



ANNUAL REPORT 2020 - 2021

Welcome from our Chief Executive

Kate Auker

I could not be prouder of our team this year.

Our work can be tiring and emotionally challenging at the best of times, let alone during an ongoing pandemic.

It is nothing short of exceptional that our staff and volunteers have remained positive, resolute and focused in order to meet the ever-increasing need for our service.



This year has seen the largest increase ever in referrals for families, with a staggering 20% more children and young people living in poverty. In addition, we have seen many more clients accessing our services for the first time due to changes to Universal Credit, the furlough scheme ending and escalating food and energy costs, forcing more people into food insecurity and in-work poverty.

We have responded to this by developing additional packs for both babies and children and by increasing pack quantity during school holidays, to ease the financial load for struggling families. Alongside this, we have continued to improve the quality, quantity and nutritional value of our packs to help reduce health inequalities for those living in poverty.

Whilst this year has been challenging, it has also presented us with many opportunities for learning and growth; and we have worked hard to build capacity and strengthen our infrastructure, ready for the inevitable increased need in the near future.

Much of this effort has gone into improving our I.T and stock management systems; linking our two sites to more deftly manage the logistics of an expanding operation.

We have also developed and expanded the Advice, Guidance & Support (AGS) arm of our service, providing our clients with tailored support to help them move from the necessity of crisis food provision, to a place of financial independence and dignity.

And finally, we have retained a delivery element to our operation with the addition of a Centre Driver, to better support clients who would struggle or are unable to collect their packs from our Centre.

All remarkable achievements given the operational demands on our small staff team.

I offer my thanks to our outstanding team of volunteers, staff and trustees for their unfaltering hard work, support and commitment.

I will be handing back to Ellie Coteau as she returns from maternity leave in early 2022.

It has been an absolute joy and privilege to be part of The Welcome Centre team and I wish Ellie and the team love and luck on the next stage of 'TWC's' journey.

Introduction from our Chair of Trustees

Jeanne Watson

I am delighted to introduce our annual report for 2020/2021.

As I write this, The Welcome Centre has reopened its doors after 18 months and it is wonderful to have a return to an albeit new, sense of normality.



The past 12 months have been both challenging and rewarding. The challenges have been immense both in terms of coping with the impact of COVID on our daily work and due to the increased demand which we have seen.

However the team spirit and partnership working which has developed has been inspiring. We owe a debt of thanks to all our partners who have worked closely with us. Particular mention must go to Kirklees Council who have done everything possible to support our work.

Equally, we are humbled by the generosity of the people of Kirklees who have enabled us not only to meet the increased need, but to improve the quality of the packs we offer.

Finally, I would like to pay tribute to the commitment and dedication of The Welcome Centre team - the staff, volunteers and Trustees who have worked so hard throughout this difficult year and should be immensely proud of their efforts.

Our areas of operation

The Welcome Centre is based in Central Huddersfield and supports residents of South Kirklees.

From the Centre, we manage all 'back office work', marketing, fundraising, volunteer scheduling and operational support. This is also where we make up our food packs, take phone referrals and is where our AGS team are based.

Our second site is in our warehouse in Lockwood and it is here where vast quantities of goods are ordered, rotated, sorted and stored; this is also our only site for donated goods.

We also have volunteers working remotely taking our phone referrals at busier times.





Annual General Meeting
Monday 22nd November 2021, 7.15pm -7.45pm
Huddersfield Mission, Main Hall

Programme

5.30pm Arrival and refreshments

6.00pm Presentations:

A chance to hear The Welcome Centre's successes and challenges with a roundup of a most unusual year and our plans for 2022 and beyond. We will also hear from our friends and speakers:

Dr John Lever - Reader, Sustainable and Resilient Communities

*Director of SURGE Research Centre Department of Management
HBS – University of Huddersfield*

John will be discussing the future of local food systems and his thoughts as to where food banks fit within this

Juli Thompson - CEO and Food Savers Project Manager

Inn Churches

Juli will explain the development of the Food Savers project - a more sustainable model of crisis food provision, and the consequent results of long term behavioural changes

7.00pm Panel discussion and Q and A

Your chance to ask questions and find out more about our work

7.15pm Tour of The Welcome Centre or Annual General Meeting

If you haven't visited The Welcome Centre before and would like to see the food bank, now is your chance for a behind the scenes tour.

Alternatively, please stay and join us for our:

Annual General Meeting

7.45pm Close



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Agenda

1. Welcome & Apologies

2. Minutes of the previous Annual General Meeting – 23 November 2020

- 2.1 To agree the minutes
- 2.2 To deal with any matters arising

3. Reports and Accounts

To receive and consider the Annual Report & Accounts for the year ended 31 August 2021 and the Auditor's comments.

4. Appointment of Independent Examiner

To appoint Sheards, Chartered Accountants, Vernon House, New North Road, Huddersfield HD1 5LS as the Independent Examiner for 2021-22.

5. Independent Examiner's remuneration

To authorise the Trustees to set the level of the Auditors' fees.

6. Retirement/Appointment of Trustees

- 6.1 Trustees to retire from the Board under TWC's CIO Constitution clause 12(3)(a):None

6.2 Confirmation of re-appointment of Trustees retiring under TWC's CIO Constitution

clauses 13(1), but eligible for re-election:

- Andrew Mark Tomlinson
- Henry Filloux-Bennett
- Khalid Siddique

6.3 Confirmation of appointment of Trustees appointed under TWC's CIO Constitution clauses 13(4) & 13(5):

- Gillian Dorothy Jane Bruce
- Emily Rose Smith

7. Appointment of officers

The following are proposed:

- Chair Jeanne Watson
- Vice Chair Richard William Whiteley
- Treasurer Richard William Whiteley
- Secretary John Steven Ainley

8. Any other business

Last year, we gave out

16,842

crisis packs



...of which

10,224

were food packs

Our Year at a Glance

WE HAVE
SUPPORTED

4670

PEOPLE



1653

OF WHOM
WERE CHILDREN



Last year, we gave out enough food
to provide **320,062** meals

Last year, we received
10,527 referrals



...from 134 referral agencies



AGS Support

S came to collect her food pack and was in tears as she chatted to Charlie, our Deputy AGS Service Manager. S had lost her job and was struggling with mounting debts, embarrassed that she needed food support and didn't know where to turn; this was the first time she had disclosed her situation and it was clear that this was emotionally overwhelming for her. S said she hadn't slept properly in days as her flat was cold and she had no money to top up her meter.

Charlie was able to reassure S with a cuppa and the promise that we would do all we could to help.

A quick budget assessment confirmed that a Debt Relief Order would be the best solution, as it would address all of her debts, removing the deductions from her Universal Credit and would leave S with a more realistic, manageable budget each month.

Charlie explained that we could send her completed financial statement to Kirklees Citizens Advice & Law Centre who would administer the debt relief order and we were able to cover the £90 fee.

We were also able to contact the Local Welfare Provision on our clients behalf, to request an energy voucher to enable her to top up her gas meter.

We will continue to support S as she continues her path to becoming debt free and regaining her dignity through financial independence.

S left us that day saying that she felt a huge weight had been lifted and for the first time in months, she felt she could look ahead to a positive future.



The Year Ahead

We take great pride in ensuring that we keep up to date with local, regional and national movements in crisis food and support provisions; and look ahead, continuously striving for quality and best practice in all areas of our work.

For many years, we have been exploring how we can offer our clients more choice in the food we provide. Consequently, we are focusing next year on how we might offer our clients more options and therefore the same dignity we would all want in choosing the food that they eat and feed to their families.

We will continue to strengthen and expand our AGS service, working more closely with our partners to provide more early intervention responses. Our warehouse focus will be on improving our stock management system and working towards greater homogeneity, between our two sites.

We know that in our area of work, there will always be challenges and increasing need is inevitable, but we will continue to make certain that we are prepared and fit for the future; we thank you all for the support that makes this all possible.

THANK YOU

Much as we would love to, it would be impossible to personally thank all those that have supported us throughout the last year.

The Welcome Centre operation is vast and we rely on the support of many people, local businesses, schools, faith groups, corporate and community partners, grant funders and community groups across the Borough and beyond.

All have been truly exceptional in their support and generosity; giving, doing and sharing even more this year to help us meet increasing need for our work.

Without your continued support, we simply could not have achieved what we have; it is truly appreciated.



...and a very special 'Thank You' to all of our volunteers, trustees & committee members, for their dedication, time and consistent hard work.

