

Saltash Foodbank

Annual Report 2019-2020



Feeding People in Crisis

Chair's Message – Elizabeth Usher

This Annual Report covers the period from April 2019 to March 2020, but I'm writing this message in July 2020, which is rather later in the year than the Saltash Foodbank Annual Report would usually be prepared. The reason is, of course, the disruption caused to all of us by Covid-19. I don't want the current difficulties caused by the pandemic to entirely overshadow our report on the working of the Saltash Foodbank during the year up to March 2020, but this impact can't be ignored.

As you will see from the figures, April 2019-March 2020 was a very busy year for Saltash Foodbank with client families, both in and out of work, needing support. That support is only available because of the amazing generosity of the people of Saltash and the surrounding towns and villages, who have continued to provide food and funds to ensure that when their neighbours are in need, they are able to access food.

Whether you have donated food at one of the collection points in shops and supermarkets, or brought your donations to the Foodbank premises at Belle Vue Road, or given via your school, college or other organisation THANK YOU on behalf of those whom Saltash Foodbank was able to help this year. Your gift has been their lifeline.

The Foodbank has also received cash donations which have been extremely welcome, enabling the Foodbank to remain solvent, paying its rent and necessary outgoings and to purchase items when there has been special need. Again, THANK YOU!

Saltash Foodbank is run entirely by volunteers and a big THANK YOU must also go to them for working so hard and so consistently throughout the year, collecting and weighing in donations and distributing these to families in food crisis. This vital work could not be done without them.

I have to make a special mention of one of our volunteers, Mark Hawker. In June, Mark, who was a driving force in setting up Saltash Foodbank and had been its Chair of Trustees since its inception in November 2011, has now moved from Saltash to take up a new job as Verger at Bury St Edmund's Cathedral. Mark officially stepped down as Chair on 8th August but has continued his unstinting support for Saltash Foodbank, whose volunteers and clients all owe him a huge debt of gratitude. A farewell party was held for Mark at the Foodbank's premises at Belle View Road, with a wonderful "Good Luck" cake baked by our secretary, Lesley.



Mark's leaving event at the Drop-In and receiving gifts from Saltash Town Council for his contribution to Saltash, by Mayor Councillor Gloria Challen, at our Coffee Morning at Saltash Wesley Church, as featured in 'Love Saltash' Magazine.

I am personally very grateful to Mark for his advice and encouragement as I took on the role of Chair, though I have found trying to fill his shoes to be rather like attempting to walk a mile in vastly oversized wellington boots! Mark, you are much missed by us all!

So from March 2020, Saltash Foodbank has moved into a new and unpredictable year, which will be different for us all and immeasurably harder for some. It seems likely that more people than ever will be having to look to Saltash Foodbank for help. The future may be uncertain but I know that volunteers and supporters will ensure that Saltash Foodbank will continue to be there for those in crisis. ***Thank You all.***

Trussell Trust

Saltash Foodbank continues to be affiliated to the Trussell Trust, which provides support, training, advice and shares examples of good practice with foodbanks throughout the UK. While individual foodbanks are usually kept very busy responding to the needs of local families in crisis, the Trussell Trust, by collecting data from the foodbanks, is able to provide the public and government with an accurate picture of the problems many families are facing and to campaign to change the root causes of poverty in our society.

The South West has been fortunate this year to have in post a new Trussell Trust Area Manager, Emma Greenwood, who has met with volunteers from Saltash, Callington, Liskeard and Looe, and Launceston Foodbanks, sharing insights and enabling communication between South West Foodbanks. Thank you, Emma, for your continuing support, advice and encouragement! It has been much appreciated. Emma also paid a visit to Saltash Foodbank in October to help us prepare for the Trussell Trust 'Quality Audit' and we were delighted to be able to show her around.



Rika and Liz with Emma in the Warehouse

Trustee Meetings

Meetings are held each month and all volunteers are welcome to attend, to catch up on what has been happening in the Foodbank and help plan for the coming months. Saltash Foodbank was founded by local churches coming together in response to the needs of local families in food crisis and like the Trussell Trust, Saltash Foodbank is based on Christian principles. Meetings start with a prayer and end with a reading from the gospels to help the meeting focus, but Saltash Foodbank is an inclusive organisation and volunteers and clients are supported and welcomed from all backgrounds and ethnicities, and all faiths and none.

As has already been mentioned, Saltash Foodbank's first Chair of Trustees, Mark Hawker, had to leave us this year, but we have been very lucky to be joined by two new Trustees. Our new Treasurer, Jill Morton, has worked very energetically to ensure that the finances of Saltash Foodbank are in good order, fiscally compliant and sufficiently robust to be able to continue to support local families in crisis during what is, for us all, an uncertain future. Special thanks also to our other new Trustee, Revd Cathy Sigrist, who is Priest-in-Charge at St. Nicholas & St. Faith Saltash, St. Stephen by Saltash, Botus Fleming, Landrake & St. Erney, and who despite her very busy work schedule, has been our Saltash Churches Together contact and has regularly made time to attend our monthly meetings.

All of our Trustees are volunteers, bringing to the Foodbank a wide range of knowledge and experience, ensuring the good governance of the charity. They also all bring a deep commitment to ensure that Saltash Foodbank can continue to carry out the work of supporting families in crisis.

Secretary's Report - Lesley Margetts

This report covers the period April 2019 to March 2020. The Committee met once a month until March 2020 and Covid-19 meant we could no longer meet face-to-face. Since then several key Trustees have met in May and June via Skype. From October 2019 to April 2020 I was unable to attend Foodbank Meetings due to ill health. Other volunteers took the minutes.

Meetings until March 2020 were held trying to alternate between Tuesdays and Thursdays giving as many people as possible, the opportunity to attend. It was good to see new faces and have fresh ideas at our meetings. Minutes of these meetings are sent to Trustees and volunteers via email.

We invite written or verbal reports:

- **The Treasurer's report** outlines the current financial situation and any fund-raising events in the near future. The Treasurer's report is sent to all Trustees.
- **A Collections report** details the success of the previous collection, the date of the next collection and any lessons learnt from previous collections; the aim being to have a balance between keeping the ware-house stocked (but without too much food all at once) and keeping up our profile within the local community.
- **A Drop-In Centre report** details the number of families supported and food given to clients. These are compared with previous years to ascertain if there is a trend. We hear stories of individual clients (without names). These can be very sad or very uplifting and they certainly provide evidence our service to the community is necessary.

- **A Warehouse report** indicates when stocks of particular items are low. An appeal for those items is distributed through church and Facebook contacts. Discussion of strategies to move on excess stock to local organisations takes place. The 2019 AGM meeting made an amendment to the constitution to clarify this issue.



Mark with Rika and **that** cake!

- The new Chair is Elizabeth Usher.
- All volunteers are regularly thanked for the time, effort, care and commitment shown to the Foodbank. Many volunteers had to step down from their work in March due to their age and the Covid advice.
- I have to report the very sad loss of one notable volunteer, Veronica (know to us as Ronnie) Harris, who died earlier this year. Ronnie had been a stalwart of the Friday team from the very beginning of the Foodbank's existence. She has always lived in Saltash and knew many of our clients and volunteers. She is also the mother of our current mayor, Councillor



Photo from Mayor Councillor Gloria Challen with her mother Ronnie Harris

Gloria Challen. Several volunteers attended the funeral at St. Nicholas and St. Faiths on March 10th, including Rika, Ruth, Liz, and Jenny. Our thanks to the family for donating the funeral collection to the Foodbank. Over £300 was collected.

- Since March many grants have been successfully applied for and donations from supermarkets, drop in boxes etc. have increased. Drop in boxes have not been available in the churches as they remain shut until at least July.
- Our working practices have had to be thoroughly overhauled to make them compliant with the best Government advice. Only one volunteer can be in the Drop-In Centre at one time, (two if absolutely necessary and social distancing maintained).
- All clients have their parcels delivered and a protocol for deliveries has been devised and is adhered to for the safety of both client and volunteer.
- A new electronic way of storing and disseminating information is in the process of being launched.
- 79 Cards, letters or certificates have been sent this year to thank individuals and companies for practical help, donations of food, money and items for Christmas, also one or two get well cards. Each church was sent a certificate of thanks for their support during the year and at Christmas.

Supermarket Collections Report - Jackie O'Melia

Collection Dates

43.15kg	on 15th June 2019	Co-op Saltash
175.25kg	on 21st November 2019	Tesco Roborough
236.80kg	on 23rd November 2019	Waitrose Saltash

Year Update

As with previous years, the collection points along with generous donations from individuals, Churches, schools and local groups, have provided a great deal of the food donated to Saltash Foodbank. The three supermarket collections in 2019 held have been guided by current needs, such as Christmas sundries. The collections always provide a great deal of positive feedback from the local community as well as kind donations.

As well as the three collections, Waitrose kindly donated a £500 gift card before Christmas, to be spent in store for those items running low in the warehouse.



Darren collecting some items purchased with the Saltash Waitrose gift card, presented by Sophie from Waitrose Community Matters.

Since lockdown, a further two collection points have been set up in Lidl's and Food Warehouse. This further support cements the good relationships and support Saltash Foodbank has in the local community.

I would like to send a massive thank you to all of the Volunteers and Trustees who have helped throughout this year.

Agencies Report - Rika Chanter

We are actively working with and supporting the local and regional agencies that refer clients to us.

Clients come to us via agencies. Below are the currently active agencies that issued vouchers in this charity year and the top three reasons that clients needed food from us.

Since Covid-19 many of our agencies now work from home and do no face-to-face meetings with clients. Because of this, agencies have increased the use of e-vouchers. They either produce the e-voucher themselves and give it to the client, or they give the Foodbank an e-voucher code, or they email or call us to generate an e-voucher number for them. Most agencies carry on supporting the clients with their issues.

Why people were referred to the Foodbank in the past year

Referral Agency Name	Crisis Type	During Year	2019-2020
	1st	2nd	3rd
Bishop Cornish CEVA Primary School	Low income	Benefit changes	Child holiday meals
Burraton CP School	Low income	-	-
Citizens Advice Cornwall - Saltash	Benefit changes	Low income	Benefit delays
Community Rehabilitation Company - Plymouth (Probation)	Benefit changes	-	-
Cornwall College Saltash	Low income	Benefit delays	-
Cornwall Housing - Bodmin	Low income	Benefit changes	-
Devon and Cornwall Police	Benefit changes	Domestic abuse	Other
Education Health and Social Care - Ongoing Support	Low income	Other	-
Job Centre	Low income	Benefit changes	Benefit delays
Live Wire	Benefit delays	Benefit changes	Debt
Marine Academy Plymouth	Benefit changes	-	-
Pluss	Low income	Benefit changes	Benefit delays
Port View Surgery	Low income	Benefit delays	Debt
Quay Lane Surgery	Other	-	-
Rethink Mental Illness	Low income	-	-
Saltash Family Hub	Low income	Benefit changes	Benefit delays
Saltash Foodbank	Low income	Other	Benefit delays
Saltash Health Visiting Team	Low income	Benefit changes	Benefit delays
St Stephens Saltash CP School	Benefit changes	Low income	Domestic abuse
Trevillis House (CMHT)	Homeless	-	-
We are with you (formerly Addaction)	Benefit changes	-	-
Young People Cornwall	Low income	-	-

Feedback from one of our agencies that calls us 'Saltash's 4th Emergency Service'.

Here is what one client wrote to them:



Drop-in Report - Rika Chanter

This year has been a year of changes as we adjust to Mark Hawker, our previous chair, moving away from the area. He has been ably replaced by Liz Usher. We prepared for our annual Trussell Trust audit of the Foodbank, with great support from our new area contact at Trussell Trust, Emma, who also helped dealing with the changes to the Foodbank operation due to the Covid-19 pandemic.

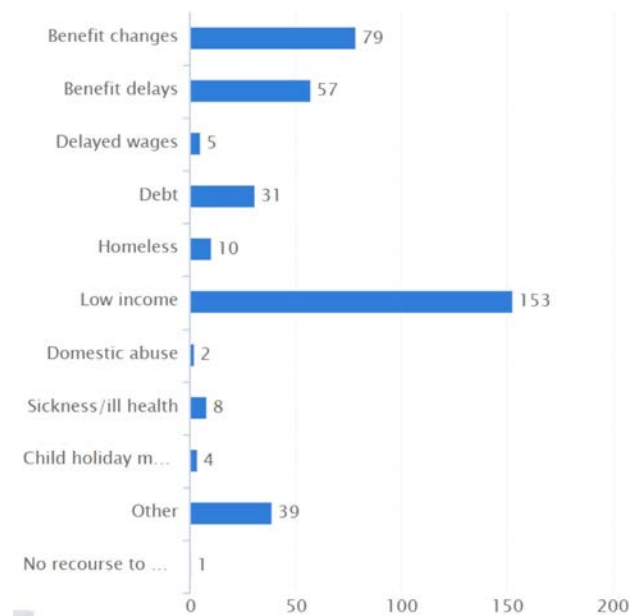
As can be seen from the figures below, the number of clients we have fed has stayed the same over the last 2 years. The main reason that clients visit the Foodbank remains Low Income. This can mean that clients have had reductions to their benefits due to sanctions, paying back benefit advances, paying fines and debts or having a lower income as they had less work on zero hour contracts. Some clients find that in one month they have had two pay cheques (paid every 4 weeks) resulting in the Universal Credit (UC) payment being drastically reduced a few months later. Universal Credit is calculated on the earnings received in one month not on annual income, as Income Support had

Comparison of people fed in the last 2 years

Numbers of ...	1st April 2019 to 31st March 2020	1st April 2018 to 31st March 2019
Vouchers	389	372
Adults	612	614
Children	354	385
Total Fed	966	999

Here are the reasons during the year of why people needed the help of Saltash foodbank.

The statistics contained below are for the 12 months to 1st April 2020



Note: 'No recourse to' is 'No recourse to public funds'

Throughout the year volunteers also collect non-food items, so that presents can be added to food parcels at Christmas time for both children and adults. Many of these items are donated by the community and we can assure everyone who has donated gifts that their generosity has enormously improved Christmas for client families. In particular this year Saltash Foodbank would like to thank the residents and staff of St Anne’s Nursing Home, who put together 2 wonderful boxes of Christmas food and presents for two of the families we have supported.



Volunteers in the Drop-In Centre. Althea, Teresa, Jenny, Rachel, Rika and Dee, wrapping up presents to add to Christmas parcels for families in crisis, December 2019

In January, Saltash Foodbank renewed its Facebook page. This has enabled volunteers to upload Foodbank news and information and also share posts from other organisations, that might be of interest to our clients and supporters. The other benefit of the Facebook page is that it has enabled members of the public to easily ask for or offer help. The page is maintained by our Foodbank Manager, Rika and a big thank you goes to her husband Mark, for his help in getting this new Facebook presence for Saltash Foodbank up and running.

Vouchers by Ward

Ward	Vouchers	Adults	Children	Total
Budshead	4	8 (100%)	0	8
Devonport	2	6 (100%)	0	6
Efford and Lipson	1	1 (100%)	0	1
Ham	2	3 (27.27%)	8 (72.73%)	11
Honicknowle	3	4 (50%)	4 (50%)	8
Ivybridge West	1	1 (25%)	3 (75%)	4
Liskeard West and Dobwalls	1	2 (40%)	3 (60%)	5
Lynher	1	1 (50%)	1 (50%)	2
NFA	15	16 (100%)	0	16
Padstow	1	1 (33.33%)	2 (66.67%)	3
Plympton Chaddlewood	1	1 (50%)	1 (50%)	2
Rame Peninsular	4	4 (80%)	1 (20%)	5
Saltash East	107	159 (71.95%)	62 (28.05%)	221
Saltash North	50	87 (64.44%)	48 (35.56%)	135
Saltash South	96	155 (54.96%)	127 (45.04%)	282
Saltash West	32	64 (71.11%)	26 (28.89%)	90
Southway	2	2 (100%)	0	2
St Budeaux	12	20 (51.28%)	19 (48.72%)	39
St Dominick, Harrowbarrow and Kelly Bray	9	12 (48%)	13 (52%)	25
St Germans and Landulph	39	58 (65.91%)	30 (34.09%)	88
St Peter and the Waterfront	1	1 (100%)	0	1
Stoke	1	1 (100%)	0	1
Torpoint West	2	2 (50%)	2 (50%)	4
Unknown	2	3 (42.86%)	4 (57.14%)	7
Totals	389	612	354	966

Family Types

Family Size	Vouchers
Couple	58 (14.91%)
Family	73 (18.77%)
Other	32 (8.23%)
Single	126 (32.39%)
Single Parent	100 (25.71%)
Total	389

Projects Report – Charles Worth

Outreach and Communication

Saltash Foodbank's website continues to be our most important 'shop-front' to the world. This website, based on the Trussell Trust template, enables us to update our public-facing information with relative ease. It enables us, for example, to display a current list of the items we are running short of and those in good supply.

The website contact form is one of the most important ways that those in need can reach out for food help. It is continuously monitored during the day, seven days per week, enabling us to provide the most rapid response possible, to those in need. It is also the way that many local residents contact the Foodbank to offer their help, either in the provision of food, financial donations, or to become volunteers.

Another key way that we communicate with local people is through posters, leaflets and flyers. During the year we have sent flyers to every shop and every school in the PL12 area, highlighting the work of the Foodbank, ensuring that those who wish to donate know how to do so and that those in need of help, know how to access it. Many organisations make generous donations to the Foodbank. We ensure that these donations are always recognised through a letter or a Certificate. When we provide food to clients, we also include a sheet signposting them to the sources of longer-term support that will help them to address the problems they may be experiencing.



A generous donation of £1,500 was received from the B&M store Saltash. Here Darrell from B&M was presented with a thank you certificate.

Funding and Purchases

Whilst Saltash residents are extremely generous with their donation of food, funding is always an important factor in our ability to provide the Foodbank service. Everyone who works at Saltash Foodbank does so in a voluntary, unpaid capacity. There remain however the unavoidable costs of running an organisation: rent, rates, electricity, phone etc.

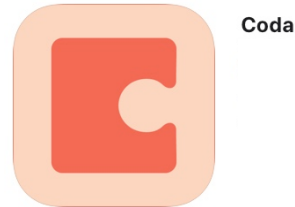
Saltash businesses and individuals make financial donations. The Cornwall Community Foundation has been particularly important in the financial support they have provided, enabling us, for example, to maintain our Freephone number (0800 328 2124). This is especially important as clients who are unable to afford food are also likely to struggle with telephone credit.

The Covid-19 pandemic and the necessity of moving to electronic communication and a food delivery-only service inevitably meant increased costs for the Foodbank.

I would like to thank the Trussell Trust for the exceptional work they have done in coordinating financial support, in-kind support and information, from national sources.

The Cornwall Community Foundation were also extremely proactive in ensuring we had the financial resources necessary to meet these new challenges and we are particularly grateful for their support.

Others who made financial contributions can be seen elsewhere in this Report. We thank you all.



Belle Vue Road improvements

In the period before Covid-19 we made physical improvements to the Belle Vue Road premises. This site is physically very small and we have to make the best use of every inch.

We canvassed the opinions of all active Foodbank volunteers, collated their ideas and created a development plan. These included altering doors, adding display storage, increasing and improving shelving and much more.

Particular thanks are due to Darren Chapple and Simon Walker for their extremely hard work.

New ways of working in the age of Covid-19

Adapting to new 'socially distanced' methods has meant some major changes in the way we operate. This has required us to use new technologies, gain new skills and develop new ways of sharing information and collaborating.

Inevitably this has meant increased reliance on electronic communication. We now use mobile phones much more and we use Skype video conferencing in place of physical meetings. I would like to thank all Saltash Foodbank Volunteers for their willingness to take on these new, initially unfamiliar technologies, in order to maintain our vital service to the Saltash community.

We recognise that increased reliance on electronic media, as well as providing new opportunities for efficiency, also carry increased risks. We have therefore reviewed our online activity and have increased the security of our methods of accessing email.

We have provided Anti-Virus software for all Volunteers who use a computer for Saltash Foodbank work, protecting both them and Foodbank data from online threats.

Our most recent innovation has been the adoption of an online collaboration tool called Coda. This enables Foodbank volunteers to share secure access to policies, documents, forms and collaborative planning materials. This Annual Report has been collaboratively created online, in Coda. I would like to thank Coda for their generous support of our Charity work.

Conclusion

2019/20 has been a particularly challenging period. When you look around the world, you see much that gives cause for deep concern. But it is equally true that our difficulties have shone a bright light on the generous, altruistic, hard-working and open-hearted nature of so many people. Being part of the mutually supportive Saltash Foodbank community is a privilege and a pleasure.

Finance Report - Jill Morton

At the end of March, Saltash Foodbank found itself with a healthy £20.5k bank balance. This is mainly due to two years Gift Aid being claimed and received, an almost £1k increase in grant funding in the year and a £400 reduction in expenditure compared to the last financial year.

Donations in the year were received from:

🔖 Name	Amount
Regular monthly donors	£2.2k
Virgin Money Giving	£0.7k
Other donations	£3.2k
Fundraising	£0.3k
Total	£5.4k

We are extremely grateful to our regular monthly donors, whose donations, with associated Gift Aid, have covered approximately 51% of our annual expenditure.

Other income includes donations from local Churches (these include Collections, Marmalade and Card Sales, Lent Lunches, Probus Talks and Table Top Sales), Landrake Lunch Club, Bloom Charity Pot and Saltash Rotary Club. We are very grateful for all donations, regardless of size, that help us to continue our work to help relieve poverty in Saltash and the surrounding area.

This year we have received the following grants:

🔖 Name	Amount
Cornwall Community Foundation	£ 250
Cornwall Community Foundation	£1,000
Trussell Trust Coronavirus Emergency Grant	£1,100
Cornwall Community Foundation	£3,000
Total	£5,350

The grant receipts have been very welcome, especially as we moved into the uncertain times that Covid-19 has brought upon us.

The Trustees have agreed that a reserve fund should be set up that would enable the Foodbank to operate for a 12 month period in times of economic hardship such as the pandemic that we are currently experiencing. This reserve fund has been calculated at £10k. The Trustees are in the process of opening an interest bearing, easily accessible, bank account in which to deposit these funds. This reserve fund will give us the comfort of knowing that we are able to carry on our extremely valuable work in times of ongoing hardship.

Even though our bank and cash balances at 31 March were a healthy £20,532 we do not know what pressures we will be put under in the months to come. The additional cost of PPE and other related expenses in March 2020 equated to approximately £175, a figure that will most probably increase over the coming months. There may also be a larger call on our services due to the economic climate during the pandemic.

The Trustees would like to thank Stephen Richards for examining our books and records and for his Report thereon. The Income and Expenditure Account for the year ended 31 March 2020, the Balance Sheet as at 30 March 2020, the notes to the accounts and the signed Independent Examiner's report are set out below.

SALTASH FOODBANK

Income and Expenditure account for the year 1 April 2019 - 31 March 2020

	2019-20						2018-19	
	Unrestricted		Restricted		Total		Total	
Income								
Donations		£6,483.88				£6,483.88		£6,719.29
Grant		£4,000.00		£1,350.00		£5,350.00		£4,473.00
Gift Aid		£2,510.63				£2,510.63		
		£12,994.51		£1,350.00		£14,344.51		£11,192.29
Expenditure								
Rent	£3,000.00		£0.00		£3,000.00		£3,000.00	
Electricity	£447.59		£0.00		£447.59		£210.17	
Rates	£81.56		£0.00		£81.56		£72.75	
Insurance	£300.06		£0.00		£300.06		£229.50	
Fees	£360.00		£0.00		£360.00		£720.00	
Office Expenses	£99.22		£0.00		£99.22		£1,000.00	
Travel Expenses	£130.16		£0.00		£130.16		£0.00	
Project/Grant	£668.55		£192.54		£861.09		£574.67	
Client Top-ups	£0.00		£30.00		£30.00		£0.00	
Sundry	£99.25	£5,186.39	£0.00	£222.54	£99.25	£5,408.93	£35.00	£5,842.09
Net Income		£7,808.12		£1,127.46		£8,935.58		£5,350.20

Balance Sheet as at 31 March 2020

Current Assets

Cash at bank & in hand	<u>£19,405.25</u>	<u>£1,127.46</u>	<u>£20,532.71</u>	<u>£11,597.13</u>
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Represented by

Net income b/fwd	£11,597.13	£0.00	£11,597.13	£6,246.93
Net income in year	<u>£7,808.12</u>	<u>£1,127.46</u>	<u>£8,935.58</u>	<u>£5,350.20</u>
Net income c/fwd	<u>£19,405.25</u>	<u>£1,127.46</u>	<u>£20,532.71</u>	<u>£11,597.13</u>

SALTASH FOODBANK

Notes to the accounts year ended 31 March 2020

- 1 The accounts have been prepared under the receipts and payments method
- 2 The accounts do not show any fixed assets as the assets purchased have been written off in the year of purchase.
For insurance purposes Saltash Foodbank has assets valued at £9,204
- 3 The accounts do not show any stock as all of the stock is donated.
For insurance purposes Saltash Foodbank has stock values at £7,220
The Trustees do not think that the stock value at 31 March 2020 would have changed from the estimated value at February 2020
- 4 The Foodbank has a telephone account which enables its clients to phone at no charge to themselves. It is the policy of the foodbank to make lump sum payments to BT to ensure that the account is always in credit.
As at 31 March 2020 it is estimated that the credit balance was £285

Independent examiner's report to the trustees of Saltash Foodbank

I report to the trustees on my examination of the accounts of the Saltash Foodbank (SFB) for the year ended 31 March 2020.

Responsibilities and basis of report

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

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

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- ~~1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or~~
- ~~2. the accounts do not accord with those records; or~~
- ~~3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.~~

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

Signed: 

Name: STEPHEN RICHARDS

Relevant professional qualification or membership of professional bodies (if any):

CIMA

Address: 3 PRIORY MILL, PLYMPTON, PLYMOUTH, PL1 1WR

Date: 11/6/20

Warehouse Report - Rika Chanter

The foodbank warehouse has again been generously supplied with donations from the community, be it a one-off donation for Harvest or Christmas or regular giving at the local church or supermarket collection point, to supply the Drop-In Centre and other organisations that support local people in need. We are ably supported by our loyal volunteers. They are there on a Monday and Wednesday morning to sort the donations brought in by our volunteer collection drivers from our many collection points throughout Saltash and at Tesco Transit Way, Plymouth - and a few donations brought straight to our door. Thank you to all who managed to collect and sort these increased donations.

In the year 2018 to 2019 we had 15 tonnes of donations to the foodbank, which was a record year and this year we exceeded this amount and have received over 17 tonnes. As mentioned in the Drop-In report, the actual need in Saltash has not increased significantly, so volunteers have made contact with other Trussell Trust Foodbanks who had greater need of our surplus food items, such as the Bristol, Launceston and Plymouth Foodbanks. We managed to move these items on to them as well as supporting other organisations with our surplus stock, such as St Petroc's, Devonport Live, Shikinah and the Salvation Army. We also managed to support community events such as church Holiday Clubs, school Breakfast Clubs and church Lent Lunches with our surplus donations.

During March 2020 our warehouse organisation changed due to Covid-19, with less volunteers per session and more sessions added. More keys were cut so the extra 'key holder' volunteers were able to have access to the Foodbank at appropriate times. We kept our operation going with similar, or greater, volumes of donations coming in. Local schools support families with free schools meals (e.g. a pre-packed lunch). As schools have been closed, the Foodbank has collaborated with Saltash schools to ensure that this food support has continued. Great work is being done by Ruth, our Warehouse Manager, to ensure our food stocks remain manageable in our limited storage space and are moved on, if needed, to other organisations.



A Christmas donation from the generous staff at Hemsley Fraser

Stock In

📄 Organisation	Amount		
1st Saltash Brownies	3.45 (Christmas)		
Age Concern club	17.35 (Harvest)		
Appleby Westward	39.95		
Baptist Church	110.05		
Bishop Cornish	145.8 (Harvest)		
Blunts Methodist Church	4.4		
Botus Fleming WI	9.3 (Harvest)		
Brunel School	169.65 (Harvest)		
Burraton Chapel	2.65		
Burraton School	149.25 (Harvest)		
CHICKS	25.7		
co op store	1450.62 (Collection point) and 43.15 (supermarket collection)	total	1493.77
Community	1454.45		
Cornwall College Saltash	43.35		
Engage Church	1.8 (100%)		
Ex foodbank user	44.15		
Family Hub	8.85		
Flying Start Nursery	37.7 (Harvest)		
Foodbank volunteers	2.75		
Hemsley Fraser	113.35		
Just Be	29.25		
Landrake Methodist Church	18.2 and 21.7 (Harvest)	total	39.9
Landulph School	48.3 and 48.65 (Harvest)	total	96.95
Launceston Food bank	45.35		
Lidl supermarket	2784.78		
Mabbott Trust	8.35		
Marjon	99.41 (Christmas)		
Mrs Mops Cleaning Service	11.5 (Christmas)		
Nicholls and Sainsbury Solicitors	63.05		
No 4 Fore Street	24.4		
Original factory Shop	54.55		
Our Lady Catholic Church Saltash	190.73		
Posh shop fresh	629.85 (Waitrose bread, fruit and veg)		
Post Office	106.45 (Christmas)		
Prestige Nursing Care	4.75 (Christmas)		
Saltash Age Concern	13.25 (Harvest)		
Saltash Citizens Advice	1.3		
Saltash Rock Choir	133.75 (Harvest)		
Saltash Wesley	372.6 (collection point) and 105.6 (Harvest)	total	478.2
Sir Robert Geffery's School	36.27 (Harvest)		
St Michaels Landrake	46.7 (Harvest)		
St Nick's and St Faith's Church	65.2		
St Stephen & St Nicks CofE	45.8		
St Stephens Church	123.15 (Harvest)		
St Stephens School	136.35 (Harvest)		
Tamar Protection Society	4.45		
Tesco Roborough	175.25 (Supermarket Collection)		
Tesco Transit Way	3264.04 (Collection point)		
The Core	6.2		
Waitrose	4833.22 (Collection point) and 236.8 (Christmas Collection)	total	5070.02
Total stock in 17680.20 kg			

Stock Out

📄 Organisation	Amount
"Help yourself" items	4416.61
Client Christmas hampers	783.15
Bristol NW foodbank	37.45
Plymouth foodbank	108
Brunel Primary	114.6
Devonport Live	342.25
Landrake 'Monday Gang	54.65
Saltash Community School	568.2
Saltash Family Hub	219.25
Salvation Army	62.3
Shekinah Mission	326.15
St Petroc's	206.6
Emergency food boxes	354.25
For disposal (OOD/damaged)	751.56
Foodbank volunteer swap	183.96
Payment for shelving changes MC	0.6
St Stephens Lent Lunch	20.2
Wesley children club meals	34.3
Stock adjust	381.42
Saltash Foodbank - DELIVERY ONLY	7559.09 (food parcels)
Total food out 16524.60 kg	

Publicity, Media and Social Report - Rika Chanter

In a further effort to ensure that the general public and other local groups, charities and not-for-profit organisations are aware of the presence of the Foodbank in the town, volunteers have also attended a number of events, from business breakfasts to showcases in the Guild Hall and the Library.



Foodbank volunteers Caryl, Jenny and Liz at the 'My Saltash' event at Saltash Library in January 2020.

Thank you, Natalie Brown for the photo. Natalie was with pluss.org, which was also represented at the My Saltash event. It was at the My Saltash event that Saltash Foodbank was invited by Town Councillor, Julia Peggs, to join in a scheme to produce bunting to decorate Saltash for the VE Day celebrations. Volunteers from Saltash Foodbank took up the challenge and managed to produce lots of bunting, including this! Many thanks to Kathy Fox for her hard work and for encouraging Foodbank Volunteers in this project!



Although the VE Day celebrations was postponed, all Julia's determination and hard work have paid off and there is now bunting hanging in Fore Street.

In the last year, a number of volunteers have taken up the challenge of training, to be better placed to enable Saltash Foodbank to fulfill its role of supporting clients, not just with the provision of food parcels in a time of crisis, but also ensuring that they are signposted to other organisations who can help them deal with other problems they may be facing. This is becoming an important part of the Foodbank's work. Training was undertaken in relation to both the rolling out of Universal Credit and to Safeguarding.

This year has also seen an increase in contact between Saltash Foodbank and other organisations working to end food poverty, with volunteers attending meetings of End Hunger Cornwall and End Hunger UK, as well as meeting with other Trussell Trust Foodbanks, to share ideas and good practice.

And Finally....

As I said at the start, the current difficulties caused by Covid-19 should not overshadow this report on the working of the Saltash Foodbank during the year up to March 2020, but of course to some extent it must. Corona virus did get a mention in the minutes of the monthly meeting held on 5th March this year, when volunteers discussed how this developing situation might impact on our clients. During the following week it became clear to the Trustees that radical alterations to the Foodbank's operating procedures would need to be put in place to try to ensure the safety both of clients and volunteers.

On 14th March the Drop-In Centre was closed to clients; volunteers at Drop-In and the Warehouse started working in ones, twos, or family groups to be able to observe 'social distancing'. This meant fewer volunteers doing even more work at our Belle Vue Road premises, for which a very big "thank you" goes out to them. Then, when Government guidelines meant that some of our more vulnerable volunteers had to step back, the Foodbank was very lucky to find some new, temporary volunteers from among those who, under the guidelines, were no longer able to go to work. We thank all of those temporary volunteers for stepping forward when the Foodbank really needed them and we thank those volunteers who had to step back for their continuing support and encouragement. A new team of volunteer drivers was organized by Darren Chapple and began delivering all food parcels direct to clients' homes. This has been a huge ongoing commitment from our driver volunteers and without them our current safe working practices couldn't have been put in place.

These arrangements are still in place and likely to remain for some time yet, but

**Please be assured Saltash Foodbank is still here to support those in crisis.
If you need help, or know someone who does, please ring our Freephone number:**

0800 328 2124

Saltash Foodbank Trustees 2019-2020

Lesley Margetts

Karren Chapple

Jackie O'Melia

Elizabeth Usher

Rika Chanter

Sara Walker

Bob McLean

Charles Worth

Darren Chapple

Jill Morton

Caryl Evans

Revd Cathy Sigrist



No, not Santa! Pat, one of our volunteers, receiving a Christmas hamper donation.