



# NEWARK & TUXFORD FOODBANK ANNUAL REPORT 1 April 2021 – 31 March 2022

Steering Group  
Jul 2022

*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: 34.0 tonnes
- Food distributed: 36.0 tonnes
- In addition to food distributed through Newark & Tuxford Foodbank, over 6.2 tonnes were distributed through a network of over 12 different agencies
- Number of referrals made to Foodbank: 1633
- Number of referrals fulfilled at Foodbank: 1486
- Number of No-Shows as a percentage of total referrals made: 9%
- Clients supported: 2959 – Adults 1969 and Children 990
- Largest group of clients: Singles (55%)
- Meals provided: 26,631
- Deliveries to Clients: 35%. Front of House Operations: 65%.
- 32% of clients visit the Foodbank only once in a 6 month period
- 28% of clients visit the Foodbank over 3 times in a 6 month period
- Primary reason for referral to Foodbank: Low Income (48%)
- Agencies registered with Foodbank: 90
- Total cost of Operations: £43,958 including pre-payment and one-off set up costs of £24,274
- Cost of each meal provided: £0.74p
- Value of Food Distributed: £44,713
- Monetary Value of Food Parcels:
  - Single Person: £21.66      Family of 5: £56.39
- Number of Volunteer Hours expended: 6500 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 2022 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 428 foodbanks operating 1,300 food bank centres. In the year 2021-2022 it provided 2.1 million three-day emergency food supplies to people in crisis. This represents a 81% increase from the same period five years ago and 14% increase from 2019-20 although it is a small decrease over last year which was significantly impacted by the pandemic.

As reported by the Trussell Trust, foodbanks in the Trussell Trust network have experienced an acceleration of need since October 2021. This increased need coincided with the removal of the £20 per week uplift to Universal Credit that came into force in October 2021. However, the picture across the country is varied with some areas actually experiencing a downturn in the number of referrals made.

### **The Local Situation**

It goes without saying, that the Covid-19 pandemic has had a major impact on operations of the Foodbank although during the time of this report there has been a considerable reduction in the restrictions in place. Nevertheless, 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 processes we put in place for the pandemic still are affecting our operations and are likely to continue to do so for some considerable time. We continue to review these policies to try and maximise the support we can give but we are always guided by what is safe for both our volunteers as well as our clients. 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. Although this report does not cover the events since April 2022, the resulting cost of living crisis is in many regards having a greater impact than that which we saw through the pandemic. 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. To this end in April this year we moved our Front of House operation to new premises on Cartergate under the name of Newark Community Support. This has enabled us to increase the services we provide including the creation and operation of a social supermarket.

The Foodbank commenced operations in late 2012 and this report covers the period April 2021 to the end of March 2022. In this its ninth year of full operations the Foodbank has collected donations of 34 tonnes of food. This is down 25% on the amount of donations we received in 2020/21, however we were still able to distribute over 36 tonnes which is very similar to that which was distributed during the first year of the pandemic. Over the last year we have provided 3 days of emergency food relief to 2959 clients (1969 adults and 990

children). This represents a very small increase over last year (2907) and demonstrates that although the effects of the pandemic may be receding the need for many to access a foodbank is still high. Interestingly as we reported last year, we were surprised by the relatively small increase we saw in demand during the pandemic which we believed may have resulted from the creation of a large number of community support initiatives, however, we may now be seeing a significant increase in demand as many of these community initiatives draw down just at a time when the cost of living crisis starts to have a significant impact. Although outside the time period of this report it would be remiss to not point out that in the first three months of the current financial year (Apr-June 2022) the demand on Newark & Tuxford Foodbank has increased 60% over the same time period last year (Apr-June 2021). We continue to support a number of other welfare operations in the area and although donations were down considerably over the last year we were still able to distribute over 6.2 tonnes to these initiatives.

We have seen a significant change in profile over the frequency of use of the Foodbank by our clients. In 2020/2021 over 50% of our clients visited the Foodbank only once in a 6 month period. This year that figure has dropped to 32% with more clients having to make two or more visits. We are now seeing over 28% of our clients visiting the Foodbank more than 3 times in a 6 month period. This is double the figure of 14% we saw in 2020/2021.

By far the largest reason for a referral to the Foodbank is low income. This accounts for 48% of referrals – an increase of 10% over the last year. The second most common reason is issues with benefits which accounts for 18%. Debt accounts for 8% of referrals although in reality this is likely to be a much larger figure as it is probable that this issue is being captured under the Low Income category.

We have close to 90 agencies registered with the Foodbank with 48 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 introduced a new web-referral system that not only provides referral agencies with an easy-to-use web-based solution but also facilitates front of house staff with providing better signposting support. The roll out of this system has been a great success with an ever increasing number of agencies using it to make referrals securely.

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 already re-located front of house

operations to enable us to enhance the services we provide including the creation of a social supermarket which occupies the same building as the Foodbank but operates on different days. This joint venture operates 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.

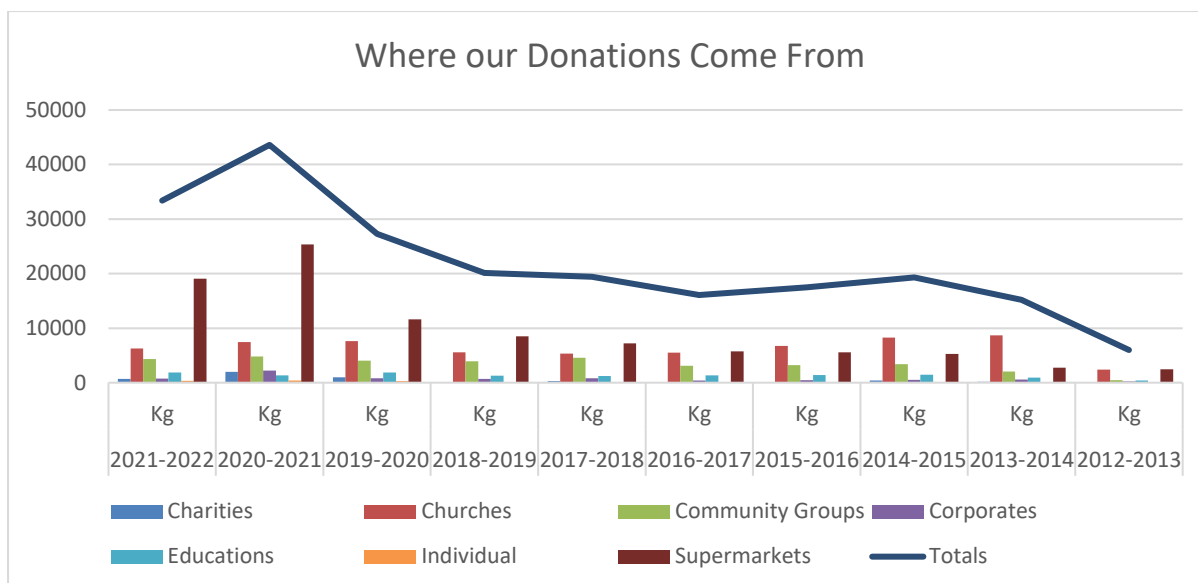
## **Charity Status**

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, Malcolm Jowett, Chris Charnley, Jamie Kirkland and Stephen Charnock. The AGM took place on 14 October 2021 at Holy Trinity Community Partnership Centre.

## **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. 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 34 tonnes. This is a decrease of 25% from last year. We are investigating a number of options to try and increase our donations especially with the significant increase in demand we have experienced since Apr 2022. To that end we had a Food Drive at Asda in May 2022 and are looking at holding a number of other such events with the other town supermarkets over the year. At the end of March 2021 the warehouse held approximately 14 tonnes of stock however, this is heavily biased towards pasta, baked beans and tomatoes which represent close to 8 tonnes of the warehouse stock.



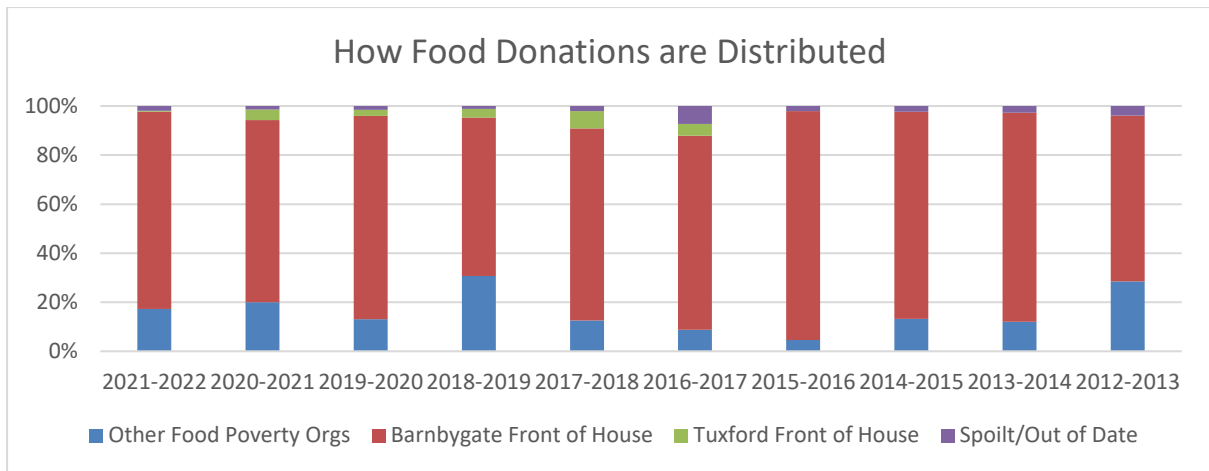
All donations are taken to our warehouse for stocktaking and for preparation for onward distribution. The food needed by the Foodbank is varied but has to be non-perishable to enable us to store the food appropriately prior to distribution. We try and highlight through our website (<https://newark.foodbank.org.uk>) 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 232 and 220 tonnes respectively.

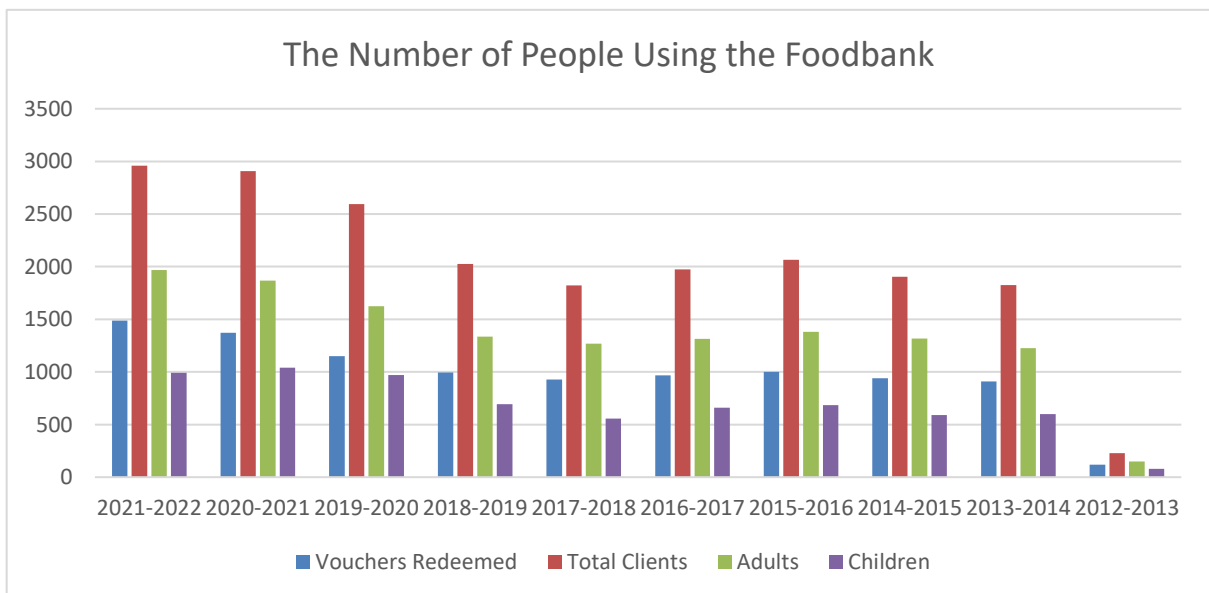
Over 80% of our donations are distributed through our Foodbank Front of House operations at Barnbygate/Cartergate and Tuxford. However, we also distribute supplies, in accordance with the Charity’s articles, to other support agencies including the Women’s Refuge, Help the Aged as well as to Social, Housing and Hospital agencies and other Foodbanks in need within the East Midlands area. During the pandemic our support for other foodbanks and agencies increased to 20% of our total distribution effort. We have continued to support these organisations although the amount we re-distributed decreased slightly to 18%.

Breakdown of Stock Issued	2021-2022	2020-2021	2019-2020	2018-2019
	Kg	Kg	Kg	Kg
<b>Other Food Poverty Orgs</b>	6202	7162	3248	8112
<b>Barnbygate Front of House</b>	28938	26523	20661	17072
<b>Tuxford Front of House</b>	118	1532	615	946
<b>Spoilt/Out of Date</b>	722	498	376	305
<b>Total</b>	35980	35715	24900	26385



## Voucher/Referral Distribution

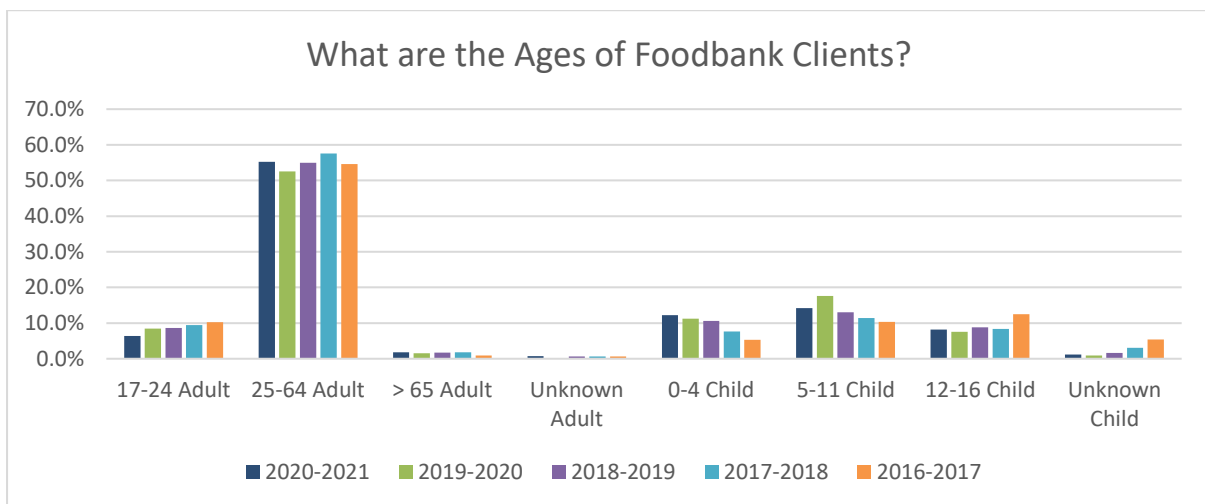
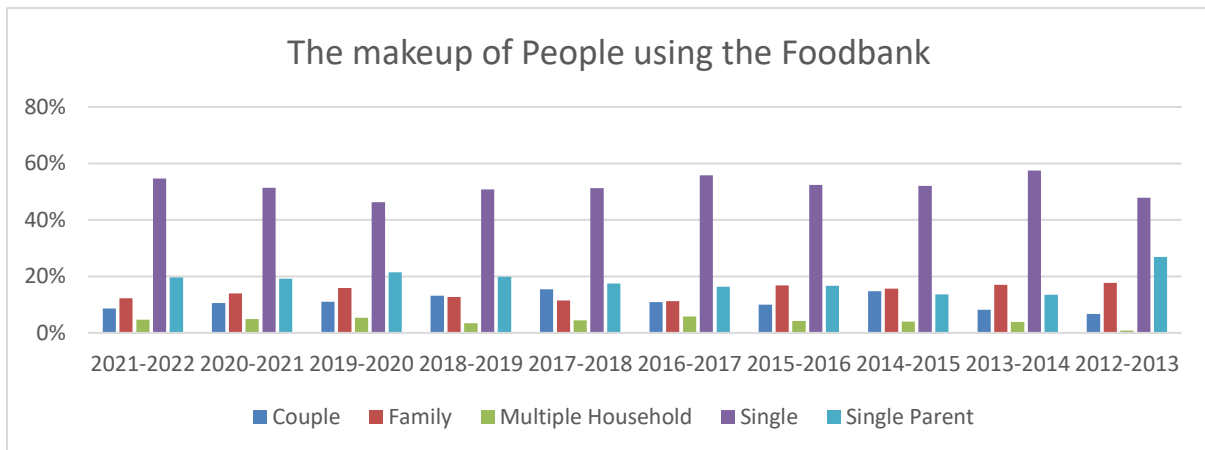
Prior to the pandemic, clients needed to be in possession of a voucher issued by one of our referral agencies in order to receive support from the Foodbank. At the beginning of the pandemic, when accessing referral agencies was almost impossible face to face, we suspended the existing red voucher system and reverted to primarily telephone or email support. Some agencies also signed up to the Trussell Trust e-voucher system. We have now withdrawn the red voucher system altogether but have put 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 1633 referrals were made in 2021/22 issued from a total of 48 different agencies. Of this number 1486 referrals were fulfilled. This represents an



increase of 8% over the figure of 1372 vouchers fulfilled in 2020/21.

As a result of the redemption of 1486 referrals made last year, 3 day's emergency food relief was provided to 1969 adults and 990 children (total of 2959) or putting it more basically a total of 26,631 meals were distributed. The number of clients supported in each referral has

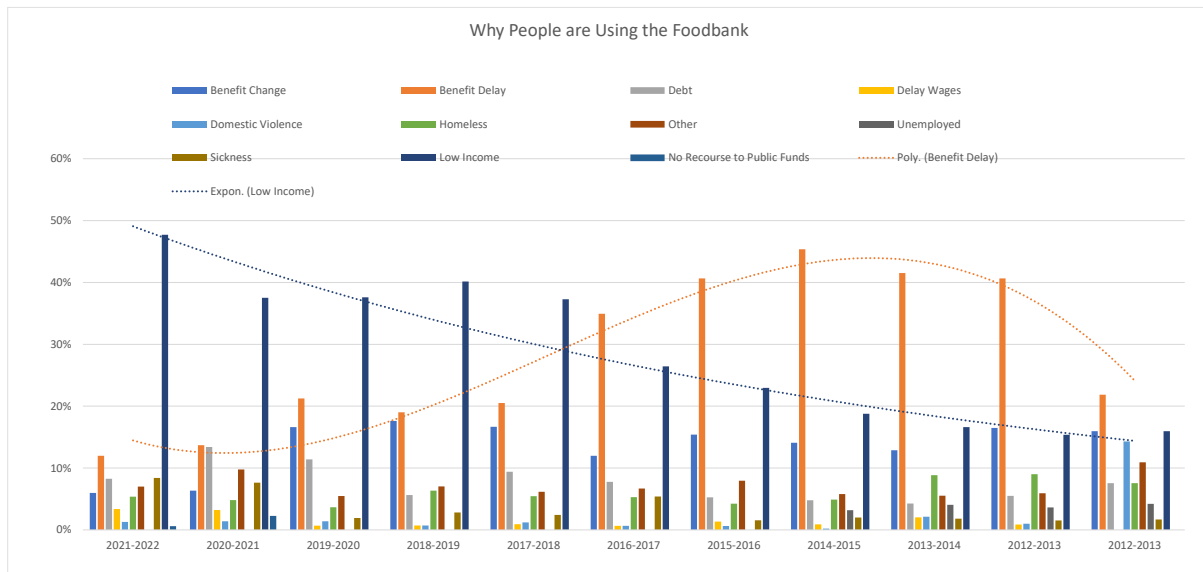
reduced slightly this year to a figure of 2.0. This is reflected in the fact that the number of singles being supported has increased from 51% to 55%. This is the third year in a row that referrals for single clients has increased while at the same time the number of referrals for couples has decreased. There were a total of 61 referrals made for those of no fixed abode. This does not include, however, those individuals who were “sofa-surfing”. We will be monitoring this situation over the next year.



The primary reasons for referral to Newark Foodbank were Benefit Issues 18% (down from 20% in 2020-21) and Low Income 48% – up from 38% in 2020-21. Seemingly debt as a reason for referral has dropped to 8% from 13% the year before, but is suspected that the true value of debt is being hidden within the low income category which having held steady at 38% for three years has now increased significantly. It is likely that the increase in the number of clients needing to visit the foodbank more than 3 times in a 6 month period is being driven by the joint issues of debt and low income. The reduction in UC payment of £20 per week in October may well have resulted in clients simply not being able to meet their everyday needs through the benefits they were receiving.



The figure below gives a breakdown of the reasons for referral to Newark Foodbank. The two principal reasons for referral are Low Income and Benefit Delay.

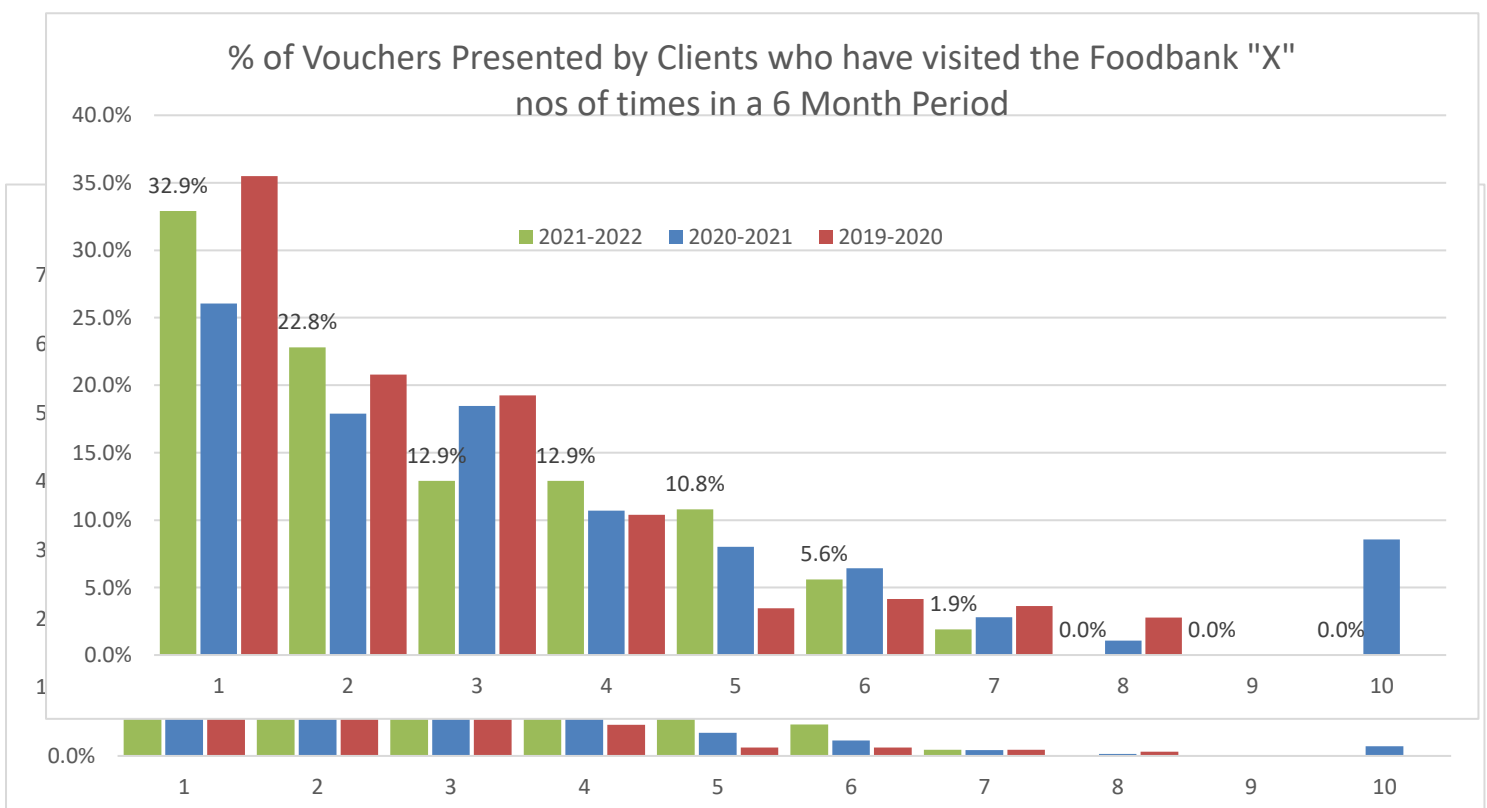


Trend lines have been added for these principal referral reasons which clearly shows the year-on-year increase in low income being a reason for referral. This suggests that despite being in receipt of benefits, these are not at a level that enable clients to satisfy everyday needs.

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 the majority of our clients. Although we continue to move away from a delivery system to primarily a collection operation we do still carry out deliveries to the “out-of-town” villages. We have a dedicated set of volunteers who conduct these deliveries once a week although we also cater for emergencies when necessary. We also will conduct “in-town” deliveries if the circumstances are appropriate. As such we have seen a significant reduction in the number of deliveries we are now making. Whereas in 2020-2021, 65% of referrals fulfilled were deliveries this year the figure is 35% with a corresponding 65% of fulfilled referrals now being collections. It has been interesting to see that with the increase in referrals being collection we have also seen an increase in the number of clients who do not show up to pick up their referral. When 65% of referrals were deliveries the “no-show” rate for 4% (all of these being associated with clients earmarked to collect). Now that deliveries only make up 35% of referrals, the “no-show” rate has increased to 9%. This is an area which we will continue to monitor over the year to ensure that those who need food are receiving it if there is a genuine need. Presently we believe that the “no-show” rate is indicative of clients who are being offered a referral by a referral agency but the client(s) themselves do not believe they currently are such need.

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 significantly over the last year. In 2020/21, 55% of clients accessed the



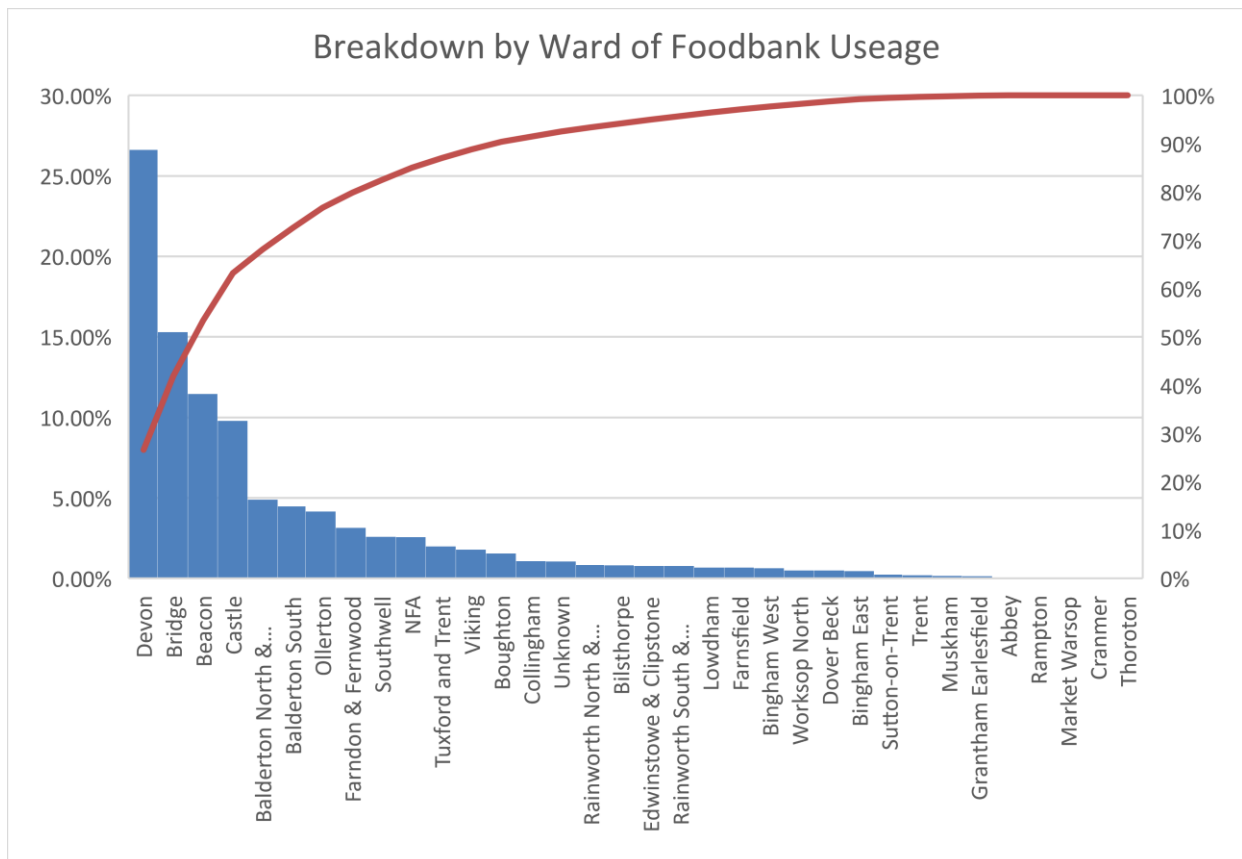
foodbank only once in a 6 month period and 13% visited more than 3 times in a 6 month period. This year we see that 33% of clients visit only once while 31.2% need to visit the foodbank more than 3 times. This is indicative of the need for longer term support rather than simply emergency food relief in the short term. 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.

Over 63% of the foodbank clients this year reside within the 4 wards of Devon, Bridge, Beacon and Castle. This is a small reduction on 68% from last year.

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



## Agencies

The number of agencies that are registered to issue Foodbank vouchers stands at 90. Of the registered agencies, 48 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 have put into 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 8th Agency Awareness day on 25 May 2022 following the opening of our new Front of House operation at Newark Community Support on Cartergate. The event was well attended and gave us the opportunity to explain how Foodbank and the Social Supermarket Operations would work together

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.

<b>Nos of Agencies</b>			
<b>Agency Breakdown</b>	2021-2022	2020-2021	2019-2020
Charity Sector	25	23	20
Churches	9	9	9
Community Groups	4	4	2
Statutory Agencies	48	48	49
Voluntary Agencies	4	4	4
<b>Total</b>	<b>90</b>	<b>88</b>	<b>84</b>

## **Operating Days**

Newark Foodbank operates on Tuesday between 1500 and 1700 hrs and again on Friday between 1300 and 1500 hrs. Over the last year with a reduction in the number of volunteers available at Tuxford we have had to close Tuxford Front of House Operations. However we continue to support clients at Tuxford and the neighbouring villages through the warehouse at Newark and make deliveries accordingly. Warehouse operations now operate throughout the week with both donations, shelving and bagging operations taking place on multiple days with dedicated teams.

We continue to limit some operations due to Covid including not offering Tea/Coffee during our Front of House Operations. We are however looking at the feasibility of offering a help yourself/self service operation. The significant increase in numbers attending Foodbank sessions is however adding to the difficulties in making this practical.

## **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.

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 34 tonnes of food, or through personal cash donations, all these donations help make the Foodbank sustainable.

## **Volunteer Base**

The Foodbank currently has 60 registered volunteers. These volunteers operate in one or more capacities ranging from Front of House, Warehouse, Transport, PR and Fundraising, Delivery Driving and Management. We also now have an additional team of volunteers who run our Social Supermarket operations. 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 6500 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 regular 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 although we have participated in a number of video and telephone inspections since. 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 2021-22 is attached. As of 31 Mar 2022 the Foodbank has funds of £90,517. We have now moved out of Barnbygate Methodist Church, Newark as well as the Mine of Information, Tuxford and relocated all front of house operations to Newark Community Support on Cartergate, Newark. We have taken out a three year lease on the property at £11,000 per year. We also continue to operate out of two warehouses at Cressey Farm for which we pay £52 per year each, however we are currently in the process of moving one of these warehouses to a new purpose built unit. This will cost us £3,000 to rent. In order to be able to claim back some of our costs we have also registered for VAT. As a registered Charity we claim back Gift Aid on any declared donations we receive. 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 2021-2022 was £43,958. However this includes an advance payment on the rent of £5,417 (as of 31 March 2022) as well as £18,857 one-off set up costs for Newark Community Support at Cartergate. If we deduct these costs the on-going operating costs for the Foodbank in 2021-2022 was £19,684. These costs are considerably higher than last year but are indicative of the costs of moving to our new location.

During the year we issued 26,631 meals. This means that each meal provided by Newark Foodbank costs £0.74. Although this is a significant rise over last year, taking into account the need to deliver over 35% of client referrals this still represents excellent value for money. Assessing the contents of each of the food parcels provided to clients we estimate the value of each parcel, which provides three days of emergency food relief to be:

Value of Food Parcels	Value	Parcels Issued	Total Value
Single	£ 21.66	784	£ 16,981.44
Couple of Single & 1 Child	£ 25.28	229	£ 5,789.12
Family of 2 Children	£ 42.90	349	£ 14,972.10
Large Family of 3 Children	£ 56.39	106	£ 5,977.34
<b>Totals</b>		1468	£ 43,720.00

*(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)*

We also provide clients with a range of “extra” products which do not form part of the standard food parcel and include for instance toiletries, sweets, sanitary products and pet food.

For insurance cover purposes we also need to make an assessment of the value of stock held in the warehouse unit. As of 31 Dec 2021 the average value of each kilogram of stock held in the warehouse was approximately £1.94. This suggests that with a stock level at the end of March 2021 of 14.5 tonnes, the value of stock at that time was £28,130.00.

## 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.

### 2022-2023

- Participate in the Financial Inclusion Program with the Trussell Trust
- Provide Face to Face Citizen Advice Support during all Foodbank and Market Sessions
- Increase Market sessions from once a week to twice a week.
- Enhance range of products provided through The Market including fresh food options.
- Re-establish in some guise a Tea/Coffee and Biscuits facility
- Evaluate opportunity of engaging in creation of a Community Hub
- Investigate possibility of acting as a distribution point for Fuel Vouchers in conjunction with N&S DC
- Investigate opportunities for partnership with a credit union.

Attachment:  
Treasurer's Report