

Loose Ends Newbury

Annual Report

2024 – 2025



**The King's Award
for Voluntary Service**

The MBE for volunteer groups



ANNUAL GENERAL MEETING

13th October 2025

Thank You

Loose Ends Newbury could not operate without the generosity and support of many individuals, organisations and businesses.

The organisations we worked closely with in 2024/25 and thank for their co-operation include:

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

Those helping with our food supplies include:

Sewa Day
SOFEA
West Berkshire Foodbank
Nandos
Sainsbury's, Tesco and Waitrose

In 2024/25 we received major financial donations from:

Bart Ingredients
Cavendish Nuclear Ltd
Chieveley Spring Charity Walk
Crosfields, St Joseph's and St Bartholomew schools
David Wilson Homes
Jones Robinson
Newbury Phoenix Rotary Club
Newbury Symphony Orchestra
Oscar Best
West Berkshire Lottery Community Fund

To all the local churches, clubs, 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.

CHAIR REPORT

We were delighted this year to receive the Kings Award for Voluntary Service, the charitable equivalent of the MBE. It was a special day for us on 25th February when at the Berkshire Lieutenancy Presentation Ceremony at Shaw House the commemorative crystal and certificate signed by the King was presented to our chair Diana Lacey, along with fellow trustee and volunteer Gill Downs and breakfast chef Barney Beardsley. A ballot of volunteers saw Paul Walter and Gemma Fuller chosen to attend a celebratory Royal Garden Party at Buckingham Palace in May where they told us they had a 'whale of a time.' The award is a testament to all the work undertaken by our volunteers who should be justifiably proud of the service Loose Ends Newbury provides.



In the past year we have continued to operate as a drop-in centre five days a week providing hot nutritious meals, food parcels and wider support to homeless, vulnerable, lonely or financially struggling adults in our community. We have also continued to assist local families through our Northcroft Kitchen after school on a Monday.

Our Loose Ends sessions typically see between 20 -30 people sit down to enjoy a hot meal with lunch on a Sunday being the most popular, and in the past year alone have served more than 5,500 meals and provided over 2,500 parcels of toiletries and food essentials. As in recent years we have opened a weekly 'warm hub' before our Tuesday lunchtime session providing clients with somewhere warm to sit and relax with a hot drink. We have over 50 individuals who volunteer their time to ensure the sessions run smoothly and provide all the back-office support required to enable this to happen.

As well as providing food and essentials we work with local agencies including West Berkshire Homeless and West Berkshire Housing departments who attend our sessions and use them as a means to interact with clients, and to better understand their circumstances.

We were sad to see the departure of two Trustees this year. Ian Nichol took on the role of Trustee/ Treasurer some five years ago and has provided invaluable advice both as Treasurer and also more generally including the establishment of the Northcroft Kitchen.

Caroline Billington has been a Trustee for just over two years providing trustee support to the Food Group. Although stepping down as a trustee she will continue as a session volunteer.

We were delighted that Guy West joined as a Trustee/Treasure to replace Ian, and also Alice Fogg to replace Pat Burke who stood down last year. We are always pleased to hear from anyone who might be interested in joining us as a trustee.

We are grateful to the Newbury Cricket Club to the use of the clubhouse and the constructive relationship between our two organisations.

We are also immensely grateful for the continuing support of key benefactors. Bart Ingredients is a leading provider of premium herbs and spices who believe in the powers of good food to bring people together. We have a common interest in food and a commitment to making a positive difference to our local community.

We were therefore very pleased earlier this year to announce a new sponsorship with Bart Ingredients. Through this collaboration we receive financial support and have been pleased to welcome employees who volunteer on a regular basis at our Wednesday morning breakfast session.

A big thank you to all local companies, local groups, and local churches who organised events raising money and items for Loose Ends Newbury, and those who undertook individual challenges with sponsorship going to Loose Ends Newbury.

Finally, many thanks to all our wonderful volunteers who give their time, talents, and energy to ensure that Loose Ends Newbury continues to provide a much needed service.

Diana Lacey
Chair

VOLUNTEERS

Recruitment

Loose Ends would not be able to operate without our wonderful volunteers. All volunteers are unpaid, and we are grateful for all the hard work and dedication shown by everyone who helps run our organisation.

The first six months of the year saw a big increase in enquires from people interested in volunteering and resulted in 16 new recruits joining us. To allow for everyone to be properly inducted we suspended new recruitment for a couple of months at the start of 2025.

However, as inevitably we regularly lose some volunteers, we are recruiting again and keen to hear from new potential volunteers.

In April 2025, as part of our sponsorship agreement with Bart Ingredients, we welcomed four new volunteers from Barts who were keen to contribute to their local community. This provides a great extra pool of volunteers and one Barts volunteers helps at most Wednesday breakfast sessions.

Across Loose Ends and Northcroft Kitchen sessions we need to fill 25 volunteer slots a week with other volunteers required to do offsite cooking, menu planning, stock taking, organising food supplies and collections as well as providing admin and support behind the scenes. The rota for volunteers is run by Noni Knight who does a fantastic job making sure all slots are filled every week. Each session is led by a supervisor, and we are especially grateful to them for taking on that extra responsibility.

Loose Ends offers a fulfilling, fun and flexible way to volunteer and provides an opportunity to meet lots of different people from all walks of life. Our volunteers offer a broad range of skills and experiences which all contribute to the effective running of our charity.



Training

Volunteers continue to complete and update their Level 2 Food Hygiene qualification, as required, on an ongoing basis - this is a key part of maintaining Loose Ends excellent hygiene rating. Many of our volunteers have also successfully completed the Food Allergy and Intolerance training.

Six Loose Ends supervisors took a Drug Awareness course in June 2024. Since September 2024, 14 Loose Ends volunteers (including 9 supervisors) completed Positive Behavioural Support and De-escalation Training. This was a most interesting and valuable course, with insights into recognising and dealing with potentially difficult situations before they get out of hand. Our instructor also learnt what a compassionate, understanding group Loose Ends volunteers are when he produced some photos of characters designed to get a negative reaction from the audience. Our lovely volunteers showed exactly the opposite reaction!

OPERATIONS

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, toiletries, practical clothing and camping equipment are also made available to clients on a 'no questions asked' basis.

We have a very wonderful setting and facility to provide our services.



We continue to focus on maintaining the nutritional quality of our offering to clients. Our meals are as varied, appetising and nutritious as our talented cooks can make them.

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 (WBFB) also supply us with ambient items for use in sessions. Fareshare Go arrange regular collections, by Sewa Day, as a Community Food Redistribution Organisation, of donated surplus products from local supermarkets including fresh fruit, vegetables and baked goods. In the latter part of the year we have begun to establish a relationship with local Olio Food Heroes who donate surplus products from supermarkets on an adhoc basis.

Nandos donations of chicken provide quality protein which we use to cook a variety of different lunch dishes. We would also like to thank Sainsbury's, Tesco and Waitrose for their generous donations.

As well as providing volunteers, Bart Spices also supplied us with a great volume and variety of herbs and spices which the cooks have been able to put to good use when creating appetising meals.

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 Christmas Gift Voucher scheme from The Community Furniture Project 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.



Northcroft Kitchen serves local families a freshly cooked and nutritious meal for both adults and children. We have now been running continuously since February 2023 on a Monday afternoon from 3.30 to 4.45, with homemade cakes and puddings too. There is always a children's meal, and macaroni cheese is particularly popular!

Any parent or carer who needs a hot meal is welcome with their children in our safe and child friendly space. We have toys, books 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 have got to know each other, they sit and chat, which is lovely to see.

Whilst numbers fluctuate, we usually have eight or more families including some 15 children attending, and we have served over 1100 meals over the past 12 months. Most children are primary age or pre-school. Our clients include lone parents, some in work, some not, and we also have low-income families that include at least one working parent.

During the summer holidays we offered games and activities in conjunction with Everyone Active from Northcroft Leisure Centre. Although we have fewer families attending in the school holidays, it was well received by those who joined in. At Christmas we had a party, and the children were able to have their faces painted. All the families received a small Christmas present including a Tesco voucher.

We would like to say a big thank you to all our volunteers. The sessions have developed into a social place for the families to interact and have some fun as well as enjoy a meal.

REPORT ON ACCOUNTS FOR FINANCIAL YEAR 2024/2025

The financial year for Loose Ends Newbury (LEN) runs from 1 June to 31 May. A Statement of Accounts for this period is attached as Appendix 1 to this report, with prior-year figures also shown. The Accounts have been prepared on a cash basis. As the annual income is over £25,000, the Charity Commission requires our accounts to be independently reviewed, and no concerns were raised by the accountants.

The Accounts show that LEN had an income of £33,505.99 and an expenditure of £32,101.64 during the year. This resulted in an operating surplus of £1,404.35. LEN commenced the year with funds of £86,805.36 and ended the year holding £88,209.71.

During the year, LEN reviewed the management of its funds to ensure a reasonable return. Following this review, it was agreed to:

- continue holding £5,000 in a savings account with Newbury Building Society,
- consolidate the two savings accounts held with Metro Bank (£30,000 Fixed Term Savings Account, which ended 4 March 2025, and the Instant Savings Account), and
- deposit £75,000 with Hampshire Trust Bank for a fixed period of 12 months at 4.22% gross.

The balance is held in a Metro Current Account, ensuring accessibility of funds for operational requirements. No restricted funds were held by LEN in this financial year.

Commentary

The financial year ended very positively for LEN, thanks to the generosity of our supporters and donors. We are deeply grateful to the organisations, businesses, and grant-making bodies that supported us during the year. We also benefit from regular financial donations from individuals, as well as from organisations fundraising on our behalf. In addition, participants in the West Berkshire Lottery who nominate LEN as their chosen charity provide us with a steady source of income. We would like to extend our sincere thanks to all those individuals and groups.

It should also be noted that the income shown in the Accounts from the Local Giving fundraising platform represents donations made through that platform, which also claims Gift Aid on our behalf when applicable.

The Accounts cannot reflect the value of the significant gifts-in-kind we receive — primarily food supplies from a wide range of sources. These are recognised elsewhere in this report.

We have maintained strong control over our expenditure during the financial year and continue to demonstrate excellent value for money, with all of our services delivered by unpaid volunteers rather than employed staff.

Recommendation: Members are asked to note this Annual Report and approve the submission of the Accounts to the Charity Commission.

Guy West, Treasurer

Appendix 1

Loose Ends Newbury Annual Accounts	Year 2024-25	Year 2023-24
Opening Balance		
Newbury Building Society 7 Day notice account	£5,000.00	£42,042.95
Metro Bank Current Account	£41,685.00	£29,680.31
Metro Bank Instant Savings	£10,120.36	£0.00
Metro Fixed Term Savings	£30,000.00	£0.00
Total Opening Balance	£86,805.36	£71,723.26
Income		
Bank/ BS interest	£2,362.21	£991.55
Gift Aid	£312.78	£288.75
Fundraising	£963.67	£1,231.33
Good Exchange	£0.00	£0.00
Churches	£1,575.00	£1,200.00
Business	£6,010.74	£15,865.29
Grants	£0.00	£1,000.00
Local Giving	£2,176.43	£3,172.30
Groups and Organisations	£9,893.20	£5,115.61
West Berks Lottery	£1,092.50	£914.50
Individuals	£9,119.46	£4,266.85
Crowdfunder	£0.00	£0.00
Total Income	£33,505.99	£34,046.18
Expenditure		
Shopping and General Expenses	£10,318.89	£6,749.82
IT and Admin Expenses	£1,085.02	£1,171.40
Rent	£300.00	£300.00
Utilities	£4,644.60	£576.40
Insurance	£1,225.85	£1,191.24
Cleaning & Hygiene	£6,020.13	£3,552.62
Training	£1,300.00	£48.00
DBS checks	£60.00	£120.00
Maintenance	£1,240.64	£235.99
Furniture, Fittings & new equipment	£4,477.63	£3,630.58
Other Operating costs	£1,428.88	£1,388.03
New Premises	£0.00	£0.00
Total Expenditure	£32,101.64	£18,964.08
Closing Balance at end May each year	£88,209.71	£86,805.36
Represented by:		
Newbury Building Society 7 Day notice account	£5,448.33	£5,000.00
Metro Bank Current Account	£7,751.37	£41,685.00
Metro Bank Instant Savings	£10.01	£10,120.36
Metro Fixed Term Savings	£0.00	£30,000.00
Hampshire Trust Bank	£75,000.00	£0.00
Total	£88,209.71	£86,805.36
Assets		
Total Liquid cash	£13,209.71	
Total Cash available	£88,209.71	
Fixed assets	£0.00	
Loose items: Tables & Chairs and office equipment including filing cabinets		
Fixed items: White goods, ovens, hand dryers, and defibrillator		
Liabilities	£1,500.00	
Utilities		

LOOSE ENDS VOLUNTEERS OCTOBER 2025

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

Trustees

Diana Lacey, Chair
Alice Fogg, Gill Downs, Paul Jenkinson, Guy West Treasurer

Operations Support

Nicola Buckland, Cathy Jenkins, Kathy Le Brun, Alison Martin, Paul Spour

Food Group

Sue Burbridge, Pat Burke, Gemma Fuller,
Robert Harris, Gillian Leech, Sheridan Levey, Noni Knight, Paul Walter

Supervisors

Emma Aird, Pat Burke, Andy Donovan, Gill Downs, Alice Fogg, Jane Hopkins, Alison Martin, Olivia Scull, Paul Spour, Helen Webb, Lesley Wyman

Session Volunteers

Maureen Avery, Helen Balster, Barney Bardsley, Caroline Billington, Kaye Broom, Nicola Buckland, Sue Burbridge, Claire Cookson, Graeme Coulam, Helen Cundy, Sally Fletcher-Bott, Judith Fowler, Gemma Fuller, Susan Gearing, Carol Guthrie, Tessa Hall, Robert Harris, Alice Hay, Rachel Henley, Sharni Hulait, Cathy Jenkins, Nicola Johnson, Julie Kaesser, Noni Knight, Diana Lacey, Sophia Lee, Suzanne Lees, Ben Major, Alison Martin, Jon Nelsey, Ian Purvis, Eleanor Rance, Nicky Sanderson, Janice Scott, Issy Stevens, Paul Walter, Ying Walter, Barbara West, Guy West, Jane Wilkinson
Bart Ingredients employees



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