

## **Rutland Foodbank Annual Meeting**

**Wednesday 9<sup>th</sup> December 2020 at 2.30 pm**

**Number 36 Melton Road, Oakham**

### **Trustees Report 2019-2020**

#### **Foodbank Objective**

*.. the prevention or relief of poverty or financial hardship of people living in Rutland and neighbouring districts by providing food and other items and services, information. Advice, education and supporting in such other ways as the trustees shall from time to time see fit (July 2014)*

#### **Chairman's Report, Ali Wainwright**

As you will read further in this report I was appointed Chair in late September 2019. This is therefore my first Annual Report and one I hope you find informative and helpful.

The Foodbank opened its door to the first client in September 2013. It is a matter of concern to me that there is still an ongoing and increasing need for the Foodbank to support Rutland residents who are experiencing Food Poverty.

Between 1<sup>st</sup> April 2019 and 31<sup>st</sup> March 2020, three day emergency food parcels were supplied to 1388 Rutland Residents. This was an increase of 21% over the previous year.

As the year began the trustees worked to maintain the working of the Foodbank and during the early months worked together to restructure the charity making the decision to split the function into Operations and a Board. Many an hour was spent by trustees preparing role profile for a Project Manager to take on the day-to-day operation of the Foodbank. Once prepared it formed a template for identifying a volunteer to help with the next phase in the development of the charity.

Once of the very experienced volunteers, Peter Hart took the Role of Project Manager but unfortunately had to step down suddenly in September 2019. The Trustees wish to record their thanks to him for his invaluable input. In particular, his work to manage the volunteer rota meant that all the open sessions in Oakham were able to go ahead as planned.

We are also grateful to the supervisors that stepped in to help keep things running until a new Project manager had been identified.

At the end of September 2019 one of the experienced supervisors, Heather Armstrong took over as Project manager. It became apparent very quickly that the scope of the job was significantly more hours than the trustees had anticipated and was far wider in scope and responsibility. Following a review by trustees in December 2019 the role was renamed the

Operations Manager and it was agreed that an assistant would be recruited. In February 2020 Dee Burton stepped forward to support Heather.

I am indebted to my fellow trustees and all the volunteers for all their help and support during my first part-year. It was always going to be a steep learning curve but no-one could have foreseen the impact of world-wide events in the first few months of 2020 and beyond.

### **Trustees 2019-2020**

During the year there were a number of trustee changes.

David Clark stepped down in July 2019 after Chairing the Charity since March 2017. After David's resignation Vaughan Gilbert agreed to take the role of acting Chair until a replacement was identified.

In September 2019, Ali Wainwright was confirmed as the new chair. Ali's background in the NHS as a Clinical Director and a practising dentist with an interest in Special Care Dentistry for children and adults with additional needs brought a different skill set to the board.

Caroline McCabe completed her second term as Treasurer in July 2019 but agreed to stay in role until a replacement had been found. In September 2019 Michael Masters was appointed and began his duties.

Charlotte Osborn resigned as a trustee in January 2020 as her time as Curate at Oakham All Saints Parish Church was nearing the end and she was preparing to leave Rutland for pasture new.

Fellow trustee Pat Anderson resigned in February 2020 but remained as a supervisor. Pat had completed nearly three and a half years as a trustee but with a number of family commitments felt it was time to step down.

At this time we want to record our thanks to all the Trustees who have given their time to ensure the Foodbank remains able to help and support the local community. 2019-2020 was a very challenging year but the Rutland Foodbank has built on its sure foundations to become a resource for many and well-regarded by Rutland residents.

*Note: The two Trustee vacancies arising in early 2020 have not yet been filled as the impact of the Covid-19 pandemic has significantly impacted on the work of the Foodbank and its board.*

### **The Trustees in post 2019-2020 included:**

David Clark (Chair) - Resigned - resigned 3<sup>rd</sup> July 2019

Caroline McCabe (Treasurer) - resigned 3<sup>rd</sup> September 2019

Jane Duce

Helen Baggott

Pat Anderson - resigned 10<sup>th</sup> February 2020, but remained as a supervisor

Vaughan Gilbert

Charlotte Osborn - resigned 2<sup>nd</sup> January 2020,

### **New Trustees**

Michael Masters – appointed as Treasurer 20<sup>th</sup> September 2019

Alison Wainwright – appointed as Chair 20<sup>th</sup> September 2019

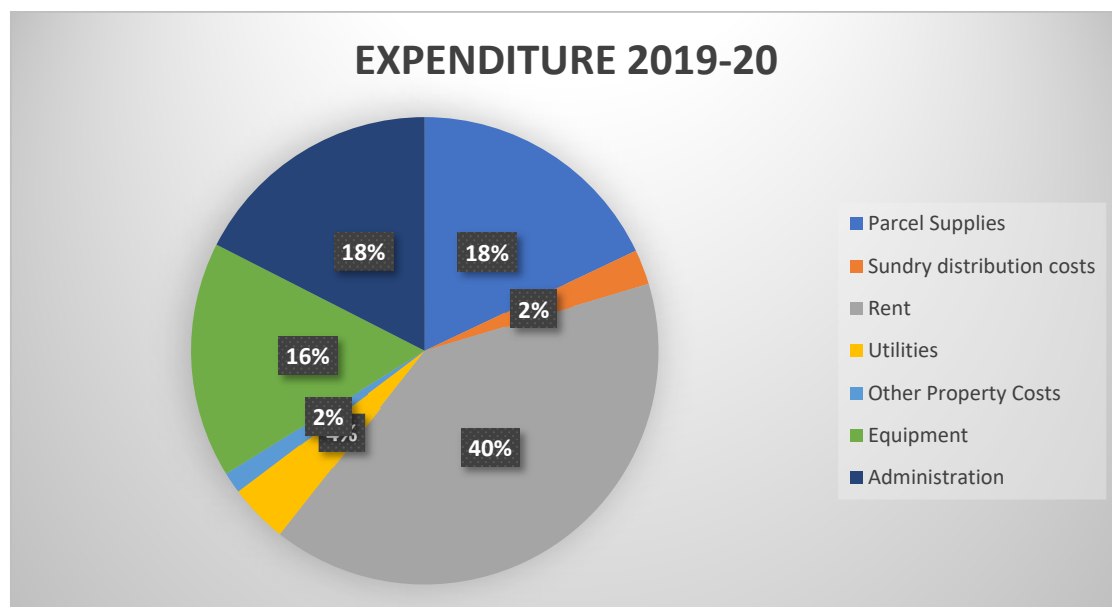
### **Finance**

The Annual Accounts accompany this report and thanks are given to Andrew Gilbert who carried out an independent examination.

Income continued to grow during the year, with an increase of over £6,000 on the previous year. There was a significant increase in gift-aided giving. Further information about the donations is given below.

Restricted income was lower than the previous year. The main item being the Christmas Hamper appeal which raised £1,825 (including the Gift Aid reclaim).

Expenditure also increased with significant increases in premises and administration costs.



The final outcome showed an increase in reserves of £7,887, bringing the total to £26,830. This figures includes the balances of Restricted Funds which totalled £1,811 of which £1,573 relates to Christmas Hampers.

The Trustees had previously agreed that a prudent level of reserves would be equivalent to one year's lease expenditure and 6 months' running costs. This level was far exceeded but with the future uncertain from the impact of the threatening Covid virus and the possible move to other premises in the offing no action was thought to be necessary.

## **Operations**

Oakham Distribution Centre - This was our main centre and during the year we processed 495 referrals providing three-day food packs to feed 667 adults and 616 children. The main site for receiving and fulfilling red vouchers was opened 3 sessions a week Monday and Wednesday afternoons and Friday morning

Uppingham - as part of the outreach our volunteers supported a Friday morning session in Uppingham Church. During the year we processed 49 referrals and fed 69 adults and 36 children.

<b>Foodbank Centre</b>	<b>No. Vouchers</b>	<b>Adults</b>	<b>Children</b>	<b>Total</b>
Oakham (Main Site)	495	667	616	1283
Uppingham Church	49	69	36	105
<b>Totals</b>	<b>544</b>	<b>736</b>	<b>652</b>	<b>1388</b>

## **Referrers**

Supported by Helen Baggott, Trustee Lead for Liaison, there were many regular referring agencies and organisations. In year we received and processed 544 referrals from forty-six different organisations and agencies.

This meant that access to a red voucher was not difficult so that those in need were able to be referred quickly. As the pandemic began to affect our operations and lockdown made it almost impossible to get red vouchers to clients we began discussions with Citizens Advice Rutland and Rutland County Council about how to identify those in food poverty. We began using the electronic voucher system in the last week of March 2020.

## Activity

The Foodbank was busier than the previous year continuing an upward trend. There were a range of referrers but the main ones remained frontline staff from Rutland County Council, the Citizens Advice Rutland, Rutland Community Wellbeing Service, local support agencies such as The Longhurst Group, The Bridge, local schools and churches

Year	No. Vouchers	Adults	Children	Total
2015 - 2016	300	420	232	652
2016 - 2017	298	372	187	559
2017 - 2018	366	594	345	849
2018 - 2019	484	647	495	1142
<b>2019 - 2020</b>	<b>544</b>	<b>652</b>	<b>736</b>	<b>1388</b>

As part of the process of supporting clients we are able to upload information to the Data Collection System maintained by the Trussell Trust, this provides us with an insight to the circumstances of our clients and the primary reason for their referral. By far the biggest issue are the number of clients who have low incomes. Some will only need support for a short while whilst they are starting a new job or their benefits are getting sorted but there are some clients who find they need help during periods where they have sudden unexpected expenditure such as urgent bills for repairs etc.

Crisis	No. Vouchers	Adults	Children	Total
Benefit Changes	50	79	64	143
Benefit Delays	34	48	38	84
Child Holiday Meals	29	47	113	160
Debt	31	38	39	77
Delayed Wages	8	10	13	23
Domestic Violence	5	5	24	29
Homeless	28	31	7	38
Low Income	297	389	306	695
Other	28	46	41	87
Sickness	34	43	9	52
<b>Total</b>	<b>544</b>	<b>736</b>	<b>652</b>	<b>1388</b>

We support all ages and families and individuals. Again the database enable us to understand more about the people we help

<b>Age Group</b>	<b>No. Of People</b>
Adults (17-24 yrs)	124
Adults (25-64 yrs)	556
Adults (over 65 yrs)	52
Adults (age unknown)	4
Children (0-4 yrs)	192
Children (5-11 yrs)	311
Children (12-16 yrs)	139
Children (age unknown)	10
<b>Totals</b>	<b>1388</b>

<b>Size of Family</b>	<b>No. Vouchers</b>
Couple	32
Family	95
Other	30
Single	256
Single Parent	131
<b>Totals</b>	<b>544</b>

### **Summer Parcels and Christmas Hampers**

Conscious that the school holidays are often a challenging period for many families once again we arranged for Summer Holiday Parcels to be made available providing additional foods to help with lunches and snacks. We value the partnership with schools to help in distributing the packs.

At Christmas with the help of local partners and very generous donations we packed and distributed around 220 hampers. In particular, we would like to thank the Oakham Baptist Church for the loan of their space to enable us to pack the hamper and to thanks the wonderful team of volunteers who spent a morning placing over 4,000 items in the 200+ hamper boxes. Truly hamper elves at work.

### **Donations**

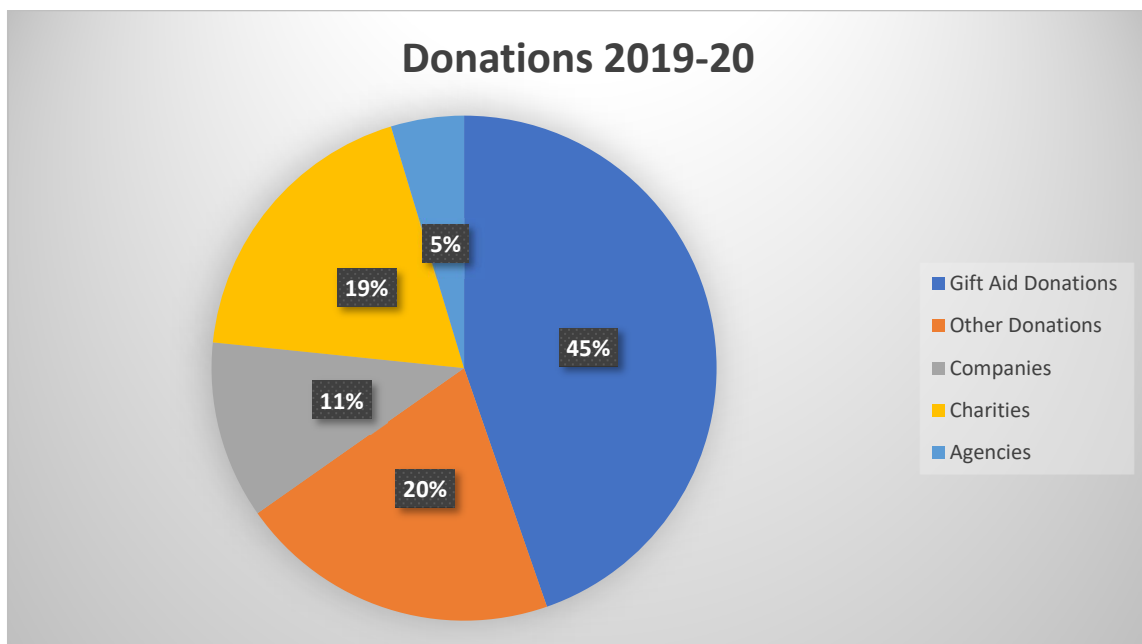
We received 19,197 kg of donations during the year. Once again we wish to thank all our donors for their generosity and for enabling us to continue providing food packs. Our PCPs (Permanent Collection Points) in local supermarkets and shops have been well filled as the

year has passed. In year we have received so many individual donations and collections from local churches and schools each one has helped support people in need.

Our annual breakdown of food and toiletries donations is shown below:

Donors (Food & Toiletries)	Weight (kg)
Churches	1240.71
Co-Op Stores	3788.81
FareShare E Midlands (Part Yr)	285.77
Individuals	3838.91
Lidl	1250.14
Local Businesses & Groups	1071.15
Schools	2572.61
Tesco	5148.93
<b>Totals</b>	<b>19197.03</b>

Monetary donations were received from 53 named individuals plus an unknown number who gave anonymously, 6 Companies and 12 other Charities. Donations were also made via PayPal, CAF and Just Giving. The total received was £25,218.



## **Premises**

As the year progressed we began to realise that the warehouse premises at Langham and the Distribution Centre in Oakham were starting to create some operational issues. The Trustees and the Operations Team decided that it would be good to try and collocate both functions and the search for new premises in Oakham began. Eventually a suitable opportunity was identified but our timing was challenging as we were just entering lockdown. Not daunted we started negotiations. Where we moved to will be revealed in the 2020-21 Report.

## **Volunteers**

Once again our volunteers were key to the work we do. As we went through the year we were so well supported by over 70 wonderful souls who gave their time so freely to support us. Their energy and kindness helped in creating an organisation that truly cares for those experiencing food poverty.

They undertook a range of activities including receiving, weighing, dating, sorting and shelving food and other donations in the warehouse. Together they dealt with nearly two metric tonnes of food, toiletries and other donated items. No mean feat particularly since the building was unheated.

Other volunteers gave their support in Oakham and Uppingham by fulfilling referrals (red vouchers) and generating three-day emergency food packs for clients whilst supporting them by listening and signposting. Offering refreshments whilst they waited for their pack. A number supervised the distribution sessions to support and guide volunteers some new but many extremely experienced.

We also put in place arrangements for those volunteers with supervisory duties to use discretion to offer immediate support to those who came to the food distribution centres without a referral and who were deemed to be in crisis, such as those who had relocated urgently due to domestic abuse or similar traumatic events. This certainly assisted in reducing the stress of having to visit a referral agency such as Citizens Advice to gain a voucher.

Our trustees worked alongside referring agencies and provided liaison, support and training to help everyone understand the effects of food poverty and to be sensitive to need but to help direct clients to the Foodbank.

## **The Global Pandemic**

In the early weeks of 2020 we started to hear about a new virus that was spreading worldwide. Eventually this was named and we started the beginning of the Covid-19 pandemic, as we approached the end of the year we realised that the operations of the foodbank would need significant redesign.



As the nationwide lockdown began we suspended our Friday morning session in Uppingham Church and also stopped out client face-to-face sessions in the distribution centre but kept the door open to receive referrals.

As the pandemic began to affect our daily activities the Operations Team advised the trustees that investment in technology iPads and an additional iPhone would facilitate the transition to online referrals thereby reducing the need for clients and volunteers to handle paper vouchers and to enable the setting up of a delivery service to take food to clients across the county rather than them travelling to collect food. The new technology was delivered in mid-March proved to be an extremely worthwhile investment.

As the year ended we had no real idea what 2020-2021 would look like but we knew that the teams we had in place had the energy, enthusiasm and experience to deal with challenges.

To finish we need to reiterate our thanks to everyone involved with the operation of the Rutland Foodbank and all those who give their support. It is so appreciated.

**Approved by the Trustees on 9<sup>th</sup> December 2020**

  
.....Trustee

  
.....Trustee

**Rutland Foodbank**

Registered Charity No 1158460

[www.rutland.foodbank.org.uk](http://www.rutland.foodbank.org.uk)

[info@rutland.foodbank.org.uk](mailto:info@rutland.foodbank.org.uk)

Telephone Number 07582 783363

# RUTLAND FOODBANK

## RECEIPTS AND PAYMENTS ACCOUNT 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020

Receipts	Unrestricted £	Restricted £	Total Funds	
			2019/20 £	2018/19 £
<b>Receipts</b>				
Donations	23,203	2,015	25,218	20,347
Gift Aid reclaimed	1,861	60	1,921	639
Gross Income	<u>25,064</u>	<u>2,075</u>	<u>27,139</u>	<u>20,986</u>
<b>Payments</b>				
Supplies for food parcels	1,532	2,392	3,924	4,025
Trussell Trust Membership	360		360	360
Premises	11,096		11,096	5,370
Marketing				79
Admin & Insurance	3,008		3,008	635
Repairs & Renewals	864		864	87
Total Payments	<u>16,860</u>	<u>2,392</u>	<u>19,252</u>	<u>10,556</u>
<b>Net Receipts</b>	<u>8,204</u>	<u>-317</u>	<u>7,887</u>	<u>10,431</u>
<b>Movement in funds</b>	<u>-82</u>	<u>82</u>	<u>0</u>	
Cash funds last period end	16,897	2,046	18,943	8,512
Cash funds for period end	<u>25,019</u>	<u>1,811</u>	<u>26,830</u>	<u>18,943</u>

## Statement of Assets and liabilities as at 31<sup>st</sup> March 2020

Cash Funds	General £	Restricted £	Consolidated £
Bank	24,486	1,786	26,272
Cash in Hand	333	0	333
Vouchers	200	25	225
Total Cash Funds	<u>25,019</u>	<u>1,811</u>	<u>26,830</u>

### Other Monetary Assets

Deposit, 40 Melton Road, Oakham  
Held by Murrays Estate Agent  
Repayable at end of lease

£1,050 General Fund

### Assets retained for the charity's own use

Warehouse storage units & scales at cost

£4,779 (2019: £2,217) General Fund

Approved at a meeting of the Trustees held on 27th May 2020

  
Michael Masters  
Treasurer

  
Ali Wainwright  
Chairperson



Section A

Independent Examiner's Report

Report to the trustees/  
members of

Charity Name

RUTLAND FOODBANK

On accounts for the year  
ended

31<sup>st</sup> March 2020

Charity no  
(if any)

1158460

Set out on pages

1

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

31 / 03 / 2020

Responsibilities and  
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent  
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

Signed:

Date:

24/6/2020

Name:

ANDREW GILBERT

Relevant professional  
qualification(s) or body  
(if any):

ACCA (past - qualified)

Address:

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OAKHAM  
LEICESTERShire LE15 6PQ