**Introduction**

**This document was produced - in draft and final versions - in 2016, entitled *EG Foodbank - 2016 Priorities summary document* for the Trustees. There was some feedback but the general consensus was that it was of use as a ‘guiding’ document.**

**Since then we have had two Trussell Trust Quality Assurance visits – in both October 2016 and most recently in July 2018. In the latter, the charity governance recommendation was that:**

***‘The Trustees revisit the earlier priorities document, to formally decide areas of focus over the next year, and to agree a foodbank vision for the next three years.’***

**In discussion with Andrew Smith after the 3 x QAV reports had been received, it was agreed that I would update this document with a progress report against the 15 items listed as priorities for 2016. This I have now done (in red) and so this document is re-presented to the Trustees for a future discussion, starting at the September meeting.**

The East Grinstead Foodbank’s **mission** – from Trussell Trust documentation – is to:

* To provide relief to individuals and families in crisis in East Grinstead and the surrounding areas, through the provision of emergency food supplies either directly or through approved partner agencies.
* To provide physical, mental and spiritual support either directly, or by referral / signposting to approved partner agencies, to enable Clients to avoid future crises.

**Is there a need?**

According to the Trussell Trust (TT):

* 13 million people live in the UK below the ‘breadline’.
* Over 1 million people received 3 days’ emergency from TT foodbanks nationwide in 2014-2015.

The East Grinstead foodbank helps 33 people, on average, every 2 weeks & has helped over 3,000 people since Dec 2012.

In the year to 31/3/2016, according the TT database, East Grinstead has helped 947 people, comprising 594 adults and 353 children. The comparable figures for 2014/15 were 856 people helped, comprising 576 adults and 280 children, this equates to a 10.6% increase, though the Trussell Trust reports an increase of 2% to just over 1.1 million people helped over the same period.

One cannot generalise over a 1-2 year period, but it is likely that the demand will increase on Foodbanks, for several reasons including welfare cuts, less charity support available and online applications needed for benefit claims.

**Why do people come to the East Grinstead foodbank?**

Our August 2015 data, prepared by John Granger, records:

32% due to benefit delays, 24% due to low income, 9% due to benefit changes, 8% due to unemployment, 8% due to unemployment, 7% due to homelessness & 6% due to debt, 6% other.

**What are the estimates of local poverty?**

Source – Jacqui Clay – WSCC – Nov.2015

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| --- | --- | --- | --- | --- |
|  | **Population - 2012** | **..Income deprived** | **..Children living in poverty** | **..Older people living in poverty** |
| **EG wards** | **25,525** | **1,525** | **365** | **500** |
| **Ashurst Wood** | **2,870** | **155** | **35** | **50** |
| **Rest of Mid-Sussex** | **112,765** | **6,755** | **1,650** | **2,275** |

**How the Foodbank works**

The Trussell Trust provides a detailed and comprehensive operating manual (including a database for recording vouchers, operating procedures and a manual, training and safeguarding materials, a template website that has been customised and policy guidance documentation that too has been customised. Risk assessment, safety and statutory matters are included in the guidance material. Part of our yearly subscription to the Trussell Trust includes both on-line and telephone guidance. Once a year there is an inspection by an area Trussell Trust representative. We rent a warehouse from the Jubilee Community Centre, who also allow us to regularly use a discrete ‘bay’, off the main reception, as a reception area for Clients.

**Human Resources**

The foodbank has a board of volunteer Trustees of six people, Mark Harvey is the Chair of Trustees. A Trustee is also our Treasurer.

The Steering group comprising of six members, four volunteers and two part-time staff. In addition, there is a volunteer rota of over 40 people who regularly offer their time, via the foodbank, and skills in support of those locally in need. The steering group has access to the churches and referral agencies in the local area. We are currently exploring further volunteers as specific roles, such as database administration help, have been identified.

**Our Priorities for 2016:**

1. **To continue to support, as effectively and efficiently as possible, our foodbank operation to those locally in need. Status – ongoing.**
2. **To demonstrate improved stock control and management of donated food as demonstrated by a variance of less than 10% between items weighed-in / weight-out and physical stock check(s) undertaken. Status – ongoing. Variance update to be determined / discussed post 25th August 2018 Stock Check.**
3. **To offer a programme of training events and ‘thank-you’ events to volunteers and at least yearly offer a referral agency meeting. Status – ongoing. Steering Team reviewing best way to engage with referral agencies. In Autumn 2018 we are planning a newsletter for Agencies.**
4. **To establish a list of additional volunteering roles in support of Foodbank objectives, where existing ‘gaps’ are identified. Status – Done.**
5. **To expand foodbank operations, where agreed by the board of Trustees, to better support those in need, by for example – increasing our opening hours at Lingfield, establishing a second satellite operation in Crawley Down. Status – no longer applicable. Lingfield satellite operation was closed down in late 2016.**
6. **To promote awareness of the Foodbank by establish a local presence in East Grinstead Library. Status - Was initiated, but Trustees unable to regularly support a monthly session at the library.**
7. **To establish closer working arrangements for improved signposting and support to both existing and new referral agencies. Status – an ongoing challenge!**
8. **To explore the TT concept of the foodbank as a community hub, by inviting agencies to be onsite at the Jubilee Centre, such as the local Citizens Advice. Status – superseded by JCC establishment of a Wednesday ‘Hub’ and that the local CA were not able to sustain a general adviser onsite every Wednesday.**
9. **To explore TT ‘More than Food’ programme offerings, on a periodic basis, and in consultation with Trustees, Steering Committee & Volunteers, deploy new initiatives where agreed by the Trustees and with an agreed resourcing plan. Status – investigated and links to local agencies and charities performing similar roles was felt to be a better use of local resources.**
10. **To deploy the new Trussell Trust website template and look for additional ways and vehicles to promote the work of the foodbank, such as video, social media alongside articles, talks, presentations, hosting visits to the foodbank etc. Status – a lot of work has been done here – with a new website, reinstatement of a twitter account and active promotion of the work of the foodbank via social media, great thanks here to both Mike Barlow and Jodie Scrivener, both volunteers.**
11. **To also establish a diary of events for Trustees and Volunteers as part of the promoting of thte work of the foodbank. Status – done and ongoing.**
12. **To secure existing & additional funding needed to support & grow – if agreed by Trustees - the foodbank, via grants (to West Sussex County Council, East Grinstead Town Council etc ) - as part of a documented fundraising strategy, that includes the use of online BT mydonate. Status – done, but remains a continuing need.**
    1. **Such items could be additional warehouse racking, additional IT equipment, additional warehouse equipment, a van for transporting & collecting donations. Status - There is now a Fundraising sub-committee in existence, chaired by Trustee – Lynne Loving.**
13. **To produce an Annual Report in Autumn 2016 to highlight the work done locally by the Foodbank. Status – done in 2016 and a 2017 impact statement produced in March 2018. An on-going need.**
14. **To conduct both a Volunteer satisfaction survey and an Agency satisfaction survey in 2H-2016 and prepare a summary report for Trustees with proposed actions, based on findings. Status – done in January 2018 and key recommendations actioned.**
15. **To continue the work to offer Christmas hampers to those in need. In 2014 – 25 bags were distributed, in 2015 – 85 bags were distributed. Status – this has been extended with both continuing Christmas bags, but also Summer and Easter bags. The numbers have grown in size, as shown below: That we can do this has involved great work by Lucy Tribe and James Hennessey in logistics and event planning and execution. We have also started to link to other foodbanks, when we can, when they are short of food and we have certain surpluses.**
    1. **2016 Christmas bags:**
    2. **2017 Easter bags & 2017 summer bags:**
    3. **2017 Christmas bags:**
    4. **2018 Easter bags & 2018 Summer bags:**
    5. **2018 projected Christmas bags:**

**We also have additional collection points at Waitrose, Oxted and most recently Tesco Express in Forest Row.**

**Donation volumes -**

**This additional volume – has driven greater workload and complexity and has created significant workload for the Warehouse Manager, but also for the need for additional volunteers. With the former – a warehouse Team has helped ‘spread the load’ but rota preparation has now become a major work item for Lucy, helped by Sue Saxton. We are investigating whether technology may be able to assist in this latter time –consuming area.**

**Number of volunteers = xx, shirt sizes are 5 people on Mondays & Wednesdays, and 6 on Fridays. We typically help xx people per week.**

**Version control:**

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| --- | --- | --- |
| 1st Draft | Prepared 9th April 2016 | By Tony Cox |
| 1st Draft | Issued to Trustees & discussed at 13th April 2016 Trustee Meeting |  |
| Final version | Prepared 29th June 2016 | By Tony Cox |
| **2018-2020 1st draft document prepared. Intended for initial discussion at September 2018 Trustee meeting** | **Dated 30th August 2018** | **By Tony Cox** |

## Appendix 1 - How a foodbank works

**Food is donated**

* Schools, churches, businesses and individuals donate non-perishable, in-date food to a foodbank. Large collections often take place as part of Harvest Festival, Christmas & Easter celebrations.
* Food is also donated through our regular collection points at The Jubilee Community Centre itself, Trinity Methodist church, the Sainsbury’s & Waitrose supermarkets in town (only for items purchased there in theory), Barclays bank in East Grinstead, and in the community centres in both Forest Row & Lingfield.
* Opening times and food donations sought are displayed, & regularly updated, on our website at [www.eastgrinstead.foodbank.org.uk](http://www.eastgrinstead.foodbank.org.uk), and increasingly more relevant on our twitter & facebook pages, and also via participation at local events, such as the town Advent Fair and the May Fayre.
* Food is collected at ‘Supermarket Collections’: these are events held at supermarkets where volunteers give shoppers a ‘foodbank shopping list’ and ask them to buy an extra item or two for local people in crisis. Our next collection day will hopefully take place at Sainsbury’s in November 2018.
* A major advantage of undertaking this work with The Trussell Trust is mutual support. There may be occasions when demand outstrips supply (though hopefully often vice versa), in which case the foodbank network can provide the opportunity to move food between centres. We remain in contact with Horsham and Caterham foodbanks in particular, as well as in weekly contact with Crawley Open House.

**Food is sorted and stored**

Volunteers sort food to check that it’s in-date, undamaged, and then placed in the warehouse, ready to be ‘picked’ for visiting clients. We also prepare Emergency Food Boxes (EFB’s) and deliver them as needed, particularly to the Crawley Probation Service, Lingfield GP surgery, and the local Children & Family Centre at the library. The boxes are also used during public holiday periods, when we seek to run an emergency telephone service.

**Frontline care professionals identify people in need**

GP’s, health visitors, social workers, Citizen Advice advisers, local churches, local hospitals, primary & secondary schools and others registered as referral agencies, identify people in crisis and issue them with a foodbank voucher. We now have over 50 local referral agencies.

**Clients receive food**

Foodbank clients bring their voucher to a foodbank centre where it can be redeemed for three days’ supply of emergency food. Volunteers meet clients over a cup of tea and are able to signpost people to agencies who are able to assist them with their longer-term problem.

We do deliver on an exceptional basis to some clients who cannot afford, or are unable, to get to the foodbank.