



Independent Evaluation

**What next. . . ?**  
Money Saved. Quality Assured.





## Independent Evaluation

**Commissioned by**

The Stoke-on-Trent Foodbank Project

**Funded by**

The Big Lottery

**Delivered by**

Wider Impact Consultancy

**widerimpact**



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## 1.0 Executive Summary

### 1.1 Introduction

Wider Impact Consultancy has been commissioned to carry out an independent evaluation of the Big Lottery funded **Stoke-on-Trent Foodbank Project**, which aims to:

1. Provide three days emergency food to those who are in crisis either due to poverty, sudden loss of income from unemployment, bereavement, domestic violence, illness or changes in benefits, or other crisis within their family unit.
2. Provide supported information and access to other services, such as advice on debt, supportive specialist services around housing, mental health, drug and alcohol issues, social care or voluntary sector agencies specifically supporting groups of people.

### 1.2 Terms of Reference

Evaluating if the following two outcomes, which have been agreed by the commissioner with the Big Lottery, have been achieved:

1. To reduce stress and anxiety of the impact of poverty, and to impact lives positively through provision of emergency food and a warm environment making recipients feel valued and supported.
2. To increase access to partner services through listening ear, signposting and supported access and to make a positive impact on recipients improving financial well-being.

Further objectives of the commission are to:

1. Identify and highlight good practice, which other / similar projects and initiatives can learn from.
2. Deliver recommendations linked to the future direction of the Project.

### 1.3 Our Approach

A methodical approach has been adopted, which has included:

- **Desk / Quantitative research** – to gain an understanding of internal data and information that relates to the Project's performance and future, such as the achievement of outcomes and related performance indicators
- **Field / Qualitative research** – which has been intensive, and has included one to one meetings, interviews with Project staff and other key stakeholders / partner agency members.

Opportunities have also been taken to utilise a bespoke questionnaire aimed at partner agency members, an internal workshop, case studies, observational studies and use of photographs

#### 1.4 Findings

**There can be no doubt that the Project is a success in terms of the achievement of the outcomes agreed with the Big Lottery. Project indicator targets have been exceeded, and will be further exceeded when the Big Lottery funding ends on the 31 July 2017.**

#### 1.5 Good Practice

In no particular order the following good practice is noted:

- The collaborations between local Churches, which in addition to delivering Christian values, enables an accessible and highly efficient, audited distribution network within the City's most deprived communities, which for example includes **412 tonnes** of donated food distributed and feeding nearly **50,000** local people – **38% (18,824)** of which are children
- The roles and functions of the hard working staff and committed volunteers
- The leadership and strategic direction provided by the Board / Trustees
- The role, functions and effectiveness of the Central Team, which includes project management, auditing, information / data management, internal communications, marketing, the development of innovative projects and initiatives, partnership / multi-agency working, training support and unlimited motivation, empathy and caring to Project staff and service users
- The partnership / affiliation with the Trussell Trust, which includes two-way exchanges of data, information, training / support materials, good practice and lessons learnt
- Led and steered by the Central Team, the extent of innovative multi-directional partnership / multi-agency working
- The careful placing of volunteers into roles that suit their individual skills, experiences, abilities, aspirations and comfort zones
- Practical, externally funded 'added value' projects and initiatives such as the City Council funded **Salt Box Money Matters Project** and the **School Holiday Clubs**



- The practical and much needed front-line support provided to service users / guests within the Food Distribution Centres, which in addition to the provision of emergency food includes non-judgmental [often bespoke] support, advice, 'hand holding', multi-agency referrals, signposting and empathy, caring and motivation

## 1.6 Recommendations

Based on research findings the following recommendations are tendered:

1. With the agreement of the Stoke-on-Trent Foodbank Board / Trustees, steps should be taken to continue the Project for a minimum period of 5 years.
2. Such should continue to be delivered in close partnership with multi-agency partners, with a continuation of innovative and effective projects and initiatives such as *Money Matters* and the *School Holiday Clubs*.
3. Building on the expertise and experiences of staff and volunteers, the future Project should enhance the support 'offer' available to service users, with an emphasis on developing and delivering a 'hand holding' service, designed to further enable much needed multi-agency signposting and referrals beyond initial visits to a foodbank.
4. Opportunities should be taken to celebrate the successes of the current Project with an emphasis on:
  - a. Congratulating and thanking staff, volunteers and partner agency members for a '*job well done*' in relation to the successful delivery of current Project outcomes;
  - b. Sharing good practice with similar projects and initiatives across the United Kingdom.

## 1.7 Conclusion

It is always a pleasure to deliver such a positive report, which hopefully does credit to all those involved in the development and delivery of this excellent Project. Opportunity is taken to thank Project staff, volunteers, multi-agency partners and all those involved in the delivery of this report for their valuable time.

Most significantly, thanks are passed on to those service users / 'guests' of the Project who have bravely and unselfishly 'bared their souls' during the research period to ensure that their experiences are heard, and most importantly taken note of by those who have it in their gift to ensure that foodbanks are no longer needed in the future.

It is however apparent that for the foreseeable future, foodbanks and this Project in particular have a much needed and essential role to play in meeting the needs of those local people who have unfortunately fallen on hard times.

As learnt during the research period, such hard times are clearly only a few pay packets / benefit payments / benefit sanctions away from so many people in Stoke-on-Trent; many of whom are either living in poverty, or are at serious and often unavoidable risk of falling into such poverty, depression, poor health and additional crisis; and as highlighted by this report, food deprivation.

Without the Stoke-on-Trent Foodbank it is unfortunately highly probable that a significant number of local people will have nothing substantial to eat for significant periods of time; and just as significantly miss out on often life changing opportunities to lift themselves up; enabling them to access to direct and often instant support, effective signposting and multi-agency referrals, which are a key and innovative components of the Stoke-on-Trent Foodbank Project.

It is therefore comforting and reassuring to know that the Stoke-on-Trent Foodbank in partnership with the Trussell Trust has the experience, expertise, systems and compassion to play an essential and often pivotal role in feeding and supporting those who are most in need, **when** it is most needed.

**Edwin Lewis**

**Director, Wider Impact Consultancy**

## 2.0 Terms of Reference

### 2.1 Introduction

The key objective of this commission has been to independently evaluate the Big Lottery funded **Stoke-on-Trent Foodbank Project (The Project)**. Linked to the achievement of Project indicators (see **Section 4.6**), Project achievements will be measured on the delivery of the following outcomes:

1. To reduce stress and anxiety of the impact of poverty, and to impact lives positively through provision of emergency food and a warm environment making recipients feel valued and supported.
2. To increase access to partner services through listening ear, signposting and supported access and to make a positive impact on recipients improving financial well-being.

Further objectives are:

1. Identify and highlight good practice, which other / similar projects and initiatives can learn from.
2. Deliver recommendations linked to the future direction of the Project.

## 3.0 Methodology

### 3.1 Introduction

As highlighted at **Figure 1**, we have taken a systematic approach to this commission.

Figure 1



### 3.2 Quantitative (Desk) Research

Opportunity has been taken to access, analyse and take due note of reports and documents, which have included:

- The original Big Lottery Fund application form
- Big Lottery Fund Project funding offer letter
- Project monitoring reports submitted to the Big Lottery fund
- Project data, internal evaluation / service user feedback, photographs
- Accessing / extracting information from the Project's website - <https://stokeontrent.foodbank.org.uk/>
- Accessing / extracting data / information from the Trussell Trust's website - <https://www.trusselltrust.org/>
- Project news reports / photographs / images
- Trussell Trust feedback report
- Deprivation Indices
- 2011 Census
- Stoke-on-Trent Hardship Commission 2017 '*One Year On Report*'
- Stoke-on-Trent City Council's Wider Welfare Reform Group's 2016 survey
- Stoke-on-Trent City Council 2016 report, '*Measuring the Impacts of Welfare Reform*'

### 3.3 Qualitative (Field) Research

Field research has been detailed and varied and has included:

- One to one meetings / interviews with:
  - Project staff
  - Board members
  - Delivery staff / volunteers
  - Partner agency members
  - Robert Ffello MP
- 4 case studies
- Bespoke questionnaire aimed at partner agency members (see [Appendix H](#))
- Food Distribution Centre Leads workshop
- Attendance at key meetings, including:
  - Food Distribution Centre Leads meeting
  - Project staff meeting
  - Project Board meeting
- Observations / visiting 7 Food Distribution Centres - North , Centre and South of the City
- Filming / gaining photographic evidence

### 3.4 Internal Project Questionnaires

The Project has utilised a number of internal questionnaires / service user surveys, the latest version of which is presented at [Appendix G](#).

### 3.5 Partner Agency Questionnaire

As highlighted above Wider Impact has designed a bespoke partner agency members' questionnaire, which was emailed by Wider Impact to partner agency members from a list provided by Project staff. Completed questionnaires were emailed by respondents directly to Wider Impact for independent analysis and presentation of findings.

## 4.0 About the Project

### 4.1 Introduction

The Stoke-on-Trent Foodbank is part of **The Trussell Trust's** network of foodbanks working to tackle food poverty and hunger in local communities, as well as across the United Kingdom.

The Foodbank Network was founded in 2004 after four years of developing the original foodbank based in Salisbury. Since then the Trust has helped communities work together to launch foodbanks nationwide in a wide range of towns and cities. As a network, the Trust wants to see more people helped out of crisis and fewer people needing foodbanks in the future.

### 4.2 The Trussell Trust ([www.trusselltrust.org](http://www.trusselltrust.org))

The Trussell Trust's **vision** is to end hunger and poverty in the UK and its **mission** is to bring communities together to end hunger and poverty in the UK by providing compassionate, practical help with dignity whilst challenging injustice.



The Trust provides the foodbanks within its network with the following:

- Full training
- An operating manual
- Ongoing support from national staff team and a regional development officer
- A template website with the Project's own content management system
- Branding artwork (including leaflets, banners, etc.)
- PR advice and template press releases
- An online forum
- An online stock control system
- Annual audits and quality assurance process
- Corporate relationships – discounts and services
- National and regional conferences
- Access to the foodbank network's shared ideas and experience.

#### 4.3 **Stoke-on-Trent Foodbank** (source Stoke-on-Trent Foodbank website)

The story of Stoke-on-Trent Foodbank began in October 2011 with a cup of coffee and an afternoon chat between two ministers – **Rev. Ashley Cooper** and **Rev. Ron Willoughby**. They were dismayed to hear that 1 in 3 children in Stoke-on-Trent was living below the ‘bread line’ and asked: *‘How can we as a Church help?’*

A team of people travelled to Plymouth to look at a Trussell Trust foodbank in operation and the seed was sown. A few months later a functional warehouse was in place – members of Wesley Hall Methodist Church had cleared the Church basement. Partnerships were quickly established with over 50 ‘front-line’ agencies who distributed up to 3 food vouchers to people who were in crisis and 7 distribution centres who would give out the food across the City.

Since that day the generous people of Stoke-on-Trent have donated **over 436,000kg** of food enabling the Stoke-on-Trent Foodbank to give out three days supply of nutritionally balanced, long-life food to over **49,000** people of which **over 18,800** are children. There are now **15** Distribution Centres covering the whole of Stoke-on-Trent from Biddulph to Longton, a dedicated warehouse space using the whole of an empty Methodist Church building and an office space donated by the Hanley Community Fire Station.

#### 4.4 **Need for the Stoke-on-Trent Foodbank** (source: Big Lottery 2013 funding application)

Stoke-on-Trent was in the 5<sup>th</sup> lowest of the 376 districts in the country with regard to income and was ranked 16<sup>th</sup> out of the 354 most deprived local districts in England (City of Stoke-on-Trent Economic Profile 2012).

A real need for the Project was seen in the City, as there were no other projects providing the level of support required for families and individuals accessing good quality, nutritious food for three days. Rising costs of food, fuel combined with static or declining income, increasing unemployment and changes to benefits were causing more people to visit a foodbank for help. 23% of the City were claiming some sort of benefit, compared with 15% nationally, and 31% of the local population in the 0 – 10% most deprived areas, with a further 40.7% were living in the 10 – 30% most deprived situations (City of Stoke-on-Trent Economic Profile 2012).

The Stoke-on-Trent Foodbank had begun to address the issues of food poverty since its launch during May 2012, with **49,319** people being fed, with **18,824** of them being children; with **412 tonnes** of food being distributed. Initially the Foodbank had established working relationships with **249** referring agencies such as the City Council, Staffordshire Police, Health and a host of voluntary sector organisations. This figure has increased to **463**.

Each of the referring agencies had identified the value of the Foodbank and the importance of the Project in meeting the on-going needs of the local community. For example, the number of people referred to the Foodbank was increasing month on month from **920** in May to **1,113** in September the highest month being **1,232**. The agencies had noted that the numbers were set to rise even further during the winter period.

A survey of clients was carried out prior to the Big Lottery grant final submission to understand need for the Project and the differences a foodbank was having on their lives. Out of the 120 clients surveyed **82%** stated that without the Foodbank they would have gone hungry and would not have found any way to feed themselves or their families. **93%** stated that the service received was important, valued and friendly, whilst **36%** stated that they were nervous or ashamed to visit a foodbank. All of those who felt this stated that they found the service welcoming and friendly and their apprehensions had quickly disappeared.

Of a previous survey of 350 clients **97%** stated that they would have had no food for them or their families had it not been for the Foodbank. **40%** of parents stated that they regularly went without food so they could feed their children, with many stating that their children were frequently hungry.

During the consultation exercise with clients and latterly with the referring agencies, gaps were identified in areas linked to the geographical location of the existing distribution sites and the compelling need to increase availability of services.



#### 4.5 Project Aims (source: Big Lottery 2013 funding application)

The key aim of the Project is to provide three days emergency food to those who are in crisis either due to poverty, sudden loss of income from unemployment, bereavement, domestic violence, illness or changes in benefits, or other crisis within their family unit.

The Project also provides supported information and access to other services, such as advice on debt, supportive specialist services around housing, mental health, drug and alcohol issues, social care or voluntary sector agencies specifically supporting groups of people such as Age UK, Beat the Cold or Dove Counselling Service.

Volunteers provide a 'listening ear', with plans to develop such skills. Partner agency members in areas such as debt advice to be encouraged to be present at the Food Distribution Centres to offer further advice and support to clients.

The Project also looked to partner with Public Health (Local Authority) to deliver cook and eat sessions, recipe cards based on healthy food preparation with the food parcels handed to guests. There were also plans to develop sessions within schools to provide food during holiday times to ensure children, who are the most vulnerable within the City are able to access nutritious food when not in school.

#### 4.6 Big Lottery Outcomes / Project Indicators

**Table 1** highlights the **2 key outcomes** agreed with the Big Lottery.

**Table 1 Project Outcomes**

Outcome	Description
1	To reduce stress and anxiety of the impact of poverty and to impact lives positively through provision of emergency food and a warm environment making recipients feel valued and supported.
2	To increase access to partner services through listening ear, signposting and supported access and to make a positive impact on recipients improving financial wellbeing.

**Table 2** highlights indicators of success agree with the Big Lottery.

**Table 2 Project Indicators**

Outcome	Indicator	Target	By
1	a. The number of recipients who report that their stress or anxiety levels have decreased as a result of the emergency food	60%	Yr 1
	b. The number of recipients who report that their lives have been positively impacted as a result of engagement with the foodbank	10,000	Yr 1
	c. The number of recipients who identify that they feel valued and respected with self-esteem sharing their stories	50	Yr 3
2	a. The number of agencies partnering with the foodbank in signposting, supporting recipients	300	Yr 1
	b. The number of people / clients who report that they have been positively supported as a result of signposting to or from partner agencies	60%	Yr 2
	c. The number of clients who report that they have improved financial or emotional wellbeing as a result of the service	10,000	Yr 3

#### 4.7 Activities

As will be noted at **Appendix A**, the Project has involved the delivery of an impressive list of projects and initiatives, a significant number of which have involved multi-agency partnership working. Activities of note include:

- **Money Matters advice** – in partnership with Salt Box (see **Sections 4.8** and **5.15**)
- **Healthy themed school holiday clubs** – (see **Section 4.9**) funded by Stoke-on-Trent City Council and delivered in partnership with local Churches, just under **550** meals and exercise and physical activities provided to ‘at risk’ children during holiday periods when they are unlikely to receive a balanced diet / nutritious food
- **Engaging with local schools** – **74%** of local schools either collecting food for the Project, or acting as voucher holders / distributors
- **Volunteer placements** – working with multi-agency partners to provide volunteer placements
- **Volunteer training and development** – use of the Trussell Trust training resource, with **129** volunteers receiving accredited training, and **644** volunteers receiving other formal training

- **Bus tickets pilot** – over **250** tickets issued in the first 19 months of the scheme starting. Replicated as ‘good practice’ by other foodbanks across the Country
- **Job searching, learning and skills and IT access and support** – delivered at the Food Distribution Centres in partnership with Stoke-on-Trent City Council
- **Fuel advice** – developing initiative, with Npower in partnership with the Trussell Trust rolling out ‘**Fuel Banks**’
- **Carbon monoxide awareness project** – delivered by 5 Food Distribution Centres, with **100** alarms distributed
- **Energy efficient light bulbs** – **500** bulbs distributed, provided by Npower
- **Eating / cooking on a budget** – over **120** beneficiaries
- **Fresh basic vegetables** – distributed to guests to complement food parcels
- **Surplus M&S / Tesco supermarket goods** (e.g. bread and bakery products) - distributed to guests to complement food parcels
- Surplus food distributed to multi-agency partners – average of **50kg** per week

#### 4.8 Money Matters Initiative

Funded for two years by Stoke-on-Trent City Council and delivered by Salt Box (<http://www.saltbox.org.uk/>), the purpose of **Money Matters** ‘drop-in’ services in the Stoke-on-Trent based Food Distribution Centres is to provide a benefit / debt / money advice service at the point of need to foodbank clients who are facing a crisis which has caused financial hardship, with the overall aim of addressing the continuous cycle.

Often these clients are facing difficulties because they have so much to deal with in life; so that making another appointment to get help can be something they cannot deal with at the time. It can be invaluable to have someone there to deal with an issue and give appropriate advice, confidence to know what is required and encouragement to take the right steps.

#### 4.9 Stoke-on-Trent Food Bank School Holiday Club Project

The core function of the Stoke-on-Trent Foodbank is to issue out emergency food parcels to individuals experiencing food crisis, however during 2015, School Holiday Clubs were developed and rolled out across the City.

Funded for one year by Public Health, a collaboration between the Stoke-on-Trent City Council and the NHS, the aim of these Stoke-on-Trent Foodbank Holiday Clubs is to support children and families during school holidays who live in deprived areas and to work towards addressing some of the issues highlighted in the '*Stoke-on-Trent Children and Families in Poverty Strategy 2012-2015*'.

The Holiday Clubs have taken place at strategic locations across the city based upon deprivation and need.

Key partners that are involved in developing and running the Holiday Clubs include: Foodbank, Public Health, Primary & Infant Schools, Children's Centre's, City Council Parks, Ground Work West Midlands, Staffordshire Fire and Rescue Service, CGC Stoke, Meir Community Committee (The Square), Street Games, Staffordshire Police, local Churches, Howard Jones.

The central theme for all Foodbank Holiday Clubs is '**Healthy Eating – Healthy activity**'. In summary, Foodbank School Holiday Clubs aim:

- To improve the health and wellbeing of vulnerable families
- To work alongside to support Churches and community groups who are looking at introducing School Holiday Clubs
- To provide a safe and secure environment for those attending the Holiday Clubs
- To work with key partners and providers of children's activities at local community level
- To invite children and parents from targeted communities / schools
- To promote healthy eating and activity when schools are closed for the holidays
- To educate and inform all those attending the Holiday Clubs about nutrition and the benefits of healthy eating
- To promote positive role models
- To ensure that vulnerable children get to eat one healthy and nutritional meal a day during the school holiday

Other activities which parents and / or children have attended include:

- Parent Power – a support group for parents which has included **3 Cook and Eat** courses (i.e. 6 sessions of 2 hours), a visit from CAB to give an overview of debt counselling services and benefit advice etc. other activities to raise self-confidence and encourage assertiveness and a session from Community Learning on education opportunities

- Junior Youth Club
- Stay and Play
- Baby Massage
- Messy Church
- Bonfire night celebrations
- Christmas celebrations
- Other cook and eat courses have been delivered at schools who have referred parents to the program.

#### 4.10 Ucan

The Ucan logo has been created as a tool for encouraging people to hear the message that *Ucan* help the Stoke-on-Trent Foodbank in three ways, with **time**, **money** and **food**. Aims include creating a suite of activities, which each support our aim of increasing donations of money, time and food.



At the outset of Stoke-on-Trent Foodbank the focus was on promoting food donations, to which end it has established supporters, collections and events to maintain reasonable stock. As the Project has grown, there is an increased cost, for which the Project will require funds, and increased activity, for which will require for example, more volunteers.

The Project is continuing to work with the support of **More Than Just Designs**, to tie in promotional activities, along themes, campaigns, and with more targeting of relevant groups for particular communications. A key part of this will be the use of technologies such as consumer relationship management systems (CRMs), and email marketing platforms.

## 5.0 Findings

### 5.1 Introduction

Linked to the key objectives outlined at **Section 2.0 (Terms of Reference)**, the following is a summary of both quantitative and qualitative research findings.

### 5.2 Project Indicators

**Table 3** provides a summary of the achievement of project indicators of success previously agreed with the Big Lottery, as of the **31 January 2017**.

**Table 3 Project Indicators**

Outcome	Indicator	By	Targets	Achieved		
				Yr1	Yr2	Yr 3
1	a. The number of recipients who report that their stress or anxiety levels have decreased as a result of the emergency food	Yr 1	60%	<b>83.1%</b>	-	-
	b. The number of recipients who report that their lives have been positively impacted as a result of engagement with the foodbank	Yr 2	10,000	(6,837)	<b>14,884</b>	-
	c. The number of recipients who identify that they feel valued and respected with self-esteem sharing their stories	Yr 3	50	(10)	(30)	<b>60</b>
2	a. The number of agencies partnering with the foodbank in signposting, supporting recipients	Yr 1	(300)	<b>457</b>	-	-
	b. The number of people / clients who report that they have been positively supported as a result of signposting to or from partner agencies	Yr 2	60%	(75.7%)	<b>70.7%</b>	-
	c. The number of clients who report that they have improved financial or emotional wellbeing as a result of the service	Yr 3	10,000	(5,269)	(7,025)	<b>17,770</b>

Source: Stoke-on-Trent Foodbank, February 2017

#### Notes:

1. Data in brackets indicates progress towards targets.
2. Data in **bold** indicates the achievement of targets agreed with the Big Lottery.

3. Includes data retrieved from Project questionnaires / survey forms.
4. Numbers benefitting from the Project include the family members of guests / recipients of food / advice / referrals.
5. Without exception all targets have been **over achieved**.
6. The Project is not due to end until the **31 July 2017**, which will clearly result in the above data / achievements being surpassed further.

### 5.3 Significant Achievements

The following is a summary of significant achievements recorded by the Project from **May 2012** to **March 2017**:

- **437 metric tonnes** of food was donated
- **25%** of the total food donated was given during the Harvest periods from 1<sup>st</sup> September to 31<sup>st</sup> October 2012 to 2016 i.e. **113 metric tonnes**
- **412 metric tonnes** of food was distributed
- **443,871 meals\*** distributed to people in crisis
- **169,416 meals\*** provided for children
- An average of **247 meals per day** provided to local people in crisis
- Over **400** referral agencies issuing Stoke-on-Trent Foodbank vouchers  
\* i.e. 3 meals for 3 days for each person in the household

### 5.4 Outputs

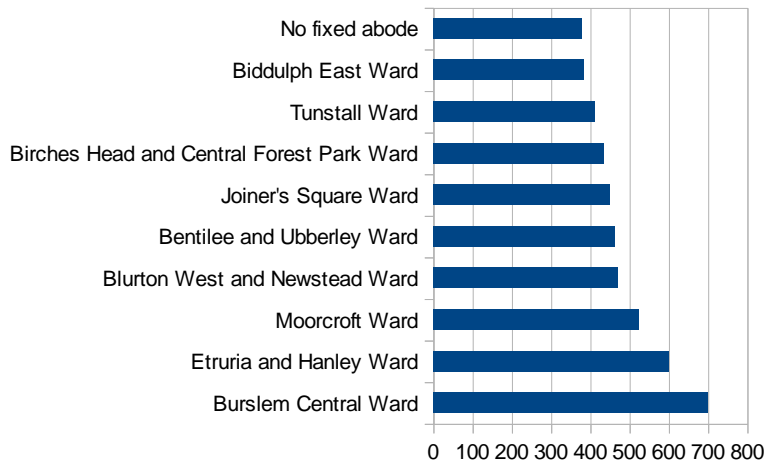
The following is a summary of outputs achieved by the Project. For example, between the **1 August 2015** and **January 2017**:

- **11,121** vouchers were distributed via 91 Wards in the City
- **72%** of vouchers issued were fulfilled
- **26,458** people benefitted from the issue of the vouchers
- **Gender** (male / female) **equal**
- **32%** disabled
- **59%** heterosexual / **28%** LGBT
- **61%** adults
- **39%** children
- **91%** of the 61% of adults surveyed stated that no one in their families was in paid employment

## 5.5 Ward Distribution of Foodbank Vouchers

Graph 1 highlights the top 10 Wards distributing the highest number of vouchers.

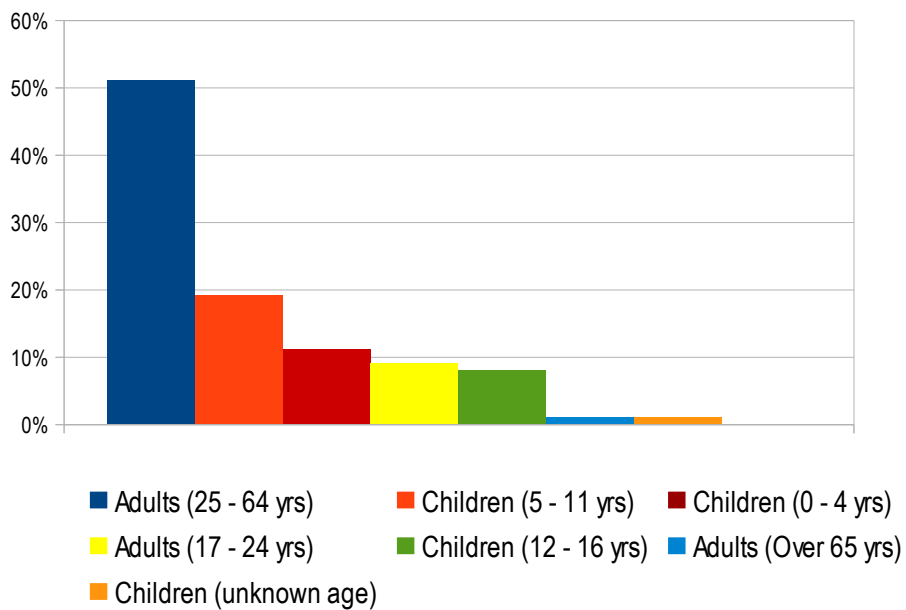
Graph 1 Top 10 distributing Wards



## 5.6 Age Groups

Graph 2 highlights household age groups.

Graph 2 Household age groups



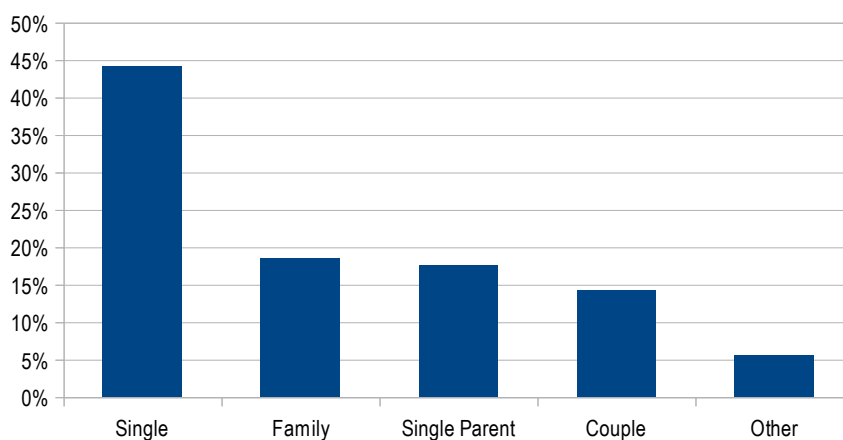


## 5.7 Family Size

**Graph 3** highlights family size. It will be noted that:

- Over **44%** were recorded as single
- Over **18%** were families
- Over **17%** were single parents
- Over **14%** were couples

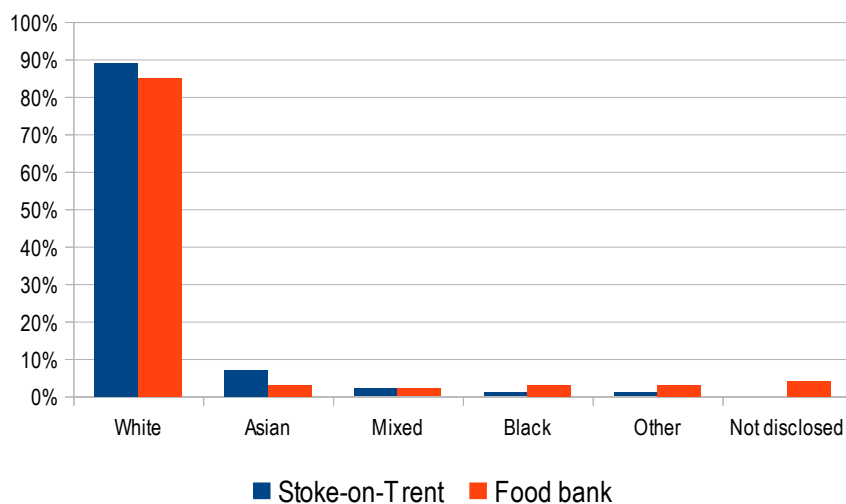
**Graph 3 Family size**



## 5.8 Ethnicity of Beneficiaries

**Graph 4** highlights the ethnic mix of recipients [broadly] compared with the ethnic mix of the City’s residents.

**Graph 4 Ethnic mix of recipients compared with the ethnic mix of the City’s residents**



**Table 4** provides a breakdown of the data. It will be noted that apart from the 4% disparity of the issue of vouchers to members of the Asian community, voucher issue is broadly in line with the ethnic mix of the City’s residents.

**Table 4 Ethnic data comparison**

	Stoke on Trent	Foodbank
White	89%	85%
Asian	7%	3%
Mixed	2%	2%
Black	1%	3%
Other	1%	3%
Not disclosed	0%	4%

Source: Stoke-on-Trent: Office for Neighbourhood Statistics Last updated: 30/01/2013  
 2011 Census  
 Foodbank Data Bank 01/08/2014 to 31/01/2017

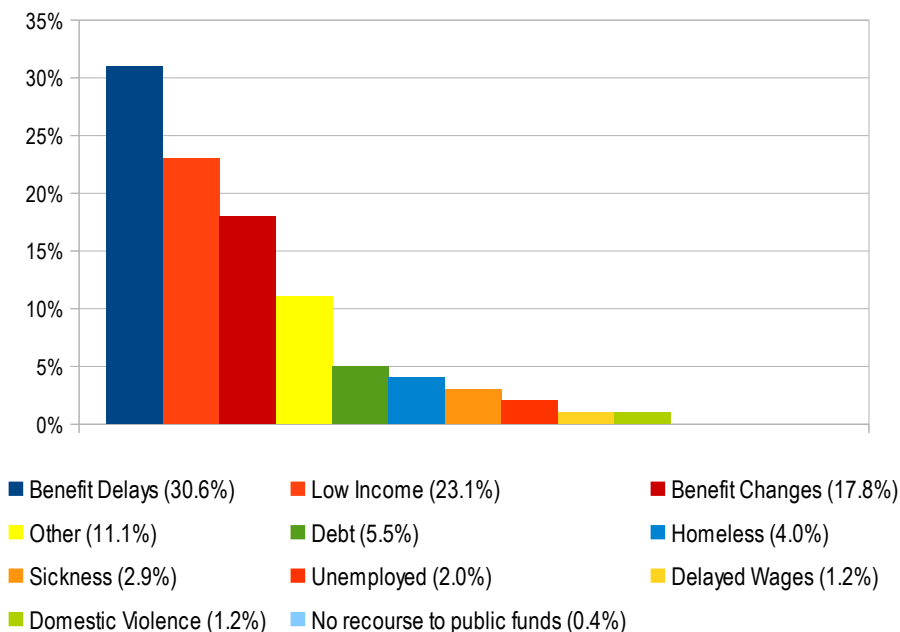
### 5.9 Reasons for Seeking Support

**Graph 5** highlights reasons why beneficiaries were seeking support from the Foodbank. In order of the highest first, it will be noted that the top 3 reasons for seeking support were:

- Benefit delays
- Low income
- Benefit changes

**NB.** Some groups not shown in graph due to low percentages.

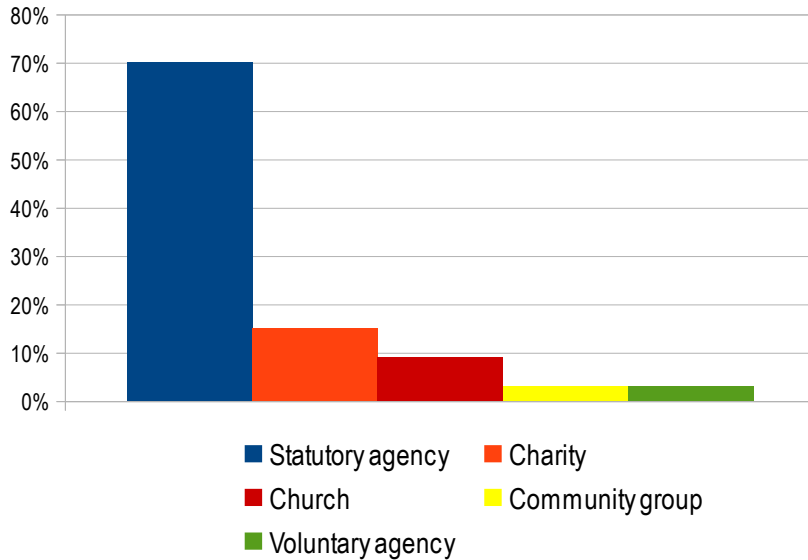
**Graph 5 Reasons for seeking support from the Foodbank**



### 5.10 Referral Agencies

Graph 6 highlights details of referral agencies.

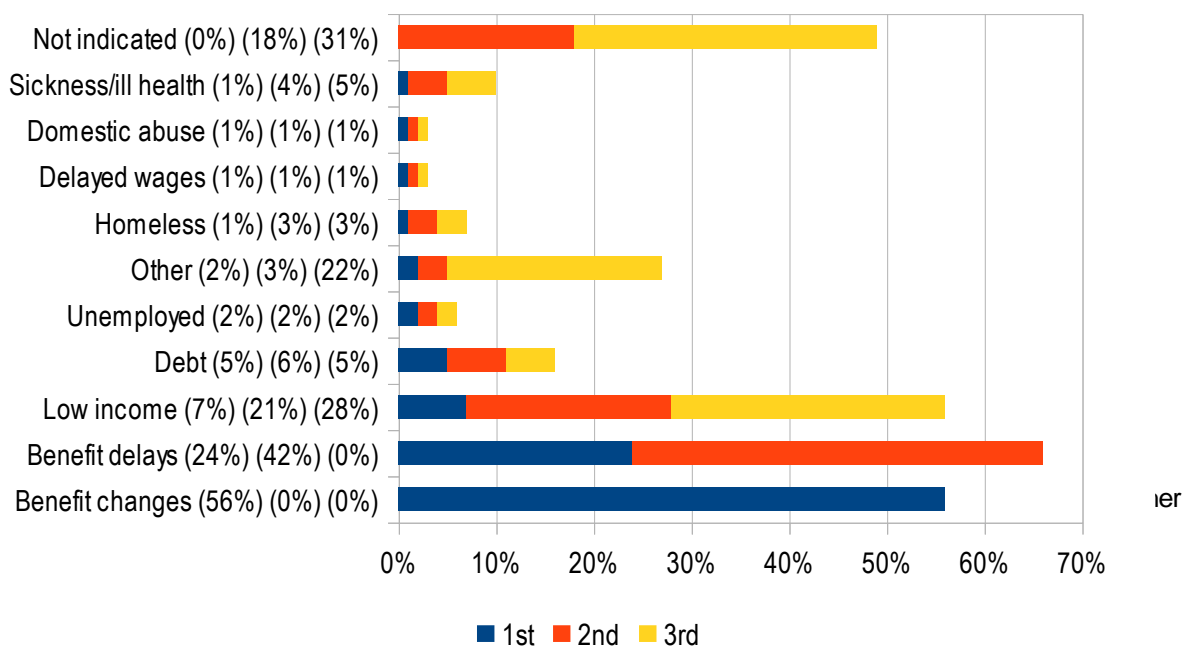
Graph 6 Referral agencies



### 5.11 Reasons for Referrals

Graph 7 highlights the top 3 referral agency crisis types - total responses 331

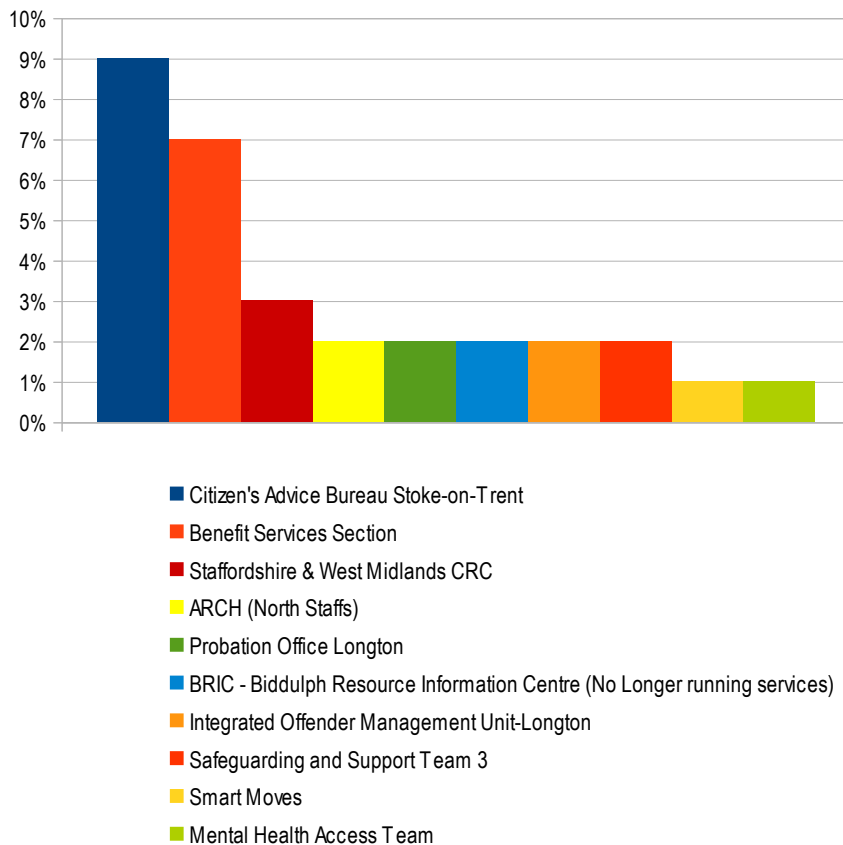
Graph 7 Top 3 reasons for referrals



### 5.12 Voucher Issue

Graph 8 highlights the top 10 voucher issue agencies.

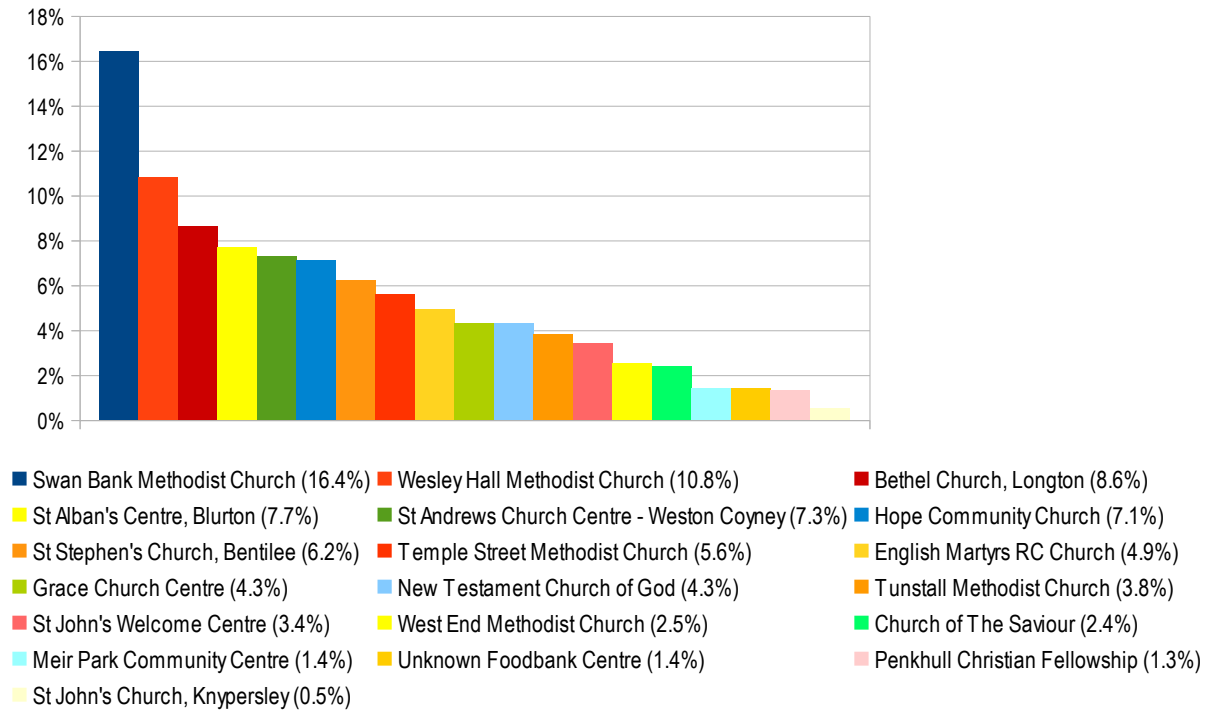
Graph 8 Top 10 voucher issue agents



### 5.13 Voucher Redemption

Graph 9 highlights the percentage of vouchers redeemed at individual Stoke-on-Trent Foodbanks / Food Distribution Centres.

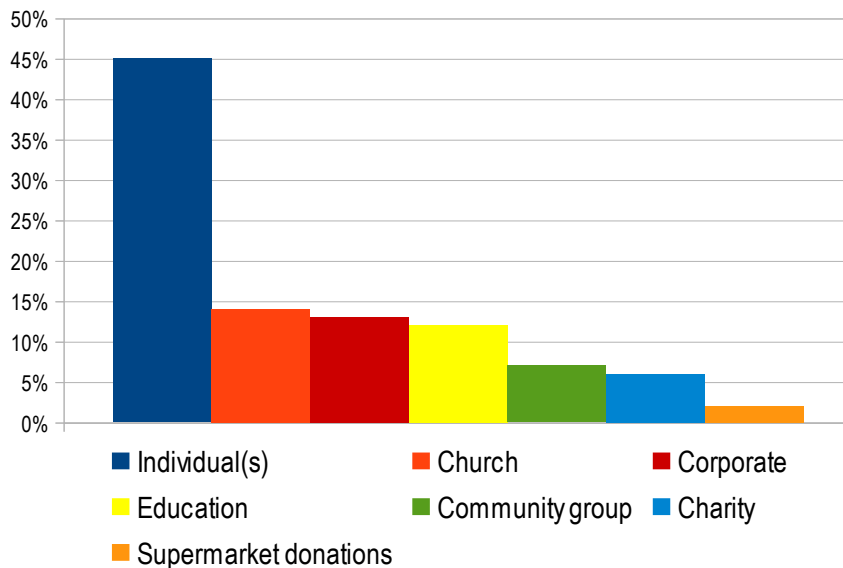
**Graph 9 Percentage of vouchers redeemed at Stoke-on-Trent Foodbanks**



### 5.14 Food Donations

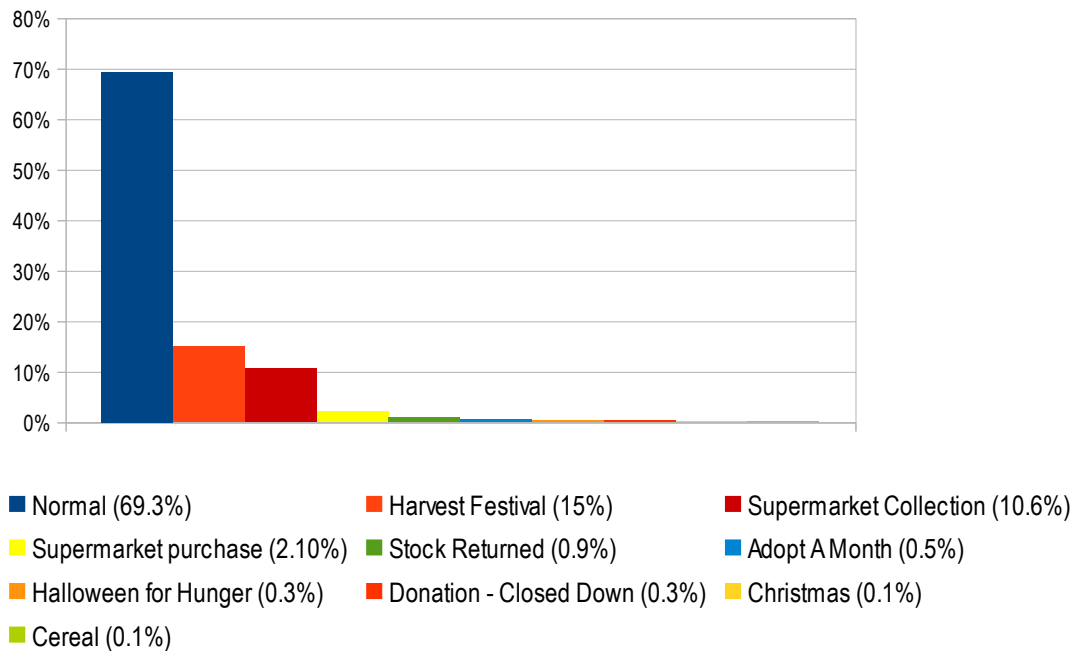
Graph 10 highlights details of the sources of food donations.

**Graph 10 Source of food donations**



**Graph 11** highlights the details of events when food is donated to the Stoke-on-Trent Foodbank - 'normal' being general / individual donations outside key events / festivals etc.

**Graph 11 Events**



### 5.15 Money Matters Initiative

As of the **28 February 2017**, impressive recorded outcomes include:

- **868** interventions, which includes signposting, benefits advice, offering additional help via the Stoke City Council funded **Warmer Homes Healthy People** initiative and specific debt caseload work
- Circa **£250,000** benefits realised – benefits to which Foodbank guests were entitled, but hadn't claimed; thereby releasing an additional circa **£250,000** of spending power into the City's economy
- Circa **71%** of guests / service users who receive support at the Food Distribution Centres have their issues / questions resolved at their initial meeting with the Advisor

## 5.16 Stoke-on-Trent Food Bank School Holiday Club Project

**Appendix A** highlights details of the School Holiday Clubs delivered during 2016.

## 5.17 Project Volunteers

There can be no doubt about the importance of volunteers to the Project, which is clearly outlined at **Appendix A (Project Activities)** and **Appendix B (Report from the Project Manager)**. Key points of interest include:

- **129** volunteers receiving accredited training, and **644** volunteers receiving other formal training
- Multi-agency volunteers placements available
- The variety of volunteering functions / posts being available – meeting the needs / expectations of volunteers' diverse needs, expectations and abilities
- Raising the skills, self-confidence and potential of volunteers to seek / gain employment
- Vital 'in-kind' support provided to the Project, enabling such impressive outcomes to be achieved

Impressive emphasis is placed on the use of and the training and development of volunteers.

**Table 5** highlights the extent and complexity of the training of volunteers by the Project.

**Table 5 Volunteer Training**

<b>Training</b>	<b>Accredited</b>	<b>Non-Accredited</b>
First Aid	36	
Conflict Resolution / Management	34	
Food Hygiene	17	
Manual Handling	28	146
Safeguarding Adults	2	32
Introduction to Safeguarding Children	3	30
Promoting Positive Behaviour	5	10
Data Protection		86
Equality and Diversity		30
COSHH	2	10

Customer Service Skills	2	
Mental Health	30 (MHFA)	22

Source: Stoke-On-Trent Foodbank, February 2017

**Notes**

1. All volunteers go through a bespoke induction process.
2. Bespoke training packages offered to individual Food Distribution Centres.
3. At a cost of £50.00 each of the 15 Food Distribution Centres are provided with the Trussell Training Resource Pack, empowering each Centre to deliver initial training on a needs basis.

**5.18 Trussell Trust Feedback**

The following is a positive endorsement of the Project by the Trussell Trust:

*The Trussell Trust have been working with the team at Stoke-on-Trent since May 2012. The team at Stoke-on-Trent have excellent working practices including warehouse management, volunteer management, PR and communications and organisation around food donations. The foodbank processes a considerable amount of food and is doing so with efficiency, organisation and professionalism.*

*The very low discrepancy demonstrated during their annual stock take demonstrates the care that is taken to weigh and process donations accurately. The Foodbank works hard to ensure robust environmental health and health and safety standards are in place and adhered to.*

*The Foodbank Food Distribution Centres are well communicated with and are regularly visited by a member of the Central Team. Every effort is made to ensure that a warm and friendly atmosphere is created to make guests feel welcome. The volunteers are enthusiastic about signposting to ensure that guests are told of organisations that can help them with the root cause of the crisis that has brought them to the Foodbank.*

*The extra services provided at the Foodbank Food Distribution Centres promote dignity and help to challenge poverty, enabling guests to have increased resilience for the future.*

*These services include hosting the council-run ‘Cook and Eat’ course, supporting local holiday clubs and their work with Saltbox who provide benefits and debt advice at Foodbank Food Distribution Centres.*

*It is clear from our visits that volunteers are highly valued and well-supported, both through the training opportunities offered and the certificates presented during volunteer week.*

**Stoke-on-Trent foodbank is working to a very high standard and is an excellent example of what can happen when a whole community devotes skills, time, gifts and money to a shared goal.** Emma Scholar, Foodbank Network Regional Development Officer, West Midlands



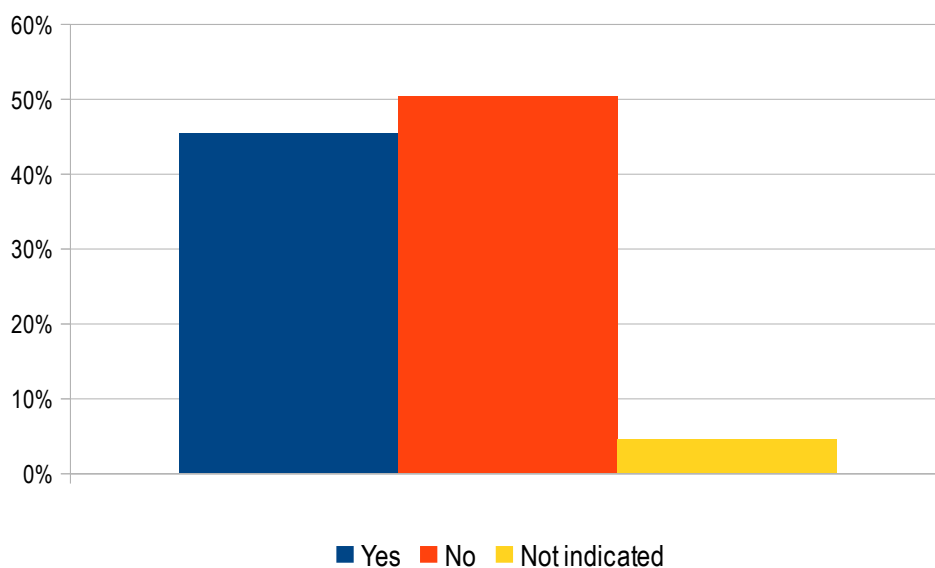
### 5.19 Service User Feedback

A total of **6,647** questionnaires completed by service users (see **Appendix G**) between August 2014 and February 2017 have been independently analysed by Wider Impact. Throughout this period **15,260** family members have also been supported by the Project. The following graphs provide useful data and information about how the Project has supported service users; and of course if / how well Project outcomes highlighted at **Section 4.6** have been achieved.

### 5.20 Use of the Foodbank

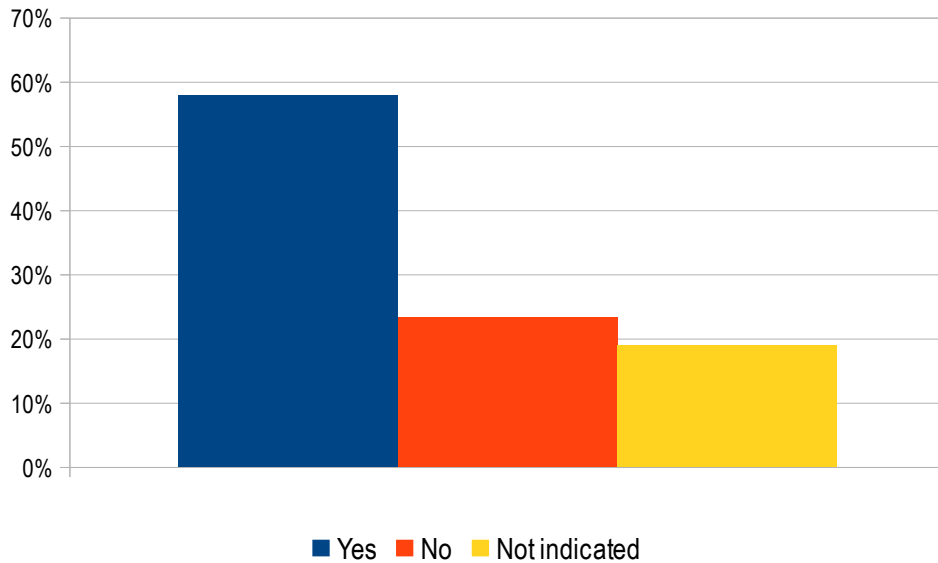
Of those surveyed, **Graph 12** highlights what percentage were first time users of the Foodbank. It will be noted that just over **43%** were first time users, and just over **50%** had visited a foodbank before.

**Graph 12 Use of the Foodbank**



**Graph 13** highlights how the extent of signposting support provided to respondents during their visits to the Food Distribution Centres. It will be noted that the majority (**57%**) were provided / offered details of other places where they could receive support.

**Graph 13** Were you given details of other places for different support as well as the Food Bank?

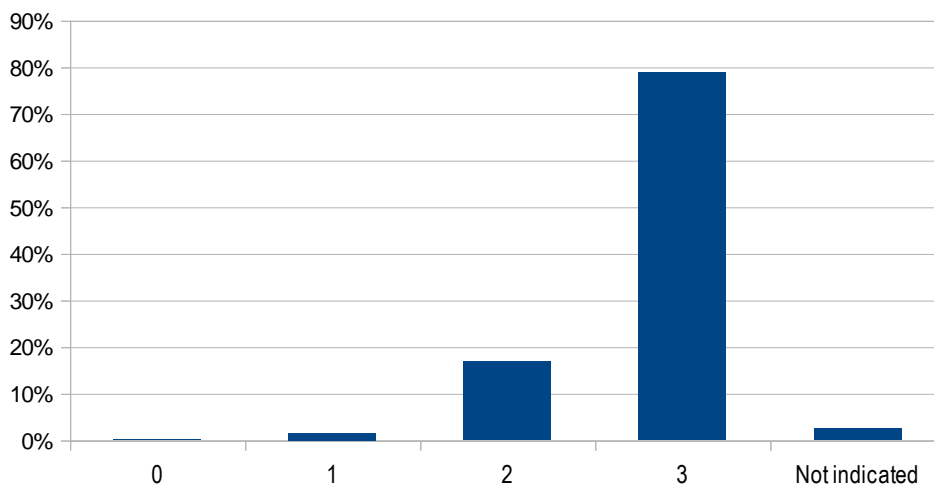


**5.21 Views about the Distribution Centres Visited**

**Graph 14** highlights service users' **overall views** about the Foodbanks they visited.

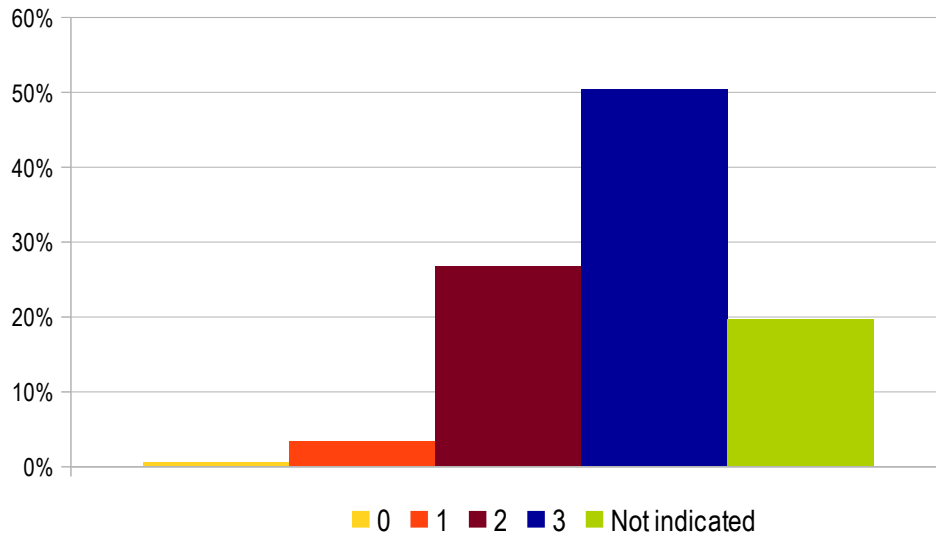
Scoring **1** – low (poor); **3** high (Good); **0** – no views. It will be noted that around **79%** scored their experience positively.

**Graph 14** Please rate your overall experience at the Foodbank today



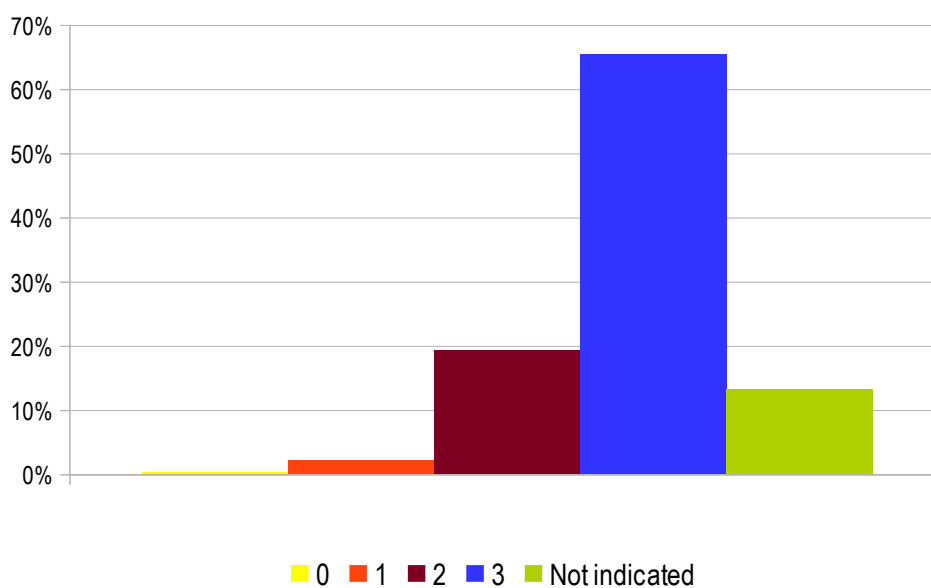
**Graph 15** highlights the extent of **financial and emotional support** provided to respondents during their visits to the Food Distribution Centres. Scoring **1** – low (poor); **3** high (Good); **0** – no views. It will be noted that nearly **77%** of respondents scored this question either 2 or 3.

**Graph 15** *Did your contact with the Foodbank or any other places you were given details of, improve either your financial or emotional well-being?*



**Graph 16** highlights service users' views about how their visit to the Food Distribution Centres and the service they received had **improved any stress and anxiety** they may have had before entering the Centres. Scoring **1** – low (poor); **3** high (Good); **0** – no views. It will be noted that over **65%** have scored their visit highly.

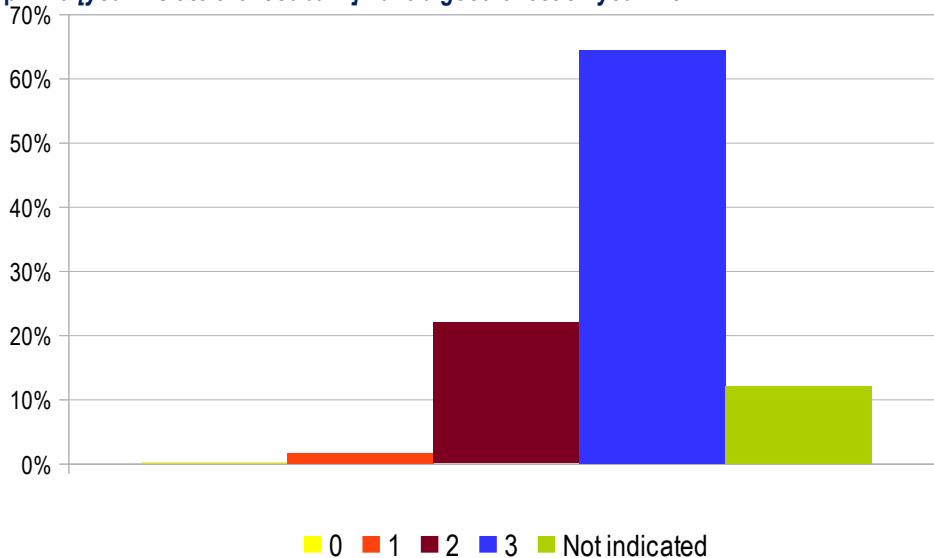
**Graph 16** *'How much did this visit improve any stress / anxiety you may have had?'*



**Graph 17** highlights the **overall effects** the Project has had on respondents' lives. Scoring **1** – (poor); **3** high (Good); **0** – no views. It will be noted that over **64%** scored this question highly.

**Graph 17** How has the overall effect on your life improved as a result of visiting the Foodbank?

**Graph** Did [your visit to the foodbank] have a good effect on your life?



### 5.22 Additional Comments

Additional feedback from service users is listed at **Appendix C**.

### 5.23 Case Studies (Names changed to ensure anonymity)

#### Case Study 1

Harry is 54 years old, divorced, and a native of Stoke-on-Trent. He lives in a rented flat, which he has occupied for 'Lots of years'. He is currently unemployed.

He says, 'My life was what I would call 'normal', until around eight years ago when the recession hit. I was a construction labourer and had a good life until then. I could pay my bills, go out and socialise and was a proud man. I was in work and depended on no one for support and help.

Without much warning jobs began to go. There were twenty eight men employed on our site and suddenly it was twenty. Then it was eight and then it was a caretaker and me. And then it was just a caretaker and I was out of work.

The first thing that went was my car. I just couldn't afford it. But that meant I couldn't get to jobs that could have been on offer. You just can't push a wheelbarrow and tools on a bus – if it was going to where you needed to be at all hours.

Then one day it hit me. I had no money! The penny suddenly drops. Debts has been accumulating. £300 turns into £600 and then £900 and then it's in the thousands. And this wasn't for extravagances. I wasn't going out spending. I didn't have a wide screen TV. It's what I call the 'corporation taxes' – rent, heating, lighting, council tax. They never stop coming and they never stop raiding your bank for them. I just sat there and thought, 'What do I do?' I did have JSA money of £76.00, but the corporation taxes quickly eat that up. And talking of eating, I wasn't. There was not a lot of money for food and without proper food depression quickly got in.

*I was always hungry and as a proud man it was too hard to take handouts from family and friends. I wasn't socialising as I am used to paying my way.*

*Then suddenly the dreaded 'sanction' hit me. I am not sure what I did wrong but suddenly my JSA stopped and I had nothing. And I mean nothing. I went for a Hardship Living Allowance and the best they could do was to give me a voucher and refer me to the Foodbank. I didn't eat for 3 days and everything began to close down. Looking back I was dying through lack of food and worry. It was horrible and then I decided to 'growl' – not to sit back. To take what was on offer to get rid of the hunger pains.*

*I remember how I felt at the top of the road knowing I had to walk into a foodbank. I was shaking with fear. I am a proud man and now I was looking for charity. But I knew I had to eat and pride had to take a back seat for a while.*

*I was in a daze with my voucher in my hand and I just stumbled in, not knowing what to expect. I would have kept my eyes closed if I could have. But it was amazing. Everyone was so friendly and clearly felt as frustrated as I was when they read 'sanctioned' on my voucher. What I remember the most was the Pastor who looked at me and seemed to 'get me'. He quickly realised how hungry I was and offered me a cooked meal of mushy peas, burger and chips. That was the best meal I have ever eaten! I still dream about it now!*

*Everything was so relaxed and there were good people around me. They weren't judging me and made me feel so welcome. They understood where I was and just wanted to help me. I was given good advice how to sort out the sanction and felt so much better about myself and my future. I wasn't alone and people and help were there to support me.*

*Oh and by the way I took some food home with me. Three day's supply, which carried me through that rough patch. I wasn't embarrassed at all and was so grateful to those who had donated the food.*

*That could have been the end of the story, but four years later Harry's life got 'complicated'. He says, 'I got into trouble with the police as I fell out with someone and was charged for assault. I am not proud of what happened, but years of unemployment, no money, worry and depression takes it toll. I just snapped I know, but am willing to take the consequences. The only thing was, bail conditions meant I couldn't return home and I have now ended up in a bail hostel. But guess what? The corporation taxes keep coming. I may not live in my home, but I still have to pay the bills to make sure I have somewhere to return to. I have had bailiffs onto me and have had no money for food.*

*But this time I know what to expect and have had no fear about using the Foodbank. But this time the Pastor has 'put me to work'. He casually asked me over the Christmas period if I minded helping out in the kitchen washing dishes. I quickly said I would and worked for three days over Christmas helping to feed and support others who needed and valued help and friendship. I can tell you, it's hard work washing dishes to hours on end! But I enjoyed it and am proud to have helped others who just need a lift and someone to care. There was clearly method in the Pastor's madness. He was helping me and giving me my pride back and helping me to socialise and meet others.*

*This time Mary-ann from Salt Box has provided me with financial advice and support. She certainly shook things up for me, and just a few phone calls from here and ensured I have the benefits and support I deserve and need. She knows who to ring and understands the systems that put people like me on the ropes.*

*Although I am still waiting for my court case I am feeling so positive now! I have been to a couple of interviews and it is looking likely I will be back in work soon. I have kept my Health & Safety certificates up to date and am ready to go now.*

*I am so grateful to the Foodbank, Salt Box, and those at the Church such as the Pastor. They were the only ones there to prevent me from starving and to have helped keep me sane and from killing myself, because believe me it was a realistic option for me at the time. Those after corporation taxes have their hands tied and the benefits people have an even harder job. Those at the top have clearly never been really hungry with no hope for tomorrow.*

*I am determined to get the old me back. In work, in my own home and able to feed myself. All I can say is thank you to all those who have been there to help me. And I promise I will continue to volunteer at the Church, as I want to put something back.*

## Case Study 2

Francesca is 51 years old, single and a native of Stoke-on-Trent. She lives alone in a rented flat and is currently off work sick. When working, she works for a local church as a cleaner, for between sixteen and nineteen hours per week.

*She says, 'I was once married living in our own home with children. I suppose that was when I had the 'normal life' so many people have. I was fit and well and certainly had no need of a foodbank. But we divorced and I got the house and custody of the children. Whilst I was not 'rich', all was OK and I managed whilst the children were at school.*

*But things changed when the last child went to university. I had no income support and I was on my own. I never saw it coming, but I had to down-size and let my house go. I moved into my flat and was alone. It was down to me to survive. I got my job at the Church, but because I was on nineteen hours I was not allowed any benefits. I just couldn't get more than nineteen hours steady work, so I was trapped financially. At different points I have had two and even three jobs to keep my head above water. I have been physically worn out, but I have no choice.*

*It just wasn't enough and more cut back had to be made. I was and am determined to keep a roof over my head, so the bills that keep me there have to be paid. This leaves very little for food and I would not eat for days. At the worst I did not eat for a week.*

*My health began to deteriorate and I became depressed. I am a proud woman, but I have to depend on friends, family members and the Church for help to keep me alive. The odd £20.00 here and some food there. I then became ill so I couldn't work, and I am in receipt of around £360 per month statutory sick pay. But my rent is £337, so that leaves me £23 to live on and other bills have to be paid. For example I had to go to the dentist as I was in so much pain. The bill was £233, which had to be paid straight away. I was told that I could have a benefit allowance for this and I completed a form, but I am still waiting after six weeks, although I have been told I am owed around £500, which covers things in addition to the dentist's bill, such as prescription medication for depression.*

*The best and worst thing was the Vicar gave me a £10 bonus at Christmas as a 'present'. It was in my pay and I didn't realise I had to declare it. As a result I was quickly informed I was being sanctioned, and they immediately took the £10 off me. Straight away – my 'present' at Christmas.*

*I was in limbo and had nothing to eat, and had to go to the Foodbank. The food I received was so important to me. For example, it may seem strange to some people, but I remember being able to make myself a cup of tea when I got home, rather than just drinking hot water. It tasted and felt amazing. Such a simple, but important pleasure that we all take for granted. But tea bags cost money, and my focus is keeping my home.*

*My family, friends, the Church and the Foodbank have been so important to me. My mother pays for my phone, as I have to have it so the benefit people can keep in touch with me. A friend paid to have my hair done as a Christmas present. I feel so bad accepting 'charity', but I have no choice. But there only so much help you can keep taking off people.*

*The Foodbank and the wider support has been so important to me. They have helped me make the appropriate claims. It is so complex and time consuming and I don't have access to a computer, which you need to make claims. There is no one else out there who has the time and resources to help me like they do. They care and make me feel safe. I am waiting for an operation, and it is as if someone is holding my hand.*

*Whilst I won't be able to work for a while, I know I won't starve now, and hopefully my benefits will sort themselves out soon with the help of those at the Foodbank.*

**How low have I been?** *I am a proud woman who just wants to pay my way and keep my home. But I have to be honest. I have considered suicide and have been treated for depression. Hunger is a terrible thing, and things happen to your mind after a week without food, and no hope of things getting better.*

**How do I feel now?** *I could cry now talking to you ..... but that won't help me. I feel as if I have hope and know I am going to get back to being 'normal' again. My family, friends, the Church and all at the Foodbank have been wonderful and are so important to me. They have helped me keep my pride, as they have never judged me. They understand I am a good person who wants to move on.*

**What is the future?** *Once I have had my operation I am determined to make my own way again. I want to get back to work and come off benefits. I just want to be 'normal' again. I will never forget all those who have helped me through this rough patch. Believe me, **anyone** can be where I have been, and I am so grateful to all those who are helping me now!*

### Case Study 3

Anton is 38 years old and from Bulgaria. He is single and has an 11 year old daughter who he adores; which is the reason he is in the UK.

He says, 'I split up with my daughter's mother and she came to the UK with my daughter. I just could not be so far from her and I followed them to London. I am an electrician by trade and initially found work. But London is horrible and it's too big a town. I was not used to it and it was not for me for a number of reasons I don't want to go into.

I moved around following work. The UK has good transport links and I was never too far away from my daughter. I got work for three months or so, and then I had to move onto another job, or another town. Eventually I found myself in Stoke. I joined an agency who promised me work in a distribution centre. I had to pay them £280 and more for the accommodation they provided for me. They found me a house, which I shared with three other men. The rent had to be paid in advance every month.

But despite attending training the work never happened. But I still had to pay the rent and I had no money. The landlord spoke to me one morning at Christmas time and told me that unless he got his rent that day my belongings would be out in the street when I got back.

I was really annoyed and knew this would make me angry, so I went to the police as felt I was being treated as a slave. I didn't want to go back and find my belongings in the street and get in trouble for being angry. But the police said they could do nothing and my situation wasn't slavery, as I was already in the country when I decided to come to Stoke for the work. It was a civil matter and there was nothing they could do. But the landlord had let my room out, and I had nowhere to sleep and I had no money.

The police did however make some phone calls, and after a while they took me to the Night Shelter. The people there were amazing and made sure I had a bed for a few nights and arranged for me to have food from the Foodbank. Most importantly they all clubbed together and found me the deposit for a room. And they also supported me to get JSA money, which I feel I am entitled to.

**How low have I been?** *I can't tell you how low I was when the landlord kicked me out. I was on the pavement at Christmas in a foreign country with no money, nowhere to live and nothing to eat. It was the lowest I have ever felt in my life, and all I wanted to do was to be near to my daughter and buy her a present for Christmas. I did consider killing myself as I was so low.*

**Where am I now?** *The only thing I have is the kindness of those at the Night Shelter and at the Foodbank. They helped me when I needed the help the most. No-one else is out there who could have done this for me. Loneliness is still a terrible thing in my life, but I now volunteer at the local Foodbank, helping others who are where I was. I enjoy it as it gets me out of my room, and I get to socialise with other people. I am also adding to my CV and learning new skills. I can get to visit my daughter in London on the bus. It only costs £30 for a return trip, and I save up the money by walking everywhere in Stoke.*

**What is the future?** *I like being in Stoke as it is a friendly and safe place to live. I am determined to find work and those at the Foodbank help me to complete application forms. They also keep my spirits up. I don't want to live on benefits for ever. I am a proud man and want to make my daughter proud of me.*

## Case Study 4

Joan is 50 years of age, single and a native of Stoke-on-Trent. She lives in a council owned house with her two children and two grandchildren. She has custody of the grandchildren as their mother (her daughter) lives away from them. She is the sole bread winner and is currently seeking work.

She says, 'Life has never been easy for me as from the age of 12 I had to bring up my brothers due to our mother not being there. I had the first holiday in my life last year when a family member paid for a caravan holiday. I never buy new clothes, as it has always been my priority to look after my children and those in my care. I can't chew food properly as I have lost most of my teeth over the years. Dentist bills and the like are just too much for me.

I have had jobs as I am a proud person who hates relying on charity and benefits. At one time I was holding three jobs down at one time, but it has been really difficult to hold a job down since my grandchildren came to live with me. I also suffered a nasty injury, which makes lifting and free movement difficult. How have I got by? I don't really know, but there is never enough money. I simply don't eat a lot of the time as my kids come first. And keeping a roof over our heads.

Things got really difficulty the week before Christmas when I received a letter out of the blue informing me my benefits had been capped. This meant I was losing around £200.00 a month, and for reasons beyond me had to pay money out by direct debit to the benefit system - £45.70 per week to be exact.

Since that letter I have been told by the Gas Board that I now owe them £2,600, or they will cut me off. The Council have threatened to evict us if I don't send them money. Oh, and I had a water leak a while ago and I lost all of the food in our freezer as the electric failed as well. Social Services did help to get me a tax credit, but because they spelt one of my kids names wrong I had to go without that for around two months. I spoke to someone at the benefits place on the phone and she showed no emotion or understanding for us at all. I asked her how she thought I should cope, and all she said was, 'I am sure you will manage'.

Well we couldn't! I didn't eat for a long while, and my eldest daughter could not go to college for a week, as we couldn't afford tampons for her. Have you seen the price of tampons? All I am trying to do is keep my kids together, but it is getting so difficult since Christmas.

I have visited a foodbank a few times in my life, and whilst it is a blessing, and the people there are so nice and helpful, I still feel so ashamed walking in. But it means we can eat when things get desperate and that is the main thing. I have to say that it gets me down a bit when visiting the Foodbanks to see how happy the staff and volunteers are. I just think to myself, 'Why can't I be as happy as them?'

A key thing to me since the latest time I used a foodbank has been the additional support and advice provided to me. I get the food, but I am also being offered hope. I have received some excellent advice and support, with lots of positive referrals to agencies who can support us. Whilst it is still not easy, I am feeling a lot less stressed or anxious.

I have always lacked confidence, but they are helping me to get over this. With their help I have attended courses, and I am so proud to say I now have two GCSEs – Maths and English! I have always known I am a clever person, but I haven't really had a chance to show it since I was 12.

**Where am I now?** Well, we are just about coping and whilst money is always short, my kids are eating properly, and our home seems safe. With the support of the Foodbank people I am volunteering at a local charity shop. The Foodbank people even provided me with a reference that enabled to get the 'job'. I am getting out of the house, meeting new people, learning new skills and gaining much needed work experience to get a job.

**What is the future?** I have decided that I am going to make something of my life and plan to train to be a Counsellor. I am looking to obtain a bursary and enrol in the Open University to achieve a degree. Thanks to those at the Foodbank 'holding my hand', I am getting ever more confident and know I can achieve this goal. I don't want to rely on others and I want to see my kids and grandkids do well and make something of their lives.



## 5.24 Distribution Centre Staff Workshop

**Appendix D** highlights the outcomes of a workshop attended by Food Distribution Centre Leads / their representatives from the Centres. The following is a summary of findings:

### **Key Roles and functions**

- Whilst the provision of food is certainly a key role, there is a noticeable emphasis on signposting and motivating guests

### **Project priorities**

- Respondents see the provision of food as a key priority
- Other priorities include supporting people / showing compassion and signposting / partnership working

### **Service User Priorities**

- There is a clear understanding that the key priority of service users / guests is to be fed / receive food
- There is also an understanding that guests value a 'listening ear' and the means / ability to support themselves and their families

### **Most successful outcomes**

- There is a clear belief / understanding that the Project is helping to relieve the stress, anxiety and self-worth of guests

### **Measurement criteria**

- There can be no doubts about guests' appreciation of the support they receive, which is being displayed / evidenced by '*smiles*', '*hugs*' and transparent reductions in stress and anxiety
- Good use is being made of Project feedback forms

### **Support provided to the Distribution Centres**

- There is clear and grateful thanks and appreciation for the support provided by the Central Team, who are readily available and provided the support needed e.g. administration, prayer, policy updates, training, advice, motivation, encouragement and site visits

**How could the Project be improved?**

- Whilst there is a consensus that the Project is well run, there appear to be opportunities for improvement linked to issues such as improved completion of vouchers, financial advice at Food Distribution Centres, signposting training for volunteers

**Future priorities**

- A key future priority is actions linked to signposting / more support / referrals
- A further key priority is 'staying open as long as the Foodbank is needed'

**Wish lists** include:

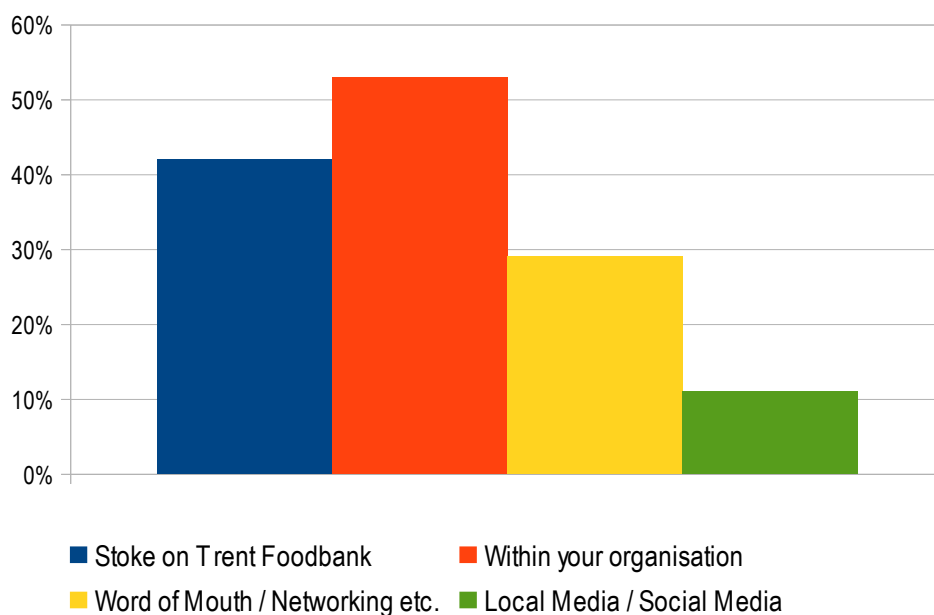
- Removing the stigma of foodbanks felt by those who are now aware of their values
- Raising awareness
- Supporting those in need
- Removing the need for foodbanks

**5.25 Partner Agency Feedback**

54 responses were received in response to the questionnaire at [Appendix H](#)). A list of respondents can be viewed at [Appendix E](#).

**Graph 18** highlights where respondents initially heard about the Stoke-on-Trent Foodbank.

**Graph 18** *Where did you initially here about the Stoke-on-Trent Foodbank Project?*

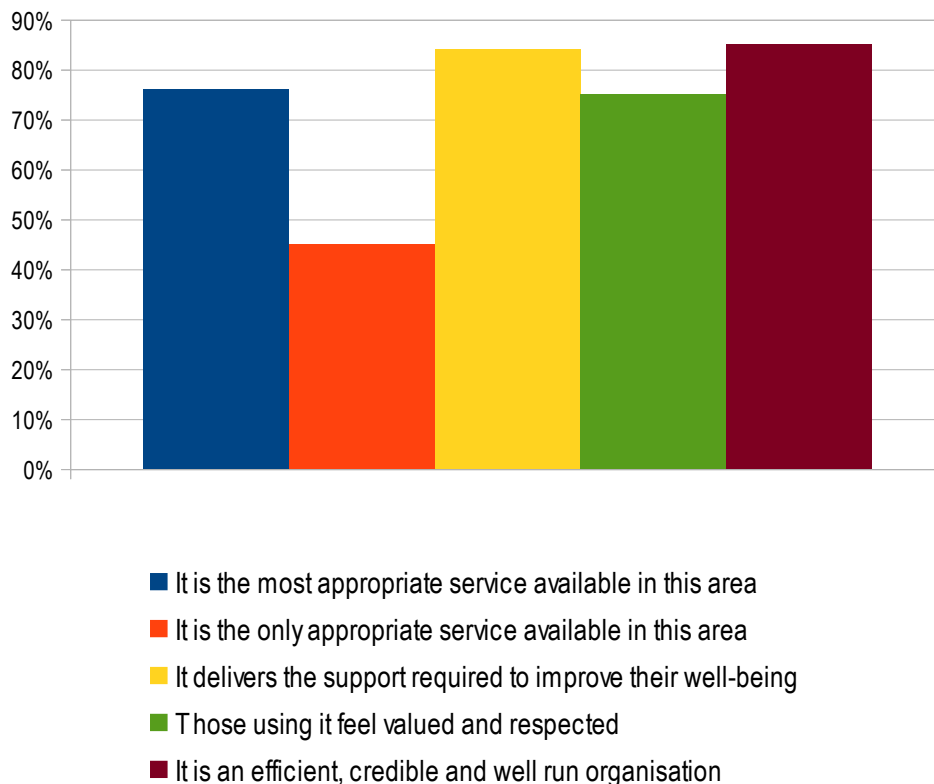


**Comments**

It will be noted that respondents have been made aware of the Foodbank in a variety of ways, with 6 (11%) being aware via local / social media. This may indicate a need / opportunity to enhance the use of the media / social media to publicise the Foodbank to external / potential partners.

**Graph 19** highlights the reasons why respondents encourage people to seek the support of the Project.

**Graph 19** *Why do you / would you encourage people to seek support of the Stoke-on-Trent Foodbank?*



**Comments**

It will be noted that the vast majority of respondents have extremely positive views about the Stoke-on-Trent Foodbank.

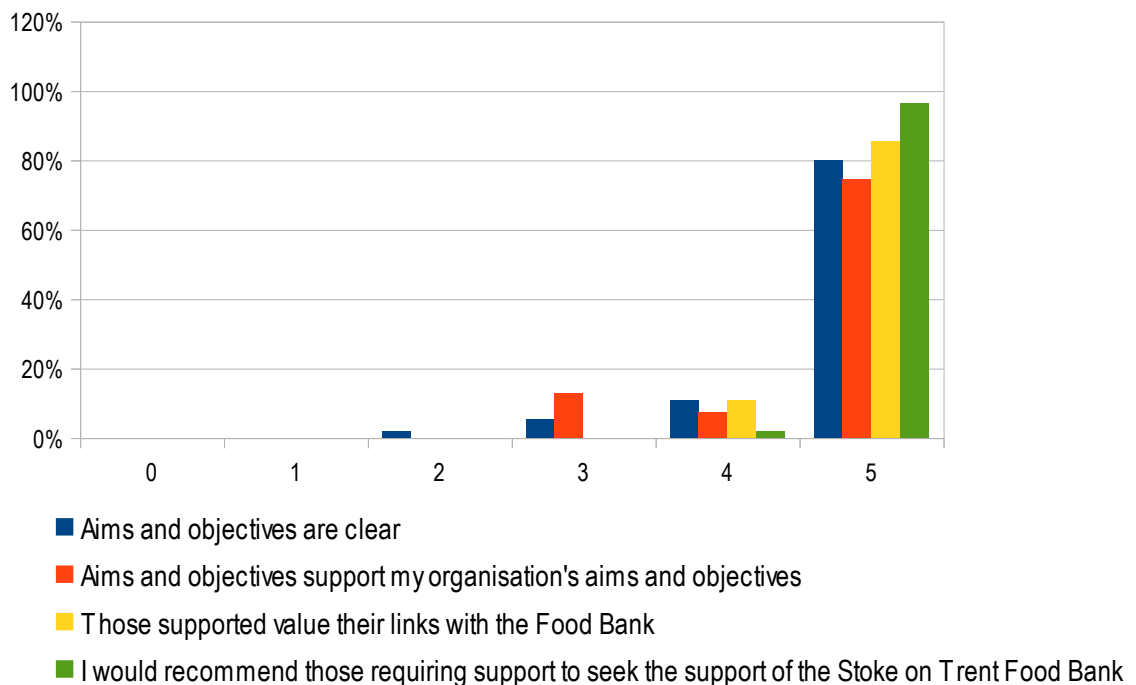
In addition to the provision of food, **Appendix E** lists other ways respondents feel the Foodbank is supporting local people in need. As will be noted, noticeable areas of support include:

- Signposting

- Financial support / debt advice / general advice
- Somewhere friendly and non-judgmental to meet other people
- Retaining / regaining respect
- Opportunities to carry out voluntary work

**Graph 20** highlights respondents' views about the Project.

**Graph 20 Respondents' views about the Project**



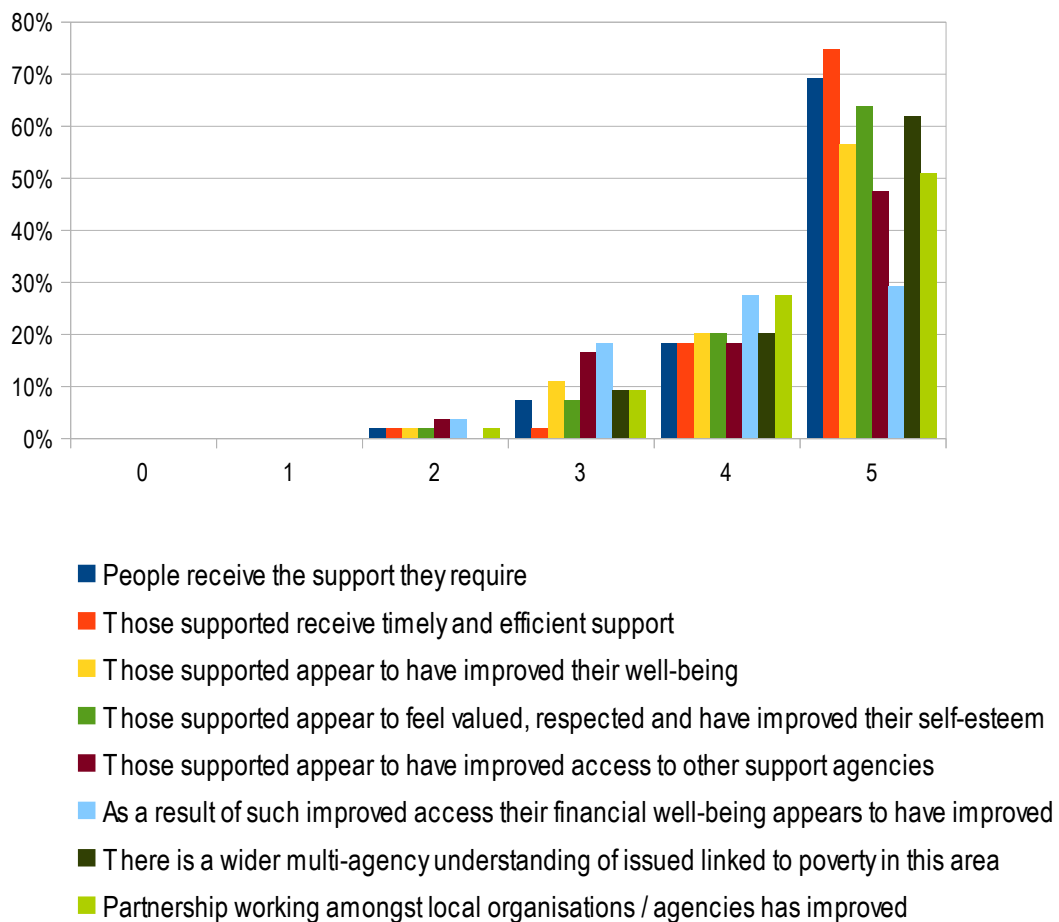
**Other comments:**

- People receive the support they require:  
For many service users / guests, the shortage of food is only a symptom of the real problem, i.e. drugs, debt, education, benefit changes, family breakdown, etc.
- Those supported receive timely and efficient support:  
This varies from Centre to Centre and from week to week depending on the clients seen and the volunteers available
- Those supported appear to have improved their well-being: It is only a short-term fix
- As a result of such improved access their financial well-being appears to have improved:

The provision of 3 days' worth of food alone will have no effect on their financial affairs  
 – Andy Franklin

**Graph 21** highlights respondents' views about how the Project is achieving Project outcomes.

**Graph 21 Achievement of project outcomes**



**Comments**

In relation to the achievement of Project outcomes highlighted at **Section 4.6**, from feedback provided by partner agency members, it is apparent that:

- The Project is delivering key outcomes – delivery of the support service users require (i.e. improved well-being, service users feeling valued and have improved self-esteem), and have increased access to support agencies; and as a result have improved their financial well-being
- There is a wider multi-agency understanding of issues linked to poverty, resulting in improved and positive partnership working

## 5.26 Further Partner Agency Feedback

**Appendix F** provides a list of what respondents feel are '**really good**' about the Stoke-on-Trent Foodbank. In no particular order, the following is a summary of the key issues raised:

- *Direct support as and when needed*
- *Ease of access / accessible Food Distribution Centres*
- *Holistic approach to supporting guests' needs – in addition to much needed food*
- *Warm and welcoming Food Distribution Centres*
- *Friendliness and approachability of Foodbank staff / volunteers*
- *Non-judgmental / non-intrusive, committed staff, volunteers and systems*
- *Efficiently organised – from the centre and within the Food Distribution Centres*
- *Good service*

In relation to '**what could be improved**', in no particular order, the following is a summary of the key issues raised:

- *Very little / nothing*
- *Food collections*
- *Increased funding / more [paid] staff / resources*
- *More support from other agencies*
- *Marketing / enhanced external awareness*
- *Feedback to referring / other agencies*

In relation to '**anything else you wish to add**', again in no particular order, the following is a summary of the key issues raised:

- *An amazing and efficient service*
- *Well-managed*
- *A lifeline to many [vulnerable] people*
- *More to the Foodbank in Stoke-on-Trent than the provision of food – signposting / financial and emotional support etc.*
- *Still really needed*
- *Unfortunate that foodbanks are needed – need to challenge the 'system' that allows this to happen*

## 5.27 Additional Multi-Agency Comments

The following unsolicited comments have been posted on the Wider Impact website, which features this independent evaluation of the Project:

**ASHA North Staffordshire** says:

*ASHA promotes the social inclusion of asylum seekers and refugees in Stoke-on-Trent.*

*A significant number of asylum seekers are destitute because their applications have been unsuccessful and they are not allowed to work or claim benefit nor are they being deported for humanitarian reasons. These are ASHA's first priority. ASHA collects donated food and gives out around **250** food parcels a month.*

*When in a position to do so Stoke Food Bank occasionally gives us surplus food and, more importantly, allows us to give a Food Bank Voucher in an emergency. These are few but might be given for someone who is, for example, diabetic or a new mother.*

*ASHA is very grateful for the support of Stoke Food Bank and two other Staffordshire Foodbanks who also donate when they have a surplus.*

*Our clients are not accustomed to baked beans and a New Year project is to learn how to cook a wholesome 'baked bean' curry!*

**Sue Rammell** says:

January 11, 2017 at 9:38 am

*As a home school link worker at a Stoke-on-Trent primary school I find the foodbank an invaluable resource for our most vulnerable families. Without this service many of our families would have to survive on a very limited amount of food.*

**Suzanne Barnett** says:

January 25, 2017 at 9:29 am

*My colleagues and I (from Adult Social Care) would agree that the foodbank branch in Stoke-on-Trent is an invaluable resource for many vulnerable people in the City. We use Foodbank mainly in a crisis situation and appreciate the service delivered. The staff and volunteers are fantastic. Without this service many people would struggle in food poverty.*

**Christine Morgan** says:

January 25, 2017 at 9:36 am

*We have found the access to the Foodbank invaluable when working with older and financially vulnerable clients. Feedback from clients has been **100%** positive about the way they have been made to feel welcome and comfortable when they have attended and the contents of the food parcels.*

**Jeff Short** says:

January 25, 2017 at 12:19 pm

*I oversee the work of the Methodist Church in South Stoke. We distribute from Temple Street and West End Churches. At Longton Central Hall we serve free basic breakfasts twice a week and link up with Foodbank for our clients. In each of these locations we encounter genuine hardship and need against a background of general poverty across the city. Foodbank is essential for the most economically vulnerable and those temporarily facing hardship. We would value more distribution points locally and easier access to vouchers but recognise the difficulties organisers face. We are thankful for the work Foodbank does in our area.*

**Jackie Shaw** says:

January 26, 2017 at 2:57 pm

*The Housing Solutions team find that the Stoke-on-Trent Foodbank is an invaluable resource for many vulnerable people in the city. It is used to help customers who have found themselves homeless, who have been placed in temporary accommodation and have no money or access to food. A vital service.*

**Gill Butler** says:

February 1, 2017 at 1:38 pm

*Saltbox, Restart find Stoke-on-Trent Foodbank a vital service that supports our clients during difficult times. Many of our clients join our service and find themselves with no money, awaiting for benefits to be sorted. Foodbank helps clients -offering not only a food parcel but a warm and friendly welcome. So a big thank you for the great work you do!*



## 6.0 Observational Studies

### 6.1 Introduction

Opportunity has been taken to attend / visit:

- Internal Project meetings, which includes those with Food Distribution Centre Leads, staff team members and a Board / Trustee meeting
- Main warehouse
- Food Distribution Centres during opening times when guests and advisors were present

### 6.2 Internal Meetings

All meetings were well attended and structured, in that they involved formal agendas and structured minutes being taken. Opened by prayer, information and opinions were free-flowing, with ample opportunities for those present to ask questions, raise issues or pass on useful data and information.



Feedback from previous meetings with each of the bodies i.e. Food Distribution Centre Leads, staff team and Board members (pictured) was openly shared, ensuring openness and transparency.

### 6.3 Main Warehouse

It is immediately clear on entering the building that the **security** and **accountability** of food received from a wide variety of sources is **paramount**. As demonstrated by this image all food / donations are carefully and meticulously weighed on entry to the building and rigorously recorded.

Whilst a significant number of those present are volunteers, all those we observed and informally interviewed are extremely well-trained, well organised, motivated and professional.



Food is carefully checked for 'use buy' dates, dated using maker pens, and sorted into categories such as vegetables, fruit and cereals.

Managed by an impressive ordering system, linked to the needs of the current 15 Food Distribution Centres, food is sorted into crates and carefully weighed again before it is dispatched out to the Food Distribution Centres. Again the details of the food distributed is rigorously recorded.

#### 6.4 Food Distribution Centres / Churches

Opportunity has been taken to visit a representative number of the **15** current Food Distribution Centres / Churches across Stoke-on-Trent. With no exceptions:

- An immediate welcoming and relaxed environment is apparent – as if entering a café
- All those entering are approached by a 'Greeter' (including on one occasion the Wider Impact evaluator during the evaluation process!), and are asked for their Foodbank voucher, which is taken away for processing
- Tea / coffee, lots of cake and biscuits and a friendly chat are quickly and freely available
- There is no evidence of pressure or judgments – just kindness, understanding and compassion
- Greeters are clearly well-trained and motivated to support guests
- Staff / volunteers present were well aware and mindful of the varying inter-faith dietary needs and bespoke requirements of guests
- Dependent on individual needs, guests are offered bespoke support in areas such as benefit advice, debt management and referrals to agencies which may be able to offer / provide appropriate support
- Multi-agency signposting leaflets, handouts and general information (pictured) are freely and openly available



- Linked to information outlined on vouchers (e.g. 'single people' 'families'), food is packed into carrier bags utilising an appropriate 'shopping list'. Care is clearly taken to meet guests' individual needs / food restrictions (e.g. religious, vegetarians, allergies etc.)
- Carrier bag advertising is linked to stores such as Tesco and Sainsbury's – not identified as from a foodbank
- Guests leave with a smile on their faces – often opposite to the stress and anxiety displayed on first entry
- There is strong evidence of sound and tested systems in relation to the electronic recording of food distributed / guests supported
- Volunteers (pictured) appear to have found and enjoy their niches in relation to their roles and responsibilities – e.g. Greeters, data recorders, food packing etc.



In a number of cases:

- Guests from a wide variety of faiths and backgrounds were present and appeared relaxed and comfortable
- One to one confidential financial advice is provided by a Saltbox member of staff is openly available – and quickly taken advantage of (see **Sections 6.5** and **5.15**)
- Guests requested / took up offers to pray in quiet / private areas of the Church(s)
- Staff / volunteers commented that they sometimes feel there would be value in their following through the support they provide to guests; a number of whom would clearly benefit from someone to 'hold their hands' for a while after leaving the Foodbank

## 6.5 Money Matters Initiative

In a number of Food Distribution Centres visited it was noted that the Stoke-on-Trent City Council funded **Salt Box Money Matters** Advisor was present (pictured below) and available on a 'drop-in' basis. In all cases it was noted that:

- The Advisor was well-regarded by Food Distribution Centre staff / volunteers, who clearly understand her role

- Those being advised and supported were treated with respect and understanding by the Advisor
- Whilst no pressure was put on guests to meet with the Advisor, she was constantly looking out for guests to support and was well-regarded by those she approached / supported
- The role of the Advisor was supported by numerous freely available pamphlets and hand-outs linked to managing money and related topics
- The Advisor commented that in a number of cases arranged follow up meetings did not take place as service users fail to turn up, or were hampered as service users failed, and / or were unaware of the need to bring along necessary paper work, background information etc.



## 6.6 Stoke-on-Trent Food Bank School Holiday Club Project

Opportunity has been taken to highlight this image, which clearly demonstrates the extent of community interest and involvement in the Holiday Club Project. In this case community members are receiving advice and support with planting and cultivating healthy foods / vegetables etc.



## 6.7 Food Collections

**Tesco Neighbourhood Food Collections** are made possible through a corporate partnership between Trussell Trust and Tesco. Tesco brand these and provide the merchandise. The collections happen annually, and Tesco give the Project **20%** in money, of the estimated value of the food, based on the weight of the food collected. Several tonnes of food are donated to the Project in this way. Many volunteers, such as those pictured are involved in helping to give out shopping lists to Tesco customers, and receiving and sorting the donations.



## 6.8 Central Team

Due note and recognition is made of the role and functions of the central team pictured during the evaluation process:

- Project Manager (right)
- Project Coordinator (left)



Key roles and responsibilities include:

- Strategic development
- Project management / enabling and monitoring the delivery of the Big Lottery funded Project
- Centrally collating, analysing, auditing and distributing data and information
- Liaising with the Trussell Trust – e.g. exchanging data, information and good practice
- Supporting / training staff / volunteers at the Food Distribution Centres
- Quality control – e.g. food / stock management / auditing / Health & Safety at the Central Warehouse / Food Distribution Centres
- Marketing / internal / external communication strategies and systems
- Enabling, managing and delivering partnership / multi-agency working / support / referral systems
- Enabling / coordinating one to one / bespoke support packages for service users

In addition to activities, projects and initiatives highlighted at **Section 4.7** and **Appendix A**, examples of the roles and functions of the Central Team include:

- Responding to an awareness that the Project was not reaching some of the 'harder to reach' community members, the team work closely with organisations such as ASHA (African Social Health Agency) Godefroid Seminega, the Jubilee Project, Sanctus St Marks, Open Door and the Local Authority to reach and support people such as asylum seekers, refugees, the homeless and Travellers
- Developing strong relationships with local Mosques; understanding that their communities are quite unique and tend to support each other within the community if someone needs support. Such positive relationships reflects the number of Asian community members who use the Foodbanks – a significant number of such also donate food on a regular basis

- In partnership with ASHA developing and delivering bespoke training aimed at gaining and greater understanding of barriers such as those linked to cultural differences
- Adapting picking lists at the Food Distribution Centres to include Halal food
- The delivering of bespoke staff / volunteer training materials



Peer feedback from the distribution staff workshop highlighted at **Section 5.24** provides a useful indication of the effectiveness of the Central Team:

*There is clear and grateful thanks and appreciation for the support provided by the Central Team, who are clearly available and provided the support needed e.g. administration, prayer, policy updates, training, advice, motivation, encouragement and site visits.*

Similar feedback has been received from the Trussell Trust (see Section **5.18**):

*The Trussell Trust have been working with the team at Stoke-on-Trent since May 2012. The team at Stoke-on-Trent have excellent working practices including warehouse management, volunteer management, PR and communications and organisation around food donations. The Foodbank processes a considerable amount of food and is doing so with efficiency, organisation and professionalism.*

## 7.0 The Ongoing / Future Need for the Foodbank Project

### 7.1 Introduction

Whilst the Stoke-on-Trent Foodbank Project is aiming to meet the current needs of local people, opportunity has been taken to explore the ongoing / future need for the Foodbank Project in the area beyond the current Big Lottery funding period.

Due note has therefore been made of information provided by the Trussell Trust and data, statistics and reports kindly provided by the Stoke-on-Trent City Council's Policy & Performance Team and data and reports from sources such as the City Council's Wider Welfare Reform Group.

### 7.2 Trussell Trust / University of Hull Research

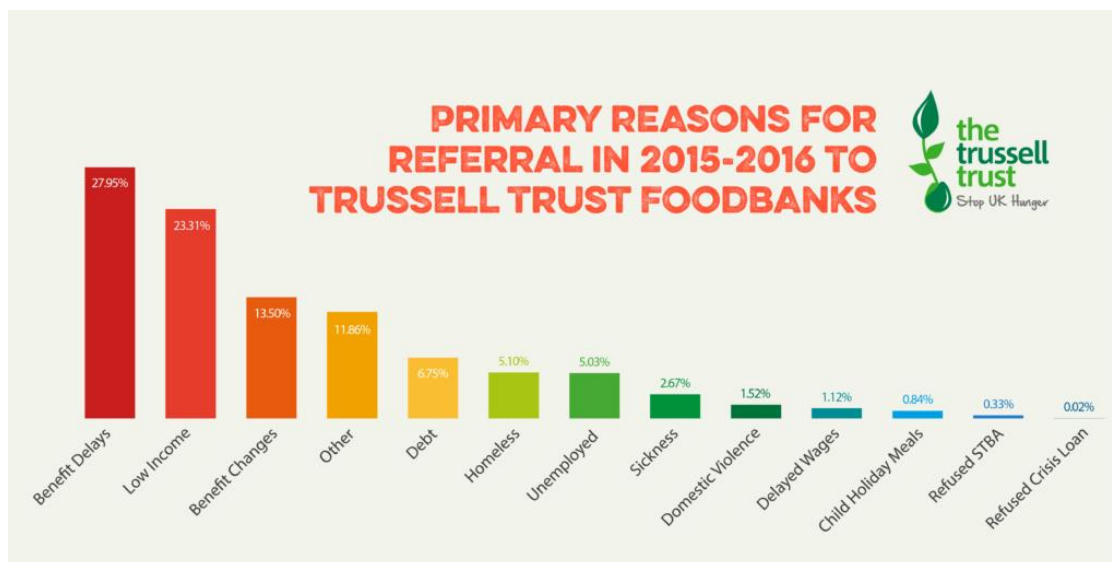
Figures published by The Trussell Trust show that foodbank use remains at record levels, rising two percent on last year. **1,109,309** three day emergency food supplies were provided to people in crisis by the charity's network of 424 foodbanks in the 2015 / 16 financial year, compared to **1,084,604** in 2014 / 15. Of this number, **415,866** went to children. This is a measure of volume rather than unique users, and on average, people needed two foodbank referrals in the last year.

The Trussell Trust has also partnered with the University of Hull to develop new tools that help better understand the drivers of foodbank use, and areas of greatest need, by mapping foodbank data against census data. The early findings of this new research reinforce the trends seen by foodbanks related to benefits problems and low income.

Trussell Trust data shows that benefit delays and changes remain the biggest causes of foodbank use, accounting for **42%** of all referrals (28% benefit delay; 14% changes) a slight reduction on last year's **44%**. Foodbanks report people are still being impacted by sanctions, and a mix of delays and changes to various benefits including Jobseeker's Allowance (JSA), Employment Support Allowance (ESA) and Personal Independence Payments (PIP). In some areas foodbanks report increased referrals due to delays and in Universal Credit payments.

Low income has risen as a referral cause from **22%** to **23%**. As highlighted at **Graph 22** foodbanks report that the main issues that cause working people to be referred were benefit delays, low wages, insecure work and high living costs.

**Graph 22 Primary Reasons for Foodbank Referrals**



Early findings of the NEMODE (New Economic Models in the Digital Economy) report from the University of Hull, Coppelia and AAM Associates suggests that foodbank use is highest in areas where there are more people who are unable to work due to long term sickness or disability, or in skilled manual work.

#### Significant findings:

- **93%** of foodbanks reported 'administrative delays in benefit payments' as an issue driving foodbank use; for **81%** of whom it is a major issue.
- **75%** of foodbanks reported low wages were a significant problem for working people referred to the foodbank. **56%** reported insecure work contracts, **47%** reported high living costs, and **44%** reported problems accessing working benefits as other significant problems for working people.
- **67%** of foodbanks reported problems accessing ESA as an issue driving foodbank use, and **51%** reported problems accessing PIP as an issue driving foodbank use.
- Almost half of the foodbanks surveyed reported seeing an increase over the last year in the proportion of people coming to their foodbank as a result of benefit sanctions;



**89%** of foodbanks reported benefit sanctions as an issue driving foodbank use and for **60%** it is a major issue.

### 7.3 Stoke-on-Trent Deprivation

The City is now ranked as the **14<sup>th</sup>** most deprived district, out of 326, on the 2015 English Indices of Deprivation, DCLG. On the previous indices the city was ranked 16<sup>th</sup> most deprived in England (2010 English Indices of Deprivation, DCLG).

The volume and relative proportion of the population residing in areas classified in the **10%** most deprived areas in England remained unchanged at **c.75,000** persons and **c.30%** respectively.

The City has 'relatively' improved on the following domains:

- Employment deprivation – now ranked **19<sup>th</sup>** most deprived from 6<sup>th</sup>
- Living Environment – now ranked **98<sup>th</sup>** down from 73<sup>rd</sup>
- Crime deprivation – now ranked **37<sup>th</sup>** down from 34<sup>th</sup>
- Education, skills and training – now ranked **5<sup>th</sup>** down from 4<sup>th</sup>

The City has 'relatively' declined on the following domains:

- Health deprivation and disability – now ranked **14<sup>th</sup>** up from 19<sup>th</sup>
- Income deprivation – now ranked **29<sup>th</sup>** up from 32<sup>nd</sup>
- Barriers to Housing and Services – now ranked **268<sup>th</sup>** up from 300<sup>th</sup>

### 7.4 Population - By Age and Gender

Over the 2004 to 2015 period the City's population is estimated to have **grown** for the first time in 70 years – fuelled by international migration predominantly from EU Accession states – and a **30-35%** increase in the birth rate.

This followed an extended period, up to the 2001 Census, where the population declined at an estimated rate of c.700 persons per year (1971-2001 average).

Table 6 Stoke-on-Trent Population 2014 / 15

Mid-Year Estimates, ONS		All Ages	Aged 0-15	Aged 16-64 (*)	Aged 65 and over
2014	Male	125,075	25,307	80,799	19,969
	Female	125,952	24,572	79,579	22,801
	Total	251,027	49,879	159,378	41,770
2015	Male	125,396	25,567	80,513	19,316
	Female	126,252	24,879	78,355	23,018
	Total	251,648	50,446	158,868	42,334

(\*) – Working Age population

### Direction of travel

Total figures indicate that the **population is rising** albeit at a slower rate than nationally. The City's population is simultaneously **ageing and getting younger**- with a short-term reduction in the working-age population expected until 2020.

## 7.5 Migration & Cultural Make-up

The City continues to experience out-migration of families and older adults to neighbouring boroughs while attracting young adults drawn by affordable housing and two local universities. **The past decade has seen greater demographic change than the previous two centuries combined.**

Table 7 Stoke-on-Trent Migration / Cultural Makeup

Characteristic	Numbers	%
Born outside the UK - all persons	20,700	8.3%
Ethnic Minority (not White British) – all persons	33,800	13.6%
English not Main Language – aged 3 and over	14,000	5.9%
<i>Source: 2011 Census, ONS – no update available</i>		
Natural Change (births less deaths) / Year	+1,000 to +1,300	
Net Domestic Migration / Year	-1,000 to -1,200	
International Migration / Year	+600 to +1,000	
<i>Source: ONS 2002-14 estimates</i>		

### Direction of travel

Data on ethnic origin, language, and country of birth is not routinely made available outside of the Census, however, service data suggests that the population is becoming increasingly diverse. Migration data continues to suggest a significant outflow of population to neighbouring boroughs – offset by both natural change (births less deaths) and international migration.

## 7.6 Economic Activity

Table 8 Stoke-on-Trent Economic Activity

Annual Population Survey, ONS – persons aged 16-64	2014	2015	2016
<b>Economically Active</b>	<b>119,500</b>	<b>120,100</b>	<b>118,800</b>
In employment	109,600	111,000	110,900
Employees	98,100	98,100	96,000
Self-employed	11,500	12,400	14,100
Unemployed – model-based	9,000	7,600	7,400
<b>Economically Inactive (*)</b>	<b>40,500</b>	<b>42,000</b>	<b>40,800</b>
Student	10,700	8,000	7,800
Looking After Home/ Family	11,600	10,500	9,900
Sick	10,300	13,900	13,250
Retired / other	7,900	9,600	9,500
(*) of whom 'Want a job'	4,200	7,500	10,500

### Direction of travel

Since 2015 employment rates have matched regional levels but remain **3-4 percentage points below the national average**.

While unemployment (claimant count and 'model-based') has fallen since 2010 – it has now reached a plateau.

Levels of inactivity are generally on a long-term decline but persistently above regional and national averages – with **sickness levels of particular concern**.

## 7.7 Earnings

**35%** employed population on less than £7.65 / hour – Current figures suggest that this figure is now **c.19%** (13.7% across England). The trend is downward, in-line with the introduction of the National Minimum Wage (£7.20 per hour for persons aged 25 and over). However the gap to national levels has remained relatively static since 2010:

- **Mean earnings** - **£27,000** per year Stoke compared to £36,000 per year UK
- **Median earnings** - **£21,000** per year Stoke compared to £28,000 per year UK

## 7.8 Benefits

Total welfare expenditure £408million (2013/14) falling to £363million in 2014/15.

Excludes State Pension, Working Tax Credits and Child Benefits - in-part this decline is due to the transfer of Council Tax Benefit expenditure from HMRC to local authorities under the new Council Tax Rebate system.

**Trend** – expected to be downwards, in-part due to a reduction in benefit claimant numbers, but also due to **strict eligibility criteria**, and **payment freezes and caps**.

Total on out-of-work benefit - 28,870 (November 2014) falling to 27,050 (May 2016) – in-line with national reductions – equates to **17.1%** of the working-age population (**12.0%** nationally).

## 7.9 Stoke-on-Trent Hardship Report Findings

Chaired by The Bishop of Stafford, the following organisations are represented on the **Stoke-on-Trent Hardship Commission**:

- Citizens Advice Bureau (CAB)
- NHS Primary Care
- Chamber of Commerce
- Education/ Children’s Services
- Stoke-on-Trent City Council
- Brighter Futures
- Saltbox
- Changes Health & Wellbeing
- Aspire Housing Association
- Financial Inclusion Group
- Voices
- The voluntary sector

The following are relevant extracts from the organisation’s 2017 report: ‘**One Year On**’.

**Cost of Living and Benefits** Led by: Simon Harris (Chief Executive: Citizens Advice Staffordshire North and Stoke on Trent) and Alan Turley (Chair: Financial Inclusion Group).

*The initial phase of the government’s Universal Credit scheme was rolled out in Stoke-on-Trent from February 2016. This phase affected single Jobseekers Allowance claimants in the City; subsequent phases are expected to be rolled out over the next few years with full roll out now scheduled for March 2018.*

*Initial modelling of the impact of the government's welfare reforms as a result of their austerity programmes, indicates that about **60%** of households in the city are likely to see a reduction in their annual income of at least **£500**, including **26%** who are forecast to lose more than **£1,500.00** a year.*

*Families and single parents with more than one child are expected to be hit hardest by reductions in their welfare income. Household composition data shows that there are almost **15,000** households with two or more children in Stoke-on-Trent. Overall reductions to the current cash total of benefits being received into the city are forecast to drop by around £78m per annum. Currency instability has led to rises in the prices of basic commodities. Fuel prices are increasing again as a result of global agreements to reduce production levels. Economists predict that fuel prices will continue to rise in the short term, and that food and imported goods may also cost more in the UK from next year.*

*Joseph Rowntree Foundation reports that nationally, once account is taken of the higher costs faced by those who are disabled, half of people living in poverty are either themselves disabled or are living with a disabled person in their household.*

### **Ongoing challenges**

**Welfare reform:** *The toxic mix of changes to benefit entitlement and reduced funding as a result of the Government's fiscal constraints will continue to produce risks to people in the city. Those already suffering hardship may find their situation very much worse and some of those who were on the edge of difficulties may find themselves over the wrong side of that edge. There will be an obvious knock on effect on local businesses. The £78 million lost to the income of beneficiaries would normally be expected to reduce the amount of money spent locally by that same amount. Economists predict that ongoing economic uncertainty and currency market instability will push up inflation including rising fuel and commodity prices. This is likely to have a negative impact on low-income households which are already facing hardship or are struggling to make ends meet.*

**Education, Training and Skills** Led by: Julie Obada (Strategic Manager, Learning LEP, Education, Employment and Skills Stoke-on-Trent City Council ) and Andy Greenhough ( Skills Staffordshire: Stoke-on-Trent College)

*The number of resident workers occupying the lowest-paid unskilled jobs has increased in the past year, from 17,100 to 19,900 (**up 16%**), while the numbers in managerial and professional roles has decreased by **12%** from 23,000 to 20,200 in 12 months.*

The latest data shows that the number of adults with qualifications at or above Level 4 has doubled in the last decade, **but remains at two-thirds of the national average proportion**, while the number with no qualifications has decreased by a quarter. However, there are still over **19%** of adults of working age who have **no formal qualifications**.

### **Ongoing challenges**

**Leaving the EU:** There is continuing uncertainty over what will replace EU-funded programmes of work which are currently delivered in Stoke-on-Trent and Staffordshire via the European Structural Investment Fund and European Social Fund. The government has pledged to fund those programmes which have already been signed off in the event of the withdrawal of EU money following the triggering of Article 50 in March 2017, but the long-term future of these programmes, and the support on offer for current programmes which have not yet been fully approved, remain unclear. The total allocation to the LEP for 2014-20 amounted to €210 million (c. £177 million).

**Unemployment:** The number of ESA claimants in Stoke-on-Trent remains disproportionately high (10.1% of the working age population, compared to 6.4% for the West Midlands and 6.2% for the UK). Given that many of the 16,100 people claiming ESA or Incapacity Benefit are long-term unemployed and will have multiple barriers to employment, this cohort represents an enormous challenge in terms of raising employment, income and skill levels in the City.

**Education:** Although there has been some progress at primary school level, results here are certainly the poorest in the region. Data recently released by the Department for Education, regarding Key Stage 2 results from 2016 show that at least 1,100 children leave local primary schools without having achieved the expected standard in reading, writing and maths. (Of these about 850 are disadvantaged children). Performance data shows that there is still a persistent attainment gap between Stoke-on-Trent and the rest of the UK at GCSE level, and that adult skill levels also continue to lag behind the national average.

**Work and Earnings** Led by: Sara Williams (Staffordshire Chambers of Commerce) and Daniel Flynn (YMCA North Staffordshire)

The proportion of adults who are self-employed has risen sharply in the last 12 months from 11.7% per cent of all workers in the City to **12.7%**.

Short-term unemployment has continued to fall (from **2.2%** of adults claiming Jobseekers' Allowance in May 2015 to **1.7%** in May 2016), but rates of longer-term unemployment linked to health and disability remain above 10%, compared to the regional average rate of **6.6%**.

#### **Ongoing challenges**

The Government has announced the phasing out of the Work Programme in 2017 and the roll-out of the Work and Health Programme, which will be aimed at people claiming Employment Support Allowance and those who have been receiving Jobseekers' Allowance for more than two years without securing employment. Stoke-on-Trent current has more than 16,000 adults who are in receipt of ESA or similar health and/or disability-related benefits.

**Employment support:** The Government's new Work and Health Programme will be introduced across the country during 2017 and will aim to target employment support at people who are claiming ESA or who have been receiving JSA for at least two years. Locally, the Work Programme has helped **just 7%** of ESA and Incapacity Benefit claimants in the City into work, and local government has raised concerns about the likely effectiveness of the new approach given that the total annual budget for delivering the Work and Health Programme nationwide will be **just £130 million**, compared to about **£500 million** for the Work Programme.

**Housing and Security** Led by: Wayne Hughes (Managing Director: Aspire Housing) and Helena Evans (Chief Executive Officer: Brighter Futures)

The Joseph Rowntree Foundation report highlights that :

1. The number of private renters has doubled over the last decade. There are now as many private renters as there are social renters. **Rent accounts for at least one third of income for more than 70% of renters in poverty.**
2. The number of households accepted as homeless and the number of households in temporary accommodation have both increased for five years in a row. **Evictions by landlords are near a ten year high.**

#### **Ongoing challenges**

There remains a severe shortage of housing throughout the UK which is driving up property prices much more quickly than wage inflation or savings interest rates. This issue will only be resolved when housing supply matches housing demand.

*Stoke-on-Trent's housing offer is relatively limited, with a high proportion of low-value, smaller terrace properties, many of which are owned by private landlords. Improving the future housing offer of the city will involve the construction of a wider range of quality new housing, as well as the development of new models of home ownership and renting to remove systemic and economic barriers to quality housing.*

*The government's Right to Buy policy is continuing to deplete the numbers of social housing properties available in the city and the surrounding area. Implementation of the proposed extension of Right to Buy to housing association stock will increase the rate of depletion, making it more difficult for social landlords to meet local housing needs.*

*The impact of recent policy changes and the proposed funding mechanism changes in relation to most forms of supported housing will continue to be of concern, and potentially stifle investment in these areas, until a secure revenue funding mechanism has been confirmed and implemented both at a national and local level.*

*In addition, accessibility to good quality one bedroom move-on accommodation with an element of low level, flexible support for people leaving care / supported accommodation, or potentially being discharged from hospital or prison settings will continue to be a need.*

**The Most Vulnerable** Led by: Andy Meakin (Director, VOICES) , Danny Flynn (CEO: North Staffordshire YMCA) and Helena Evans (CEO: Brighter Futures)

*This is a new work stream which was agreed in 2016. Its primary focus is on people who have fallen through the gaps between current service provision, for a variety of reasons, and who are living in hardship in Stoke-on-Trent, or are at risk of doing so. These may be people who have slipped 'below the radar' of central and local government services, or who are members of 'hard to reach' communities, or unexpected pockets of financial hardship that may exist within demographic groups which would outwardly appear to be managing. Changes in central government policy, such as the implementation of the government's welfare reform agenda and continued fiscal constraints, raise the risk that specific groups and individuals may be disproportionately affected by hardship and it will be important to identify, quantify and monitor groups which are at risk of falling into hardship.*



### **Key challenges**

*Nationally, the Joseph Rowntree Foundation (JRF) reports, that in 2014 -15 there were **13.5 million** people living in low income households, **21%** of the UK population. The number of people in poverty in a working family is **55%**.*

*Each individual dealt with by the efforts of this work stream are likely to have a very different set of reasons for their vulnerability. It is unsafe to categorise these effects too far, as that could prevent recognition of the dire circumstances in which people are finding themselves. Stigma and stereotypes may be a challenge for people experiencing complex and multiple needs. They may feel stuck and abandoned by society. It is therefore important to understand and communicate people's stories with conscious empathy. This may require us to challenge perceptions. Proposed solutions to challenges such as anti-social behaviours will need to be fully considered in terms of a balance between support and other corrective measures.*

*In total, the value of unclaimed benefits across the City is somewhere of the order **of £94.2 to £106.9million.***

## 8.0 Summary of Findings

### 8.1 Introduction

With reference to the objectives of the evaluation outlined at **Section 2.0 (Terms of Reference)**, the following is a summary of findings.

### 8.2 Project Outcomes

It is clear from both quantitative and qualitative research findings that the Project is a **success in terms of achieving outcomes outlined at Table 1.**

Table 1 Project Outcomes

Outcome	Description
1	To reduce stress and anxiety of the impact of poverty and to impact lives positively through provision of emergency food and a warm environment making recipients feel valued and supported.
2	To increase access to partner services through listening ear, signposting and supported access and to make a positive impact on recipients improving financial wellbeing.

As outlined at **Section 5.2 (Table 3)**, Project indicators have been met and in all cases **impressively surpassed**. As the Project is not due to end until the **31 July 2017**, it is clear that such impressive achievements will be surpassed even further.

### 8.3 Outcome One

There is **clear evidence** that this outcome is being achieved, which includes:

- **Section 5.2 Project Indicator Table 3 – 1a 84.9%** report stress or anxiety levels decreases; 1b **18,303** report that their lives have been positively impacted; 1c **60** report they now feel more valued and respected
- **Section 5.21 – Graphs / service users' views about the Stoke-on-Trent Foodbank e.g. 85%** felt strongly that the Project has reduced any stress / anxiety they had; **86%** felt strongly that the Project has had a positive effect on their lives

○ **Section 5.23 – Case studies:**

*I am feeling so positive now! I have been to a couple of interviews and it is looking likely I will be back in work soon. I am so grateful to the Foodbank, Salt Box, and those at the Church such as the Pastor. They were the only ones there to prevent me from starving and to have helped keep me sane and from killing myself, because believe me it was a realistic option for me at the time. I am determined to get the old me back. In work, in my own home and able to feed myself. All I can say is thank you to all those who have been there to help me. And I promise I will continue to volunteer at the Church, as I want to put something back. **Case study 1***

*I feel as if I have hope and know I am going to get back to being 'normal' again. My family, friends, the Church and all at the Foodbank have been wonderful and are so important to me. They have helped me keep my pride, as they have never judged me. They understand I am a good person who wants to move on. I want to get back to work and come off benefits. I will never forget all those who have helped me through this rough patch. Believe me, **anyone** can be where I have been, and I am so grateful to all those who are helping me now! **Case study 2***

*The only thing I have is the kindness of those at the Night Shelter and at the Foodbank. They helped me when I needed the help the most. No-one else is out there who could have done this for me. Loneliness is still a terrible thing in my life, but I now volunteer at the local Foodbank, helping others who are where I was. I enjoy it as it gets me out of my room, and I get to socialise with other people. I am also adding to my CV and learning new skills. **Case study 3***

*Well, we are just about coping and whilst money is always short, my kids are eating properly, and our home seems safe. With the support of the Foodbank people I am volunteering at a local charity shop. The Foodbank people even provided me with a reference that enabled me to get the 'job'. I am getting out of the house, meeting new people, learning new skills and gaining much needed work experience to get a job. Whilst it is still not easy, I am feeling a lot less stressed or anxious. **Case study 4***

- **Section 5.25** – Graphs / partner agency feedback e.g. **75%** of respondents feel the Project delivers timely and efficient support; **65%** feel that service users appear to have improved their well-being; **64%** feel that service users' feel valued, respected and have improved their self-confidence
- **Section 6.4 Observational Studies** – it proved clearly apparent during visits to the Food Distribution Centres that 'Greeters' and all staff / volunteers are committed to supporting 'guests' and display commendable empathy and understanding. Evidenced by smiles and general body language guests observed certainly left happier and less stressed than when they arrived

#### 8.4 Outcome Two

There is **clear evidence** that this outcome is being achieved, which includes:

- **Section 4.7 / Appendix A Project Activities** – are wide ranging and provide valuable and useful opportunities for service users to access and utilise a wide range of multi-agency contacts / initiatives
- **Section 4.8 Money Matters** – 'front line' advice and support delivered in partnership with Salt Box. Regular referrals made by the 'Greeters' at the Food Distribution Centres
- **Section 5.2 Project Indicator Table 3 - 2a 457** referral agencies involved in the Project, with clear understandings of service users' needs / reasons for referrals (see **Section 5.11**); over **70%** report being positively supported as a result of being signposted to or from a partner agency; **17,790** clients reporting that their financial or emotions wellbeing has been improved as a result of the Project
- **Section 5.21 / Appendix C** – Graphs / service users' views about the Stoke-on-Trent Foodbanks e.g. **58%** received details of multi-agency support available to them; **26%** found the advice received useful; **77%** found that the multi-agency advice received had improved their financial or emotional wellbeing
- **Section 5.23 – Case studies:**  
*Mary-Ann from Salt Box has provided me with financial advice and support. She certainly shook things up for me, and just a few phone calls from here and ensured I have the benefits and support I deserve and need. She knows who to ring and understands the systems that put people like me on the ropes. **Case study 1***

*The Foodbank and the wider support has been so important to me. They have helped me make the appropriate claims. It is so complex and time-consuming and I don't have access to a computer, which you need to make claims. There is no one else out there who has the time and resources to help me like they do. They care and make me feel safe. I am waiting for an operation, and it is as if someone is holding my hand.* **Case study 2**

*The people there were amazing and made sure I had a bed for a few nights and arranged for me to have food from the Foodbank. Most importantly they all clubbed together and found me the deposit for a room. And they also supported me to get JSA money, which I am of course entitled to.* **Case study 3**

*A key thing to me since the latest time I have used a Foodbank has been the additional support and advice provided to me. I get the food, but I am also being offered hope. I have received some excellent advice and support, with lots of positive referrals to agencies who can support us.*

*I have always lacked confidence, but they are helping me to get over this. With their help I have attended courses, and I am so proud to say I now have two GCSEs – Maths and English! I have decided that I am going to make something of my life and plan to train to be a Counsellor. I am looking to obtain a bursary and enrol in the Open University to achieve a degree. Thanks to those at the Foodbank 'holding my hand', I am getting ever more confident and know I can achieve this goal. I don't want to rely on others and I want to see my kids and grandkids do well and make something of their lives.* **Case study 4**

- **Section 5.25 / Appendix E** – Graphs / partner agency feedback e.g. **62%** report a wider multi-agency understanding of issues linked to poverty in Stoke-on-Trent; **51%** report improved partnership working in the area
- **Section 6.4 Observational Studies** – as outlined at **Section 6.3** it proved clearly apparent during visits to the Food Distribution Centres that 'Greeters' and all staff / volunteers are committed to supporting guests and display commendable empathy and understanding.

There was universal understanding of the importance of 'signposting' and active steps were being taken to ensure guests received the most appropriate advice and support available. Signposting directories were openly available as were racks / displays containing numerous and varied multi-agency information / advice leaflets and handouts.

## 8.5 Good Practice

In no particular order the following good practice is noted:

- The collaborations between local Churches, which in addition to delivering Christian values, enables an accessible and highly efficient, audited distribution network within the City's most deprived communities, which for example includes **412 tonnes** of donated food distributed and feeding nearly **50,000** local people – **38% (18,824)** of whom being children
- The roles and functions of the hard working staff and committed volunteers
- The leadership and strategic direction provided by the Board / Trustees
- The role, functions and effectiveness of the Central Team, which includes project management, auditing, information / data management, internal communications, marketing, the development of innovative projects and initiatives, partnership / multi-agency working, training support and unlimited motivation, empathy and caring to Project staff and service users
- The partnership / affiliation with the Trussell Trust, which includes two-way exchanges of data, information, training / support materials, good practice and lessons learnt
- Led and steered by the Central Team, the extent of innovative multi-directional partnership / multi-agency working
- The careful placing of volunteers into roles that suit their individual skills, experiences, abilities, aspirations and comfort zones
- Practical, externally funded 'added value' projects and initiatives such as the Local Authority funded **Salt Box Money Matters Project** and the **School Holiday Clubs**
- The practical and much needed front-line support provided to service users within the Food Distribution Centres, which in addition to the provision of emergency food includes non-judgmental [often bespoke] support, advice, 'hand holding', multi-agency referrals, signposting and empathy, caring and motivation

## 8.6 Future Need for Foodbanks in Stoke-on-Trent

As outlined at **Section 6.0** it is clear that foreseeable future there will remain a need for foodbanks in the City of Stoke-on-Trent. **Table 10** provides a summary of relative findings.

**Table 10 Evidence to support continued local need for the Project**

Subject	Section	Comments
Trussell Trust / Hull University	7.2	Continued issues relating to benefits delays and benefit sanctions, low income, insecure work, high living costs / poverty levels
SOT deprivation	7.3	14 <sup>th</sup> most deprived district in the UK
Population	7.4	Growing population, fuelled by international migration and 30-35% increase in birth rates
Migration & Cultural Make Up	7.5	Greater demographic change than the previous two centuries combined
Economic Activity	7.6	Employment rates remains 3-4 percentage points below the national average
Earnings	7.7	35% of the population on less than £7.65 / hour (c19% nationally)
Benefits	7.8	Benefits expenditure falling – due in part to stricter eligibility criteria and payment freezes and caps
SOT Hardship Commission / Joseph Rowntree Foundation	7.9	<b>Costs of living / benefits</b> – ‘ <i>The toxic mix of changes to benefit entitlements and reduced funding as a result of Government fiscal constraints will continue to produce risks to people in the City</i> ’
		<b>Employment, Training and Skills</b> – ‘ <i>The number of ESA claimants in SOT remains disproportionately high (10.1%), compared to 6.2% for the UK</i> ’
		<b>Work &amp; Earnings</b> – ‘ <i>Locally the Work Programme has helped just 7% of ESA and incapacity benefit claimants in the City into work</i> ’
		<b>Housing and Security</b> – ‘ <i>SOT’s housing offer is relatively limited, with a high proportion of low-value, smaller terrace properties, many of which are owned by private landlords</i> ’
		<b>The Most Vulnerable</b> – ‘ <i>Nationally the Joseph Rowntree Foundation reports that in 2014 / q5 there were 13.5m people living in low income households, 21% of the UK population. The number of people in poverty in a working family is 55%. In total, the value of unclaimed benefits across the City is somewhat in the order of £94.2 to £106.9m</i> ’

## 8.7 The Future Role of the Stoke-on-Trent Foodbanks

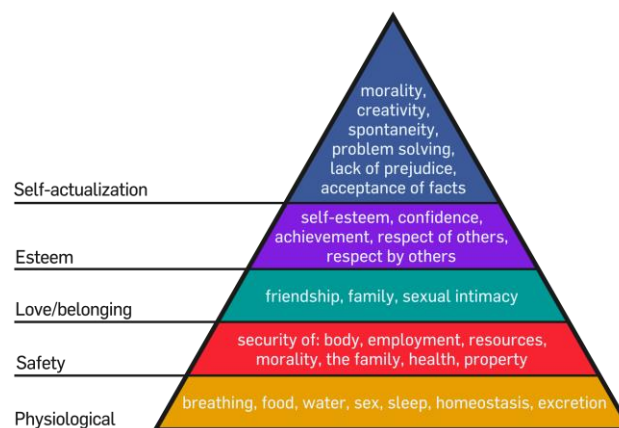
Based on research findings, it is clear that the Stoke-on-Trent Foodbanks are well placed to continue the delivery of foodbanks in Stoke-on-Trent, with an emphasis on:

- The emergency supply of much needed food to those most in need
- The provision of immediate, enhanced ‘front-line’ support, advice and extended ‘hand holding’; enabling those most in need to take full advantage of available multi-agency support systems / referrals
- Outcomes that include supporting people to become self-reliant; and where appropriate, improved opportunities for meaningful employment

## 8.8 In Conclusion

In line with Maslow’s 1943 paper ‘*A Theory of Human Motivation*’ – see **Figure 2**, it is apparent that the Project is playing a **key** and **essential role** in supporting and most significantly ‘picking up’ those people who have unfortunately fallen on hard times. As a rough guide it is estimated that **30%** of the support received at the 15 Distribution Centres is linked to the emergency provision of food. **70%** of support is linked to the provision of initial support, signposting and multi-agency referrals.

**Figure 2**



As starkly outlined within the case studies at **Section 5.23**, people in the City are in some cases ‘depriving *themselves of food for significant periods*’ in efforts to keep their homes and families together.



As a result, without such physiological needs being met it will prove extremely difficult for them to reach levels of **'safety'**, which in a significant number of cases, includes *'getting a job'*, *'becoming self-reliant'* and *'off benefits'*.

Based on Maslow's theory, the **'esteem'** level which Project objectives outline at **Outcome 1** (*a reduction of stress and anxiety of the impact of poverty and to impact lives positively*) is unlikely to be fully actualised without further positive developments in the lives of the people the Project is aiming to support.

In other words, **'the work is not done'** with the provision of emergency food, and in some cases service users will require significant further on-going support and investment from the Project and multi-agency partners / support agencies.

## 8.0 Recommendations

### 8.1 Introduction

Based on research findings the following recommendations are tendered:

1. With the agreement of the Stoke-on-Trent Foodbank Board / Trustees, steps should be taken to continue the Project for a minimum period of 5 years.
2. Such should continue to be delivered in close partnership with multi-agency partners, with a continuation of innovative and effective projects and initiatives such as *Money Matters* and the *School Holiday Clubs*.
3. Building on the expertise and experiences of staff and volunteers, the future Project should enhance the support 'offer' available to service users, with an emphasis on developing and delivering a 'hand-holding' service, designed to further enable much needed multi-agency signposting and referrals beyond initial visits to a Foodbank.
4. Opportunities should be taken to celebrate the successes of the current Project with an emphasis on:
  - a. Congratulating and thanking staff, volunteers and partner agency members for a '*job well done*' in relation to the successful delivery of current Project outcomes;
  - b. Sharing good practice with similar projects and initiatives across the United Kingdom.

Appendix A

Stoke-on-Trent Food Bank Activities

Activity	Distribution Centre(s) / Agency(s) Delivering	Dates(s)	Numbers Attending						Comments																						
<b>Money Matters Advice</b>	All 12 in Stoke-on-Trent City Council areas as funded by SOTCC (excludes Biddulph and Knypersley)	Weekly at most, fortnightly at some	As need arises from Guests attending the Food Distribution Centres						Mary-anne is employed to provide this service until the current funding September 2017. We wish for funding to be achieved to enable this to continue and are looking to achieve this in partnership with Saltbox (who head up Money Matters).																						
<b>Healthy Themed School Holiday Clubs</b>	Varies each holiday time.	<table border="1"> <thead> <tr> <th data-bbox="638 884 741 906">Date</th> <th data-bbox="831 884 904 906">Venue</th> </tr> </thead> <tbody> <tr><td>02/08/2016</td><td>Longton Central Hall</td></tr> <tr><td>09/08/2016</td><td>Longton Central Hall</td></tr> <tr><td>16/08/2016</td><td>Longton Central Hall</td></tr> <tr><td>23/08/2016</td><td>Longton Central Hall</td></tr> <tr><td>30/08/2016</td><td>Longton Central Hall</td></tr> <tr><td>08/08/2016</td><td>Temple Street</td></tr> <tr><td>12/08/2016</td><td>Temple Street</td></tr> <tr><td>22/08/2016</td><td>Temple Street</td></tr> <tr><td>26/08/2016</td><td>Temple Street</td></tr> <tr><td>16/08/2016</td><td>Broadway</td></tr> </tbody> </table>	Date	Venue	02/08/2016	Longton Central Hall	09/08/2016	Longton Central Hall	16/08/2016	Longton Central Hall	23/08/2016	Longton Central Hall	30/08/2016	Longton Central Hall	08/08/2016	Temple Street	12/08/2016	Temple Street	22/08/2016	Temple Street	26/08/2016	Temple Street	16/08/2016	Broadway	Age	0-4	5+	12+	17+	Total Meals	<p>A Foodbank Health Co-ordinator post has been funded by Stoke-on-Trent City Council to enable us to encourage and equip Churches (including foodbank centres where possible) to run school holiday clubs based on the preparation and eating of healthy nutritious food, and on fun exercise and activity.</p> <p>A staff member is employed 12 hours per week to provide the lead in this work, which is currently funded by SOT City Council until <b>May 2018</b>.</p>
Date	Venue																														
02/08/2016	Longton Central Hall																														
09/08/2016	Longton Central Hall																														
16/08/2016	Longton Central Hall																														
23/08/2016	Longton Central Hall																														
30/08/2016	Longton Central Hall																														
08/08/2016	Temple Street																														
12/08/2016	Temple Street																														
22/08/2016	Temple Street																														
26/08/2016	Temple Street																														
16/08/2016	Broadway																														
			Numbers	69	210	31	127	540																							
			Number of future planned: <b>35+</b> sessions confirmed;																												

		<p>27/07/2016 St Stephens</p> <p>03/08/2016 St Stephens</p> <p>10/08/2016 St Stephens</p> <p>17/08/2016 St Stephens</p> <p>24/07/2016 St Stephens</p> <p>31/07/2016 St Stephens</p> <p>25/10/2016 Longton Central Hall</p> <p>26/10/2016 St Stephen's</p>	<p>St Stephens - confirmed <b>9</b> sessions up to end of summer holiday 2017</p> <p>Temple St - confirmed <b>6</b> sessions up to end summer 2017</p> <p>St Johns, Abbey Hulton - some funding in place aiming at providing <b>10</b> sessions.</p> <p>Broadway Methodist – confirmed that they will provide some sessions - awaiting confirmation of dates</p> <p>In addition, potential for <b>20</b> sessions up to end of school summer holidays;</p> <p>St John's Trent Vale – anticipating <b>5</b> sessions throughout summer school holidays</p> <p>Wesley Hall - anticipating <b>5</b> sessions throughout summer school holidays</p> <p>St. Mary and St. Chad's Longton – Awaiting confirmation from PCC that holiday clubs will be provided.</p> <p>West End Methodist – Awaiting confirmation from Church Council that holiday clubs will be provided.</p>	
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<p><b>Engaging with schools as Referral Agents (voucher holders) and regularly collecting food, and/or adopting a month in which to collect food</b></p>			<p>Number of schools positively engaged with for collections regularly:</p> <p><b>54</b> (not all are in Stoke-on-Trent)</p> <p>74 schools are Referral Agents- out of a possible 100 i.e. <b>74%</b> (Stoke-on-Trent Schools and Schools in Biddulph catchment area.)</p> <p><b>28</b> schools took part in adopting a month (AAM) in which the whole school collected a single item foodbank needed (i.e. instant mash all month).</p> <p>Have so far or are about to support AAM;</p> <p>Forest Park Primary, Our Lady of Grace Academy Biddulph, Sandon High, Bosley St Mary's Primary, Abbey Hill Special School, St Mary's Academy Ford Green, St Peters Academy Cobridge, James Bateman Primary Biddulph, St Augustine Academy Sandon, St Joseph's College, Goldenhill Primary, Abbey Hulton Primary, St Georges &amp; St Martin, Our Lady's Catholic Fenton, Kemball Special School, Xcell Academy, Thistley Hough, Moor Park Primary, Burslem, Jackfield Infants Burslem, Trentham High, Haywood Academy, Hillside Primary, Smallthorne Primary, Christ Church Primary Fenton, Glebe Academy Fenton, Norton Primary, St Nathaniels Burslem, Foresbrook Primary.</p>	
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Supportive Volunteering Placements	Organisation	Type of organisation	Numbers	Type of Support	Example of Outcomes
	Riverside Employment Training Service	They provide support to assist clients in experience of a workplace setting.  All of the volunteers that come from Riverside have learning difficulties or special needs.	3 every week on a Mon or a Wed, for 2 hour sessions	Support to volunteers in assisting them in a workplace setting.	We have 3 volunteers that come in unassisted that previously were supported by Riverside and are now able to independently volunteer with us.
	St Johns	Centre for people with a Learning Disability	2 groups of 5 per week	Placement to give meaningful activity and social interaction	NVQ's achieved and increased confidence and engagement Manual Handling
	St Augustine's	Hospital for men with Mental Health needs	1 group of 5 per week	Placement to engage the men back into society for social interaction	First Aid Training Manual Handling Training
	Walk	A Christian organisation that homes offenders that are coming out of prison	As and when required	To engage with individuals and to empower them in a workplace setting whilst offering them support	Manual Handling Training
	Cooperative Working partners team, Early Help for children, young people and families.	Early help is about getting the right help at the right time, getting better outcomes earlier and reducing demand for specialist services.	5 placements.	We offer placements to families that are engaging with this project. Through Cooperative Working	3 volunteers continue with us after starting through this programme. 1 of the volunteers found employment as a result.

	Working together to deliver joined up solutions for: housing; young people's issues; jobs and training; financial matters, healthier lifestyles; advice and support for families.	Early help focusses on cases involving children and young people aged 0-19 years.				
	YMCA	A Christian organisation that homes young people under the age of 25	As and when required	Placement to give meaningful activity and social interaction	Manual Handling Training	
	Duke of Edinburgh	The world's leading youth achievement award, which drives and supports global growth	As and when they need a placement	To gain the experience required to achieve their award. To enable them to gain the knowledge required	Manual Handling Training	
	YOS	Is a multi-agency team that is coordinated by a local authority, which is overseen by the Youth Justice Board.  It deals with young offenders, sets up community services and preparation plans, and attempts to prevent youth recidivism and incarceration.	Every Monday  2hr to 3hr sessions	To engage with positive people in a positive non-judgemental environment whilst completing their hours	Manual Handling training provided	

	Changes Mental Health	The aim of the Changes service is to provide an opportunity for those suffering from mental distress to move from isolation, withdrawal and dependency to becoming active and contributing members of their immediate and wider community.	As and when required	Placement to give meaningful activity and social interaction	Manual Handling training provided.  A Volunteer gained employment via links in connection with this placement.	
	Night Shelter	Community Night Shelter is working to provide a safe night's rest to street homeless individuals within Stoke-on-Trent	1	Placement to give meaningful activity and social interaction	Manual Handling Training	
<b>Volunteer Training and Development</b>	All	Ongoing		Initial Induction Process for all Volunteers  Provision of the Trussell Trust Training resource pack to each distribution centre, enabling each centre to be able go through the initial training as and when they need to.  <b>129</b> Volunteers have received accredited training <b>644</b> Volunteers have received other formal training	A range of relevant training is provided. For example, food hygiene, first aid, conflict resolution. A training record is kept for each volunteer.	



<b>Bus tickets Pilot</b>	All	Weekly from Summer 2015	Over <b>250</b> tickets issued in the first 19 months of this scheme which began in June 2015 and has since been replicated by First Buses in other foodbanks across the country.	We asked First Bus Company if they would help us support volunteers and Guests of foodbank with the cost of bus travel where needed.  They came up with a voucher system which works really well. They have gone on to provide this to other foodbanks too.
<b>Job Search, Learning and Skills and IT Access and Support</b>	An ICT Tutor attends 2 distribution centres to provide work clubs, 1to1 IT and job seeker support, and free digital access.	Weekly at <b>3</b> Centres. (Wesley Hall and Temple Street on a Thursday, Swan Bank on a Wednesday)		Both the ICT Tutor and the Learning and Skills advisor are paid employees of the SOT City Council.
	A learning and skills advisor attends 4 distribution centres (as a pilot currently) promoting access to free learning and skills opportunities.	4 Centres weekly		

	Hope Community Church have IT access and Job search support workshop following the foodbank distribution.	1 Centre weekly		
<b>Fuel Advice</b>	Swan Bank	Weekly currently as a pilot		Npower in partnership with Trussell Trust are rolling out "Fuel Banks". These make fuel vouchers available to npower customers who are in need of foodbank support. Stoke are not yet being included in this, despite actively seeking this. In the meantime npower are piloting the giving of fuel advice at one centre (Swan Bank in Burslem).
<b>Carbon Monoxide Awareness Project</b>	5 took part in the project	All Centres had the opportunity to share a presentation with the team, give out Carbon Monoxide alarms and leaflets to foodbank Guests. 5 Centres took this up.	<b>100</b> alarms given out	This was an awareness raising exercise for the dangers of Carbon monoxide in the home, which was provided by the National Grid.
<b>Energy Efficient Light Bulbs</b>	All		<b>500</b> energy efficient light bulbs given out	These were provided by <i>Npower</i>

Eating / Cooking on a Budget	Venue	Date	Numbers Per session
	Delivered		
	Swan Bank	5/11/14	20
	Church of the Saviour	5/12/14	6
	Hope Church	27/1/15	8
	Ground Work WM	26/2/15 to 2/4/15	1 referred from FB
	St Stephens	24/3/15	6
	Swan Bank	25/3/15	12
	Burslem Children's Centre	28/5/15	30
	Swan Bank	2/9/15	10
	Swan Bank	9/9/15 to 30/9/15	9
	Swan Bank	2/12/15 to 9/12/15	10
	Bethel Church	12/1/16 to 16/2/16	7
	Swan Bank	6/4/16 to 27/4/16	4

	12 for 2017	2017	<p>Groundworks partnership has resulted in</p> <p>Confirmed bookings <b>6</b></p> <p>St Stephens Church, Bentilee (<b>3</b> courses booked)</p> <p>Maple Court Primary (<b>1</b> course booked)</p> <p>The Hub, Fenton (<b>2</b> courses booked)</p> <p>Introductions which need to be converted to sessions <b>6</b></p> <p>Park Hall Primary,</p> <p>Gladstone Primary,</p> <p>Temple St. Methodist Church,</p> <p>West End Methodist Church,</p> <p>Penkhull Christian Fellowship,</p> <p>Abbey Hulton Primary School</p>	
<b>Fresh Basic Vegetables</b>	All	Weekly	All	The Fresh View Grocers give pre-shelf fresh veg each week. We choose to have longer life items usually potatoes, carrots and onions. These are distributed to all centres and given out to Guests to complement their food parcel.
<b>Surplus supermarket goods</b> <b>M&amp;S via Neighbourly</b> <b>Tesco via Fareshare</b>	Temple Street Swan Bank	Weekly	This is available to foodbank guests and community visitors dropping in.	Alongside the foodbank distribution, the two Churches collect surplus food from M&S (via the Neighbourly scheme) and surplus bread and bakery from Tesco (via Fareshare).

<p><b>Items unable to be used by foodbank are donated to partners</b></p>	<p>ASHA Sanctus Manna House (Hanley Baptist) Help the Homeless WALK Ministries SOT Night Shelter</p>	<p>Weekly average of 50kg</p>	<p>When donated food is out of date/dented/squashed etc foodbank does not distribute these items. These are passed on to partner organisations in Stoke-on-Trent, who are cooking food for people such as the homeless, asylum seekers and refugees, and ex-offenders in rehabilitation programmes.</p>	
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Source: Stoke on Trent Foodbank, February 2017

## Appendix B

### The Importance of Volunteers to the Project – Stoke-on-Trent Foodbank Project Manager

#### What they bring / expertise / added value etc.

*Those that volunteer for the Stoke-on-Trent Foodbank are **essential** for its existence. These are people who are self-motivated, with a deep-down, personal reason for volunteering, which gives them a real, dependable commitment to their role that shines through as they go about their tasks.*

*The Volunteer Co-ordinator, staff, and the Leads at each Food Distribution Centre, seek to notice skills and expertise, and support each volunteer in achieving potential that they might not be themselves aware of. It is recognised that volunteering can help people in seeing what they are good at, as well as developing new skills. For example a volunteer at a centre who would come in as a young relative of one of the team, then studied for a qualification, with later no success in achieving the job they'd worked for. The Volunteer Co-ordinator challenged this volunteer to move from bag packing in the back, to the front role of greeter and listener, in with the guests, responding to them. With support, this volunteer has shone in this role, and has greatly improved their confidence and begun to recognise their ability and potential in this front line role. The potential for this to impact in their achievement of the job they are seeking is much increased from having this opportunity and the support in this.*

*The volunteers bring together an immense and diverse range of expertise and life experiences which equips them to bring great value and richness to the service that foodbank delivers.*

#### The extent / varied scope of their role / functions

*A core group of committed volunteers, lead and staff each of the 15 Food Distribution Centres, attending for the same weekly session, all 52 weeks of the year. This group deliver the service, as the 'front line', the ones that make the experience of foodbank for the guests, their welcome, their listening, is what has the potential to be a life changing moment for that person, who has come for help in their time of most need. To keep the Centres stocked with food, warehouse volunteers are a 'hidden army', busy behind the scenes sorting, labelling donated goods, and helping prepare the centres re-stock orders. Bringing food into the warehouse, relies on the enthusiasm of those giving their time to stand in supermarkets and collect food from shoppers, also the many out in workplaces, shops and schools who take it upon themselves to be a foodbank donor, and get others to give too. Volunteers help drive and load the van to keep the food coming in. Underneath the activity, administration is key to maintaining effective organised, processes. Volunteers work in the office keeping paperwork, vouchers, information and systems running smoothly. Keeping all the Foodbank activity governed well, requires 6 Trustees, who each as volunteers, are devoted to ensuring all involved in Stoke-on-Trent Foodbank are supported, and successful in achieving in contributing to the aim of prevention and relief of poverty across the City.*

#### What they achieve and what they get out of volunteering

*Stoke-on-Trent Foodbank provides supported volunteering for people not in paid employment, generally (but not always) supported by the state, who are in need of a supported environment in which to work, an opportunity to volunteer in a sheltered environment. Examples of the organisations that engage their clients in volunteering at SOT foodbank can be seen in **Appendix A**.*

*Volunteers are seen to flourish in the supportive environment offered at Stoke-on-Trent Foodbank with several gaining employment. It is recognised that a great number of volunteers have from engagement with Stoke-on-Trent Foodbank, increased in self-confidence and self-esteem, some finding in occupation a distraction from previous addiction, and others learning new skills, and building lasting friendships.*

*Volunteers are meeting with a diverse range of people, whether it is the people that are being helped or the people with whom they are working. This helps to develop interpersonal skills. There is the ability to be educated about people from all walks of life, gaining an insight while helping out for a cause. For example teams such as Vodafone call centre staff, are given paid time to volunteer, and have fed back the significance to them of understanding much more about poverty and connected issues from the experience. Teams like this contribute their professional skill when placed in the right role. Vodafone staff are now asked to support each food drive as their skill for confident engagement with shoppers has increased donations at these important events!*

*Retired professionals, carers, people with disabilities, all are seen to benefit from volunteering with SOT foodbank. Volunteering can provide an escape and create a balance in life. Volunteering, can be energising, or relaxing. This sense of fulfilment can carry over to the ordinary life and the workplace and help make it less stressful at times and gain new perspectives.*

### **In conclusion**

*The service relies on core and additional Volunteers and in return the Stoke-on-Trent Foodbank offers a safe place of work where people from all walks of life are valued, contribute to society, gain skills and gain or increase their feeling of self-worth and confidence.*

*Volunteering opportunities provide potential for empowerment and development, a sense of achievement, being valued, providing people with a different perspective and experience.*

*Stoke-on-Trent Foodbank encourages those who are guests of foodbank, needing the service, to become volunteers once their personal crisis situations have been resolved. Volunteers are encouraged through the opportunities provided in their voluntary placement to be able to re-engage with the workplace and be better placed to seek employment.*

*The Warehouse Assistant and Volunteer Co-ordinator play key roles in enabling supported volunteering in warehouse activity. Administration and other Project volunteers are supported by the Administrator and Project Co-ordinator as appropriate to the nature of each voluntary role.*

*A comprehensive induction process is conducted to ensure volunteers are suited to and prepared for their role. Ongoing training, celebration events, and communication are considered to be an important part of the volunteers' experience, and influential in retaining and attracting new volunteers.*

## Appendix C

### Additional Service User Feedback

#### **What difference did we make?**

- *Able to provide food for the family and reduces the financial stress*
- *I have been off work for 4 months and I have been struggling with depression, I have returned to work now but I am struggling with food because I have not got much sick pay so my CPN gave me the voucher so I have food to take to work*
- *I am struggling on a low income I can now eat for a few days and not worry where my next meal is coming from*
- *I attended with my daughter feeling very apprehensive and concerned about feeling embarrassed but as soon as we arrived we were made to feel very welcome and the volunteers went out of their way to assist and allay reservation I had about using the service.*
- *Talking about issues and seeing that others are going through the same – obtained advice on how to resolve these issues*
- *I felt anxious before I came but when I through the door they were really friendly and provided me with everything I needed and made me feel at ease.*
- *The food supplies, as my son and I do need them. Also I spoke to the financial advisor for over an hour and she gave me good advice I have no one to discuss my insecurity with.*
- *Allowed to feed myself following a period of homelessness*
- *Being able to get food parcel and not feel intimidated by it all. The people here are so nice.*
- *A weight off my shoulders*
- *A massive help and stress less*
- *Huge difference to the family I am supporting. She was extremely embarrassed to ask for support is so grateful*
- *Eased the financial pressure on us*
- *I was nervous but within a couple of minutes the volunteers made me feel very welcome. It allowed me to eat for the next week or so as I have very little money etc. and am sleeping on a friend's sofa.*
- *Food for two patients that were discharged from hospital, no food at home*
- *Helped me out with food to start work and spoke to me about my problems*
- *Helped me to cope with my situation thank you*
- *Helped provide food for my family to relieve stress and worry*
- *Helped to feed my family without turning to crime*
- *Helped with stress*
- *It has helped me out on regards of food but also financial support if it's needed*
- *It has relived stress and means I can feed my family*
- *It has taken stress off us from worrying about where we would eat. Thank you*
- *It has made my life better*
- *It will help feed a family who are struggling financially at the moment.*
- *It's helped with my anxiety*
- *Less stress and worry*
- *Life saving*
- *Made life less stressful*
- *Made me realise how helpful caring and reassured people have made me not so depressed*
- *Mum suffered Domestic Violence – alone with 2 children and no food*
- *No money for food essentials helped with anxiety*
- *Peace of mind*
- *Positive*
- *Prevent readmission to hospital*



- Quality of life
- Reduce stress and improved mental wellbeing
- Reduced stress and anxiety re Christmas and having illness and less money
- Reduced stress levels immediately
- Taken the pressure off

**Could we have helped in any other way?**

- A fantastic service that is much need in the city
- The ladies have done a great job helping me through a very tough time and I am very grateful. I think you never know how your life can change so much. I really don't think I would have carried on because it was a choice of paying to get work or pay bills or buy food so you can see how I genuinely appreciate the help I have received and the chats with everyone has help. Many thanks
- I like the Fenton Foodbank. I have been twice now and on both occasions found them to be very caring and helpful and doing their best to help everyone with a warm drink, a loaf to take and much more. They are a great asset to Food bank.
- I really enjoyed coming to Foodbank today as I really felt welcome. I was made a cup of coffee biscuits, I had a chat with a young lady was there about support that was really helpful I will be contacting Changes after here for some help. Very welcoming, make you feel a lot better, friendly, I feel so much better now than when I did this morning. I will be going out of here with a smile
- I am pregnant and my mum couldn't manage to help me due to benefits delay. Thank for your kindness I don't know what I would have done without you.
- No other way but the support given friendly advice and chat made me feel more confident and relaxed and thank you very much for all your help
- Amazing people, very kind and caring, couldn't ask for them to be any different Thank you
- As helped me loads feel a lot better for me and my children
- As I am going through a domestic violence case. This helped me feel I can feed my children
- Both helpful with food and financial advice was given thank you
- First time I was made welcome and relaxed, staff were excellent. I have never used the service before: Very good.
- I appreciate the help I have received today as it has reduced my stress levels
- I couldn't have been helped any better it's been a fantastic atmosphere and more than helpful
- I was made to feel as comfortable as possible in this difficult situation although I did struggle to talk to people
- Staff were really nice and helpful and understanding
- Thank you for taking stress away from us.
- The staff and information I received here was brilliant. Thank you all very much, much love God bless
- Treated with respect in times of difficulty
- You are most helpful and good listeners. Thank you very much.
- You have totally made my day a lot better and provided me with bedding and clothes to wear. Thank you
- You were very helpful and caring and understanding and great with the kids

## Appendix D

### Distribution Centre Staff Workshop Feedback

#### **Q1 What are your key roles / functions?**

- Signpost to other agencies x9
- Provide food x 6
- Offer prayer x5
- Feeding people physiologically and spiritually x 4
- Signpost to other agencies x6
- Helping people in need x3
- To help people in need and make them feel special x3
- Provide food, pastoral care, listening ear, prayer, motivations x 3
- Ensure I have a happy team – work together
- Provide information x2
- Prepare welcome for quests x2
- To greet / welcome and ascertain needs and liaise with volunteers x2
- Make clients feel relaxed and welcome x2
- To make sure team and everything is in place for smooth running
- Via information, signposting to attempt to stop guests needing to return
- Answer questions
- Voucher checking

#### **Q2 What are the key priorities of the Project?**

- Feed people x11
- Support people in need / despair x6
- Informing clients about other services / signposting x6
- Show compassion without judgement x2
- To feed people and look after families x2
- Serve the City of Stoke-on-Trent
- Co-operation and partnership working

#### **Q3 What are the key priorities of the people you support?**

- To be fed / get food x10
- Find a listening ear / support x4
- To take care of their families x4
- Receive help during temporary crisis x2
- To get back into works and support their families x2
- To sort out their income or salary x2
- To avoid worry and hunger x2
- To take care of themselves x2

**Q4 What are the most successful things you achieve?**

- To help people to feel they are not worthless x 5
- To help people, not just with food x3
- Provide food x3
- Make people feel valued x3
- Guests allowing prayer x3
- Giving people help including financial help to people x2
- Guests feeling comfortable x2
- Clients not returning
- Satisfied customers
- Giving people routes forward / hope

**Q5 How do you know if the Project delivers the support people need and value?**

- Being told 'thank you' and hugged x6
- Attitudes when they leave / desire to volunteer x5
- Seeing the relief on clients' faces x4
- Customers leave with a smile x3
- Changing lives i.e. circumstances self-worth x3
- People who come back for support even if they don't have a voucher x2
- Positive feedback from guests x2
- Clients come back and tell you what it means to them
- Through their feedback form
- The sincere thanks we receive
- When a 'reserved' person leaves praising staff and seem 'happier'
- Feedback meetings where we share experiences
- Changes in attitude when leaving, also people have come back at other times to thank us
- It changes peoples' lives for the better

**Q6 How do other members of the Foodbank team (e.g. Anna, Corrine, Distribution Centre, Trussell Trust etc.) support what you do?**

- Always available on the phone / email x9
- Administration, prayer, training, advice, motivation x4
- Deliver food for distribution x3
- Fully support with visits and encourage what we do x2
- Regularly update on changes etc. x2
- Training x2
- Safeguarding / advise x2
- No question beats them
- Excellent help, nothing is too much trouble
- Visit the Centre
- Verbal praise

**Q7 How could the Project be improved?**

- How can you improve on excellence / works well as it is / it can't x3
- Better completion of vouchers / different agencies x3
- Financial advice in every Centre x2
- Communicate with other Centres x2
- More places to get vouchers x2
- Signpost training for volunteers x2
- Volunteers / Centres are better equipped with knowledge i.e. Welfare System
- Centres are able to refer and support guests in a greater way to access agencies
- The outside agencies to take it seriously
- Cultural diversity training
- Extra support from Saltbox on money matters
- Enhance the Social Fund

**Q8 What should be the future priorities of the Project / your work?**

- Signposting / more support / referrals x5
- Staying open / as long as the Foodbank is needed x4
- Introduction the Christ x3
- To help people gain a positive attitude to life x2
- To help with other needs x2
- To serve the needs of people
- Always there to help
- To keep up to date with signposting information from the team
- Voucher holders to be up to date with opening times where there is a Foodbank
- More voucher holders in the area
- That people will not need a Foodbank

**Wish List**

- The stigma of Foodbank could be removed x3
- Raise awareness of Foodbanks x2
- To feed more people, provide other support, provide more training for people who need it
- Finances / food / prayer that everyone should get the help they deserve whatever it may be
- More people were aware we are here to help
- Extra support e.g. gas / electric money / toiletries
- To expand offer more items i.e. clothing
- Sharing network to help provide furniture, white goods etc.
- Trained Sign Poster, who can support guests all the way through the process to access other services
- People didn't need Foodbanks. Have time to help with other needs

## Appendix E

## Stoke-on-Trent Food Bank Partner Agency Questionnaire Respondents (54 Responses)

Name	Organization	Job Title / Role
Andreia Carrazedo	Lifeline Stoke-on-Trent	Senior Practitioner - Prevention and Engagement
Barbara Rutter	Probation Service Officer	Probation Service Officer
Emma Schoolar	The Trussell Trust	Regional Development Officer
Gwen Bowcock	Stonham Bass Home Group	Support Officer
Lynne Evans	Stoke-on-Trent City Council – Libraries & Archives	ICT Tutor
Nicola Howell	Office of Rob Ffello MP	Senior Executive Officer
Sally Beech	Lifeline Stoke-on-Trent	Senior Practitioner
Stephanie Parker	Newcastle Staffs Food Bank	Project Lead
Verity Hatch	Biddulph High School	Head of Key Stage 3
Amanda Webster	North Staffs Combined Healthcare	Mental Health Support Worker
Amy Wyatt	Swan Bank Methodist Church and Oasis Community Church	Lay Leader
Anthony Knight	Groundwork West Midlands	Project Co-ordinator
Christine Morgan	North Staffs Carers Association	Adult Team Lead
Godefroid Seminega	Asha North Staffordshire	Charity Coordinator
Jane Baskeyfield	Revival	Hospital Discharge Support Worker
Jo Taylor	North Staffordshire Combined Health Trust	Social Worker
Joan Stanway	YMCA Start Up Citywide	Programme coordinator
Joseph Balewski	Potter's Church	Volunteer / link
Kafeel Ahmed	City Council	Service Coordinator
Karen Edwards	Walk Ministries	Manager
Kathryn Battams	Stoke-on-Trent City Council	Service Coordinator
Liz Thomas	St Joseph's Catholic Academy	Principal
Lloyd Davies	The Royal British Legion	Advice and Information Officer, Staffordshire
Mick Warrilow	Staffordshire Fire & Rescue Service	Community Safety Officer
Mick Brownsword	Staffordshire Housing Association	Money Adviser
Nikki Lamonby	Revival	Hospital Discharge Support Worker
Samantha Hubbard	Staffordshire North and Stoke on Trent Citizens Advice	Team Leader - Generalist Advice Services
Sharon Gregroy	Healthy Minds	Administrator
Sonia Pace	Three Towns District 116th Heron Cross Scout Group	Group Scout Leader
Sue Kelly	Stoke-on-Trent City Council	Service Co-ordinator Team Manager
Sue Rammell and Rochelle Corbett	Gladstone Primary Academy	Gladstone Primary Academy
Sue Thursfield	Stoke-on-Trent city Council	Service Co-ordinator Team Manager
Suzanne Barnett	Adult Social Care	Senior Social Worker
Trish Manfredi	St Paul's C of E Primary School	Safeguarding Officer
Andy Franklyn	Tunstall Methodist Church	Food Bank Lead
Angela Hulstone	Royal Stoke Hospital	Alcohol Liaison Nurse

Jacky Silk	Stoke-on-Trent College	Programme Team Leader
Megan Hicks	St Augustine's Mental Health Rehabilitation Hospital	Senior Occupational Therapist
Sheila Podmore	Burslem Jubilee Asylum / Refugee	Trustee / Leader
Vicky Lomas	Stoke Recovery Service	Service Manager
Wendy Davies	North Staffordshire Community Health Team	Senior STR, supporting adults with mental health needs
Joanne Pendlebury	Stoke-on-Trent Youth Offending Services	Community Justice Worker
Sadie Haynes	Tesco	Community Champion
Ady Culpin	First Bus	PR Manager
Alison Jones	North Staffordshire Combined Healthcare	Care Coordinator
Rev. Darren Fraser	St John The Evangelist	Vicar
Daniel Chan	Penkhull Christian Fellowship	Senior Minister
Laura Scott	Saltbox (Money Matters)	Operations Director
Elizabeth Stubbs	DWP Jobcentre Newcastle under Lyme	Service Delivery Coach
Louise Walker	Home-Start Staffordshire Moorlands	Senior Organiser
Kirsty Booth	Stoke-on-Trent City Council	Library ICT Mentor
Pamela Power	Staffordshire & Stoke on Trent Partnership NHS Trust	Family Nurse Supervisor
Debbie Anderson	NSPCC	Centre Administrator
Rt. Revd. Geoff Annas	Church of England	Bishop of Stafford

## Appendix F

### Partner Agency Members' Additional Responses

***What other ways are people supported by the Stoke-on-Trent Foodbank?***

*Some of the call-in centres offer clients coffee and the opportunity to sit and discuss their issues they may have, staff have in the past signposted clients to other organisations – Barbara Rutter*

*Supported in working in a voluntary capacity building self- esteem and confidence – Gwen Bowcock  
A friendly and approachable atmosphere with many others partner services on hand to support those who are most vulnerable – Lynne Evans*

*Supported with someone to talk to  
Informed about volunteer opportunities and the church – Sally Beech*

*The Trussell Trust More Food agenda. Budgeting support, debt advice, financial planning and signposting to many other available support agencies – Stephanie Parker*

*Given support in signposting – Amanda Webster*

*Financial support  
Signposting to other agencies Warm and friendly welcome – emotional support – Christine Morgan*

*Refer to other services that might help to meet other needs that Foodbank cannot meet – Godefroid Seminega*

*Offered leaflets to other organisations in the area  
Offered benefit check and financial advice  
Computer access – Jane Baskeyfield*

*It is a local network for contact for isolated individuals at times of crisis – Jo Taylor*

*This service has been a valued lifeline for vulnerable people within local communities – Joan Stanway*

*Debt Advice – Kathryn Battams*

*Christmas presents for children of parents, who used the service over the festive period – Lloyd Davies*

*Stoke Council's Crisis support – Samantha Hubbard*

*I took Beaver Scouts and Cub Scouts to the food bank at Christmas to educate them on the service that is provided as well as making them aware that not all families are able to afford luxuries. All children spend an evening making up food hampers for the local community and we try to go back each year. I am also a qualified social worker and our team makes large volumes of referrals to the Foodbanks for the people that we support in Stoke-on-Trent – Sonia Pace*

*They have the opportunity to talk to staff but any issues that they may have. They also have access to a warm drink and a light meal.  
Social interaction with others using the Food Bank, peer support is often very useful  
Emotional support is provided by dedicated staff. Just a listening ear can have a big impact on individuals – Sue Kelly*

*Always give advice on other organisations – statutory and voluntary, let people know what else is happening in the area. Have time to listen to people, being respectful and helpful – Sue Thursfield*

*Holidays events for children*

*Debt/financial advice*

*Housing*

*Signposting to agencies to support need – Trish Manfredi*

*Signposting towards appropriate additional help, friendship, pastoral care, opportunity to get involved with a charity as volunteer or mentor, prayer – Andy Franklin*

*My patients go to the Foodbank to complete voluntary work each week. Engaging in this gives them a sense of identity and pride and allows them to feel accepted into the local community which is a vital part of their rehabilitation – Megan Hicks*

*Doing voluntary work*

*Signposting to relevant agencies – Wendy Davies*

*We started working with SOTFB over 12 months ago after being approached by their centre manager for support– Ady Culpin*

*Simply by recognising the difficult situations that people now face in their lives. They are affirming and encouraging – Rt. Revd. Geoff Annas*

*Signposting, Friendly Face, Listening Ear – Daniel Chan*

*Money advice + signposted to other appropriate support services – Laura Scott*

*Respect, listening ear, support – Louise Walker*

*As an IT Mentor my team and I go in and offer support in gaining the skills to apply for work, prepare CV's, offer free accredited courses that are relevant to a variety of residents including the chance to obtain a CSCS card free of charge. We help everyone to apply for work which is especially relevant in Stoke on Trent as a lot of residents cannot read or write so need the help we offer. The team has various links to other agencies and use this information to help Foodbank customers and inform the volunteers at the centres too. An example of this is a lady visiting a Foodbank recently disclosed to me on introduction, that she was employed, having treatment for cancer but was now not receiving any sick pay, hence the need to visit the Foodbank for herself and three children. We were able to signpost her to a Saltbox to check she was getting everything she was entitled to and we also recommended contacting her energy supplier as the Douglas McMillan funded help with suppliers for a reduction in energy charges dependent on her situation. Without the chance to introduce ourselves, she would have taken the food received and would not have been aware of the other help available.*

*We have helped to translate when customers speak only a little English, at one foodbank in the City; we have input information for the volunteers in the coordinators absence, where the volunteers themselves have limited computer skills.*

*Have helped complete JSA and Universal Credit claims online for customers and refer to Saltbox who also attends Foodbank sessions with us.*

*Being community based the ICT Mentor team do have access to a small number of Foodbank vouchers and these are used when we meet people who have an obvious need for the Foodbank's services – Kirsty Booth  
Advice re budgeting and benefit claims – Pamela Power*

*People are listened to and valued as people. They are also signposted to other agencies for further support as and when needed – Rev'd. Darren Fraser*



**What 3 things are really GOOD about the Stoke-on-Trent Foodbank?**

*Clients are offered support when in need*

*Clients are offered food which is well balanced food parcel*

*Clients are offered the opportunity to discuss any matters that arise and have in the past sign posted to a relevant agency – Barbara Rutter*

*Holistic approach to client support with debt and benefit advice available as well as a healthy eating course and holiday clubs.*

*Able to help clients in a number of ways.*

*Comprehensive training offered to all volunteers.*

*Yearly AGM is arranged to maximise networking opportunities to improve knowledge sharing between local agencies – Emma Schoolar*

*Supplying vulnerable people with food*

*People are supported at food banks, they are given food and beverages along with someone to talk to. And advice.*

*Voluntary work helping self-esteem and well-being – Gwen Bowcock*

*Friendly services and support*

*Volunteers*

*Totally dedicated staff – Lynne Evans*

*Constituents don't feel judged about their situation*

*Efficient and reliable service*

*Wide reaching service – Office of Rob Ffello MP*

*There when people are in crisis*

*Non-judgmental service*

*Supports both families and individuals – Sally Beech*

*Good coverage of their local area with many available Foodbanks*

*Good well managed team*

*Great support for their clients – Stephanie Parker*

*Well organised*

*Easy for us to work with and accommodating, making us more likely to repeat this work in the future*

*Not degrading for those who wish to use it – Verity Hatch*

*Understanding Staff*

*Service user feels at ease as they can sit and have a chat*

*Friendly service – Amanda Webster*

*The Foodbank reaches out to those in crisis, with immediate impact. Their need for food is met.*

*It's more than a provision of food it's also a place to receive compassion and at times advocacy support.*

*It has gone across the city with people working together who otherwise wouldn't – Amy Wyatt*

*Well organised*

*Supports those in need within the community*

*Recognises the work done by other agencies and makes referrals to these – Anthony Knight*

*Warm, friendly non-judgmental welcoming  
Excellent quality and selection of food parcels  
Prompt response – Christine Morgan*

*Staff and volunteers are very helpful and heartfelt  
The organisation does understand equal opportunity and practices it  
Very welcoming organisation and understand their aims and objectives – Godefroide Seminega*

*Clients are given direct help when needed  
Awareness of clients by organisations who may have otherwise gone unnoticed  
Volunteers helping people in their community and improving the wellbeing of clients – Jane Baskeyfield*

*Support for individuals at times of crisis  
Staff are extremely helpful  
They often go the extra mile – Jo Taylor*

*Delivers service when required  
Not judgmental  
Support people and refer to other agencies for support – Joan Stanway*

*Effective  
Supportive  
Non-judgmental – Joe Balewski*

*It is readily accessible  
More support is offered  
Food given is good standard – Kafeel Ahmed*

*Friendly staff  
Desire to help – Karen Edwards*

*The referral system is simple to use.  
It is widely advertised and people do not see accessing it as something to be ashamed of.  
It offers an immediate response to families in greatest need – Liz Thomas*

*Multiple locations  
Friendly and helpful staff  
Good stock of food items – Lloyd Davies*

*Accessibility (being on the Fire Station)  
Friendly, approachable, engaging staff  
All are welcome, extra support is provided – Mick Warrilow*

*They provide good quality, nutritious food to those that need it most  
Staff are supportive, non-judgmental and listen to their clients  
Lots of available distribution centres throughout the City – Michael Brownsword*

*The service is really useful and supports the most vulnerable in our society – it is a massive help towards our clients and us as advisors  
Really accessible – lots of access points across the city  
Really approachable and flexible, will go the extra mile to help the most vulnerable – Samantha Hubbard*

*Ease of access*

*Helping others*

*Friendly staff – Sharon Gregory*

*Effective*

*Good service*

*Helps to manage poverty in Stoke-on-Trent – Sonia Pace*

*Access in local area*

*Immediate access as there are Foodbanks open daily*

*Good variety of healthy food is provided to meet the needs of the family*

*Referral in process to avoid it being abused – Sue Kelly*

*Accessibility*

*Non- judgmental*

*Service and Quality – Sue Rammell*

*A service that is needed in this time of deprivation, austerity, poor career prospects and opportunities, welfare reform and benefit changes in areas that are needed*

*Give cups of teas when waiting, Youth Offending team refer young offenders to work as volunteers as part of reparation, Jet refer people to volunteer, ask if any other help / support is needed and signpost*

*Always helpful and have a kind word and listening ear for all who use the service – Sue Thursfield*

*Great staff and volunteers*

*Good selection of venues to collect food*

*Updates about the service – Suzanne Barnette*

*Easy Access*

*Quick to administrate in a crisis*

*Very inclusive – Trish Manfredi*

*Provision of food to the needy*

*Structured help and advice available to get those in need out of their short-term predicament*

*Compassion, companionship, care and Christ – Andy Franklin*

*Availability*

*Support to those who need it*

*Cater for all needs – Angela Hulstone*

*Helps all different people's needs*

*Really good advice*

*Regular updates with any issues regarding customers – Jacky Silk*

*The Staff are really helpful and supportive*

*They have a good reputation within the local area*

*Excellent to support families in need as well as promoting recovery and support to volunteers – Megan Hicks*

*The local Foodbanks are easy accessible*

*They accommodate all dietary requirements for our project*

*We have a good communication link if we need any information – Sheila Podmore*

*Available across the locality of Stoke-on-Trent*

*Available every day*

*Supportive – Vicky Lomas*

*The range of food given*

*The times people can access*

*The support it gives – Wendy Davies*

*Supporting local families in need*

*Food distributed is as healthy as possible*

*Good publicity throughout local organisations, ensure accessibility for those in need – Joanne Pendlebury*

*Pride*

*Understanding*

*Passion – Sadie Haynes*

*Conscientious, caring helpful staff and volunteers*

*The Food Bank provides a lifeline to local people in crisis*

*Excellent support mechanism in place to help with employment, benefit and health issues – Ady Culpin*

*Accessibility for professionals and clients*

*Non-judgmental and all inclusive*

*Response – Alison Jones*

*Respect shown to those accessing their assistance*

*Willingness to look at the bigger issues of how poverty can be tackled in Stoke-on-Trent*

*That they provide people with food – Rt. Revd. Geoff Annas*

*Well organised from a central hub that links with local churches on the ground to provide excellent coverage across the city.*

*Central administration*

*Meets people at their point of need – Daniel Chan*

*Geographical coverage - accessible across the City*

*Friendly and enthusiastic volunteers*

*Essential support to the city's poorest people – Laura Scott*

*Those in crisis have access to support.*

*Accessible for everyone in need.*

*It's reassuring to know those in financial crisis have access to food – Elizabeth Stubbs*

*Responsive to need*

*Efficient and easy to use*

*Well organised and respectful of users difficulties – Louise Walker*

*Non-judgmental volunteers*

*Sympathetic and not intrusive*

*Staff know their roles within the team and work well together working to represent the communities that have generously donated – Kirsty Booth*

*Non-judgmental*

*Approachable*

*Exercise wisdom and document – Pamela Power*

*They provide a service to the most vulnerable in society  
People are valued as people and are supported  
They support the Food Banks well as they serve people – Rev'd. Darren Fraser*

***How do you feel the Stoke-on-Trent Food Bank could be improved?***

*I think the service that is offered is excellent and cannot see any room for improvement – Barbara Rutter*

*As well as providing food, people are supported in other ways – Emma Schoolar*

*I can't see how it could be improved – Gwen Bowcock*

*The Foodbank provides a fantastic service which is second to none. All staff are professional, friendly and always willing to go that extra mile – Office of Rob Ffello MP*

*Greater support with food collection – Stephanie Parker*

*We need more variety of dates in times in more areas - Amanda Webster*

*I rated the question asking if people get the support needed as 3 and others low, not because of anything lacking in the Foodbank but in many ways this provision is applying a plaster on a greater problem. In the limited time I have spent with the Foodbank the frustration is that so often benefits are swapped and changed for clients, and take longer than three weeks to be resolved. The policy of three parcels only over a period of time is frustrating however I also see how increasing this for an already pressured and voluntary organisation isn't always possible. Most of those we meet need more support than Foodbank but access to this support is challenging. Although I can see Foodbank working so hard to join the dots I find it frustrating that often this feel like Foodbank is driving this and it's the voluntary organisation. For a period of time outside agencies were using the Foodbank to just get rid of the client from their door step. Foodbank has again worked hard to limit this but it seems to me that the need for Foodbanks and support agencies is growing due to benefit cuts and client confusion, with the system reducing its investment into such support. I'd like to see Food Bank have a greater voice and greater recognition for its work – Amy Wyatt*

*Only to promote the great work done by those involved with the Foodbank network – Anthony Knight*

*As Foodbank supports destitute people, sometime it's difficult for them to go where it's open because of transport issue and carry food given. I would suggest that if possible food deliver volunteers to the address would be a way forward – Godefrode Seminega*

*It a service that is valued and there is little to find to improve – Jo Taylor*

*Like all organisations there is probably room for improvement but to do this means more paid staff and resources – Joan Stanway*

*They could receive more support from other agencies – Joe Balewski*

*Unsure- already doing a fab job – Kafeel Ahmed*

*More centres opening to serve local communities, although people are very grateful for vouchers often they have to rely on ourselves or other agencies to actually get to a Foodbank to collect food – Liz Thomas*

*Stoke, as with all Foodbanks will need to extend its limiting criteria from 3 strikes and out! – Lloyd Davies*

*Perhaps more feedback to referring partners – Mick Warrilow*

*Regrettably the Foodbank has progressed from being a supportive provider of food for people in emergencies to being an essential part of welfare provision. Without it we would see many of our tenants being unable to feed themselves or neglecting to pay their rent and other bills in order to feed themselves. This would have the knock on effect of higher and higher debt and potential homelessness – Michael Brownsword*

*Could request ID and that all voucher issuers request ID so that abuses of the system don't take place – Samantha Hubbard*

*More staff to reach wider communities.  
Bigger premises – Sonia Pace*

*Access / advice to benefit advisors to ensure people are claiming the relevant benefits  
Access / advice to employment/volunteering opportunities – Sue Kelly*

*More awareness to families so they do not feel embarrassed to ask for support – Sue Rammell*

*Would be good (especially in winter) if could cook and serve hot food  
More distribution centres in localised areas – sometimes people have to carry their bags of food quite a way  
Some distribution centres have closed – could speak with other organisations / partners / statutory ad voluntary to see if support or other area can accommodate – Sue Thursfield*

*More / continued funding from lottery, government etc. And entrepreneurs, philanthropists with a social conscience – Trish Manfredi*

*A better communication between all charitable organisations,  
A greater education of the general public of the work and process of Foodbank  
The willingness of more volunteers to step up to the plate and get involved  
The City Council accepting responsibility for many of the clients being forced into relying on Foodbank in the first instance and taking some responsibility for its provision with financial support, practical support, training of volunteers, transport needs, encouragement of supermarkets and wholesalers to commit to provide supplies and promotion of the process within the community – Andy Franklin*

*I think they are doing a wonderful work in Stoke-on-Trent  
More funding would help the organisation who give such a wonderful service to people who are in need and support them during their difficult times – Sheila Podmore*

*Greater donations resulting in helping more families – Joanne Pendlebury*

*More financial support to enable more paid employment – Sadie Haynes*

*Possibly more promotion to other agencies about the work they do and who they help.  
Some customers do have the impression that Foodbanks are a service they have a right to as they believe they are government funded and don't realise staff are volunteers – Kirsty Booth*

*This is a great team of people that offer a great service to the most vulnerable across SOT & Staffordshire -  
Rev'd. Darren Fraser*

**Anything else you wish to add?**

*Hi unfortunately this was difficult for me to complete as we as an organisation rarely receive feedback in regards to the support clients receive from the Foodbank. We refer clients to the Foodbank for food (food parcels) when in crisis / need.*

*I am unaware of the other support that is available and due to our client group. Our clients will request support in session with us which we will then refer to organisations directly.*

*The Foodbanks in Stoke are always efficient in providing support but there is rarely communication between our 2 services. We sometimes get phone calls when mutual clients are aggressive or under the influence at the food banks requesting our support but unfortunately the only response we can give is to either call the police or an ambulance as this is what we would do if this behaviour occurred on our premises.*

*We receive feedback when clients are barred from the food banks for their poor behaviour or misuse and we discuss this with clients in their sessions to reiterate consequences of poor behaviour and impact this has on a client and services that support that client.*

*Overall the Foodbanks are a vital service in this current economic and political climate in which resources are scarce and poverty is increasing - Andrea Carrazedo*

*An amazing service supporting the most vulnerable clients in the City – Lynne Evans*

*Signposting to agencies that could help with the root cause of the crisis? – Office of Rob Ffello MP*

*A valued service in Stoke-on-Trent – Sally Beech*

*SOT Foodbank is a well-managed group of foodbanks which provides a welcoming and supportive place for their clients - Stephanie Parker*

*It has been a pleasure to work with you and hope to do so again in the future. I think the work you do is excellent – Verity Hatch*

*Happy with the service and can't imagine what the area would be like without the service*

*A great organisation providing a much needed service – Christine Morgan*

*I would like to say Foodbank is doing very well to support destitute local people, however it's very hard for them to get people out of destitution as poverty is increasing and social and benefit policies are they key issues to get people out destitution – Godefroide Seminega*

*Unfortunately there should not be a need for foodbanks in this country in modern times and we must challenge the system that allows this to happen – Jane Baskeyfield*

*This service has been a valued lifeline for vulnerable people within local communities – Jo Taylor*

*Brilliant organisation, delivered well by fantastic staff – Joan Stanway*

*Just to say thank you – Joe Balewski*

*The amount of poverty in Stoke-on-Trent is very high particularly for families who are actually working but on a low wage, these families are often not able to receive free school meals for their children because of what they earn – Liz Thomas*

*We value and support this service – Sue Rammell*

*A great service, much needed in Stoke-on-Trent – Sue Thursfield*

*The Trussell Trust and the Foodbank in particular are doing a great job but they are only scratching the surface particularly in Stoke-on-Trent, of the needs and desires of many of the people in the city. Poverty is rife in the area brought about by so many deep-rooted problems not least of all education at all levels, investment in infrastructure, seeking new industry after the decline of the coal, steel and pottery industries over the past 20-30 years, the shortage of affordable rented and buyable residential property. I think the principle of Foodbank is good and has been a 'successful front' since its conception. If Foodbank is to continue, and I think it should, it must be properly financed for the long term by both the Local and National Governments and not dependent on handouts from the few or the judgment of the adjudicators of the National Lottery. IT IS TOO IMPORTANT TO FAIL AND PEOPLE'S LIVES SHOULD NOT BE LEFT TO CHANCE – Andy Franklin*

*Very good organisation which is well respected by local community. My patients really respect the work they do and really appreciate their support with voluntary jobs – Megan Hicks*

*I would like to say a big THANK YOU from the BURSLEM JUBILEE – Sheila Podmore*

*We partner the Trussell Trust in Stoke-on-Trent and other areas in the Midlands and south east of England. The organisation provides valuable support to local people in crisis and also offers help and guidance on health, employment and benefit issues. We have found staff at all levels of the organisation to be passionate, attentive and strive to help local people get back on track after falling on hard times. The Foodbank in Stoke on Trent is an essential function that provides support to a high number of families and single people who are in desperate need – Ady Culpin*

*A big thank you to all the team from The Moorlands Community Health – Alison Jones*

*The best 'improvement would be to close the Foodbank because we had managed to establish a just and fair society where all people had a decent living wage and no longer needed to access them. But sadly that seems to be a very distant hope – Rt. Revd. Geoff Annas*

*With more / extended funding SOT Foodbank could provide further full time support. An example of this is more frequent visits from the Money Matters coach that visit our distribution centre once a month – Daniel Chan*

*If at all possible, the provision of fresh food for healthier options – perhaps closer links with the supermarkets to secure fresh produce daily – Laura Scott*

*Unfortunately this is a much needed service in Stoke-on-Trent – Kirsty Booth*

*Feedback to referrer when intervention that is more than the food provision is provided – Pamela Power*



## Appendix G

### Stoke-on-Trent Foodbank's Internal Service User Questionnaire



**Stoke-on-Trent foodbank**  
 Hanley Community Fire Station  
 Lower Bethesda Street Hanley  
 ST1 3RP  
**T** 01782 899018  
**E** [info@stokeontrent.foodbank.org.uk](mailto:info@stokeontrent.foodbank.org.uk)  
[www.stokeontrent.foodbank.org.uk](http://www.stokeontrent.foodbank.org.uk)

Voucher no	Qty
<b>161-</b>	

Office use only

#### Stoke-on-Trent Foodbank Guest feedback Questionnaire (Bethel)

We hope that you have found the visit to the Foodbank helpful.

Please will you help us to evaluate and improve our service by answering the following questions, then return the form to a member of the team (or if someone else is collecting your food, please return the form in the envelope provided, to the address above).

#### 1. Please rate your experience of Foodbank today on a scale of 1-4

Terrible	Okay	Good	Fantastic
1 ☹	2 ☹	3 ☺	4 ☺
[ ]	[ ]	[ ]	[ ]

2. Has coming here today been helpful to you Yes [ ] No [ ] Not Sure [ ]

2a. what difference has it made? .....

#### 3. What was it like here today, were we; Tick as appropriate

Good listeners	Helpful	Caring	Friendly
Yes ☺ [ ]	Yes ☺ [ ]	Yes ☺ [ ]	Yes ☺ [ ]
No ☹ [ ]	No ☹ [ ]	No ☹ [ ]	No ☹ [ ]

#### Is this your first time using "A Foodbank"?

Yes [ ] No [ ]

**4. Has visiting a foodbank reduced any stress or anxiety you may have had?**

Made it worse	No change	A little better	A lot better
1 ☹	2 ☹	3 ☺	4 ☺
[ ]	[ ]	[ ]	[ ]

**5. Did this have a good effect on your life?**

Made it worse	No change	A little better	A lot better
1 ☹	2 ☹	3 ☺	4 ☺
[ ]	[ ]	[ ]	[ ]

**Signposting**

**6. a) Today, have we told you about other places of help or support?**

Yes [ ]                      No [ ]

**b) If yes, what are they?** .....

**c) Do you think you'll follow this up?**    Yes [ ]    No [ ]    Not sure [ ]

**7. If we've previously told you about other places of help or support and you've followed it up, did it improve your money situation?**

Made things worse	No change	A little better	A lot better
1 ☹	2 ☹	3 ☺	4 ☺
[ ]	[ ]	[ ]	[ ]

**8. If we've previously told you about other places of help or support and you've followed it up, did it help you cope with things better?**

Made things worse	No change	A little better	A lot better
1 ☹	2 ☹	3 ☺	4 ☺
[ ]	[ ]	[ ]	[ ]

**We would love to be able to share your story and/or give you the opportunity to volunteer with us in the future. If you are willing, please give your contact details below so we can keep in touch with you:**

**Full name** .....

**Phone number** .....

**Email** .....

**Date** .....

**Thank you for taking the time to fill out this form.**

**Please feel free to tell us how you we could have helped you in any other way today:**





**Thank you** for taking the time to complete this short questionnaire, which will be used to independently evaluate the Big Lottery funded **Stoke on Trent Foodbank**.

**Personal Information**

**Name:**

**Organisation:**

**Job Title / Job Role:**

**Email:**

**Phone:**

**Where did you initially hear about the Stoke on Trent Foodbank?** (please tick **all** that apply)

Stoke on Trent Foodbank  Within your organisation  Word of mouth / networking event etc.

Local media / Social media  (please state which here):

**Other** (please state here):

**Section 1 – Links with the Stoke on Trent Foodbank:**

**Why do you / would you encourage people to seek the support of the Stoke on Trent Food Bank?** (please tick **all** that apply)

It is the most appropriate service available in this area

It is the only appropriate service available in this area

It delivers the support required to improve their well-being

Those using it feel valued and respected

It is an efficient, credible and well run organisation

Other (please state here):

As well as providing food, people are supported in other ways

If appropriate) **What other ways are people supported by the Stoke on Trent Food Bank** (please state here):

**Please turn over**

**Section 2 – What are your views about the following regarding Stoke on Trent Food Bank?**

(1 – low; 5 – high; 0 – no views)

Aims and objectives are clear	0 1 2 3 4 5
Aims and objectives support my organisation's aims and objectives	0 1 2 3 4 5
Those supported value their links with the Food Bank	0 1 2 3 4 5
I would recommend those requiring support to seek the support of the Stoke on Trent Food Bank	0 1 2 3 4 5

**What are your views about the following? As a result of the Stoke on Trent Food Bank:**

(1 – low; 5 – high; 0 – no views)

People receive the support they require	0 1 2 3 4 5
Those supported receive timely and efficient support	0 1 2 3 4 5
Those supported appear to have improved their well-being	0 1 2 3 4 5
Those supported appear to feel valued, respected and have improved their self-esteem	0 1 2 3 4 5
Those supported appear to have improved access to other support agencies	0 1 2 3 4 5
As a result of such improved access their financial well-being appears to have improved	0 1 2 3 4 5
There is a wider multi-agency understanding of issues linked to poverty in this area	0 1 2 3 4 5
Partnership working amongst local organisations / agencies has improved	0 1 2 3 4 5

**Section 3 – What 3 things are really GOOD about the Stoke on Trent Food Bank?**

- 1.
- 2.
- 3.

**Section 4 (If appropriate) How do you feel the Stoke on Trent Food Bank could be improved?**

**Anything else you wish to add?** (Please continue on a separate piece of paper if necessary)

# widerimpact

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