



Another Collection Day!

Newark & Tuxford Foodbank is a Registered Charity operating under the name Newark Foodbank: Registered Charity Number:1160698
Registered in England and Wales



Key Points

The following summarise the key points raised in the report

- Donations received: 46.5 tonnes
- Food distributed: 35.7 tonnes
- In addition to food distributed through Newark & Tuxford Foodbank, over 7.1 tonnes were distributed through a network of over 22 different agencies
- Number of referrals made to Foodbank: 1372
- Clients supported: 2907 – Adults 1867 and Children 1040
- Largest group of clients: Singles (51%)
- Meals provided: 26,163
- Deliveries to Clients: 65%. Front of House Operations: 31%. No-Shows: 4%
- 50% of clients visit the Foodbank only once in a 6 month period
- 15% of clients visit the Foodbank over 3 times in a 6 month period
- Primary reason for referral to Foodbank: Low Income (38%)
- Agencies registered with Foodbank: 88
- Total cost of Operations: £21,116
- Cost of each meal provided: £0.42p
- Value of Food Distributed: £61,100
- Number of Volunteer Hours expended: 5500 hrs

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. This report covers the period up to 31 March 2021 and therefore represents operations conducted solely during the Covid-19 pandemic which is still impacting 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 1,300 food bank centres. In the year 2020-2021 it provided 2.5 million three-day emergency food supplies to people in

crisis. This represents a 33% increase on the previous year with adult use increasing by 32% and child use increasing by 36%.

As reported by the Trussell Trust, “Destitution– and the resulting inability to afford essentials – is the main reason for people needing to use a food bank. This lack of income is most often associated with the social security system, either directly due to the value of benefits not being sufficient to meet living costs, or through design or operational issues such as the five-week wait, or delays to payment. People are more likely to need support from a food bank if they are living with ill health or have experienced challenging life experiences such as eviction or divorce. Those without access to informal support networks such as friends and family, or more formal support are also more likely to need support from a food bank”.

The Local Situation

It goes without saying, that the Covid-19 pandemic has had a major impact on operations of the Foodbank. Like all other organisations, the Foodbank has had to adapt its processes and policies to be able to continue to operate safely and effectively. The comprehensive support provided by local government and local support organisations and charities has also been overwhelming with much support both given and provided. This report provides an overview of the performance of the Foodbank during the pandemic. Many of the statistics quoted are atypical and are not likely to be repeated. Others show a continuing trend in both need and support for the Foodbank. The pandemic has made us look again at how we provide support to those in need and many of the changes we have put in place will continue in the longer term. We have also taken on the challenge of expanding the services we provide and hope, using an increase in resources that we have received during the pandemic, to be able to relocate our front of house premises as well as open up a new social supermarket.

The Foodbank commenced operations in late 2012 and this report covers the period April 2020 to the end of March 2021. In this its eighth year of full operations the Foodbank has collected donations of an amazing 45.6 tonnes of food as well as distributing 35.7 tonnes. In comparison to 2019/2020, this represents an increase of nearly 60% in donations and 44% in distribution. Over the last year we have provided 3 days of emergency food relief to 2907 clients (1867 adults and 1040 children). This represents an increase overall of 12% with adult numbers increasing 15% and children by 7%. In light of the pandemic this may appear a relatively small increase. Certainly, it is well below the figures highlighted nationally by the Trussell Trust. Nevertheless, similar small increases have been seen in a large number of Foodbanks. A considerable amount of support has been provided through local government agencies and the creation of other food relief outlets. This has made it difficult to assess the true increase in local food poverty and its subsequent relief. It will be interesting to see if the demand stays at this level next year, when hopefully the economy is able to rebound with the effects of the pandemic reducing but also when a number of food relief projects are withdrawn – which is already the case. With such a large increase in donations not matched by a similar increase in demand, we have been in the fortunate position to significantly

increase the quantity of food distributed in our food parcels in addition to support other foodbanks in the local area, soup kitchens and other charities.

While it is good to see that over 50% of our clients only visit the Foodbank once in a 6 month period, it is disappointing to note that ever more people are visiting the foodbank more than once. Over the last year 14% of clients visited the Foodbank more than 3 times in a 6 month period.

Although we did try and record whether Covid-19 had been a factor in whether or not a client had been referred to the Foodbank, in reality the accuracy of these data was questionable. Therefore, we have decided to continue to report reasons for referral against the standard criteria we have always used. Obviously, many of these may have been impacted by Covid-19 especially in regard to benefit claimants and low income. The primary reasons for referral to Newark Foodbank were Benefit Delay 14%, Low Income 38% and Debt 13%. It is interesting to note that this year, Benefit Change dropped out of the primary reasons for referral. However, "Other Causes" and "Sickness" now account for 18% of referrals. This continues the trend noted two years ago that Low Income referrals now exceed or equal those associated with Benefit Delay or Benefit Change.

We have close to 90 agencies registered with the Foodbank with 49 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 pandemic forced the Foodbank to suspend the old red voucher referral system. In its place we reverted to e-referrals giving agencies direct access to the client referral database, or more commonly emails and telephone support. However, now that the pandemic is in decline, from a GDPR perspective we are keen to migrate referral agencies to more secure referral options. To that end we have been working on a new web-referral system that not only provides referral agencies with an easy-to-use web-based solution in addition to helping front of house staff provide better signposting support. We hope to roll out the web-based system in July 2021.

Over the next year, we need to ensure that we have a sustainable base from which to conduct both warehousing and front of house operations. We have decided to re-locate front of house operations to enable us to enhance the services we provide including the creation of a social supermarket occupying the same place but operating at different times. The joint venture is going to operate under the name of "Newark Community Support".

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.

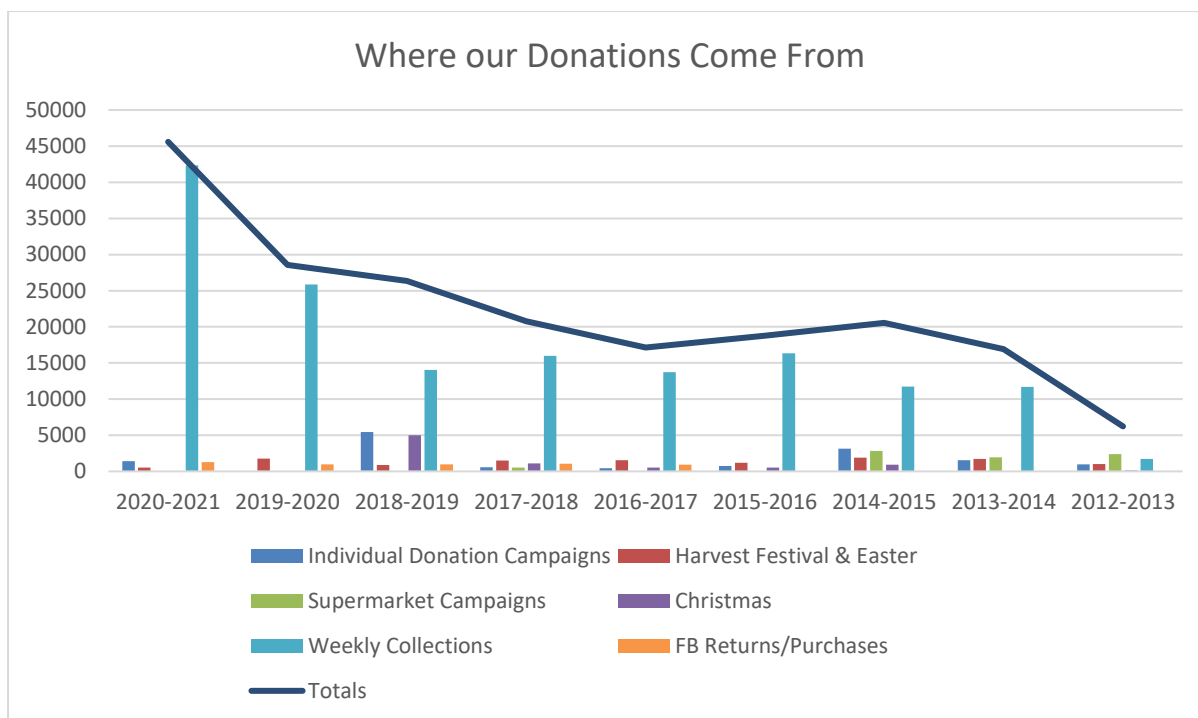
Charity Status

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 AGM took place virtually on 23 Sep 2020.

Foodbank Donations

Our weekly collections from collection points at supermarkets, churches and other organisations in Newark, Tuxford & Southwell accounted for 93% of our total donations. Such generosity has resulted in us not having to have any dedicated supermarket food-drives for over 4 years. A number of organisations and individuals held their own foodbank collection initiatives which accounted for the majority of the balance. The total quantity of donations amounted to an amazing 45.6 tonnes. This is an increase of 60% from last year. At the end of March 2020 the warehouse held approximately 16 tonnes of stock. During the pandemic with close to one tonne of food being donated weekly, we had to take on additional warehousing capacity.



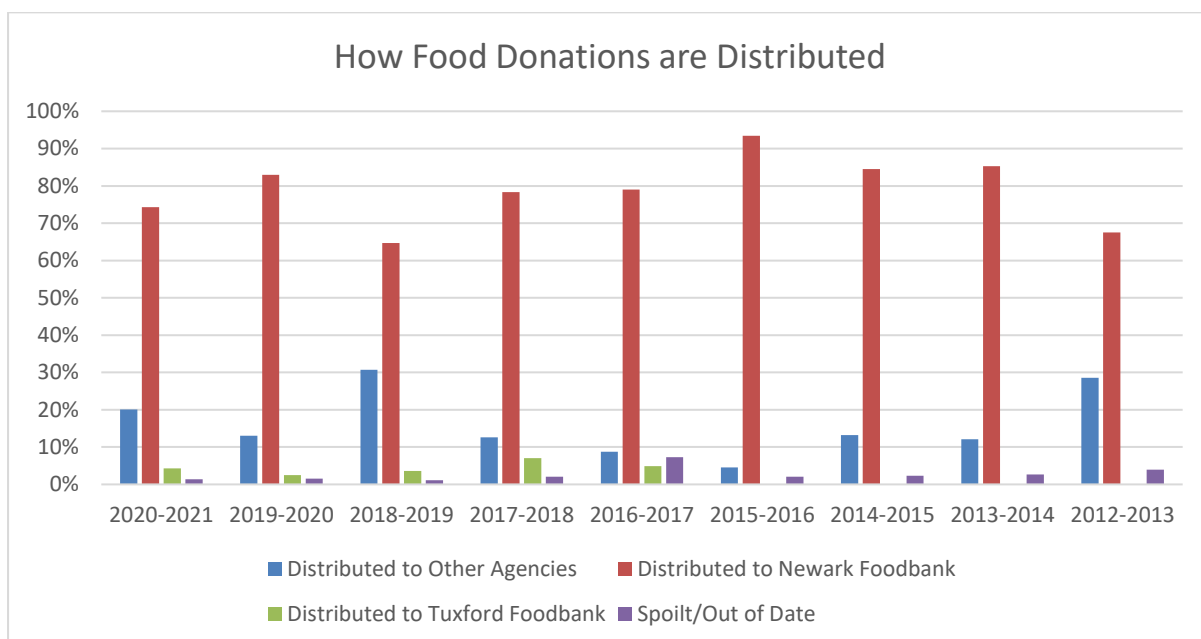
All donations are taken to our warehouse for stocktaking and for preparation for onward distribution. The food needed by the Foodbank is varied but has to be non-perishable to enable us to store the food appropriately prior to distribution. We try and highlight through our website (<http://newark.foodbank.org.uk>) 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 just under 200 and 185 tonnes respectively.

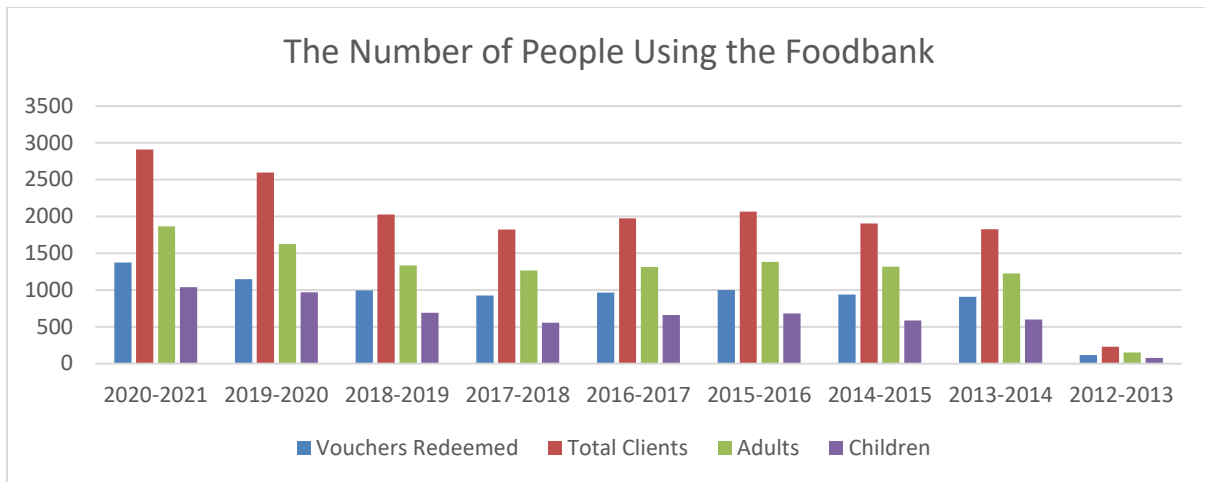
Over 78% of our donations are distributed through our Foodbank Front of House operations at Barnbygate and Tuxford. However, we also distribute supplies, in accordance with the Charity’s articles, to other support agencies including the Women’s Refuge, Help the Aged as well as to Social, Housing and Hospital agencies and other Foodbanks in need within the East Midlands area. During the pandemic our support for other foodbanks and agencies increased from 13% to 20% of our total distribution effort and we supported over 22 different agencies.

Breakdown of Stock Issued	2020-2021	2019-2020	2018-2019	2017-2018	2016-2017
	Kg	Kg	Kg	Kg	Kg
Distributed to Other	7162	3248	8112	2499	1621
Distributed to BBG	26523	20661	17072	15558	14585
Distributed to Tuxford	1532	615	946	1397	898
Spoilt/Out of Date	498	376	305	416	1346
Total	35715	24900	26385	19870	18450

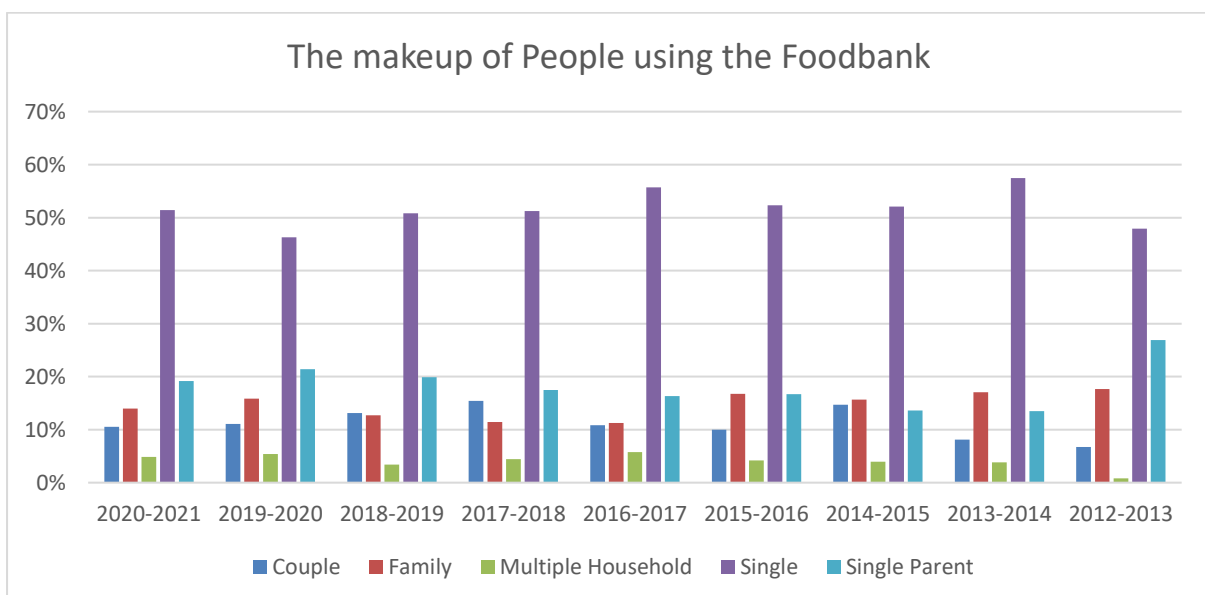


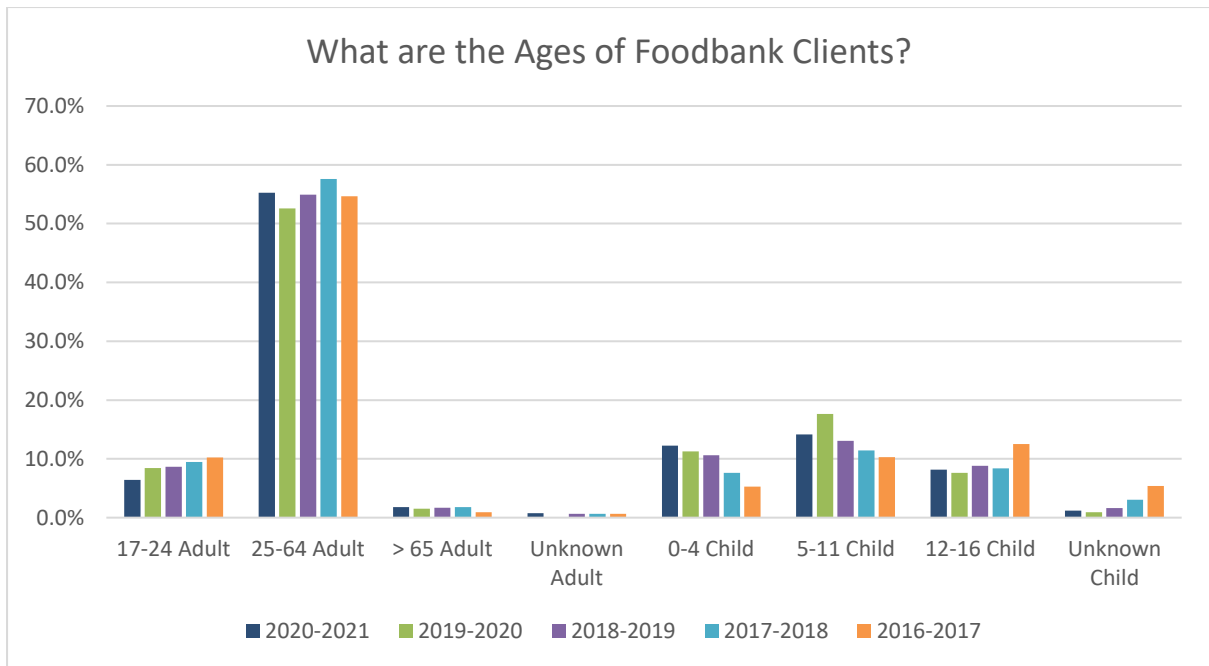
Voucher/Referral Distribution

Prior to the pandemic, clients needed to be in possession of a voucher issued by one of our referral agencies in order to receive support from the Foodbank. At the beginning of the pandemic, when accessing referral agencies was almost impossible face to face, we suspended the existing red voucher system and reverted to primarily telephone or email support. Some agencies also signed up to the Trussell Trust e-voucher system. With the pandemic now in decline, we have made the decision to not revert to the red voucher system but are putting in place alternative more secure referral methods. In essence, there will be no more paper vouchers, with clients instead being referred electronically. A total of 1372 referrals were made in 2020/21 issued from a total of 49 different agencies. This represents an increase of 19% over the figure of 1149 vouchers in 2019/20.



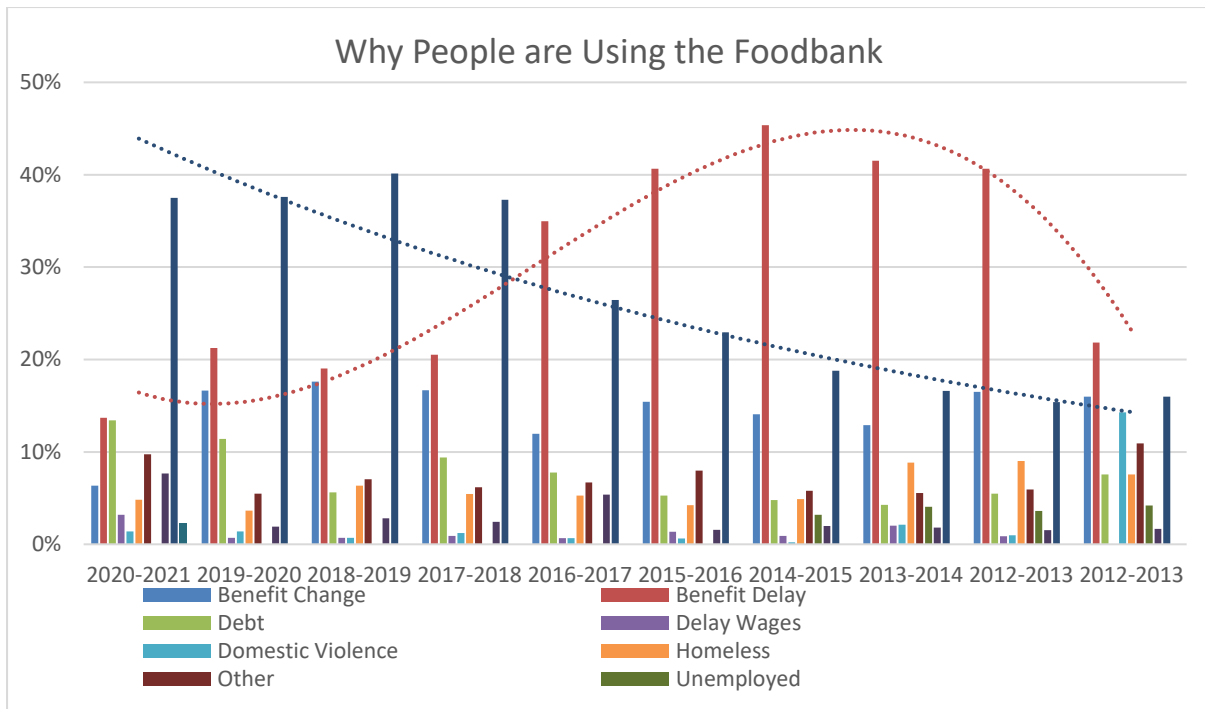
As a result of the redemption of 1372 referrals made last year, 3 day's emergency food relief was provided to 1867 adults and 1040 children or putting it more basically a total of 26,163 meals were distributed. This was the first year in which we provided support over 1000 times to children. The number of clients supported in each referral has reduced slightly this year to a figure of 2.1. This is reflected in the fact that the number of singles being supported has increased from 46% to 51% and the number of referrals supporting families has decreased slightly from 16% to 14%. This is also the first time in the last 4 years that the number of single parents being supported has decreased, now 19% from a high of 21% last year. There has been a small increase in the number of referrals made by adults aged between 25 and 64.





The primary reasons for referral to Newark Foodbank were Benefit Delay 14% (down from 21% in 2019-20), Low Income 38% (the same as for 2019-20) and Debt 13% (up 2% on last year). It is interesting to note that this year, Benefit Change dropped out of the primary reasons for referral. However, “Other Causes” and “Sickness” (both possibly related to Covid) now account for 18% of referrals. This continues the trend noted two years ago for the first time that Low Income referrals now exceed or equal those associated with Benefit Delay or Benefit Change. Low Income referrals have continued at a steady level of around 38% for now 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 further compounded by delays in receiving benefits.

The figure 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.

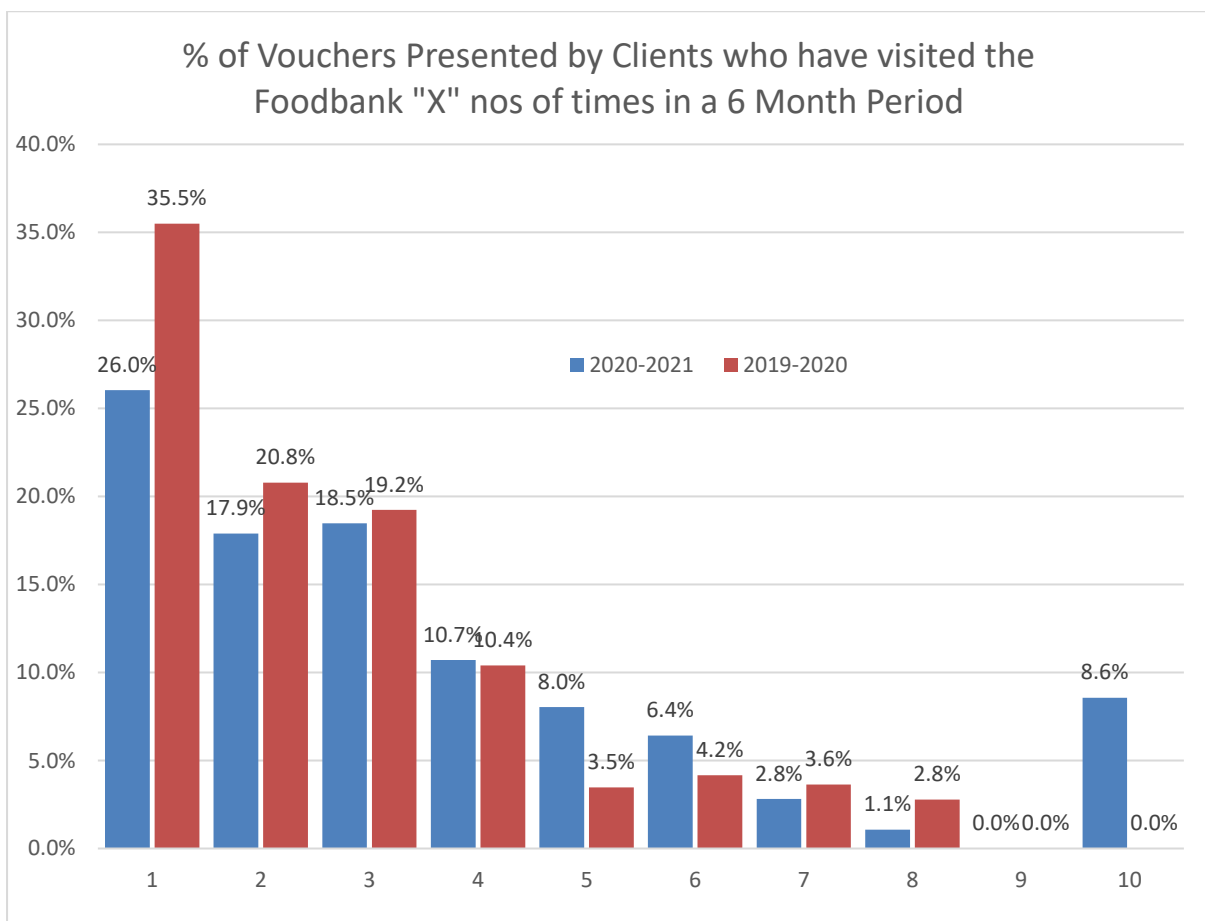
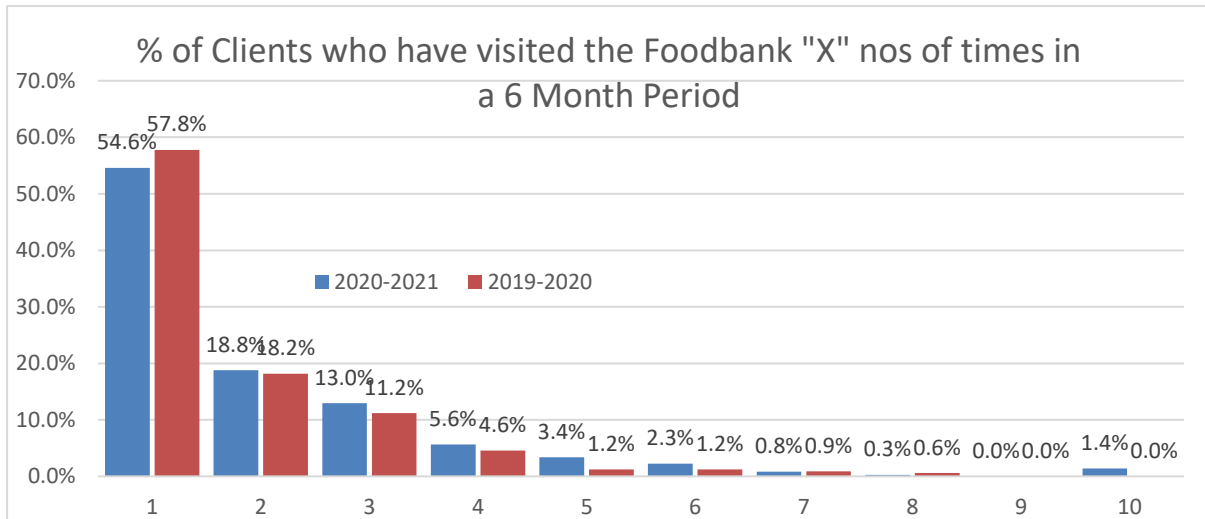


At the very beginning of the pandemic, all Front of House Operations were suspended. All referrals were satisfied through a delivery system. We were very fortunate to receive funding from Nottinghamshire District Council to help purchase a van to assist with this operation in addition to facilitate collections and distributions. As restrictions have been relaxed, we have re-established Front of House operations for those who are either singles, couples or single parent families with one child. Over the year 65% of referrals were delivered to the home of clients and 31% were collected through FOH operations. The remaining 4% were referrals that clients were required to pick up from our FOH sessions but who failed to show. While this “no show” rate is relatively low, it is something that needs to be managed and raises the question why the client did not-attend. Obviously, deliveries made to clients have a zero “no show” rate. Before the pandemic, all referrals had to either pick-up themselves at FOH sessions or arrange for a friend to do so. While we intend to continue to make deliveries, we do believe that these should only be in exceptional circumstances as the present system is open to abuse.

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

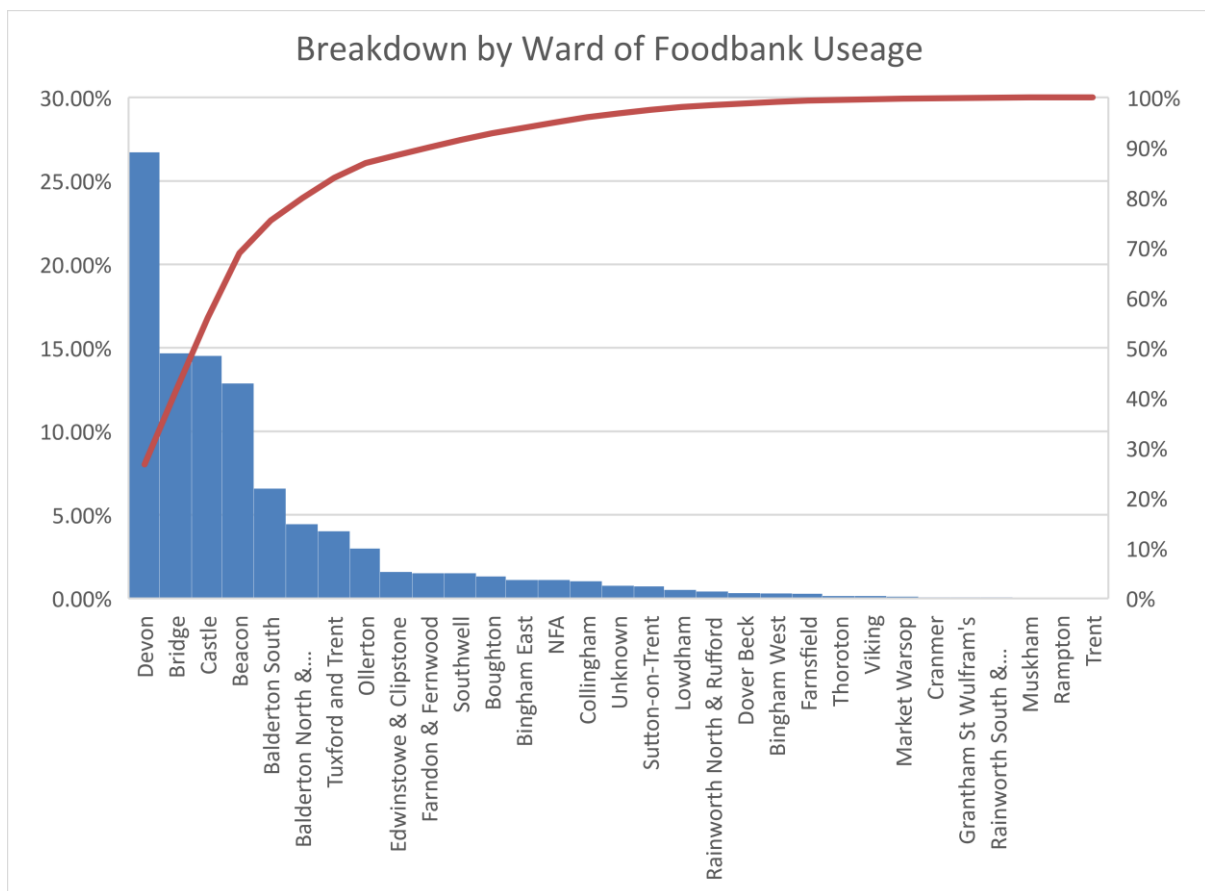
therefore provided we are confident that they have an action plan in place, we will support those who need assistance over a longer period.

The percentage of clients who have accessed the foodbank more than 3 times in a 6-month period has changed little over the last year. Over 85% of clients access the foodbank 3 or less times in a 6 month period. However, we have noticed that those clients who do visit the Foodbank in excess to 3 times, do so multiple times. This is one of the reasons why we believe a social supermarket may help those who have a more extended need for a Foodbank



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. Since the pandemic, we have extended our operating area considerably as other foodbanks have not offered a delivery service. This would not have been possible without creating a dedicated volunteer group and the purchase of a van.

The chart below provides a breakdown of client usage by wards.



Over 68% of the foodbank clients this year reside with the 4 wards of Devon, Bridge, Beacon and Castle. This is a reduction on 85% from last year but is partially due to deliveries being made to Ollerton, Edwinstowe and Clipstone

Agencies

The number of agencies that are registered to issue Foodbank vouchers stands at 88. Of the registered agencies, 49 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 referrals 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.

With the removal of the previous red voucher referral system, we are putting in place a more convenient and secure web-based referral system to reduce the need to make referrals through emails and the telephone. This is necessary to ensure that we can show that we comply with GDPR and to protect the confidentiality of client personal and sensitive data.

We held our 7th Agency Awareness day on the 15th April 2021. Unfortunately this had to be virtually but regardless we had a good attendance. During the meeting we discussed how the Foodbank had adapted its process and policies to manage through the pandemic and how we planned to move forward including the proposed move to new premises and the incorporation of a social supermarket.

We would like to thank most sincerely all the agencies that issue Foodbank referrals 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	2020-2021	2019-2020
Charity Sector	23	20
Churches	9	9
Community Groups	4	2
Statutory Agencies	48	49
Voluntary Agencies	4	4
Total	88	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, 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. At the beginning of the pandemic both Newark and Tuxford foodbanks operated on a delivery only basis. Separate teams were created to manage collections, bagging & stacking and deliveries and social distancing was enforced within the warehouse and during deliveries. With a reduction in restrictions, we have recommenced our Front of House operations out of Barnbygate Methodist Church, although FOH operations out of the Mine of Information in Tuxford are still suspended. FOH operations are however restricted with little client interaction and no teas/coffee being served. We have also limited FOH operations to just single, couples and single parent families

with one child living in Newark. This is a stepped approach to returning to normal operations in which we generally will expect all clients to pick up from one of FOH locations. It also takes into account the increase in the amount of food, and hence the weight of food being issued. For a large family this can be close to 40 kg. For this reason we are continuing to provide a delivery service for families.

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.

A number of individuals and companies have created their own fundraising efforts over the year and these have been particularly successful. We would like to thank all those who have both created these fundraising efforts and those who have supported them. Many of these efforts have made use of our JustGiving Fundraising page which has also been a great success. Over 330 donations were made through the page with close to £13,000 being raised.

As we moved to a primarily delivery service operation we applied for community funding from Nottinghamshire County Council for the purchase of a van. This bid was successful with Nott CC giving the Foodbank a grant of £10,000. A number of other business have made significant cash donations or provided service either free or at cost. In particular we would like to thank the following business for their support.

- Tanvic Tyres
- Loc-Box Storage
- Countryside Properties
- TUUT Charity
- Phelps & Hollier
- Merlin Sheldrake Mortgage
- FP Blueprint Gaming
- Charities Trust
- GMB Midland East
- Tallents Solicitors
- Parker Motor Services
- Consumer Paper Products

And many more

We must however also thank the people of Newark and surrounding area whose generosity has been truly outstanding. Whether this has been through donating food at our collection points, resulting in the collection of over 45 tonnes of food, or through personal cash

donations, all these donations have resulted in the sustainability of the Foodbank never being more secure.

Volunteer Base

The Foodbank currently has 48 registered volunteers. These volunteers operate in one or more capacities ranging from Front of House, Warehouse, Transport, PR and Fundraising, Delivery Driving 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. As the restrictions due to the pandemic are reduced and as we set up the new Social Supermarket we will be looking at increasing the number of volunteers registered with us. Applications forms are available on the website.

We very much appreciate the time and experience provided by our volunteers. Over 5500 volunteer hours have been expended over the last year in the Warehouse, Front of House, Delivery Driving and PR Operations in addition to Steering Group and 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 monthly coordinators meetings chaired by Lesley Marshall. Any strategic issues are then fed up to the Steering Group for discussion.

At the start of the pandemic, we had to curtail the activities of many volunteers who were deemed to be at higher risk or older than 70 years old. Although some of the restrictions have been lifted, and some FOH operations have resumed, some of our more senior volunteers have decided that they are not in a position to return. We thank them for their service and hope that they will be able to join us later in the year when we celebrate our volunteers service.

Quality Audit Inspection – Trussell Trust

The Trussell Trust conducted its last formal annual quality audit inspection of Newark Foodbank in March 2018. Inevitably external audits during the pandemic have been suspended, however the Steering Group during the pandemic has been actively involved in putting in place measures and processes that ensure the safety of both our volunteers and clients. We have worked closely with the Trussell Trust to ensure that we remain compliant

with any new procedures and methods which they have rolled out over the year including changes to the way client referrals are processed.

Treasurer's Report

The treasurer's report for 2020-21 is attached. As of 31 Mar 2021 the Foodbank has assets to the sum of £80,642.16. 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 was originally provided for three months free, but we now are paying the commercial rate for this storage. 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. The largest capital expense incurred during the year was the purchase of a van for approximately £11,000. Although this now accounts for over 54% of our expenditure last year, this has been invaluable in helping us support clients during the year and to assist in both collections and deliveries to other foodbank and support organisations. 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 2020-2021 was £21,116.53. However, if we take into account the grant of £10,000 that we received for the purchase of the van, the normal on-going cost of operations reduces down to £11,116.53. This is double the cost for last year at £5,251.66. Nearly all the additional costs are attributable to increased insurance costs, additional warehousing costs and the purchase of sundry items such as PPE and sanitising equipment to support operations during the pandemic. During the year we issued 26,163 meals. This means that each meal provided by Newark Foodbank costs £0.42. Although this is a significant rise over last year, taking into account the need to deliver over 64% of client referrals this still represents excellent value for money. As we return to normal operations it is anticipated that delivery and warehousing costs will reduce considerably. 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	Value of Extra Bags
Single	£21.66	701	£ 15,183.66	£7,010.00
Couple or Single & 1 Child	£25.28	291	£ 7,356.48	£4365.00
Family of up to 2 Children	£42.90	289	£ 12,398.10	£5,780.00
Large Family up to 3 Children	£56.39	118	£ 6,654.02	£2,360.00
Totals		1399	£ 41,592.26	£19,515.00

(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)

The extras shown above include those products which do not form part of the standard food parcel and include for instance toiletries, sweets, sanitary products and pet food. These values are approximate as they are dependent on the individual client's needs.

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 2021 of 16 tonnes, the value of stock at that time was £31,040.00.

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.

2021-2022

- Instigate Recovery Program from Covid-19 Pandemic
 - Adopt permanently e-voucher system for referrals
 - Roll-out Web-based referral system
 - Evaluate a joint operating model of Collections and Deliveries
 - Move to new premises
- Investigate outreach opportunities:
 - Creation of Social Supermarket
 - Family Action Food Club
- Evaluate opportunity of engaging in creation of a Community Hub

Attachment:
Treasurer's Report