



Annual Report
and
Financial Statements
for the year ended
31 March 2024
Charity No: 1152574

Trustees' Annual Report

for the period

1 April 2023 to 31 March 2024

The Trustees submit their annual report and the financial statements for the year ended 31 March 2024. 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

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

The Charity's Trustees	Office held	Term of Office
Mrs Jacqueline Brown	Honorary Secretary Data Protection Officer	06.09.21 – 31.3.24
Mr Kevin Jones	Lead Trustee on Homelessness	30.09.22 – 29.10.23
Mr Chris Lee	Chairman	01.09.2023 – 31.08.2026 From 25 September 2018
Mrs Patricia McAleer	Safeguarding Officer	01.09.2023 – 31.08.2026
Mrs Claire Skelley	Volunteer Co-ordinator	06.09.21 – 06.09.24
Mrs Anita Steel	Lead Trustee on Health and Safety. Vice-chair	06.09.21 – 06.09.24
Mr Jonathan Gibson	Treasurer	06.09.21 – 06.09.24

Bankers: Barclays Bank PLC

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
Mr David Evans	Verwood Distribution Centre Manager
Mr David Williams	Fordingbridge Distribution Centre Manager

The Foodbank has 130 volunteers who operate the Distribution Centres and Warehouse on a day-to-day basis. This includes Drivers, Shift Supervisors, Mobile larder volunteers, a Data Input Team, Referral Agent Co-ordinators, a social media and website team 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 21st 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. Trustees must be appointed for a term of three years. 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, Fordingbridge and Verwood and an extended network of local front-line professionals including all the local Schools, Doctors' surgeries, Citizens' Advice Bureaux and Social Services. 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.

In December 2020 Ringwood Foodbank entered into a franchise agreement with the Trussell Trust. We share common values of compassion, justice, dignity and community and are committed to working together to bring about an end to the need for foodbanks by tackling the societal causes of poverty and particularly food poverty.

Following advice from Trussell Trust, the Trustees are currently in the process of changing the charitable structure of the Foodbank to a Charitable Incorporated Organisation, this change has taken place this summer 2024.

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 an e-referral scheme, whereby an electronic referral is issued by a front-line professional who is able to assess that there is a genuine need.

The strategic objectives of Ringwood Foodbank are:

- To provide immediate support to those experiencing poverty
- To ensure that everyone in Ringwood, Fordingbridge and Verwood receives the income to which they are entitled
- To work with other groups in the New Forest to develop and implement an anti-poverty action plan.
- To work with local schools to address the needs of families identified by them as vulnerable
- To work with churches to address the needs of the most vulnerable in our community.

Ringwood Foodbank works closely with FareShare who supply fruit and vegetables and run mobile community Larders in Ringwood and Three Legged Cross. FareShare also operate a mobile larder in Fordingbridge.

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 2023 was the tenth year of operation of Ringwood Foodbank which has undergone a significant level of growth since its inception in November 2012. The trustees have a rolling three-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 and is in the process of changing this status to that of Charitable Incorporated Organisation.

A funding and communications team ensures effective communications with both volunteers and the public and work thus far includes a regularly updated Facebook page (RingwoodFoodbank), Instagram account (@ringwoodfoodbank) and an up-to-date website. Due to the generosity of donations and grants, no active fund-raising was undertaken in the last year.

Food donations have been given generously by the people and businesses of the towns and surrounding areas, and a total of 51,567kg with a nominal value of £122,214, was donated in the year to 31 March 2024. 53,228kg with a nominal value of £126,150 has been given out in food parcels. This has been calculated using an updated price per kg as published by Trussell Trust from 2022 of £2.37 per kg.

A total of 4,662 people were fed for three days, compared with 5,170 in the year 2022 - 2023.

Of these 64% were adults and 36% were children.

This is a decrease of 10% on the previous year. (See pages 6 and 7.)

A number of financial donations were received totalling £65,562 and Grants for specific projects totalling £96,717 were also received. These 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.

Two of these grants support the work of the two Financial Inclusion Support workers employed by Citizens Advice New Forest. These 'warming grants' were for the purchase of items to help people stay warm through the winter. Items purchased have included bedding, coats and warm clothes and 54 families have been helped in this way.

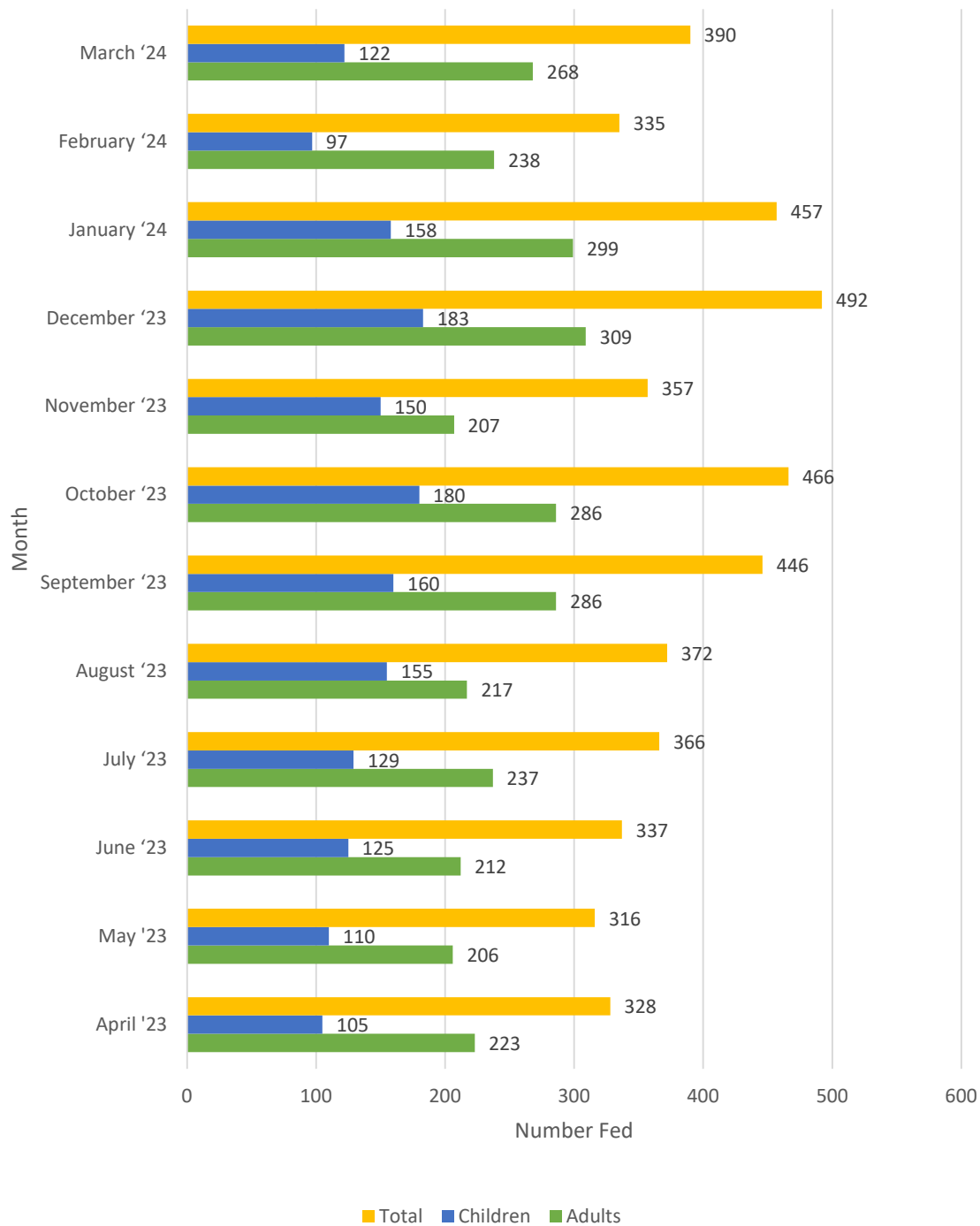
Ringwood Foodbank is grateful to those local organisations, Lidl, Acts4Sharing and Price's Fish & Chip shop.

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.

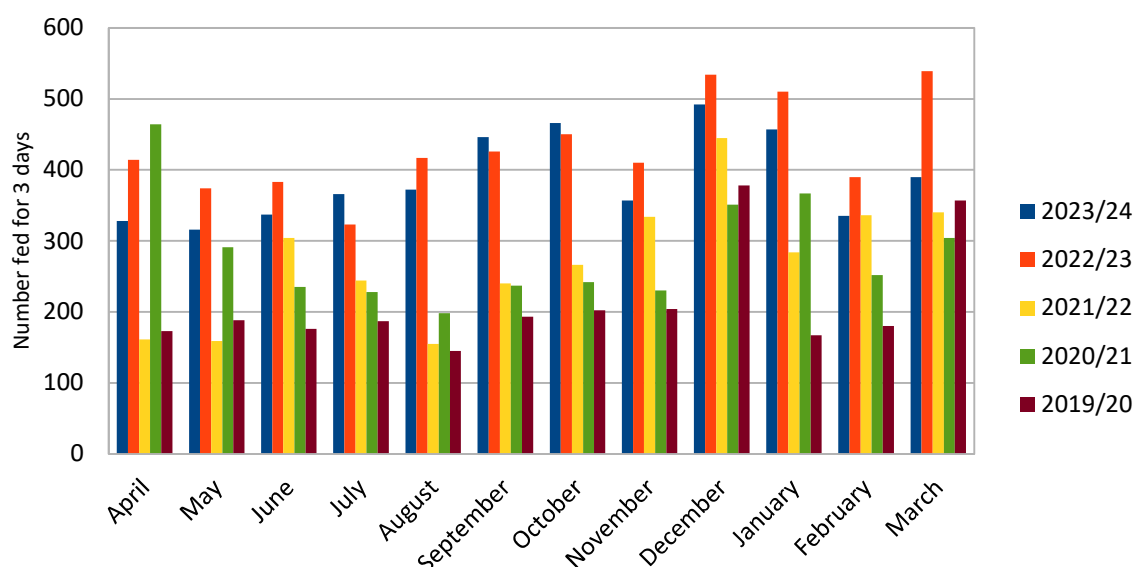
Ringwood Foodbank is proud to assist with schemes which promote the reduction of food waste through the distribution of food from FareShare and accepting bakery items from Lidl in Ringwood on a regular basis.

Statistics

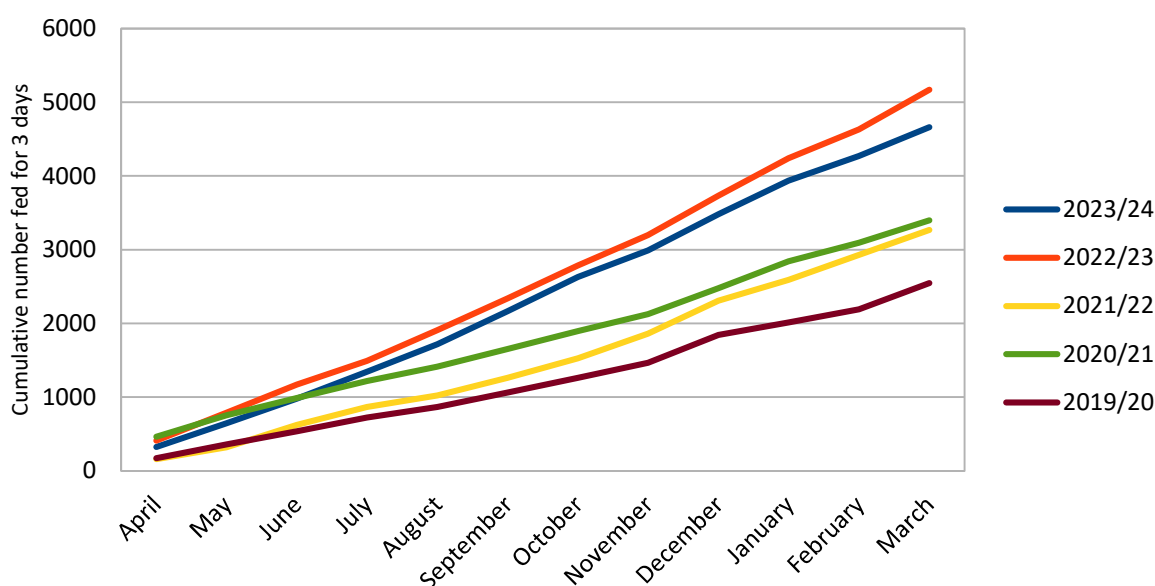
Ringwood Foodbank Clients Fed Each Month April 2023 - March 2024



Ringwood Foodbank Clients Fed Each Month



Ringwood Foodbank Clients Fed Each Financial Year



During the financial year 2023/24 4,662 clients were fed, 508 fewer than in the previous year, a decrease of approximately 10%. However, as the graph shows, the number fed remained well above the figure for earlier years. For example, the total was 1,400 or 43% more than in 2021/22. In July, September and October 2023 the number fed was higher than in the same months of the previous year.

As in most years, December saw the highest number of clients fed, 492, and this was closely followed by October 2023 and January 2024 with 466 and 457 respectively. The quietest month was May when 316 were fed.

The number of children fed as a proportion of the total was 36% in 2023/24 compared to 40% in the previous year.

Policies

Ringwood Foodbank has the following policies in place:

1. Protection of Children and Vulnerable Adults from Abuse (Safeguarding)
2. Health and Safety: Statement of General Policy; Statement of Procedures
3. Donations Acceptance Policy
4. Data Protection Policy
5. Reimbursement for Personal Expenses
6. Lone Working Assessment
7. Financial Control
8. Management of Petty Cash
9. Complaints Procedure
10. Equal Opportunity (Diversity) Policy
11. Problem Solving Procedure (Grievances)
12. Conflicts of Interest
13. Data Retention Policy and Schedule

These are reviewed appropriately.

Safeguarding

At Ringwood Foodbank we take our safeguarding responsibilities very seriously. Our policy is reviewed and updated annually, and trustees attend regular training courses. We require all volunteers to ensure their behaviour and conduct is consistent with our policy. In order to maintain best practice, volunteers are sent a copy of the policy annually and asked to complete training provided by the Trussell Trust.

A copy of our safeguarding policy can be obtained by contacting us at: info@ringwood.foodbank.org.uk.

Chairman's Statement

Chris Lee, Chairman

Ringwood Foodbank does not have any paid staff. Very few Foodbanks affiliated to the Trussell Trust are now in this position. It is a credit to all our 130 volunteers that we have continued to provide emergency food whilst continuing to develop our services to help those in need. It says a lot about our communities that we continue to be able to function as a volunteer only organisation and to continue to recruit new volunteers. Our greatest asset is the sense of mission of our volunteers. Thank you to all our volunteers, in your wide range of roles, for all your work.

We also received huge support from our communities in terms of food and cash donations and we are grateful to all those that have helped us help those in need. We continue to be very grateful to Price's Fish and Chips who have been supplying free meals to our clients since 2019.

Demand

We supplied 4572 fewer meals in 23/24 than in 22/23. This was in partly due to the fact that the 272 Ukrainians who we helped in 22/23 no longer required our help which is a reflection of how well they had established themselves with the support of our communities. Nevertheless, we provided 12,546 more meals than we did in 21/22 so regrettably the trend of numbers of people needing support is still upwards.

Supply

Donations of food were down by 3,200 Kgs on 22/23 and we purchased about 30% of our stock using our reserves. However, food donations were up by 5,450 kgs when compared with 21/22.

Financial Inclusion

Commencing in July 2022, with the help of a grant from the Trussell Trust, we have been able to fund Financial Inclusion Support workers to work with our clients to help them address the financial issues they are facing that contributed to them having to use a Foodbank. These workers are employed and supported by Citizens Advice New Forest. This scheme continues to be a great success with financial gains to clients of over £250,000 being achieved. There is more work to do on debt for our clients and we intend to address this in the coming year. Clients have really valued the intensive support that this team have been able to give them.

Financial Hardship worker in Schools

We are jointly funding, together with STARF (Stronger together across Ringwood and Fordingbridge) a Financial Hardship worker. This person is employed by Citizens Advice on our behalf and works in the 8 schools in Ringwood and Fordingbridge. She works with families referred by the School's Family support and Pastoral teams to try to maximise their income and signpost other opportunities. She started work in December 2023 and has made a big difference to the families she has supported. We have received excellent feedback from the schools about her contribution to the wellbeing of vulnerable families.

Warm Spaces and items

Using grants provided by the Dorset and Hampshire County Councils we have been able to continue to provide warm clothing, bedding, heaters, hot water bottles, flasks, microwave ovens, air fryers and energy saving devices to clients. Many of the items were identified as being needed by the Financial Inclusion support workers and by Schools and purchased by us. This allowed us to ensure clients got what they needed.

Local Community Organiser

This post was established using funding from the Trussell Trust to support Community Organising across the New Forest. In 23/24 he held Community Conversations with a range of groups, with lived experience of poverty, across the New Forest. This resulted in the identification of those issues of most consequence to those groups which is fed into the New Forest Poverty Action plan. It has also resulted in the establishment of groups who will be campaigning on the issues of lack of public transport and the cost of school uniforms. The postholder also supports the New Forest Cost of Living group and in 24/25 will be promoting the development of Community hubs in those areas which currently do not have one.

Other Multi Agency working

We are grateful to be able to work with a wide range of statutory and voluntary agencies to assist the financially vulnerable in our communities, particularly those that are active in referring clients to us. I have mentioned some of those we work with above but we are also pleased to work with the Social Prescriber and her team from the Avon Valley practices in the Southern Health NHS Foundation Trust. We are very grateful to Acts4sharing for the use of their van to distribute food to our centres and for our ability to refer clients needing furniture, bedding and clothing to them for support. We are also represented on the New Forest Cost of Living group which brings together New Forest District Council, the Foodbanks in the Forest, Community First and Citizens Advice. The focus of the group in the coming year will be the implementation of a New Forest Cost of Living plan. We have also improved our working relationship with East Dorset Citizens Advice to the benefit of our Verwood clients. We are pleased that our volunteers are able to support Fareshare Larders, which provide heavily discounted food to its members, in Ringwood and Three Legged cross as these larders are a step on from Foodbanks. We continue to be very grateful to Price's Fish and Chips who have been supplying free meals to our clients since 2019.

Trustee Update

Jacqueline Brown who was one of the founders of Ringwood Foodbank and has been the Trustee and Honorary Secretary since its inception, stepped down this year. We are grateful to her for her vision and all her work to make Ringwood Foodbank the organisation it is today. Kevin Jones, Trustee and Homelessness lead, also stepped down and we are grateful to him for all his work particularly with the homeless of Ringwood.

Strategic Objectives

The headlines of our plan continue to be:

Our vision is that People experiencing poverty in the Ringwood, Fordingbridge and Verwood Areas receive sufficient help and support to enable them to avoid destitution and ultimately the need to use Foodbanks.

Strategic Objectives

1. To continue to provide immediate support to those experiencing poverty

2. To ensure that everyone in Ringwood, Fordingbridge and Verwood receives the income they are entitled to
3. To work with other groups in the New Forest to develop and implement an anti-poverty action plan.
4. To work with local Schools to address the needs of families identified by them as vulnerable
5. To work with churches to address the needs of the most vulnerable in our community

Values

We will adopt the Trussell Trust values of Compassion, dignity, community and justice as the basis for everything we do.

In addition, in 24/25 we will be seeking to develop a Community Hub in Ringwood where members of the community can access a range of services from the Foodbank and other Charities and Statutory agencies.

In the 24/25 report we will also be reporting on our change of Charitable Structure. We have now moved to being a Charitable Incorporated Organisation. Although this took place outside the 23/24 reporting period considerable work was involved during that period to achieve this.

Thank you to everyone who has supported us over the past year. Those in need whom we have been able to support are very grateful for the support of their community.

Chris Lee

Chair of Trustees

Financial Statements

for the Year ended 31 March 2024

Mr Jonathan Gibson, 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.

Total receipts for the year to 31st March 2024 at £167,672 are broadly in line with the record level of receipts in 2023 of £168,516. The split of receipts between restricted grants, mostly from the Trussell Trust, at £96,717 for 2024 and unrestricted grants at £70,955 for 2024 are also being broadly in line with 2023.

Grants for specific projects, (noted as “restricted” in the financial statement below) were received from the Trussell Trust as noted above, totalling £79,717, and further grants were received from Hampshire and Dorset County Councils totalling £17,000. Gift Aid received in the current year totalled £4,545 versus zero in the prior year, which was caused by the delay in gaining access to the HMRC gift aid website and there then being two years gift aid received this year.

As noted in the chairman’s report, restricted grants received from the Trussell Trust, funded two posts headed Local Community Organiser and Financial Inclusion. The total paid to the Citizens Advice Bureaux in the year for these posts was £76,771. Restricted grants from Hampshire and Dorset County Councils, as noted in the chairman’s report, were also used to buy food and winter support items, with payments totalling £19,234 in the year.

Excluding spend on specific restricted projects as noted above, payments increased by 93% to £47,475 in the current year. This is attributable to a number of new items of expenditure this year. As noted in the chairman’s report, the Foodbank is now part funding a Financial Hardship Worker based in several local schools. The Foodbank has also incurred costs from advisors who have assisted trustees with carrying out a number of DBS checks on volunteers, and with the process of changing the status of the Ringwood Foodbank Charity to a Charitable Incorporated Organisation. Utility costs at £2,214 for the year, have also substantially increased, together with the fact that two years costs have been paid in the current year.

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 continues to be less than £250,000, the level prescribed by The Charity Commission for a professional audit. Trustees express their gratitude to Mr Terry Riggs for having examined and reported on the Financial Statements in accordance with the Charity Commission guidelines.

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. Due to the uncertainties caused by the ongoing challenging economic climate, the current reserves are considered appropriate to cope with any further increased call on the charity’s resources.

RINGWOOD FOODBANK**SECTION A - RECEIPTS AND PAYMENTS ACCOUNTS FROM 01/04/23 TO 31/03/24**

	Year to 31/3/24			Year to 31/3/23		
	Restricted	Unrestricted	Total	Restricted	Unrestricted	Total
	£	£	£	£	£	£
SECTION A - RECEIPTS AND PAYMENTS						
RECEIPTS						
Grants for Restricted Projects	96,717		96,717	93,529		93,529
500 Club		10,485	10,485		8,128	8,128
Donations		55,077	55,077		66,270	66,270
HMRC, GiftAid (2 yrs recd this year)		4,545	4,545		0	0
Interest		849	849		589	589
TOTAL RECEIPTS	96,717	70,955	167,672	93,529	74,987	168,516
PAYMENTS						
Restricted Project costs	83,505		83,505	78,509		78,509
Own funded projects		16,292	16,292			
Other Projects		8,726	8,726		2,637	2,637
Rent/lease Costs		11,600	11,600		11,400	11,400
Food purchases	12,500	3,624	16,124	9,500	3,834	13,334
Telephone/internet		1,574	1,574		1,351	1,351
Stationery, Printer & Computer		764	764		1,303	1,303
Transport		1,645	1,645		2,386	2,386
Sundries		600	600		1,223	1,223
Utilities (Prior yr paid in April 23)		2,214	2,214		0	0
Insurance		437	437		495	495
			0			
TOTAL PAYMENTS	96,005	47,475	143,481	88,009	24,629	112,638
NET SURPLUS FOR YEAR	712	23,480	24,192	5,520	50,358	55,878

SECTION B - STATEMENT OF ASSETS**Movement in Bank Balances**

Opening Bank balances	12,409	145,998	158,407	6,889	95,640	102,529
Movement in Funds	712	23,480	24,192	5,520	50,358	55,878
Closing Bank balances	13,121	169,478	182,599	12,409	145,998	158,407
Current Accounts			31,750			
Savings Account			150,849			
Closing Bank balances (All Barclays Bank)			182,599			

This report has been approved by the Trustees of Ringwood Foodbank

20th August 2024