



NEWARK & TUXFORD FOODBANK

ANNUAL REPORT

April 2019 – March 2020

Steering Group
July 2020

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 reader is asked to note that this report covers the period up to 31 March 2020 and therefore does not represent the full impact of Covid-19 on its operations.

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 operating 1,200 food bank centres. In the year 2018-2019 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 the last report and hence this report provides the first complete year in which UC has been in operation in Newark and the surrounding areas. Although it is difficult to determine whether the roll-out of UC has been a contributing factor, it is interesting to note that overall usage of the Foodbank increased over the previous year by 28.0% The impact of the Covid-19 pandemic is presenting all Foodbanks with considerable problems, this report however, only covers the period up to the 31 March at which point Covid-19 was only just starting to have a major impact. It is likely that a follow-up report will be published in the future concentrating on the impact Covid-19 had on Newark & Tuxford foodbanks.

The Local Situation

The Foodbank commenced operations in late 2012 and this report covers the period April 2019 to the end of March 2020. In this its seventh year of full operations the Foodbank has collected donations of 28.6 tonnes of food and distributed 24.9. For comparison, in 2018/19

a total of 26.4 tonnes was both collected and distributed. In doing so we have provided 3 days of emergency food relief to 2595 clients (1625 adults and 970 children). Compared to last year this is an increase of 28% and presents the highest level of demand that the Foodbank has seen since its creation. Additionally, it is concerning that the percentage of clients who have accessed the foodbank more than 3 times in a 6-month period has increased substantially over the last year from 5% last year to over 26% this year.

In line with the national picture the primary reasons for referral to Newark Foodbank were Benefit Delay 21%, Low Income 38%, Benefit Change 17% and Debt 11%. This continues the trend noted last year for the first time that Low Income referrals now exceed or equal those associated with Benefit Delay or Benefit Change. Low Income referrals have levelled off this year having increased every year for the previous 6 years. Unfortunately while Benefit Delays have reduced over the previous 3 years these also appear to have started to increase again.. 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 further compounded by delays in receiving benefits.

We have a total of 84 agencies registered with the Foodbank with 40 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

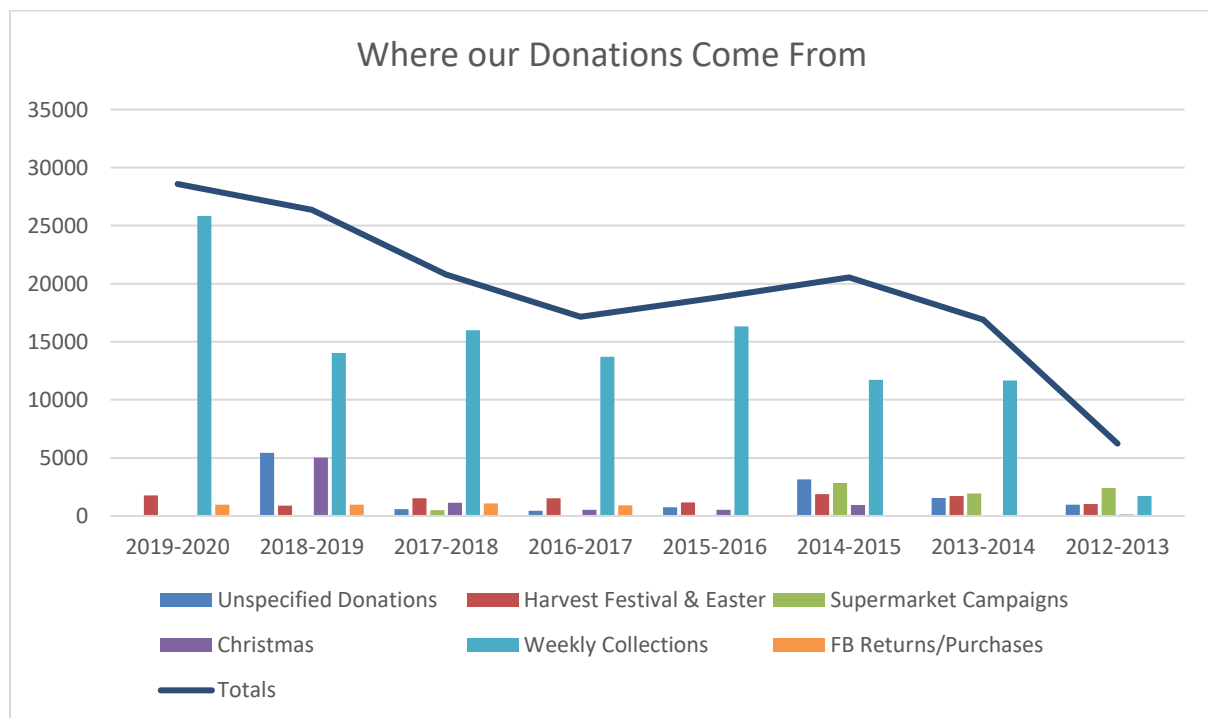
Newark Foodbank originally operated as an organisation under the umbrella of Barnbygate Methodist Church. After considerable discussion it was decided that the Foodbank should register as an independent charity. An application was submitted to the Charity Commission to register Newark Foodbank as a Charitable 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 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), Dee Fretwell, Andrew Ayre, Cheska Asman and Stephen Charnock. The next AGM which was due to take place in June 2020 has been postponed until the current safeguarding measure in place in support of Covid-19 are relaxed and it is safe to do so. Arrangements are being made to provisionally carry out the meeting virtually.

Foodbank Donations

Our weekly collections from collection points at supermarkets, churches and other organisations in Newark, Tuxford & Southwell accounted for 90% of our total donations. Such generosity has resulted in us not having to have any dedicated supermarket food-drives for over 3 years. The total quantity of donations amounted to 28.6 tonnes. This is an increase of over 8% from last year. At the end of March 2020 the warehouse held approximately 3.75 tonnes of stock.



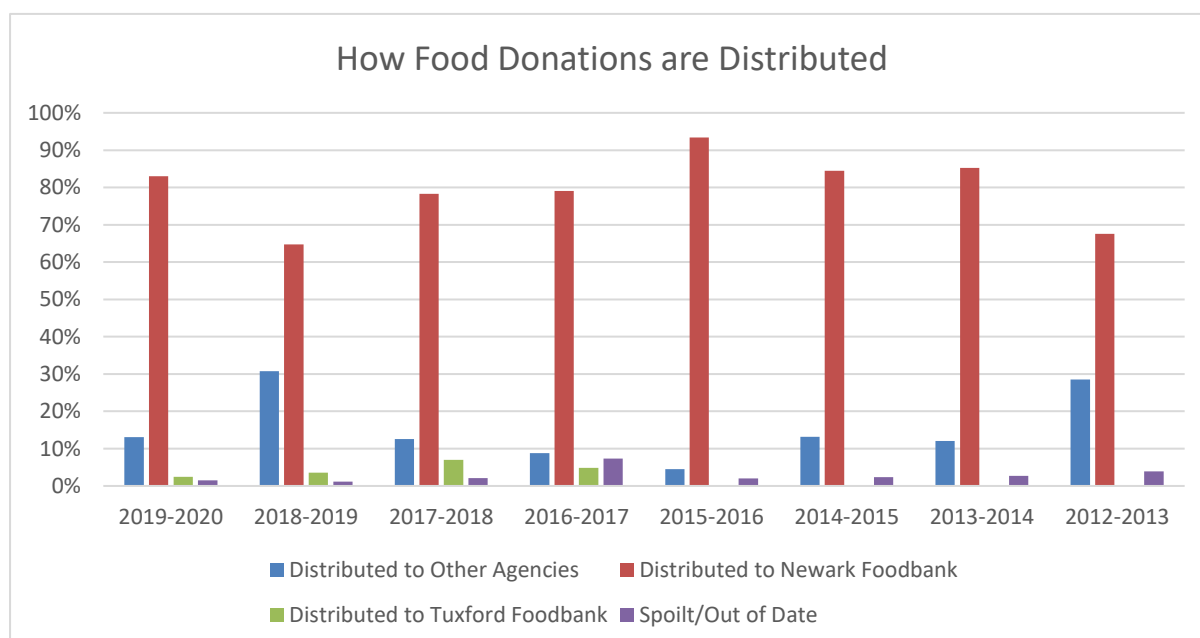
All donations are taken to our warehouse for stocktaking and for preparation for onward distribution. The food needed by the Foodbank is varied but has to be non-perishable to enable us to store the food appropriately prior to distribution. We try and highlight through our website (<http://newark.foodbank.org.uk>) 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 152 and 148 tonnes respectively.

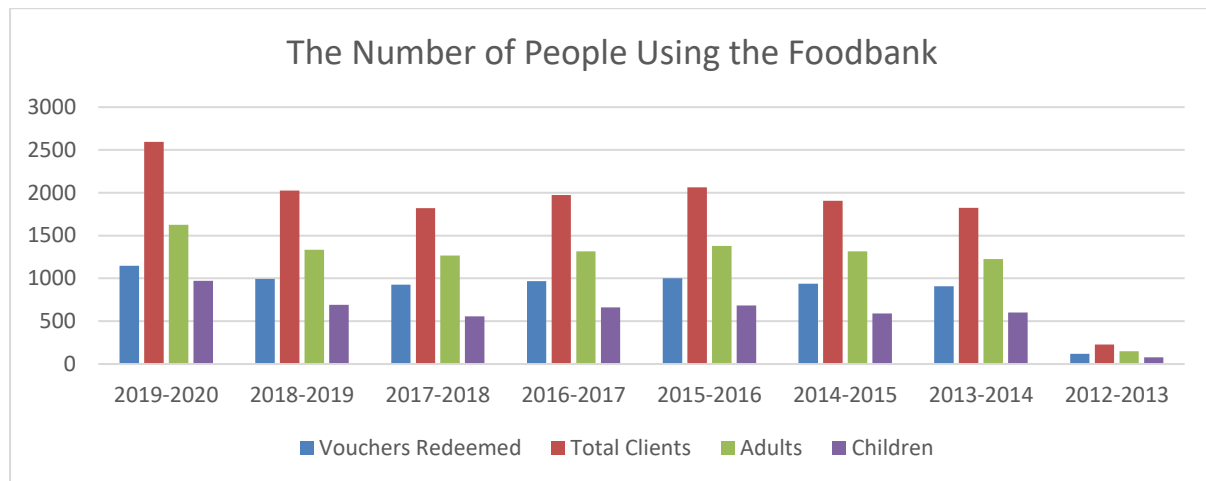
Over 85% of our donations are distributed through our Foodbank Front of House operations at Barnbygate and Tuxford. However, we also distribute supplies, in accordance with the Charity's articles, to other support agencies including the Women's Refuge, Help the Aged as well as to Social, Housing and Hospital agencies and other Foodbanks in need within the East Midland area.

Breakdown of Stock Issued	2019-2020	2018-2019	2017-2018	2016-2017	2015-2016	2014-2015	2013-2014	2012-2013
	Kg	Kg	Kg	Kg	Kg	Kg	Kg	Kg
Distributed to Other	3248	8112	2499	1621	1001	2350	1926	950
Distributed to BBG	20661	17072	15558	14585	20629	15073	13607	2249
Distributed to Tuxford	615	946	1397	898	0	0	0	0
Spoilt/Out of Date	376	305	416	1346	450	417	427	131
Total	24900	26385	19870	18450	22080	17840	15960	3330



Voucher Distribution

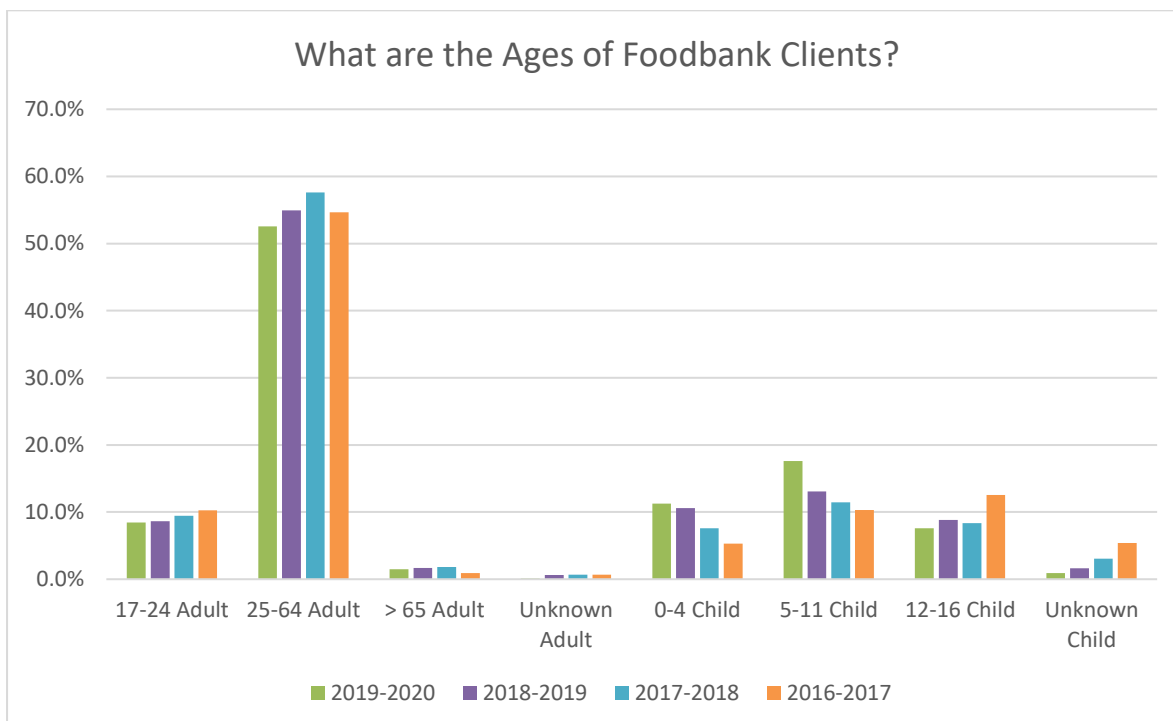
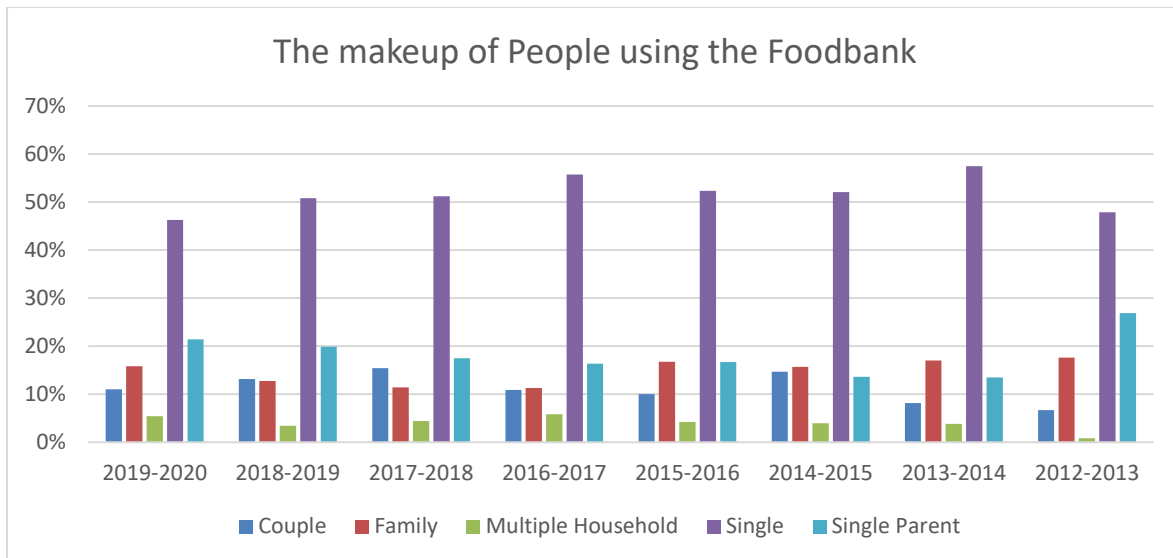
Clients need to be in possession of a voucher issued by one of our referral agencies in order to receive support from the Foodbank. A total of 1149 vouchers were redeemed in 2019/20 issued from a total of 40 different agencies. This represents an increase of 15.3% over the figure of 996 vouchers in 2018/19.



As a result of the redemption of 1149 vouchers issued last year, 3 day's emergency food relief was provided to 1625 adults and 970 children or putting it more basically a total of 23,355 meals were distributed.

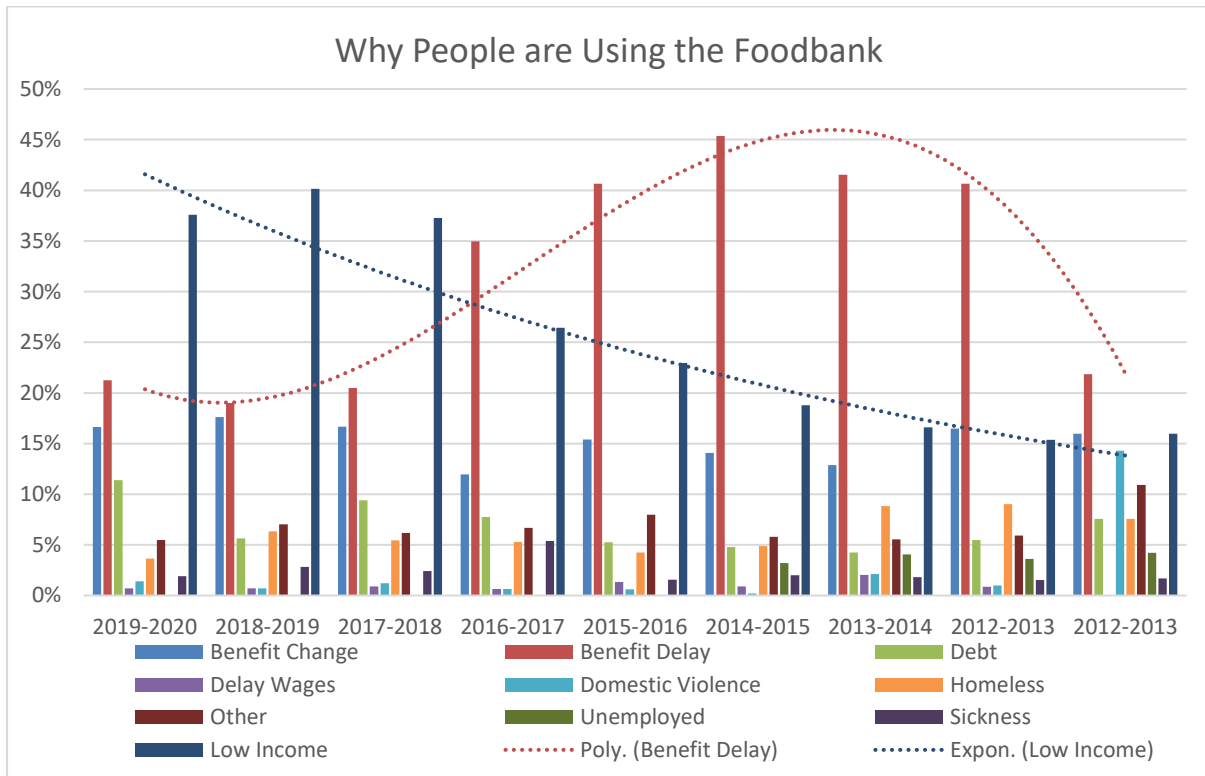
Over the last three years we have seen an increase in the number of clients being supported by each voucher redeemed. Historically each voucher has supported on average 2 people, however this year the average number of clients supported by each voucher redeemed has been 2.25. This is apparent in the increase in the number of families being supported by the foodbank as shown below. Vouchers supporting a single person have dropped from a high in 2016-2017 of 56% down to 45% this year while over the same period families (twin parents plus one or more children) supported have increased from 11% to 16% and single parent family support has increased from 16% to 21%. Combined together, supported families now account for 37% of redeemed vouchers.

Over the same time period, against the total number of clients supported (adults plus children) the percentage of children aged below 5 has also increased from 5.3% in 2016-2017 to 11.3% this year. A similar increase has been seen in children aged between 5 and 11 with a figure of 11.4% in 2016-2017 to 17.6% today. Again combining these two age groups the amount of support provided to children below the age of 12 has increased over the last 3 years from 19% to 29%.



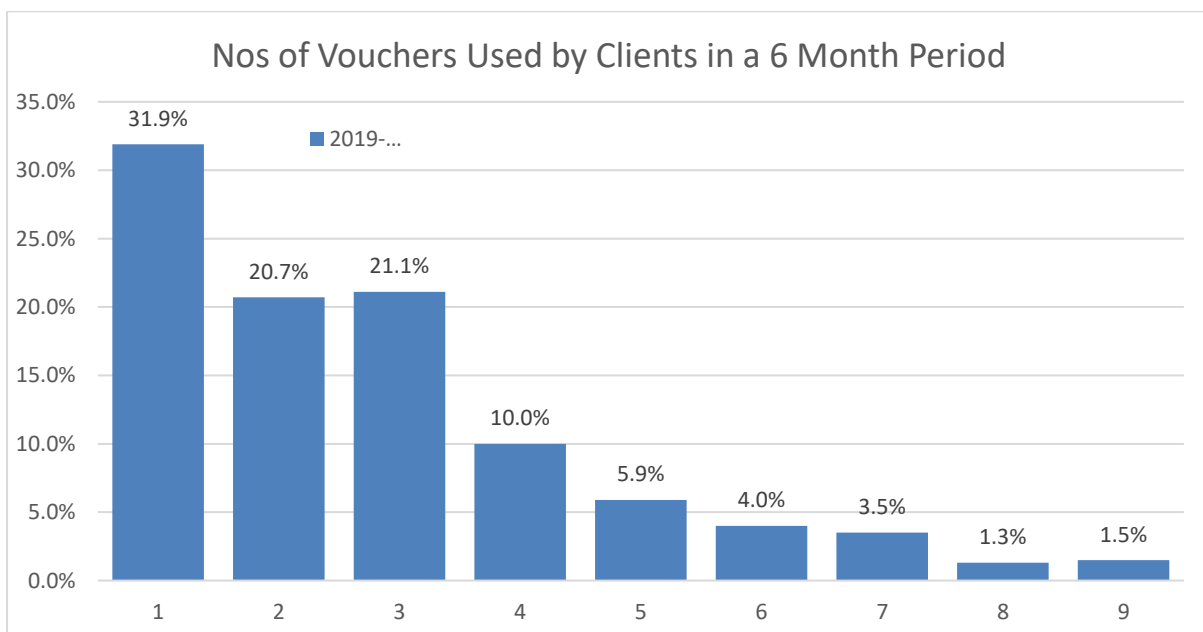
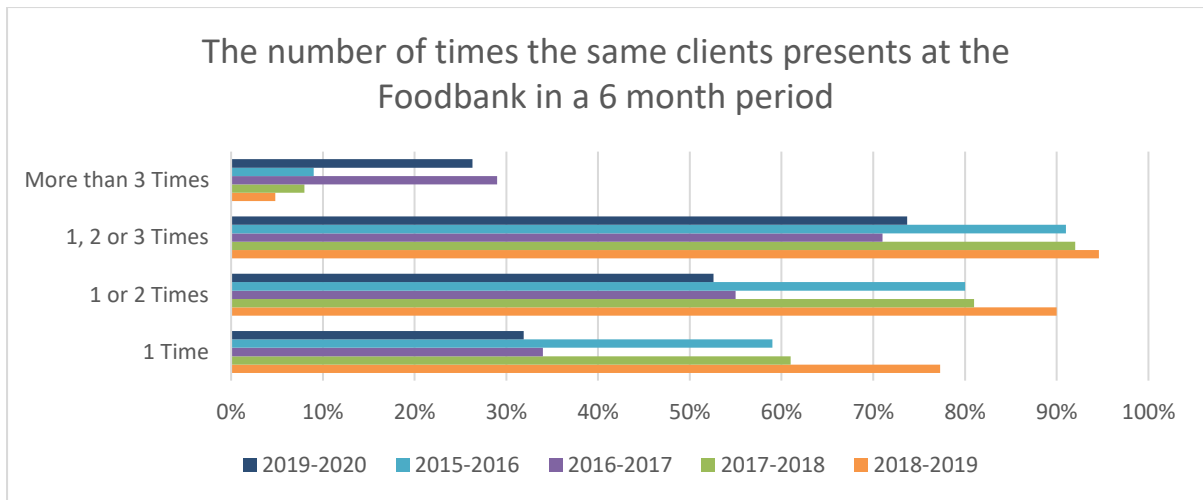
In line with the national picture the primary reasons for referral to Newark Foodbank were Benefit Delay 21%, Low Income 38%, Benefit Change 17% and Debt 11%. This continues the trend noted last year for the first time that Low Income referrals now exceed or equal those associated with Benefit Delay or Benefit Change. Low Income referrals have levelled off this year having increased every year for the previous 6 years. Unfortunately while Benefit Delays have reduced over the previous 3 years these also appear to have started to increase again.. 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 further compounded by delays in receiving benefits.

The table below gives a breakdown of the 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. This suggests that despite being in receipt of benefits, these are not at a level that enable clients to satisfy everyday needs.



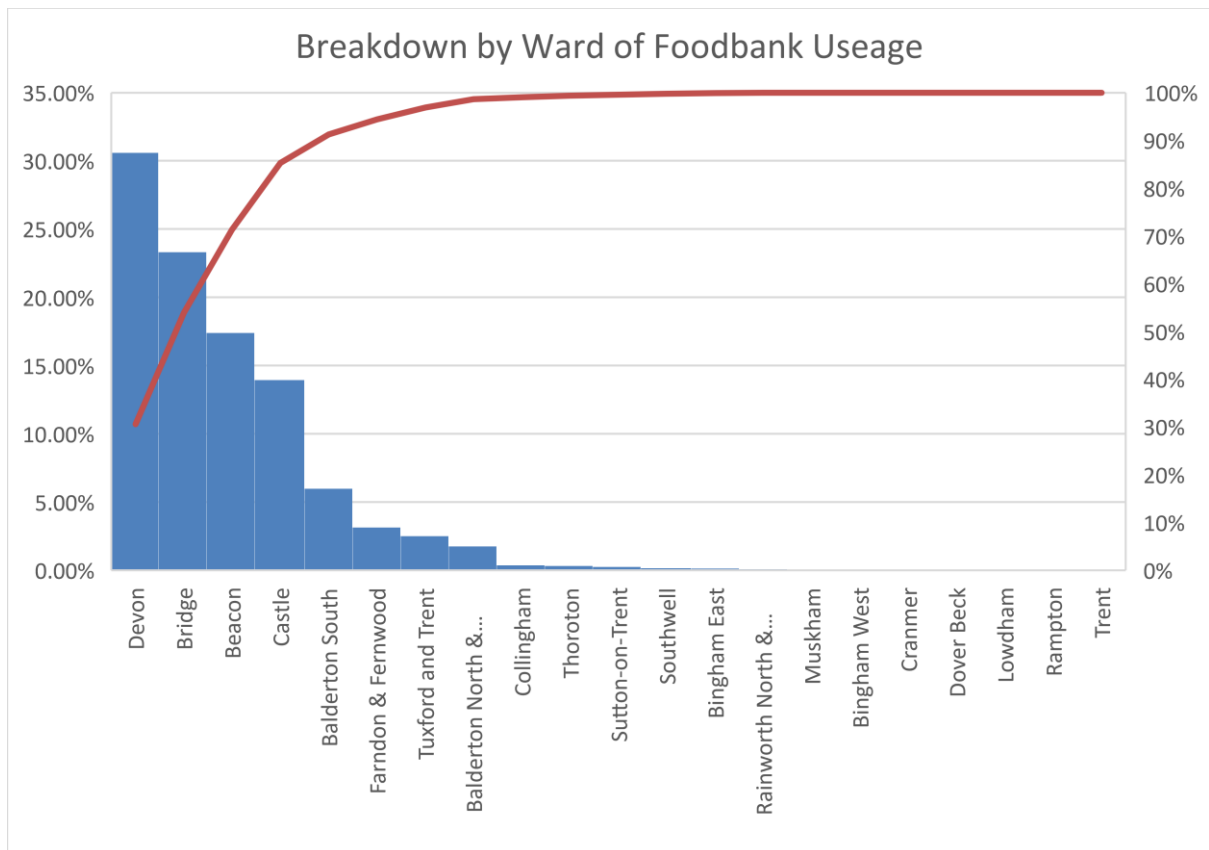
The Foodbank recognises that its primary function is to provide emergency food relief to clients and must not be seen by both the public, who generously donate to it, as well as by clients, as a subsidised grocery service. As a Trussell Trust foodbank we follow their general guidance that we should seek 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. We do 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.

However, it is concerning that the percentage of clients who have accessed the foodbank more than 3 times in a 6-month period has increased substantially over the last year from 5% last year to over 26% this year. This is the highest level of sustained continued use of the foodbank since 2016-2017 when 29% of clients visited the foodbank more than 3 times in a 6-month period.



The Foodbank’s operating area is extensive covering all of Newark and the surrounding villages and extending SW to Bingham, NE to Swinderby and North to Southwell, Clipstone, Ollerton, Edwinstowe and Tuxford. Some of these areas are also covered by other foodbanks supporting Mansfield and Ollerton and therefore clients may be redirected to other foodbanks nearer to them to satisfy their requirements. Over the last year we have supported clients in the following towns and villages through our distribution centres in Newark and Tuxford: Newark, Farnon, Fernwood, Ollerton, Rainworth, Southwell, Sutton on Trent, Tuxford, Edwinstowe, Clipstone, Bilsthorpe, Balderton, Collingham, Cranmer, Aspley, Basingham, Brant Broughton, Bingham, Boughton, Eagle, Swinderby, Witham St Hughs, Muskham, Viking, Wellbeck and Thoroton.

The chart below provides a breakdown of client usage by wards in the Newark constituency. Clients outside these wards have been excluded.



Over 85% of foodbank clients reside with the 4 wards of Devon, Bridge, Beacon and Castle.

Agencies

The number of agencies that are registered to issue Foodbank vouchers stands at 84. Of the registered agencies, 40 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 their 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) to discuss their requirements.

We held our 6th Agency Awareness day on the 20th November 2019. The event was held in the Civic Suite at Castle House with our keynote speaker being John Robinson, the CEO of Newark and Sherwood District Council who spoke to us about the Challenges and Opportunities facing Newark. 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.

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.

Agency Breakdown	2019-2020
Charity Sector	20
Churches	9
Community Groups	2
Statutory Agencies	49
Voluntary Agencies	4
Total	84

Operating Days

In normal times, 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 again in normal times operate on a Monday from 1000 to 1200 hrs for the delivery of collections and their subsequent shelving and bagging. Since measures were introduced to curtail the spread of Covid-19, both Newark and Tuxford foodbanks have been operating on a delivery only basis. Separate teams have been created to manage collections, bagging & stacking and deliveries. Social distancing is enforced within the warehouse and during deliveries. We continue to operate deliveries twice a week after 5:00pm on Tuesday and Friday and have converted almost entirely to an electronic voucher referral system eliminating the need for the old paper vouchers. It is likely that many of the processes we have put in place during the pandemic will remain in force after "normal service" is resumed.

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 although the JustGiving pages have been particularly successful. 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. Since the start of the pandemic, we have been inundated with offers of financial support. Many organisations have raised money in sponsored events through JustGiving. Additionally, food donations have continued unabated and in fact with various initiatives instigated by the Trussell Trust we have received well over 4 tons of additional food from supermarkets and other outlets. The support has been outstanding.

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 3,200 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.

Since the start of the pandemic, we have had to curtail the activities of many volunteers who are deemed to be at higher risk or are older than 70 years old. As we are not presently conducting Front of House sessions and all our clients needs are being met through a delivery system, we have managed to operate with a considerably streamlined volunteer force. That having been said we have taken on some additional volunteers, principally in the area of delivery drivers. We look forward, however, to welcoming back all our volunteers once we are in a position to reopen our front of house sessions safely.

Quality Audit Inspection – Trussell Trust

The Trussell Trust conducted its last formal annual quality audit inspection of Newark Foodbank in March 2018. As happened last year, this year's audit will be conducted as a

paper exercise with feedback provided by the Area Manager. All the recommendations made last year by our area manager during his paper audit have been implemented.

Treasurer's Report

The treasurer's report for 2019-20 is attached. As of 1 Apr 2019 the Foodbank has assets to the sum of £15,061.04. Barnbygate Methodist Church, Newark and the Mine of Information, Tuxford very kindly provide the Front of House locations at a very reasonable rent and our warehousing operations are provided at a peppercorn rent. During the pandemic, due to a significant increase in stock levels we have had to take on an additional warehousing unit. This has been provided to us on the same terms as our original lease, again 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 2019-2020 was £5,251.66. During the year we issued 23,355 meals. This means that each meal provided by Newark Foodbank costs £0.225 or 22.5p (a reduction of 8% on last year). Assessing the contents of each of the bags provided to clients we estimate the price of each bag set, which provides three days of emergency food relief to be:

Bag Set Category	Cost of Bag Set	Bag Sets Issued	Value of Bag Sets Issued
Single	£21.55	560	£12,068.00
Couple or Single & 1 Child	£27.25	253	£6,894.25
Family of up to 2 Children	£40.69	277	£11,271.13
Large Family up to 3 Children	£51.98	101	£5,249.98
Totals		1191	£35,483.36

(Note bag sets issued exceed number of clients due to the fact that families greater than 5 may have received more than one bag set)

For insurance cover purposes we also need to make an assessment of the value of stock held in the warehouse unit. We presently assess that the average value of each kilogram of stock held in the warehouse to be approximately £1.94. This suggests that with a stock level at the end of March 2020 of 3.75 tonnes, the value of stock at that time was £7,275

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/Well.
- Sustaining Operations at FOH and Warehouse Locations.
- Engaging actively with the Newark Community Network.

2020-2021

- Instigate Recovery Program from Covid-19 Pandemic
 - Adopt permanently e-voucher system for referrals
 - Evaluate a joint operating model of Collections and Deliveries
- Investigate outreach opportunities:
 - Southwell/Riverside Church
 - Family Action Food Club
- Evaluate opportunity of engaging in creation of a Community Hub

Attachment:

Treasurer's Report