

-AMILY SUPPORT RECYCLED

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Stripey Stork

MILY SUPPORT. RECYCLED

ANNUAL REVIEW YEAR ENDING 31ST AUGUST 2021

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

OUR ORGANISATION

Stripey Stork believe that **every child deserves the same start** and that by sharing the items our families have outgrown we can support a circular economy in a focused and meaningful way.

Our vision is that **every child in Surrey** has access to the essential things they need to develop and meet their potential.

Our mission is to alleviate the impacts of childhood poverty by providing a practical way for families to help each other with kindness and purpose.



STRIPEY STORK 51a Albert Road North, Reigate, RH2 9EL www.stripeystork.org.uk info@stripeystork.org.uk

CONNECT WITH US: (COMPANY/STRIPEYSTORK) Registered charity in England and Wales (116161;

OUR VALUES

We are sensitive to the situations of families and children we help, **without judgement.**

We continue to **share our gratitude** and impact with our staff, volunteers and partners as we grow.

We are **active participants in the wider community,** developing partnerships, and staying open-minded.

We remain true to our guiding principles; bringing our **passion, commitment and quality** to everything we do. "I would like to say a big THANK YOU to you for all you do, it is so appreciated and on that note a thank you especially for the lovely new coat I came to collect. The child was so grateful, his face lit up when I gave it to him, especially as he had ridden to face lit up when I gave it to him, especially as he had roden to to keep him warm and dry for the journey home. to keep him warm and dry for the journey home. He was seen leaving school on the last day of term with a big smile on his face!"

WHO WE ARE & WHAT WE DO



Stripey Stork believe that every child deserves the same start and that by sharing the items our families have outgrown we can support a circular economy in a focused and meaningful way. We have been successfully supporting local families with practical items they need to raise their children since 2013.

The charity collects **donations of equipment, clothes, toys** and other items for babies and children **up to the age of 16 years** and distributes them to families experiencing hardship across Surrey and the surrounding areas. Our service has grown over the eight years we have been in operation, and we have received support from individuals, businesses, funding sources and other community groups.





Stripey Stork **does not support individuals or families directly,** and instead receives requests from local professionals (health visitors, social workers, schools, family centres etc.) on behalf of families in need.

We aim to meet each request with the items so generously donated by local families. We keep the warehouse well-stocked by sharing a monthly wish list on our social media channels and use funds that are raised to buy items taking advantage of trade and bulk discounts wherever possible. Items are collected by these referral partners from our warehouse in Reigate and then delivered as part of the scheduled visits that the referral partners make to the families.

Stripey Stork prides itself on passing on items in great condition. All items are cleaned and, where necessary, safety checked.

We deliver a strong social return on investment with the work that we do. We take care in the presentation of our packs, Stripey Stork want families to feel like they are receiving a gift and not a hand-out.

WELCOME FROM OUR CHIEF EXECUTIVE THE CHAIR OF TRUSTEES





It has been another year of uncertainty and disruption as we have navigated lockdowns and restrictions. Many of the volunteers shared how being in

the warehouse and doing something practical and positive during a challenging time was so important to them and I think we could all relate to that.

Our Christmas campaign was an example of how being forced to respond to the restrictions resulted in a better model of working. You can read more later in the report, but our partnership with local toy retailer Toy Barnhaus, and the offer from Reigate and Banstead Borough Council to let us use the Harlequin Theatre space when the pantomime had to be cancelled, provided the foundation for a quite special Santa Stork that delivered much happiness to local families.

We monitor the reasons that requests are made of our service so that we can respond appropriately and ensure that we are helping those who need us most. The reasons for referring families to us are often complex. We know that families have faced a multitude of difficulties during the pandemic, and that continues to be felt in terms of family health and finances. Clearly, job losses and furlough had an impact on families, as did issues with Universal Credit, and the rising cost of living - we also saw a significant proportion of referrals citing low income as a reason even though one or more adult was in work.

Of the reasons for referral given during this period, 17% indicated that medical challenges (including mental health) were factors, and a further 14% were identified as being isolated and vulnerable. Anecdotal feedback from professionals suggests that mental health challenges and isolation have become more prevalent during COVID-19, and with many services reduced or online, increased support has been required from other avenues. We produced care packs, activity bags, and packs for babies born in lockdown with vital resources to help parents and children through challenging times.

Homelessness or the risk of homelessness affects many of the families we support (24% of all reasons for referral given in 2020-21). Temporary accommodation or seeking refuge or asylum can lead to issues with families not having enough space, suitable sleeping or washing facilities. We were able to provide items to help alleviate some of these problems, like space saving cots, warm bedding and new mattresses, and folding highchairs for safety at mealtimes. The team remain thoughtful and practical: offering portable cold-water sterilizing systems means no electricity is required and extra clothing can help with a lack of washing facilities.

As our capacity increases, we are keen to ensure that our reach extends to new geographical areas. Linking up the smaller organisations doing work like us has meant that we have been able to share resources and ultimately help more families that need our help. We want to build on this work in the coming year as we aim to deliver on our strategic goal of being there for every family that need us across the county.

Nicola Dawes DL, Chief Executive - 22nd June 2022

The Trustee team completed a strategic review in the first quarter of 2021 and are grateful to Skylark Consulting who supported us through this process. Stripey Stork has developed a strong reputation and record for delivery in the local community and we have an ambition to meet the increasing needs of socially deprived areas and to leverage our new capacity and capabilities.

The pandemic has highlighted the growing social deprivation in parts of Surrey, and the significant need for our services in areas we don't currently reach. We have also witnessed an increasing number of requests for older children (11-16 years) and feel that this is an area where we can further develop our service.

Before we continue the process of expanding our reach, we needed to make sure we had the right framework in place for growth. I am delighted that Nicola is now supported by a new management team, two of which were internal promotions.

I thank all of Team Stork for their energy and commitment and know that their support and the improvement in our processes will serve us well as we deliver on key elements of the new strategic plan.





Karen Lord, Chair of Trustees 22nd June 2022

OUR IMPACT

From September 2020 to August 2021, Stripey Stork supported 6,159 families. This represents an increase in demand of 53% year on year. The requests came mostly from the East Surrey boroughs but also from surrounding areas in Surrey. We also supported requests from East Sussex and the London Borough of Croydon. We have relationships with 1,022 referral partners including health visitors, social workers, family support workers, midwives, and schools. We also work closely with local charities including Reigate & Banstead Women's Aid, YMCA East Surrey, ESDAS, HomeStart, Their Voice, Citizen's Advice Bureau and local food banks.

It is a service that is needed and valued.



STRONG & CAPABLE LEADERSHIP

In June Stripey Stork were delighted to announce that HM Lord-Lieutenant of Surrey, Michael More-Molyneux, appointed our CEO, Nicola Dawes, as a Deputy Lieutenant for the county of Surrey.

In taking on this commission, Nicola joins a highly distinguished team of Deputies who assist and support the Lord-Lieutenant in his public duties as Her Majesty The Queen's representative in the county of Surrey. Deputy Lieutenants (DL) come from all walks of life and are recognised for their contribution to the county within which they reside.



Scaling up to help more families

Recognising that demand for our services was increasing, we made the operational changes necessary to ensure that we can continue to grow and expand.

One of the key changes was to recruit an Operations Manager to ensure that all the work in our Reigate warehouse is well coordinated and in a position to cope with the growing demand. We were delighted to welcome **Sara Beadle** to Team Stork as our first Operations Manager. We are grateful to the support of **Community Foundation for Surrey** for making this appointment possible. Karen Lord, Chair of Stripey Stork, said:

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"All of Team Stork are incredibly proud of Nicola's appointment which highlights just how valued she is within the local voluntary sector. As Deputy Lieutenant, she can further strengthen our bond with the Surrey community and allow us to work towards our vision that every child in the county has access to the essential things they need to develop and meet their potential."

SURREY BABY BANK FORUM

We looked at what existing baby bank provision there was in Surrey. There were four other groups who offered a similar service to ours, and it made sense to work together and avoid duplication. We set up the Surrey Baby Bank Forum. We have been able to share stock, exchange advice on funding and administration and ensure that emergency requests are fulfilled. This is a natural first step to starting to expand our support across the county by supporting and enhancing the existing services.

TEAM STORK GOES

Every so often we receive a very special request which we can't fulfil from what we already have in stock.

It's these requests which really demonstrate the **kindness of people and the power of Team Stork** – our collective ability to get things done, and make a big difference to people's lives.

The **Croydon Children's Hospital at Home (CHAH)** team contacted us on behalf of a family in desperate need of a very specific type of double buggy. One of their twin babies needed a tracheostomy to enable them to breathe, so a pram system with a side basket was recommended by the hospital staff, as essential to be able to carry the heavy medical equipment which would need to accompany them everywhere.

We understood the urgency, the twins needed to be discharged from hospital but would be unable to do so until they were mobile. The parents were **keen to begin their new normal – getting 'out and about'** in the fresh air and being able to make those all-important outpatient appointments.

We put a **request on our social media channel** and the Facebook post alone was shared 153 times and reached 15,679 people. We always knew that Team Stork would do all they could, and they didn't disappoint. The post was seen by **The Cook family in Oxfordshire** who got in touch to say how they would love to donate their **pre-loved Bugaboo Donkey** – the perfect buggy in this situation. Once needed by them under very similar circumstances, they appreciated the expense of such an item and this family's plight.

Ann, one of our regular volunteers, offered to drive from Surrey and collect the pram. She's always one of the first to put her hand up for a **special mission** and this time was no exception. It was heart-warming to see that **the donor family had thoughtfully slipped in a sealed card with the lovingly packed pram.** They wanted to send a personal message to the recipient family which we thought was such a lovely gesture. "When we heard about how incredible everyone was and how they managed to find someone willing to donate their Bugaboo Donkey, both our team and the family were absolutely overwhelmed. Mum and Dad were extremely grateful – it has given them the freedom they needed, whilst keeping their baby given them the freedom they needed, whilst keeping their baby involved in this donation." Kate – Community Nurse, CHAH, Croydon

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On returning to the warehouse, it was given one of our **buggy MOTs by volunteer Graham.** The inner tubes were replaced to ensure a smooth ride and the brakes checked for safety; in no time at all it was sparkling like new. As with all our donations, if a mattress is required we replace it with a new one in compliance with safety regulations. It was going to cost over £100 to replace both carrycot mattresses so we contacted **Natural Baby Shower,** one of our fabulous charity partners to see if they could help and true to form, that very same day they arranged for two new mattresses to be shipped to us, as a gift from them. They were only too pleased to help and thanked us for reaching out to them.

Within one week of receiving the request, the muchneeded buggy was **delivered by CHAH to the family,** who were eternally grateful and couldn't believe their eyes. The message from the donor family made this act of kindness more meaningful and gave them the strength they needed, knowing that they weren't alone on this journey.

THE YEAR WE WENT VIRTUAL!



As the pandemic escalated it became clear that Run Reigate would not be possible in the same way this year. As well as being a great event, Run Reigate is an important fundraiser so we were pleased when our friends at Run Series came up with a COVID-safe virtual solution. Runners were invited to choose their own route and complete it in a socially distanced way during the month of September.

Some of our runners used the event as their motivation to get active during lockdown, or to stay connected to family or colleagues by entering as a team. A total of **58 Team Stork competitors** signed up for the challenge and raised an impressive **£5,349.59**

Every year **Sam and Jackie** turn heads with their elaborate Stripey Stork running costumes. This colourful duo and Sam's dog Archie selected a 10K route which took them through Reigate High Street! They did a fantastic job of raising awareness and funds for Stripey Stork, whilst bringing a smile to the faces of everyone who saw them.

Our runners received a branded bandana and certificate for their efforts, and we loved seeing all the photos of our unstoppable stork supporters. It really demonstrates how the community has 'our back', at a time when this support is needed more than ever. First Community Health & Care are one of our main

referral partners, so we were delighted to hear that they were organising a team and they raised over £650 in sponsorship. An amazing community effort, we really did come

together as ONE.

Dylan (age 11) whose aim was to run a half marathon on the treadmill throughout September. Dylan was so motivated when he saw the sponsorship coming in that

he increased his target to a full marathon! What a personal accomplishment and we are pleased to say that he achieved his goal whilst **raising an amazing £676.20.**



Celtic Contractors never let us down – they turned it into a family affair! Here is Saoirse running with her muchadored Stripey chick mascots.



SAM, JACKIE & ARCHIE

First Community Health & Care Sarah Billiald

VOLUNTEERING

Volunteers are the heart of Stripey Stork and we simply couldn't do what we do without them. As the landscape continued to shift during 2020-21 and referral requests soared, we were so grateful to for their continued service, and for being so adaptable as we kept up with the changing regulations.

Some of our volunteers found creative new ways to support us, including collecting items from us at the warehouse to sort at home during lockdown.

Our **fabulous team of knitters** kept themselves busy in lockdown making some

beautiful blankets and hats for us. These items are hand-made with love, and it is special to be able to include them in the packs that we give out – it tells a new parent that someone else cares so much that they took the time to make something specially for their baby. Our knitters know that we need them to include a label with details of the wool used and they avoid using buttons.

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Stripey Stork has a core team of **68 volunteers** and a wider team of **300** who help on an ad-hoc basis. Together they offered **5,723 hours** of their time during this period.





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VOLUNTEER SUPERSTAR!

Michelle is one of our young Stripey Stork superstars. Supported by Surrey Choices, Michelle has been volunteering with us to build up her experience and to develop the confidence to start applying for paid employment. Good luck Michelle!

EMERGENCY RESPONSE



When a **devastating fire broke out in Merstham** four homes were destroyed leaving the families with nowhere to live and very few belongings. The local community rallied round to support them and **Citizens Advice** contacted us, knowing that we would be able to quickly provide some of the essentials including **clothing**, **shoes**, **bedding**, **toiletries and crafts.** In situations like these, we know how important it is that we have items ready to go so that we can respond very swiftly. Our referral partners know that everything we pass on has been quality and safety checked by our volunteers. We also included a costume for one of the little girls so she could play dress up – a bit of light relief at what must have been a very upsetting time. It turned out that Mum was a past referral partner, and she got in touch to say:

Her daughter **Jude** is no stranger to us either, having previously **supported Santa Stork and Stripes4Stripey.** Even with everything that'd happened, Jude insisted on wearing stripey socks with her new school shoes and **donating her pocket money to Stripes4Stripey!** We gave out 2,021 clothing bundles, each one lovingly put together by our volunteers.

"I've been putting in requests to Stripey Stork for years and supported their campaigns but it never crossed my mind that I would be in a position where I needed help from them myself. I was completely overwhelmed by the items we received, and my daughter was thrilled with her clothes in particular her Frozen dress and brand new school shoes. Thank you Stripey Stork for everything you do."

STRIPEY STORK'S LITTLE LIBRARY!



It was great when the **Reigate & Banstead Borough Council Greenspaces team** asked us whether we would like to have a **Stripey Stork Little Library in Brook Road playground in Merstham.** Little Libraries are designed to encourage reading and promote the sharing and reusing of books in the community.

Sponsored by Westridge builders, it was made by the **Men in Sheds group** based at **Furnistore** and decorated by the talented local artist, **Kirstin Wood.**

We filled it up with some of our **favourite pre-loved children's books** and installed for the local community to enjoy.



Santa Stork 2020 was our 7th campaign, and we distributed a total of 5,168 gifts to local families in need (3,631 children and 1,537 of their parents/carers).

This was OVER 50% MORE requests than the previous year and the value of the GIFTS DISTRIBUTED WAS £81,704.

BACK

2020 had certainly been a year to remember. The impact had been felt throughout the community and it was heart-breaking to hear the stories of families so worried about Christmas.

We knew Santa Stork would have to scale up to meet the increased need and our plans would have to factor in **COVID-19 restrictions.** Sadly, the usual toy collections would not be possible and our giving day – when most gifts are wrapped and distributed one day in December – would not be able to go ahead. One of things this year had proven is **how adaptable Team Stork is** so we went back to the drawing board.



"...my three grandkids are in my care, as their Daddy (my son) passed away last year. They are aged 6, 8 and 9 years old and it was such a lovely thing to receive a Christmas present for them. They were so very happy to put presents under the tree it meant a lot to them and to me."

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Lockdown restrictions meant that the Harlequin Theatre was unable to run their traditional pantomime, so **Reigate** & Banstead Council allowed us to use the space as a base for Santa Stork instead. This meant that **Chief Elf** Abbie and her team of Elves had ample room to run the project in an efficient and socially distanced way.

We approached **Toy Barnhaus** – a Surrey and Sussex chain of seven toy shops to be our main supplier of children's gifts. It was great to be able to support a local business at a time when the high street was being hit hard and they offered to price-match other high street stores and gave us an additional **10% discount.** Their advice on which toys were popular and help to navigate the global supply chain issues was invaluable.

Seventy five gifts were chosen and put into an online catalogue which covered ages 0-18. Referral partners were able to work with their supported families to choose a gift for each of the children. If a child wanted a gift that was not in the catalogue, we sourced that too - we believe that if a child is only going to receive one gift it should be something they really love!

We created 'Santa's Shop' a new e-commerce area on our website and as the second lockdown hit the UK, we encouraged our supporters to grab a mince pie and pledge a gift through Santa's Shop from the safety and comfort of our own home.

Our team of Elves allocated each child their chosen present, along with an age-appropriate stocking filler. We provided wrapping paper and tape so that parents/carers were able to wrap the gifts themselves. The feedback we received was brilliant – it enabled parents to feel part of the process and brought some much-needed Christmas cheer. We also provided batteries for those items that need them and pumps to blow up footballs so that on Christmas Day the toys could be played with straight away.

We included a wrapped toiletry gift set for each parent/carer so that they had something to open on Christmas Day too. And we never forget our referral partners; an extension of our team who work tirelessly all year round, but particularly this year - so we were pleased to be able to give our them a truly deserved pamper treat of their own. Our friends at Morr & Co and Osborne loaned us their vans and drivers to help out with deliveries and the campaign was generously supported by Partners Group, Fidelity and Celtic Contractors, along with many others who organised fundraisers and helped to spread the word.

Santa Stork is such a special campaign,

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and we are so grateful to everyone who gets involved - including funders, corporate and community partners and schools. The project would not be possible without the hardworking project team and the support of our wonderful community and after a year like no other, it was incredible to see everyone pulling together to make Christmas possible for local families in need.

30⁶⁰⁴ "I collected all the amazing gifts and while the children were at school I delivered to the parents. They were overwhelmed, grateful, humbled, and very happy and honoured to be given the gifts from you and asked me to say thank you. From all of them to all of you, thank you, it has made a huge difference and when they were given the paper and tape too they cried."

VIP VISITORS

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We were thrilled when **Simon Bashford** – aka Redhill's much-loved panto Dame spent a day volunteering with us.

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We also had the honour of welcoming Mr Michael More-Molyneux (HM Lord-Lieutenant of Surrey), Mr Shahid Azeem (The High Sheriff of Surrey) and Cllr. Rosemary Absalom (Mayor of Reigate & Banstead) who came along to volunteer their time and helped us to make up gift bags.





The Reigate Grammar School Girl's U15 hockey squad

collectively and virtually exercised their way from Reigate to Lapland, raising £2,782! They came to visit us at the Harlequin to see for themselves the 150 gifts we'd been able to buy because of their hard work and determination.

> **Reigate St Mary's School** took on a similar fundraising Lapland challenge of their own, with a **target of £1,452 to cover 1,452 miles** – just amazing!

> > Kelly from Boogie Monsters undertook a 24-hour song request charity challenge, playing keyboard/

singing non-stop music live on Facebook. She **raised £805** for Santa Stork and at one stage her live performance was broadcast to the volunteers working in the Harlequin theatre space.

• CIRCULAR GIVING

We received a donation to our Santa Stork campaign with this comment:

"You've helped us for the past 2 years with Christmas gifts and it honestly means the world!"

The donor got in touch to explain that the support she had received from Stripey Stork previously made Christmas possible for her young children while they were experiencing financial difficulties.

"The Christmas season is supposed to be fun and exciting, but for many families it can be more stressful as we wonder how we will make ends meet whilst also keeping the magic alive"

We know that the families we support don't want to be in a position where they need to ask for help. Requests are handled with dignity and our ethos is that items should feel **'like a gift and not a handout'.** We often hear that recipient families find ways to support Stripey Stork as soon as they are back on their feet, becoming part of the **circle of giving.** As our anonymous donor put it: "This year has seen us struggle more than ever with less support available due to COVID-19, knowing Stripey Stork are there supporting others in the same situation gives me hope another family will benefit from their generosity and will benefit from their generosity and perhaps for one day, be able to truly enjoy the spirit of the holidays."

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We were touched that this Mum wanted to show her gratitude and, knowing what it had meant to them, pay that kindness forward with this meaningful donation.

MAKING A DIFFERENCE

In January Stripey Stork reached an important milestone – we received our 11,000th request for help since starting in 2013!

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It was for a local family who were **really struggling financially** due to their especially **low income**, a helping hand is all they needed. We prepared clothing packs for each of the children, full of **winter clothes and suitable shoes** which they'd never have been able to afford. We had very recently been able to help the same family with some different essential items which were identified and requested by their school.

A wonderful example of how their **support network is working together** to ensure they have everything they need and that all bases are covered. It also demonstrates the crucial role Stripey Stork play in this process and how we have become the 'go to' place for sourcing items needed for the **most vulnerable families in our community**.

A joined-up approach with the common goal of giving all children the same start in life.

At Stripey Stork we know that becoming a new parent is always a big change but beginning this journey during a pandemic without all the usual support systems in place, coupled with financial hardship, makes this challenge much greater.

REFERRAL

REQUEST

There's a wealth of evidence to show how important the first 1,000 days are for a baby's development. We knew it was an area of real focus for our key referral partners and we wanted to respond with practical resources. **Our Babies Born in Lockdown project was born!** We put together **515 packs for babies from birth, 6-12 months and 12 months plus.** Each pack contained: a selection of **age-appropriate books**, a brand new **developmental or sensory toy**, a **treat for Mum or Dad** and all bundled together in one of our **reusable orange/blue drawstring bags.** All babies deserve the same start in life and being born during these unprecedented times should not have a negative impact on their development and wellbeing.

BABIES BORN IN LOCKDOWN



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In January we had an unexpected cold snap and Surrey residents woke up to snow! We received a message from one of our referral partners on behalf of a family she was supporting:

"Wondering if you can do a last-minute request, please!? I am seeing a client later today who has no cold weather clothing. M is on her way to you now to collect other items and I was wondering if there was any chance you could put together some items?"

By the afternoon this little one was warm and snug as he finally got to enjoy the snow. And enjoy he did, which is abundantly clear from this photo kindly sent by Mum.

He was covered from head to toe in the **outdoor items gifted to him from Stripey Stork.** We were able to respond extremely quickly and because the items were clean and ready to use, he was able to put them on straight away and go outside as he'd been longing to do.

For families on a tight budget, items like snowsuits can feel like an extravagance. At Stripey Stork we know how important it is for children to have the essentials that they need to stay warm and dry, so that their parents can **encourage them to experience the snow and make precious memories.**





We had the pleasure of making up 45 of these packs for one of our referral partners – **gifts to mark the celebration of Eid al-Fitr.** Each pack contained brand new age-appropriate toys and books. And of course, we didn't forget the parents, treats were included for them too.

Eid al-Fitr marks the end of Ramadan fasting and is one of the most important celebrations in the Islamic calendar. It is traditionally celebrated by spending time together exchanging gifts and creating feelings of goodwill. It's lovely that we've been able to participate in this **sharing of goodwill**, especially as the recipient families had been going through a particularly difficult time and being on the receiving end of such kindness will be all that more meaningful.

WORKING IN PARTNERSHIP... IMPROVING MENTAL HEALTH



With all the additional stresses brought on by COVID-19 and all its consequences it was no surprise that we started to hear our referral partners talking much more about mental health.

Wellbeing Packs for Mums

One local Family Centre wanted to put together some 'wellbeing' packs to give out to Mums who've been struggling with their mental health, and we were only too pleased to be able to help.

Our volunteers were in their element making up these thoughtful bundles from items we already had in the warehouse - **cosy socks**, **candles**, **hand cream**, **bubble bath and other relaxing pamper treats**. After some useful mental health resources are added by the Family Centre, we know these items would mean a lot to the people who received them and support the vital work that the Family Centre was doing.

Supporting Teenagers

We received a lovely letter of thanks from one of our referrals who specialises in paediatric mental health at **East Surrey Hospital**. Sadly, she's seen a real **increase in mental health issues** since the pandemic began, especially the teenagers.

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"Many of the teenagers are non-communicative when they come in and give poor eye contact. Being able to give them a mindfulness colouring book, pencils and chocolate definitely lifts the mood and validate their feelings of being worthy."

She told us how the **gifts helped to break down barriers.** Being in hospital at any time is difficult enough, but over Christmas and especially if finances are already stretched, makes it so much worse. Christmas 2020 is probably one that these families would like to forget, but what they will remember for years to come is the kindness of others during this time.





Self-Esteem Packs

We received a request from a self-esteem support group in Sutton which helps women who have experienced sexual abuse, domestic violence, substance misuse, child bereavement, mental health, or loneliness. Thanks to a recent in-kind donation we were able to provide a selection of pamper items for the women to choose from – we know that where make-up is concerned as it's very much about personal preference. We know that these small pick-me-up gifts can be the confidence boost needed to start new beginnings, because once you believe in yourself then anything is possible.

Feedback from our referral partner:

"Thank you so much for helping these strong women find their strength again. By showing them, through these gifts, that they are worth it has helped their confidence no end. Their opinion of themselves was at an all-time low when they come to us, but slowly we are turning that around and the weekly lucky dip has really helped with that. It's about women giving themselves the permission to take time, treat themselves and reflect on what they want."



Mum2Mum2O21 provided a pampering treat and hand-written Mother's Day card to 835 local mums who were experiencing hardship.

MUM2MUM 2021

As Mother's Day came around, the country was in the third lockdown. For the families we support, the last 12 months had been disproportionately tough; financial worries had been heightened as many people had been furloughed or lost their jobs; home-schooling had pushed parents to the limit and feelings of isolation had never been greater. Those becoming Mums for the first time had no baby groups to attend and be given the reassurance that they are doing OK.

Mother's Day is the one day officially designated to celebrating all the amazing Mums out there. Sadly, this acknowledgement doesn't happen for everyone. Many of the mums referred to us don't have a support network to help them through the bad times and their finances are so stretched that they wouldn't dream of spending money on themselves.

Thanks to our generous community we had this one covered! A total of **835 pampering Mother's Day gift sets** were lovingly put together by our volunteers and distributed via our referral partners, along with a hand-written card. Our friends at **LexisNexis Risk Solutions** provided some funding to allow us to order for fifty specially designed postal pamper boxes each containing handmade goodies and mini treats, to ensure that mums who were physically isolated due to lockdown weren't forgotten either.

We were pleased to team up with **The Soapy Zebra** who make artisan handmade soaps, and **The Dinner Table** who make delicious brownies to offer our supporters the opportunity to purchase lovely gifts which also included a donation to the campaign.

"We were so impressed by the quality of the gifts and the amount in each bag. These bags will be a great lift to our clients especially at this time." Food Bank at St Matthew's Redhill

"It's my first Mother's Day and obviously becoming a first-time mum during lockdown has been so tough. I've been through bad health issues since giving birth and so has my son. I really appreciate the lovely gifts; I will pamper myself! I also loved the card, it made me realise that I am doing a good job, even when I don't feel like I am! Thank you, you guys are amazing and bring so much happiness to people who need it."



In the lead up to **Father's Day**, we offered gift packs like these to the dads we are supporting. We like to acknowledge them in this small but significant way, and it's always well received. It's also important for the children to have something to give Dad on their special day.



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Stripey

#StorkSupporter

WORKING IN PARTNERSHIP...

HOLIDAY POVERTY

In October we worked with The Red Oak Family Centre to provide 42 activity packs including crayons/ felt tips, colouring books, reading and puzzle books, a craft activity...and a fancy dress outfit for Halloween! The centre would usually organise free or low-cost activities for their supported families over half term, but they were unable to do this due to restrictions.

In February, one of the local schools we regularly support was concerned how their vulnerable children, who had been in school up until then, were going to cope in half term with the school being closed.

Holiday Poverty is a very real problem, and they understand how challenging it is for parents to keep children entertained, especially during lockdown, when resources at home are lacking. We knew we could help. 182 bags were made up – full to the brim with reading books, activities, colouring stationery, Lego and a water bottle - covering Early Years, Key Stage 1 and Key Stage 2.

At Easter lockdown had only recently ended and we knew many families would find the Easter holidays challenging. We made up 246 activity bags to help low-income families who often don't have the necessary 'boredom buster' items at home to keep their children entertained. The bags were delivered to these families through five local schools and two academies.

We tasked volunteer Laura, a teacher, with putting together some Summer Activity bags containing a mixture of indoor and outdoor activities.

We gave out nearly 500 packs and received some lovely feedback from our referral partners:

"Thank you very much indeed for the amazing activity bags. The children were absolutely thrilled to receive such a thoughtful and generous gift to keep them busy during the holiday. It's been a long and difficult term for many families in our school community and your kindness is greatly appreciated, it really has made a difference."

Stripey Stork

"Both girls have been at home throughout lockdown due to their Mum's cancer returning, so these activity packs are ideal. The youngest has a visual impairment and I'm blown away by the large print wordsearch, it was obviously meant to be! The feedback I had when I dropped them off to our families has been amazing."

OUR AMAZING SUPPORTERS

Sporty Fundraisers!

We're always delighted when people choose to raise money for Stripey Stork, and we love seeing the creative ideas that our supporters come up with.

Unable to train in the usual way, the **Old Reigatians Rugby Football Club** (ORRFC) set their members a Get Active challenge to raise money for Stripey Stork. Entrants logged all their activity over the Summer and competed with other participants for a place on their online leader board. Everyone received a Stripey Stork medal for taking part.



Reigate Hill Golf Club

chose to extend our term as their Captain's charity, and we were so grateful for their support. Their members are now used to donning their stripes and taking part on regular fundraisers for us including auctions, raffles and golfing challenges.

Stripey Stork

FAMILY SUPPORT, RECYCLED









We were on top of the world when referral partner Francesca from First Community Health & Care got in touch to say that she was planning a challenge to raise money for us. Francesca and Daryl completed 26 miles of walking, ascending 300 feet up Ben Nevis,

Scafell Pike and Snowdon - the highest peaks of Scotland, England and Wales, and they took Stripey along for the ride! Francesca said: "I wanted to do this as a thank you for all the support you have given to the clients our team have worked with."



Dom and the Team at Reigate Heath Golf Club set themselves the task of playing 100 holes of golf in a single day! They tee-d off at 4:30am and covered approximately 25 miles and 500 golf swings per person, raising over £7,000 in the process!



Natalia, age 6, completed a Virtual Challenge 10k run. A big distance for such little legs, but she was a determined young lady. She absolutely smashed her fundraising target raising over £900.

Combining doing good and keeping fit during lockdown, Russell from Matthew Douglas Ltd. wanted to help families who had been adversely affected by the pandemic. He committed to donate £50 every week for a year to Stripey Stork for every park run, or park run he would have completed if restrictions allowed.

An inspiration to us all Scarlett, Tabitha, Bella, Thomas, George, Zoe, Cordelia, Harriet and Georgina cycled 250 km between them over the Christmas holidays to raise money for local charities. Even more impressive is the fact that the team are aged between 4 and 9 years old!



OUR AMAZING SUPPORTERS

Virtual Fundraisers! Not ones to be deterred by restrictions, our super fundraisers came up with all sorts of COVID-safe ways to raise money for us.

Chair of Merstham Cricket Club, Richard Feist, and Stork supporters Marie and Richard had signed up to do the London Marathon, but due to restrictions, the



main event has to be cancelled. Instead, runners were asked to complete a **virtual marathon** using a socially distanced route

of their choosing on the same date. Richard Feist ran laps of the cricket pitch in Merstham and invited friends and family down to cheer him on and join him for a lap. It rained all day, but that didn't put a dampener on his spirits! A December favourite, the **Santa Sleigh** route is usually a big fundraiser for **Sutton Rotary club** but this year that wasn't possible. Instead, they recorded

two lovely videos for the kids 'Stories with Santa' and asked people to donate online to their charities, including Stripey Stork.

Stripey Stork

FAMILY SUPPORT, RECYCLE

During lockdown as Stripey Stork was unable to accept pre-loved donations, **brothers Taran and Hrithik organised a charity auction via zoom** to sell their unwanted clothes and toys to friends and family. They **raised £64**, whilst also giving their good condition possessions a second life. We love how they used our ethos to raise money for Stripey Stork.

Our friends at **Unison Choir** came up with a creative and COVID-safe way to spread some festive cheer by doing walk about Carol singing.



DONATIONS

Merstham Cricket Club organised regular drive-through donation events in place of their usual cricket tea. We were blown away by the generous donations of nappies and toiletries we received every few weeks.

Long term volunteer **Lois's birthday** was pants... literally! She asked her friends and family to **donate pants** to Stripey Stork **instead of buying her a gift** for her birthday.



Reigate Grammar School arranged drive-through donation sessions for teenage clothing, books and school uniform. As we expand our service to help older children, having their support and donations like these helps to ensure that we are well stocked for teenagers.

OUR AMAZING SUPPORTERS

Corporate Supporters Our corporate partners are an important part of Team Stork, and we are so grateful for their support.



The Nanny Connection is a local nanny agency and they donate 3% of every placement to Stripey Stork.





In October the lovely people at **Reigate Manor** put on a spooky **Halloween-themed afternoon tea** to raise money for Stripey Stork.

Our friends at **Natural Baby Shower** partnered with global generosity movement **Giving Tuesday**. They donated **20% of all their sales** on Giving Tuesday to three charities, including Stripey Stork. Osborne chose Stripey Stork as their charity of the year and they have taken part in our campaigns and volunteered at the warehouse.



Unified clothing designed and sold face masks and donated 15% of the profits to Stripey Stork



The team at LexisNexis Risk Solutions are among our most enthusiastic supporters and before COVID-19, could regularly be found in our warehouse on one of their Corporate volunteering days. Over lockdown they found lots of creative ways to continue supporting us, including donating the proceeds from an online quiz and getting involved in remote volunteering – their lovely charity action groups wrote 600 Mother's Day cards for our Mum2Mum campaign.



Family-run business **Oxted Classic Cars donates a portion of their profits** to Stripey Stork each month.

IN-KIND PRODUCT DONATIONS WORTH £315,822!!!



We're always grateful when companies get in touch wanting to donate products, and our partners know that we can be trusted to pass these on to families in need.



Thank you to Waitrose &

Partners who made a significant donation of end of line nappies in a range of sizes. Nappies are an essential item and expensive for families on a stretched income, so it was great to be able to pass these on to families in need.

When we contacted **Booktrust** to tell them about Santa Stork, they generously provided **£7,500 worth of books** that we could include as stocking fillers for children aged three and under. JoJo Maman Bébé's brilliant 'From A Mother To Another' campaign has been running for a few years now and we're so pleased to have been one of the beneficiaries. We received sorted packs of pre-loved children's clothing in the sizes we needed.

We're always delighted to receive a donation from The **All-In-One Company Ltd** who make cuddly onesies. We know how well they are received when included in our referral packs. They are a comforting hug for the children who get to wear them.

Haul and Store, a Surrey Fulfilment house donated some end of line stock from one of their clients, including some wonderful items which we were able to use for our Mother's Day campaign.

We're fortunate to have the support of local company **Bathing Bunnies**, who make gorgeous, personalised gifts. When they saw that bibs and towels were on our wish list, they got in touch and arranged to donate some. It's such a treat to be able to include their lovely products in our packs.

Local charity **Sal's Shoes** is a great partner of ours and throughout the year they provided us with generous donations new and pre-loved shoes and trainers, along with some lovely new clothes from their sister charity, **Clemmie's Clothes.** A great example of local charities working together to help alleviate poverty; benefiting from their connections and playing to their strengths.



Thank you to Tropic skincare

who supported us throughout the year with donations of their luxury beauty products. We were especially pleased to receive a donation of little pots of hand cream, we knew they'd be a welcome treat for our frontline referral partners, who had been endlessly washing and sanitising their hands since the COVID-19 outbreak began.



Thursday 17th June was our annual Stripes4Stripey day when we ask Team Stork to wear something stripey and donate. The money raised is used to buy new items to complement our pre-loved clothing packs, including underwear (which we always buy new), socks and pyjamas.

Every year we try something a little different for Stripes4Stripey and this year was no exception – we injected some stripey magic into our local area. With the help of twenty local businesses and organisations, we created a fun and free, **COVID-safe fairy door trail** in Reigate's Priory Park. Printed trail sheets were available and trail goers were invited to donate if they had the means.

Four of our fairy door sponsors went a step further in their fundraising efforts: **Leafy Learners, Kicks Dance and Woodland Spirits** ran special Stripey activity sessions and **The Soapy Zebra** created limited edition bath salts in orange and turquoise and donated the proceeds to the campaign.





We always say that Stripey Stork is fuelled by tea and cake, so it seemed fitting to hold a **virtual Stripey Bake-off!** We received some incredibly impressive entries, and the competition was Judged by celebrity chef Tony Tobin. The corporate entry winning entry from the **talented team at Reigate Grange**.

Once again, we turned social media stripey and we loved seeing photos of all our supporters strutting their stripes – including LexisNexis Risk Solutions, Osborne, Reigate Hill Golf Club, Reigate Heath Golf Club.

Children have such an affinity with Stripey Stork and are some of our most passionate supporters - we love it when schools and nurseries join in the fun. Thanks to: Holmesdale Infants, Furzefield School, Merstham Primary, Reigate Parish and Reigate Grammar schools who all got stripey with us!

Our referral partners understand more than most the 'why' behind this campaign and we're grateful that so many of them get involved. Special thanks to **First Community Health & Care and Welcare** for their enthusiastic support.

Thanks to the generosity of our supporters, we raised a total of £3,571.59. That's a lot of pants!

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A proud Mum. One who works hard and wants nothing more than for this to be enough to support her family. She loves her job and knows it's critical for her mental well-being; she needs this!

This is what she keeps telling herself, but the system is telling her otherwise. As a single Mum to three children, she is currently working part time. On top of this, she was running her own small business with flexible hours, until COVID-19 struck. Her business closed and she wasn't entitled to government funding because of this, as this would have affected the low-income support she was already receiving. With this sudden loss of income, she's had to resort to borrowing from family and friends – something she hates having to do. She realises she would be better off right now if she didn't work –

"the more I work and earn, the more they take from me". But she's hardworking, strong and most of all wants to set a good example for her children. Her part-time job is what's keeping her grounded and she knows it's the right decision for her family. Thankfully, she's acknowledged she can't do it all on

her own and nor should she have to. Her 8-year-old boy, already above average in size, has had a recent lockdown growth spurt meaning his clothes no longer fit him. They've become uncomfortable for him, and the situation has started to get him down, which is when Mum knew she had to ask for help. A referral was made to us on her behalf, and we were quick to respond with one of our generously packed clothing bags filled with everything a child could need from socks and underwear to trousers and tops and topped with a warm coat.

Mum felt compelled to contact us directly to let us know how much this bundle means to her and her son, and to personally thank us and everyone involved in Stripey Stork for caring like they do. "You guys have supplied my son, not only enough clothes to see him through but with happiness too. When his face lit up on seeing he had clothes that fitted him, it was just priceless!"

["]Life can be hard at times but knowing you can reach out to people like yourselves makes it a little easier."

We are so pleased she reached out and that we were able to help with these practical items. Dignity still intact and items gratefully received – as a gift and not a handout.

READY TO GO 'BACK TO SCHOOL'



Every parent wants to see their child with their head held high, smiling as they walk through the school gates. Starting or returning to school is hard enough without having the added worry of whether you're going to be able to fit in.

At Stripey Stork we often hear how difficult it can be for low-income families to afford the required kit list but we know how vital is it that children to have the uniform and resources that they need to feel comfortable and confident heading into the new term. Fortunately, Stripey Stork is on hand to help.

School shoes and uniform

To make sure that the children we are supporting are 'school ready', we needed a little help from our friends. Reigate Grammar School organised a drive-through donation session, collecting over 250 items of generic school uniform for us to be able to pass on ready for the new term and local charity Sal's Shoes provided us with some smart school shoes.

Bags4School

Our Bags4School campaign provides a new school bag filled with brand new stationery, books, toiletries and a water bottle for the pre-school, infant, junior and senior school children we support.

Our friends at esure ran their annual appeal once again and generously donated supplies, and our volunteers worked hard to assemble over 300 bags. Our generous donor John once again pledged £1000 to the school bags project. A few weeks later we had a lovely note from volunteer Ann who had been involved in making up some of the school bags. She had mentioned the project to a secondary school where she also volunteers and on her way there had spotted two girls proudly carrying a black handbag style bag that Stripey Stork had provided. She also saw a boy with a green rucksack, carrying a water bottle that looked very familiar. We know how important it is for children, especially those at secondary school age, to fit in with their peers. We're so pleased than Ann was able to see the difference made by her hard work.

> "OMG we just got home.... amazing, thank you so much! My daughter is over the moon with her new school bag and stationery bits, and I really wanted that exact bag for my son, so both are well chuffed."

SUMMARY OF ACCOUNTS 1ST SEPTEMBER 2020 TO 31ST AUGUST 2021



WOW! We have given back new & donated items

worth

Stripey Stork's total income for the year ending 31st August 2021 was £997,896 and total expenditure was £958,095. £918,943 of our expenditure was on charitable activities, £39,152 on raising charitable funds.

Stripey Stork Cash Income 2020/21





In addition to the cash income above, items that were distributed to beneficiaries, valued at $\pounds 660, 660$, were donated over the year.

Stripey Stork Expenditure 2020/21

CHARITABLE ACTIVITIES:

82% items distributed to beneficiaries (donated and purchased)
6% staff (including freelance), volunteer and consultant costs
6% office costs 2% governance, support costs and depreciation
RAISING FUNDS:

4% costs of raising funds (including staff, accommodation, office, governance, support costs and depreciation allocated to this)

Our unrestricted reserves at the end of the year are £206,294 which is broadly in line with our reserves policy to hold £207,800.



The above information was extracted from the full Trustees' Report and Financial Statements which comply with current statutory requirements, the governing document and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102. For further information, the full financial statements together with the Trustees' and Auditor's reports should be consulted. Copies are available from The Charity Commission or info@stripeystork.org.uk.

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



A Moment of You AIG Life AKM Hair Albert Hunt Trust Amazon Smile Asda Foundation Ashford House Consultancy Ltd Baby Duet Bailhache Linton LLP Bargains4Ever Bathing Bunnies BBC Radio Surrey Beauty Banks Becky Pearce Designs Boogie Monsters BookTrust CAF Resilience Fund Caterham Round Table Celtic Contractors Ltd Charities Aid Foundation Charles Lewis Foundation Cllr Barbara Thomson **Cllr James King** Cllr Rebecca Paul Cllr Sue Sinden Comfy Quilts Ltd Community Foundation for Surrey Croydon Whitgift Rotary Club Crumbs Brewery Dayspace DC Thompson & Co Department of Work and Pensions Department for Digital, Culture, Media & Sport Dorking Inner Wheel Association Downsend Pre-Prep School Dunnottar School Earlswood Junior School Ecclesiastical Movement for Good Epsom & Ewell Foodbank Esure Fidelity International First Community Health & Care Three Peaks Team For Common Good Friends of Hatchlands School Gerrards Ladieswear **Gibsons Games** Give As You Live Give-A-Car **GLF** Schools Grant Thornton International **Greggs Foundation** GXH Barber Studio, Horlev Harleguin Theatre and Cinema, Redhill Hartsfield Manor Haul & Store

High Sheriff of Surrey, Dr Julie Lllewelyn High Sheriff of Surrey, Mr Shahid Azeem DL **Hive Dynamics** Holmesdale Community Infant School Horley Lions Horley Tangent HRH Lord Lieutenant of Surrey, Mr Michael More-Molyneux Hygiene Banks In Kind Direct Infinity - Space to Grow Issie Loves Books Jiasaw Wokina JK Interiors JoJo Maman Bebe Karl Hyder 'Man With A Van' Kemp Marketing Leafy Learners LexisNexis Risk Solutions Lime Designs Kitchens & Joinery Lime Tree Primary School Little Harts Music Localgiving Matthew Douglas Ltd Mayor of Reigate and Banstead, Cllr Mrs Jill Bray Mayor of Reigate and Banstead, Cllr Mrs Rosemary Absolam Mercer Merino Kids Merstham Cricket Club Merstham Millennium Trust Miss Ava-May Malik Miss Caitlyn Lawrence Miss Natalia Vesala Moore Kingston Smith LLP Morr & Co LLP Morrisons Supermarket, Reigate Mr John Smith Mr Paul Collier Mr Richard Scantlebury Mr Richard Feist Mr Russell Brett Mr Simon Bashford Mr Tony Tobin Mrs Andrea Canning Mrs Claire Feist Mrs Emily and Jo Kennett Mrs Jane and Catherine Babbage Mrs Janet Aslett Mrs Joan Hodge Mrs Lois Shrimpton Mrs Peta Rooney Ms Marie-Therese Dawes Scholastic Books

Natural Baby Shower Neighbourly Community Fund Nicola B Designs Oh Creative Old Reigatians Rugby Football Club Osborne Outwood WI Oxted Classic Cars Partners Group Peanut PR Peter Harrison Foundation Pfizer UK Pistachios in the Park Puzzler Ralph James Estate Agents RBBC Greenspaces Team Red Oak Family Centre Redhill Confetti Redhill Redstone Rotary Club Redstone WI Reigate & Banstead Borough Council Reigate & Redhill Round Table no 119 Reigate Duct Manufacturing Reigate Grammar School Reigate Heath Golf Club Reigate Hill Golf Club Reigate Manor Hotel Reigate Methodist Church Reigate School Reigate School of Ballet and Commercial Dance Reigate St Marys Preparatory & Choir School RH Networking Rotary Club of Reigate Ruby & Freddies **Run Series** Sal's Shoes Santoro London Scarlett and the virtual cycling team Schleich toys Shanly Foundation Shona Gow Designs Si Bashford Signature @ Reigate Grange Skylark Charity Support Network Sophie Loosveldt, children's author Southern Coop (London Road, Reigate store) Squires Garden Centre, Reigate St Faith's Trust St Johns Primary School St Joseph's Primary School St Matthews Church Stowe Family Law

Surrey Choices Surrey County Council Sutton & Nonsuch Rotary Club Tandridge Together Lottery Tesco Gatwick The All-In-One Company The Beauty Bank The Belfry Shopping Centre The Charles Lewis Foundation The Dinner Table The Family Grapevine East Surrey The Gould family The Harlequin Theatre, Redhill The Hygiene Bank Carshalton and Sutton The Hygiene Bank Oxted, Hurst Green and Edenbridge The Nanny Connection The Petts family The Soapy Zebra The Sparber family The Surrey Circle (formerly YLBB) The Whyte family Tom Graham Creative Total Gas & Power Toy Barnhaus Toyota Foundation Tropic Skincare Unified UK Unison Choir Voluntary Action Reigate & Banstead Waitrose East Grinstead Waitrose Epsom Waitrose Fulfilment Centre, Coulsdon Waitrose Horley Waitrose Oxted Wates Family Enterprise Trust WEA East Surrey WHSmith Reigate Willis Towers Watson Woodlands Spirits





Thanks also go to all our regular volunteers who give their time so generously, and to the local families who pass to us the items their families no longer need.





There are so many ways that you can become part of Team Stork.

TAKE PART IN STRIPEY'S VIRTUAL CHALLENGE

Set yourself a challenge, at a time and place convenient for you. It may be **physical – outdoors**, **indoors, running, swimming, on your bike, up a mountain** – whatever floats your boat!

You may want to get the kids or whole family involved – the more creative and crazier the better, remember you make the rules. There are lots of ways you can help to raise funds for our vital charitable work and on completing the challenge, you will receive an **exclusive Stripey Stork medal**. Is there something you wish to DONATE? DONATE@STRIPEYSTORK.ORG.UK Can you VOLUNTEER some time to help us? MoluNTEER@STRIPEYSTORK.ORG.UK Are you a professional who supports local families and wants to MAKE A REFERRAL? MARE YOU a local business or community group who would like to PARTNER with us? MARTNERSHIPS@STRIPEYSTORK.ORG.UK



VOLUNTEER WITH US

Either as an individual, with a group of friends or as part of a community group, regularly or on an ad-hoc basis. Our HQ is conveniently located near Reigate town centre and we have parking available. You will be able to make a real difference and contribute to an organisation with ambitious plans. You will have the opportunity to use your existing skills and learn new ones. Training and support will be provided.

Our volunteers are the heart of Team Stork and we'd love to hear from you.