



Annual Report of the Trustees

16th November 2021

20:00

Zoom Meeting

<https://us02web.zoom.us/j/81982360711?pwd=REhmdkhwbTIQK09TdFVyR0VLRW1LZz09>

MeetingID:81982360711

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About the Charity

Charity Commission Registration Number: 1163042

Address: 63 Somerset Road, New Barnet, Barnet, EN5 1RF

Constitution Adopted: 09/10/2013 as amended on 29/09/2014

The charity's object is *'the prevention or relief of poverty in Chipping Barnet and surrounding areas, in particular by providing emergency food supplies to individuals in need.'*

To achieve this, the charity provides emergency food parcels broadly in line with the guidelines of the Trussell Trust with which the foodbank is affiliated.

We aim to ensure that all clients presenting with official vouchers during foodbank opening hours receive appropriate food parcels in line with Trussell Trust and local policies.

Those without vouchers are either provided with emergency vouchers and parcels or given advice as to potential alternatives. The foodbank also aims to develop appropriate initiatives beyond food provision, including supermarket vouchers and Citizens Advice support.

The charity is currently run exclusively by volunteers; there are no paid staff.

Trustees are elected at the AGM by the official representatives of the seven local member churches: Barnet Brookside Methodist, Christ Church (St Albans Road), St Gregory's R.C., St John's URC, St Mary the Virgin, St Peter's R.C. and URC Wood Street.

The charity trustees have complied with the duty in section 4 of the 2006 Act to have due regard to guidance on public benefit published by the charity commission.

The week-by-week work of the foodbank is managed by the core group under the leadership Operations Manager Harold Williams and Development Manager Joshua Hancock.

Reports compiled October 2021.

Trustees

Chair	Andrew Summers
Vice Chair	Rev. Laura Hewitt
Treasurer	Margaret Spillman
Safeguarding Officer	Judy Burstow
Spiritual Advisor	Rev. Julian Templeton
Secretary	Richard Lawson
	Martine Whitaker
	Sarah Edwards
	Sheila Gallagher

Contributors

Minute Secretary	Caroline Antoinette
Assistant Treasurer	Arlette Jennings
Independent Examiner of Accounts	Chris Jones

Core Group

Operations Manager & Warehouse Manager	Harold Williams
Development Manager	Joshua Hancock
Treasurer	Margaret Spillman
Voucher Holder Coordinator	Teresa Williams

Data Manager

Victoria Miller

Volunteer Administrator

Sonia Lucas

Operations

David Godfrey

Volunteer Scheduler

Caroline Antoinette

Minute Secretary

Vicky Fenton

Chair of Trustees Report

The ongoing coronavirus crisis has continued to present the foodbank with significant challenges, which trustees again believe have been well met due to the incredible work of the core group and our dedicated teams of volunteers.

Particular mention of Harold Williams is warranted who accepted the role, temporarily, of Operations Manager and of Joshua Hancock who became Development Manager this time last year. Between them, they have had the unenviable task of taking up the reigns handed on by Martine Whitaker who was standing aside as Foodbank Manager to focus on her school leadership career. Harold and Josh have done amazing jobs, playing key roles in enabling 5521 people to be fed during the past 12 months, a 40% increase on last year even. This represents a wonderful team effort on the part of all our fantastic volunteers. More is said later in this Annual Report about the advent of a Citizens Advice service at the foodbank and the growing use of supermarket and fuel vouchers and other important developments led by Josh. These initiatives have been made possible by many generous donations during lockdowns and by grants from the Trussell Trust.

On 15 June the core group presented a significant report to the Trustees Board saying that they had reluctantly concluded that a 100% volunteer-run foodbank was no longer sustainable. Trustees accepted their recommendation that a paid role be established, and a consultation paper was circulated in July seeking views on what such a role might entail, and on the process to be followed. Consequently, a committee of trustees with secondees from the core group and the wider volunteer group has been taking the matter further. It is hoped that further grants from the Trussell Trust may be forthcoming to supplement the foodbank's existing funds to enable the salaried post to exist for as long as is needed.

Another trustees committee has been busy this year reviewing the charity's Constitution. We are grateful to Richard Lawson who has led this work. The Constitution, which was adopted at the inaugural general meeting in 2013 (with a minor change to the Object in 2014) has been amended and updated to reflect better the foodbank's current situation. The plan is to bring the proposed updated version to the November AGM for approval before being submitted to the Charity Commission.

The foodbank has continued to forge links with other local organisations working in the poverty relief field. We look forward to developing close working with, among others, New Citizens Gateway (formally Barnet Refugee council) and JIM'S Café attached to St James Church in East Barnet Road which also offers a valuable CitizensAdvice service as well as Welcome Boxes for refugees.

At the 2020 AGM we said farewell to Lia Leonis who, as Trussell Trust Regional Manager had been a great support to the foodbank over the years. We are delighted now to welcome Lia's successor, Amy Wisenfeld who has already provided valuable advice and support.

This year has seen the retirement from the trustees' board of Sheila Gallagher, the foodbank's founder, and original coordinator. Without Sheila's care, vision and

persuasive charm, the foodbank may never have come into being. Sheila ran the foodbank until Martine took over in 2014 and has served faithfully as a trustee since. Her farewell was marked with a lovely afternoon tea in early September in the garden of fellow trustee Judy Burstow. The event was enjoyed by many trustees and core group members including Helen Tolhurst who had travelled from her retirement home in Kent. We were able to thank Sheila on behalf of the 20,000 or so folk who have benefitted from her wonderful initiative.

Trustees see the demand for emergency food, regrettably, continuing to remain high. Demand inevitably will be impacted by the end of the furlough scheme and removal of the Universal Credit uplift, by the increase in National Insurance, and by the predicted rise in food prices. These factors will hit the poorest hardest.

We are grateful to all who have donated food and money so generously, and to Margaret Spillman and Arlette Jennings (Treasurer and Assistant Treasurer) who have kept our accounts in good order. Thanks also go to Chris Jones, our honorary external independent examiner, who again has conducted an examination of our accounts so thoroughly and offering such helpful advice. I was pleased to attend a memorial service for Phyllis Brown on Sunday 4 July. Phyllis had served diligently as our bookkeeper since the foodbank's inception.

We would like to thank Aoife Murphy for her thorough work as minute secretary for trustees' meetings, core group and the AGM. Caroline Antoinette has enthusiastically assumed this role for trustees' meetings and the AGM. Vicky Fenton kindly did similarly for several core group meetings, and we are grateful to the three of you for taking on these vital roles. We are now seeking someone else to take on the minuting of core group meetings. Most of the remaining sections of this Annual Report have been prepared by the core group members.

I would like once again to record the thanks of trustees to the core group, St Peters, and to all volunteers, voucher holders, food donors, financial supporters, food collectors, delivery drivers, schedulers, researchers, data inputters, administrators, fellow trustees, and all of you who make up the wonderful community of Chipping Barnet foodbank.

Andrew Summers

Operations Report

From the date of our last AGM in November 2020 I have been acting as the Operations Manager for the foodbank, but this was intended to be a temporary arrangement; plans for changes to our management structure are currently being actively developed for implementation.

The foodbank continues to operate in “Covid management” mode. This means that we are still unable to fully interface with our clients as they essentially remain outside of the building; we look forward to a return to being able to offer tea and coffee and a chat. The typical number of clients per session is less than at the peak of the pandemic but remains well above the numbers we were seeing prior to Covid. Detailed numbers are provided in the statistics section of the report. We continue to provide deliveries to clients where it is accepted that they are unable to attend or cannot get a friend or family member to collect on their behalf. We have one driver rostered for each client session.

In addition to the standard pre-packed food parcels, we are now able to offer fresh food to our clients. Our key source for this is the Barnet Food Hub operating out of the old East Barnet library. We now have a fridge where we can store this food between sessions. We have also introduced to a greater degree Aldi vouchers and fuel vouchers to support clients.

We continue to support the local women’s refuge with food, supermarket vouchers, clothing, and equipment.

Last year we substituted the traditional Christmas Angel bags with Aldi vouchers as it was agreed that a huge amount of bag packing, and social distancing requirements were not consistent; it is expected the voucher arrangement will continue for Christmas 2021.

Our volunteers have continued to work hard during the year; a number have agreed to step up to the Team Leader role, covering both client and sorting/packing sessions. With the difficulties of communication during the pandemic, new Open Forum Zoom meetings have been held about every 3 months to which all volunteers are invited; more recently we have held a similar meeting for our Team Leaders and Schedulers. The Core Team continues to meet regularly but the frequency has now reduced to about monthly meetings.

We have been able to strengthen our relationship with the Trussell Trust over the last year; this is partly because I have been able to attend the North and East London cluster meetings held with our Area Manager Amy Wisenfeld. We have been able to share ideas and experience with other foodbanks. Amy made a visit to us in August during a client session and was able to see the entirety of our operations in practice, members of the Core Team were able to meet her, and she provided guidance and support for the challenges we face in the future.

Harold Williams

Development Report

This year we have better come to terms with the challenges facing foodbanks across the country and worked to develop a roadmap for the future. This means tackling the causes of food insecurity, rather than functioning solely to combat its symptoms. It is no longer the case that foodbanks provide emergency food parcels only; across the country foodbanks are diversifying the range of support on offer to meet the challenges our clients face in their day-to-day lives. At Chipping Barnet foodbank, we supply emergency food, fresh fruit and vegetables, toiletries and household cleaning items, Aldi vouchers and PayPoint/Post Office fuel vouchers. These systems are in place to allow clients greater freedom to spend money where it matters, relieving some of the pressure arising from the need to visit the supermarket and pay fuel bills. The fuel voucher scheme this year has provided nearly £4000 to foodbank clients.

In August we saw the introduction of our Citizens Advice Barnet service, with Safia Akram spearheading the project. With over 80 years of expertise in providing quality-assured advice which meets the needs of our local community, Citizens Advice Barnet specialise in advising people on all aspects of welfare benefits, debt, housing, immigration, and employment rights. In the coming months we will be working with CAB to compile a report to be sent to The Trussell Trust to secure funding for the project for an additional year. Low income and benefit related issues remain the most common reasons for people visiting our foodbank. Having no recourse to public funds, debt and sickness are also crises we see frequently. It is hoped our work with Citizens Advice Barnet will ensure clients experience only temporary dependence on foodbank provision.

The landscape of food provision in this country is changing, and foodbanks are adapting to the rising need. In the coming months Chipping Barnet foodbank will be looking to appoint a paid manager to navigate us through further uncertainty. To compliment this handover, we will be looking to implement Assemble; a volunteer management platform provided by The Trussell Trust. This platform should allow a manager greater oversight of our volunteer teams and to communicate with increasing transparency. We believe also in building an increasingly social space for volunteers that drives greater volunteer involvement in rota formation, and the planning of events such as the annual stock take and Christmas Angels initiative. In addition, Assemble allows volunteers greater control of the data that is held about them, supporting our efforts to make the foodbank GDPR compliant.

Looking towards the future, we will attempt to develop systems allowing clients better access to technology and the internet, as well as funding for energy efficient product installation. We will continue to work with local and national partners to broaden our services to meet client needs and respond to calls from The Trussell Trust for 'a more dignified, compassionate, and just society where foodbanks are no longer needed.'

A sincere thank you to all those who continue to support these efforts so diligently and selflessly.

Joshua Hancock

Warehousing

The biggest warehousing and stock challenge of the year has been the need to reduce the amount of space the foodbank was using in the Parish Centre at St Peter's. Until August 2021 we were the only user of the building and were able to always use the two main rooms. Our first task was to clear the downstairs room between sessions; this was achieved by the purchase of two trolleys so that pre-packed bags can be moved in and out of the stock room; the volunteer team packs more bags during the sessions as required. Clearing the upstairs room which was full of toiletries and cleaning products required re-organisation of our stock room and the provision of extra shelving – we are managing but it's not ideal.

Our stock levels have remained satisfactory, and we have managed this through our weekly Stock Shortage poster and communications; surprisingly we had a couple of weeks when we had to ask for baked beans. We had a fantastic response to our "Reverse Advent Calendar" collection, where families put an item aside each day during Advent. On the day that we had published to receive these donations we set up gazebos by the garage and had an enhanced team to manage everything. Again, last year there were no Harvest Festival collections, but many schools and churches have been able to re-instate these in 2021 and we have had extra volunteers to collect, receive and sort these donations which will total over 2000kgs - probably the largest collection ever.

Our annual stock take was completed in September by a team of volunteers, and we had about 3800kg of stock. This is less than last year but twice as much as our pre-pandemic total.

During the year we had a new pair of outward opening doors fitted to the garage; this has provided a better, safer working environment and allowed space for a large fridge for our fresh food. This is mostly vegetables, fruit, and bakery items; we are unable to manage fresh meat or fish products because of the potential health risk as we don't have full traceability. Our fresh food comes from a range of sources including the Food Hub, allotments, and individual donations.

We have developed a partnership with Gratitude, a charity based in Borehamwood old library. They have a vegetarian ethos and give us any non-vegetarian tins of meat/fish/soup they receive plus other donations where they have excess; we give them baby food and nappies etc. It is a mutually beneficial arrangement.

Harold Williams

Volunteer Administration

In the last year we have been fortunate to have a substantial number of volunteers who have felt able to continue to help at Foodbank. We have 153 volunteers spread across 4 rotas and ancillary roles.

We haven't been able to train any new volunteers over the last year due to lockdowns, changes in our ways of working and being able to keep everyone covid safe. However, we are working on an updated training programme to be able to have new volunteers join the foodbank in the near future.

We are still asking volunteers to wear masks and encouraging hand sanitising. We still work in small teams spread throughout the garage and parish centre. As a Core Team, we are keeping covid safe with team meetings via zoom. We still also have a delivery driver on every shift too, to be able to let immobile and self-isolating clients receive food.

We continue to be ever so grateful to our volunteers, who we wouldn't be able to operate at our current levels. Thank you to each and every one of you.

Sonia Lucas

Voucher Holders/Referral Agencies

Over the last year we have a significant number of new voucher holders, for example, Family Support within the Borough services. Much closer links and partnership working with Children's Centres in Barnet and Finchley have been established as these organisations are best placed to identify families in need of support.

An increased number of clients have had to self-refer as they have been unable to contact (often overstretched) referral agencies. Wherever possible these are followed up.

More agencies have the capacity to issue e-vouchers which can be sent to a client's phone, and this has reduced administrative tasks within the foodbank.

Teresa Williams

Health & Safety

Having taken on the Operations Manager role the Trustees and Core team tried to find someone to take on this role, but this wasn't achieved. I have therefore continued act as the conscience of the Trustees.

The Health and Safety Policy has been reviewed and updated to reflect the changes in the management structure and our operating practices.

We have successfully managed to remain a safe place for volunteers and clients; we have not had any Covid outbreaks at the foodbank and have had no safety incidents or accidents of note.

We continue to receive and manage the Product Safety Alerts from the Food Standards Agency. With the increased level of fresh food we are dealing with it would be helpful to have a volunteer with food hygiene experience to help keep us safe.

Harold Williams

Treasurer's Report

This Financial Year has been very busy. You can see that our income almost doubled from the previous year due to many generous people and businesses.

As expected, our expenses have also increased. Last Christmas, due to the virus, we were unable to pack bags for our 'Christmas Angels' campaign, so we gave our most needy clients Aldi vouchers and book vouchers for their children. Additional costs also arose as we purchased masks and gloves to protect our volunteers.

We are now supporting other local charities considerably more by issuing them Aldi or Asda vouchers. This includes Solace Woman's Aid, New Citizen's Gateway, Children's Centre and JIMs Cafe.

As we are in a very strong financial position, we have been able to issue many more vouchers since 31/05/2021, and we have a system in place to help clients with their heating bills. We expect there will be a very high demand this winter for this scheme.

Since 31/05/2021 we have had a Citizens Advice Barnet advisor attend our sessions to support our clients who have worries about their benefits and other support areas. We are fortunate that a grant was received from the Trussell Trust to cover most of these costs.

Finally, I must say a big thank you to the Core Team and Trustees for their support throughout this very demanding year. Also, a special thanks to Arlette Jennings who supports me to control the foodbank accounts.

Margaret Spillman

Income and Expenditure

CHIPPING BARNET FOODBANK for year ended 31st May 2021
INCOME/EXPENSES For the Year Ended 31st May 2021

Receipts

	Notes	<u>2021</u>	<u>2020</u>
Tax efficient (Gift Aid) Donations		£10,333	£3,878
Large Donations and Grants	1	£47,017	£29,218
Additional Donations	1	£32,182	£13,296
Fundraising Events		£0	£524
Tax reclaimed on Gift Aid Donations		£1,033	£911
Bank Interest		£1	£0
TOTAL RECEIPTS		<u>£90,566</u>	<u>£47,827</u>

Payments

Christmas Angel Gifts		£5,010	£331
Food Purchased		£4,877	£2,743
Fuel Costs/Vouchers		£1,715	£911
Insurance		£323	£322
Postage/ Printing Stationery/Masks/Bags		£1,806	£980
Rental Costs		£4,200	£4,200
Telephone/Zoom		£740	£281
Solace Women's Centre		£933	£601
Support to Young People Leaving Care		£275	£100
Trussell Trust/ ICO		£215	£395
Shed & Fixtures		£2,076	£2,460
Materials for Foodbank		£512	£20
Charities		£985	£300
Materials/Computers for schools		£3,258	£920
Cleaner		£900	£0
Tin Can Recipe Books		£987	£0
Others		£601	£227
TOTAL PAYMENTS		<u>£29,413</u>	<u>£14,791</u>

Surplus Monies for Year ended 31 May 2021/2020

£61,153 **£33,037**

Bank Balance as at 31 May 2020/2019

£48,120 **£15,084**

Reconciled Bank Balances as at 31 May 2021/2020

£109,273 **£48,120**

Notes

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The Donations for 2020 have been re stated between gift aided donations, large donations and grants and additional donations which which are not under gift aid for clarity of information.

Statements of Assets and Liabilities

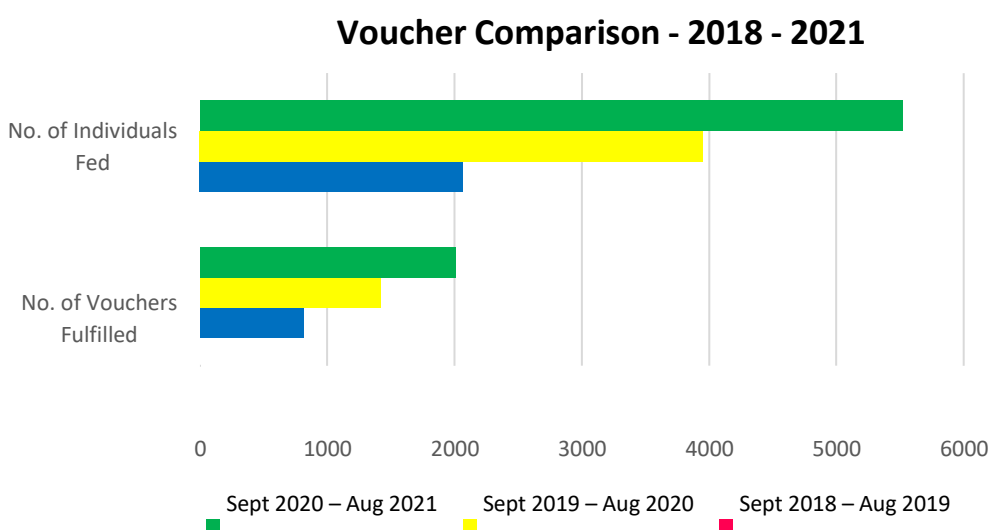
		2021	2020
Assets			
Bank	Current Account	£49,273	£48,120
	Savings Account	£60,000	£0
Total Assets		£109,273	£48,120
Liabilities			
Current Liabilities		£0	£0
Total Liabilities		£0	£0
Total Assets Less Liabilities		£109,273	£48,120

Statistics

During the first half of our reporting year, we felt that we may be seeing a slight decrease in the number of clients this year. However, during the second half, need increased again and overall, this year we have seen yet another increase in the number of vouchers we fulfilled, people we have fed and stock we have distributed.

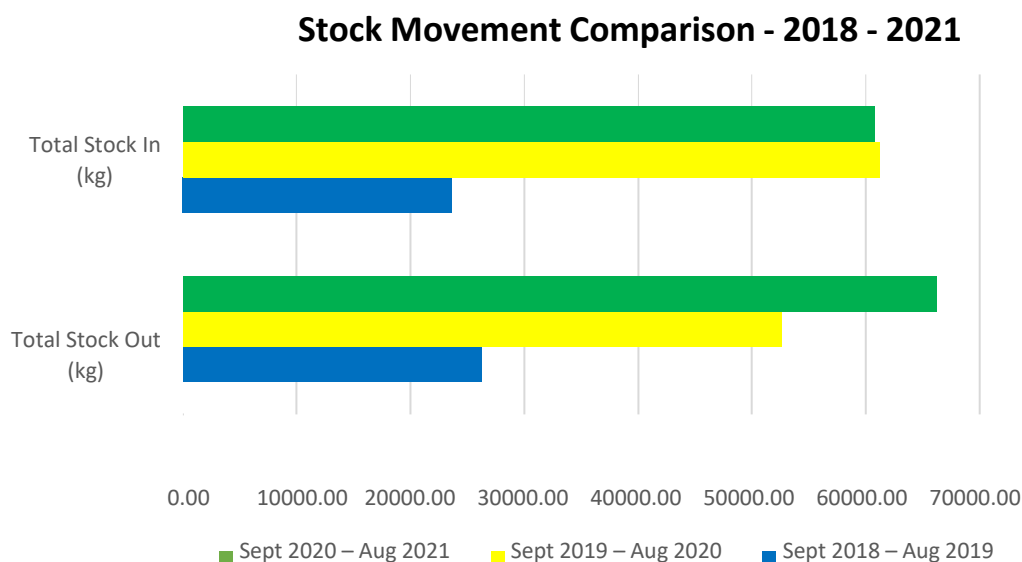
Vouchers Fulfilled and Individuals Fed

We fulfilled a total of 2012 vouchers, which represents a 41.79% increase from last year. Furthermore, we provided food to 5521 individuals, which is an increase of 39.63% in the number of people we have fed through our voucher system.



Stock Movement

In terms of our stock movement, we distributed 25.96% more food than we did last year. We have also continued to support other organisations in the borough with food, for example, Gratitude Borehamwood, Solace Women's Aid, Oak Lodge School, Leaving Care Team, Giuseppe Conlon House, Hens Medics Food Hub, to name a few. Donations to the foodbank this year have stayed almost at the same high levels they were last year. A total of 60,744.67kg of food was donated.

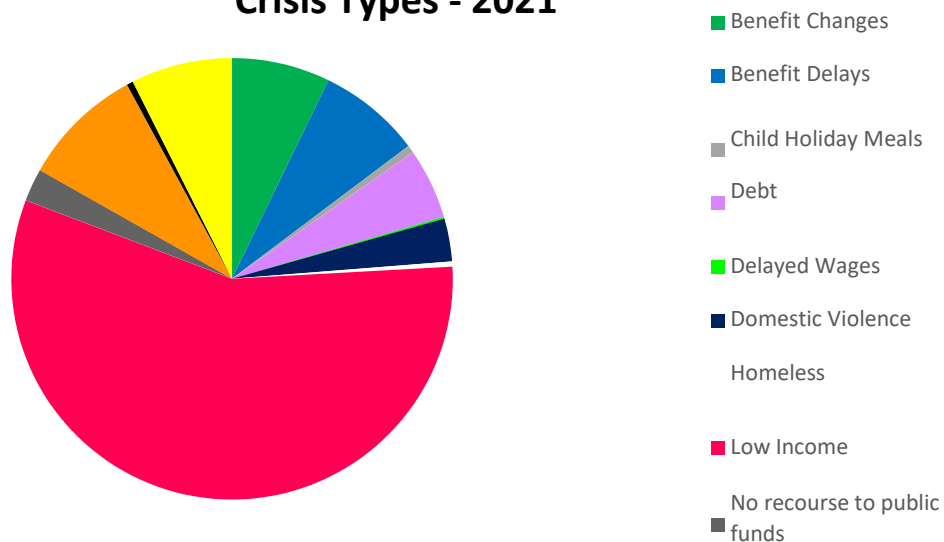


	Sept 2018 – Aug 2019	Sept 2019 – Aug 2020	Sept 2020 – Aug 2021	% Change Last Year
No. of Vouchers Fulfilled	815	1419	2012	41.79%
No. of Individuals Fed	2066	3954	5521	39.63%
Total Stock Out (kg)	26253.08	52573.00	66222.70	25.96%
Total Stock In (kg)	23626.10	61161.26	60744.67	-0.68%

Crisis Types

Low income and benefit related issues remain the most common reasons for people visiting our Foodbank. Having no recourse to public funds, debt and sickness are also crises we see frequently. We unfortunately have also seen another increase in clients needing support due to domestic violence.

Crisis Types - 2021

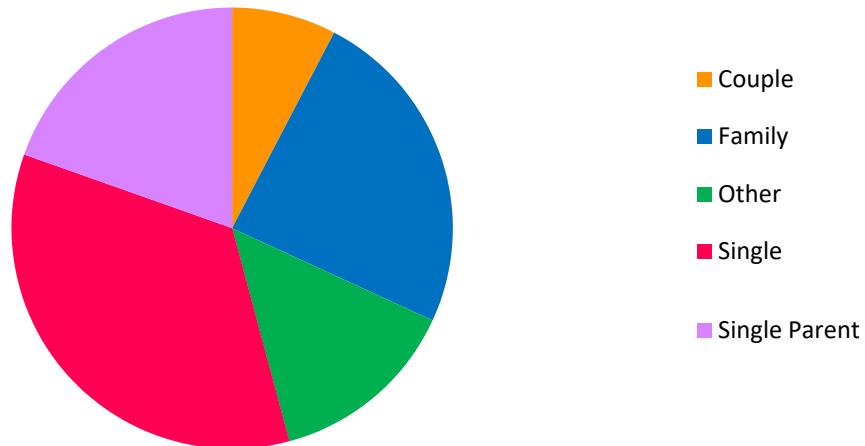


Crisis	No. of Clients	%
Low Income	3128	56.66%
Other	492	8.91%
Benefit Delays	416	7.53%
Sickness	410	7.43%
Benefit Changes	397	7.19%
Debt	286	5.18%
Domestic Violence	173	3.13%
No recourse to public funds	133	2.41%
Child Holiday Meals	31	0.56%
Refused STBA	26	0.47%
Homeless	21	0.38%
Delayed Wages	8	0.14%
Totals	5521	100.00%

Family Size

Looking at family size, we can see that almost 55% of our clients are either single or single parents, 24% of clients are families with two parents and 8% are couples.

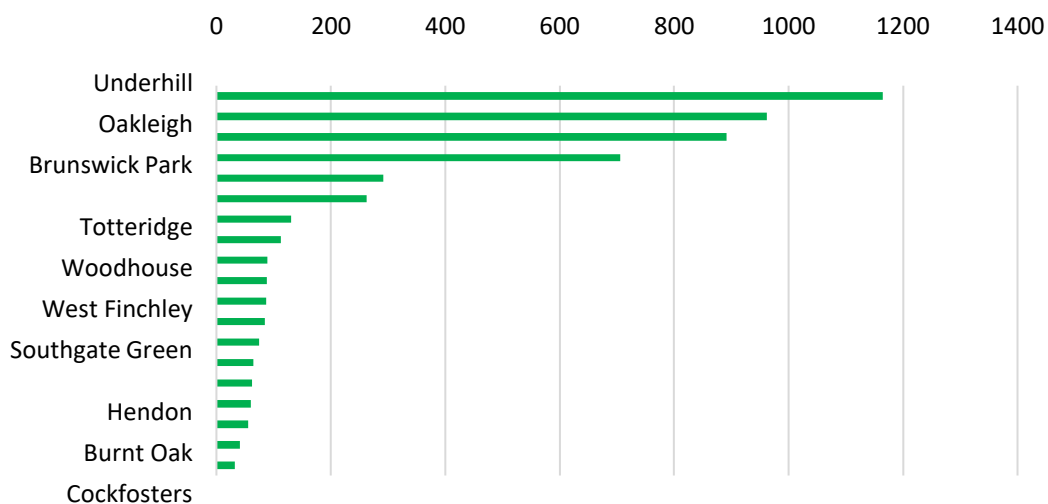
Family Size 2021



Wards

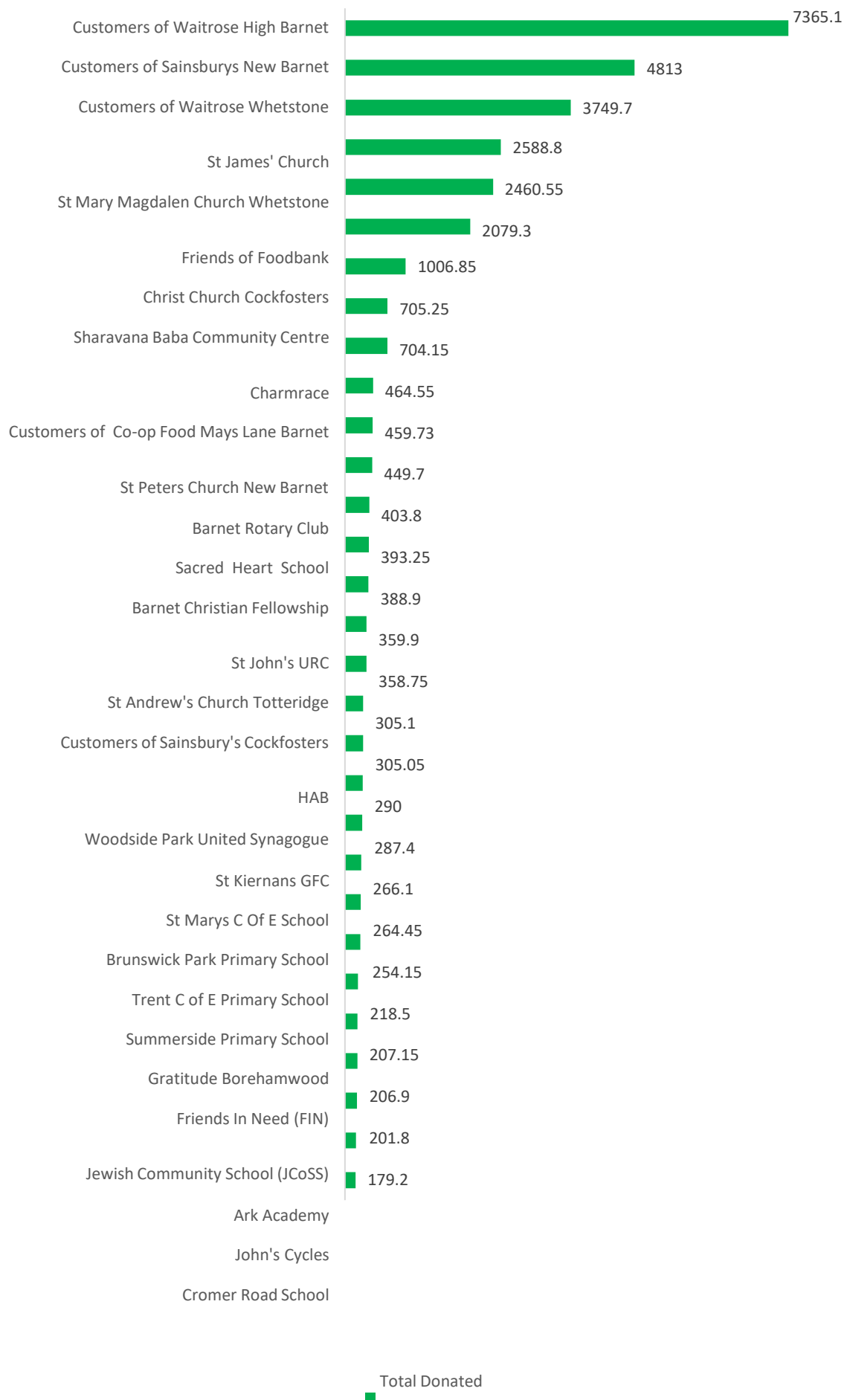
When we look at the wards our clients live in, we can see that Underhill, East Barnet, Oakleigh, High Barnet, Brunswick Park, Woodhouse, Coppetts and Totteridge are the most common.

Number of Individuals Fed by Ward 2021



Donors

Finally, you can see on the bar chart below our top 30 donors for this year, the biggest being customers of Waitrose in High Barnet, donating a massive 7,365kg of food this year.



Thank You

All volunteers who contributed their precious time and energy to work for the foodbank.

Our generous donors including churches, synagogues, schools, businesses, community groups and the many individuals who have offered such substantive food and financial support.

St. Peter's RC Church New Barnet for allowing us sole use of their Parish Centre throughout the coronavirus crisis, as well as one of their upstairs rooms for practical client sessions.

The many businesses across the borough who have long provided us regular collection points, such as Waitrose in High Barnet and Whetstone, Sainsburys in High Barnet and Cockfosters, Co-Op in Mays Lane, and Marie's Shoes in Barnet.

Local churches for supporting us through their parishioners. Local organisations including Wilds Café and John's Cycles.

The Barnet Food Hub for weekly fresh fruit and vegetables, and for supporting foodbanks across the borough with this provision.

Barnet Rotary Club

Cadbury in partnership with The Trussell Trust for a large delivery of chocolate eggs at Easter.

Tottenham Bakery for masses of mince pies and hot cross buns.

Letterbox Publications for magazines which the clients were able to take home.

Young people in the borough who contributed donations as part of volunteering or Duke of Edinburgh awards.