



Annual General Meeting

Monday, 18th June 2018 5:00pm

All Saints Church Hall, Oakham

Chairman's Report

David Clark

Between 1st April 2017 and 31st March 2018, 838 three day emergency food supplies were given out to local people in crisis by Rutland Foodbank, a 50% increase on the previous year. 342 of these went to children.

Rutland Foodbank is greatly indebted to the people of Rutland and the local area for their generosity in donating food and other essential supplies that flow through us to those most in need in our community.

The large number of children provided for in 2017/18 was markedly up on last year (+165%). This mirrored a shift in the profile of clients attending Foodbank with an increased proportion of families with children relative to single people. This was illustrated by a rise in the average number of household members per voucher to 2.3 (up from 1.9 in 2016/17).

“Low Income” is the biggest single, and fastest growing, reason for referral to Rutland Foodbank and accounted for 47% of all vouchers compared to 35% in the previous year. This trend is in alignment with the figures aggregated by Trussell Trust across their national Foodbank network. Trussell Trust attribute the cause to benefits not covering the costs of essentials and as a result more and more people falling into financial difficulties and food crisis. Other primary reasons attributed for the individual food poverty crisis are: 20% Benefit Changes (% unchanged on 16/17) and 14% Benefit Delays (up by 7% on 16/17).

Our 50% increase in clients served this year is significantly above the equivalent national average increase of 13%. Reference: <https://www.trusselltrust.org/news-and-blog/latest-stats/end-year-stats/> Stamford Foodbank report a similarly large increase (up 44%). Universal Credit Full Service came into place in LE15 from October 2017 and this is likely to have had an adverse effect on the number of people falling into crisis. Trussell Trust have evidence of this effect based on national data, which is detailed on their website. In our case we believe that the increase is in part due to the excellent work and effectiveness of our various referral agencies who are confident in the service we provide, and who identify people in need and encouraging them to come along with their vouchers in the certain knowledge that they will be received with care and kindness at Rutland Foodbank.

Operations

Rutland Foodbank continues to operate to a high standard and received a positive report following the Annual Quality Assurance visit by Trussell Trust in December 2017. Based on Trussell Trust's best practice observations across their network, some improvements were suggested and a number of these have since been implemented. We continue to see value in being part of the Trussell Trust Network. For instance, latterly we have benefited from their Data Protection issued relating to GDPR, the EU legislation which came into force in May 2018. We also recognise the value of contributing our data to help build up a national picture for the purpose of lobbying on behalf of the vulnerable people we serve.

Oakham Distribution Centre is blessed with a great team of Supervisors and volunteers. Our thanks go to Peter Hart for his work in developing and issuing the duty rota each month. The premises at Melton Road serve us well. We were pleased when our landlord kindly attended to a drainage problem outside the property which had become an issue. We altered storage to make better use of our space and put a better controller on the electrical heater. A timer on the heater is reducing our electricity bill.

Uppingham Distribution Centre in Uppingham Parish Church continues to be very well lead by Janet Reynolds and we have a strong team of volunteers who open up for clients every Friday morning.

Helen Baggott keeps in touch with our referral agencies on our behalf and we have reinforced this by inviting speakers to our Operations Meetings. Christians Against Poverty spoke with us about their work with those in debt to enable us to signpost people in need to their services. Three members of Rutland County Council presented their work with the homeless and engaged with us on what can be done for these folks and how best we, as individuals, can go about it in safety. Sheila Fletcher of Citizen Advice (our No 1 referral agency) also visited to meet with our Supervisors. Community Agents and other social workers often drop into Foodbank, usually to help clients with emergency supplies, and it's always good to see them.

Harvest Festival

Again this year, we received wonderful support over Harvest. In all, 25 churches and schools donated their collections which totalled 1.9 tonnes. This represents 17% of the food distributed by Rutland Foodbank over the year. Harvest is an important time for us. Well done to Hilary Smith and the Warehouse Team for managing the major influx at Harvest. Our thanks go to Jane Duce for kindly opening another storage unit at the warehouse into which we could receive the donations.

Christmas Hampers

We distributed 210 Christmas Hampers to people in Rutland for whom Christmas is a real stretch financially. Again this year we received great support from our referral agencies who identified and distributed invitations to their clients on our behalf. We fielded a team to do the pack up in a single morning and other teams to distribute the hampers to the recipients at Oakham and Uppingham - but our biggest thanks must go to all the people who contributed financially to enable this to happen. We are especially indebted to Lands End for their generous support. Praise God, the donations we received again completely matched the cost incurred this year; just over £3500 in total.

Treasurer's Report

Caroline McCabe

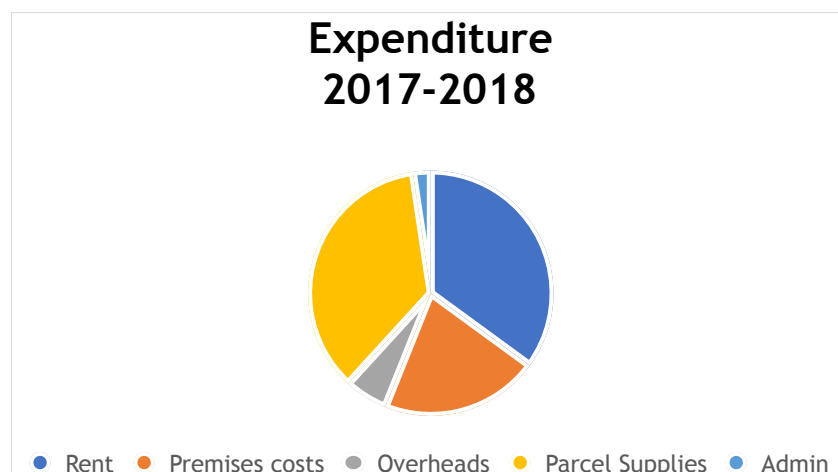
At the start of the year Rutland Foodbank had £8,621 in general reserves. The balance we are carrying over at the end of the year is £6,894. We anticipated running a deficit this year, primarily due to owing 3 years electricity costs. This expense alone contributed to £1,973 of our general expenditure this year and is the single reason to explain a £1,727 deficit in the general fund.

Throughout the year we have focussed on spreading the base of our income and to create more sustainable funding sources. Regular monthly donations are now £145, and local town & parish councils have given £1,100. Various local organisations give a regular annual donation. These factors all enables us to plan our expenditure with more certainty.

General expenditure is becoming more stable at around £6,000, of which £4,500 is rent of the Oakham Distribution Centre. Other premises costs account for a further £728.48. Overheads are £735 and administration costs being £324. We have purchased £766 of supplies for food parcels, which fills any gaps in essential items not donated through the local network of collection points. We are fortunate that some of the ongoing running costs of the Oakham Distribution Centre are funded through a specific grant.

In addition to our general fund, £3,755 was raised to fund the Christmas Hampers appeal and a further £580 given to specifically purchase personal care items. Included in our cash balance carried forward at the end of the year is £1,175. This is the balance of a grant from Leicestershire and Rutland Community Grants of £1,532 which is to specifically fund ongoing running costs of the Oakham Distribution Centre other than rent.

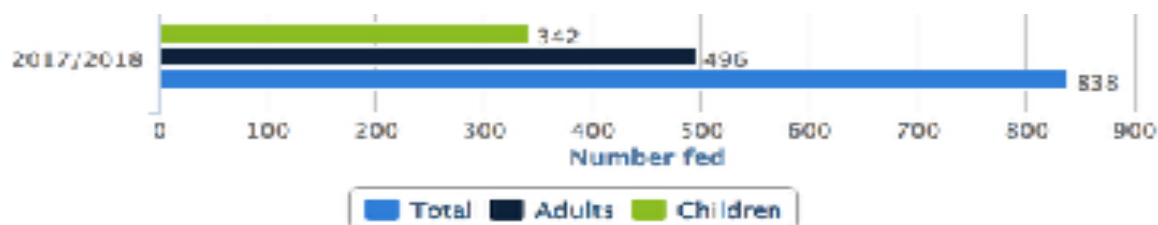
Overall our consolidated balance at the end of the year is £8,512.



Voucher Holders Report

Helen Baggott

Rutland Foodbank has been busy between April 2017 and March 2018. In total we have fed 838 people. 496 adults and 342 children - a big increase from the previous year, when the total fed was 546, (366 adults and 180 children.)



Social workers, and other Statutory workers and voluntary organisations do an amazing job in partnership with the Rutland Foodbank. I feel I know most the referral agencies very well and all the social workers help the Foodbank with any problems about clients and support our requests for assistance. There are more schools referring on a regular basis and 6 new agencies have joined the team.

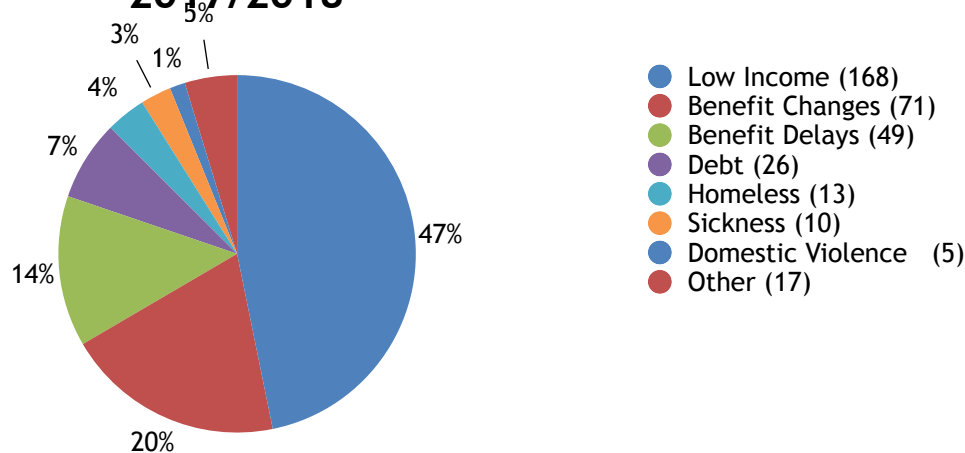
There are 92 Referral Agencies and 34 agencies made referrals. In addition to the regular referrals to needy clients we contacted all schools in the county offering food parcels during the long summer holidays to families with children receiving Free school meals. This will happen again this summer.

Breakdown of Voucher Issuers 2017/18



The number of homeless clients and those sofa surfing has increased in this year. Last winter these numbers became obvious to the general public for the first time. Churches together in Oakham, Rutland County council and the Town council and Foodbank representatives have met since the beginning of the year. They arranged a Council-Church partnership to brief the public on "How to help the homeless" A briefing meeting for church members and the general public was held on Thursday 7th June 2018.

Reason for Crisis Situation 2017/2018



The Trussell Trust data base has a new version, (2018) which has many improvements. The new system is moving away from one about vouchers and who uses them, to one about clients and the services they receive. We believe that this is the way forward for our clients.

These are two examples of how our Foodbank is moving forward:

1. We are offering a new service on alternate Wednesday afternoons, run by Mental Health Matters. Clients are able to discuss problems with a professional and are then offered more access to mental health services.
2. Churches Against Poverty CAP spoke at our Operations Meetings and we can help put clients in touch if they need advice.

Distribution Centre Report *Heather Day (on behalf of all Supervisors)*

There are many reasons why people volunteer at Rutland Foodbank; the social aspect of working with like-minded people, a sense of being useful in society, of creating community, and the occasional team coffee or lunch doesn't go amiss. But the real, deep-down reason is that we just want to serve people less fortunate than ourselves, people in our community who for a wide variety of reasons find themselves "in crisis". There is very little in the world more rewarding than giving food to a hungry person.

In order to share the joy of the job, we have gathered a handful of client stories, to show what we mean.

One client came so distraught he could hardly speak. The franchise he had worked for pulled out with no warning leaving him and many others jobless. He was about to lose his house and felt like giving up on life. The volunteers talked to him, sorted the food, and he began to relax. He was sent off with his food, a hug and a silent prayer. A few weeks later he returned. Coincidentally the same team were on. He had come with a donation

to say a big thank you. He had a job, a house and a purpose and said Foodbank had made such a difference to him. It was very emotional, and one volunteer has since visited him in his new working environment to offer further encouragement.

Another time a lady came in totally paranoid about being seen at the food bank as she was known in Oakham. She wouldn't sit at the tables but hid in the back room till her goods were ready and then scuttled off. Again a few weeks later she returned with four boxes of chocolates, on each was the name of one of the people who had helped her. Her crisis was over, and she was very grateful for the support in her time of need.

A young girl appeared who was fleeing domestic violence in London. She had returned to her mum in the area, but that lady was also struggling financially. Again a few weeks later mum came in with a donation to say thanks for helping her daughter. She was now back on her feet and able to give back.

Two young single mums came in together. One had very recently been turned out of the family home and had nothing apart from an empty flat. She was asked if she had a tin opener and she said she just can't operate one. It happened that one off-duty volunteer appeared at that moment with two brand new soft toys, ideal for the two children, who loved them. The volunteer heard the plight of the tin opener and went home to collect a battery operated one for her and some towels.

Whilst many of our clients are not seen again, we know from those who do return to say thank you, that the difference we make is much more than the food we donate. For many people, it restores their faith in humanity and boosts their confidence that there are people willing to give up their time to help others, with nothing in return. There is an almost tangible relief in our clients between them walking tentatively through the door, to leaving much more relaxed with a good-sized food parcel and a smile on their face.

All this makes it a real blessing to be involved with the food bank.