ANNUAL REPORT 2021/2022

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Our clients can be assured we will be here as long as we are needed

by Trevor Jones, Chair of Trustees

Looking back on the last 12 months, it has been a time of gradual change but also a bit more like "business as usual" than the previous Covid-dominated 12 months as we settled into a different way of working - focusing on food deliveries to clients and increased close working with partner organisations.

While the number of people fed in 2021/2022 was lower than in the previous year, we certainly don't see this continuing as we move into the winter months, with already struggling clients facing ever-increasing food and energy costs.

We have ourselves faced increased costs as we now rent Room 2 at Purley United Reformed Church to store food rather than store it in the Sanctuary, and this arrangement is likely to continue at least for the next few months.

In addition to giving food to the Purley and St Francis Food Stops, we agreed to give them financial support as well as to The Vine Food Bank in New Addington. We also made one-off donations to other organisations with similar aims as ours, and to a number of our neediest clients. Together, these gifts amounted to just over £28,500.

Looking forward

Joanna Walker, our Finance Officer, has prepared a financial forecast for 2022/2023. This will help us with our planning for meeting further expected increases in costs and as we continue to support our partner organisations and buy additional supplies to meet increased demand.

Following very generous donations from supporters in 2020/2021 and 2021/2022, it is likely that our income will reduce in 2022/2023 as our donors, like everyone else, are squeezed further as the country goes into recession.

However, this doesn't mean we can't continue, as God has called us to do, to serve those in food crisis. He has blessed the Food Hub with good reserves and I have full confidence that He will provide all that we need.

The Trustees and Management Committee met together in March 2022 to consider the Food Hub's future direction in the next few years, and we came up with five recommendations. These are to:

1. Evaluate the needs of our clients and determine how we can better meet these needs.
2. Survey the needs of the local population and their likely impact on the Food Hub.

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3. Conduct a more focused review of the desired strategy for the Food Hub.
4. Conduct a partner "audit and mapping" exercise - essentially to find out what is already happening in the local area and, if it fits in with our Food Hub objectives, how we might support and work with other like-minded organisations.
5. Ensure good communications with the Churches Together in Purley & Kenley network and use these connections to learn more about the needs of the local area.

Trustee Lisa Fairman-Brown has started work on recommendation 4 and we will review her findings in due course. It is likely to take a while for the Trustees and Management Committee to work through the remaining recommendations but we do recognise that we need to ensure that any plan is concluded in a timely manner.

We will keep our churches, supporters and volunteers informed of progress through the Food Hub's monthly news update.

Thank you

Big thanks are due to everyone on the Management Committee as they oversee the day-to-day running of the Food Hub - they do such a great job. A special thank-you to S**alli Ransom** for stepping in to carry out Jean Ludlow's Administrator duties when Jean goes on well-deserved holiday, and also to **Jean Aspinwall** who logged out of her spreadsheets for the last time after eight years of organising the volunteer rota for the food distribution centre.

Thank you to all of our **delivery drivers and escorts**, many of whom have been with us since we started delivering food to clients' homes at the beginning of the pandemic. Indeed, thank you to **ALL** of our wonderful volunteers and generous supporters who - together - are helping to make a real difference to hard-hit clients and their families at this time.

And as we approach the Food Hub's 10th anniversary in January 2023, local people in crisis can be assured we will be here for them for as long as we are needed.

We've found that Zoom is still our best way of meeting…

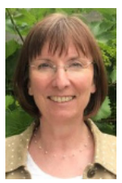
The Trustees met seven times in 2021/2022. All of our meetings were on Zoom, and we are likely to continue to meet like this as we find it an efficient and convenient way of working.

Among the actions agreed by the Trustees were:

- Regular financial support for the Purley and St Francis Food Stops and The Vine Food Bank, New Addington (see Chair's Report on page 2).
- Support for Happy Baby Community, Thornton Heath, and Croydon Refugee Day Centre to buy food for people who have come to the borough as refugees.
- One-off support for a number of clients identified by our Client Support Volunteers as being in particular need, and also for His Grace Evangelical Outreach in Thornton Heath which needed a new commercial-size fridge for its food bank.

In addition we:

- Reviewed our financial controls to satisfy ourselves that we meet, or are working towards meeting, the criteria for organisations like the Food Hub set out by the Charity Commission.
- Assured ourselves that David Clarke CPFA is suitable to continue as our Accounts Examiner. The Accounts Examiner is appointed at each AGM but we need periodically to review and ensure that the Examiner is suitable and the costs are fair.



At last year's AGM we welcomed **Rev Lisa Fairman-Brown**, Curate at Christ Church, Purley, as a new Trustee.

Finally, this October we say goodbye to **Lizzie Englefield** who has served as a Trustee for the last three years and has brought to our meetings her knowledge and experience in the world of education. Thank you, Lizzie!

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'Let's ensure that what we do, we do to the best of our ability'

by Louise Willmer, Acting Chair of Management Committee

It has been a privilege to lead the Management Committee in the last year as Acting Chair.

Last winter saw us working at full capacity, particularly over the Christmas period. However, I strongly suspect in the coming months we will see increasing pressure on our services for an extended length of time, with hardship predicted for even more households.

We have continued to provide our three local Food Stops with surplus items or donations that are not suitable for use for our own service. Like us, the Food Stops are feeling the pressure of rising demand, often reporting empty shelves at the end of a session.

We have also continued to support Croydon Nightwatch with soup and pasta. For the past two years I have regularly reported that 60 tins of soup and 12 bags of pasta helped provide for two nights a week for about 35 people.

So it came as a shock to learn recently that Nightwatch now regularly provides for over 100 people on some nights of the week, compared with an average of 34 only two years ago.

We will continue to support Nightwatch and our other partners as much as we are able.

In March 2022, the Management Committee enjoyed an interesting afternoon with the Trustees, evaluating our mission and looking to the future. Several ideas were highlighted during the session including finding ways of helping older people on fixed incomes, many of whom are going to be extremely vunerable in the coming months.

Another thought raised by one of the participants that I took away from the meeting and would like to share, is that perhaps we shouldn't seek to change the way we do things but ensure that what we do, we do to the best of our ability.

A warm welcome to our AGM on 18th October

This year's Food Hub Annual General Meeting is being held on Tuesday 18th October at 7.30pm at Christ Church, Purley - located between 861 & 863 Brighton Road, CR8 2BN.

All volunteers, friends and supporters are warmly invited to attend. Tea and coffee will be served from 7.15pm.

Louise Willmer and **Trevor Jone**s will report on the work of the Management Committee and the Trustees respectively, and they will be followed by presentations from three guest speakers:

- **Sam Pearson** from St Francis Food Stop, Monks Hill, Selsdon
- **Major Emma Spencer** from The Vine Food Bank, New Addington
- One of the Food Hub's team of **Client Support Volunteers**.

Nominations have been invited from the churches of Purley and Kenley to fill the vacancy for a Trustee following the impending resignation of **Lizzie Englefield** at the AGM.

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How you can help - a brief guide to supporting the Food Hub

As an independent local food bank, we rely on our many volunteers, supporters and donors to help local people in crisis. One question we are frequently asked is: "How can I help?" These are some of the answers.

You can donate food

Each month we produce a list of the priority food and other items we are short of for our clients.

The list is published on our website at www.purleyfoodhub.net, or we can email it to you - contact us at purleyfoodhub@gmail.com. Every donation we receive makes a real difference to someone in genuine need.

We are open to receive donations at Purley United Reformed Church (next to Purley Hospital) in Brighton Road, Purley, on **Mondays, Wednesdays and Saturdays from 9.00am to 12.00 midday**.

Donations can also be left at any of our 20-plus in-store or road-side collection points listed on the map below (click to enlarge):

Join our team of volunteers

We have no paid staff - everyone is a volunteer! Volunteers sort and label the food donations, refill our shelves, pack the food parcels and deliver the food to the clients' homes.

Currently we are in the happy position of having enough volunteers but would be pleased to welcome you to a "taster" session with a view to becoming a volunteer in the future. If you are interested, please email us at purleyfoodhub@gmail.com.

Involve your school or workplace

Many schools and colleges, businesses and organisations such as Rotary Clubs, Women's Institutes and children's uniformed groups support us with food donations and sponsored events. If your school/ college, business or other organisation would like to offer support, please send us an email and we will be glad to tell you more.

You can give money

We are always delighted to receive money donations. These are put to good use when food donations are low or we run out of items, and to buy items like babies' nappies and formula milk.

easyfundraising feel good shopping

give.net from stewardship | amazonsmile You shop. Amazon gives.

There are three ways that you can give:

1. Make a one-off or a regular donation online, with or without Gift Aid. Under the Gift Aid Scheme tax can be claimed back from HM Revenue & Customs - 25p for every £1 given.
2. Donate while shopping online, at no cost to yourself.
3. Make a payment by cheque or by standing order direct from your bank account.

Full details of each of these are available on our website at www.purleyfoodhub.net/donate

A new leaflet setting out the different ways to help the Food Hub is available on request. Please email us if you would like to receive a free copy (or copies).

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Schools, businesses, churches and individuals all rally round

APRIL 2021

Coulsdon's **Valley Pharmacy** ran a Covid vaccination centre with the help of local volunteers, including Purley GP **Dr Ashik Patel** who worked on his days off and asked to give his fees to charity. Pharmacist **Amish Patel** and Dr Ashik agreed on Purley Food Hub…and we collected toiletries worth £350 for our clients.

MAY 2021

The **Wing Yip Croydon** store in Purley Way donated £2,000 from the sale of carrier bags, which we shared with **The Vine Food Bank** in New Addington, **Purley Food Stop** at Old Lodge Lane Baptist Church and **St Francis Food Stop** in Monks Hill, Selsdon.

Big thanks also to **Sudesh Patel** for his L**ondis Coulsdon** store's support during the pandemic when for just over a year from April 2020 he and his team kept us supplied with bread for our clients each Wednesday morning either free or at low cost.

JUNE 2021

We were delighted to welcome eight-year-old **Shayan** who raised £2,000 from his **charity triathlon** at Easter. With sister **Anaiya**, he helped put the finishing touches to food parcels for delivery to clients and we presented him with our thank-you certificate for his money-raising feat.

Cumnor House Girls School delivered a minibus full of food and toiletries, the result of their charity day when in return for wearing pyjamas, the 106 pupils brought donations for the Food Hub. Charity prefect **Loveleen** said: "It was good to see our Cumnor family donating to this cause. Remember, every person can make a difference!"

JULY 2021

Generous neighbours around **Woodcote Park Avenue**, Purley, got together to collect a car-load of food. Driver **Pete Robertson** said: "Food Hub volunteer **Claire Bignell** is part of our community and she suggested we organise the collection. It is a great opportunity to support an amazing local charity."

AUGUST 2021

Pure Gym Purley in the Royal Oak Centre, Brighton Road, became our latest community collection point for food donations. Their basket was available each day to receive donations from the 1,500 members who use the gym each day on average as well as local residents and other supporters.

SEPTEMBER 2021

The first nine schools and a day nursery got in touch to say they were donating their Harvest collections to the Food Hub this autumn, including **Woldingham School**. In total, 45 schools, nurseries and churches donated their autumn food collections for the benefit of our clients.

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OCTOBER 2021

Pandemic-defying donors, supporters and volunteers were warmly thanked by T**revor Jones**, Chair of Trustees, at our AGM on 5th October: "After such a difficult 18 months, we have much to thank you for so that Covid never stopped us delivering food to those in need." Trevor thanked retiring Trustee **Ivanka Lennon** for her passion and care for clients and their families.

NOVEMBER 2021

We received £250 of food and essentials from seven-year-old **Diya and her brother Aaryan**, 10. They helped raise the money in memory of their great-grandmother **Shantabaa** who passed away in November 2020. The family set themselves the challenge to walk or run 5,144 miles - the exact distance between her house in London to her village in India - in 83 days and raise money for various charities. "We chose Purley Food Hub for the amazing work you do and to help support our local community," they said.

DECEMBER 2021

Our **busiest ever pre-Christmas session** on 22nd December was followed by our busiest post-Christmas session on the 29th. In two five-hour sessions, the 50 volunteers packed, despatched and delivered a total of 2,420 meals, almost twice last year's figure of 1,250 meals. It took our December total of meals delivered to 5,180 - our most ever in a single month.

JANUARY 2022

Giselle, nine, had just one thought she woke up: to buy food for the Food Hub. She set up a shop at home, selling items to her mum, dad and sister, and raised £4.50. She went online to find out the food we needed this month, then went with mum to Coulsdon Aldi and bought eight items totalling £4.48. To round it all off, she delivered the items to the yellow bin in Mead Way - all by lunchtime. "I'm so proud of her!" said mum **Hannah**.

FEBRUARY 2022

We issued an urgent appeal for **more long life whole milk.** Vastly increased demand meant we were giving out more than 150 cartons of milk a week and our stocks were severely depleted. The response was magnificent and immediate, and we were deluged(!) with 579 cartons.

MARCH 2022

Each year Croydon Churches Forum produces the ***Transform Croydon*** **prayer booklet** featuring a different ministry to pray for each day of Lent. The Food Hub was highlighted on 9th March with prayers requested for: our clients and their often harrowing circumstances; opportunities to talk about our faith and see people come to know Jesus; continuing support through food and money donations and our volunteers; and for our Client Support Volunteers and partner organisations.

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All systems go! One week in the life of the Food Hub

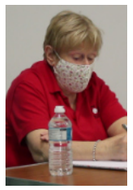
It's a round-the-week operation to ensure that we are fully geared up to deliver the food parcels to clients each Wednesday and Saturday...

MONDAY

It is almost 9.00am and Louise, our Stock Controller, is already at the Food Hub to welcome her team of sorters and shelf fillers.

Over the next three hours, their job is to group together all the donations, check for any damage to the tins or packets, date-label them for easy at-a-glance reference, then take them through to the church Sanctuary and refill our shelves ready for this week's distribution sessions.

Brian brings in the donations received from shoppers at Morrisons Five Ways, Croydon, and **June** does the same from Waitrose Sanderstead. Churches, schools, organisations, families and individuals also drop off donations, and Brian records the numbers of items received, as well as those given out to our Food Stop and Food Bank partners and Croydon Nightwatch.



Meanwhile **Jean**, our Administrator, (pictured left) is working at home and busy at her computer. Her first email is to thank all the drivers who helped with delivering food parcels last week, her next is to find out who's available this week.

As the responses come back, she allocates each driver two or three delivery addresses as close together as she can.

TUESDAY

Jean receives the last of the emails and phone calls from ticket partner agencies referring clients for the next day's food packages and adds them to her deliveries schedule.

Details include size of the family and children's ages so that the correct food package can be put together. Also, preferences for hot drinks, any special dietary needs, if baby or sanitary products are required...and if they need a tin opener.

At the end of the afternoon, Jean emails the list to **Sally**, tomorrow's packing team leader, who then produces individual picking lists of the food and toiletries that will need to be packed the next day.

WEDNESDAY

Team leader Sally buys the morning's bread for clients on her way in, does the necessary setting-up and and is ready to greet her five-strong team at 9.00am.

Two volunteers will pick items from the shelves and pack the bags - one to label the bags and add bread and any extra one-off items from our rummage box; one to take out the bags to the drivers as they arrive to do the deliveries; and one to input minimal client details on the database and, for stock check records, the items given out. From the data, Brian produces session activity reports for the Management Committee and Trustees.

During the morning, **Bill** delivers donations from Morrisons Caterham and **Richard** from Sainsbury's Warlingham, and again there are welcome drop-offs from supporters.

THURSDAY

Jean works on her deliveries sheet for Saturday's session and other members of the admin team are also busy.

Salli, who stands in for Jean at holiday time, produces the three-month rota of volunteers for the food distribution sessions, and **Steve** liaises with ticket partners about proposed next steps for longer-term clients and works with **Tom** on producing publicity materials and the annual report. Tom updates latest news on our website, and **Rachael** posts items on our social media accounts at Facebook, Twitter and Instagram.

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FRIDAY

One or more of our Client Support Volunteers - Julia, Nick, Lesley, Corinne and Gerry - will be at Purley Food Stop at Old Lodge Lane Baptist Church to offer help and advice to clients, including some who previously relied on the Food Hub.

Each day Jean answers phone calls and emails enquiring about volunteering, donating food, referring clients to and from other food banks, how to be referred for food parcels, and arranging for volunteers to attend 'taster' visits to see at first hand how the Food Hub works. In a typical day, Jean can deal with 60-70 inboundemails and 40-50 out.

Today, specifically, she completes the next day's list of deliveries to families and sends it to **Helen**, tomorrow's team leader to prepare Saturday's picking lists.

Towards the end of each month, Louise compiles a list of the dozen or so items most needed for our clients next month and Steve sends the list to our supporting churches, organisations and 200-plus individuals with the monthly news update. At the end of the month, Brian compiles activity reports for the Management Committee and Trustees to identify any worrying trends and deal with any issues. **Joanna**, our Treasurer, processes money donations as well as overseeing the Food Hub's financial planning.

Purley URC, where most of the Food Hub's activity takes place.

SATURDAY

Purley United Reformed Church caretaker Mary kindly arrives early to unlock (it's Lorraine on Wednesdays) and Helen brings in the bread and sets up for the session.

It's the same procedure as for Wednesday but with a new team of packers, etc, and delivery drivers. With thanks to our volunteers and supporters, currently we are providing food for 35-40 people on a Wednesday and for 40-50 people on a Saturday - and these numbers look set to rise significantly as we head towards Christmas.

SUNDAY

Prayer has always been, and remains, the bedrock of everything that the Food Hub does and plans, and prayers for its smooth running and for the clients are said today in the supporting churches, with congregations bringing in their donations. And Jean can enjoy a day away from her computer...!

WHAT PEOPLE SAY

These are snippets from some of the many messages we receive from grateful clients, supporters, volunteers and ticket partners...

"Thank you so much for our delivery this morning...it was way more than we expected...you guys smashed it, thank you for helping us
Client

"Thank you for having me as a volunteer. I enjoyed working with everyone and the tasks I was given and would love to come back during my holidays.
School student

"My client told me she is now in a better position and no longer needs your food parcels. She is very grateful...your service really stands out in the community.
Ticket partner

"I sometimes collect the food donations you make to us. Thank you to your volunteers who so graciously welcome and help us - they are a great team and a joy to meet.
Purley Food Stop

"Thank you from the bottom of my heart. At a time where so much has gone wrong for me, with so much stress and worry, your help has been a lovely ray of sunshine.
Client

"I've been feeling awful because I brought this child in the world and I'm going through a rough patch where I'm struggling to feed us both, it's just been so hard. You offering this help means the world to me and my daughter. Thank you from the bottom of my heart.
Client

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FINANCIAL REPORT

Statement of Financial Activities for year ended 31st March 2022

Incorporating Income & Expenditure Account

	Unrestricted funds		Restricted funds Christmas projects	Total funds	Total funds 2020/2021	
	£	£	£	£	£	£
INCOME						
Grants & donations						
Individuals	38,163		1,664		65,301	
Local organisations	9,124				20,838	
Churches	7,786				2,200	
Other organisations	4,019				1,500	
Fundraising	111				82	
Gift Aid	4,645				10,144	
		63,848	1,664	65,512		100,065
Food donated		104,717		104,717		115,569
TOTAL INCOME		**168,565**	**1,664**	**170,229**		**215,634**
EXPENDITURE						
Food & gifts to clients		90,045	5,017	95,062		108,116
Food & grants to local partner organisations		43,627	2,000	45,627		21,449
Running costs						
Insurance	1,501				1,606	
General running costs	1,801				825	
Carrier bags	1,419				489	
Printing & publicity	301				535	
Computers & phones	1,280				1,324	
Bus tickets	378				-	
Depreciation	1,831				1,765	
Room hire	4,442				1,196	
		12,953		12,953		7,740
TOTAL EXPENDITURE		**146,625**	**7,017**	**153,642**		**137,305**
NET INCOME FOR THE YEAR		**21,940**	**(5,353)**	**16,587**		**78,329**
Total funds brought forward from 31st March 2021		**50,079**	**5,795**	**55,874**		**54,399**
Total funds carried forward to 1st April 2022		**128,850**	**5,353**	**134,203**		**55,874**

BALANCE SHEET AS AT	**31st March 2022**		**31st March 2021**	
	£	£	£	£
Fixed assets	5,491		5,427	
Current assets				
Stock of food	25,605		24,300	
Gift Aid tax recoverable	2,800		5,000	
Prepaid room hire	1,876		-	
Cash at bank & in hand	115,018		99,476	
Net assets		**150,790**		**134,203**
Represented by:				
Unrestricted funds	150,790		128,850	
Restricted funds	-		5,353	
		150,790		**134,203**

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FACTS & FIGURES

2021/2022: Our Year in Numbers

34,047
meals provided at 3 meals a day for 3 days for each person

3,783
clients & family members received food including 1,765 children

1,486
total food deliveries to clients = average of 3-4 per client

574
people received food in December 2021 = 5166 meals

DELIVERIES

416
clients received one or more food deliveries from the Food Hub

142
times clients referred by GP surgeries + 67 by Purley Job Centre

92
families received food vouchers totalling £5,150 at Christmas 2021

39
ticket partner agencies referred clients to us

29.96%
decrease in deliveries compared to 2020/2021 at height of Covid

10
people in biggest family who received food: 4 adults & 6 children

75,596
Total items donated by churches, schools, groups, families & individuals

SUPPORTERS

15,241
items given to Food Stops, other food banks, Croydon Nightwatch, etc

249
individual supporters receive monthly food list + 80 churches, businesses & others

91
volunteers sort donations, pack/deliver food parcels & give client support

45
schools, nurseries & churches donated food collections at Harvest 2021

29
food collection points for supporters to drop off donations

PROVISIONS

73,473
food & toiletry items distributed to Food Hub clients including…

8,187
tins of vegetables, pulses & potatoes

4,315
tinned ready meals & plain meat

3,445
cartons of milk

3,439
tins of fruit

2,554
cans of fish

2,243
toothpaste & toothbrushes

1,558
fruit juice & squash

1,289
packets of tea bags & jars of coffee

303
packs of nappies

125
tin openers

87
cat & dog food

About Purley Food Hub

The Food Hub is an emergency food bank run by the churches of Purley and Kenley since 2013 to provide food to local people in crisis.

A time of crisis can happen to anyone, usually out of the blue and through no fault of their own. To date (1st October 2022), 3,832 clients have received food a total of 12,613 times for 30,170 people. At three meals a day for three days for each client and family member, that's 271,530 meals provided so far.

We are based at Purley United Reformed Church, next to Purley Hospital, where until the start of Covid in spring 2020 we met our clients face to face. Since then we have operated as a home delivery service, packing the food parcels on Wednesday and Saturday mornings and delivering them to clients' homes in Purley, South Croydon, Coulsdon and Waddon.

Clients are referred by agencies including job centres, Croydon Council, GP surgeries and mental health services.

Food is generously donated by churches, schools, supermarkets, businesses and organisations and many families and individuals.

Each month we publish a list of the food, toiletries and other items most needed for our clients, which we post on our website www.purleyfoodhub.net. If you would like the list emailed direct to you, together with our monthly news update, please contact us at purleyfoodhub@gmail.com.

GETTING IN TOUCH

To contact Purley Food Hub you can:

Email us at purleyfoodhub@gmail.com

Phone us on 07546 635295

Visit our website at www.purleyfoodhub.net

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