



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. Figures in brackets relate to 2022-2023

Foodbank Operations

- Donations received: 50.0 (49.0) tonnes
- Food distributed: 53.16 (55.97) tonnes
- Number of referrals fulfilled at Foodbank: 2106 (2190)
- First Time Referrals: 529 (655)
- Unique Households: 977 (1036)
- Average number of visits per unique household: 2.16 (2.11)
- Clients supported: 4352 (4569) – Adults 2919 (3048) and Children 1433 (1521)
- Largest group of clients: Singles 52% (51%)
- Meals provided: 39,168 (41,121)
- Deliveries to Clients: 16% (17%). Front of House Operations: 84% (83%).
- 54% (55%) of unique households visited the Foodbank only once during this reporting period
- 17% (15%) of unique households visited the Foodbank over 3 times during this reporting period
- Primary reason for referral to Foodbank: Rising Cost of Essentials (62%)
- Agencies registered with Foodbank: 94 (91)
- Total cost of Operations: £72,697 (£35,658)
- Cost of each meal provided: £1.85p (£0.86) including stock purchases or £1.13 (£0.67) if stock purchases are excluded
- Value of Food Distributed: £90,357 (£65,331)
- Monetary Value of Food Parcels:
 - Single Person: £30.55 (£21.66) Family of 5: £75.95 (£56.39)
- Number of Volunteer Hours expended: 6500 hrs (6500 hrs)

Social Supermarket

This was the first year of operation of our Social Supermarket (The Market).

- Current Membership: Existing Household Members: 117
 - Singles: Couples: Families:
- Expired Household Membership: 83
- Total Number of Households supported through Social Supermarket: 200
- Support Provided this Year to
 - Adults 1810 (1111) Children 637 (553) Total 2447 (1664)
- Total Number of Household Visits in Year: 1190 (693)

Financial Inclusion Initiative

- Number of Clients Supported: 266
- Income Maximisation Achieved: £172,792

Cadent Winter Support Fund

- Number of Households Supported: 88
- Average Funding of Energy/Food Vouchers per Household: £80.00
- Total Funds Distributed: £7,050

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. In 2022, the Foodbank expanded its operations to include a Social Supermarket (The Market) which provides clients with longer term support. This is via a membership system. The Foodbank and Social Supermarket operate under the joint name of Newark Community Support. This report covers both Foodbank and Social Supermarket operations between the period 1 April 2023 to 31 March 2024.

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 2023-2024 it provided 3.12 million three-day emergency food supplies to people in crisis of which over a million were to children. This is the highest number of parcels that the network has ever distributed in a single year and represents a 4% increase on 2022/23. These figures represent an almost doubling in the number of parcels distributed five years ago and they are far above the levels seen before the rapid increases in the cost of living in 2021/22.

Overall, nearly two thirds of the support provided by foodbanks in the previous year was for families with children. Families with three or more children are especially likely to face severe hardship with 30% of parcels provided by foodbanks in the last year being distributed to families with three or more children. The prevalence of poverty among pensioners across the UK is far lower than the working age population and just 6% of the support provided by foodbanks in the last year was for pension age households. This reflects one of the UK's most striking success stories in recent decades which has been the enormous reduction in pensioner poverty, from a high of 29% in 1998, falling to 13% in 2012. However, this has started to go into reverse with poverty rates rising to 18% most recently.

People most commonly need support from a foodbank because their income is insufficient to meet the cost of essentials. The national picture highlights that different types of families need to turn to foodbanks for different reasons. In the last year people living without children were far more likely to be referred due to health reasons (26% vs 16% for households with children), or because they were insecurely housed (9% vs 4%). People living with children were more likely to be referred due to issues with their income or their level of debt (76% vs

68% of people not living with children). The experiences of pensioner households are somewhat distinct. They are more likely to be referred due to issues with their health (28% vs 22% of non-pensioner households) and for issues with their income or debt levels (77% vs 71%).

The Local Situation

This report provides an overview of the performance of the Foodbank and the Social Supermarket – The Market which is now in its second year of operation. The Market was one of the initiatives we took forward from the lessons we learnt during the pandemic and was one of our strategic goals for the year. Unlike the Foodbank which is focused on providing support to those in emergency food crisis, the Market assists in providing support to those with longer term issues. As such it provides those who we invite to become members, access to a range of food and household produce once a fortnight at a significantly subsidised cost. Membership initially lasts 6 months but can be extended if it is deemed necessary or appropriate up to a maximum of 18 months.

The Foodbank commenced operations in late 2012. In this its eleventh year of full operations the Foodbank has collected donations of 50.0 tonnes of food. This is fractionally up on last year (49.0 tonnes) but last year saw an increase of 44% on the amount of donations we received in 2021/22. To continue to be able to access this quantity of food principally through donations is truly amazing. At the same time we distributed 53.2 tonnes. This is slightly down on last year (56.0 tonnes) but once again last year saw a 55% increase over the previous year. As a result over the last year we have provided 3 days of emergency food relief to 4352 clients (2919 adults and 1433 children). This represents a small decrease of 4.7% over last year (4569). However, these figures do not take into account the number of clients who have migrated from the Foodbank to the use of The Market.

The number of household visits made to The Market in 2023/24 was 1190. This was a 71% increase in the number of visits made the previous year (693). These visits supported a total of 1810 adults and 637 children. This represents an increase of 47% in Market usage over 2022/23. The total number of households that have registered with The Market since its introduction is 200 with the current membership standing at 117. Of the 83 households that are no longer members, 62 held their membership for 6 months, 8 had a membership length of 12 months and 13 had a membership lasting 18 months. 18 months is the longest period that currently we can support clients for and in conjunction with our Financial Inclusion Initiative with CA we aim to make sure that every client is accessing all the financial support available to them.

Combining both Market and Foodbank usage, Newark Community Support has provided assistance to a total of 6,799 clients consisting of 4729 adults and 2070 children with The Market providing assistance to approximately 36% of the total.

This level of demand continues to put considerable pressure on the resources of both the Foodbank and The Market and means that we have had to increase the number of Food Drives we make at supermarkets as well as having to purchase significant levels of stock. Whereas in previous years we have been in a position to support a number of other food relief charities across the district, this no longer is the case, with almost all our donations and purchases being used to support the activities of Newark Community Support.

Since 2020/2021, the number of times a client has visited the Foodbank more than 3 times has slowly decreased from 21% in 2021 to 15% in 2022/23. Unfortunately, this year we have seen a reversal in this trend with the number of times a household has visited the foodbank over 3 times in the year increasing to 17%. However, it is still encouraging to see that by far the majority of households, 82%, attended the Foodbank less than four times within the year. With the number of unique households in 2023/2024 being 977 and the total number of referrals being 2106, the average number of times a household visited the Foodbank was 2.11 which is only marginally up on last year. The number of first-time referrals also dropped from a peak last year of 655 to 529 this year, a reduction of 19%.

Over the last year, the Trussell Trust has made significant adjustments to how the reasons for referral are recorded. This now enables referrers to record multiple (maximum of 4) reasons for referral across a number of different areas including Financial (earnings, benefit and debt related), Personal Circumstances and Health. As a consequence making direct comparisons to previous years is no longer possible. The revised data for this year, suggests that the primary reason for referral to the Foodbank was rising cost of essentials. This was recorded as a factor in 62% of all referrals made, followed by the ongoing impact of health at 25% and priority debt at 14%.

We presently have 94 agencies registered with the Foodbank with 64 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. In order to be compliant with GDPR we were keen to migrate referral agencies to more secure referral options. To that end we 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. Although the roll out of this system has been a great success with an ever increasing number of agencies using it to make referrals securely we are keen to move the majority of our referral agencies onto the Trussell Trust's own e-referral system as this would significantly reduce the admin burden we are experiencing using our own web-referral system. We have reduced the number of referral agencies using our system

considerably over the last year and we will continue to push referral agencies onto using the Trussell Trusts own e-referral system over the coming year.

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 re-located front of house operations to our current location two and half years ago which enabled us to enhance the services we provided by including the creation of a social supermarket. However, the lease on our current property is up for renewal in 6 months and over the next couple of months the Trustees will have to consider whether the increasing size of the operation requires us to look at larger premises again. Some preliminary discussions are taking place to investigate the options open to us which will enable us to increase the services we provide while also making some efficiencies in the way we operate.

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.

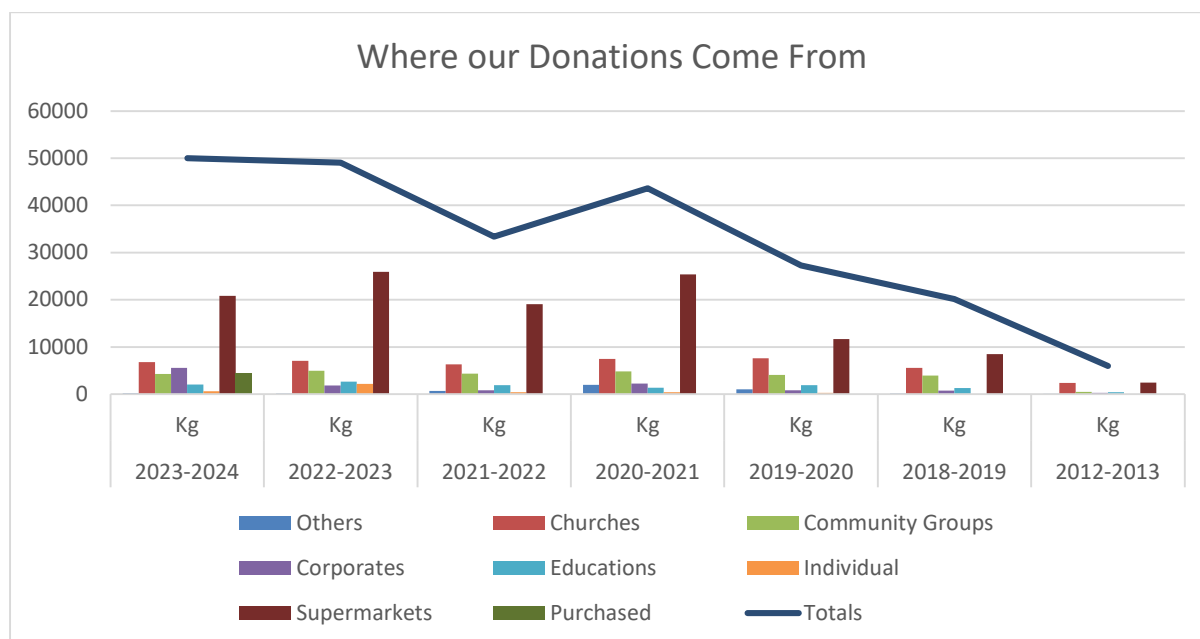
Charity Status

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, Malcolm Jowett, Chris Charnley and Stephen Charnock. The AGM took place on 22 September 2023 at Holy Trinity Community Partnership Centre. Cheska Asman stepped down at the AGM. We wish to thank her for her support of the Foodbank over the last few years. Sue Stott put herself forward for re-election which was unopposed.

Foodbank Donations

Our weekly collections from collection points at supermarkets, churches and other organisations in Newark, Tuxford & Southwell accounted for 70% of our total donations. A number of organisations and individuals held their own foodbank collection initiatives which account for another 10%. The remaining 20% comes from purchases that we have to make to sustain our stocks. This is second year that we have had to resort to purchasing stock despite retaining a high level of donations. The total quantity of donations and purchases amounted to 50 tonnes. If we exclude purchases and corporate donations from this figure then the level of donations provided through public sources was 34.6 tonnes compared to 42.75 tonnes last year – a reduction of 19%. This reduction was partially offset by Corporate donations which increased from 1.8 tonnes last year to 5.58 tonnes this year – a three-fold increase. 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 2023. Over the last year we have held a Food Drive at each of the three main supermarket. However, we are now looking at trying to hold a Food Drive at each of these supermarkets twice a year. At the end of March 2024 the warehouse held approximately 4.24 tonnes of stock. This is approximately one month's worth 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 (<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. While we do not incorporate any out of date or beyond best before date produce in the food parcels

themselves, we do provide clients with the option of choosing beyond best before date produce from additional racking which is clearly marked at our Front of House location.

Foodbank Donation Distribution

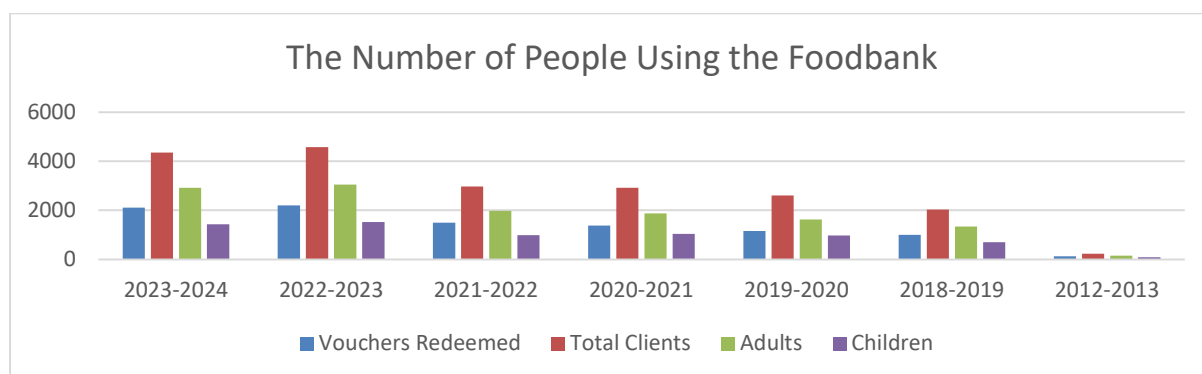
Since opening in 2012, the Foodbank has received and distributed donations of just under 331 and 329 tonnes respectively.

Over 59% of our donations are distributed through our Foodbank Front of House operations at Cartergate. Another 35% is used in support of The Market. 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. We have continued to support these organisations although the amount we re-distributed has decreased to 6%.

Breakdown of Stock Issued	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019	2012-2013
%	%	%	%	%	%	%	%
Other Food Poverty Orgs	6%	6%	17%	20%	13%	31%	29%
Cartergate Front of House	59%	60%	80%	74%	83%	65%	68%
Tuxford Front of House	0%	0%	0%	4%	2%	4%	0%
Social Supermarket	35%	34%	0%	0%	0%	0%	0%
Spoilt/Out of Date	0%	1%	2%	1%	2%	1%	4%
Total	100%	100%	100%	100%	100%	100%	100%

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.

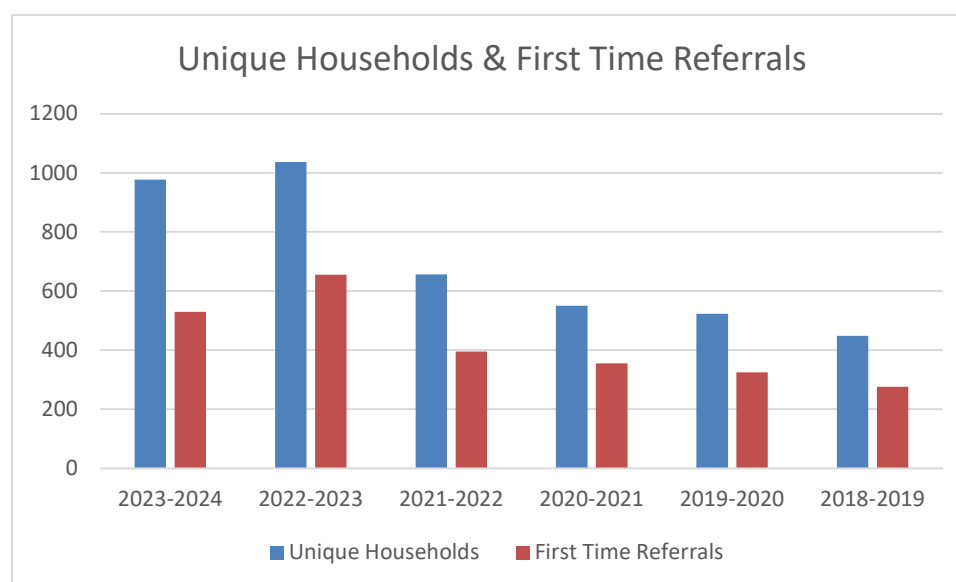


We have now withdrawn the red voucher system altogether but have put in place alternative more secure referral methods. In essence, there will be no more paper vouchers, with clients instead being referred electronically. We are however, migrating agencies from our own web-referral system to that managed by the Trussell Trust. This is significantly reducing the admin

burden of maintaining and managing our own system. A total of 2106 referrals were fulfilled in 2023/24 issued from a total of 64 different agencies. This represents a small decrease of 4% over the figure of 2190 vouchers fulfilled in 2022/23.

While the number of vouchers or referrals redeemed provides a good measure of the demand being placed on the Foodbank, the number of referrals on its own does not show how that demand is presented. A better indication of this is through the number of unique households referred and how many of these are associated with first time referrals. The table below show that the number of unique households at 977 has slightly reduced compared to last year at 1036. However, this needs to be put into context in that last year we saw a 58% increase from the year before. Hence, the number of unique households utilising the Foodbank remains at an historical high level. The same trend is visible in how many of these unique households are first time referrals, with the number reducing to 529 from 655 the year before. But again this remains at an historical high level. Based on the total number of referrals made, the average number of visits made per unique household over the year remains fairly static at around 2.15. This is relatively encouraging at it demonstrates that while households may need to call on a foodbank in an emergency they are not necessarily becoming dependent on it.

	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019
Unique Households	977	1036	656	550	523	448
First Time Referrals	529	655	395	355	324	276
Average Nos of Visits per Unique Household	2.1555783	2.1138996	2.2652439	2.4945455	2.1969407	2.223214



With the redemption of 2106 referrals made last year, 3 day's emergency food relief was provided to 2919 adults and 1433 children (total of 4352) or putting it more basically a total of 39,168 meals were distributed. The number of clients supported in each referral has

remained the same as last year at 2.1. This should not be confused with the previous statistics of the number of times a unique household has visited the Food Bank in the last year.

The Trussell Trust has amended the way it records the composition of households so comparisons with previous years is difficult. However, the table below does show that the biggest category of user of the Foodbank is a single adult with over 52% of vouchers redeemed being in this category.

Household Structure	No. of vouchers fulfilled %
Single adult household (with or without dependents)	
Single adult with no children	52.35%
Single adult with 1 or 2 children (0 - 16 years old)	13.54%
Single adult with 3 or more children (0 - 16 years old)	4.61%
Sub-total	70.50%
One couple household (with or without dependents)	
One couple household with no children (0 - 16 years old)	5.42%
One couple household with 1 or 2 children (0 - 16 years old)	4.94%
One couple household with 3 or more children (0 - 16 years old)	3.37%
Sub-total	13.73%
Couple and additional adult(s)	
Couple and additional adult(s) with no children (0 - 16 years old)	1.81%
Couple and additional adult(s) with 1 or 2 children (0 - 16 years old)	1.33%
Couple and additional adult(s) with 3 or more children (0 - 16 years old)	0.48%
Sub-total	3.61%
Multi-adult household	
Multi-adult household with no children	6.94%
Multi-adult household with 1 or 2 children (0 - 16 years old)	3.85%
Multi-adult household with 3 or more children (0 - 16 years old)	1.38%
Sub-total	12.16%
Total	100%

The tables below show the change in age demographic over the last 5 years in addition to the change over the last year. While the tables clearly show the increase in use of the Foodbank across all age groups over the last 5 years, the increase in use by clients over 65 years old is particularly noteworthy although the numbers concerned are still relatively low. The apportionment of Foodbank usage between age groups over the last 5 years, however, has remained relatively constant.

Age - number and of parcels for different age categories and % change from previous years

	2018/19	2023/24	% change 5 yrs	2022/23	2023/24	% change 1 yr
Children						
0 - 4 years	215	390	81%	432	390	-10%
5 - 11 years	265	600	126%	644	600	-7%
12 - 16 years	179	382	113%	401	382	-5%
Children with unspecified age	33	61	85%	44	61	39%
Adults						
17 - 24 years	174	366	110%	316	366	16%
25 - 64 years	1114	2286	105%	2550	2286	-10%
Over 65 years	34	146	329%	167	146	-13%
Adults with unspecified age	13	121	831%	16	121	656%

Age - % of parcels for different age categories

	2018/19	2022/23	2023/24
Children			
0 - 4 years	11%	10%	9%
5 - 11 years	13%	14%	14%
12 - 16 years	9%	9%	9%
Adults			
17 - 24 years	9%	7%	9%
25 - 64 years	56%	57%	55%
Over 65 years	2%	4%	4%

The Trussell Trust have made significant changes to the way the reasons for referral to a foodbank are recorded. These are now much more comprehensive. Referrals can list up to four different reasons why a referral is being made with the reasons being grouped into categories covering: Financial – Earnings Related; Financial – Benefit Related; Financial – Debts, Costs and Expenses; Personal Circumstance; and Health.

The most prominent reason given for needing a referral to the Foodbank was the Rising Cost of Essentials which was cited in 62% of referrals made and redeemed. Under the old system this would have been captured under the low-income category which last year stood at 54%. While inflation has undoubtedly been a big factor it will be interesting to see, if the grading of Rising Cost of Essentials remains at this high level when inflation reduces or whether other factors within the same category ie, Financial – Debts, Costs and Expenses account for a greater proportion of referrals. After Rising Cost of Essentials the next two most significant reasons for referral were Ongoing Impact of Existing Mental or Physical Health Condition at 25% and Priority Debt at 21%.

While the principal purpose of the Foodbank is to provide emergency food relief, many of the reasons for referral would suggest that the crisis that the client is in, is likely to be much more than simply a short-term event. Inevitably, issues with health and debt take some considerable time to resolve and this possibly explains why both these factor significantly in the reasons for why some clients have found the need to be referred to the Foodbank more than three times in a six month period. However, other significant factors attributed to the

need to attend the Foodbank more than three times in a six month period were Benefit Delay at 13% and Homelessness at 7%.

Reason for Referral		
	Count	% of vouchers fulfilled
Financial - earnings related		
Change in work hours	85	4%
Unemployment following permanent work	111	5%
Unemployment following temporary work	14	1%
Delay in or awaiting other income	139	7%
Financial - benefits related		
Benefit delay	286	14%
Benefit deduction due to overpayment or benefit advance	45	2%
Benefit reduction due to change in eligibility	62	3%
Benefit reduction due to sanction	50	2%
Awaiting first benefit payment for less than a month	52	3%
Awaiting first benefit payment for more than a month	34	2%
Financial - debts, costs and expenses		
Priority debt	438	21%
Non-priority debt	182	9%
Cost of dependents has increased	144	7%
Rising cost of essentials	1278	62%
Other unexpected expense	285	14%
Personal circumstances		
Insecurely housed	226	11%
No access to financial support due to immigration status	8	0%
Loss of support from friends or family	80	4%
Change in relationship status	45	2%
Domestic abuse	34	2%
Change in dependents	27	1%
Health		
New physical or mental health condition or issue	81	4%
Ongoing impact of existing mental or physical health condition	506	25%
Change in existing mental or physical health condition	34	2%
Other		
None applicable	19	1%
No answer		
Data not captured	55	3%

Reason for needing more than 3 vouchers in the last 6 months

	Count	%
Awaiting first benefit payment	8	1%
Benefit delay or sanction	69	13%
Debt	88	16%
Domestic abuse	4	1%
Drug or alcohol dependency	16	3%
Homelessness	38	7%
Long term health condition	32	6%
Long term unemployment	8	1%
No access to financial support due to immigration status	0	0%
Other	57	10%
Other - low income	229	42%

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 following table expands on the three times in a six month period and shows the number of times unique households have visited the Foodbank over the last year. It is encouraging to see that the majority of households only visited the Food Bank once in the year, while only 17% needed to visit the Food Bank more than three times.

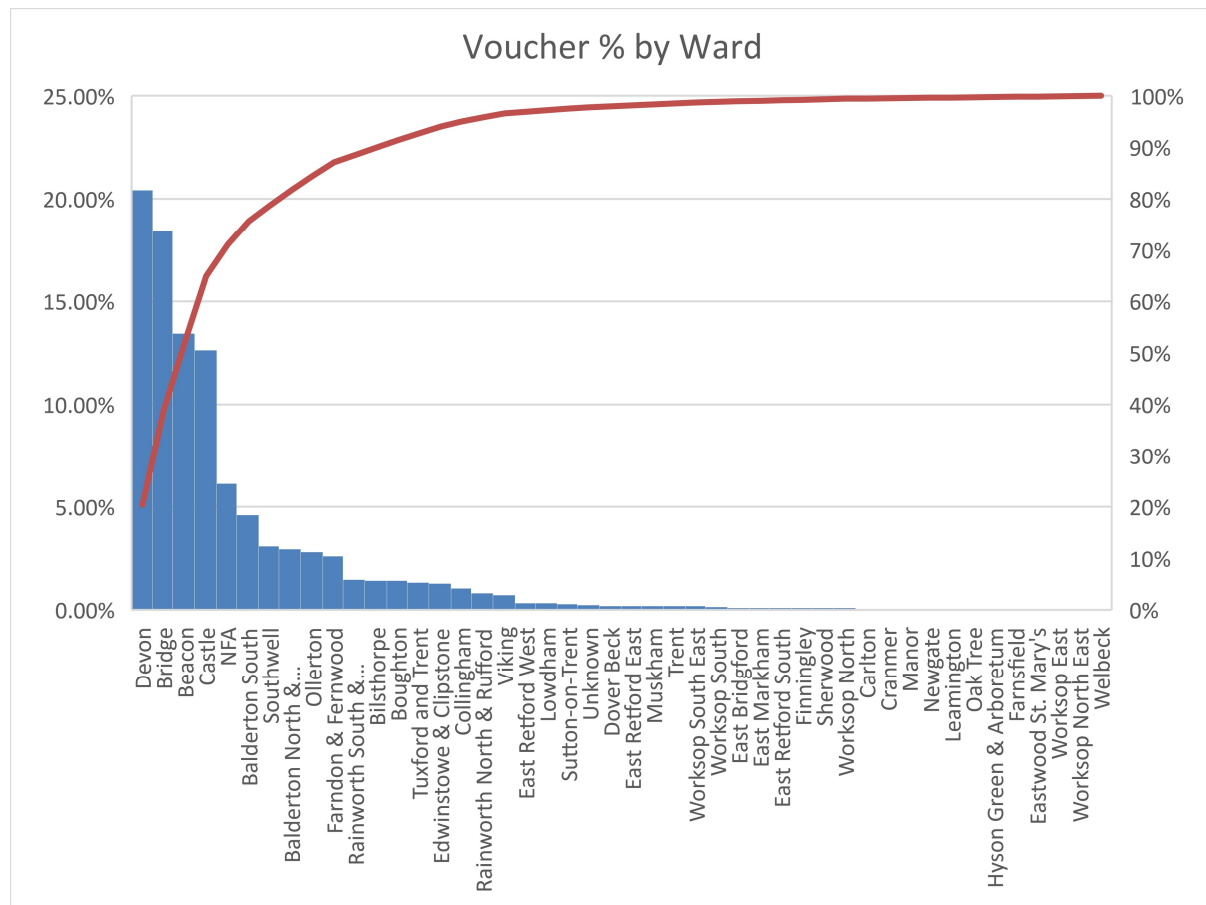
Nos of Vouchers Used in Financial Year	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020	2018-2019
1 Time	54%	55%	55%	53%	55%	50%
1 or 2 Times	74%	73%	72%	70%	73%	75%
1, 2 or 3 Times	83%	85%	81%	79%	85%	87%
More than 3 Times	17%	15%	19%	21%	15%	13%

At the very beginning of the pandemic, all Front of House Operations were suspended and 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 conduct “in-town” deliveries if the circumstances are appropriate. While we witnessed a significant reduction in the number of deliveries that we needed to make following the pandemic, it is likely that we have now reached a steady state in the level of deliveries needed. This year 16% of referrals redeemed resulted in a delivery. This is only fractionally lower than last year (17%).

The Food Bank’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. Over the last year referrals have been redeemed from a total of 46 wards within Nottinghamshire. This would not have been possible without creating a dedicated volunteer group and the purchase of a van. Just under 64% of the foodbank clients this year reside within the 4 wards of Devon, Bridge, Beacon and Castle. This is very similar to 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 94. Of the registered agencies, 64 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.

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	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020
Charity Sector	26	26	25	23	20
Churches	9	8	9	9	9
Community Groups	4	3	4	4	2
Statutory Agencies	50	49	48	48	49
Voluntary Agencies	5	5	4	4	4
Total	94	91	90	88	84

Operating Days

Newark Foodbank operates on Tuesday between 1500 and 1700 hrs and again on Friday between 1300 and 1500 hrs. 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.

Market Operations

Market operations run on top of the Foodbank operations utilising as much as possible the same infrastructure including warehousing and Front of House locations. In doing so we reduce the cost of running Market Operations. We have a team of volunteers who manage Market Front of House Operations and a purchasing and logistic team that help keep Cartergate, the location for both The Market and Foodbank stocked. The Market operates on Monday and Thursday afternoons.

Market operations started in March 2022 and up to 31 March 2023 we have had a total of 200 households sign up as members. The current membership stands at 117 households. Of the 83 households that are no longer members, 62 held their membership for 6 months, 8 had a membership length of 12 months and 13 had a membership lasting 18 months. 18 months is the longest period that currently we can support clients for and in conjunction with our

Financial Inclusion Initiative with CA we aim to make sure that every client is accessing all the financial support available to them.

The number of household visits made to The Market in 2023/24 was 1190. This was a 71% increase in the number of visits made the previous year (693). These visits supported a total of 1810 adults and 637 children. This represents an increase of 47% in Market usage over 2022/23. The existing household membership is made up of 49% singles, 20% couples and 31% families.

Membership of The Market is at the discretion of the Food Bank manager and Market Team but is limited to those who have had a need to call upon the services of the Food Bank in the past. Once a household becomes a registered member of The Market, they are not expected to seek a referral to use the Food Bank except in exceptional circumstances. Members pay a small fee every visit to offset some of our costs. Over the last year these visit fees have raised £5,708. This money is used to purchase additional stock for use by Market clients. Over the year, the amount of stock we have had to purchase to support the Market in addition to the Foodbank has increased steadily. As of April 2024, the Trustees had authorised stock purchases to the sum of £2500 per month. This is constantly under review.

Financial Inclusion Initiative , Cadent Winter Support Fund & Tesco SIM Card Project.

We are into the second year of our Financial Inclusion Initiative with Citizens Advice (CA). This has just been extended to a four-year initiative, mainly funded by the Trussell Trust which aims to maximise the income of some of our clients and thereby reduce the future use of the Foodbank. An advisor from Sherwood & Newark Citizens Advice attends sessions of the Foodbank and The Market and clients can make an appointment with the advisor there and then if they need help. Over the last year, 266 clients have been helped with a total financial benefit of £172,792. Additionally, in conjunction with the Trussell Trust we signed up to be a partner with the Cadent Foundation in their Winter Support Fund. The fund provided £570,000 of support to Trussell Trust Foodbanks through the provision of food and energy vouchers. Newark Foodbank supported 88 households with foodbank and energy vouchers totalling £7,050 or approximately £80 per household.

Over the year we have also provided clients with over 100 smart phone SIM cards. Each card which is valid for 6 months provides unlimited text and phone calls along with a 20Gb data allowance per month.

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

Volunteer Base

The Foodbank currently has 70 registered volunteers. These volunteers operate in one or more capacities ranging from Front of House (Foodbank or Market), Warehouse, Transport, PR and Fundraising, Delivery Driving, Logistics Support and Management. We have adopted Assemble as our Volunteer Management System which helps us with recruitment and keeping volunteers informed about the activities of the Foodbank. Assemble also enables the Foodbank to record the hours expended by our volunteers. The Foodbank is registered with the ICO (ICO Certification (ZA073582)). 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 both in paper and digitally 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 our Foodbank manager, Lesley Marshall. Any strategic issues are then fed up to the Steering Group for discussion.

Quality Audit Inspection – Trussell Trust

The Trussell Trust conducted its last formal annual quality audit inspection of Newark Foodbank in Feb 2024. 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 2023-24 is attached. As of 31 Mar 2024 the Foodbank has funds of £150,133. We have a three-year lease on the property at Cartergate for £12,000 per year. This lease will expire in November 2024. The Trustees will need to make a decision shortly on whether or not to negotiate an extension to the lease or seek new premises. We also continue to operate out of two warehouses at Cressey Farm for which we pay a total of £3,052 per year. In order to be able to claim back some of our costs we are also registered for VAT. As a registered Charity we claim back Gift Aid on any declared donations we receive. Our income and expenditure are broadly in balance leading to small surplus this year of just over £2,000. It is noticeable that compared to last year overall donations are down but cash donations remain strong at nearly £29,000 compared to £31,000 last year. The most noticeable difference in expenditure over the last year has been the substantial increase in expenditure on stock purchases. This year's stock purchases amounted to £28,247 compared to only £8,262 last year. This level of stock purchases is expected to continue over the next year. 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 & Market Operations in 2023-2024 was £72,697. During the year we issued 39,168 meals through the Foodbank. This means that each meal provided by Newark Foodbank costs £ 1.85. This is 115% increase on the year before and reflects a large increase in operating costs including £28,247 on stock purchases. In reality the vast majority of these stock purchases were in support of the Market. If stock purchases are excluded then the cost of providing each meal is £1.13, a 31% increase in cost from the previous year. 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			£ 30.55	1126	£ 34,399.30
Couple of Single & 1 Child			£ 35.55	413	£ 14,682.15
Family of 2 Children			£ 58.83	446	£ 26,238.18
Large Family of 3 Children			£ 75.95	198	£ 15,038.10
Totals				2183	£ 90,357.73
Note: Totals include extra parcels for larger than 6 in a family					

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 March 2024 the average value of each kilogram of stock held in the warehouse was approximately £3.16. This suggests that with a stock level at the end of March 2024 of 4.24 tonnes, the value of stock at that time was £13,398 (£15,939).

Strategic Goals

We have updated our Strategic Goals for the year:

Ongoing

- Sustaining the Volunteer Base and enhancing engagement of volunteers with Assemble.
- 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.

2024-2025

- Continue to Participate in the Financial Inclusion Program with the Trussell Trust
- Provide Face to Face Citizen Advice Support during all Foodbank and Market Sessions
- Maintain Market sessions at 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
- Decide on extension of existing FOH lease or look for new premises.

Attachment:
Treasurer's Report



Accounts Statement for the 12 month period ended 31 March 2024

Income		Year Ended 31 March 2024		Year Ended 31 March 2023	
Category	Amount	% of income	Amount	% of income	
Restricted Funds	£17,971	24%	£17,440	19%	
Donations - Individuals	£28,865	39%	£31,309	34%	
Just Giving	£2,438	3%	£7,702	8%	
Donations - Churches	£409	1%	£911	1%	
Donations - Corporate	£7,591	10%	£11,771	13%	
Other Donations and Fundraising	£5,517	7%	£14,707	16%	
Supermarket	£5,204	7%	£3,058	3%	
HMRC - Gift Aid & VAT	£5,846	8%	£6,161	7%	
Interest	£874	1%	£197	0%	
Total	£74,714	100%	£93,257	100%	
Expenditure		Year Ended 31 March 2024		Year Ended 31 March 2023	
Category	Amount	% of outgoings	Amount	% of outgoings	
Rent	£15,100	21%	£8,881	25%	
Equipment	£263	0%	£93	0%	
Crisis support	£20	0%	£159	0%	
Printing, Stationery & Promotion	£1,117	2%	£1,011	3%	
Trussell Trust	£0	0%	£0	0%	
Van, Petrol & Repairs	£1,805	2%	£830	2%	
Insurance & Legal	£1,535	2%	£1,592	4%	
Events	£286	0%	£642	2%	
Just Giving	£216	0%	£216	1%	
Warehouse costs (ex rent)	£240	0%	£1,480	4%	
Other	£20,461	28%	£8,950	25%	
Cartergate	£288	0%	£68	0%	
Utilities	£2,031	3%	£2,244	6%	
Volunteer Expenses	£191	0%	£347	1%	
Stock Purchases	£28,247	39%	£8,262	23%	
Cash	£17	0%			
Professional Fees (Bank, Accountant, Legal)	£880	1%	£882	2%	
Total	£72,697	100%	£35,658	100%	
Net (expenditure)/income	£2,017		£57,599		
Balance brought forward	£148,116		£90,517		
Balance carried forward	£150,133		£148,116		
Represented by:					
CAF Gold Account					
CAF Cash Account	£19,534		£12,471		
Nat West	£67,131		£73,019		
Nat West Reserve	£63,468		£62,626		
	£150,133		£148,116		
Accounts prepared by D Fretwell					
Independently examined by					