

Washington Community Food Project Annual Report 2018

Introduction – Clive Bowman

Clive
dating
donations
for the
Stock
Room



The Project was formed in 2012 by Joanne and Malcolm Dawson and since then has expanded to provide six food distribution sites across Washington and Springwell.

We also provide food parcels to people in Shiney Row and Penshaw, if requested; a reciprocal arrangement we have with the foodbanks that naturally cover those areas.

In 2018 around 30 volunteers have helped to promote the project and we are helping an average of 250 people each month, a 40% rise on 2017.

The food bank receives referrals from:

Gentoo, Sunderland City Council agencies, National Health agencies, voluntary support services, schools, churches and DWP signposting. The service users then obtain food from our distribution points in Sulgrave, Concord, Barmston, Columbia, Oxclose and Harraton. We also deliver a food parcel to each new visitor to the women's refuge.

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Chair's Welcome - Clive Bowman

I would like to begin this report by thanking all volunteers who have contributed to the successful operation of the foodbank this year.

We continued throughout the year to receive donations from members of the public dropping off items at Oxclose Church and regular weekly donations from churches in the Washington area, Springwell Methodist, Holy Trinity in the village, St George's in Harraton and St Michael's in Sulgrave along with the Lighthouse in Concord.

At Harvest time and toward Christmas we were given donations from many of the schools, nurseries, scout troops and churches.

This year we asked the Galleries management to concentrate the donations on seasonal cakes and biscuits. We have donation collection boxes close to the checkout points in Asda, Sainsbury's in the Galleries, in the town centre library, Sainsbury local at Teal Farm and commencing this year Sainsbury's local at East Boldon. Buzz Bingo and Heworth Golf Club also joined us as donation points this year as well as the Co-Op Concord and the Co-op Petrol station. KFC continued to support us this year as did Greggs in Concord. Washington Community Furnishings in Barmston and Mind in Columbia continue to help in ever increasing amounts by storing and giving food parcels throughout the year.

We continue to work with VCAS, Shiney Row advice, WISP and other voluntary groups.

Unfortunately the need for Foodbanks is increasing year on year. We continue to monitor the number of claims we receive from each particular family and have noticed an increase in the number of claims which take up to 8 weeks to go through the benefit system.

It is the WCFP policy not to encourage people to become dependent on the foodbank and we now suggest long term claimants engage with SHARP in order to resolve any underlying issues and to assist them as to the way forward. It also helps us to monitor the referrals process and to stop the foodbank being defrauded.

Oxclose Store Cupboard





Carol and Maureen at Biddick Primary School Harvest Assembly

Carol Rowe – Administrator

For the last 3 years, I have volunteered at Washington Community Food Project. Undoubtedly, 2018 has given us some of the biggest challenges to date.

We have seen the demand for our services grow increasingly each month and in particular following the recent changes in the benefit system around the introduction of universal credit.

As a result of this increasing demand, we have consequently outgrown our base at Oxclose Church forcing us to search for new premises. In the meantime, we are working temporarily from Harraton School with Oxclose being an outlet rather than being used for storage as it previously was. Not only this, but due to circumstances beyond our control we lost one of our busiest outlets, The Lighthouse, in Concord. Thankfully, we have been able to use the Millennium Centre in Concord as a temporary outlet for those who

previously collected from The Lighthouse. An excellent example of the amazing community we have here in Washington, coming together and helping one another.

Despite these issues, we have seen even more donations throughout the year, both fresh products and cash donations from local stores, churches and organisations. I would like to thank Greggs, Co-op and Marks & Spencer's for their support this year. As well as the continuing support from KFC, Asda & Sainsburys. In addition to this, we have been provided with new donation boxes at Heworth Golf Club, Buzz bingo, Washington Scouts, Sainsbury's Boldon and Sainsbury's Teal Farm.

My role as a volunteer at Washington Community Food Project is undeniably rewarding even during the demanding and stressful times. For me, knowing that we are helping others, who without us would be struggling even more, makes it all very worthwhile.

We have a fantastic and dedicated bunch of volunteers who are second to none with their commitment to this project. Without them, we would not be able to do what we do and for that I would like to say a massive thank you to you all who continue to willingly give us your time and energy each and every week.

I look forward to seeing what challenges 2019 brings to us and for the exciting changes about to unfold this year!

Chairman's Report – Clive Bowman

Sue, Maureen, Clive & Michelle at Washington Christmas Fayre



Emma sorting donations

The year of 2018 has been fairly traumatic at the WCFP. It started with us being overwhelmed by the generosity of the general public and the stores in the Galleries over the Christmas period. Many volunteers spent additional hours dating and processing the donations and storing them in houses, garages and factory units.

This did cause disruption in Oxclose Church and we thank them for understanding our efforts to alleviate the quantities as quickly as we could.

At last year's AGM Andrew Hoseason stood down from the position of Project Manager. After the meeting it was decided that roles would be delegated and that Carol Rowe would be administrator with everyone reporting to her. We also arranged deputy positions and outlet leads. The constitution was amended to suit the new arrangements and submitted to the Charity Commission for approval. The system began to settle and it was decided that we needed someone to be responsible for social media information and that the web page design should be brought under the control of the foodbank. It had in the past been delegated to an outside source.

The impending legislation of data protection made this an urgent task and through a tortuous process involving the assistance of a computer software expert, the system was finally brought into our direct control. This enabled the referral documents to be stored in a highly secure computer system which should prevent any hacking. The referral documents complying with the new data protection were updated and issued to the referral agencies for their use.

In January we were offered additional storage at Holy Trinity Church, Donwell for the donations received during Harvest and over Christmas 2017. This involved moving food from the various factory outlets, workshops and offices to the new storage base. We completed this task by early April. In May we received notice from Oxclose Church that we could no longer continue with our storage room in the Church where all parcels, with the exception of St. Michaels, are made and distributed to our other outlets. This caused great anxiety to the trustees and some felt we should go public with this. The committee decided that we approach the Area Dean and the Bishop of Durham to express our concern and all local councillors in Washington were advised of our predicament. Members sought to find suitable premises but this was unsuccessful. We informed the area Dean and the committee agreed that we could remain in the Church until the end of the year but to continue to explore other locations.

The stock levels continued to diminish and by the summer we had to make a large food purchase.

In July the Lighthouse Church stopped providing a drop in coffee/tea/cake facility to local residents and the foodbank undertook to continue this programme.

In late summer we approached the Galleries Management as to the possibility of renting a unit for the foodbank. Several of the volunteer agencies expressed an interest in working out of the unit.

In October the harvest donations started arriving from local schools and churches and again we express our thanks for the continued generosity of the people of Washington.

In November we were advised that the Lighthouse Church was closing at the end of the year.

Our conversations with the Galleries Management continued infrequently as it was being discussed through the various levels of management to the actual owners.

We asked the Lighthouse Church if we could hold the Christmas Eve Food hand out event and we were advised that this would be OK.

Linda Reed, (who resigned early January 2019) was a volunteer at the Lighthouse and agreed to organise the event and contacted local supermarkets with regard to donations of unsold food at close of business on Christmas Eve. Each outlet began issuing a voucher to clients from November to Christmas Eve inviting them to attend the Lighthouse on Christmas Eve between 7-8 pm.

The management decided to look at the names of family claimants who had been in receipt of food parcels earlier in the year but were now not claiming. Ninety two families were identified and an invitation was posted to them to attend between 8 and 9 pm on Christmas Eve. Forty two families came and expressed surprise and gratitude for the invitation. The event was a huge success and our thanks go to all the donors and to Linda for drawing it all together.

On Thursday the 27th December all that belonged to the WCFP was removed from the Lighthouse and stored in the Radecal Factory.

As we knew that the Lighthouse was closing and the committee felt there was a need to continue the provision of a Thursday morning opening at Concord, an approach was made to the management of the Millennium Centre and they kindly allow us the use of a room each Thursday morning but unfortunately can not allocate us any storage. The Millennium Centre opened on the first Thursday in January so the service to Concord was uninterrupted.



3rd Washington Scouts in Asda with Carol

Jean, Maureen and Sue waiting to capture customers in Sainsbury's!

Secretary's Report - Maureen Bowman

The year began with a meeting inviting all the volunteers and twenty who were interested in taking a more active role attended. Six offered their apologies but expressed an interest in where they would like to fit into the organisation. Roles were allocated and decisions made about collections, deliveries and record keeping of KFC chicken and donations. Much of this has remained in place with small variations to suit our altered circumstances. It is the volunteer's role to find a replacement if they cannot carry out their assigned duty or to inform Carol, the administrator, who will find cover. This system seems to work quite well.

Dave took over the stock rotation at Holy Trinity, Donwell and kept a stock record which was shared with Carol but due to work commitments this role has now passed to Andrew and Emma Welch who are continuing with the same system.

The donations record is forwarded by Krystal Wake to Nicola Briggs at the end of each week and Nicola, who during the year became responsible for all media and publicity, posts a list of thank yous and donation requests each week.

Colin Dodds continues his deliveries to Mind and Barmston Furniture and Andrew and Emma deliver to St. Michael's. Linda Reed collected and delivered to the Lighthouse and at this point I would like to express a huge thank you for all she did when she was a volunteer with the WCFP. Unfortunately, Linda stepped down in January when the Lighthouse closed and is a big miss to the foodbank. Should she find that she can return she will be welcomed with open arms. Our love, thanks and best wishes go to Linda and James.

All cash donations are now carefully monitored with receipts issued and money banked. The petty cash is up to date and open for inspection.

The existing sites have operated as best they could under difficult circumstances (the refurbishment of Oxclose Church, and knowing that we would lose the Lighthouse) but with the assistance of SHARP at St. Michael's and Lighthouse and appointments for other outlets the project has continued to make a huge improvement in the lives of many clients.

The changes to the constitution were accepted and job descriptions for the officer roles written up although this year people have worked far beyond the written word.

All insurances are up to date, risk assessment of all sites was carried out by Julie Wing and an asset register was set up by Pam Telfer our deputy secretary.

Fundraising

Our first fundraising event of the year was run by the Washington Rotary Club at the Biddick Community Centre. Unfortunately, not many of our volunteers could make it on the night but those who did enjoyed a really fun night of entertainment and dancing and £250 and £10 raffle was raised towards our funds. Our thanks to the Washington Rotary Club.

A collection day at Sainsbury's in the Galleries in May raised £196 and between 40 and 50 bags of much needed food donations. Our thanks to Sainsbury's.

The Washington Carnival in September, was a huge success, raising £312 for our funds. Our thanks go to Michelle Natton, Sue Laws and Sarah Laws for organising this event.

A second collection day was organised in Sainsbury's in the Galleries and £129 was raised towards our funds along with a considerable amount of food donations. Our thanks to Sainsbury's.

The Christmas Fayre was also a great success with £325 raised for our funds. It was a very windy day but we all held on to our hats and anything else that might blow away and had a very enjoyable time. Many people stopped to talk to us about the project and we collected several names for potential volunteers. Our thanks go to again to Michelle and Sue.

Other Fund Raisers

Streetcare, Aviva, Asda, HMRC, Infinite Arts, Vinyl Café, St George's Church, Holy Trinity Church, Washington Village.

Donations

The food bank relies upon donations of food or money in order to provide our service. Each week we receive donations from regular anonymous donors, without whom we would struggle to run our service. So our thanks go out to everyone who gives freely and regularly. Your continued support is very welcome and appreciated.

Grants

A lot of time was spent during July and August preparing bids for extra funding and we have been very successful raising over £10,000 towards the cost of running the food project. Unfortunately, being a novice at this, I asked for money to enable us to purchase food to standardise the parcels. This money is now ring fenced for that purpose which is why our own fund raising has been so important as it enables us to cover the general running costs. As the financial statement shows we are comfortable at the moment.

Our thanks go to:- Foyle Foundation, A local charitable trust, Hadrian Trust, People's Postcode Trust, Reeds Grassroots Gentoo, Sunderland Council Community Chest.

Social Events

We continue to hold our quarterly volunteers get together. We have had two outings to the Toby one Firework night at Maureen's and one Come as You Are at Janet's. Although not as well attended as we would like, those who have attended have enjoyed the evenings. Our thanks go to Carol, Maureen and Janet.



Turkeys donated by Aldi for the Christmas Eve Give Away at the Lighthouse



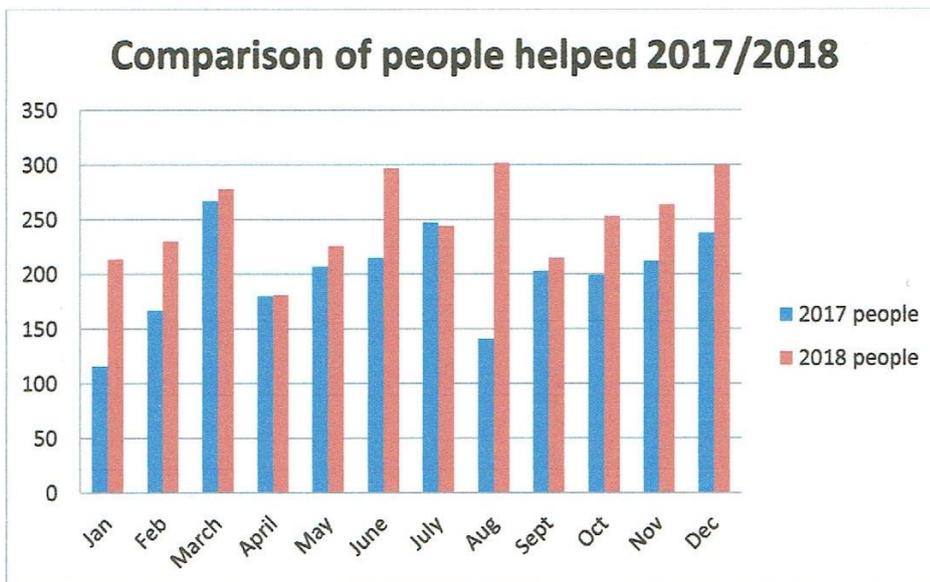
Toys and Gifts donated for the Christmas Eve Give Away at the Lighthouse

2018 STATISTICS

Reason for visit	2018
Awaiting Universal Credit	0.97%
Bank account frozen	0.42%
Bedroom tax	0.42%
Change from 1 benefit to another	14.15%
Debt	14.56%
Delay in Benefit	17.75%
Delay in Wages	1.53%
Family changes	4.02%
Fleeing Domestic Violence	11.65%
Homeless	1.11%
Loan Shark	0.69%
Low Income	0.69%
One off reason	3.19%
Other	6.52%
Sanctioned	6.52%
Sickness	3.61%
Unemployed no Benefit yet	5.96%
Universal Credit	2.08%
Working Fewer Hours	0.55%
School Holidays	0.42%
Bereavement	0.83%
No Money	2.36%

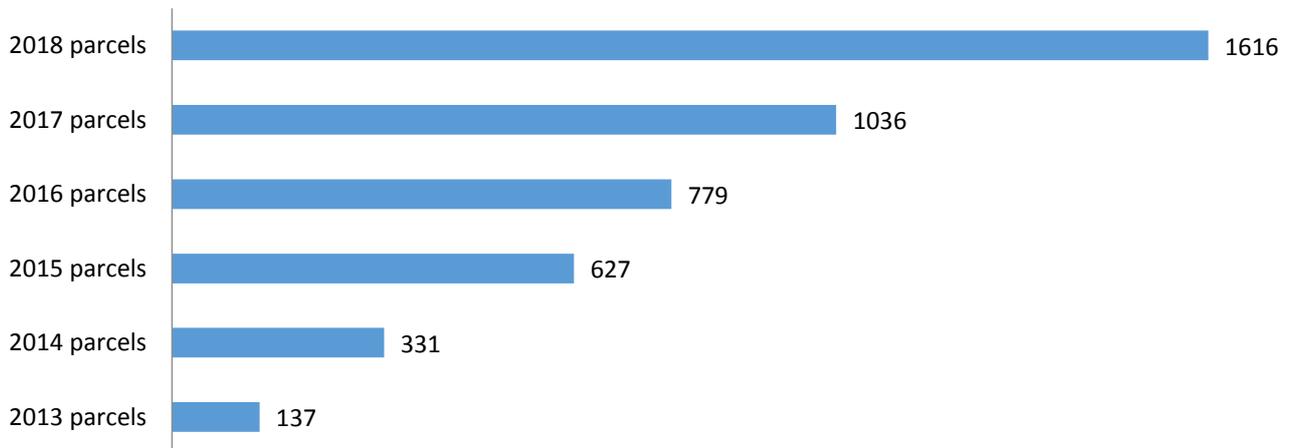
Number of People in household	2017	2018
1 person	51.43%	57.25%
2 person	19.73%	15.51%
3 person	11.43%	13.55%
4 person	9.91%	9.43%
5 person	4.46%	3.98%
6 person	2.23%	0.25%

Number of Visits	2017	2018
1	50.24%	46.80%
2	19.57%	18.3%%
3	7.25%	7.04%%
4	6.52%	9.15%%
5	5.56%	3.16%%
6	2.17%	5.63%%
7	1.45%	3.52%%
8	1.93%	2.46%
9	0.72%	0.52%
10	0.72%	1.23%
11	0.97%	0.35%
11+	2.90%	1.76%

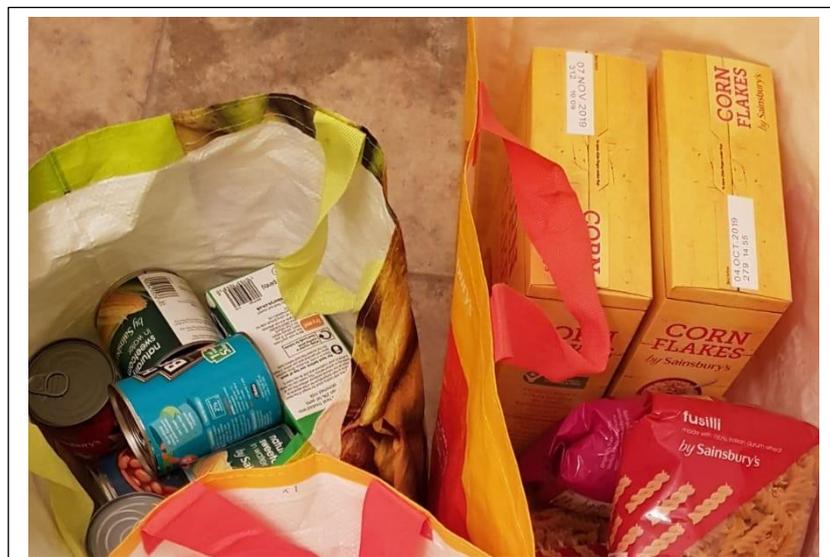


	2014 people	2014 parcels	2015 people	2015 parcels	2016 people	2016 parcels	2017 people	2017 parcels	2018 people	2018 parcels
Jan	14	13	74	40	85	33	116	59	214	114
Feb	25	19	93	51	81	33	167	86	230	130
March	20	16	128	67	94	40	267	116	278	138
April	29	22	69	45	93	57	180	85	181	96
May	46	33	83	49	102	61	207	104	226	127
June	53	35	111	53	97	51	215	107	297	159
July	59	31	127	57	99	54	247	118	244	128
Aug	52	32	105	50	123	69	141	78	302	156
Sept	44	23	97	47	172	83	203	107	215	123
Oct	55	32	94	51	194	109	199	85	253	145
Nov	55	34	138	66	131	110	212	100	264	159
Dec	21	41	107	51	141	72	238	109	300	141
TOTAL	473	331	1226	627	1412	772	2392	1154	3004	1616
AVERAGE	39	28	102	52	120	65	178	86	250	135

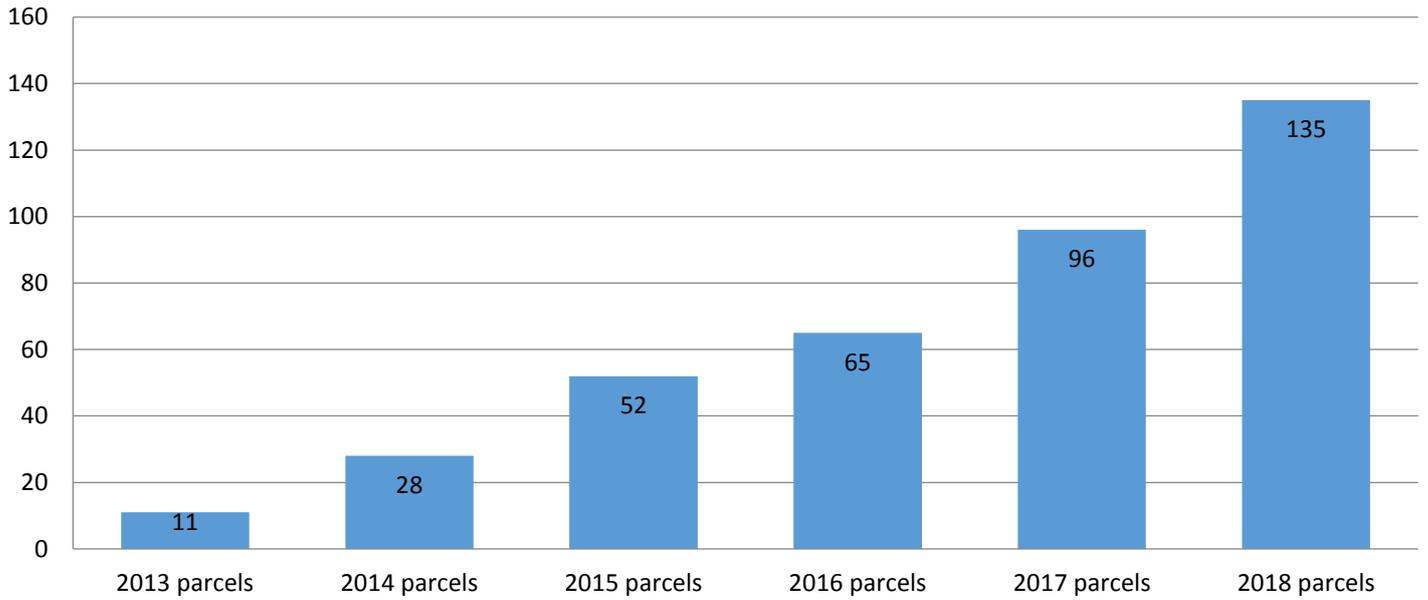
Parcels given out / Year



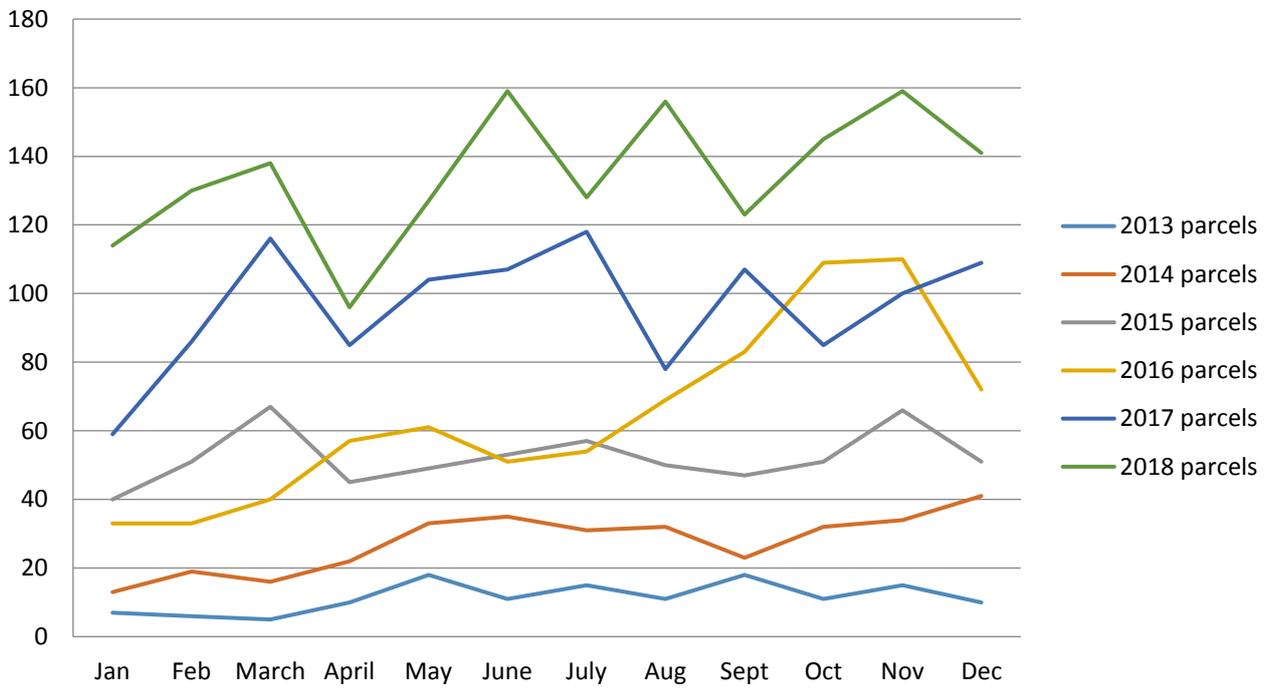
More Donations Arrive



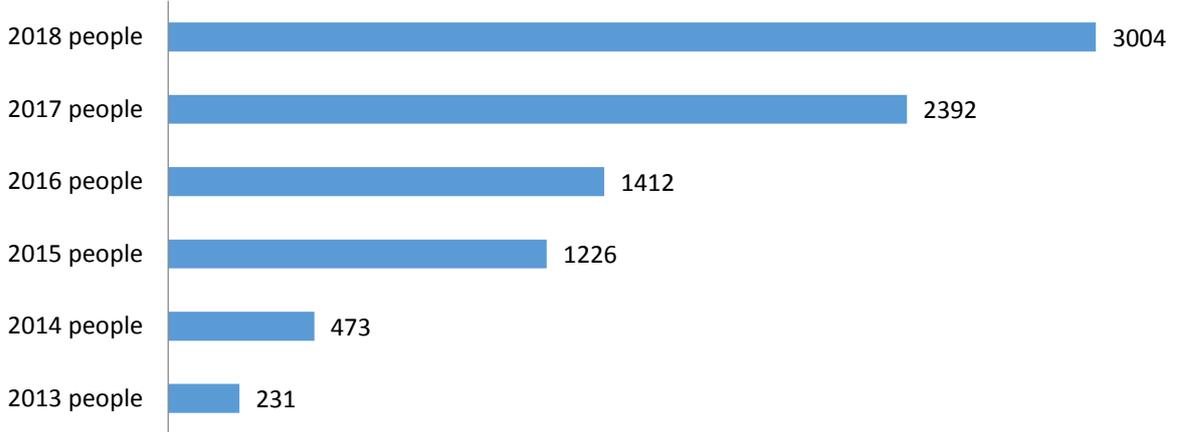
Average number of parcels given out per month / Year



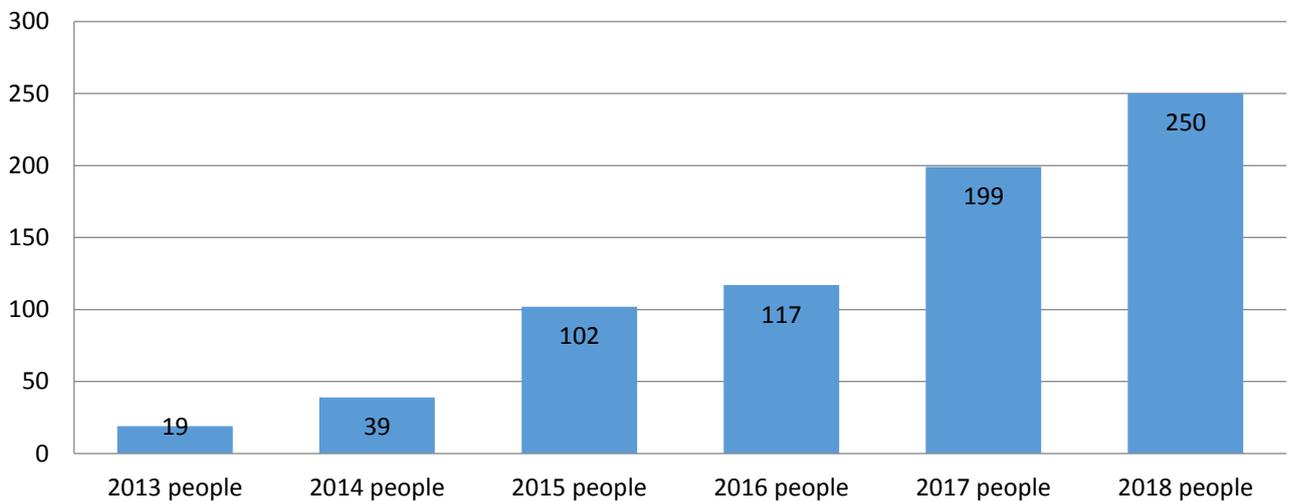
Parcels given out : Monthly trends



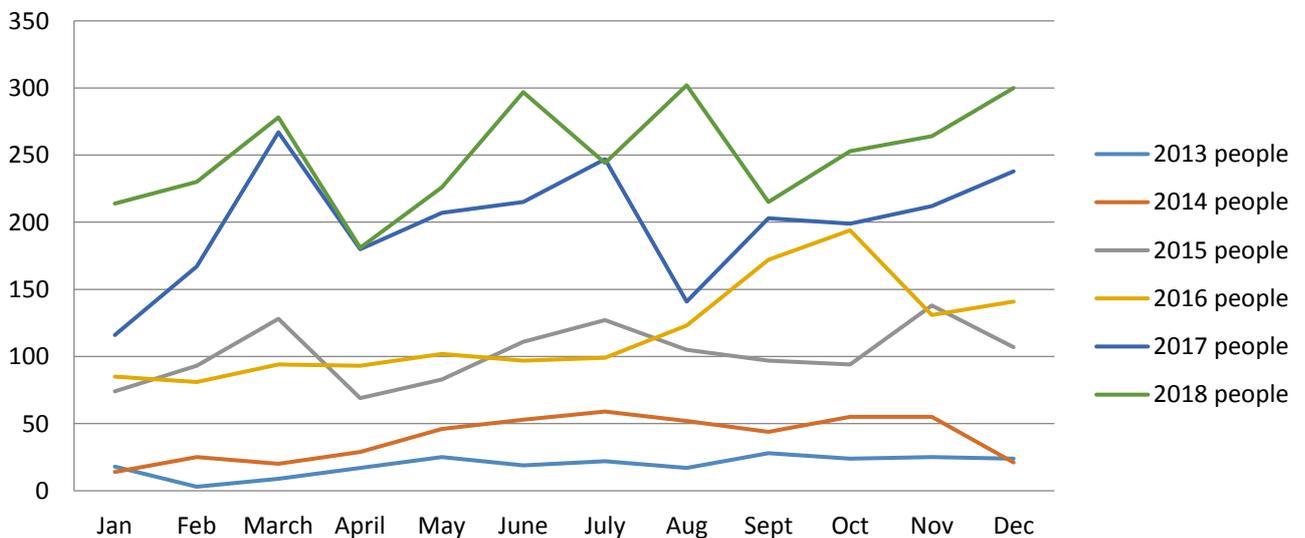
People helped / Year



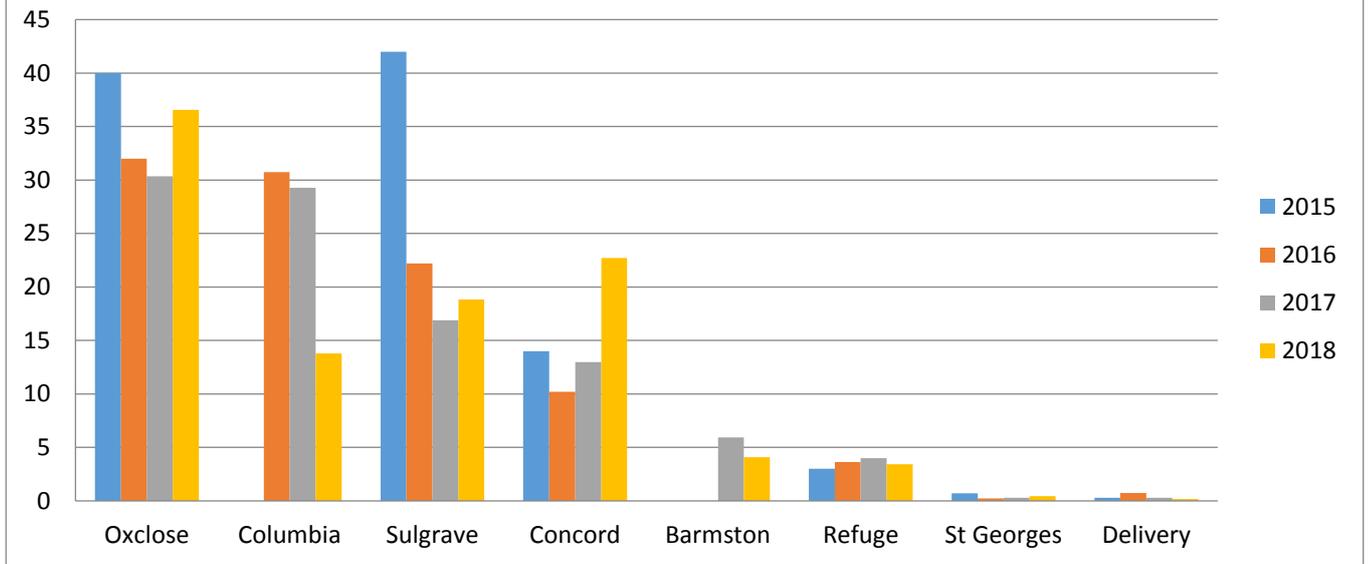
Average number of people helped per month / year



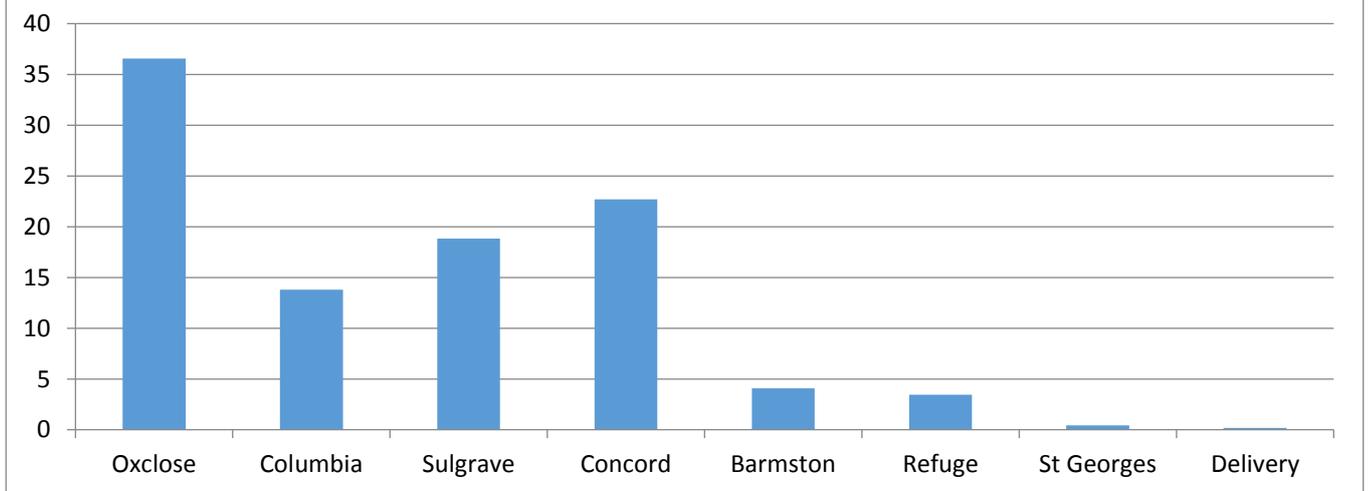
People Helped : Monthly trends



Total % of food parcels given out from each outlet / year



Sites used over 2018



Christmas Eve at the Lighthouse



Report from Sulgrave - Revd Julie Wing, Rector of Usworth

2018 was a busy year with clients using the foodbank and both teams worked really hard and I thank them for their commitment to the people in our community that use St Michaels distribution point. We were also encouraged by some of those who used the foodbank coming back with a donation to say thank you for the support we were able to give them and it was also encouraging to see a few return to employment. Sulgrave continues to support the WCFP and the community in Usworth continue to be generous in their donations, especially the local schools in the area and statutory agencies. We welcomed pupils and teachers from Marlborough Primary School on several occasions who delivered food to St Michaels for WCFP and they enjoyed helping to mark up the food and make up parcels so that they could see why the food is needed and gain an insight into the work WCFP is engaged in.

My thanks to all who give their time freely to this important project.

Concord Report - Janet Bennett

There has been a major upheaval at Concord in that the Lighthouse has been repossessed by the owners.

This followed a very successful Christmas Eve distribution of food donated by local businesses which enabled both current and past clients from all over Washington to have a normal family Christmas. This was organised by Linda Reed. Julie Wing has volunteered St. Michael's, Sulgrave as the venue for distribution this year. Linda has now stepped back from WCFP due to family circumstances and distribution in Concord now takes place from the Millennium Centre. Unfortunately we were not able to relocate the Church coffee morning and regular former attendees say this is much missed.

Long term, it is difficult to predict what will happen, but the need for a Concord distribution point continues. Fortunately we are still in a situation where there are adequate volunteers to ensure cover but lack of storage is an issue.



Report from Oxclose - Sue Laws

I am a regular volunteer on Tuesday and Fridays at Oxclose as well-as being Carol's deputy administrator for the last year.

It has been an eventful year culminating in the change of operation at Oxclose from the main storage and distribution point to a purely parcel handing out venue. The volunteers have been marvellous, taking the temporary move to Harraton and the overwhelming amount of Christmas donations needing marking up and stored in their stride. As well as carrying on the normal business of providing food parcels to those in need in the Washington area.

I hope this next year will be more uneventful but with the growing demand for food parcels I don't think it will be any quieter.

Safeguarding Report - Maureen Bowman

We continue to ensure that all new volunteers are aware of our safeguarding policies. All volunteers are talked through the policies and sign an agreement to the effect that they have understood the rules and agree to abide by them.

We have had very few incidents this year but it has been necessary to ask Wearside Recovery to send clients only to St. Michael's or the Lighthouse during the day and not to the evening sessions at Oxclose.

The measures we need to adopt indicated in the risk assessment will be fully implemented when we move into our new premises.

The Way Forward - Maureen Bowman

Outgrowing our base in Oxclose and having to leave the Lighthouse Church has forced us into making decisions about the future. From a small rented room in Oxclose Church to our own unit in the Galleries is a big step and one which has not been taken lightly but we are stepping out in faith and believe that we will be able to implement all our plans.

The unit, upstairs in the Galleries, will be divided into two sections with a partition and a lockable door. The rear will continue to act as a storage and distribution centre for the food bank and the front section will act as a community drop-in, with reception, advice from SHARP and other agencies which have declared an interest. Tea/coffee and refreshments will also be available. We have computers and hopefully will be able to offer advice and help with the completion of benefit forms. The possibilities are endless but will depend, largely, on who comes forward to offer their services. This is a challenging and exciting new venture which we hope will enable the foodbank to evolve into a more caring and encompassing one stop shop for the use of Washington Community.

Washington Community Food Project



**You can help us to help others.
Please donate any tinned or packet food.
No fresh food.
Thank you for your support.**

 @washington_cfp

 Washington Community Food Project

Website: wcfp.org.uk

Please contact us on the details below:

Tel: 07450766226 or email Washingtoncfp@gmail.com



FOYLE FOUNDATION