FAMILY SUPPORT RECYCLED

ANNUAL REPORT & ACCOUNTS YEAR ENDING 31ST AUGUST 2017

INFO@STRIPEYSTORK.ORG.UK WWW.STRIPEYSTORK.ORG.UK

Stripey Stork

SUPPORT. RECYCLED

@STRIPEYSTORK



Stripe Stork

Registered charity in England and Wales (1161613)

ORGANISATION DETAILS

TRUSTEES:

Nicola Dawes (Chair) (to 31st December 2017) Karen Lord (Chair from 31st December 2017) (Trustee from 27th February 2017) Jenny Benfield (Treasurer) Margarida Littlefair (Secretary) (from 5th May 2016) Jo Firth (to 27th February 2017) Duane Kirkland (to 16th November 2016) Sarah Cape (from 27th February 2017) Paul English (from 27th February 2017)

With effect from 31st December 2017, Nicola stepped down as Chair of Trustees, taking on the paid role of General Manager from 1st February 2018.

The trustees were recruited after advertisements were published on our website and social media pages. Full role descriptions were provided and the trustees were appointed after meeting eligibility and reference checks.

The trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charities Commission in exercising their powers or duties.

BANKERS: CAF Bank, 25 Kings Hill Avenue, West Malling, Kent ME10 4JQ

Stripey Stork is a registered charity (Charitable Incorporated Organisation) in England and Wales (1161613) with the following object:

 the prevention or relief of poverty in local UK communities by providing grants, items and services to individuals in need and/or charities, or other organisations working to prevent or relieve poverty.

The annual report and accounts were signed on behalf of all the Trustees on 14th June 2018:





Benfeld

INSURERS:

Zurich Insurance

Jenny Benfield

gistered charity in England and Wales (1161613)



STRIPEY STORK

Unit D, The Trafford Building

Thornton Side, Redhill RH1 2LJ

www.facebook.com/stripeystork

www.twitter.com/StripeyStork

Quarryside Business Park

www.stripeystork.org.uk

info@stripeystork.org.uk

WHO WE ARE & WHAT WE DO



Stripey Stork collect donations of equipment, clothes, toys and other items for babies and children, and distribute them to families experiencing hardship in East Surrey and surrounding areas.

We are a community-based charity started by a group of local Mums who wanted to see the baby items their children no longer needed re-used in the local community. Our service has grown over the four years we have been in operation and we have received support from individuals, companies, funding sources and other community groups.

There is a real need for this service in our area. 10% (22640) of children in Surrey live in poverty of which two thirds live in working households. In 17 local neighbourhoods of Surrey 30% or over of children aged 0-16 live in poverty*





Stripey Stork does not support individuals or families directly, and instead receive requests from local professionals (health visitors, social workers, children's centres etc) on behalf of families in need. We try and meet the request from the items we have in stock or by putting a call out to our supporters via our Facebook and Twitter pages. Items are collected by these health professionals from our offices in Redhill and then delivered as part of the scheduled visits that the professional would make to the family.

All donations go directly to local families that need support. Stripey Stork prides itself on passing on items in great condition. All items are clean and safety checked where necessary. We want the families who receive items from Stripey Stork to feel they are receiving a gift and not a hand out. We take care in the presentation of our packs and where possible always like to include a little treat for Mum/Dad/carer.

*Source: http://www.cfsurrey.org.uk/wp-content/uploads/2017/06/ FINAL-CFS-Surrey-Uncovered-2017-v9.pdf

WELCOME FROM THE CHAIR OF TRUSTEES



It has been another exciting year for our charity. We have our Redhill office – affectionately known as the Nest – set up how we want it and are making it work hard for us. In every corner you will find useful and practical items that are ready to be rehomed with local families in need.

Having the Nest has brought many advantages. We are now able to welcome corporate groups and have the space to offer a fun and rewarding team day for those who want to meet their CSR objectives in a local setting. The relationship that develops between the team and our volunteers rarely ends on the day, and we are building up a valued list of partners who help us in a variety of ways throughout the year.

Our campaigns across the year put a spotlight on what we do and this year Stripes4Stripey was added to the calendar along with Run Reigate, Mum2Mum (Mother's Day) and Santa Stork. Seeing our social media timelines filled with groups and supporters dressed in stripes and raising funds was a personal highlight for me – when we ask #TeamStork for help they always respond!

Taking on our first employees was a significant milestone. The office is open more frequently and we can confidently offer a service for those referral partners who have come to depend on us. We have been able to fill many of the first paid roles from our existing volunteer pool so its been great to offer part time flexible opportunities to those we know share our values and care about the work we do. We appreciate the support of The Netherby Trust, Merstham Millennium Trust and Reigate and Banstead Borough Council that made this possible. The investment in our service is reflected in the feedback we get from our referral partners - 100% of referral partners rated our service as Excellent and we were rated a Net Promoter Score (how likely they would recommend us to a colleague) of 98 out of 100. As well on building on the operational team we have also welcomed new trustees. Coming together and agreeing our strategy for the next three years demonstrated what a committed and capable team support us, and we have already taken action on many of the areas of focus. Creating a role of General Manager to formally lead the day to day operations will mean that I transition from the trustee board next year – another positive step to ensure the continuity of the organisation and the support it can offer to the community.

As a charity we have been able to clearly demonstrate that there is a need for a service and a community that are there to support the work we do – indeed our output from year four was up a massive 80% on year three. We can now confidently increase our referral base and help more families in the Surrey area. Getting help to

where it is needed most. There are some exciting opportunities to develop and we look forward to building on the solid progress we have made to date.

Founder & Chair of Trustees (August 2017)



Karen Lord has taken over as Interim Chair of Trustees at the time of signing off the accounts

Interim Chair of Trustees (June 2018)

PUTTING ALL THE PIECES IN PLACE

A focus this year has been in laying the foundations to make the organisation sustainable and scalable to meet our strategic aims.



- Recruiting our first employees and making plans to build the team as funding permits
- Valuing the contribution of volunteers and holding monthly lunchtime updates with talks from our referral partners
- Building a more diverse volunteer pool to ensure that each session is staffed
- Giving volunteers opportunities to work on projects and campaigns
- PEOPLE
- Reaffirming our guiding principles what our focus areas are and ensuring that we 'stay in our own lane'
- Improving the process for making referrals
- Having an effective induction process for volunteers and new employees
- Using the office space to best effect and consider taking on additional space on the business park as funds permit

PROCESS

GOVERNANCE

- · Recruitment of new trustees to strengthen the board
- Facilitating a strategy session of the new leadership team with a view to agreeing clear goals for the year ahead
- Attending trustee training and briefing sessions as appropriate
- Employing a Funding Coordinator with recognition of the importance this function has to the organisation
- Establishing a Funding Committee to set the focus for each quarter and to review progress to date
- Build on the success to date in securing grants whilst also placing a focus on fundraising activities

FUNDING

PLACE

- · Increase opening hours at the Redhill office
- Reaching out to more referral partners in Surrey and ensuring that they are aware of how to access our service for the benefit of their clients
- Being open to referrals outside our key target area – ensuring we can respond to these demands without affecting the core service
- Being an active citizen in the local community working with partner organisations, signposting and sharing resources where possible



- Recognising and valuing the community partnerships we are developing
- Making it easier for groups and organisations to work with us and to make it mutually beneficial
- Encouraging more workplace volunteering to both increase productivity but to proudly show the operation in action to those who support us
- Being part of the wider UK baby bank community – supporting new groups who are setting up and sharing best practice





AWARDS

We are so proud of what Stripey Stork has been able to achieve and are so grateful when others recognise this too. This year the team responsible for delivering Santa Stork was recognised by the Mayor of Reigate and Banstead Borough Council as one of the Volunteer Teams of the Year. Well done Lauren and Jenny (pictured) as well as Sarah, Margarida, Angle and Megan.

Our founder Nicola Dawes was also recognised by the Prime Minister as the 734th recipient of the Points of Light award for volunteering. In a personal letter to Nicola, Prime Minister Theresa May said:

"By finding a home for second-hand baby items that are no longer needed, Stripey Stork is providing a vital service to the community and families in need. Together with the programmes you run throughout the year, you are bringing happiness and comfort to thousands of families."

2612 acebook followers 46%

increase from 1786 followers

20%

RUNNING FOR THE STORK!

463



RUN REIGATE

Now in its third year, we had seen how this great community event had grown and we were keen to stay involved. In addition to the popular half marathon and 10k race, a Kids Race was introduced for the first time and we were lucky that, as well as James running the 10k, a team of young stripey superheroes wanted to run for us.

It is always encouraging to see children thinking of others less fortunate than themselves and doing something so positive. As always we aim to get noticed and we achieved our aim with the bright costumes on display! The young team (and Stripey) met Dame Kelly Holmes after the event who congratulated them on their efforts. Well done to all who ran for Team Stork and raised nearly £3k.

MARATHON MEN

Fundraising events are a great way for us to raise our profile and to secure the income to help us meet our objectives. On a sunny day in April, Oliver ran the Brighton marathon for us. We were also lucky enough to secure a London Marathon place which was taken by Tim.

We're very proud of both our marathon men who between them raised just short of £7000!

SANTA STORK

Our Christmas campaign is a highlight in the calendar and this year was no exception. As a result of a large amount of community, individual and corporate help and support, we passed out gift bags filled to the brim with goodies for 799 children and 400 of their parents – what a result!

The referral sources we work with came and collected the presents they'd requested for the families they support. All the presents were brand new and, in almost all cases, were items that the family or children had specifically requested.

Goods valuing over £20,000 left the room in just one day, and they were sent with the very best wishes from everyone involved in supporting the campaign. We welcomed the Mayor and Mayoress of Reigate and Banstead to the giving event, and they thanked all the volunteers helping on the day.

It was humbling to talk to the professionals about the difference the gifts would make; professionals who are supporting vulnerable local families all year around. So many stories shared of how these would be the only gifts the children would receive. Messages from grateful families and referral sources afterwards show us how much this all means.

MERRY CHRISTMAS!

We passed out gift bags filled to the brim with goodies for 799 children and 400 of their parents – what a result!

Stripey Stork





As part of Small Charities Week in June we had the opportunity to secure some match-funding. The aim was to secure a pot of money we could use to buy the underwear and socks we provide for older children all year round to top up the clothing packs.

We encouraged our supporters to wear stripes for the day on June 22nd and wear stripes they did – we loved seeing all the photos and events that had been organised. A valuable **£1600** was raised so we will be adding this as an annual event now!





MUM2MUM

Our Mother's Day campaign aims to provide a little treat to those who would otherwise be forgotten. A little gift from one mum to another. Packs were donated and we raised funds to make bulk purchase discounts. Our volunteers wrapped and packed the gifts and they were handed out to our referral partners in the weeks leading up to Mothering Sunday.



183 packs went out to local mums, including women staying at the local Refuge, young mums without any family support and those who have been rescued from human slavery.

*



We are so lucky to have the most amazing team of volunteers who share their time and talents in so many ways and spread the word about the work we do.

Stripey Stork

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To build on this and ensure we can provide a consistent service to our referral partners we were able to recruit our first employees. Thanks to the support of a number of funding sources, we welcomed Sonya as Referrals Coordinator, Lydia as Donations Coordinator and Emma as Funding Coordinator. It has made such a difference and the office is now open four days a week and some Saturdays. We can process more donations and get more items out to where they are needed most.

In line with the aims of strategy we will build on the team as funding permits, but already we can see what our amazing 'Team Stork' are capable of.

WORKING IN PARTNERSHIP

It is always great fun when we welcome a team to the office to help for the day – fun lively events that are productive and rewarding for everyone.



Ceo .

The team get to spend time together in a different setting and we benefit from their productivity in sorting and checking donations. The relationship rarely ends on the day and offers of help continue. We have a valued group of businesses and community groups as part of Team Stork and are so grateful for their support.

GETTING HELP WHERE IT IS NEEDED



On the 14th June, like everyone, we were horrified to see the news about the Grenfell Tower fire in London.

Families who had literally lost everything in the space of a couple of hours. We wanted to help but were keen to ensure that our support was focused where it could help those with young children. We made direct contact with Holmfield House Children's Centre which is local to the tower. It is where the local health visiting team also work from.

They detailed what would be useful and the next day our team came together to pack and deliver 273 bags of clothes, nappies, toiletries, toys, buggies and bedding directly to the Centre. We could respond quickly and, because our clothing packs are pre-sorted into age and gender and contain a week's worth of clothes, we knew they would be easy to pass on for immediate use.



Our team came together to pack and deliver 273 bags of clothes, nappies, toiletries, toys, buggies and bedding directly to the Centre.

The team at Holmfield were so grateful:

"The donations were gratefully received; we have taken donations directly to families in the hotels. Our team opened a small Stay & Play in the centre which enables families to be in the same room talking about the wide range of services they require while their children are able to play, draw, read, etc. We took a lot of the books, soft toys and arts and crafts to this Stay & Play and have also handed them out to parents for the children to have back at the hotels."

We were so pleased that our team could respond in a timely and practical way and all without affecting the service we provide locally.

MAKING A DIFFERENCE



This year we started working with **Their Voice**, a local charity who support victims of modern slavery. Many of the women they come across are pregnant or have young children, and they are in an incredibly vulnerable position.

Prams and buggies are a regular request from all our referral partners and they mean so much to those who are isolated. We received this feedback from the suport team at Their Voice:

"I took the item (Mamas and Papas pram system) with all the accessories to a young single Mum. She had given birth six weeks ago but had been unable to go out as she had nothing to put the baby in. When I arrived with the pram she burst into tears and could not stop saying "thank you thank you – now I can walk with my baby". She wanted to put the sun canopy on (in this wet weather!) to explore how the push chair worked in different modes, and was really taken with the back support in the pram for when baby is older. This donation has transformed the life of this young girl and her baby. She can get out and about and enjoy her new found freedom and independence."

FEEDBACK FROM THOSE WE HELP:

To whom it may concern to say thankyou the
I am writing you have given
The christmast ind in helping
I also wanted to barby clothe for my
me with a consistent sond soft and Small soft Bankers and Soft and Upblie one. I am Really great-RU and I just wanted to say how much I really wanted to say how much I really wanted to say how much I really in Support Everything you do for people in Support Everything you do for people in need like me
Support everything you do for put
Kind Regards



Empowering Survivors of Modern Slavery



Hi all at stripey stork!

I's just like to say a massive thank you for everything you have given me and my family for our new little arrival! This has helped us so much and we are extremely greatful. My health visitor arrived with everything I needed from nappies to a pram! I've cried so many happy tears.

Thank you 🧕 🍨

RECEIPTS AND PAYMENTS ACCOUNTS 1ST SEPTEMBER 2016 TO 31ST AUGUST 2017

Section A - Receipts and payments

	Unrestricted Funds to the nearest £	Restricted Funds to the nearest £	Total Funds to the nearest £	Last Year to the nearest £
A1 Receipts Donations, grants and prizes				
Asda	-	500	500	-
Belfry	-	1,105	1,105	-
Community Foundation for Surrey's Bryn Siriol Fund	-	-	-	10,000
Community Foundation for Surrey's Netherby Trust Fund	-	-	-	26,000
Councillors' Community Awards - Cllr Powell	-	440	440	-
Councillors' Community Awards - Cllr Thomson	-	-	-	500
Galaxy	-		-	300
Gatwick Airport Community Trust	-	1,200	1,200	1,500
Halliwell Marks (Cots for Tots)	-	-	-	500
Merstham Millennium Trust	-	-	-	4,000
Mum2Mum campaign*	-	788	788	253
Pampers	-	-	-	1,000
Raven	-	1,600	1,600	-
Red Nose Community Cash	-	1,000	1,000	-
Reigate and Banstead Borough Council	-	2,600	2,600	2,000
Reigate and Redhill Roundtable	-	-	-	1,000
Reigate Soroptimists	-	-	-	200
Santa Stork*	-	3,010	3,010	3,666
Socks / pants appeal (Stripes 4 Stripey)	-	1,621	1,621	211
Other donations*	29,833	-	29,833	8,454
Fundraising				
Other fundraising (Everyclick)	-	68	68	51
Sales	210	-	210	571
Other income				
Bank interest	-	-	-	-
Sub total (Gross income for AR)	30,043	13,932	43,975	60,206
A2 Asset and investment sales				
not applicable	-	-	10.075	-
Total receipts	30,043	13,932	43,975	60,206
A3 Payments Running costs				
Rent	-	12,130	12,130	8,555
Staff / contractors (including admin fees)	1,215	9,020	10,235	-
Internet hosting / phone / broadband	-	355	355	122
Insurance Professional fees (legal/accounting	- 990	378 1,050	378 2,040	772 1,262
/trustee training)				
Office expenses	3	1,125	1,128	711
Bank interest and charges	50	-	50	-
Cleaning / manintenance	23	224	247	138
Storage	-	40	40	463
Travel expenses	-	502	502	969
Volunteer training	-	800	800	-
Other volunteer expenses	-	350	350	-
Hall hire, event fees, refreshments	-	318	318	405
Marketing/communications	204	1,034	1,238	847
Localgiving.com charges	796	301	1,097	653
Other fundraising costs	1,110	180	1,290	555
Bags/boxes for donations	48	1,022	1,070	1,121
Signage	-	-	-	350
Labour (office refurbishment)	-	-	-	1,610

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* Personal donations include gift aid and match funding from localgiving where appropriate

RECEIPTS AND PAYMENTS ACCOUNTS 1ST SEPTEMBER 2016 TO 31ST AUGUST 2017



	Unrestricted Funds to the nearest £	Restricted Funds to the nearest £	Total Funds to the nearest £	Last Year to the nearest £	
A3 Payments Running costs continued					
Puchase of items for trading	107	-	107	666	
Direct help for families					
Matresses / spare parts / new items	2,425	3,639	6,064	3,236	
Santa Stork presents	-	2,369	2,369	1,776	
Mum2Mum campaign	-	752	752	252	
Sub total	6,971	35,589	42,560	24,463	
A4 Asset and investment purchases, (see table)					
Computer equipment	-	60	60	103	
Furniture / racking	-	437	437	3,527	
White goods / electrical goods	-	224	224	837	
Sub total	-	721	721	4,467	
Total payments	6,971	36,310	43,281	28,930	
Net of receipts/(payments)	23,072	(22,378)	694	31,276	
A5 Transfers between funds	(157)	157	-	-	
A6 Cash funds last year end	3,287	48,581	51,868	20,592	
Cash funds this year end	26,202	26,360	52,562	51,868	

Section B - Statement of assets and liabilities at the end of the period

Categories	Details Funds	Unrestricted Funds to the nearest £	Restricted to the nearest £
B1 Cash funds	Bank balance at end of period	26,202	26,360
	Total cash funds (agree balances with receipts and payments account(s))	26,202	26,360
B2 Other monetary assets	Not applicable		
B3 Investment assets	Not applicable		
		Fund to which asset belongs	Payments in year ending 31st Aug 17
B4 Assets retained for the charity's own use	Various shelving, office and warehouse furniture	Restricted	661
	Computer equipment	Restricted	60
		Fund to which liability relates	Amount due
B5 Liabilities	Rental lease to 31st August 2019 (12 months' notice break clause)	Restricted	21,120
	Rental for Project House (1 month notice period)	Unrestricted	150
	Bonline (phone and broadband)	Restricted	23
	Salaries (1 month notice period)	Restricted	875
	Salaries (1 month notice period)	Unrestricted	387

Note 1. The Trustees have agreed that we will keep reserves that are at least sufficient to cover forecasted costs for the next six months.

Signed by one trustee on behalf of all the trustees



Jenny Benfield 14th June 2018

INDEPENDENT EXAMINER'S REPORT



Independent examiner's report to the trustees of Stripey Stork

I report on the accounts of the Stripey Stork for the year ended 31st August 2017, which are set out on pages 13 to 14.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act
- to follow the procedures laid down in the general Directions given by the commission under section 145(5)(b) of the 2011 Act
- to state whether particular matters have come to my attention

Basis of independent examiner's statement

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records in accordance with section 130 of the 2011 Act and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

WAR

Name: Lynn Bailhache, 14th June 2018

Relevant professional qualification or body: FCCA (Fellow of the Association of Chartered Certified Accountants)

Address:

Bailhache Linton LLP, Bourne House, 475 Godstone Road, Whyteleafe, Surrey, CR3 0BL





Stripey Stork wishes to pass its sincere thanks to the following individuals, companies and funding sources that have supported us this year.

- 10th Redhill Brownies
- Adrian Burr Plumbing
- Allianz Croydon
- Asda Burgh Heath
- Bailhache Linton LLP
- Barclays Bank, Canary Wharf
- Barry Snels Mobile Valet
- Bear & Bunny Nursery, Charlwood
- Belfry Shopping Centre
- Canon UK & Ireland
- Caterham Children's Centre
- Caterham WI
- Celtic Contractors Ltd
- Cllr Mr David Powell
- Cllr Mrs Barbara Thomson
- Comfy Quilts Ltd
- Community Foundation for Surrey
- createselect
- Croydon Crocuses WI
- Crumbs Brewery
- Deli on the Hill
- Disney Store UK
- East Surrey College
- Gatwick Airport Community Trust
- Give As You Live
- Glam Your Pram
- Gorgeous Gem's Bakery
- Grant Thornton International
- Groundworks UK
- Halliwell Marks Estate Agents
- Harlequin Theatre and Cinema
- Holmesdale Community Infant School
- In Kind Direct
- Jigsaw group, St Mary's Church Reigate
- Jurlique UK

- Karen Gray Photography
- Karl Hyder 'Man With A Van'
- Kate Hutchings Photography
- Kirstin Wood Artist
- Like2Box
- Like2Lift
- Localgiving
- M&S, Redhill
- Merstham Community Facility Trust
- Morrisons Solicitors
- Mr Oliver Firth
- Mr Tim Armitage
- Mrs Peta Rooney
- Natural Baby Shower
- Netherby Trust
- Oakhyrst Grange School, Caterham
- Pfizer UK
- Proud Couture
- Raven Housing Trust
- Red Oak Sure Start Centre
- Reigate and Banstead Borough Council
- Reigate School of Ballet
 & Commercial Dance
- Reigate Soroptimists
- reigate.uk
- Rotary Club of Redhill, Reigate & District
- Round Table Redhill & Reigate no 119
- Run Reigate
- Sainsbury's Redhill
- Sal's Shoes
- Shona Gow Designs
- St Kilda Mums
- Surrey Mirror
- Tangent (Horley)
- Tesco Bags of Help
- Tesco Gatwick
- The Local Handyman



- Virgin London Marathon
- Voluntary Action Reigate & Banstead
- Waitrose Horley
- Walter & Mair Estate Agents
- Willis Towers Watson
- Yoomi
- Youth Support Service, Reigate & Banstead Borough

and all our regular volunteers who give their time so generously as well as the local families who pass us the items their families no longer need.



Funded by

