Chipping Barnet
Foodbank
Together with Trussell

More than a food parcel

Annual Report of the Trustees

1st September 2025 – 31st August 2026

For AGM 17th November 2026 at 8pm

Mary Immaculate & St Peter, 63 Somerset Road, Barnet, EN5 1RF



Overview

Our year at a glance

Fewer people needed emergency food this year, and the people who came to us received more help with the problems behind their crisis.



1 September 2025 to 31 August 2026

6,161
people supported with emergency food

53,984
kilograms of food given out to clients and partner organisations

8,000+
hours given by our volunteers

£181,094
in expected financial gains for clients through Citizens Advice Barnet*

26%
more individual pieces of support from our signposting team

around 190
volunteers across our rotas and other roles

84
local organisations referred clients to us this year

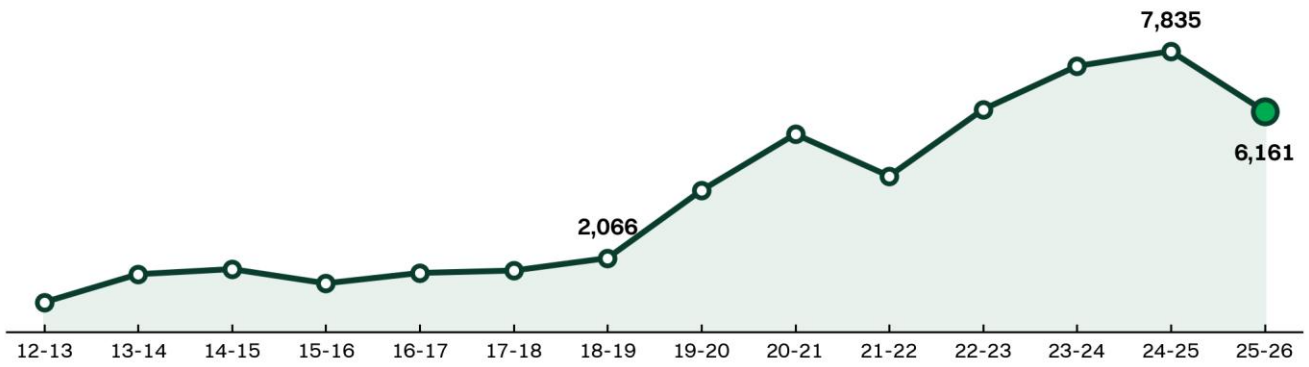
213.8
kilograms of fresh fruit and vegetables from our first allotment season

50
smartphones and 2 laptops given to clients to help them get online

* Citizens Advice Barnet reports from October 2025 to September 2026.

People supported each year since we opened

Need has fallen slightly this year, but we still support three times as many people as before the Covid pandemic.



Overview

About the Charity



Charity Commission Registration Number:
1163042

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

Constitution Adopted:
09/10/2013, amended on 16/11/2021

Charitable Object:

The prevention or relief of poverty in Chipping Barnet and the surrounding areas, in particular by providing emergency food supplies and support to individuals in need.

Overview:

Chipping Barnet Foodbank is a charity providing emergency food assistance and comprehensive support to individuals and families facing poverty in the London Borough of Barnet.

Beyond distributing food parcels, we offer a range of support services including benefits advice, debt and housing support, employment advice, digital inclusion, and client signposting to other local resources.

We work closely with community partners and engage in advocacy to address the root causes of food insecurity. Our approach is holistic, offering immediate relief while helping people build long-term stability and independence.

We are part of a UK wide network of food banks, guided by Trussell, who work to end the need for emergency food.

Governance:

Trustees are elected at the Annual General Meeting by official representatives of the eight local member churches: Barnet Brookside Methodist, Barnet URC Wood Street, Christ Church (St Albans Road), St Gregory's R.C., St James New Barnet, St John's URC, St Mary the Virgin, and Mary Immaculate & St Peter's R.C.

The trustees confirm that they have complied with their duty under section 17 of the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit.

The food bank's operations are managed by the management team under the leadership of Foodbank Manager, Victoria Miller.

Independent Examiners:

BKL Chartered Accountants

Overview

Trustees

Chair
Edward Dolling

Treasurer
Arlette Jennings

Deputy Treasurer
Margaret Spillman

Secretary
Richard Lawson

Fundraising & Safeguarding Trustee
Julie McGregor

Policies Trustee
Seamus McKenna

Data Protection & GDPR Trustee
Sarah Pillai

Trustee
Jennifer Robinson-Beswick

Minute Secretary
Caroline Antoinette

Management Team

Foodbank Manager
Victoria Miller

Treasurer
Arlette Jennings

Deputy Treasurer
Margaret Spillman

Warehouse Manager
Harold Williams

Deputy Warehouse Manager
Ann Horn

Referral Agencies and Support Coordinator
Teresa Williams

Community Organiser
Bob Bevil

Client Signposting Lead
Jacqui Roeder

Fundraiser
Sukhi Anand-Nahal

Operations & Volunteer Scheduler
David Godfrey

Volunteer Coordinator
Peter McMahon

Volunteer Scheduler
Caroline Antoinette

Overview

Report for AGM of Chair of Trustees' Board

As I'm new to the role of Chair, I can't reflect on earlier years from experience. What has struck me most over the past year is the remarkable time, care and effort our staff, volunteers, management, trustees and partner agencies devote to delivering an incredible service to our community. I can't thank you enough.

We have expanded our services and improved our processes, controls and reach, making better use of our resources to provide wraparound support for our clients. Throughout, we have maintained our friendly, family-like approach and treated clients with dignity and respect. This year we supported over six thousand people and distributed 54 thousand kg of food. Our volunteers also gave over 8 thousand hours of their time.

These achievements have been led by our staff, who I would like to thank. Victoria, for her leadership, grant raising abilities and unbounded enthusiasm, Jacqui for creating, training and managing our enlarged signposting team, and Bob for his campaigning and advocacy, achieving milestones such as Barnet Council becoming an accredited Living Wage Employer. I would also like to welcome Sukhi, our new fundraiser, who has made an incredible start, being thrown straight into the Harvest Festival campaign and our Winter Appeal.

Savings on food and difficult decisions on other expenses have brought our costs down significantly. These savings have come from improved purchasing practices, despite storage challenges and changes to processes at our two sessions each week.

These developments provide a solid foundation for campaigning and wraparound support to address food poverty before it becomes an emergency. Our ambition remains to eliminate the need for food banks, but as this is unlikely in the foreseeable future, we will continue to provide emergency food with the same dignity and respect as always.

In this personal report, I want to highlight two things that repeatedly brighten my day but are not captured in our data, financial results or written policies.

First, there is the goodwill and thoughtfulness shown by our staff and volunteers, from providing clothing, kitchen utensils and uniforms, transporting goods and helping with forms, to drivers returning when clients are out and quiet conversations over a cup of tea.

Second, there is the high regard in which we are held by the wider community. Two examples immediately come to mind, Bob being chosen as Living Wage Champion of the Year, and Victoria being invited to Number 10 for a government fact-finding day and being awarded the British Empire Medal in the King's Birthday Honours. We were also delighted to see Sheila Gallagher, whose initiative led to Chipping Barnet Foodbank first opening more than 13 years ago, receive a London Borough of Barnet Civic Award 2026 for Outstanding Service to the Community.

I thank you again for your work, generosity, support and for applying your talents in providing our clients with that little chink of light, the relief from the stress of food poverty and the cause for them to smile. I look forward to working with you in the future.

Edward Dolling
Chair of Trustees' Board

Overview

Manager's Report

This has been a year of progress for Chipping Barnet Foodbank. Fewer people have needed emergency food, our campaigns have brought real change for local residents, and we have strengthened our team as we moved into the second half of our '**2023–2028 Strategy to Alleviate Poverty in Barnet**'.

Our vision

A borough where everyone can afford the essentials and no one needs to use a food bank.

We believe the fall in need reflects the way our wraparound support model is working. Alongside emergency food, our signposting team, Citizens Advice Barnet and our on-site partners are helping more clients resolve the problems behind their need for a food bank. With the right support, many are building the resilience to manage on their own. They need to rely on us less often, and some no longer need us at all. The people who do come to us are often facing more complex problems, and our wraparound model means we can support them across a wider range of areas.

Our Wraparound Support Model

Every client who comes to Chipping Barnet Foodbank now has access to a wide range of advice and practical support during their visit, and our network of on-site partners has continued to grow.



Shaw Trust began offering one to one employment support every fortnight from January, alternating with BOOST Barnet. Christians Against Poverty, Tenants Advice and the University of Hertfordshire Law Clinic each run a monthly session. Our new virtual housing officer link with Barnet Homes means clients can speak to a housing officer at every Tuesday session, and Denis

from Barnet Homes still attends in person on the first Tuesday of each month. During the winter months, National Energy Action and Green Doctor joined us to help clients in fuel poverty.

We were also pleased this year to welcome the Learning Tree, who support primary school children with maths, reading and phonics, and Barnet Stop Smoking Service, who visited twice in the spring. NHS Talking Therapies no longer have capacity to run a drop-in with us. However, we have a clear referral pathway in place, and they trained our signposting team so that they can refer clients with confidence.

Who clients can see at our sessions

Citizens Advice Barnet
Specialist advice on benefits, housing and debt, two days a week

Shaw Trust
One to one employment support every fortnight

BOOST Barnet
Employment support every fortnight and more recently access to the Crisis & Resilience Fund

Barnet Homes
A virtual housing officer at every Tuesday session, and in person on the first Tuesday of each month

Christians Against Poverty
A monthly session to support people with debt

Tenants Advice
Advice and support for tenants once a month

University of Hertfordshire Law Clinic
A monthly session for free legal advice and support

National Energy Action and Green Doctor
Help for clients in fuel poverty during the winter months

The Learning Tree
Maths, reading and phonics for primary school children

Barnet Stop Smoking Service
Visited twice in the spring

NHS Talking Therapies
No longer able to run a drop-in, but a clear referral pathway is in place and they trained our signposting team

Our Digital Champions
Helping clients get online, with two at our Tuesday sessions and two on Saturdays

This year, we asked our drop-in partners to start recording how many people they see, so we can build a fuller picture of the support given at each session. Between January and August 2026, Christians Against Poverty supported an average of two clients at each monthly session, and more than half of these went on to book in with CAP for specialist debt support. Since starting with us in January, Shaw Trust have seen around three people at each fortnightly session, and on average two of these signed up for their employment support. BOOST Barnet saw approximately three people at each session. Fourteen of these went on to sign up for employment support, and a further eleven were helped with welfare benefits, English language classes or immigration.

Our signposting team plays a key part in connecting clients with these partners.

This year the team connected clients with our drop-in partners 165 times, supporting 114 clients, and over a quarter of these clients were connected with more than one partner.

The most common needs were housing, debt, benefits and finding work. In total, 60% of all signposting support this year was given within the food bank itself.

165
connections with our drop-in partners

114
clients supported

60%
of all signposting support given within the food bank

Here is a quote from Miles, Employment Specialist at Shaw Trust:

> **Chipping Barnet Foodbank has developed into a hub for collaboration with other Barnet based support, as well as meeting, referring and having positive conversations with many people from the local community. The team running the food bank do a great job thinking of what the service users will benefit from and ensuring those services are readily available. We at Shaw Trust can clearly see the benefit the access the users gain from services and space provided by Chipping Barnet Foodbank.**
>
> **Miles**, Employment Specialist at Shaw Trust

Our approach is also being recognised by researchers. Chipping Barnet Foodbank featured in a UCL research paper on community responses to food insecurity, which calls for food support to be joined up with advice, health and other local services. We are also part of a Middlesex University research project on migrant health, which is expected to cite our wraparound model as an example of best practice.

Since the end of the reporting year, Age UK Barnet and BOOST Barnet have both received Crisis and Resilience Fund (CRF) funding to offer crisis payments and wider support to Barnet residents, and Age UK will be holding their first drop-in with us in October.



A community cookery class with Potters Pantry. Photo: Leïla Davaud, Barnet Post

We have also held two community cookery classes in partnership with Jean Gibb from Potters Pantry, showing clients how to cook filling, tasty meals on a budget. The Barnet Post featured one of these sessions:
https://barnetpost.co.uk/2026/10/06/from-food-parcels-to-homemade-meals/

Citizens Advice Barnet

Our partnership with Citizens Advice Barnet (CAB) is central to our wraparound model. Many of the people who come to us for food are facing problems with benefits, housing or debt that will keep them in crisis unless they are resolved. Having a CAB adviser at our sessions means they can get specialist, confidential advice in a place they already know and trust, at the point they need it most.

Citizens Advice Barnet partnership impact, October 2025 to September 2026

£181,094
in expected financial gains for our clients

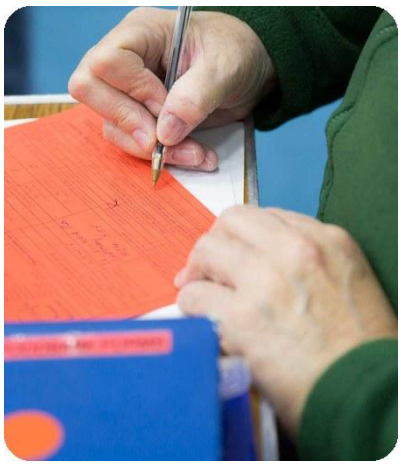
£170,384
in income gains, mainly from successful benefit claims

£10,710
from debt advice, including £6,727 of debt written off

38
times our signposting team connected clients with Citizens Advice Barnet

CAB reports on a different cycle to the food bank, so the figures below cover October 2025 to September 2026. Over this period, CAB's advice at our food bank is expected to bring around £181,000 in financial gains for our clients. This includes just over £170,000 in income gains, much of it from helping people claim benefits they are entitled to, and almost £11,000 from debt advice, including almost £7,000 of debt written off. For one retired client, a benefits check led to a successful claim for Attendance Allowance, leaving him £5,740 a year better off. Benefits, housing and debt remain the main areas of advice, but our adviser helps with a range of different issues, from immigration, health and legal problems to utilities, employment and family issues.

The cases CAB sees are becoming more complex. Many clients have several problems at once, more are living with long term health conditions or disabilities, and it often takes several appointments to resolve their issues. During this time many still need help with food. This is exactly why advice works so well within the food bank. Clients can keep coming to us for food while their case is worked through, and see the adviser again at the next session.



> **Our adviser has referred clients to many of these services, allowing for a better journey for the clients.**

Nadya Bari, Head of Advice Services, Citizens Advice Barnet

The partnership works in both directions. Our signposting team connected clients with CAB 38 times over the year, and CAB's adviser refers clients back to our signposting team and on to our other drop-in partners. As Nadya Bari, Head of Advice Services at CAB, told us, "*Victoria Miller and*

her team have managed to get a large number of support organisations who offer services at the same time. These include BOOST, Barnet Homes, Digital Support, CAP, Tenants Advice and many more, and our adviser has referred clients to many of these services, allowing for a better journey for the clients."

Case study

One case shows how well this joined up working can go. A client came to CAB with council tax arrears that had already reached enforcement stage. They also spoke to Bob at the food bank, and CAB and Bob worked together on their behalf. Bob raised the case with the council, which agreed to pause bailiff action while the client applied for a backdated single person discount. CAB's adviser also found that the client may be eligible for Personal Independence Payment and helped them apply. Cases like this shaped our joint Engage Don't Enforce campaign with CAB.

Client impact

£5,740

a year better off for one retired client, after a benefits check led to a successful claim for Attendance Allowance

Trussell's funding for the project ended in May. Thanks to a grant from the Hadley Trust and further funding we have secured, our clients can continue to see a CAB adviser at our sessions two days a week. We are very grateful to everyone who has helped keep this vital service running.

In October, our CAB adviser Juliana moved on to a full time role. We are very grateful for everything she has done for our clients. CAB is currently recruiting her replacement, and other CAB advisers are covering our sessions in the meantime so that advice continues.

Client Signposting Team

8

trained volunteers providing signposting support at every client session

26%

more individual pieces of support than last year

Our client signposting team, led by Jacqui Roeder, has become one of the most important parts of our wraparound model. Our 8 trained volunteers now provide signposting support at every client session, so every client can speak to someone about the challenges they are facing and be connected with the right help.

Although fewer people needed to use the food bank this year, the team gave 26% more individual pieces of support than last year, helping clients with a wider, more complex range of issues.

The team works closely with Citizens Advice Barnet and our drop-in partners, and much of the support clients need can now be found within the food bank itself. Volunteers keep up to date through monthly newsletters and quarterly team meetings. This year these included training from NHS Talking Therapies and Leap Energy, and the team also enjoyed a team building event in December.

Jacqui now writes a client case study every month, which is helping us capture the difference this work makes to people's lives. We are very grateful to Jacqui and the whole team for their dedication this year.

For further detail on this work, please see Jacqui Roeder's Client Signposting Lead Report below.

Digital Inclusion Service

108+
occasions our Digital Champions helped clients

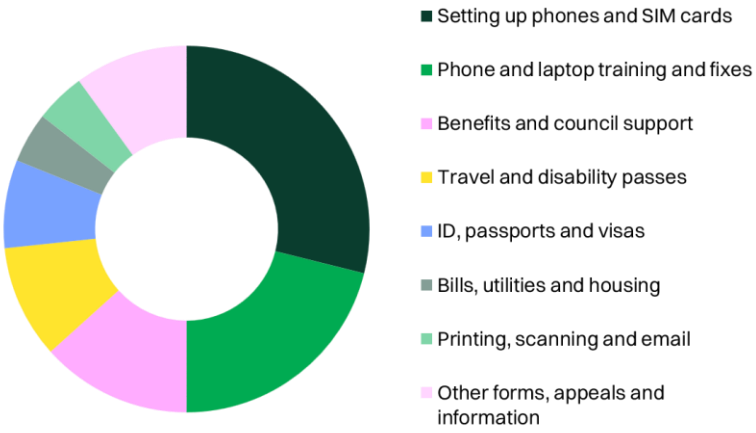
50
smartphones and 2 laptops given out

Our Digital Inclusion Service continues to help clients who struggle with online access and digital skills. We now have four Digital Champions, with two at our Tuesday sessions and two on Saturdays.

This year they helped clients on at least 108 occasions, including a set up session for everyone who received a new phone.

As well as setting up phones and SIM cards and giving one to one training, they have supported clients with benefits and travel pass applications, council and housing matters, and passport and visa applications. They even helped one client appeal a TfL ticketing offence, working alongside our on-site legal team. The chart below shows the wide range of help they have given.

Digital Inclusion Service Support



This year the client signposting team gave out 50 smartphones from the Good Things Foundation as well as 2 laptops. We ask everyone who receives a device to complete a basic set up session with our Digital Champions so they can make the most of it, and we now receive free SIM cards from Vodafone Charities every month.

For one client, a man over 55 who had been out of work for some time, a smartphone and SIM card made all the difference. He was able to search and apply for jobs, and within a few months he had found work as a translator. He came back to tell us, “If it wasn’t for the support through the food bank and the mobile phone, I wouldn’t be in the positive position I’m in right now.”

BOOST Barnet produced a new banner and leaflets to help clients see what digital support is available. A new Wi-Fi connection has now been installed in the hall, replacing our old, unreliable connection, so sessions can run smoothly when several services are online at once.

> **If it wasn’t for the support through the food bank and the mobile phone, I wouldn’t be in the positive position I’m in right now.**
>
> **A client** who found work as a translator

Campaigning, Advocacy and Organising

March 2026
Barnet Council became an accredited Living Wage Employer

29th October 2026
Signing of the Citizens Advice Council Tax Protocol, hosted at our food bank

This year
Bob named Living Wage Champion of the Year by the Living Wage Foundation

Together, our community has shown it can make a real difference.

This has been an outstanding year for our campaigning and organising work, led by Bob Bevil. Two campaigns that grew out of our 2024 Food Security Summit have brought real change for people on low incomes in Barnet.

Barnet Council became an accredited Living Wage Employer in March 2026. Our Engage Don't Enforce campaign with Citizens Advice Barnet has also changed the way the council collects council tax debt from vulnerable residents, and we are delighted to be hosting the signing of the Citizens Advice Council Tax Protocol at our food bank on 29th October 2026.

Bob's work was recognised nationally this year when he was named Living Wage Champion of the Year by the Living Wage Foundation, and he has been invited to share our approach with Trussell and Feeding Britain as an example of good practice.

None of this would have been possible on our own, and these wins show the power of working together. Clients bravely shared their own experiences, which helped make the case for change. Volunteers helped plan events, joined actions and spoke up at council meetings, and partners from across the community added their voices. Together, our community has shown it can make a real difference.

Our relationship with the North London Chapter of Citizens UK has gone from strength to strength. We worked together to bring council leaders around the table, kept up the pressure until Barnet Council became a Living Wage employer, and built a group of volunteers with the skills and confidence to campaign. Bob now also sits on the chapter's Economic Justice Group, and this partnership will be central to our campaigning in the years ahead.

This year Bob's role has changed slightly to Community Organiser, funded for three years by Trussell and Trust for London. He will now coach and support campaigns led by people with lived experience of poverty, working alongside other food banks in the borough.

Please see Bob Bevil's Campaigning Advocacy and Organising Lead Report below for more detail.

Equality, Diversity and Inclusion (EDI)



Posters and food bank information sheets translated into the three most common languages spoken by our clients

Building on last year's EDI SWOT analysis, we held a further workshop to prioritise our actions, focusing on the changes that would make the biggest difference within our current capacity. Our priorities include broadening the diversity of our volunteers and trustees, reducing language barriers in our written information, improving inclusion around dietary needs and food intolerances, and making sure physical tasks such as heavy lifting are not a barrier to volunteering. Responsibility for these actions has been shared across the management team and volunteers.

We have also taken some practical steps this year. Our posters and food bank information sheets have been translated into the three most common languages spoken by our clients, and an illustrated picture list of the extras and toiletries available at sessions now helps clients whatever language they speak. We are also exploring ways to offer ESOL classes to clients.

We will continue to take this work forward step by step, recognising that EDI is an ongoing area of development.

Governance and Policies

Trussell's Governance Health Check this year was largely positive. Three policy areas were identified for further work. These were health and safety, data protection and safeguarding.

In response, we have:

- Rebuilt our Safeguarding Policy, with support from Margaret Spillman and Julie McGregor, and updated our safeguarding training for volunteers.
- Reviewed and updated our Health and Safety Policy with Harold Williams and Ann Horn.
- Updated our Data Protection Policies with Sarah Pillai.

Working with our team leaders, Sarah has also put a data protection action plan in place, and it is working well. Client information now circulates more carefully, internal lists use first names or initials only, and vouchers and team leader reports are shredded securely. Dedicated food bank email addresses are being set up so that information no longer needs to pass through personal accounts.

Alongside this, we are building a new online system for recording accidents and safeguarding concerns to replace our paper accident book.

We are very grateful to Seamus McKenna, who has taken on the role of Policies Trustee, and to Sarah Pillai, our new Data Protection and GDPR Trustee. Their support has been invaluable in strengthening our governance this year.

Our Allotment







213.8kg
of fresh fruit and vegetables in the first growing season

£1,500
grant from Sainsbury's Good Food for All of Us

around 10
volunteers in the allotment team

In March 2026 we took on our first allotment plot, generously gifted to us by the New Barnet Allotment Society. A dedicated team of around ten volunteers has transformed the plot, and in its first growing season it has provided 213.8kg of fresh fruit and vegetables for our clients. A special thank you to Jenny Forbes, who has supported us through our first growing season.

We were delighted to recently secure a £1,500 grant from Sainsbury's Good Food for All of Us fund. It will buy a polytunnel, raised beds and other items, which will make a real difference to next year's growing season and help us grow even more for our clients.

We were also proud to host the Barnet Food Partnership's quarterly meeting at the allotment, where we shared an update on our first season and gave members a tour of the plot.

Holiday and Seasonal Support

We continued to give packed lunches to children during the school holidays, including 156 over the summer.

Our Christmas Angels project supported 39 nominated households with £1,800 in supermarket vouchers and a Christmas card from the food bank, reaching 59 adults and 32 children.

Thanks to generous donations, we were also able to give Easter eggs to everyone visiting the food bank over Easter.



156
packed lunches for children over the summer holidays

39
households supported by our Christmas Angels project

£1,800
in supermarket vouchers, reaching 59 adults and 32 children

Fundraising and Sustainability

Fundraising has been a major focus this year as we work to secure the future of our services, and building steady, unrestricted income will remain our priority for the coming year.

Our two volunteer fundraisers and our fundraising trustee have met regularly throughout the year, helping to research grant applications, build our grant pipeline and plan fundraising events. With trustee approval, we also created our first part-time paid Fundraiser post.

We were delighted to welcome Sukhi Anand-Nahal as our Fundraiser in September 2026. In her first few weeks Sukhi has already built new links with local faith communities, schools and businesses, and has designed an ambitious plan for our first full Winter Appeal, 'Hope Starts Here'. It includes a Christmas quiz and a Christmas carols service, a stall at Barnet Fayre, and a new 12 Days of Christmas wish list for schools and faith organisations. We will also be running a sponsored event for nurseries and young children, reaching out to local businesses and sports clubs, and holding a social media push on Giving Tuesday.

We worked on a number of grant applications this year, and we are very grateful to the funders who have supported us. These include:

Funders who supported us

- Trussell and Trust for London - jointly funding our Community Organiser role for the next three years.
- Trussell and the Hadley Trust - supporting our Citizens Advice Barnet project.
- National Lottery Awards for All - funding our Client Signposting Lead post.
- Souter Charitable Trust - supermarket vouchers for this year's Christmas Angels project.
- Sainsbury's Good Food for All of Us - supporting our food bank allotment.
- Good Things Foundation and Vodafone Charities - smartphones, laptops and SIM cards for clients.

We are also grateful for smaller grants and donations from a number of other local funders and businesses. Looking ahead, we have been working with Hackney, Brent, and Lambeth and Croydon food banks on a joint bid to the National Lottery Solidarity Fund, which would bring people with lived experience of poverty from across London together to lead campaigns for change. We are also applying to Trussell's Holistic Advice grant to continue Jacqui's Client Signposting Lead post.

Regular giving through CAF Donate and Benevity continues to provide a steady base of income, and we have also recently set up Give Today so supporters can buy items from our urgently needed list online.

We are very grateful to everyone who fundraised for us this year. The New Barnet Allotment Society raised funds for us at their open day, Barnet Band held a fundraising concert with us, and Waitrose chose us for its Community Matters scheme. Our Community Organiser, Bob, raised £1,500 by running a half marathon. Local schools and young people also got behind us, including a Year 9 student who set up her own online appeal, and our volunteers raised funds at our winter and summer parties.

Victoria Miller
Foodbank Manager

Team reports

Reports from our Team

Our food bank depends on a dedicated team of staff and volunteers. In the following pages, the people who lead each area of our work share what they have achieved this year, from signposting and campaigning to the warehouse, volunteering and our referral partners.

Client Signposting Lead Report

We have continued to grow the number of organisations we signpost to, and to build on our relationships with existing partners. These partnerships are central to what we do, making sure clients are directed to the most appropriate and effective support.

560

occasions we provided signposting support, down 19% from 695 last year

26%

more individual pieces of support than last year

Our signposting team is now fully established, with signposting support available at every client session. Team members are knowledgeable and well trained, which means they can offer clients real wraparound support. A monthly newsletter keeps the team up to date with current support and funding, and our quarterly team meetings include training and introductions to new organisations. In December we also held a team building event outside the food bank. All of this has helped build a strong team offering high quality support and advice.



A key part of this work is staying up to date with the support and funding available locally and nationally. As this changes all the time, we make sure we know about funding opportunities and referral timeframes so that clients can make the most of the help available.

Last year we provided signposting support to clients on 695 occasions. This year that figure was 560, a decrease of 19%, which is in line with the wider fall in food bank use. However, we gave 26% more individual pieces of support than last year, meaning each client we saw received more help across a wider range of needs.

Types of Support Provided

394	148	246	28	118
On-site support	Advice guide	Support agency leaflet or webpage	Enquiry made with support agency	Referrals and appointments

On-site Support (394 engagements, up 16%)

This covers support given directly at Chipping Barnet Foodbank, including fuel and supermarket vouchers, pre-paid six month SIM cards, mobile phones, stationery, blankets, household items and vouchers for free local activities.

The table below shows the supermarket and fuel vouchers provided between September 2025 and August 2026.

Supermarket & Fuel Support Sept 2025 - Aug 2026

	No of Households	Supermarket Vouchers	Fuel Vouchers
Aldi & Sainsbury's Gift Cards	24	£750	
Charis - Chipping Barnet Foodbank	6	£215	
Caritas	16	£890	
Fuel Bank Foundation	19		£792
Total	**65**	**£1,855**	**£792**

Advice Guide (148 engagements, up 106%)

Advice was given verbally to clients, discussing possible support options or signposting them to relevant organisations.

Support Agency Leaflet or Webpage (246 engagements, up 18%)

For clients who were able to take the next step themselves, we gave a leaflet or webpage link relating to their area of need and talked them through what to do and who to contact. This helps clients feel confident contacting support organisations directly, empowering them to resolve or improve their own situation.

Enquiry Made with Support Agency (28 engagements)

Where needed, we contacted support agencies by email or phone on a client's behalf. Enquiries made by Chipping Barnet Foodbank as an organisation tend to receive a quicker and more effective response.

Referrals and Appointments (118 engagements)

We made referrals and booked appointments on behalf of clients with a wide range of organisations. Our top referral partner remains Sebby's Corner, which provides children's clothing, equipment and toys through essential collections, Christmas support and its birthday club. We also referred clients to Shaw Trust and BOOST Barnet for employment support, to Barnet Homes for help with housing issues, to Christians Against Poverty for debt support, and to NHS Talking Therapies for their mental health.

We also referred clients to ACTS 435 for grants towards essential household items such as fridges, cookers and sofa beds, to 2econd Chance for laptops, and to Basket Brigade and Jesus House for Christmas hampers.

One of the real strengths of our wraparound model is that we can book clients straight in to see one of the partners who run drop-ins at our sessions. This means they can get specialist help without having to travel elsewhere, in a place they already know and trust.

Drivers of Crisis

The main challenges facing our clients continue to centre on the high cost of living, along with the need for ongoing help to make sure they receive all the benefits they are entitled to. We are also seeing more clients who are in work but still unable to make ends meet, as well as people struggling to find or keep work. Housing insecurity remains a serious issue, including the threat of eviction and rising council tax demands, all of which place extra pressure on households that are already struggling.

Practical help such as supermarket and fuel vouchers, phones and SIM cards can ease immediate pressure, but our most valuable work is helping clients tackle the problems behind their crisis, by listening, understanding their situation and connecting them with the right specialist support.

Good Things Foundation Digital Devices

This year we received 50 mobile phones and 2 laptops from the Good Things Foundation, which we distributed to clients. A working smartphone helps people stay connected with family and friends, search for jobs, keep appointments and stay in touch with the Jobcentre through their online journal.

Conclusion

The past year has shown both the continued need for our signposting service and the difference it makes. The needs we see are more complex, with more clients requiring tailored support across several areas. Through strong partnerships, a well trained and proactive team, and a focus on empowering clients, we have continued to provide effective, high quality wraparound support. This helps individuals and families deal with immediate challenges while working towards longer term stability.

Jacqui Roeder
Client Signposting Lead

Team reports

Campaigning Advocacy and Organising Lead Report

Background

In last year's report I highlighted a series of issues raised by the community at "*Feeding Barnet – A Food Security Summit*", which took place in November 2024. This year has been a story of developing two of those issues into campaigns to help alleviate poverty in the borough. The first was the campaign to encourage the London Borough of Barnet to accredit as a Living Wage Employer. The second was the 'Engage Don't Enforce' campaign to change the council's approach to using bailiffs to collect council tax debt.

Living Wage Campaign

November 2024
Feeding Barnet, a Food Security Summit, where the community raised the issues behind our campaigns

November 2025
Community Living Wage Launch and Learn evening at the food bank

March 2026
The London Borough of Barnet accredits as a Living Wage Employer

Summer 2026
Living Wage Champion of the Year at the Living Wage Champion Awards

Living Wage Champion of the Year

Accepted by Bob Bevil at the Living Wage Champion Awards, in recognition of everyone who contributed

This campaign was run jointly by Chipping Barnet Foodbank and our partners in the North London Chapter of Citizens UK, with support from wider North London partners on the action day at the Town Hall.

Accreditation means that people working for the council, including staff employed by its contractors, will be paid at least the real Living Wage.

Several volunteers and partners at the food bank have a strong interest in the Living Wage, and some have attended Citizens UK's organising training. This group has been at the heart of the campaign's momentum.

The campaign had a humble start after the 2024 Food Security Summit, when a delegation of three, one from Citizens UK, one from the Living Wage Foundation and myself, met the Leader of Barnet Council. We shared the community's concern that Barnet was then one of only four London boroughs not to accredit, and the only Labour led London borough not to do so.

The next stage was to build momentum and focus, which came in the form of a well attended community Living Wage Launch and Learn evening at the food bank in November 2025. The event included a budgeting exercise and talks from the Living Wage Foundation, Chipping Barnet

Foodbank and the council's Cabinet Members for Financial Sustainability and Poverty Reduction. We also shared our campaign aims with the local media.

Campaigners push council on living wage accreditation - Barnet Post

In March 2026, the London Borough of Barnet accredited as a Living Wage Employer, and the campaign team greeted the Health and Wellbeing Board at the Town Hall as a gesture of thanks.

Barnet Council accredited as a Living Wage Employer - Barnet Post

The Living Wage issue has not gone away, though. Our other major local employer, the Royal Free London NHS Foundation Trust, has yet to accredit, and this is where we are now focusing our efforts.

The campaign was recognised nationally in the summer at the Living Wage Champion Awards, opened by Rachel Reeves. I accepted the Living Wage Champion of the Year Award with gratitude and in recognition of everyone who contributed.

Another accolade for staff at Chipping Barnet Foodbank - The Barnet Society

Engage Don't Enforce Campaign

£13.1m
potential saving highlighted in our report to the council

250+
people signed our open letter to the Leader of the Council

39%
fall in Barnet Council's referrals to bailiffs in 2025-2026, a reduction of 12,823

Barnet Council has published a vulnerability statement on debt collection for the first time.

This year our 'Engage Don't Enforce' campaign has continued in partnership with the Research and Campaigns Team at Citizens Advice Barnet.

The Food Security Summit highlighted that Barnet Council was among the highest users of bailiffs to collect council tax debt in the whole of England.

At bi-monthly meetings with the Head of the Exchequer and senior officers, Citizens Advice Barnet and Chipping Barnet Foodbank have made the case for change, particularly given the distressing effect bailiff visits have on the residents both organisations support.

We first presented the council with a report and recommendations, endorsed by Debt Justice, ACORN, Citizens Advice Barnet and Chipping Barnet Foodbank. It highlighted a potential £13.1m saving and recommended not using bailiffs for residents on means tested benefits, introducing meaningful and affordable repayment plans, and signing up to the Citizens Advice Council Tax Protocol.

We then sent an open letter to the Leader of the Council, signed by more than 250 people, from food bank clients to the Co-CEO of Trussell. We received a great deal of support from outside the borough, including from many Trussell food banks in other boroughs. The issue also received local, regional and national coverage.

As a result of this joint working, Barnet Council has published a **vulnerability statement on debt collection** for the first time and has agreed not to refer residents receiving maximum Council Tax Support (70%) to bailiffs. We are delighted that the Citizens Advice Council Tax Protocol will be signed at our food bank on 29th October 2026.

We will continue to meet bi-monthly, as the landscape around council tax is always changing. According to the **Money Advice Trust**, Barnet Council's referrals to bailiffs fell by 39% in 2025-2026 compared with the previous year, a reduction of 12,823 referrals.

Horizon Scanning

New grant funding means my role is now Community Organiser, with a greater emphasis on developing and coaching campaign leaders. I am keen to bring more voices of lived experience into the campaigning work of our food bank.

If you would like to discuss anything in this report, have a campaign issue you would like to raise, or know anyone who may be interested in campaigning, please do get in touch.

Bob Bevil
Campaigning Advocacy and Organising Lead

Team reports

Operations & Warehousing Report



£550
average weekly food spend by the summer

2,650kg
of stock held at the stock-take, around double the last stock-take count

under 1%
error rate over the 20-month stock-take period

This year we made two significant changes to how we manage our stock and distribute it to clients.

The first, and most significant, came in at the end of January 2026, when we completely revised the contents of our pre-packed food bags. This was the first major review since the Covid pandemic in 2020, and it was shaped by our clients. In March 2025, clients were asked to complete a feedback form telling us which foods they liked and which they did not, and we used their answers to design the new bags. The new bags:

- are packed by family size, small, medium or large,
- reflect the fresh food we now give out, including bread, cakes, and fruit and vegetables,
- no longer include tinned meat, so separate "meat" and "no meat" bags are no longer needed, and
- no longer include tinned potatoes, which clients told us they did not like, as we now receive plenty of fresh potatoes.

The changes were made without complaints from clients and have achieved the significant reduction in food spending we needed. Last year we set a goal of reducing our weekly spend on food to £750, and by the summer our average was just over £550 a week. As packing is now simpler, we have also been able to reduce the size of our volunteer packing teams.

The second change came in June, when the Parish needed some of our storage space for children's activities. Toiletries and other extras are now given out from our own dedicated room in the Parish Hall, which has made this part of the session simpler.

As planned, we moved our stock-take to the end of May to line up with the food bank's financial year. As the previous stock-take was in September 2024, this one covered 20 months. We held 2,650kg of stock, around double the 1,300kg at the last count, and our error rate over the period was just under 1%.

Our regular activities continued throughout the year, including:

- Collections at local supermarkets.
- Weekly food purchasing from Aldi and online deliveries from Asda.
- Weekly fresh food deliveries from Felix through Volunteers on Wheels.
- Waitrose food drives.
- Our Harvest Festival and Christmas appeals.

We are very grateful to Felix and Volunteers on Wheels for their weekly deliveries of fresh fruit and vegetables, and to Gail's Bakery for their fresh baked goods. Our thanks also go to the customers of Sainsbury's New Barnet, our two local Waitrose stores in High Barnet and Whetstone, and Aldi for their generous donations.

Harold Williams
Warehouse Manager

Team reports

Health and Safety

Two accidents involving volunteers were recorded this year, both caused by tripping over containers left on the floor. Safety notices have been put up, and all volunteers have been reminded about good housekeeping and keeping walkways clear during sessions.

Following Trussell's Governance Health Check, our Health and Safety Policy has been reviewed and updated, and will be ratified by the trustees at their October meeting. The update includes the new fire alarm system fitted by the Parish in the Parish Hall, and I am now our designated Fire Warden.

We have also written a new Food Safety and Food Hygiene Policy, which has been approved by the trustees. We continue to check our stock against product safety alerts from the Food Standards Agency and Felix.

Harold Williams
Warehouse Manager

Team reports

Volunteering



Volunteers continue to be the backbone of our food bank, and we now have around 190 volunteers across our rotas and other roles. We held three new volunteer training sessions this year, in October, January and May, training 24 new volunteers in total. This more than made up for those who moved on during the year. Our training format, which combines induction with safeguarding and manual handling, continues to work well and means every new volunteer is fully trained before they start. Our safeguarding training has also been updated this year to match our new Safeguarding Policy. Thank you to Martine Whitaker, who trains our new volunteers, and to Jim Whitaker, who runs our manual handling training.

This year, in addition to safeguarding and manual handling training, we have also been able to offer:

- Community organising training with Citizens UK
- Mental health first aid awareness training
- Energy advice training with Leap Energy
- Managing suicidal conversations training
- Conversations with vulnerable people training

As our wraparound support has grown, so have the ways people can volunteer with us. Alongside our session, warehouse and delivery teams, volunteers now make up our signposting team, our Digital Champions, our allotment team and our fundraising team.

We are continuing to support Duke of Edinburgh students on Monday evenings, with under 18s and their parent or guardian helping to weigh, sort and pack our donations. We have a mix of bronze, silver and gold award students. Thank you to Marissa Cooney, who manages our DofE students.

For Volunteers' Week in June, we filmed a series of short videos of volunteers from across the food bank answering the question "why do you volunteer?", which were shared on our social media.

We also made time to celebrate together. In February we held a volunteer Bring and Share party, and in June around 80 volunteers came to our Summer BBQ at Holy Trinity Church. It was a great afternoon.

We are truly grateful to our volunteers, without whom we could not run the food bank.

Peter McMahon
Volunteer Coordinator

Team reports

Referral Agencies and Support in the Community



248

agencies on our system, 84 of which referred clients in the last year

£3,040

in supermarket vouchers given to eight local organisations through our Christmas Angels project

Our referral agencies are at the heart of how clients reach us. We now have 248 agencies on our system, 84 of which have referred clients to us in the last year. We continue to review this network, and are planning a full audit to make sure it reflects where clients are actually being referred from and remains as effective as it can be.

The new referral guidelines introduced last year have been welcomed by our agencies, and have led to more clients making use of the wraparound support at our sessions.

Staff who refer clients tell us they value our monthly update on the extra support available each week.

We are also helping agencies through changes to our data system login, which now includes two factor authentication.

Regular visits to local agencies have continued throughout the year, including Ocean House, Underhill Children's Centre and Oakleigh School. We were pleased to welcome Christchurch Cockfosters, who have long supported us with donations, as a new voucher holder, and to re-establish our relationship with Bevatone House. We are also building a new relationship with Barnet and Southgate College. Agencies have welcomed links with Potters Pantry, both its hospitality and the community cookery classes that began in September, and with the new Handmade Community Café in East Barnet, which offers free craft sessions.

We have also been able to offer ongoing support to clients in supported living settings, working alongside health services and social workers where needed. Some of these clients now visit the food bank café for companionship as well as food.

Over the winter and Christmas period we focused in particular on schools and other organisations working with families, reflecting the increased need among households with children. Through our Christmas Angels project, we gave £3,040 in supermarket vouchers to eight local organisations to pass on to the families and individuals they support. These were Solace Women's Aid, Underhill Children's Centre, New Citizens Gateway, the Leaving Care Team, BEYA, Oakleigh School, Friend in Need and CAP.

Teresa Williams
Referral Agencies and Support Coordinator

Finances

Treasurer's Report

Financial Review 2026

During the financial year ended 31 May 2026, both financial and food donations declined, with financial donations falling by 19% and food donations by 21%. This created a challenging operating environment for the food bank. Despite this, we were grateful to receive generous donations from BKL Accountants, Aralbridge Limited, and the New Barnet Allotment Society. In addition we are very grateful to all our individual donors without whom we would be unable to continue our work.

We continued to receive grant funding from Trussell to support our Campaign and Advocacy Lead and our Citizens Advice service. In addition, we received funding from the National Lottery for our Signposting Service.

Looking ahead, we successfully secured funding for 2026/27 from the Hadley Trust, which will fund our Citizens Advice project, and from the Souter Charitable Trust to provide supermarket vouchers to support our Christmas Angels project. Considerable effort has been made to secure additional grant funding, and we are pleased that these efforts have been successful, providing greater financial stability for the coming year.

In response to the reduction in donations, we took steps to control expenditure. Overall costs decreased by 19%, with food expenditure reducing by 24%. This reduction reflects both careful cost management and a decline in food bank usage. While it is difficult to attribute the reduction in demand to any single factor, the food bank has continued to prioritise its signposting and Citizens Advice services, helping clients address the underlying issues that lead to food insecurity.

This demonstrates the importance of the food bank's wraparound support in helping people move beyond crisis. In addition to emergency food provision, we offer a range of complementary services, including Digital Skills support, housing advice provided by Barnet Homes, debt advice through Christians Against Poverty, and free legal advice from the University of Hertfordshire Law Clinic on matters including employment, consumer and housing issues.

Overall, the food bank recorded a deficit for the year, with expenditure exceeding income as a result of reduced donations and lower grant income compared with the previous year. However, through careful financial management and cost control, we were able to limit the size of the deficit while continuing to deliver essential services to those in need.

The Trustees remain confident that the charity is well placed to continue supporting local people in crisis while developing services that address the underlying causes of food insecurity. By investing in advice, advocacy and other wraparound services, alongside emergency food provision, we aim not only to meet immediate need but also to help people achieve longer-term financial resilience.

Arlette Jennings
Treasurer

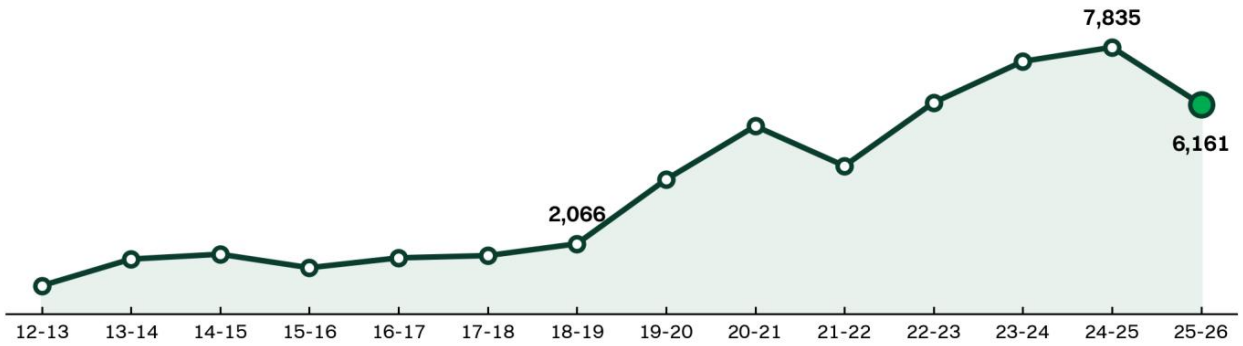
Statistics

Statistics

Number of Individuals Supported

We supported 6,161 individuals this year, a decrease of 21% on last year. As explained in our Manager's report, we believe this reflects our wraparound support helping more clients resolve the problems behind their need for a food bank. We have also seen a reduction in repeat visits, as more clients get the help they need to manage on their own and need to come to us less often. However, need remains very high. The number of people we support is still three times what it was before the Covid pandemic, when we supported 2,066 people in 2018-2019.

Number of individuals supported, 2012-2013 to 2025-2026

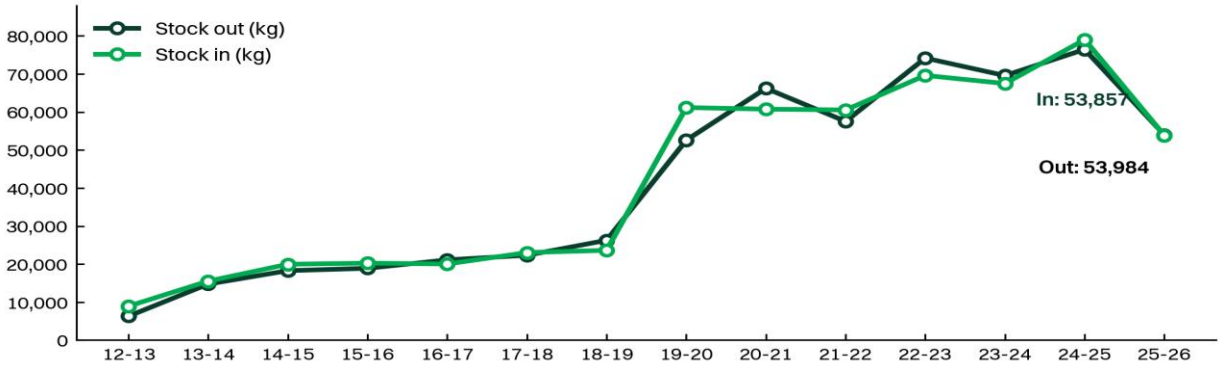


Stock Movement

This year 53,984kg of food went out to clients and partner organisations, and 53,857kg came in, made up of both donated food and food we bought. Both figures are lower than last year, reflecting the fall in the number of people we supported and the changes to our food bags, which mean we now buy less food. Over the year, the amount coming in closely matched the amount going out.

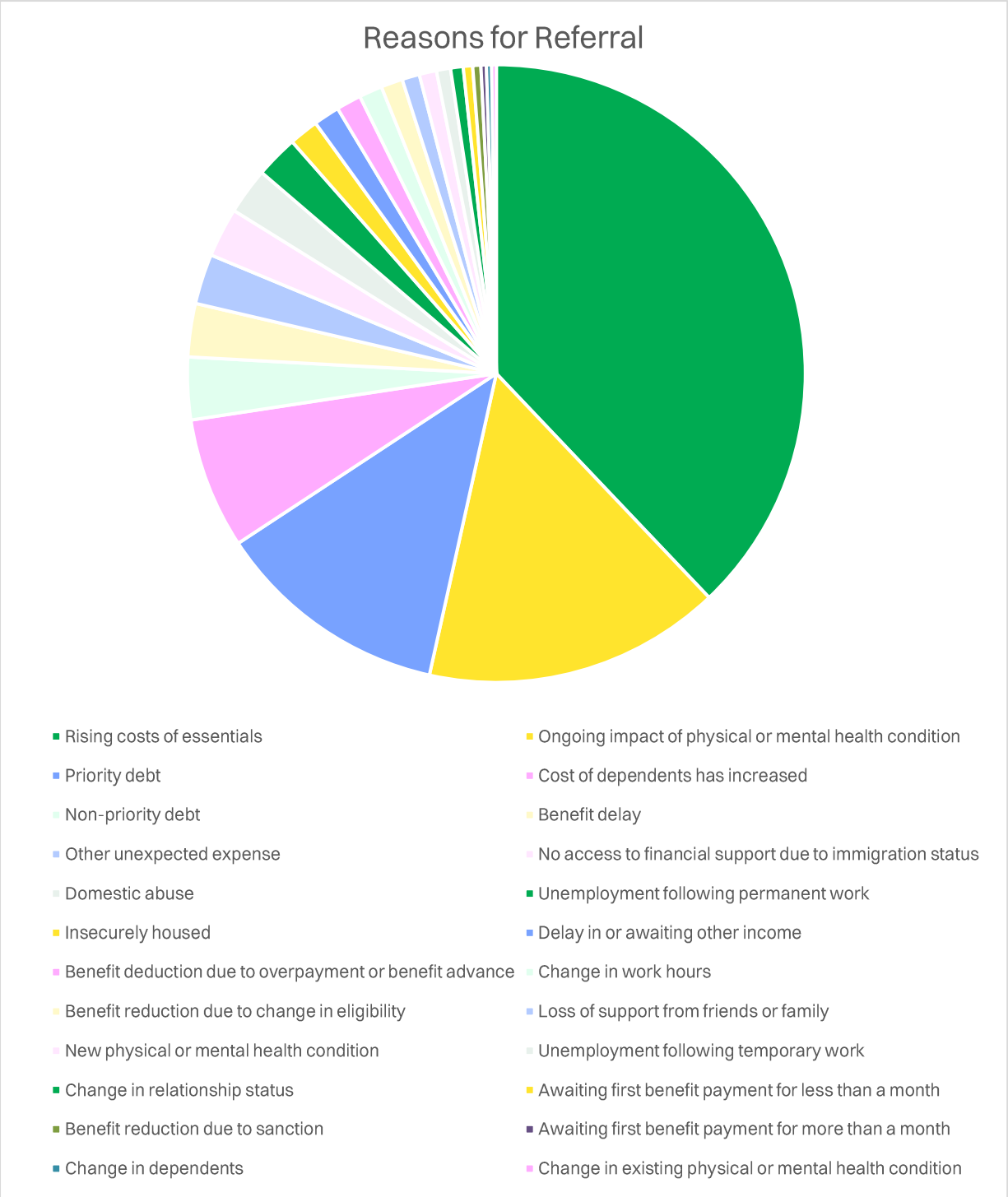
We have also continued to share food with other local organisations, including Gratitude, Friend in Need, Poor Clares and Soul Kitchen.

Total stock out and stock in (kg), 2012-2026



Reasons for Referral

The rising cost of essentials remains the most common reason people are referred to us, and was one of the reasons given for nearly half of the people we supported this year. Many people are referred for more than one reason, which shows how often different pressures combine. After rising costs, the most common reasons were the ongoing impact of physical or mental health conditions and priority debt. The increased cost of dependents, non-priority debt, benefit delays, unexpected expenses, having no access to financial support due to immigration status, and domestic abuse are also crises we see frequently.

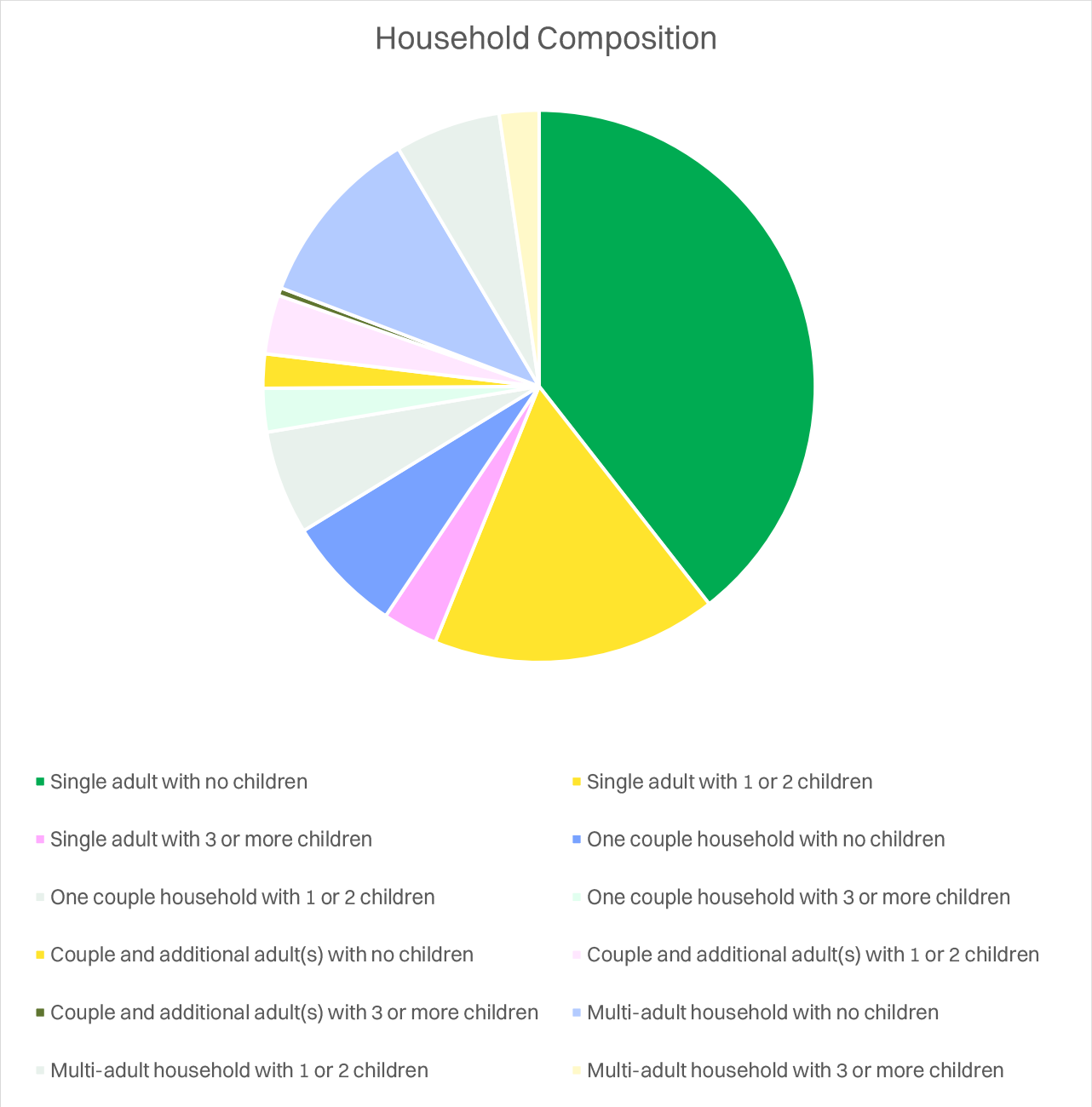


Household Composition

Single adult households continue to make up the largest group we support, accounting for 59% of the vouchers we fulfilled this year, and 41% of vouchers were for households with children.

Looking in more detail, 39% of vouchers were for single adults with no children and 20% for single adults with one or more children. 7% were for couples with no children and 9% for couples with one or more children.

For households with several adults, whether a couple and additional adults or a multi-adult household, 13% had no children and 12% had one or more children.



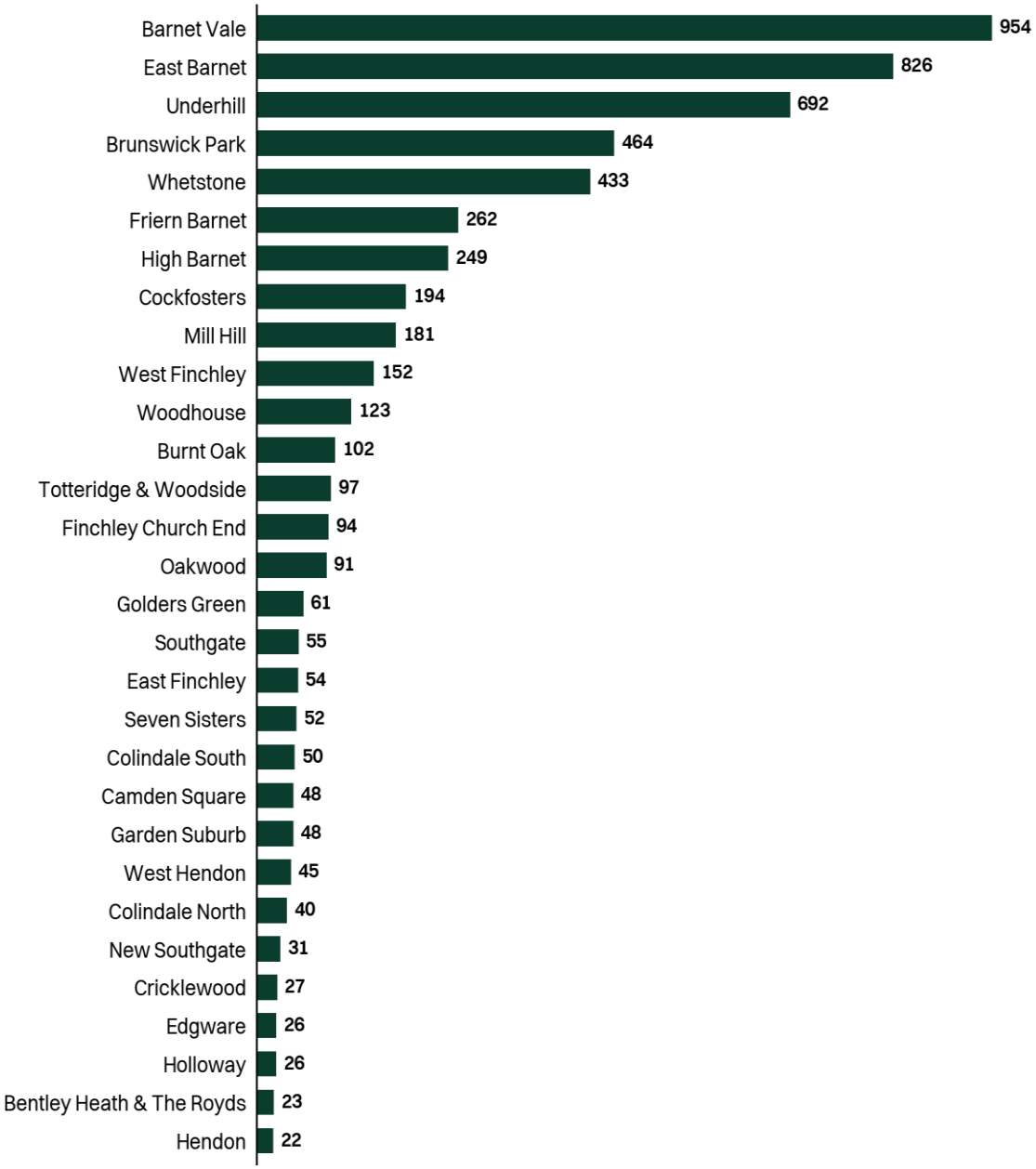
Wards

Most of the people we support live in the wards closest to the food bank.

Barnet Vale, East Barnet, Underhill, Brunswick Park and Whetstone are the most common, and together account for just over half of the people we supported.

Our top three wards are the same as last year, but High Barnet has moved out of the top five, with Whetstone moving in.

Individuals supported by ward, top 30 wards



Food Donors

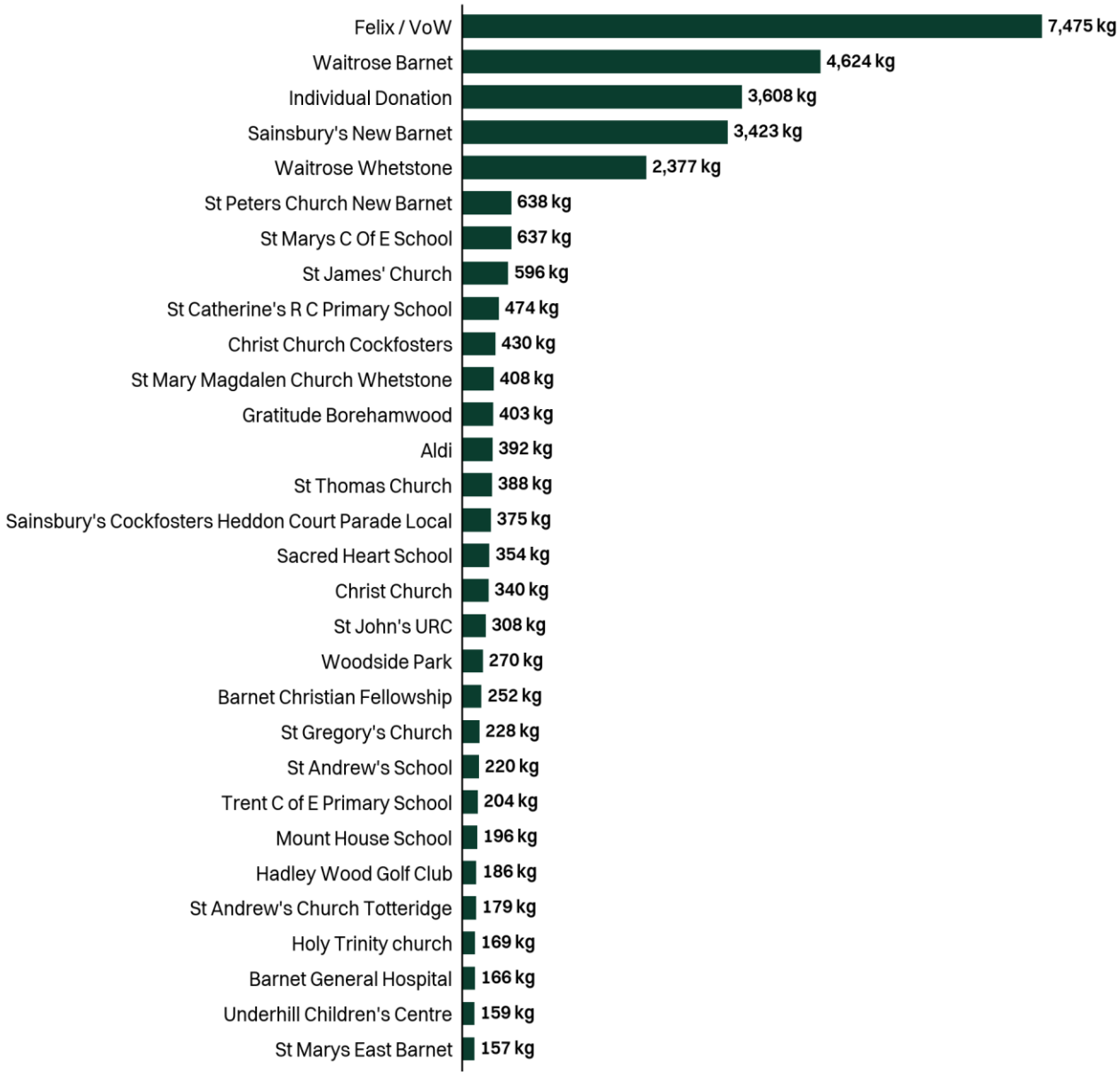
Finally, the chart below shows our top 30 food donors this year, measured by the weight of food donated in kilograms (kg).

Our five largest donors were the same as last year, Felix and Volunteers on Wheels, Waitrose Barnet, individual donations, Sainsbury's New Barnet and Waitrose Whetstone.

We are also hugely grateful to the many local schools, churches, faith and community groups who collected for us.

Thank you to everyone who supports us with food donations.

Top 30 food donors 2026, by weight donated (kg)



Victoria Miller
Foodbank Manager

Thank you

Thank You

- All our amazing volunteers who contributed their precious time and energy to work for the food bank. We are eternally grateful to you all.
- Young people in the borough who contributed time and donations as part of fundraising activities or Duke of Edinburgh awards.
- Our generous donors include churches, synagogues, mosques, schools, businesses, local allotments, community groups, other charities, and the many individuals who have offered food and financial support.
- Everyone who fundraised for us this year.
- Mary Immaculate & St. Peter RC Church New Barnet for allowing us use of their parish centre and hall for our food bank sessions.
- To the New Barnet Allotment Society for gifting us our allotment and specifically Jenny Forbes for supporting us with our first year of growing.
- Adrienne McPherson, Lia Lionis, Alice Webster, Sophie Clark, Flora Schweighofer, Justin Wylie, and Trussell as a whole.
- Juliana Fonseca, Nadya Bari and Louise Broadbent at Citizens Advice Barnet.
- Blue Weiss and Froi Legaspi at Citizens UK.
- Fay Morris and Luccia Rodriguez who support us with our digital inclusion offer.
- Christians Against Poverty, BOOST Barnet, Barnet Homes, Shaw Trust, University of Hertfordshire Law Clinic, NHS Talking Therapies, Tenants Advice, Green Doctor, National Energy Action and The Learning Tree, for all doing on-site drop-ins with us this year to help support our clients.
- Joyce Harman and Margaret Spillman for tirelessly inputting all our voucher and stock data.
- Martine Whitaker for delivering our new volunteer training.
- Jim Whitaker for delivering our manual handling training.
- Pat Caplan for her continued advice and support.
- Jenny and Paul at Holy Trinity Church for always supporting us, including hosting our Summer BBQ and Barnet Band's concert.
- Felix and Volunteers on Wheels for their weekly fresh food donations.
- Kat Carr, Public Health Officer and overseer of The Barnet Food Plan.
- To all our friends in the Barnet Food Partnership.
- To our local MP Dan Tomlinson, and all our local councillors for their support.
- Gail's Bakery for a plentiful supply of fresh baked goods.
- Ursula Stone from Flower Bank who delivers fresh baked goods and flowers to us.
- Wendy from Incredible Edible for supporting us with growing opportunities.
- Jean at Potters Pantry Café and her team for their support in the community and for organising community cooking classes.
- The many businesses who have long provided us permanent or short-term collection points, such as Waitrose in High Barnet and Whetstone, Sainsbury's in New Barnet and Cockfosters, Co-op in Mays Lane and East Barnet, Aldi in East Barnet, Potters Pantry, and New Barnet Leisure Centre.
- Caritas, Charis and Fuel Bank Foundation for the provision of supermarket and fuel vouchers.
- Good Things Foundation for their support with mobile phones and laptops.
- Barnet Band for organising a wonderful concert for us this year.
- Basket Brigade, Salvation Army and Jesus House for their Christmas hampers and toys support.

Chipping Barnet
Foodbank
Together with Trussell

Charity Commission Registration Number: 1163042
Registered Address: 63 Somerset Road, New Barnet, Barnet, EN5 1RF