# Newcastle-Staffs TOOODDAACK Annual Report for 2023 And

# Strategic Plan for 2021-2024

Newcastle-Staffs Foodbank CIO Part of the Trussell Trust Network of Foodbanks Registered Charity Number: 1194404



# **Summary**

Seeded by the Trussell Trust, Newcastle-Staffs Foodbank is run in partnership with a number of churches and other organisations across Newcastle Borough. The Foodbank continues to serve those in crisis in the Borough and the surrounding area, providing food for over 54,000 people since we began in 2012.

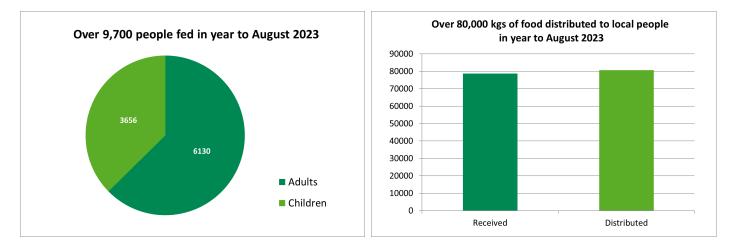
Our vision is a Newcastle-under-Lyme borough without the need for our Foodbank. We are working together with the Trussell Trust to create a more dignified, more compassionate, and more just society where everyone has enough money for the essentials.

# **The Present**

This report covers the period from 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023. During this time, Newcastle Staffs Foodbank:

- Provided 3 days of food to 6130 adults and 3656 children (4251 adults / 2069 children in year to 31<sup>st</sup> August 2022)
- Received 78,632 Kgs of food (62,600 Kgs in year to 31<sup>st</sup> August 2022)
- Distributed 80,649 Kgs of food (63,945 Kgs in year to 31<sup>st</sup> August 2022)
- Had 127 agencies registered to issue Foodbank vouchers (139 registered in year to 31<sup>st</sup> August 2022)

At our midpoint in the year, March 2023, we fed 1055 people (661 adults and 394 children) compared to 577 people (410 adults and 167 children) in March 2022.



# **The Future**

Our 3 year Strategic Plan continues to drive what we do and will be reviewed in the coming year. As part of the Trussell Trust network of foodbanks we are helping to end the need for food banks in the UK. Our plan is included as part of this report, along with a brief update of our progress so far. We have 3 strategic goals:

- **Changing Communities:** We want to provide our community with a place where they can get the help they need to be able to afford the essentials.
- Changing Policy: We want to make sure that people with lived experience of poverty are heard and that their evidence is used sensitively to push for solutions to tackle the issues they face.
- Changing Minds: We want to encourage others to get involved with helping us campaign for better local
  provision and to increase understanding of poverty and what leads people to our foodbank.

# **Chair's Report**

# Rev'd John Beswick Pallister

## How long?

On their song "40", the pop band U2 chant: How long to sing this song?

Almost humming, they repeat over and over, How long ...?

I'm borrowing this line. How long will there be people needing emergency food? How long will we see the need growing year on year?

We feel honoured that we are able to help so many people in need: in 2022-23, a staggering 6130 adults and 3656 children fed for 3 days by our Foodbank – 55% more than the year before.

We are touched by the stories of those who seek this help – stories often of great tragedy, sadness, and lives turned upside down – two of them are included in Jane's report. We are keen to give food, time, and money. But how long will this be needed?

Our foodbank started as a small project running in a garage – very much the friendly neighbour. We are now a fairly large industrial operation – and part of a huge national network doing the same. In 2022-23, our foodbank used 10,000 hours of volunteer work. We received tones of food – not a figure of speech: 80.6 tones. We spent £68,000. Astonishing numbers.

The generosity behind all this is unbelievable.

- Our volunteers, staff, and trustees, all stretched their time as the need increased, adapting and learning new skills while often themselves enduring personal struggles too.
- Our supporters donated (and often transported) food and/or gave money generous regular giving, and often extraordinary one off gifts, completely beyond our expectations.
- The Trussell Trust has kindly offered guidance and large financial grants.

I could go on, but I won't.

This is a very beautiful response – to an exceedingly ugly reality. We are absolutely keen to do this for as long as necessary. But after yet another year, I want to cry, how long?

U2's song (based on a Biblical poem/prayer about the ups and downs of life) starts with life in the pits, struggling and waiting – and then things get better, feet set on a rock, footsteps firm.

But what I find most inspiring is how real it sounds: it's not just that there is a problem, and then it gets sorted – end of. Instead, one thing gets sorted, and somethig else comes up – time and time again. We've all been there. Too often our clients are there.

So, this year, I invite you to take time to lament, to feel the hurt, because things aren't as they should be. With or without U2 in the background, I invite you to cry, with all in need of the foodbank,

How long to sing this song?

We'll be here as long as needed – but let us cry that we won't be needed for long.

#### John Beswick Pallister

# Annual Report for 2022-23

Foodbanks provide emergency food, collected from the local community, to local people in crisis. The details of how our Foodbank operation works can be seen in Appendix 1, and the context we are working within can be found in our Strategic Plan. Working with the Trussell Trust provides the mix of national charity support and local charity grassroots work which is invaluable on all levels, enabling us to provide the best possible service for our clients.

# **Headlines for the Year**

# **Food Collections**

6 supermarket collections were held during the year (national collection events at Tesco Kidsgrove and Trent Vale in December 2022, along with additional collections at Tesco Kidsgrove in October 2022, May 2023 and July 2023, along with an additional collection at Tesco Trent Vale in August 2023). We would like to thank the staff at Tesco for their co-operation on collection days. As part of a national agreement with the Trussell Trust, Tesco support their collections with a cash top-up on the value of the food collected. This money is made available to us to purchase items that are in shortage in our warehouse. We also have a number of stores which host a permanent collection point – Tesco, Sainsbury's, Co-op and Morrison's, and we are very grateful to each store and for the volunteers who empty the collection bins on a regular basis. This support from supermarkets has generated a total of 34.98 tonnes of food (31.72 tonnes in year to 31<sup>st</sup> August 2022).

In addition to supermarket support, the Foodbank has a well-established network of food collection points in churches, schools, shops and businesses, and we also receive regular donations from members of the public into our distribution centres during opening times. We are extremely grateful for this continuous support, which has seen 25.46 tonnes of food donated (19.13 tonnes in year to 31<sup>st</sup> August 2022). Furthermore, a significant contribution was made to our stocks from various harvest collections, and collections for Christmas and Easter which added an additional 8.27 tonnes to our stock for this year (7.18 tonnes in year to 31<sup>st</sup> August 2022).

# **Food Distribution**

The need for Foodbank services across the country continues to grow. The Trussell Trust reported an 37% increase on 2022-2023, with almost 3 million emergency parcels given to people in crisis by the Foodbank network in the year to March 2023. Locally, we have experienced a 55% increase over the full year.

A total of 4127 vouchers (3058 in year to 31<sup>st</sup> August 2022) were fulfilled in the year 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023, providing 3 days of food to 6130 adults and 3656 children (4251 adults / 2069 children in year to 31<sup>st</sup> August 2022). 76,525 Kgs was given out at our centres when fulfilling vouchers, and at 0.42 Kgs per meal this represents around 182,202 meals supplied to local people in crisis. In addition to fulfilling vouchers, during the same period we have also passed on 4,124 Kgs of surplus stock to other organisations - at 0.42 Kgs per meal this equates to around 9,819 additional meals we have provided on top of those given directly to clients through the voucher system. This is a total of 192,021 (150,871 meals in year to 31<sup>st</sup> August 2022).

67 organisations who are signed up as referral agencies have issued Foodbank vouchers this year – the majority of those being electronic referrals. We are very grateful to all our referral agencies – they are the ones to determine if someone is in crisis, and then provide the support they need through that crisis, part of which is the referral to the Foodbank. Our whole process relies heavily on their partnership with us.

# **Foodbank Centres**

There are 6 centres in operation across the Borough in the following locations: Chesterton (Chesterton Elim Church), Clayton (St Luke's Methodist Church), Knutton (Cornerstone (Home Start)), Kidsgrove (St Thomas' Church), Madeley (All Saints Church), and Newcastle town centre (Newcastle Congregational Church). These centres are open at different times throughout the week and aim to offer clients a warm welcome - one that stands apart from many of the statutory organisations that they come into contact with. Clients can get a cup of tea, time to chat, and are signposted to other support.

Our Financial Inclusion project, fully funded by a grant from the Trussell Trust, has now been operating for 12 months. We are working in partnership with Citizens Advice to offer clients the opportunity to speak with an advisor when they come to our centres. We have advisors allocated to 5 of our 6 centres every week (Madeley does not have the footfall

needed to make it cost-effective to have an advisor in person, but they are available via telephone or referral form). This partnership means that clients can access support instantly, and our volunteers actively encourage clients to engage with the service.

We also have a partnership with Mind, providing clients with an easier referral route for much needed mental health support.

# Volunteers

Newcastle-Staffs Foodbank is an organisation supported by an amazing army of volunteers, with around 80 volunteers offering their time and energy on a regular basis, going above and beyond to make sure that the experience that our clients get is a positive one. Our volunteers have contributed around 10,000 hours over the year to help run, either in our centres or behind the scenes. We are so grateful for the commitment and enthusiasm consistently shown by our volunteers, and take this opportunity to thank them for the work they do.

Volunteers can get involved in a number of ways, and we always welcome enquiries from prospective volunteers. There are a variety of skills required and different opportunities available, depending on the time commitment that people can make, and we particularly need help behind the scenes rather than in our foodbank centres.

# **Supporters**

We continue to be encouraged by the level of support that the Foodbank receives, financially and in kind, both from churches directly involved in the day-to-day operation and from those outside the Foodbank organisation. Despite the cost of living crisis we have seen donations maintained at similar levels to the previous year.

We are so thankful to our partners who allow us to use premises for our centres at minimal or no cost. Aspire Housing have partnered with us for a number of years to provide affordable premises for our warehouse and office, although this will end in the coming year due to Aspire's relocation. We have already found new premises through Newcastle Borough Council, a long-standing supporter of the Foodbank, and are in the process of drawing up the lease. The council have provided us with additional storage space for a number of years now, but we will be relocating to one site for everything – enough warehouse space to remove the need for extra rooms at a different location, and a good sized office to continue our work behind the scenes. Please keep an eye on our social media for updates on this in the coming year.

# Governance

Newcastle-Staffs Foodbank is an independent organisation but is also part of a national network of foodbanks each having a similar mission. Quality assurance is supported by membership of this network under the guidance of the Trussell Trust. Being part of this network provides us with, amongst other things, standardised operating procedures, a strong 'brand' identity, and evaluation and inspection of our operation.

The Newcastle-Staffs Foodbank was granted formal charity status on 14<sup>th</sup> February 2013. In October 2021 the charity changed status to become a Charitable Incorporated Organisation. The Board of Trustees currently has 6 members, and there are 18 churches who are registered members of the charity. The current Trustees and member churches are listed in Appendices 2 and 3. The Trustees remain committed to ensuring that the Foodbank meets all of our obligations, reviewing all our policies on an annual basis and ensuring that all volunteers are aware of them.

# **Treasurer's Report**

# **Paul Roberts**

It has been a difficult year for the foodbank with the increased number of people requiring our services in this current cost of living crisis and the continued generosity of everybody involved.

The Newcastle Staffs Foodbank CIO has completed its eleventh year in serving the community and as at 31 August 2023 held £139,750 in the current account and £13,123 in the deposit account. There was also £485 of credit held in our account with Bankuet (an organisation which allows donors to pay via an app for credit which can then be spent on food supplies provided by the organisation itself). This is down from last financial year. Since changing banks we have received £200 in interest and reduced our bank charges. Despite this we are still in a strong position even during these difficult times.

Total grants received are £27,212 for restricted funds (that is, monies which are given to us for specific purposes and which therefore have to be kept separate from general funds). From the various fundraising platforms the donations we received were £5,608 from CAF, £4,100 from Crowdfunder and £1,765 from Stewardship. We received £34,727 from other donations of which £14,621 was from Friends of Foodbank gift aided. We thank all of our Friends of the Foodbank for continued support.

Four member of staff were employed and the salaries were increased over the past year to £40,488 of which £13,481 was covered by the grants held on deposit.

The overall running costs have increased substantially for food and personal hygiene items due to the cost of living crisis and more people requiring our assistance. The financial inclusion project run by the Citizens Advice Bureau is a large expense but this has been covered by a grant. After salaries and CAB, energy bills have also seen a major increase. We have seen the other expenses go up as well.

The stock held at the warehouse at the end of financial year was 7908.26 kg with a value of £18,742.57. This is lower than last year due to the increased requirements to service our community.

As this cost of living crisis continues we expect to see an increase in the resources from the foodbank and envisage that if giving is maintained at current levels the funds that we currently are holding may last for the next 24 months or so.

Many thanks to Daniel Styles of Lifestyle Accountancy Limited as our Accountant/Auditor for producing the final accounts and report for the Charity Commission.

Paul Roberts Trustee/Treasurer

# **Cost Analysis and Budget**

Newca	astle Stat	Vewcastle Staffs Foodbank - Budget	ank - B	ludget														
			Income	Je							ĒX	Expenditure	e,					
Year	Donation	Donation Fundraising	Grants	Grants S/markets Gift Aid	kets Gift Aid Total	Total	Running costs	Food	Salary (non-Printing & grant) publicity		Equipment	W/house rent	W/house W/house Franchise rent setup payment	Franchise payment	Expenses	Other	Other Total	Difference
7	8166.59	1008.50	1200.00	4203.71	680.56	15259.36	1126.44	2494.35	8035.44	527.50	3279.17	2499.96	2081.88	360.00	518.83	828.97	21752.54	-6493.18
•	16278.92	20629.22	20629.22 45322.55	4367.71	747.80	87346.20	2170.69	3476.39	15631.25	299.00	2056.06	2794.56	0.00	0.00	646.00	510.60	27584.55	
6	30884.00	29406.00	29406.00 1000.00	2559.00	5586.00	69435.00	3447.00	Η.	26789.00	4317.00	112.00	4271.00	0.00	0.00	93.00	1490.00	42082.00	27353.00
10	25268.00	12214.00	12214.00 19928.00	3542.00	0.00	60952.00	3504.00	5526.00	16717.00	297.00	3936.00	5076.00	0.00	0.00	694.00	6948.00	42698.00	18254.00
11	31611.00	13266.00	13266.00 15344.00	3872.98	3730.00	67823.98	7150.00	7150.00 19270.00	32942.00	0.0	569.00	5313.81	0.00	0.00	201.00	3111.00	68556.81	-732.83
Budget	22441.70		15304.74 16558.91	3709.08 2148.87	2148.87	60163.31	3479.63	6465.95	3479.63 6465.95 43855.00	1088.10	1990.45	5440.80		360.00	430.57	2577.71	65688.20	-5524.89
	Åverage	Average	Average	Average	Average		Average	Average		Average	Åverage				Åverage	Average		
Budget2	18000.00	15304.74		3709.08	3709.08 4000.00	41013.82	3479.63	3479.63 6465.95	43855.00	1088.10	1990.45	5440.80		360.00		430.57 2577.71	65688.20	-24674.38
Budget3	18000.00	15304.74			4000.00	37304.74	3479.63	6465.95	3479.63 6465.95 43855.00	1088.10	1990.45	5440.80		360.00	430.57	430.57 2577.71	65688.20	-28383.46

#### Commentary:

Salaries have increased due to increases in hours worked and employer pension contributions

Current regular giving is approximately £1500 per month - bringing the annual income from standing orders to £18,000

There has been a significant increase in food spend in Year 11

#### **Budget line**

Averages have been taken over the last 5 years

Figures for salaries, warehouse rent and franchise payment are the current rates. Salaries exclude the amounts covered by Trussell Trust grants as they distort the cash flow

Figure for grants exclude grants from the Trussell Trust for salary and for our Financial Inclusion Project as they distort the cash flow

Gift Aid budget has been increased from the average in line with level of donations

#### Budget 2 and 3 lines

Additional budget lines are included to show the situation without some of the income

Budget2 shows situation with no additional grant funding

Budget3 shows the situation if we have no supermarket funding.

# **Project Lead Report**

I must begin with an enormous thank you to all of you reading this report. By taking the time to read through it, you are demonstrating an interest in what we do, and we are extremely grateful for that. If you support us with your time as a volunteer, your money either directly or by making donations of food, by offering prayer for what we do, or even by sharing our social media, rest assured that the work of Newcastle-Staffs Foodbank would not continue without you.

As we review our 11<sup>th</sup> year of operating across the borough of Newcastle-under-Lyme, we look back on a year of increasing need, with more and more people in our community unable to afford the essentials. It is not right, and we are continuing to partner with the Trussell Trust as we work to end the need for foodbanks. It won't happen any time soon, but together we will make a difference.

Over the years, we have come to understand that food is not the answer and have worked to provide signposting and wraparound support for our clients. Our Financial Inclusion project (a partnership with Citizens Advice placing advisors in 5 of our 6 centres every week) has been running for a year now, and the figures below speak for themselves – it is an incredible success!

	Target for Yr1	Actual (to Sept 23)
Total service users	300	1111
Total Financial Gains	£225,000	£596,987
Total amount of debt managed	£500,000	£379,527
Total amount of debt written off	£200,000	£136,609

Debt figures have a time lag so although the figures are below target for debt managed and debt written off, the Trussell Trust are more than happy with the outcomes so far. In addition, our first quarter was not a full quarter due to the timing of the start of the project.

We have already secured funding for the third year, and will be building the case to continue that funding by sharing stories of those who have been helped alongside the figures.

By providing this service in our centres, we are able to eliminate the ask. Our clients don't have to explain their situation over and over again and keep asking for help. They ask for help once, and we can assist them in accessing the support they need. We also have a direct link with North Staffs Mind, and are working to create partnerships with other organisations who can offer support to our clients to get back on their feet.

In the meantime, our wonderful army of volunteers supported by our paid staff will continue to make sure that food is on the table for those households who don't have enough income for the essentials. Together we are showing compassion to those who are at their lowest, not knowing where the next meal is coming from. Together we are treating people with dignity and respect as we welcome them into our centres, offer a cup of tea and a listening ear. Together we are serving our community and working to engage people in campaigning for change. Together we call for justice in our society so that no-one has to face poverty and hunger.

I am in awe of the way in which our volunteers have stepped up this year, coping with a 55% increase on the previous year. That has meant busier centres, more stock to collect each week from our warehouse, more cups of tea to be made and more stories listened to. Two such stories have featured in our newsletters this past year – powerful stories of clients who are on the other side, who have survived the crisis and come out smiling. I've included (with their permission of course) a couple of extracts from the full stories here:

To the supporters of the Foodbank, I say please continue to give what you can – you do a wonderful job. But never take for granted how close you are to being homeless, it can happen to anyone. You could be one of those people who are coming here and queuing up for a bag yourself. People need to be made more aware of the help that is available, so to those who are struggling, I say make that first step and you'll be amazed at how your life can change. It's easy to start to feel self pity because you can't see a way out, another bill piles on the worry, There were times when I thought I'd give up, I was sick of filling in forms. Why is it so difficult for people to access what they are entitled too? I am now reaping the benefits of everybody's help and knowledge. I did it. It's worth it. Instead of frowning I am smiling so much that it makes my cheeks ache! **Someone who has used the foodbank** 

Mandy is a volunteer at our Kidsgrove foodbank centre. She has used the foodbank before, and has a message for anyone who can change policy – at a local or national level, and for the local community. Mandy found herself needing help from the foodbank a couple of years ago because Universal Credit was just not enough. By the time she received help from the foodbank, she was in a dark place. She had been without electricity, without heating,

just to buy a loaf of bread and something to eat. She has always budgeted well and will save where she can, but it is impossible to save when you are receiving Universal Credit. By week 3, things are tight, by week 4, there is nothing left. When receiving Universal Credit, Mandy was always on the phone because something wasn't right with the payments – nothing in her circumstances was changing, but there were always problems which added to the anxiety and stress.

Sometimes if you need to make a phone call when you can't afford to pay something, you get yourself all worked up and give up. Finding the support when you hit difficulties (and everyone on Universal Credit will hit difficulties because it is just not enough – Mandy will keep saying it until something changes!) is a problem – you have no idea where to go to say "I'm in trouble, I can't manage, I've tried my best". Mandy met someone from Aspire Housing's wellbeing service. He was a lifeline. He never said "you need to budget better", but instead helped to sort the council tax debt, water rates, and advised Mandy to make an application for PIP due to both her mental and physical health. His attitude was "you're in a dark hole and I'm going to get you out of it". He supported her with foodbank referrals whilst everything was being sorted out. He knew who to talk to, he knew exactly what to say.

Asking Mandy about the help from the foodbank, she answered "We ate!" It said the parcel was for 3 days, but Mandy could make it last a week. The treats were amazing, seeing a bar of chocolate in the bag made such a difference, she felt human, felt that someone cared.

Mandy has a message for decision makers – "Live a week in my shoes. Don't judge me, I am trying my best. See how hard it is to walk everywhere and not get in the car, see how hard it is to wait in the supermarket for the staff to bring out all the yellow labels so that you've got a sandwich for the evening and toast for the next day. Don't tell me to budget better, to cook from scratch. How can you budget something you haven't got? How can you cook from scratch without money to buy fresh ingredients? Unless people have experienced it, you can't really understand what it is like."

But she also has a message for the local community – **"look out for your family, your neighbours, help each other."** Mandy went through a really dark time – at one point trying to take her own life. She got to the point where it was too hard to open her eyes in the morning and face the day, thinking "if I do this I haven't got to answer to anyone, I haven't got to worry about having something to eat, I haven't got to worry about having the electricity on". It was the thought of her granddaughter that stopped her going through with her plan.

Mandy is now working with the foodbank to raise awareness of the issues that she faced, because she feels that people need to know how hard it is, and realise how difficult it can be for your mental health. She is happy to talk to supporters, wants to campaign to make a difference – anything to try and stop this. **"If I can help others to avoid where I have been, I'm there."** 

#### Mandy, a foodbank volunteer who has previously needed help from the Foodbank

It was such a privilege to work with them to enable them to tell their story, and I am sure we will be seeing more of Mandy! Our stories work will be developed in this coming year, with the introduction of our new Local Organiser. Ann previously worked for the foodbank as our Fundraiser, and has also volunteered in the fundraising role for the last couple of years even though she had moved on in her employment. Ann has recently rejoined the team, fully funded by The Trussell Trust, to work with those who have lived experience to campaign for change. It is hoped that we can begin to make a difference at a local level, as well as working in partnership with the Trussell Trust on the more national issues.

Our call for justice says the system needs to change, but our compassion means that we keep feeding people until it does. Thank you so much for your continued support which enables us to keep doing just that.

## Jane

# Jane Baker – Project Lead for Newcastle-Staffs Foodbank

# **Update on our Strategic Plan**

Our Strategic Plan for 2022-2024 is included as part of this report, and we have 3 strategic goals. Below is a brief summary of the work which has taken place this year to move towards achieving those goals:

# **Changing Communities**

**Sustainability** – The Trustees are looking to fill skills gaps on the board. The 3<sup>rd</sup> year of our Financial Inclusion project is funded, and we have the first year's funding almost in place for the new premises.

**Wraparound support** – We now have a successful partnership with Citizens Advice and North Staffs MIND, and have started work with our referral agencies to strengthen links.

# **Changing Policy**

**Client voices** – We have successfully worked with two people with lived experience, enabling them to share their story. More work is planned in the year ahead, and will be enhanced by the recruitment of our Local Organiser.

**Communications** – Our social media presence has improved over the year, and we now have a content calendar which plans our content across all social media channels, our website and the newsletter.

# **Changing Minds**

**Volunteers** – Our Financial Inclusion project has been warmly welcomed by volunteers who recognise the importance of providing wraparound support. More work will be done with volunteers as we create partnerships with other agencies.

**Understanding of drivers of food poverty** – Schools workshops and other talks have continued this year, and we have had further discussions with our MPs. With funding from the Trussell Trust, we have recruited a Local Organiser who will work with people with loved experience to understand what brought them to the foodbank, and give them a voice to campaign for change.



# Newcastle-Staffs Foodbank

# **Strategy Document**

## Time period

Our strategic plan is focused on the next 3 years, from 2021 to 2024, and will be reviewed annually in line with the Annual General Meeting.

## Context

Our food bank is joining with the Trussell Trust to work towards the end of the need for food banks in the UK.

88% of the public think that hunger is a problem in the UK. After paying rent, people referred have on average £50 per week for all other essential costs like food, travel, clothing and bills. We don't think this is right – people should not need to use a food bank or other food support just to get through.

Based in the borough of Newcastle-under-Lyme, Newcastle-Staffs Foodbank was established in 2012 and is now entering into its 10<sup>th</sup> year. Since that first year, the number of people we have fed each year has fluctuated, but over the last 4 years we have seen an average year on year increase of 11%.

Looking at our local community, there are a number of issues which can lead people to need the support of the Foodbank. Whilst the number of pupils entitled to free school meals is slightly below the national average, it has been steadily rising over the last few years. At the other end of the scale, we have a higher proportion of lone pensioners than other areas, often on low incomes. We fall worse than average in many indicators of mental health including suicide rates and hospital admissions for intentional self harm. For those in work, earnings are less than neighbouring areas as well as the rest of the UK and there are a number of areas of the borough that rank highly in the Index of Multiple Deprivation statistics.

Pandemic consequences have swept more and more people into destitution, with an 89% increase in the need for emergency food comparing April 2019 to April 2020, and a 33% increase year on year according to the latest stats from Trussell Trust. Whilst we have not seen that level of increase in Newcastle-under-Lyme, we are aware that in the coming months a number of factors will create a perfect storm for low income families - the removal of the support mechanisms put in place due to the pandemic, rising energy prices, rising food prices due to supply issues to name 3- and may well drive more people to our foodbank.

#### Vision:

Our vision is a Newcastle-under-Lyme borough without the need for our Foodbank.

We want to work together with the Trussell Trust to create a more dignified, more compassionate, and more just society where everyone has enough money for the essentials.

#### Mission:

Our mission is to distribute emergency food whilst working in partnership with other organisations to enable us to signpost effectively, giving people access to the help they need to address their underlying cause of crisis.

#### Values:

Newcastle-Staffs Foodbank is based on and guided by Christian principles, and our values provide a strong base for all that we do as we work towards achieving our vision:

**Compassion:** We welcome all who come through our doors regardless of background and stand with them as they face crisis. We will seek to help alleviate their crisis with a listening ear, prioritising their needs and concerns in the spirit of friendship.

**Justice:** It is not right that anyone is facing hunger and poverty and we believe that everyone should have enough income to afford the essentials. By working in collaboration with others, we want to help create a fairer society.

**Community**: We want to work together with others to create a more just society for all, sharing the responsibility to support those in our local community who are not able to speak up for themselves.

**Dignity:** We recognise the intrinsic value of each individual person. We will always protect the privacy of those we help and put their wellbeing above everything else.

#### **Strategic Goals**

Our food bank's strategic goals are:

- **Changing Communities:** We want to provide our community with a place where they can get the help they need to be able to afford the essentials.
- **Changing Policy:** We want to make sure that people with lived experience of poverty are heard and that their evidence is used sensitively to push for solutions to tackle the issues they face.
- **Changing Minds:** We want to encourage others to get involved with helping us campaign for better local provision and to increase understanding of poverty and what leads people to our foodbank.

## How are we going to move towards achieving these strategic goals?

## **Changing Communities**

#### Ensuring that our foodbank is sustainable – in terms of finance, stock and manpower.

- Succession planning ensuring that our key roles have good succession plans, for example, what happens
  when the warehouse apprenticeship ends, what happens when a Trustee moves on, what happens when a
  key volunteer stops?
- Funding ensuring that our fundraising is carried out with our strategic objectives in mind so that we
  target funding to enable us to move towards the end of the need for foodbanks. This will be detailed in a
  regularly reviewed Funding Strategy.
- Training establishing a regular provision of training for volunteers both in refresher training and new opportunities.

## Looking at the wraparound support offered to clients.

- Developing partnerships with agencies who can make informed decisions to refer clients, as well as offering them the additional support they need to. Reviewing all existing agencies to improve the way people access the foodbank and make it available to all.
- Establishing signposting pathways for clients to ensure they get the help they need and improving signposting provision in our centres.
- Hosting services within our centres to give clients easy access to support.
- Taking joint action with referral partners if required to meet gaps in provision.

## **Changing Policy**

#### Looking at how clients voices can be heard.

- Implement simple ways for clients to feedback on our service, and contribute to future service development.
- Develop a plan of how to utilise client stories to change public perception on poverty within the local community, and to challenge policy makers.

#### Development of a Communications Strategy.

- Planning of communications with all stakeholders including timing and frequency.
- Using the communication plan to help define the 'identity' of Newcastle-Staffs Foodbank.
- Using the communication plan to engage with alternative food aid providers and communicate the strategic vision of the foodbank.

## **Changing Minds**

#### Engaging with our volunteers as the starting point for building momentum in our local area.

- Working with our volunteers to shift the emphasis from food provision to ending the need for foodbanks.
- Using the Assemble Volunteer Management system to make recruitment easier and to improve communication.
- Using the Peakon Survey tool to regularly get feedback from volunteers and involve them in future service development.

## Increasing understanding of the drivers of food poverty.

- Local statistics shared with MP and councillors on a regular basis.
- Being part of Trussell Trust's campaigner team and encouraging others to get involved in Trussell Trust campaigns.
- Increasing church support and connection.
- Improving **school liaison** to raise awareness and understanding.

Activity	When will it start?	What will it involve (sub-activities)	Who will do the work?	How will we evaluate it?	When will it hopefully complete?
Succession planning	Ongoing	Trustees – All 8 positions filled, covering all key roles	Trustees	Successful recruitment	
	Mar 2023	Staff – Ensure that each staff role has a plan for succession	Project Lead Trustees	Successful recruitment	
	May 2023	Warehouse relocation due to Aspire lease ending	Project Lead Warehouse Coordinator	Successful relocation	March 2024
Funding	Mar 2023	Develop our Fundraising Strategy in line with strategic goals: Planning for staffing Planning for warehouse provision Funding for Financial Inclusion project post 2024	Fundraising Coordinator Project Lead Approval by Trustees	Review every 12 months	In line with AGM
Training	May 2023	Establish a regular training provision for volunteers: Manual Handling	Project Lead Warehouse Manager & Drivers	Volunteer feedback	Ongoing
	Mar 2023	Develop Induction Package for new volunteers <ul> <li>Volunteer booklet</li> <li>Feedback from leads re new volunteers</li> </ul>	Project Lead	Volunteer feedback	July 2023
Wraparound support	Feb 2023	<ul> <li>Partnership with MIND to provide access to counselling for clients:</li> <li>Initial research to determine client needs</li> <li>Planning for launch of referral pathway</li> </ul>	Project Lead	Client feedback	Мау 2023
	Mar 2023	<ul> <li>Referral agency review – make contact with existing agencies who have not issued vouchers recently and identify new agencies who are not yet referral partners</li> <li>Update referral agency database</li> <li>Schedule more regular updates</li> <li>Establish agency newsletter</li> <li>Introduce method of receiving feedback from agencies</li> </ul>	Project Lead Administrator Apprentice Office volunteers	No. of active agencies Referral agency feedback	June 2023
	Jun 2023	Step Signposting online tool – how can we make the best use of this tool? For centres, it is not a priority – FI project has superseded need, but could admin staff use it to support clients in initial conversations	Signposting Coordinator		Sept 2023

Activity	When will it start?	What will it involve (sub-activities)	Who will do the work?	How will we evaluate it?	When will it hopefully complete?
Changing Policy	May 2023	Communications Strategy – develop a plan for communication with all stakeholders to change our emphasis from food provision to ending need for foodbanks Newsletter planning Social media planning Content calendar Improve use of dynamic pages on website	Project Lead	Improvement in consistency	July 2023 Following, review in line with AGM
	Mar 2023	<ul> <li>Participation</li> <li>Determine what information we want</li> <li>Introduce methods of receiving client feedback</li> <li>Work with partners to engage clients</li> </ul>	Project Lead supported by Participation Team at TT	Client feedback	Ongoing
Changing Minds	Aug 2023	Use of Assemble Volunteer Management system to keep more accurate and secure volunteer records, improving communication with volunteers.	Project Lead Administrator Office volunteers	Volunteer feedback	Ongoing
	Sept 2023	Investigate OLM with the Trussell Trust <ul> <li>Determine what we want to do</li> <li>Potential for a funded post</li> </ul>	Project Lead supported by OLM Team at TT		
	Jul 2023	Recruit a volunteer for School Liaison role	Project Lead	Successful recruitment	Sep 2023

# Appendix 1

# How a Foodbank works



Foodbanks provide food to people in crisis by means of a voucher system, which is administered by frontline care professionals. By this intervention they help prevent people in crisis entering the downward spiral of debt, or even criminal behaviour. The food provided follows a standard list and is nutritionally balanced as far as is possible with non-perishable food items. This food is donated by the public and involves the willing cooperation of the public, supermarkets, and an army of volunteers.

# **Appendix 2**

The Trustees of Newcastle-Staffs Foodbank, as at 31<sup>st</sup> December 2023, are:

- Rev. John Beswick Pallister Chair
- Stephen Jones Secretary
- Paul Roberts Treasurer
- Sara Bloomfield
- John Machin
- Peter Radford

# **Appendix 3**

The constitution of Newcastle-Staffs Foodbank CIO defines its membership as being open to member churches of Churches Together in Newcastle-under-Lyme and other Christian Churches within the Borough. A member church is asked to nominate its representative for contact purposes but can nominate any one person to vote at the annual general meeting. Each member church only has one vote.

The churches that are currently registered as members of the charity, as at 31<sup>st</sup> December 2023, are:

- All Saints Church Madeley
- Audley Methodist Church
- Chesterton Elim Pentecostal Church
- Higherland Methodist Church
- Holy Trinity Chesterton
- Newcastle Baptist Church
- Newcastle Congregational Church
- Silverdale Elim Pentecostal Church
- St Andrews Church, Westlands

- St Andrews Parish Church Porthill
- St Barnabas Bradwell
- St Giles Church Newcastle
- St James the Great, Clayton
- St John The Baptist Keele
- St Luke's Methodist Church
- St Margaret's Church Betley
- St Thomas' Kidsgrove
- Temple Church



# FINANCIAL STATEMENTS AND TRUSTEES REPORT

FOR THE YEAR ENDED 31 AUGUST 2023

# INDEX TO THE FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 AUGUST 2023

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Legal and administrative information	2
Trustees' report	3
Independent examiner's report	5
Statement of financial activities	6
Balance sheet	7
Notes to the financial statements	8-12

# LEGAL AND ADMINISTRATIVE INFORMATION

# FOR THE YEAR ENDED 31 AUGUST 2023

Trustees:	Rev J J Beswick-f M Heap S M Heap A S Jones H J Machin P J Radford J M Rowley P A Roberts S Bloomfield	Pallister (Chair) - resigned 16 November 2022 - resigned 16 November 2022 - resigned 16 November 2022 - appointed 16 November 2022
Treasurer:	M Heap P A Roberts	- resigned 16 November 2022 - appointed 16 November 2022
Charity Number:	1194404	
Charity Address:	Aspire Housing D Brick Kiln Lane Parkhouse Indust Newcastle ST5 7AS	
Bankers:	HSBC UK plc 1 Centenary Squa Birmingham B1 1HQ	are
	Co-operative Ban PO Box 250 Skelmersdale WN8 6WT	k plc
Independent Examiner:	Lifestyles Account Chartered Accour 39 Kirklees Road Southport PR8 4RB	-

# TRUSTEES' REPORT FOR THE YEAR ENDED 31 AUGUST 2023

The trustees submit their annual report and financial statements for the year ended 31 August 2023. The financial statements follow the requirements of the revised Charities Statement of Recommended Practice (FRS 102) (second edition - October 2019) – Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

# STRUCTURE, GOVERNANCE AND MANAGEMENT

# **Governing document**

The charity is a charitable incorporated organisation, registered on 10 May 2021 having transferred the activity and funds from the previously registered charitable trust, under the same name, with charity number 1150816. It is governed by its association rules registered on 10 May 2021 as amended on 6 March 2023.

## Organisational structure

Newcastle Staffs Foodbank is governed by its board of trustees that are responsible for the strategic direction and policy of the charity. The trustees also review performance on a regular basis and discuss implementation of policy as and when required.

The day to day responsibility for the provision of the services rests with the employed staff, in particular the Project Lead, and the regular volunteers. The trustees are however responsible for ensuring that the charity delivers the services specified.

# **OBJECTIVES AND ACTIVITIES**

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

The objects of the charity are the prevention or relief of poverty in the borough of Newcastle-Under-Lyme and surrounding areas in particular, but not exclusively, by providing emergency food supplies to individuals in need and/or charities, or other organisations working to prevent or relieve poverty.

# STATEMENT OF TRUSTEES' RESPONSIBILITIES

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the period and of its financial position at the end of the year. In preparing those financial statements, the trustees are required to:

- a) select suitable accounting policies and apply them consistently;
- b) make judgements and estimates that are reasonable and prudent;
- c) state whether applicable accounting standards and statements of recommended practice have been followed, subject to any departures disclosed and explained in the financial statements;
- d) prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

# INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF NEWCASTLE STAFFS FOODBANK

## FOR THE YEAR ENDED 31 AUGUST 2023

We report on the financial statements of the charity for the year ended 31 August 2023, which are set out on pages 6 to 12.

#### Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is our responsibility to:

- (i) examine the accounts under section 145 of the Charities Act,
- (ii) to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- (iii) to state whether particular matters have come to our attention.

#### Basis of independent examiner's statement

Our examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

#### Independent examiner's statement

In connection with our examination, no matter has come to our attention:

- a) which gives us reasonable cause to believe that in, any material respect, the requirements:
  - to keep accounting records in accordance with section 130 of the Charities Act; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act

have not been met; or

b) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

#### Daniel Styles (Independent examiner)

Dated: ..... 2023

for and on behalf of Lifestyles Accountancy Limited

# STATEMENT OF FINANCIAL ACTIVITIES

# FOR THE YEAR ENDED 31 AUGUST 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
INCOMING RESOURCES					
Incoming resources from g	enerated f	unds:			
Voluntary income: Donations and gifts Grants received	2 3	46,200 -	۔ 27,212	46,200 27,212	34,632 79,317
Investment income	4	200	-	200	4
Value of donated food rece	eived	186,359	-	186,359	111,904
TOTAL INCOMING RESO	URCES	232,759	27,212	259,971	225,857
RESOURCES EXPENDED	)				
Charitable activities	5	40,000	71,057	111,057	50,485
Value of donated food used	d	184,984	-	184,984	114,260
Governance costs	6	100	-	100	100
TOTAL RESOURCES EXF	PENDED	225,084	71,057	296,141	164,845
NET (OUTGOING) / INCO	MING				
RESOURCES FOR THE Y		7,675	(43,845)	(36,170)	61,012
Fund balances at 1 Septen	nber 2022	145,665	61,429	207,094	146,082
Fund balances at 31 Augus	st 2023	153,340	17,584	170,924	207,094

The notes on pages 8 to 12 form part of these financial statements.

# **BALANCE SHEET**

# AS AT 31 AUGUST 2023

	Notes	Total funds 2023 £	Total funds 2022 £
CURRENT ASSETS			
Cash at bank and in hand		153,358	189,872
Debtors Stocks		- 18,743	- 17,368
		172,101	207,240
CURRENT LIABILITIES			
Accruals PAYE Other creditors		100 914 163	100 46 -
		1,177	146
NET CURRENT ASSETS		170,924	207,094
FUNDS			
Restricted funds Unrestricted funds	7	17,584 153,340	61,429 145,665
TOTAL FUNDS		170,924	207,094

Approved and signed on behalf of the board on ...... 2023 by:

..... Rev J J Beswick-Pallister - trustee

# NOTES TO THE FINANCIAL STATEMENTS

## FOR THE YEAR ENDED 31 AUGUST 2023

## **1 ACCOUNTING POLICIES**

#### a Basis of preparation

The financial statements have been prepared in accordance with Financial Reporting Standard 102 (FRS 102) issued by the Financial Reporting Council and comply with the Statement of Recommendation Practice, "Accounting and Reporting by Charities", effective from 1 January 2019.

#### b Fund accounting

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements where relevant.

#### c Incoming resources

All incoming resources are included in the SOFA when the charity is legally entitled to the income and can be quantified with reasonable accuracy. For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. No amounts are included in the financial statements for services donated by volunteers.

Food and other goods dontated to the charity for distribution to those in need are valued on an average cost price per kilogram which is the most efficient method. Trussell Trust advise that this is most appropriately calculated as  $\pounds$ 1.75 per kilogram, increasing to  $\pounds$ 2.37 per kilogram with effect from 8 September 2022.

#### d Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of the resources.

Fund raising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management costs. Management and administration costs are those incurred in connection with the administration of the charity and compliance with constitutional and statutory requirements.

Food and other goods distributed to those in need are also valued on an average cost price per kilogram which is the most efficient method. Trussell Trust advise that this is most appropriately calculated as £1.75 per kilogram, increasing to £2.37 per kilogram with effect from 8 September 2022.

# NOTES TO THE FINANCIAL STATEMENTS (continued)

## FOR THE YEAR ENDED 31 AUGUST 2023

## 1 ACCOUNTING POLICIES (continued)

#### e Fixed assets and depreciation

Tangible fixed assets costing more than £500 are capitalised and included at cost including and incidental expenses of acquisition.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost on a straight line basis over their expected useful economic lives as follows:

Furniture and equipment - 20% reducing balance

## f Stocks

3

Food and other goods that have been dontated to the charity for distribution but held in storage as at the year end date are valued on an average cost price per kilogram which is the most efficient method. Trussell Trust advise that this is most appropriately calculated as £1.75 per kilogram, increasing to £2.37 per kilogram with effect from 8 September 2022.

## 2 VOLUNTARY INCOME

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations and gifts:				
General donations	42,470	-	42,470	34,632
Gift aid collected	3,730	-	3,730	-
	46,200	-	46,200	34,632
GRANTS RECEIVED				
	Unrestricted	Restricted	Total	Total
	funds	funds	funds	funds
	2023	2023	2023	2022
	£	£	£	£
Grants received	-	27,212	27,212	79,317
	-	27,212	27,212	79,317

# NOTES TO THE FINANCIAL STATEMENTS (continued)

# FOR THE YEAR ENDED 31 AUGUST 2023

## **4 INVESTMENT INCOME**

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Bank interest	200	-	200	4
	200	-	200	4

# 5 COSTS OF CHARITABLE ACTIVITIES

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Staff salaries	27,007	13,481	40,488	24,712
Staff pension costs	196	-	196	-
Staff training	96	-	96	-
Food and personal hygiene costs	1,625	17,948	19,573	5,526
Citizen Advice Bureau	-	35,625	35,625	-
Christmas care boxes	1,075	-	1,075	1,629
Warehouse rents	5,172	142	5,314	5,073
Computer costs	500	-	500	1,249
Telephone and internet costs	-	1,485	1,485	1,173
Furniture and equipment	-	-	-	3,110
Advertising and promotion	-	-	-	216
Postage and stationery	260	-	260	498
Electricity, gas and water costs	2,699	-	2,699	836
Legal and professional fees	216	2,376	2,592	4,325
Insurance	894	-	8 <b>94</b>	876
Bank charges	24	-	24	91
Travel costs	138	-	138	299
Sundry costs	98	-	98	872
	40,000	71,057	111,057	50,485

# NOTES TO THE FINANCIAL STATEMENTS (continued)

# FOR THE YEAR ENDED 31 AUGUST 2023

## 6 GOVERNANCE COSTS

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Independent examination	100	-	100	100
	100	-	100	100

# 7 ANALYSIS OF FUNDS

	Balance at 1 Sep 22	Incoming Resources	Outgoing Resources	Balance at 31 Aug 23
Unrestricted funds:	131,543	232,759	225,084	139,218
Restricted funds:				
B & M covid	12	-	12	-
Coldfields Trust	1,351	-	1,351	-
Co-op Community Fund	251	-	251	-
Croner Law	5,166	-	2,376	2,790
Holy Trinity Catholic Church	1,915	-	1,915	-
Keele University	2,100	2,100	3,554	646
Neighbourly Ltd	16	-	-	16
The Community Foundation	-	5,000	4,648	352
Trussell Trust	1,997	7,995	6,661	3,331
Trussell Trust Tesco Top-up	1,439	7,117	8,419	137
Trussell Trust Financial Inclusion	45,000	-	35,625	9,375
Trussell Trust Winter Support	-	5,000	4,063	937
Western Power Hunger Fund	2,182	-	2,182	-
	61,429	27,212	71,057	17,584
Total funds:	192,972	259,971	296,141	156,802

All restricted funds are to be used for the purpose of furthering the charity objectives and are given to fund food costs, salaries and other sundry items as stated on receipt of the grants.

# NOTES TO THE FINANCIAL STATEMENTS (continued)

# FOR THE YEAR ENDED 31 AUGUST 2023

# 8 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	Total funds £
Current assets	154,517	17,584	172,101
Current liabilities	(1,177)	-	(1,177)
	153,340	17,584	170,924

# 9 TRUSTEES REMUNERATION

No trustee received any remuneration or re-imbursement of expenses during the year.