

STROUD DISTRICT FOODBANK

Annual review April 2020-March 2021

**EMERGENCY FOOD AND SUPPORT FOR
LOCAL PEOPLE IN CRISIS**



CHAIR'S REPORT

April 2020 to March 2021 has been a year of fortitude and generosity.

Looking back over the past year, I can only stand back and be amazed by what has been achieved by our wonderful staff and volunteers. In April we were two weeks into our 'delivery only' system which, we carried on for the whole year and has grown into a well-run operation. Despite the worry of infection from Covid, volunteers 'bubbled up' into teams of 4 and 5 to weigh in the food, organise the warehouse and make up emergency bags. At no time did we have to close down. A remarkable achievement.

The Spring of 2020 saw food shortages in the supermarkets causing concern for our supplies, but with the continued support from Tesco, Morrisons, Waitrose and the Co-op and the huge generosity from the public with food and financial donations we were able to meet the increase in demand for people in crisis.

Covid has affected everyone. Talking to our volunteers who were able to continue working in the warehouse or deliver food, helping others enabled them to cope with the pandemic.

Philippians 2: 4 "Each of you should be concerned not only about your own interests, but about the interests of others as well". This is something our staff and volunteers have done admirably throughout this troubled year and for which we as Trustees, give great thanks.

Going forward into 2021/2022 we hope to return to normality, plan the re-opening of the Drop-In's, and the relocation of our office and warehouse and continue our fight against poverty.

Annabel Mills

Chair of Trustees

TREASURER'S REPORT

With the continuation of the COVID pandemic, the trend which became established at its start of many supporters preferring to give us money in lieu of food, led to a massive surge in our income through a continued outpouring of huge financial generosity. This included some very large donations, but also, as people became more aware of the economic effects of the pandemic upon the most vulnerable in our society, reflected a significant broadening of our base of financial supporters. Donations from individuals, churches and corporates rose by over 440% from £57,157 in the previous year to £309,808. We are enormously grateful to all of our donors for this support – thank you so much for enabling us to do what we do.

With our total income now over £250,000 it was necessary to change the basis of our published accounts from Receipts and Payments to Accruals accounting. For the first time a value for donated stock (£166,107) has also been added taking our gross income up to £546,845.

Expenditure at £273,808 was 56% up on the previous year, with the main growth areas being salaries – as we increased staff hours to cope with the additional and changed workload with the pandemic – and food, as we began to purchase food stocks where needed to fill gaps in the warehouse.

The result of this significant financial surplus was a strengthening of our reserves. Going forward we were aware of the need to make provision for a move to new premises, as we would need to leave the warehouse in Brimscombe Port, but also of the potential for these resources to be used to address crisis poverty also in other ways such as the provision of benefits advice and fuel top-up payments.

With all the economic and benefit changes going through currently, the year ahead is certainly going to be a very challenging one, but thanks to your support we are in an excellent position to meet these challenges

Graham Gill

Treasurer

CONTENTS

Introduction

1. Crisis Food Parcels
2. Referral Agencies & E-referral
3. Regional Teams
4. Food Collections
5. Food Distribution
6. Christmas Campaign
7. Volunteers
8. Staff & Trustees

Summary

INTRODUCTION

The following report outlines:

- the main statistics for the year April 2020 to March 2021 across all our work in the Stroud District.
 - Voucher numbers are broken down by month and by region.
 - Stock data is included.
- Updates on our response and working practice in response to Covid-19 pandemic.
 - Shift to e-voucher system.
 - Delivery model instead of drop-in centres.
- Christmas campaign
- Updates on trustees and volunteers

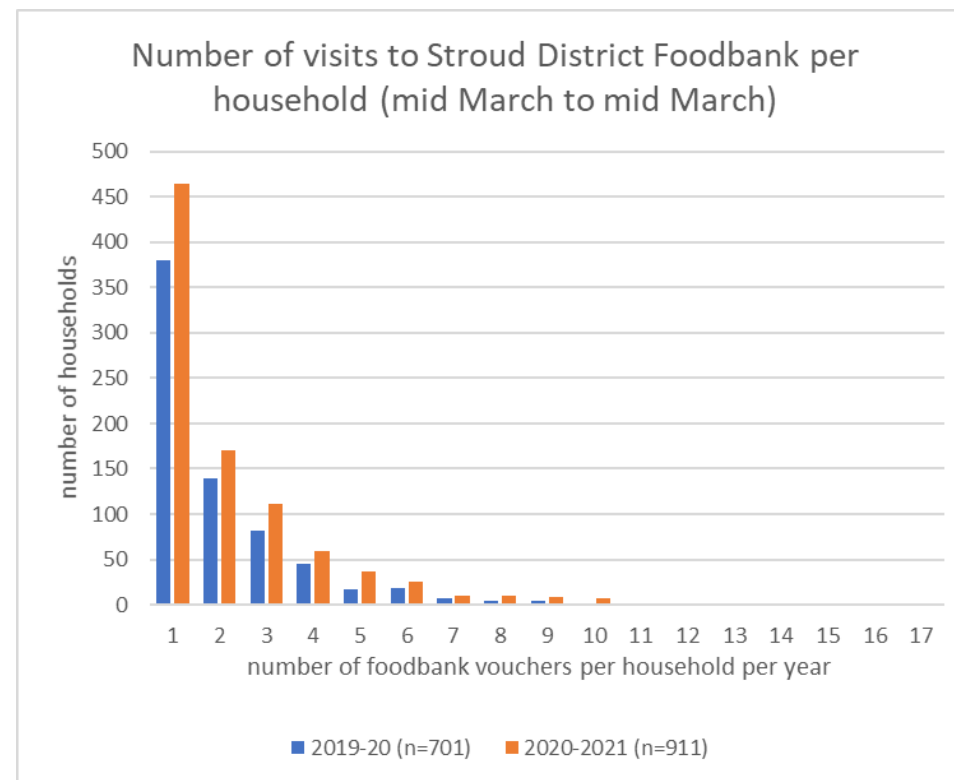
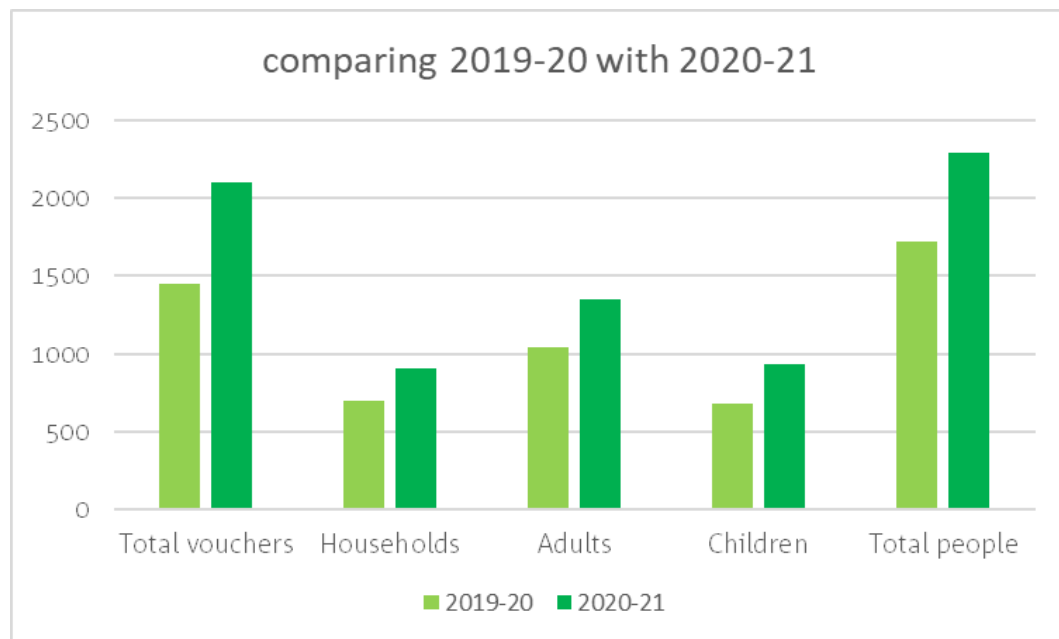
1. CRISIS FOOD PARCELS

The Stroud District primarily distributes food via a voucher system. In 2020-21 we saw a surge in demand compared to the previous year. All the food was delivered to the door. The number of households receiving crisis help from the Stroud District Foodbank increased from 701 in 2019-20 to 911 in 2020-21. 40% are children. Many households visited the Foodbank for the first time. The frequency of visits showed a similar trend to previous years, however, with the majority of households visiting 3 times or fewer. Over 50%

only visited the foodbank once.

A variety of other national and local support measures supported households in the Stroud District, which we believe kept numbers lower than they could have been.

On the following page we give a time-line and breakdown by month of the voucher usage and some key milestones.



March 2020

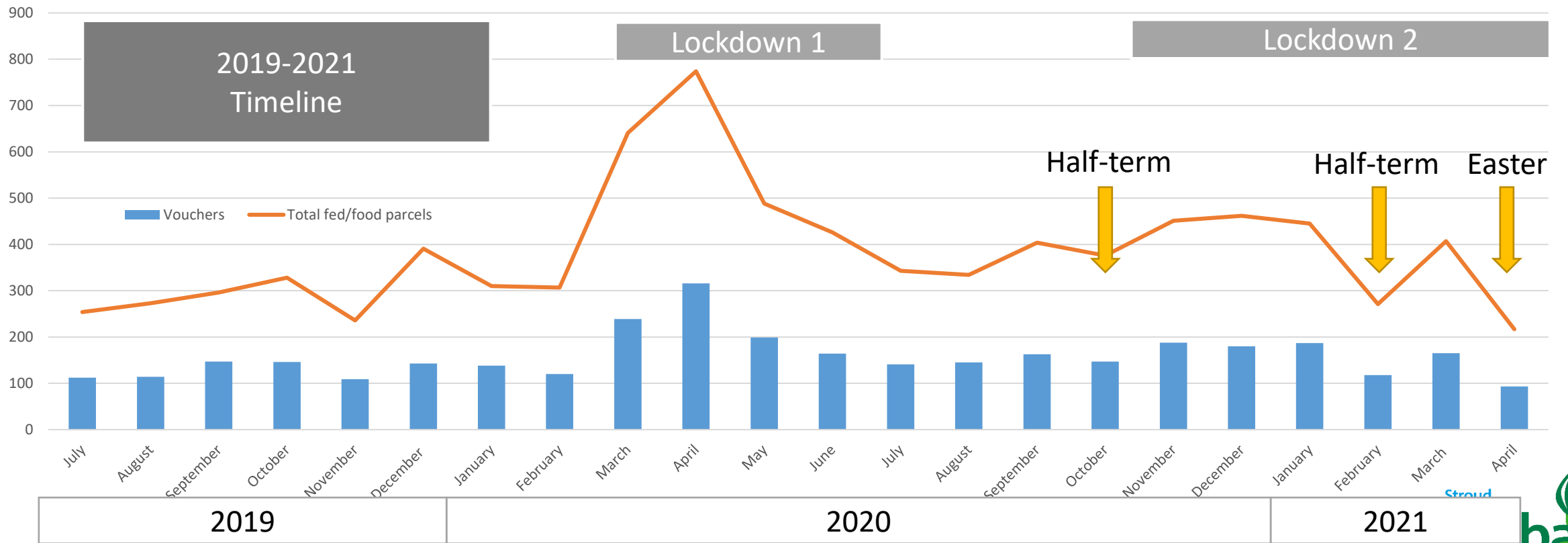
- Closed all foodbank centers moved to delivery only
- Volunteers at risk shielding
- New volunteers to help with warehousing/delivery
- Delivery hubs operating from people's homes
- 'crisis' not just economic but access to food

September 2020

- Delivery teams more established from regional hubs
- Referrers working from home, increasing number now using e-referral
- National awareness of 'food poverty' and 'holiday hunger'
- Council/County Council help with holiday food
- Lots of local 'food hubs' using surplus or donated food

April/May 2021

- Return to pre-pandemic numbers
- Financial support still there – uplift on UC, furlough scheme, holiday food
- Stroud District Council working on 'Local Hub' initiative
- Referrers and staff still working from home until at least June
- Warehouse move on the cards



No of Referral Agencies 2019	131 (active 82)
Statutory agency	75
Charity	23
Community group	13
Church	11
Voluntary agency	9
No of E-Referrers	3

No of Referral Agencies 2020	148 (active 95)
Statutory agency	87
Charity	23
Community group	17
Church	11
Voluntary agency	10
No of E-referrers	52

2. REFERRAL AGENCIES & E-REFERRAL

The Covid pandemic saw some big changes in the way we all operate with many agencies adapt to home/remote working practices and only limited 'face to face' work.

After the first wave of the pandemic we spent the brief summer reprieve encouraging our referral partners to sign up to e-referral in place of the red paper voucher. Once on the system referrers could immediately see the benefit for themselves and their clients with food being delivered within 24 hours (and for most within hours). This has increased the referral confidence.

Amanda our Development Coordinator has worked consistently in building the relationships with referrers and the impact of this are a broader number of referral partners and an increase in the number of active referrers.

Agency List Jan-Dec 2020	Vouchers	Adults	Children	Total
1. P3 Charity	357	523	265	788
2. GL11 Community Group	280	492	360	852
3. Citizens Advice Stroud District	238	325	188	513
4. CGL	141	206	38	244
5. May Lane Surgery/Acorn/Walnut Practices	78	146	103	249

PRE-COVID VOUCHER/DROP-IN SCENARIO

1

- Referrer gives person a physical Red Voucher
- Person checks opening times and locations on the back of the voucher and finds appropriate venue

2

- Red voucher presented at Foodbank drop-in
- Food selected, chat and tea, further support issued
- Drop-in volunteers and office staff do not know how many vouchers have been issued and who they might expect. Element of surprise.

3

- Red vouchers come back to office and are entered onto database once a week by volunteer. Clients are monitored at this point to how many vouchers and which referrer has issued.
- Food top-up from warehouse to center

CURRENT SCENARIO

1

- Referrer issues a digital e-voucher to a person seeking help.
- Referrer can add accurate details about client, case notes, see how many vouchers the person has already had, and give a phone number.
- E-voucher is immediately available for the office to see (email and on database).

2

- Office staff view e-voucher requests from whole of Stroud District in live time.
- They pass the information on to the appropriate delivery/regional team.
- Simply 'fulfill' vouchers on database, no more data entry required.

3

- Regional team receive information, contact client and ask about dietary requirements and other needs.
- Delivery to home is made ... or collected.

3. REGIONAL TEAMS

In March 2020 we adopted a delivery model in place of local drop-in centres and kept our local teams of volunteers active and engaged.

- Stroud, Pagenhill and Hardwicke were delivered straight from the Brimscombe Warehouse and from a volunteer's home in Painswick.
- Stonehouse were delivered from the home of Simon Ives the Stonehouse team leader and moved back to the Douglas Morley Hall by September.
- Nailsworth team delivered from Christ Church Hall.
- Dursley team delivered initially from Helen Judge's home and by September moved to the Chantry Centre in Dursley.
- Wotton team delivered from the Baptist Church. Berkeley delivery team started by the end of October and moved into the Town Hall.

The following slides show some of the voucher and household information by area (2019-20 vs 2020-21). The main trends show:

1. Stroud Team

- Cainscross and Rodborough both showed increase in the size of their households. Cainscross saw same number of vouchers but 28% more adults and 80% increase in number of children. Rodborough had an increase in vouchers of 34% and 60-70% more adults and children.
- Trinity a 50% increase in vouchers but stable number of households.
- Other wards showed stable trends. We think these were kept at 2019-20 levels by the strong presence of local food initiatives (see map).

2. Stonehouse and Painswick Team

- Stonehouse saw slightly fewer vouchers in 2020-21 than 2019-20 – we attribute this to the very active presence of both APT and the

Stonehouse town council. However the surrounding rural wards saw increase – and the delivery model meant greater access.

- Hardwicke – saw a 4-fold increase in vouchers and double the number of people fed. Pre-pandemic these homes may have visited Gloucester foodbank, however they fall within The Stroud District so we delivered.
- Severn – saw almost doubling of vouchers and three times as many people accessing the Foodbank.
- The Stanleys – 30% increase in vouchers and people.

3. Dursley and GL11 Team

- Dursley ward saw 2.5 times increase in numbers of vouchers and doubling in households.
- Cam West saw 2.7 times increase in vouchers and 2.25 times number of households.
- Cam East saw no big change in vouchers/households.
- Coaley and Uley – 3.5 fold increase in vouchers and doubling of households.

4. Wotton (& Berkeley) Team

- Wotton saw a mere 20% increase in vouchers on the previous year to slightly fewer homes. An active WAMA (Mutual Aid) meant that local homes were receiving food aid.
- Kingswood – 1.5x vouchers and double the number of households.
- Charfield – 1 voucher in 2019-20 and 23 vouchers in 2020-21 to 9 homes.
- Berkeley Vale – 3-fold increase in vouchers and 2.6 fold increase in households.

STROUD TEAM

Farmhill/ Pagenhill

2020-21	2019-20
76 vouchers	99 vouchers
35 homes	41 homes
52 adults	62 adults
23 children	20 children

Randwick

2020-21	2019-20
9 vouchers	18 vouchers
6 homes	5 homes
9 adults	9 adults
9 children	13 children

Uplands

2020-21	2019-20
31 vouchers	26 vouchers
16 homes	13 homes
25 adults	17 adults
13 children	8 children

Stroud Valley

2020-21	2019-20
66 vouchers	75 vouchers
30 households	37 households
38 adults	41 adults
19 children	20 children

Cainscross

2020-21	2019-20
130 vouchers	129 vouchers
64 homes	51 homes
103 adults	80 adults
95 children	52 children

Slade

2020-21	2019-20
225 vouchers	141 vouchers
83 homes	69 homes
105 adults	93 adults
48 children	46 children

Stroud Central

2020-21	2019-20
131 vouchers	121 vouchers
49 homes	47 homes
60 adults	57 adults
11 children	6 children

Rodborough

2020-21	2019-20
44 vouchers	29 vouchers
21 homes	16 homes
34 adults	20 adults
10 children	6 children

Trinity

2020-21	2019-20
74 vouchers	48 vouchers
28 homes	25 homes
34 adults	32 adults
18 children	14 children

★ Stroud area food hubs

Stroud District Foodbank
Reg Charity in England & Wales 1176306



STONEHOUSE/PAINSWICK TEAM

Hardwicke

2020-21	2019-20
59 vouchers	14 vouchers
23 homes	8 homes
66 people	30 people

Stonehouse

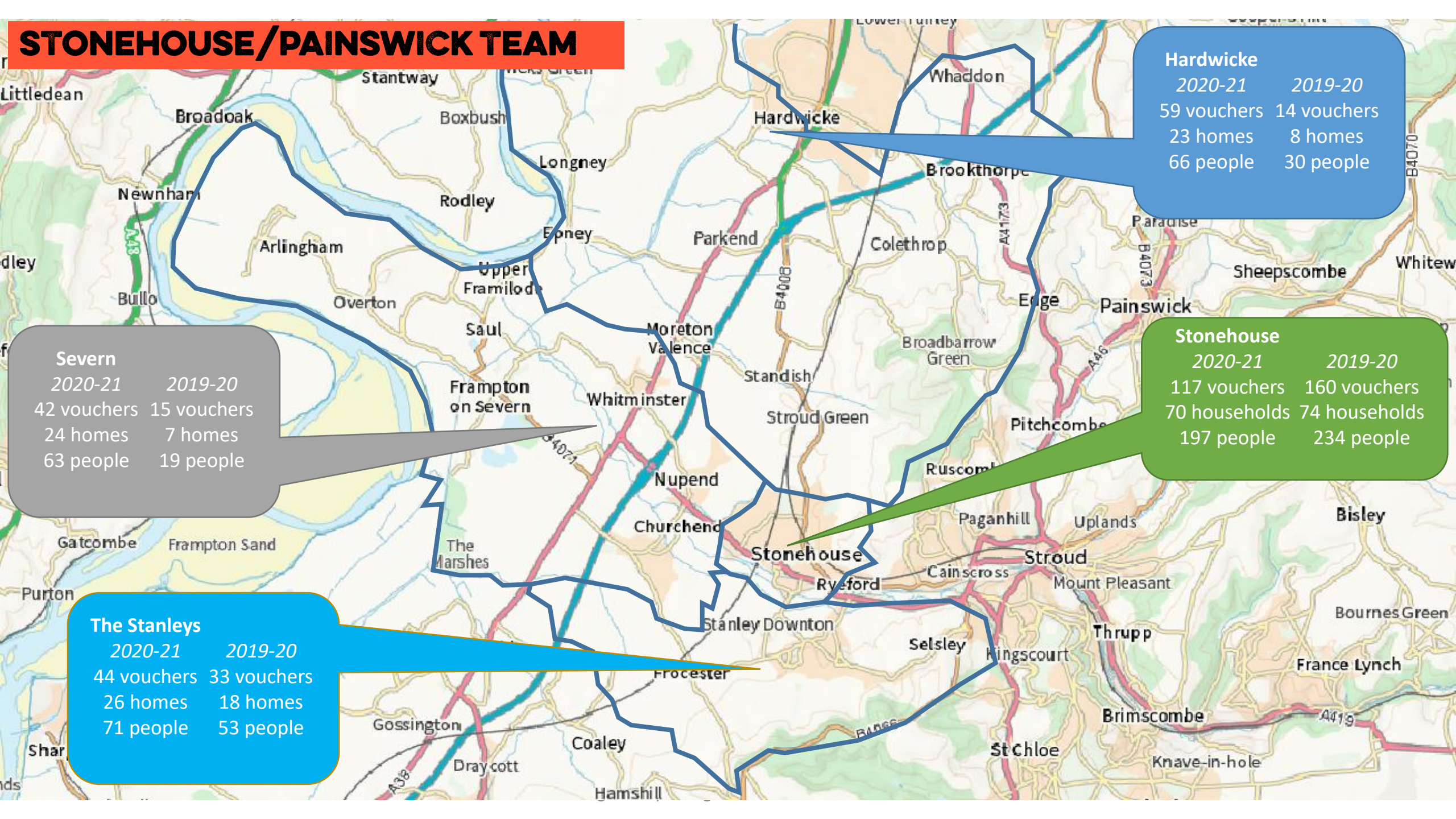
2020-21	2019-20
117 vouchers	160 vouchers
70 households	74 households
197 people	234 people

Savern

2020-21	2019-20
42 vouchers	15 vouchers
24 homes	7 homes
63 people	19 people

The Stanleys

2020-21	2019-20
44 vouchers	33 vouchers
26 homes	18 homes
71 people	53 people



DURSLEY AND GL11 TEAM

Cam West

2020-21	2019-20
102 vouchers	38 vouchers
45 households	20 households
70 Adults	35 Adults
49 Children	19 Children

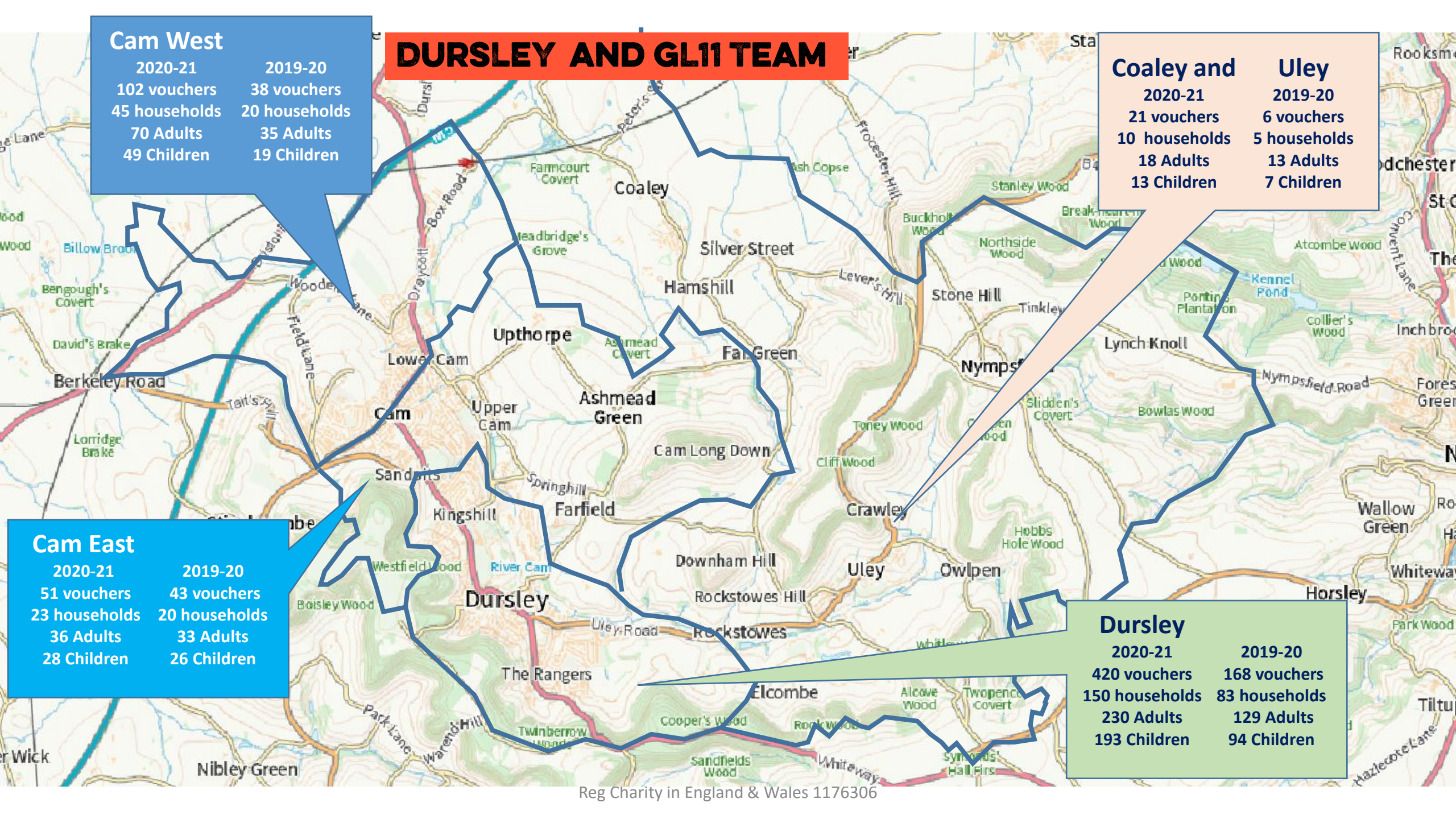
Coaley and	Uley
2020-21	2019-20
21 vouchers	6 vouchers
10 households	5 households
18 Adults	13 Adults
13 Children	7 Children

Cam East

2020-21	2019-20
51 vouchers	43 vouchers
23 households	20 households
36 Adults	33 Adults
28 Children	26 Children

Dursley

2020-21	2019-20
420 vouchers	168 vouchers
150 households	83 households
230 Adults	129 Adults
193 Children	94 Children



WOTTON TEAM

Berkeley Vale

2020-21	2019-20
109 vouchers	35 vouchers
53 homes	20 homes
80 adults	29 adults
59 children	25 children

Wotton

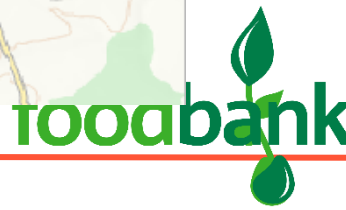
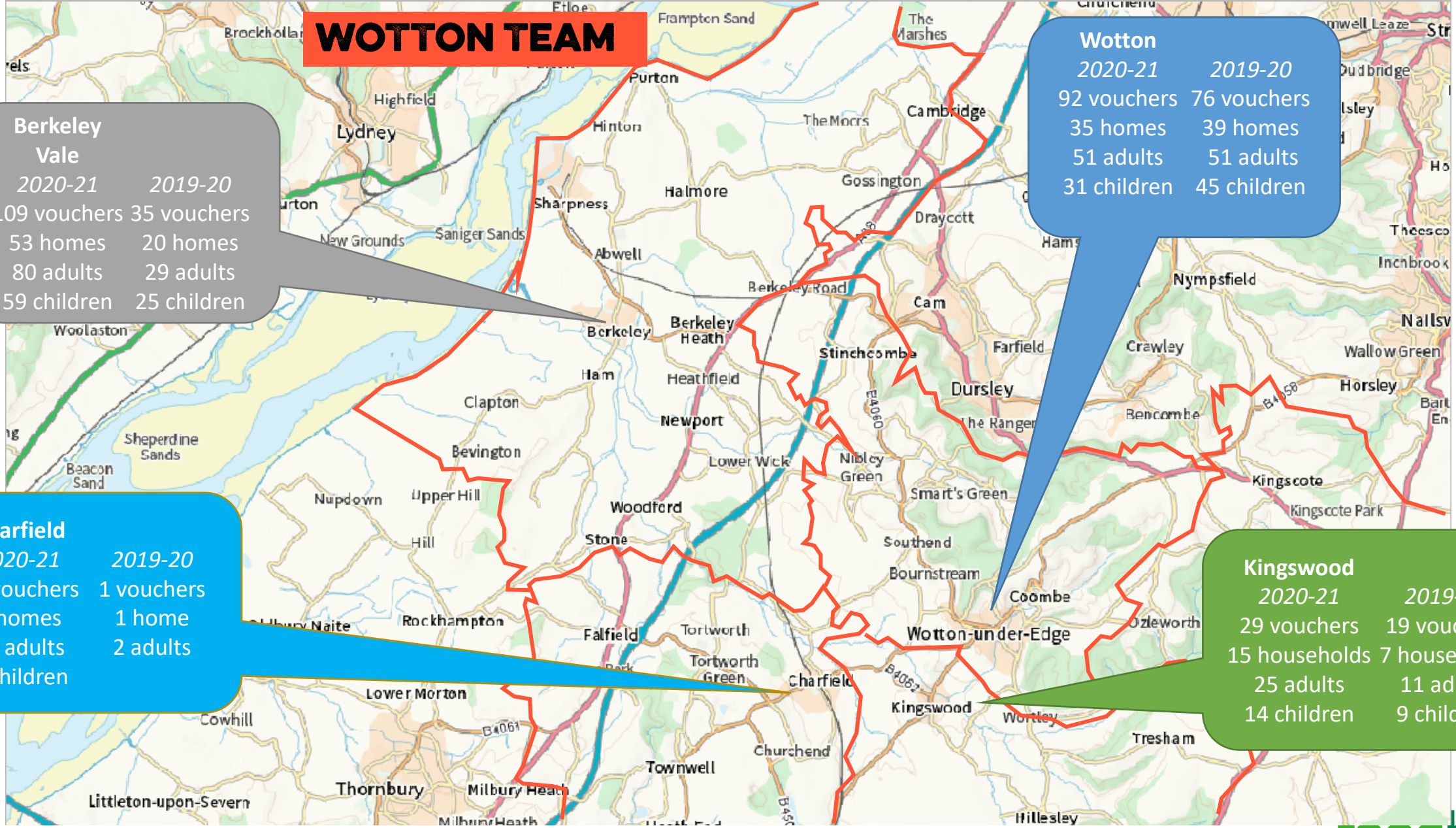
2020-21	2019-20
92 vouchers	76 vouchers
35 homes	39 homes
51 adults	51 adults
31 children	45 children

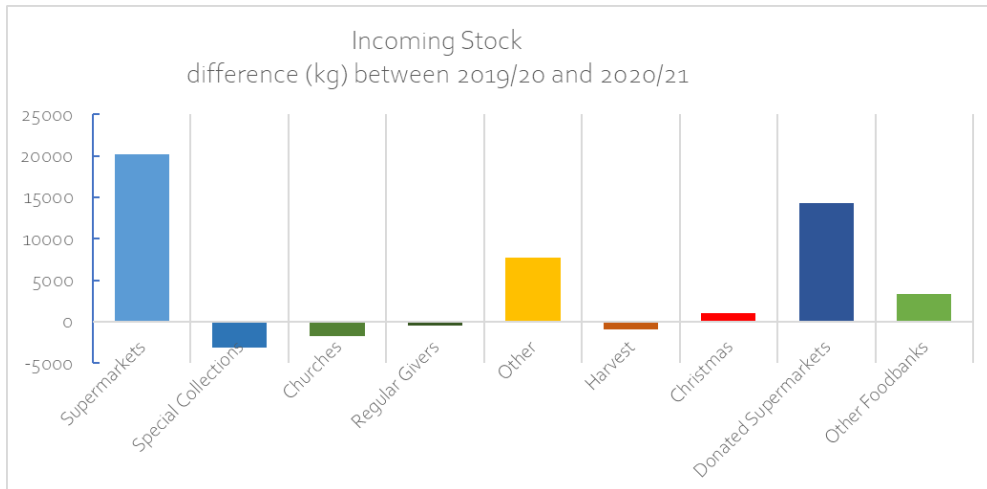
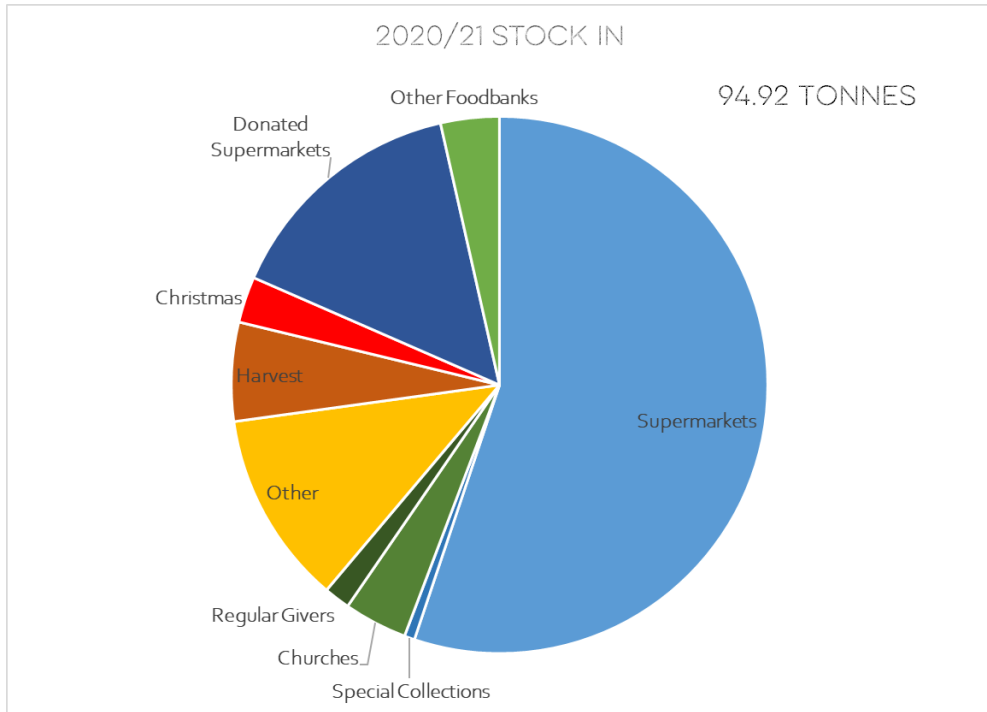
Charfield

2020-21	2019-20
23 vouchers	1 vouchers
9 homes	1 home
19 adults	2 adults
8 children	

Kingswood

2020-21	2019-20
29 vouchers	19 vouchers
15 households	7 households
25 adults	11 adults
14 children	9 children





4. FOOD COLLECTIONS

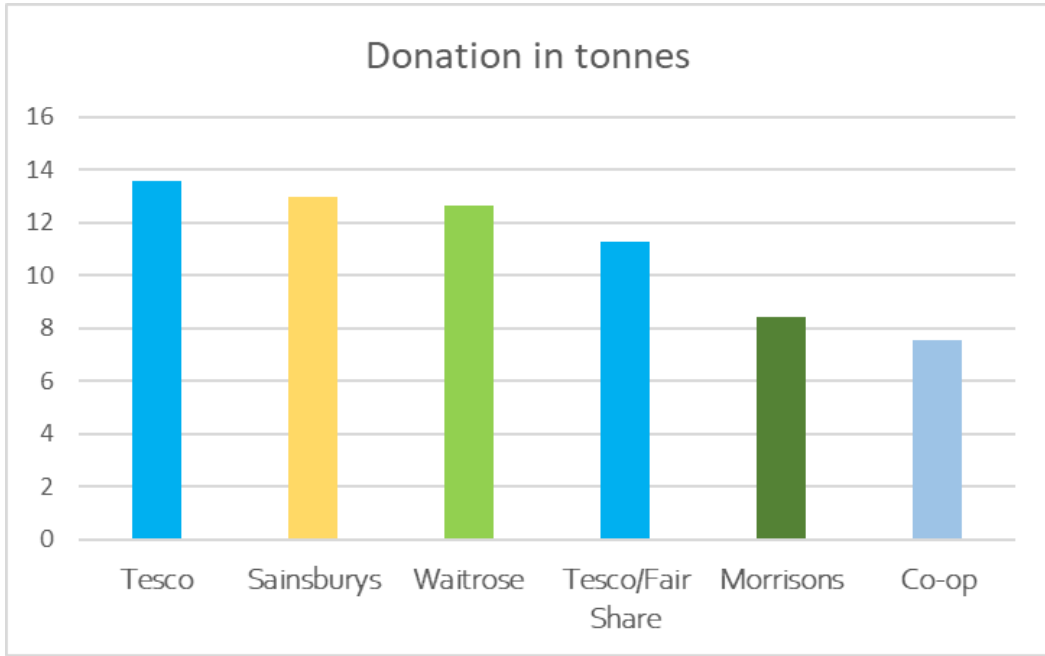
The Stroud District Foodbank has a well-established network of food collection points and a generous donating public which we have reported on in previous annual reports. 2020-21 saw a huge increase in stock into our warehouse and we are incredibly grateful for both the public support and our warehouse volunteers who worked under challenging conditions to process it.

During the year April 2020-March 2021 we saw the following trends.

- There was an overall increase in giving via all supermarkets and other organisations.
- Many people started shopping online and sent us cash rather than donate through the in-store crates.
- We had direct support from Tesco (via Fair Share and delivered by British Gas), also from Waitrose, Morrisons and the Co-op.
- Churches donated financially rather than through collections (except Painswick, Wotton and Nailsworth who continued collecting). We intentionally urged church congregations not to worry about collections.
- Over 3.5 tonnes of food was given to us by neighbouring foodbanks.
- We purchased stock directly from stores and wholesalers to keep up with demand.

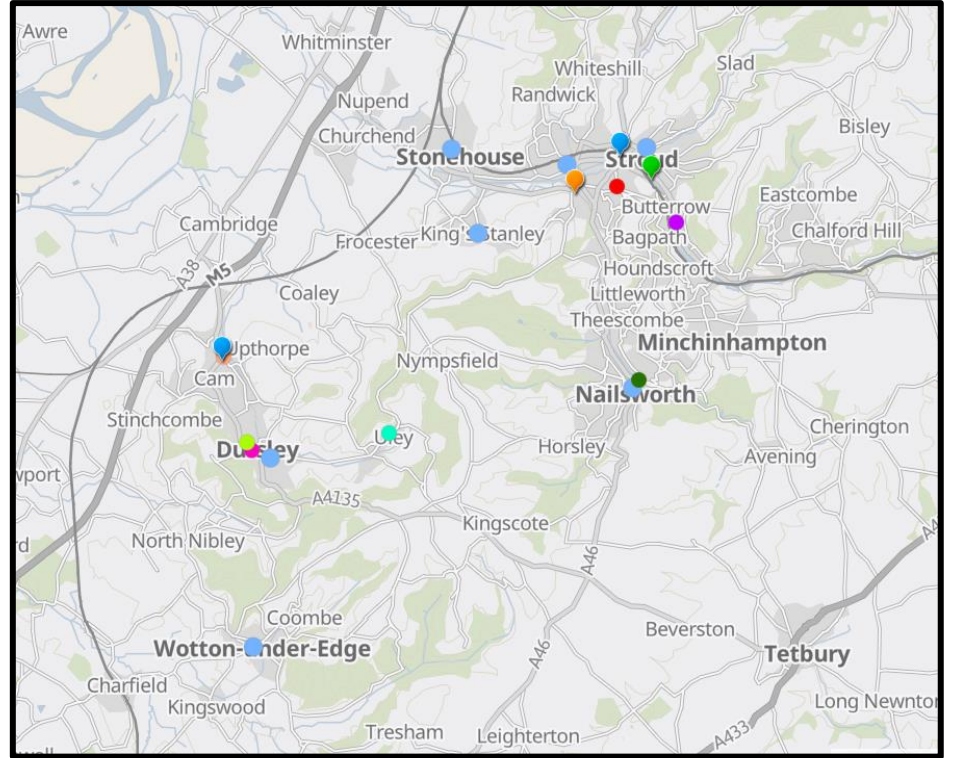
Total stock in was 94.92 tonnes compared to 56.9 tonnes in 2019/20.

Seasonal collections were still significant collections but organised slightly differently under covid restrictions.



Giving through supermarkets kept pace during the past year. With a significant amount given directly from Tesco's via Fair Share.

- Sainsbury
- Tesco
- Waitrose
- Co-op
- Morrisons
- Emmaus
- Prince Albert
- Cam Parish Council Offices
- Little Rascals
- The Pulse
- Uley Stores

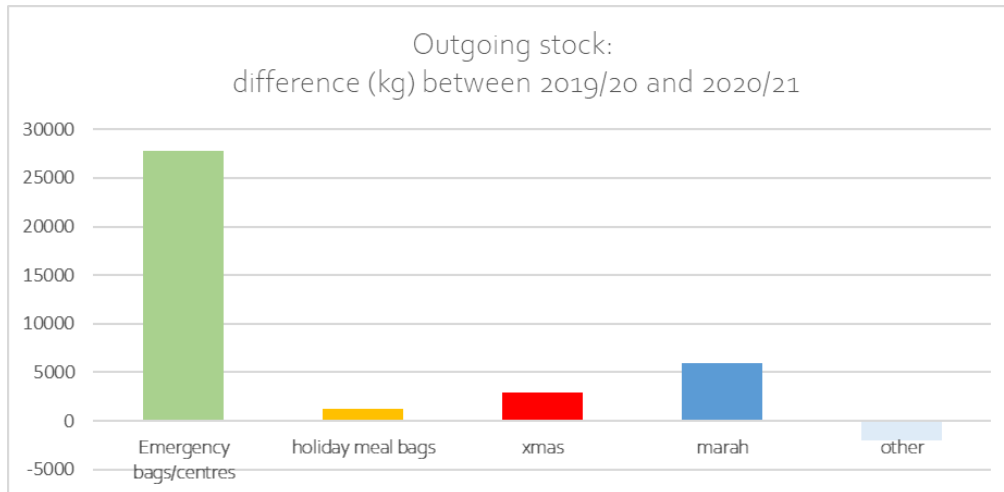


5. FOOD DISTRIBUTION

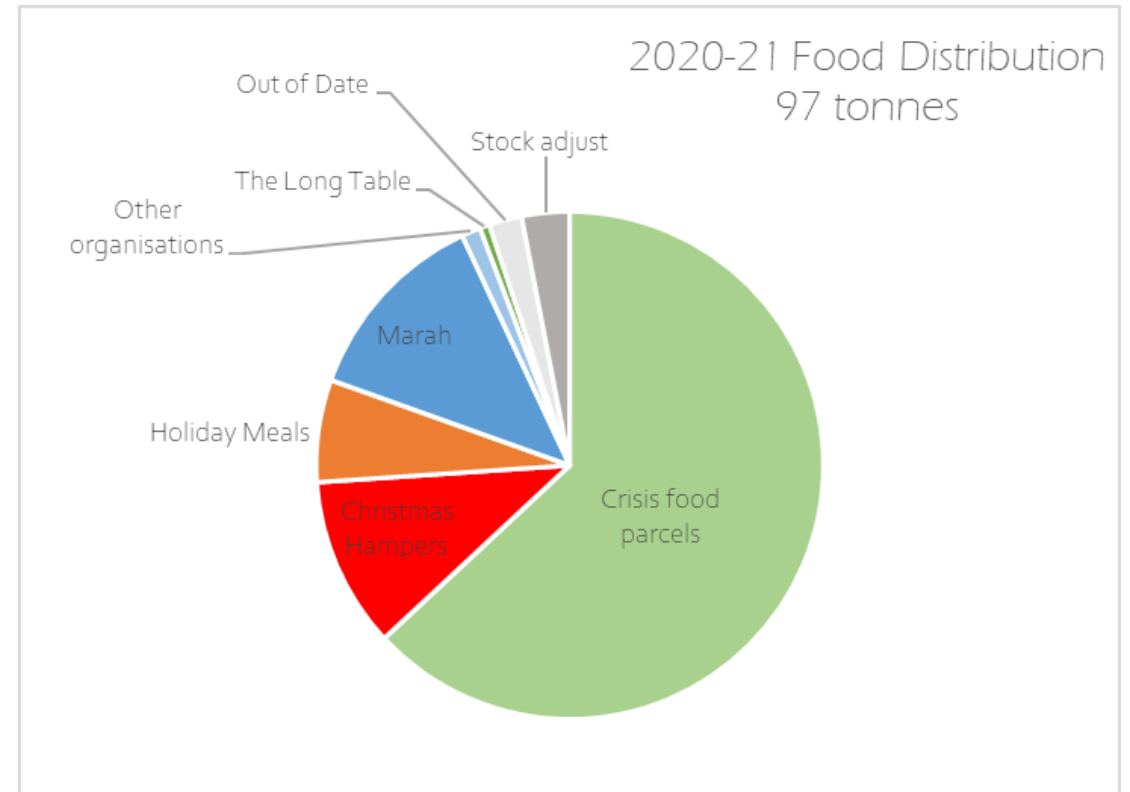
2020/21 saw a huge demand in foodbank use and 97 tonnes of stock was given out compared to 62 tonnes of stock in 2019/20.

Stroud District Foodbank distributes food in three main ways:

- through an emergency voucher system (crisis food), which in 2020/21 has been primarily delivered to the door. Over 63% of our stock goes to emergency food. We distributed >28 tonnes more food than the previous year.
- through holiday food programmes (17% of stock), including Christmas hampers, Easter and Summer holiday food (preventative measures),
- and by supporting other agencies with food (15% of all stock) of which the main recipient is Marah. We significantly increased the stock given to Marah and supported 11 other organisations (vs over 30 in previous years).



In 2020-21 With centre closures we no longer recorded stock to regional teams as bags were made up at the warehouse and distributed as necessary.



6. CHRISTMAS

For Christmas 2020 we joined forces with a number of local organisations to provide an expanded offer to nearly 600 homes.

With the generous support we were able to provide:

- 600 Christmas Hampers and a basic food parcel
- 1200 Long Table Christmas meals
- 500 Activity craft packs (made by Homestart)
- 500 Children's books (from the Nailsworth Rotary and Yellow lighted bookshop)
- Children's gifts and gift tokens (Kids Stuff)
- Turkeys for Wotton families (thanks to the Wotton Lion's)

Extra funding for these projects came from a generous grant from the Hans Rausing Trust and fundraising via The Big Give. Students from the Bath Spa University made a promotional video for us to kick off our Christmas Campaign.

'All families who received hampers were incredibly grateful and all said the contents exceeded their expectations - parents were grateful for the addition of gifts and crafts for children this year'



7. VOLUNTEERS

Covid-19 significantly impacted volunteering at the Foodbank:

- Many over 70's needed to shield initially.
- Centre's closed and the delivery model required different volunteering skills.
- Warehouse volume went up significantly and we needed to form bubbles and put on more shifts.
- No in-person presence at our Tesco collections.

Moral remained high and volunteer engagement was high. Volunteer surveys (run in May 2020 and Nov 2020) scored engagement at 9/10 and 8.7/10 for a sense of accomplishment, with volunteers feeling their efforts were 'worthwhile'. Having centres closed many volunteers missed the face to face element of the work.

'Working alongside people to get food to those in need brings meaning to my life, especially during lockdown'

'Warm, inclusive and friendly atmosphere with hands on support for new volunteers'



Liz and Dave at Berkeley Town Hall



Monday warehouse team – Guy, Dan, Bel, Pete & Pippa

7. STAFF & TRUSTEES

Nikki Clarke, Amanda Strover and Sarah Podolski remain as the staff team and have juggled the work of the central administration with various combinations of remote working and being on-site.

In 2020-21 we said a very fond farewell to Jeremy Nottingham as Trustee – having served on the board since 2011. We will miss his gentle wisdom and kind nature. We were joined by Pippa Dickinson and Rob Cawthorne. All meetings were held via Zoom.

Board of Trustees

Annabel Mills – Chair

Graham Gill – Treasurer

Sophia Acland

Rob Cawthorne

Phil Coysh

Pippa Dickinson

Pippa Medcalfe – Safeguarding lead

Nicky Tyler



SUMMARY

In 2020-21 we saw a huge demand on our services. In general foodbank demand followed the trend of coronavirus rates, with a major peak between March – May 2020, and peaks in Nov-Dec 2020 (2nd lockdown) and March 2021. It is possible that other community food efforts and holiday food provision from the local council stopped people from needing foodbank help during the school holidays.

Across the Stroud District demand on previous years was either the same, or increased significantly. In general, wards such as Dursley, Berkeley, Severn and Hardwicke saw huge increase in demand, whereas Stonehouse and some Stroud wards saw no increase in demand. Potentially a function of proximity to other sources of food help. On the whole we saw an increase in the size of family and number of children fed.

Our warehouse saw a large volume of food through its doors (around 50% increase), and this required a large team effort to process, from it's arrival to storage to distribution. This couldn't have been possible without an army of volunteers all working in as safe a manner as they could. The Stroud District Foodbank wouldn't operate without them and we give them thanks for their efforts. Likewise without solid governance our Foodbank wouldn't operate and we thank our Trustee's for their support and wisdom.

Looking forward to 2021-22 it looks as though we are not through the woods yet with the Coronavirus situation, we'll be looking at a warehouse move and making sure we are in the best shape possible for the service of those in the Stroud District who need our help.



THANK YOU!

**WITHOUT YOUR
SUPPORT WE COULDN'T
DO ANY OF THIS**