



ANNUAL REPORT 2019/2020

REVIEW OF THE YEAR IN WORDS, PICTURES AND NUMBERS

September 2020



(Left) Betty packs the bags of food and toiletries, and (right) Bej and Tom take out the crates of bags for driver Chris A to deliver to Food Hub clients.



Huge thanks to all of our volunteers, new and old



by Trevor Jones, Chair of the Food Hub Trustees

“Working at Purley Food Hub during the first six months of the coronavirus crisis powerfully brought home to me the vital importance of our mission to serve people in need in whatever way we can.

Our decision to pause the operation of the Food Hub in March 2020, in the early days of the pandemic, was an immensely difficult one but it was the right one. If we were to continue what God has called us to do - to feed those in crisis - we had to stop and pray and think how we could carry on in a way that was safe for both clients and volunteers.

Many other food banks faced the same situation, and after a brief pause we came up with new, safe ways of working to go on serving people in need.

Of course, this annual report is for the 12 months from April 2019 to March 2020. The numbers in these pages reflect how busy the Food Hub was and how the need has been growing - then during the first months of the pandemic the numbers eclipsed previous records.

It is very easy to focus on client numbers, people fed and meals provided (and yes, we do need to measure these so that we can plan) but we must never forget that there are people behind every number: each one has a story to tell, difficult circumstances to endure...

On behalf of the Trustees and Management Committee, I wish to thank hugely all of our volunteers, new and old, who have helped in any way both before and during the pandemic. New volunteers came from our member churches and from the community and I hope we will be able to bring them fully into the Food Hub fold.

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Huge thanks to all volunteers

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Our established volunteers stepped into new roles that didn't previously exist, such as pre-packing food bags, moving food stocks around the URC (more than once!), loading crates into cars, delivering food to clients, collecting from other food banks and making trips to the cash and carry.

Thanks too to all those who, though unable to come out and serve, worked in the background, recording data, collecting donations from supermarkets and organising our bagging system which has been very efficient and effective...and, vitally, **PRAYING.**

Especially I would like to thank **Jean Ludlow**, our Administrator, who used her experience from Christmas Lunch on Jesus to create the system of allocating drivers to deliveries, handling all the client referrals from ticket partners by email or text, drawing up rotas of volunteer drivers and dealing with some very challenging situations.

For the coming months we will continue to sort donations, pre-pack bags and deliver food parcels to our clients' homes to ensure safe distancing for clients and volunteers, while re-establishing rotas and welcoming back some of our long-term volunteers who feel they are now able to help.



Trevor receives a socially distanced donation from a supporter.

We look forward to when we can return to "normal" - whenever that may be and whatever it might look like."

THE YEAR IN FOCUS

Highlights of 2019/2020

▶ **APRIL 2019:** At the first of our eight collections at local supermarkets, shoppers at **Waitrose Coulsdon** donated seven large trolleyloads of food, toiletries, etc, and £211 cash. Other successful collections during the year were at the **Co-op Hamsey Green, Waitrose Sanderstead and Iceland Wallington**, with an overall total of 76 trolleyloads of donations plus £1,244 cash.

▶ **MAY:** We welcomed a team of seven American students from **Palm Beach Atlantic University, Florida**. They spent the morning receiving donations from customers at Sainsbury's Local Purley, sorting and date-stamping items and bagging chocolate treats and washing tablets. They came during a three-week visit to **Old Lodge Lane Baptist Church**.

▶ **JUNE:** As part of the chain's 150th anniversary celebrations, staff at **Sainsbury's Warlingham** nominated the Food Hub as their chosen charity for the next 150 days. Customers were encouraged to donate items in the collection basket which the staff then delivered to us. The basket is still used for donations, along with baskets at **Waitrose Sanderstead, the Co-op Hamsey Green, Londis Coulsdon and Sainsbury's Local Purley**.



▶ **AUGUST:** We passed our latest milestone by providing the **150,000th meal** to clients and families. We paid our considerable thanks to our wonderful volunteers and generous supporters who between them all, make the Food Hub happen. Now, one year on, we will soon pass 200,000 meals...

▶ **OCTOBER/NOVEMBER:** Our storeroom at Purley United Reformed Church was literally overflowing as a result of the amazing response from local churches, schools, businesses and organisations to our **Harvest appeal** for food in time for the busy build-up to Christmas. No fewer than 28 schools responded.

▶ **DECEMBER:** **Christmas donations** included a large collection of toys and food from staff at **Caridon Property, Croydon**, with the toys earmarked for needy children through the Toys for Joy scheme, and no fewer than 1,375 food and other items collected by students and their families and staff at **Woodcote High School** plus £880 from their Christmas concert.

▶ **MARCH 2020:** On 7th March, our team of **Gilbert, Winifred, Louise, Jade, Janet and Howard** - aged from 11 to 82 - swam a combined 107 lengths of Purley Pool and raised a magnificent £1,120 in Purley Rotary's annual **Purley Swimathon**.

▶ **MARCH:** And on 21st March, 44 clients attended our last session before lockdown and food provided for 156 people and family members - a total of 1,400 meals provided. It was our **busiest ever session** (eclipsing the previous record set on 21st December when 39 clients attended and food provided for 122 people = 1,100 meals).

What we've done

During the year the Trustees carried out the annual Risk Assessment, agreed the Bullying and Harassment policy and updated the Reserves, Data Protection, Safeguarding and Health and Safety policies. They also considered the needs of some local associated charities and gave financial support to the Happy Baby Community and Renew 23 Wellbeing Café.

And Trustees played an integral part when the Food Hub switched to a home delivery service soon after lockdown was announced in March 2020. "We helped keep things going with a team of very dedicated and mainly younger volunteers who worked tirelessly through from March to September, most working one or more sessions a week, every week. Thank you all so much," says Ivanka Lennon, Vice Chair.

She adds: "An abiding memory just before lockdown was of the very long queues of worried families outside the Food Hub as the world seemed to be falling apart. That the Food Hub could be there to signpost and to allay worries that we might run out of food was amazing. God's providence was, and is, always evident."

Lizzie Englefield, who became a Trustee in October 2019, writes: "Through my parish and my work as a leader in local schools I had always supported the work of the Food Hub, through donations and school assemblies. As a school leader I came to realise the genuine need - an increasing need - of families in the area. This called me to put myself forward as a Trustee. Since I became a Trustee we have met twice face to face and the rest virtually! I have been struck by the moral conviction of many, the time they give up, the agencies they work with and the other charities we support. This work is about communities, driven by the Gospel and never has this been more important."

TRUSTEES

Four standing for election at AGM on 8th October

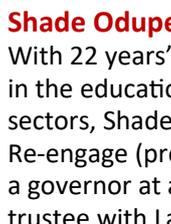
The Food Hub's Annual General Meeting will be held on Thursday evening 8th October. Arrangements are being finalised and will be announced shortly.

Four candidates will be standing for election as Trustees at the AGM. They are:



Mark Dakin (Purley Baptist Church)

Previously a Food Hub volunteer, Mark has volunteered for several years at Croydon Churches Floating Shelter at PBC and Christ Church. He is a solicitor with a firm in Croydon and specialises in defending people at magistrates' and crown courts. His daughter Rebecca is a PFH volunteer.



Shade Odupelu (Purley Baptist Church)

With 22 years' senior human resources experience in the education, charity, religious and other sectors, Shade is Interim Director of People for Re-engage (previously Contact the Elderly). She is a governor at a Croydon primary school and a trustee with Langley House Trust.



Terry Whittaker (Purley URC)

A member of PURC since the early 1980s and an elder for the past two years, Terry has helped with the children's Sunday club for 20 years. Initially she was a nurse before switching to primary school teaching when her children were growing up. She is retired.



Annabel Wright (Christ Church)

A Food Hub volunteer, Annabel is Financial Director for the Artisan Brandt software and IT services group. She and her family are keen supporters of the Food Hub: daughter Winnie is also a volunteer and swims for us in the Purley Swimathon with brothers Gilbert and Ernest.

Stepping down as Trustees at the AGM are **Derek Harris** and **Judith Johnson**. Trevor Jones, Chair of Trustees, said:

"They have each given many years' service to the Food Hub - in Derek's case since the early planning days in 2012.

"Judith has been a great, thoughtful presence, keeping check on all we do. And Derek has served as Treasurer and on the Management Committee, keeping a watchful eye on our finances and leaving us in a very strong financial position. We thank them very much for their service and will miss their contributions."

If elected, Mark, Shade, Terry and Annabel will join **Trevor, Ivanka Lennon, Lizzie Englefield and Nick Pannell** to give eight Trustees, with one remaining vacancy.



IN OUR OWN WORDS

Our 150 volunteers are central to the everyday work of the Food Hub. We asked some of them - new and old - how they first got involved and why they find it so worthwhile...

“I am a trained nurse, however due to my age I decided not to go back in the front line but wanted to do something to help out. I hadn't helped before as I do a session at Purley Cross Centre on Wednesdays but when that closed I was able to deliver food parcels for the Food Hub. I have found it a great benefit as I now appreciate how much I am blessed with.”

BARBARA

“A friend mentioned that the Food Hub was looking for extra volunteers, so I started helping out a couple of times a week. I've been involved in delivering food parcels to vulnerable clients, helping with the sorting and storage of donations, collating food parcels according to client requirements and assisting the session leaders in whatever way they needed. It's all very well organised and the volunteers are very friendly. It's great to see such community spirit, especially during these unprecedented times, and the clients are so appreciative.”

CHRIS

“I was furloughed from work and knew that a lot of the Food Hub team were either self-isolating or shielding with vulnerable loved ones. Having time on my hands, I wanted to use it in a way to best support people struggling in this time. I started by loading the packed crates into the delivery cars. What so encouraged me was how swiftly people moved to support or serve with whatever capacity they had. There was a willingness to care and provide for all who needed help and a heart to make a difference...to remind people that hope is something to hold with confidence.”

BEJ

“I began helping at the Monday sorting session last year after hearing about the Food Hub from our church (St Peter's, South Croydon) as a way to give something back. It is satisfying helping to process the many donations received (sorting, date labelling, counting and recording) and then seeing them orderly in crates to store and ready to distribute. With a friendly group of people to work/chat with, the mornings flew by. When lockdown came I offered to help with the deliveries - my husband Stephen joined me to make the task less demanding. It has been good to help people through such difficult times.”

CLARE

“I got involved because I saw how rewarding my parents Trish and Simon found it. It was great to have company and purpose during lockdown and get to know new people. I was greatly impacted by meeting clients before we shifted to a delivery service but I get as much out of my current role, labelling and counting. It enables me to be part of the team in spite of health issues as I can sit down, and I enjoy the challenge of having a lot of cans to label. I value knowing that labelling means nothing goes to waste because it's given out in date order.”

BECKY

“I volunteered because I wanted to do something practical to help in the local community. I've done a number of roles, including sorting, packing, welcoming and making refreshments for clients, and currently delivering to clients' homes with my husband Kevin. The volunteers, and all those who support the Food Hub through donations, make a real difference. Many of our clients are at a point of crisis. When they visit us or are visited at home, they know they are valued and not forgotten, and that people care.”

JULIA L

“A few years ago I noticed the food collection basket in the supermarket and thought what a great scheme it was, so I was delighted when I was welcomed into the team by a friend. From picking items off the shelves (perfect, as I love shopping!) to making the refreshments and chatting to clients while they waited. And now, during the pandemic, delivering to the clients who are clearly very grateful. For me this is care in the community at its best.”

LYNDA

“I first learned about the Food Hub by playing golf with June and it was through June I met Steve who taught me how to be a ticket issuer at my school. After retiring from full time teaching, I began helping on a Monday doing the sorting and dating. The people there are so friendly and welcoming. Having seen first hand the difference the Hub can make to people's lives, it is great to be able to help others in this small way. Since doing deliveries during Covid-19, I have met many people who have been so thankful to the Food Hub.”

FIONA T

“I was heartened when it was decided the Food Hub could carry on in a different way during the pandemic. It has enabled our clients to continue to be supported at a time of increased need and vulnerability. I have enjoyed my mornings delivering food parcels, and as I wear my clerical collar, it has led to some surprised looks but also interesting conversations. Meeting some of the clients has been a huge privilege for me and a reminder that “there for the grace of God go I” or any of us. The thanks I receive on the Food Hub's behalf are so genuine and heartfelt.”

REV'D FIONA

(Vicar, St Mark's & St Swithun's)

IN OUR OWN WORDS **extra**

A DAY IN THE LIFE OF...

Jean Ludlow, the Food Hub's Administrator



"We had always wanted to help with the Food Hub but other responsibilities made it unfeasible. Lockdown reduced these considerably and we have been delighted - and privileged - to help by delivering food parcels. We have been so impressed by everyone's commitment and efficiency, from the wonderful Jean's careful co-ordination of times and addresses; the packers who fill the bags; to Trevor and his team lifting the heavy crates into our car.

The range of delivery addresses has proved that need has no boundaries. Often we have barely seen the client, but in a few cases we have been able to return several times and have short conversations. We have encountered recipients who are not even managing; families waiting for weeks for universal credit; those too afraid to open the front door. Everyone is so grateful - it's distressing. One was so overwhelmed that she wanted to give half the bags back! The main eye-opener for us has been to discover nearby the appalling conditions that some people are having to cope with. One address we delivered to had quite a perilous access and the client had mobility issues, rendering the accommodation totally unsuitable and affecting their mental health. The need is great - and will become greater - but we have been frequently aware that God goes ahead (locating an address when we are just about to give up) and arrives with us. What we pray as we leave is that they would know that He, not Purley Food Hub, is their Provider."

SARA & MARTIN

"Last year I saw the Food Hub had vacancies again - and I have been happily sorting food donations since. I was disappointed when it was suspended because of Covid-19 but that didn't last long and when we reopened I brought my daughter Laura with me. Donations were in short supply as the churches were closed and the collection baskets in supermarkets had been temporarily removed so I had a quick collection among my family for items desperately needed. Laura and I shared the refreshment baking which the other volunteers soon heard about! More recently I have made face coverings which Laura has sold and she used the £250 proceeds to buy food. I really appreciate the amount of work the volunteers put in and I hope I can continue to make a difference."



Salli is pictured (right) at a sorting session with Becky (left) and Trish.

SALLI (mum of Laura)

"At the start of lockdown Mum said she was off to help at the Food Hub. As an active person who's not very good being at home I asked to come too! That was the start of many happy weeks feeling I was giving something back, and the sorting sessions were soon the highlight of my week. I even managed to fit in my Year 6 weekly video call while sorting the toiletries; the pupils were very complimentary of my multi-tasking! My daughter was keen to get involved too so I started taking the washing capsules and chocolate treats home so she could bag them up. When Mum started making face coverings it seemed natural to sell them with all proceeds going to the Food Hub. It's been great getting to know the other volunteers and bake cakes and brownies to keep us all going. It's an amazing operation and I've been privileged to become part of the Food Hub family."

LAURA (daughter of Salli)

"It's a Monday morning in August and my day starts with a phone call from the mum of a pupil at a local school. Before the end of term, we arranged for the parents to call if they found themselves struggling for food in the summer holidays. I put the family on the delivery schedule for Wednesday and they are very grateful.

Time to get to work on the computer and my first email out is to thank all the drivers who helped with delivering food parcels last week. The next is to find out which drivers are available for the coming Wednesday and Saturday. A big shout out to all our drivers who have so faithfully helped since the start of the pandemic.

As the day goes on, I get emails and phone calls from ticket partners referring clients for food packages on Wednesday and I start to compile the delivery schedule. Details include size of the family and ages of children so that the appropriate food package can be put together. Also included are preferences for hot drinks, any special dietary needs and if they require sanitary products...or a tin opener.

Phone calls and emails throughout the day include enquiries about volunteering, donating food, clients' referrals to and from other food banks, how to be referred for a food parcel, and arranging for volunteers to visit and see at first hand our new ways of working. It's a busy day and by the close I have clocked up 65 emails in and 39 out. No doubt tomorrow will be much the same...!"

■ Jean is a member of the **Management Committee** which is responsible for the day-to-day running of the Food Hub.

Other members of the MC are: **Brian Gibbs (IT support), Helen Harris (chair), Ros Shepherd (supermarkets), Tandie Sithole, Joanna Walker (finance), Paul Walsh (HR) and Louise Willmer (stock).**



2019/2020

OUR YEAR IN NUMBERS

766

clients visited the Food Hub once or more

1,620

client visits made in total

12.5%

increase in visits over 2018/2019

92

ticket partners referred clients

34%

of clients referred by job centres

3,905

clients & family members received food including 1,642 children

35,145

meals provided: 3 meals a day for 3 days for each person

563

people received food in March 2020 = 5,067 meals, our busiest month ever

150

volunteers work for the Food Hub in one or more roles

28

schools donated their Harvest food collections

160

Christmas Lunch on Jesus hampers were delivered by 98 volunteers in 35 cars

180

children each received 2 toys plus a chocolate box from Toys for Joy

107

lengths swum by our team of 6 in 2020's Purley Swimathon raising £1,120

73,468

items donated in total by churches, schools, organisations, shoppers, families & individuals

76

trolleyloads of items given by shoppers in 8 collections at local supermarkets

5

supermarkets have our food collection baskets for shoppers to donate

80,407

food & toiletry items distributed to clients & their families...

4,899

tinned meat & ready meals

3,609

litre cartons of milk

3,078

toilet rolls

2,998

cans of fish

2,304

tinned rice pudding

1,841

breakfast cereals & porridge

1,664

tea, coffee & hot chocolate

1,392

washing-up liquid

1,304

toothpaste

264

vegetarian meals

94

tubs of baby milk

FINANCIAL REPORT

Statement of Financial Activities for year ended 31st March 2020 Incorporating Income & Expenditure Account

	Unrestricted funds		Restricted funds Christmas projects	Total funds	Total funds 2018/2019	
	£	£	£	£	£	£
INCOME						
Grants & donations						
Churches	262				290	
Churches Together in P&K	1,155				1,035	
Donations	10,098		10,476		12,431	
Cash	2,091				1,406	
Supermarket collections	1,245				1,482	
Fundraising	1,000				1,570	
Gift Aid	1,775				2,000	
Renew 23 Wellbeing Café	<u>825</u>				<u>-</u>	
		18,451	10,476	28,927		20,214
Food donated		83,532		83,532		77,694
TOTAL INCOME		101,983	10,476	112,459		97,908
EXPENDITURE						
Food to clients		87,662		87,662		72,768
Food & donations to related organisations		5,564	6,836	12,400		10,731
Running costs						
Insurance	1,568				1,115	
General running costs	1,451				1,425	
Carrier bags	103				-	
Printing & publicity	1,126				1,414	
Computers & phones	682				1,017	
Bus tickets	2,032				2,488	
Depreciation	<u>3,960</u>				<u>1,458</u>	
		10,922		10,922		8,917
TOTAL EXPENDITURE		104,148	6,836	110,984		92,416
NET INCOME FOR THE YEAR		(2,165)	3,640	1,475		5,492
Total funds brought forward from 31st March 2019		52,244	2,155	54,399		48,907
Total funds carried forward to 1st April 2020		50,079	5,795	55,874		54,399
BALANCE SHEET AS AT						
	31st March 2020			31st March 2019		
	£	£		£	£	
Fixed assets		6,659			4,375	
Current assets						
Stock of food		14,872			17,564	
Cash at bank & in hand		<u>34,343</u>			<u>32,460</u>	
Net assets		55,874			54,399	
Represented by:						
Unrestricted funds		50,079			52,244	
Restricted funds		<u>5,795</u>			<u>2,155</u>	
		55,874			54,399	

'I don't normally ask for help - thank you so much'

A grateful client summed up the gratitude expressed by so many others after receiving their much-needed food parcel: ***"I do not normally ask for help but times are tough - thank you so much."***

And one of the ticket partners who refers struggling families to us spoke on behalf of her colleagues: ***"Thank you to everyone at the Food Hub working so hard to get essential items out to people in the community that need them."***

The Food Hub, set up in 2013 by the churches of Purley and Kenley, exists "to care for the poor, love our neighbour as ourselves and, specifically, to feed the hungry." With client numbers continuing to increase, we will be here for as long as we are needed, providing food and seeking to show Jesus' love in all that we do and say.

We are so enormously thankful to everyone who supports the Food Hub in any way, big or small, through donating time, food and money and keeping our clients, volunteers, Trustees and Management Committee in your thoughts and prayers.

So, among our donors and supporters, we warmly thank **churches, schools, WI and Rotary, shops, businesses, uniformed organisations, and countless local families and individuals.** Each month we produce a list of the food and other items we especially need and post it on our website at www.purleyfoodhub.net.

OUR PRAYER FOR CLIENTS

With the food, a blessing from the Bible...

As well as the food parcel, clients also receive a letter with this blessing from the Food Hub team:

"During this difficult time, the volunteers at Purley Food Hub would like to bless you not just with food but with our prayers as well.

It's a privilege for us to be able to help you a little and we pray you will know the love of Christ and believe that he is the God of the impossible. So this is the blessing we'd like to give you from the Bible, Numbers chapter 6, verses 24-26:

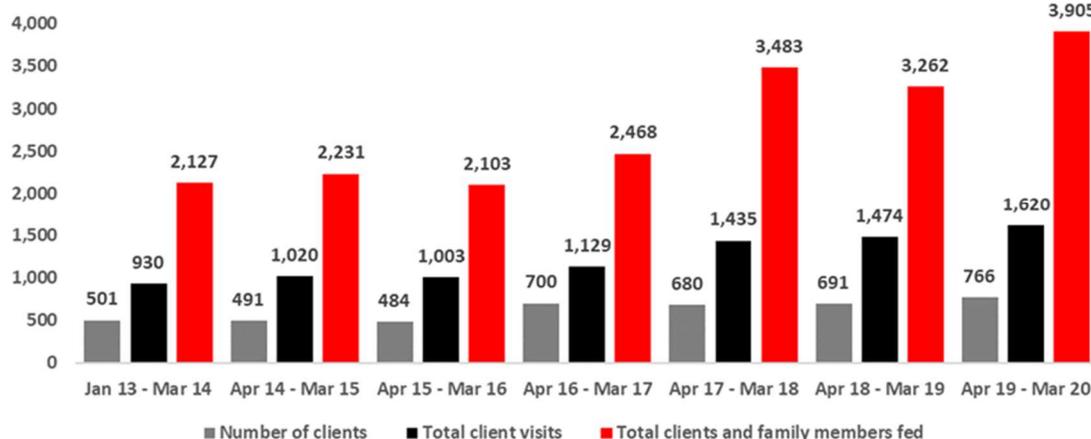
**"The Lord bless you and keep you,
Make His face shine upon you
And be gracious to you,
The Lord turn His face towards you
And give you peace."**

From the Food Hub team."

One delighted client emailed back:

"Thank you so much for the parcel, it's greatly appreciated. It's funny, I have been on my spiritual journey and been reading the Bible and the fact that you send Bible verses feels like a sign I'm going the right way. So thank you again."

SUMMARY OF CLIENT VISITS AND PEOPLE FED



THE FOOD HUB'S STORY SO FAR

To date (12th Sept 2020) **3,269** clients have been referred a total of **9,394** times to the Food Hub and we have provided food for **22,115** people. At **3** meals a day for **3** days each, that's **199,035** meals since we opened in Jan 2013.

STOP PRESS: The Mayor of Croydon, Cllr Maddie Henson, visited the Food Hub on 2nd Sept. She tweeted: ***"I've started looking at food banks/resources provided by organisations such as Purley Food Hub and been humbled by the tremendous volunteer work and individuals literally daily changing people's lives during hardship. They are truly unsung heroes."***

GETTING IN TOUCH

To contact us you can:

▶▶ Email at purleyfoodhub@gmail.com

▶▶ Phone on 07546 635295

▶▶ Visit our website at www.purleyfoodhub.net

▶▶ Follow us on Facebook, Twitter and Instagram