



# SPRING

## COMMUNITY HUB

ANNUAL REPORT 2022

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Spring Community Hub exists to ensure that no one in our Southwark community goes hungry. But we don't just provide food: we work alongside people to help them escape poverty, build confidence, and find community.

Our principal activity is the prevention of food poverty and food insecurity by offering culturally appropriate food, fresh fruits, and vegetables as well as dietary and religiously appropriate food which we have continued to run at our five-week sessions to local people for as long as they address the underlying cause.

We also provide a range of wraparound support, including advice services, particularly around employment and immigration through our Back2Work Team, Holiday Clubs for Children, Youth Groups, a Clothing Bank and our Spring Up Women's group.

Around 76% of our guests are from BAME groups and around 35% are refugees and migrants, many with no recourse to public funds.

Groups strongly represented are people from Latin America 34%, Black African 31%, and Black Caribbean ethnicities 11%.

Spring Community Hub would not have been able to support local individuals, families, and their children without the support of partners and the huge impact that their support has made.

As we remain in this current Cost of Living Crisis, we continue to see the demand for our services increase, and we are continuing to explore sustainable and holistic ways of supporting our clients by expanding partnerships and the range of advice we can offer.

With the support of partners like Impact on Urban Health, we propose to establish a new Social Supermarket on Vestry Road. Customers will be offered intensive wraparound support when they first join the Social Supermarket, delivered by an experienced and trained Adviser for a period of 6 months to address the underlying cause while meeting the needs of the symptoms.

We are excited to be able to assist our client group to move from the situation that brought them to Spring Community Hub to be able to support themselves.

We are also proud of the support that our partners have enabled Spring Community Hub to achieve in the community of Southwark and we look forward to exploring the way forward.

### **Felicia Boshorin**

Founder and Chief Executive Officer of Spring Community Hub



# TRUSTEES' ANNUAL REPORT AND INDEPENDENT EXAMINED FINANCIAL ACCOUNT FOR YEAR ENDING 31st MARCH 22

The Trustees are pleased to present their Annual Report together with the financial statements of the Charity for the year ending 31st March 2022. The Charity Commission entered the organisation into the Register of Charities with the Registered Charity Number: 1172789

The Financial Statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

During the year our guests and communities have continued to navigate the impact of the COVID-19 pandemic, such as with the aftermath of job losses and pressures, and challenges to Health and well-being. The rise in the cost of living in the last twelve months due to many factors has hit households that were already struggling hard. This is even more difficult for families with school-aged children.

Our client groups who are low-income households spend a larger proportion than average on energy and food so are being more affected by price increases. Many of them are now expected to pay hundreds of pounds more per year in bills which they simply don't have. We know that the cost of living not only has an impact on material and household items and resources but also on mental health.

In the face of the growing demands for our services and diminishing resources for the sector, we are truly grateful to the board of trustees for their continued wisdom, insight and hard work. The board remains committed to its governance role and will continue to support the relief of immediate needs as well as create real solutions to tackle the root causes of poverty. We are also pleased to report that we welcomed a new trustee to the board which made the board more diverse and has increased our range of skills, experience and knowledge.

On behalf of all the Trustees and the Senior Leadership Team, our thanks go out to our awesome staff and volunteers who go all out to make a real difference in the lives of those who rely on our service.

We'd also like to extend our gratitude to all those guests who have shared their stories, journeys and sometimes very difficult challenges which have shaped the projects that we run at Spring Community Hub. We are very humbled to be part of their journey and that local people know their community the best and most lead the solution.



We hope that this report demonstrates to our funders and donors how we have used the generous resources that you have trusted us with to respond to both the aftermath of the pandemic and the cost-of-living crisis but also to continue to drive forward long-term sustainable change in the lives of our guests with other partners in the community.

## INTRODUCTION

Established in 2017 We believe that food is a human right. Spring Community Hub exists to make sure no one in our community goes hungry. But we don't just provide food, we work alongside people to help them escape food poverty, build confidence and find community.

## OUR VISION

SCH recognises the circumstances and needs of people which may lead to them being in or at risk of crisis; our vision is to support people before they find themselves in crisis to create a one-stop-shop where people will not feel stigma about attending activities but will come together to create the conditions for living better lives.

## MISSION STATEMENT

The mission of SCH is that through a 'Community Hub' and full activity programme, local people in or at risk of crisis will be supported along their journey to 'move on' and achieve full social, economic, and emotional independence to live healthy lives in a community which supports each other.

SCH aligns with the key outcomes of Southwark’s “Families Matter Strategy” in that we achieve the following key outcomes which are key local priorities:-

### **HEALTHY LIVING:**

Good health and well-being, including addressing mental and physical health, take-up of immunisations, dental care and reduction in unhealthy weight: we contribute to improving the desire for healthier living by providing myriad health activities and children’s holiday programmes.

### **KEEPING SAFE:**

Parents can parent effectively; children are not at risk of neglect, abuse or sexual exploitation in the home, at school or within the community: we provide a safe place for children to come to during the school holidays at the same time as having fun and learning something meaningful.

### **CONTRIBUTING TO THE COMMUNITY:**

Families are taking part in positive activities, feel part of their local community and contributing where they can: we welcome children from all backgrounds and communities who undertake various activities via our holiday scheme, activity programmes and community café.

### **PREPARING FOR WORK AND FINANCIAL STABILITY**

Parents and young people have access to training and qualifications and are supported to find and maintain stable jobs. Families are able to manage their money and reduce debt: we signpost people to different agencies and work collaboratively in order that we can support them to gain basic financial support e.g., benefits, then skills and qualifications leading to new employment opportunities.



# STRUCTURE, GOVERNANCE & MANAGEMENT

Spring Community Hub is a Registered Charity: 1172789

## Appointment of Charity Trustees

Every Trustee must be appointed by a resolution passed at a properly convened meeting of the Charity Trustees. All future trustees will be appointed for a one-year term.

In selecting individuals for appointment as Charity Trustees, the Charity Trustees must have regard for the skills, knowledge and experience needed for the effective administration of the CIO.

The term of office for Trustees is initially three years, with the possibility of ongoing renewal. In appointing new Trustees, attention is paid to the need to have a balance of representation and diversity, including gender, age, ethnicity, disability, and sexuality.

The Trustee Board meets a minimum of four times in each financial year. We are extremely proud of the progress we have made during the last year to expand and diversify the composition of the board.

As set out in the Articles of Association, all Trustees and designated officers, including the Chair, are appointed at the AGM.

## Functions of the Board

The Board of Trustees fulfils the following functions:

- To have control of the Charity and its property and funds.
- To have responsibility for the Charity's overall governance and strategic direction.
- To develop the aims, objectives and organisational goals in accordance with the legal and regulatory framework of the sector and in line with the Charity's governing document, continually striving for best practices in governance.
- To uphold the fiduciary duty invested in the position, undertaking such duties in a way that adds to public confidence and trust.
- To interview, appoint and monitor the work and activities of senior paid staff.

All members of the Board of Trustees are required to sign a Code of Conduct Declaration and Register of Interest.

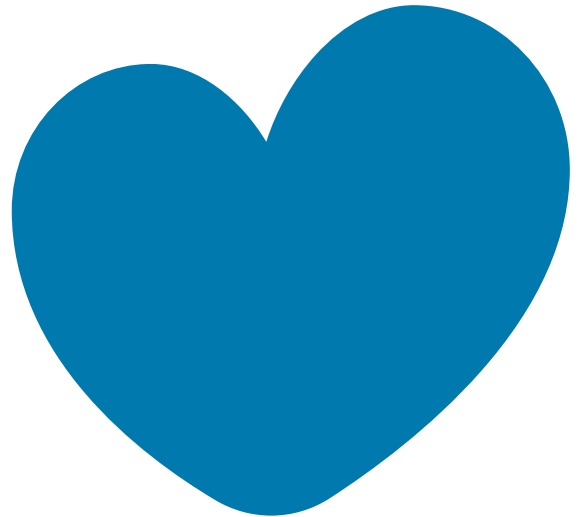
## Main Responsibilities of the Board

- Managing organisational performance and risk – developing and reviewing the organisation's strategy, objectives, performance, statutory compliance and risk, continuously, ensuring the measurement of our impact.
- Leadership and strategy – leading the development of the organisation's vision, mission, values and strategic direction.
- Strategic planning and implementation – agreeing on coherent, strategic plans and timetables, monitoring performance and reviewing outcomes and impact.
- Communication – promoting the work of the organisation to a variety of external partners, stakeholders and audiences.
- Equality and diversity – championing equality and diversity in everything that the organisation does, particularly in the context of making people matter and working with some of the most disadvantaged people in society.
- Safeguarding – monitoring the organisation's conduct to ensure that safeguarding standards are maintained.

## Induction and Training of New Trustees and Development of existing Trustees

New Trustees receive access to our online induction documents containing the following:

- Declaration to act as a Trustee.
- Terms of Reference.
- Code of Conduct.
- Equal Opportunities monitoring form.
- Declaration of Interest Form.
- Skills and Knowledge Audit.
- Charity Commission CC3 document.
- Responsibilities of Trustees.
- Memorandum and Articles of Association.
- Annual Report and Accounts.
- Information regarding Trustee Board meetings
- Organisational Structure



We also support the ongoing development of Trustees through regular meetings and upskilling/ Mentoring sessions, access to an online training library/ resources, and in-person sessions and other Resources/ Literature, Training and Events.

### Related Parties

All interests are required to be declared and signed in the Trustee's Declaration of Interests Pro-forma as required under the Charity's Articles of Association and Conflict of Interests Policy.

A conflict-of-interest register is kept and updated annually or when appropriate. In addition, all Trustees are required to declare any interest pertinent to the agenda at all Board Meetings.





## Organisational Structure

The Board of Trustees administers the Charity. In so doing, it meets quarterly, with committees reporting to it: The committees have the authority to form tasks and finish groups and subgroups in furtherance of its work.

There is a Chief Executive Officer (CEO) who reports to the Trustees and oversees the Charity's day-to-day operations.

To facilitate effective operations, the CEO has delegated authority, within terms of delegation approved by the Board, for operational matters including finance, employment and performance-related activities within the core services.

The Board of Trustees has oversight of financial matters through reports to each meeting. The Board of Trustees may amend these powers from time to time.

The CEO is supported by an **Operations Manager**, a **Service Manager** and **Young People's Programme Manager**, with **Project Coordinators** taking operational responsibility for the successful delivery of the Charity's various projects and services.

We work with Connect Supply which is an Outsourced Service provider for charities, Churches and Businesses that provide support with our Social Media, Bookkeeping and Accounts, and work in partnership with the Treasurer and Finance Trustee.

During the year the Charity has employed an average of **12 members of staff**.

As Trustees we are committed to transparency in our work and include staff in our decisions and as such we operate an 'open door' policy where staff are encouraged to ask questions about our activities, strategy, performance and current initiatives. We have 4 Away Days per year which provide an opportunity for Trustees/ Staff/ Volunteers to share information and for strategic discussion, communication and development. We continuously interact and communicate with staff through committees, meetings, working groups and day-to-day management.

We also convey information regularly via internal publication of our meeting papers, minutes and actions.

The charity is fortunate to have a number of committed and inspirational volunteers. **Over the course of 2021/22, we have had the support of 120 volunteers.** The skills and knowledge of our volunteers are a huge asset to the charity, and we have over the recent past used their experience to develop our volunteer management programme to make it as impactful as possible.

## Policies and Procedures

The conduct of the Charity and our range of activities are guided by a comprehensive set of policies and procedures to ensure that its governance, financial management, security, management and operation are in keeping with best practices.

All staff are aware of their responsibilities in relation to these policies, together with the expectation that they adhere to them in their day-to-day work.

All policies and procedures are reviewed by the Board of Trustees on an annual basis, unless legislative change dictates otherwise, or in the event of an incident that gives rise to a need for a review of the provisions, interpretation and implementation of a policy.

## Safeguarding

As a Charity working with vulnerable people of all ages, we take our responsibilities with regard to safeguarding very seriously. This includes having well-established systems and processes to ensure that the safety and interests of those concerned are always protected. These include, but are not limited to, a Child Protection and Safeguarding Policy and a Safeguarding Adults at Risk Policy.

All Trustees, Staff and Volunteers undergo the appropriate level of Disclosure and Barring Scheme checks upon appointment. All Trustees, staff and volunteers undergo comprehensive safeguarding training on an annual basis and are aware of the various forms of abuse that might occur and how these might manifest themselves, as well as the procedures to be adopted where these are suspected.

Policies set out clear systems for reporting suspected /actual cases of abuse, and their investigation and reporting in an appropriate manner.

## Risk Management

The Trustees believe that they have identified the major risks to which the charity is exposed and how these risks can be mitigated. A robust risk management process has supported this.

The process identifies the types of risks the Charity faces, prioritises them in terms of likelihood of occurrence and potential impact, identifies the means of managing these risks and monitors how they are managed.

The risk register is reviewed quarterly, with relevant exemption reports presented to the Board. Trustees review the adequacy of protection against these risks and, where this appears insufficient, put in place appropriate procedures to mitigate them.

The biggest risk for the Charity continues to be our over-reliance on short-term and limited funding at a time when the demand for our services grows. Therefore, an important strand of the Board's strategy is to continue to demonstrate the Charity's ability to provide added value as an organisation, whilst simultaneously demonstrating excellent outcomes and impact.

At the same time, the organisation looks to expand its income streams and look for new sources of growth, such as through the development of our Spring Kitchen as a Commercial Service.

We are currently operating from temporary accommodation which was kindly given to us by UAL. We hope to move to our permanent home which is being given to SCH by Southwark Council sometime in the coming year. We welcome it with sincere gratitude.



## Public Benefit

The Board of Trustees has considered the relevant guidance as required by the Charities Act 2011, and the Charity Commission for England and Wales, and is satisfied that the organisation provides considerable public benefit, as demonstrated in this report. We have referred to the guidance when reviewing our purpose and mission and in planning future activities.

In particular, consideration is given to how planned future activities will contribute to the delivery of public benefit. Thus, development activities and proposals for funding applications are presented to Trustees for approval based on their ability to meet this requirement. In making their decisions, Trustees assure themselves that all proposals target members of the community who are experiencing social exclusion on the basis of one or more of the factors identified or are at risk of doing so.

Trustees also ensure that the outcomes of the Charity's work and the public benefits that come from it can be evidenced through both qualitative, as well as quantitative research methodologies. Trustees also are assured that no potential barriers to participation by the target groups exist and that issues of equality and diversity have been adhered to.

Objects and Aims

## Main Aims:

Spring Community Hub is dedicated to achieving its aims, which are twofold:-

people living in the community experiencing or at risk of high levels of poverty and deprivation will:-

- be relieved of hunger and poverty,
- gain social inclusion,
- acquire new skills and experience to progress them along their life and employment pathways,
- work towards living independently in the community with adequate financial means.

people living in the community generally will:-

- access opportunities for community engagement, training, and support,
- gain the skills and confidence to improve their lives,
- continually improve their physical, mental, emotional, and financial health,
- gain fulfilling employment leading to independent lives,
- engage socially with local communities, gaining integration and developing social networks,
- participate in the 'Big Society' by supporting their peers in the community

Overall, we will improve social inclusion and ultimately reduce financial and emotional strain upon our client group before they experience such adverse issues.

# STRATEGIC OBJECTIVES & ACHIEVEMENTS

## Objectives:

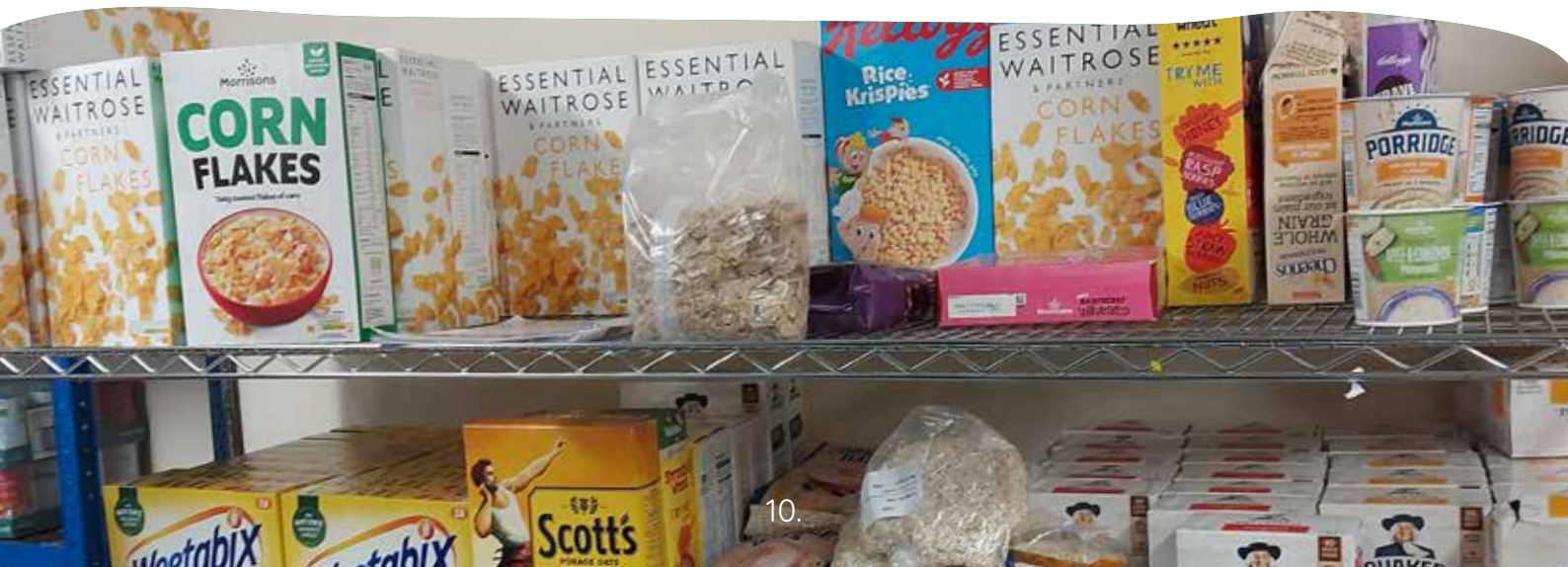
Overall / General: will achieve our aims by: -

- Feeding people in crisis to affect short term support
- Developing responsive services either via Spring Community Hub or delivered in partnership to identify and meet needs being experienced in the community
- Providing training to staff, volunteers, and service users to enhance their capacity for personal development and / or employment viability
- Uniting each area of our work to further enhance teamwork and to build capacity to achieve our aims and objectives
- Providing practical and emotional support to people who find themselves in crisis situation where they are unable to afford to live often manifesting in not being able to feed themselves or their families
- Developing capacity and skills of volunteers and members of the community so they are equipped to identify and meet their own needs to participate in the wider society
- Working in close collaboration with community partners to achieve a clearly defined approach to achieving our aims and objectives

Immediate and mid-term: -

We will further our objectives by -

- Working with frontline agencies to seek appropriate referrals of people who require food provision and providing support to these people with solutions that deliver a positive outcome
- Providing information, advice and guidance through professionals and agencies such as the Citizens Advice Southwark, Southwark Council and DWP
- Building relationships within the community leading to opportunities to engage children and young people during school holidays ensuring they have a cooked meal during this time period, and that they are kept safe whilst making constructive use of their free time
- Equipping our beneficiaries with skills to move forward from food poverty via access to courses and training such as Healthy Cooking and Budgeting workshops



# ACHIEVEMENTS

Among the many achievements of SCH, the following are key examples: -

Financial sustainability of the charity, through grant funding, community donations and income generation; we have 5-years' experience now as a funded 3rd sector group and in the past 3-years we have increased turnover from c£35k – c£300k,

Emergency Response: during the COVID crisis, we generated new money and enabled our programmes to continue, expand and develop to meet new needs which were being identified during the worst crisis since World War 2,

We expanded our service beyond Southwark during the pandemic and are in the process of opening a Spring Pantry in Havering.

We successfully scaled up our holiday club programme by running online activities right through part of the third lockdown. The programme also delivered 2-course lunches to children and their families as well as activity packs to engage and stimulate the children. We continued to run provisions during all Half Terms, Easter, Summer and Christmas holidays.

Our Back2Work programme supported nearly 100 clients. We supported individuals within the areas of Employment, CV, Benefits, Immigration, Mental Health, well-being and other areas of need. We worked with specialist volunteers to deliver this support to our guests.

We moved to our new premises during the pandemic and we are able to house all our food stock, holiday club materials and equipment for our new projects.

Although we were unable to meet up in person, we ran our NRPF & Migrant Drop-In Sessions online from May 2020 to date. Sessions cover ranged from hairdressing, Beauty Workshops, Dressmaking and Personal Development. The sessions minimised isolation and created a sense of inclusion during a very difficult time for all.

We have been able to expand our team to support the delivery of our scaled-up service. We now have 12 paid staff covering a range of roles.

We were successfully awarded places to take on team members via the Kickstart Scheme to support our operations and service delivery across our projects.

## CO-PRODUCTION, LEADERSHIP & DEVELOPMENT

We recognise that the solutions to the challenges faced by communities, and the skills to put them in place, are often found in the lived experiences and understanding of the people and communities affected.

Co-production, growth and development are at the heart of our approach, by giving equal sharing of power, agency and decision-making with all those affected by a project, and with the local people, organisations and systems which support them. During 2021/22 we continued this work as we collaborated with participants, volunteers and other stakeholders co-designing, co-delivering and co-evaluating our projects and services.

We recognise that capacity building within communities makes them more resilient and able to adapt and respond to challenges that may arise. This also supports sustainability and creates a more long-lasting and positive impact. Our projects aim to empower individuals, address the underlying causes of their challenges, and develop and utilise their skills, experience and knowledge for the good of the community.

This will help communities to develop and manage their own solutions to the challenges they face.



# OUR IMPACT

During the year we have supported several thousand people across our various services. Specifically:

## Food Provision Schemes:

The Foodbank: a centre-based, outreach and home delivery service for [free] food and hygiene supplies as donated and purchased.

The Foodbank is a store of fresh vegetables, Fruits, and Culturally sensitive and non-perishable food donated by the local community.

We partner with frontline professionals such as schools, GPs, Citizens Advice Bureaux, social services, and other advice and support agencies who then become partners and refer local residents to our service.

A food parcel of 7 days' food is given to the client when they arrive at the Foodbank centre depending on the size of the family.

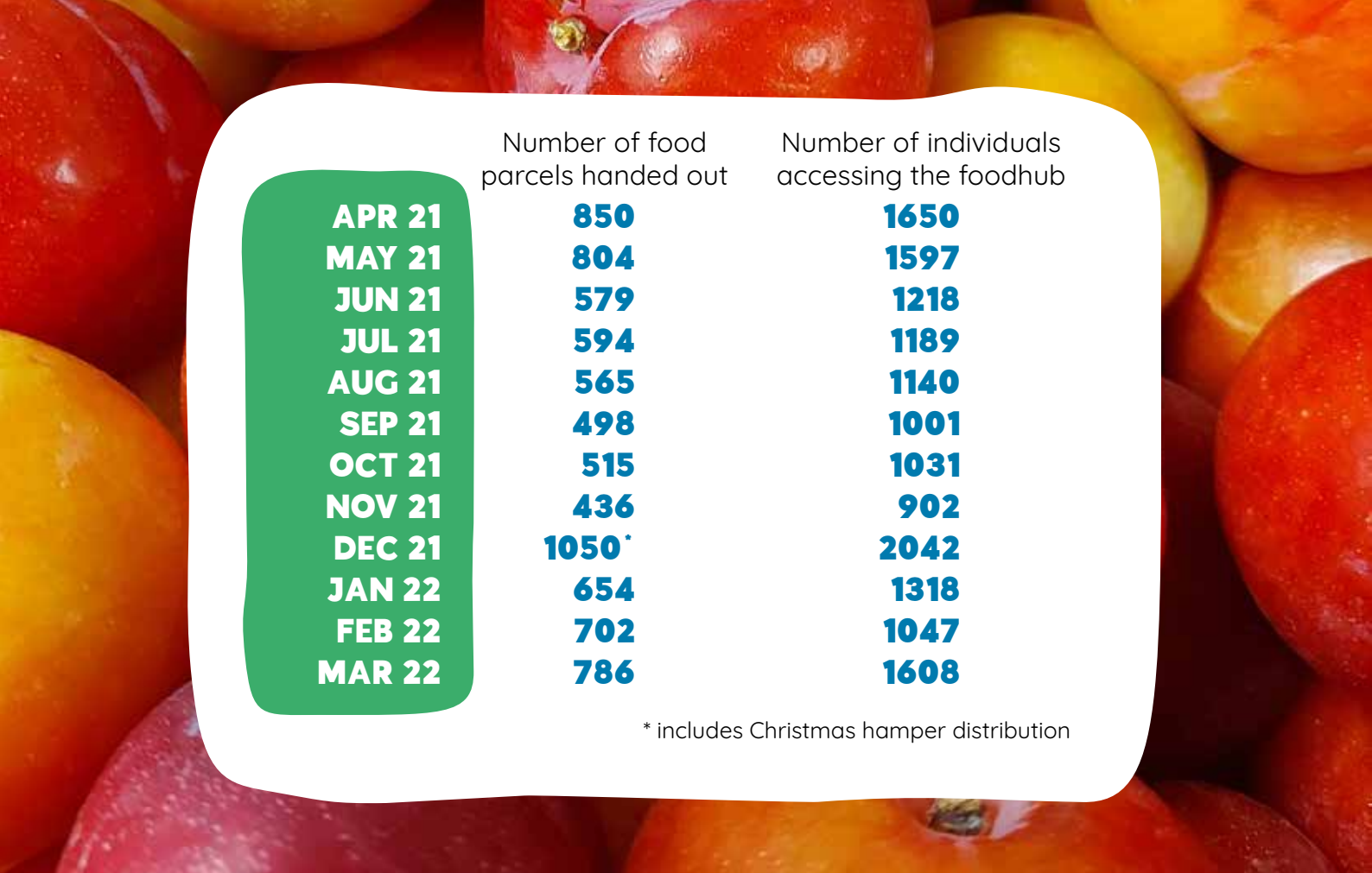
We offer a warm welcoming atmosphere and tea/coffee, biscuits with free advice and signposting to other appropriate support services, helping to address the underlying cause.

A primary goal in our work is that we will assist people to work their way out of poverty and not reach a crisis point at all, which contributes to the overall strategic aim of phasing out food banks.

As a result of this change in need for the service, we are keen to develop our service and establish a Social Supermarket model, whilst continuing with a smaller emergency Crisis food provision for those guests that may need it and to offer support to help them address those needs and to progress beyond this initial need.

The **Social Supermarket** offers a membership model and enables us to support our guests more intensively, key features are:

- A membership model with a small joining fee, with volunteers from our community helping to run the supermarket alongside paid staff
- Stocked largely from surplus food from local supermarkets, some of which via our partnership with The Felix Project/Fareshare, it will offer a wide choice of affordable, healthy and culturally sensitive food. We will also look to partner with local gardening groups as well as continue to work with the Felix project. Importantly, we want to respond to demand from our diverse ethnic community for culturally sensitive food, such as yam, plantain and black-eyed peas
- Customers will pay a set price per basket of food
- Customers will be offered intensive wraparound support when they first join the Social Supermarket, delivered by an experienced and trained Adviser



**APR 21**  
**MAY 21**  
**JUN 21**  
**JUL 21**  
**AUG 21**  
**SEP 21**  
**OCT 21**  
**NOV 21**  
**DEC 21**  
**JAN 22**  
**FEB 22**  
**MAR 22**

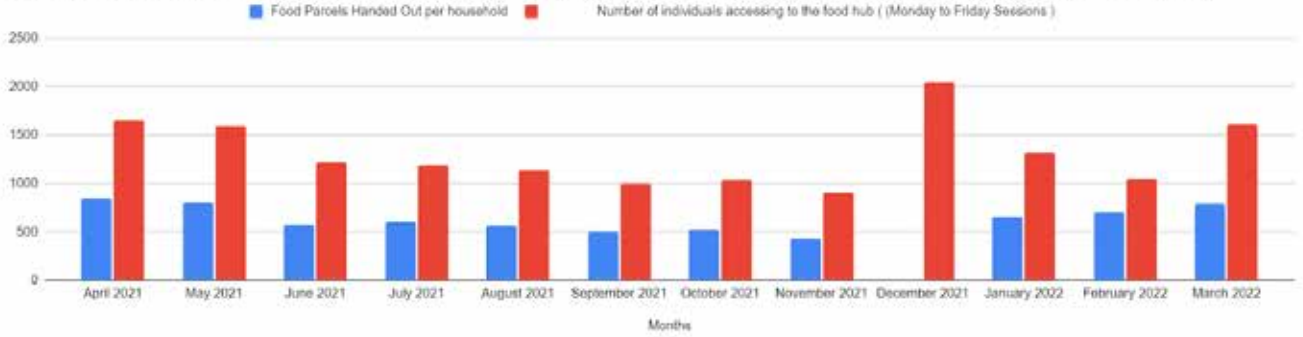
Number of food parcels handed out

Number of individuals accessing the foodhub

<b>850</b>	<b>1650</b>
<b>804</b>	<b>1597</b>
<b>579</b>	<b>1218</b>
<b>594</b>	<b>1189</b>
<b>565</b>	<b>1140</b>
<b>498</b>	<b>1001</b>
<b>515</b>	<b>1031</b>
<b>436</b>	<b>902</b>
<b>1050*</b>	<b>2042</b>
<b>654</b>	<b>1318</b>
<b>702</b>	<b>1047</b>
<b>786</b>	<b>1608</b>

\* includes Christmas hamper distribution

Food Parcels Handed Out per household and Number of individuals accessing to the food hub ( Monday to Friday Sessions )





# SPRING UP WOMEN

Following the trauma during the beginning of the pandemic, we noticed that families who use our services were struggling, especially the women who used to attend our Cafe and Drop-in Sessions. These sessions and programmes were co-produced with our guests and focused on their areas most needed, with some participating in the delivery and development. We continued our service virtually to support our Guests well-being. Initiatives were set up to engage and support mothers with their mental health and to rebuild and boost their confidence.

We ran a weekly session online, From April 2021 to August 2021. We had a total of 25 women who attended the session.

Two workshops were run online:

## Mental health awareness workshops

Mental health awareness workshops that covered a range of topics were explored and the support out there was shared by Professionals, In-House Mental Health First Aiders and Peer to Peer support.

## Women's Confidence Drop-in Session

A space to listen, share and learn ways to develop and build self-confidence. A series of workshops were delivered: confidence building, knowing yourself, Time management, Planning, budgeting and more. Learning a new skill and developing existing ones (Beauty and Make-up session, Dress Making and Hairdressing) and Business start-up

Some of the feedback was:

“I used to see myself as just a mother but never did anything special for myself”

“I am able to relax more and do something for myself each week”

“I have started to develop myself in order to achieve my dream”

“I have set-up my online business now and am more confident in myself and can run my business effectively”

## Raising Awareness about Domestic Abuse

From September 2021 to March 2022, we ran 3 sets of 6 weeks sessions on Raising Awareness on Domestic Abuse with 46 women who have attended these sessions in total.

Women have given their feedback on having a better understanding of what domestic abuse is, the effect and how the trauma suffered can have a long-term effect on them and their children, and how it can lead to long-term emotional torture.

The women were also pleased to know there is a safe space like Spring Community Hub where they can express themselves without being judged and stigmatised and to know that support is available.

## Dress Making Workshop

From April 2021 to March 2022 the Spring Up Women started a new Beginners Class with 15 women in attendance. We ran an intermediate cohort which 12 guests attended.

Some of the feedback was:

“Yes, I learnt a lot, like how to use patterns to cut fabrics. And I learnt how to use the machine Stitches”

“I was at zero, I learnt many things. Things like how to use a sewing machine, parts of the sewing machine and how it works”



Project

Number of participants

**MENTAL HEALTH/WELLBEING**  
**DOMESTIC ABUSE AWARENESS**  
**DRESS MAKING WORKSHOP**

**25**  
**46**  
**27**



# HOLIDAY CLUB

Spring Holiday Club provides an invaluable service to families with young children aged 0 to 16 in Southwark experiencing food insecurity. The vast majority of our guests are African, Latin American and Black/White British. We find that a big part of our guests are on low income and most have no recourse to public funds (NRPF). All clients are referred to us predominantly by Children’s Centres and Primary Schools as well as local support agencies.

## The numbers of children that have benefited from our service.

We provide culturally sensitive nutritious, healthy, and delicious cooked meals. The reason for culturally sensitive food was to celebrate the diversity of our families to provide them with a home-away-from-home experience. We get asked frequently by families where they could get healthy meal options when schools are closed as families find it difficult to provide nutritious meals in place of school lunches during the holidays.

We provided a combination of online and face-to-face sessions. Children and their families, including those with Special Educational Needs, were invited to participate in a variety of fun learning activities such as arts and crafts, drawing, painting, music, and other activities aimed at directly supporting children’s mental health and well-being such as fitness (yoga, gymnastics), drama.

We hosted a Christmas party for all the children across all our centres where Christmas dinner with all the trimmings was served and Christmas gifts were also given to them which was very well appreciated by the parents for taking care of the worry of not being able to afford Christmas gifts for their children. February Themed activities for Valentine’s where the children designed lovely crafts to share with their loved ones and a circus show where the children practised plate spinning skills, the juggling of balls/scarves and much more.

Some of the feedback received from the families includes;

“Thanks to the spring holiday club for all the activities, food and support we really appreciate you always.”

“The thing my daughter and I enjoyed the most was the interactive circus show.”

“My family was very delighted about the food as the cost of living is very high.”

“Thank you so much for this amazing opportunity”.

“My children love their gifts.”

CLUB NUMBER	1	2	3	4	5	6	7	8	9	10	TOTAL
EASTER 2021	95	-	21	27	29	60	-	-	-	-	232
MAY HALF TERM 2021	88	-	13	19	25	43	-	-	-	-	188
SUMMER 2021	111	14	29	38	21	91	-	-	7	46	357
OCT HALF TERM 2021	60	10	16	10	18	41	51	-	12	14	232
CHRISTMAS 2021	44	9	10	11	13	28	16	17	17	15	180
FEB HALF TERM 2022	50	7	20	9	11	35	14	16	10	10	182

## SPRING KITCHEN

Nearly 400 children attended our holiday clubs in 2021 and each one of them was fed with a deliciously healthy culturally sensitive lunch each day prepared by our Spring Kitchen team. We enjoyed making lunches so much and they went down so well, we've decided to make meals for other holiday clubs too.

We think food is a chance to learn and celebrate everyone's culture. So you can expect food from all over the world, from jerk to jollof and everything else in between.

During the year, alongside those two favourites, we served vegetable pasta, black-eyed beans and plantain, stir fry, curry, fish and chips, wraps and jacket potatoes.

We also offer vegan and vegetarian options, with every lunch meeting the school healthy meal standards.



# BACK2WORK

Every person deserves to live an independent life, an opportunity to gain what they so desire and build confidence in the process.

At Back2Work we offer support and advice for people to find the right job through our sessions on employability, and work skills and discover how else we can help.

The sessions are a confidential place to share other issues we can support our guests such as housing, benefits, immigration and mental health.

## NUMBER OF GUESTS SUPPORTED

	Guests Joining	Guests Put On Hold	Guests Taken Off Hold
<b>APR 21</b>	<b>11</b>	<b>0</b>	<b>0</b>
<b>MAY 21</b>	<b>38</b>	<b>0</b>	<b>0</b>
<b>JUN 21</b>	<b>19</b>	<b>2</b>	<b>0</b>
<b>JUL 21</b>	<b>7</b>	<b>8</b>	<b>0</b>
<b>AUG 21</b>	<b>5</b>	<b>14</b>	<b>1</b>
<b>SEP 21</b>	<b>13</b>	<b>5</b>	<b>1</b>
<b>OCT 21</b>	<b>11</b>	<b>3</b>	<b>0</b>
<b>NOV 21</b>	<b>13</b>	<b>1</b>	<b>0</b>
<b>DEC 21</b>	<b>6</b>	<b>1</b>	<b>0</b>
<b>JAN 22</b>	<b>5</b>	<b>3</b>	<b>0</b>
<b>FEB 22</b>	<b>7</b>	<b>2</b>	<b>0</b>
<b>MAR 22</b>	<b>9</b>	<b>2</b>	<b>0</b>
<b>TOTAL</b>	<b>135</b>	<b>41</b>	<b>2</b>

## TYPE OF SUPPORT OFFERED

EMPLOYMENT:	58
CV:	39
BENEFITS:	31
IMMIGRATION RIGHTS:	26
HOUSING:	21
MENTAL HEALTH SUPPORT:	14
PERSONAL DEVELOPMENT:	13
ESOL COURSE:	11
MONEY MANAGEMENT:	17
LAPTOPS/LEARNING TECH DEVICES/INTERNET:	10
VOLUNTEERING OPPORTUNITIES:	7
WHITE GOODS/KITCHENWARE/FURNITURE:	8
CLOTHING:	2
REGISTERING AS SELF EMPLOYED:	1
CHRISTMAS GIFTS:	6
ALTERNATIVE FOOD BANK:	1

# REDUCED HOUSEHOLD EXPENSES & SUSTAINABILITY

**Reduced Food Waste;** Our work has a positive impact on social and environmental justice and on physical and mental health.

The principal way we achieve this is by distributing food through our food banks which would otherwise go to waste. We distributed 51,660 kg of surplus food within Southwark.

This has improved the health of children and adults in Southwark. There is extensive evidence (e.g. Cena and Calder, 2020) that improved dietary choices can promote the prevention of non-communicable diseases and positively influence health.

As Fatima, one of our food bank guests, says:

**“It has helped us a lot in this difficult time. It means we can feed our family and have enough money to pay our bills. It’s made a really big impact in our life.”**

We also run a clothing bank and have identified an urgent need to develop more services which save our guests money, improve health, and benefit the environment.



# OUR FINANCES

## Our Income 2021/22

<b>Income - £493,211</b>	
Projects (Grant Funding)/Contracts	60%
Donations	40%
Investment &/or Bank Interest	Nil

## How we spent the money we received in 2021/22

<b>Expenditure - £465,855</b>	
Project Service Delivery	72%
General Administration/Governance	26%
Fundraising	2%

## Our Reserves

Unrestricted	£40,507
Restricted	£50,001
<b>Total Reserves</b>	<b>£90,508</b>

## Reserves and Reserves Policy

Spring Community Hub has followed the Charity Commission guidelines to develop a reserves policy. Namely, it has:

- Defined the nature of charitable reserves held.
- Understood the financial impact of risk.
- Reviewed its sources of income.
- Looked at future plans and commitments.

## Restricted Funds

Spring Community Hub delivered 6 charitable or grant-funded projects during 2021-2022. These projects were funded via restricted funds and are for the sole use of designated projects.

## Unrestricted Funds

These funds are expendable at the discretion of the Trustees in furtherance of the charity's objectives and may be designated for a particular project or purpose. The Board of Trustees reviewed the charity's need for free reserves in line with the guidance issued by the Charity Commission. The Current Reserves Policy, approved in March 2022, targets free reserves to be maintained at three months' unrestricted operational expenditure. The trustees aim to work towards achieving this goal over the next three years.

# CHALLENGES AND FUTURE PRIORITIES

Within the remit of our Strategic Plan 2021-2024, we set key strategic priorities for the new financial year to strengthen our ability to withstand pressures and maximise opportunities. Having reviewed our Strategic Business Plan and services as a Board we were able to identify specific lessons and challenges we had experienced as an organisation and within our community and the impact on our guests.

We explored ways that we could better meet the needs of our guests and to optimise our service and identified the following:

- The impact of the cost-of-living crisis on the mental well-being of our guests and team
- The increase in demand for our services in contrast to the limitations of funding that is available
- The need to address sustainability in our practices.

Our strategic objectives remain unchanged – specifically:

- Ensuring a fit-for-purpose organisation that allows us to function effectively and efficiently in order to deliver on our mission and strategic aims.
- Maintaining the financial health of the organisation.

During 2022/23 our Strategic focus continues to include:

## **Impact:**

Developing and delivering services that put our guests and their futures at the heart of what we do and enable people to thrive and feel more empowered.

## **Leadership and Development:**

Continue to work closely with communities to identify their perceived needs and co-designing and co-delivering projects that address these priorities. Also exploring our approach to how we continue to develop our teams, including staff and volunteers.

We are also members of Citizens UK which is a people-powered alliance of diverse local communities working together for the common good. Their work supports empowering our guests and team as they work to address the challenges our communities may be facing. Financial Stability: continuing to develop our approach to diversifying our income streams to include corporate sponsorship, social investment and community giving in addition to grants and contracts and we have started this with the packaging of our Spring Kitchen Services.

## **Compliance, Change and Impact Measurement:**

We continued to explore and develop the strategic and operational systems, processes, policies and procedures that we had in place and to ensure that we are working in a way that was most compliant and would ensure the most impact.

We also continued to develop these processes and identify better systems of monitoring and evaluation including working with internal and external consultants and specialists and this continues to be a focus.

Ensuring that our monitoring and evaluation systems and procedures continue to be robust to demonstrate the effectiveness of our work and to evidence their longer-term impacts and additionality.



### Partnerships:

Developing mutually beneficial partnerships to develop innovative services that meet the needs of individuals and communities.

### People:

Continuing to develop Staff and Volunteers to ensure that they are best able to serve the communities with which they work. We will introduce a Monthly Leadership Development Training Session for Coordinators, and continue to build on the Leadership Development/ Coaching and support for our Senior Leadership Team and training/development for volunteers.

Reference and Administrative details

**Charity name:** Spring Community Hub

**Other name the charity uses:** Formally known as Central Southwark Community Hub

**Registered charity number:** 1172789

**Charity's principal address:** St Giles Parish Hall, 161 Benhill Road, London, SE5 7LL

Names of the charity trustees who manage the charity

Trustee name	Office (if any)	Dates acted if not for whole	Name of person (or body) entitled to appoint trustee (if any)
Selina Boshorin	Chair		
Linda Wood	Treasurer		
Lisa Tharpe	Secretary		
Dumisani Jabangwe	Trustee	Term ended Jan 2022	
Charles Olisanekwu	Trustee	Term ended Jan 2022	
Andy Carter	Trustee	Appointed Jan 2022	