



**Annual Report**  
and  
**Financial Statements**  
for the year ended  
**31 March 2020**  
**Charity No: 1152574**



# Trustees' Annual Report

## for the period

**1 April 2019 to 31 March 2020**

The trustees submit their annual report and the financial statements for the year ended 31 March 2020. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) ("Accounting and Reporting by Charities") in preparing the annual report and financial statements of the charity.

### Reference and Administration Details

<b>Name of Charity:</b>	Ringwood Foodbank
<b>Registered Charity number:</b>	1152574
<b>Registered Address:</b>	Ringwood Foodbank, Unit 10a, Forest Corner Farm, Hangersley, Ringwood, BH24 3JW
<b>Principal Operating Address:</b>	Ringwood Foodbank, Unit 10a, Forest Corner Farm, Hangersley, Ringwood, BH24 3JW

The Charity's Trustees	Office held	Term of Office
Dr Tim Brigstocke		19.06.13 – 19.06.16 19.06.16 – 16.09.19
Mrs Jacqueline Brown	Honorary Secretary	19.06.13 – 21.09.15 21.09.15 – 25.09.18 25.09.18 – 25.09.21
Mr Kevin Jones	Lead trustee on Homelessness	16.09.19 – 16.09.22
Mr Chris Lee	Chairman	Co-opted 21 November 2016 01.10.17 – 30.09.20 From 25 September 2018
Mrs Patricia McAleer	Safeguarding Officer	12.10.17 – 11.10.20
Mrs Claire Skelley	Volunteer Co-ordinator	19.06.13 – 21.09.15 21.09.15 – 21.09.18 25.09.18 – 25.09.21
Mrs Anita Steel	Lead Trustee on Development Plan	25.09.18 – 25.09.21
Mr Peter Trebilco	Vice Chairman	01.12.14 – 21.09.15 21.09.15 – 21.09.18 25.09.18 – 25.09.21 From 1 September 2016
Dr Peter Wilmer	Treasurer	21.09.15 – 21.09.18 25.09.18 – 25.09.21

**Bankers:**

Barclays Bank PLC, 6 – 8 High Street, Ringwood,  
BH24 1BZ  
Nationwide Building Society

In addition to the Trustees named above, the operation of the Foodbank is dependent on other principal post-holders:

Mrs Christine Owen	Warehouse Manager
Mrs Louise Shrubsole	Ringwood Distribution Centre Manager
Mrs Carolyn Johannesen	Verwood Distribution Centre Manager
Mr David Williams	Fordingbridge Distribution Centre Manager

The Foodbank has 110 volunteers who operate the Distribution Centres and Warehouse on a day-to-day basis. This includes Shift Supervisors, a Data Input Team, three Referral Agent Co-ordinators, a website manager and graphics expert.

## **Structure, Governance and Management**

The Charity's governing documents are a Trust Declaration adopted on 16 June 2013 and Supplementary Declaration dated 21<sup>st</sup> September 2015. There must be a minimum of five trustees and a maximum of eight, who are appointed or re-appointed annually at the AGM held in September. Apart from the first trustees, every trustee must be appointed for a term of three years by a resolution of the trustees. In selecting individuals for appointment as trustees, the trustees must have regard to the skills, knowledge and experience needed for the effective administration of the Foodbank. All trustees must sign a confidentiality agreement. All trustees give their time and skills voluntarily and receive no remuneration or other benefits.

The Foodbank is supported by supporters from many walks of life who provide donations of food, assist with food collections, donate financially and act as volunteers. It works closely with the range of churches in Ringwood and the surrounding areas and an extended network of local front-line professionals including all of the local Schools, Doctors' surgeries, Citizens' Advice Bureaux, Social Services as well as the local churches. The Foodbank leases two units at Hangersley for use as a warehouse. Distribution Centres are operated from the Wesley Centre in Ringwood, part of the Trinity Church complex, and from the United Reformed Churches in Verwood and Fordingbridge.

# Objectives and Activities

The objects of the charity are the relief of poverty in Ringwood and the surrounding area, specifically including Verwood and Fordingbridge, in particular but not exclusively by providing emergency food supplies to individuals in need and / or charities or other organisations working to relieve poverty. Ringwood Foodbank operates under the auspices of and in accordance with the regulations of the Foodbank Network, part of the Trussell Trust.

The main activity undertaken by the charity is the relief of food hardship and poverty for individuals and families living in and around Ringwood, Verwood and Fordingbridge. This is achieved through the collection of ambient food products donated by individuals, schools, churches and other community groups. The food is sorted and stored and then distributed to those in need. This is done through a voucher system, whereby a voucher is issued by a front-line professional who is able to assess that there is a genuine need.

The operation of the Foodbank is entirely dependent on volunteers. All Trustees, key post-holders, managers and staff in the warehouse and distribution centre are volunteers. The Trustees wish to express their deep gratitude for the over-whelming level of support given by the people and communities of Ringwood, Verwood, Fordingbridge and the surrounding areas.

## Achievements and Performance

The year to 31 March 2020 was the seventh year of operation of Ringwood Foodbank. Emergency Food Boxes are supplied to the Trussell Trust shop in Ferndown. Ringwood Foodbank has undergone a significant level of growth since its inception in November 2012. The trustees have a rolling five year development plan for the expansion of services but do not envisage opening further distribution centres at the current time. Ringwood Foodbank is a registered charity with the Charity Commission.

A funding and communications team ensures effective communications with both volunteers and the public and work thus far includes an active Facebook page, up-to-date website and regular, high-quality Newsletters.

Food donations have been given generously by the people of the towns and surrounding areas, and a total of 34,985kg with a nominal value of £61,224, was donated in the year to 31 March 2020. 34,077kg, nominal value £59,635, has been given out in food parcels. The amount of stock held at 31 March 2020 was 6,011kg which has a nominal value of £10,519.

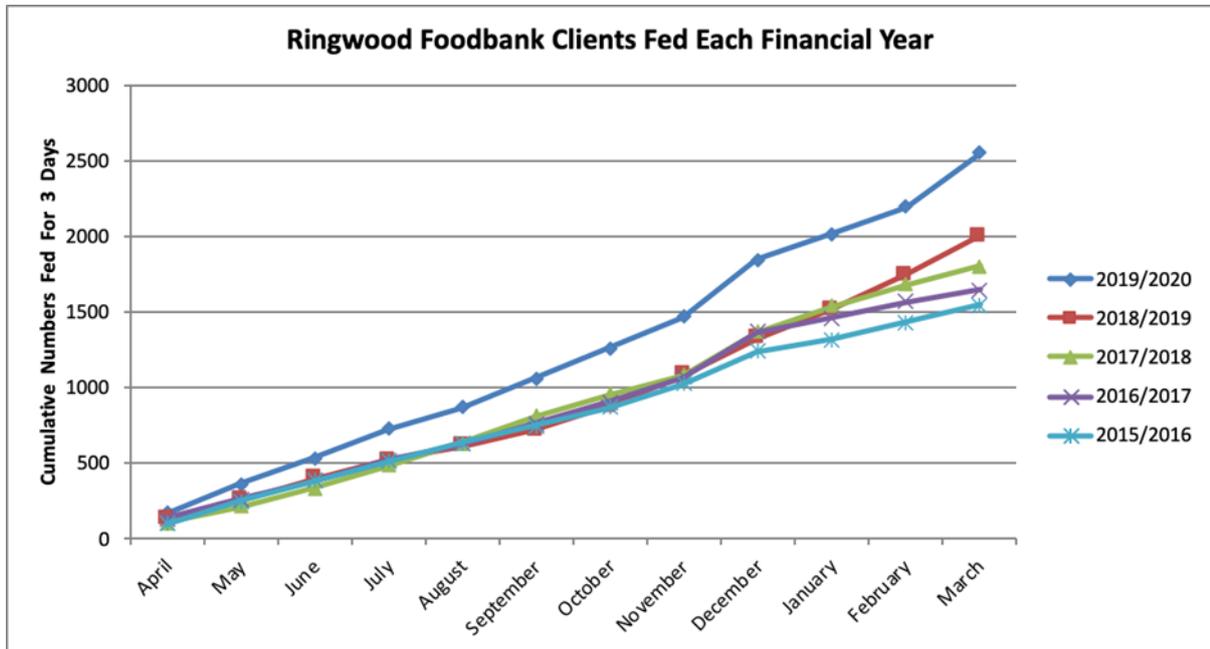
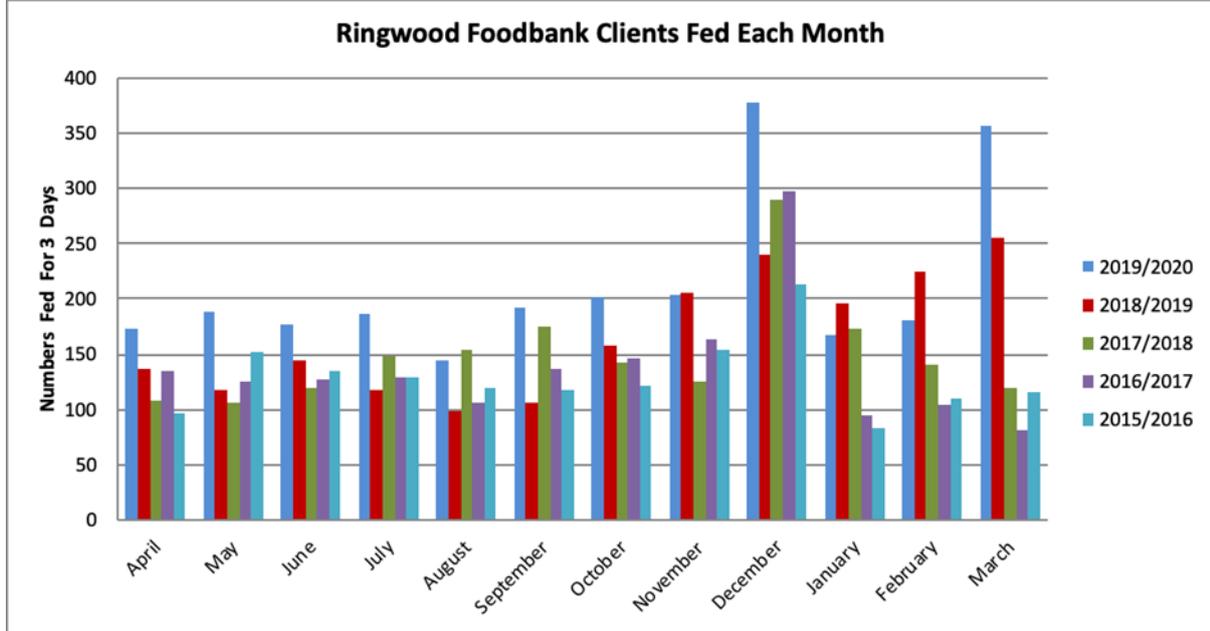
A total of 2,550 people were fed for three days, compared with 1,999 in the year 2018-19. Of these 1,564 were adults and 986 children. This is an increase of 27.6% on the previous year.

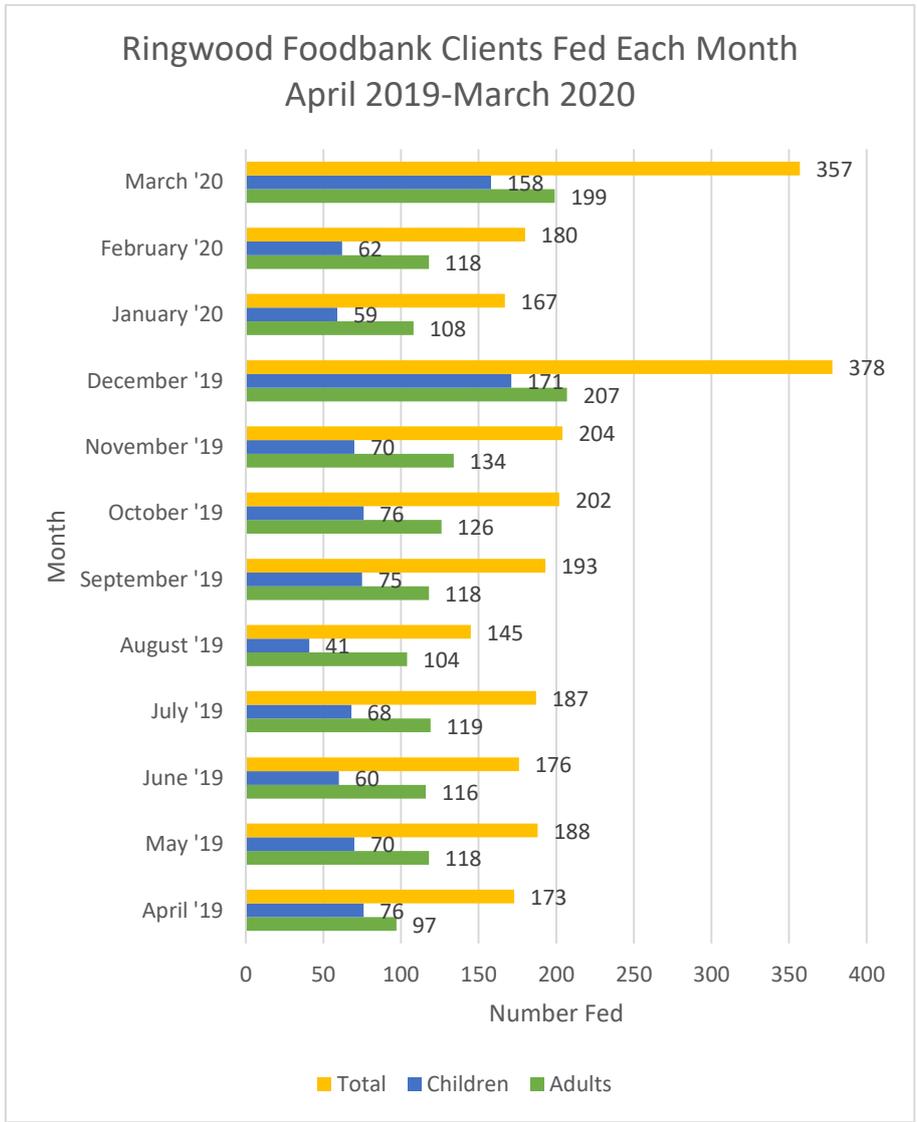
A number of financial donations were received totalling £17,127 and are detailed in the financial statements. The Trustees are grateful to all individuals and organisations who have given financially, as the operation of the Foodbank requires significant income to cover running expenses.

Ringwood Foodbank is grateful to those local businesses which support our work, particularly to Belinda's Bakery in Poulner, Ringwood, Gourmet Grocer in Fordingbridge, the charity Fare Share which allows us to provide fresh food to clients, and Price's Fish & Chip shop in Ringwood which provides hot meals.

Ringwood Foodbank is registered with the Information Commissioner's Office (ICO) and has taken steps to ensure that it is fully compliant with the terms of the General Data Protection Regulations.

# Statistics





- Over the past year an additional 551 clients were fed representing a 28% increase. This compares with a 10% rise the previous year.
- There was an increase in demand during 9 months of the year, the only exceptions being November, January and February.
- The two busiest months by far this year were December (378 clients) closely followed by March (357 clients). March had been the busiest month in the previous year plus this year it coincided with the lockdown over the Coronavirus pandemic.
- The quietest month for the second year running was August (145 clients) followed by January (167 clients).

# Policies

Ringwood Foodbank has the following policies in place:

- Policy Statement for the Protection of Children and Vulnerable Adults from Abuse (Safeguarding)
- Health and Safety: Statement of General Policy
- Donations Acceptance Policy
- Data Protection Policy
- Reserves Policy
- Financial Control Policy
- Management of Petty Cash
- Payment of Personal Expenses
- Lone Working Policy

These are reviewed appropriately. In addition, the Foodbank is operated in accordance with the Operating Manual supplied by the Trussell Trust.

# Chairman's Statement

Chris Lee, Chairman

I write this report in lock down in the middle of the Corona Virus pandemic. Much of Ringwood Food Bank's response to the pandemic will be the subject of next year's report. However, I have been reflecting on how we have managed to adjust, in my view, so well to the changing circumstances. This is unlike a number of other food banks which have closed distribution centres and where staff have come under considerable personal pressure. My view is that this has been achieved as a result of the ground work laid during this last year and in preceding years. The key elements of this ground work are as follows:

**Our Community:** Ringwood food bank is firmly grounded in the communities of Ringwood, Fordingbridge and Verwood. It is very much part of those communities and is those community's response to those in need. This is evidenced by the significant levels of donations of food and money we have received throughout the year. We have ended the year with significant reserves of both to see us through the coming months. This is despite the fact that we had a 28% increase in the number of people fed to 2550 during 2019/20. It is also evidenced by the good relationships developed by our Referral Agency Coordinators and Distribution Centre managers with our Referral Agencies. This relationship has enabled us to quickly and effectively adjust our processes when the need arose. Our standing in the community also meant that when the need arose other Community Groups were quick to offer help and to work with us when we needed them.

**Our Volunteers:** Our 120 volunteers are also a reflection of the support from all across our Communities. We are proud that we continue to be a volunteer only organisation. We are very grateful to our volunteers who as well as working at the warehouse and distribution centres carry out a myriad of other functions, many unseen by other volunteers, but just as critical to the smooth running of our food bank. The number of volunteers also meant that when we regrettably lost 50% of our volunteers in March we could continue to deliver all our services. The commitment that our volunteers have to the service we deliver also manifested itself in the significant number of extra hours that a large numbers of our volunteers worked to make sure that the needs of our clients were met.

**Our 3 Year development plan:** In 2018 Trustees and Managers agreed our first 3 year plan. We have been implementing that since then. Many aspects of the plan improved services to clients and I reported on those in last year's Annual report. Some aspects of the plan such as Wi-Fi and Lap top provision in each Distribution Centre and nominated deputies for each Manager increased our resilience and enabled us to quickly respond to the demands of the Corona Virus pandemic.

**The Trussell Trust:** Ringwood food bank has been affiliated to the Trust since its inception. We have a good relationship with our Area Manager, Lucy Duffy, and we continue to benefit from the adoption of the Trusts systems and processes and Lucy's advice and support. Our affiliation to the Trussell Trust is, in my view, a

continuing key element in our ability to effectively deliver our services. During this year we have made available to all volunteers, for viewing at home or in the DC, 4 training videos on Safeguarding made by the Trust. This is something we could not have done ourselves. The help and advice of the Trust in March was critical as we sought to adjust to changing circumstances.

I will report next year in more detail how we responded to the CV19 crisis but I think that this is a good time to reflect on and be grateful for all the work that our Trustees, Managers, Volunteers, Community and the Trussell Trust have put during this last year and indeed in previous years. I am confident that we will meet the challenges for our Food bank posed by CV19 pandemic because we have all worked so hard in previous years to put us in the strong position we now hold.

# Financial Statements

## for the Year ended 31 March 2020

**Dr Peter Wilmer, Treasurer**

We continue to have wonderful support from local people and organisations. We are fortunate in this respect and Trustees are most grateful for it.

Our income and expenditure were broadly in balance in the year; these accounts report a deficit of £231, less than 2% of turnover.

Total income increased by 3% from last year, a result largely achieved as a consequence of an 18% increase in donations from organisations. This may well not be an enduring trend but a welcome transient arising from the start of increased giving in response to the Covid-19 national emergency.

Gift Aid income has fallen by 26% which predominantly arises from the exceptional profile of giving in previous years but there seems to be a falling inclusion of this attaching to personal donations.

Expenditure increased by 7%, about one third of which is attributable to our doubled purchases of food to supplement our food collections. The other two thirds arise about equally from understood costs of the lease/hire of buildings and of stationery/printing.

The Trustees have continued with their policy of prudence and fairness in managing the financial affairs of Ringwood Foodbank and intend to continue in that vein for the indefinite future.

A professional audit is not required for these Accounts since the income of the charity is less than the level prescribed by The Charity Commission.

Trustees express their gratitude to Mr Terry Riggs for having examined and approved the Financial Statements.

## Reserves Policy

The Trustees of Ringwood Foodbank seek to maintain adequate reserves to ensure that all reasonable day-to-day running costs can be met as and when they fall due, recognising the basic financial principle that the Board of Trustees is responsible for ensuring that solvency is maintained. 'Adequate reserves' is deemed to be sufficient funding for twelve months' of normal expenditure.



# Statement of the Independent Examiner

I have examined the accounts of Ringwood Foodbank and am content that there are no issues which require the attention of the Trustees.

In my opinion these accounts represent a true and accurate statement of the financial affairs of Ringwood Foodbank at 29 March 2020.

**Terry Riggs**  
**Independent Examiner**  
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## Declaration

The Trustees declare that they have approved the Trustees' Report as above.

**Signed on behalf of the Charity's Trustees:**

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**Mr Chris Lee**  
**Chairman**

**Date**.....