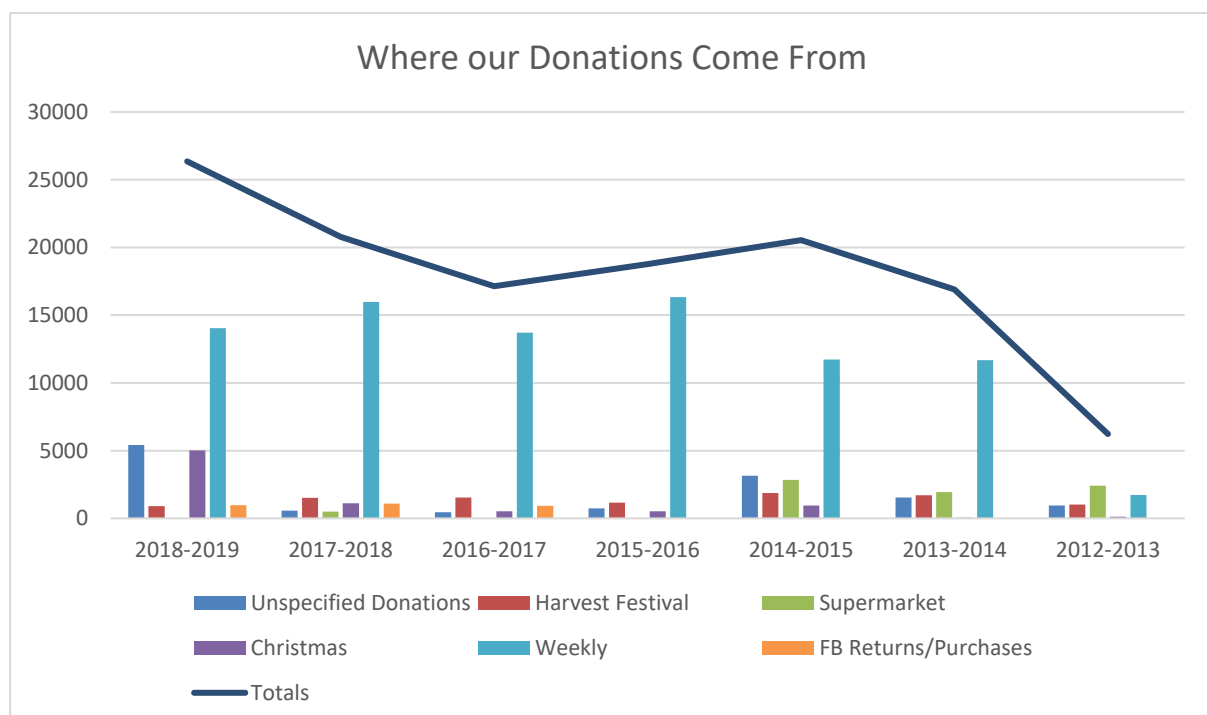
Newark Foodbank originally operated as an organisation under the umbrella of Barnbygate Methodist Church. After considerable discussion it was decided that the Foodbank should register as an independent charity. An application was submitted to the Charity Commission to register Newark Foodbank as a Charitable Incorporated Organisation (CIO) operating under the Association Model. This application was approved and Newark Foodbank became a charity on 27 February 2015 (Charity Nos 1160698). The Charity has a steering group consisting of the trustees (presently six although one position is vacant) and a wider voting membership consisting of all volunteers who are formally registered with the Foodbank. Any

volunteer who does not want to be a member can simply inform the Steering Group accordingly. By registering as a CIO, the Foodbank is able to conduct a number of operations which it was previously restricted from doing. These include employing personnel and entering into contracts or lease arrangements for vehicles or property.

In accordance with the constitution of the Charity two trustees offer their position for election/re-election at each Annual General Meeting. The trustees are presently: Sue Stott, Lesley Marshall (Foodbank Manager), Martin Cooper, Andrew Ayre and Stephen Charnock. The next AGM will take place on 13 June 2019.

## Foodbank Donations

Our weekly collections from collection points at supermarkets, churches and other organisations in Newark, Tuxford & Southwell accounted for 53% of our total donations and one-off donations accounted for another 21%. Christmas as well as the Harvest Festival collections accounted for the majority of the remaining 26%. The Christmas collection included the donations made by the Traveller Community in their Foodbank Challenge. This on its own resulted in over 5000 kg of donations. The total quantity of donations amounted to 26.4 tonnes. This is an increase of over 26% from last year. At the time of writing the warehouse held approximately 3.25 tonnes of stock. All donations are taken to our warehouse for stocktaking and for preparation for onward distribution. The food needed by the Foodbank is varied but has to be non-perishable to enable us to store the food appropriately prior to distribution. We try and highlight through our website (<http://newark.foodbank.org.uk>) what products are in short supply and it is important that our supporting organisations use this list to target the food required otherwise there is a danger that excess stock of certain food types may go to waste.

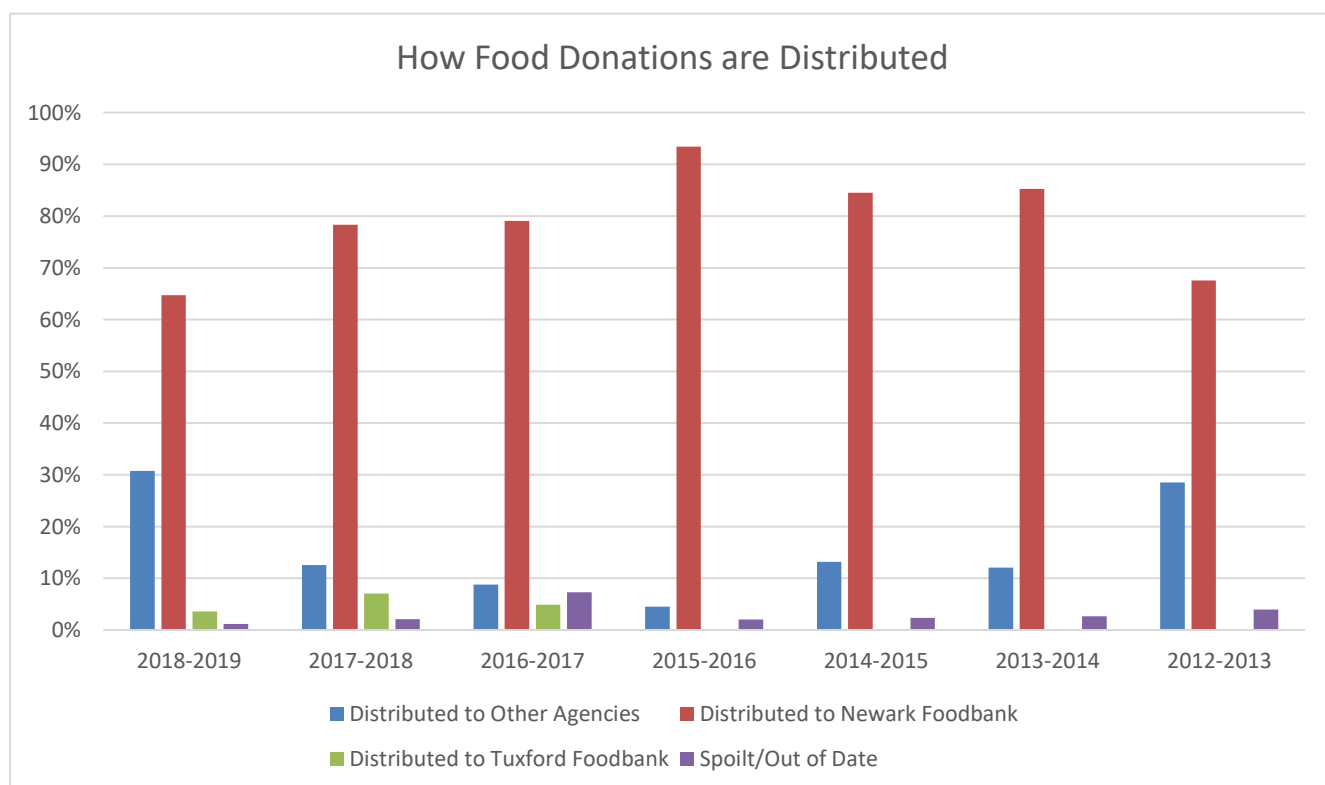


## Foodbank Donation Distribution

Since opening in 2012, the Foodbank has received and distributed donations of over 125 tonnes.

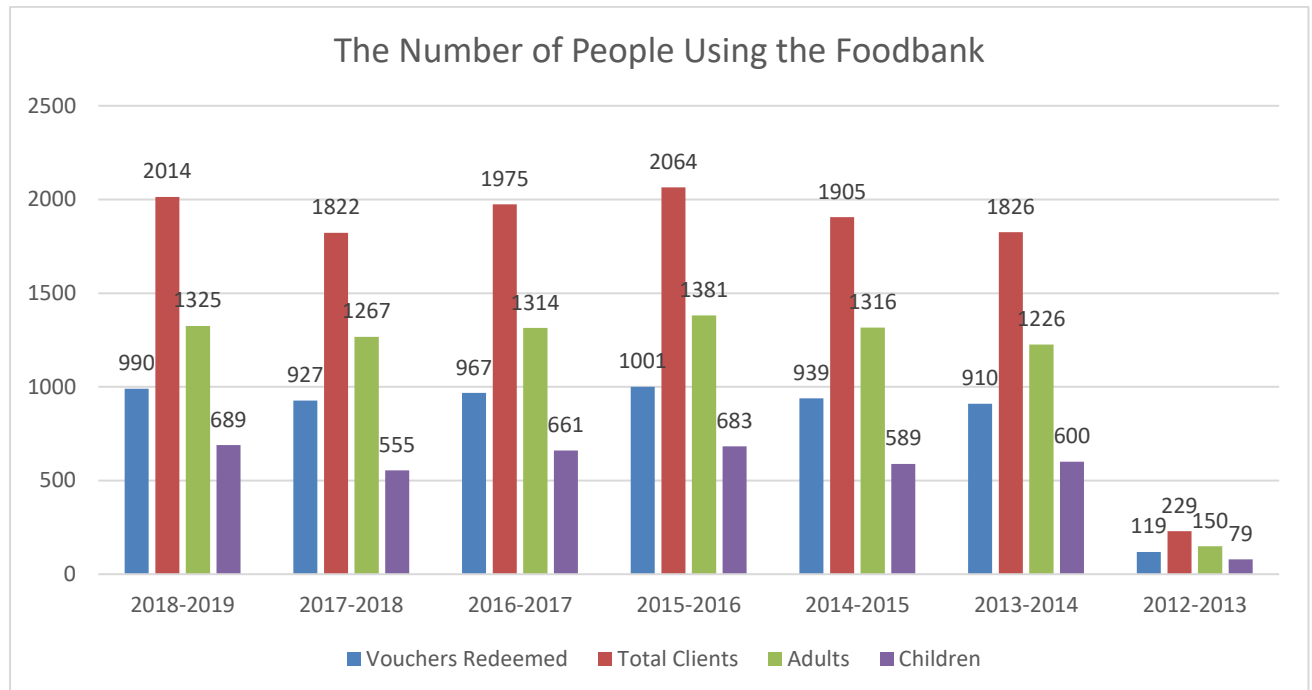
Over 69% of our donations are distributed through our Foodbank Front of House operations at Barnbygate and Tuxford. However, we also distribute supplies, in accordance with the Charity's articles, to other support agencies including the Women's Refuge, Help the Aged as well as to Social, Housing and Hospital agencies and other Foodbanks in need within the East Midland area.

Breakdown of Stock Issued	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015	2013-2014	2012-2013
	Kg	Kg	Kg	Kg	Kg	Kg	Kg
<b>Distributed to Other</b>	8112	2499	1621	1001	2350	1926	950
<b>Distributed to BBG</b>	17072	15558	14585	20629	15073	13607	2249
<b>Distributed to Tuxford</b>	946	1397	898	0	0	0	0
<b>Spoilt/Out of Date</b>	305	416	1346	450	417	427	131
<b>Total</b>	26385	19870	18450	22080	17840	15960	3330



## Voucher Distribution

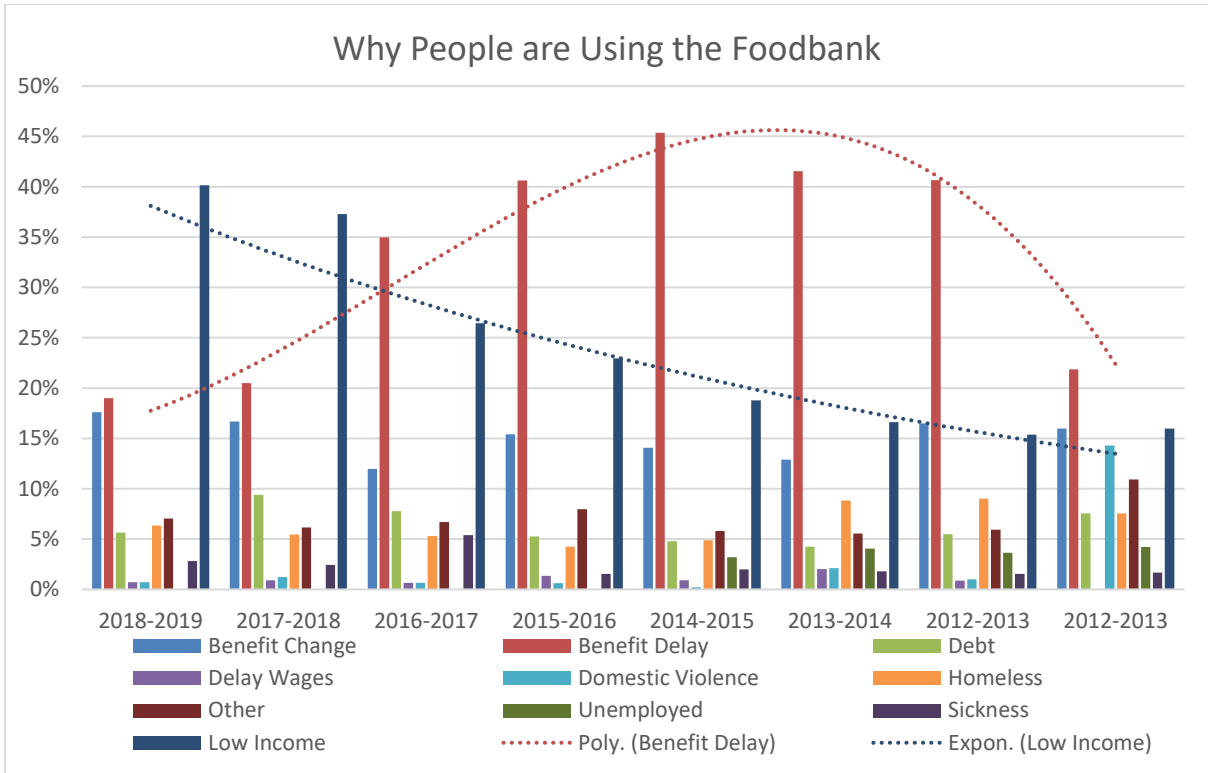
Clients usually need to be in possession of a voucher issued by one of our referral agencies in order to receive support from the Foodbank. A total of 990 vouchers were redeemed in 2018/19 issued from a total of 37 different agencies. This represents an increase of 6.8% over the figure of 927 vouchers in 2017/18.



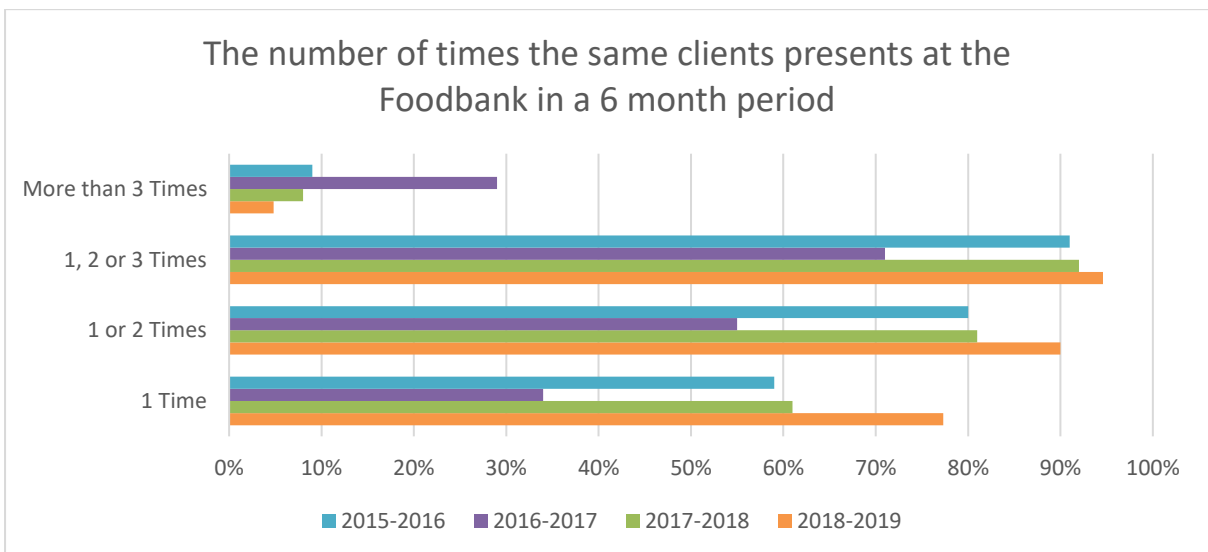
As a result, 3 day's emergency food relief was provided to 1325 adults and 689 children or putting it more basically a total of 18,126 meals were distributed.

In line with the national picture the primary reasons for referral to Newark Foodbank were Benefit Delay 21%, Low Income 37%, Benefit Change 17% and Debt 9%. It is interesting to note, that this is the first time that Low Income referrals have exceeded those for Benefit Delay.

The table below gives a breakdown of all the various reasons for referral to Newark Foodbank. Additionally, trend lines have been added for the two principal referral reasons, namely Low Income and Benefit Delay. The trend line clearly shows the year on year increase in low income being a reason for referral while benefit delays referrals have decreased over the last three years. While, a decrease in benefit delay referrals is welcome, it is worrying that Low Income referrals continue to increase. This suggests that despite being in receipt of benefits, these are not at a level that enable clients to satisfy everyday needs.



The Foodbank recognises that its primary function is to provide emergency food relief to clients and must not be seen by both the public, who generously donate to it, as well as by clients, as a subsidised grocery service. As a Trussell Trust foodbank we follow their general guidance that we should seek reassurance from any client, who arrives at the Foodbank more than 3 times in a six month period, that they are actively seeking to address their problems from appropriate support agencies. However, we recognise that on occasions it may take a considerable amount of time to overcome the particular crisis that a client is experiencing and therefore provided we are confident that they have an action plan in place, we will support those who need assistance over a longer period.



Continuing a trend, it is encouraging to see that the number of clients who used the foodbank more than three times in a six-month period has decreased again this year with only 5% of clients presenting themselves more than 3 times compared to 8% last year.

## **Agencies**

The number of agencies that are registered to issue Foodbank vouchers stands at 90. Of the registered agencies, 37 have issued at least one voucher in the last year. Obviously, personnel changes at these organisations require us to constantly engage with them to ensure that they are comfortable with the procedures in place to manage the issuing of vouchers. Inevitably some agencies issue more vouchers than others due to the nature of their work, but we are keen to support any agency regardless of the size of the client base if they feel that the Foodbank has a place to play within their support structure. Any agency which is presently not on our registered list but would like to be is asked to contact Andrew Ayre through the Foodbank e-mail address ([agency@newark.foodbank.org.uk](mailto:agency@newark.foodbank.org.uk)) to discuss their requirements.

We held our 5th Agency Awareness day at Carriages Cafe in November 2018. This event was well received with a number of agencies attending this pop-in event that provided them with the opportunity to discuss in more detail the operation of the Foodbank. This year we arranged to also have a general presentation on Fuel Poverty. This was well received and provided a focal point for general discussion. We intend to repeat this event next year and will try and develop the format further.

We would like to thank most sincerely all the agencies that issue Foodbank vouchers and encourage any that have any issues to contact us to discuss their concerns. Without their assessment of a client's needs or otherwise the effectiveness of the Foodbank would be significantly decreased.

## **Operating Days**

The Newark Foodbank operates on Tuesday between 1500 and 1700 hrs and again on Friday between 1300 and 1500 hrs. Tuxford Foodbank, operating as a satellite from Newark Foodbank operates between the hours 1000 and 1300 hrs on Tuesday. Warehouse operations continue on a Monday from 1000 to 1200 hrs for the delivery of collections and their subsequent shelving and bagging.

## **PR and Fundraising**

Our PR and Fundraising team have been very active over the year and maintain a good relationship and presence with those organisations who kindly allow us to set up collection points in their establishments. The PR team has also been active in encouraging a number of other organisations in town to act as collection points as well as maintaining our presence on the internet and other social media outlets such as Facebook.



We have received a number of very generous donations from a number of organisations. The purchase of “extras” to put into the food bags for Christmas was much appreciated and our thanks go to many individuals for their very generous donations. The PR team have implemented the option for donations to be provided through on-line giving. This is still in its infancy. A number of business partnership arrangements are being considered to help fund some costs associated with increased training and client support. We continue to be well represented in the local press who provide us with considerable support.

## **Volunteer Base**

The Foodbank currently has approximately 45 registered volunteers. These volunteers operate in one or more capacities ranging from Front of House, Warehouse, Transport, PR and Fundraising and Management. A database of volunteers is maintained in accordance with our Information Commission Certification (ZA073582) and the GDPR. This is used to ensure an accurate membership listing of the Charity and to assist in membership communication. Public Liability Insurance for the Foodbank and its volunteer base is provided by Zurich Insurance.

All areas are adequately supported although inevitably at certain times of the year finding volunteers to fill in the rota for Front of House operations can be difficult. All volunteers have to formally apply and provide references to ensure client safeguarding and confidentiality and to ensure that appropriate training is provided. Applications forms are available on the website.

We very much appreciate the time and experience provided by our volunteers. Over 3,192 volunteer hours have been expended over the last year in the Warehouse, Front of House and PR Operations in addition to Steering Group and Monthly Coordinator Meetings. As a totally voluntary organisation inevitably without volunteer support the Foodbank could not operate. We try and take all volunteer views and comments seriously. Volunteer comments and suggestions are discussed at a monthly coordinators meeting chaired by Lesley Marshall. Any strategic issues are then fed up to the Steering Group for discussion.

The next annual general meeting will be held in June 2019. All registered volunteers are eligible to vote at this meeting.

## **Quality Audit Inspection – Trussell Trust**

The Trussell Trust conducted its last annual quality audit inspection of Newark Foodbank in March 2018. It is anticipated that this year’s audit as last year’s will be conducted as a paper exercise with feedback provided by the Area Manager.

## Treasurer's Report

The treasurer's report for 2018-19 is attached. As of 1 Apr 2019 the Foodbank has assets to the sum of £9,925.92. Barnbygate Methodist Church, Newark and St Nicholas Church, Tuxford very kindly provide the Front of House locations at a very reasonable rent and our warehousing operations are provided at a peppercorn rent. We are extremely fortunate to have these facilities provided to us as for many other foodbanks these items alone drive most of their fundraising efforts. . As a registered Charity we claim back Gift Aid on any declared donations we receive. We occasionally rent out a van for one day a week to facilitate the warehousing operation. Rental has in the past proved to be the most cost effective solution although this is kept under review. Over the next year, it is hoped that the funds we have available plus any future income generated can be used to take forward some of the strategic goals identified below

## Cost of Operation

The total cost of Foodbank Operations in 2018-2019 was £4,438.08. During the year we issued 18,126 meals. This means that each meal provided by Newark Foodbank costs £0.245 or 24.5p.

## Strategic Goals

We have updated our Strategic Goals for the year:

### Ongoing

- Sustaining the Volunteer Base
- Raising Agency Awareness
- Identifying ways of working together with other agencies and activities such as with the Severe Weather Emergency Provision Shelter.
- Sustaining Operations at FOH and Warehouse Locations.
- Engaging actively with the Newark Community Network.

### 2015 - 2016

- Take forward Charity registration. (Completed)
- Conduct a survey to identify food poverty among the elderly and other vulnerable groups such as those in rural areas. (Completed)
- Work with Newark and Sherwood Advice Hub to provide a more joined up and comprehensive Front of house service. (Completed)
- Manage the impact of the roll out of universal credit in Newark. (In progress)
- The possible establishment of satellite areas. (Established the Tuxford Satellite)

### 2016 – 2017

- Continue to develop outreach strategies with other agencies such as UK Age Concern, SSAFA and Children Charities
- Investigate the possibilities of Providing Additional Services during FOH sessions. (Being taken forward – More than Money Initiative)
- Hold our first AGM as a Registered Charity (Completed)

#### 2017-2018

- Prepare for GDPR (Completed)
- Recruit new Volunteers (On-going)
- Investigate further the More Than Money Initiative following the implementation of GDPR (On-going).
- Develop a business case and justification for the amalgamation of Front of House and Warehousing Operations.

#### 2018-2019

- Monitor implications of UC rollout
- Continue to develop Volunteer Training

Attachment:

Treasurer's Report