



Our Wollaton Foodbank Celebrating 10 years

OUR ANNUAL REPORT

Impact Summary, Annual Review and Financial Statements

JULY 2022
THROUGH
JUNE 2023

We are Hope Nottingham

Founded in 2010 with a desire to make a difference,
we now operate 2 community hubs, 14 foodbanks and
inspire and grow communities across Nottingham,
enabled by 350 volunteers across the city.

Our faith inspires us to lift people from crisis to hope.

A beacon in local neighbourhoods.

We don't just provide emergency food.

We open our doors to provide safe and warm spaces,
kind voices on the end of a telephone or email.

We welcome. We listen. We care.

We signpost. We support. We advise.

We build confidence. We empower.

We make that difference.

And for all this - we thank you.

To our volunteers, staff, trustees, donors and supporters.

We cannot do it without you.

Most importantly, we thank our guests,
who are not just service users or beneficiaries.

They are our daily inspiration to do more and reach more.



Introduction from our Chair of Trustees

A very warm welcome to you from the Hope Nottingham team.

It is a privilege to introduce the second of our new style Annual Report, in which we seek to lift the lid on Hope Nottingham's increasing variety of activities, and the involvement of many people across Greater Nottingham during the last year.

We remain committed to our vision of inspiring and growing communities of HOPE in Nottingham. Significant changes in 2022/2023 have included the start of a new community hub at Carlton, continuing development of the hub at Inham Nook, staff changes to enable us to focus on our strategic priorities more effectively, monthly community meals at our main hub at Beeston, closer working with all 14 food bank centres after the challenges of the pandemic, improved communication links through a new website and regular newsletter, and much more that is covered in the following pages.

I am very grateful to Dominique Scott, our Interim Director from July 2022 who has worked tirelessly to lead the staff team and 350 volunteers into a more professional and effective delivery of compassion and service to so many guests. The personal stories and quotes in the report are testimony to Dominique's energy and insight. The Board was delighted to recognise her sterling work by her promotion to the full Director role in April 2023.

We are also very grateful for the enormous support we receive from so many donors and volunteers: giving of their time, skills, food, funds and prayers without which the staff team of just over 8 full time equivalent employees cannot function. You are a vital part of what we seek to achieve together. The current challenges of the cost of living, political uncertainty, international unrest are put into perspective as we work together to bring hope and trust to those less fortunate than ourselves. I trust that you will feel encouraged and more hopeful as you read the pages of this report.

Finally we give thanks to God who inspires, strengthens, motivates and guides us to share his love and kindness in all that we do.

Dr Paul Kirkwood



Message from our new Director

Dear Friends,

It is such a great privilege for me to introduce our Annual Report for July 2022-2023, having been appointed Interim Director in May 2022 and permanent Director in April 2023. What a roller coaster ride I have had since joining Hope Nottingham in December 2020 as Operations & HR Manager! Little did I know then my first 15 months working closely with our Founder Nigel Adams, was all preparation for this new position.

I am incredibly grateful to Nigel, the staff team and our volunteers in welcoming me as their first external staff recruit. I have had free reign to explore every corner of the organisation, asking the most challenging of questions in the spirit of 2 Peter 3:18 'Growth takes place when you seek grace and knowledge'. It has not been easy. As our chair Dr Paul Kirkwood has said, Hope Nottingham in our 13th year is entering 'adolescence'. This requires much review, reflection and development to refine our activities, ensuring we are fit for the future, headed in the right direction, with the right approach to continue lifting local people from crisis to hope in the most effective ways.

Change of leadership is not without challenges, but Nigel, in his new role as our Ambassador, and I are blessed to have in common our strong faith and commitment to building community. I am grateful for the unwavering support of both our staff and trustees, and bid a sad farewell to those who have ended their terms having given above and beyond, namely Callum McNab, Simon Duxon and Mary Heritage. Special thanks are also well deserved to Sue Hillier and Ruth Stephen, long serving staff members who have followed God's plans for them in new directions, but will remain forever our friends. As a result, we are delighted to welcome new faces, ideas and gifts into our team.

Hope Nottingham has had another year of great achievements, most notably the further development of our new Carlton Community Hub under the watchful eye of our ever determined Development Manager, Michael Singh. In addition, I have personally taken great joy in getting to know many more of our volunteers and we have delighted in acknowledging many years of dedicated service given with silver and gold awards. Our volunteers are the life-blood through which Hope lives.

To our supporters - those individuals, churches, organisations and businesses - who we could not continue our work without, we thank you most sincerely. We hope this report and the impact you have made - be it with time, resources, food or funds - assures you that together and with God's grace, we can 'inspire and grow communities of hope', supporting everyone we encounter with the care and compassion they deserve.

With every blessing
Dominique Scott



Contents

Introduction from our Chair of Trustees	3
Message from our new Director	4

SECTION 1

Our Vision & G.R.A.C.E Mission	6
Our Theory of Change	7
Our Values and Where we work.	8
Our Staff Team	9
Our Activities	10
Making a real difference in real lives.	12
Our Year in Review	14
Giving	16
Growing	21
Relief	23
Advice	25
Community	27
Empowering	31
Enabling	33
Looking Forward to 2023-24	35

SECTION 2

Governance Structure	38
Our Board of Trustees	39
Our Staff Team	41
Trustees' Report	42
Financial Review	43
Statement of Trustees' Responsibilities	47

SECTION 3

Independent Examiner's Report	48
Financial Statements	49
Balance Sheet	51
Cash Flow Statement	52
Notes to the Financial Statements	53

SECTION 4

Thank yous	65
Contact information	69

Hope Nottingham's Vision & Mission

Our Vision and Mission were refreshed in 2021 with feedback from our volunteers and guests, and meet our commitment to Equality, Diversity and Inclusion, whilst staying true to our Christian roots and culture.

Our Vision

Inspiring & growing communities of HOPE in Nottingham

Our Mission

To develop and support communities of HOPE where poverty of resources, relationships and spirit are met by local people

Our mission today still fulfills the purposes as set out in the objects contained in the charity's constitution which are:

- the relief of poverty, sickness and distress
- advancement of the Christian faith.

In practice we unite people to work together in the local areas where they live and work, enabling lasting transformation for individuals and communities all over the city by mobilising sustainable projects that make a real difference. Whilst we work with many local churches and celebrate our own Christian faith, we are welcoming to all, regardless of them having faith, or no faith at all.

Our G.R.A.C.E Model of Mission

GIVING - Enabling communities to share time and resources for the benefit of others

GROWING - Multiplying our work in our own and in other communities

RELIEF - Management and distribution of essential provision to help people out of crisis

ADVICE - Bringing a wide range of guidance to provide accessible, integrated direction in a supportive environment

COMMUNITY - Enabling all to be helped and to help, to give and to receive

EMPOWERMENT - Enabling people to live more stable, fulfilled lives and to find worthwhile occupation

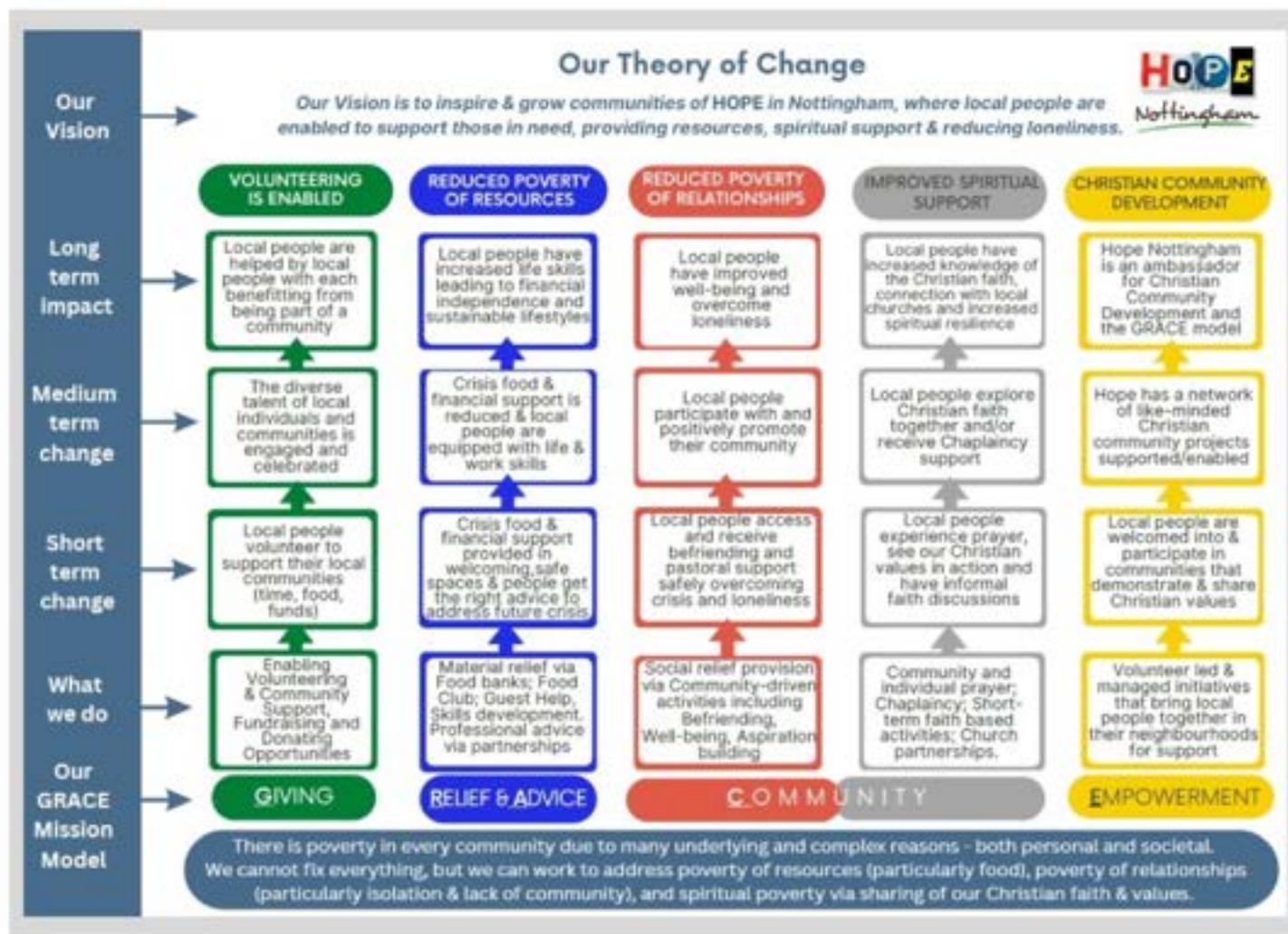
ENABLING - Developing a robust organisation with effective governance, policies and procedures

Developed by our Founder Nigel Adams



Our Theory of Change

Having refreshed our vision, mission and values in 2021-22, our next step was to develop our Theory of Change, the purpose being to ensure we are clear on the social change we wish Hope Nottingham to enable, in line with our charitable objectives. We did this following National Council of Voluntary Organisations (NCVO) training and refined the detail over a number of months.



As shown, the Theory of Change reflects our G.R.A.C.E model of mission clarifying what we believe a 'Community of Hope' is, how it can be achieved and easily communicating this. It identifies the five key areas where Hope Nottingham aims to make real and lasting change in local people's lives, namely through volunteering, relief of poverty of resources, and or relationships, improved spiritual support, and Christian Community Development. This clear statement, though theoretical, will be a key tool in our strategic planning and development of new activities, keeping us grounded in our decision making, ensuring the effectiveness of existing activities, and the appropriateness of any new ones. With

our current focus on engaging our people, it will also serve as a helpful tool to inspire our staff and volunteer team.

Our Values



Where we work

We continue to be based in 14 key neighbourhoods but support individuals and families from across Nottingham.





Our Staff Team

Our year began in July 2022, feeling a little strange as we said farewell to Nigel Adams our Founder and former Director for a well deserved rest.

We welcomed him back in October in a part - time advisory role as our Ambassador. With our Ops & HR Manager stepping up as Interim Director, this provided the necessary stability to ensure there was no impact on our operations. Through the summer we continued our focus on our new Area Foodbank Support Coordinator role, rebuilding our satellite Foodbank relations post pandemic.

In November 2022 we recruited a new Friendship Projects Coordinator to replace our original one, who moved elsewhere for a full time role. This was on slightly reduced hours as the original post's funding had ended. We also attempted to recruit a Communications & Fundraising role without success, which gave us further time to reflect on our strategic plans.

In February 23 we said goodbye to our long serving Administration Manager, wishing her well in God's new plans for her namely training to be a psychotherapist. Whilst sad to see her go, this gave us opportunity to review responsibilities and a new Admin & Facilities Coordinator role was established, freeing the Director from some previous responsibilities.

In February we recruited a part time Community Hub worker to support our Carlton development, thanks to funding from Jigsaw Midlands. The speedy increase of activities there necessitated sufficient support, and we recognised

our Development Manager was being stretched too thin over-seeing both Beeston and Carlton activities. We were delighted in April for our existing Support Manager to step up to lead in Beeston, with our Youth & Community worker increasing hours to replace him in our Cafe. This in turn provided Carlton with a completely focused and senior leader.

Our final change was our long serving Volunteer & Personnel Manager resigning to move to Citizens Advice.

Again, we wished her well and took the opportunity to review the role, seeing it as an opportunity to refine and enhance our approach to volunteering.



"Hope Nottingham is the kindest place I have ever worked"
Louise, new team member

"Hope to me is true to its values & I think the G.R.A.C.E model is a sure way to offer inspiration, transformation and hope... Hope is run & governed with integrity"
Ruth, Former Admin Manager



Our Activities

We support Christians, non-Christians, Churches, and other organisations to work together to deliver the services that local, isolated and disadvantaged people need. This includes developing a network of independent Christian-based foodbanks and hubs across Nottingham, and facilitating these to partner with other non-Christian voluntary groups and statutory services, to ensure the most holistic support is on offer. Support is provided to all people regardless of their faith or beliefs, and we do not charge for any service, although some occasions e.g. community meals, guests can choose to make an entirely optional contribution on a 'pay what they can afford' basis or not pay at all.

*"I come because it's close, it's warm and you look after us."
Friendship Club Guest*

Our current activities include:

- Enabling individuals, churches, community groups, businesses and others to give time and resources for the benefit of others. This includes money and gifts in kind - including food, volunteering time and expertise.
- Emergency food provision through 14 foodbanks via our East & West Nottingham Trussell Trust franchise, utilising many of their systems and procedures and working in partnership with The Arches at Trent Vineyard (a Nottingham based Church) for bulk food storage.
- Hope House, Beeston - Our Community Hub offers:
 - Free drop in café 4 mornings a week, alongside foodbank, with befriending;
 - Citizens Advice bi-weekly and Debt Advice outreach once a week;
 - Literacy group and English for Speakers of Other Languages (ESOL) group;
 - Job/computer club twice a week with two extra outreach sessions locally;
 - Weekly friendship club and monthly community meal (pictured above);
 - Large allotment offering outdoor volunteering and fresh produce;
 - Weekly food club providing low-cost surplus and fresh food;
 - Telephone befriending in partnership with Linking Lives / Two's Company;
 - Weekly youth well-being café and a parent & toddler group;
 - Optional prayer and faith based courses to support individual faith journeys.

*"Hope is friendly and efficient, the food is good, and the atmosphere is great."
Rob,
Hope Cafe Guest*





Our Activities cont'd

- At our Carlton Community Hub (some of team shown above), we provide:
 - Free drop in café 2 afternoons a week alongside foodbank;
 - Advice via The Ark and Gedling Borough Council outreach;
 - Weekly Falls Prevention Class provided by The Active Health Coach;
 - Work club in partnership with Jigsaw;
 - Weekly Stay and Play provided by Netherfield Children's Centre;
 - Weekly Arts and Crafts group and a new Saturday Friendship Club;
 - New weekly food club providing a fresh food box at low cost.
- Ad hoc financial support via a small discretionary fund, and acting as advocate for Acts 435 (an online giving charity);
- A chaplaincy service for staff and volunteers, to ensure their well-being and resilience in offering listening and befriending to guests who are facing crisis;
- Community development through provision of a safe welcoming environment that builds trust and encouragement. In this context people are most enabled to accept advice and to make progress, are encouraged to contribute time and skills to help others and so grow in self-esteem as part of a holistic community. Community development also encompasses intentional befriending;
- Christian community development advice and consultancy provided via our Founder and Ambassador (our previous Director of 12 years) and support of the development of other local hubs, e.g. Inham Nook Hope Hub, Chilwell.

"The dinner was delicious and the atmosphere was very nice and welcoming. Thank you for having us."
Community Meal Guest

"I feel safe using the Hope services which is most important to me. Hope has a really nice atmosphere"
Hope Cafe Guest



"I am in weekly contact with my link friend. We have developed a nice friendship over the time I have been calling her."
Two's Company Befriender



Making a real difference in real lives

We consciously choose to use the term 'guests' instead of 'service users' or 'clients'. They too are individuals and families with their own stories, and we invite and welcome them into our communities, offering compassion and hospitality as we would guests in our own homes.

Paul has been a guest, friend and member of the Hope House community for many years. In 2021 he helped redecorate many of our rooms.



"Hope is somewhere I have always felt safe and always felt believed"
Elizabeth,
Hope Guest

"I had no food as I was waiting for Universal Credit. Middle Street Resource Centre told me about Hope House... that you could get food here. I was bowled over by what I received. I did some painting, every time I came in. I saw all the food parcels laid out. There were so many of them. I remembered and kept thinking about what I had received and how it made me feel...."

*Each person would feel what I felt; such relief from having nothing to something. This would go into each person's home....relief, amazement, there is some hope where there is nothing, gratitude over it, it's taken the 'less' away. All these parcels, each one receiving one will experience the same thing as I have experienced.
(Points to the scripture on the wall)*

If you didn't have hope, there wouldn't be any future. You need that driving force; each one of the parcels can do that."



The Lord's Plan is to Give you HOPE and a Future

Making a real difference in real lives



Alan has been a welcome sight at Hope House post pandemic, and is a regular guest at Cafe, Friendship Club and our monthly Community Meal.

"Thank you so much for all the support we have received. You were all sent from God to me and I wouldn't have anything if it wasn't for you! I have lived in a hostel for 9 months and you at Hope have done more for me in a matter of weeks"
Guest, Hope House Toddler Group

"Hope Nottingham is an oasis of change, a beacon of opportunity, a testament to the power of compassion and unity. It is a place where lives are rebuilt, and the community is strengthened, one soul at a time."
Michael Singh
Development Manager



Alan's story of Hope's support

"I've been supported emotionally in my lowest ebb following my partner's death. I was at rock bottom emotionally. You've supported me with a lot of information and verbal advice on grief which I have been following weekly.

It's not an overnight process but over the weeks and months I've gradually become more emotionally secure and stable.

I have progressed but I'm not there yet. I take on displacement activities to take my mind off it, to make my life more meaningful. I was just existing not living.

I feel warmth when I walk in here and I'm not talking about the temperature. It's a comforting feeling; that I'm accepted.

The café is nice to have a cup of tea but I'm not dependent on the food - It's really being here, it's more than the food, it's warmth and friendship, being able to talk to someone.

It's a lonely existence otherwise, family do the best they can for me and I can't fault them. The welcome I always get here, the contact I get here.

Where I live no one talks to each other I can sometimes go without a face to face conversation. Sometimes being here are my only face to face conversations."

Our year in review

Focusing on our Strategic priorities

As the first year of our new strategy, with a new Director in place, there has been a need to take a breath. In spite of this, we have been incredibly busy, reflecting, planning and responding to the natural challenges of our work.

Proactively engaging our people to ensure we are living our vision & values

New staff received full inductions, and we continued refining our line management and support procedures. Wellbeing is always in mind with a weekly staff team lunch, monthly meeting and bi-annual retreat days. We focused on communicating more proactively with our volunteers via newsletters and face to face, enjoying events during the year including Christmas and Volunteers week where we awarded service badges celebrating 1, 5+ and 10 years of volunteering.

Reviewing, nurturing and clearly defining our partnerships

We have enjoyed re-establishing our relations with our satellite locations, in particular The Meadows, where we have agreed to new ways of working with Bridgeway Church and committed to ongoing partnership with the foodbank. In Bilborough we supported development of a new local volunteer leadership. Focus on bedding in new Trussell Trust funded advice provision has experienced some teething troubles, but provided learning on best ways of working. In Carlton, our Development Manager has continued to lead on building positive local relationships with corporates, schools, churches and individuals.

Understanding the impact of our work and interactions

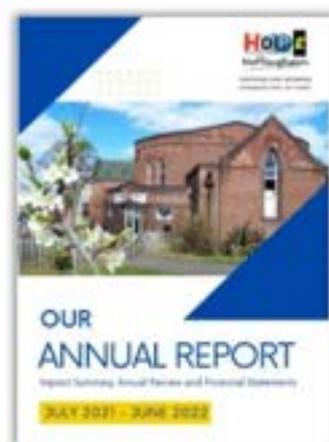
Our staff team were tasked with pro-actively reflecting and reporting on both qualitative and quantitative data and we produced our new style annual report incorporating impact for 2022-23. This acted as a wonderful celebration of the efforts of Hope Nottingham, with even long serving volunteers and staff expressing their pride and amazement at all we are achieving.

Investing in our marketing and communications, to expand our reach

A completely refreshed Hope Nottingham website offered a clearer reference point, as much for our team as the public on who we are, what we do and why. We also took advantage of a seeded Trussell Trust website for everything 'foodbank', recognising the importance of this partnership, and the reach of their brand awareness. Digital newsletters launched in Dec 2022. With regret we were unable to fill a planned Communications Officer position, resulting in having to postpone attention to social media.



"Just read the volunteer newsletter and really enjoyed it! You have a lovely warm way of reaching out to volunteers (and staff), hugging them and making them feel valued."



Our year in review

Strategic priorities cont'd

Delivery of quality community led and based services

Key to delivering quality services are our people and the year has very much been about ensuring we have the 'right roles and responsibilities', with the 'right people' in them, who are supported by the 'right line management'. This has involved much review, reflection and internal changes, including the decision that from April 2023, our Development Manager would focus solely on our Carlton Hub, whilst our Support Manager stepped up to oversee activities at Hope House, Beeston.

Our Area Foodbank Support Coordinator role significantly impacted the efficiency of our foodbank operations by providing much needed support to our remote volunteer teams, educating on signposting and appropriate referrals, as well as working on the introduction of electronic-referral. Nottingham City Council's Household Support Fund helped provide us with sufficient food to meet city demand.



Generating income to ensure a sustainable future

The year brought many unexpected financial blessings - events, an unexpected £10k legacy, increased individual giving and a fundraising partnership with the Victoria Centre, which exceeded our expectations. Our Founder and Ambassador was successful in securing a number of grants, a flurry having become available due to the cost of living crisis, in support of local charities, particularly with running costs. Nigel was also integral in a new Robin Hood Fund appeal which generated significant funds for local foodbanks with £10k for Hope. We continued development of our Financial Controls policy and procedures, further strengthening them in our annual review. Our improved digital marketing efforts also helped promote our cause.



*"We can have food coming out of our ears which is great but then there's not enough money for our gas bill!"
Nigel, for the Robin Hood Fund appeal*

*"We have been genuinely humbled by the financial support received, from every small gesture to buckets of cash from Victoria Centre's fountain!"
Andy, Hope Bookkeeper*



Our detailed reflection of the period over the next few pages follows our **G.R.A.C.E** model of Mission - **G**iving and **G**rowing, providing **R**elief, **A**dvice, building **C**ommunity by **E**mpowering and **E**nabling.

GIVING



Enabling individuals and communities to share time and resources for the benefit of others

Individual Volunteering

A 350 strong Hope Nottingham army of registered, regular volunteers were enabled and supported in a variety of volunteer roles - foodbank, our free-drop-in cafe, befriending, admin, foodclub, community meal, allotment, parent and toddler, youth services, driving and skills sharing.

Without these generous individuals (just some of our wonderful volunteers shown below) we simply could not carry out the work that we do, and if a cash value of the hours were calculated, it would amount to many thousands of pounds. We are immensely proud of the role we play in providing local people the opportunity to give back to their communities in safe, structured and supported ways.

350
regular
volunteers

"It's a place where I can help doing things with values that I approve of."

*"I get a great deal of satisfaction from helping people and enjoy all the friendships I have here."
Literacy Group Volunteer*

"We are creating a safe space for all, even the least confident"

"I'm not particularly religious but Hope is a bunch of enthusiasts, generous with their time who like to give to the local community. Volunteering is my way of giving a little to help others"

GIVING



Enabling individuals and communities to share time and resources for the benefit of others

Corporate Volunteering & Support

We also provided numerous opportunities for ad hoc volunteers from local businesses to give back to their communities. We have benefited from allotment days, fence painting, lifting and carrying, manning stalls at our Tesco National Collection days and general help, saving us lots of time and funds, whilst also helping local businesses fulfill their Corporate Social Responsibility in a meaningful and fun way!

DHL, Bridgeway Consulting and The Learning Pool were just some of those who supported us. John Deere repeated their Annual 'Day of Caring', purchasing £5k of food and saw the company's team purchase and pack 240 emergency toiletry parcels for us to supplement our standard food parcels.

Financial Support

Very generous financial support has been received from a multitude of people and organisations. We are extremely grateful for the support from individuals, churches, schools, community groups, businesses and local authorities.

Alderman White pupils created another moving 'charity single' for us, Interim Consult helped sponsor our Hope House cafe running costs and various Councillors donated to our Carlton Community Hub, funding a desperately needed new carpet. To name just a few examples. We were delighted by Victoria Centre's decision to make us their charity of the year for 2022-23, in what is their 50th anniversary year in Nottingham. Collecting, counting and banking the coins from the Emmet Fountain brought us a welcome challenge!

From a donated premium bond win to a surprise £10,000 legacy, and an early and unexpected Christmas gift of £21k from Capital One - all the financial support received has blessed us with a much securer future to further our vision to

'Inspire & Grow Communities of Hope'.



GIVING



Enabling individuals and communities to share time and resources for the benefit of others

Food donations

We were once again overwhelmed by the generosity of our local communities in keeping our foodbanks stocked with a wide variety of ambient food and toiletries.

Food donations come from many sources. We are constantly amazed to see Permanent Collection Points in many supermarkets being refilled daily.

Our foodbanks are visited almost every day by local people bringing food. Schools, universities, churches, businesses and other community groups collect huge amounts of food, especially at Harvest time and Christmas.



143
Foodbank deliveries

We are indebted to our amazing volunteer van team who tour every part of the city collecting and distributing food (see left). No task is too much trouble for them and as well as food, they have collected compost, slabs and other items for our allotment, even moving and banking bulk coin donations, as well as delivering equipment and making regular recycling trips for our Carlton Hub.

We could not achieve the safe management of our food stocks without the wonderful provision of huge warehouse space by The Arches and Trent Vineyard, in Lenton and support of the team there.

As expected with the Cost of Living Crisis, donations of food did decline and we received 6,423 kg less than 2021-22

However, we were still overwhelmed with the generosity of the weight of food our committed army of volunteers processed throughout the year amounted to over a humongous

164,423 kg

equivalent to...



327



393,790 cans of beans



81



34,046



1000



22



12,195 bars

18

GIVING



Enabling individuals and communities to share time and resources for the benefit of others

We operated our food banks in 14 local communities, including our base at Hope House in Beeston and new Community Hub in Carlton, with others facilitated by partnerships with 11 local churches and one council run library. From these we supported individuals living all across the city. In some locations we improved our signposting and referral practices, thus reducing the numbers of emergency food parcels issued. In others, local need saw an increase. This is shown below in the comparison of figures to last year (L/yr).

A number of locations (highlighted) have celebrated **10 year anniversaries** in this reporting period - a truly amazing achievement. We could not have operated all of these foodbanks without the amazing dedication of our wonderful teams of volunteers, to whom we are ever grateful.



Aspley St Margarets
Mondays & Thursdays
c668 parcels (739 Lyr)



Beeston Hope House
Mon, Wed, Thurs, Sat
c1172 parcels (935 Lyr)



Bilborough Library
Wednesday & Fridays
c434 parcels (534 Lyr)



Broxtowe St Martha's
Wednesdays
c400 parcels (347 Lyr)



Carlton Hub
Tuesday & Fridays
c1507 parcels (1068 Lyr)



Chilwell St Barnabas
Tuesday
c135 parcels (85 Lyr)

GIVING



Enabling individuals and communities to share time and resources for the benefit of others



Meadows Bridgeway Hall
Tuesday, Friday, Saturday
c1516 parcels (2041 Lyr)



Bethesda Ministries
Netherfield, Wednesdays
c 592 parcels (733 Lyr)



CRA Radford Arboretum
Saturdays
c 161 parcels (101 Lyr)



Radford Mount Zion
Tuesdays & Thursdays
c1161 parcels (949 Lyr)



Sneinton Salvation Army
Thursdays
c754 parcels (819 Lyr)



The Haven, Stapleford
Tuesdays & Fridays
c812 parcels (558 Lyr)



Montrose Court, Stapleford
Mondays & Wednesdays
c111 parcels (136 Lyr)



Grangewood Methodist,
Wollaton, Fridays
c172 parcels (110 Lyr)

*"To each and every volunteer that has supported the work of our foodbanks, a heartfelt **thank you**. Special appreciation goes to our Foodbank leaders, also volunteers who go above and beyond for their teams and their local communities."*
Dominique,
Hope Director

GROWING



Multiplying our work in our own community and others

Carlton Community Hub

Our biggest development achievement over the last two years, has been the continued growth of our Carlton Community Hub. After a year of temporary rent free Tenancy to trial the project, we signed a new 5 year commercial lease for the premises, commencing Jan 2023. This is a significant financial commitment, however the local community support and interest in the hub, has shown beyond measure that this project is both welcomed and needed. As much as we value our long term relationship with the former Main Street Methodist Church, we were delighted to finally install our own signage and to plan a Community Hub 'Official Launch' event in Sept 2023.

The hub's speedy development and strong relations with local organisations is a real testament to the hard work of our long-serving Development Manager, Michael Singh. Indeed we owe the development of many of Hope House's activities to him - our job clubs, literacy group, our Two's Company befriending and our amazing allotment, transformed from wasteland.

Michael has been supported by a wonderful volunteer team, from which (following a robust recruitment process) David Cobbin was recruited in Feb 23, as part-time Hub worker, initially funded by our friend Jigsaw Midlands.

HOPE
Nottingham
CARLTON
COMMUNITY HUB
Food bank
Drop in cafe
Befriending
Advice and support
Community activities
Tel: 0303 040 1110

"Today, as a support worker based in Carlton, I took one of our citizens to your Carlton cafe and foodbank.

The warmth of the reception and the care and service we received was brilliant. It was my and the citizen's first time and we were very impressed with the volunteers, the tea and coffee after and food served. Particularly, a big shout out for volunteer Reg, who was so professional and personable.

Thank you for the work you are doing and the way your Carlton team are going about it."
Unsolicited email



GROWING



Multiplying our work in our own community and others

Community Food clubs - Carlton & Inham Nook

Following local councils' decision to close Community Foodclubs in local Children's Centres, we received funding and equipment from Gedling Borough Council to set up a new food club in our Carlton hub to replace one closing in Netherfield. On the same principle as our existing food club at Hope House in Beeston, for £1 membership, members who live or work within 15 minutes, can attend and for £3.50 each week, receive fresh food sourced from FareShare worth £10-£15. Attendance has quickly reached 35 guests per week.

We were also very pleased to share our learning from running a food club, to help our friends at the Hope Community Hub in Inham Nook set up their own food club, maintaining the service for their local community. We continue to work in partnership with the Hub where one of our foodbanks is based, supporting their Steering Group.



"Our Carlton Hub

is more than just a physical space;

it's a shelter where the power of community and compassion transforms lives. The heart feels like God's Embassy, where the warmth of God's love envelops those who enter, especially those burdened with despair. As they walk in with heads bowed and eyes dulled by life's challenges, a remarkable transformation begins. Over time, you can witness heads slowly lifting, eyes sparkling with new found confidence, and hearts rekindled with hope. This place isn't just about individuals finding comfort; it's about fostering connections and breaking down the walls of isolation. The team at Carlton Community Hub, with the help of God and his guidance, orchestrates growth and healing. Through their efforts, people are not merely restored but renewed as active members of their community, ready to contribute positively."

Michael Singh,
Development Manager

Carlton Friendship Group

Initiated in April 22 as a trial in response to local people in Carlton enjoying the Carlton hub activities during the week, but feeling particularly isolated at the weekends, our Friendship Group has grown from strength to strength.

Shown below, it regularly has 35 attendees on a Saturday offering refreshments, social, interaction, quizzes and even sing-a-long music!

35

weekly
attendees



RELIEF



Management and distribution of essential provision to help people out of crisis

A huge part of our work is the provision of emergency food via our East & West Nottingham franchise with The Trussell Trust. We believe strongly in their referral system, whereby individuals are referred to us, rather than self-referred. This ensures we are acting as good stewards of the food donated to us, and provides the information necessary to enable us to support those in need out of crisis.

All our foodbank teams together help make a real difference in people's lives. Whether one or many people arrive at a foodbank session, the most important thing is that our volunteers are there, ready and willing to support, with a warm welcome.

Each parcel contained at least 3 days of nutritiously balanced food, so we provided a staggering **205,335** emergency meals - 11,601 more than 2021-22



In total **9,749** foodbank vouchers were processed by our 14 foodbanks

an increase on last year of **599** parcels

helping individuals with 3 day food parcels **22,815** times
1289 more than last year

3,663 children fed

5,776 adults fed

1352 Foodbank sessions over all 14 locations

Some of our Foodbanks operate for a single session each week, others two, three or four sessions per week.

What is most vital and common amongst all, is the continual commitment of the volunteer teams, to keep the doors open, come rain, snow or shine, never quite knowing who or how many people will arrive.

"The most important work we do is often not really about providing material things at all – as essential as that can be. The real 'gold' is helping people from despair to hope. That however tough things might be on the way, there can be a brighter future in store. Some of that is doing the material things. But a lot more of it is listening, giving time to people, showing we care about them and what they're going through, being alongside them, making them feel they belong and helping them see that they have real worth, potential and hope."

Iain Anderson,
Support Manager

RELIEF



Management and distribution of essential provision to help people out of crisis

Foodbank Referrers and Signposting

Our Foodbank referral system only works thanks to the relationships we build with local agencies and organisations, ensuring food gets to the right people, at the right time. Down from last year's 540 referrers, we cleaned our database, linking previously individually set up referrers to their organisations, and ensuring our only referrers are those best placed to identify those in crisis. These relationships also help us to build our local knowledge of the services on offer, enhancing our teams ability to signpost guests to additional help.

843

individual
referrers

404
registered
agencies



1550

foodclub
boxes over
the year

"It's allowed me to try and experience some new foods and has made a real difference with affordability"
Foodclub Guest

Hope House Foodclub

Established November 2021, our Community Foodclub has over 100 members with an average weekly attendance of 30-35. Surplus food is purchased from Fareshare and sorted into foodboxes which members collect.

A sense of community amongst the members is growing alongside the opportunity for a cuppa and a chat. It has also been wonderful to have seen new volunteer helpers taking a lead in running the club.



"We've been really impressed with the variety and quality of food and appreciate the value for money it offers"
Foodclub Guest

Guest help

A total of 41 Acts 435 referrals were made by our befriending team and fulfilled by our Acts 435 dedicated volunteers (left). Our role as advocate for the Acts 435 charity has enabled the provision of 28 white goods, beds, other furniture and ad hoc financial support for items such as school uniform, decorating materials and removal costs.



41

We have also signposted to The Arches, and used our own small discretionary fund (set up in memory of a deceased well loved guest - our dear friend Karl Rowland) to provide cooking equipment for homeless guests living in a tent, mobility scooter repairs, even a mobile phone for a homeless guest to support their job search.

We have also distributed warm items and slow cookers to vulnerable individuals thanks to the Mayor of Broxtowe campaign.

ACTS
435

24

"Our Acts 435 partnership has helped guests who have lost belongings in house fires, who have moved from foster care to assisted living and so much more"
Iain Anderson
Support Manager

ADVICE



Bringing wide range guidance to provide accessible, integrated direction in a supportive environment

Signposting our guests to other local organisations is a key aspect of our work, particularly for financial and welfare advice. Our mission is to provide specialist advice to reduce debt, maximise incomes and prevent future reliance on food banks.

We have continued to benefit from The Trussell Trust funding providing the two session a week Citizens Advice Broxtowe outreach in Beeston which commenced Feb 2022. This funding expanded in September 2022 and new advice services included one session of Step Forward Debt Advice in Beeston, two advice sessions provided by Nottingham & District Citizens Advice, one each in our Broxtowe and Aspley foodbanks. The Ark also began attending our Carlton Community Hub's two foodbank & cafe sessions. The total results over the period have been amazing, as shown below.

"Our advice worker, Jenni, has had terrific success stories including a lady on very low income from Universal Credit and attempting to care for her disabled son. Jenni discovered a 2 year long miscalculation and had the Department of Work & Pensions reconsider the award. This lady has been paid over £14,000 of back payment of benefit, alongside updated benefits of £600+ per month. This prevented the lady losing her home, facing court proceedings from council tax debts and untold levels of emotional distress.

Although, this lady's case is an extreme example of Jenni's work, it is indicative of the type of wrap around support having a welfare rights service located in a food bank can provide. We look forward over the next year to help alleviate hardship and poverty from more foodbank users. We look forward even more to the day when our society is such that these kinds of services are no longer required."

Joel Baldry,
Project Manager, The Ark



156
guests achieved
or are expected
to gain
financially

317
guests supported
with advice
across 4
locations



29 people were
helped to manage
£199,742
of debt with
£23,442
written off

"A significant proportion of our foodbank referrals are as a result of debt, but this can be hidden under the tick box 'low income'. Helping people out of debt really needs dedicated and long term support"
Claire, Hope's Foodbank Coordinator

ADVICE



Bringing wide range guidance to provide accessible, integrated direction in a supportive environment

Sally
Bestwick
CEO of CA
Broxtowe

"Our organisations have been working together for many years now since Hope Nottingham started their work in Beeston. Since then we have worked on joint funding bids, shared resources and trained each others staff and volunteers. We currently run outreach sessions in some of the Hope foodbanks several times a week.

During this time our organisations have worked on a variety of different successful projects and we have found Hope well organised with the ability to achieve any targets necessary.

They have strong management team with a willing and able volunteer workforce. Many of their volunteers have previously been clients who have developed skills and experience enabling them to transition from crisis.

The whole team carry out their work professionally, on time and to budget whilst always displaying empathy and compassion, always keeping the people they serve at the heart of everything they achieve.

They are extremely well regarded by partner organisations within Broxtowe and the wider community for their excellent work. As they have gone through a gradual expansion since inception they have integrated partnership working into their plans and it is a pleasure working with them to achieve positive and long term outcomes for their service users."

citizens
advice

Broxtowe



A total of
£195,866
in financial gains
for guests across
all advice
providers

"Emma our Outreach worker from CA Broxtowe has become a true part of the Hope House Community. We are so grateful for The Trussell Trust funding & support to enable this service"
Dominique,
Hope Director

58

of the guests
are no longer
expected to use a
foodbank

"The guest presented at the foodbank, both her and her husband had recently been given leave to remain & work in the UK and their asylum support was ending. Both her and her husband had started work and were awaiting their first payment of Universal Credit. We assisted the client with applications for child benefit, child DLA and subsequently with Carers Allowance. These claims were required to be made consecutively as they couldn't be made until the previous benefit was in place. The family are £869 per month better off as a result of the advisers assistance."

Simon Mee
General Advice Service Manager
Nottingham & District
Citizens Advice

citizens
advice

Nottingham
& District



COMMUNITY



Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Hope House Cafe Beeston

Our free drop-in cafe 4 mornings a week, alongside our food bank, ensures guests are welcomed by true hospitality - food and friendship.

Breakfasts were provided free of charge, prepared and served by volunteers - our busiest day serving 61 by 10.15 am! The space was also used for celebrations including our Volunteers' week and Christmas celebrations.

A variety of regular and ad hoc support agencies have enhanced accessibility of help for our guests to offer 'pop-up' style sessions including local PCSO's, Framework Street Outreach, Broxtowe Housing team,

Notts Police Cyber Crime team, NHS digital Inclusion, Beeston Rotary Club, Places of Welcome, Nottingham Trent University, Nottingham University and the Joseph Rowntree Foundation.

Hope Cafe at Carlton Community Hub
Carlton's twice weekly lunchtime cafe runs alongside the food bank and has a wonderful team of volunteers cooking light lunches including soup, toasties, chip cobs, and freshly based goods - real comfort food!

As well as Trussell Trust funded advice provision for foodbank users by The Ark, there is a regular outreach worker from Gedling Borough Council. There have also been visits from Gedling NHS Health advisory team, Better Housing, Better Health advisors and Nottinghamshire Fire Service.

We are delighted that on Wednesdays the space is still used for community activities with The Active Health Coach still providing a weekly 'Falls Prevention Class', incorporating chair based exercise and opportunity for social connection after the class.



120
breakfasts
per week



"Those visiting us for the first time are often shocked that they can get a home cooked meal, freshly baked cakes and unlimited hot drinks all for free"
Volunteer



COMMUNITY



Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Supporting local families with young children

We provided 40 sessions of our Hope House **Little Angels Toddler Group**, led by our Youth & Community worker alongside our dedicated volunteers. Attendance in the first half of the year was erratic however since December 22 a small community of around 12 families has formed supporting each other, which has welcomed mums from a local refuge.



40
sessions

"Just a big thank you for everything. Jade and the team have been a massive support to myself and children"

Toddler Group
Guest

We are grateful to be able to partner with other local organisations, and our Carlton Hub continues to offer our facilities an afternoon a week for Netherfield Children's Centre to offer a similar 'stay and play' service.

Both the Beeston and Carlton activities provide families with an important access point to other services, such as drop-in cafes, foodbank and food club, helping local people build wider community connections.

Arts & Crafts at Hope Nottingham

Initially instigated and supported by Jigsaw, our Carlton Hub's Arts & Craft Group is a volunteer led initiative, held weekly. The three volunteer leaders offer the 20+ attendees a variety of crafts each week, including sewing, knitting, painting, crochet, anything that takes the group's fancy. One guest who had never sewn before created the most beautiful patchwork quilt!

At Hope House, a small but developing dedicated card making group on Mondays and knitting group on Thursdays, provided a connecting activity for cafe guests.



COMMUNITY



Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Whilst all our activities are centred around building community connections, we continue a dedicated focus on projects aiming to reduce social isolation.

**Our
befrienders
made over
1000 calls to
isolated
individuals**

Two's Company Befriending

In partnership with Linking Lives' Two's Company befriending project, we supported 27 'Link friends', recruiting volunteers, providing training and support to the appointed befrienders, who make weekly calls to reduce loneliness and isolation in our community.

Those needing support were either referred or self-referred to our service. Our original Coordinator, who herself originally referred herself to the service, also produced monthly activity packs to send out to provide both a talking point and distraction from feelings of loneliness. We have continued this service, moving to digital packs where appropriate.

"Even though my link friend is now in a home, we made a 'life friendship' and I'm continuing to visit him once a week. His eyesight is not good but we just have a cuppa and a chat" Two's Company Befriender



"Our friendship started in lockdown and I know how valuable it is to my link friend. Over time we have build trust and we both look forward to our weekly call"

Hilary, Two's Company Befriender



Hope House Friendship Club

Originally only hosted at Hope House, we have had the responsibility of running the club since May 2021. The weekly Tuesday sessions meet the group's ongoing need for social interaction in a safe place. This year has benefited from our Friendship Coordinator having more communication with the local community resulting in local social prescribers encouraging new members. A consistent 15 members attend each week. Sessions have included quizzes, speakers, live music groups, card-making and origami.



Friendship Club Attendees fed back they come to friendship club "so I don't feel lonely", for "companionship" & "interaction with my age group", "to meet others and keep my mind occupied"

"I am fortunate to be a member of friendship club. We all appreciate the work that Rosie is doing"



COMMUNITY



Enabling all to be helped and to help, to give and to receive, enjoying both support and belonging

Hope House Community Meal

Initiated and led by members of our community, our monthly Community Meal reached its first year milestone having started in May 2022. We offer a two-course cooked meal for anyone in the community, on a 'pay what you can afford' basis. Our aim is to provide community connection as well as a hot meal in a warm, safe, and friendly space, also providing cooking and volunteering opportunities. We continue to take into account dietary requirements, with increased emphasis on vegan and gluten-free options. Where possible for key months, entertainment has also been provided such as live Irish music on St Patrick's night and quizzes. Christmas saw the busiest meal with 70 guests attending.

540
meals
provided



Hope Community Allotment

Our hard working allotment team delivered additional freshly grown produce (strawberries, raspberries, potatoes, gooseberries, lettuce, spinach, cabbage, broccoli, apples, courgettes, tomatoes, squash, chard etc) for our Community food club, and to supplement emergency food parcels. It has also played a key role in providing fresh fruit and veg ingredients for our monthly community meal.

This year, the team have re-barked paths, netted growing beds and tunnels, all to enable better growing conditions. The core of dedicated weekly volunteers brave all kinds of weather, at times benefiting from from ad hoc corporate volunteer teams.



EMPOWERING



Enabling people to live more stable and fulfilled lives and find worthwhile occupation

We continued to provide multiple opportunities for local people to volunteer, reducing isolation, helping individuals gain confidence and make connections in their local communities, as well as providing meaningful opportunities to support others. We helped with skills development and support of particular guest development needs by providing:

Literacy Group

Our Literacy group volunteers provided around 39 group sessions on Mondays at Hope House, term time. Offering kind and tailored support to local people wishing to expand their skills in a safe environment, a core group of around 10 guests attend.

Focus has been on creative writing, poetry, and improving their literacy skills, as well as building a sense of community and enjoyment around learning by exploring language together.

ESOL Group (English for Speakers of Other Languages)

Our ESOL group developed in 2022 as an offshoot of the Literacy Group in response to local need, and thanks to Karen, our lead volunteer. The term time weekly group helps people who have recently arrived in the UK - mainly from Hong Kong, the Middle East and the local Pakistani community - to improve their English.

Teaching in small groups in order to tailor to the needs of the guests, our team of six volunteers have been able to support around twenty students, some of whom are developing further community links, now progressing to courses at Nottingham College and Nottingham Trent University.

Job and Computer Clubs

Our Employment Pathway volunteer team provided over 100 drop-in sessions at Hope House, and at Beeston and Stapleford libraries across the year. The sessions offer job search advice, help with online applications, C.Vs and general IT support, with weekly attendance of 10-15 guests across the sessions. The dedication of our volunteers were shown when one library closed for refurbishment and they wasted no time in securing replacement space at the Carnegie Centre ensure continuity of sessions in Stapleford.

We continued our partnership with Martin Curtis of Jigsaw at our Carlton Community Hub providing a fortnightly work club. We also appreciated his professional advice and time given to meet with our volunteers, sharing his expertise and resources.



Over
250
sessions
across all
activities

"One regular attendee comes as much for the social connection as he does for the practical help."
Job Club
Volunteer



EMPOWERING



Enabling people to live more stable and fulfilled lives and find worthwhile occupation

Youth Renew Wellbeing Cafe

We continued our partnership with Renew Wellbeing to offer a Thursday early evening Youth Café, to young people aged 9 - 14 years. Our focus is on providing a safe, calm space where 'it's ok to not be ok' and the five areas of wellbeing: connection, being active, taking notice, learning and giving.

Our Youth & Community Worker serves alongside a small team of volunteers to provide a safe and calm space, with shared food prepared together, craft and game activities, alongside optional reflection and prayer.

Although spaces are limited, and attendance sits between 10-12 young people each week, we believe this has greater impact than a traditional high attendance youth group. Many of the young people face individual challenges such as ADHD, autism, eating disorders or general mental health concerns, and our approach enables sharing of concerns.

Prayer and Faith based activities

We endeavour to support the spiritual wellbeing of those in our community (whether guests, volunteers or staff). We recognise the role of chaplaincy, in being present with and alongside people, is one key way of doing this.

At Hope House, our Chaplain leads on our rhythm of prayer, and we offer a short morning and lunchtime prayer Monday to Thursday, at the start and end of cafe sessions. Entirely optional and low key, it has benefited guests, staff, and volunteers, as a moment to pause and reflect.

Guests and volunteers also had opportunity to share in watching 'The Chosen' series 2 and 3, a story about the life of Jesus and a simple way to facilitate faith conversations, with the average of 8 attendees each week.

We also offered the 8 week 'Wellbeing Journey' produced by Hope and Kingsgate Church, attended by 10 per week. It explored a holistic approach to wellness (including our financial, physical, relational, emotional and vocational health). The course was further enhanced with two nutritionist led sessions, and one on spiritual wellbeing.

Throughout the year, our Chaplain also supported staff and volunteers' wellbeing, offering 'as needed' and 'second level' support to guests referred by our volunteer befrienders, in single or 6 session blocks.

"The behaviour of the young people has dramatically improved from this time last year. What a wonderful thing to witness."
Eleanor,
Volunteer

Renew Wellbeing

Quiet shared spaces
where it's OK not to be OK

"I love coming to youth – food is great, staff are lovely & we get to learn new things."
Young Guest



"Prayer time is really good. It revs you up for the day!"
Guest

"It's good to observe other Christians... willing to learn, recognising each other's gifts and service, it's a blessing to be around others to see this. We shouldn't underestimate this."
Guest at "Wellbeing"



"The best bit was hearing other peoples' responses"
Guest at
The Chosen

ENABLING



Developing a robust organisation with effective governance, policies and procedures

Policy Development

We continued our review and development of policies and procedures.

Our existing policies included: Financial Control and budgeting; Equality, Diversity & Inclusion; Whistleblowing; Safeguarding; Driving & Vehicle Safety; Staff review; Leaves of Absence; Lone working; Domestic Abuse; Personal Relationships; Health & Safety; Supporting & Maintaining Staff Attendance; Recruitment, Induction & Probation.

This year saw review and development of the following:

- Code of Conduct and 'Dignity at Hope';
- Financial Reserves;
- Incident Management & Reporting;
- Resolutions policy (Grievance and Mediation);
- Compliments, Concerns & Complaints;
- Our Charitable objective to 'Advance the Christian Faith'.

In addition the following sub committees were set up:

- Finance - Treasurer, Deputy Treasurer, Director & Bookkeeper
- Christian Faith Focus Group - Chair, Trustee, Senior Management, Chaplain, Founder.
- Safeguarding - Director and Safeguarding Coordinators

Supporting our Foodbank Network

A huge focus post pandemic, has been re-building relationships with our satellite foodbanks. Our Area Foodbank Coordinator (appointed April 2023) has done an amazing job, travelling all around the city via bus and van, to support whichever of our 26 weekly Foodbank sessions.

This post also has responsibility for managing our food collection and distribution, overseeing a small volunteer van team, ensuring each foodbank is well stocked.



Russ Olding,
Ops Manager
The Haven
Centre

"We have felt more connected to the work of the Foodbank across Nottingham. There are always frictions when ministries operate in partnership with other organisations, however you have helped our team feel part of something bigger than just our location whilst remaining a team in their own right"

"There is a very common & unhelpful misconception that 'policies and procedures' are just 'tick-box' exercises or stifle creativity or growth. I wholeheartedly disagree and have seen our policy development make a real difference to how we listen to and support each other, collaborate and make informed decisions"

Dominique Scott
Hope's Director



"We have at Meadows Foodbank, really appreciated Claire's assistance and support in her role. Both with managing guests with issues and stopping the misuse of vouchers, her swift action is appreciated.

She also has a very sympathetic and helpful approach with volunteers."

John, long serving volunteer leader



ENABLING



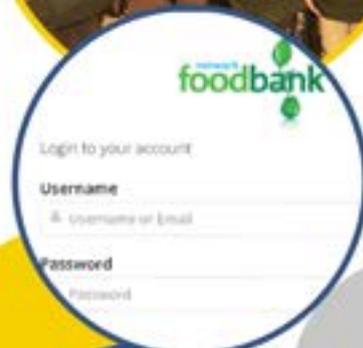
Developing a robust organisation with effective governance, policies and procedures

Improving our foodbank process with electronic referral

With more organisations supporting and referring remotely, winter postal strikes, being mindful of limiting paper waste, and effective use of time and resources, we recognised the limitations of our long used paper based foodbank vouchers. In November 2022 we ceased issuing paper vouchers, and began the huge challenge of switching existing referrers and our volunteer teams, over to an Electronic Referral System, supported by The Trussell Trust. We invested in tablets for the busier foodbanks, and our Foodbank Coordinator began the switch over project. Some have embraced more easily than others, and with such a large team of volunteers, we recognise this is a long-term and ongoing project. We are already seeing the benefits of going digital - any additional support needed by particular guests, or abuse of the voucher system can be quickly identified, our data is more accurate and up-to-date, and data protection is much improved. Our database of referrers also provides routes to signposting, and better understanding of how agencies are engaging with guests.

Sharing Hope Nottingham's Good News

A significant achievement in the period was the very low cost development (produced in-house), of a brand new website, which launched in November 2022 - a true celebration of the many things that Hope Nottingham is and does. Alongside this, we utilised a foodbank specific Trussell Trust seeded website. You can see both websites here: [Hope Nottingham](#) and [East and West Nottingham Foodbank](#). Again, recognising the need to move from paper, and to communicate more widely and regularly with our supporters, we launched our Digital Newsletter in December 2022. Back issues can be viewed [here](#). These projects have impacted both internally and externally, and we are proud to share the great work of our staff, volunteers, and partners, and their impact on and support of our guests. We recognise there is still more we can do to share Hope Nottingham's news. Future focuses will include social media, while still being ever mindful of managing our operating costs.



"This regular newsletter is wonderful, and I can't thank those involved enough for the time in thinking, producing and sending it on a regular basis. It really helps to know what is going on as we can only sense a little bit of it where it is relevant to what we do. As a volunteer, I can see how the staff deal with so many different areas of concern and still have that wonderful sense of humour. I love to see the smiles and laughter and, sometimes, concern for each other. Keep it up! I can honestly say I'm glad to be a very miniscule part of Hope House."

Elizabeth, one of our Office Angel Volunteers



Looking forward 2023-2024 Continuing our 3 year Strategic Priorities (Year 2)

Our Vision will continue to be that local neighbourhoods in Nottingham are inspired and supported in their growth to become Communities of HOPE, addressing poverty of resource, relationships and identity, via provision of our GRACE model of Christian Community Development, enabled by volunteering.

Having had 3 trustees come to the end of their terms in 2022-23, two new trustees in post, and at least a further two to be recruited to achieve our current minimum target of 7, it is essential we focus on our Governance team. This will include robust recruitment, selection and induction as well as encouraging active involvement and connection in the day-to-day.

In order for us to pursue our vision, we continue our strategic phase to **reflect, review and strengthen** our existing activities and ways of working, focusing on the following priorities:

Engage our People



Positively engage with our people (staff, volunteers, Trustees), to ensure we are living our Vision, Mission & Values

Living our values of
Working Together, Belonging & Trust

We will review and refresh our volunteer management, alongside set up of a new volunteer management system for internal communications, engagement activities, and training. This will be informed by a volunteer survey in Autumn 23. With a high proportion of new Trustees in our Board, it is essential they are properly engaged with our Mission, Vision & Values and connect well with each member of our staff team for mutual benefit.

Our Partnerships



Review, nurture and develop our partnerships to ensure they are well defined and in line with our Vision, Mission & values

Living our values of Trust,
Working Together & Positive Change

We will continue the detailed review of current partnerships using feedback, learning from the past, and identifying new opportunities. We must prioritise getting updated and documented Memorandums of Understanding set up for all foodbank locations. Expanding and maximising our corporate partnerships is also vital, whether to enhance our knowledge, resources or financial sustainability.

Looking forward to 2023 - 2024

Quality Services



Deliver quality community led and based services that meet the need of each Hope Nottingham location.

Living our values of **Compassion, Belonging & Positive Change**

We will continue our ongoing review of all Hope Nottingham's current activities, ensuring that the staff and volunteers involved are suitably recruited, trained, resourced, and supported to effectively meet local need.

We will work with local leaders and communities proactively, to further develop services as a longer term project, prioritising as necessary.

Communications



Invest in our marketing and communications to deepen and expand our community reach.

Living our values of **Working Together, Belonging & Positive Change**

Following great feedback on our new website, we plan to refresh it annually with new photos, and focus on making food and fund-raising resources easily accessible for our supporters. We will expand on our well received digital newsletter, creating one specifically for foodbank referrers. As well as focusing on Facebook, we aim to develop our faith-based communication, including providing faith based resources for our website.

Understand our Impact



Understand the impact of our work and interactions so we can be informed and agile in our support of local people.

Living our values of **Compassion, Trust & Positive Change**

We will look for appropriate ways to educate our staff team in measuring impact. This year we will proactively seek guest views through feedback slips in all locations, a volunteer survey. We will hold planned meetings with volunteer teams and partners to ensure our support is well informed. Sensitivity in collating and reporting on our impact is key, and through this we will demonstrate our core values of trust, compassion, positive change.

Financial sustainability



Generate income and fundraise to ensure a sustainable future so Hope Nottingham can meet growing local need.

Living our values of **Working Together, Trust & Positive Change**

Focus will be on building fundraising capacity through trial of a part time bid writer, and our new Volunteer Manager focusing on developing fundraising volunteering opportunities, for both individuals and corporates. We will research and invest in a new supporter database, to be better informed about our current giving patterns, and to enhance our abilities to thank donors promptly and appropriately.

A prayer of thanks for the last year and of blessing and hope for the year ahead from our Founder

In my first year as no longer Director of Hope Nottingham, I've visited our various food banks and community hubs, with such gratitude to God, and to so many people continuing to do amazing work each day, showing compassion, and enabling such positive changes in many people's lives.

As I've read this report, I'm left with a sense of awe and wonder. I wonder how I ever managed to oversee it all. Well, maybe I didn't – manage that is! Nevertheless, I'm extremely grateful to my successor Dominique, the trustees, all the staff team, the many volunteers, and countless supporters, that continue to take this work on to new heights.

Although the scale of what we do is now quite breathtaking, one of the ways I am most blessed, is when I see individual people who are so moved by the practical love of God that we have been able to share with them, that they join in and help others. Those who have appeared to have no hope, become bringers of hope to others.

With these things in mind, I offer this prayer:

"Loving God, we are thankful that You have helped so many of us to work in unity to bring love, compassion and practical help to so many people in and around Nottingham.

We thank you, that as we have united in this way, we have continued to grow as a community that reflects your love for us.

We pray now that you would continue to bless this work, that those who help and those that are helped may discover God's blessing and peace in and for each other.

Amen!!"



Read the history of Hope Nottingham's growth from breakfast on a camping stove to today [here](#)

*For I know the plans
I have for you;
plans to give you
hope and a future.*

- JEREMIAH 29:11

You can watch Nigel speaking about the Hope Nottingham story and his love of doughnuts [here](#)

Governance structure

Legal status

Hope Nottingham is a Charitable Incorporated Organisation registered in England and Wales number 1161248. We were established in 2010 and incorporated in 2015. We are governed by our Articles of Association, last reviewed and adopted on 13 April 2015, which sets out our principle objectives: the relief of poverty, sickness and distress, and to advance the Christian faith.



Governance

The Trustee Board are the charity's governance and legal directors. They make all major decisions, and meet 6 - 9 times a year to discuss and agree policy and the strategic direction of the charity.

Members of the Board serve a three-year term, after which they are eligible for re-appointment for a further two 3-year terms. They have the responsibility for governance and strategic direction of Hope Nottingham, ensuring we uphold our vision, mission and values and deliver on our key objectives. All Trustees gave their time voluntarily and received no benefits from the charity.

Hope Nottingham aims to have a range of skills on the Board and uses a skills audit to identify and address any skills deficits. Existing volunteers can elect new trustees.



Trustee recruitment, appointment & selection

Trustees are recruited via advertisements and by word of mouth. Applicants are asked to complete an application form and then shortlisted. Applicants are interviewed using a structured interview format by the Chair and at least one other Trustee and prospective appointees are then Basic DBS checked and references sought. If successful, they are then invited to attend a Trustee meeting as a guest at which the other trustees can vote.



Trustee Induction & training

New Trustees receive an induction which includes a visit to, and tour of Hope House, to familiarise themselves with the charity and its operations. They are also invited to complete appropriate external training and cascade the learning as appropriate. New Trustees are required to read the Charity Commission document CC3 - 'The Essential Trustee: what you need to know, what you need to do', and complete a Declarations of Interest and sign the charity's Code of Conduct.

Our Board of Trustees during 2022-23



Dr Paul Kirkwood (Chair) brings 32 years' multi-national healthcare company experience, with technical management roles including Director of Manufacturing, Director of Security and Crisis Management, and Director of Health, Safety, Environment and Security. He lives in Nottingham and joined Hope as a volunteer in 2014, has been a Trustee since 2015 and became Chair in 2017.



Mary Heritage worked in the NHS for 35 years, most recently in Senior Leadership, and was Chair of the Royal College of Speech and Language Therapists (2020-22). She has vast experience of governance, community partnerships, patient engagement and is a Qualified Coach. Now Senior Lecturer at the University of Lincoln, she has been involved with Hope since 2008, a Trustee since 2016 and stepped down in February 2023.



Dr Simon Duxon is currently employed as a Consultant at Ikano Bank. He volunteered at the forerunner of Hope Nottingham - Parish Pantry - cooking breakfasts and befriending, and became a Trustee of Hope Nottingham in 2017. He became Treasurer in 2017. Simon lives in Nottingham and has been an active member of local churches, with both Church warden and Treasurer roles. He stepped down in February 2023.



Callum McNab has over 10 years' experience in Human Resources, Employment Rights and workplace best practice. A current Civil Servant, he started his career at the Advisory, Conciliation and Arbitration Service (ACAS), and has worked for several government Departments and Agencies in HR roles. Callum lives in Nottingham and joined Hope as a Trustee in early 2020 and served until Feb 2023.



Anne Willmot brings over 20 years of charity experience, working with business leaders, Government and voluntary sector organisations at the Prince of Wales Responsible Business Network, and Business in the Community. Anne lives in Nottingham, is a Church Warden of a local church and joined Hope as a Trustee in 2020 taking on the role of Secretary.

Our Board of Trustees cont'd



Christiana Zowonu has 30 years' experience in Accountancy and Finance, currently working as a Financial Controller. She has been involved with various charities for over 10 years as both Treasurer and Fundraiser, and is enthusiastic about passing on her knowledge of accountancy. Christiana lives and worships in Nottingham, and joined Hope as Assistant Treasurer in 2020 and overall Treasurer in Feb 2023.



Charlotte McCourt joined in Feb 23 and is an accredited member of the Civil Mediation Council, experienced workplace mediator and level 7 Human Resource Management lecturer. She manages her own HR Consultancy supporting organisations with HR training and projects. Her passion is people engagement. Charlotte has also previously worked for a Catholic Schools Trust and lives near our new Carlton Hub.



Jez joined in Feb 23, bringing 25 years experience in leadership and management roles for multi-national engineering firms. He previously led a local charitable social enterprise, spent 5 years as a Business Manager in a local school and still provides consultancy. He volunteers at Citizens Advice, Bilborough food bank and maths tutors at a local school. He lives in Beeston and worships at St Barnabas in Lenton Abbey.

"It has been a privilege to be involved with Hope Nottingham since its first inception, first as a volunteer and secondly as a trustee. The work the staff and volunteers do there is amazing and I wish to thank them for that both past and present. I would also like to thank the trustees for their support over the years.

I wish the best for Hope Nottingham in the future and hope to be involved again when personal commitments allow."

Simon Duxon
Long time Volunteer &
now former Trustee



"I have loved playing a part over many years bringing in insight and experience from my work life, and offering ideas for the strengthening of strategic direction and governance. Hope Nottingham is a very special organisation to be involved with – and the impact of its work on our City and our people continues to be inspiring – a wonderful opportunity to be part of something so transformational."

Mary Heritage, now former Trustee 2016 to 2023 & now volunteer coach to our Director



Our sincere thanks to all our outgoing, current and soon to be appointed Trustees – **"Plans fail for lack of counsel, but with many advisors they succeed."** Proverbs 15:22

Our Staff Team

Senior Management

Operational management is delegated by the Trustees to the Senior Management team, who are accountable to the Trustee Board for the stewardship of the charity. During this period the Senior Management Team consisted of:

Dominique Scott - Interim Director May 2022 and made permanent April 23

Michael Singh - Development Manager

Staff Team

In this period Hope Nottingham employed a total of 13 staff, with only 2 being full time and the rest part time, totaling a full time equivalent of only 8.3 (310 hrs per week) to oversee the activities of the 350 registered volunteers, 14 foodbanks including 2 hubs and numerous activities.

Remuneration

Our pay rates are historically based on the National Joint Council (NJC) pay scales in terms of definitions of responsibilities, and benchmarked against other charities as part of our commitment to fair and equitable pay. We are committed to providing the Real Living Wage as stated by the Real Living Wage Foundation, and any spine points which fall below this are uplifted accordingly. If a post's levels of responsibility change significantly, we will review the salary to ensure it is appropriate and revise it if necessary. We reserve the right to re-evaluate our pay structures, but will do so in proper consultation with our team. The Trustee Board oversees the pay, pension and benefits of all staff. We endeavour to provide an annual cost of living increment, although this cannot be guaranteed. The increases are researched and determined by the Trustees bearing in mind affordability for the charity and economic factors.

Equality & Diversity

We are committed to our Equality, Diversity & Inclusion policy and procedures, ensuring Equality Impact Assessments are now included in the development of all policies. We also promote 'Dignity at Hope' with clear guidelines on expected standards and how to report concerns.

Trustees' Report

Public benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales. Guests can come to any Hope Nottingham activity or event and receive various kinds of help and support without any charge.

We have considered the information contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives, and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set. All our charitable activities further our charitable purposes for public benefit, focusing a wide range of activities that address both immediate needs and seek to move people towards personal growth and fulfilment.



Risk Management

We have a risk management policy and register to ensure identified risks are monitored and mitigated. The Director and Trustees consider new risks at each Board meeting. Our key risks and their mitigation are:

- Loss of or significant decline in fundraising - in 2023-24 we will continue our Fundraising review and trial a part time bid writer role;
- Large un-foreseen building expenditure - we continue to take a proactive approach to building upkeep and maintenance;
- Significant financial investment in acquisition and running of the Carlton Community Hub - clear budgeting and proactive fundraising;
- Key person (be they staff or volunteers) dependency - we ensure robust systems to understand roles and standard operating procedures and to ensure good management of our people, and are focused on supporting their well-being and contribution;
- Staff and volunteer training - investment will be made to ensure our people are as engaged as possible to deliver quality guest service;
- Disconnection with our remote locations - we continue to work to avoid this through operational support, comms and engagement.



Safeguarding

We recognise our legal and moral responsibility to protect everyone involved in Hope Nottingham from harm. In this period we had appointed staff as Designated Safeguarding Lead and Deputy Lead, and review our detailed Safeguarding Policy annually.

We are members of Thirtyone:eight - an Independent Christian Charity who provide advice, resources and training in Safeguarding, and facilitate our DBS checks.

Financial Review

Financial review

The financial position of the CIO is strong at the end of the year, being blessed with £283,601 in general funds, following the various support detailed below. The trustees are very happy with this position, which will help our strategic objectives, particularly the continued development of our Carlton Community Hub, strengthening our Satellite foodbank relationships, responding to increased demand, food stocks sustainably and focusing on our strategic priorities.

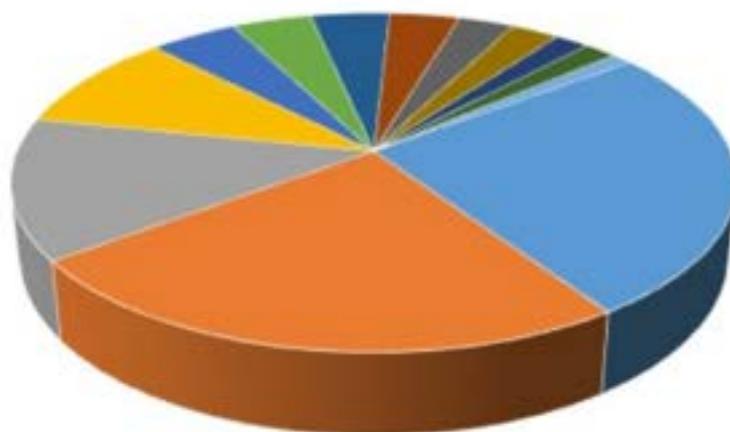
Donated & Purchased Food

Our foodbanks could not operate without the generous volumes of food and essential items such as toiletries, laundry, hygiene products and nappies which are donated to all of our foodbanks. We are truly blessed by the individuals, groups, schools, colleges, Universities, workplaces and businesses supporting us. For the first time we have included the equivalent cash equivalent value of donated food as an income and direct expenditure of £167,305 in our formal accounts. We are keen to highlight this, alongside the Household Support fund that has also inflated our income by another £175,000 spent entirely on food and which is unlikely to continue beyond March 2024.

Income breakdown

In the year July 22-23 our financial income amounted to £708,466 a considerable increase of £349,225 on last year's £359,221, largely based on the Household Support Fund (total £183,500), increased cost of living support grants, an unexpected legacy, and ad hoc donations.

Income Breakdown



- Household Support Fund 26%
- Individual Donations inc Gift Aid 24%
- Other Grants & Donations 13%
- Trussell Trust 10%
- Corporate Support 5%
- Garfield Weston 4%
- Notts County Council 4%
- Church Donations 4%
- Raising Trust 3%
- Beeston Consolidated 3%
- Lettings and FoodClub 2%
- Broxtowe Borough Council 2%
- Community Donations 1%

Financial Review continued

Fundraising

We are incredibly grateful to our financial supporters for their continued generosity. Without them, we couldn't continue our work. Our voluntary income comes through a wide range of sources. We have recognised our reliance on grants and, as part of our strategic priorities will continue to focus on raising awareness of our work and providing more opportunities to support our fundraising efforts. Hope Nottingham does not engage professional fundraisers. We currently use a number of fundraising platforms, the most popular being Local Giving, CAF and Stewardship.

Individual giving

Individual giving accounted for £144,703, £12,551 of which was restricted, largely to the Carlton Hub, Food or Satellites. Individual giving was boosted by all the activities of our partnership with Victoria Centre whose efforts in encouraging donations, through various events, amounted to £17,991. In addition we also had an unexpected £10,000 legacy.

Grants

The large unsolicited Household Support Fund enabled us to meet foodbank demand, and our financial position would be very different without it. We also received significant funds from local councils, other charities and funders (full details shown p57). We recognised a key person dependency on grant applications by our Founder, and will work to address this.

Church and Community

Donations via local churches amounted to £26,512 with £2,500 restricted for our allotment, £3,739 for Carlton, £681 for food, and £456 for our Satellites. We have many volunteers from different churches and are proud to help different denominations to serve local need. Various community groups also supported us donating funds of £6,490 unrestricted, and £1,466 restricted for Carlton.

Corporate support

We were delighted to accept an unrestricted £21k donation from Capital One in Dec 22, £5,811 from John Deere (with £5311 spent on food), £2,000 from LDC (food), £2,000 from British Gas, £1,350 sponsorship of our Beeston Café from Interim Consult, £1,000 Ampton Electrical Services, and many other small corporate gifts through the year, alongside food donations and volunteering.

Income from trading

To assist in funding our running costs, and where it doesn't interfere with services, we will take room bookings at both Carlton and Beeston, which generated £4,266. Our Foodclubs - where fresh food boxes are sold for £3.50 (but with value of £15-£20) brought in £8,570 covering FareShare foodcosts and consumables, with limited surplus towards overheads such as utilities and staff support.

Financial Review cont'd

Satellite Foodbank funds

The day to day finances of our remote foodbanks - 11 based in local churches and one in a council run library, are organised by location, reflecting their unique situations. Bilborough library and Wollaton (alongside our owned hubs Beeston and Carlton) are reported under Hope Nottingham, whilst the remaining are handled by their respective host church. Meadows, the largest of the foodbanks in terms of income, runs its own constituted leadership. Finances are under ongoing review and we will support with management and reporting as needed. Our foodbank hosts do not charge us any rents and we are very grateful to be able to assist in these communities, providing food and distribution and staff support, predominantly via our Volunteering Manager, Area Foodbank Coordinator and Director.



How we spent our money

Salaries and staff costs account for our biggest expenditure, and although our full-time staff equivalent has grown from 7.7 in June 22 to 8.3 in June 23, we are pleased this remains low despite our management of 2 community hubs, 14 foodbanks, and oversight of a volunteer team of around 350 individuals. This increase is explained by re-allocation of duties following the Ops & HR Manager moving into a Director role, and Development Manager focus on the Carlton Hub, leading to necessary changes at our Beeston hub.

Our annual staff pay review was moved from a historical July to April to coincide with Government Minimum Wage changes. Our review provided an increase equivalent to £1 per hour on all roles, following the National Joint Council's approach of 2021, providing higher % increase to lower earners.

Premises costs and general running costs were the next biggest expenditure, and additional costs were incurred for the development of the Carlton Hub as we launched additional activities, made building improvements and incurred lease costs. We appreciated rent free periods from the Methodist Church for the first half of the year and benefited from corporate support in maintenance and gifts in kind.

Restricted funds were all spent as intended including for food, advice provision, and for specific staff roles and activities.

We remain incredibly grateful for the extensive volunteer commitment which enables us to deliver our services and support at overall minimal cost. At the same time this allows us to offer so many volunteering opportunities across our numerous activities, in line with our mission for inspiring and growing communities of hope.

Financial Review cont'd

Restricted funds

Restricted funds are those unspent funds which have been allocated for specific activities as opposed to Hope Nottingham's general operations. At 30th June 2023, the value of those funds was £101,641 including £26.5k restricted for the Carlton Community Hub, £54k for Hope House in Beeston, (which includes £37k for Advice provision), £13.3k for food and £7,369 for Satellite Foodbanks.



Reserves policy

In past years, the aim of the CIO was to have a minimum of 3 months of free reserves in line with Charity Commission guidance. This is to mitigate against the risk of unexpected events that may put us in financial difficulty. For example, a serious decline in expected income levels, a premises issue requiring significant financial resource to rectify or that closes a premises for significant time, or an event affecting our reputation. However, being in a strong financial position has allowed an in depth review. With increased liabilities, including lease commitment through the Carlton Hub, and general staffing, our position on necessary reserves has changed considerably.

For Hope Nottingham we have now considered how we would meet all our financial liabilities should the organisation cease trading, including lease exit costs, staff notice and redundancy payments, and close down costs. These have been estimated at £108,000. Therefore, the amount in our emergency fund, which can only be released with the agreement of the majority of trustees, has been increased accordingly. At the end of the year we held an additional £175,601 in general unrestricted funds.



Custodian funds

Our partnership with the Acts 435 charity enables Hope Nottingham to assist individual guests. Acts 435 is a national charity that provides small scale grants for specific items/costs for individuals in need. The Acts scheme works by posting the guests' need (without identifying details) on their website, where members of the public can choose to donate to any specific need they wish. When the target amount is raised, Acts send the funds to Hope Nottingham who contact the guest to arrange the purchase and delivery of the item(s) requested.

The funds Hope Nottingham receives are therefore managed on behalf of Acts 435 and are shown in their accounts. £5970 was paid out for guests in the same period; therefore £200 was carried forward at 1st July 2023. The individual amount received for each application was usually £150.

On occasion guests contribute additional funds for purchase of items with £179 received and £129 spent in the period, with a closing balance of £50.

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period.

In preparing these financial statements, the trustees are required to:

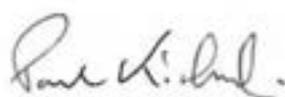
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time, the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Trustees of the charity on 23rd Jan 2024 and signed on its behalf by:



Dr Paul Kirkwood
Chair of Trustees

Other trustees in post during this reporting year:

- Simon Duxon (stepped down 21st May 2023)
- Mary Heritage (stepped down 23rd April 2023)
- Callum McNab (stepped down 27th March 2023)
- Christiana Zowonu
- Anne Willmot
- Jez Barnard (appointed Feb 23)
- Charlotte McCourt (appointed Feb 23)

New Trustees appointed after year-end, present for accounts approval:

- Kevin Pallister (appointed Dec 23)
- Helen Crandley (appointed Dec 23)

Independent Examiner's Report

Independent examiner's report to the trustees of Hope Nottingham CIO

I report to the trustees on my examination of the accounts of Hope Nottingham CIO (the Charity) for the year ended 30 June 2023.

Responsibilities and basis of report

As the trustees of the charity, 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 Charity'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

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member and Fellow of the Association of Charity Independent Examiners, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting 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



John O'Brien MSc, FAIA, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Date: 25th January 2024

Statement of Financial Activities for the Year Ended 30 June 2023

	Note	Unrestricted £	Restricted £	Total 2023 £	Total 2022 (restated) £
Income and Endowments from:					
Donations and legacies	2	317,528	-	317,528	183,924
Charitable activities	3	-	545,171	545,171	344,467
Other trading activities	4	12,836	-	12,836	4,544
Investment income		216	-	216	-
Total Income		330,580	545,171	875,751	532,935
Expenditure on:					
Charitable activities	6	(239,415)	(516,228)	(755,643)	(552,981)
Total Expenditure		(239,415)	(516,228)	(755,643)	(552,981)
Net income/(expenditure)		91,165	28,943	120,108	(20,046)
Gross transfers between funds		4,680	(4,680)	-	-
Net movement in funds		95,845	24,263	120,108	(20,046)
Reconciliation of funds					
Total funds brought forward		187,756	77,378	265,134	285,180
Total funds carried forward	15	283,601	101,641	385,242	265,134

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for the period is shown in note 15.

Statement of Financial Activities for the Year Ended 30 June 2022

These are the figures for the previous accounting period and are included for comparative purposes:

	Note	Unrestricted £	Restricted £	Total 2022 (restated) £
Income and Endowments from:				
Donations and legacies	2	183,924	-	183,924
Charitable activities	3	93	344,374	344,467
Other trading activities	4	4,544	-	4,544
Total Income		188,561	344,374	532,935
Expenditure on:				
Charitable activities	6	(239,933)	(313,048)	(552,981)
Total Expenditure		(239,933)	(313,048)	(552,981)
Net (expenditure)/income		(51,372)	31,326	(20,046)
Gross transfers between funds		(1,531)	1,531	-
Net movement in funds		(52,903)	32,857	(20,046)
Reconciliation of funds				
Total funds brought forward		219,811	65,369	285,180
Total funds carried forward	15	166,908	98,226	265,134

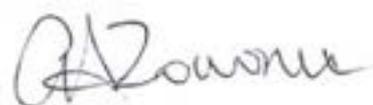
Balance Sheet as at 30 June 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	10	16,243	14,844
Current assets			
Debtors	11	9,571	4,360
Cash at bank and in hand	12	372,233	256,777
		<hr/>	<hr/>
		381,804	261,137
Creditors: Amounts falling due within one year	13	<hr/>	<hr/>
		(12,805)	(10,847)
Net current assets		<hr/>	<hr/>
		368,999	250,290
Net assets		<hr/>	<hr/>
		385,242	265,134
Funds of the charity:			
Restricted income funds			
Restricted funds	15	101,641	77,378
Unrestricted income funds			
Unrestricted funds		<hr/>	<hr/>
		283,601	187,756
Total funds	15	<hr/>	<hr/>
		385,242	265,134

The financial statements on pages 35 - 51 were approved by the trustees and authorised for issue on:

23rd January 2024

and signed on their behalf by:



Christiana Zowonu
Treasurer / Trustee

Cash Flow Statement for the Year Ended 30 June 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income/(expenditure)		120,108	(20,046)
Adjustments to cash flows from non-cash items			
Depreciation		4,451	3,280
Investment income		(216)	-
		<u>124,343</u>	<u>(16,766)</u>
Working capital adjustments			
(Increase)/decrease in debtors	11	(5,211)	1,713
Increase in creditors	13	1,958	1,940
		<u>121,090</u>	<u>(13,113)</u>
Cash flows from investing activities			
Interest receivable and similar income		216	-
Purchase of tangible fixed assets	10	(5,850)	(8,731)
		<u>(5,634)</u>	<u>(8,731)</u>
Net cash flows from investing activities			
Net increase/(decrease) in cash and cash equivalents		115,456	(21,844)
Cash and cash equivalents <u>at</u> 1 July		<u>256,777</u>	<u>278,621</u>
Cash and cash equivalents <u>at</u> 30 June		<u>372,233</u>	<u>256,777</u>
Reconciliation of net cash flow to movement in net funds			
Increase/(decrease) in cash		115,456	(21,844)
Net funds <u>at</u> 1 July 2022		<u>256,777</u>	<u>278,621</u>
Net funds <u>at</u> 30 June 2023		<u>372,233</u>	<u>256,777</u>

All of the cash flows are derived from continuing operations during the above two periods.

Notes to the Financial Statements for the Year Ended 30 June 2023

1. Accounting Policies

Statement of compliance

The financial statements have been prepared in accordance with the second edition of the Charities Statement of Recommended Practice issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of Preparation

Hope Nottingham CIO meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction values unless otherwise stated in the relevant accounting policy notes.

Going Concern

The financial statements have been prepared on a going concern basis. The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregates similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Notes to the Financial Statements for the Year Ended 30 June 2022

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets ~~50, 25, 10~~ write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Motor vehicles	20% straight line
Computer equipment	33% straight line
Leasehold improvements	straight line over the remaining term of the lease

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Notes to the Financial Statements for the Year Ended 30 June 2023

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds and resources set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post-retirement obligations

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity. Pension costs charges in the Statement of Financial Activities represent the contributions payable by the charity during the year.

2 Income from donations and legacies

	Unrestricted funds		Total	Total
	Designated	General	2023	2022
	£	£	£	£
Donations and legacies;				
Donations from companies, trusts and similar proceeds	-	28,698	28,698	26,444
Donations from individuals	1,511	179,925	181,436	100,106
Legacies	-	10,000	10,000	-
Gift aid reclaimed	-	15,410	15,410	13,211
Grants, including capital grants;				
Government grants	-	8,500	8,500	23,925
Grants from other charities	-	73,484	73,484	20,238
	1,511	316,017	317,528	183,924

Notes to the Financial Statements for the Year Ended 30 June 2023

3 Income from charitable activities

	Restricted funds £	Total 2023 £	Total 2022 (restated) £
Grants & donations	377,866	377,866	170,753
Donated food	167,305	167,305	173,714
	<u>545,171</u>	<u>545,171</u>	<u>344,467</u>

Value of Donated Food: A reliable value of donated food stock can now be calculated. The reported figure equals the total weight of food donated to the 4 locations where Hope Nottingham manages the foodbank funds x £2.37 (a figure provided by Trussell Trust as the current fair value of food per KG). The other 10 satellite foodbank locations, where the host churches manage the foodbank finances, have been advised of their own SORP obligations.

4 Income from other trading activities

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Property rental income	4,266	4,266	4,544
Food Club	8,570	8,570	-
	<u>12,836</u>	<u>12,836</u>	<u>4,544</u>

Notes to the Financial Statements for the Year Ended 30 June 2023

5 Grants and donations

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Individual giving	132,152	12,551	144,703
Church & Community	18,851	7,661	26,512
Nottinghamshire County Council	-	29,684	29,684
Nottingham City Council	8,500	175,000	183,500
Trussell Trust	15,684	51,750	67,434
Rausing Trust	-	20,800	20,800
Beeston Consolidated	250	18,000	18,250
Broxtowe Borough Council	-	12,000	12,000
The Jones 1986 Charitable Trust	-	10,000	10,000
National Grid	-	10,000	10,000
Jigsaw Homes	-	9,000	9,000
John Deere	500	5,311	5,811
Screwfix	-	5,000	5,000
Thomas Farr	-	3,000	3,000
Gedling Borough Council	-	2,570	2,570
LDC	-	2,000	2,000
Interim Consultancy	-	1,350	1,350
Ampton Electrical Services	-	1,000	1,000
HMRC Gift Aid	15,410	942	16,352
Garfield Weston	30,000	-	30,000
Capital One	21,000	-	21,000
G Duffin legacy	10,000	-	10,000
Robin Hood Fund	10,000	-	10,000
Anonymous donation	5,000	-	5,000
The Nottingham Samuel Fox Foundation	5,000	-	5,000
Astley Charitable Trust	3,000	-	3,000
Co-Op Local Community Fund	2,448	-	2,448
British Gas	2,000	-	2,000
Places for People	2,000	-	2,000
Sage Trust	1,800	-	1,800
Rotary Club Beeston	1,500	-	1,500
Age Concern Chilwell	1,000	-	1,000
Royal Sussex Lodge No 402 Benevolent Fund	1,000	-	1,000
Other grants/donations	30,433	247	30,680
	<u>317,528</u>	<u>377,866</u>	<u>695,394</u>

Notes to the Financial Statements for the Year Ended 30 June 2023

6 Expenditure on charitable activities

	Designated £	General £	Restricted £	Total 2023 £	Total 2022 (restated) £
Food club costs	-	4,460	-	4,460	6
IT costs	-	2,605	1,852	4,457	2,744
Carlton Hub	-	1,403	26,890	28,293	10,648
Premises costs	-	9,835	15,909	25,744	20,232
HR & Training (staff) costs	-	9,525	13	9,538	17,000
Satellite costs	-	663	164,228	164,891	561
Hope cafe costs	-	2,724	1,675	4,399	3,115
Depreciation	-	3,281	1,170	4,451	3,280
Salaries	-	185,300	80,349	265,649	262,274
Foodbank costs	-	738	14,350	15,088	36,989
Employment pathway costs	-	190	310	500	359
Allotment costs	-	368	1,129	1,497	917
General running costs	90	6,097	(1,048)	5,139	7,397
Children & young people costs	-	606	481	1,087	491
Vehicle running costs	-	5,701	-	5,701	6,857
Friendship (linking lives) costs	1,548	98	300	1,946	211
Fundraising costs	-	2,186	-	2,186	1,544
Advice provision costs	-	-	41,972	41,972	3,502
Management costs	-	1,340	-	1,340	975
Other costs	-	-	-	-	165
Value of donated food given away	-	-	167,305	167,305	173,714
Internal transfers	-	657	(657)	-	-
	1,638	237,777	516,228	755,643	552,981

Value of donated food given to beneficiaries: Food is distributed to beneficiaries in crisis, via a robust referral system. However, due to the limitations of a volunteer led operation and the volumes of food involved, plus the limited shelf life of donated food, we cannot currently rely on the accurate recording of weights distributed or disposed of. Therefore the 'Value of Donated Goods' figure has been used to provide an estimated 'Value of Food given to Beneficiaries' in accordance with 6.26 of the Charities SORP.

Notes to the Financial Statements for the Year Ended 30 June 2023

7 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	247,078	241,426
Social security costs	14,024	15,352
Pension costs	4,547	5,496
	<u>265,649</u>	<u>262,274</u>

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2023 No	2022 No
Average weekly number of employees	<u>13</u>	<u>14</u>

8 (2022 - 10) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £4,547 (2022 - £5,496).

No employee received emoluments of more than £60,000 during the year

The total employee benefits of the key management personnel of the charity were £107,419 (2022 - £137,174).

8 Independent examiner's fees

During the period, the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2023 £	2022 £
Independent examination	790	750
	<u>790</u>	<u>750</u>

9 Taxation

The charity is a registered charity and is therefore exempt from taxation.

Notes to the Financial Statements for the Year Ended 30 June 2023

10 Tangible fixed assets

	Leasehold improvements £	Motor vehicles £	Computer equipment £	Total £
Cost				
<u>At 1 July 2022</u>	8,731	10,200	1,850	20,781
Additions	5,850	-	-	5,850
<u>At 30 June 2023</u>	14,581	10,200	1,850	26,631
Depreciation				
<u>At 1 July 2022</u>	624	4,080	1,233	5,937
Charge for the year	1,794	2,040	617	4,451
<u>At 30 June 2023</u>	2,418	6,120	1,850	10,388
Net book value				
<u>At 30 June 2023</u>	12,163	4,080	-	16,243
<u>At 30 June 2022</u>	8,107	6,120	617	14,844

11 Debtors

	2023 £	2022 £
Trade debtors	338	534
Prepayments	6,694	2,943
Other debtors	2,539	883
	<u>9,571</u>	<u>4,360</u>

12 Cash and cash equivalents

	2023 £	2022 £
Cash on hand	674	531
Cash at bank	371,559	256,246
	<u>372,233</u>	<u>256,777</u>

Notes to the Financial Statements for the Year Ended 30 June 2023

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	1,640	5,265
Other taxation and social security	3,634	2,933
Other creditors	3,339	2,649
Accruals	4,192	-
	<u>12,805</u>	<u>10,847</u>

14 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2023 £	2022 £
Land and buildings		
Within one year	15,400	3,400
Between one and five years	43,000	17,000
After five years	22,950	26,350
	<u>81,350</u>	<u>46,750</u>
Other - Copier		
Within one year	-	70
	<u>-</u>	<u>70</u>

Notes to the Financial Statements for the Year Ended 30 June 2023

15 Funds

	Balance at 1 July 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2023 £
Unrestricted funds					
<i>General</i>					
Central	187,756	329,069	(237,777)	4,553	283,601
<i>Designated</i>					
Community meal	-	1,511	(1,638)	127	-
Total unrestricted funds	187,756	330,580	(239,415)	4,680	283,601
Restricted funds					
Foodbanks	5,052	-	-	(5,052)	-
Friendship Group	486	-	-	(486)	-
Discretionary	1,536	-	-	(1,536)	-
Employment pathways	2,022	-	-	(2,022)	-
Linking Lives	4,671	-	-	(4,671)	-
Salaries & services (Notts CC)	21,247	-	-	(21,247)	-
Love Your Neighbour	648	-	-	(648)	-
Advice Fund	30,090	-	-	(30,090)	-
Carlton Hub	11,441	-	-	(11,441)	-
Stapleford Foodbanks	185	-	-	(185)	-
Hope House	-	118,230	(124,516)	60,699	54,413
Carlton	-	65,473	(45,687)	6,761	26,547
Food	-	353,559	(345,300)	5,053	13,312
Satellites	-	7,909	(725)	185	7,369
Total restricted funds	77,378	545,171	(516,228)	(4,680)	101,641
Total funds	265,134	875,751	(755,643)	-	385,242

Restricted funds have been reclassified this year to better reflect the areas of activities carried out by Hope Nottingham. Balances from the previous financial year have been transferred to the appropriate new fund. There was also a transfer from the Carlton fund to the General fund being the net book value of a fixed asset, the use of which is not subject to any restriction and a small transfer from the General fund to the Community Meal fund to cover the deficit on this activity.

Notes to the Financial Statements for the Year Ended 30 June 2023

The specific purposes for which the funds are to be applied are as follows:

Hope House – Funds restricted for our Beeston Hub including Allotment, Friendship Club, Café, general running costs, Service Delivery, Discretionary Fund, Linking Lives, Youth Work, Premises. Also includes Central Advice provision funding for 4 sites.

Carlton – Funds restricted for our Carlton Hub including Art Group, Café, general running costs, premises and Service Delivery.

Food – Funds restricted for purchase of items for emergency food parcels – may include other essential item purchases such as hygiene or cleaning.

Satellites – Funds restricted to support individual satellite foodbanks which is not restricted to food purchase. The host churches of some satellites manage their own funds. Does not currently include central costs such as staff who support the satellites or van costs.

	Balance at 1 July 2021 £	Incoming resources (restated) £	Resources expended (restated) £	Transfers £	Balance at 30 June 2022 £
Unrestricted funds					
<i>General</i>					
Central	219,811	188,561	(219,085)	(1,531)	187,756
Restricted					
Foodbanks	3,315	215,797	(211,317)	(2,743)	5,052
Friendship Group	386	242	(142)	-	486
Discretionary	1,492	165	(121)	-	1,536
Allotment	3	-	(917)	914	-
Roof Appeal	1,342	-	(1,342)	-	-
Youth Club	1,155	200	(1,972)	617	-
Salaries and services (D2N2)	5,000	15,000	(20,000)	-	-
Employment pathways	1,840	210	(28)	-	2,022
Employability (BBC)	7,500	6,000	(13,500)	-	-
Linking Lives	4,765	9,000	(9,094)	-	4,671
Salaries & services (Notts CC)	95	27,875	(6,723)	-	21,247
Love Your Neighbour	31,238	-	(30,590)	-	648
Salaries & services (Beeston Consolidated)	-	18,000	(18,000)	-	-
Advice Fund	7,238	26,354	(3,502)	-	30,090
Sainsburys	-	6,000	(6,000)	-	-
Carlton Hub	-	19,346	(10,648)	2,743	11,441
Stapleford Foodbanks	-	185	-	-	185
Total restricted funds	65,369	344,374	(333,896)	1,531	77,378
Total funds	285,180	532,935	(552,981)	-	265,134

Notes to the Financial Statements for the Year Ended 30 June 2023

16 Analysis of net assets between funds

	Unrestricted		2023
	General £	Restricted £	Total funds £
Tangible fixed assets	16,243	-	16,243
Current assets	276,271	105,533	381,804
Current liabilities	(8,913)	(3,892)	(12,805)
Total net assets	283,601	101,641	385,242
	Unrestricted		2022
	General £	Restricted £	Total funds £
Tangible fixed assets	14,844	-	14,844
Current assets	183,759	77,378	261,137
Current liabilities	(10,847)	-	(10,847)
Total net assets	187,756	77,378	265,134

17 3rd party funds

Hope Nottingham acts as Advocate and holds funds on behalf of Acts 435, a charitable company. Appeals for donations for specific requests are posted onto the Acts 435 website and when donations are received these are passed to Hope Nottingham for them to facilitate the request the donations were received for. The analysis of the funds is shown below:

	Opening balances £	Incoming resources £	(Resources expended) £	Adjustments £	Closing balances £
Acts 435	1,751	5,325	(5,970)	(906)	200
Guest Contribution	-	179	(129)	-	50
	1,751	5,504	(6,099)	(906)	250

In recent times, as prices of goods have risen, guests may now 'top up' the Acts award to allow purchase of items on their behalf, so this third-party income and expenditure is recorded separately to Acts. Any 'top-up' which a guest cannot provide themselves, would come from Hope's Karl Rowland Fund and be recorded as such.

During review of the third-party funds processes it was recognised some of Hope's own discretionary fund has been historically wrongly classified as Acts 435, therefore an adjustment and transfer has been posted to ensure the balance with actual third-party income is correct.

18 Trustees' remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

Thank you to our amazing Supporters Volunteers & Staff

Hope Nottingham could not carry out its work without the support of individuals and organisations across Nottingham.

We are so grateful to everyone who has been involved in the period July 22 - June 23 - be it volunteering, in a staff role, donating food, funds, resources or expertise, fundraising, partnering with us to provide better services or helping us raise awareness.

We also sincerely thank our Trustees for their commitment, guidance and direction.

Thank you all.



Thank you to the many organisations we partnered with in 2022-2023

We are blessed to have worked in partnership with:

- Acts 435
- Active Health Coach
- Bags of Blessing
- Bethesda Ministeries, Netherfield
- Bilborough Library
- Bridgeway Methodist Mission
- Broxtowe Borough Council
- Citizens Advice Broxtowe
- CRA, Arboretum Radford
- Fareshare
- Gedling Borough Council
- Grangewood Methodist Church
- Inspire Libraries
- Jigsaw Midlands
- Linking Lives
- Main Street Methodist Church
- Montrose Court Church, Stapleford
- Mount Zion Apostolic Church
- Netherfield Children's Centre
- NCVO
- Nottingham & District Citizens Advice
- Nottingham City Council
- Renew Wellbeing
- Salvation Army, Sneinton
- St Barnabas, Inham Nook, Chilwell
- St Margaret's, Aspley

- St Martha's, Broxtowe
- Step Forward Debt Advice
- Tesco
- The Ark, Gedling
- The Haven, Stapleford
- The Trussell Trust
- Thirty-one Eight
- Transforming Notts Together
- Trent Vineyard / Trent Compassion
- Wolvern IT

In addition are the many local schools, charities, churches and organisations who are registered as referral agencies for our food banks.

*"It has been my absolute pleasure over the these 12 months to be able to come out and visit nearly all of the Hope foodbank sites across Nottingham, meeting with volunteers, providing training & support from Trussell. I'm always blown away by the passion, commitment & kindness every volunteer across Hope shows to others that need it, regardless of their situation, they are helped, supported and loved. You have achieved so many incredible things over the past year, and I'm excited to see what we can achieve in the coming year together.
Thank you for all you do,
Jenny Farrell-Bird
Area Manager, Trussell Trust*



Thank you to our Funders of 2022-2023

We are blessed to have received financial support from:

- Age Concern, Chilwell
- Ampron Electrical Services
- Astley Charitable Trust
- Aspley Evangelical
- Beeston Consolidated
- Beeston Methodist Benevolent Society
- Beeston Methodist Church
- British Gas
- Broxtowe Borough Council
- Capital One
- Charities Aid Foundation
- Charities Trust
- Co-op Community Fund
- Interim Consult
- Jigsaw Midlands
- John Deere
- Jones 1986 Charitable Trust
- Garfield Weston
- Gedling Borough Council
- LloydsDevelopment Capital Ltd
- Mount Zion Church
- National Grid
- No 402 Benevolent Fund
- Nottingham Building Society
- Notts County Council
- Nottingham City Council
- Oasis Church
- Places for People
- Rausing Trust
- Redeemer Church
- Robin Hood Fund
- Rotary Club, Beeston
- Royal Sussex Lodge
- Sage Trust
- Screwfix
- Springs of Life
- St Barnabas, Lenton Abbey
- St Paul's, Carlton
- St Peter's Church, Toton
- Tesco (Top-up)
- The Nottingham Samuel Fox Foundation
- Thomas Farr
- Trussell Trust
- Victoria Centre

These are just some of our funders and donors and in addition are the many individuals, churches, businesses and small group organisations who have contributed to the running of Hope Nottingham.

We also received Gifts in kind from:

- Acorn Windows
- Dave Wooldridge Website Design
- Domestic & General

We thank everyone most sincerely.

Thank you to our Funders of 2022-2023

We are blessed to have received financial support from:

- Age Concern, Chilwell
- Ampton Electrical Services
- Astley Charitable Trust
- Aspley Evangelical
- Beeston Consolidated
- Beeston Methodist Benevolent Society
- Beeston Methodist Church
- British Gas
- Broxtowe Borough Council
- Capital One
- Charities Aid Foundation
- Charities Trust
- Co-op Community Fund
- Interim Consult
- Jigsaw Midlands
- John Deere
- Jones 1986 Charitable Trust
- Garfield Weston
- Gedling Borough Council
- LloydsDevelopment Capital Ltd
- Mount Zion Church
- National Grid
- No 402 Benevolent Fund
- Nottingham Building Society
- Notts County Council
- Nottingham City Council
- Oasis Church
- Places for People
- Rausing Trust
- Redeemer Church
- Robin Hood Fund
- Rotary Club, Beeston
- Royal Sussex Lodge
- Sage Trust
- Screwfix
- Springs of Life
- St Barnabas, Lenton Abbey
- St Paul's, Carlton
- St Peter's Church, Toton
- Tesco (Top-up)
- The Nottingham Samuel Fox Foundation
- Thomas Farr
- Trussell Trust
- Victoria Centre

These are just some of our funders and donors and in addition are the many individuals, churches, businesses and small group organisations who have contributed to the running of Hope Nottingham.

We also received Gifts in kind from:

- Acorn Windows
- Dave Wooldridge Website Design
- Domestic & General

We thank everyone most sincerely.

And thank you to our Guests

"Met a client there for an appointment. Such friendly and amazing staff and facilities. It was a hive of activity with people in need being given free breakfasts and advice and company. Everyone was made to feel exceptionally welcome and comfortable."
Google Review

"I visited this morning with one of our parents and I just want to say thank you so much for the warm welcome that we were given. Your support to this parent at a time of difficulty is very much appreciated."

Local school teacher

"I'm not religious, but I can feel that Jesus is in this place"

Guest to a volunteer

"Thank you for the hope and empowerment. Just wanted to say a massive thank you to Hope for helping boost my confidence and wellbeing. I start the new job on 2nd May which is really exciting!"

"Being here at the Community Meal is great. Good meal and company too"

"Really blessed and grateful to meet you... and experience Hope Nottingham today. Thank you for giving me hope in the darkness"

Email from a guest

"A lovely place to come and meet people. Great breakfast and supporting staff"



Contact Information



☎ 0303 040 1110

✉ hope@hopenottingham.org.uk

🏠 Hope House, Boundary Rd, Beeston, NG9 2RF

🌐 www.hopenottingham.org.uk

Stay in touch with all our latest news and events by subscribing to our newsletter [here](#).

Independent Examiner

John O' Brien, employee of
Community Accounting Plus
Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Solicitors

Ellis-Fermor & Negus
2 Devonshire Avenue
Beeston
Nottingham
NG9 1BS

Bankers

Barclays
1 Churchill Place
London
E14 5HP

