



West Northumberland Food Bank

Chair's Report for the year 2021 -2022

Hello, everybody. This year I'm just going to give a short address at this point in proceedings as we get into more detail shortly in the Trustees Annual Report and Accounts.

Just to reiterate why we're here:

The objects of the CIO are the prevention or relief of poverty in West Northumberland in particular but not exclusively, by providing emergency food supplies and related provisions to individuals in need, and to charities or other organisations working to prevent or relieve poverty.

Thank you, thank you, thank you to you all and our other supporters. We couldn't achieve what we do without this support of volunteers and the donations of food and money. Sam's excellent report on operations through the year clearly demonstrates that unfortunately, demand continues to rise. The good news is that the Staff and Volunteers always manage to rise to the challenge and the needs of all our Service Users continue to be met.

I continue to be amazed at the way our Staff Team develop improvements to our service **ahead** of step change increases in demand. These include the remodelling of our warehouse unit and moving to a 5-day delivery system. Since last year we've bought another van to improve our flexibility and resilience and have introduced a digital system to our office systems, which should save a load of trees as well as cost.

I'm going to ask all our staff to stand so you can see them. Sam, as most of you will know, is our Project Manager currently in her 10th year of dedicated, exemplary service. John is our Resource and Operations Manager who looks after our warehouse and logistics and our great drivers and warehouse volunteers. John is ably assisted by David. Owain and Antonia operate as a job-share leading our wonderful helpline volunteers. Unfortunately, Antonia is on leave and can't be with us tonight. Tracy is our Bookkeeper and administrator who has been a godsend in relieving others so they can concentrate on their core responsibilities. Could I ask that you show your appreciation to our dedicated staff in the usual way.

And now, I want to thank the wonderful contributions made by our volunteers, several of whom have been with us for many years. I'm afraid we have too many to mention individually though will ask those present to stand and be recognised by others – again in the usual way.

Finally, I'd like to thank my fellow trustees who also work hard towards achieving our objective and now ask them to stand. You'll hear shortly from Lesley, our Treasurer, on the accounts. We also have Norah who keeps us on track for environmental awareness and Amber who's responsible for our Social Media and PR (and tonight is taking the minutes). Unfortunately, Rosemary and Tim can't be with us tonight – Rosemary takes the minutes of our monthly meetings and Tim leads on our Strategic Development. Trustees, please stand to receive thanks from the floor.

Jonathan Hill – April 2023