

Loose Ends Newbury

Annual Report
2022 - 2023



AGM 5th October 2023

Thank You

Loose Ends Newbury couldn't operate without the generosity and support of many individuals, organisations and businesses.

The organisations we have worked with in 2022/23 and thank for their co-operation include:

Newbury Cricket Club
Newbury Town Council
West Berkshire Homeless
West Berkshire Action for Refugees
Volunteer Centre West Berkshire
Homestart
Family Support Workers
The Family Hub

Those helping with our food supplies include:

SEWA Day
Nando's
SOFEA
West Berkshire Foodbank
Waitrose

In 2022/23 we have received major financial donations from:

West Berkshire Lottery Community Fund
The Greenham Trust
Berkshire Community Foundation
Newbury Lions
Irwin Mitchell LLP
Strategic Solutions
NFU Mutual
Co-op Community Fund
Cavendish Nuclear Ltd

To all the schools, churches, local clubs, small businesses and individuals who donated financially or in a practical way to us - we can't mention everyone but we are very grateful to you all.



We couldn't operate without our volunteers so thank you to everyone who works so hard both on sessions and behind the scenes.

TRUSTEE REPORT

The past year has been a year of consolidation and growth for Loose Ends Newbury as we have settled into our new facilities in the Pavilion at Newbury Cricket Club. We continue to provide hot meals, food packages and wider support to homeless, lonely, vulnerable or financially struggling adults in our community. We have also expanded our services to reach two new client groups. In February 2023 we launched Northcroft Kitchen to assist local families and in April 2023, working with West Berkshire Action for Refugees, the Northcroft Global Kitchen opened to facilitate cooking sessions for asylum seekers housed in local hotels.

Our Loose Ends sessions typically see between 20 and 30 people sit down to enjoy a hot meal and in the past year alone we supported at least 164 individual adults, with over 40 volunteers cooking, serving, clearing and generally supporting the sessions. The winter 'cost of living crisis' also saw us restart a weekly 'warm hub' before our Tuesday lunch session, providing clients with somewhere warm to sit and relax.

Improvements to the premises are continuing and we are grateful to Newbury Cricket Club for the work they have done. This includes improving the insulation in the Pavilion, which will hopefully prevent the frozen pipes we had to contend with during the very cold weather last winter. In the spring, with significant financial support from Newbury Town Council, as well as contributions from Newbury Cricket Club and ourselves, solar panels were installed. These are providing a source of green (and free) energy to support our cooking, lighting and heating needs and will hopefully save considerable sums on our running costs, particularly as we enter the colder months.

Moving into new premises meant that we were required to be reassessed by the Food Standards Agency. We are very pleased to report that we achieved a 5* rating, as we had at our previous site. Thanks are due to all volunteers for maintaining our high standards and in particular to Gill Downs for co-ordinating our procedures.



The last year has of, course, seen a significant increase in the cost of food. This has challenged us directly in terms of our running costs but has also resulted in a reduction of donations of non-perishable goods for us to pass on to our clients as mini food parcels. We are grateful for all the donations we have received to allow us to continue to supply essentials but our expenditure on food to give out has necessarily increased.

Our AGM last year saw the departure of our hard-working and long-standing Chair, Linda Fergusson and this year the role of Chair has been successfully shared between the Trustees on a rotating basis. In March our Secretary and Trustee, Charlotte Knight, left us when she moved out of the area but we were delighted when Caroline Billington agreed to join us as a Trustee in April. We are always pleased to hear from anyone who might be interested in joining us as a Trustee.



Linda and Charlotte at AGM in 2022

In February we were sad to hear the news that our former Chair, Pam Hayden had died. Pam was a longtime friend and volunteer and it was in no small part because of the work she did that Loose Ends Newbury is the successful charity it is today. We were also sad to hear of the death in January of Val Lloyd who was a volunteer for many years - Monday services were her speciality and she is much missed.

In addition to all our committed Loose Ends Newbury volunteers, the services we offer also rely on the close collaboration of many organisations, including: West Berkshire Homeless, whose 'befrienders' attend our adult sessions and offer advice and support to clients; West Berkshire Action for Refugees, who are our partner in Northcroft Global Kitchen; Homestart; the West Berkshire Foodbank; Newbury Town Council and Sewa Day. Without their support, we could not provide the level of assistance to clients that we are currently able to.

We also express our enormous gratitude for the financial support provided by individual donors, often on a regular monthly basis. Alongside these individual donors, we further thank and recognise the organisations, groups and individuals who organise fund raising events for us. Grants from businesses, organisations and grant giving bodies are vital to our ongoing success and we want to thank them for their generosity. We provide more details of these in our Financial Report. We must again recognise Newbury Cricket Club for their ongoing partnership and support - by sharing their premises we have been able to continue our work and widen our services to help our community.

To all of these supporters we extend enormous thanks, and we look forward to seeing these relationships continue to grow and develop over the next 12 months.

Finally of course thanks to all our wonderful volunteers who give their time, talents and energy to make sure Loose Ends Newbury continues. These include our session volunteers and cooks, as well as everyone working behind the scenes in admin, menu planning, rota and stock management. A particular thanks to our Supervisors who take on the responsibility for running every session.

*Alison Martin on behalf of
Loose Ends Newbury Trustees*



SUPPLIES AND CATERING

After a year in our new premises we are well and truly settled. Cooks and session volunteers enjoy working in the clean, bright kitchen and everyone loves the open aspect across the cricket field to the river.

Loose Ends, which is open to all adults, serves a hot, nutritious meal at five sessions each week. A cooked lunch and pudding are served on Sunday, Monday and Tuesday and a full English breakfast on Wednesday and Friday. Tea, coffee, juice and fresh fruit are always available. Food parcels and practical clothing are also made available to clients on a 'no questions asked' basis.

Our creative and hardworking cooks are led by Noni Knight, who devises clever and delicious menus using the available ingredients, adroitly adapting these to incorporate last minute donations when needed.

Northcroft Kitchen serves local families 'café' style once a week with meals for both adults and children. Gill Downs does the planning for these two course family meals, which are appetising and nutritious.

We are fortunate to have well established and stable supply chains. These include a subscription to South Oxfordshire Food and Education Alliance (SOFEA) who supply us with a variety of ambient, chilled and frozen food. West Berkshire Foodbank (WFBF) also supply us with ambient items and Sewa Day collect donations of surplus products from local supermarkets including fresh fruit, vegetables and baked goods. Nandos donations of chicken provide quality protein which we use to cook a variety of different lunch dishes. Any gaps on the shelves are filled with regular shopping trips and all deliveries are received and stored by our amazing Monday food team.

We are also lucky enough to receive donations of food and toiletries from local businesses, the general public, schools and churches throughout the year and especially at Harvest Festival, Christmas and Easter. The Community Furniture Project Christmas Gift Voucher scheme is a nice extra for our clients at Christmas and is very much appreciated.

Loose Ends Newbury are grateful to all organisations and individuals who support us to provide a good quality and consistent service to those who need us.

LOOSE ENDS

Loose Ends drop-in centre continues to be our main offering, providing nutritious meals in a safe and friendly environment to any adult in our community who may otherwise go without a hot meal.

The increasing cost of living - especially the cost of food and energy - has impacted on many of our clients and by providing a warm space and a hot meal we hope that we have helped alleviate their situation in a significant way. In the past year we served 5058 meals and distributed 2522 mini food parcels to at least 164 individuals.

We also distributed donated clothes (many of them new) and regularly supplied toiletries and other essentials. By extending our opening hours in the winter months on a Tuesday, we were able to provide a warm hub for clients to relax in without having to worry about the cost of heating.

We aim to help our clients access practical help in areas such as housing and finances and to help do this we welcome the Befrienders from West Berkshire Homeless, the Outreach Officers from West Berkshire Council and the local PCSOs to our sessions. We are also able to refer clients in need to West Berkshire Foodbank.

NORTHCROFT GLOBAL KITCHEN

The launch of our partnership with West Berkshire Action for Refugees (WBAR) in April 2023 has been a great success. WBAR work with refugees and with asylum seekers currently housed in hotels in and around Newbury. Whilst the asylum seekers living in the hotels are provided with meals these are shipped in from an off-site kitchen to be reheated at the hotel and eaten in the asylum seeker's room. There are no cooking facilities and no communal dining room.

We have been able to support WBAR by offering use of our kitchen and equipment for them to use and together with Newbury Cricket Club, provide a venue where the refugees can cook dishes of their choice 'from home' and then sit and eat together around a shared table. WBAR have also used the opportunity to help the cooks obtain their Level 2 Food Hygiene qualification, equipping them for potential work in the future.

Since our first session in April 2023, the sessions have become established as a weekly event, with four cooks at each session and in total 15 to 20 people sitting down to eat together. The second group of asylum seekers are just finishing their Food Hygiene qualification and the excited discussion around the table each week about what they'd like to cook next week is a pleasure to see.



As we settled into our new home in the Newbury Cricket Club, we became increasingly conscious that we had a great facility and were not using it to its full potential. Meanwhile, we were aware that families were struggling with the cost of living. We therefore began to discuss the idea of offering a free meal to vulnerable families. Just after Christmas, we set about contacting local primary schools, their Family Support Workers and Home Start, to ask them if they thought vulnerable and low-income families would benefit from a free meal after school once a week. We had a positive response and decided to go ahead and Northcroft Kitchen was set up.

After a successful trial session on 6 February 2023 we started our regular sessions every Monday after school (except in the Summer holidays when we switched to Thursday lunchtimes) providing a freshly cooked lunch, including a vegetarian choice and child-friendly options, with homemade cakes and puddings to follow.

Any parent or carer who needs a hot meal is welcome with their children and as well as offering nutritious food we provide a welcoming, child friendly space. We have toys and colouring materials for the children and during the good weather it's great to see the children letting off steam out on the playing field! The parents/carers are all beginning to get to know each other and chat, which is lovely to see.

While numbers fluctuate, eight or more families including over 14 children regularly attend and we estimate that we served around 500 meals in our first six months of operation. Our clients include some Ukrainian families and asylum seekers as well as local families. Some are lone parents not in work but we also have low-income families that include a working parent.

We would like to say a big thank you to all our volunteers and for the support from Homestart, the Family Hub and school Family Support Workers.



The Cricket Club ready for a Northcroft Kitchen session and one of our FB posts advertising what's going to be on the menu

RECRUITMENT AND TRAINING

We are proud that Loose Ends Newbury is run entirely by a workforce of volunteers and are incredibly grateful for the dedication and hardwork of everyone involved. Noni Knight organises a monthly rota for Loose Ends that currently requires 21 volunteer slots to be filled each week, plus off-site cooks, people to help with food supplies and collections as well as admin and support. In addition we need four people to help once a week at Nothcroft Kitchen and another to support the Global Kitchen sessions on a Friday. Noni does a fantastic job making sure that last minute slots are always filled and our volunteers are great at coming forward to fill all vacancies.

However, we do inevitably lose volunteers every year and recruitment has proved a little slow in the past 12 months. We are therefore keen to attract more people to come and join us. Volunteers are recruited via enquiries from our website, through the Volunteer Centre West Berkshire, local press and radio plugs as well as word of mouth.

We are especially keen to attract people prepared to help with our management both as Trustees or Supervisors, or just willing to help more widely in the running of Loose Ends Newbury. In particular we are still looking for a new Secretary/Trustee and we are very grateful to Kaye Weber who has stepped in to help with minute taking and Cathy Jenkins who does a great job helping with general administration.

Loose Ends is a happy place to volunteer as shown by the smiles on the faces of Rota Manager and Cook, Noni Knight, and Supervisor and Trustee Gill Downs.



Our training programme is looked after by Cathy Jenkins and Paul Spour who have once again focussed on getting all new volunteers to complete their Level 2 Food Hygiene training online and made sure that long standing volunteers renew their certificates, so we can maintain the highest hygiene standards.

This year we also ran an intensive one day First Aid training course for volunteers and we aim to repeat this in the coming year. We are also planning to run a training session looking at conflict management.

REPORT ON ACCOUNTS FOR FINANCIAL YEAR 2022/2023

The financial year for Loose Ends Newbury (LEN) runs from the 1st of June to the 31st of May each year. A Statement of Accounts for this period is attached as Appendix 1 to this report. The prior year figures are shown in italics. The Accounts have been prepared on a cash basis. We have had our Accounts reviewed by an independent examiner as it is good practice to do so, although this is not required by the Charity Commission. The report is contained in Appendix 2.

The Accounts show that the LEN had income of £45,993.61 and expenditure of £23,193.37 in the year. There was therefore an in-year operating surplus of £22,800.24. LEN commenced the year with funds of £48,923.02 and ended the year holding funds of £71,723.26.

LEN's cash is held in an interest-earning account at the Newbury Building Society and in an account at the Metro Bank. There are no restricted funds held by LEN.

COMMENTARY - The 2022/2023 financial year ended very positively for LEN due to the generosity of its supporters, donors and grant giving bodies. Our fund raising performance in the year was considerably higher than we had anticipated at the beginning of our financial year and enabled us to confidently launch two new initiatives: Northcroft Kitchen and Northcroft Global Kitchen (this latter in conjunction with West Berkshire Action for Refugees). This extended our reach and enabled us to help a bigger cohort of beneficiaries.

We have been very fortunate in obtaining grants from a number of organisations and these are listed on the inside front cover of this report. We are very grateful to them for their support. We also benefit from individual donations and organisations fund raising on our behalf. In addition, participants in the West Berkshire Lottery who name us as an organisation they support are also to be thanked.

It should be noted that the income shown in the Accounts as coming from Local Giving represents income from individuals who chose to give us money through that platform which also claims Gift Aid, when applicable, on our behalf. Similarly, some of the income through the Good Exchange platform is from individual donors and again Gift Aid is collected on our behalf.

We have remained in good control of our expenditure during the financial year and arguably show very good value for money as a result of all of our services being delivered by unpaid volunteers rather than employing staff. Our expenditure on electricity has been fortunately mitigated this year by the installation of solar panels on the Pavilion largely funded by Newbury Town Council alongside small contributions from Newbury Cricket Club and ourselves. The most significant impact of the cost of living crisis has been through a reduction in donated food and supplies and a consequent increase in the cost and quantity of food purchased by LEN.

RECOMMENDATION - Members are asked to note the Annual Report and approve the submission of the Accounts to the Charity Commission.

Jan Nichol - Treasurer

Appendix 1

Loose Ends Newbury Statement of Accounts 01/06/2022 to 31/05/2023

Opening Balance 01/06/2022

Newbury Building Society	£21,922.45
Metro Bank	£27,000.57
Total Opening Balance	£48,923.02

	Year 2022-23	Prior Year 2021-22
Income		
Bank/BS Interest	£120.50	£80.31
Gift Aid	£0.00	£375.00
Fundraising	£1,376.04	£1,151.00
Good Exchange	£10,097.97	£38,424.21
Churches	£0.00	£476.55
Businesses	£11,124.80	£4,407.44
Grants	£10,455.00	£0.00
Local Giving	£3,924.67	£9,480.22
Groups & Organisations	£2,683.01	£10,553.00
West Berks Lottery	£1,237.00	£1,217.00
Individuals	£4,919.62	£3,133.89
Crowdfunder	£55.00	£74.00
Total Income	£45,993.61	£69,372.62

Deduct Expenditure on:

Shopping & General Expenses	£4,860.54	£3,555.53
IT & Admin Expenses	£1,343.61	£832.42
Rent	£386.30	£2,580.00
Utilities	£2,525.31	£0.00
Insurance	£1,259.43	£1,897.57
Cleaning & Hygiene	£3,843.42	£5,230.51
Training	£367.01	£195.00
DBS checks	£0.00	£20.00
Maintenance	£393.55	£56.49
Furniture, Fittings & Equipment	£2,049.75	£0.00
Other Operating costs	£1,621.85	£3,345.45
New Premises	£4,542.60	£66,009.12
Total Expenditure	£23,193.37	£83,722.09

Closing Balance - 31/05/23

£71,723.26

Represented by:

Newbury Building Society	£42,042.95
Metro Bank Current Account	£29,680.31
Total	<u>£71,723.26</u>

Appendix 2

Independent examiner's report on the accounts



Report to the trustees LOOSE ENDS, NEWBURY

On accounts for the year ended 31 MAY 2023 Charity no (if any)

Set out on pages (Remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 05 / 2023

Responsibilities and basis of report
 As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").
 I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement [The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ~~{insert name of applicable listed body}~~. Delete [] if not applicable.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination ~~(other than that disclosed below*)~~ which gives me cause to believe that in, any material respect:

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

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.
 * Please delete the words in the brackets if they do not apply.

Signed: T. COO Date: 4 JULY 2023

Name: TERENCE MICHAEL COOK

Relevant professional qualification(s) or body (if any):

Loose Ends Management October 2023

Trustees

Caroline Billington
Pat Burke
Gill Downs
Alison Martin
Samantha Mullender
Ian Nichol – Treasurer

Operations Committee

Emma Aird - Donations
Geoff Anderson - Food Committee
Sue Burbridge – Food Committee
Pat Burke – Supplies and Catering
Kirsty Conington - Clients
Gill Downs – Health & Safety and Compliance
Cathy Jenkins – Admin & Training
Noni Knight - Rota & Food Committee
Gill Leech - Food Committee
Alison Martin - Recruitment
Paul Spour - Training and Lead Supervisor

Supervisors

Emma Aird, Trish Arrowsmith, Pat Burke, Kristy Conington, Gill Downs, Clare Edwards,
Linda Fergusson, Alison Martin, Samantha Mullender, Paul Spour, Helen Webb,

**“I’ve been through
some tough times.
Loose Ends has been
a lifeline.”**

A Loose Ends Newbury Client



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report and for their ongoing support.*

AP&C